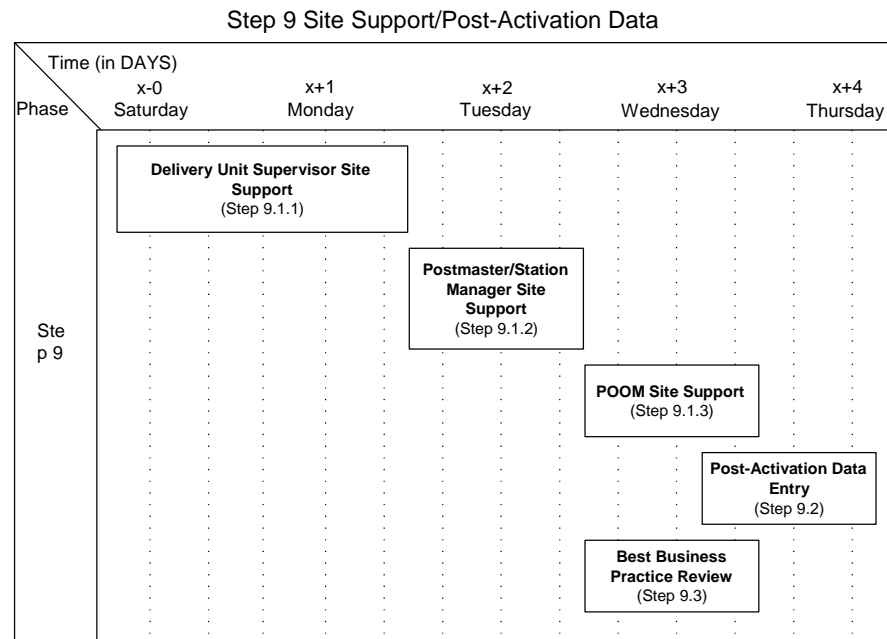


Step 9 Site Support/Post-Activation Data Entry

Site Support/Post-Activation Data Entry is the last step required to activate DOIS. After DOIS is installed at the delivery unit, the DOIS Site Activator provides support following activation. The DOIS Site Activator works with the delivery unit supervisors, postmasters/managers, and POOMs to answer any questions about DOIS and to provide additional guidance as how best to utilize DOIS to assist in managing the delivery unit(s).

After DOIS has been installed and site cutover activities have been completed, post-activation data (data not loaded during previous steps) can be entered with the delivery unit supervisor as time allows. This data is not critical to the operation of DOIS, but does enable some additional functionality.

Once the delivery unit has been activated, the DOIS Site Activator conducts the exit conference and the Best Business Practices Review to assess the delivery unit supervisor's utilization of DOIS.



After the Site Cutover takes place in Step 8, the activities in Step 9 occur during the Saturday of activation through the Wednesday following activation. On Saturday and Monday, the DOIS Site Activator provides site support to the delivery unit supervisor (Step 9.1.1). On Tuesday, the postmaster/manager receives site support (Step 9.1.2). POOM site support takes place on Wednesday (Step 9.1.3). The DOIS Site Activator assists the delivery unit supervisor with post-activation data entry if time permits (Step 9.2). However, this data may be entered after the DOIS Site Activator leaves the delivery unit. Post-Activation data entry includes loading and verifying the dispatch schedule, annual plan, and non-delivery point data, if not entered previously. On the final day of site support, the DOIS Site Activator conducts the Best Business Practice Review and an exit conference with the delivery unit management (Step 9.3). Following the completion of Step 9, the DOIS Site Activator's responsibilities to the delivery unit are complete.

Step 9.1
Site Support

The purpose of site support is to ensure that the delivery unit supervisors, postmasters/managers, and POOMs are comfortable using DOIS and understand how DOIS works and can benefit them. The DOIS Site Activator provides site support as needed, but not to exceed four days (Saturday through Wednesday) following activation. Detailed information on Site Support responsibilities can be found in the Deployment Management Guide Supporting Documents on the Deployment and Training Workbench.

The DOIS Site Activator works with the delivery unit supervisors on the Saturday of activation and the Monday following activation. Tuesday is spent with the postmaster/manager for the delivery unit. The DOIS District Coordinator will work with the POOM for the delivery unit (if he/she has not previously been provided site support).

In instances where the DOIS Site Activator feels the delivery unit supervisor requires additional assistance, they should discuss this with the DOIS District Coordinator. Additional time may be spent with the delivery unit supervisor during this period.

Step 9.1.1
**Delivery Unit
Supervisor**

During site support for the delivery unit supervisor, the DOIS Site Activator works with the delivery unit supervisor as he/she uses DOIS to assist in managing the delivery unit. The DOIS Site Activator should answer any questions the delivery unit supervisor may have about DOIS. During site support, the DOIS Site Activator should also do the following:

- Discuss the information provided on the Workload Status Report and the proactive decisions that can be made using the Workload Status Report.
- Encourage the use of pivoting, when warranted.
- Review the Weekly Schedule functionality and remind the delivery unit supervisors to begin creating their weekly schedules for the following week anytime after Monday of the current week (except when a holiday falls on a Monday and the supervisor can begin creating their weekly schedule anytime after Tuesday of the current week).
- Discuss how DOIS can assist the delivery unit supervisors in identifying potential problems through by utilizing some of the DOIS performance reports.
- Encourage the use of DOIS On -Line Help.
- Enter Post Activation Data (Step 9.2).

Step 9.1.2
Postmaster/
Manager

During site support for the postmaster/manager, the DOIS Site Activator works with the postmaster/manager as they use DOIS to assist in managing the delivery unit. The DOIS Site Activator should answer any questions the postmaster/manager may have about DOIS. During site support, the DOIS Site Activator should also highlight DOIS functionality that will assist them in understanding how their delivery unit is performing, such as the Workload Status and the Route/Carrier Daily Performance reports.

Step 9.1.3
POOM

POOMs are in charge of an entire management area within a district, generally consisting of multiple delivery units. During site support for the POOM, the DOIS District Coordinator help to use DOIS to assess how their delivery units are performing. Since POOMs are generally responsible for multiple delivery units, they only need to go through site support once. During site support, the DOIS District Coordinator should highlight DOIS functionality that assists them in understanding how their delivery units are performing, such as the Route/Carrier Daily Performance reports.

Step 9.2
 Post-Activation
 Data Entry

During site support, the DOIS Site Activator may have time to work with the delivery unit supervisor in entering post-activation data. The DOIS Site Activator can work with the delivery unit supervisor to complete the following items:

- Load Dispatch Schedule;
- Load Annual Plan;
- Load Non-Delivery Point Data;
- Verify the data that has been entered.

Step 9.2.1
 Load Dispatch
 Schedule

Dispatch information is loaded into DOIS using the Main Dispatch Information window. Setting up a dispatch schedule will not be necessary for all delivery units. Dispatch information is only necessary if mail volumes are counted more than once a day, and only one delivery unit per facility will need to set up the dispatch information. If the delivery unit has distribution activities (manual or automated), this feature is not recommended. Check to see if this information has been entered for the facility. If so, continue with Step 9.2.2. The table below provides the values valid for DOIS entry.

Data Item Name	Definition	Valid Values (Formats)
Dispatch	Dispatch number (should be listed in the order they are received at your facility).	N/A
Arrival Time	Approximate time the dispatch will arrive.	(HH:MM)
Expected % of Total Mail	Percentage of the day's total expected mail volumes.	N/A
EOR	Indicates whether the dispatch contains EOR mail volumes.	Yes Or No

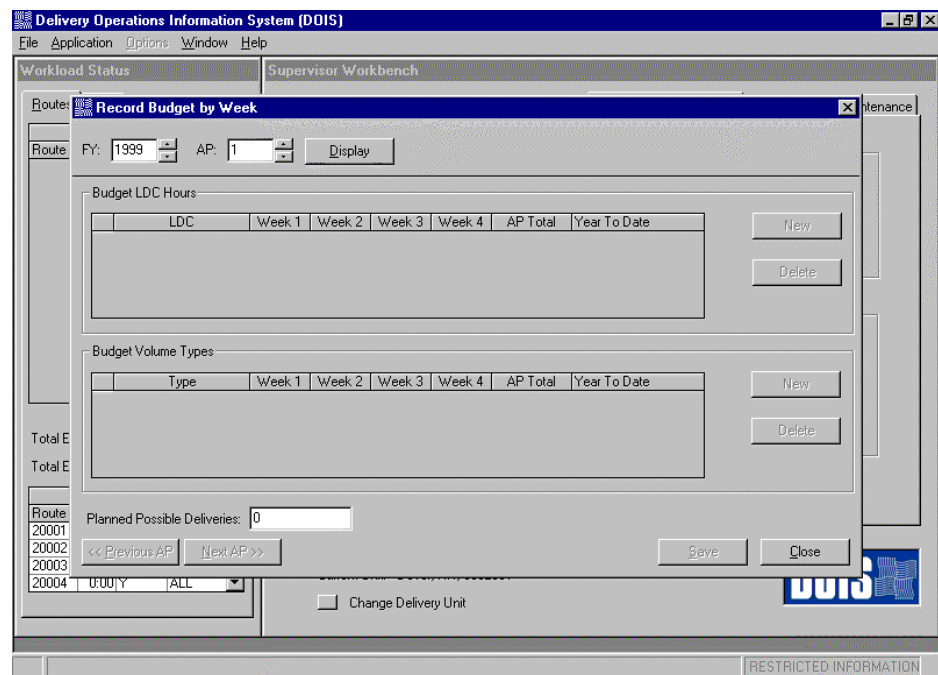
Follow the steps outlined below to load the required dispatch data that has been collected.

- Mail Volumes - Total pieces for each type (DPS, flats, letters, and parcels) for each week;
- Planned Possible Deliveries – Number of PDs per day.

The Annual Budget contains information for all delivery units within a facility. If there is more than one delivery unit within each facility, the budget information should be divided between each delivery unit. The station manager or postmaster must decide how to allocate the Annual Budget hours and deliveries based on the number of deliveries and routes in each delivery unit.

Follow the steps outlined below to load the annual plan data that has been collected.

1. Click the Workload tab on the Data Preparation Workbench.
2. Click the Enter Unit Annual Budget button. The Record Budget by Week window opens as shown below.



3. Select the current Fiscal Year (FY) in the Fiscal Year combo box.
4. Select the current Accounting Period (AP) in the AP combo box.
5. Click Display.

- | | |
|----------------------------------|---|
| Load LDC Hours | <ol style="list-style-type: none"> 6. A window appears informing you that Same Period Last Year (SPLY) data is not available. Click OK. 7. A window appears informing you that budget information for the selected criteria does not exist. Click OK. 8. Click New for the Budget LDC Hours. 9. In the Labor Distribution Code (LDC) column, select the first budgeted LDC for which there are budgeted hours. 10. Type the hours for each week from the Budget Hour Report. 11. Repeat steps 8-10 for each budgeted LDC. |
| Load Volume Types | <ol style="list-style-type: none"> 12. Click New for the Budget Volume Types. 13. In the Type column, select the first budgeted mail type for which there are budgeted volumes. 14. Type the budgeted number of pieces for each week from the Budget Operations Productivity Report (If volumes are broken into cased and sequenced the total of these volumes should be used). 15. Repeat steps 12-14 for each budgeted mail type. |
| Load Planned Possible Deliveries | <ol style="list-style-type: none"> 16. Type the Possible Deliveries in the Planned Possible Deliveries field. This is the number of Possible Deliveries per day. Although the number of possible deliveries is given as a weekly number in the budget report, this number usually is the number of possible deliveries per day. |
| Save and Go to Next Period | <ol style="list-style-type: none"> 17. When all hours, volumes, and deliveries are complete, click Save. 18. Click the Next AP button. The no SPLY data warning window may appear. 19. Click OK. The budgeted LDC hours and volume types that you used in the last AP are displayed with zero values for each week. 20. Type the appropriate hours and volumes for each week. 21. Type the Planned Possible Deliveries. 22. Click Save. 23. Continue adding budget information for each AP by repeating steps 17-22. 24. Click Close. 25. Reopen the Annual Budget window and verify the contents. |

Note: If the budget information has not been entered, the budget number does not appear in the Weekly Schedule window and reports requiring budget information are incomplete.

Step 9.2.3
 Load Non-Delivery
 Point Data

PS Form 1564-A data is loaded into DOIS to enable the Non-Delivery Point Maintenance function. Collection points, relay boxes, and park and loop points are defined in DOIS as “non-delivery points.” This function allows users to assign collection points and relay boxes to sector segments. In this way, non-delivery points can be moved automatically during the street pivoting process and when adjustments are made to a route’s structure. The table on the following page provides the values valid for DOIS entry.

Data Item Name	Definition	Valid Values (Formats)
Route Number	Number of the route associated with the non-delivery point	999
Non-Delivery Point Type	A non-delivery point is a collection point, relay box, or park and loop point	Collection Point Relay Box Park and Loop Point
Daily Arrival Time	Daily Arrival time of the carrier at the non-delivery point	(HH:MM)
Saturday Arrival Time	Saturday Arrival Time of the carrier at the non-delivery point	(HH:MM), leave blank if no pickup
Holiday Arrival Time	Holiday Arrival Time of the carrier at the non-delivery point	(HH:MM), leave blank if no pickup
Possible Deliveries per relay, loop, swing, etc (1)	Possible deliveries on the first loop or relay from a park	N/A
Possible Deliveries per relay, loop, swing, etc (2)	Expected number of deliveries from the second loop or relay of the day	N/A
Possible Deliveries per relay, loop, swing, etc (3)	Expected number of deliveries from the third loop or relay of the day	N/A
Possible Deliveries	Expected number of	N/A

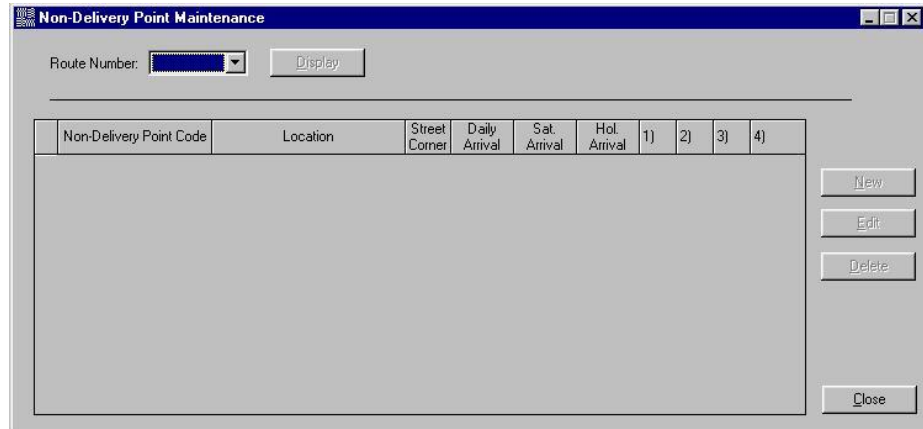
per relay, loop, swing, etc (4)	deliveries from the fourth loop or relay of the day	
Location ID	Value assigned to each collection point by CBMS	N/A
Data Item Name	Definition	Valid Values (Formats)
Street Corner	Directional indicator for the corner where non-delivery point is located	N, NE, E, SE, S, SW, W, NW
Street Number	Street number on the location of non-delivery point	N/A
Pre-Directional	Pre-Directional indicator for street where non-delivery point is located	N, NE, E, SE, S, SW, W, NW
Street Name	Name of the street on which the non-delivery point is located	N/A
Suffix	Suffix type (Ave. or St.) on which the non-delivery point is located	N/A
Post-Directional	Post-Directional indicator for non-delivery point	N, NE, E, SE, S, SW, W, NW
Sector Segment	Sector segment on which the non-delivery point is located	N/A

Non-Delivery Point Data Load

Follow the steps outlined below to load the required Non-Delivery Point data that has been collected.

1. Click the Workload tab on the Data Preparation Workbench.

2. Click the Enter Non Delivery Point Data button to open the Non-Delivery Point Maintenance window as shown on the following page.



3. Select the Route Number from the Route Number drop-down that corresponds to the Non-Delivery Point data you need to enter.
4. Click Display. A message appears saying there are no Non-Delivery Points for the route selected. Click OK.
5. Click New. The New Non-Delivery Point window opens as shown below.
6. Select the Non-Delivery point type (Collection Point, Relay Box, Park and Loop Point) from the Non-Delivery Point Type radio buttons.
7. Type each scheduled Arrival Time (Daily, Saturday, Holiday) using the Arrival Time spin buttons. If none have been given, delete the default time and leave this field blank.
8. Follow the instructions for the type (Collection Point, Relay Box, or Park and Loop Point) of non-delivery point you are adding.
9. Repeat steps 4-7 for each non-delivery point.
10. Click Close.

Add a Collection Point

1. Type the Location ID.

2. Select the Street Corner from the Street Corner drop-down list.
3. Type the Street Number.
4. Select the Pre-Directional indicator from the Pre-Directional drop-down list. If none given, leave blank.
5. Type the Street Name.
6. Type the Suffix.

7. Select the Post Directional indicator from the Post Directional drop-down list. If none has been given, leave blank.
8. Choose the route with which you wish to associate the collection point from the Non-Delivery Point Sector Segment Association section of the window. The Route Number field will be defaulted to the route number selected in the main window.
9. Click Display.
10. All the Sector Segments for the route are populated in the grid. Select the appropriate Sector Segment to associate with the collection point.
11. Click Assign.
12. Click OK.
13. Verify that the collection point inserted into the grid is correct.

Add a Relay Box

1. Select the Possible Deliveries per relay, loop, swing, etc. by using the spin buttons.
2. Type the Street Number. If none has been given, leave blank.
3. Select the Pre-Directional indicator from the Pre-Directional drop-down list. If none has been given, leave blank.
4. Type the Street Name.
5. Type the Suffix. If none has been given, leave blank.
6. Select the Post Directional indicator from the Post Directional drop-down list. If none has been given, leave blank.
7. Choose the route to which you wish to associate the relay box from the Non-Delivery Point Sector Segment Association section of the window. The Route Number field is defaulted to the route number selected in the main window.
8. Click Display.
9. Select the appropriate Sector Segment to associate with the relay box.
10. Click Assign.

Add a Park and Loop Point

Note: DSIS doesn't track multiple loops from one park point. DSIS may have multiple entries for one park and loop point. These can be combined into one point in DOIS by using the four PDs per relay boxes.

Step 9.2.4
Delivery Unit Supervisor Data Verification

Check Non-Delivery Point Data

11. Click OK.
 12. Verify that the relay point inserted into the grid is correct.
-
1. Type the Possible Deliveries per relay, loop, swing, etc. by using the spin buttons.
 2. Type the Street Number. If none has been given, leave blank.
 3. Select the Pre-Directional indicator from the Pre-Directional drop-down list. If none given, leave blank.
 4. Type the Street Name.
 5. Type the Suffix. If none has been given, leave blank.
 6. Select the Post Directional indicator from the Post Directional drop-down. If none has been given, leave blank.
 7. Click OK.
 8. Verify that the park and loop point inserted into the grid is correct.
 9. Reopen the Non-Delivery Point window and verify contents.

The delivery unit supervisor should verify all post-activation data that has been entered.

Window:

Non-Delivery Point

Access Window From:

Route and Unit Maintenance tab on the Supervisor Workbench

What to Check:

For each route in the delivery unit, check that the Non-Delivery Point data has been entered and is correct.

Check Dispatch
Schedule

Window:

Maintain Dispatch Information

Access Window From:

Route and Unit Maintenance tab on the Supervisor
Workbench

What to Check:

Check that dispatch schedule information is correct

Check Annual
Budget

Window:

Record Budget by Week

Access Window From:

Planning and Scheduling tab on the Supervisor Workbench

What to Check:

For each week in the budget period check that LDC Hours and
Volume Types have been entered and are correct

Step 9.3
**Best Business
Practices Review**

During the final day of site support, the DOIS Site Activator should complete an assessment of the delivery unit to ensure that the delivery unit supervisor is using best business practices by incorporating DOIS into their daily activities.

DOIS Site Activators use the Best Business Practice Review sheet (located in the Deployment Support Materials on the Deployment and Training Workbench) to conduct the review. The Best Business Practice Review sheet lists several activities within the categories of Planning, Management by Data, and Analysis. The DOIS Site Activator should observe how well the delivery unit supervisor is completing these activities. The DOIS Site Activator assigns a rating to the delivery unit supervisor's performance and records it on the Best Business Practice Review sheet.

The DOIS Site Activator provides a paper copy of the Best Business Practice Review sheet to the DOIS District Coordinator to include in the Data Collection Binder (as discussed in Section 3 of the DOIS Deployment Management Guide). The DOIS District Coordinator should review this sheet for any ratings of 1-3 and determine appropriate actions to enable delivery unit supervisors to make the necessary improvements.

An exit conference will be held with delivery unit management prior to the DOIS Site Activator leaving the delivery unit. The results from the Best Business Practice Review sheet and resulting action items are discussed with the delivery unit supervisor during this exit conference. During the DOIS transition activities outlined in Section 5 of the DOIS Deployment Management Guide, the DOIS District Coordinator should ask that those continuing to support DOIS follow up with those delivery units who have ratings of 1-3, to ensure that improvements are made.

Ensure the DOIS Site Activation Guide Master Checklist has been completed for this section.

Step 9

Site Support/Post-Activation Data Entry Activity Summary

Step 9.1 – Site Support

- Provided site support for delivery unit supervisor (Step 9.1.1).
- Provided site support for postmaster/manager (Step 9.1.2).
- Provided site support for POOM (Step 9.1.3).

Step 9.2 – Post-Activation Data Entry

- Loaded Dispatch Schedule (Step 9.2.1).
- Verified the Dispatch Schedule is correct.
- Loaded Annual Plan/Budget (Step 9.2.2).
 - Loaded LDC Hours;
 - Loaded Volumes;
 - Loaded Planned Possible Deliveries;
- Verified the Annual Plan/Budget data.
- Non-Delivery Point data loaded (Step 9.2.3).
- Verified the Non-Delivery Point data (Step 9.2.3).
- Delivery unit supervisor has verified Non-Delivery Point data.
- Delivery unit supervisor has verified Dispatch Schedule and Annual Budget/Plan data.

Step 9.3 – Best Business Practices Review

- Best Business Practices Review completed (Step 9.3).
- Exit conference conducted.

