

HOT CASE PROCEDURES

OBJECTIVE:

The Hot Case Standard Operation Procedure has been developed to ensure timely distribution and delivery of missorted mail at delivery units and to meet service commitments every day.

NOTE: This revises SOP # OS-96-5, dated January 26, 1999.

PROCEDURES:

The following procedures are the minimum requirements that must be implemented:

- Misthrows must be deposited in the throwback case(s) by the letter carriers as defined by the Unit Flow Chart, and picked up by clerk(s) for redistribution. An acceptable option is to have a clerk(s) pick up misthrows from *and distribute available mail to carrier cases*.
- Recurring Missorted Mail must be reported to the supervisor and the supervisor must take appropriate steps to correct the issue.
- A cut-off time indicating final *hot case* distribution is to be posted on all hot cases. The posted cut-off time must be before the earliest carrier's leaving time *and P.O. Box up time, as posted in the customer lobby*.
- *Sufficient distribution personnel must be assigned to process misthrows to meet the designated cut-off time.*
- When the cut -off time is reached and/or when final *hot case* distribution is completed, some form of notification (i.e., ringing bell, announcement over PA, etc.) will be made.
- *On the final pull, on the way out to normal street duties*, all letter carriers are required to place their assigned hot case cards into the letter (*and flat, as applicable*) hot case(s) for their route after pulling their hot case mail.
Note: This does not eliminate the need for carriers to pull the hot case(s) after the cut -off time and prior to pulling down their route, or any other time as indicated on their flow charts *and/or as directed by the supervisor*.
- A distinctive and easily identifiable *red* card must be used. Each card must be identified with the appropriate carrier route number *or P.O. box section*.
- Carriers will retrieve the hot case card(s) as they pull mail from their hot case holdouts upon returning to the office from street delivery.
- *All Priority Mail missorts found after carriers leave the office must be taken to the carrier on the street.*
- As DUVRS and CSDRS instructions indicate, all mail volume left in the rework/hot case(s) after the carriers begin delivery must be measured and recorded as delayed volume.

RESPONSIBILITIES:

District Manager

The District Manager is responsible for assuring that this system is effectively implemented and managed on a continuous basis within the Performance Cluster.

Local Manager

The Postmaster/Station Manager must:

- . Ensure cut-off and clearance times are established and posted for both letter and flat “hot cases.”
- . Ensure cut-off and clearance times coincide with the carrier leaving times and P.O. Box up time.
- . Ensure staffing for an appropriate number of distribution clerks to process all missorted and P.O. Box mail in a timely manner to meet service commitments.
- . Provide guidance and direction to the supervisors and craft employees to ensure compliance with all aspects of this Standard Operating Procedure.

Local Supervisor

The local delivery supervisor must:

- . Monitor compliance of the cut-off times and sweeping of rework/hot case(s).
- . Determine if there will be adequate staff to process/deliver the flow of missorted mail by clearance time.
- . Ensure employees assigned to “hot case” and delivery operations understand their responsibilities.
- . Ensure misthrows are redirected to the *throwback* case(s) by letter carriers and picked up by clerks for distribution. *An acceptable option is to have a clerk(s) pick up misthrows from and distribute available mail to carrier cases.*
- . Ensure recurring *missorts/missents* are documented and submitted to the appropriate processing and distribution operation to ensure corrective action.
- . When final distribution is completed, ensure some form of notification (i.e., ringing bell, announcement over PA, etc.) is made.
- . Ensure all carriers’ flow-charts include the use of the *red* hot case card.
- . Ensure all letters carriers pull/sweep all “hot cases” at the appropriate time(s) *as indicated on their flow charts and/or as directed by the supervisor*, and work that mail in with the other previously distributed mail.
- . Ensure carriers place *red* cards in the hot case(s) after they pull/sweep mail from the hot case(s) on the final pull - *on the way out to normal street duties.*
- . *All Priority Mail* missorts found after carriers leave the office must be taken to the carrier on the street.
- . After all carriers begin street delivery, note the status of the rework/hot case(s) for noncompliance with these procedures *and determine appropriate action to be taken.*

Clerk

The distribution clerk will:

- Ensure mail at designated *throwback* case(s) is brought to the “hot case” for processing in a timely manner; *or, if directed by the supervisor, pick up mishrows from and distribute available mail to carrier cases.*
- Continually process all mishrows/missorted mail in a timely manner to meet clearance times.
- Notify the supervisor of unusual circumstances that may affect the processing of “hot case” mail by the clearance time.

The P.O. Box clerk will:

- Place mishrow mail at the “hot case” for redistribution or as directed by the supervisor.
- Withdraw all available letter and flat mail from designated locations as directed by the supervisor.
- On the final pull, retrieve letter and flat P.O. Box mail from the hot case(s) and place red-hot case card(s) in the hot case holdout.

Carrier

The carrier will:

- Place mishrow mail at the designated “throwback” or “hot case” for redistribution, as indicated in the carrier flow chart and/or as directed by the supervisor.
- Withdraw all available letter and flat mail from designated locations as indicated on the flow chart.
- Work in all letter and flat mishrow mail with other previously distributed mail to meet service commitments.
- On the final pull, on the way out to normal street duties, retrieve letter and flat mail from the hot case(s) and place **red hot case** cards in the hot case holdouts.
- *Retrieve the hot case cards, in the letter and flat case holdouts, when pulling mail from the hot case holdouts upon returning to the office from street delivery.*