

**MODULE 1 – Introduction to Site Activation**

**Introduction**

The instructor reviews the ground rules, objectives, agenda and participant expectations of the DOIS for Site Activators course. Participants are introduced to the DOIS deployment plan, including the deployment schedule, roadmap activities, and team member roles. Finally, participants are introduced to the Site Activation Guide (SAG).

**Target Skills**

Upon completion of this module, you will be able to:

- Describe DOIS;
- Understand the role and responsibilities of a DOIS Site Activator;
- Discuss the DOIS deployment schedule;
- Discus the DOIS deployment organization chart and team member roles;
- Understand and use the DOIS Site Activation Guide (DSAG);
- Explain and discuss the DOIS deployment tools.

**Module 1 Schedule**

<b>Day One</b>	Introduction to DOIS for Site Activators	15 minutes
	Introduction to DOIS Deployment	1 hour

Additional information included for this module:

- DOIS deployment roadmap.

# **DOIS NATIONAL DEPLOYMENT ROADMAP**



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# **END OF DOIS NATIONAL DEPLOYMENT ROADMAP**





## **MODULE 2 – Data Collection**

### **Introduction**

The Data Collection module is a combination of Facilitator-led discussions and walkthroughs. Site Activators are introduced to the data collection process and how to assess data. Then, participants simulate data loading activities.

### **Target Skills**

Upon completion of this module, you will be able to:

- Explain the procedures that occur prior to a DOIS Site Activator arriving;
- Understand and use the Assessment Workbench;
- Understand the Assessment Analysis Report;
- Explain the type of data that must be collected and where it can be found;
- Effectively assess the integrity of the data provided by a delivery unit supervisor;
- Work with a delivery unit supervisor to update any incorrect data;
- Load delivery unit characteristics;
- Attach routes to a delivery unit;
- Load route base information, automatically and manually;
- Load previous PS Forms 3999 via the automated load utility;
- Transfer PS Forms 3999 data to the mainframe;
- Configure and run ETC/TACS;
- Assign employees to the Delivery Unit;
- Assign employees to routes;
- Load the Overtime Desired List (OTDL).

**Module 2 Schedule**

<b>Day One</b>	Introduction to Data Collection	1 hour, 30 minutes
	Assess Data is Correct	1 hour, 30 minutes
	Loading Workload Data	1 hour, 30 minutes
	Loading Workforce Data	1 hour, 30 minutes
	What Did You Learn	15 minutes

Additional information included for this module:

- Assessment Analysis Report.

# **ASSESSMENT ANALYSIS REPORT**

**END OF  
ASSESSMENT ANALYSIS  
REPORT**

## **Topic 2.2 – Assess Data is Correct**

**DPS Percent** - Current percentage of letter-sized mail volume comprised of DPS mail.

The DPS % is calculated as follows after a formal or special inspection:

$$\text{DPS\%} = (\text{1840 DPS volume}) / (\text{1840 DPS} + \text{caseable letter volume}).$$

The DPS % is calculated as follows after a minor adjustment based on DPS volume impact:

$$\text{DPS\%} = (\text{Current DPS volume}) / (\text{Base} / \text{1840 volume}).$$

Note: Current DPS volume = Average DPS mail volume for the past 12 days.

## **Topic 2.3 – Loading Workload Data**

### **Extracting DSIS Files Activity**

In the following activity, we are going to complete the steps listed below to practice extracting DSIS files. The steps detailed below are similar to those listed in the DSAG, however, they are modified to fit the training environment. Recall that during a site activation you would follow the steps as they are listed in the DSAG.

Please follow the directions below to extract the DSIS files.

- MINIMIZE DOIS.
- RIGHT CLICK on the Start Menu in the lower left corner of the screen.
- SELECT Explore from the floating menu.
- VIEW Windows Explorer.
- DOUBLE CLICK on the C:\ drive icon.
- VIEW the C:\ drive contents.

Navigate to the C:\DUC\DOIST\CLASSROOM 1 folder. This folder was created for training purposes only.

- DOUBLE CLICK the DUC folder in Windows Explorer.
- DOUBLE CLICK the DOIST folder in Windows Explorer.
- VIEW DOIST folder contents.

The next step is to open the DOISDATA.ZIP file. This is a WinZip file.

- DOUBLE CLICK the DOISDATA.ZIP file.
- VIEW the WinZip window containing the DSROUTES.DBF, DSTRIPS.DBF, DSBREAK.DBF, and DSVEH.DBF files.

Select the files to copy.

- HOLD down the Ctrl key and click the DSROUTES.DBF, DSTRIPS.DBF, DSBREAK.DBF, and DSVEH.DBF files.
- VIEW the four selected files.
- CLICK the Extract button on the menu bar in the WinZip window.
- VIEW the Extract window.

Extract the files to the C:\DUC\DOIST\CLASSROOM 2 folder.

- TYPE C:\DUC\DOIST\CLASSROOM 2 in the Extract to field.
- CLICK Selected Files in the Files area of the Extract window.
- CLICK the Extract button on the right side of the window.
- VIEW message box asking if you would like to overwrite the previous files.
- CLICK the Yes to All button on the message window.

The files are now copied to the CLASSROOM 2 folder. Close WinZip and then verify they are in the correct location.

- CLICK the X (Close) button in the upper left corner of the WinZip window to close WinZip.
- VIEW Windows Explorer.
- DOUBLE CLICK the C:\ drive icon.
- DOUBLE CLICK the DUC folder.
- DOUBLE CLICK the DOIST folder.

- DOUBLE CLICK the CLASSROOM 2 folder.
- VIEW CLASSROOM 2 folder contents.

**Route Base Information**

Route	DPS Percent	Base Parcels
001	68%	9
002	73%	8
003	63%	11
004	64%	10
005	57%	9
006	64%	10
007	44%	8
008	63%	8
009	59%	12
010	54%	9

**Copying PS Form 3999 Data Activity**

The next activity is designed to provide you practice using Windows Explorer to copy and paste PS Form 3999 data. The steps are similar to those listed in the DSAG, but are modified to accommodate the training environment. Please complete the steps below to copy the data.

- MINIMIZE DOIS.
- RIGHT CLICK the Start menu button in the lower left corner of the screen.
- SELECT Explore from the floating menu.
- VIEW Windows Explorer.
- DOUBLE CLICK the C:\ drive icon in Windows Explorer.
- VIEW the C:\ drive contents.

Navigate to the CLASSROOM 1 folder where the PS Forms 3999 data is stored. This folder

was created for training purposes only.

- DOUBLE CLICK the DUC folder.
- VIEW the DUC folder contents.
- DOUBLE CLICK the DOIST folder.
- VIEW the DOIST folder contents.
- DOUBLE CLICK the CLASSROOM 1 folder.
- VIEW the CLASSROOM 1 folder contents.
- SELECT the PS Form 3999 file to highlight the file.
- CLICK Edit on the Windows Explorer toolbar.
- SELECT Copy from the drop-down menu in Windows Explorer.

Next, the files are copied to the CLASSROOM 2 folder.

- CLICK the Back Button on the Windows Explorer toolbar.
- VIEW the C:\DUC\DOIST folder contents.
- DOUBLE CLICK the CLASSROOM 2 folder.
- VIEW the CLASSROOM 2 contents.
- CLICK Edit from the Windows Explorer toolbar.
- SELECT Paste from the Edit menu.
- VIEW the PS Form 3999 file in the CLASSROOM 2 folder.

## Topic 2.4 – Loading Workforce Data

### DSEMP.dbf Data

SSN #	Name	Employee Type	Route	Seniority Date	Hire Date	Rte Start Date
XX2YY1432	AMINA TC	REG	01	4/9/1988	12/11/1993	5/9/1998
XX2YY1453	BLAIR KM	REG	02	1/18/1986	10/25/1986	1/2/1999
XX2YY9876	BROOKS JM	REG	03	3/18/1995	12/9/1995	1/23/1999
XX2YY6745	BURNS GR	T-6	090	4/4/1992	10/6/1990	
XX2YY4867	CHANDLER KA	REG	04	1/18/1986	10/25/1986	6/27/1998
XX2YY3087	CHUNG NT	REG	05	2/17/1988	12/5/1987	5/10/1998
XX2YY2234	CLARKSON DM	REG	06	3/28/1987	1/3/1987	6/27/1998
XX2YY8778	COOKSEY KA	REG	07	8/31/1985	1/1/1984	4/22/2000
XX2YY0112	DANIELS PE	T-6	091	1/30/1999	11/7/1998	
XX2YY8342	DAVIDSON RB	REG	08	6/13/1981	1/1/1979	1/2/1999
XX2YY5566	DEPRIMO SK	REG	09	7/26/1993	4/17/1993	6/27/1998
XX2YY7830	DONIVAN XP	REG	10	11/25/1995	8/19/1995	4/8/2000
XX2YY2548	GRAY WA	UNASS REG		9/1/1984	7/4/1984	
XX2YY0334	JACOBS LV	PTF		2/16/1994	1/12/1994	

\*\*The information included in the above table does not represent a full DSEMP.dbf file. For training purposes, only the data needed to complete the activity is included.

### Overtime Desired List

Carrier Name	OTDL Status
AMINA, TC	10
BLAIR, KM	12
BROOKS, JM	12
CHANDLER, KA	12
DAVIDSON	10
DANIELS	12







**MODULE 3 – Data Verification/Setup**

**Introduction**

During the Data Verification/Setup module, participants discuss the data verification process. Then participants load the weekly schedule and miscellaneous routes. Finally, participants create pivot plans.

**Target Skills**

Upon completion of this module, you will be able to:

- Complete an ETC/TACS final extraction;
- Understand the data verification process;
- Verify mandatory and non-mandatory data;
- Load miscellaneous routes;
- Load Weekly Schedule;
- Create pivot plans.

**Module 3 Schedule**

<b>Day Two</b>	Verify Previously Loaded Data	35 minutes
	Load Weekly Schedule and Miscellaneous Routes	30 minutes
	Create Pivot Plans	45 minutes

Additional information included for this module:

- PS Forms 3999X.



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Participant Section**

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# PS FORM 3999X

## PS FORM 3999X SECTOR SEGMENTS

The groups of shaded, or un-shaded, sector segments should be made new logical groups.

	Duration	Poss Dlvry	First Delivery	Last Delivery
SS	0:04	9	25 School St	25 School St
SS	0:07	30	18 Chapel St	18 Chapel St
SS	0:08	17	26 Chapel St	38 Chapel St.
SS	0:02	4	27 Chapel St	21 Chapel St
SS	0:00	3	48 Portland Ave	44 Portland Ave
SS	0:00	1	26 School St	26 School St
SS	0:10	20	15 Portland Ave	33 Portland Ave
SS	0:10	21	14 Portland Ave	4 Portland Ave
SS	0:02	3	5 Portland Ave	1 Portland Ave
SS	0:01	1	22 Cocheco St	22 Cocheco St
SS	0:01	2	35 Cocheco St	33 Cocheco St
SS	0:04	5	46 Cocheco St	50 Cocheco St
SS	0:04	9	65 Cocheco St	113 Cocheco St
SS	0:06	6	5 Gerrys Ln	2 Gerrys Ln
SS	0:04	2	115 Cocheco St	117 Cocheco St
SS	0:05	8	6 Elmwood Ave	20 Elmwood Ave
SS	0:03	3	21 Elmwood Ave	15 Elmwood Ave
SS	0:01	1	2 Elmwood Ave	2 Elmwood Ave
SS	0:01	3	6 Cross St.	2 Cross St.
SS	0:01	2	1 Cross St.	5 Cross St.
SS	0:01	2	3 Fairview Ave	5 Fairview Ave
SS	0:03	5	4 Fairview Ave	22 Fairview Ave
SS	0:02	4	11 Fairview Ave	7 Fairview Ave
SS	0:01	1	44 Atlantic Ave	44 Atlantic Ave
SS	0:01	1	118 Cocheco St	118 Cocheco St
SS	0:04	5	1 Deer Creek Run	4 Deer Creek Run
SS	0:06	10	108 Cocheco St	88 Cocheco St
SS	0:08	14	29 Rogers St	3 Rogers St
SS	0:05	12	10 Rogers St	40 Rogers St
SS	0:13	21	99 ½ Portland Ave	67 Portland Ave
SS	0:02	3	59 Portland Ave	55 Portland Ave
SS	0:05	8	60 Portland Ave	76 Portland Ave
SS	0:07	11	78 Portland Ave	102 Portland Ave
SS	0:13	22	125 Portland Ave	131 Portland Ave
SS	0:05	6	19 Atlantic Ave	3 Atlantic Ave
SS	0:05	6	2 Atlantic Ave	10 Atlantic Ave
SS	0:08	8	24 Atlantic Ave	40 Atlantic Ave
SS	0:07	9	39 Atlantic Ave	23 Atlantic Ave

SS	0:03	3	1 Danbury Ln	5 Danbury Ln
SS	0:02	3	6 Danbury Ln	2 Danbury Ln
SS	0:01	1	21 Atlantic Ave	21 Atlantic Ave
SS	0:02	2	20 Atlantic Ave	18 Atlantic Ave
SS	0:02	4	133 ½ Portland Ave	135 Portland Ave
SS	0:00	1	137 Portland Ave	137 Portland Ave
SS	0:46	33	6 Granite St	149 Portland Ave
SS	0:29	94	149 Portland Ave	149 Portland Ave
SS	0:06	12	2C Hancock St	9 Hancock St.
SS	0:05	9	47 Forest St	63 Forest St
SS	0:04	7	58 Forest St	42 Forest St
SS	0:09	19	45 Forest St	15 Forest St
SS	0:10	19	14 Forest St	40 Forest St
SS	0:02	2	2 Essex St	4 Essex St
SS	0:05	11	13 Forest St	1 Forest St
SS	0:06	13	2 Forest St	12 Forest St
SS	0:01	3	12 Essex St	18 Essex St
SS	0:01	2	15 Essex St	15 Essex St
SS	0:03	3	11 Essex St	1 Essex St

**Insert the following breaks after all logical groups are created:**

Lunch break after 2 Gerrys Ln.

10 minute break after 40 Atlantic Ave.



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Participant Section**

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**END OF  
PS FORM 3999X**

### Topic 3.3 – Load Miscellaneous Routes and Weekly Schedule

#### Miscellaneous Route Information

	Rte Zip Code	Misc Route Number	Misc Route Type	Service Day Range	Base Hours	Daily Begin Time	Saturday Begin Time
<b>1</b>	xxxxx	095	Collection Run	All Week	4	11:00 AM	11:00 AM
<b>2</b>	xxxxx	097	Relay Run	All Week	2	10:30 AM	11:30 AM
<b>3</b>	xxxxx	098	Parcel Run	Mon-Fri	3	12:30 PM	
<b>4</b>	xxxxx	099	Combo Route	All Week	5	10:30 AM	10:30 AM







## **MODULE 4 –Installation**

### **Introduction**

In this module, participants learn how to prepare the DUC for installation, install DOIS, and configure interfaces. The module is conducted using walkthroughs and facilitator-led discussions.

### **Target Skills**

Upon completion of this module, you will be able to:

- Explain the installation schedule;
- Explain the DUC backup process;
- Prepare a DUC for DOIS installation
- Explain DOIS installation procedures
- Install DOIS;
- Configure the DCD interface;
- Configure the EOR interface;
- Configure the timekeeping interface;
- Explain when a site should be activated and why it is important to activate a site at the correct time;
- Activate a delivery unit;
- Burn DUVRS software into the DCD;
- Download Routes in DOIS into the DCD;
- Understand how to troubleshoot DCD problems;
- Explain why installation verification must be completed;
- Verify DOIS was installed correctly and various aspects of the application are working properly.



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**Module 4 Schedule**

<b>Day Two</b>	Installation Schedule	10 minutes
	DUC Backup and Preparation	15 minutes
	DOIS Installation and Shortcut Creation	15 minutes
	Interface Configuration	45 minutes
	Delivery Unit Activation	10 minutes
	DCD Setup	15 minutes
	Installation Verification	15 minutes
	What Did You Learn?	15 minutes

**Topic 4.1 – Installation Schedule**

DOIS Site Activation Schedule - Activation Week

Time (in DAYS)		Tuesday	Wednesday	Thursday	Friday	ACTIVATION Saturday
Activity		Post Master/ Manager Support for Previous Delivery Unit	DSAG Step 6 - Data Verification with Delivery Unit Supervisor	DAY OFF	DSAG Step 7 - Site Activation	Delivery Unit Supervisor Closes Out Service Week
			DSAG Step 6 - Load Miscellaneous Routes, Weekly Schedule and Pivot Plans		DUC Preparation Begins by 1:00 PM	DSAG Step 8 - Site Cutover
					Site Activated by Close of Business	Delivery Unit Supervisor Begins Using DOIS



**MODULE 5 – Site Cutover and Supervisor Support**

**Introduction**

Module 5 consists of two categories of activities. The first set of activities covers site cutover procedures, such as removing redundant DUC applications and configuring AVUS/Function 4 Interfaces. The second set of activities covers supporting supervisors after site cutover.

**Target Skills**

Upon completion of this module, participants will be able to:

- Backup DSIS files onto a CD;
- Remove the Decision Support Information System (DSIS) and its shortcuts;
- Remove the Route Examination System (RES);
- Remove Projected Office and Street Time (POST);
- Remove Period in Time Analysis (PITA);
- Configure Automated Vehicle Utilization System (AVUS) and Function 4 interfaces;
- Configure AVUS program;
- Understand and explain the site support process;
- Understand and use the DOIS Site Activator’s tools;
- Successfully encourage delivery unit supervisors and postmasters/managers to use DOIS;
- Troubleshoot problems DOIS users may have.

**Module 5 Schedule**

<b>Day Two</b>	Remove Redundant DUC Applications	15 minutes
	AVUS/F4 Interface Configuration	30 minutes
	Delivery Unit Support	1 hour
	What Did You Learn	15 minutes

## **Topic 5.3 – Site Support**

The DOIS Site Activator's and delivery unit supervisor's tools include:

- *On-Line Help* – Often the first tool to be accessed. Provides immediate assistance with application specific questions or problems.
- *Computer Based Training* – Used to enhance a DOIS user's skills and refresh a user's memory.
- *Quick Reference Guide* – Provides quick, easy to find access to common problems or questions.
- *Other DOIS Site Activators* – An excellent source of information from individuals with experience completing the same tasks, and encountering the same problems, as you.
- *District Coordinator* – Provides information on the district, its operations, and personnel.
- *DUC Coordinator* – A Resource knowledgeable in computer operations and troubleshooting.
- *DOIS National Deployment Support Desk (NDS)* – Available to support questions about deployment specifics, such as deployment operations and scheduling.
- *USPS Help Desk* – Available to help troubleshoot technical problems.

It is important for DOIS Site Activators to highlight the benefits of DOIS to the delivery unit supervisors. Remind delivery unit supervisors that DOIS is a tool that helps them manage their delivery units by supporting:

- Helps promote consistent mail delivery to households and businesses through an equitable allocation of resources to cover the daily workloads;
- Reduces operating costs through improved scheduling and deployment of letter carriers, based on daily mail volumes and correctly-established route structures;
- Enables more effective route inspections and route adjustments by introducing a comprehensive mechanism to collate inspection and adjustment data;
- Improves productivity through a balanced distribution of workload across delivery units and routes.

### **Activity Instructions**

1. Divide into two groups. Each group should contain the same number of people.
2. Once in your groups, you have fifteen minutes to brainstorm at least five problems that may occur during a site activation. Your group can look through the SAG to generate ideas.
3. As your group creates a problem, document the problem on the rip-chart in as much detail as possible.
4. After fifteen minutes, each team should have at least five problems, or difficulties, that a DOIS Site Activator may encounter during a site activation. Each problem must be documented on the rip-chart.
5. The teams trade rip-charts and try to solve the problems the other team identified. As your team tries to solve the other team's problems, use the SAG, participant guide, and any other tools you have available.
6. You have approximately 15 minutes to solve the problems created by the other team. After 15 minutes, each team is going to discuss the solutions they created for the other team's problems.



**MODULE 6 – Post Activation Data Entry and Course Wrap Up**

**Introduction**

During Wrap-Up, participants enter Post-Activation data and complete course evaluations.

**Target Skills**

Upon completion of this module, participants will be able to:

- Load Dispatch Schedule;
- Load Annual Plan;
- Load Non-Delivery Point Data;
- Understand the best business practice review process;
- Complete a best business practice review.

**Module 6 Schedule**

	Post Activation Data Entry	40 minutes
<b>Day Two</b>	Best Business Practice Review	20 minutes
	What Did You Learn?	20 minutes

Additional data included for this module:

- PS Form 1564-A.



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---

# PS FORM 1564-A



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**END OF  
PS FORM 1564-A**

## Topic 6.1 – Post Activation Data Entry

### Annual Budget Data

<b>Budgeted LDC Hours – 2000, AP 1</b>				
<b>LDC</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>
<b>WK 1</b>	47	327	480	2
<b>WK 2</b>	47	326	510	1
<b>WK 3</b>	47	366	509	3
<b>WK 4</b>	47	331	508	3
<b>AP 01 TOTAL</b>	188	1350	2007	9

<b>Budgeted Volume Types – 2000, AP 1</b>				
	<b>Letter Volume</b>	<b>Flat Volume</b>	<b>Sequenced Sets Volume</b>	<b>DPS Volume</b>
<b>WK 1</b>	123,130	125,988	1	25,390
<b>WK 2</b>	170,649	122,795	2	30,941
<b>WK 3</b>	137,346	150,694	2	30,448
<b>WK 4</b>	126,093	136,661	1	35,170
<b>AP 01 TOTAL</b>	557,218	536,138	6	121,949

**Possible Deliveries – 10,000**



