



November 14, 2005

MANAGERS, DELIVERY PROGRAMS SUPPORT (AREA)

SUBJECT: Delivery Operations Information System Data Integrity

This is in reference to the attached memorandum dated January 11 regarding the above subject. To reiterate the importance of data integrity, the previous memorandum was sent to the Area Managers, Delivery Programs Support.

All districts should follow the basic guidelines for data integrity. It is the district's responsibility to ensure that delivery units are accurately recording volume and other information in Delivery Operations Information System (DOIS). The responding area managers are to verify compliance.

Other than obvious data entry errors, route-base information may only be changed through a full count and inspection or minor adjustment as defined in Handbook M-39, Chapter 2, Mail Counts and Route Inspections, and Section 141, Minor Adjustments. Exceptions are offices with local agreements pursuant to the August 4, 2004, Memorandum of Understanding regarding route adjustments.

In addition, DOIS does not replace a supervisor's ability or responsibility to make decisions. Supervisors are to continue evaluating requests for assistance (PS Form 3996), and assess any unusual circumstances or conditions that have occurred. The DOIS projected leave time cannot be the sole basis for disapproving auxiliary assistance requests or approving more time than requested.

If further information is needed, please contact Paul C. Sullivan, Manager, Delivery Systems at 202-268-4663.

Edward F. Phelan  
Acting Manager  
Delivery Operations

Attachment

cc: Mr. Donahoe  
Mr. Burgoyne  
Vice Presidents, Area Operations  
Manager, Capital Metro Operations  
Managers, Operations Programs Support (Area)