

MANAGER, OPERATIONS PROGRAMS SUPPORT
SAN FRANCISCO DISTRICT



October 18, 2008

MEMORANDUM FOR POSTMASTERS AND MANAGERS, CUSTOMER SERVICE
SAN FRANCISCO DISTRICT

SUBJECT: DISTRICT SOP FOR THE PROCESSING AND DELIVERY OF EXPRESS MAIL

Express Mail is one of the Postal Service's premier services and is available in five basic domestic service offerings, Next Day Service, Second Day Service, Military Service, and Custom Designed Service. Express Mail International service is available between the United States and most foreign countries. Delivery of Express mail is non-craft specific.

This SOP will deal with the acceptance and on route processing and delivery of Express Mail.

ARRIVAL AT POST OFFICE

- All Express Mail must be scanned upon receipt in an office.
- Express Mail pieces will be separated to: Firm Caller sections, PO Box sections, Carrier Routes and any missent pieces identified.
- If missent Express Mail piece is received in your office, you must make arrangements to get the mail to the correct office.
- All Express Mail must be scanned to the appropriate delivery mode, (i.e. firm section, box section, carriers).

ENROUTE SCANNING OF EXPRESS MAIL THROUGH THE P&DC, AMC, AND THE ISC.

Tour 1 P&DC

- Express Mail arriving on the platform at the P&DC for San Francisco City Stations and Associate Offices must be scanned ENROUTE and transported to appropriate units for further processing.

ALL TOURS AMC

- All originating Domestic Express Mail arriving for dispatch and processing at the AMC must be scanned ENROUTE.

- All destinating Express Mail from the Eagle, WNET, or Commercial flights must be scanned ENROUTE.

ALL TOURS ISC

- Incoming International Express Mail must be scanned (In Customs) (Out of Customs) before dispatching to final destination.
- Any domestic Express Mail missent to ISC must be scanned ENROUTE, and dispatched to Domestic Express Mail unit (AMC) on the next available transportation.

DELIVERY OF EXPRESS MAIL

- Express Mail must be immediately taken to the appropriate sections for delivery (i.e. firm section, box section, carriers). Express Mail for Stations and Branches must be transported to those units in time to be delivered by their stations and branch personnel.
- Express Mail identified for carrier delivery must be taken to the carrier or assigned to the carriers through the Accountable cage.
- Management must determine what Express Mail pieces need to be delivered by Noon or 3:00 PM. The delivery supervisor will determine the most efficient means of delivering the Express Mail piece.
- **Carriers are required to scan each piece of Express Mail at the time of Delivery or attempted delivery with the appropriate delivery or attempted scan. Special attention must be placed on Business or Firm Callers that are closed on weekends or holidays; an attempted scan must be completed.**

DETERMINE THE MOST COST EFFICIENT MEANS OF DELIVERY

The Supervisor will consider the following order when determining the most cost efficient means of delivery. Express Mail received in the afternoon will be attempted in the same manner as in the a.m.

- Assign Express to carrier, on the Route (deviation if required).
- Assign Clerk Messengers where available.
- Assign Express to light/limited duty personnel.
- Assign Express to clerical personnel.
- Assign Express to other available personnel in the office.

DISPOSITION OF EXPRESS MAIL

- On the first delivery attempt for Express Mail, the carrier/clerk should continue to leave a PS Form 3849.

- We will no longer provide another attempt on the next day unless requested by the customer.
- If the customer has not picked up the Express Mail shipment or scheduled a redelivery, the carrier/clerk will leave a second notice (PS Form 3849) for the customer on Calendar day three from the original attempt.
- If the customer has not picked up or scheduled a redelivery, the Express mail shipment will be returned to sender close of business Calendar day five from the original attempt.
- The piece is not scanned Notice Left again when the second notice is brought out on Day 3.
- If the first delivery attempt falls on a Saturday (or Sunday/Holiday for the City), and the recipient is a closed business, the piece should be scanned Notice Left for a closed business but then the piece must be taken out for a real “first attempt” on the following regular business day.

LOCAL CONTINGENCY PLANS

All Delivery units must have a local contingency plan for dealing with late arriving dispatches of Express Mail. This plan must outline what steps will be taken to deliver the Express Mail pieces on time, or if the piece arrives after the target time, as soon as possible after arrival in the office. List the names or types of employee that will be responsible for processing these late arriving pieces.

Contingency plans must be filed in the District’s SOP binder and available for review.

ORIGINATING EXPRESS MAIL

Postmaster and Station Managers must develop local procedures for acceptance and timely dispatch of Express Mail. These procedures must include at a minimum:

- All Express Mail collection boxes are to be scheduled for pickup to meet **DIRECT** Express Mail transportation to the AMC building with no additional pickup times listed. No collections are to be made after the scheduled pickup.
- Local originating Express mail must be held out at the local office for Next-Day delivery.
- **Domestic Express Mail must be placed into an orange and blue Express Mail sack and placarded or tagged as Express Mail (Domestic Only).**
- **Domestic Express Mail must be dispatched to meet scheduled transportation to the AMC building. Domestic Express Mail must be tailgated at the rear of the tractor/trailer.**

- **International Express Mail must be separated into a 775 tub and placarded as SF ISC International Express Mail.**
- **SF APO/FPO (962-966) must be separated into a 775 tub and placarded as SF ISC SF APO/FPO (962-966) Express Mail.**

All International Express Mail and all SF APO/FPO (962-966) Express Mail will be routed to the ISC.

- Domestic Express Mail must be advanced on all **DIRECT** transportation that arrives at the AMC building by CET (Critical Entry Time). Refer to the “Network” transportation schedule.
- If Express fails to meet the DOV, a contingency plan must be in place to dispatch the Express Mail directly to the AMC, P&DC or another Associate Office where the transportation to the AMC (Bldg) will meet the commitment of the Express Mail. (Refer to the “Network” transportation schedule).
- Under no circumstances will Domestic Express Mail be placed on transportation that flows to or through the International Service Center (ISC).

POSTMASTER/MANAGER CUSTOMER SERVICES RESPONSIBILITY

- Postmasters and/or Managers, Customer Services are required to review and validate Express Mail delivery receipts on a daily basis.
- Within 30 minutes of scanning Express Mail cradle scanner and force a transmission.
- If you have problems transmitting, call the “Help Desk” at 1 (800) 877-7435.

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