

M-00304 Oct 22, 1985

"In keeping with the principle of a fair day's work for a fair day's pay, it is understood that there is no set pace at which a carrier must walk and no street standard for walking."

Management cannot discipline you if you are working safely and accurately.

M-00209 Feb 6, 1974

"It is recognized that changes in work and time standards will be initiated only at the national level."



View Message



You are responsible for your own
safety.

Press ENTER

ESC

ENTER



08/10 07:55

**M-00379 May 18,
1976**

“A supervisor is not prohibited from pointing out a carrier's shortcomings and giving appropriate corrective instructions. However the union's request, that the number of paces per minute be used as an observation and not as a specific criterion or standard performance by the grievant is sustained.”

M-01298

January 13, 1998

“Seatbelts must be worn all times the vehicle is in motion. Exception for Long Life Vehicles: In instances when the shoulder belt prevents the driver from reaching to provide delivery or collection from curbside mailboxes, only the shoulder belt may be unfastened. The lap belt must remain fastened at all times the vehicle is in motion.

When traveling to and from the route, when moving between park and relay points, and when entering or crossing intersecting roadways, all vehicle doors must be closed. When operating a vehicle on delivery routes and traveling in intervals of 500 feet (1/10 mile) or less at speeds not exceeding 15 MPH between delivery stops, the door on the drivers side may be left open. “

M-41.321.3

*“Peel off the letters and circulars for the first house from bundle carried in the hand, and the **flat mail from bundle standing on end in satchel.**”*

M-41.321.5 *“Finger mail between delivery stops placing it in order of delivery (see section 133.2). When withdrawing flats from satchel, observe and remember address of next piece to avoid back-tracking.”*

M-41.133.2 *“Do not finger mail when driving, or when walking up or down steps or curbs, when crossing streets, or at any time it would create a safety hazard to the carriers or to the public.”*

M-00039 June 11, 1982

*“The current instructions contained in Part 321.3 of the M-41 Handbook are controlling. **It is not a requirement** for a carrier on a foot route to carry 4 inches of flats on his arm while delivering mail.”*

M-00504

May 21, 1984

*“Letter Carriers may be required to finger flat mail between stops as required by Part 321.5, M-41 Handbook. Obviously, the physical fingering activity may not be the same as for letter mail which is held in the hand. **Flat mail is normally withdrawn from a satchel.** The idea is to have all mail ready for deposit when the carrier reaches the delivery point and to avoid backtracking. **Safety should be a prime consideration, by all means.**”* (emphasis added)

View Message



From: Corporate Communications

Drink plenty of water every 15 to 20 minutes and choose water over soda.

Press ENTER

ENTER



08/30 07:54

View Message

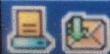


From: Corporate Communications

Drink plenty of water every 15 to 20 minutes and choose water over soda.

Press ENTER to continue

ENTER



08/29 08:48

Mandatory Safety Talk



May 2017

Beat the Heat, Stay Cool

It's that time of year again, when the temperatures begin to rise, and the potential for heat related illnesses becomes a factor during your daily work routines. It's important to remember the keys to staying cool and safe this summer season.

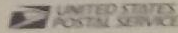
Here are some quick tips for battling the heat:

1. Hydrate before, during and after work. Prevention is important, so make sure to maintain good hydration by drinking at least 8-ounces of water every 20 minutes.
2. Dress appropriately for the weather. On warm days, make sure to wear light colored, loose fitting, breathable clothing to keep body temperatures down.
3. Utilize shade to stay cool. When possible, use shaded areas to stay out of direct sunlight.
4. Know the signs of heat stress. You should understand what heat stress is, and how it can affect your health and safety. Here are some things to look out for:
 - Hot, dry skin or profuse sweating
 - Headache
 - Confusion or dizziness
 - Nausea
 - Muscle cramps
 - Weakness or fatigue
 - Rash

Finally, it's important to notify your supervisor or call 911 if you're experiencing signs of heat related illnesses. This will not only ensure your safety, but can also save your life!

Always Remember – Safety Depends on Me!

**If you are doing
Park-n-Loop, how
can you have splits,
relays, or loops
longer than 15-20
minutes?**

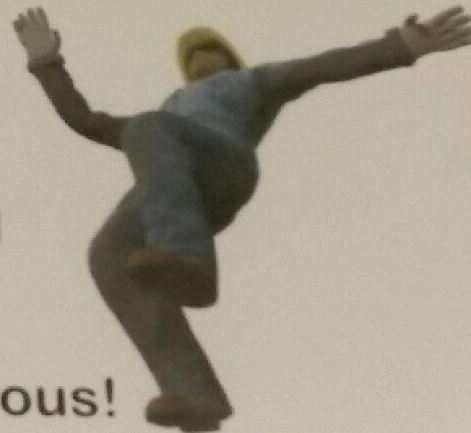


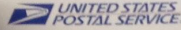
Monthly Safety Emphasis

September – Slip, Trips & Falls



- ALWAYS wear appropriate slip-resistance footwear!
- NEVER finger mail while walking.
- PAY ATTENTION to your surroundings (Situational Awareness)!!
- SHORTCUTS are Dangerous!



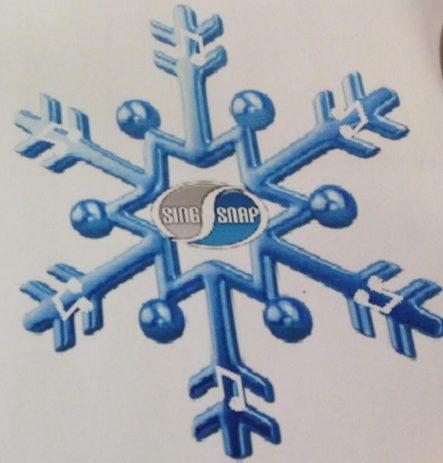


Monthly Safety Emphasis

December – Winter Weather



- Dress appropriately for the weather! Stay Warm!
- Wear proper footwear and utilize traction devices!
- Watch your step! Taking shortcuts can be deadly!
- Don't finger mail while walking over snow and ice!



M-00341
March 22,
1974

*The following constitutes **Postal Service policy** with regard to curbside delivery:*

*“Employees performing curbside delivery, from right-hand drive vehicles, **shall** follow the procedures listed below:*

1. Level streets or roads: Place the vehicle in neutral (N), place foot firmly on brake pedal while collecting mail or placing mail in mailbox.

2. On hills: Place the vehicle in park (P), place foot firmly on brake pedal while collecting mail or placing mail in mailbox.”

You are either driving or delivering Mail, you can't do both safely.

M-00994 August 12, 1985

The issue raised in this grievance involved local management ordering carriers to ignore safety protocol, giving carriers instructions not to place vehicles in neutral or park while making curbside deliveries from right-hand drive vehicles.

*“It is our position that advising carriers not to put the gear selector in the neutral position at each delivery point on a mounted route **was improper**. U.S. Postal Service policy in this regard provides that employees performing curbside delivery, from right hand drive vehicles, shall follow the procedures of (1) on level streets or roads, placing the vehicle in neutral (N), placing the foot firmly on the brake peddle while collecting mail or placing mail in the mail box; (2) on hills, placing the vehicle in park (P), placing the foot firmly on the brake peddle while collecting mail or placing mail in the mail box. We find that the grievance in this regard does have merit.”*



Use a parcel marker to remind you of a parcel since parcels are a street function.

M-41 322.31 Load parcels directly into the vehicle from hampers or sacks. Normally, separate the parcels in delivery sequence. Make a mental note of the first parcel delivery point. When this parcel has been delivered, make a mental note of the next, and so on, until all parcels have been delivered.

What do you do when there's a blocked Mailbox?

Postal regulations require that carriers dismount to deliver to a box that is temporarily blocked.

Postal Operations Manual (POM) 632.14 states:

The customer is responsible for keeping the approach to his or her mailbox clear to facilitate delivery. **Where the approach to the mail receptacle located at the curb is temporarily blocked by a parked vehicle during normal delivery hours for the area, or snow or ice hampers the approach to the mailbox, the carrier normally dismounts to make delivery.** If the carrier continually experiences a problem in serving curblin boxes and where the customer is able to control on-street parking in front of his or her mailbox but does not take prompt corrective action after being properly notified, the postmaster may, with the approval of the district manager, withdraw delivery service. (Emphasis added.)

Delivery can only be withheld if the problem is continual.

M-41 321.4 *“If a parcel does not fit completely within the mail receptacle or parcel locker (when available), determine if someone is available at the address by ringing the doorbell or knocking on the door.”* **Knock like a cop!**

M-41 section 322.31 “For any parcel that does not fit into the customer’s mailbox or parcel locker (when available), an attempt to deliver **MUST** be made at the customer’s door.”

DO NOT ring and run!

Take the time to hand it to YOUR customer; we are NOT UPS or FedEx.

You never know when you may need that customer to help you out.
(tornado warnings, hail, or refill your water jug. Kindness goes a long way!)



What do you do with an oversized parcel now?

What do you do with Certified Mail?

What do you do with a Signature Confirmation?

M-41 323.3 Parcel Post

Many parcels may be carried with the relays. If no one is available to receive a parcel that is too large for the mail receptacle or parcel locker (when available), follow the procedures in 322.311 and 322.312.

For heavy parcels, the following systems may be used:

- **Begin the loop at the point of the parcel delivery.**

- Bypass the stop until the loop is complete, then drive to the delivery point with both the mail and the parcel.
- If a parcel is heavy, will not fit into your satchel, or requires a signed receipt, determine if someone is available at the address by ringing the doorbell or knocking on the door at the time of delivery of the rest of the mail. If no answer, follow the procedures in 322.311 and 322.312. If someone is available to receive the parcel, return with it after completing the loop.

M-00335
November
17, 1972

“On park and loop letter routes, the carrier satchel will be used to carry sufficient amounts of mail for a loop or swing, to protect the mail and for collection mail. The only exception whereby a motorized carrier may make deliveries without a satchel is a dismount to make a limited (one or two) number of business deliveries from a single stop.”

Handbook

EL-814.3

Backing Up

“Avoid backing up whenever possible.

If you can, park where you will not have to backup to pull away from a parking place.

*If you must backup, **first walk around your vehicle** to make sure there are no pedestrians, children, obstructions, etc., in your way.”*

Handbook

EL-814.7

Parking Lots

“Park in designated parking spaces only.

Do not park in or block fire lanes.”

Do you have to break the law to accomplish your route in 8 hours?











UNITED STATES
COASTAL SERVICE

Monthly Safety Emphasis

September - Parking

The Definition of "Legally Parked":

- Parked in / at a LEGAL and AUTHORIZED Parking Point!
- Vehicle turned off!
- Keys out ignition!
- Wheels Curbed! (if appropriate)
- Use the LLV Flashers & Strobes when parking.



Lunch & Breaks

When going to lunch or breaks, ALWAYS leave your wallet or purse in your vehicle! Reason: You arrive at the lunch/break location, take your comfort stop, & wash your hands. Then go back to your vehicle to retrieve your wallet/purse and proceed to your lunch/break.

WHY?

Through your scanner, it NOW separates the comfort stop from your lunch/break time. If you do NOT do this, your comfort stop and lunch/break WILL BE COMBINED! (Ask the T-RAP people why this is not automatically separated.).

When you separate the comfort stop and lunch/break by retrieving your wallet/purse, you now get a full lunch/break time via scanner breadcrumbs!

M-41.812.5

“Arrange letter mail, flat mail, and small parcels in the work tray provided on the ledge behind the windshield so as not to obstruct vision or use of the vehicle controls.

Trays must not be piled on top of other trays on the ledge behind the windshield.”

DO NOT place any mail on the floor of the LLV; ALL mail is to be worked from the work tray.

DO NOT double stack trays of mail.

M-41.335.13
Agreement
by Hotel,
Apartment
House or
the Like

Form 3801 is filled out and on file in the route book to release Letter Carriers from liabilities. (if a parcel goes missing, etc)

On Street Menu



- 1 Scan Barcode
- 2 Review Entries
- 3 Settings
- 4 Firm Sheet
- 5 Manual Input
- 6 Change Route
- 7 Dynamic Delivery
- 8 Collection Box Info
- B Text Messages**
- H Prepaid Acceptance
- D Database Info
- A Accountables Delivery Report

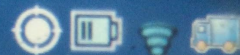
ESC

ENTER



09/10 14:49

Text Messages Menu



- 1 Inbox
- 2 Create New Message**
- 3 Outgoing Messages

ESC

ENTER



09/10 14:49

Message type



1 RIMS Alert Message

2 RIMS Text Message

ESC

ENTER



09/10 14:50

Select Message Text:

3 Animal Out

4 Vehicle Break Down

5 Fire

6 Police/Postal Inspection
Emergency

7 Address Not Found

8 Mail Stolen

9 Vehicle Broken Into

A Robbery

B Box Stolen/Damaged

C Other

ESC

ENTER



09/10 14:50

New Message



New Message:



Press ENTER to continue

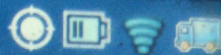
ESC

ENTER



09/10 14:50

New Message



New Message:

ABOUT 2 HOURS 30 MINUTES
DELIVERY PLUS CLEANUP AND
DRIVE TIME

Press ENTER to continue

ESC

ENTER



09/10 14:51

New Message



Key-in expiration period

0 5 days

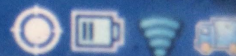
ESC

ENTER



09/10 14:51

New Message



Key-in expiration period

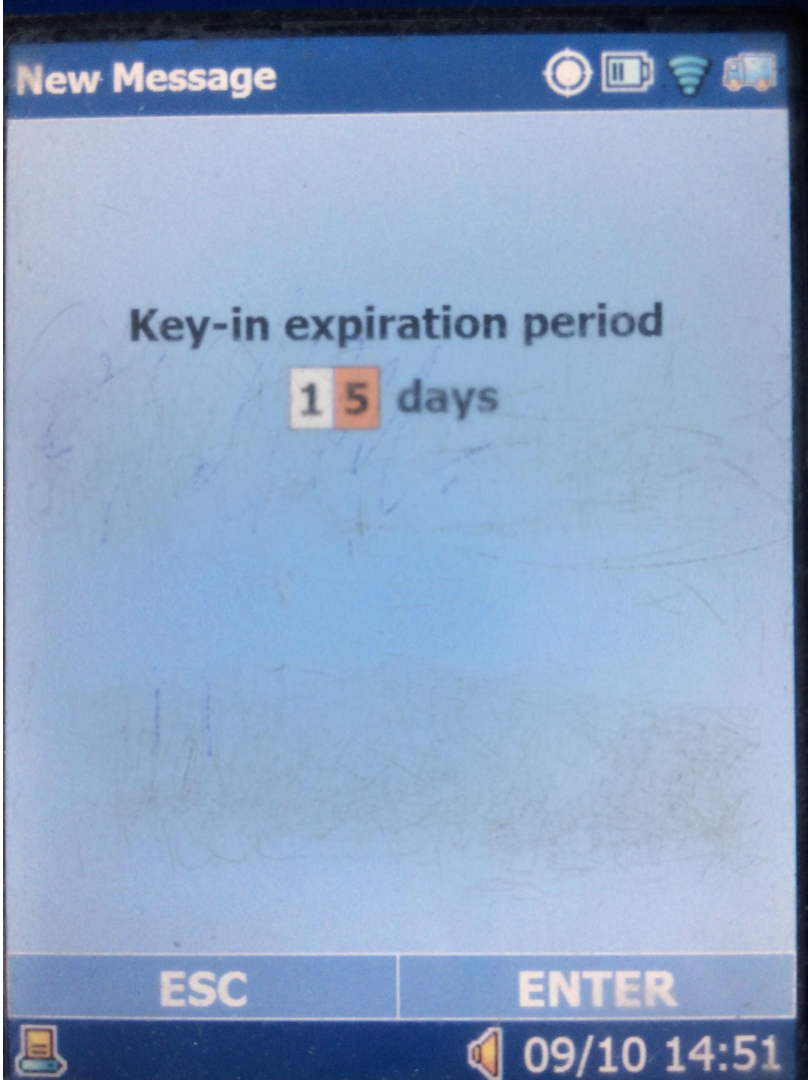
0 0 days

ESC

ENTER



09/10 14:51



Why change the number of days to hold your message to 15 days?

M-1458, March 13, 2002

MSP does not set performance standards, either in the office or on the street with current technology, MSP records of scan times are not to be used as timecard data for pay purposes.

MSP data may not constitute the sole basis for disciplinary action.

However, it may be used by the parties in conjunction with other records to support or refute disciplinary action issued pursuant to Article 16 of the National Agreement.

M-01983 page 31

This agreement is without prejudice to the position of either party in this or any other matter. The procedures described in this agreement will be utilized solely for the purpose of implementing the joint route adjustment process outlined herein, and may be cited only for purposes of enforcing the terms of the agreement.

Scanner Data cannot be used for discipline.

M-39 section 134.22

The manager is not to spy or use other covert techniques. Any employee infractions are to be handled in accordance with the section in the current *National Agreement* that deal with these problems.

134.3 Certain criteria may call attention for *individual* street supervision. When overtime or auxiliary assistance is used frequently on a route (foot, motorized, parcel post, collection, relay), when a manager receives substantial evidence of loitering or other actions or lack of action by one or more employees, or when it is considered to be in the interest of the service, the manager **may accompany the carrier** on the street to determine the cause, or meet the carrier on the route and continue until such a time as the manager is satisfied. No advance notice to the carrier is required.

M-41 131.46

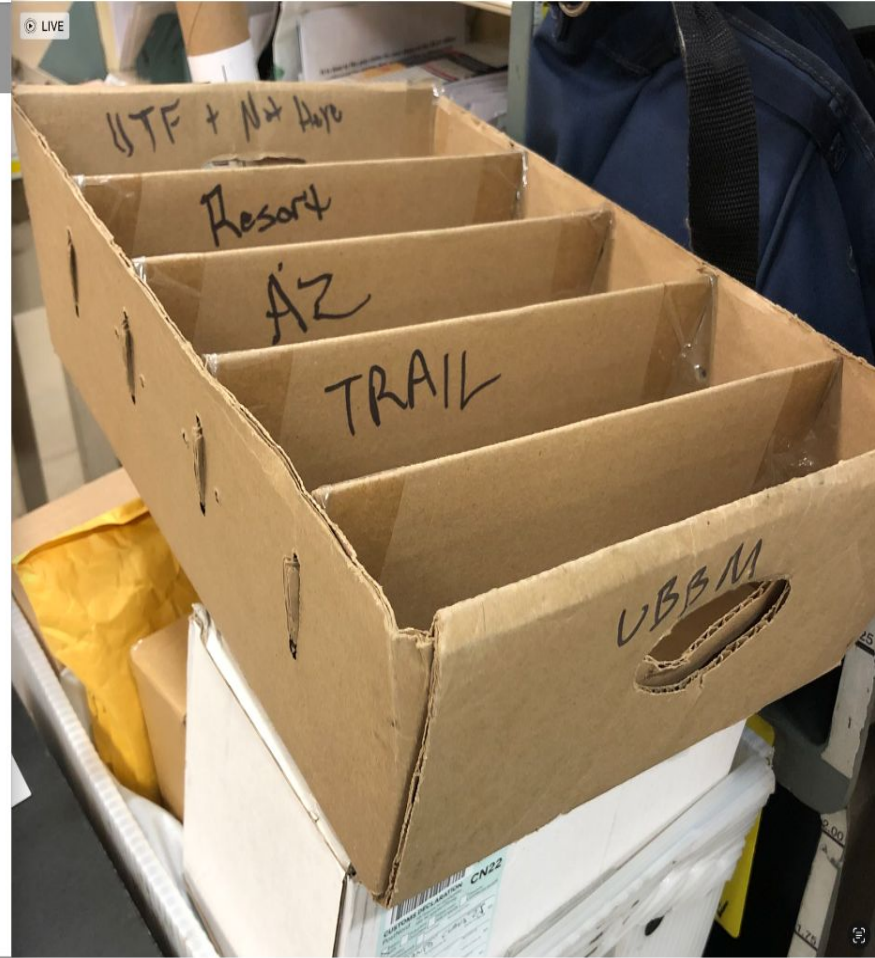
*“Before you leave the office, enter on Form 1571 the mail curtailed; **when you return, add any mail which was not delivered and which was returned to the office.** Follow any special local procedures set up to identify errors and corrective actions for mail returned because it was out of sequence.”*

M-41.241.311 *“Form 3982 provides a quick reference for carriers unfamiliar with customer removals from the route so the mail for these customers can be withdrawn from the case and bundled for forwarding by the CFS. **(Exception: In a Delivery Point Sequence environment where customer removals may first be identified while performing street duties, they must be withdrawn and returned to the office for processing)**. Use of a PS Form 3982 or a locally developed policy to identify removals while performing street duties will be used.”*

M-41.442.2 *“Add any mail which was not delivered but was returned to the office.”*

Q 7. Our Postmaster has authorized the use of a locally made cardboard **tray** device that attaches to the fixed **tray** in LLVs. He claims that it makes the delivery of DPS mail more efficient. We believe it poses a safety hazard, but management insists that our agreement is not required. Is this correct?

A No. The Step 4 decision M-01240 reaffirms that the September 17, 1992 Memorandum on Work Methods and the USPS/NALC Joint training Guide *Building Our Future by Working Together* do not authorize changes in work methods for the delivery of DPS mail without local agreement. Unauthorized changes in work methods include the use of locally modified equipment or vehicles.



Under NO CIRCUMSTANCES do Letter Carriers sort Mail on the street.
At best we marriage the Mail (DPS, 3rd bundles, and cased Mail) at the Mailbox.
We do not sort Mail on the street. M-01240

Return to the Station

All the returned Mail; Bad DPS, Vacants, 10-day holds, Vacation holds, Miss-sorted, Miss-sent, Miss-sequenced, business closed, etc.—is **PM Office Time. Line 21**

M-41 section 131.46

When you return, add any mail which was not delivered and which was returned to the office. Follow any special local procedures set up to identify errors and corrective actions for mail returned because it was out of sequence.

Now that you have done all that, it is time to sit at your case and process all the brought-back mail.

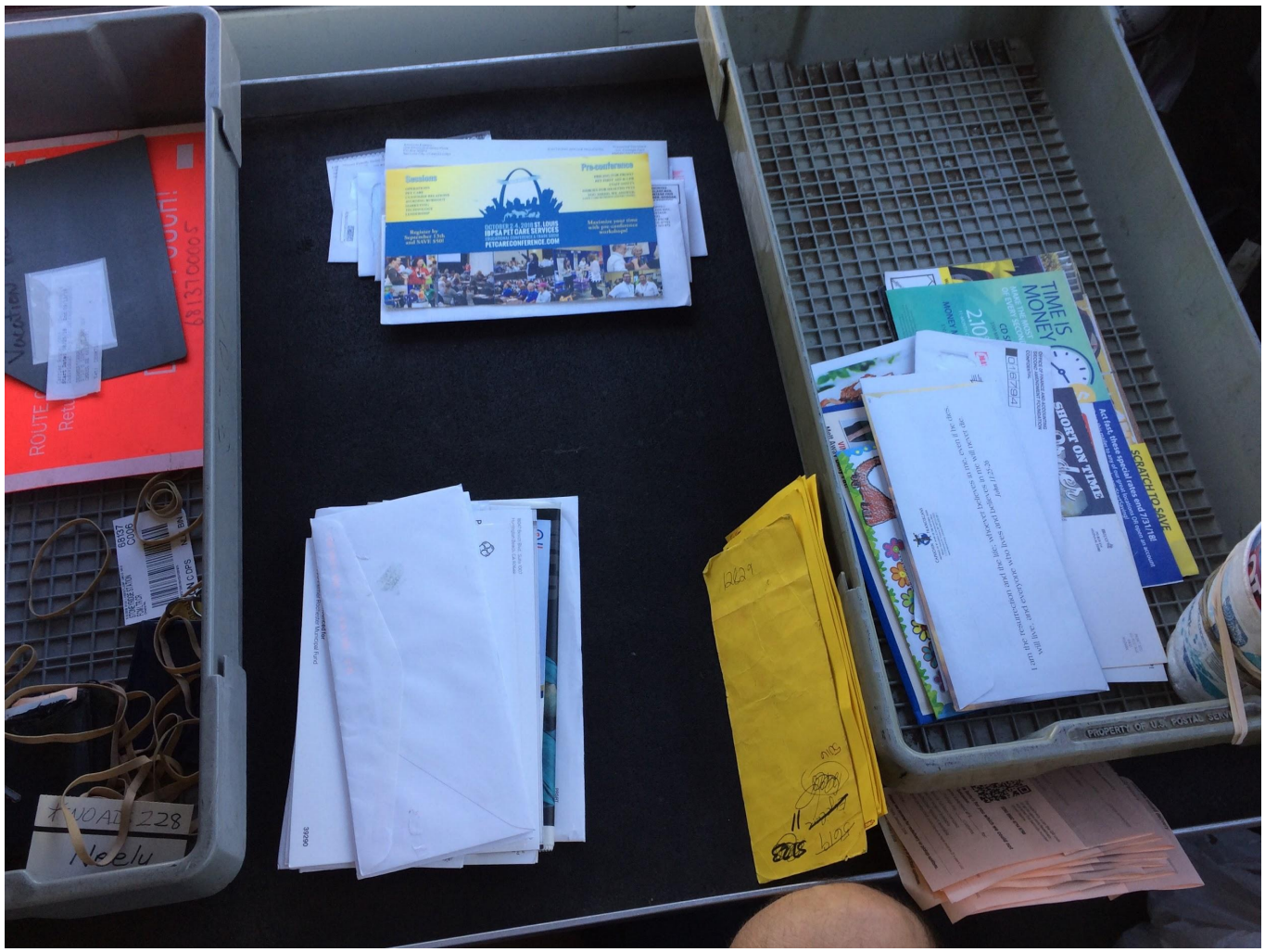
M-41 Section 441 Processing Undelivered Mail

Follow procedures listed in Section 24 to process forwardable and undeliverable mail (1) that you didn't process before leaving the office and/or (2) that you picked up on route. After processing, place this mail in throwback case, as explained in Section 24.





8 = 27
9 = 13
10 = 25
11 = 16
12 = 22



WHY?

POM (Postal Operations Manual)

Section 458.2.b

If USPS Marketing Mail is mixed with a higher class of mail (e.g., First-Class Mail) in such a manner as it loses its identity, the USPS Marketing Mail must be considered upgraded and treated as the higher class of mail.

You receive (during a formal inspection) one minute for every 10 pieces for separating mail and one minute for every 4 pieces of mail you actually mark up—rounding up.

Example: You bring back 40 pieces of DPS, recorded on your Form 1571 (Report of Undeliverable Mail), from the route that is NOT counted in DOIS. That is 4 minutes to separate and potentially 10 minutes to mark/bundle up the mail, or **14 minutes that DOIS has stripped from the route!** And yes, this is office time, whether it's AM or PM. M-41 Section 131.46, 241.311

This “bad” DPS has to be processed the same day. All commingled mail is upgraded to First Class Mail.
(POM 458.2.b)

WHY?

Pushing the mail until tomorrow morning will place you in a bigger DOIS/PET hole.

WHY?

Your supervisor does NOT count the “bad” DPS you have to process!

WHY?

Chapter 4 of the M-41 Handbook sets out the pecking order of daily P.M. office duties for Letter Carriers.

These duties (and the order they are to be accomplished) are:

- A. Clock in from the street
- B. Place collection mail in designated location—**Line 21**
- C. Clear accountable items—**Line 14**
- D. Process all undelivered mail—**Line 21**
- E. Answer official communications—**Line 21**
- F. End tour of duty

When you finish counting returned DPS, **write the total (today's total is 136) under Letter Size, PM entries.** Of those 136, you record the number of marked-up letters and the number of CFS in the proper columns.

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet				Page 1
Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>
AM		PM	Carrier Marked-Up	CFS
1. Letter-Size <i>700</i> <i>25</i> <i>200</i> <i>450 sequenced</i> <i>91</i> <i>10</i>			<i>29</i> <i>13</i>	<i>62</i> <i>15</i>
2. Mail of All Other Sizes <i>632</i> <i>10</i> <i>190</i> <i>16</i> <i>18</i>			<i>10</i>	<i>24</i>
3. Accountable and Signature Mail Registered/Certified <i>6</i> COD/Customs <i>1</i> Postage Dues <i>7</i> Express Mail <i>2</i>			<i>2</i>	
5. All Parcel Post over 2 lbs. <i>12</i>			<i>4</i>	
6. Sequenced and Collated Letter Size <i>450</i> Other Size				
9. 2nd-Class Marked up (exclude Form 3579)				
10. Mail with Form 3579 attached				
12. Change of Address Recorded <i>4</i>				
13. Insured Receipts Turned In Enter Line Number In Explanation Column				
DPS Volume Pieces: (7a) <i>3,162</i>				
Comments				
14. Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.				
15. Withdrawal of mail				
16. Sequencing and collating By-Pass Mail				
17. Actual Strapping out time				
18. Break (local option)				
19. Vehicle inspection				
21. Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)				
22. Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)				
23. Counting mail and filling out form 1838 worksheet				
Signature of Carrier (or Examiner)				
I certify the above information recorded by me is correct.				
Day of Week <i>Sat</i>				
Date <i>10/29/05</i>				
Reg. Repl.				
Lunch				
From To				

An accurate count and classification of all undelivered mail in the afternoon will result in a “pull down” credit the next day for your CFS and other cased mail.

Do you think your boss gives you the proper time credit for your work on a daily basis?

Service Date: 06/14/2016

											AM Available		AM Curt
Route	Carrier	Type	OTDL	Proj Route OT/UT	% Std	Letters	Flats	PP	DPS	FSS	Seq Pcs	Ltrs	Flts
37001	HOLIFIELD, R W	REG	12	-0.59	100	7	183		709				
37002	HUFFERD, S M	REG	12	-0.35	100	9	158		464				
37003	NELSON, D D	REG	WA	-0.42	100	11	177		787				
37005	MURPHY, D G	REG	WA	-0.40	100	2	138		725				
37006	WALLIN, D E	REG	WA	-0.49	100	27	139		696				
37007	PLACZEK, F A	REG	12	-1.13	100	7	118		1409				
37008	WESTMORE, W R	REG	10	-0.55	86	1	144		2017				
37009	HEDGECOCK, S G	T-6	12	-0.49	100	2	150		1579				
37017	JORGENSEN, J C	REG	12	-0.55	93	4	129		1088				
37018*					100	2	57		553				
37019	SANNE, D J	REG		-0.28	100	1	113		958				
37023	REED, R D	REG	12	-0.48	95	2	102		1086				
Unit Totals					-8.54	75	1608	0	12071	0	0	0	0

Unit Summary

Volume		Authorized Hours		Workload Hr
Total Case	1,683	Projected Hours	82:26	Total Office
		Base Hours	92:55	Total Street
		Budget Hours	0:00	Total Route

* Aux Route

Joe Sharp
4 HKS
Donnie's List
3

06/14/2016 08:13 AM

UNDELIVERED MAIL REPORT

Delivery Unit: *Stoneyridge* Route No: *3702* Date: *6-13-16*

TO: Delivery and Collection Superintendent

The Following Mail Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.

NOTE: If mail left undelivered by carrier is later delivered on the same day, the manager should explain the action taken.

	Preferential	Other
Letters	<i>Rm 136 PCS</i>	
Newspapers		
Magazines		
Flats		
Samples		
Other Pieces		

For Use By Parcel Post Carrier Only

Parcel Post Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.

Sacks: Outside Pieces

Remarks: (Reasons for nondelivery. Report of trips omitted or curtailed. Note any other matter of which record should be made.)

Rm DB - vacation held, usm, A-Z
3m Mail, Mark-ups

Reg. Tech of Part Signature
Unit. Time
X *Hedgecock*

Action Taken (Manager)

Manager's Signature

Date

PS Form 1571, June 1988

(July 1977 edition usable)

Return Time	
Proj Return Time	Return Time Var
3:26 PM	-0:59
3:49 PM	-0:35
3:42 PM	-0:42
3:44 PM	-0:40
3:36 PM	-0:49
3:11 PM	-1:13
3:30 PM	-0:55
3:36 PM	-0:49
3:30 PM	-0:55
3:55 PM	-0:29
3:37 PM	-0:48
	-8:54

Where did the time for processing 136 pieces of First Class Mail go (POM 458.2.b)?

$136 / 10 = 14$ minutes to separate the mail (we round up).

$136 / 4 =$ potentially 34 minutes to mark up/bundle for CFS.

$14 + 34 = 48$ minutes stripped from the route by the supervisor.

This happens every day to every route six days a week and 52 weeks a year!

Letter Carriers do ALL the work, and the Supervisor “claims” you’re not making office standard, are a laydown, dropped the plow, ‘What happened out there?’, etc.

27min
67min

267
USM

FREE GIFT + YOUR BIRTHDAY OFFER
Details inside

U.S. Postal Service
UNDELIVERED MAIL REPORT

Delivery Unit Stonebridge	Route No. 5705	Date 11-27-18
------------------------------	-------------------	------------------

TO: Delivery and Carrier's Department

The Following Mail Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.

NOTE: If mail left undelivered by carrier is later delivered on the same day, the manager should explain the action taken.

	Preferential	Other
Letters	267 Pcs	
Newspapers		
Magazines		
Plats		
Samples		
Other Pieces		

For Use By Parcel Post Carrier Only

Parcel Post Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.

Sacks	Outside Pieces
-------	----------------

Remarks: (Reasons for nondelivery. Report of trips omitted or curtailed. Note any other matter of which record should be made.)

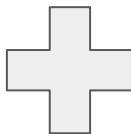
In DPS - vacation holds, USM, 4-2
3m mail, markups

This was an addressed DPS mail that is marked up as Vacant because it was mail for vacant addresses.

267 pieces divided by 10 to separate the mail = 27 minutes

267 pieces divided by 4 to mark-up the Vacants = 67 minutes

27 minutes



67 minutes

94 minutes were stripped from the route on this day.

How much time every day, week, month, and year is being stripped from your route?

111.2 Daily Operations

The delivery service manager must on a daily basis:

- a. Perform and organize work to determine any irregularity in the flow of mail between distribution and delivery, and interact with other unit managers to work toward correcting this irregularity.
- b. Determine if carriers' reporting, leaving, returning, and ending time is consistent with established schedules.
- c. Provide or continue training as needed.
- d. Evaluate daily service rendered by the employees. Observe carriers to assure their performance of duties as outlined in Handbook M-41, *City Delivery Carriers Duties and Responsibilities*.
- e. Report for duty in advance of delivery personnel and review daily workload, including mail yet unworked but which will be distributed in time for the day's delivery. Review any Forms 1571, *Undelivered Mail Report*, from the preceding day as well as the amount of mail on and around each carrier case. Estimate and record on the appropriate form(s) the daily workloads for each route.



DELIVERY OPERATIONS
INFORMATION SYSTEM
United States Postal Service

Delivery Operations Information System (DOIS)

**Client 4.6.0
Release Notes**

September 2008

M-41 121.12 TIME ALLOWANCES FOR CARRIER OFFICE WORK

Lines 8-13 Enhancements

Issue	Description/Resolution
Fixed Office Time changed to include lines 8-13 from most recent route inspection.	<p>As a result of negotiation between the USPS and the NALC, an agreement has been reached to include lines 8 through 13 as part of a route's fixed office time and therefore a route's projected office time. Those times are solely dependent on the mail volume associated with those lines, and not how long it took the carrier to perform the work. The formulas for computing the standard time for those lines are taken from Handbook M-39, Management of Delivery Services, sec. 222.214a(4):</p> <p>Line 8: For each 10 pieces of all classes of mail separated for forwarding or return..... 1 minute Line 9: Periodicals marked up (for each 2 pieces handled for forwarding or return)..... 1 minute Line 10: For each Form 3579, Undeliverable Periodical, Standard A & B or Controlled Circulation Matter..... 2 minutes Line 11: For each 4 pieces marked up (mail marked Deceased, Temporarily Away, Refused, Vacant (Occupant mail of obvious value) or No Mail Receipt)..... 1 minute Line 12: For each change of address, including form 3546, recorded on forms 1564-B and 3982..... 2 minutes Line 13: Insured Receipts turned in..... 1 minute</p> <p>Any fraction of a minute will always be rounded up to the next minute. Minutes are always in whole numbers.</p> <p>DOIS will determine the amount of time to be added as follows:</p> <ol style="list-style-type: none"> 1) If an inspection exists for that route, the time will come from the PS forms 1838 as recorded during the most recent route count and inspection. All available days from the week of inspection should be used, regardless of who the carrier was on any given day. The average standard times from those lines shall be used based on the recorded volume. There is no minimum time associated with those lines. 2) If no route inspection data exists for routes in the unit, then a flat, fixed time of 5 minutes will be added to those routes' line 8-13 time. If a route subsequently is inspected, then DOIS will use method 1) above to adjust that time.

8 For each 10 pieces of all classes of mail separated for forwarding or return. 1 minute

9 Periodicals marked-up (for each 2 pieces handled for forwarding or return). 1 minute

10 For each Form 3579, Undeliverable Periodical, Standard A & B or Controlled Circulation Matter. 2 minutes

11 For each 4 pieces marked up (mail marked **Deceased, Temporarily Away, Refused, Vacant** (Occupant mail of obvious value) or **No Mail Receipt**). 1 minute

12 For each change of address, including Form 3546, recorded on Forms 1564-B and 3982. 2 minutes

13 Insured receipts turned in. 1 minute

Lines 8-13 Enhancements (cont'd)

Issue	Description/Resolution
	<p>The fixed office time in DOIS is only updated when a route adjustment as a result of a formal count and inspection is implemented in DOIS. This upgrade would allow DOIS to amend that time to include time for lines 8-13 depending on the method used above. If a route is inspected but not adjusted (no changes sent to AMS), the Implement button in DOIS must still be used so that base data for that route is updated.</p> <p>Changes to the DOIS client:</p> <ol style="list-style-type: none"> 1) Route Base Information window: <ol style="list-style-type: none"> a) Two new fields in the Base Times section: Lines 8-13 Time Lines 14-21 Time b) Fixed Office Time becomes Tot Fixed OFC Time, and will be a sum of the two new fields above. 2) Route Base Information Report: <ol style="list-style-type: none"> a) Total FOT column moved to the far right of the report. b) Two new columns inserted just before Total FOT: Lines 8-13 Lines 14-21 <p>The Vehicle Number and Base Miles columns will be removed from the RBI report to accommodate this. They will still be available in the RBI window under Travel Information.</p>

Management can and should enter the “extra” time into DOIS.

“The fixed office time in DOIS is only updated when a route adjustment as a result of a formal count and inspection is implemented in DOIS. This upgrade would allow DOIS to amend that time to include time for lines 8-13 depending on the method used above. If a route is inspected but not adjusted (no changes sent to AMS), the implement button in DOIS must still be used so that base data for that route is updated.”

Do you think management will?

Service Date: 06/14/2016

AM Available												AM Curt	
Route	Carrier	Type	OTDL	Proj Route OT/UT	% Std	Letters	Flats	PP	DPS	FSS	Seq Pcs	Ltrs	Fts
37001	HOLIFIELD, R W	REG	12	-0.59	100	7	183		709				
37002	HUFFERD, S M	REG	12	-0.35	100	9	158		464				
37003	NELSON, D D	REG	WA	-0.42	100	11	177		787				
37005	MURPHY, D G	REG	WA	-0.40	100	2	138		725				
37006	WALLIN, D E	REG	WA	-0.49	100	27	139		696				
37007	PLACZEK, F A	REG	12	-1.13	100	7	118		1409				
37008	WESTMORE, W R	REG	10	-0.55	86	1	144		2017				
37009	HEDGECK, S G	T-6	12	-0.49	100	2	150		1579				
37017	JORGENSEN, J C	REG	12	-0.55	93	4	129		1088				
37018*					100	2	57		553				
37019	SANNE, D J	REG		-0.29	100	1	113		958				
37023	REED, R D	REG	12	-0.48	95	2	102		1086				
Unit Totals					-8.54		75	1608	0	12071	0	0	0

Unit Summary

Volume		Authorized Hours		Workload Hours	
Total Case	1,683	Projected Hours	82:26	Total Office	
		Base Hours	92:55	Total Street	
		Budget Hours	0:00	Total Route	

* Aux Route

One Sharp
4 HKS
Donnie's list
3-1

06/14/2016 08:13 AM

U.S. Postal Service
UNDELIVERED MAIL REPORT

Delivery Unit: *Stoneyridge* Route No: *3702* Date: *6-13-16*

TO: Delivery and Collection Superintendent

The Following Mail Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.

NOTE: If mail left undelivered by carrier is later delivered on the same day, the manager should explain the action taken.

	Preferential	Other
Letters	<i>Rm 136 Pcs</i>	
Newspapers		
Magazines		
Flats		
Samples		
Other Pieces		

For Use By Parcel Post Carrier Only

Parcel Post Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.

Sacks	Outside Pieces
-------	----------------

Remarks: (Reasons for nondelivery. Report of trips omitted or curtailed. Note any other matter of which record should be made.)

Am DPS - vacation held, usm, A-Z
3ml Mail, Mark-ups

Reg.	Tech or Util.	Part Time	Signature
	<i>X</i>		<i>Hedgecock</i>

Action Taken (Manager):

Manager's Signature: _____ Date: _____

Return Time	
Proj Return Time	Return Time Var
3:26 PM	-0:59
3:49 PM	-0:35
3:42 PM	-0:42
3:44 PM	-0:40
3:36 PM	-0:49
3:11 PM	-1:13
3:30 PM	-0:55
3:36 PM	-0:55
3:55 PM	-0:29
3:37 PM	-0:48
	-8.54

Add the potential 48 minutes to the route time and you got 13 minutes overtime.

Where did the time go?

Wait, there's more!

AM Available												AM Curtail		Office Workload & Projected Leave Time						Street Workload & Projected Return Time						
Route	Carrier	Type	OTDL	Proj Route OT/UT	% Std	Letters	Flats	PP	DPS	FSS	Seq Pcs	Ltrs	Flts	Proj Office Hours	Aux Prov(+) Road(-)	Misc Office Time	Rtr Asgn Time	Proj Leave Time	Leave Time Var	Base Street Hours	Aux Prov(+) Road(-)	Misc Street Time	Proj Return Time	Return Time Var		
37001	HOLIFIELD, R W	REG	12	0.17	100	7	196	15	709					1:01	0:00	0:00		8:55 AM	-0:46	6:13	0:51	0:12	4:41 PM	0:17		
37002	HUFFERD, S M	REG	12	-0:03	100	9	168	10	464					-0:57	0:00	0:00		8:52 AM	-0:23	6:40	0:16	0:05	4:22 PM	-0:03		
37003	NELSON, D D	REG	WA	-0:26	100	11	197	9	787					1:01	0:00	0:00		8:56 AM	-0:29	6:30	0:00	0:03	3:58 PM	-0:26		
37005	MURPHY, D G	REG	WA	-0:12	100	2	146	10	725					0:53	0:00	0:00		8:48 AM	-0:32	6:35	0:12	0:08	4:12 PM	-0:12		
37006	WALLIN, D E	REG	WA	0:08	100	27	148	9	696					0:56	0:42	0:00		9:32 AM	0:03	6:26	0:00	0:05	4:32 PM	0:08		
37007	PLACZEK, F A	REG	12	-0:18	100	7	140	35	1409					0:53	0:00	0:00		8:47 AM	-1:03	6:04	0:00	0:45	4:07 PM	-0:18		
37008	WESTMORE, W R	REG	10	0:22	86	1	171	23	2017					0:54	0:00	0:00		8:48 AM	-0:42	6:24	0:39	0:26	4:46 PM	0:22		
37009	HEDGECOCK, S G	T-6	12	-0:09	100	2	175	24	1579					0:58	0:00	0:00		8:52 AM	-0:37	6:25	0:00	0:29	4:15 PM	-0:09		
37017	JORGENSEN, J C	REG	12	-0:42	93	4	147	7	1088					0:52	0:00	0:00		8:47 AM	-0:42	6:26	0:00	0:00	3:42 PM	-0:42		
37018*	WALLIN, D E	REG	WA	0:00	100	2	62	8	553					0:42	0:00					2:45	0:00	0:06				
	SANNE, D J	REG													0:00							0:11				
	WESTMORE, W R	REG													0:00							0:39				
	MURPHY, D G	REG													0:00							0:12				
	HUFFERD, S M	REG													0:00							0:16				
	HOLIFIELD, R W	REG													0:00							0:51				
	VAZQUEZ, A	CCA													0:00							0:43				
37019	SANNE, D J	REG		0:11	100	1	131	18	958					0:51	0:00	0:00		8:46 AM	-0:21	6:48	0:11	0:21	4:36 PM	0:11		
37023	REED, R D	REG	12	-4:03	95	2	102	10	1086					0:47	0:00	0:00		8:41 AM	-0:40	6:33	-3:31	0:08	12:21 PM	-4:03		
	VAZQUEZ, A	CCA													0:00							3:31				
Unit Totals					-4:55		75	1783	178	12071	0	0	0	0	0:45	0:00	0:00				-6:12	73:49		2:48		-4:55

Unit Summary

Volume		Authorized Hours		Workload Hours		Overtime / Leave Hours	
Total Case	1,858	Projected Hours	87:17	Total Office	10:44	Overtime	0:57
		Base Hours	92:55	Total Street	76:33	Annual Leave	8:00
		Budget Hours	0:00	Total Route	87:17	Sick Leave	0:00

* Aux Route

Add the potential 48 minutes to the route after everything is uploaded, and you have 45 minutes of overtime.

Where did the time go?

Your supervisor is stealing time from your route.

In the supervisor's telecon, who do you think is getting the blame for poor performance?



October 31, 2017

MEMORANDUM FOR ALL WESTERN AREA EMPLOYEES

SUBJECT: Integrity and Accurate Reporting

This memo is a reminder of your obligation to manage and work with integrity. It is an absolute requirement that every employee accurately report mail conditions, timekeeping information, barcode scans, and all other data entered into Postal Service databases. Do not share your password, and don't access a system with someone else's credentials.

Any employee that immediately comes forward and reports a violation of these requirements will not face consequences simply for doing so. However, every employee who engages in inaccurate reporting, falsification, or who knowingly provides misleading information will be subject to disciplinary action, including removal from the Postal Service.

As a reminder, every violation of ethics policy must be reported to the Office of Inspector General.

Requiring every employee to act with integrity and report accurately is critical to our business. When each of us is upfront, honest, and truthful we can identify problems faster and immediately find targeted solutions. This saves the Postal Service valuable time and resources.

Do not place your employment in jeopardy. Always tell the truth. Be accurate in what you report, and never place yourself in a position which compromises your integrity.

A handwritten signature in dark ink, appearing to read "Gregory G. Graves".

Gregory G. Graves

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M-1983, May 10, 2022, page 11

The Adjustment Team will review all available information for anomalies and potential data integrity issues. The team will also consider all information provided including actual times, base time, PS Form 3999's, fixed office times, mail volumes and carrier comments to come up with an evaluated time and adjust your route/routes, if needed.

On each work day during the life of this agreement, the Workhour Workload Report for all routes, for the previous day, will be posted daily in a convenient location.

The Adjustment Team will consider information from the carrier's initial consultation regarding the route's office and street time for the data analysis review period to ensure that the office time and street time selected is representative of the route. While we will ask for your suggestions regarding possible adjustments, please understand that it will not always be possible to honor every suggestion.

The easy way is efficacious and speedy;
the correct way is arduous and long, but as
the time clock ticks, the easy way becomes
harder and the correct way becomes
easier.



This is what your case should look like just before you End Tour. Trail cards cased, and the Form 1571 on top of the returned or bad DPS, so management can include that in tomorrow's mail count, however they do not.

On Street Menu



- 1 Scan Barcode
- 2 Review Entries
- 3 Settings
- 4 Firm Sheet
- 5 Manual Input
- 6 Change Route
- 7 Dynamic Delivery
- 8 Collection Box Info
- B Text Messages
- H Prepaid Acceptance
- D Database Info
- A Accountables Delivery Report

ESC

ENTER



09/10 16:55

Review Entries



- 1 Search Barcode
- 2 Mail Entries
- 3 CPMS
- 4 COD/Customs Clearance
- 5 Data Collection

ESC

ENTER



09/10 16:56

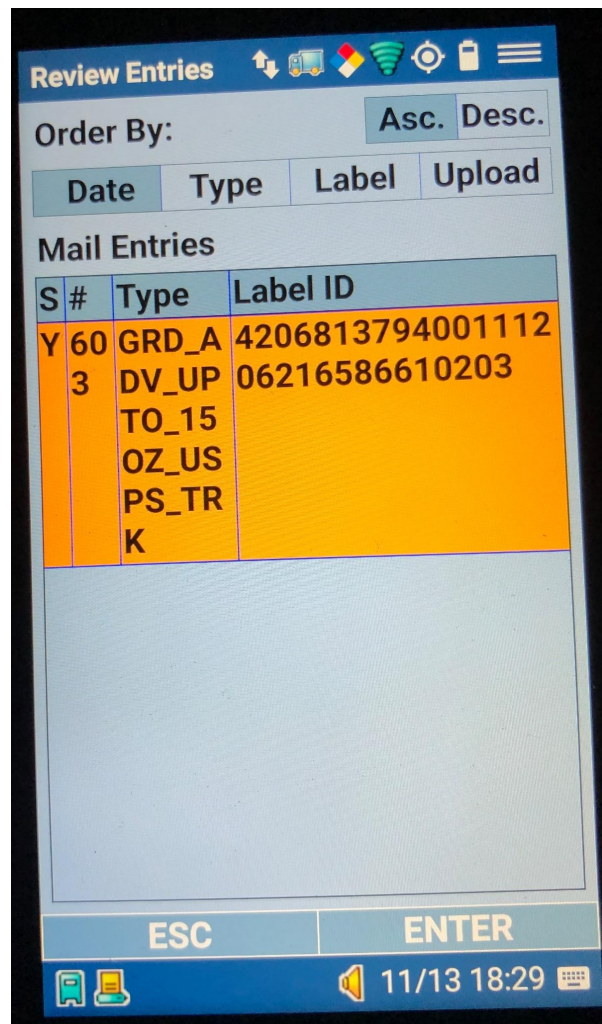
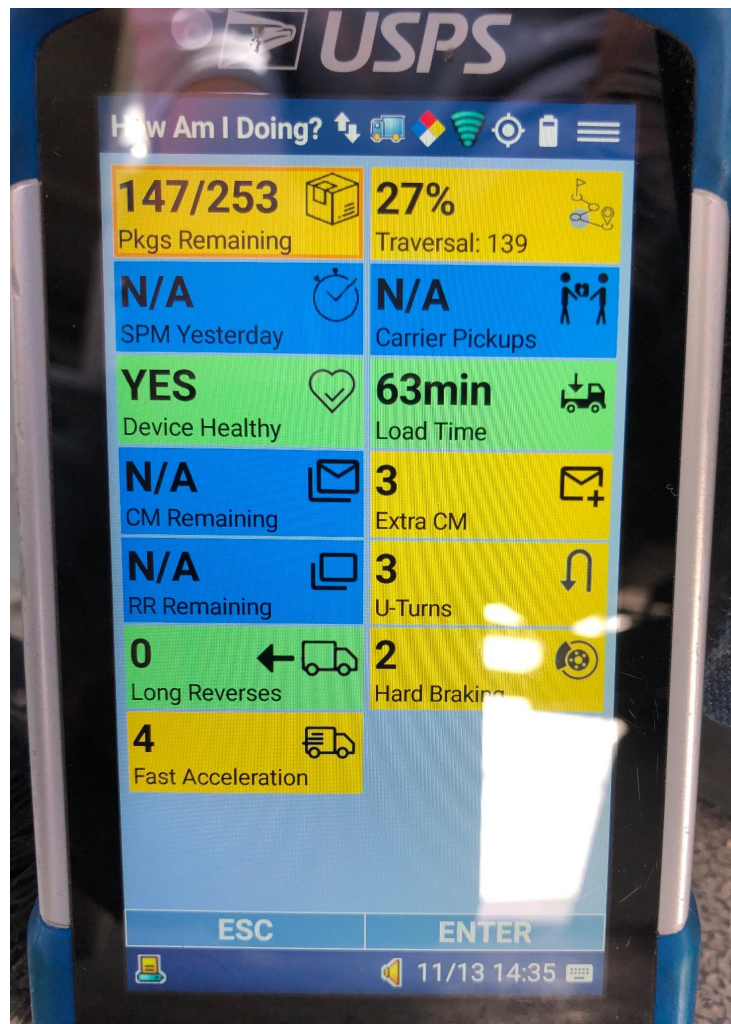
ESC

SEND

SCAN

SEND

ESC



Is your Route an 8-hour
assignment?