**Scanning Issues Core Questions**

1. What is your office zip code and location?
2. How many City Routes and Rural Routes are in your office?
3. When you receive a pallet of parcels from a shipper, are you finding that parcels that were expected to be included on the pallet are not in the batch of parcels that were attributed to your office on that pallet? If so, how frequently does this occur? How many parcels are received in your offices that are mis-sent by the Plant or mis-shipped by a shipper?
4. When you are attempting to finalize your End of Day Scans, what is the average number of parcels that you find that are not resolved? What is the percentage of unresolved parcels versus your total volume?
5. What is the base amount of parcels you have for a route? What does DOIS give you credit for parcels above base. How are you supposed to account for the extra time that this causes your carriers to need on the street?
6. At the end of the day, how many EAS or craft employees are available to assist in resolving EOD issues? How many carrier routes do you have in your office?
7. Is your office having issues with parcels arriving after your distribution clearance time so that you are unable to get all parcels to your carriers? If so, how often does this happen per week?
8. Is your office having problems with mis-sorts – parcels that are not destined to your office that were distribution errors from the shipper? If so, how many parcels do you receive daily that are not yours? Is there a recovery plan in place? If there is, what is the recovery plan?
9. Do you believe your carriers have had enough training to be able to use the equipment properly?
10. What type of equipment are you using in your office to scan arrival for parcels? Is the equipment working properly or are you having problems?
11. On average, how many minutes per day are you using to resolve EOD issues in your office?
12. Please comment on the reliability of the new phones that are being used to conduct real-time scanning and downloads?

Please return your responses to NAPS headquarters either by fax: 703-836-9665 or by email to: [napshq@naps.org](mailto:napshq@naps.org). Thanks for your efforts.

NAPS Headquarters