

## **STANDARD OPERATING PROCEDURES**

### **Interim Alternate Route Adjustment Process Delivery Unit Handling Procedures for Hand-Off Mail**

#### **Carrier Procedures at Delivery Units**

1. Beginning with the day the adjustment takes place, the carrier should minimize the amount manual mail they return to the local distribution case. The carrier should utilize the ledge of the carrier case to sort by gaining route or street any mail received for addresses that they have lost as a result of the route adjustment. This mail should be grouped by gaining route or street on the ledge of the carrier case. While retaining the route integrity of each bundle, once their residual flats and letters have been cased, the bundles must be hand-delivered to the carrier of the gaining route. This should be done with minimal discussion with each carrier and done in such a way to minimize walking within the office. When possible without operational impacts, if a significant volume was transferred to one or two other routes, this mail should be broken down further by streets to assist the gaining carrier, and containerized for transport. This mail must be given to the carrier of the gaining route as soon as possible and immediately after the residual manual volumes have been cased.
2. Sequenced sets and flats received in carrier routed bundles based on the old sort scheme must also be isolated by the carrier (or clerk – see below) and given to the gaining carrier. This mail should not be worked in the local distribution operation.
3. DPS letters will be in the correct line of travel as sequenced in DOIS beginning on the implementation date of the adjustment. There should be no reason for the carrier to need additional time to review their DPS, nor should they be allowed to perform an in-depth review of the DPS. The DPS process will automatically adjust the scheme based on the new scheme.
4. Carrier should provide feedback to their supervisor on issues arising from the route adjustment such as receiving large amounts of hand off mail in their manual sortation, or continuing clerical mishthrows based on the new sort scheme.

#### **Clerical Procedures**

1. Clerks receive training for sort scheme changes based upon the number of sort scheme change required to be learned. One hour of training is allotted for every 16 scheme change items. Training time is not mandatory unless there is a minimum of 33 sort scheme change items.

941 stations would need work with Training Unit and determine schedule of sending clerks to PEDC-Training for scheme training. Peninsula and North Bay offices will receive scheme training cards from Training Unit and conduct clerk scheme training at each respective office.

2. Machineable carrier route bundles prepared under the old sort plan must not be worked in the clerical manual operation at the delivery unit, but should be returned to the plant to be worked on automation (DBCS/AFSM), provided the mail is not delayed.
3. If time permits during normal sequence mail distribution activities, extract mail for those portions of the route that no longer belong to the route and redistribute to the gaining route.

### **Management Procedures at Delivery Unit**

1. Supervisor must be alert to issues resulting from locally missorted mail to the old scheme. Any mandatory training should be provided to the distribution clerks. Once the training period (if any) has been completed, random proficiency checks should be performed if necessary utilizing PS Form 3974 – Verification of Distribution Performed.
2. Review manual mail after implementation date to ensure that the resulting scheme modifications are correct. This includes that there is no inclusion of addresses on non-delivery street, and that the edit books are correct.
3. The supervisor should monitor the hand-off process to ensure that all carriers are following instructions, as well as ensuring that proper volume credit is given to the gaining carrier routes.

### **Mailer Procedures**

1. Mailers that are receiving mailing products from H.Q. directly are informed of changes in sequenced and carrier route mailing through AMS products, particularly the Computerized Delivery Sequence File. This file is utilized by the mailing companies either on a weekly or bi-monthly update basis. Weekly users should update their addressing file every week as they are updated by AMS. For bi-monthly users, AMS flags the files to alert them that a change has occurred in a specific Zip Code file to allow them to pull those files early and update their products.

Contact and provide Marian Mariano @550-5717 name of premium mailers who are still using old scheme database for action.

The delivery office would need to make contact if any local mailings (local businesses and stores) are still using old scheme items.

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

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

*This Standard Operating Procedures is issued by Pacifica Area and have been modified to better suite the local situation in the San Francisco District  
(E:IARA\_SOP\_Del.doc)*