

## **STANDARD OPERATING PROCEDURES**

### **Interim Alternate Route Adjustment Process Delivery Unit Handling Procedures for **Back Flowing Mail****

#### **Delivery Units**

1. Beginning with the day the adjustment takes place, the carrier will receive carrier routed mail bundles prepared by mailer with mail pieces destined for another route (the gaining route). Rather than the local manual distribution operation working this mail, or having the carrier break the bundles and look for individual pieces, it is required that this mail be back flowed to the appropriate automated or mechanized operation at the servicing plant provided there are no service implications. This includes:
  - a. Automation compatible letter mail for upgrade to DPS. All incoming dispatches should be surveyed by a Supervisor for identification and separation of automation compatible mail before it is sorted in manual distribution or reaches carrier cases. Taking the class of mail and/or color coding into consideration, the routing decision should be based on getting all letter mail pieces in DPS while meeting our service.
  - b. In the same manner, all automation compatible flats which are carrier routed should be identified and set to the plant for work on the AFSM while meeting our service commitments. This mail must not be worked in the local Function 4 operation unless back flow to the plant would delay the mail. By reviewing these bundles, both Periodical and Standard when they first arrive in the facility, sufficient processing time can be found to upgrade them on the automation equipment.
2. It is important to have a consistent backflow of automation compatible mail to the serving Processing and Distribution Center (P&DC). Candidate mail for back flowing should be identified upon the mail entering the delivery facility. It is critical that this mail be identified and returned for automated processing as soon as possible, so that service standards are met. This mail must be returned utilizing proper placarding that identifies the plant and operation involved, as well as the office dispatching the mail. The placard used to return the mail to the plant should also indicate the color code that was on the mail when it arrived at the delivery unit.
- 3. The following steps should be included in the unit's IOP –**
  - a. The plant should be notified by phone call to the IPS or MDO offices to ensure that this is worked as expected. **Please call IPS @ \_\_\_\_\_ or email to: \_\_\_\_\_**
  - b. If the mail is returned unworked by the plant, further discussion with the plant should be held to determine why the mail was not accepted. The utilization of digital photographs may be useful in resolving issues of upgradeability with the plant.
4. Carriers should provide timely feedback to their supervisor on issues concerning upgradeable mail deteriorates.

## Clerical Procedures

1. Clerks will assist in the identification and isolation of mail to be back flowed to the plant. Upon identification, mail will be containerized, placarded and dispatched in a timely manner so as to expedite processing at the Processing and Distribution (P&DC). Clerks will follow all local policies as established relative to a standardized back flow process for each P&DC.
2. Carrier route bundles prepared under the old sort plan **should** not be worked in the clerical manual operation at the delivery unit, but **should** be returned to the plant to be worked **as long as service standard are not impacted.**

## Management Procedures at Delivery Unit

1. Supervisor must be alert to issues arising from lower DPS and automated flat volume percentages. Depending upon the adjustment and mailing, the use of carrier office time to identify and re-direct time sensitive carrier route bundle pieces from one route to another may be efficient. This could be done as part of any daily under time opportunities identified.
2. Mail on all incoming dispatches should be surveyed by a Supervisor for disposition. All automation compatible flats and letters should be reviewed, isolated and returned if no negative service issues would result. The supervisor must contact the P&DC to make them aware that this mail is coming to be upgraded, and should ensure that the proper placarding of the containers to the P&DC is being used. If local procedures require email notification, the supervisor shall perform this as well.
3. As supervisor must also assure that the proper reduction and credit of mail volumes from the losing to the gaining routes is properly tracked and reported via DOIS or other means.

## Guide for Returning STANDARD A Mail for DPS -

1. The delivery unit must return pre-barcoded and non-barcoded automation compatible standard letter mail to the plant for DPS processing.
2. Barcoded and non-barcoded mail must be sent to the plant by zone in separate, clearly marked placarded containers. The original color code must be retained.
3. All letter mail returned to the plant for processing must be placed unbundled and faced in letter trays.
4. Mail must not be delayed due to upgrading into DPS – also be aware of time dated mail.
5. Mail must be sent on the earlier run possible after the decision has been made to send the mail for upgrade.
6. It is recommended that the Tour MDO be contacted by both phone and eMail to alert them to the volume and ETA of this mail.

Received by: \_\_\_\_\_

Date: \_\_\_\_\_