

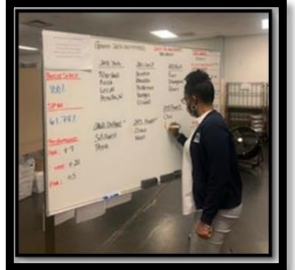


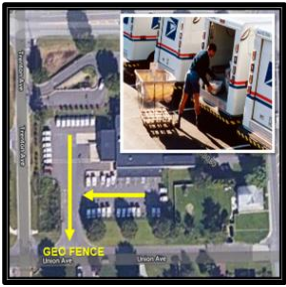


# SWI- 60 Minute Office Play (City Carriers)



Visual	Important Steps	Key Points	Reasons for Key Points
	Ensure that PM Distribution Operations are completed daily ( <b>Package Sorting, Mail Distribution, and Equipment Staging</b> )	<ul style="list-style-type: none"> <li>Sets the stage for the success of the following day AM Distribution Operation</li> </ul>	<ul style="list-style-type: none"> <li>Efficient Clerk Operation (<b>300PPH/Per Clerk</b>)</li> <li>Follow the 24HR Clock</li> <li>Achieve Scheduled Distribution Up Time daily</li> </ul>
	Ensure management reports to work with first scheduled clerk	<ul style="list-style-type: none"> <li>Distribution clerk start times must be aligned with transportation schedules Integrated Operating Plan (IOP)</li> <li>First distribution clerk(s) should initiate AAU scanning within 15-minutes of reporting</li> <li>Workload expectations must be provided to F4 personnel</li> </ul>	<ul style="list-style-type: none"> <li>Timely reporting minimizes nonproductive time</li> <li>Achieving scheduled DUT is key to making plan</li> </ul>
	Provide F2/F4 operational oversight	<ul style="list-style-type: none"> <li>Accurately measure/document F2/F4 workload and properly enter in DOIS/CSAW</li> <li>Generate PET Tool/DOIS reports and review prior day's performance (<b>City Carriers</b>)</li> <li>Identify and schedule employee performance conversation(s)</li> <li>Ensure operational plan is complete prior to carrier BT</li> </ul>	<ul style="list-style-type: none"> <li>To effectively manage City Carriers and ensure expectations are accurate, workload must be correctly assessed</li> <li>Improve performance metrics by addressing discrepancies</li> </ul>
	Align City Carrier reporting times within 30min of DUT	<ul style="list-style-type: none"> <li>City Carrier planned begin tours should be no earlier than 30 minutes before scheduled DUT</li> <li>Greet and engage City Carriers immediately after BT</li> <li>Perform safety/service huddle</li> <li>Communicate daily expectations</li> <li>Address/correct employees who fail to make expectations</li> </ul>	<ul style="list-style-type: none"> <li>Aligning City Carrier start times with 80% of mail availability at carrier case minimizes nonproductive time</li> <li>Reinforces a safety culture</li> <li>Provides opportunities to issue clear/concise instructions &amp; share expectations</li> </ul>
	Monitor City Carriers office performance	<ul style="list-style-type: none"> <li>Identify and address time wasting practices (TWP) and address deficiencies</li> <li>Manage morning vehicle inspections</li> <li>Ensure City Carriers are achieving minimum casing standards (18/8/70)</li> <li>Manage carrier office performance for efficiency</li> <li>Ensure they are moving to the street timely</li> <li>When a decision is made to conduct a Mail Count, PS-1838C, management must give (1) day's advance notice</li> </ul>	<ul style="list-style-type: none"> <li>Improves office efficiency</li> <li>Improve City Carrier work hours and return times</li> <li>Improves customer service</li> <li>Reduction of overtime</li> <li>Maximizes route coverage opportunity (vacant)</li> </ul>

Visual	Important Steps	Key Points	Reasons for Key Points
	<p>Observe City Carriers Loading (<b>22min National Avg</b>)</p>	<ul style="list-style-type: none"> <li>• Minimize excessive loading</li> <li>• Use “Carrier Loading Checklist” and observe City Carriers while loading</li> <li>• Complete PS Form 4588 and note any deficiencies</li> <li>• Ensure City Carriers are utilizing the load truck feature for <b>parcels</b></li> <li>• Identify and correct any time-wasting practices observed</li> </ul>	<ul style="list-style-type: none"> <li>• Improves City Carrier Street efficiency</li> <li>• Load truck feature aligns parcel delivery sequencing and alerts the City Carrier within the delivery geo location</li> </ul>