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A. Purpose of this User Guide

The user guide for the QCS Dispatch - Service and volume report is in three parts:

- Part A Explanation and Suggested Usages
- Part B Using Pivot Tables and other Excel features
- Part C Supplement

Part A is intended to provide information and explanation regarding how the report can be used to analyse and improve postal operational processes.

This part (Part B) is intended to illustrate how to use the features of Excel when using the QCS Dispatch - Service and volume report Excel file.

Part C is a short (2-page) supplement to part A, primarily to assist in interpreting the report

The screens depicted in this document are based on Excel 2010. The same functionality is in earlier and later versions of Excel, but the navigation can be different.

B. Introduction

The QCS Dispatch -Service and volume report enables either a PDF report or an Excel file to be created. The Excel file is designed to be analysed, such as by Excel Pivot Tables.

A Pivot Table is a special type of table unique to Excel that enables you to summarize large amounts of data and "pivot", or re-arrange, the data to display different summaries of the information the table contains.

Creating a Pivot Table is usually an iterative process. It is typical to "play" with the data, re-arranging the rows and the columns several times, until you have a table that makes sense and meets your business need. Each iteration takes only a few seconds.

Pivot Tables can be combined with Excel's graphing features to easily create highly visual graphs.

The Excel version of the QCS Dispatch - Service and volume report is specifically designed to work with Pivot Tables.

This document is intended to illustrate how to use Excel Pivot Tables to analyze the information in the Excel version of the QCS Dispatch- Service and volume report. It is intended for users unfamiliar with Pivot Tables. It also provides examples of typical Pivot Tables, specifically for the QCS Dispatch - Service and volume report.

Note that Excel has many more advanced features of Pivot Tables that can also be used, that are not mentioned in this document.

As well, there are features of Excel, other than Pivot Tables, that are also very powerful and useful in analysing the information in the Excel version of the QCS -Dispatch Service and volume report. These include: auto-filters, freezing panes, and hiding columns.

For reasons of confidentiality of information, the QCS Dispatch - Service and volume report used in these examples have fictitious operator codes, IMPC codes, and carrier codes. Other than that, it is actual live data.

C. The Typical Process

Step 1: Create the file to start with (Figure 1)

1	A	B	C	D	E	F	G	н	1	J	K	L	M	N	0
1	Op-	Directn	PTR-	Dispatch-Series-	Disp No	Closed D	Closed DT	Closed TM	Dprt DT/TM	Lead hr	Arr D	Arr DT/TM	Dprt-Arr hr	1st RES DT/TM	Arr-1st RES h
2 1	KAA	out	JNA	KABJXM JNMGKJ AED	40152	1	2014-09-01	10:14	2014-09-01 19:10	9	2	2014-09-02 22:25	27	2014-09-07 05:44	103
3 1	KAA	out	JNA	KABJXM JNMGKJ AED	40153	2	2014-09-02	14:46	2014-09-03 19:10	29	4	2014-09-04 22:25	27	2014-09-07 05:44	55
4	KAA	out	JNA	KABJXM JNMGKJ AED	40154	3	2014-09-03	09:51	2014-09-03 19:10	10	4	2014-09-04 22:25	27	2014-09-07 05:44	55
5 1	KAA	out	JNA	KABJXM JNMGKJ AED	40155	4	2014-09-04	11:31	2014-09-05 19:10	32	6	2014-09-06 22:25	27	2014-09-09 03:47	53
6	KAA	out	JNA	KABJXM JNMGKJ AED	40156	4	2014-09-04	14:59	2014-09-05 19:10	29	6	2014-09-06 22:25	27	2014-09-09 02:50	52
7	KAA	out	JNA	KABJXM JNMGKJ AED	40157	5	2014-09-05	10:31	2014-09-06 19:10	33	7	2014-09-07 22:25	27	2014-09-09 02:50	28
8 1	KAA	out	JNA	KABJXM JNMGKJ AED	40158	1	2014-09-08	13:34	2014-09-09 19:10	30	3	2014-09-10 22:25	27	2014-09-14 04:46	78
9 1	KAA	out	JNA	KABJXM JNMGKJ AED	40159	2	2014-09-09	10:32	2014-09-09 19:10	9	3	2014-09-10 22:25	27	2014-09-14 05:47	79
10	KAA	out	JNA	KABJXM JNMGKJ AED	40160	3	2014-09-10	15:32	2014-09-11 19:10	28	5	2014-09-12 22:25	27	2014-09-15 03:47	53
11	KAA	out	JNA	KABJXM JNMGKJ AED	40161	4	2014-09-11	10:29	2014-09-11 19:10	9	5	2014-09-12 22:25	27	2014-09-15 03:47	53

Figure 1 - the 1st few columns and rows of the Excel QCS Dispatch Service and Volume report file

Step 2: Select the entire file.

.

Click the box to the left of column A and above row 1 to select the entire file (Figure 2)

A	B	C	D	E	F	G	H	1	JJ	K	L	M	N	0
Op-	Directn	PTR-	Dispatch-Series-	Disp No	Closed D	Closed DT	Closed TM	Dprt DT/TM	Lead hr	Arr D	Arr DT/TM	Oprt-Arr hr	1st RES DT/TM	Arr-1st RES h
KAA	out	JNA	KABJXM JNMGKJ AED	40152	1	2014-09-01	10:14	2014-09-01 19:10	9	2	2014-09-02 22:25	27	2014-09-07 05:44	103
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KAA	out	JNA	KABJXM JNMGKJ AED	40156	4	2014-09-04	14:59	2014-09-05 19:10	29	6	2014-09-06 22:25	27	2014-09-09 02:50	52
KAA	out	JNA	KABJXM JNMGKJ AED	40157	5	2014-09-05	10:31	2014-09-06 19:10	33	7	2014-09-07 22:25	27	2014-09-09 02:50	28
KAA	out	JNA	KABJXM JNMGKJ AED	40158	1	2014-09-08	13:34	2014-09-09 19:10	30	3	2014-09-10 22:25	27	2014-09-14 04:46	78
KAA	out	JNA	KABJXM JNMGKJ AED	40159	2	2014-09-09	10:32	2014-09-09 19:10	9	3	2014-09-10 22:25	27	2014-09-14 05:47	79
KAA	010	INA	KARINA BACKLAED	40160	3	2014-09-10	15-22	2014-09-11 19:10	28	5	2014-09-12 22 25	27	2014-00-15 02:47	62

Figure 2 - with all rows and columns selected

Step 3: Launch the Pivot Table

Click *Insert*, then *Pivot Table*. The *Create Pivot Table* box will appear. Click *OK* to place the Pivot Table on a new worksheet. (Figure 3)



Figure 3 – launching the Pivot Table. You can accept the Excel default of placing the Pivot Table on a new worksheet. Just click OK.

Step 4: Start building your pivot table.

This is done by dragging and placing fields contained in the QCS Dispatch Service and Volume report file to either: Report Filter, Column Labels, Row Labels, or Values (Figure 4)



Step 5: Review and adjust

After building an initial Pivot table, look at it, and then change it as many times as needed to create the table you need. In the example below, after the initial table was created, it seemed better to have "Class" as another row (rather than a column) and to also report the sum of Kilos. Thus, for each partner, you can now see the number of dispatches and the total kilos by mail class. (Figure 5)



Step 6: Apply Filters

At any time, you can apply the filters that you have defined. In the example below, Category B (Surface Airlift) was selected by clicking the down arrow in cell B1 and then selecting value B. (Figure 6)



Figure 6 – Using the filters

Step 7: Specify how fields are displayed

After determining the fields to be displayed you will need to determine how they are displayed. Excel provides various options. The most commonly used options for the QCS Dispatch Service and Volume report

are Counts, Sums, and Averages. Occasionally Minimums and Maximums may also be used. (Figure 7, 7a, 7b, and 7c)

Drag fields between areas below: √ Report Filter Cat ▼	Column Labels Yalues	Figure 7. Values will initially be <u>Counts</u> , as shown here. By clicking a field in the Values area, a list of options appears including <i>Value Field Settings</i> . By clicking this, you can specify one of <i>Sum</i> ,		Move <u>Up</u> Move <u>D</u> own Move to Beginning Move to <u>E</u> nd
Row Labels	Σ Values	<i>Count, Average, Max,</i> or <i>Min</i> (also <i>Product</i> which is not used for this report).	7	Move to Report Filter Move to Row Labels
Class 👻	Count of Kilos Count of Arr-1st RES hr	Displaying a Count is logical for the Dispatch-ID, but it is typically not what is needed for numeric		Move to Column Labels Move to Values
		fields such as Kilos, nor for time durations such as Arr-1 st RES hr.	× •	Remove Field Value Field Setti <u>ng</u> s



Figure 7a) This will display the <u>Sum</u> of the Kilos.



Figure 7b) This will display the <u>Average</u> of Arr-1st RES hr. As it is a calculated number, it is usually necessary to specify the number of decimals via the Number format box. This number formatting can also be done afterwards.

Drag fields between areas below:	
T Report Filter	Column Labels
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Row Labels	Σ Values
Row Labels	∑ Values Count of Dispatch ID-
	R
PTR-	Count of Dispatch ID-

Figure 7c) The Pivot Table will now display the <u>Count</u> of Dispatch-IDs (i.e. the number of dispatches, the <u>Sum</u> of the kilos of the dispatches and the <u>Average</u> time in hours of Arr-1st RES.

Step 8: Change to outline form

You will typically want to change the report layout. Microsoft Excel 2010 applies a default report layout that is not ideal for the QCS Dispatch - Service and Volume report. It is usually appropriate to change the report layout. (Figure 8)

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Figure 8 With the cursor inside the Pivot Table, click the down-arrow in *Report Layout*, and then select "*Show in Outline Form*". With this, rather than displaying the text "Row Labels" in cell A3, the titles of the rows are now displayed. In this example, you can now see that column A is PRT (Partner) and column B is Class. The report is now easier to understand.

D. Tips on using Pivot Tables

Tip 1: Exiting and re-entering a Pivot Table

If you click a cell outside the Pivot Table, the Field List will disappear. When you click a cell within the Pivot Table, the Field List will re-appear. (Figure 9).

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Tip 2: Drill-down of data in a Pivot Table

If you click a cell of a Pivot Table, the rows from the original worksheet that were used to compute the value of the cell will be displayed. A new worksheet containing these rows will also be created. (Figure 10).



Figure 10 A new worksheet was created by clicking the "5" in cell C14. The 5 rows are now displayed. Tip 3: Grand totals - Pivot Table Options

By right clicking from within a Pivot table you can select Pivot Table Options. The most commonly used option for the QCS Dispatch - Service and Volume report is Totals & Filters, specifically to either enable, or disable, grand totals for rows or for columns. In some cases you will want grand totals; in other cases you will not. (Figure 11)



Figure 11 Pivot Table Options window

Tip 4: Columns AA to AF

Columns A to Z of the QCS Dispatch - Service and Volume report contain data fields - some of which are composite fields created by combining data elements. Column D (Dispatch-Series) is an example, consisting of the origin IMPC code, the destination IMPC code, the mail category, mail class and mail subclass.

Sometimes it is necessary to use the indivual data elements in Pivot Tables and in other Excel functions. Columns AA to AF can be used for this.(Figure 12)

AA	AB	AC	AD	AE	AF
O-IMPC-	D-OMPC-	Cat	Class	Subcl (char 2)	Dispatch ID-
-	~	*	-	•	•
KABJXM	KNKADJ	В	С	N	KABJXMKNKADJBCN40107
KABJXM	KNKADJ	В	С	N	KABJXMKNKADJBCN40108
KABJXM	KNKADJ	В	U	N	KABJXMKNKADJBUN40029
KABJXM	KNKADJ	В	U	N	KABJXMKNKADJBUN40030
KABJXM	KNKADJ	В	U	N	KABJXMKNKADJBUN40031
KABJXM	KNKADJ	В	U	N	KABJXMKNKADJBUN40032
KABJXM	KNKADJ	В	U	N	KABJXMKNKADJBUN40033
KABJXM	KNKADJ	В	U	N	KABJXMKNKADJBUN40034
KABJXM	KOXDJL	В	С	N	KABJXMKOXDJLBCN40007
KABJXM	KOXDJL	В	С	N	KABJXMKOXDJLBCN40008
KABJXM	KPBXOM	В	С	N	KABJXMKPBXOMBCN40037
KABJXM	KPBXON	Α	E	D	KABJXMKPBXONAED40071
KABJXM	KPBXON	Α	E	D	KABJXMKPBXONAED40072
KABJXM	KPBXON	Α	E	D	KABJXMKPBXONAED40073
KABJXM	KPBXON	Α	E	D	KABJXMKPBXONAED40074
KABJXM	KPBXON	Α	E	D	KABJXMKPBXONAED40075

Figure 12 Fields included for Pivot Tables, auto-filters, sorting and other Excel functions

Tip 5 Combining inbound and outbound

The QCS Dispatch - Service and volume report is either for outbound or for inbound. It can be useful to have an Excel file that is both outbound and inbound.

This can be done by the following steps:

Create both an outbound file and an inbound Excel report file. Typically you will want to ensure that the same selection parameters are used for both files.

Open one of the files (e.g. the outbound file) and position the cursor in column A of the row immediately after the last row of data.



Open the other (i.e inbound) file and select all the rows and columns. This is done by positioning the cursor in cell A1 and pressing <Ctrl> A. Then click Copy.



Then, in the outbound file, right click, then Paste to place the inbound file contents after the contents of the outbound file.



Now, delete the extra row of column titles that came with the inbound file. In this example it is row 5030.

5025	KAA	out	IJA	KABJXM IJSWKN AEM	40065
5026	KAA	out	IJA	KABJXM IJSWKN AEM	40066
5027	KAA	out	IJA	KABJXM IJSWKN AEM	40067
5028	KAA	out	IJA	KABJXM IJSWKN AEM	40068
5029	KAA	out	IJA	KABJXM IJSWKN AEM	40069
5030	Op-	Directn	PTR-	Dispatch-Series-	Disp No
	U P	Directii	1 114-	Disputch-Schos-	Dispito
5031	KAA	In	JNA	JNMGKJ KAARXN ACN	45131
5031 5032					
	KAA	In	JNA	JNMGKJ KAARXN ACN	45131
5032	KAA KAA	In In	JNA JNA	JNMGKJ KAARXN ACN JNMGKJ KAARXN ACN	45131 45132
5032 5033	KAA KAA KAA	In In In	JNA JNA JNA	JNMGKJ KAARXN ACN JNMGKJ KAARXN ACN JNMGKJ KAARXN ACN	45131 45132 45133

This results in a file that has both outbound and inbound dispatches. Column B, titled "Directn", can be used to distinguish between outbound and inbound. An example Pivot Table:

1	А	В	С	D	E	Drag fields between areas below: V Report Filter	Column Labels
1	Cat	(All) 🔻					
2	Class	(All) 🔻				Cor	▼ Directn
3						Class	 Σ Values
4		Directn 🖵	Values				
5		In		out			
~	DTD	Count of Dispatch ID-	Sum of Kilos	Count of Dispatch ID-	Sum of Kilos		
6 7	PTR- ABA	40	135.5	6	37.7		
7 B	ADA	196	645.7	92	1283.5		
9	AFA	150	045.7	2	0.4	Row Labels	Σ Values
9 0		42	278.5	37	149.5	PTR-	 Count of Dispatch ID-
1		42	43.5	2	6.8		Sum of Kilos
2	-	26	43.5 95	15	50.3		
3		20	14.5	15	50.5		
4		3	2.9	18	139.4		
	BNA	497	86147.5	124	4865.3		
	BPA	201	14775.3	113	1898.3		

This displays the number of dispatches and kilos for each partner, with inbound on the same row as outbound, enabling inbound to be easily compared with outbound.

Ε. **Creating graphs**

In many cases, graphs can display information much better than tables. Graphs convery information much more visually than numbers in a table. Excel has extensive graphing features that are fully compatible with Pivot Tables.

The general approach is to initially create the Pivot Table. Then, from the Pivot Table, create a graph. (Figure 13).



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2. Then a Column chart was created by placing the cursor inside the Pivot Table, clicking Column and then selecting the type of column chart.

3. The graph is then displayed

F. Summary – Pivot Tables

Pivot Tables are quite easy, and can be very useful. It can also be fun to create Pivot Tables, as each one can give a different persective of the business issue you are analyzing.

In effect, Pivot Tables enable you to "mine" the data in the QCS Dispatch -Service and volume report. You are not limited to using the reports in the format in which they are created.

The most important thing - is to thoroughly understand each of the data elements that comprise the Excel QCS Dispatch - Service and volume report. These are defined in another section of the user guide.

G. Other Excel Features

Page Laugut Formulas Data Rev

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KABURM JINMGKJ AED

Kabjim JNMGKJ AED Kabjim JNMGKJ AED

3

UXM JNMGKJ AEC

out JNA

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KAJ

КАА КАА КАА КАА КАА

Sort A to 2

25 KAA 26 KAA

Excel feature: Auto-filter

These can be used to select specific dispatches. (Figure 14)

21 2 4

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40153

24

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Fre	ess Web 1	From From Of Text Source int External Da			24 J	Sort & Fitter	% Dear ∬ Reapply ∬ Advanced ter	Text to Columns Duplicates	Data Validation * Data Tooli	What a Analysis -		Poup Subtotal
	A2	• (*	f.	KAA								
1.4	A	В	C	D	E	F	G	H	and the second	J	K	Constant Sectors
1	Op-	Directa	PTR-	Dispatch-Series-	Disp No	Closed D	Closed D	T Closed TM	Oprt DT/TM	Lead hr	Arr D	Arr DT/TM
2	KAA	tuo	JNA	KABJOM JINMGKJ AED	40152	1.	2014-09-0	01 10.14	2014-09-01 19:10	- 9	2	2014-09-02 22:25
3	KAA	out	JNA	KABJOM JNMGKJ AED	40153	2	2014-09-0	14:46	2014-09-03 19:10	29	4	2014-09-04 22:25
1	KAA	out	JNA	KABJOM JINMGKJ AED	40154	3	2014-09-0	09.51	2014-09-03 19:10	10	4	2014-09-04 22:25
5	KAA	out	JNA	KABJOM JNMGKJ AED	40155	4	2014-09-0	04 11.31	2014-09-05 19:10	32	6	2014-09-06 22:25
6	KAA	out	JNA.	KABJOM JNMGKJ AED	40156	4	2014-09-1	14:59	2014-09-05 19:10	29	6	2014-09-06 22:25
1	KAA	out	JNA	KABJOM JNMGKJ AED	40157	5	2014-09-0	5 10.31	2014-09-06 19:10	33	7	2014-09-07 22:25
3	KAA	out	JNA	KABJUM JNMGKJ AED	40158	1	2014-09-0	08 13:34	2014-09-09 19:10	30	3	2014-09-10 22:25
5	KAA	out	JNA	KABJOM JNMGKJ AED	40159	2	2014-09-0	9 10.32	2014-09-09 19:10	9	3	2014-09-10 22:25
10	KAA	out	JNA	KABJOM JINMGKJ AED	40160	3	2014-09-1	10 15:32	2014-09-11 19:10	28	5	2014-09-12 22:25

10:14

14.46 09.51 11.31 14.59 10.31 13.34 10.32 15.32

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014-09-01 19

2014-09-01

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G sed D1

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K Arr D

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014-09-02 22 2

2014-09-01 19 10

2014-09-03 19 2014-09-03 19

What-8

J Lead hr *

2014-09-02 22 25

Figure 14a) The first few columns and rows of the QCS Dispatch Service and Volume Excel report

Figure 14b) By clicking DATA and then Filter, the auto-filters are enabled. Each column has a down-arrow in the column title cell.

Figure 14c) By clicking the down-arrow in the PTR (Partner) cell (C1), one or more individual partners can be selected.

Figure 14 - Use of auto-filters

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Excel feature: Freeze Panes (Figure 15)

This can be used to make scrolling easier

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	A		В	С	D	E	F	G	H	1	J	K	L
1	Op-	D	irectn	PTR-	Dispatch-Series-	Disp No	Closed D	Closed DT	Closed TM	Dprt DT/TM	Lead hr	Arr D	Arr DT/TM
2	KAA		out	JNA	KABJXM JNMGKJ AED	40152	1 👗	2014-09-01	10:14	2014-09-01 19:10	9	2	2014-09-02 22:25
3	KAA		out	JNA	KABJXM JNMGKJ AED	40153	2	2014-09-02	14:46	2014-09-03 19:10	29	4	2014-09-04 22:25
4	KAA		out	JNA	KABJXM JNMGKJ AED	40154	3	2014-09-03	09:51	2014-09-03 19:10	10	4	2014-09-04 22:25
5	KAA		out	JNA	KABJXM JNMGKJ AED	40155	4	2014-09-04	11:31	2014-09-05 19:10	32	6	2014-09-06 22:25
6	KAA		out	JNA	KABJXM JNMGKJ AED	40156	4	2014-09-04	14:59	2014-09-05 19:10	29	6	2014-09-06 22:25
7	KAA		out	JNA	KABJXM JNMGKJ AED	40157	5	2014-09-05	10:31	2014-09-06 19:10	33	7	2014-09-07 22:25

Figure 15 – Freeze Panes. In this example, View was clicked. The cursor was placed in cell F2, and Freeze Panes was applied. This enables scrolling down and across with row 1 and columns A-E always being visible.

Excel Feature: Hiding and Unhiding columns (Figure 16)

This can be used to make on-screen viewing easier.

Layout	Page Break Preview Views Street Vorkbook Ariat * 9	• A* A* 🖳	ines 🗹 Headings	ar Q Zoom	100% Zoom t Selectio Zoom		nge Freeze	Hide III : : Unhide III :	/lew Side by Side Synchronous Scrotting Reset Window Position Indow	Save Workspace V	Switch Vindows - Macros Macros
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КАА	Copy			40152		2014-09-01	10:14	2014-09-01	19:10 9		2014-09-02 22:25
KAA	Paste Opti		INMGKJ AED	40152	1 2	2014-09-01	10:14	2014-09-03			2014-09-02 22:25
KAA	0.000	11 4	INMGKJ AED	40153	3						
KAA			INMGKJ AED	40154	4	2014-09-03	09:51	2014-09-03			2014-09-04 22:25
KAA	Paste Spec		INMGKJ AED	40155	4	2014-09-04	11:31	2014-09-05			2014-09-06 22:25
KAA		11.	INMGKJ AED	40155	5	2014-09-04	14,59	2014-09-06			2014-09-06 22:25
KAA	Insert		INMGKJ AED	40158	1	2014-09-08	13:34	2014-09-09			2014-09-10 22:25
KAA	Delete		INMGKJ AED	40158	2	2014-09-09	10:32	2014-09-09			2014-09-10 22:25
KAA	Clear Cont		INMGKJ AED	40159	3	2014-09-09	15:32 20 10:29 20	2014-09-05			2014-09-10 22:25
KAA			INMGKJ AED	40160	4	2014-09-10		2014-09-11		5 20 3 20 4 20	2014-09-12 22:25 2014-09-12 22:25 2014-09-17 22:55
	Eormat Ce		INMGKJ AED	40161	1	2014-09-15 2014-09-16		2014-09-16			
KAA KAA	Column W		INMGKJ AED	40162	2		15:16	2014-09-10			2014-09-17 22:55
KAA	Hide 🖊			40163	3	2014-09-15		2014-09-17			2014-09-18 22:55
	The second second		INMGKJ AED	40164	4		10:16				
каа каа	Unhide Oux DIVA		INMGKJ AED	40165	4	2014-09-18 2014-09-18	13:58	2014-09-19			2014-09-20 22:55 2014-09-20 22:55
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C	D	E	F	G	н	1	J	K	L	M	N
PTR-	Dispatch-Series-	Disp No	Closed D	Closed DT	Closed TM	Dprt DT/TI	M Lead	hr ArrD	Arr DT/TM	Oprt-Arr hr	1st RES DT/TM
JINA	KABJXM JNMGKJ AED	40152	1	2014-09-01	1 10:14	2014-09-01 1	9:10 9	2	2014-09-02 22:25	27	2014-09-07 05:4
JNA	KABUXM JNMGKJ AED	40153	2	2014-09-02	2 14:46	2014-09-03 1	9:10 29	4	2014-09-04 22:25	27	2014-09-07 05:4
JNA	KABJXM JNMGKJ AED	40154	3	2014-09-03	3 09:51	2014-09-03 1	9:10 10	4	2014-09-04 22:25	27	2014-09-07 05:4
JNA	KABUXM JNMGKJ AED	40155	4	2014-09-04	4 11:31	2014-09-05 1	9:10 32	6	2014-09-06 22:25	27	2014-09-09 03
JNA	KABUXM JNMGKJ AED	40156	4	2014-09-04	4 14:59	2014-09-05 1	9:10 29	6	2014-09-06 22:25	27	2014-09-09 02:
JNA	KABJXM JNMGKJ AED	40157		2014-09-05		2014-09-06 1		7	2014-09-07 22:25	27	2014-09-09 02:
JNA	KABJXM JNMGKJ AED	40158		2014-09-08		2014-09-09 1		3	2014-09-10 22:25	27	2014-09-14 04:4
JNA	KABJXM JNMGKJ AED	40159		2014-09-09		2014-09-09 1		3	2014-09-10 22:25	27	2014-09-14 05:4
JNA	KABJXM JNMGKJ AED	40160	3	2014-09-10	15:32	2014-09-11 1	9:10 28	5	2014-09-12 22:25	27	2014-09-15 03:

Figure 16 – Hiding Columns. In this example, Columns A and B were selected then a right click displays the Hide option. By clicking Hide, the columns still exist, but do not appear. This feature can be used to assist in on-screen viewing by hiding the columns you don't need to see at this time. Those you do wish to see can more easily fit on the screen. You can always Unhide columns.

H. Typical Pivot Tables applied to the QCS Dispatch - Service and volume report

An almost infinite number of Pivot Tables can be applied to the Excel Dispatch - Service and volume report. Similarly, there is a wide variety of business situations designated operators may face. As example - some have many offices of exchange, others only one; some have direct transport to many destinations, others have direct transport to very few destinations; some rely heavily on closed transit, others have very little closed transit; some use surface airlift (SAL), others do not.

Pivot Tables used to analyse outbound dispatches may be different than those used to analyse inbound dispatches. For outbound, origins are in control of the content and quality of their PREDES messages they send. But for inbound, destinations are not in control of the content and quality of the PREDES messages they receive.

This section provides a few examples of Pivot Tables to help get started in using them.

This Pivot Table displays the number of dispatches and the average time durations for each of a) lead time, b) planned departure to planned arrival, c) planned arrival to 1st RESDES, d) closed date/time to 1st RESDES (the sum of the previous three), and e) 1st to last RESDES.

It is displayed by Partner and enables filtering on Category and Class. In this example Category A is selected. It is also possible to filter specific partners.

	-		een areas	be	low:	_			
Y	Report	Filte	er			Colum	nn Labels		
	Cat				-	Σ Value	s		•
	Class				•				_
	Row La	abels	;			Σ Value	s		
	PTR-				-	Count of	Dispatch ID-		•
							of Lead hr		-
							of Dprt-Arr hr		•
							of Arr-1st RE		•
							of Closed-1st		•
						Average	of 1st-last RE	Shr	•
					С		E	F	
1	A Cat		B	.	U.	D	E	F	G
2	Class		(AII)						
3			~ /						
4	PTR-	.	Count o Dispatch			Average of Dprt-Arr hr	Average of Arr-1st RES hr	Average of Closed-1st RES hr	Average o 1st-last RES hr
5	ABA		1		27	18	49	94	
6			59 1		25 29	25 66	23 43	72 138	4
8	AXA		28		0	27	42	69	
9	BEA		12		15	15	43	73	0
	BNA BPA		60 55		24 22	31 44	5 29	60 95	1 0
	BTA		25		36	44 63	-28	95 71	U
	CAA		35		0	22	28	50	0
	CCA CIA		11 5		11 0	25 64	23 -27	59 38	
	CPA		5 1		0	23	-27	50 61	
17	CQA		33		32	45	61	138	94
	CWA DBA		8 291		18 13	71 8	47 14	136 35	6
19			291		15	0	14	30	0
20	DHA		72		27	4	16	48	1
21	-		72 4 44		27 53 0	4 72 58	16 184 24	48 309 82	1 24

This can be used to assess the operational performance of dispatches. If, for example, the average of planned arrival to 1st RESDES for dispatches of category A is high, then it is possible that transportation arrangements are not working as planned, or that there are delays in processing receptacles within the destination Post.

This Pivot Table is similar in purpose to example 1, but focuses only on planned arrival to 1st RESDES. It has Partner in the report filter and, in this example, partner VGA is selected. It has included origin IMPC as a row, thus the two origin IMPCs (KAARXN and KABJXM) are displayed separately.

	Report Filter					mn Labels		
0	Cat		•	Σ۷	alu	es	•	
	Class		•					
G	PTR-		•					
[
	-				alue			1
	D-IMPC-					f Dispatch ID-	•	
L	Dispatch-Series-				age	e of Arr-1st RES hr	•	
						C		
1	A		B		Τ.	С		D
1 2	Cat Class		A (All)		-	С		D
1	Cat		A		<u> </u>	С		D
1 2	Cat Class		A (All)		-	C		D
1 2 3	Cat Class		A (All)		-	С		D
1 2	Cat Class		A (All)			C Count of Dispatch ID-	Average	
1 2 3 4 5 6	Cat Class PTR-	•	A (All) VGA Dispatch-Ser	ies-	▼ ,T	Count of Dispatch ID- 6		e of Arr-1st RES hr 26
1 2 3 4 5 6 7	Cat Class PTR- O-IMPC- RAARXN	•	A (All) VGA	ies-	▼ ,T	Count of Dispatch ID- 6 6		e of Arr-1st RES hr 26 26
1 2 3 4 5 6 7 8	Cat Class PTR- O-IMPC-	Ţ	A (All) VGA Dispatch-Ser KAARXN VG\	ies- /NGM AL	- 	Count of Dispatch ID- 6 6 70		e of Arr-1st RES hr 26 233
1 2 3 4 5 6 7 8 9	Cat Class PTR- O-IMPC- RAARXN	•	A (All) VGA Dispatch-Ser KAARXN VGV KABJXM VGV	ies- /NGM AL	T T N N	Count of Dispatch ID- 6 6 70 21		e of Arr-1st RES hr 26 23 33 40
1 2 3 4 5 6 7 8	Cat Class PTR- O-IMPC- RAARXN	Y	A (All) VGA Dispatch-Ser KAARXN VG\	ies- /NGM AL /NGM AL	JN JN D	Count of Dispatch ID- 6 6 70		e of Arr-1st RES hr 26 233

This can be used to analyze possible delays in planned arrival to 1st RESDES.

This Pivot Table displays the volume of mail (Kilos, Items, and Receptacles) dispatched.

It is displayed by Partner and enables filtering on Category and Class. In this example Category A is selected. It is also possible to filter to include only specific selected partners.

	ag fields between ar 'Report Filter	reas below:			Column Labels		
	Cat		•		Values	•	1
	lass		-	-	values		
	Row Labels			Σ	Values		1
	TR-		-	Su	m of Kilos	•	1
					m of Items	+	
				Su	m of Rcp disp	•	
1	А	B	}		С	D	
1	Cat	Α	.				
2	Class	(All)	-				
3							
4	PTR- 🖵	Sum of		Su		Sum of Rcp of	
5	ABA		0.2		1		1
6	ADA		436.0		1011		73
7	AFA		0.2		1		1
8	AXA		58.6		70		28
9	BEA		46.8		17		13
10	BNA		532.5		554 402		77
11 12	BPA BTA		716.4 51.3		402		81 25
12 13			51.3 98.3				
13 14	CAA CCA				69 113		36
			42.5 1.2				
15 16	CIA CPA		0.2		5		5
16	CQA		49.1		92		35
17	CWA		49.1		92		35
18	DBA	0	3.3 2636.7		25387		ہ 1744
20	DHA	Ζ.	737.3		25367 902		90
20 21	EWA		2.6		902		- 90
22	IJA		283.1		172		51
22 23	JAA		203.1		2053		123
20	0.00		1014.0		2000		14.

This can be used to review the volumes of mail to or from each partner, by category and/or class. Other fields can also be included such as the origin or destination IMPCs, date, day of week, etc.

In this example the kilograms dispatched are displayed by 1^{st} transport and by closed day of week (1- Mo, 2- Tu...7-Su).

Drag fields between areas below: V Report Filter		Column Labels
Cat	•	Closed D 🔻
Class	•	
PTR-	-	
Row Labels		Σ Values
1st transport-	-	Sum of Kilos 🔻

	A	В	С	D	E	F	G	Н	1
1									
2	Cat	A T							
3	Class	(All) 🔻							
4	PTR-	(All)							
5									
6	Sum of Kilos	Closed D 🔻							
7	1st transport- 🖵		2	3	4	5	6	7	Grand Total
8	CY0074		236		57		58		351
9	CY0082	892	721	613	447	918	324		3914
10	DJ0844	187	231	256	364	242	9		1289
11	JE0086	61	68	25	59	47	30		289
_	JE6086		34	52	19	18			124
	JJ0904	6	697	930	133	321			2087
	JJ0906	3940	4231	3462	4473	3467	1075		20648
	JJ0950		0		1				1
	JJ0998	1	35	6	6	6			54
	JL0091	225	278	468	371	209	53		1605
	JO0443		35	123	3	40	30		232
	JO0457	3	7	0	3	1			15
	JO0459	390	272	340	191	386	299		1879
21		207	115	248	187	242		10	1009
	SS8026	218	431	311	248	219			1427
23	SS8028		70	67					137
24	SS8062	356	329	244	378	188	67		1561
25	SS8064	440	448	284	317	478			1966
26	SS8066	165 281	135	55 534	105 537	120			580 1753
27 28	SS8070 SS8084	281	298 499	534 220	537 497	104 645			2832
	-	9/1	499	220	497	645 5			2832
	TU0792	719	852	1161	1563	э 872	521	0	5688
31		13	637	1740	714	479	685	0	4268
	UG0093	1758	1137	1384	1230	1196	504		7209
	UJ0751	20	30	27	29	22	504		1203
34	UQ0505	20	1	14	23	22			42
35		426	321	218	458	79	77		1578
		157	173	210	165	124			647
	Grand Total	11437	12322	12813	12579	10430	3731	10	63323

This can be used by an origin designated operator for transport capacity planning.