



City Delivery Volume Recording Guidelines

(October 1, 2008)

I. Introduction

a) Purpose

- To establish standardized volume recording measurement methods for city delivery routes.
- Provide standardized procedures for measuring letter and flat mail in inches, and converting into a piece count.
- **Letter volume entering in pieces, no quarter foot round-up.**

b) Scope

- These guidelines are to be used in conjunction with Management Instructions PO-610-7007-1 (Piece Count Recording System).
- City delivery units with Delivery Operations Information Systems (DOIS).

II. Definitions

a) **No Linear Measurement (NLM) – No manual measurement**

Caseable letter and flats that have been processed and finalized on automated processing equipment that do not require manual measurement. Some common examples are 775 tubs containing flats processed on automation; letter trays labeled S999, N001, W001, G001 and COA1...etc.

b) **End Of Run (EOR) – Counting mail processed on automation**

The EOR interface downloads end of run volumes directly into DOIS. EOR downloads can be viewed in DOIS in the "capture mail volume" screen.

c) **Linear (Manual) Measurement – Recorded accurately in inches, converted to pieces**

When linearly measuring the cased mail volume, letter and flat mail will be measured separately and all mail will be compressed.

III. Procedures

a) The **Four C's** – ***Consolidate, Compress, Count, Convert***

- **Consolidate** trays of letter and flat containers of mail to be measured. All volume to be measured should be isolated from NLM mail and remain segregated to insure that NLM is not measured.
- **Compress** loose letters in trays and on case ledges.
- **Count** the mail. Use a measuring device to measure the compressed mail. Record the volume in inches, rounding to the nearest inch on a volume recording worksheet (form-3921). Do Not Use a DCD to record and download mail volume.
- **Convert** the volume count from inches to pieces using a conversion chart or excel conversion worksheet. Enter the piece count manually into DOIS.

b) **Sequenced mailings** carried as an extra bundle are recorded in DOIS as sets in quarter set increments if not full coverage.

c) Undeliverable as addressed mail

- Carriers are to keep undeliverable as addressed mail organized on the street, separating Unendorsed Standard Mail (UBBM), Missequence (3M). Upon return to the office, carriers are to place any undeliverable as address mail that was sorted on the street in the appropriate holdouts. This mail is not to be recounted the next delivery day. A piece credit for carrier endorsed mail is credited to each route during route inspections.

IV. Roles and Responsibilities

a) Manager - Operations Programs Support

Host Postmaster

Managers – Post Office Operations

- Ensure that the necessary training is provided to all employees responsible for compliance with all procedures outlined within these guidelines.
- Ensure that the procedures outlined from these guidelines are followed.

b) Postmasters and Station Managers

- Ensure that daily carrier unit-wide volume is recorded accurately in inches, converted to pieces, and manually entered into DOIS.
- All available volume must be entered into DOIS prior to the carrier start time, with subsequent volume entered as soon as it becomes available, as to ensure that volume data is properly used to make decisions.
- Monitor DPS percentages and react to negative influences.

c) Supervisors

- Ensure that procedures used to measure and record daily workload are consistent with these guidelines.
- Maintain the integrity of the recorded data.

V. Tool for Accurate Measurement

a) Measuring Tape (inches / Pieces) –

The self-adhesive measuring tapes that can be ordered through Postal Products should be placed on the front ledges of all carrier cases, flat racks and hot cases.

b) Acrylic Measuring Tool –

A tool supplied by the District used to consolidate and measure letter mail staged in trays.

c) Yard Stick / ruler –

Always use a yard stick, ruler, or similar device to measure mail that is not near a measuring tape.

d) Conversion Chart –

Use the conversion chart to convert the mail count from inches to pieces.

e) PS Form-3921 –

Use PS Form-3921 (**attached**) to record the number of pieces for each route by trip or hot-case pull. This form will serve as a source document for manually entering the number of pieces of caseable mail for each route into DOIS.

f) Advance –

Use mailer generated piece counts when available.

