



National Route Inspection Training

**Participant Guide
Course 44201-26
December 2005**

Employee Development and Diversity



National Route Inspection Training

Participant Guide

United States Postal Service
Employee Development and Diversity
475 L'Enfant Plaza SW
Washington, DC 20260-4215

Use of Training Materials

These training course materials are intended to be used for training purposes only. They have been prepared in conformance with existing USPS policies and standards and do not represent the establishment of new regulations or policies.

Copyright 2005 by the United States Postal Service, Washington DC 20260-4215

All rights reserved.

No part of this publication may be reproduced in any form or by any means without permission, in writing, from Employee Resource Management

Certain parts of this publication may contain copyrighted materials from other sources the reproduction of which for this specific training use has been interpreted not to exceed the fair use clause of the copyright regulation (Ref. 371.5 ASM)

A Commitment to Diversity

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce. Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive of everyone.

Course materials and lectures, classroom debates and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment and harassment on any prohibited basis. Instructors and class participants are expected to support this commitment.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity and growth, and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers and suppliers, and to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.

Unit 1: Conducting the Count of Mail

Terminal Objective:

- Upon completion of this unit, the student will be able to understand the process of conducting a count of mail.

Enabling Objectives

The student will be able to:

- Complete a PS Form 1838C.
- Complete a PS Form 1838.
- Identify and understand line items.
- Understand general rules for making the count.
- Identify improper work methods.
- Understand the Conduct and Responsibilities of a Route Examiner.

CONDUCTING THE COUNT OF MAIL

The Purpose of Mail Counts and Route Examinations

In order to achieve and maintain an appropriate daily workload for delivery units and routes, management will make at least annual route and unit reviews. These reviews will consist of an analysis of operating procedures, work hours, volumes and possible deliveries. The reviews will be utilized to verify adjustments which have been taken by management in order to maintain efficient service. In addition, personal observation affords the route examiner an opportunity to obtain information that will enable him/her to evaluate the conditions of the route and detect inefficient practices and unauthorized procedures. A physical count of the mail will provide information on the volume of different types of mail, such as letters, parcels, DPS, and detached address pieces.

Schedule

The count of mail on all letter delivery routes must be for six consecutive days. It is not mandatory that mail counts begin on Saturday and continue through Friday so long as they are made on consecutive delivery days.

Use of Forms

Completing PS Form 1838-C

PS Form 1838-C, *Carrier's Count Mail- Letter Carrier Routes Worksheet*, is the form used by both the carrier and manager each day to record mail count information. The carrier should count and record the mail every day except the day or days of inspection. On the day or days of inspection, the mail must be counted and recorded by a manager. However, if the carrier requests, the carrier may verify the count of mail on the day or days of inspection. On days when the carrier is not being inspected and the carrier counts the mail, he or she is required to stand each 100th letter on end so managers may randomly verify these counts and all entries recorded by carriers on PS Form 1838-C. Managers must accompany a carrier on the street at least one day during the count week and may accompany him on more days. Replacement carriers assigned to routes must count and enter the data on PS Form 1838-C in the same manner as the regular carrier.

Carriers must complete PS Form 1838-C in accordance with the guidelines in Chapter 9 of the M-41 Handbook. Use most current issue of PS Form 1838-C available.

Handbook M-41

922.2 Making Descriptive Entries

At top of the form, enter the name of the post office, branch or station, and the route number. At bottom of the form, record the day of the week, date, signature, regular or replacement, and lunchtime. On the day of inspection, when the form is completed by the manager, the name of the carrier is entered in the space provided and the examiner signs the form below the carrier's name. When a manager or other competent employee counts the mail because it is not practicable for the carrier to report early enough to do the counting, the manager will enter and circle his/her initials by the figures recorded on the worksheet.

United States Postal Service		Delivery Unit		Route No.		
Post Office Mytown		Main Post Office		1357		
AM		PM		Actual Time Entries		
1. Letter Size	Carrier Marked-Up	CPS	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
300	10	C 10		E		
200		M 10		B		
100		U 30		E		
10				B		
2. Mail of All Other Sizes	10	C 10	23	E	3:47	2
200		M 10	21A	B	3:45	
100		U 30	14	E	3:48	2
10 SPRS				B	3:40	
3. Accountable and Signature Mail						
Registered/Certified	10 C	1 R				
CCC/Cut forms	0					
Postage Due	1					
Express Mail	1					
5. All parcel Post over 2 lbs	10					
6. Sequenced and collated						
Letter Size	500 Adv					
Other Size	500 Adv					
9. 2nd-Class Marked up (exclude Form 3579)	Not Used					
10. Mail with Form 3579 attached	Not Used					
12. Change of Address Recorded	6					
13. Insured Receipts Turned In	0	1				
Enter Line Number in Explanation Column	DPS Volume Pieces: (7a) To be added to line 7a on PS Form 1838		1000	15	E	7:35
				B	7:38	2
Registered/Certified-CC D-Cut form	Comments			19	E	7:33
Postage Due Form 388-Stamping for returning funds and receipts	14	22A Talk with Examiner		B	7:30	3
Withdrawal of mail	15	22B Waiting on Mail		TOTAL		61
Sequencing and collating by Post Mail	16	21A Scanner		Time Clock Plug		
Actual Shipping out line	17	21B Throwback Case		E		
Break local option	18	21C Retrieve Parcel Hamper		R		
Vehicle inspection	19			L		
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (Use Comments Section)	21			B		
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comments section)	22			E	15.75	
Counting mail and filling out form 1838 worksheet	23			R	15.67	
				L	10.25	
				B	7.50	
Signature of Carrier (or Examiner)	I M Carrier	I M Carrier	Identify the above information recorded by me is correct.	Day of Week	Date	Reg - Repl.
				Tue	8/1/2001	Reg
				From	To	Unit
				12:00	12:30	

PS Form 1838-C, November 1997

Exhibit 1-1

Letter Size - Line 1

Handbook M-41

922.41 Letter Size - Line 1

922.411 Letter size (ordinary letters, cards, and circulars) includes all mail that can be cased into the normal evenly spaced 6-shelf letter separation without bending or folding as well as mishrows of all classes and types of mail as outlined in the Memorandum of Understanding dated September 17, 1992, related to Case Configuration. It does not include newspapers, rolls, small parcels, flats, magazines, or catalogs even though they are intended for casing with letter mail:

- a) For motorized curb-delivery routes, do not include mailings designated for third-bundle delivery.
- b) In offices using a one-bundle system, do not include sequenced mailings designated for second-bundle delivery.
- c) Letter routes receiving Delivery Point Sequence mail should not record the pieces of DPS mail in this section. The DPS volume is recorded on line 7 (a) PS Form 1838-C.

NOTE: The MOU signed by the USPS and the NALC on March 21, 2000, includes guidelines allowing for 5 shelf case configurations.

922.412 Count letter-size mail standing a letter on end as a marker after each 100 pieces.


In units utilizing 4 or 5 shelf cases in conformance with the 1992 Memorandum of Understanding, the definition of letter mail will not change, but management and the NALC must meet prior to the count and agree upon a method to verify questionable letter size pieces. All mail meeting this definition which is sorted to the route must be included in Column 1.

MEMORANDUM OF UNDERSTANDING
BETWEEN THE
UNITED STATES POSTAL SERVICE
AND THE
NATIONAL ASSOCIATION OF LETTER CARRIERS,
AFL-CIO


For the purpose of conducting mail counts and route inspections on traditional casing equipment, letter size is defined as mail that can be cased into the letter separations of a standard six-shelf case without folding or bending (approximately six inches in height). Letter size does not include newspapers, rolls, small parcels, flats, magazines, or catalogs under two pounds, even though these items may be cased into the letter separations of a standard case without folding or bending.

When mail counts and route inspections are conducted in a unit where letter mail is cased into four- and/or five-shelf case configurations that have been established as a result of any joint agreement, the existing definition of letter-sized mail will not change; the 18 and 8 standard remains applicable. Under these conditions, local management will meet with the local union prior to the dry run training to determine an efficient means to verify mail of questionable size during the week of count and inspection, e.g., a measuring strip on each case or use of a template as a reference point.

The acceptance by the parties of this approach to letter size definition and case configuration is without prejudice to the parties' rights under Article 34 of the National Agreement, and shall not be cited by either party in the grievance or arbitration procedure or any other forum which does not pertain to the implementation of this agreement.



Sherry A. Cagnoli
Assistant Postmaster General
Labor Relations Department



Vincent R. Sombrotto
President
National Association of
Letter Carriers, AFL-CIO

Date: 9/14/92

Date: 9/17/92

Exhibit 1-2

Items in excess of 24 pages, 22 of which are printed and provide a complete enumeration of items arranged systematically with descriptive details are considered catalogs even though they may be cased in the letter separations. They are recorded in Column 2. Since they meet this definition, magazines such as Reader's Digest and TV Guide are considered mail of other size even though management may direct carriers to case them in the letter case.

Letter size mail cased prior to departure for the route is entered in the "AM entries" portion of Column 1 while letter-size mail cased in the afternoon upon return from the route is entered in the "PM entries" portion of Column 1.

Do not include mail to be handled as an additional bundle which is recorded in Column 6. Park and Loop routes with marriage mail cards will record these pieces into column 1.

In offices under the Expedited Preferential Mail (EPM) System, include pieces cased the previous afternoon in the "comments" section of PS Form 1838C. Also include the number of pieces missorted to the route and Undeliverable Bulk Business Mail (UBBM) pieces in the comments section. This will permit the accurate computation of strap-out time and actual pieces delivered.

Block 1A- Mail Marked Up (Letter Size Mail)

Handbook M-41

922.451 Carrier Mark-Ups- Individually Endorsed

Enter the number of pieces manually endorsed (1) Deceased, (2) Temporarily Away (retention period for hold mail has expired), (3) Refused, (4) No Mail Receptacle or (5) Vacant (Occupant Mail Only endorsed *address correction requested, return postage guaranteed, or forwarding and return postage guaranteed*).

922.452 Carrier Mark-Ups- Bundle Endorsed

Also enter one piece for each bundle of carrier-endorsed undeliverable pieces identified as (1) Undeliverable As Addressed, (2) Attempted Not Known, (3) No Such Number, (4) Insufficient Address, and (5) Undeliverable Bulk Business Mail (UBBM), which is Standard Mail (A) not deliverable as addressed and is not endorsed *address correction requested, return postage guaranteed, or forwarding and return postage guaranteed*.

922.453 Computerized Forwarding System Mark-Ups

Enter the number of pieces of mail sent to the Computerized Forwarding System unit and those pieces not personally marked up in the carrier-endorsed bundles of undeliverable pieces.

Letter-size mail which a carrier must individually endorse or must correct in order to process properly are included in the Carrier Mark-up block. Mail which must be corrected only by striking out a portion of the address or name are not considered mark-ups and the only entries on the form are in Column 1. Mail which has been corrected by adding additional information is considered a carrier mark-up and entered in the appropriate blocks under "Carrier Mark-Ups." If management requires carriers to obliterate a bar code on Loop Mail or mark a facing slip or top piece of a bundle, a carrier mark up will be credited.

(Place in carrier's route book.)

INSTRUCTIONS FOR HANDLING UNDELIVERABLE AS ADDRESSED MAIL

REASON FOR NON-DELIVERY	ELEMENT TO BE CONSIDERED	ACTION(S) TO BE TAKEN
Addressee has moved or is temporarily away.	Permanent change of Address order filed.	Place mail in appropriate A-Z separation. If an item is too large for the separation, handle according to local instructions. Separate undeliverable UBBM by Vacant and Other. Endorse top piece of each bundle with route number and initial. Leave at designated location at the carrier's case.
	Temporary Change of Address	Handle as requested by addressee. The options are: 1) forward to temporary address by placing mail in A-Z separations, 2) hold mail or, 3) combination hold and forwarding. If sender's request requires mail to be returned, endorse each piece TEMPORARILY AWAY with the route number and carrier's initials, and place in designated location.
	No Change of Address order.	Hold all mail for up to ten (10) days pending receipt of change of address. If not received after ten days, complete Forms 3575 and 3982. Indicate MOVED LEFT NO ADDRESS in the space provided for the new address. Submit Form 3575 to CMU/CFS and place mail for this customer in A-Z separation. An exception to the ten day hold period should be made when the envelope contains the sender's instruction to (1) return the mail within a prescribed number of days, or (2) return the mail immediately if the addressee has moved and left no forwarding address. An example of the latter type instruction can be seen on U. S. Government Treasury checks. In these cases, mail bearing such requests should be returned as indicated by the sender, while the rest of the mail is held up to ten days pending a change of address.
	Mail endorsed DO NOT FORWARD.	Honor the request. If there is an active forward on file, place mail in the A-Z separation. If there is no known forward on file, endorse the piece with the reason for non-delivery and place in designated location.
	Change of Address order is more than 18 months old.	If you have personal knowledge that a COA is more than 18 months old, bundle the mail, endorse the top piece FORWARDING ORDER EXPIRED, and your route number and initials, and place bundle in designated location.
Mail has no apartment or suite number, trailer or lot number.	Correct number is known.	Deliver mail to customer.
	Correct number is not known.	Compare addressee's name with names listed in directory (if 15 or more receptacles) or in mailboxes (if fewer than 15 receptacles). If name is listed, deliver to customer. If name is not listed or no directory is provided, endorse the bundle INSUFFICIENT ADDRESS with the route number and carrier's initials. Place endorsed mail in designated location.
Addressee is not known.	Mail is a Government check or bond.	DO NOT MAKE TRIAL DELIVERIES OF THIS TYPE OF MAIL. HANDLE ACCORDING TO LOCAL INSTRUCTIONS.
	Mail is not a Government check or bond.	Attempt delivery at the address shown on the mail. If returned as unknown or if a previous attempt to deliver the mail has resulted in personal knowledge that the addressee is not known at that address, endorse the bundle with ATTEMPTED, NOT KNOWN and the route number and carrier's initials. Place mail in designated location.
Mail is addressed to nonexistent street number.	Correct number is known.	Deliver mail to correct address.
	Correct number is not known.	Endorse the bundle with NO SUCH NUMBER, the route number and carrier's initials, and place in designated location.

Exhibit 1-3 (page 1)

Building or house is vacant.	Mail is addressed to OCCUPANT or has a similar designation.	Endorse mail VACANT with the route number and carrier's initials, and place in designated location. If mail is no obvious value, bundle mail, endorse top piece UBBM and write your route number and initials. Bundles should be left on carrier's case ledge. NOTE: Rural carriers will follow this procedure only when mail is of obvious value.
	Mail is addressed to a customer by name.	The vacant endorsement MUST NOT BE USED when mail is addressed to a customer by name. Follow procedures used for an addressee who has moved.
Addressee does not have a mail receptacle.	Mail receptacle is required.	Advise unit supervisor. Endorse each piece NO MAIL RECEPTACLE with the route number and carrier's initials, and place in designated location. Note: Homes under construction should be handled in accordance with local instructions.
	Mail receptacle is not required.	Deliver the mail or handle as indicated via special orders, i.e., PS Form 1564 B etc. Business houses are not required to provide mail receptacles if they are open and someone is on hand to receive the mail.
Addressee is deceased.	Mail is a Federal Government check.	Personally endorse each piece DECEASED with your route number and initials. Place mail in designated location.
Note: Use this endorsement only when you are sure the addressee is deceased. Do not use a mechanical device or rubber stamp for the endorsement.	Mail is not a Federal Government check.	Deliver as addressed if properly deliverable to another person, as in the case of jointly addressed mail. If not properly deliverable to another person, personally endorse each piece DECEASED with your route number and initials and place in designated location.
Mail is refused.	Customer may refuse any piece of mail at time of delivery. All mail, except accountables may be refused after delivery has been made, provided the item is unopened.	Endorse each piece REFUSED with the route number and carrier's initials. Place endorsed mail in designated location.
SPECIAL INSTRUCTIONS		
Sender requests address correction.	Change of Address order is on file.	Place mail in A-Z separation for processing through CMU/CFS units.
	Mail can be delivered but requires modification.	Correct the address on the piece and place in designated location.
	Mail cannot be delivered as addressed---no COA on file.	Endorse each piece or bundle with the reason with the route number and carrier's initials and place in designated location.
OTHER LOCAL OFFICE INSTRUCTIONS		

Exhibit 1-3 (page 2)

Examples of Carrier Mark-Up Mail include:

Each Piece of the Following Endorsements:

Deceased

Temporarily away

Vacant (Occupant Mail only endorsed *address service requested, return service requested, forwarding service requested and change service requested*)

Refused

No Mail Receptacle

Top Piece of the Following Bundles:

- UAA- Undeliverable as Addressed
- CFS/CMU
- Vacant UBBM
- Other UBBM
- Insufficient Address
- No Such Number
- Attempted Not Known
- Unclaimed (addressee failed to call for mail)
- In dispute (mail returned to sender by order of the General Counsel when we are unable to determine which party has better right of mail)
- Returned for Postage
- Box Closed- No Order
- Outside Delivery Limits
- Lottery Mail (Mail to this address returned by order of the Postmaster General)

Misthrows are not included as Carrier Mark-ups unless deliverable from another unit when this is known by the carrier and management instructs the carrier to mark the bundle of this mail with route number and initials.

Count the number of pieces of letter-size mail which is being sent to the CFS or CMU unit as well as any UBBM. Include this in the appropriate location on the form. This will permit the accurate computation of total deliverable pieces.

Mail of All Other Sizes- Line 2

Handbook M-41

922.421 This includes all mail not covered in line 1: e.g., newspapers, flats, magazines, small parcels, catalogs and rolls.

922.422 Count other than letter-size mail, and enter in line 2 so that pieces subsequently handled may be added.

922.423 Bundled mailings of other than letter size, made up in sequence of delivery, are handled for second or third bundle delivery. Make count the same as explained in 922.41 and record count in column 2 (under 6, Sequenced and Collated Mail).

922.424 Total the column after each trip (on multi-trip routes).

Accountable and Signature Mail- Line 3

Handbook M-41

922.43 Enter the total number of registered, certified, COD, customs, postage due and Express Mail under appropriate headings of column. Any accountable mail identified and delivered by the carrier while performing street duties should be listed upon return to the office.

All mail which requires a signature for delivery (except Insureds) is included as appropriate in this column. This includes Registered Mail, Certified Mail, CODs, Customs Due, Postage Due, Express Mail, signing for Stamps by Mail (if signature required), signing for keys (one entry if signature required) and signing for Delivery Confirmation pieces (if signature required locally).

Line 3a is for accountable and signature mark-up mail and is located in the "PM entries" section. See instructions for Block 1A.

Parcel Post- Line 5

Handbook M-41

922.44 Enter number of parcels over 2 pounds (including insured) handled for delivery in column 5. Total this column.

Mail pieces which are over two pounds or larger than a shoe box (including insured) are recorded in this column. Do not record any parcels for foot routes which do not carry parcels. Also, mail pieces which meet the above definition of a parcel are recorded in this column even though they may be sequenced into letters/flats and placed into a mailbox. Normally, "AM" entries are appropriate. A letter may be reversed to remind the carrier that there is an odd-size article which weighs less than two pounds for delivery, but no time credit is allowed for this activity. Parcels weighing more than two pounds should be placed in sequence in the vehicle during loading. Letters may not be reversed for parcels weighing more than two pounds.

Column 5a is for recording parcels which are carrier and/or CMU/CFS mark-ups. The rules regarding mark-ups which pertain to letters and flats also apply to parcels.

Sequenced and Collated Mail- Line 6

Handbook M-41

922.413 Carriers on motorized curb-delivery routes and those using a one-bundle system must enter in line 6 the number of pieces of mail made up in carrier delivery sequence by the mailer. Do not case these pieces and handle them as a second or third bundle on the route. Do not include these pieces in the upper portion of column 1 with the mail that must be cased.

- a) Carriers on motorized curb-delivery routes will take credit in Parcel Post column for each separate bundle.
- b) Routes using a one-bundle system and motorized curb-delivery routes will collate additional sequenced mailings into second or third bundles. (See 222a. and b.) Record actual time for collating.

The following changes to this reference are outlined in Implementation and conversion guidelines for DPS work methods and Case Configurations (March 30,2000)

On all park & loop routes, whether or not they are in a DPS environment, the three-bundle limitation still applies, i.e., unless the carrier volunteers the carrier cannot be required to carry more than three bundles of mail. This limit on the number of bundles applies on all days, even those when a detached address label (unaddressed flat) mailing is not present. Therefore, on those days a carrier serving a park & loop or foot route can be required to carry a (separate) third bundle of mail, e.g., a sequenced letter mailing. Carriers serving on routes other than park & loop and foot, e.g., curblines and dismount routes are not affected by a limitation on the number of bundles of mail that can be carried.

This column is used for recording sequenced and collated letter or flat size mail (as appropriate). Letter and flat volumes cased by a router which the carrier does not strap out is also included in this column. Router volume which is strapped out by the carrier is identified in the comments section of the form so that strapping out time can be properly computed on PS Form 1838.

Mail Marked Up (Mail of All Other Sizes)- Lines 9,10, & 11

The same instructions regarding carrier mark-ups and CMU/CFS mark-ups (Column 1A) apply to mail of other sizes and categories. This mail is separated according to the classes as indicated on PS Form 1838C.

Changes of Address Recorded- Line 12

Handbook M-41

922.46 Each change of address order should be counted as only one item even though the change is recorded on PS Form 1564 as well as on PS Form 3982.

Insured Receipts Turned In- Line 13

Handbook M-41

922.47 Enter the total number of insured receipts turned in.

These are normally recorded under “PM” entries.

Line Items

Lines 14-23 are used to record actual time (in minutes) taken by the carrier to perform authorized office duties. These are commonly referred to as the Line Item times. Each carrier office duty which is not related to the casing or strapping of mail is recorded here. The beginning and ending time and elapsed time for each duty is recorded in the vertical lines at the bottom of the form. Regional Arbitrator Britton has ruled in one case that instructions contained in handbook M-39 “do not provide for or allow for the use of stopwatches. Although the handbooks require recording of each office function with a starting and ending time, the use of a stopwatch to show ‘cumulative time’ rather than actual time entries, in the judgment of the Arbitrator, violated these provisions.” This decision is only binding in one post office, but may be cited by the NALC in future arbitration involving this subject. It is required that an entry be made on PS Form 1838-C for each instance of an activity relating to a line item and time may not be accumulated in seconds until a full minute is accrued and then entered on the form. A brief explanation of each line item is included on the form.

Line 14- Accountable Mail

Handbook M-39

222.214b3(a) *Registered - Certified - COD - Express Mail - Customs - Postage-Due - Keys - PS Form 3868 - Signing For, Returning Funds and Receipts.*

Record the combined time for travel from the carrier case to the place within the work unit where registered, certified, postage-due, COD, and customs mail is obtained unless articles are brought to the carrier; to sign for these items and make returns of receipts or funds; and to return to the carrier case, or where local conditions warrant return to vehicle from this location. Include in the total on this line the time for obtaining and returning keys. If accountable mail is delivered to the carrier at his or her case, record the actual time for the carrier to accept and sign for the articles. If accountable mail is identified while performing street duties, whether it is delivered or returned, the carrier will receive the actual time for clearance of the piece.

The actual time (including travel time if necessary) utilized in the office to accept the items identified in Column 3 (in the morning) or turning in the items or receipts (in the afternoon) is recorded here.

M-41 262 PS Form 3849 for Registered, Certified, Express Mail, Insured, and Other Special Services Mail

M-41 262.1 Use PS Form 3849, *Delivery Notice/Reminder/Receipt*, for each accountable piece and numbered insured parcel or other special services item. (Minimum fee unnumbered insured parcels and Delivery Confirmation items are delivered the same as ordinary mail — no receipt is needed.) Usually prepare PS Form 3849 as you make delivery. However, enter the address in the Delivery section on the barcoded side of the form, for identification, in the office at the time articles are issued.

M-41 262.2 Place PS Form 3849 in proper separation case as a marker. Put registered articles in the pocket of satchel. **DO NOT PLACE REGISTERS IN CARRIER CASE WITH OTHER MAIL OR IN RELAYS.** Place insured parcels loose in satchel or in relay sack. Do not tape PS Form 3849 to mail items.

Time for completing and casing PS Forms 3849 is also included on Line 14. Registered Mail should never be cased since this increases the possibility that it may be delivered without a signature. If you find a carrier casing a registered piece, advise the Team Leader or a supervisor as soon as practical. If management requires carriers to obtain and return keys by signing for them, the time used for this is also included on Line 14. If carriers are required to sign for keys or Stamps By Mail (or Stamps By Fax), the time associated with these functions will be recorded on Line 14.

Line 15- Withdrawing Mail

Handbook M-39

222.214b3(b) *Line 15, Withdrawing Mail*

So far as possible, mail must be withdrawn from distribution cases and placed on carrier's desks by clerks or mailhandlers, especially that mail received early in the morning. If it is necessary for the carrier to withdraw mail from distribution cases or remove mail from sacks, trays, or hampers, the actual time must be recorded. Two withdrawals of letter mail and one of papers for each trip, with a final pull just prior to leaving time, generally are sufficient. In units where local policy requires the carrier to withdraw Delivery Point Sequence mail while on office time, the time to actually withdraw this mail will be recorded. On the day of inspection, record the actual time used by the examiner in withdrawing mail, if the carrier normally pulls his or her own mail.

NOTE: The actual time used by the examiner for withdrawal of mail must be added to the carrier's net office time on the day of inspection.

Time actually spent in the office by carriers withdrawing mail from trays, tubs, and sacks at or near their case and preparing that mail for casing is recorded on Line 15. This includes taking plastic strings, rubber bands, etc. from bundles at the case. To the maximum extent possible, mail should be withdrawn by clerks or mail handlers and placed on carrier's case.

The carrier should fully load his case ledge each time he transfers mail located on the floor or near his case in order to minimize the number of Line 15 entries. On the day(s) of inspection, time utilized by examiner for withdrawing mail must be added to carrier's net office time.

Line 16- Sequencing and Collating By-Pass Mail

Handbook M-39

222.214b3(c) *Line 16, Sequencing and Collating By-Pass mail*

Letter routes which receive on 3 or more days during count and inspection period sequenced by-pass mailings that have to be collated with other mail while tying-out shall receive the additional representative time required to perform such work identified and added to the fixed office time. When any portion of by-pass mail, prepared in delivery sequence is rehandled and placed in delivery order or collated with additional bundles, actual time for performing this function is recorded. If the mail is collated and strapped out on line 16, do not compute strap-out credit for that mail on Line 4.

Line 17- Actual Strapping Out Time

Handbook M-39

222.214b3(d) *Line 17, Actual Strapping-Out Time*

Line 17 is to be used on those motorized curb delivery routes where the majority of the case separations contain more than two addresses per separation. In these instances, the carrier records the actual time to place the mail in the exact sequence of delivery instead of 1 minute for each 70 pieces. Consistent with the efficiency of the operation, mail must be placed in delivery sequence in a bundle(s) during strapping out. (Make no entry on line 17 if line 4 is used.)

Line 18- Office Break

M-39 Handbook

222.214b3(e) *Line 18, Break (Local Option).* Enter the scheduled office break period, if applicable.

NOTE: At the option of the local union, the carriers at the delivery unit will receive one 10 minute break period in the office (rather than two such 10 minute breaks on the street). The employer will schedule such break.

Carriers are permitted two ten minute breaks each day unless local agreements provide otherwise.

At the option of the local union, carriers may take one of these breaks in the office. If the union chooses this option, time actually spent on the office break is included on Line 18. All of the carriers in the unit must abide by whichever option is chosen and management schedules the office break.

Carriers must submit locations for their street break(s) to their supervisor for approval. Upon approval, the locations are recorded on PS Form 1564-A on the carrier's route book and must be initialed by the supervisor. Supervisors may approve different locations for T-6's and other replacement carriers, but these must also be recorded on PS Form 1564-A and initialed.

Examiners should review the PS Form 1564-A prior to accompanying a carrier on the street so they will be aware of the approved street break location and can document it if the carrier takes his break at another location.

Line 19- Vehicle Inspection

Handbook M-39

222.214b3(f) *Line 19, Vehicle Inspection*

Time is recorded only for those routes assigned a Postal Service or commercial contract vehicle. Vehicle inspection time is not to be allowed those carriers who have drive-out agreements or drive their own vehicles under contract. If the vehicle inspection is made during the morning office time, enter it at this time. However, if the carrier picks up the vehicle at the garage, and makes the vehicle inspection at that point, it would become part of the garage time and would not be entered.

Routes using postal or contract vehicles must inspect those vehicles daily performing the procedures on Notice 76. Actual time spent in performing this duty and travel to and from the vehicle is recorded on this line. Normally, vehicles are located at the unit. In some cases, however, carriers are required to obtain their vehicles from a garage. They must inspect the vehicle at the garage, but the time for this is not included on Line 19.

Line 20- Personal Needs, Etc.

Handbook M-39

222.214b3(g) *Line 20, Personal Needs, Etc.*

An allowance of 5 minutes is permitted on the first trip for personal needs, obtaining hat and coat from wall racks before leaving office, visiting swing room to obtain rain gear from locker, etc. An additional 2 minutes is allowed on the second trip of a two-trip route.

NOTE: This is an office function and must not be taken on street time.

Five minutes is automatically credited on PS Form 1838 regardless whether more or less time is actually used. No entries should be made on PS Form 1838-C. Activities such as restroom breaks and obtaining hats and coats and rain gear are included in this five-minute allowance.

Line 21- Recurring Office work Not Covered by Form

Handbook M-39

222.214b3(h) Line 21, Recurring Office Work not Covered by Form

(Use Comment section to identify each activity.) Necessary time must be recorded for miscellaneous office activity not included on any of the lines 1 through 20. This would include miscellaneous review or other work that may require the carrier's time relating to handling of undeliverable mail. Describe activity performed and time spent. Each time entry is to be verified and initialed by a manager if it is authorized as a recurring carrier office work activity.

NOTE: Entries erroneously indicated, as line 21 activities should be lined out and the correct line activity shown on PS Form 1838-C and initialed. For example, a line 21 entry for conversations pertaining to route inspection forms, etc., should be changed to line 22. The carrier must also be instructed as to proper recording of work functions at this time.

UNITED STATES POSTAL SERVICE

September 2, 1980

General Managers
Delivery Division

General Managers
Labor Relations Division

All Regions

Enclosed is a copy of a Settlement Agreement between the U.S. Postal Service and the National Association of Letter Carriers, AFL-CIO, covering outstanding disputes at the national level involving appropriate items to be included for credit on Line 21 of **PS Form 1838-C** during the week of count and inspection.

Specific grievances involving this issue which are pending at Step 4 will be returned to the appropriate regions for disposition in accordance with the terms of the Settlement Agreement.

This Agreement culminates over five years of unsuccessful attempts to resolve this issue through various forums, including National Joint City Delivery Committee meetings, contract negotiations and countless grievances. Previous instructions and directives issued at various times concerning these disputes, which listed several appropriate items on each occasion, have been widely circulated and inconsistently applied through diversified interpretation.

The Agreement represents the results of pre-arbitration discussions with the Union on a scheduled arbitration involving 23 grievances, going back as far as 1977. As in any successful negotiating effort, the Agreement represents the collective good faith best judgment of the parties as to a reasonable conclusion to a continuous problem which promised endless persistence, defeating the purpose and intent of the grievance/arbitration procedure and yielding little benefit to either party's items which may be appropriate Line 21 entries on the **PS Form 1838-C**, if they are "recurring and necessary" in the performance of the carriers' duties. Also included is a general provision for additional activities, which may be unique to "local circumstances".

It is emphasized that this Settlement Agreement is designed to resolve grievances within the fact circumstances existing at the local level. It is further emphasized that fair and equitable administration of these guidelines is anticipated by the parties at the local and regional levels whenever disputes arise involving matters covered by the terms of the Agreement. Where the terms of the Agreement provide the basis for legitimate Line 21 entries on the PS Form 1838-C, they should be made, where they do not, the entry should not be made.

Exhibit 1-4 (page 1)

Whether functions are “recurring” and “necessary” will be decided initially by the carrier when determining if an entry should be made. Subsequently, management decides whether the entry is appropriate based on its determination of “recurring and necessary” to complete the activity. Any dispute arising therefrom will be subject to resolution through the grievance procedure as set forth in the National Agreement. It is expected that all attempts at resolution will be based on the good faith and common sense efforts of both parties and that, if necessary, any arbitration of unresolved disputes will occur at the Step 3 level based on the particular fact circumstances involved.

This information is to be immediately promulgated to the managers at all city delivery offices.

Eugene C. Hagburg
Assistant Postmaster General
Delivery Services

James C. Gildea
Assistant Postmaster General
Labor Relations Department

Exhibit 1-4 (page 2)

SETTLEMENT AGREEMENT
BETWEEN THE
UNITED STATES POSTAL SERVICE
AND THE
NATIONAL ASSOCIATION OF LETTER CARRIERS, AFL -CIO

This will serve as full and complete settlement of the disputes between the U. S. Postal Service and the National Association of Letter Carriers, AFL -CIO, regarding the issue of appropriate items which may be included for credit on line 21 of **PS Form 1803 Carrier's Count of Mail-Letter Carrier Routes Worksheet**, during the week of count and route inspection.

The parties mutually agree that the following listed work activities may be appropriate for inclusion by the letter carrier for actual time credit on line 21 of the **PS Form 1803** when such activities are determined to be recurring and necessary in the performance of the carrier's office routines:

1. Performing window caller service.
2. Weekly safety talks and other appropriate unit discussions.
3. Travel to and from the throwback case or to other designated locations to return mark-up mail and mis-throws.
4. Replenishing the PS Forms pouch.
5. Wash-up time. In excess of personal time provided for on line 20. if such additional or longer wash-up time is provided for during office time in a Local Memorandum of Understanding negotiated pursuant to Article XXX or, if pursuant to local past practice, additional or longer wash-up time had been granted and included in line 21.
6. Official communications including, but not limited to, general delivery: CMU Clerk inquiries: and responding to inquiries from supervisors.
7. Facing or separating collection mail up on return to office.
8. Verifying hold mail.
9. Union steward activities (grievance handling), when necessary and if occurring weekly or more often.

The following guidelines will be applied in implementing this settlement.

- a. The Appropriateness for granting credit for the listed items on line 21 of **PS Form 1803** is dependent on determination that the incident is (1) recurring: (2) necessary to the successful completion of the activity; and

Exhibit 1-4 (page 3)

(3) not otherwise properly included as part of another established time credit on lines 1 through 20.

- b. Additional work activities determined to be recurring and necessary in the performance of letter carrier office routines also may be appropriate for inclusion for actual time credit on line 21. This may include a recognition of activities peculiar to local circumstances. For example, if carriers are required to travel from one floor to another when going from the time clock to the case in the morning, credit for such time may be granted on line 21. It may also include reading the official U. S. Postal Service bulletin board in those offices where carriers are specifically instructed to refer to the bulletin board to be informed as to frequent changing information for which they are responsible. Another example would be when it is required on a recurring basis to obtain mail sacks or other necessary supplies to successfully complete the activity.
- c. Entries for time spent referring to **PS Forms 3982** are not ordinarily appropriate items for inclusion on line 21 of the **PS Form 1838-C**. However, in exceptional situations where, due to unusual local conditions, the number and frequency of removals makes it necessary for a letter carrier to make recurring references to the **PS Form 3982**, a line 21 entry may be appropriate.

An instruction setting forth these principles will be issued to all city delivery offices.

The parties agree to cooperate to resolve any future disagreements on local management determinations of the appropriateness of line 21 entries for work activities peculiar to a local office at the lowest possible level.

This settlement resolves those issues raised in the January 4, 1980, letter from Bruce Simon to Richard Levin.

The outstanding cases which involve issues as to the denial of credit on line 21, including any such cases listed in paragraph 3 of the January 4, 1980, letter shall be jointly reviewed by the parties at the Step 3 level for disposition consistent with the terms of this agreement.

Exhibit 1-4 (page 4)

Nine items have been agreed to as appropriate for inclusion on Line 21. However, other duties may be included if they are NECESSARY and RECURRING ON A DAILY OR WEEKLY BASIS. The determining factor on whether or not an office duty is appropriate for inclusion on Line 21 is whether or not it is necessary and recurring on a weekly or more frequent basis and is not included elsewhere on the form.

An explanation must be included in the comments section for each Line 21 entry of PS Form 1838C.

Line 22- Waiting for Mail (Office) and All Other Activities Not Performed on a Continuing Basis

Handbook M-39

222.214b3(i) Line 22, Waiting for Mail (Office) and All Other Activities Not Performed On a Continuing Basis

Use Comment section to identify each activity. Time shown on line 22 is deducted from the carrier's total office time. Carriers must be made aware of its purpose and impressed with the fact that a slowdown in office work to avoid waiting for mail will adversely affect the results of the count and/or inspection and may result in a showing of a poor office time record. The proper recording of time waiting for mail, including time waiting for redistributed mail, will pinpoint faulty schedules or the need for attention to distribution during carrier's scheduled office time. *Activities that are not part of the carrier's normal routine cannot become a part of the office time. These items are included on this line for deduction purposes.*

Activities which are not part of the carrier's route on a weekly or more frequent basis can not become part of the route. Time for such duties or activities are included on Line 22 and are deducted from the carrier's actual office time and not built into the route. Time spent for reading official or union bulletin boards is also included on Line 22 if the reading of the bulletin boards is not required on a weekly or more frequent basis by management. Time spent by carriers referring to PS Forms 3982 is also recorded on Line 22 unless management specifically authorized the carrier to do so because of the number and frequency of changes on the route. If management has authorized the carrier to refer to PS Forms 3982 daily, this time would be recorded on Line 21.

An explanation must be included in the comments section of PS Form 1838C for each Line 22 entry.

Line 23- Counting Mail and Filling out PS Form 1838C Worksheet

Handbook M-39

222.214b3(j) *Line 23, Counting Mail and Filling Out PS Form 1838-C Worksheet*

Enter only the time required to count the mail and complete PS Form 1838-C. The time recorded on line 23 is deducted from the carrier's total office time. Carrier's schedules should be advanced only as needed during count period. On the form used on day of inspection, the notation "counted by route examiner" should be entered on line 23 through columns (e), (f), and (g). If the time recorded by carrier appears unrealistic - inflated or deflated - the matter should be discussed with the carrier and adjusted to a realistic time.

Recording Time Clock Rings

Handbook M-41

922.31 Foot and Bicycle Routes: Clock in, or enter beginning time, on the line marked "B." Enter leaving, returning, and ending times ("L," "R," "E") upwards in the order listed. Make these time recordings in the same manner as the entries on the current timecards, i.e., from bottom to top.

922.32 Motorized carriers who report at the garage to pick up their vehicle; use the first group of time recording blocks to record travel time from the garage to the office.

The end of travel time and beginning of office time recorded in block "B" of the next group should be the same unless the carrier is required to swing. When returning the vehicle to the garage, after completion of entries for delivery trips, use the next unused group of blocks in the same manner.

A time recording device (time clock) should be used if available. Carriers should make all clock rings on PS Form 1838C daily, even on day of inspection.

PS Form 1838C must not be taken to the street. It must be left in a designated location so the morning entries can be reviewed while carriers are on the street to determine if any entries appear unrealistic or questionable or need additional explanation. Carriers should use a separate piece of paper to record street comments for transfer to PS Form 1838C.

If any street waiting time is encountered, it should be entered on PS Form 1838C in the afternoon. Time spent waiting on relays, on transportation or any other waiting time on the street must be recorded in the appropriate blocks on PS Form 1838C.

EXERCISE

Practice the completion of PS Form 1838C.

Using the information furnished on the attached instructions, complete PS Form 1838C, Carrier's Count Mail- Letter Carrier Routes Worksheet.

INSTRUCTIONS FOR PS FORM 1838-C

Route XXXX - MPO – ANYTOWN, USA (NON-EPM UNIT)
Carrier John J. Jones
Day – Monday, XX-XX-XX Lunch – 12:16 – 12:49

A.M. ENTRIES

07:00 Clocked in
07:00-07:03 Inspected vehicle in conformance with Notice 76
07:03-07:04 Discussion with Examiner. Advised him that the examiner intended to make a fair and equitable evaluation of the workload on the route and that in order to do so, the carrier must perform his duties in precisely the same manner as he does throughout the year.
Examiner checks drivers license at this time.
07:04-07:27 Cased preferential flats (281 pieces)
07:27-07:27 Took 10 seconds to place non-preferential flats from tray on floor and put on ledge (40 pieces)
07:27-07:31 Cased flats
07:31-07:31 Took 12 seconds to take 2C flats from floor and put on ledge (34 pieces)
07:31-07:34 Cased flats
07:34-07:34 Took 15 seconds to take preferential letter mail from tray on floor and put on ledge (406 pieces)
07:34-07:36 Cased letters
07:36-07:38 Record and discuss Publication Watch with supervisor
07:38-07:43 Restroom
07:43-07:57 Cased letters
07:57-08:00 Safety Talk
08:00-08:10 Office Break
08:10-08:14 Finished casing letters
08:14-08:20 Waiting on mail
08:20-08:22 Pulled final dispatch
08:22-08:25 Finished casing pulled flats (42 pieces)
08:25-08:25 Took 15 seconds to place one tray of letters on floor and put on ledge (493 pieces)
08:25-08:39 Cased letters
08:39-08:40 Took 22 seconds to place remaining letters on floor on ledge (445 pieces)
08:40-08:45 Cased letters
08:45-08:47 Accountable clerk brought 8 accountable pieces. He completed entire 3849 in office
08:47-08:48 Completed 3996 (Reason: volume)
08:48-09:01 Cased letters
09:01-09:02 Took misthrows to throwback case (5 ltrs, 3 flts)
09:02-09:03 Reads management and NALC bulletin boards
09:03-09:04 Supervisor comes to case and approves overtime
09:04-09:05 Obtains parcel post hamper (9 pieces)
09:05-09:07 Sequence parcel post
09:07-09:08 Places 2 small parcels from parcel tub into flats in case
09:08-09:16 Enters 2 COA's on PS Forms 3982. He then marks up 3 individual flat size mark-ups. There were 28 CFS pieces (all letter size) and 43 UBBM pieces (all flat size). Carrier marked on top piece of CFS letters and UBBM Flats.

Exhibit 1-5 (page 1)

09:16-09:17 Takes mark-ups to throwback case and leaves CFS bundles in designated location
09:17-09:39 Pulling down mail
09:39-09:42 Wash-up time
09:42-09:45 Picks up DPS on way to clock from designated location (1056 pieces) and then pulls
Hot Case on way out door (14 letters and 9 flats).
09:45 Clocks out to street
16:58 Clocks in from street
16:58-17:00 Checks in accountables
17:00-17:10 Marks 'ANK' on 64 pieces of mail brought back from street. These were in slots in
centralized delivery equipment that were vacant. Only 6 had been mailed within the last
5 days.
17:10-17:13 Restroom
17:13 Ends tour

Exhibit 1-5 (page 2)

LINE 14 – Signing for registered, certified, COD, Express Mail, Customs, Postage Due, Arrow Keys, or any type of key required to gain access to a restricted/gated area. Record the combined time for travel from the carrier’s case to the area within the work unit where this type of mail is obtained and then to sign for these items and the return trip to carrier case. If accountable mail is delivered to the carrier at his/her case, record actual time for the carrier to accept and sign for these articles. The time to complete the 3849, (name or address) is also included on Line 14. The base minimum for Line 14 is six (6) minutes.

*Signing for vehicle keys, getting scanner, signing for delivery confirmation
Items are not Line 14 entries.*

EXAMPLE: A letter carrier is called to the accountable window for his/her accountable mail at 08:30. Carrier takes 35 seconds to walk to the cage, there are 3 carriers ahead of him in line to sign for their accountables. Carrier waits 2 minutes in line and signs for 1 certified, 1 registered, and 2 Express pieces, all for residential deliveries. Carrier takes 38 seconds to walk back to his/her case, and takes 3 minutes to fill out 3849s in their entirety. Time is now 08:36.

Entries on the 1838-C would show the 6 minutes total time on Line 14.

Entries on the examiner comment sheet will document the time taken on Line 14. The comment sheet will show a Line 14 at 08:30, the 35 seconds that the carrier took to walk to the cage, the fact that 3 carriers were in line ahead of him/her and the two (2) minutes waiting in line to sign for his accountables. The comment sheet will then show the return trip of 38 seconds to walk back to his/her case, and the fact that the carrier filled out the 3849s in their entirety. The examiner notes that in his assessment, the carrier should have taken one minute to complete 3849s, and that a savings of 2 minutes could be realized if carrier had properly completed 3849s (name or number only), as per M-39, section 262.1.

Exhibit 1-6 (page 1)

LINE 15 – Withdrawing Mail. Mail the carrier withdraws from the distribution case, sacks, trays, or hampers. Two withdrawals of letter mail and one of flats with a final pull just prior to leaving are generally sufficient. It is preferable for the distribution clerks to place all available mail at carrier’s workstation. If the unit requires carriers to withdraw DPS mail on office time, then this time would be recorded as Line 15 also. On DOI, mail withdrawn by examiner that would normally be pulled by carrier will be recorded on Line 15. Cutting straps/plastics from wrapped bundles is a Line 15 entry. The cutting of the straps/plastics must be done at one time. The base minimum for Line 15 is five (5) minutes.

Pulling the parcel hamper to the carrier case is not a Line 15 entry.

Withdrawing “parcels” from the parcel hamper is not a Line 15 entry

EXAMPLE: At 09:00, carrier went to distribution case to make a withdrawal; he withdrew 80 pieces of letter size mail and 200 pieces of flats, taking 2 minutes. Carrier then went to pull his parcel hamper and then sequenced his parcels at the case and withdrew 5 flats from the parcel hamper taking 23 seconds. Time taken to pull the parcel hamper 40 seconds. He/she took 4 minutes to sequence the parcels. Time is now 09:08.

The 1838-C should reflect a Line 21 entry for 1 minute to account for the 40 seconds to pull the parcel hamper, a Line 15 entry of 1 minute to account for the 5 flats he/she pulled out and cased, and a Line 22 entry for the 4 minutes taken to sequence the parcels, which should be done on street time.

The examiner comment sheet will document the Line 15 withdrawal of mail for 2 minutes, then pulling of his parcel hamper for 40 seconds, and the 4 minutes taken to sequence his parcels while on office time. The examiner comment sheet will also document the 5 flats the carrier withdrew from the parcel hamper.

Exhibit 1-6 (page 2)

LINE 19 – Vehicle Inspection. Time entries under this line item include walking out to the vehicle, checking vehicle, and walking back to the case. In units that require that carriers sign for their vehicle keys, Line 19 will also be recorded for the signing of the keys. Vehicle keys should not be an accountable item.

Notations to this effect should be noted as an operational issue that could reduce Line 19 time. The base minimum for Line 19 is three (3) minutes.

EXAMPLE: A letter carrier clocks in a 07:00 hours, walks to the accountable cage and gets his vehicle keys, picks up his scanner, sets it up, and walks out to check his vehicle. Carrier checks the vehicle, kicks all four tires, and looks under the vehicle. Carrier then walks in to unit and reports to case. The time is now 07:05. The carrier combined line items during this vehicle check.

The 1838-C will show four minutes of Line 19, and 1 minute of Line 21.

The examiner needs to keep a record on his comment sheet about what actually transpired during the vehicle check. The examiner notes that the carrier reported to the accountable cage, picked up vehicle keys, (22 seconds), picked up and set up his scanner (39 seconds) while on Line 19. Examiner notes the amount of time taken to walk out to and check the vehicle (3 minutes). The examiner notes that the carrier kicked all four tires and looked under the vehicle (one minute). The examiner then asks the carrier if he/she does this each time he/she checks the vehicle and annotates that examiner questioned carrier about this practice and annotates the carrier's response that he/she does in fact do this every day. The examiner comment sheet will provide the person evaluating the route the documentation necessary to reduce Line 19 to 3 minutes because the examiner provided the documentation with a time value.

Exhibit 1-6 (page 3)

LINE 21 – Recurring office work not covered by form. This would include miscellaneous review or other work that may require the carrier’s time relating to handling of undeliverable mail. Line 21 includes walking to the parcel hamper and bringing it to the case, a trip to the throwback case, getting and setting up scanner. Weekly stand-up and safety talks are Line 21 entries. Any Line 21 entry must be noted on the comment section of the 1838-C with an explanation as to what the Line 21 entry was needed for. Base minimum for Line 21 is nine (9) minutes.

Filling out the 3996 is a Line 21 entry if the request is workload driven. Requests that involve the carrier counting the mail is a line 22 entry. Personal phone calls are not a Line 21 entry.

EXAMPLE: At 10:00, carrier goes to get his parcel hamper, (1 minute), takes a 6-minute comfort stop, gets his personal gear (1 minute), picked up his scanner, and scanned hot case. Time is now 10:10. Carrier had already taken his five minutes personal needs earlier in the day.

1838-C will have a Line 21 entry of 1 minute for the parcel hamper. Form will also have a Line 22 entry of seven (7) minutes for the additional comfort stop and personal gear pickup, and a Line 21 entry for scanner.

Examiner comment sheet will document the walk to the parcel distribution area to pick up the parcel hamper and will document the additional comfort stop/personal gear stop, annotating that carrier had previously taken his five (5) minutes comfort stop. Examiner will also document the scanner pickup and note the actual time taken to pickup and set up the scanner.

Exhibit 1-6 (page 4)

1. PS Form 1838-C Follow Up Report

Team leaders must review the completion of PS Forms 1838-C, using the follow up report.

When errors or omissions are noted, the supervisor must consult with the carrier to determine reasons. Carrier comments made during this consultation and corrective action must be recorded on the Follow-Up Report.

CARRIER FOLLOW UP REPORT

OFFICE _____ DAY _____ DATE _____

ROUTE NUMBER _____ CARRIER _____

ERRORS, OMISSIONS OR INCOMPLETE ITEMS

- | | |
|---|---|
| <input type="checkbox"/> Letter / Other Sizes Count | <input type="checkbox"/> Line 14 _____ |
| <input type="checkbox"/> Carrier Markups | <input type="checkbox"/> Line 15 _____ |
| <input type="checkbox"/> CFS Markups | <input type="checkbox"/> Line 16 _____ |
| <input type="checkbox"/> UBBM / Misthrow Count | <input type="checkbox"/> Line 17 _____ |
| <input type="checkbox"/> Accountable Count | <input type="checkbox"/> Line 18 _____ |
| <input type="checkbox"/> Parcel Post Count | <input type="checkbox"/> Line 19 _____ |
| <input type="checkbox"/> Change of Address | <input type="checkbox"/> Line 21 _____ |
| <input type="checkbox"/> Signature / Lunch Period | <input type="checkbox"/> Line 22 _____ |
| <input type="checkbox"/> Street Time | <input type="checkbox"/> Line 23 _____ |
| <input type="checkbox"/> Clock Rings | <input type="checkbox"/> Carrier Comments _____ |
| <input type="checkbox"/> Office Standards | <input type="checkbox"/> _____ |

SUPERVISORS COMMENTS: _____

CARRIER'S EXPLANTION: _____

CORRECTIVE ACTION: _____

Supervisor's Initials: _____

REF : 1838 Attachment

Exhibit 1-7

Completion of PS Form 1838

All count forms should be completed in their entirety and posted daily to PS Forms 1838 by the team leader. The team leader is also required to transfer time and volume items to PS Forms 1840. Detailed instructions for completing PS Form 1838 are outlined in M-39 Handbook, Section 222.

PS Form 1838C is the source document for completing PS Form 1838. However, PS Form 1838 summarizes the entire daily performance of the carrier. Thus, the total street time from PS Form 3999, Inspection of Letter Carrier Route, is also included on PS Form 1838 as well as any time used on the street waiting for any reason (source is PS Form 3999). This waiting time is deducted from the total street time on PS Form 1838 to determine the net street time. Any auxiliary assistance given on any day during the week of count and inspection must also be included on PS Form 1838. Street time assistance is taken from PS Form 3996 while office time assistance is taken from a separate PS Form 1838C prepared by the employee providing assistance. Street time assistance is indicated on the form by adding (ST) next to the entry while office time assistance is indicated on the form by adding (OT) next to the entry. If street assistance is given, the street and block numbers of the territory served by the assistant must also be shown in the appropriate blocks on PS Form 1838 (This applies only to routes normally receiving auxiliary assistance).

The “Net Total Time Used” is computed by adding the total office time and net street time.

A manager must verify the entries (and computation if computerized form is not used) and date the form. It is always a good practice to have a second manager to review the form as well to minimize any errors.

Information from PS Form 1838 is transferred to PS Form 1840, Summary of Count and Inspections. Preparation of PS Form 1840 is explained in M-39 Handbook, Section 241. The Team Leader must ensure that the front of PS Form 1840 is signed by the route examiner.

Completed copies of PS Form 1838 will be provided to the carrier at least 5 calendar days prior to the **consultation** with the carrier. The unit manager will be provided daily PS Form 1838's when carriers fail to make standard office time. The unit Supv/Mgr. will consult with the carrier and ask him/her why they failed to meet standard. The carrier's response to the inquiry will be noted on PS Form 1838 comment section (located in the lower left hand corner below the #24 line totals). The comments must reflect the exact response of the carrier and the comment section must be signed and dated by the Supv/Mgr. Conducting the consultation.

The unit Supv/Mgr. must, on a daily basis, **consult** with carriers that have been identified by route examiners as having improper work habits or carriers who fail to make minimum office standards. The carrier must be advised of the specific improper work habits. Specific instructions must be given to the carrier on the correct work methods (Reference M-39,M-41). The instructions given by the Supv/Mgr as well as carrier comments must be documented on PS Form 1838 comments (located in the lower left corner of PS Form 1838 below line #24 total). The comment section must be signed and dated by the Supv/Mgr conducting the **consultation**.

EXERCISE

Practice the completion of PS Form 1838 Exercise.

Using the data supplied on the PS Form 1838-C for an EPM-CFS route, complete all entries on PS Form 1838, Carrier's Count of Mail- Letter Carrier Routes (Mgmt. Summary).

Utilize the information on pages 1-42 and 1-43 to determine the standard allowable office times.

United States Postal Service Carrier's Count of Mail - Letter Carrier Routes Worksheet										
Post Office <u>ANY TOWN USA</u>				Delivery Unit <u>MAIN POST OFFICE</u>				Route No. <u>XXXX</u>		
AM		PM		Carrier Marked-up	CFS	Actual Time Entries				
1. Letter-Size						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME	
406	14			2	c 5		E	510		
493					m 4	22G	B	500	10	
445			(1358)		u 1	14	E	500		
							B	458	2	
2. Mail of All Other Sizes				3	c 18	21E	E	1046		
281	9				m 33	21D	B	1045	1	
40	2				u 10	21C	E	1043		
34			(408)				B	1040	3	
42							E	1033		
							B	1032	1	
3. Accountable and Signature Mail							E	1032		
Registered/Certified	8					22F	B	1029	3	
COD/Customs	0					22E	E	1020		
Postage Dues	0						B	1015	5	
Express Mail	0					21B	E	1001		
							B	1000	1	
5. All parcel Post over 2 lbs.							E	952		
	7					22D	B	950	2	
							E	935		
6. Sequenced and Collated						14	B	930	5	
Letter Size	0					15	E	921		
							B	920	1	
						15	E	858		
							B	857	1	
Other Size	0					22C	E	857		
							B	850	7	
							E	840		
9. 2nd-Class Marked up (exclude Form 3579)						18	B	830	10	
						21A	E	820		
							B	815	5	
10. Mail with Form 3579 attached						22B	E	811		
							B	810	1	
12. Change of Address Recorded		2				15	E	751		
							B	750	1	
						15	E	737		
							B	736	1	
13. Insured Receipts Turned In		2				22A	E	735		
							B	733	2	
Enter Line Number		DPS Volume Pieces: (7a)		To be added to line 7a on PS Form 1838		1056				
In Explanation Column		LINE	Comments		19		Begin Here			
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14	22A - Discussion with Examiner				TOTAL				
Withdrawal of mail	15	22B - Discussion with Supervisor (Pub. watch)				Time Clock Rings				
Sequencing and collating By-Pass Mail	16	21A - SAFETY TALK				E				
Actual Strapping out time	17	22C - Waiting on mail				R				
Break (local option)	18	22D - Completing 3996				L				
Vehicle inspection	19	21B - Trip to Throwback case				B				
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21	22E - Reading Bulletin Board				E		17.17		
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22	22F - Disc. with Supervisor RE: 3996 (App 1 1/2 hrs)				R		16.95		
Counting mail and filling out form 1838 worksheet	23	21C - Obtain parcel post tub				L		11.08		
		21D - Verifying hold mail				B		7.50		
		21E - Trip to TBC / Deposit CFS								
		22G - Processing backlog of UAA mail								
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week	Date	Reg. - Repl.		Lunch		
I. M. GOODE, EXAMINER				MON	XX / XX	REG		From 12:45 To 13:15		

Exhibit 1-8 (page 1)

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)												
Post Office			Delivery Unit and ZIP Code				Route No.					
Description			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)		
Check Appropriate Block(s)			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Street	Other
<input type="checkbox"/> EPM Route	<input type="checkbox"/> Non-EPM Route	<input type="checkbox"/> CFS	Router	Prior PM 1 Trip	Today AM 2 Trip		Today PM 3	Prior PM 1 Trip	Today AM 2 Trip			
1. Letter-Size Mail			Carrier									
Marked-Up			CFS									
2. Mail of All Other Sizes			Carrier									
Marked-Up			CFS									
3. Accountable and Signature Mail			Carrier									
Marked-Up			CFS									
4. Computing Code (a), (b), (c): Strapping out (Lines 1, 2, & 3 Minus Carrier MarkUps)												
5. All Parcels Over 2 Lbs.			Carrier									
Marked-Up			CFS									
6. Sequenced Mail			Letter-Sized									
Other-Sized												
7. Total Delivered Pieces			DPS Pieces									
8. Separating all Carrier Mark-Ups (lines 1,2,3, & 5)												
9. 2nd-Class Marked-Up (Exclude Form 3579)												
10. Mail with Form 3579 Attached												
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)												
12. Changes in Address Recorded												
13. Insured Receipts Turned In												
14. Registered-Certified-COO-Customs-Post. Due-Keys Form 3868-Signing For. Returning Funds and Receipts												
15. Withdrawing Mail												
16. Sequencing and Collating By-Pass Mail												
17. Actual Strapping Out Time												
18. Break (Local Option)												
19. Vehicle Inspection												
20. Personal Needs, etc.												
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)												
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis. (Use Comments Section)												
23. Counting Mail and Filling Out Form 1838-C Worksheet												
24. Totals (exclude Lines 22 and 23)												
Comments						Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations						
						Lines	Mins.	Comments				
						16						
						17						

PS Form 1838, November 1997

Exhibit 1-8 (page 2)

Exhibit 121.12

Time Allowances for Carrier Office Work

TIME ALLOWANCES FOR CARRIER OFFICE WORK		
PS Form 1838 Line No.	Work Function	Pieces Per Minute
		1-Trip 2-Trip
1.	Routing letter size mail	18..... 18
2.	Routing all other size mail. (Use Notice 28. Maximum Time Allowance for Routing Mail, to convert pieces to minutes.).....	8..... 8
		Minutes
4	Strapping mail in bundles or placing in trays, preparing relays and placing mail into satchels: for each 70 pieces regardless of character (minimum allowance 3 minutes). Strapping mail in bundles for markup at computerized forwarding unit. Lines 1-2-3 combined mail volume (strapping out pieces and markup pieces) is used in determining time allowance at 70 pieces per minute.....	1
8	For each 10 pieces of all classes of mail separated for forwarding or return	1
9	Periodicals marked up (for each 2 pieces handled for forwarding or return).....	1
10	For each PS Form 3579. Undeliverable Periodicals: Standard A & B or Controlled Circulation Matter	2
11	For each 4 pieces marked up (mail marked Deceased, Temporarily Away, Refused, Vacant (Occupant mail of obvious value) or No Mail Receptacle).	1
12	For each change of address, including PS Form 3546, recorded on PS Forms 1564-B and 3982.....	2
13	Insured receipts turned in.....	1
14	Registered, Certified, COD, Express Mail, Customs and Postage-Due; Keys, PS Form 3868, signing for, returning funds or receipts, and for partial completion of PS Form 3849 (name or address for identification). Base minimum allowance is 6 minutes.	*
15	Withdrawing mail where applicable (from distribution cases, trays, sacks, and/or hampers). Base minimum allowance is 5 minutes.....	*
16	Sequencing and collating by-pass mail. (Representative time in minutes will be allowed for work function.)	
17	Strapping out time (when mail must be placed in order of delivery) see 922.51d. (Representative time in minutes will be allowed for the work function.)	
18	Break (Local option).	
19	Vehicle inspection see 922.511. Base minimum allowance is 3 minutes	*
20	Personal needs, etc. (Time allowances are printed on the PS Form for each trip, and must not be changed.)	
21	Office work not covered by PS Form. (Work functions must be identified and approved as being necessary and of a continuing nature.) (Use "Comments" section.) Base minimum allowance is 9 minutes.....	*
22	Waiting for mail (office) and all other office activities not performed on a continuing basis which are excluded in computing net office time. (Use "Comments" section.).....	*
23	Counting Mail and filling out PS Form 1838-C worksheet.	
Note:	For piece items, grant the next higher allowance in minutes for fractional units. Use actual times for Lines 14 through 19 and Lines 21 through 23 when those functions are performed.	
	<u>*Computing Standard Office Time Under Columns (e), (f), and (g) on PS Form 1838:</u> If the actual time for each of Lines 14, 15, 19, and 21 is less than the base minimum and the carrier per PS Forms the function the base minimum must be entered for the Line item in the appropriate column. If the actual time exceeds the base minimum, an adjustment to that time cannot be shown which is less than the base minimum.	

Exhibit 121.11

Maximum Time Allowance for Routing Mail

Column (A): Letter-size (ordinary letters, cards, and circulars). Column (B): Mail of all other sizes and insured.

1 and 2 Trip Routes			1 and 2 Trip Routes			1 and 2 Trip Routes			Strapping All Mails	
(A) Pieces	Time (Min.)	(B) Pieces	(A) Pieces	Time (Min.)	(B) Pieces	(A) Pieces	Time (Min.)	(B) Pieces	Pieces	Time (Min.)*
18	1	8	864	48	384	1710	95	760	70	3*
36	2	16	882	49	392	1728	96	768	140	3*
54	3	24	900	50	400	1746	97	776	210	3
72	4	32	918	51	408	1764	98	784	280	4
90	5	40	936	52	416	1782	99	792	350	5
108	6	48	954	53	424	1800	100	800	420	6
126	7	56	972	54	432	1818	101	808	490	7
144	8	64	990	55	440	1836	102	816	580	8
162	9	72	1008	56	448	1854	103	824	630	9
180	10	80	1026	57	456	1872	104	832	700	10
198	11	88	1044	58	464	1890	105	840	770	11
216	12	96	1062	59	472	1908	106	848	840	12
234	13	104	1080	60	480	1926	107	856	910	13
252	14	112	1098	61	488	1944	108	864	980	14
270	15	120	1116	62	496	1962	109	872	1050	15
288	16	128	1134	63	504	1980	110	880	1120	16
306	17	136	1152	64	512	1998	111	888	1190	17
324	18	144	1170	65	520	2016	112	896	1260	18
342	19	152	1188	66	528	2034	113	904	1330	19
360	20	160	1206	67	536	2052	114	912	1400	20
378	21	168	1224	68	544	2070	115	920	1470	21
396	22	176	1242	69	552	2088	116	928	1540	22
414	23	184	1260	70	560	2106	117	936	1610	23
432	24	192	1278	71	568	2124	118	944	1680	24
450	25	200	1296	72	576	2142	119	952	1750	25
468	26	208	1314	73	584	2160	120	960	1820	26
486	27	216	1332	74	592	2178	121	968	1890	27
504	28	224	1350	75	600	2196	122	976	1980	28
522	29	232	1368	76	608	2214	123	984	2030	29
540	30	240	1386	77	616	2232	124	992	2100	30
558	31	248	1404	78	624	2250	125	1000	2170	31
576	32	256	1422	79	632	2268	126	1008	2240	32
594	33	264	1440	80	640	2286	127	1016	2310	33
612	34	272	1458	81	648	2304	128	1024	2380	34
630	35	280	1476	82	656	2322	129	1032	2450	35
648	36	288	1494	83	664	2340	130	1040	2520	36
656	37	296	1512	84	672	2358	131	1048	2590	37
684	38	304	1530	85	680	2376	132	1056	2660	38
702	39	312	1548	86	688	2394	133	1064	2730	39
720	40	320	1566	87	696	2412	134	1072	2800	40
738	41	328	1584	88	704	2430	135	1080		
756	42	336	1602	89	712	2448	136	1088		
774	43	344	1620	90	720	2466	137	1096		
792	44	352	1638	91	728	2484	138	1104		
810	45	360	1656	92	736	2502	139	1112		
828	46	368	1674	93	744					
846	47	376	1692	94	752					

*Minimum allowance 3 Minutes

2. Analysis of Line Items

M-39 Handbook, Section 222.214b(2) states, “There shall be established for each letter route a base minimum time allowance for each of line functions 14, 15, 19, and 21 of PS Form 1838, where applicable. Those base minimum times shall be fixed at 6 minutes for line 14; 5 minutes for line 15; 3 minutes for line 19; and 9 minutes for line 21. If during the week of count and inspection, the carrier’s average actual time for any of those line items exceeds the base minimum for the function, the carrier shall be credited with the average actual time, unless an adjustment can be supported by appropriate comments on PS Form 1838 or 1840 or any attachments thereto. **IN NO EVENT MAY THE STANDARD TIME FOR THESE FUNCTIONS BE BELOW THE BASE MINIMUM.**”

222.214b(3) “Comments such as “excessive time,” “too much time,” “...adequate or sufficient for this function,” “...used on day of inspection,” “too slow pace,” and others similar thereto by themselves are not appropriate comments for the purpose of supporting any such adjustment. To be considered appropriate, those comments must set forth the reasons for the conclusion that less than the average actual time recorded is sufficient for the carrier to perform that function”.

Section 242.212 states, “Using basic knowledge of work functions and the day of inspection as a guide, along with comments and suggestions of the route examiner, the managers must determine if the entries recorded on lines 14 through 21 on PS Form 1838 truly represent the times required to efficiently perform these duties. After all pertinent data have been evaluated; enter representative time where appropriate in line provided on the lower left portion of PS Form 1840. This information is then used in arriving at total office time adjustments.”

It must be stressed that these are the base MINIMUM time allowances and the standard time for these functions may not be reduced below these base minimums. Refer to Nass Letter dated 4-15-01.

UNITED STATES POSTAL SERVICE

April 15, 1980
Office Time Adjustments
Lines 14, 15 , 19 and 21

General Manager
Delivery Division
All Regions

When a carrier exceeds the base minimum time for a subject line item, and it is due to improper work practice which is documented, then the amount of time documented as improper may be reduced from the standard on **PS Form 1838, Management Summary**, columns c, f, and g, as applicable, down to the base minimum time for that function. Do not adjust any figures in column h. In the "comments" section specifically identify the total time the carrier was involved in the improper work practice and briefly describe situation.

IN NO INSTANCE WILL ANY SUBJECT LINE ITEM BE REDUCED BELOW THE BASE MINIMUM.

On reverse of **PS Form 1840, Summary of Count and Inspection**, "comments" section, show again the total time the carrier was involved in the improper work practice, and fully explain what happened and what should have happened had the carrier performed properly. Deduct the average of the total time from the figure shown on the front of the 1840, Column A (net used time) AVERAGES line. The result of this deduction is then shown on the reverse of the 1840, under columns headed Adjustments Approval by Postmaster or Designee, on the OFFICE TIME line.

One example of this would be: A non-EPM carrier leaves the case on Tuesday at 8:02 am to withdraw mail. On the way to the distribution case the carrier stops to talk several times. A nearby route examiner observed this improper practice and notes that then carrier was talking about last night's ball game from 8:03 to 8:10 am. The carrier the proceeds to properly withdraw mail and returns to the case at 8:11 am. The 1838C shows a line 15 entry from 8:02 to 8:11 (9 minutes).

In this instance **PS Form 1838**, line 15, column C, is adjusted down to the base minimum (5minutes). No other adjustment is made on **PS Form 1838**, but comments section read: Carrier observed talking about ball game from 8:03 to 8:10 am (total time 7 minutes), and line 15 standard reduced to base minimum. The front of **PS Form 1840**, Column A AVERAGES line shows 2 hours and 57 minutes. The reverse of same form, comments section reads: Average net office time used, reduced 1 minute (total time divided by the number of entries in Column A when regularly assigned carrier worked) based on observations noted on Tuesday concerning carrier's improper work practice on engaging in non-work related conversation when mail withdrawal should have been occurring.

Exhibit 1-9 (page 2)

Assuming for this example that this is the only adjustments, then one minute is deducted from 2:57 and 2:56 is shown under Adjustments Approved, etc., OFFICE TIME line.

The above information and example is provided as indicated in our recent meeting.

James W Nass, Director
Office of Delivery and Collection
Delivery Services Department

Exhibit 1-9 (page 2)

3. Carrier Performance

PS Form 1838, Carrier's Count of Mail- Letter carrier Routes (Management Summary), tallies the daily performance of the carrier. The carrier's office performance to standard is one of the most important items contained on the form. Standard is the minimum acceptable performance.

Handbook M-41

121.12 Time standards for carrier office work represent the minimum acceptable performance standards.

NOTE: Management may not discipline a carrier merely for failing to meet the 18 and 8 casing standard. If the carrier fails to meet these minimum requirements, management may charge the carrier with unsatisfactory effort. However, such a charge must be proven by documenting the unacceptable conduct by the carrier which directly led to the failure to meet standard.

Handbook M-39

242.332 No carrier shall be disciplined for failure to meet standards, except in cases of unsatisfactory effort which must be based on documented, unacceptable conduct that led to the carrier's failure to meet office standards.

NOTE: If a carrier fails to meet standards and management is unable to provide specific reasons for such a failure, a **consultation** should be held to determine what prevented him/her from meeting the minimum acceptable performance. The carrier's comments must be noted on PS Form 1838 covering the day of the failure. Those comments must be transferred to the final PS Form 1840 or attachments thereto. The carrier should also be shown Section 121.12, Handbook M-41 and advised that his performance will be closely reviewed on each remaining day of the count, instructed in proper casing procedures and common work habits which cause a failure to meet standard, and advised that appropriate action will be taken if he/she is found to engage in unacceptable conduct or improper work habits. The carrier should then receive close attention each day and an examiner should be scheduled for an additional day(s) if practical. If the carrier is found to be in violation of the instructions he/she received, appropriate corrective action should be taken

4. Office Comments

Examiners will use the Route Examiner's Observation/Comments Packet in Exhibit 1-10 to record office comments as well as other pertinent data. Comment section should be used to record any improper work methods, or operational changes that could be implemented to make the route more efficient.

Route Examiner's Observations / Comments			
D.L. #	Exp. Date:	Restrictions:	
DOB:	SSN:	Other:	
Office Procedures			
	Y	N	Notes
Cases MM cards first (*)			
Full ledge on case upon reporting			
Cuts bands / straps all at once (*)			
Cases flat mail first			
Picks up +2 Inches of letters to case (*)			
Picks up six inches of flats to case (*)			
Loads ledge completely (*)			
COA's Processed accurately (PS-3546)			
Completes only name or address on PS-3849			
Places first relay in satchel (if used) (*)			
SPR'S sequenced with letters / flats			
Uses correct strapout procedures			
Street Procedures			
	Y	N	Notes
Loads the vehicle on street time (*)			
Moves all the mail to vehicle in one trip (*)			
Sequences parcels while loading			
Follows the authorized line of travel			
Fingers mail between deliveries			
Takes obvious shortcuts			
Places all mail in box at one time (*)			
Completes PS-3849 while waiting on customer			
Does the carrier make any retraces (*)			
Any street waiting (*)			
Identify any improvements in line of travel or changes to park/relay points: (Quantify Comments!!)			
(continue on street comment sheet)			
Attn. Examiners: <ol style="list-style-type: none"> 1. A (*) no response requires an explanation and a time value comment. (recording of time lost) X (number of times activity occurs) = total time lost 2. Assure carrier has been informed that he/she " must perform duties and travel the route in precisely the same manner as he/she does throughout the year ". 			
Carrier _____		Route Number _____	
Examiner's signature _____		Day / Date _____	

October, 2001

Exhibit 1-10 (page 1)

Office Observations
Improper Work Practices

Route # _____

Date: _____

Carrier's Name _____

1. Playing with mail prior to casing. (M-41 112.27)
2. Tapping mail on case. (M-41 112.27)
3. Excessive moving of mail at case. (M-41 112.27)
4. Putting mail in and taking out. (M-41 112.27)
5. Stacking mail in piles. (M-39 121.13)
6. Engaging Supervisor in unnecessary conversation. (M-41 112.25)
7. Stops casing for no reason. (M-41 112.27)
8. Holds mail too long before casing. (M-41 121.11)
9. Talks excessively to other carriers. (M-41 112.25)
10. Stops casing to talk. (M-41 112.27)
11. Does not hold a solid handful of mail while casing letters. (M-41 224.21)
12. Does not case flats efficiently. (M-41 121.11 & M-39 121.16)
13. Excessive time completing 3982's, 3575's and 3996 etc. (M-41 112.25)
14. Does not push up top letter with the thumb of their left hand. (M-41 224.22)
15. Works in a methodical, deliberate and slow manner. (M-41 112.25)
16. Picks up one letter or flat at a time. (M-41 224.21)
17. Checks 3982s and/or hold mail cards too often. (M-41 112.25)
19. Goes through parcels prior to loading. (M-41 322.31)
20. Completes 3849 in office. (M-41 262.1)
21. Does not place first relay in satchel. (M-39 121.32)
22. Sizes and or separates letter mail prior to casing. (M-39 121.13)
23. Carrier makes more than two withdrawals from distribution cases.
(M-39 116.6)
24. Unnecessarily strapping out mail on curblines routes. (M-39 121.33)
25. Carrier makes unnecessary trips to load the vehicle. (M-39 125.1)

Exhibit 1-10 (page 4)

Street Observation References

Improper Work Methods

Route # _____

Date: _____

Carrier's Name _____

1. Carrier moves vehicle from assigned parking space to load. (M-39 125.23)
2. Unnecessary trips from office to load the vehicle. (M-39 125.1)
3. Parcels not sequenced directly from hamper into vehicle. (M-41 322.31)
4. Satchel not completely loaded for relays.(Unnecessary park point) (M-39 125.42, M-41 273)
5. Carrier loiters or engages in unnecessary conversation. (M41 112.28)
6. Carrier does not finger mail between deliveries. (M-41 321.5)
7. Carrier does not have mail ready upon reaching the mail receptacle. (M-41 321.4)
8. Carrier makes more than one move to the mail receptacle on curblin routes. (M-41 112.21)
9. Satchel not used when delivering mail on foot. Authorized dismounts excepted.
(M-39 125.41)
10. Carrier does not make business delivery at or near the front door. (M-41 131.38)
11. Carrier does not take obvious short cuts, i.e. cross lawns etc. (M-39 242.344)
12. Carrier backtracks. (M-41 321.5)
13. Carrier deviates from route without authorization. (M-41 131.31)
14. Carrier does not follow the authorized line of travel and lunch/break locations. PS 1564A
(M-39 125.3)
15. Carrier does not park at authorized park points as listed on PS 1564A. (M-39 125.5)
16. Carrier combines lunch break and PM break. (M-39 242.341)
17. Carrier extends lunch or PM break. (M-39 242.341)
18. Carrier does not face or separate collection mail in a timely manner. (M-41 132.33)
19. Carrier does not promptly clock in from the street upon arrival at the delivery unit.
(M-41 112.29)

Supervisor's Signature and Date

From: _____ To: _____
Time of Observation

Date reviewed with the Carrier

Exhibit 1-10 (page 7)

Mail Count Verification Form

Examiner _____

Day _____

Date _____

Rt No	Carrier's Count		Examiner's Count	
	Letters	Flats	Letters	Flats

Exhibit 1-10 (page 8)

Examiner
Office Reference

1. Are Park Points and Loops clearly identified on labels? (117.g, M-39) (221.5, M-41)
2. Are Mark-up separations located on the right side of lower shelf of letter case? (117.41, M-39)
3. Are the following in the route book: PS Form 1564A, PS Form 1564B, Edit Book, Handbook M-41? (252, M-41)
A. Is the 1564-A properly completed (including break locations for regular and replacement carriers)? (126.5b, M-39)
B. Is PS Form 1564-B properly completed and includes dismount deliveries? (252, M-41)
4. Are dismount deliveries approved by management?
5. Are collection boxes properly identified on unit map? (251.1, M-41)
6. Are lunch locations approved on PS Form 1564-A? (251.7, M-41)
7. Are PS Forms 3982 current and reflect changes for the past six months? (241.321, M-41)
8. Are PS Form 3892's in the first separations of each shelf?
9. Are all prime separations in use? (117.41c, M-39)
10. Do cases run in sequence from bottom left shelf to upper right shelf? (221.1, M-41)
11. Are CLASS labels used? (117.41k, M-39)
12. Is the letter mail placed on the case with stamps down and to the right? (116.3a, M-39)
13. Do authorized Park/Loops on PS Form 1564-A correspond to case labels? (251.2, M-41)(117.41g, M-39)
14. Is reporting time consistent with mail volume to prevent frequent trips to withdraw and waiting time? (111.2b, M-39)
15. Does carrier put up personal gear prior to clocking on?
16. Does carrier go directly to case upon clocking in? (112.22, M-41)(116.3, M-39)
17. Does carrier inspect vehicle in accordance with Notice 76? (832.1, M-41)
18. Does carrier report to case without withdrawing mail? (116.3, M-39)
19. Does carrier begin casing letter mail immediately upon reporting to case? (116.3, M-39)
20. Does carrier pick up two or more inches of mail with left hand? (121.14, M39)(224.2, M-41)
21. Does carrier use right thumb to push the top letter slightly forward? (224.22, M-41)
22. Does carrier use right thumb and index finger to grasp the edge of the top letter? (224.22, M-41)
23. Does the carrier place the letter in the correct separation without hesitation? (225.25, M-41)
24. Does the carrier position his eyes on the next letter in his left hand and push the next letter forward with his left thumb as the letter is pushed fully into the separation? (224.25, M-41)
25. Does the carrier refrain from tapping letters while casing? (112.27, M-41)
26. Is the carrier familiar with the case? (224.26, M-41)
27. Does the carrier display good eye-hand coordination? (224.2, M-41)
28. Does the carrier stand a few inches back from the center of the case? (121.14 & 121.16, M-39)
29. Does the carrier refrain from sitting down to case mail? (121.14 & 121.16, M-39)
30. Does the carrier pick up an approximately 6 inches of flats in left arm to case? (121.16, M-39)
31. Does the carrier refrain from picking up flats one at a time from ledge or container? (121.16, M-39)
32. Does the carrier place SPR's in sequence with the flat mail? (121.16, M-39)

Exhibit 1-10 (page 9)

Examiner
Office Reference

33. Does carrier refrain from sandwiching mail? (131.22, M-41)
34. If necessary, does the carrier case sequenced mail into empty case? (121.15, M-39)
35. Are sequenced mailings handled as third bundles on curblines portions of route? (322, M-41) (121.33, M-39)
36. Does the carrier combine trips away from the case (throwback case, withdrawals, obtaining parcel post, breaks, etc.) to the maximum extent possible?
37. Does the carrier have throwback mail separated and ready to deposit before going to the throwback case? (242.111, M- 41)
38. Does carrier properly endorse throwbacks?
39. Does the carrier keep pref and non-pref misthrows separated?
40. Are withdrawals performed to the maximum extent possible by clerks/mailhandlers? (222.214bb, M-39)
41. Does the carrier make 2 or less withdrawals (plus "Hot" case)? (116.6, M-39)
42. Does the carrier dump entire tray of letters on ledge when loading ledge?
43. Is accountable mail brought to the carrier's case? (261.12, M-41) (117.1h, M-39)
44. Does the carrier complete only the name or address on PS Form 3849 in the office? (262.1, M-41)
45. Does carrier refrain from casing letters or flats to trays or containers at case? (116.842, M-39)
46. Are separations wide enough to accommodate normal mail volume? (116.841, M-39)
47. Is parcel hamper placed as close as feasible to facilitate loading trays?
48. Is the route pulled down in delivery sequence? (121.3, M-39)
49. Does the carrier pull one Relay/Loop at a time? (121.3, M-39)
50. Does the carrier band or strap only individual Loops/Relays on the walking portions of the route? (121.312, M-39)
51. Does the carrier load satchel in the office as mail is withdrawn? (121.314, M-39)
52. Does the carrier tray curblines portions of route without strapping/banding? (121.33, M-39)
53. Does the carrier refrain from excessive talking, laughter, noise , etc.? (112.25, M-41)
54. Does the carrier refrain from moving mail from place to place on or adjacent to case? (112.27, M-41)
55. Does the carrier place CFS/CMU bundle in the designated place while proceeding to clock out and load?
56. Does the carrier make a last pull of all cases prior to strapping out?
57. Does the carrier sweep the "Hot" case while proceeding to clock out, then load?
58. Is DPS mail staged away from carrier cases? (HQ letter dated 3/10/94)
59. Does carrier refrain from fingering "Hot" case mail into DPS prior to loading?
60. Does the carrier clock in promptly upon return to office? (112.29 & 411, M-41)
61. Does accountable clerk check in carrier efficiently? (430, M-41)
62. Are vehicle tags completed in the afternoon? (841.2, M-41)
63. Does carrier deposit DPS "errors" in designated location?
64. Does carrier leave case orderly and clean when leaving office in the morning and afternoon? (121.24, M-41)
65. Does carrier end tour without delay?

Exhibit 1-10 (page 10)

Examiner
Street Reference

Does Carrier:

	Route Layout
1	follow prescribed line of travel at all times? (125.3, M-39)
2	park in locations approved by management? (125.5, M-39)
3	utilize most efficient mode of delivery – central, curb dismount, foot?
4	–Has deadheading been eliminated where possible? (141.133 & 234.13, M-39)
5	–Is the best and most economical mode of transportation used? (171.2 & 234.13, M-39)
6	–Is the line of travel on motorized route the safest possible? (234.13, M-39)
7	–Can the line of travel be changed to reduce the distance between segments of the route? (323.41, M-41)
8	–Is the current travel pattern the most efficient? (323.2, M-41)
9	–Can park points and relays be reduced? (323.21, M-41 & 141.13, M-39)
10	–Are approved park locations the most advantageous? (323.21, M-41)
11	–Does route begin and end as close as possible to the delivery unit? (234.13, M-39)
	Loading
12	transport all mail to vehicle in one trip? (125.1, M-39)
13	load at assigned space? (125.23, M-39)
14	arrange parcels and trays so as not to obstruct view or vehicle controls? (812.5, M-41 & 10.E.6, EL-814)
15	sequence parcels during loading? (125.25, M-39)
16	arrange parcels and trays efficiently as not to require rearranging on route?
17	leave missorted parcels in designated location? (125.1, M-39)
18	leave parcel hamper at designated location? (125.1, M-39)
19	not allow vehicle to idle while loading? (134.13, M-39)
	Delivery Procedures
20	keep DPS separate from cased mail during delivery? (HQ letter 3/10/94)
21	take all available shortcuts? (242.344, M-39)
22	deliver mail correctly so constant backtracking will not be required?
23	complete PS Form 3849 while waiting on customer to come to door? (262.1, M-41 & 122.223, M-41)
24	handle mail efficiently on street (without dropping or constant reviewing)? (132.33 & 374, M-41)
25	refrain from checking watch to set his pace?
26	deviate to deliver Express Mail on time?
27	keep all mail collected on the route faced to the maximum extent possible? (132.33 & 374, M-41)
28	keep UAA and misdelivered mail separated and faced? (132.32, M-41)
29	insert all mail into box in one motion if volume permits?
30	ring door bell and knock on door when customer contact is required?
31	deliver route as cased? (117.41c & 141.133, M-39)
32	refrain from sandwiching mail? (131.22, M-41)
33	deliver both components of detached label mailings? (PB 21918, 4/25/96)
34	–Are mail receptacles in good condition? (234.13, M-39)
	Delivery to Door Boxes
35	finger mail (including DPS) while walking except when hazardous? (125.6 & 242.344, M-39 & 321.5, M-41)
36	have mail (including DPS) ready for deposit upon arrival at door boxes/slots? (125.6, M-39 & 321.5, M-41)
37	load satchel with up to 35lbs to reduce trips to vehicle/relay boxes? (121.3, M-39)

Exhibit 1-10 (page 11)

Examiner
Street Reference

38	use satchel cart without authorization? (118.1, M-39)
39	works flats from satchel in slow or inefficient manner (321.5, M-41)
40	takes sufficient mail to prevent returns to the vehicle for additional mail during loop? (273, M-41)
41	refrain from splitting relays/loops unless volume warrants?
42	use satchel on foot and park and loop portions of route? (125.41, M-39)
43	take sufficient amount of carryout mail when leaving to avoid waiting on relays? (234.13, M-39)
44	–Are relays available when carrier arrives at relay box? (234.13, M-39)
45	–Has the mail been routed in the office so the carrier does not sort the mail at the relay box?
	Delivery to Centralized Boxes
46	bundle and endorse excess pieces of BBM without apt number as “Other UBBM”? (PB 21918, 4/25/96)
47	sequence letters for centralized deliveries in office if space available on case?
48	leave mail for full receptacles in secure location with PS Form 3849 in box? (PB 21918, 4/25/96)
49	deliver BBM without apt numbers to each box beginning with the lowest number? (PB 21918, 4/25/96)
50	–Are building directories properly maintained where required? (234.13, M-39 & Pub 17)
	Delivery to Curblines Boxes
51	place trays on shelf from easy reading of address? (125.1, M-39 & 322.11, M-4)
52	make only one trip to curb boxes unless volume requires?
53	accelerate between boxes on curb delivery?
54	report curb boxes consistently blocked?
55	deliver sequenced mail for curb boxes as third bundle?
	Dismount Delivery
56	withdraw sufficient volume before dismounting to finger mail to determine next delivery point? (322.11, M-41)
57	deliver sufficient number of deliveries on each dismount?
	Delivery to Business
58	deliver firm directs without verifying at delivery point? (634, M-41)
59	deliver all mail to location near the entrance of businesses? (131.38, M-41)
60	make only one delivery to each business?
	Delivery of Parcels
61	attempt delivery of parcels and/or accountables before placing mail in NDCBU's?
62	leave PS Form 3849 identifying location when authorized to leave parcels? (322.311, M-41)
63	place all SPR's and small parcels in satchel for delivery on the loop? (125.7, M-39 & 323.3, M-41)
64	–Does the carrier use one of the following to deliver parcels on loops? (125.7, M-39 & 323.3, M-4)
	A – Begin the loop at the point of parcel delivery, or
	B – Bypass the stop until loop is completed, then drive to delivery point with mail and parcel, or
	C – Determine if the parcel is deliverable while delivering the mail, then leave notice or return with parcel
	Lunch and Breaks
65	observe lunch period? (251.6, M-41)
66	observe break period? (242.341, M-39)
67	observe approved lunch locations? (131.31, M-41 & 251.6, M-41)
68	observe approved break locations? (131.31, 251.7, M-41 & 242.341, M-39)
69	refrain from unauthorized breaks? (242.341, M-39)
70	keep lunch and break and comfort stops separate? (242.341, M-39)

Exhibit 1-10 (page-12)

Examiner
Street Reference

71	–Is travel to and from the lunch location the most efficient?
	Collection Boxes
72	remove all mail from collection boxes efficiently – not one piece at a time?
73	make only authorized pulls from collection boxes? (542, M-41)
74	pull collection boxes after loop rather than during loop? (132.21, M-39)
75	–Are collection boxes securely anchored? (243.13, M-39)
76	–Are collection boxes properly painted? (243.13, M-39 & 315.1 POM)
77	–Are schedules & FAA notices legible and neat on collection boxes? (234.13, M-39 & 315.1, POM)
	Safety and Security
78	observe traffic laws? (812.2, M-41 & 10.E.2, EL-814)
79	close door of vehicle when driving through intersections or more than .1 miles? (812.3, M-41)
80	lock vehicle & secure mail when out of sight or immediate vicinity of vehicle? (131.11 & 822, M-41)
81	travel at speed limit where appropriate?
82	refrain from petting animals on street? (133.5, M-41 & 9.D, EL-814)
83	place only mail (and not fingers) in door slots? (321.4, M-39 & 8.D, EL-812)
84	remove key from arrow lock when pulling collection boxes or central deliveries? (9.C, EL-814)
85	refrain from wearing headphones while driving? (10.D.2, EL 814)
86	wear seat belt while vehicle is in motion? (10.D.2, EL-814)
87	wear lap & shoulder belt in LLV's/FFV's except when shoulder belt restricts movement to box? (812.3, M-41)
88	–Have situations requiring backing been eliminated to extent possible? (10.E.3, EL-814)
89	–Does vehicle have sealed Accident Report Kit? (851, M-41)
	Conduct of Carrier
90	refrain from loitering and/or conversing unnecessarily? (112.28, M-41)
91	maintain a neat, clean, and generally creditable appearance? (112.5, M-41)
92	provide courteous service to the public? (112.5, M-41 & 112.6, M-41)
93	perform only authorized duties (no special “favors”) on route?
	Return to Unit
94	return to delivery unit immediately upon completion of assigned duties? (112.29 & 411, M-41)
95	observe gassing schedule?
96	deposit collections, DPS, & target mail in designated location upon return? (420, M-41 & 117, M-39)
97	unload vehicle at assigned space? (125.23, M-39)
98	refrain from placing equipment on the hood or top of vehicle?
99	retrieve hamper from dock or an area close to the assigned parking space? (125.25, M-39)
100	inspect vehicle for mail matter after completing street duties? (825, M-41)

Exhibit 1-10 (page 13)

3. General Rules for Making Count

1. Recording Count

General rules for making the count are outlined in M-39 Handbook, Section 221.13. The carrier should count and record the mail every day except on the day each route is inspected by a manager. Replacement carriers must complete forms in the same manner as the full-time carrier.

2. Mail Flow

There should be no changes to normal distribution procedures. Curtailed mail must not be allowed to accumulate. Carriers must not be allowed to case mail upon return to the office on the day preceding the first day of the count period. All mail distributed to the carriers up to the normal cutoff time will be delivered every day of the count week.

3. Overtime/Assistance

Overtime may be used to enable the regular carrier to complete delivery during the days of the count week. Only in very unusual circumstances or emergencies should auxiliary assistance be granted. Decisions to grant or deny overtime/auxiliary assistance must be in compliance with the current provisions of the National Agreement between the Postal Service and the NALC.

4. PS Form 1838-C Follow-up

Examiners are required to make unannounced selective checks on other than the route he or she is inspecting to verify accuracy.

KEY POINTS:

- Count of mail on all letter delivery routes must be for six consecutive days.
- PS Form 1838C should be used to conduct a count of mail.
- Accurate recording of line items is essential to a successful count of mail.
- PS Form 1838 summarizes the entire daily performance of the carrier.
- Office comment sheets should be used for proper documentation.

Unit 2: Conducting the Route Inspection

Terminal Objective:

- Upon completion of this unit the student will be able to understand the general rules for conducting a route inspection.

Enabling Objectives:

The student will be able to:

- Complete a PS Form 3999.
- Identify improper work methods.
- Identify operational issues on the street.
- Identify possible deliveries.
- Identify and understand Street Waiting Time.
- Understand Standard Operating Procedures for work methods based upon different types of routes.

Conducting the Route Inspection

M-39 Handbook, Section 231 contains information regarding the rules of the route inspection. On the day or days of inspection, the examiner observes office and street work. The examiner must observe all safety rules and regulations and is responsible to ensure the security and safety of any temporary seat. The examiner must report before the carrier's scheduled reporting time and be prepared with necessary forms, route maps and supplies. The examiner must inform the carrier of the intention to make a fair and reasonable evaluation of the workload and require the carrier to perform duties in the same manner used throughout the year.

1. Conduct and Responsibilities of Route Examiners

NOTE: Responsibilities of the route examiner are outlined in M-39 Handbook, Section 232.1. Examiners must:

- a) Conduct of Route Examiner
- b) Not set the pace for the carrier, but should maintain a position to observe all delivery points and conditions.
- c) Not suggest or forbid any rest or comfort stops but should make proper notations of them.
- d) Not discuss with the carrier on the day of inspection the mail volume or the evaluation of the route. These matters must be discussed with the carrier at a later date when all data has been reviewed and analyzed.
- e) Make notations on the day of inspection on the appropriate form or separate sheet of paper of all items that need attention, as well as comments on the day of inspection. Also list any comments or suggestions for improving the service on the route, as well as suggestions or comments made by the carrier during the course of the inspection for improvement in delivery and collection service.
- f) Make comments and suggestions clearly, and in sufficient detail for discussion with the carrier and for decision-making purposes. The manager who will actually discuss the results with the carrier must have enough facts and figures to reach a final decision on any necessary adjustments to the route.
- g) Generally report 30 minutes ahead of carrier. Verify reporting schedule, remember 5-minute leeway.
- h) Upon the carrier reporting, place carrier on Line 22. The route examiner should inform the carrier that he intends to make a fair and reasonable evaluation of the workload on the route and that

in order to do so the carrier will be expected to perform his duties and travel the route in precisely the same manner as he does throughout the year. The Supervisor should emphasize to the carrier that management is just as anxious and desirous of obtaining an accurate count of mail and inspection of the route as he is. In this way, fair and equitable adjustments in the workload on the routes can be made.

- i) There should be no discussion with the carrier on day of inspection about the mail volume or the condition of the route. These matters will be discussed with the carrier at a later date when all data from the entire week of the count and inspection have been reviewed and analyzed. You are there to report on what the carrier does on the route examination. Be careful about compliments, later analysis may show performance could be much better.
- Watch for “loaded” questions or questions that should be answered by the station manager or his assistant. Refer these types of questions to the Manager/Supervisor.
 - Do not be derogatory or disrespectful of higher management at any time.
 - If you have any discussions with fellow route examiners or management personnel regarding the carrier or his work, leave the work area.
 - Make no unnecessary remarks to anyone. If you are not satisfied with the conditions at the unit, contact the Team Leader.
 - Be clean and neat at all times. You are management personnel and you are responsible for setting an example. Remember that you are being observed by carrier personnel at the unit.
 - Do not drink coffee or cold drinks on the workroom floor.
 - If you must leave the carrier’s case, always let the carrier you are observing know the reason and ask an examiner close to you to observe your carrier in your absence.
 - Do not get too close while in the office where you will interfere with the employee’s work, but do keep the employee under observation at all times during inspection.
 - Route examiners should not congregate: remember that the employees are inspecting you.

2. Review Items

In order to be most effective in completing Form 3999, you should review several items before beginning street delivery:

- a) Form 1564A to identify park points and lunch and break locations and collection box locations and times.
- b) Form 1564B to identify special instructions such as lawns, which may not be crossed, dangerous animals, deliveries to post office boxes, etc.
- c) Route map to help visualize route layout and location.
- d) Previous Forms 3999 and street supervision forms to determine which work practices and route layout have previously been identified and should have been changed and approximately how long should be utilized on each section of the route.
- e) Unit map to get an idea of travels patterns and adjacent routes.
- f) Type of vehicle used.

Review of these items often will assist the examiner in understanding why a route is laid out in a certain manner and may assist in making valuable suggestions. It will also help keep an examiner from becoming confused and lost.

3. Supplies

You will also need to take certain items with you on the street. These include:

- Clip board
- Paper for documentation & suggestions
- Watch (with second hand)
- Dog repellent
- Vehicle Accident Kit (if not in vehicle you are using)
- Rain gear
- Plastic bag to cover forms & clipboard
- Form 3999 and 3999X
- Form 4584
- Red Pencil to record non-delivery times
- DCD if available

4. Examiner Comments

During the route inspection, route examiners must also observe and comment on the layout and condition of the route. Any improvements noted must also be included in the examiner's comments. Following are some of the items, which must be considered:

- a) Is the best and most economical method of transportation used?
- b) Is the route laid out so that it begins and ends at the closest possible point to the delivery unit or may it be changed to eliminate the need for transportation?
- c) Could the line of travel be changed to reduce the distance between segments of the route?
- d) Has deadheading been eliminated wherever possible?
- e) On a motorized route, has every effort been made to make the line of travel as safe as possible?
- f) Is the present travel pattern followed by the carrier the most advantageous for both the carrier and the delivery service?
- g) Are all collections and relay boxes anchored and the paint in good condition?
- h) Are all collection boxes provided with legible labels, which reflect all present collections?
- i) Are all customers' mail receptacles in good condition, especially apartment house mailboxes?
- j) Does the carrier have to wait on the street for relays?
- k) Does the carrier take a sufficient amount of carryout mail when leaving the office to avoid waiting for relays on the street?
- l) Does the carrier have the mail ready to deposit in the mail receptacle as it is approached, or does the carrier wait until getting to the box to finger the mail?
- m) Does the carrier engage in lengthy conversations with customers?
- n) Has the mail been routed for efficient delivery or does the carrier sort the mail in delivery sequence at the relay box?
- o) Does the carrier take all available shortcuts, rather than walking sidewalks, etc.?

5. Identifying Inefficiencies

Route examiners must also comment on carrier work habits and make any recommendations for improving carrier inefficiencies noted. Route Examiners MUST document any time savings that can be realized by the elimination of park points and relays or changes in operational methods on the route.

This form has been developed to assist route examiners in determining all duties required to properly complete PS Forms 3999.

6. Canceling the Inspection

Management may cancel an inspection when continuation would serve no useful purpose. M-39, Section 233 identifies examples of some reasons to cancel, which include, natural disasters, unscheduled extended absence and unrealistic mail volume. Cancellations must be discussed with the carrier concerned or with the union steward when an entire unit is cancelled.

7. Use of Forms

PS Form 3999 Front Side

Specific instructions regarding the completion of Form 3999 to record all pertinent information on the day of inspection are outlined in M-39 Handbook, Section 234.

The front side of PS Form 3999 is separated into four separate categories. They are: 1) route header information, 2) route elapsed time and mileage information, 3) office and street performance questions, and 4) remarks section for comments/observations.

The heading of the form provides a description of the route and carrier serving the route. It is basically self-explanatory. It is not necessary to complete the age block.

The next block of the form provides a summary of events during the day of inspection in the form of elapsed time and elapsed miles. You will notice that the events or functions of the day are shown in reverse order as you work up the columns. The reason is to allow easier subtraction by placing the larger number above the smaller number.

Most carriers normally report to the post office; however, some carriers do report to a garage to pick up their vehicle before reporting to their post office. If they report to a garage, you enter the time and the vehicle odometer reading in the *Report Garage* line. If the carrier reports directly to the post office, you enter the time and vehicle odometer reading in the *Report Office* line.

The actual time the carrier leaves to load is recorded on the *Leave Office* line. If the carrier uses public transportation, use the *Transportation* line to record the Board time and the Leave time. The *First Delivery* time is also recorded as well as another *Odometer* reading.

Next, the *Start Lunchtime* and *End Lunchtime* are recorded also showing the beginning and ending mileage. Upon completion of the *Last Delivery*, the time and odometer readings are once again recorded. Again, a *Transportation* line is provided for public transportation to show the *Board and Leave* times. When the carrier arrives back at the office, the time of arrival and odometer reading are recorded in the *Arrival Office* line. At the end of the day, the end time is noted for the *End Office* or *End Garage*, if applicable.

Upon completion, elapsed times and miles are now calculated for each portion of the carrier's day. The totals for elapsed time and elapsed miles are added to the Totals line at the bottom, less lunch. To the left you will find the total all trips entry. This figure is calculated from the total column minus street and office waiting time.

United States Postal Service

Inspection of Letter Carrier Route

Office		Delivery Unit		Route No.		No. of Trips		Truck Mode <input type="checkbox"/> LHD <input type="checkbox"/> RHD		Capacity	
Vehicle No.		Carrier's Name		ID No.		Age		Length of Service		Length of Service on Route	
Type of Route <input type="checkbox"/> Business <input type="checkbox"/> Deliv <input checked="" type="checkbox"/> Yes <input type="checkbox"/> Mixed <input type="checkbox"/> EPM <input type="checkbox"/> Non-E <input type="checkbox"/> Foot <input type="checkbox"/> Ark & Loop <input type="checkbox"/> Service <input type="checkbox"/> Motorized <input type="checkbox"/> Public <input type="checkbox"/> Town Drive <input type="checkbox"/> PS Vehicle <input type="checkbox"/> Contract											

DESCRIPTION	TRIP 1				TRIP 2			
	Time	Elapsed Time	Odometer	Elapsed Time	Time	Elapsed Time	Odometer	Elapsed Miles
End Garage								
End Office								
Arrive Office								
Transportation	Leave							
	Board							
Last Delivery								
End Lunch								
Start Lunch								
First Delivery								
Transportation	Leave							
	Board							
Leave Office								
Report Office								
Report Garage								
Totals ▲								
Total All Trips* ▲								
Public Transportation Schedule	Time Out ▲		Time Return ▲		Time Out ▲		Time Return ▲	

*Minus lunch period and time spent for waiting for mail.

Yes	No		Yes	No	
		Does carrier wear regulation uniform and present a neat appearance?			Office Break Option.
		Does carrier perform work and conduct himself or herself in a business like manner?			Is vehicle capacity adequate?
		Is carrier's route book up to date?			Does carrier operate the vehicle in a safe manner?
		Are address changes properly maintained on Form 3982?			Is the line of travel the safest possible?
		Are Forms 1776 and 1778 (Hazard & Dog Warning Cards) used?			Is the best mode of transportation used?
		Are computerized case labels used? (C.L.A.S.S.)?			Are travel pattern, relay and park points set up efficiently?
		Should case labels be replaced?			Is there compliance with postal regulations concerning mail receptacles?
		Is the carrier case and drawer free of personal effects and extraneous matter?			Does carrier take enough mail at each relay or park point?
		Does the carrier leave the case unnecessarily?			Does carrier finger mail between deliveries?
		Does the carrier talk unnecessarily with other employees?			Are collection receptacles properly maintained, anchored and schedules legible?
		Does the carrier have a sufficient supply of forms?			Does carrier take obvious short cuts?
		Does carrier have a valid state driver's license and a current OF 346. Government Operator's License?			Can changes be made to reduce travel time and deadheading?
		Is a last withdrawal of preferential mail made before leaving the office?			Is DPS mail taken directly to the street without casing?

Remarks

Route Inspected by (Signature and Title) Day and Date

▲ M. Inspector ▲

PS Form 3999, July 1989

Exhibit 2-2

Form 3999 Reverse Side

Handbook M-39

234.14 Completion of Reverse of Form 3999

The reverse of Form 3999 is used by the route examiner to record loading time, lines of travel to and from the route/lunch place, time spent by the carrier in each block, and the number of possible deliveries and the number that actually received mail on the day of inspection. In completing this portion:

- a) Enter all pertinent comments that may assist in the proper evaluation of the route. The spaces next to the time entries may be used to identify information such as the *carrier's pace* (emphasis added), lines of travel, etc., as they occur. If additional space is needed, use a separate sheet.
- b) Show lunch, comfort, and break stops taken by the carrier and the time used. The line of travel to and from the route should also be recorded.
- c) In the *Delivery Methods* b column place a (P) to indicate park points/locations on park and loop segments; place (L) to indicate a loop of a street by the carrier; place (V) to indicate a portion of the route where the carrier uses the vehicle for delivery rather than park and loop type of delivery; and a (D) to indicate dismount deliveries. Indicate travel pattern of each block, placing the appropriate symbol in the *Travel Pattern* c column: symbols are O for odd numbers, E for even numbers, and X for crisscross. The use of a red pencil may be helpful for those items which you feel particular attention is needed.
- d) In *Time Enter* block, record the actual *time* the carrier clocks out to load, travel time to route, and actual time carrier enters each block or segment of a block, time of last delivery, time leave route for office, and time of arrival at office.
- e) In *Actual Time Used*, show the difference between the time entered any given block and the time entered in the succeeding blocks.
- f) Enter the location of collection points under *Block Number and Street Name* column and the time collected in the *Time Enter Block* column.
- g) Total each column and enter in the proper spaces at the bottom of the form.

It is important to record all information pertinent to the carrier's performance and the conditions on the route. Carrier's pace should be recorded while completing Form 3999. Time spent in each block is necessary to make proper adjustments and delivery times of areas of the route can be compared to previous delivery times of the same areas of the route to prove expansion of street time.

Additional Entries

Additional entries are required on 3999's for the team. The following additional entries should be included on each 3999 reverse side to assist evaluators.

- 1) Loading Time in AM, Loading functions should be identified individually, entries such as picking up DPS, rolling hamper to and from vehicle and actual vehicle load time should be identified.
- 2) Travel to Route
- 3) Last Delivery
- 4) Travel from Route
- 5) Unload in PM
- 6) Arrive Office
- 7) End Office

8) Possible City Deliveries

Postal Bulletin 21758 dated 3/8/90

Possible deliveries are physical locations where mail may be delivered...Once possible deliveries are counted and recorded, attempts to effect delivery must be a part of the carrier function. Never return correctly addressed mail to the sender with the endorsement No Such Number after a proper delivery address is included as a possible delivery for a city route.

Delivery Mode Definitions

- 1) *Curb*. Deliveries to mail receptacles located at the curblines that can be served from a vehicle.
- 2) *NDCBU*. Deliveries served through Neighborhood Delivery and Collection Box Units only (i.e., 8-, 12-, 16-, or 18-compartment units).
- 3) *Other central*. Deliveries to any other centralized delivery equipment (i.e., apartment house receptacles, delivery centers, or mailroom receptacles). Generally, this category pertains to any mail-receiving unit where the carrier has access to more than one individual customer's receptacle by opening only one door or a single Arrow lock.
- 4) *Other*. Deliveries not meeting the definitions for curb, NDCBU, or other central delivery. Generally, this category includes all deliveries to the door and to single receptacles located behind the sidewalk or other non-curbside point.

Possible Deliveries Definitions

New deliveries. Record new construction or restored structures as possible deliveries when the carrier actually begins delivery. For example, if a housing development has 50 new houses, each house is recorded as a possible delivery when delivery actually begins for that house. For deliveries located in apartment and office buildings, normally record all possible deliveries in the building when service begins to the building. For example, in a 10-unit apartment building, record 10 possible deliveries when delivery actually begins for the first occupant to receive mail at the building.

In new buildings with several hundred possible deliveries where only a small number of tenants occupy units upon the initial opening of the building and long-term vacancies are anticipated, phase in the count of new deliveries. Record possible deliveries by sections or banks of mail receptacles as tenants begin to receive mail in each mailbox section.

Deleted Deliveries. Deduct as possible deliveries dwellings or business places vacated in areas undergoing demolition.

P. O. Boxes. Residences and businesses that choose to receive delivery through post office boxes are considered possible deliveries on the carrier route even though no delivery is made to the street address. Normally, such deliveries should be put on the carrier case because customers may receive mail addressed to the street address, where it is properly deliverable.

P. O. Boxes that are rented and located in detached P. O. Box units and served by a city letter carrier route are counted as possible deliveries.

Detached P. O. Box units delivered by other personnel (clerks, contract employees, etc.) are not counted as possible deliveries.

Permanent Mobile Homes and Trailer Parks. For deliveries made to individual residences of permanent mobile home or trailer parks, consider each residence as one possible delivery. Unoccupied spaces, (no trailer present), that have been unoccupied for 90 days, must not be counted as possible deliveries.

Transient Mobile Home, Trailer, and Recreational Vehicle Parks. A bulk delivery to a designated mail receiving point is recorded as one possible delivery.

Centralized Deliveries. When delivery is made to an NDCBU, apartment house boxes, or centralized boxes in an office building, mobile home park, etc., and it is obvious that the number of receptacles is greater than the number of possible deliveries, record the number of possible deliveries, not the number of NDCBU or mail receptacle compartments.

Multiple Addressee Deliveries to a Single Receptacle. When multiple primary addresses, on city routes, are delivered into one mail receptacle, (e.g., 103 Main, 105 Main, etc.), each address must be counted as one possible delivery. However, when multiple secondary addresses are delivered into one mail receptacle (10 Main St Apt 3, Apt 4 and Apt 5) count the stop as one possible delivery.

Bulk Delivery to Hotels, Motels, Other Institutions. Hotels, motels, and other institutions that receive delivery at a single location (i.e. manager's office or front desk) are recorded as one possible delivery. Do not count individual units within these hotels, motels, or institutions as possible deliveries.

Delivery/AMS Quality Review Guidelines (FY 2006)

While counting and verifying possible delivery information is important, we must accomplish several additional tasks. This is an opportunity for management to observe carrier performance, route layout, and condition of equipment, new construction deliveries, and safety. Form 4584, Observation of Driving Practices should be completed each time Form 3999 is completed and included in the route inspection package. Potentially unsafe situations should be identified and documented for corrective action later by a supervisor. Normally, route examiners should only observe the carrier on the day of inspection and should not correct any improper practices or work habits. If a carrier is observed performing any improper practices or work habits, the examiner should either call the unit or have the carrier return to the unit for instructions from their supervisor. However, route examiners must immediately correct any safety violations by the carrier.

9. Operational Issues

Operational issues are situations or work habits found on day of inspection that examiners identify as items that effect the delivery of the route on each and every day. Operational issues can reduce the amount of time that a carrier spends on the street each day.

Operational Issues

The following is a list of possible scenarios involving Operational issues that examiners could observe during inspection.

Scenario # 1

At 12:00 carrier parks at Elm and Pine Streets, takes 2 min to load $\frac{1}{4}$ satchel. At 12:02 carrier loops 1100 Elm odd delivering 9 of 9 deliveries. Carrier begins looping 1100 Elm even at 12:07 delivering 9 of 9 deliveries. Carrier returns to vehicle at 12:12 and loads $\frac{1}{4}$ satchel for relay #2. At 12:14 carrier loops 1200 Elm St even and delivering 10 of 10 deliveries. Carrier begins 1200 odd at 12:20 delivering 9 of 9 deliveries and returns to vehicle at 12:26 and loads $\frac{1}{4}$ satchel for relay #3. At 12:28 Carrier loops 300 Pine odd delivering 8 of 8 deliveries and begins 300 even at 12:33 delivering 7 of 8 deliveries and returns to vehicle and moves at 12:38.

At 12:40 carrier parks at 1201 Oak St, loads $\frac{1}{4}$ satchel and begins looping 1200 Oak odd at 12:43 makes 8 of 8 deliveries. At 12:48 carrier begins 1200 Oak even and delivers 15 of 16 deliveries. Carrier returns to vehicle and moves at 13:03. Carrier parks at 1301 Oak St at 13:04 and loads $\frac{1}{2}$ satchel, carrier begins looping 1300 Oak odd at 13:07 making 9 of 9 deliveries. At 13:12 carrier begins 1300 Oak even makes 9 of 9 deliveries. Carrier returns to vehicle and moves at 13:17

Because relays two and three should have been combined they would be recorded as an operational issue and comments would be recorded on the 3999. Street waiting would not be recorded due to the fact that the carrier carries the route this way each day.

Examiner notes that carrier could combine Park points at 1201 and 1301 Oak as well as both relays. These are recorded as operational issues. See example.

Exhibit 2-4 (page 1)

Scenario #2

Carrier rolls gondola to vehicle at 10:00, at 10:01 carrier loads vehicle with 8 trays of mail. At 10:05 carrier returns gondola to building and returns to vehicle. At 10:08 carrier leaves station for route. Examiner notices that there is sufficient room to leave gondola in parking area.

At 10:15 carrier begins delivering Dismount deliveries to businesses on 1500 SW Freeway even making 9 of 9 deliveries, carrier delivers one business at a time and moves vehicle approximately 50 feet in between deliveries taking 30 seconds per move and fingers mail inside vehicle. Carrier completes 9 of 9 deliveries and begins travel to next delivery at 10:28. Examiner notes that delivery could be made with 3 vehicle moves.

Examiner notes that carrier could stage gondola next to vehicle to instead of returning to building. This is recorded as an operational issue on 3999. See example.

Examiner should note that carrier is making multiple vehicle moves and that carrier should withdraw enough mail to finger in between deliveries. See example.

At 10:29 carrier notifies examiner that he needs to deviate to comfort stop. Carrier deviates to McDonalds and arrives at 10:35. Enters McDonalds for comfort and returns to vehicle at 10:40, Carrier then travels back to route and parks at next Park Point at 10:46. Examiner notes that carrier passed Texaco station at 10:31 on route to McDonalds. Examiner inquires if carrier normally takes his comfort at McDonalds at this location on his route. Carrier states that this is the last opportunity to take a comfort prior to beginning the remainder of his park and loop portion and he always goes to comfort at the end of his mounted.

Examiner should note that comfort stop was available at Texaco Station within 1 minutes travel from route and that a savings of 8 minutes would be realized if carrier would utilize nearest comfort location. Examiner further notes that carrier stated that he takes comfort at McDonalds at the end of his mounted daily.

Proper documentation of the above scenarios is listed on the following pages.

Exhibit 2-4 (page 2)

Leave Office - Show Line of Travel	Line of Travel to and from Lunch Place
------------------------------------	--

Delivery Method	Block Number and Street Name	Travel Pattern	Time Enter Block	Actual Time Used	Residential					Business					Del PO Box or NPU	
					Delys Poss Other	Delys Poss Curb	Delys Poss NDCBU	Delys Poss. Other-Cen	Delys Made	Delys Poss Other	Delys Poss Curb	Delys Poss NDCBU	Delys Poss. Other-Cen	Delys Made		
	SCENARIO # 2															
	Roll Gondola To vehicle		1000	1												
	Load 8 trays of mail		1001	4												
op	Return gondola to bldg.		1005	3	Carrier should leave gondola next to vehicle											
T	Travel to route		1008	7												
D	1500 SW Freeway	E	1015	13	9					9						
op					Carrier makes 9 vehicle moves to deliver this block range taking 30 sec per move. Delivery could be made using a minimum of 3 moves if carrier was to withdraw enough mail to finger between deliveries											
T			1028													
op	Deviate to comfort		1029	6	Carrier passed Texaco Station at 10:31 on route to McDonalds. Carrier stated that he always goes to this location at the end of his mounted. He states that return to route											
	Arrive McDonalds		1035	5												
	return to route		1040	6	loop. Carrier could save 8 min per day if instructed to utilize nearest comfort location											
P-1			1046													
Return Office - Show Line of Travel			Totals		9	0	0	0	9	0	0	0	0	0	0	

Complete only if carrier is (1) reimbursed for driving his own vehicle; (2) furnished bus fare or its equivalent; (3) provided transportation in a Postal Service vehicle or (4) assigned a Postal Service or contract vehicle

P = Park; L = Loop; V = Vehicle; D = Dismount. E = Even; O = Odd; X = Crisscross

PS Form 3999, July 1989 (Reverse)

Exhibit 2-4 (page 5)

10. Street Waiting

Street waiting is considered time lost on a route in the performance of duties which are not a normal function of delivery and are NOT functions or actions which the carrier performs on a daily basis and cannot be considered operational issues.

Street Waiting

The following is a list of possible scenarios involving Street Waiting that can occur in the performance of a carrier's normal duties.

Scenario #1

At 10:05 Carrier proceeds to vehicle to load 8 trays of mail from his gondola. At 10:08, while carrier is loading, the Supervisor approaches the carrier to instruct him to carry an auxiliary after completing his normal duties. At 10:10, the carrier resumes loading vehicle. SW 2 minutes for conversation with supervisor.

Scenario #2

At 10:15 carrier travels to route from the office. At 10:19 carrier approaches an intersection enroute to his first delivery point. Due to a minor accident, a policeman is directing traffic through the intersection. Examiner notes that the traffic light changes three times while carrier is waiting to be waved through the intersection by the officer. Additional time spent at intersection is 3 minutes. SW 3 minutes for travel deviation. (Note deviations do not necessarily have to involve changes in line of travel)

Scenario #3

At 10:23 carrier parks at 1203 Elm St. and loads DPS and SPRs for first relay (1/2 full pouch). Carrier begins delivery on Odd side at 10:24 and delivers 13 of 17 possible deliveries. Carrier then crosses street and begins even side delivery at 10:31. At 10:33, after completing delivery to the third address carrier is summoned back to second address by a customer. Carrier retraces to second address and answers the customers question regarding the handling of her mail during an upcoming extended vacation. At 10:35 carrier resumes normal delivery on even side of street beginning with the fourth residence, delivering a total of 11 of 14 possible deliveries. SW 2 minutes for customer contact and 1 min of operational issue.

Exhibit 2-5 (page 1)

Scenario #4

Carrier returns to vehicle and loads second relay at 10:40 (3/4 full pouch) examiner notes that carrier uses an additional one minute of relay time from 10:42 to 10:43 unstacking a tray of mail to retrieve SPRs from underneath then restacking the tray. Examiner asks carrier if this is the way he retrieves his mail everyday. Carrier replies that normally he does not stack his trays but has to today because of the jumpseat in back of vehicle. Examiner notes carrier's comment on 3999 and assesses 1 minute SW for relay.

Scenario #5

Carrier begins delivery on odd side of the 1100 block of Elm Street at 10:43. After delivering the first 5 addresses, carrier finds a miss-sequenced piece of DPS for the 2nd residence. Carrier retraces for 1 minute to deliver this mail piece. Examiner asks carrier if this is the way he normally treats miss-sequenced DPS and the carrier stated that all carriers had been instructed to do this by the supervisor in accordance with the local SOP. No SW is assessed for this retrace. Examiner should verify this with local management.

NOTE: Scenario #6 involves a carrier delivering a park/loop route with full coverage.

Scenario #6

Carrier moves vehicle at 10:56. At 10:58, carrier parks at 1005 Redwood Street and retrieves 1/2 full pouch for delivery - using 2 minutes. Carrier delivers the odd side of the 1000 block of Redwood Street at 11:00 making 12 of 12 possible deliveries. At 11:05 carrier crosses street and delivers 12 of 12 possible deliveries on the even side of the 1000 block of Redwood Street. Carrier then returns to vehicle at 11:10 and uses 3 minutes of relay time to load 1/2 full pouch for delivery to the 900 block of Redwood Street. Examiner asks carrier if he always splits these relays. Carrier states that he normally combines these relays, but splits them when he has full coverage due to volume (once per week). Examiner noted that carrier did not have the volume to warrant splitting the relay on this day (1/2 full pouch + 1/2 full pouch). Examiner assesses 3 minutes SW instead of making this an operational issue because the carrier does not do this on a daily basis.

Exhibit 2-5 (page 2)

Scenario #7

At 11:13 carrier delivers 12 of 13 possible on the even side of the 900 block using 6 minutes. At 11:19 carrier crosses the street and delivers 13 of 13 possible on the odd side of the 900 block. Carrier returns to vehicle at 11:25 and informs examiner that he is going to take a comfort break.

Carrier travels for 3 minutes to his regular lunch location at Joe's Grill. Upon completion of his comfort stop at Joe's Grill, carrier announces that he is going to go to lunch while he is here. Examiner notes time as 11:31 (3 minutes travel and 3 minutes comfort). Carrier then proceeds to take lunch from 11:31 to 12:00 then travels back to route for 3 minutes. Examiner notes total time spent on lunch is 29 minutes plus travel (6 min) - 35 minute lunch break taken.

NOTE: SW is NOT assessed for extension of lunch break because net street time is computed for the route by subtracting the actual lunchtime used. Travel to and from lunch location is credited to lunch, however the 3 min comfort is not.

Carrier parks at 1301 Willow Drive at 12:03 and loads Satchel 3/4 full using 2 minutes of relay time. Carrier delivers the odd side of the 1300 block of Willow Drive completing 14 of 15 deliveries in 6 minutes.

Carrier then crosses street at 12:11 and delivers 15 of 15 possible on the even side of street in 6 minutes. At 12:17 carrier crosses intersection and delivers the even side of the 1200 block of Willow Drive, completing 13 of 14 possible in 5 minutes. Carrier crosses street at 12:22 and delivers 14 of 14 possible in 6 minutes on the odd side of the 1200 block of Willow Drive.

Carrier crosses the street at 12:28 and loads satchel (full pouch) with mail for next relay using 3 minutes.

Carrier crosses intersection at 12:31 and delivers the odd side of the 800, 900, and 1000 block of Pine Ave. completing a total of 36 of 38 deliveries in 15 minutes. At 12:46 carrier crosses street and delivers the even side of the 1000, 900, and 800 blocks of Pine Ave completing 36 of 37 deliveries in 16 min.

Exhibit 2-5 (page.3)

Scenario #8

Carrier crosses intersection to vehicle and tells examiner that he is taking his PM rest break. Examiner notes that carrier begins break at 13:02. Carrier finishes his break at 13:14 and proceeds to next park point.

Examiner notes that carrier took 12 minutes on his allotted 10 minute break and assesses 2 min SW for extending break period. Note: Street Waiting IS assessed for extended breaks (unlike lunch) because break time is not deducted from the net street time on route.

Carrier travels to next park point for 3 min and parks at the SE corner of Oak and Holly streets. Carrier retrieves a 3/4 full satchel from vehicle using three minutes and begins delivering the 1500 block of Holly Street (even side) at 13:20. Carrier crosses street and delivers the odd side, completing 11 of 12 possible in 5 minutes. At 13:30 carrier begins delivery on the odd side of 1000 block of Oak Street, completing 15 of 15 deliveries in 7 min. Carrier then crosses Oak Street and delivers the even side, completing 14 of 15 deliveries in 7 minutes. Carrier then proceeds up the odd side of the 1600 block of Holly Street, completing 13 of 13 possible in 6 min. Carrier crosses street and delivers the even side of 1600 Holly Street completing 11 of 13 possible in 5 minutes. Carrier completes the relay by delivering the even side of the 1100 block of Oak Street completing 14 of 15 possible in 7 min. At 14:02 carrier crosses street and delivers 15 of 15 possible to the odd side of 1100 Oak Street in 7 minutes, arriving back at vehicle at 14:09.

Scenario #9

Carrier notices a SPR remaining in vehicle that should be delivered to the 1500 block of Holly Street. Carrier tells examiner that he will drive out the SPR. Examiner notes that SPR would have fit in the carrier's satchel and could have been taken when the carrier first performed the loop. Carrier traveled for 1min, dismounted vehicle, rang doorbell and delivered SPR using an additional 1-minute to complete delivery. Carrier then traveled 1-min back to intersection, turned right and proceeded back to office. Examiner noted that SPR would not fit in mailbox and was a priority item. Because the carrier must deliver the SPR to the door regardless of when delivery is made, Examiner assesses only 2 min SW for the travel to and from the delivery point. No street waiting is assessed for actual time spent at the door. SW - 2 min.

Carrier travels back to office at 14:12 using 5 minutes and unloads vehicle for 4 minutes then returns to office.

Proper documentation of the above scenarios are listed on the following pages.

Exhibit 2-5 (page.4)

Leave Office - Show Line of Travel	Line of Travel to and from Lunch Place
------------------------------------	--

Delivery Methods h	b	Travel Pattern f	Time Enter Block	Actual Time Used	Residential					Business					Del PO Box or NPU
					Delys Poss Other	Delys Poss Curb	Delys Poss NDCBU	Delys Poss Other-Cen	Delys Made	Delys Poss Other	Delys Poss Curb	Delys Poss NDCBU	Delys Poss Other-Cen	Delys Made	
	Load Time														
	Scenario #1														
	Carrier proceeds to vehicle and loads 8 trays of mail		1005	3											
SW	CARRIER SPOKE WITH SUPV.		1008	2	SUPV. INSTRUCTS CARRIER TO CARRY AN AUXILIARY AFTER HE COMPLETES HIS OWN ROUTE SW -2 MINS.										
	Carrier completes loading		1010	5											
	Scenario #2														
T	Travel to route		1015	4											
SW	TRAVEL DEVIATION		1019	3	DELAY AT INTERSECTION DUE TO TRAFFIC ACCIDENT - ADDITIONAL TIME SPENT WAITING - 3 MINS										
					NOTE: DEVIATIONS DO NOT ALWAYS HAVE TO INVOLVE CHANGES IN THE CARRIER'S LINE OF TRAVEL										
T	Completes travel to route		1022	1											
	Scenario #3														
P-1	1203 Elm Street (SE corner)		1023												
op	R-1 Load satchel (1/2 full pouch)		1023	1	1st relay should be loaded in the office, dps and sps should be pouched while loading vehicle										
L	1200 Elm Street	O	1024	7	13					17					
L	1200 Elm Street	E	1031	2	2					3					
SW	CUSTOMER CONTACT		1033	2	RETRACE TO ANSWER CUSTOMER INQUIRY ABOUT THE HANDLING OF HER MAIL DURING AN EXTENDED VACATION SW - 2 MINS.										
L	1200 Elm Street (con't)	E	1035	5	9					11					
Return Office - Show Line of Travel			Totals												

Complete only if carrier is (1) reimbursed for driving his own vehicle; (2) furnished bus fare or its equivalent; (3) provided transportation in a Postal Service vehicle or (4) assigned a Postal Service or contract vehicle

bp = Park; L = Loop; V = Vehicle; D = Dismount. E = Even; O = Odd; X = Crisscross

PS Form 3999, July 1989 (Reverse)

Exhibit 2-5 (page 5)

Leave Office - Show Line of Travel					Line of Travel to and from Lunch Place										
Delivery Method	Block Number and Street Name	Travel Pattern	Time Enter Block	Actual Time Used	Residential					Business					Del PO Box or NPU
					Delys Poss Other	Delys Poss Curb	Delys Poss NDCBU	Delys Poss. Other-Cen	Delys Made	Delys Poss Other	Delys Poss Curb	Delys Poss NDCBU	Delys Poss. Other-Cen	Delys Made	
Scenario #4															
	R-2 Load satchel (3/4 full pouch)		1040	2											
SW	DOUBLE HANDLING OF MAIL		1042	1	CARRIER UNSTACKED A TRAY OF MAIL TO RETRIEVE SPRS THEN RESTACKED MAIL AFTER SPRS WERE RETRIEVED CARRIER STATED THAT HE DID NOT NORMALLY DO THIS, BUT HAD TO TODAY BECAUSE OF THE EXAMINER'S JUMPSEAT SW - 1MIN										
Scenario #5															
L	1100 Elm Street	O	1043	8	15					13					
L	1100 Elm Street	E	1051	5	16					15					
NOTE- INCLUDES 1 MIN RETRACE TIME TO REDELIVER A MIS -SEQUENCED PIECE OF DPS. CARRIER STATES THAT SUPERVISORS HAVE INSTRUCTED CARRIERS TO RETRACE IN ORDER TO DELIVER MIS -SEQUENCED DPS. NO SW ASSESSED FOR THIS RETRAC E															
(SCENARIO NUMBER 6 INVOLVES A CARRIER WHO IS DELIVERING P/L ROUTE WITH FULL COVERAGE)															
Scenario #6															
T	Vehicle Move		1058	2											
P-2	1005 Redwood Street (SE Corner)		1058												
	R-1 Load satchel (1/2 full pouch)		1058	2											
L	1000 Redwood Street	O	1100	5	12					12					
L	1000 Redwood Street	E	1105	5	12					12					
SW	Load satchel (1/2 full pouch)				Examiner asks carrier if he Splits this relay every day. Carrier states that he only splits the relay on full coverage day (once per week) due to high volume (examiner notes volume does not justify splitting the relay. SW - 3mins										
R-2			1110	3	Note: Not combining relays is normally considered an operational issue, however, SW is assessed in this case because the action is not performed on a daily basis by the carrier.										
Return Office - Show Line of Travel			Totals												
Complete only if carrier is (1) reimbursed for driving his own vehicle; (2) furnished bus fare or its equivalent; (3) provided transportation in a Postal Service vehicle or (4) assigned a Postal Service or contract vehicle bp = Park; L = Loop; V = Vehicle; D = Dismount. E = Even; O = Odd; X = Crisscross															

PS Form 3999, July 1989 (Reverse)

Exhibit 2-5 (page 6)

Leave Office - Show Line of Travel	Line of Travel to and from Lunch Place
------------------------------------	--

Del. Method	Block Number and Street Name	Travel	Time Enter Block	Actual Time Used	Residential					Business					Del PO Box or NPU
					Delys Poss Other	Delys Poss Curb	Delys Poss NDCBU	Delys Poss. Other-Cen	Delys Made	Delys Poss Other	Delys Poss Curb	Delys Poss NDCBU	Delys Poss. Other-Cen	Delys Made	
Scenario #7															
L	900 Redwood Street	E	1113	6	13					12					
L	900 Redwood Street	O	1119	6	13					13					
T	Travel to Lunch location		1125	3											
	Comfort stop		1128	3											
	Lunch		1131	29	CARRIER ANNOUNCES THAT HE IS NOW GOING TO TAKE LUNCH WHILE HE IS HERE										
T	Travel back from lunch		1200	3	TOTAL LUNCH TIME USED IS 35 MINUTES - NO SW ASSESSED										
P-3	1301 Willow Drive (SE corner)														
R-1	Loads satchel (3/4 full pouch)		1202	2											
L	1300 Willow Drive	O	1205	6	15					14					
L	1300 Willow Drive	E	1211	6	15					15					
L	1200 Willow Drive	E	1217	5	14					13					
L	1200 Willow Drive	O	1222	6	14					14					
R-2	Load satchel (full pouch)		1228	3											
L	800 Pine Ave	O	1231	5	12					12					
L	900 Pine Ave	O	1236	5	13					12					
L	1000 Pine Ave	O	1241	5	13					12					
L	1000 Pine Ave	E	1246	6	13					13					
L	900 Pine Ave	E	1252	5	12					11					
Return Office - Show Line of Travel															

Complete only if carrier is (1) reimbursed for driving his own vehicle; (2) furnished bus fare or its equivalent; (3) provided transportation in a Postal Service vehicle or (4) assigned a Postal Service or contract vehicle

bp = Park; L = Loop; V = Vehicle; D = Dismount. E = Even; O = Odd; X = Crisscross

PS Form 3999, July 1988 (reverse)

Exhibit 2-5 (page 7)

Leave Office - Show Line of Travel	Line of Travel to and from Lunch Place
------------------------------------	--

Methods of Delivery	Block Number and Street Name	Pattern of Travel	Time Enter Block	Actual Time Used	Residential					Business					Del PC Box or NPU	
					Delys Poss Other	Delys Poss Curb	Delys Poss NDCBU	Delys Poss. Other-Cen	Delys Made	Delys Poss Other	Delys Poss Curb	Delys Poss NDCBU	Delys Poss. Other-Cen	Delys Made		
L	800 Pine Ave	E	1257	5	12					12						
Scenario # 8																
	PM Break		1302	10												
SW	EXTENDED BREAK		1312	2						CARRIER EXTENDED BREAK BY 2 MINUTES						
										2 MIN SW ASSESSED						
T	Travel		1314	3												
P-4	SE Corner Oak/Holly		1317													
R-1	Load satchel (3/4 full)		1317	3												
L	1500 Holly Street	E	1320	5	12					12						
L	1500 Holly Street	O	1325	5	12					11						
J	1000 Oak Street	O	1330	7	15					15						
J	1000 Oak Street	E	1337	7	15					14						
J	1600 Holly Street	O	1344	6	13					13						
J	1600 Holly Street	F	1350	5	13					11						
J	1100 Oak Street	E	1355	7	15					14						
L	1100 Oak Street	O	1402	7	15					15						
Scenario #9																
SW	Drive out SPR		1409	1						EXAMINER NOTES THAT SPR WOULD HAVE FIT IN POUCH BUT						
	Deliver SPR at 1542 Holly		1440	1						REQUIRED DELIVERY TO THE DOOR. SW ASSESSED FOR						
SW	Drive back to start point		1441	1						TRAVEL TIME TO DELIVER SPUR ONLY. SW - 2 MINUTES						
T	Travel back to office		1442	5												
	Unload vehicle		1447	4												
	Arrive office		1424	2												
	End office															
Return Office - Show Line of Travel			Totals													

Complete only if carrier is (1) reimbursed for driving his own vehicle; (2) furnished bus fare or its equivalent; (3) provided transportation in a Postal Service vehicle or (4) assigned a Postal Service or contract vehicle

bp = Park; L = Loop; V = Vehicle; D = Dismount. E = Even; O = Odd; X = Crisscross

PS Form 3999, July 1988 (Reverse)

Exhibit 2-5 (page 8)

11. Delivery Methods

There are several types of city delivery routes. Carriers use different delivery methods depending upon the type of route being delivered. Some route structures may require that carriers utilized a combination of delivery methods. Managers should familiarize themselves with the proper street functions associated with each delivery mode.

Standard Operating Procedures

Pull Down – Loading – Delivery Work Methods for One (1) Bundle and DPS

The following are the Standard Operating Procedures for the Pull Down, Loading, and Delivery Work Methods for Park and Loop, Curbside, CBU, Mail Room and Apartment Routes with DPS and One (1) Bundle systems in the _____

Post Office. These procedures are to be followed unless you are instructed otherwise by a supervisor.

PARK AND LOOP ROUTE

PULL DOWN

1. An empty tray should be placed on case ledge for pull down. If mail is sacked then sack should be placed on ledge or on hooks located to the left of the case ledge.
2. Mail is banded into relays and placed into trays or sacks sitting on case ledge.
3. When tray is full, it should then be placed into a hamper or container large enough to transport all mail to vehicle in one trip. (Hamper/container should be placed as close to carrier case as possible to avoid excessive movement with full trays).
4. First relay of cased mail should be placed into satchel when pulled from case. DPS and marriage mail will be placed into satchel at end of load time.
5. Upon completion of pull down, the carrier proceeds with all of his/her mail to the DPS staging area. Carrier withdraws all DPS mail for his/her route and verifies front, middle, and back for delivery sequence, and places it into hamper. (DPS guidelines require the acquisition of DPS to be on street time)

NOTE: DPS mail should be staged in direct line of travel to vehicle, preferably on the back dock.

LOADING VEHICLE

1. Park and loop routes should load all mail in cargo area of vehicle in order of delivery. Load all mail in such a way to prevent trays and parcels from shifting, and to prevent mail within trays from shifting.
2. Trays of DPS mail should be loaded on the left rear side of the vehicle with trayed cased mail immediately to the right.
3. If sequenced or marriage mail flats exist, it should be loaded to the right of cased mail. Sequenced bundles should not be cut and trayed while loading vehicle. Bundles should be cut at each park point as needed.
4. Carrier should retrieve DPS mail for first relay and place into satchel upon completion of loading. If sequenced mail exists, it also should be placed into satchel. Satchel should be placed in front of vehicle for delivery of first relay. This will eliminate the need for an unnecessary trip to rear of vehicle at first park point.

Exhibit 2-6 (page 1)

RELAY

1. If a vehicle move is required at the end of the first relay, then carrier should not return to rear of vehicle but enter the front of vehicle with his/her satchel and move the vehicle to the next park point. If an additional relay is carried from this location then the carrier should go to rear of vehicle and prepare the next relay. (The intent is to make one trip to the back or front of the vehicle.)
2. Carrier withdraws single bundle of cased mail and corresponding DPS letters for relay. Excess cased mail and DPS letters are placed into the satchel. If sequenced flats are to be delivered, then they should be placed at the back of the cased mail bundle or in the satchel.

DELIVERY

1. Upon arrival at first park point, carrier should remove his/her satchel from the front of the vehicle and begin first relay.
2. Carrier should place single bundle on arm and DPS letters in hand.
3. Finger DPS letters and cased mail prior to arrival at box, making delivery to mail receptacle in one motion.
4. If sequenced flats are carried then carrier should withdraw one sequenced flat piece from back of bundle or satchel and combine with the remaining mail for the next address, having mail ready when arriving at box. Carrier should make delivery to mail receptacle in one motion. (Normally the carrier is not allowed to count the number of sequenced pieces.)

CURB/MOUNTED ROUTE

NOTE: Carrier should not case address cards on detached mailings.

PULL DOWN

1. An empty tray should be placed on case ledge for pull down.
2. Carrier withdraws mail and places into tray without banding or strapping.
3. When tray is full, it should then be placed into a hamper or container large enough to transport all mail to vehicle in one trip. (Hamper or gondola should be placed as close to carrier case as possible to avoid excessive movement with full trays).
4. Upon completion of pull down, the carrier proceeds with all of his/her mail to the DPS staging area. Carrier withdraws all DPS mail for his/her route and verifies front, middle, and back for delivery sequence, and places it into hamper. (refer to the DPS guidelines)

Exhibit 2-6 (page 2)

NOTE: DPS mail should be staged in direct line of travel to vehicle.

LOADING VEHICLE

1. Carrier places initial trays of cased and DPS mail on tray ledge in front of vehicle.
2. The second tray of cased mail is placed next to the windshield on tray ledge.
3. The first working tray of cased mail is placed in the middle of the tray ledge.
4. The DPS tray is placed furthest away from the windshield on the tray ledge.
5. In the event of marriage mail or sequenced flats, carrier should load the marriage mail or sequenced flats nearest the windshield in lieu of the second tray of cased mail. Address cards for detached mailings will be placed in tray with unaddressed flats.
6. If sequenced letters are to be delivered, then place the cased mail next to the windshield, the sequenced letters in the middle, and the DPS tray furthest from the windshield.
7. The remainder of mail is loaded into cargo area of vehicle in order of delivery. Load all mail in such a way to prevent trays and parcels from shifting, and to prevent mail within trays from shifting. The parcels should be sequenced during the loading operation.
8. Trays of DPS mail should be loaded on the left rear side of the vehicle with trayed cased mail immediately to the right.
9. If sequenced or marriage mail flats exist, it should be loaded to the right of cased mail.

RELOADING TRAY LEDGE

1. Replenish two or three trays on the tray ledge. Carrier replenishes cased mail and DPS mail insuring that DPS and cased mail correspond to the delivery sequence to be delivered.

DELIVERY

1. Carrier will withdraw mail from each source on tray ledge working from left to right.
2. Carrier will withdraw DPS mail, then cased mail, and place mail into mail receptacle using a single motion.
3. Addressed cards on marriage mailings should be placed with unaddressed flats. Three trays should be used on tray ledge with marriage mail.
4. The carrier will withdraw mail from each source, working from left to right.
5. Carriers will withdraw DPS mail, cased mail, addressed card, then unaddressed flat and place in mail receptacle in one single motion.

Exhibit 2-6 (page 3)

CENTRALIZED DELIVERY

PULL DOWN

1. An empty tray should be placed on case ledge for pull down.
2. Carrier pulls down and straps out all cased flats and letters for centralized delivery point/s at each individual dismount location and places into tray on case ledge.

NOTE: This method should be used unless excessive volume dictates that each individual CBU be banded or strapped separately, method to be determined by unit management.

3. When tray is full, it should then be placed into a hamper or container large enough to transport all mail to vehicle in one trip. (Hamper/container should be placed as close to carrier case as possible to avoid excessive movement with full trays).
4. Upon completion of pull down, the carrier proceeds with all of his/her mail to the DPS staging area. Carrier withdraws all DPS mail for his/her route and verifies front, middle, and back for delivery sequence, and places it into hamper.

NOTE: DPS mail should be staged in direct line of travel to vehicle.

LOADING VEHICLE

1. For CBU delivery, carrier should load all mail in cargo area of vehicle in order of delivery. Load all mail in such a way to prevent trays and parcels from shifting, and to prevent mail within trays from shifting.
2. Trays of DPS mail should be loaded on the left rear side of the vehicle with trayed cased mail immediately to the right.
3. If sequenced or marriage mail flats exist, it should be loaded to the right of cased mail. Sequenced bundles should not be cut and trayed while loading vehicle. Bundles should be cut at each park point as needed.

DELIVERY

1. Carrier withdraws cased mail and corresponding DPS letters for centralized delivery points at the dismount location.
2. Carrier moves all mail for dismount location in one trip.
3. Carrier sorts cased flats and letters, then DPS into boxes.
4. In the event of sequenced/marriage mail, carrier will sort sequenced flats and/or unaddressed flats, then cased flats and letters followed by DPS mail and addressed cards.
5. Delivery attempts for accountables should be done prior to placing the mail in the apartment receptacle.

Exhibit 2-6 (page 4)

MAIL ROOM

PULL DOWN

1. An empty tray should be placed on case ledge for pull down.
2. Carrier pulls down and straps out all cased flats and letters for each mailroom and places into tray on case ledge.

NOTE: This method should be used unless excessive volume dictates that an individual delivery be banded or strapped separately due to volume. Local management will determine which deliveries if any are affected.

3. When tray is full, it should then be placed into a hamper or container large enough to transport all mail to vehicle in one trip. (Hamper/container should be placed as close to carrier case as possible to avoid excessive movement with full trays).
4. Upon completion of pull down, the carrier proceeds with all of his/her mail to the DPS staging area. Carrier withdraws all DPS mail for his/her route and verifies front, middle, and back for delivery sequence, and places it into hamper.

NOTE: DPS mail should be staged in direct line of travel to vehicle.

LOADING VEHICLE

1. For mailroom delivery, carrier should load all mail in cargo area of vehicle in order of delivery. Load all mail in such a way to prevent trays and parcels from shifting, and to prevent mail within trays from shifting.
2. Trays of DPS mail should be loaded on the left rear side of the vehicle with trayed cased mail immediately to the right.
3. If sequenced or marriage mail flats exist, it should be loaded to the right of cased mail. Sequenced bundles should not be cut and trayed while loading vehicle. Bundles should be cut as needed.

DELIVERY

1. Carrier withdraws cased mail and corresponding DPS letters for mail room delivery at the dismount location.
2. Carrier moves all mail to mailroom in one trip.
3. Carrier sorts cased flats and letters, then DPS letters into boxes.
4. In the event of sequenced/marriage mail, carrier will sort sequenced flats and/or unaddressed flats, then cased flats and letters followed by DPS mail and addressed cards.

Exhibit 2-6 (page 5)

DISMOUNT ROUTE

PULL DOWN

1. An empty tray should be placed on case ledge for pull down.
2. Carrier pulls down and straps out all cased flats and letters and places into tray on case ledge without strapping or banding.

NOTE: This method should be used unless excessive volume dictates that individual deliveries be banded or strapped separately. Local management determines which deliveries if any will be affected.

3. When tray is full, it should then be placed into a hamper or container large enough to transport all mail to vehicle in one trip. (Hamper/container should be placed as close to carrier case as possible to avoid excessive movement with full trays).
4. Upon completion of pull down, the carrier proceeds with all of his/her mail to the DPS staging area. Carrier withdraws all DPS mail for his/her route and verifies front, middle, and back for delivery sequence, and places it into hamper.

NOTE: DPS mail should be staged in direct line of travel to vehicle.

LOADING VEHICLE

1. Carrier places initial trays of cased and DPS mail on tray ledge in front of vehicle.
2. The second tray of cased mail is placed next to the windshield on tray ledge.
3. The first working tray of cased mail is placed in the middle of the tray ledge.
4. The DPS tray is placed furthest away from the windshield on the tray ledge.
5. In the event of marriage mail or sequenced flats, carrier should load the marriage mail or sequenced flats nearest the windshield in lieu of the second tray of cased mail. Address cards for detached mailings will be placed in tray with unaddressed flats.
6. If sequenced letters are to be delivered, then place the cased mail next to the windshield, the sequenced letters in the middle, and the DPS tray furthest from the windshield.
7. The remainder of mail is loaded into cargo area of vehicle in order of delivery. Load all mail in such a way to prevent trays and parcels from shifting, and to prevent mail within trays from shifting. The parcels should be sequenced during the loading operation.
8. Trays of DPS mail should be loaded on the left rear side of the vehicle with trayed cased mail immediately to the right.
9. If sequenced or marriage mail flats exist, it should be loaded to the right of cased mail.

Exhibit 2-6 (page 6)

RELOADING TRAY LEDGE

1. Replenish two or three trays on the tray ledge. Carrier replenishes cased mail and DPS mail insuring that DPS and cased mail correspond to the delivery sequence to be delivered.

DELIVERY

1. Carrier will withdraw mail from each source on tray ledge working from left to right.
2. Carrier will withdraw enough mail to allow fingering while on way to delivery point and place mail into mail receptacle using a single motion.
3. Addressed cards on marriage mailings should be placed with unaddressed flats. Three trays should be used on tray ledge with marriage mail.
4. Carrier should park vehicle in location that minimizes vehicle moves and allows carrier to serve multiple deliveries when available.

BUSINESS ROUTE

PULL DOWN

1. An empty tray should be placed on case ledge for pull down.
2. For dismount deliveries, carrier pulls down and straps out all cased flats and letters and places into tray on case ledge without strapping or banding.

NOTE: This method should be used unless excessive volume dictates that individual deliveries be banded or strapped separately. Local management determines which deliveries if any will be affected.

3. For suite to suite deliveries in office buildings, carrier straps out individual deliveries and pulls down into white tubs.
4. For strip malls, carrier prepares relays as park and loop deliveries.
5. When tray or tub is full, it should then be placed into a hamper or container large enough to transport all mail to vehicle in one trip. (Hamper/container should be placed as close to carrier case as possible to avoid excessive movement with full trays).
6. Upon completion of pull down, the carrier proceeds with all of his/her mail to the DPS staging area. Carrier withdraws all DPS mail for his/her route and verifies front, middle, and back for delivery sequence, and places it into hamper.

NOTE: DPS mail should be staged in direct line of travel to vehicle.

Exhibit 2-6 (page 7)

LOADING VEHICLE

1. For dismount deliveries carrier places initial trays of cased and DPS mail on tray ledge in front of vehicle. The second tray of cased mail is placed next to the windshield on tray ledge. The first working tray of cased mail is placed in the middle of the tray ledge. The DPS tray is placed furthest away from the windshield on the tray ledge.
2. For suite to suite delivery, and strip mall delivery, mail is loaded into cargo area of vehicle in order of delivery. Load all mail in such a way to prevent trays and parcels from shifting, and to prevent mail within trays from shifting. The parcels should be sequenced during the loading operation.
3. Trays of DPS mail should be loaded on the left rear side of the vehicle with trayed cased mail immediately to the right.

RELOADING TRAY LEDGE

1. For dismount delivery, replenish two or three trays on the tray ledge. Carrier replenishes cased mail and DPS mail insuring that DPS and cased mail correspond to the delivery sequence to be delivered.

RELAY

1. For strip mall and suite to suite delivery, carrier will retrieve mail from rear of vehicle.

DELIVERY

1. For dismount delivery, carrier will withdraw mail from each source on tray ledge working from left to right.
2. For dismount delivery, carrier will withdraw enough mail to allow fingering while on way to delivery point and place mail into mail receptacle or authorized delivery point, using a single motion.
3. For dismount delivery, carrier should park vehicle in location that minimizes vehicle moves and deadheading allowing the carrier to serve multiple deliveries.
4. For suite to suite deliveries inside office buildings, carrier will deliver mail to authorized delivery point dropping off bundles and DPS mail.
5. Strip mall deliveries will be handled in the same manner as park and loop routes.

Exhibit 2-6 (page 8)

EXERCISE

Refer to the Data Narrative for PS Form 3999- Route 1357. Complete Form 3999 in its entirety.

DATA NARRATIVE FOR FORM 3999- ROUTE XXXX

DAY: TODAY
DATE: XX/XX/XX
OFFICE: ANYTOWN, USA
UNIT: MPO
ROUTE: 1357
ZIP CODE: XXXXX
CARRIER: I.M. CARRIER
VEHICLE: LLV# 222222
ROUTE TYPE: MIXED-PARK & LOOP
POSS DELS: 479
STATE DRIVER'S LICENSE: VALID & CURRENT
UNIFORM: REGULATION
OFFICE BREAK: 8:00-8:10
BEGINNING MILEAGE: 4632.4
10 YEARS SERVICE, 7 YEARS ON ROUTE 1357
SUPERVISOR MAINTAINS THE ROUTE BOOK
CLASS LABELS ARE INSTALLED (VFC LABELS)

Line of Travel to Route: Right on Price Street to intersection of Queen and Rex Street.

Line of Travel to Lunch Place: via Rex Street to 901 Orange Street. Park behind A&B Cafeteria.

Return to Route from Lunch: via Orange Street, Left to Cotta Lane.

Line of Travel from Route: Orange Street, Left to Price Street.

- 1) Carrier loads DPS to hamper at 8:43; carrier rolls hamper to vehicle at 8:44; carrier loads vehicle at 8:45.
- 2) Carrier leaves for route at 8:50.
- 3) Carrier parks at the SE corner of Queen and Rex Street and loads satchel ½ full at 8:54; odometer reading is 4633.2.
- 4) At 8:55, carrier loops 900 Queen Street, even side, delivers to 5 out of 8 residential deliveries and 1 business delivery.
- 5) At 9:00, carrier begins 1000 Queen Street, even: delivers 7 out of 10 residences and 3 businesses. Carrier retraces to 1010 Queen Street for 1 minute. Carrier paced at 27 paces every 15 seconds.
- 6) Carrier crosses street at 9:14 to odd side of 1000 block of Queen Street: delivers 6 out of 10 residences and 1 business.

- 7) At 9:19, carrier enters 900 odd Queen Street; delivers 23 out of 28 residences and 3 businesses.
- 8) Carrier returns to vehicle: moves at 9:29; parks at the SE corner of Marion and Grace Road and loads satchel $\frac{3}{4}$ full at 9:30.
- 9) Carrier begins loop at 9:31; criss-crossing 100 Rex Street; delivers 38 out of 50 NDCBU deliveries; within this block, delivers 1 certified that takes 2 minutes; at 09:50, carrier deadheads to vehicle for 2 minutes.
- 10) At 09:52, carrier moves vehicle.
- 11) At 9:53, begins curbside delivery in the 900 block, even side, of Grace Road; to both houses; new construction noted for 8 new units.
- 12) Curbside delivery continues at 9:55; carrier enters 1000 even Grace Road; delivers 5 out of 6 residences.
- 13) At 9:59, carrier enters 1200 even Grace Road; delivers to 6 out of 8 residential curb deliveries.
- 14) At 10:04, carrier starts 1200 odd Grace Road; delivers to 10 out of 14 residential curb deliveries.
- 15) Eight minutes later, carrier enters 1000 odd Grace Road; delivers to 4 out of 7 curbside residential deliveries.
- 16) At 10:15, carrier makes 7 out of 9 residential curbside deliveries in the 900 odd side of Grace Road.
- 17) At 10:20, carrier parks at the NE corner of Marion and Rex Street and collects mail from collection box. He collects 10 letters and 1 flat. He returns to the vehicle at 10:22 and loads satchel full.
- 18) Carrier loops 200 even side of Rex Street, beginning at 10:23; delivers 29 out of 32 NDCBU, residential deliveries in 8 minutes. Carrier loops 200 Grace Road, odd side, making 14 out of 20 NDCBU, residential deliveries.
- 19) At 10:38, carrier moves vehicle.
- 20) Carrier parks at SE corner of Plum and Rex Street and loads satchel $\frac{1}{2}$ full at 10:39.
- 21) At 10:40, carrier loops 900 Plum Street, even; makes 18 out of 21 other residential deliveries. Uses one minute to deliver a parcel. Carrier paced at 55 paces every 30 seconds.
- 22) After 10 minutes, carrier starts looping even side of 1000 Plum Street; delivers to 10 of 10 residences. At 10:57 carrier loops odd side delivering 10 of 10 deliveries.
- 23) At 11:04, carrier enters 100 Peach Way even delivering 5 out of 7 deliveries. At 11:07 carrier loops the odd side delivering 5 of 7 deliveries.

- 24) Two minutes later, carrier enters 200 Peach Way even; delivers 4 of 6 deliveries and at 11:11 carrier crosses street to odd side and delivers 3 of 6 deliveries.
- 25) At 11:12, carrier delivers 900 Plum Street, odd side; makes 13 out of 20 other residential deliveries.
- 26) Carrier goes to lunch at 11:20; at Harvey's Broiler; odometer reading prior to lunch is 4637.7
- 27) Carrier parks at NW corner of Orange Street and Cotta Lane and loads satchel full at 11:50; odometer reading is 4639.7.
- 28) Carrier loops 1000 Orange Street, odd side at 11:52; delivers 30 out of 37 other residences and one other business delivery.
- 29) At 12:12, carrier enters 1000 Orange Street, even side; makes 33 out of 36 other residential deliveries.
- 30) At 12:31, carrier criss-crosses 100 Cotta Lane making 10 out of 14 other residential deliveries.
- 31) Six minutes later, carrier criss-crosses 1200 Orange Street; makes 11 out of 16 other residential deliveries.
- 32) Carrier moves vehicle at 12:43 and parks at the NE corner of Orange Street and Pace Road and loads satchel full at 12:44.
- 33) Ten-minute break taken in vehicle at 12:45.
- 34) Carrier begins loop at 1100 Pace Road at 12:55, delivering the odd side, completing 30 out of 37 NDCBU residential deliveries.
- 35) Carrier returns to vehicle at 1:41 and loads satchel $\frac{1}{4}$ full for next relay, which includes one parcel.
- 36) At 1:42, carrier begins delivery at 100 even Bermuda Road; all 21 other residential deliveries are made; parcel delivery takes one minute.
- 37) At 1:50, carrier enters 100 odd side of Bermuda Road; delivers all 18 other residential possibles.
- 38) Last delivery is made at 1:55 at 101 Bermuda Road.
- 39) At 1:55, carrier discusses route with examiner for 2 minutes.
- 40) Carrier leaves route to return to office at 1:57; odometer reading is 4648.2.
- 41) Carrier arrives in parking lot and unloads vehicle at 2:00; odometer reading is 4651.5
- 42) Carrier clocks back into office at 2:02. End Tour at 2:07

KEY POINTS:

- PS Form 3999 is used to document street activities of a letter carrier.
- There are various types of possible deliveries including:
 - Park and Loop Routes
 - Curb/Mounted Routes
 - Centralized Delivery
 - Dismount Routes
 - Business Routes
- It is important for a route examiner to understand proper street work methods.
- It is important for a route examiner to identify and document improper street work methods.
- Route examiners should be able to identify and document ways to make the route more efficient.

