

United States Postal Service		Svc. Days in Week		Reporting Unit, ZIP+4, and Signature						Cased Vol. (Pcs.)	Total Vol. (Pcs.)	Ltr Rte Off Hrs	Router Off Hrs	Street Hrs	Tot Del & Col Hrs	OEI	SEI											
Operations Analysis		Mo.	FY	Same Period LY	Walk-In Rev (\$)	Window Hrs	Unit Dis Hrs	Box Hrs	Other Hrs									Tot Clk/Mh Hrs	Unit Pcs./Hr	Box Pcs./Hr								
ID Number	Week									Delivery	Sat	Sun	Mon	Tue	Wed	Thur	Fri				Total	Customer Svcs.	Sat	Sun	Mon	Tue	Wed	Thur
Workhours	Letter Rtes	Office (LDC 21)	01										01	Window	Plan Hours	34								34				
		Rtr Ofc (LDC 29)	02												02	Act Hrs (LDC 45)	35								35			
		Street (LDC 22)	03												03	Walk-in Rev (\$)	36									36		
		Oth City Del (LDC 23)	04												04	Plan hours	37									37		
		Collection (LDC 27)	05												05	Act Hrs (LDC 43)	38									38		
		Act Tot Del & Coll	06												06	Unit Distribution	Plan	Letters (Pcs.)	39								39	
		Plan Tot Del & Coll	07												07			Flats (Pcs.)	40									40
		+ or - Plan	08												08			Letters (Pcs.)	41									
City Carrier OT Hrs		09											09	Unit Distribution	Actual	Flats (Pcs.)	42								42			
City Carrier SL Hrs		10											10			Total (Pcs.)	43									43		
																Pcl Post (Pcs)	44									44		
Volume (Pieces)	Cased Letters (Pcs.)		11										11	Box Distribution	Actual	Pieces per Hr.	45								45			
	Cased Flats (Pcs.)		12										12			Plan	Plan hours	46								46		
	Tot. Carrier Cased (Pcs.)		13										13				Act Hrs (LDC 44)	47								47		
	Sequenced (Pcs.)		14										14				Plan	Letters (Pcs.)	48								48	
	DPS Volume (Pcs.)		15										15			Flats (Pcs.)		49									49	
	Tot. City Volume (Pcs.)		16										16			Actual	Letters (Pcs.)	50									50	
	Plan Tot. Vol. (Pcs.)		17										17				Flats (Pcs.)	51									51	
	Delayed (Pcs.)		18										18				Total (Pcs.)	52									52	
Uncommitted Curtailed (Pcs.)		19										19	Other Hours	Plan	Pcs. per Hour	53								53				
Rural Tot. Vol. (Pcs.)		20										20			Plan	54									54			
PDs		21										21	Actual	Act (LDC 48)	55									55				
Actual		22										22		Plan Tot Clk/Mh Hrs	56									56				
OEI		23										23	Act Tot Clk/Mh Hrs	57										57				
SEI		24										24	+ or - Plan	58										58				
LDC 26 Workhours		25										25	CAG H-L Clks (LDC 47)	59										59				
Optional			26									26	Clk/Mh OT Hrs	60										60				
			27										27	Clk/Mh SL Hrs	61										61			
			28										28	Delayed Unit Dist. Pieces	62										62			
			29										29	Uncommitted Curtailed Pieces	63										63			
			30										30	C/S Automated Processing	Auto. Vol.	64									64			
			31										31		LDC 41 Hrs.	65									65			
			32										32		Pieces/Hr.	66									66			
			33										33															

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 on 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).