



MODULE 6 – Route Management Activities

Duration	Approximately 2 hours, 45 minutes.
Description	This module introduces several functions used by delivery unit supervisors when conducting minor adjustments: adding/removing delivery points, Delivery Point Sequence (DPS) volume impact, making adjustments, and creating/modifying the pivot plan.
Module Topics	<p>Topic 6.1: Minor Adjustment Overview</p> <p>Topic 6.2: Change in the Number of Delivery Points on a Route</p> <p>Topic 6.3: There's an Increase in the DPS Volume Percentage</p> <p>Topic 6.4: Create Adjustment Scenarios</p> <p>Topic 6.5: Create a New Pivot Plan</p> <p>Debrief: What Did You Learn?</p>
Target Skills	<p>Upon completion of this module, participants will be able to:</p> <ul style="list-style-type: none">• Explain Minor Adjustment functions;• Conduct an add/remove delivery points minor adjustment;• Conduct a DPS minor adjustment;• Use the Create Adjustment Scenarios window in DOIS;• Create a new pivot plan.



Activity 6.1

Minor Adjustment Overview

Target Skills

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

- Explain Minor Adjustment functions.
-

Introduction

STATE

In Topic 6.1, we discuss the Minor Adjustment process in DOIS.

EXPLAIN

DOIS supports activities performed by delivery unit supervisors and route examiners during the route inspection and adjustment process. DOIS supports formal, special, and minor adjustments. DOIS also supports special office counts.

ASK

What are some examples of minor adjustments?

Possible responses include, but are not limited to:

- Adjustments due to new construction;
- Changes in DPS percent;
- Add or Remove Delivery Points;
- Adjust the amount of time it takes to case and carry the route due to a new/different carrier.

EXPLAIN

Minor adjustments are effective for updating and maintaining route information, without the time and expense associated with a formal or special inspection. Minor adjustments are used to maintain the routes in reasonable adjustment. This helps a delivery unit supervisor make decisions based on accurate information.

Discussion

Inspections and Adjustments

STATE

We begin our discussion of route information by talking about the three types of adjustments or inspections that can be completed using DOIS:



- Formal Inspections;
- Special Inspections;
- Minor Adjustments.

ASK

What do you know about formal and special inspections?

Possible responses include, but are not limited to:

- Formal and special inspections consist of a route inspection then the route undergoes an adjustment. Minor adjustments consist of an adjustment only. They are not associated with an inspection.
- For formal and special inspections, route examiners inspect the routes for six consecutive days (the week of inspection), analyze the data, and make adjustments to the routes.
- A carrier timecard analysis is also performed on each route defined in the formal or special inspections.

ASK

What is the difference between a formal and special inspection?

Possible responses include, but are not limited to:

- A special inspection is conducted exactly like a formal inspection. In order for a special inspection to be granted, the route must meet a number of requirements that are detailed in section 271-g of the M-39, Management of Delivery Services Handbook.
- Special inspections usually occur for a specific route, while formal inspections are for a group of routes.

Walkthrough

Special Office Count

EXPLAIN

In addition to formal, special, and minor adjustments, DOIS also allows for special office counts. Since special office counts occur in the delivery unit, the functionality to access the window is on the Office side of DOIS. Let's take a moment to review special office counts before navigating to the Route side of DOIS.

STATE

Special office counts are used to determine the efficiency of a carrier in the office. The carrier must be given one



day's advance notification of this special count, and the carrier must be advised of the result of the special office count.

STATE

Access the Route and Unit Maintenance tab on the Supervisor Workbench.

- CLICK the Route and Unit Maintenance tab.
- CLICK the 1838-C Data Capture/Special Office Mail Counts button.

STATE

The 1838-C Data Capture and Maintenance window displays. If you want to edit a special office count already in existence, select the route and date of that count.

STATE

Take the next few minutes to read about this window using On-Line Help.

- CLICK F1 to access On-Line Help in order to learn more about this new window.

FACILITATOR NOTE

Allow participants approximately three minutes to read the window description in On-Line Help.

- CLICK the **X** (close) button to close On-Line Help.

STATE

An important point to remember when using the 1838-C Data Capture/Special Office Mail Counts window is to ensure you transfer your data to the mainframe. In order to do this, you should use the Special Office Mail Counts Data Transfer.

FACILITATOR NOTE

DOIS supports a one-day special office count, in accordance with section 142.2 of the M-39.



Discussion

ASK

What questions do you have about special office counts?

STATE

Now, let's discuss minor adjustments.

Discussion

Minor Adjustments

EXPLAIN

The minor adjustment process is different from the formal or special inspection process. First, in a minor adjustment, the delivery unit supervisor evaluates the current route data against the route's base data in order to determine if an adjustment is necessary. If the route is over or under-burdened, the delivery unit supervisor may conduct a minor adjustment.

EXPLAIN

During a minor adjustment, an inspection is not performed. Because there is no inspection, a minor adjustment is a faster and more cost-effective method of maintaining routes. Some of the reasons delivery unit supervisors conduct minor adjustments include:

- Delivery points need to be added or removed from a route;
- Office or street times need to be adjusted;
- DPS percentage is increasing or decreasing.

EXPLAIN

While route examiners complete formal inspections, delivery unit supervisors complete minor adjustments. For that reason, we will focus on minor adjustments today.

EXPLAIN

We discuss implementing all adjustments, formal, special, and minor, later in this module. Additionally, participants may refer to the DOIS for End Users CBT for more information regarding the completion of formal and special inspections in DOIS.

ASK

What criteria indicate a need for a minor adjustment?

Possible responses include, but are not limited to:



- Change in deliveries;
- The need for more efficient delivery patterns;
- Change in mail volumes (DPS or caseable);
- New carrier on route;
- Change in work methods.

ASK

How do you currently complete minor adjustments?

Possible responses include, but are not limited to:

- By using an Excel spreadsheet;
- By using local applications;
- By using a route map (manual inspection);
- I do not conduct minor adjustments.

FACILITATOR NOTE

The Minor Adjustment concept is new for many participants. Participants may not complete minor adjustments because they lack the necessary tools. If participants do not conduct minor adjustments; ask the following question.

ASK

What are some reasons why you do not complete minor adjustments?

Possible responses include, but are not limited to:

- *I lack the sufficient tools.*
- *I do not know the acceptable United States Postal Service methods for completing a minor adjustment.*
- *The most current count and inspection data was not available.*
- *It takes too much time.*

Refer participants to section 141 of the M-39 for more guidance on minor adjustments.



Walkthrough
Route Navigation

STATE

Before we discuss the Minor Adjustment process, let's take a look at the main route navigation windows. Route is a separate part of the application from the office functions in DOIS. There are a few steps to change from the office side to the route side.

- CLICK Application on the DOIS menu bar.
- SELECT Route.

EXPLAIN

The Select Delivery Facility window opens. The window is used to select a delivery facility to view. Your district and facility are pre-filled based on the information associated with your ID.

- CLICK OK.

EXPLAIN

The Route Inspections and Adjustments window is used to view the current adjustment type, status, start date, and end date.

EXPLAIN

When completing a minor adjustment, you select the route you are adjusting on the Route Inspections and Adjustments window. All inspection and adjustment activities pertain to the adjustment that is selected on the Route Inspections and Adjustments window.

Discussion
*Route Inspections and
Adjustments*

EXPLAIN

The six buttons on this window include:

- Adjustment Details – Allows you to view the details of the adjustment, which include: the type of adjustment, the adjustment start and end dates, the current status, the routes, and the regular carrier included in the adjustment.
- Edit Adjustment – Allows you to edit random lot selection numbers in the context of a formal or special inspection, the ZIP Code, and routes to be inspected.
- Change Status – Allows you to change the status of the current adjustment. Inspection status types include: Planned, In Progress, Cancelled, and Implemented.



- Define New Adjustment – Allows you to define a new adjustment. This step is done prior to each minor adjustment or route inspection.
- Select Adjustment – Allows you to select an adjustment. After selecting a previous adjustment, it is placed on the Route Inspections and Adjustments Workbench for editing. If the adjustment has already been implemented, the system prevents you from modifying the adjustment.
- Change Delivery Facility – Route examiners use this window to select which facility to work from when conducting route inspections and adjustments. By changing the facility, they may view inspections in other facilities that they are authorized to access. The inspections in the previous facility are no longer displayed. Delivery unit supervisors have access to only their own facility.

ASK

What questions do you have about the Route Inspections and Adjustments window?

STATE

Let's look at the Define New Adjustment window.

- CLICK the Define New Adjustment button on the Route Inspections and Adjustments window.

Walkthrough

Define New Adjustment

STATE

Creating a new adjustment is the first step completed when conducting a minor, formal, or special adjustment. In order to do this, use the Define New Adjustment window. Let's look at the different fields on the window.

EXPLAIN

- Adjustment Type – The Adjustment Type is the first area on this window. It contains a drop-down list box that is used to define the type of adjustment (Formal Adjustment, Minor Adjustment, or Special Adjustment).
 - CLICK the down arrow in the Type drop-down list box.



- SELECT Minor Adjustment as the type of adjustment.

EXPLAIN

- Adjustment Date – The Adjustment Date area contains the Start Date spin box, which is used to select the start date for the inspection.
 - VIEW the current date in the Start Date spin box.

Random Lot Selection

ASK

How would you use the Random Lot Selection field?

Possible responses include, but are not limited to:

- The Random Lot Selection field is only used for a formal and special adjustment. Once the union steward has selected the four random lot numbers, they are typed in the fields in the Random Lot Selection box.
- The Random Lot Selection field is inactive since we selected minor adjustment as our adjustment type.

REMINDE participants that the information in DOIS used in the Random Timecard analysis is pulled from Timekeeping systems. This is another instance where correct swiping of the EBR (Electronic Badge Reader) ensures accurate DOIS data. Carrier clockrings must be accurate in order for the random weeks selected to be an accurate representation of the route.

EXPLAIN

- ZIP Code – By clicking the ZIP Code drop-down list box, all ZIP Codes for the delivery unit are displayed. After selecting a ZIP Code, all routes are displayed in the ZIP Code grid.
 - CLICK the down arrow on the ZIP Code drop-down list box.
 - VIEW xxxxx in the ZIP Code drop-down list box.



EXPLAIN

- Routes In ZIP Code – Routes for the selected ZIP Code and the names of the regular carriers for the routes are displayed.
 - VIEW the list of route numbers, starting with route xx001.

EXPLAIN

- Routes To Adjust – In order to select routes for an adjustment, you must move routes from the Routes In ZIP Code grid to the Routes To Adjust grid.

Walkthrough

Moving Routes Between Grids

EXPLAIN

Routes can be moved between grids in four ways:

- First, routes can be moved one at a time. Do this by highlighting the row, then clicking the right arrow button.
- Second, you can move all routes in the ZIP Code by clicking the double arrow buttons.
- Third, you can move a group of routes by selecting the first route you wish to move, holding the Shift key, and clicking the last route in the group. Then by clicking the right arrow, the group you selected moves to the Routes To Adjust grid.
- Fourth, you can move routes by pressing the Control key, selecting the routes, then clicking the right arrow key.
 - SELECT route xx001 with carrier AMINA, T C.
 - CLICK the single right arrow button.

STATE

Let's practice selecting and moving routes between the Routes In ZIP Code grid and the Routes To Adjust grid.

- SELECT route xx002, with carrier J M BROOKS.
- CLICK the right arrow button.



STATE

Make sure that only routes xx001 and xx002 are in the Routes To Adjust grid.

STATE

Normally, we would click the OK button to save the changes we made to this window. For the purpose of this course, we are not saving changes we make to this window.

- CLICK Cancel.

Walkthrough

Select Adjustment window

EXPLAIN

For the purpose of this demonstration, we are going to use an adjustment that has already been planned. In order to view adjustments that have been set up previously, click the Select Adjustment button.

- CLICK the Select Adjustment button.

EXPLAIN

The Select Adjustment window opens.

- SELECT the Minor Adjustment with the Start Date 05/09/2000 and End Date of 05/09/2000.

EXPLAIN

The View Routes button is used to view routes selected for this adjustment. By clicking the View Routes button the Adjustment Details window opens.

- CLICK the View Routes button.

Walkthrough

Adjustment Details window

EXPLAIN

The Adjustment Details window shows that the routes selected for this minor adjustment are routes xx014 and xx018. In order to exit from the window, click the Close button. This window may also be opened from the Route Inspections and Adjustments window.

- CLICK Close on the Adjustment Details window.
- CLICK OK on the Select Adjustment window.



STATE

The minor adjustment we just selected is displayed on the Route Inspections and Adjustments window.

EXPLAIN

Most of the Minor Adjustment functions that we should complete are opened through the Route Inspections and Adjustments Workbench.

- CLICK the Workbench button on the Route Inspections and Adjustments window.
- VIEW the Selected Adjustment area. (Adjustment – Minor, Status – In Progress, Start Date and End Date 05/09/2000.)

EXPLAIN

Adjustment Functions – Adjustment functions are broken into five areas:

- Advance Preparation;
- Conduct Inspection;
- Analyze Data;
- Make/Implement Adjustments;
- Data Transfer.

The areas that delivery unit supervisors use most in order to complete a minor adjustment are Analyze Data and Make/Implement Adjustments. We cover these two areas in detail.

FACILITATOR NOTE

Divide the class into groups and ask each group to use On-Line Help to learn about the following areas on the Route Inspections and Adjustments Workbench. Let participants know that their groups should be prepared to explain their assigned area to the rest of the class.

The areas include:

- *Analyze Data;*
- *Make/Implement Adjustments;*



These are the areas that pertain to minor adjustments. These two areas are outlined below for you to use as a reference if participants are confused or if you need to clarify a point.

If participants have questions about the other areas of the Workbench (Advance Preparation, Conduct Inspection, or Data Transfer), have them first consult On-Line Help to learn more about those areas of the Workbench.

Demonstration
Analyze Data

EXPLAIN

The adjustment period, zone, and routes define a minor adjustment. Once a minor adjustment is defined, only functions relating to minor adjustments are available to the user.

EXPLAIN

The following buttons are available while performing a minor adjustment in DOIS:

- **Edit Office Time** – This button opens the Edit Office Time window. It is used to modify the office time for a carrier if it is not representative of the carrier's performance. After making the modification to the office time the user must enter a justification for the change.
- **Select/Edit Street Time** – This button opens the Select/Edit Street Time window. It is used to modify the street time for a carrier if it is not representative of the carrier's performance. After making the modification to the street time the user must enter a justification for the change.
- **DPS Volume Impact** – This button opens the DPS Volume Impact window. This window is used to update the office time based on changes in DPS percentage. Adjusted office time is automatically calculated using EOR (End of Run) data for the last 12 days, recorded number of deliveries, and office and street factors for the route.
- **Add/Remove Delivery Points** – This button opens the Add/Remove Delivery Points window. This window is used to add or remove delivery points from a route. Adjusted office and street times are automatically calculated using the recorded number of deliveries



and the office and street factors for the route. This function is used after the delivery unit supervisor completes the update process through ADCS/AMS.

EXPLAIN

It is important that you understand that information entered into the Add/Remove Delivery Point function is internal to DOIS and is not uploaded to ADCS/AMS. Delivery unit supervisors should complete the normal process of filling out PS Form 1621 and updating AMS. Once ADCS/AMS has been updated, and then the Add/Remove Delivery Point function should be used to ensure DOIS information is accurate.

ASK

What questions do you have about the minor adjustment windows?

FACILITATOR NOTE

Below you will find descriptions of windows pertaining to minor adjustment so you can easily guide the discussion. However, participants should use On-line Help to find more information on these functions before asking you. The information listed below is there to help you clarify any incorrect answers or any confusion about these functions in DOIS.

Demonstration
*Make/Implement
Adjustments*

EXPLAIN

Once minor adjustments have been made in the Analyze Data area, the scenarios for the adjustments and their impact on the routes are in the Make/Implement Adjustments area.

EXPLAIN

The Make/Implement Adjustment functions are used as part of the Minor Adjustment process as well as the Route Inspection and Adjustment process. DOIS allows users to continually update base data by conducting minor adjustments. This route base data is used throughout DOIS to calculate information used for delivery workload management. The functions in the Make/Implement Adjustments area are:

- Create Adjustment Scenarios – The Create Adjustment Scenarios window is used to adjust routes within a ZIP Code in order to bring the routes as close



to eight hours as possible. This window allows you to:

- Move sector segments (including collection boxes);
- Add, edit, and delete new construction;
- Add or delete routes.

This window is used for formal, special, and minor adjustments. The major advantage of this window is that it allows users to create scenarios for implementation. In Topic 6.4, we cover this window in detail.

- **Route Base Information Maintenance** – The Route Base Information Maintenance window is used to view and edit route base information once an adjustment scenario has been selected for implementation. Once you have selected a scenario, you can view how it will affect the route in the following areas:
 - Route types;
 - Types of deliveries;
 - Schedule information.

Additionally, you can view:

- Base office time;
- Street time;
- Total time;
- Base volumes;
- Possible deliveries;
- Router information;
- Carrier information;
- Last adjustment date;
- Last inspection date.

You can also edit transportation information and lunch/break information. Maintaining route base information is an ongoing activity that users can perform at any point throughout the year by using the



Route and Unit Maintenance tab on the Supervisor Workbench.

- Non-Delivery Point Maintenance – The Non-Delivery Point Maintenance window is used to add, edit, or delete collection point, relay box, and park and loop point information. This function is used when a scenario has been selected for implementation. It can also be opened at any time through the Route and Unit Maintenance tab on the Supervisor Workbench.

ASK

What questions do you have about any of these functions?

Demonstration

Change Status window

STATE

This covers all of the functions available within the Minor Adjustment process. Let's close the Route Inspections and Adjustments Workbench and return to the Route Inspections and Adjustments window to see the window where the inspection status is changed to Implemented.

- CLICK Close on the Route Inspections and Adjustments Workbench.
- CLICK the Change Status button.
- VIEW the Change Status window.

STATE

Use the Change Status window to change the status of an inspection or adjustment. The window is used after the local approval process is complete and ADCS/AMS data has been updated. By clicking the New Status drop-down list box, you can choose the new status for the adjustment. Please note that a PS Form 3998 that has been approved by the district should be received prior to implementation.

- CLICK Cancel on the Change Status window.

ASK

How are minor adjustments an advantage?

Possible responses include, but are not limited to:

- I can easily update minor changes to route times and



street information.

- I don't have to wait for a formal/special route inspection to modify base route information.
- I can move delivery points (sector segments) between routes easily and update new route information for all affected routes at once.

FACILITATOR NOTE

As participants identify advantages, list them on the DOIS Advantages Rip-chart.

Summary

STATE

Using route information in office functions as base data is a major advantage of DOIS. Office functions update each time routes are adjusted and then implemented. This function enables delivery unit supervisors to make decisions based on accurate information.

STATE

Next, we take a more detailed look at the Add/Remove Delivery Point function in DOIS.

END TOPIC 6.1.

CONTINUE to Topic 6.2.



Activity 6.2

Change in the Number of Delivery Points on a Route

Target Skills

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

- Conduct an add/remove delivery points minor adjustment.
-

Introduction

STATE

In Topic 6.2, we discuss how to update office and street time based on a change in the number of delivery points on a route. We also look at the windows used to make other types of minor adjustments to office and street time.

EXPLAIN

There are four windows used to conduct a minor adjustment:

- Add/Remove Delivery Points;
- DPS Volume Impact;
- Edit Office Time;
- Select/Edit Street Time.

STATE

In this topic, we cover the Add/Remove Delivery Points, Edit Office Time, Select and Edit Street Time windows. The DPS Volume Impact window is covered in Topic 6.3. In order to view these windows, we need to navigate to the route side of DOIS.

- CLICK Application on the DOIS menu bar.
- SELECT Route.
- SELECT your Facility.
- CLICK OK.
- CLICK Select Adjustment..
- CLICK Minor Adjustment, In Progress, with start and end date on 05/09/2000.
- CLICK the Workbench button on the



Route Inspections and Adjustments window.

- CLICK the Add/Remove Delivery Points button.

Walkthrough

Add/Remove Delivery Points window

STATE

The Add/Remove Delivery Points function can only be used when you are working in the context of a minor adjustment. Once you enter the number of deliveries that are being added or removed, the modified office time and street time are automatically calculated using the recorded number of deliveries and the office and street factors for the route. The office factor is determined from the latest PS Form 1840, and the street factor is determined from the latest PS Form 3999.

EXPLAIN

As a reminder, it is important that you understand that information entered into the Add/Remove Delivery Point function is internal to DOIS and does not upload to ADCS/AMS. Delivery unit supervisors should complete the normal process of filling out PS Form 1621 and updating ADCS/AMS. Once ADCS/AMS has been updated, the Add/Remove Delivery Point function should be used to ensure DOIS information is accurate.

STATE

Please complete the steps with me as I demonstrate how to add delivery points in DOIS.

STATE

Let's assume 80 additions are made to a sub-division. The route currently assigned to the building is at 8:10 hours. Due to new additions, it consistently takes the carrier an extra 50 minutes to complete the route. You decide to complete the minor adjustment to reflect the time required to service the additional deliveries, which adds both office and street time to the route.

ASK

What are the steps you would take within DOIS to add these new delivery points?

FACILITATOR NOTE

Allow the participants to call out the steps they would take. As they call out the steps, walkthrough the correct



steps.

- CLICK the Route Number drop-down list box.
- SELECT route xx014.
- CLICK Display.
- SELECT the Add Delivery Points to Route radio button.
- TYPE 80 in the # Delivery Pts to Add/Remove field.

STATE

At this point, you must leave the field in order for the modified office time to be calculated. You can do this by pressing the Enter or Tab key.

- PRESS either the Enter or Tab key.
- VIEW the Modified Office Time and the Modified Street Time.

STATE

Notice that the office time and the street time have been updated based on the office and street factor.

ASK

How does DOIS determine how many minutes to add for the office time?

Answer:

The number of new deliveries (80) are multiplied by the office efficiency factor (.29) which equals the Office Time to Add/Remove (23 minutes). The current office time of 2:33 is increased by 23 minutes to equal the modified office time of 2:56.

STATE

Notice, the same calculation applies for the street time.

STATE

Now that the total office time and street time are over



eight hours, it is necessary to transfer territory in order to bring this route closer to eight hours. In order to do this, we would use the Create Adjustments Scenarios window, which is covered in detail in Topic 6.4.

Discussion

Minor Adjustment windows

ASK

What questions do you have about the Add/Remove Delivery Points window?

- CLICK Save.

ASK

What are some examples of when you would use the Add/Remove Delivery Points window?

Possible responses include, but are not limited to:

- When there is a new apartment building on a route;
- When a building is being torn down;
- When a new housing development is being built.

- CLICK Close.

EXPLAIN

If the base time for the route is no longer near eight hours (either over or under eight hours), use the Edit Office Time or Select/Edit Street Time windows to determine the current evaluation for each route and the needed adjustments.

Demonstration

*Edit Office Time and
Select/Edit Street Time
windows*

EXPLAIN

The Edit Office Time and Select/Edit Street Time windows show the adjusted office and street times.

- CLICK the Edit Office Time button.

Edit Office Time

STATE

During a minor adjustment, this window displays the Modified Office Time and Justification fields for the selected route. The other fields on the window are only enabled during a formal or special adjustment. Please watch me as I demonstrate how to use the different features of this window.

- CLICK the down arrow on the Route



Number drop-down list box.

- SELECT route xx018.
- CLICK Display.

STATE

Since we are editing a minor adjustment, the only changes that can be made on this window are in the Modified Office Time spin box and the Justification text box. When modifying office time, entering a justification is mandatory. If a justification is not entered, the changes to office time cannot be saved.

ASK

When would you need to adjust/edit office time?

ASK

What questions do you have about this window?

*Edit Office Time in a
Formal/Special Inspection*

EXPLAIN

In a formal inspection, the Edit Office Time window is used to determine PS Form 1838 line item representative times and the evaluated office times for the selected route during an inspection and adjustment. These fields are currently disabled since we are completing a minor adjustment.

ASK

What are some of the items that are analyzed for a formal or special inspection?

Possible responses include, but are not limited to:

The following items are analyzed in order to make an evaluation:

- Standard line item times should be analyzed;
- Day of inspection line item times should be analyzed;
- Average week of inspection line item times should be analyzed;
- Mail volumes from the week of inspection should be analyzed;
- Examiner's comments for the route should be analyzed.



EXPLAIN

The entered representative line item times increases or decreases the modified office time. In addition, office time can be manually edited, but a justification must be entered in order to save the change. Once the adjustment is implemented, the office time and street time are added to determine the total time for the route. This time is used in all of the route adjustment functions.

- CLICK Close.
- CLICK the Select/Edit Street Time button.

STATE

Next, we cover how to edit street time in DOIS.

Select/Edit Street Time window

STATE

This Select/Edit Street Time window works in the same way as the Edit Office Time window. This window is used when street time should be adjusted. For example, use this window when street time should be adjusted because of an increase in mail volume. In minor adjustments, all radio button selections are disabled except for the Modified Street Time spin box and Justification text box.

ASK

Why are only two fields enabled on this window?

Answer:

- Because we are still in the context of a minor adjustment and only two fields can be used to edit street time. The other fields on this window are used in formal inspections only.

EXPLAIN

Notice this window has already been updated with the new information we entered into the Add/Remove Delivery Point window. Please watch me as I demonstrate how to use the window.

- CLICK the down arrow on the Route Number drop-down list box.
- SELECT route xx014.



- CLICK Display.

EXPLAIN

The Select/Edit Street Time window is automatically updated from the Add/Remove Delivery Points window.

EXPLAIN

If further time adjustments are needed, use the Adjust Street Time spin box and type the reason for the change in the Justification text box.

FACILITATOR NOTE

If participants are interested in the specific formula used to calculate the office and street times, the formula is listed in the appendix of the Facilitator Guide.

Discussion

Formal Inspection

EXPLAIN

Please notice there are a number of fields on this window which are disabled or grayed out. These fields concern the formal inspection process. To find out more information on these fields, we are going to access On-Line Help.

- CLICK F1.

FACILITATOR NOTE

Allow participants approximately three minutes to read the window description in On-Line Help.

-
- CLICK the **X** (close) button to exit out of On-Line Help.

ASK

What steps would I take to edit the street time on this window?

Answer:

1. Click the up or down arrows in the Street Time for Adjustment spin box.
2. Change the street time.
3. Type a justification in the Justification text box.
4. Click Save.



STATE

Great!

– CLICK Close.

ASK

What questions do you have about either the Edit Office Time window or the Select/Edit Street Time window?

Summary

STATE

The Add/Remove Delivery Points function in DOIS allows you to update the current time of a route based on delivery points being added or removed from the route. DOIS automatically updates office and route times when you type in the number of delivery points to add or remove. The Edit Office Time and the Select/Edit Street Time windows are used to make changes to office and street time.

ASK

What advantages do you want to add to the DOIS Advantages Rip-chart?

Possible responses include, but are not limited to:

- DOIS allows minor adjustments. I don't have to wait for a formal inspection.
- DOIS minor adjustments allow Delivery unit supervisors to account for a route having more or less time due to changes in delivery points.

STATE

Next, we cover the DPS Volume Impact window.

END TOPIC 6.2.

CONTINUE to Topic 6.3.



Activity 6.3

There's an Increase in DPS Volume Percentage

Target Skills

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

- Conduct a DPS minor adjustment.
-

Introduction

STATE

In Topic 6.3, we discuss how to update office times based on changes in DPS volume percentages.

ASK

How many of you have completed a formal inspection to account for an increase in DPS mail percentage?

STATE

Instead of going through the Formal Inspection process, you can now use DOIS to make minor adjustments for changes in DPS mail volume percentages. By using the DPS Volume Impact window in DOIS, it only takes a few minutes to calculate the effect of DPS mail volume percentage changes on office times.

Walkthrough

DPS Volume Impact window

STATE

Let's look at the DPS Volume Impact window.

STATE

In order to complete a DPS minor adjustment, we first create a new adjustment. Both Add/Remove Delivery Points and DPS Volume Impact cannot be completed in the same minor adjustment. If you need to do both for a route, DOIS requires you to set up two different adjustments.

- CLICK Close.
- CLICK the Select Adjustment button.
- SELECT Minor with the start date of 05/10/2000 and an end date of 05/10/2000.
- CLICK OK.
- CLICK the Workbench button.



- CLICK the DPS Volume Impact button on the Route Inspections and Adjustments Workbench.

STATE

The DPS Volume Impact window allows you to update office times based on a change in the amount of DPS mail. Let's take a look at this window.

EXPLAIN

The columns on the window are divided into three categories: DPS %, Average Volume, and Office Times.

Discussion

ASK

What do the columns within those categories represent?

Possible responses include, but are not limited to:

- DPS %
 - Current – This field lists the current percent of DPS mail received from the plant.
 - Base – This field lists the previous DPS percent from the last adjustment. This is the number on which the current office time is based.
 - Change – The field lists the percent change in DPS volume from the adjusted to the current.
- Average Volume
 - DPS – This field lists the average daily DPS volume calculated from EOR volumes for the previous twelve days.
 - Base/1840 – This field lists the PS Form 1840 letter volume from the last adjustment.
- Office Times
 - Base – This field lists the base office time for the route.
 - Impact – This field lists the DPS volume impact on the office time for the route.
 - Adjusted – This field lists the amount of time needed to be adjusted based on the DPS impact.

EXPLAIN

Delivery unit supervisors can update office times based



on the DPS volume impact time for all routes displayed.

STATE

This function displays the adjusted office times for each route defined in the minor adjustment. The new office times are based on the time entered into the Modified Office Time field as a result of the DPS impact.

STATE

In order to make a DPS minor adjustment, click the Update Office Times button. The new office time is updated on the Edit Office Time window. By updating office times, the base times for the route have changed. However, this change does not get accepted until the adjustment is implemented.

- CLICK the Update Office Times button.

STATE

It is simple to modify office times. You do not have to complete any calculations. DOIS performs all the necessary calculations.

FACILITATOR NOTE

If participants are interested in the specific formula used to calculate the office and street times, refer to the formula listed in the Facilitator Guide Appendix.

- CLICK Close.

ASK

What questions do you have about any of the minor adjustment windows?

Summary

STATE

The DPS Volume Impact window automatically updates office times for the route based on new DPS mail volume percentage.

END TOPIC 6.3.

CONTINUE to Topic 6.4.



Activity 6.4

Create Adjustment Scenarios

Target Skills

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

- Use the Create Adjustment Scenarios window in DOIS.
-

Introduction

STATE

In Topic 6.4, we discuss how to create adjustment scenarios for a minor adjustment. This activity may also be completed for a formal or special adjustment.

EXPLAIN

In order to complete this topic, we use Computer-Based Training to:

- Create the adjustment;
- Create adjustment scenarios;
- Assess scenarios;
- Implement the scenario;
- Create summary and adjustment reports;
- Implement the adjustment.

STATE

If you find yourself having to create adjustment scenarios a year from now, you may not remember all the steps you learned in today's training course. That is a great time for you to use Computer-Based Training to help you remember the detailed steps of completing an activity.

EXPLAIN

We want to give you an opportunity to become familiar with and practice using the Computer-Based Training. After you complete the lesson, we discuss any questions you have about using the Computer-Based Training.

Activity

*Making Territorial
Adjustments with the
Computer-Based Training*

NAVIGATE to the opening screen of the Computer-Based Training.

NAVIGATE to Module 5, Lesson 6: Making Territorial Adjustments.



STATE

Please complete Module 5, Lesson 6 of the Computer-Based Training.

FACILITATOR NOTE

Give participants 30 minutes to complete Module 5, Lesson 6 of the Computer-Based Training.

While participants are completing the Computer-Based Training Lesson, remember to provide support.

- *Answer participant questions.*
- *Monitor frustration. If a participant seems to be having trouble, help them find their way through the Computer-Based Training.*
- *Challenge participants to find the answers themselves using Computer-Based Training.*

It is extremely important in this activity for the facilitators in the room to become involved with the participants. The facilitators should monitor the level of frustration and be able to identify when participants require assistance.

Discussion

ASK

What questions do you have about using Computer-Based Training?

ASK

What were some of the things you liked about using the Computer-Based Training?

Possible responses include, but are not limited to:

- It was easy to follow the steps outlined.
- I could go as fast or as slow as I needed to.
- I could go back if I did not understand something.

ASK

What did you enjoy doing in the Creating Adjustment Scenarios window?

Possible responses include, but are not limited to:

- It was easy to see the impact of the different



scenarios on the route timing.

- It was easy to implement a scenario.

ASK

What questions do you have about making territorial adjustments?

ASK

What are some of the processes supported by Creating Adjustment Scenarios and Make Adjustments windows?

Possible responses include, but are not limited to:

- Create the adjustment;
- Create adjustment scenarios;
- Assess scenarios;
- Implement the scenario;
- Create summary and adjustment reports;
- Implement the adjustment.

ASK

What advantages do you want to add to the DOIS Advantages Rip-chart?

Possible responses include, but are not limited to:

- I can see adjustment scenarios and their effect on office and street time.
- DOIS interfaces with AMS so it is updated with the current delivery points for the route.

Summary

STATE

In this topic, we covered how to create adjustment scenarios and implement the scenarios using the DOIS for End Users CBT. Using the Computer-Based Training, we practiced creating adjustment scenarios, assessing the scenarios, and implementing our chosen scenario.

STATE

Next, we cover creating a new pivot plan using the Computer-Based Training.



END TOPIC 6.4.

CONTINUE to Topic 6.5.



Activity 6.5

Create a New Pivot Plan

Target Skills

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

- Create a new pivot plan.
-

Introduction

STATE

In Topic 6.5, we discuss how to create and modify a pivot plan. The pivot plan is used when a portion of a route is broken up into smaller groups so that multiple carriers may carry portions of the route. In order to complete this topic, we use Computer-Based Training to:

- Create a pivot plan;
- Move a segment between logical groups;
- Assign routes in the proximity of another route.

Activity

*Creating and Modifying
Pivot Plans*

NAVIGATE to the opening screen of the Computer-Based Training.

NAVIGATE to Module 4, Lesson 2: Creating and Modifying Pivot Plans.

STATE

Please complete Module 4, Lesson 2 of the Computer-Based Training.

FACILITATOR NOTE

Give participants 30 minutes to complete Module 4, Lesson 2 of the Computer-Based Training.

While participants are completing the Computer-Based Training Lesson, remember to provide support.

- *Answer participant questions.*
- *Monitor frustration. If a participant seems to be having trouble, help them find their way through the Computer-Based Training.*
- *Challenge participants to find the answers themselves using Computer-Based Training.*

It is extremely important in this activity for the facilitators



in the room to become involved with the participants. The facilitators should monitor the level of frustration and be able to identify when participants require assistance.

Discussion

*Creating and Modifying
Pivot Plans*

ASK

Why is creating a pivot plan valuable?

Possible responses include, but are not limited to:

- When a carrier is unable to carry their route, it is useful to have logical pieces of the route to assign to different carriers.
- It makes assignment decisions easier and more efficient.

ASK

What questions do you have about creating or modifying a pivot plan?

ASK

Why is it important to keep the pivot plan up to date?

Possible responses include, but are not limited to:

- So it can be used when making assignment decisions.
- So that other information in DOIS is accurate. For example, the length of the route or number of possible deliveries.

STATE

Pivot plans are created during site activation. Delivery unit supervisors work with site activators to enter in the pivot plan.

STATE

There are three key points to remember when creating a new pivot plan. First, remember to enter in lunchtime and office breaks so that the time of day delivery for the route is accurate. Second, remember to update the pivot plan whenever there are changes because of adjustments or inspections. Each time you complete a minor adjustment, the pivot plan should be updated. This ensures you always have accurate route data. Third, pivot time does not include travel time; therefore, route proximity should



be considered when creating a pivot plan.

Summary

STATE

In this topic, we covered how to create and modify the pivot plan.

STATE

Next, we complete the debrief for Module 6.

END TOPIC 6.5.

CONTINUE to the Module Debrief.



Debrief

What Did You Learn?

Introduction

EXPLAIN

The Module 6: What Did You Learn? Debrief activity provides an opportunity for you to identify the major learning points in the module.

Discussion

STATE

Identify and list two major learning points from the materials we covered in Module 6.

FACILITATOR NOTE

Allow participants a few minutes to think about their learning points.

ASK

What learning points would you like to share?

Possible responses include, but are not limited to:

- How to record DPS impact on mail volume;
- How to edit office time;
- How to select and edit street time;
- How to add or remove delivery points;
- How to make minor adjustments;
- How to create logical groups for pivoting;
- How to create adjustment scenarios.

ASK

What are some of the advantages to completing minor adjustments?

Possible responses include, but are not limited to:

- It is faster to complete minor adjustments than requesting formal or special inspections.
- Minor adjustments are less expensive to complete.
- Minor adjustments ensure that route information is accurate.



ASK

How are you going to use DOIS to complete minor adjustments when you return to your delivery unit?

Possible responses include, but are not limited to:

- I can update the DPS volume percentage in DOIS.
- I can enter any new construction on routes in my delivery unit into DOIS.

Summary

STATE

In Module 6, we covered minor adjustment functions. We practice using the following minor adjustment windows: Add/Remove Delivery Points, DPS Volume Impact, Edit Office Time, and Select/Edit Street Time.

STATE

You may obtain further information on formal and special inspections using the DOIS for End Users CBT.

ASK

What questions do you have about the route functions we covered today?

STATE

Next, we conclude the DOIS for End Users course.

END OF MODULE 6.

CONTINUE to Module 7.