
3M Case Procedures / DPS Error Reporting to Web Site

SCOPE:

This procedure is applicable to all Post Offices receiving DPS letter mail sortation within the San Francisco Performance Cluster.

OBJECTIVE:

The objective is to standardize the handling and reporting of DPS errors returned from the street by letter carriers.

PROCEDURES:

Each delivery unit will establish a 3M case for the placement of DPS errors returned from the street by carriers. Location of the 3M Case will be convenient and accessible to carriers returning to their office, and should be labeled with the following separations for each city carrier:

- ✓ **MISSENT** – Wrong delivery unit
- ✓ **MISSORT** – Wrong route, correct ZIP Code
- ✓ **MISSEQUENCED** – Correct route, wrong order

City Carrier:

- 3M errors include only Missent, Missorted, or Missequenced mail from current day's DPS letter mail.
- Letter mailpieces for each of the three error types will be separated on the street and placed in the appropriate separations of the 3M case upon return to the office.

Delivery Unit Supervisor/Manager:

- After all carriers have returned from the street, the close-out delivery unit supervisor (or designee) will count and record, by type, the number of DPS errors by route, on the 3M Log Sheet.
- Sign, date and maintain original 3M Log Sheet for a period of 3 months.
- **By 7:00 p.m. daily, access the UCSS web page to report the day's 3M errors and letter volumes for each zone:**
 - 1) Logon at <http://ucss.usps.gov>
 - 2) Select "District", click "Continue"

- 3) Under Operations, select “DPS Errors (3M)”
 - 4) Under Data Entry select zone and click “continue”
 - 5) Input the required data on one row for the current day:
 - a. Ensure data collected and being reported matches the 3M report date on top line
 - b. Enter machine number (if available from a DPS tray)
 - c. Enter all other volumes
 - d. Enter “Sortplan Creation Date” if available from EOR hardcopy report
 - e. Under notes column, annotate mailings causing a spike in errors, such as Pennysaver, Comcast, Advo, etc.
 - 6) When finished, scroll to bottom of screen and click on “Submit Data” and “Continue”.
 - 7) Repeat steps 4 thru 6 for additional zones for your office.
- Once errors have been counted and recorded into the UCSS web site, the 3M errors must be:
- MISSENT – Consolidated and dispatched on the last available transportation to the Plant utilizing the Missent mail label.
 - MISSORT – Placed in the Hot Case for next day’s processing and delivery.
 - MISSEQUENCED – Distributed to routes or placed in distribution case for next day’s processing and delivery.
- Until further notice, DPS errors are also to be reported the following day in CSDRS. The a.m. carrier supervisor will input the 3M error volume data from the 3M Log Sheet for the previous day as Missequenced Errors (Prev Day), Missort Errors (Prev Day), and Missent Errors (Prev Day) in the appropriate section under the Options tab of CSDRS.

RESPONSIBILITIES:

All Postmasters and Managers, Customer Services within the San Francisco Performance Cluster are responsible for implementing and maintaining this SOP on a daily basis.