

MSP HOT TIPS:

- **The actual On-Time scan percentage in the Overview report refers to street scans meeting the criteria of (+) or (-) 1:00 hr of the scheduled scan time.**
- **Ensure that all scheduled MSP scan times are accurate; if incorrect you must re-create a new pivot plan based on your most current 3999 that is in the DOIS mainframe. Inaccurate scheduled times will impact your on-time scan performance.**
- **If you see negative (-) intervals on the MSP Location report, you should verify the route daily schedule and re-create the route pivot plan.**
- **It is important to remember to re-create a Pivot Plan when the start time for a route is changed in the Mainframe Route Information.**
- **It is important to remember to re-create a Pivot Plan when AMS has made changes to the sequence or number of deliveries**
- **The Pivot Plan for a route will always add up to the route's base street time minus the load and travel times from the latest 3999.**
- **MSP Office scans are not required if a carrier is assigned to the street portion of 2 or more routes (Pivoting). This carrier must not be entered as Aux. assistance, but should show "primary" or "street".**
- **In DOIS the correct way to pivot a route is to assign a carrier to the street portion of the route. In the Workload Status window, use the Regular City Route Details window. After assigning the primary carrier, add aux. assistance as needed.**
- **The Missed Scan report will show as being missed if the scan is required and anyone other than the scheduled carrier on DOIS makes the scan.**

- **Carrier working on multiple routes should not change the Route ID in the MDCD scanner, but leave it on the primary route for that day.**
- **Ensure that the carrier is using the 4 digit MSP Employee ID found in the “Maintain Carrier Route Assignment” under the Route and Unit Maintenance tab. The default is the last 4 digits of the carriers SSN, but can be change per carrier request.**
- **When completing a 3999 in DOIS, make sure to send them to the DOIS mainframe by using the “3999 data transfer” or “special office mail count data transfer” button. The left side is the Mainframe and the right side is your Workstation.**
- **DOIS always moves data from the Workstation to the Mainframe, but always copies data from the Mainframe to your Workstation.**
- **Click on the “Route Pending Special Inspection” button at least once a week to keep tabs on those particular routes that maybe close to qualifying.**
- **Doing a full 3999 does not change the Route’s base street time that can only be done thru an adjustment.**
- **If you want to re-create a Pivot Plan for a route with the same current logical groupings, use the “Print Screen” selection in the “File” menu to print out the current groupings.**
- **In a Route adjustment, ensure that adjusted routes have at least 7 scan points (4 streets and 3 office) before saving. If you don’t add them and do not save, DOIS drops the Route completely from MSP and all 7 scan points will have to be added in the future.**
- **After a route adjustment is implemented, all of the MSP’s involved in the adjustment will have a scheduled scan time of 12:00 AM. A new pivot plan should be created to get proper scheduled scan times.**

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