

Customer Service Variance Program – FAQs

Unit Data

Q: If the POOM number is wrong in CSV, how do you fix the list?

A: Web Coins is the data source for the MPOO designation.

Q: When an office changes CAG level – from H-L to A-G – how do the Variance programs pick up the office in CSV?

A: Notification must be sent to the HQ Program Manager through the District and Area CSV Coordinators.

Q: What is the source for the Unit Name information for the Variance programs?

A: The unit naming convention comes from WebCOINS.

Q: Does CSV use the payloc or SFAS for anything? Is it extracted into the system?

A: CSV does not use payloc or SFAS.

Q: What is the source data is for Finance number?

A: The finance numbers come from WebCOINS.

Q: What is the source data is for CAG level?

A: WebCOINS is used for the units CAG level.

Q: What is the source data is for PO Boxes rented?

A: The active PO Box deliveries in the AMS database are used in the PO Boxes rented calculations.

Q: What is the source data is for Man Years?

A: The Man Year level is from Labor Relations. The Man Year levels are established at the beginning of a new contract period.

Q: How do I correct the mapping an office's data in AMS to properly credit for routes and deliveries?

A: District AMS and Budget finance analysts can use "Station Code" to match AMS locales to the FNCM station code addresses.

Q: Are active or possible deliveries used for the delivery based calculations?

A: Possible deliveries are used for city delivery and active deliveries are used for rural, HCR, and PO Box deliveries.

LDC 41

Q: What is the source data for the automated workload?

A: The total pieces handled is pulled from the EOR server.

Q: Does the allied time for automation include maintenance time?

A: Maintenance time is included in CSBCS allied but not in DBCS allied time.



Q: What is the suggested "Cut Off Time" in EOR to populate CSBCS volumes on the correct "day of the week" in CSAW?

A: We added an "eor_dayoff_bit" to the base table for all offices. This bit allows us to process EOR data by actual day date instead of MODS day date for CSAW. Changing the cut off time in EOR can cause issues at the plant.

LDC 43

Q: How are firm/callers credited for cell allocation and expectation in regards to productivity?

A: There is no cell credit for firm holdouts or callers in LDC 43 for firm/callers for productivity calculations. Paid callers are credited at 3.75 minutes per caller for allied time.

Q: Why do the earned productivity factors in CSAW not match the earned productivity factors on the CSV Workload report for the same office?

A: The factors in CSAW reflect the productivity factor including stand-up/service talks and breaks.

Q: How is secondary volume to be reported?

A: Any volume requiring subsequent handling, such as box priming or other secondary distribution where deemed necessary by the Manager, Operations Programs Support, should be recorded as unit distribution volume.

Q: How is the number of qualified cells calculated?

A: The matrix for distribution productivity credits one cell per active delivery route and one per PO Box route equivalent. PO Box equivalents are based on one per 120 rented boxes. The allied distribution matrix credits on cell per active delivery route, one per PO Box route equivalent, and one per paid caller. PO Box equivalents for this matrix is based on one per 500 rented boxes.

Q: If an office is not currently reporting LDC 43 workhours by letters, flats, packages, and allied, how are these hours rolling into CSV?

A: Until offices begin reporting the breakout of 43L, 43F, and 43P placeholders are being utilized to spread the hours. The placeholders are 20% for letters, 20% for flats, 20% for packages, and 40% for allied distribution.

Q: How were the benchmarks for 43L, 43F, 43P, and 43A developed since we were not reporting these hours down to this level in FY 2007?

A: The benchmarks for these line items are based off of the earned hours in those categories for FY 2007.

LDC 44

Q: How is the manual/DPS split in LDC 44 letter volume in CSV based?

A: The BVLM and BVLD data as reported to Flash is used in CSV. If the total of BVLM and BVLD do not equal the total of BOXL, then 90% of the reported BOXL volume is calculated as Box DPS volume in CSV.

Q: How does an office get credited for box mail that requires priming prior to being walled or sorted into the PO Boxes?

A: Where is has been deemed necessary by the Manager, Operations Programs Support, that priming box mail requires a case separate from the unit distribution, this volume should be reported as unit distribution volume. Only mail walled or sorted into a PO Box should be reported as box distribution volume.



Q: If an office is not currently reporting the new PO Box line items – BVLM and BVLP – how are these volumes rolling into CSV?

A: The placeholder of 90% DPS letters and 10% manual letters is used to spread the volumes in CSV.

LDC 45

Q: How are offices credited for LDC 45 earned hours if they are open on Sundays or Holidays?

A: A unit's total earned WOS time is credited in CSV.

Q: When will the new WOS time factors that were implemented in October 2007 be implemented in the Variance programs?

A: The Variance programs pull the earned hours from the POS WOS; therefore, the earned hours in the Variance programs already reflect the changes.

Q: The LDC 45 data for Friday is not correct in CSAW; WOS transactions data appear to be missing.

A: The script has been modified to reprocess up until 12:30 AM to catch late files in the future. It you are still missing transactions for a day; you will need to contact your local CSAW coordinator so they can message up to the Area and HQ to have the file reprocessed for your office.

Q: Retail transactions are showing for a unit that does not have a retail operation.

A: An office is credited with transactions and earned LDC 45 if there is revenue reported for the office. Non-POS revenue may be generated from clerk transactions associated with servicing rural carriers, Postage Due accounts, etc.

LDC 46

Q: What is the data source for the LDC 46 elements?

A: Vending machine data, workload, and travel time and is pulled from WebVARS.

LDC 48

Q: If there are two offices with the same finance number, i.e. Main Office with retail services and a separate finance unit, will this office get credit for verifying two deposits and two open/closes?

A: Multiple facility offices will need to indicate in the LDC 48 editor the number of deposits verified daily and open/closes an office earns.

Q: What is the data source for the average daily bulk mailings accepted?

A: The average daily bulk mailings accepted is an editable item in the LDC 48 editor.

Q: Some of the offices only have one clerk. In these offices do clerks verify deposits & validate/consolidate 1412's?

A: That is an individual Postmaster's call.

Q: What is the delivery support rate of 0.0228 based on?

A: This factor represents the delivery based earned time in LDC 48.



SCF

Q: There are significant degrees of difference in the amount of work involved in the SCF offices. Some are just dock transfers, some include hashing, and a few involve distribution piece by piece through distribution cases. In the PM, dispatch is also quite varied, some basically a dock transfer, others the mail is culled. Registered mail transfer of accountability does involve time in SCF offices. In CSV, how will offices receive the correct amount of time determined by hashing, dock transfer, full distribution duties, or varied PM responsibilities?

A: The level of SCF workload environment will draw from the Parent/Child list that is created in the SCF editor and by indicating the type of downstream workload that is performed such as Dock Transfer, Hashing, Manual Distribution, and Cancellation of mail.

Q: We have a number of offices with CSBCS and DBCS units that process mail for a significant number of downstream offices requiring the transfer of the mail from and to the dock for transportation. Are these SCF offices?

A: Yes, put them in as an SCF parent office. You will select Yes on Dock Transfer and add Yes to Hashing and Manual Distribution if they also perform those activities for the downstream offices.

Q: When identifying the children, should the parent office be included on the child list, too?

A: No, the Parent office does NOT go on the Child list. They already get the Parent workload; we are adding the Child workload.

Complement

Q: How does the program determine earned mail handlers and PTRs?

A: The current on-rolls number is used as the earned.

Q: I have a Post Office that earns no Full Time employees. Why is the program generating all Part Time employees?

A: The mix of earned complement is based on the Man Year level of the office: Man Year level is ≥ 200 is 100% FT; Man Year is between 100 - 199 is 60% FT/40% PT; Man Year level is <100 is 100% PT.

Q: Beginning December 2007, all offices at or over the 200 Man Year level will be required a 100/0 FT to PT ratio. Will this be reflected in the Customer Service Variance programs?

A: Yes, this change will be incorporated into the program by the beginning of December 2007.

Q: We need to have leave percentages that reflect the individual office.

A: The Replace Calc Page provides the ability to project complement for different leave and/or overtime percentages.

Q: Are the Customer Service Variance programs capable of interfacing with WebCOINS?

A: Yes. The programs currently receive on-rolls complement from WebCOINS. A return feed to WebCOINS for the earned complement will be reviewed.

Q: Are the Variance programs capable of staffing a unit?

A: The programs provide a recommended staffing and replacement level.



Q: Will the user be allowed to adjust the complement mix to reflect a more realistic picture for a particular office?

A: Local knowledge should be used to determine the optimum complement mix for an office.

Reports

Q: Does CSSOM negate the positive offices when determining overall opportunity?

A: No, it is offset.

Q: Can you tell me if the users make the LDC 43 input of hours, will the system use these or will is there a default?

A: The model will use the hours for L43L, L43F, and L43P as reported in Flash. If this breakout of LDC 43 hours is not reported in Flash, default percentages are applied to the total LDC 43 hours at 20% for L43L, 20% for L43F, 20% for L43P and 40% for L43A.

Q: On the CSAW Performance Review report how are the auto mech, manual, and retail percent to trends calculated?

A: Trend data is currently a 12 week average. Manual is the total of unit and box distribution. Retail is transactions.

Q: I pulled an Executive Performance Summary in CSSOM on Monday evening, then pulled the same report the next morning. Why were the reports different?

A: The current weeks report available will show in the header section of the home page. If you select a week after the available week, the data in the report will reflect the data from the prior fiscal year.

Q: Since CSV is an earned workhour program, there may be a tendency to inflate volume to earn more hours. Will there be some type of volume outlier report?

A: The CSV Variance Summary report shows the reported volume percent variance to benchmark by office.

Q: If an office reports manual volumes or workhours in error one week, will the data be skewed unless it is corrected?

A: Yes, the program reflects the workload and workhours reported by the office. If an error is made, the unit must make corrections to the source database for the Variance programs to reflect the corrected data. The manual volumes and workhours data is pulled and recast weekly back to the beginning of the fiscal year.

Q: Why does CSSOM provide a % achievement default to FTES which does not include replacement?

A: CSSOM was built to be similar to CDPOM which reflects the day to day staffing.

Q: Can we or will we be able to view reports for a station or branch?

A: Reports can be viewed at the finance/station code level.

Q: Will subordinate offices that share finance numbers with the lead office be incorporated with the variance program?

A: There are currently reflected in the Variance reports.

Q: In CSSOM, how is the projected line calculated?

A: Current projections in volume are set at the same percent reduction as volume/transactions were reported in Qtr 1 FY08. Workhour values are recalculated based on the workload reduction.



Q: On the complement page in CSV, what time period does the earned hours represent?

A: The earned hours on this page are based on the previous rolling 52 weeks.

Q: On the CSAW usage reports, the column heading over volume says daily. What are the volume types that make up that number?

A: Manual and box distribution volumes only.

Q: On the usage reports in CSAW, what is meant by "Last Update"?

A: The last time a user for a unit posted volume. This doesn't mean they changed any volumes, just that the user "Posted Volume".

Q: How do I get the CSAW Performance Report to print on one page?

A: The must click on the "Print Format" button and then click File>Page Setup, then click on landscape under orientation on the Page Setup window. Then click "Printer", select the desired printer, then click "OK".

CSAW Data Input and Auto Import

Q: Sites have reported that they have attempted to add corrected data in days of the previous week. When input in the volume pop-up screen, the data seems to take and they hit the post button. However, when they come back to the screen the data appears to revert to older data.

A: Once the week closes, allocation data input is no longer accepted in CSAW.

Q: Should I be able to change the TACS hours in CSAW?

A: No, the CSAW TACS fields are not editable. Even though the cell allows the field to be changed - the change will not be saved or be reflected in the Performance Report.

Q: How will CSAW allow for local transfers of employees? Currently TACS will download the hours based on the "official" station of the employee, even though the employee did not work there on that day. Will there be a way to adjust the TACS hours daily for this situation. Currently the only way to adjust these hours is a transfer at the end of the week. A: In CSAW, where possible employee workhours should be charged to the correct finance number in TACS. If they hours are not or can not be charged to the proper finance number, there currently is not a way to adjust the daily TACS hours for local transfers of employees. Once the transfers are completed at the end of the week, the TACS hours that pulled into CSV will reflect the actual hours.

Q: If an area or district coordinator using Unit Write Access makes a change to volume at a unit site, does that change "stick"?

A: Yes.

Q: Will the district or area write user show on the usage reports as a first or last user?

A: Yes.

Q: If an area user using the Unit Write Access makes a volume change to a specific unit site, will the local unit manager know who and when someone changed the data?

A: No, it will just be changed.

Q: If an office in CSAW wants to make adjustments to TACS on the Tuesday after a Monday holiday for Saturday, will they still be able to do so?



A: The TACS data is not loaded on Sundays or Holidays. On a Monday holiday week, supervisors would have to make any corrections to Saturday's clock rings by COB Monday for the corrections to roll into CSAW. TACS data is pulled back three calendar days.

Q: Posting the schedule on the current week screen is confusing. What is the intent of reposting the schedule from the current week screen? Should the schedule reflect CSAW workload projected hours or reflect the real finance budget plan for the week?

A: The intent of keeping the "Post Schedule" available during the current week allows the supervisor to update the schedule in CSAW based on scheduling changes during the week. The CSAW schedule should reflect the workhours actually scheduled in the unit. The CSAW posted schedule is used to project the actual daily hours for the upcoming days of the week. This projection will impact the reported weekly variance based on the difference between the projected actual (posted scheduled) and projected earned (allocations).

Q: It appears that TACS does not refresh to reflect the corrected clock rings from the prior day. On Saturday, my clerk clocked into the incorrect operation number which in turn reported work hours to LDC 45 in which there should have been zero hours for on that particular day. I made the appropriate corrections in TACS the following day which would report these hours to LDC 48. Now, these work hours show in LDC 45 and in LDC 48 – it appears to have duplicated the hours in CSAW.

A: In the feed from TACS, we get the current hours for the last three days, for the Function 4 LDCs. It is a positive feed, meaning that we get the current hours > 0. Once hours are reported into a finance number/LDC, unless another value > 0 comes in, we do not overwrite the current value. If 1 hour had come in to LDC 41, we would replace the current value with 1. We do not get zero or negative values.

Q: How long does a manual TACS office have to correct their time in CSAW?

A: A manual TACS office that is inputting their actual TACS hours can change the actual hours for any prior day in the current week. So essentially, they could update Saturday actual hours on Friday; however, by not updating the hours timely, the roll-up reports to the MPOO, District, and Area levels will be skewed.

Q: I have an office that has earned workload in LDC 43; however, the Postmaster cannot enter clock rings in LDC 43.

A: The cells that are open for input in CSAW are based on the volume and hours being reported to Flash. This office has not reported any unit distribution volume or LDC 43 hours in Flash. Once the office starts reporting the volume and hours correctly in Flash the cells will open and the unit will be properly credited for the workload.

Q: What would I need to do when a unit changes from non-EBR to an EBR site in CSAW?

A: The finance number and effective date of the change needs to be reported to the HQ CSV Program Manager through the district and area coordinators.

Q: We ran into a situation today where approximately 60% of our routes did not download properly this morning. How often is the EOR data updated in CSAW?

A: A file is received everyday that contains the last seven days of EOR data. So when ever the machines transmit, as long as it is within a week, the data will populate in CSAW.

CSAW Administration

Q: I have been receiving messages that some offices have been granted access to CSAW. Should this message include the cluster so I can track which ones are actively moving forward?



A: After a district CSAW administrator grants or denies a request for access a notification email is sent to the requestor. The area CSAW administrator should not receive the notification email for field level requestors.

Q: Why is the district administrator receiving a Java Applet error message when attempting to grant access to users.

A: This is a standard message which lets the user know that there is a Java Applet which is trying to launch when it is the first time the administrator has attempted to do so. It is just saying that Microsoft does not recognize a digital signature from this Applet, is it OK? Just click run.

Q: Can craft employees be granted login access to CSAW?

A: CSAW is a management tool; therefore, the CSAW tasks should not be delegated to craft employees. However, craft employees on higher-level may be granted login access to perform CSAW tasks while filling assignments in a management capacity.

Other

Q: Has Postmaster contribution been built into CSV similar to AWPS?

A: At this time, there is no Postmaster contribution time in the CSV model.

Q: Is there some type of document or manual for CSV?

A: We are currently working on the Users Guide.

Q: What is FTES?

A: Full Time Equivalent Staffing (FTES) is the number of average daily employees that are needed to complete the workload during the time period selected.

Q: What is the benchmark in CSV and CSSOM?

A: The benchmark is the daily average for FY 2007 times the number of days in the selected report period.

Q: When are the programs updated?

A: The data for CSV and CSSOM are pulled at approximately 4AM every Monday morning. The current weeks report will be available on Tuesday morning.

Q: If I do not finalize my Flash data entry until after 4AM on Monday morning, will the reports be regenerated later in the week to reflect the actual data?

A: The data pulled on Monday includes all weeks back to the beginning of the fiscal year. The data is recasted by week back to the beginning of the fiscal year and any corrections will be seen on the following week's reports.

Q: Has Postmaster contribution been built into CSV? If not, is there a plan to do so?

A: At this time, there is no Postmaster contribution time in the Variance models.

Q: In CSSOM, what LDCs are included in the total hours?

A: Total hours include LDCs 41, 42, 43, 44, 45, 46, and 48.

Q: We used the new Reporting Finance Number Editor in the Station Codes module to correct a mapping issue. It corrected the information on the Variance page, but the information did not flow to the LDC 48 calculations. Therefore, the office is not receiving any LDC 48 hours for these routes.



A: It takes the first week for the AMS changes to be effective in the AMS UDSF file. We are always using the previous weeks UDSF file so the changes will typically take 2 weeks to appear in CSV.

Q: How do we update "Other Time"?

A: The Other Time editor is currently under HQ review.

Q: Is there Administrative Time for General Clerks built into the programs for Level 22 and higher offices?

A: General Clerk credit is added to the Lead Finance number if no LDC 82 hours are used in the office. If LDC 82 hours are used, no General Clerk time credited. A lead finance level 22 office is credited for 20 hrs per week and a lead finance level 24 – 26 office is credited for 40 hrs per week.

Q: How are facility issues such as multi-level, size, and access credited?

A: This would be accounted for in "Other Time".

Q: How are office credited for Sunday hub operations?

A: Travel time is an editable data element in the LDC 48 editor.

Q: What will Districts have the ability to change or correct? How often? What will the Area have the ability to change or correct? How often?

A: Currently districts will have the ability to request an update to the editable elements in LDC 48 and the SCF elements upon completion of an on-site review.

Q: When will the SOV Variance program be introduced and what will be the determining factors?

A: Information on SOV has not yet been determined.

Q: How often is the program updated?

A: CSSOM and CSV are updated weekly. CSAW is updated daily.

Q: How does LDC 79 factor into these programs?

A: These are Function 4 models – LDC 79 does not factor into these programs.

Q: How does LDC 49 factor into these programs?

A: This LDC is not factored into CSSOM and CSV.

Q: How do we correct data stream problems?

A: Most data in the Variance programs is from an automated data source; therefore the source data must be corrected.

Q: Routes domiciled in a different post office – distribution is in one office, however LDC 48 is in the home office (2nd notices, carrier notified packages, etc). How will these offices get credited?

A: Adjustments to the earned time will need to be made in "other time".

Q: What will be the expectation for the use of CSAW?

A: All CAG A-G offices will be required to utilize CSAW.

Q: What is the process for deleting an office in CSV?



A: To delete a non-Function 4 office or a Function 4 non-Customer Service office from CSV, the District coordinator should contact the Area coordinator. If approved at the Area, the request will be forwarded to HQ.

Q: In the Data Viewer, it appears in CAG A-G offices that the LDC 47 hours is actually the sum of all the other LDCs. Is it used for anything in the CSV model? And why would the field be called LDC 47 if it actually represents the total?

A: The data viewer comes out of our weekly data table. In order to assist with offices moving back and forth from CAG A-G to H-L, we sum the LDC 41-48 hours and put it in a LDC 47 category as well as divide the LDC 47 hours into 43-48 categories.

Q: When I attempt to open the editor as the district/area coordinator, the editor fails to open so I am unable to view current entries. There is a red "x" in the top left corner of the screen and script on the bottom left part of screen which states that the applet failed to initiate. How do I fix this?

A: First restart your computer to see if this will fix the problem, if not try one or more of the steps below until the applet problem is corrected.

- In Internet Explorer, click on "Tools", then "Internet Options". On the pop-up box, click on the "General" tab, under temporary internet files click on "Delete Files...", on the small pop-up box click in the box next to "Delete all offline content", then click "OK". After the small pop-up box closes, click on "OK" on the remaining larger pop-up box.
- In Internet Explorer, click on "Tools", then "Internet Options". On the pop-up box, click on the "Advanced" tab, scroll down to Microsoft VM, click in the box next to "Java console enabled (requires restart)", then click "OK" on the pop-up box. Close down all open programs and restart computer.
- In Windows Explorer, click on the "Installs" folder, then click on the "Macromedia" folder, then click on the icon "Windows Installer Package". Click on "Repair" on the popup box, then click "Next". If an Installer Information box pops up, click on "Ignore" then continue through the process. After repair has completed, close down all open programs and restart computer.