United States Postal Service
Operations Analysis

Field	Value
ID Number	
Week	
Mo.	
FY	
Svc. Days in Week	
Reporting Unit, ZIP+4, and Signature	
Same Period LY	
Cased Vol. (Pcs.)	
Walk-In Rev ($)	
Total Vol. (Pcs.)	
Window Hrs	
Ltr Rte Off Hrs	
Unit Dis Hrs	
Router Off Hrs	
Box Hrs	
Street Hrs	
Other Hrs	
Tot Del & Col Hrs	
Tot Clk/Mh Hrs	
OEI	
Unit Pcs./Hr	
SEI	
Box Pcs./Hr	

Delivery

	Delivery	#	Sat	Sun	Mon	Tue	Wed	Thur	Fri	Total	#
Workhours / Letter Rtes	Office (LDC 21)	01									01
	Rtr Ofc (LDC 29)	02									02
	Street (LDC 22)	03									03
	Oth City Del (LDC 23)	04									04
	Collection (LDC 27)	05									05
	Act Tot Del & Coll	06									06
	Plan Tot Del & Coll	07									07
	+ or - Plan	08									08
City Carrier OT Hrs		09									09
City Carrier SL Hrs		10									10
Volume (Pieces)	Cased Letters (Pcs.)	11									11
	Cased Flats (Pcs.)	12									12
	Tot. Carrier Cased (Pcs.)	13									13
	Sequenced (Pcs.)	14									14
	DPS Volume (Pcs.)	15									15
	Tot. City Volume (Pcs.)	16									16
	Plan Tot. Vol. (Pcs.)	17									17
	Delayed (Pcs.)	18									18
	Uncommitted Curtailed (Pcs.)	19									19
	Rural Tot. Vol. (Pcs.)	20									20
PDs	Plan	21									21
	Actual	22									22
OEI		23									23
SEI		24									24
LDC 26 Workhours		25									25
Optional		26									26
		27									27
		28									28
		29									29
		30									30
		31									31
		32									32
		33									33

Customer Svcs.

	Customer Svcs.	#	Sat	Sun	Mon	Tue	Wed	Thur	Fri	Total	#
Window	Plan Hours	34									34
	Act Hrs (LDC 45)	35									35
	Walk-in Rev ($)	36									36
Unit Distribution	Plan hours	37									37
	Act Hrs (LDC 43)	38									38
Plan	Letters (Pcs.)	39									39
	Flats (Pcs.)	40									40
Actual	Letters (Pcs.)	41									41
	Flats (Pcs.)	42									42
	Total (Pcs.)	43									43
	Pcl Post (Pcs)	44									44
	Pieces per Hr.	45									45
Box Distribution	Plan hours	46									46
	Act Hrs (LDC 44)	47									47
Plan	Letters (Pcs.)	48									48
	Flats (Pcs.)	49									49
Actual	Letters (Pcs.)	50									50
	Flats (Pcs.)	51									51
	Total (Pcs.)	52									52
	Pcs. per Hour	53									53
Other Hours	Plan	54									54
	Act (LDC 48)	55									55
Plan Tot Clk/Mh Hrs		56									56
Act Tot Clk/Mh Hrs		57									57
+ or - Plan		58									58
CAG H-L Clks (LDC 47)		59									59
Clk/Mh OT Hrs		60									60
Clk/Mh SL Hrs		61									61
Delayed Unit Dist. Pieces		62									62
Uncommitted Curtailed Pieces		63									63
C/S Automated Processing	Auto. Vol.	64									64
	LDC 41 Hrs.	65									65
	Pieces/Hr.	66									66

Instructions

I. GENERAL

A. All offices with city delivery routes must record pieces daily. Offices with no city routes must report only total rural routes volume in pieces.

B. Offices that utilize the Decision Support Information System (DSIS) may print the DSIS Report "Delivery Services 3930" in lieu of the manual 3930.

C. All other offices must use data from PS Form 3997, *Unit Daily Record*, PS Form 3921, *Volume Recording Worksheet*, and PS Form 3922, *Customer Services Volume Recording Worksheet*. Convert linear volumes to pieces using standard conversion factors on PS Forms 3921 and 3922.

II. ID NUMBER

Offices with single or multiple ZIP Codes use primary ZIP Code with zero as the sixth digit. If two or more units share a ZIP Code, assign each a sixth digit from 1 to 9 to differentiate the offices.

III. SAME PERIOD LAST YEAR

Same period last year data is optional.

IV. SPECIFIC DATA ELEMENTS

1. Enter city letter route office workhours (including overtime), excluding router assignments and combination routes. Include union steward time and time for miscellaneous office support of letter route delivery (e.g., Address Management System [AMS] related delivery issues).

2. Enter total office workhours (including overtime) for routers on city letter routes. (Report router street hours on Line 3).

3. Enter all city letter route street workhours (including overtime). Exclude combination routes. Include street waiting time, travel time, and time for miscellaneous street duties in support of letter route delivery (which includes router street hours).

4. Enter all parcel post, relay, intra-/inter-city run, and combination route workhours (including overtime). Include letter delivery and collection portions of combination routes, miscellaneous support of "other" delivery (combination route vehicle breakdown, etc.) and Express Mail trips.

5. Enter collection workhours (including overtime), excluding collection hours on combination and city letter routes. Include miscellaneous support of collections (e.g., assisting in revision of collection schedules).

6. Enter total of Lines 1 through 5.

7. Enter total planned city delivery and collection workhours.

8. Subtract Line 7 from Line 6.

9-10. Enter total city carrier overtime (9) and sick leave (10) hours. Include router; exclude special delivery and rural carriers.

11. Enter total city letter carrier cased letters (pieces). Include router volume.

12. Enter total city letter carrier cased flats (pieces). Include router volume.

13. Enter total of Lines 11 and 12 (pieces).

14. Enter volume (pieces) delivered today which was prepared by the mailer in delivery sequence. Include simplified address mail.

15. Enter total Delivery Point of Sequence (DPS) volume received in the unit (city delivery only) in pieces. Use End of Run Report (EOR) totals, if available.

16. Enter total of Lines 13 through 15.

17. Enter total planned city letter route volume (in pieces).

18. Enter city volume (letter and flat pieces) available to the carrier, **committed** for today's delivery and not delivered.

19. Enter curtailed volume (letter and flat pieces) available to the carrier, **not** committed for delivery today, and not delivered.

20. Enter total rural route volume by adding Lines 11, 12, and 15 and box holders in pieces.

21. Enter total planned city possible deliveries.

22. Enter total actual city possible deliveries from PS Form 1621 and/or the Edit Book.

23. Enter the number of possible deliveries, multiplied by delivery days in the period, divided by the sum of Labor Distribution Codes (LDC) 21, 28, & 29.

24. Enter the number of possible deliveries, multiplied by delivery days in the period, divided by LDC 22.

25. Record the total LDC 26 office workhours utilized to support AMS related activities.

26-33. Optional lines, see local instructions, if any.

34. Enter number of planned window service workhours.

35. Enter total workhours (including overtime) for window, firm caller, general delivery, and other retail services.

36. Enter from PS Form 1412-A the sum of AICs 083, 090, 092, 093, 098, 101, 103, 106, 109, 110, 115, 126, and 129, less AIC 586.

37. Enter the planned unit distribution workhours.

38. Enter total workhours (including overtime) for distribution, including missorts, to carrier routes. Include distribution of box mail while distributing into a case with carrier route separations.

39-40. Enter the planned unit distribution volumes (pieces).

41-42. Enter the actual unit distribution volumes (pieces), including missorts.

43. Enter the total of Lines 41 and 42.

44. Enter the actual unit distribution parcel post volume (pieces).

45. Divide Line 43 by Line 38.

46. Enter the planned box distribution workhours.

47. Enter the total workhours (including overtime) for distribution to totally dedicated box mail distribution case, to PO boxes, or in detached box units by clerks/mailhandlers.

48-49. Enter the planned box distribution volumes (pieces only).

50-51. Enter the actual box distribution volume (pieces).

52. Enter the total of Lines 50 and 51.

53. Divide Line 52 by Line 47.

54. Enter the planned other clerk/mailhandler hours (not in CAG H-L offices).

55. Enter the total other clerk/mailhandler hours not included in Lines 35, 38, or 47 and **not** in CAG H-L offices. Include mark-up at non-CAG H-L offices **other than** CFS/CMU sites.

56. Enter the sum of Lines 34, 37, 46, and 54.

57. Enter the sum of Lines 35, 38, 47, and 55.

58. Subtract Line 56 from Line 57.

59. Enter the total clerk/mailhandler workhours (including overtime) in CAG H-L.

60-61. Enter the number of clerk/mailhandler overtime and sick leave hours.

62. Enter the committed volume (pieces) not distributed or failed to make cutoff time for delivery today.

63. Enter the curtailed volume (letter and flat pieces) available to the clerks, **not** committed for distribution today, and not distributed.

64. Enter the total pieces accepted (final pass) on automated equipment in Customer Services operations. Total final pieces accepted includes carrier route, sector/segment, DPS, box section, directs, etc.

65. Enter total LDC 41 workhours utilized to finalize the automated volume identified in Item 64.

66. Enter total pieces accepted (final pass) divided by total LDC 41 workhours (divide Line 64 by Line 65).