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LABOR RELATIONS



March 23, 2022

Mr. Ivan Butts
President
National Association of Postal
Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Mr. Butts:

As a matter of general interest, the Postal Service will be replacing Customer Service Daily Reporting System (CSDRS) with the new Delivery Condition Visualization (DCV) system.

In keeping with our commitment to continuous improvement, Postal Service consistently evaluates our processes with the goal of improving them for better field utilization.

For that reason, the current CSDRS will be sunset and replaced by the DCV. This new system will provide a near real-time view of mail conditions at all delivery units by using available manifest and scan data. Manual Line Items self-reported at the local level will also be simplified.

The DCV application:

- Facilitates the rollup of data enabling timely business intelligence and analytics.
- Provides a near real-time view or "snapshot" of mail conditions for letters, flats, and packages.
- Allows users to quickly enter "delayed" and "curtailed" mail volumes.
- Provides increased visibility to reduce costs and improve service.

The CSDRS will be discontinued effective March 31, at which time the application will be disabled. Current access and user roles in the CSDRS will automatically migrate into DCV. Customer service units will be required to report mail conditions in the DCV application daily by 11 a.m. local time.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills".

David E Mills
Director
Labor Relations Policies and Programs