



September 10, 2008

POSTMASTERS AND MANAGERS AND MGR CUSTOMER SERVICES  
SAN FRANCISCO DISTRICT

SUBJECT: Mail Preparation – Revision

The District Operating Instruction provides uniformity throughout the San Francisco District in Mail Preparation. The purpose of these standardized procedures is to streamline the preparation of mail originating from delivery units and collectors. The benefits include improved separation and expedited processing of originating mail, as well as the reduction in equipment handling and dock congestion at the plants.

The changes are intended to prepare the San Francisco District in meeting service requirements that will be implemented when we measure service for all classes of mail and in all 3-digit areas. These changes will utilize our surface transportation network to improve on-time delivery for our package products.

All collections mail must be advanced on each ongoing dispatch to the Plant. Include all mail from the window operation, inside drop boxes and outside collection boxes from the front of your office as well as mail from the carriers and collection runs.

The following instructions for the rough culling of collection mail must be adhered to as follows:

**Collection Separations:** Collection Mail must be culled into the following separations:

1. **Stamped Letter Mail** – Deposit all loose stamped letters into a properly placarded and debris-free hamper. Loose letters are not to be placed in 775 tubs. Do not place any other type of mail trays in the loose letter hampers. Loose collection mails in hampers are to be located at the rear of the truck (i.e. the first to be unloaded)
2. **Bundled Meter Letter Mail** – Tray and face into properly placarded letter trays. Remove rubber bands when placing on trays
3. **Stamped Flats** – All flats must be placed into a flat tub and faced. Preferred dispatch is in a properly placarded general purpose mail container (GPMC) and separated by stamped and metered.

4. **Metered Flats** – All flats must be placed into a flat tub and faced. Preferred dispatch is in a properly placarded GPMC and separated by stamped and metered.
5. **Netflix mailing** – All Netflix mailing originating from the customer and destinating to Netflix must be isolated from all other similar mailings. Preferred dispatch is faced on EMM Trays.
6. **Postcards/Flyers** - All attempts should be made to separate postcards and flyers from the Loose letters.

### **Priority Mail/First Class SPRs /Std B Parcels Separations**

Separations must be made to maximize the handling and processing of the mail at the P&DC. The following separations must be made:

#### **1. RETAIL OPERATIONS**

- SURFACE MACHINABLE - Priority – First Class SPRs – Standard Parcels “CALIFORNIA ONLY”
- SURFACE NON-MACHINABLE - Priority – First Class SPRs – Standard Parcels “CALIFORNIA ONLY”
- SURFACE MACHINABLE – Priority – First Class SPRS – Standard Parcels “WESTERN STATES”
- SURFACE NON-MACHINABLE – Priority – First Class SPRS – Standard Parcels “WESTERN STATES”
- AIR - Priority “ALL OTHER STATES”
- AIR - First Class SPRS “ALL OTHER STATES”
- STANDARD PARCELS “ALL OTHER STATES”
- PRIORITY FLATS “CALIFORNIA ONLY” – 775 TUBS ONLY
- PRIORITY FLATS “ALL OTHER STATES” – 775 TUBS ONLY
- INTERNATIONAL PRIORITY (Regardless of Weight in 775 Tubs)
- INTERNATIONAL PRIORITY “Outside Parcels”

#### **2. COLLECTIONS**

- Same Separations as Retail
- FLATS in 775 Tubs

**Note: Upon arrival at the originating post office, dock personnel are to finalize separations into the same breakouts as in the Retail Operations.**

### 3. DISPATCH PLACARDS (Placard Numbers)

- (101) COLLECTION MAIL - LOOSE LETTER – METERED LETTERS – STAMPED FLATS – METERED FLATS – MIXED CONTAINER (To P&DC)
- (201) SURFACE NON-MACHINABLE – Priority – First Class SPRs – Standard Parcels “CALIFORNIA ONLY” (To P&DC)
- (201-A) SURFACE MACHINABLE – Priority – First Class SPRs – Standard Parcels “CALIFORNIA ONLY” (To P&DC)
- (301) SURFACE NON-MACHINABLE (Outside Pieces) – Priority – First Class SPRS – Standard Parcels “WESTERN STATES” (To P&DC)
- (401) SURFACE MACHINABLE – Priority – First Class SPRS – Standard Parcels “WESTERN STATES” (To P&DC)
- (501) AIR - Priority “ALL OTHERS STATES” (To P&DC)
- (601) AIR – First Class SPRS “ALL OTHERS STATES” (To P&DC)
- (701) STANDARD PARCELS “ALL OTHERS STATES” (To BMC)
- (801) PRIORITY FLATS “ALL CALIFORNIA” (To P&DC)
- (901) PRIORITY FLATS “ALL OTHER STATES” – FLATS (To P&DC)
- (901) INTERNATIONAL – (To ISC)

### General Collections Instructions

Mail collected over the counter must be faced and separated by category (i.e., stamped mail separated from metered mail). When a GPMC must be used to transport both letters and flats, place the letters on the top shelf and flats on the bottom shelf and properly placarded.

All collection routes must perform a rough cull of all mail picked up from collection boxes. Rough cull is defined as a five (5) way separation: 1) Loose, stamped letter mail, 2) SPRs, 3) Flats, 4) Metered mail that should be trayed and faced, and 5) Priority Mail.

*Note: Upon arrival at the originating office, dock personnel are to finalize separations into the same breakouts as in the Retail Operations.*

### **Placard**

It is a requirement that each container of mail sent to the P&DC has a placard that identifies the specific contents of the container. Each placard must be date/time stamped and identify the originating office. In addition, each placard must indicate whether it originated from Retail or Collections.

Offices that hub mail must ensure that all containers of mail received are properly placarded before dispatching.

### **Special Mail Items Preparation**

Special live matter mailings (i.e. bees, chicks, bugs, etc., should be in a separate GPMC or hamper)

### **Compliance**

Dock personnel will conduct ongoing reviews on each office. Discrepancies will be reported to the Plant Manager, the Lead Executive, and the office involved. Operations Managers will be required to take necessary measures to ensure that deficiencies noted are corrected immediately.

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