

## PACIFIC AREA FY 2008 NSTR ADDENDUM 11/6/2007

Pacific Area Delivery/AMS Quality Database Reviews Addendum is below.

Effective FY 2008 NSTR, all Out-of-Sequence errors within centralized mail receptacles will be Red Line errors in the Pacific Area. This change will render the over/under Blue Line allowance of sequence errors mute for centralized mail receptacles. Ideally, the sequence should flow from top-to-bottom, left-to-right; however, any of the following four (4) sequences are acceptable as long as each mail receptacle is clearly marked with the correct address. The purpose of EDS is to prevent the carrier from having to backtrack step to deliver the mail.

|   |    |    |    |
|---|----|----|----|
| 1 | 6  | 11 | 16 |
| 2 | 7  | 12 | 17 |
| 3 | 8  | 13 | 18 |
| 4 | 9  | 14 | 19 |
| 5 | 10 | 15 | 20 |

|    |    |    |    |
|----|----|----|----|
| 1  | 2  | 3  | 4  |
| 5  | 6  | 7  | 8  |
| 9  | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 |

|    |    |    |   |
|----|----|----|---|
| 16 | 11 | 6  | 1 |
| 17 | 12 | 7  | 2 |
| 18 | 13 | 8  | 3 |
| 19 | 14 | 9  | 4 |
| 20 | 15 | 10 | 5 |

|    |    |    |    |
|----|----|----|----|
| 4  | 3  | 2  | 1  |
| 8  | 7  | 6  | 5  |
| 12 | 11 | 10 | 9  |
| 16 | 15 | 14 | 13 |
| 20 | 19 | 18 | 17 |

### **Exact Delivery Sequence (EDS):**

- All deliveries must be in the Edit Book and on the Carrier Case labels in exact delivery sequence.
- There are no rule variations for route type.
- Centralized units must be in the order that they are approached during delivery (By key: top-to-bottom, right-to-left or left-to-right depending on delivery path. There will be times when the actual order is OK either way; however, delivery is generally counter-clockwise in nature.)
- Delivery points inside of centralized units must be in sequence (Either top-to-bottom or bottom-to-top and left-to-right or right-to-left).
- Mounted units must be in the order that they are safely approached, during delivery (top-to-bottom, right-to-left).
- Clustered mail boxes must be in the order that they are approached from during delivery (Top-to-Bottom, right-to-left or left-to-right depending on delivery path. There will be times when the actual order is OK either way; however, delivery is generally counter-clockwise in nature.)
- All errors are Red Line Errors on a Delivery/AMS Quality Database Review or MARS Review, even within centralized mail receptacles.

### **Why EDS?**

**Service:** Delivering to mailboxes out-of-delivery-sequence causes service issues related to late and mis-delivered mail. Ensuring EDS will simplify delivery for even the newest employee and provide more consistent delivery service. Even when routes must be delivered by several carriers, standardized delivery will allow carriers to "follow the mail" more efficiently. Ensuring EDS will also reduce Carriers on the Street by 17:00 and 18:00.

**Cost:** Delivering to mailboxes out-of-delivery-sequence, even in centralized boxes, causes additional delivery time and often confuses carriers not regularly assigned to the route or relay. Ensuring EDS will ensure standardized delivery of mail which in turn will ensure consistent delivery times even when the regular does not carry all of the route. Ensuring EDS will also reduce Overtime.

Cost: Non-Standardized delivery situations contribute to RCR/PTF/TE/Casual turnover. It costs money to hire and train employees and losing employees because the work is more difficult than necessary creates repeat costs and erosion of service.

#### Red Line Errors

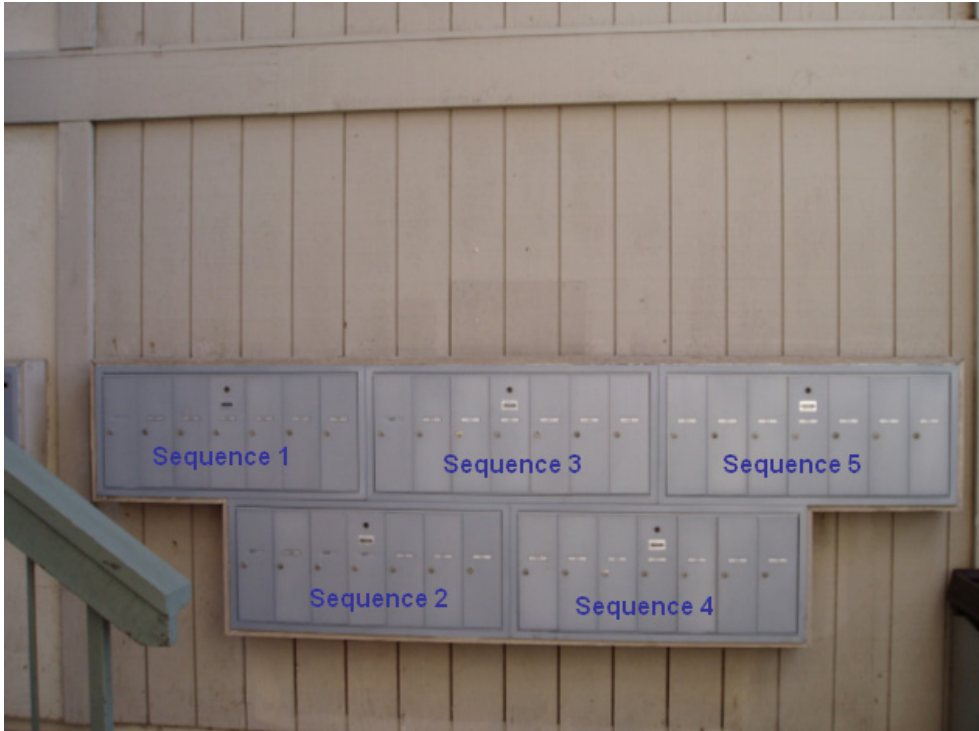
One Red Line (OS) error is charged for each active delivery point that is moved to a new sequence

#### Blue Line Corrections

One Blue Line Correction is charged for each inactive delivery point that is moved to a new sequence.

## EXAMPLES OF EDS

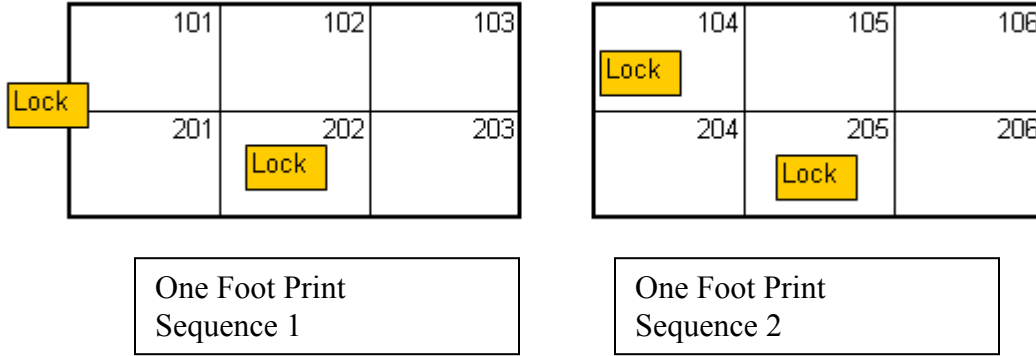
**Examples 1:** Carrier should deliver Sequence 1, Sequence 2, Sequence 3, Sequence 4, Sequence 5.



**Example 2:** Carrier may deliver {Sequence 1, Sequence 2, Sequence 3, Sequence 4, Sequence 5, Sequence 6} or {Sequence 2, Sequence 1, Sequence 4, Sequence 3, Sequence 6, Sequence 5} if approaching from opposite direction.



**Example 3:** Carrier may deliver Sequence 1, Sequence 2. {101, 102, 103, 201, 202, 203, 104, 105, 106, 204, 205, 206} or {101, 201, 102, 202, 103, 203, 104, 204, 105, 205, 106, 206}



**Example 5:** Carrier may deliver {Sequence 1, Sequence 4, Sequence 2, Sequence 5, Sequence 3, Sequence 6 } or {Sequence 4, Sequence 1, Sequence 5, Sequence 2, Sequence 6, Sequence } or opposite when approaching in from opposite direction.

