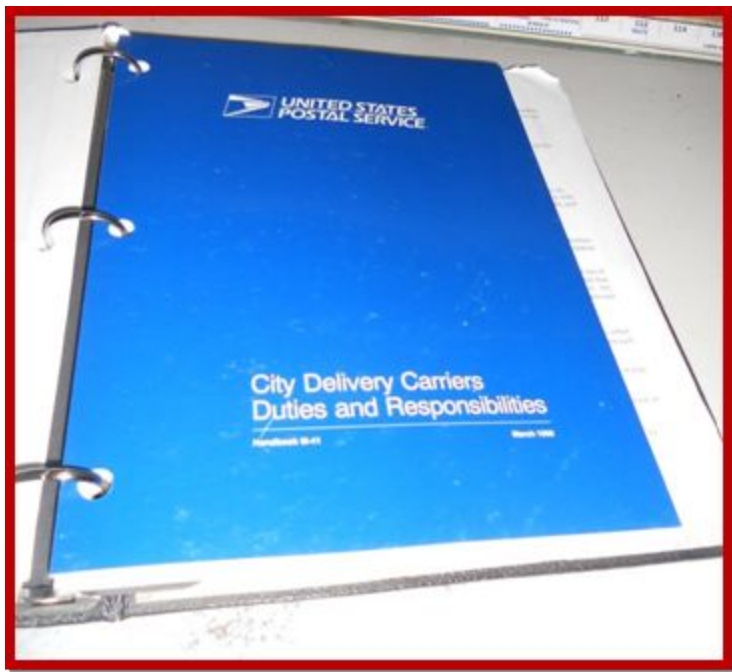


Is Your Route Truly an 8-Hour Assignment?

A Reality Check on Route Evaluation and Management Practices



Who Wrote the Rules?

M-41 and M-39 Manuals: Authored by USPS management

National Agreement (NA): A jointly negotiated contract between USPS and the NALC

“M” Documents: Memorandums of Understanding—binding agreements that fill gaps in the NA or manuals

“C” Numbers: Published national arbitration decisions that serve as precedent

Your Right to a Fairly Adjusted Route

The count of mail is used to gather and evaluate data (scanners) to adjust routes fairly and equitably to insure that the workload for

Each route will be as near as possible to an 8-hour workday for the carrier.

M-41.921.18.g



*“If over any **6 consecutive week period** (where work performance is otherwise satisfactory) a route shows over **30 minutes** of overtime or auxiliary assistance on each of **3 days** or more in each week during this period, the regular carrier assigned to such route **shall** upon request, receive a special mail count and inspection to be completed **within 4 weeks** of the request. The month of December must be excluded from consideration when determining a 6 consecutive week period. However, if a period of overtime and/or auxiliary assistance begins in November and continues into January, then January is considered as a consecutive period even though December is omitted. A new 6 consecutive week period is not begun.”*



It is a simple formula:

30 minutes or more of overtime/assistance 3
times a week for 6 consecutive weeks = 18
Form 3996's that management approved =

YOUR ROUTE IS OUT OF ADJUSTMENT

Special Count & Inspection—City Delivery Routes

The United States Postal Service and the National Association of Letter Carriers, AFL-CIO, agree that it is in the best interests of the Postal Service for letter carrier routes to be in proper adjustment.

M-39 §271.g and M-41 §918.1.g:

- An inspection **must be completed within 4 weeks (28 days)** of the written request
- The adjustment **must be placed in effect within 52 calendar days** after the completed count and inspection, M-39 §211.3

If neither is done timely, file the grievance.

Carriers are owed “the workload for each route will be as near as possible to an 8-hour workday.”

Management Knows the Job is Arduous—Yet Still Ignores the Rules

USPS Executive Management has acknowledged since **1930** that the duties of a letter carrier are strenuous and demanding

Despite this, **local managers prioritize DOIS/PET metrics** over contractual compliance

Remember: **DOIS is not recognized** by the National Agreement for determining workload or discipline

Standards Are Non-Negotiable

Article 34, National Agreement: *“The principle of a fair day's work for a fair day's pay is recognized by all parties to this Agreement.”*

M-00209 (1974): Only the **national parties** can initiate changes to work or time standards

M-00190 (1981): Forms used to collect data **cannot be used for discipline or adjustment**

M-00304 (1985): *“No set pace at which a carrier must walk. No street standard for walking.”*

DOIS: An Estimating Tool, Not a Mandate

M-01444 (2001): Daily piece counts (e.g., POST, DOIS) **cannot be the sole basis** for discipline or performance evaluation

Management cannot create standards by software.

Pre-Arb Settlement H1N-IN-D 31781 (1985): *“There is no set pace at which a carrier must walk.”*

What DOIS Projections Can—and Can't—Do

- **M-01664 (2007):** DOIS is not a substitute for Handbook M-39 or M-41 procedures
- **DOIS cannot dictate leave or return times**
- **DOIS may not be used as the sole basis for corrective action**
- Carriers must still follow established protocols in M-39 §122 and M-41 §131

Management Has Reaffirmed This—Again and Again

M-01769 (2011): The “office efficiency tool” is **not a standard** and **may not set office or street time**

Corrective actions must be based on **unacceptable conduct**, not DOIS estimates

“There is no set pace at which a carrier must walk.” – Reaffirmed repeatedly in grievance settlements

The Most Dangerous Tool?

Ignorance

“Deception thrives where truth is ignored, forgotten, or never taught.”

DOIS is often used not as a helpful estimate but as **a weapon to intimidate**

DOIS = Daily Office Intimidation Scam

Don't surrender your rights to a spreadsheet

DOIS Numbers: Inconsistent, Inaccurate, Manipulated

Follow along!

Workload Status Report

Service Date: 01/13/2016

AM Available												AM Curial		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(+) Rvd(-)	Misc Office Time	Rtr Asgn Time	Proj Leave Time	Leave Time Var	Base Street Hours	Aux Prov(+) Rvd(-)	Misc Street Time	Proj Return Time	Return Time Var	
01		REG	12	-0:31	100	115	330	—	1639					1:27	0:00	0:00		8:51 AM	-0:20	6:13	0:00	-0:11	3:24 PM	-0:31	
02		T-6	12	-0:08	100	80	315	—	759					1:22	0:00	0:00		8:47 AM	0:02	6:40	0:00	-0:11	3:46 PM	-0:08	
03		REG	WA	-0:25	100	49	286	—	1023					1:16	0:00	0:00		8:41 AM	-0:14	6:30	0:00	-0:11	3:30 PM	-0:25	
05		REG	WA	-0:30	100	27	201	—	869					1:03	0:00	0:00		8:27 AM	-0:22	6:35	0:00	-0:08	3:25 PM	-0:30	
06		REG	WA	-0:06	100	89	412	—	947					1:37	0:00	0:00		9:01 AM	0:03	6:26	0:00	-0:09	3:48 PM	-0:06	
07		REG	12	-0:24	100	64	443	+45	1190					1:39	0:00	0:00		9:04 AM	-0:17	6:04	0:00	-0:08	3:30 PM	-0:24	
08		REG	10	-0:15	86	86	437	—	2170					1:31	0:00	0:00		8:55 AM	-0:06	6:24	0:00	-0:09	3:40 PM	-0:15	
09		REG	WA	-0:27	100	72	271	—	1994					1:16	0:00	0:00		8:40 AM	-0:19	6:25	0:00	-0:08	3:27 PM	-0:27	
17		REG	12	0:10	93	31	616	—	1469					1:55	0:00	0:00		9:19 AM	0:21	6:26	0:00	-0:11	4:04 PM	0:10	
18*						100	18	150	—	639				0:55	0:00					2:45	0:00	-0:06			
19			T-6	10	-0:13	100	35	210	—	1205					1:05	0:00	0:00		8:29 AM	-0:07	6:48	0:00	-0:06	3:41 PM	-0:13
23			REG	12	-0:18	95	53	305	—	1364					1:17	0:00	0:00		8:41 AM	-0:10	6:33	0:00	-0:08	3:37 PM	-0:18
Unit Totals					-3:07	719	3976	0	15268	0	0	0	0	6:23		0:00	0:00		-1:29	73:49		-1:46		-3:07	

Unit Summary

Volume		Authorized Hours		Workload Hours		Overtime / Leave Hours	
Total Case	4,695	Projected Hours	88:28	Total Office	16:22	Overtime	0:10
		Base Hours	92:55	Total Street	72:06	Annual Leave	8:00
		Budget Hours	0:00	Total Route	88:28	Sick Leave	0:00

* Aux Route

Store
m/f
16/8
2/6
4/8 P

Joise 1700

9:30

Joh

01/13/2016 07:28 AM

8 minutes undertime
@ 7:28 AM

Workload Status Report

Service Date: 01/13/2016

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(+) Rovd(-)	Misc Office Time	Rtr Asgn Time	Proj Leave Time	Leave Time Var	Base Street Hours	Aux Prov(+) Rovd(-)	Misc Street Time	Proj Return Time	Return Time Var	
01		REG	12	0:13	100	115	330	29	1639					1:27	0:00	0:00		8:51 AM	-0:20	6:13	0:00	0:33	4:07 PM	0:13	
02		T-6	12	0:23	100	80	315	21	759					1:22	0:00	0:00		8:47 AM	0:02	6:40	0:00	0:21	4:18 PM	0:23	
03		REG	WA	-0:01	100	49	286	16	1023					1:16	0:00	0:00		8:41 AM	-0:14	6:30	0:00	0:14	3:54 PM	-0:01	
05		REG	WA	-0:10	100	27	201	13	869					1:03	0:00	0:00		8:27 AM	-0:22	6:35	0:00	0:12	3:44 PM	-0:10	
06		REG	WA	0:16	100	89	412	15	947					1:37	0:00	0:00		9:01 AM	0:03	6:26	0:00	0:14	4:11 PM	0:16	
07		REG	12	0:04	100	64	443	19	1190					1:39	0:00	0:00		9:04 AM	-0:17	6:04	0:00	0:21	3:59 PM	0:04	
08		REG	10	0:35	86	86	437	33	2170					1:31	0:00	0:00		8:55 AM	-0:06	6:24	0:00	0:41	4:29 PM	0:35	
09		REG	WA	0:27	100	72	271	36	1994					1:16	0:00	0:00		8:40 AM	-0:19	6:25	0:00	0:47	4:21 PM	0:27	
117		REG	12	0:32	93	31	616	15	1469					1:55	0:00	0:00		9:19 AM	0:21	6:26	0:00	0:12	4:27 PM	0:32	
118*		REG	WA	-0:13	100	18	150	8	639					0:55	0:00	0:00		8:20 AM	-0:19	2:45	0:00	0:06	11:11 AM	-0:13	
119	T-6	10	0:15	100	35	210	19	1205					1:05	0:00	0:00		8:29 AM	-0:07	6:48	0:00	0:23	4:10 PM	0:15		
123	REG	12	0:02	95	53	305	13	1364					1:17	0:00	0:00		8:41 AM	-0:10	6:33	0:00	0:12	3:56 PM	0:02		
Unit Totals						2:23		719	3976	237	15268	0	0	0	6:23		0:00	0:00		-1:48	73:49		4:16		2:23

Unit Summary

Volume		Authorized Hours		Workload Hours		Overtime / Leave Hours	
Total Case	4,695	Projected Hours	94:24	Total Office	16:22	Overtime	10:42
		Base Hours	92:55	Total Street	78:02	Annual Leave	8:00
		Budget Hours	0:00	Total Route	94:24	Sick Leave	0:00

* Aux Route

23 minutes
overtime @
10:59 am

A 31-minute
discrepancy

01/13/2016 10:59 AM

Workload Status Report

Service Date: 01/14/2016

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(+) Rcvd(-)	Misc Office Time	Rtr Asgn Time	Proj Leave Time	Leave Time Var	Base Street Hours	Aux Prov(+) Rcvd(-)	Misc Street Time	Proj Return Time	Return Time Var	
37001		REG	12	-0:47	100	31	182		1783					1:01	0:00	0:00		8:25 AM	-0:47	6:13	0:00	0:00	3:08 PM	-0:47	
37002		REG	12	-0:32	100	9	103		879					-0:48	0:00	0:00		8:12 AM	-0:32	6:40	0:00	0:00	3:22 PM	-0:32	
37003		REG	WA	-0:39	100	45	112		1366					0:52	0:00	0:00		8:16 AM	-0:38	6:30	0:00	0:00	3:16 PM	-0:39	
37005		REG	WA	-0:40	100	14	82		947					0:45	0:00	0:00		8:10 AM	-0:40	6:35	0:00	0:00	3:15 PM	-0:40	
37006		REG	WA	-0:46	100	49	80		968					0:48	0:00	0:00		8:12 AM	-0:46	6:26	0:00	0:00	3:08 PM	-0:46	
37007		REG	12	-1:06	100	34	102		1934					0:50	0:00	0:00		8:14 AM	-1:06	6:04	0:00	0:00	2:48 PM	-1:06	
37008		REG	10	-0:48	86	27	115		2104					0:48	0:00	0:00		8:13 AM	-0:48	6:24	0:00	0:00	3:07 PM	-0:48	
37009		T-6	12	-0:48	100	17	97		2102					0:48	0:00	0:00		8:12 AM	-0:47	6:25	0:00	0:00	3:07 PM	-0:48	
37017		REG	12	-0:46	93	28	103		1631					0:48	0:00	0:00		8:13 AM	-0:46	6:26	0:00	0:00	3:08 PM	-0:46	
37018*						100	7	51		792				0:41	0:00						2:45	0:00	0:00		
37019	REG			-0:27	100	16	79		1245					0:45	0:00	0:00		8:10 AM	-0:27	6:48	0:00	0:00	3:28 PM	-0:27	
37023	REG	12	-0:42	95	14	80		1459						0:45	0:00	0:00		8:09 AM	-0:42	6:33	0:00	0:00	3:12 PM	-0:42	
Unit Totals					-8:01		291	1186	0	17210	0	0	0	0	9:39		0:00	0:00		-7:59	73:49		0:00		-8:01

Unit Summary

Volume		Authorized Hours		Workload Hours		Overtime / Leave Hours	
Total Case	1,477	Projected Hours	83:25	Total Office	9:37	Overtime	0:00
		Base Hours	92:55	Total Street	73:48	Annual Leave	8:00
		Budget Hours	0:00	Total Route	83:25	Sick Leave	0:00

* Aux Route

48 minutes
undertime @ 6:24
am

01/14/2016 06:24 AM

Knoblock Chris G
04118003
9027
Wahl
3718
Holtzclaw
Jorgensen
Plaza
No
3719
Vaz
Hed

Workload Status Report

Service Date: 01/14/2016

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		REG	12	0:40	100	78	440	25	1783					1:40	0:00	0:00		9:04 AM	-0:07	6:13	0:20	0:27	4:34 PM	0:40	
37002		REG	12	0:06	100	43	276	15	879					1:14	0:00	0:00		8:39 AM	-0:06	6:40	0:00	0:12	4:01 PM	0:06	
37003		REG	WA	0:16	100	82	290	25	1366					1:19	0:00	0:00		8:44 AM	-0:11	6:30	0:00	0:27	4:10 PM	0:16	
37005		REG	WA	-0:10	100	37	207	12	947					1:04	0:00	0:00		8:29 AM	-0:21	6:35	0:00	0:11	3:45 PM	-0:10	
37006		REG	WA	1:21	100	75	239	39	968					1:12	0:53	0:00		9:30 AM	0:31	6:26	0:00	0:50	5:15 PM	1:21	
37007		REG	12	-0:18	100	72	248	22	1934					1:13	0:00	0:00		8:37 AM	-0:43	6:04	0:00	0:26	3:37 PM	-0:18	
37008		REG	10	1:28	86	54	409	25	2104					1:25	1:10	0:00		10:00 AM	1:00	6:24	0:00	0:29	5:22 PM	1:28	
37009		T-6	12	2:40	100	43	362	34	2102					1:26	0:00	0:00		8:51 AM	-0:09	6:25	2:06	0:44	6:35 PM	2:40	
37017		REG	12	0:16	93	55	417	20	1631					1:31	0:00	0:00		8:55 AM	-0:03	6:26	0:00	0:20	4:10 PM	0:16	
37018*		REG	WA	0:00	100	20	137	4	792					0:53	0:00					2:45	0:00	0:00			
		CCA													0:00							2:25			
		REG													0:00							0:20			
37019		REG	10	0:00	100		41	248	16	1245					1:10	0:00					6:48	0:00	0:18		
		T-6													0:00							2:06			
		CCA													0:00							5:06			
37023		REG	12	0:00	95		40	220	20	1459					1:05	0:00	0:00		8:29 AM	-0:22	6:33	0:00	0:23	3:55 PM	0:00
Unit Totals						6:19		640	3493	257	17210	0	0	0	0:51:12		0:00	0:00		-0:31	73:49		4:47		6:19

Unit Summary

Volume		Authorized Hours		Workload Hours		Overtime / Leave Hours	
Total Case	4,133	Projected Hours	93:44	Total Office	15:13	Overtime	6:46
		Base Hours	92:55	Total Street	78:32	Annual Leave	8:00
		Budget Hours	0:00	Total Route	93:44	Sick Leave	8:00

* Aux Route

2 hours 40 minutes
Overtime @ 10:23 am

3 hours, 28 minutes off

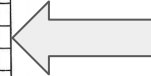
These wild swings demonstrate why DOIS projections must never override actual performance or contractual standards

01/14/2016 10:23 AM

Workload Status Report

Service Date: 03/07/2018

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	Flis	Proj Office Hours	Aux Prov(+) Rovd(-)	Misc Office Time	Rtr Asgn Time	Proj Leave Time	Leave Time Var	Base Street Hours	Aux Prov(+) Rovd(-)	Misc Street Time	Proj Return Time	Return Time Var	
37001		T-6		-0:43	100	28	285		1387					1:15	0:00	0:00		8:39 AM	-0:32	6:13	0:00	-0:11	3:12 PM	-0:43	
37002		REG 12		-0:22	100	41	239		1010					1:09	0:00	0:00		8:34 AM	-0:11	6:40	0:00	-0:11	3:33 PM	-0:22	
37003		REG 12		-0:31	100	26	250		1046					1:10	0:00	0:00		8:34 AM	-0:20	6:30	0:00	-0:11	3:23 PM	-0:31	
37005		REG WA		-0:23	100	16	251		1046					1:09	0:00	0:00		9:04 AM	-0:16	6:35	0:00	-0:08	4:01 PM	-0:23	
37006		REG WA		0:31	100	41	280		779					1:15	0:59	0:00		9:38 AM	0:40	6:26	0:00	-0:09	4:25 PM	0:31	
37007		REG 10		-0:33	100	32	398		1858					1:31	0:00	0:00		8:55 AM	-0:25	6:04	0:00	-0:08	3:22 PM	-0:33	
37008		REG 10		-0:18	86	47	428		2150					1:27	0:00	0:00		8:52 AM	-0:09	6:24	0:00	-0:09	3:36 PM	-0:18	
37009		T-6 12		-0:32	100	33	256		1845					1:11	0:00	0:00		8:35 AM	-0:24	6:25	0:00	-0:08	3:23 PM	-0:32	
37017		REG 12		-0:13	93	41	436		1391					1:32	0:00	0:00		8:57 AM	-0:02	6:26	0:00	-0:11	3:42 PM	-0:13	
37018*		REG WA		0:00	100	11	179		712					0:59	0:00						2:45	0:00	-0:06		
	CCA														0:00							2:39			
37019	REG			-0:15	100	28	200		1119					1:03	0:00	0:00		8:27 AM	-0:09	6:48	0:00	-0:06	3:39 PM	-0:15	
37023	REG			-0:32	95	31	210		1354					1:03	0:00	0:00		8:27 AM	-0:24	6:33	0:00	-0:08	3:23 PM	-0:32	
Unit Totals					-3:51		375	3412	0	15697	0	0	0	0	4:44		0:00	0:00		-2:12	73:49		-1:46		-3:51



At 7:36 am, DOIS shows the route with 32 minutes undertime

Unit Summary

Volume		Authorized Hours		Workload Hours		Overtime / Leave Hours	
Total Case	3,787	Projected Hours	86:48	Total Office	14:42	Overtime	8:31
		Base Hours	92:55	Total Street	72:06	Annual Leave	0:00
		Budget Hours	0:00	Total Route	86:48	Sick Leave	24:00

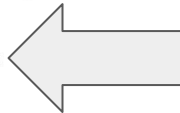
* Aux Route

18-Wallin
Sprague

5-murphy
Sprague

8-Wallin
Sprague

Hedgerock
Sprague



Route/ Carrier Daily Performance/Analysis Report

Delivery Unit: 68137
Service Date: 03/07/2018
Service Week: 23

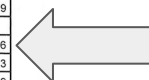
3 days later, DOIS projected the route to be 9 hours 8 minutes after manipulating the numbers. However, I & my help took the route 10 hours and 4 minutes.

Carrier Type: U: UAR R: REG CC: CCA C: CAS T: T-6 RT: RTR P: PTR F: PTF RS: RES			Mail Volumes							AM Office Assignments						Street Assignments						PM Office			Total Hours				
			Cased		Delivered					Office Hours			Leave Time			Street Hours			Return Time			Office Hours							
Rte	Carrier Name/Type	Assign	Ltr	Flt	DPS	FSS	Seq	Total	PP	Proj	Act	Var	Proj	Act	Var	Proj	Misc	Act	Var	Proj	Act	Var	Proj	Act	Var	Proj	Act	Var	
37001			28	324	1,387			1,739	33	1:15	1:48	0:33				6:13	0:39	5:17	-1:35				0:05	0:01	-0:04	8:12	7:06	-1:06	
		T primary									1:15	1:48	0:33	08:45	09:33	0:48	6:52	0:00	5:17	-1:35	16:07	16:24	0:17		0:01		8:12	7:06	-1:06
37002				41	257	1,010			1,308	16	1:07	1:24	0:17				6:40	0:14	6:53	0:00				0:05	0:02	-0:03	8:05	8:19	0:14
		R primary									1:07	1:24	0:17	08:36	08:40	0:04	6:53	0:00	6:53	0:00	15:59	16:35	0:36		0:02		8:05	8:19	0:14
37003				26	285	1,046			1,357	25	1:10	1:56	0:47				6:30	0:27	6:19	-0:38				0:05	0:00	-0:05	8:11	8:15	0:04
		R primary									1:10	1:56	0:47	08:39	09:42	1:03	6:57	0:00	6:19	-0:38	16:06	16:30	0:24		0:00		8:11	8:15	0:04
37005				16	285	1,046			1,347	21	1:09	1:20	0:11				6:35	0:24	7:29	0:30				0:05	0:04	-0:01	8:13	8:53	0:40
		R primary									1:09	1:20	0:11	09:08	09:19	0:11	6:33	0:00	6:36	0:03	16:12	16:25	0:13		0:04		7:47	8:00	0:13
		CC str aux									0:00	0:00	0:00				0:26	0:00	0:53	0:27				0:00			0:26	0:53	0:27
37006				41	298	779			1,118	29	1:12	0:56	-0:17				6:26	0:35	6:00	-1:01				0:05	0:05	0:00	8:18	7:01	-1:17
	R primary									1:12	0:56	-0:17	09:44	09:39	-0:05	7:01	0:00	6:00	-1:01	17:14	16:09	-1:05		0:05		8:18	7:01	-1:17	
37007			32	437	1,858			2,327	37	1:31	1:34	0:03				6:04	0:48	6:21	-0:31				0:05	0:05	0:00	8:28	8:00	-0:28	
	R primary									1:31	1:34	0:03	09:01	09:19	0:18	6:52	0:00	6:21	-0:31	16:23	16:10	-0:13		0:05		8:28	8:00	-0:28	
37008			47	483	2,150			2,680	49	1:29	1:29	0:01				6:24	1:05	8:47	1:19				0:05	0:04	-0:01	9:02	10:20	1:19	
	R primary									1:29	1:29	0:01	08:58	09:14	0:16	7:01	0:00	7:41	0:40	16:29	17:25	0:56		0:04		8:35	9:14	0:40	
	CC str aux									0:00	0:00	0:00				0:27	0:00	1:06	0:39				0:00			0:27	1:06	0:39	
37009			33	308	1,845			2,186	62	1:13	1:29	0:16				6:25	1:26	8:35	0:45				0:05	0:00	-0:05	9:08	10:04	0:56	
	T primary									1:13	1:29	0:16	08:43	09:15	0:32	7:15	0:00	6:31	-0:44	16:28	16:15	-0:13		0:00		8:33	8:00	-0:33	
	CC str aux									0:00	0:00	0:00				0:35	0:00	2:04	1:29				0:00			0:35	2:04	1:29	
37017			41	470	1,391			1,902	42	1:32	1:45	0:13				6:26	0:53	8:31	1:13				0:05	0:13	0:08	8:55	10:28	1:34	
	R primary									1:32	1:45	0:13	09:01	09:32	0:31	7:18	0:00	7:26	0:08	16:49	17:28	0:39		0:13		8:55	9:24	0:29	
	T unknown									0:00	0:00	0:00				0:00	0:00	1:04	1:04				0:00			0:00	1:04	1:04	
37018			11	202	712			925	13	0:57	1:17	0:20				2:45	0:14	3:29	0:30				0:05	0:00	-0:05	4:00	4:46	0:45	
	R office									0:57	0:59	0:02				0:00	0:00	0:00	0:00				0:00			1:02	0:59	-0:03	
	CC street									0:00	0:00	0:00				2:59	0:00	3:29	0:30				0:00			2:59	3:29	0:30	

Who won?

The truth did—not DOIS

Let performance—not projections—guide route management decisions



Workload Status Report

Service Date: 02/13/2019

AM Available														AM Critical		Office Workload & Projected Leave Time							Street Workload & Projected Return Time						
Route	Carrier	Type	Proj Route OT/UT	% Std	Letters	Flats	SPRs in Flats	PP	DPS	FSS	Seq Pcs	Ltrs	Flts	Proj Office Hours	Aux Prov(+) Rovd(-)	Misc Office Time	Rtr Asgn Time	Proj Leave Time	Leave Time Var	Base Street Hours	Aux Prov(+) Rovd(-)	Misc Street Time	Proj Return Time	Return Time Var					
37001		REG	-0:49	100	17	99	9	13	1133	✓				0:49	0:00	0:00		8:12 AM	-0:59	6:13	0:00	0:09	3:04 PM	-0:50					
37002		REG	-0:33	100	15	104	13	5	801	✓				0:48	0:00	0:00		8:13 AM	-0:32	6:40	0:00	-0:03	3:20 PM	-0:35					
37003		T-6	-0:47	100	18	97	21	6	674	✓				0:45	0:00	0:00		8:34 AM	0:40	6:30	0:00	-0:02	4:33 PM	0:38					
37005		CCA	-0:21	100	35	81	7	17	728	✓				0:46	0:00	0:00		8:40 AM	-0:39	6:35	0:00	0:19	4:03 PM	-0:21					
37006		REG	-0:43	100	47	92	2	7	725	✓				0:49	0:00	0:00		8:14 AM	-0:45	6:26	0:00	0:02	3:11 PM	-0:43					
37007		REG	-0:39	100	13	100	23	22	703	✓				0:48	0:00	0:00		8:12 AM	-1:08	6:04	0:00	0:26	3:12 PM	-0:42					
37008		REG	-0:13	86	22	183	26	22	1104	✓				0:56	0:00	0:00		8:21 AM	-0:40	6:24	0:00	0:24	3:38 PM	-0:16					
37009		T-6	-0:27	100	24	97	19	17	920	✓				0:48	0:00	0:00		8:13 AM	-0:47	6:25	0:00	0:19	3:25 PM	-0:29					
37017		CCA	-0:42	100	16	110	18	11	858	✓				0:47	0:00	0:00		8:11 AM	-0:47	6:26	0:00	0:06	3:13 PM	-0:42					
37018*				100	3	58	12	3	343	✓				0:41	0:00					2:45	0:00	-0:02							
37019	REG	-0:24	100	15	58	13	9	606	✓				0:40	0:00	0:00		8:06 AM	-0:32	6:48	0:00	0:08	3:30 PM	-0:24						
37023	REG	-0:25	85	11	67	18	16	715	✓				0:43	0:00	0:00		8:07 AM	-0:44	6:33	0:00	0:17	3:27 PM	-0:28						
Unit Totals				-6:03		239	1149	181	148	9310	0	0	0	0:19		0:00	0:00		-6:53	73:49		2:01		-4:52					

Unit Summary

Volume		Authorized Hours		Workload Hours		Overtime / Leave Hours	
Total Case	1,381	Projected Hours	85:07	Total Office	9:19	Overtime	8:00
		Base Hours	92:55	Total Street	75:48	Annual Leave	8:00
		Budget Hours	0:00	Total Route	85:07	Sick Leave	0:00

* Aux Route

18 - WALLIN
 GREGG - 1.25
 CABRERA - 1.00
 KRAHER - .50

08 WESTMORE
 JACOBSON - 3.0

549 Flats

Route/ Carrier Daily Performance/Analysis Report

Delivery Unit: 68137
Service Date: 02/13/2019
Service Week: 20

Carrier Type: U: UAR C: CAS P: PTR				R: REG T: T-6 F: PTF				CC: COA RT: RTR RS: RES				Mail Volumes							AM Office Assignments							Street Assignments							PM Office			Total Hours		
												Cased			Delivered				Office Hours				Leave Time			Street Hours				Return Time			Office Hours					
Rte	Carrier Name/Type	Assign	Ltr	Flt	SPR	DPS	FSS	Seq	Total	PP	Proj	Act	Var	Proj	Act	Var	Proj	Misc	Act	Var	Proj	Act	Var	Proj	Act	Var	Proj	Act	Var	Proj	Act	Var						
37001	[Redacted]		36	220	19	133			1,399	29	1:01	1:06	0:05				6:13	0:33	6:51	0:05				0:05	0:03	-0:02	7:52	8:00	0:08									
		R primary									1:01	1:06	0:05	08:31	08:00	-0:31	6:46	0:00	6:51	0:05	15:47	15:57	0:10		0:03		7:52	8:00	0:08									
																		0:00																				
37002			28	260	19	801				1,089	15	1:06	1:30	0:24				6:40	0:12	6:49	-0:03				0:05	0:03	-0:02	8:03	8:22	0:19								
		R primary										1:06	1:30	0:24	08:36	09:01	0:25	6:52	0:00	6:49	-0:03	15:57	16:20	0:23		0:03		8:03	8:22	0:19								
																			0:00																			
37003			33	257	48	674				964	17	1:03	1:41	0:38				6:30	0:15	6:03	-0:42				0:05	0:07	0:02	7:53	7:52	-0:01								
		T primary										1:03	1:41	0:38	09:58	09:12	-0:46	6:45	0:00	6:03	-0:42	18:11	17:04	-1:07		0:07		7:53	7:52	-0:01								
																			0:00																			
37005			61	295	26	728				1,084	24	1:12	1:40	0:27				6:35	0:29	5:46	-1:18				0:05	0:00	-0:05	8:21	7:25	-0:56								
	CC primary										1:12	1:40	0:27	09:12	09:09	-0:03	7:04	0:00	5:46	-1:18	18:14	16:31	-1:43		0:00		8:21	7:25	-0:56									
																		0:00																				
37006		66	269	17	725				1,060	18	1:10	1:11	0:01				6:26	0:18	6:05	-0:39				0:05	0:04	-0:01	7:59	7:20	-0:39									
	R primary										1:10	1:11	0:01	09:35	09:21	-0:14	6:44	0:00	6:05	-0:39	16:49	15:55	-0:54		0:04		7:59	7:20	-0:39									
																		0:00																				
37007		28	354	37	703				1,085	33	1:19	1:20	0:01				6:04	0:42	6:37	-0:10				0:05	0:03	-0:02	8:11	8:00	-0:11									
	R primary										1:19	1:20	0:01	08:49	08:50	0:01	6:46	0:00	6:37	-0:10	16:05	15:57	-0:08		0:03		8:11	8:00	-0:11									
																		0:00																				
37008		37	691	61	104				1,832	33	1:53	2:19	0:26				6:24	0:41	5:38	-1:26				0:05	0:04	-0:01	9:02	8:00	-1:02									
	R primary										1:53	2:19	0:26	09:22	09:48	0:26	7:04	0:00	5:38	-1:26	16:57	15:56	-1:01		0:04		9:02	8:00	-1:02									
																		0:00																				
37009		39	399	33	920				1,358	28	1:26	1:37	0:10				6:25	0:35	7:14	0:15				0:05	0:00	-0:05	8:30	8:51	0:21									
	T primary										1:26	1:37	0:10	08:56	09:09	0:13	6:59	0:00	7:14	0:15	16:25	16:53	0:28		0:00		8:30	8:51	0:21									
																		0:00																				
37017		38	559	35	858				1,455	14	1:46	1:41	-0:05				6:26	0:11	6:14	-0:22				0:05	0:00	-0:05	8:27	7:55	-0:32									
	CC primary										1:46	1:41	-0:05	09:15	09:16	0:01	6:36	0:00	6:14	-0:22	16:39	16:57	0:18		0:00		8:27	7:55	-0:32									
																		0:00																				
37018		15	155	20	343				513	6	0:51	0:40	-0:10				2:45	0:05	3:23	0:32				0:05	0:00	-0:05	3:47	4:03	0:16									
	R office										0:51	0:40	-0:10				0:00	0:00	0:00	0:00				0:00			0:56	0:40	-0:16									
	CC street										0:00	0:00	0:00				0:25	0:00	1:06	0:41				0:00		0:25	1:06	0:41										

I said 549, not 399!

Delivery Unit: 68137
 Service Date: 10/31/2023
 Service Week: 5 A

Route/ Carrier Daily Performance/Analysis Report

Carrier Type: U: UAR R: REG CC: CCA C: CAS T: T-6 RT: RTR P: PTR F: PTF RS: RES			Mail Volumes							AM Office Assignments						Street Assignments						PM Office			Total Hours				
Rte	Carrier Name/Type	Assign	Cased							Office Hours			Leave Time			Street Hours			Return Time			Office Hours			Proj	Act	Var		
			Ltr	Flt	SPR	DPS	FSS	Seq	Total	PP	Proj	Act	Var	Proj	Act	Var	Proj	Misc	Act	Var	Proj	Act	Var	Proj				Act	Var
37001		R primary	24	218	18	580			822	9	1.01	0.40	-0.21				6.21	-0.05	6.31	0.15				0.05	0.04	-0.01	7.22	7.14	-0.08
											1.01	0.40	-0.21	09.39	09.10	-0.29	6.16	0.00	6.31	0.15	16.25	16.10	-0.15		0.04		7.22	7.14	-0.08
37002		T primary	30	197	11	421			648	11	0.59	0.12	-0.47				6.53	0.02	6.55	0.00				0.05	0.17	0.12	7.59	7.24	-0.35
		R unknown									0.59	0.12	-0.47	09.44	10.50	1.06	6.55	0.00	6.29	-0.26	18.06	17.49	-0.17		0.17		7.59	6.58	-1.00
											0.00	0.00	0.00				0.00	0.00	0.26	0.26				0.00		0.00	0.26	0.26	
37003		R primary	29	215	14	983			1,227	7	1.08	0.58	-0.10				6.27	-0.07	5.34	-0.46				0.05	0.05	0.00	7.33	6.36	-0.57
											1.08	0.58	-0.10	08.52	08.05	-0.47	6.20	0.00	5.34	-0.46	17.21	17.48	0.27		0.05		7.33	6.36	-0.57
37005		T primary	15	192	30	521			726	18	1.00	1.08	0.09				6.47	0.04	6.34	-0.17				0.05	0.05	0.00	7.56	7.47	-0.09
											1.00	1.08	0.09	08.44	08.53	0.09	6.51	0.00	6.34	-0.17	16.59	17.31	0.32		0.05		7.56	7.47	-0.09
37006		R primary	18	242	42	400			660	9	1.02	1.40	0.38				6.43	-0.07	6.49	0.13				0.05	0.02	-0.03	7.43	8.31	0.48
											1.02	1.40	0.38	08.46	09.24	0.38	6.36	0.00	6.49	0.13	16.44	16.43	-0.01		0.02		7.43	8.31	0.48
37007		R primary	26	242	31	800			1,068	13	0.59	1.08	0.09				6.44	0.00	6.24	-0.20				0.05	0.04	-0.01	7.48	7.36	-0.12
											0.59	1.08	0.09	08.44	08.53	0.09	6.44	0.00	6.24	-0.20	16.29	16.11	-0.18		0.04		7.48	7.36	-0.12
37008		R primary	20	304	51	1,020			1,344	20	1.07	1.22	0.15				6.44	-0.07	6.38	0.01				0.05	0.00	-0.05	7.49	8.00	0.11
											1.07	1.22	0.15	08.51	09.16	0.25	6.37	0.00	6.38	0.01	16.18	16.25	0.07		0.00		7.49	8.00	0.11
37009		T office	20	245	37	927			1,192	17	0.56	3.44	2.48				6.19	0.00	7.16	0.57				0.05	0.10	0.05	7.20	11.10	3.50
		F street									0.56	2.53	1.57				0.00	0.00	0.00	0.00					0.10		1.01	3.03	2.02
		T str aux									0.00	0.00	0.00				5.38	0.00	7.16	1.38				0.00		5.38	7.16	1.38	
		F unknown									0.00	0.00	0.00				0.37	0.00	0.00	-0.37				0.00		0.37	0.00	-0.37	
											0.00	0.50	0.50				0.00	0.00	0.00	0.00				0.00		0.00	0.50	0.50	
37017		R primary	17	223	38	726			966	10	0.59	1.16	0.16				6.40	-0.07	6.09	-0.24				0.05	0.02	-0.03	7.37	7.26	-0.11
											0.59	1.16	0.16	08.44	09.00	0.16	6.33	0.00	6.09	-0.24	16.15	16.13	-0.02		0.02		7.37	7.26	-0.11

1 ft 4 inches = 303 pcs

Management cheated the route again.

Not only did I do a linear measurement, but I also counted as I cased.

When Carriers Return From Route

M-39§127 *“The carrier unit managers must observe and direct carrier activity when carriers return from the route. Observe such things as:*

- a. See that carriers promptly clock in on return to office.*
- b. Note any excessive undertime as determined from the posted returning schedule.*
- c. See that clerks are available to check in accountable items as efficiently and promptly as possible.*

*f. Assign work to carriers who **are** undertime.”*

It states that if management believes a carrier has *undertime*, management must determine it through **street observation** and then assign undertime **in the afternoon** after verifying that the carrier does in fact have available work time.

This provision is important because it limits management's authority. They can't just speculate at the morning consultation; they **must verify undertime through observation** before assigning additional work.

Instead of waiting until the afternoon and making undertime assignments after *street observation*, management **improperly assigned undertime in the morning**.

This would be a violation of **M-39 §127.f** via the **National Agreement (Article 19)**, which makes USPS handbooks/manuals enforceable when they directly affect wages, hours, or working conditions.

Mutual Respect Is Not Optional It Is Contractual

M-39 §115.4: Front-line supervisors are responsible for **ensuring mutual respect** between management and employees

Disrespect, intimidation, or coercion violate the spirit—and the letter—of our National Agreement

Are we allowing ourselves to be **squeezed dry** just to protect DOIS numbers?

M-01242 & M-01243: The Joint Statement on Violence and Behavior in the Workplace

Workplace Abuse Has No Place in the USPS

- **Joint Statement on Violence and Behavior (M-01242 & M-01243):**
 - No tolerance for **violence, harassment, intimidation, or bullying**—at any level
 - All employees must be treated with **dignity, respect, and fairness**
 - **“Making the numbers”** does **not** justify abusive behavior
- Those who disregard these principles are **not to be rewarded, promoted, or tolerated**

The Carrier Is the Authority—Not DOIS

- The last few slides prove one truth: **DOIS is an unofficial estimate—not a contractual standard**
- If your on-the-street experience contradicts DOIS, **your judgment prevails**
- DOIS projections **do not override documented performance**
- Stop deferring to DOIS—**start trusting the handbook and our training**
- DOIS is a tool; **you are the professional**

Questions?

The Professional Letter Carrier's Mission

1. **Safety First**—Nothing is more important than returning home safe
2. **Accuracy Always**—Follow procedure, verify delivery, protect service integrity
3. **Financial Wisdom**—Maximize TSP Roth contributions for long-term security
4. **Route Accountability**—Help ensure your route is truly an 8-hour assignment
5. **Find Joy in the Work**—Professional pride strengthens our craft and solidarity



Post Office	Delivery Unit		Route Number
AM	PM	Carrier Marked-up	CFS
1. Letter-Size			
2. Mail of All Other Sizes			
3. Accountable and Signature Mail			
3a. Registered/Certified			
3b. COD/Customs			
3c. Postage Due			
3d. Priority Mail Express			
5. All parcels over 2 lbs.			
6. Sequenced and Collated			
6a. Letter Size			
6b. Other Size			
9. 2nd-Class Marked up (exclude PS Form 3579)			
10. Mail with PS Form 3579 attached			
12. Change of Address Recorded			
13. Insured Receipts Turned In			
Enter Line Number in Explanation Column		Line	DPS Volume Pieces: (7a) To be added to line 7a on PS Form 1638
Registered-Certified-COD-Customs, Postage Due PS Form 3598-signing for, returning funds and receipts		14	Comments
Withdrawal of mail		15	
Sequencing and collating By-Pass Mail		16	
Actual Strapping out time		17	
Break (local option)		18	
Vehicle inspection		19	
Office work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (use Comments Section)		22	
Counting mail and filing out PS Form 1638 worksheet		23	
Signature of Carrier (or Examiner)			
I certify the above information recorded by me is correct		Day of Week	Date
		Reg. - Repl.	Lunch
		From	To

Quick reference

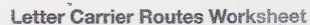
Start at the bottom and work up, totaling the amount of time as you go along.

If you're not casing,
document everything
your route still requires to
function

Start your day prepared—not pressured

Start Your Day with Confidence and Control

- Clock in with the scanner—Line 21 Function
- Retrieve and inspect all **necessary equipment** (M-41 §141)
- Turn off personal phones unless **USPS-issued**
- Perform a **full vehicle check** (M-41 §832.1 – 27 items)
- Log all vehicle issues on **Form 4565** (M-41 §842.1) and through the scanner



| Route Number

37099

Actual Time Entries

13. Insured Receipts Turned In

23

[illegible]

1940

From	To
------	----

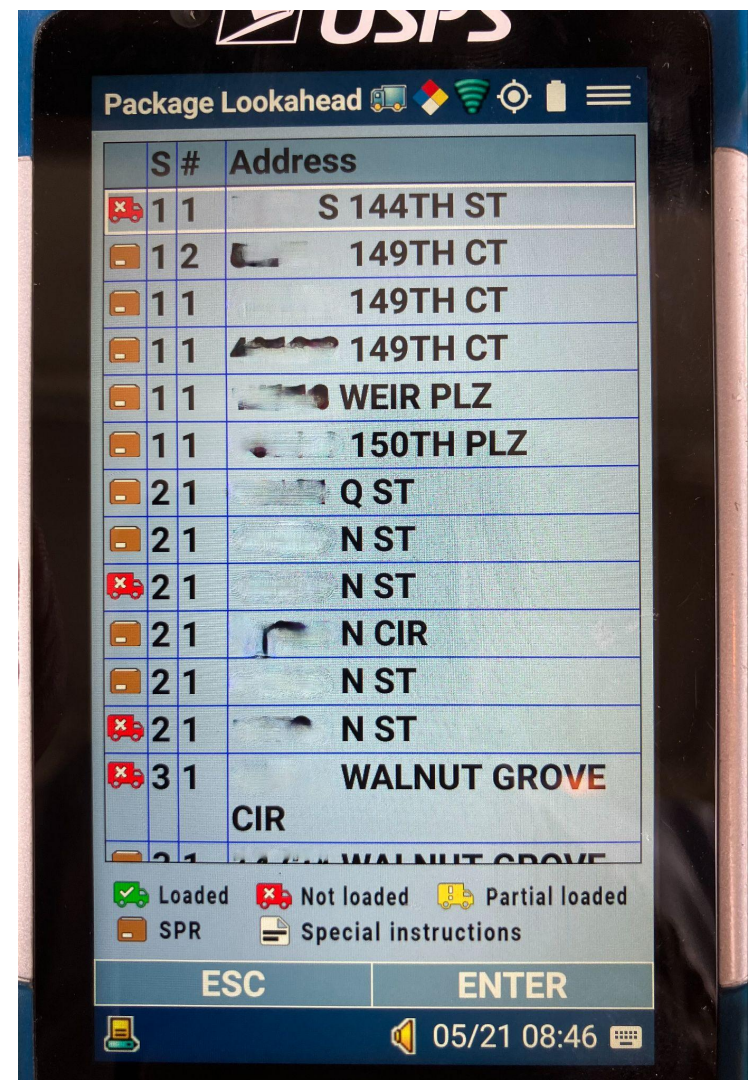
PS Form 1838-C, October 2013

Scanner login M-41.292.1 Data Collection Devices. Line 21 function

POSTAL SERVICE		Letter Carrier Routes Worksheet			
Post Office	Delivery Unit	Route Number		Actual Time Entries	
Omaha	Stoneyridge	37099			
AM	PM	Carrier Marked-up	CFS	Time In	Elapsed Time
1. Letter-Size					
2. Mail of All Other Sizes					
3. Accountable and Signature Mail					
3a. Registered/Certified					
3b. Postage Due					
3c. Priority Mail Express					
6. All parcels over 2 lbs.					
6. Sequenced and Collated					
6a. Letter Size					
6b. Other Size					
9. 2nd-Class Marked up (exclude PS Form 3579)					
10. 1433 with PS Form 3579 attached					
12. Changes of Address Recorded					
13. Insured Receipts Turned In					
Enter Line Number in Explanation Column	Line	DPS Volume Pieces: (7a)			
Registered-Certified-CCO-Customs, Postage Due	14	Comments			
Withdrawal of mail	15	21A Scanner			
Sequencing and collating By-First Mail	16				
Vehicle inspection (see note)	17				
Break (see note)	18				
Vehicle inspection	19				
Office work not covered by form (see comments section)	21				
Waiting for mail pieces and other office activities not performed on a contributing basis which are excluded in computing the net office time (see comments section)	22				
Counting mail and filing out PS Form 1638 worksheet	23				
Signature of Carrier (or Examiner)					
I certify the above information recorded by me is correct		Day of Week	Date	Rep. - Repl.	Lunch From To

Your Scanner: A Tool for Truth

Step 1: Press “P” to see parcel arrivals



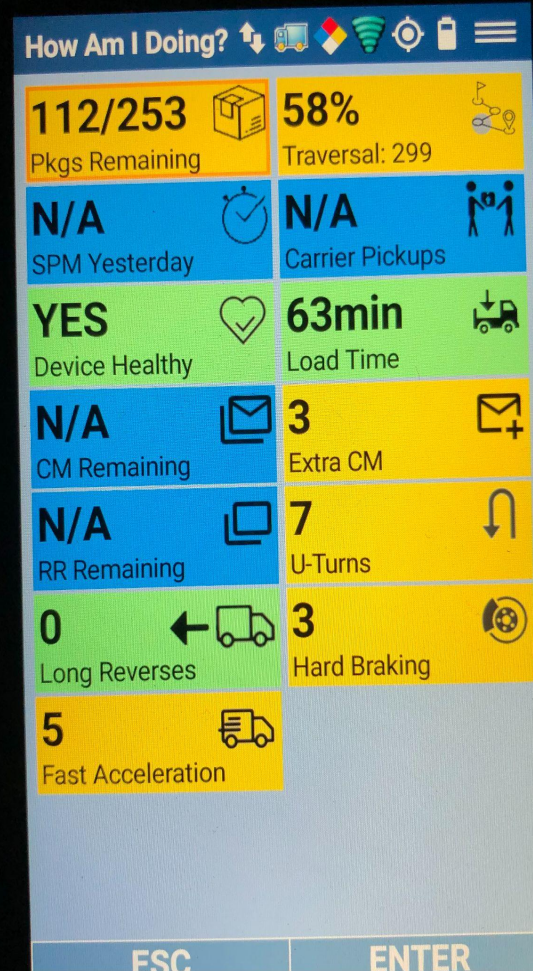
Return to the main menu

Step 2: Press “O” to check parcel volume

This gives *you* the data—**before your supervisor interprets it for you**

Use this early information to prepare accurate time estimates

Example: 253 parcels × estimated handling time = justify a **3996 request**



Build Your Case with Numbers

Minimum workload thresholds matter:

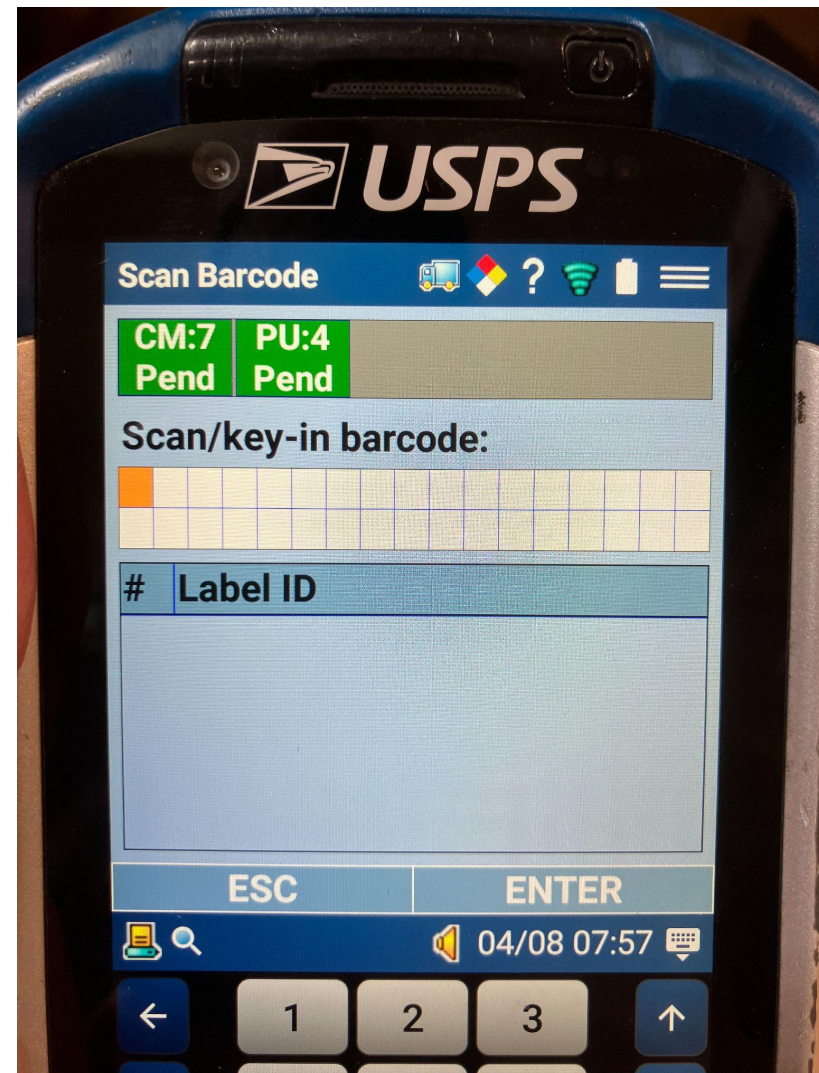
- 7+ certified letters in DPS
- 4+ scheduled parcel pickups

These numbers directly increase your **on-street workload**

Combine this with your scanner data and physical mail inspection

When volume adds up—so should your time.

Ask for the 3996. Assert Your Right.



Withdrawing and Preparing Mail Is a Documented Duty

M-41 §223.11 & §922.51.b:

- If clerks have not withdrawn your mail, **you are required to do it**
- This includes opening sacks, removing mail from APCs, cutting twine, unwrapping pallets
- All this counts as **Line 15 function**

Record your time—you are entitled to credit for it

Don't let unacknowledged prep time distort route performance

Letter Carrier Routes Worksheet

[illegible]

Counting your mail **Line 23**

[illegible]

Know What You're Casing—And Track It

Measure flats using consistent reference tools (trash can, Fiberdome, tape)

Understand your personal casing pace (e.g., 20 min per foot of flats)

Take mental note of mail density and volume early

This helps you **justify time** and defend against inflated expectations

Your preparation is not just habit—it's data that supports your position



The top arrow is at 12". The next arrow is at 9". And there's a 6" mark hidden.



Letter Carrier Routes Worksheet

Post Office		Delivery Unit		Route Number		
Omaha		Stoney ridge		37099		
AM	PM	Carrier Marked-up	CPS	Actual Time Entries		
					Write In Time	Elapsed Time
1. Letter-Size				Explanation	Time	
				E		
				B		
				E		
				B		
2. Mail of All Other Sizes				E		
				B		
				E		
				B		
3. Accountable and Signature Mail				E		
				B		
3a. Registered/Certified				E		
3b. COD/Customs				B		
3c. Postage Dues				E		
3d. Priority Mail Express				B		
5. All parcels over 2 lbs.				E		
				B		
				E		
6. Sequenced and Colated				B		
				E		
6a. Letter Size				E		
				B		
				E		
6b. Other Size				B		
9. 2nd-Class Marked up (exclude PS Form 3579)				E		
				B		
10. Mail with PS Form 3579 attached				E		
				B		
12. Change of Address Records				21 B	B	1
				23	B	17
				15	B	7
13. Insured Receipts Turned In				21 A	B	1
				19	B	5
				Begin Here	B	750
				TOTAL		
					Time Clock	
					Rings	
				E		
				R		
				L		
				B		
				E		
				R		
				L		
				B		
Enter Line Number in Explanation Column				Line	DPS Volume Pieces: (7a) To line added to line 7a on PS Form 1838	
Registered-Certified-COD-Customs, Postage Due PS Form 3800 signing for, returning funds and receipts				14	Comments <i>21 A scanner</i>	
Withdrawal of mail				15	<i>21 B morning Commit</i>	
Sequencing and collating by Pass Mail				16		
Actual Strapping out time				17		
Break social option				18		
Vehicle inspection				19		
Office work not covered by turn (week functions must be identified and approved as being necessary and of a continuing nature) (see Comments Section)				21		
Waiting for mail (office) and other routine activities not performed on a continuing basis which are excluded in computing the net office time (see Comments Section)				22		
Counting mail and filing off PS Form 1838 worksheet				23		
Signature of Carrier (or Examiner)				I certify the above information recorded by me is correct		
				Day of Week	Date	Reg - Repl.
				Lunch From To		

What time is it?

How much mail is in the case?

Casing Duties & Discipline

Casing: Precision Over Pace

- **M-41 §121.11:** Carriers are expected to route all mail in delivery sequence accurately
- Speed is not the standard—**proficiency and accuracy are**
- **M-00386 (1977):** *Management may not discipline a carrier simply for failing to meet the “18 and 8” casing standard*
 - If there's no Form 1838-C and no piece count, any claim that “you're not making the numbers” is **invalid and grievable**

Handling Accountables the Right Way—Your Way

- **M-41 §261.2:** The keys are on a chain, which must be securely fastened to a belt or clothing.
- **M-41 §262.1:** Prepare Form 3849 **in the office**, and enter the address in the Delivery section on the barcoded side of the form.
- **M-41 §262.2** Place the PS Form 3849 in proper separation case as a marker
 - Start filling it in the office; finish it while **waiting** at the door.
 - Knock assertively (as required); **wait** for a response.
- This is **your time and responsibility—record it** as an office function. **Line 14**

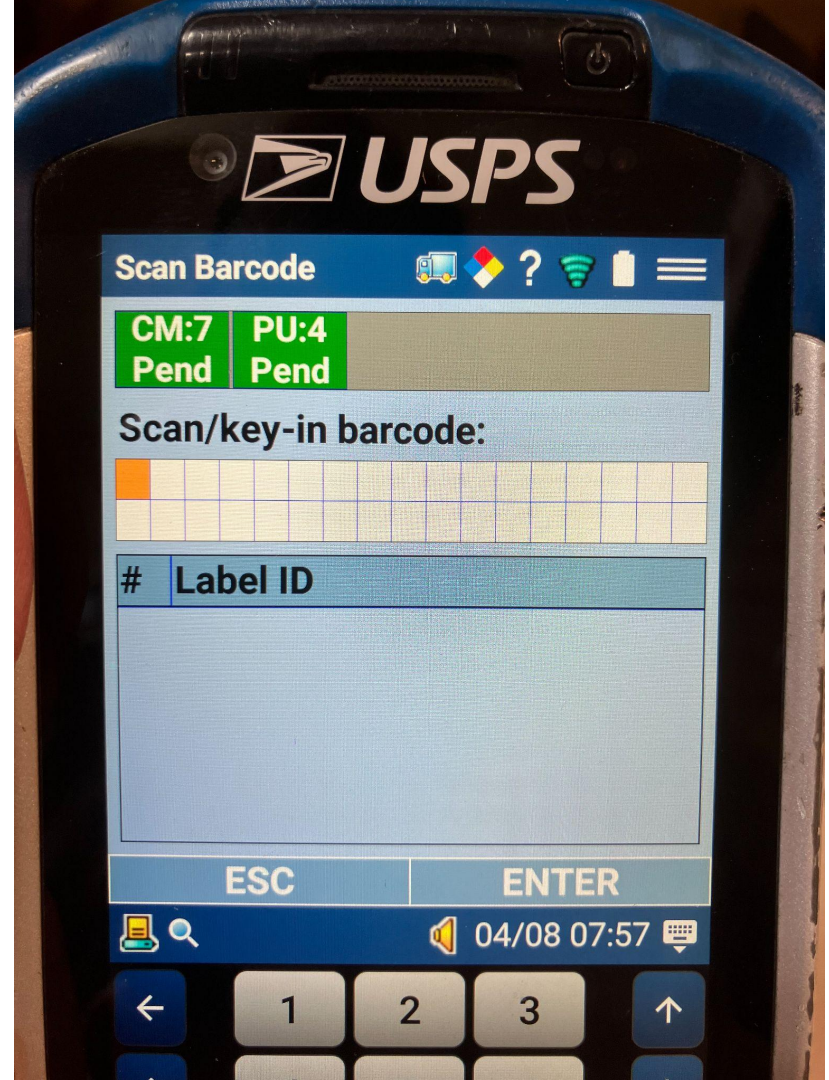
Certified Letters in DPS? No Problem

Certified Letters in DPS? Still Your Responsibility

- Press the top left CM **green button to** fill out Form 3849 in the office
- Follow proper handling procedures—just like before
- This is a **Line 14 function** and qualifies as accountable item handling

Certified mail is never an “extra”—**it’s part of your workload**

Always claim your time for accountable prep



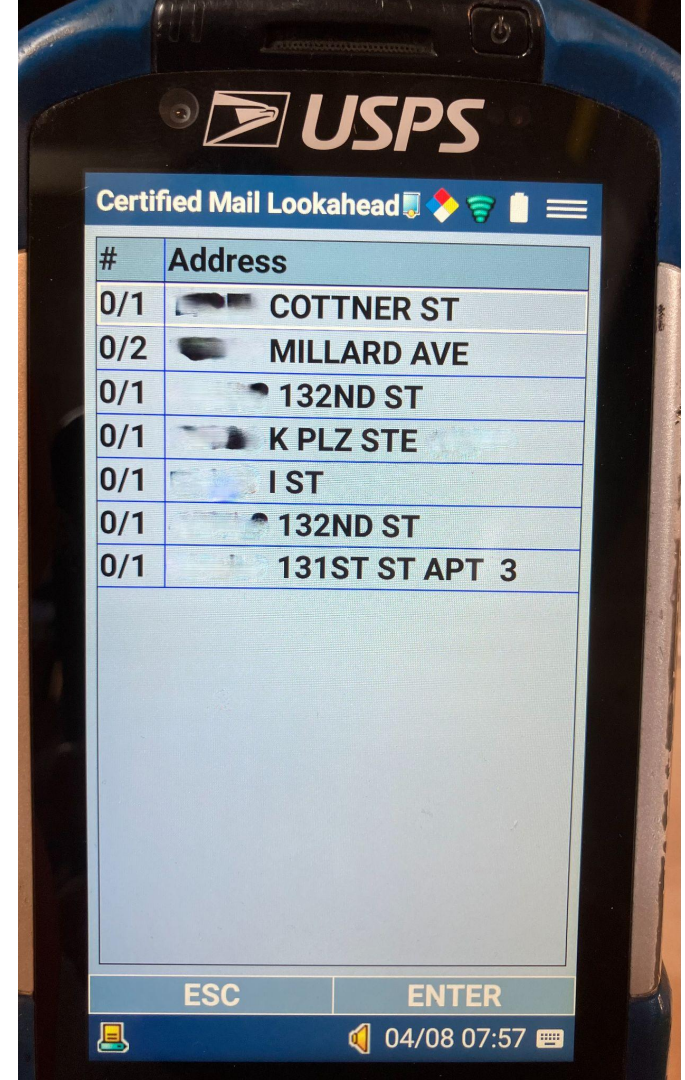
M-41 section 262.1

Use PS Form 3849, Delivery Notice/Reminder/Receipt, for each accountable piece and numbered insured parcel or other special services item. (Minimum fee unnumbered insured parcels and Delivery Confirmation items are delivered the same as ordinary mail—no receipt is needed.) Usually prepare PS Form 3849 as you make delivery. However, **enter the address in the Delivery section on the barcoded side of the form**, for identification, **in the office** at the time articles are issued.

262.2

Place PS Form 3849 in proper separation case as a marker.

Notice it has 7 certs, but really there are 8 certified letters



Mail Holds Are a Weekly Responsibility

- **M-41 §241.312:**
 - Mail held at the case must be reviewed **weekly**
 - Over-retained mail must be endorsed “*Temporarily Away*”
- Mis-sorted pieces (in the wrong vacation/10-day hold bundle) must be removed

These are **Line 21 functions**—record your time

Weekly verification is not optional—it's a contractual requirement

Form 245 VP

After 5 days return to
I STREET
OMAHA, NE 681 -2500

AFTER FIVE DAYS RETURN TO:

Monsky Drive
Boys Town, NE 68010

Post Office		Delivery Unit		Route Number	
Omaha		Stoneyridge		37099	
AM		PM		Actual Time Entries	
1. Letter Size		Carrier Marked-up		CPS	
2. Mail of All Other Sizes					
3. Accountable and Signature Mail					
3a. Registered/Certified					
3b. COD/Customs					
3c. Postage Due					
3d. Priority Mail Express					
3e. All parcels over 2 lbs.					
6. Sequenced and Collated					
6a. Letter Size					
6b. Other Size					
9. 2nd-Class Marked up (exclude PS Form 3519)					
10. Mail with PS Form 3579 attached					
12. Change of Address Recorded					
13. Insured Receipts Turned In					
Enter Line Number in Explanation Column		Line		DPS Volume Pieces: (Ta)	
Registered-Certified-COD-Customs, Postage Due		14		To be added to line 7a on PS Form 1838	
PS Form 3579 signing for, returning funds and receipts		15		Comments	
Withdrawal of mail		16		21 A scanner	
Sequencing and collating By-Pass Mail		17		21 B morning Consult	
Actual Strapping out time		18		21 C Vacation Hads	
Break (meal option)		19			
Vehicle inspection		20			
Office work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (see Comments Section)		21			
Waiting for mail (police) and other office activities not performed on a continuing basis which are excluded in computing the net office time from Comments Section		22			
Counting mail and filing out PS Form 1838 worksheet		23			
Signature of Carrier (or Examiner)					
I certify the above information recorded by me is correct		Day of Week		Date	
		Reg. - Repl.		Lunch	
				From To	

Pulling for Forwarding

Forwarding Mail Requires Active Review

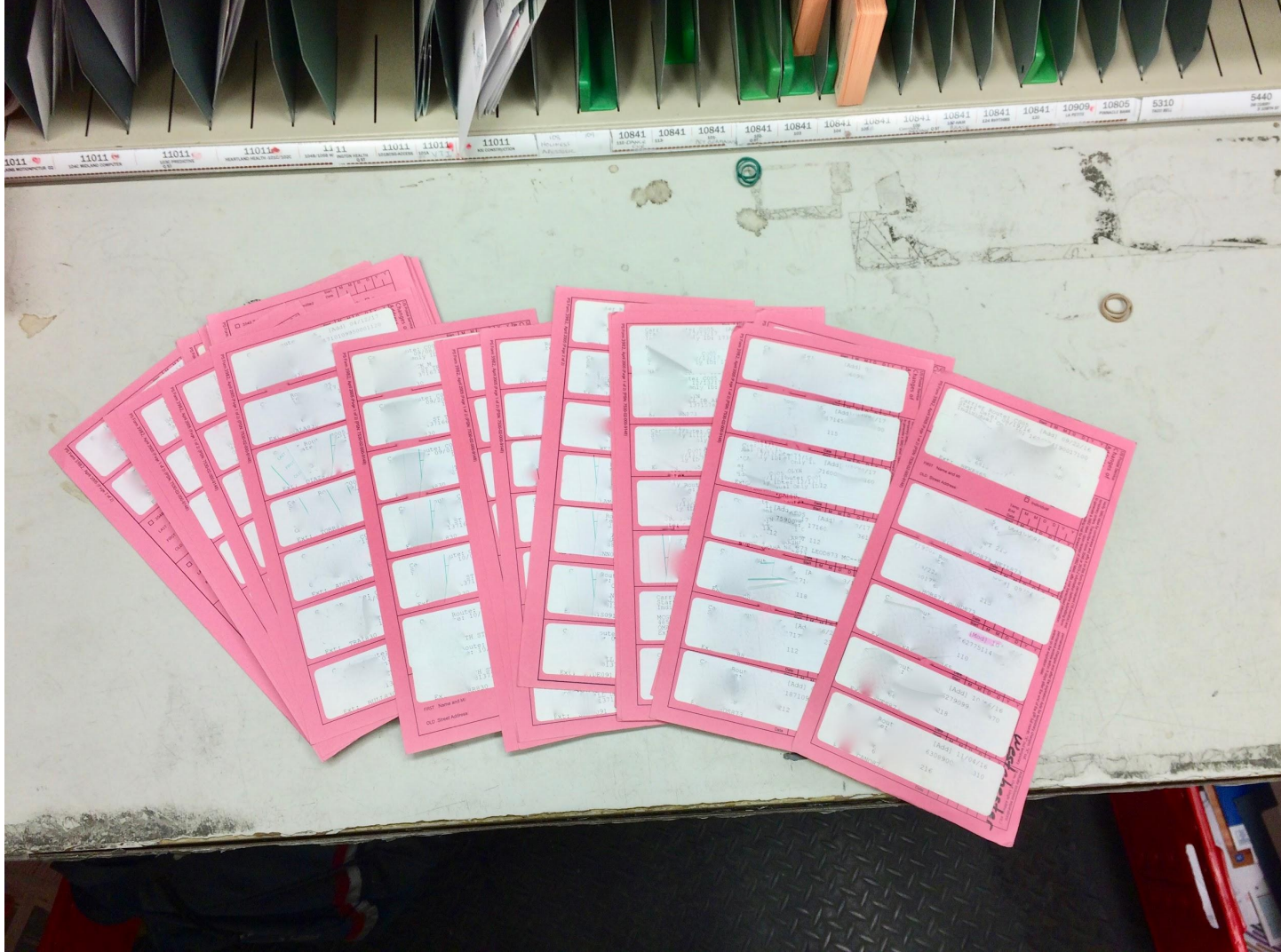
- **M-41 §241.313:**
 - After casing, pull mail matching names/addresses on hold/forwarding list
 - Set aside for forwarding and return all other mail to case
- **Use Form 3982 (Pink Cards) and Trail Cards (Green Cards)** as quick reference

These duties are essential—and time-consuming

Record as **Line 21 functions** to protect your time and performance metrics

Changes of Address		U.S. Postal Service First-Class Service
☐ 3546 Submitted ☐ 3575-Z Submitted LAST Name or BUSINESS Name: FIRST Name and MI OLD Street Address:	Temp End Date: M M D D Y Y Start Date: M M D D Y Y	Verify, if issued for convenience and fill in on this form for permanent (18 months) and temporary offices, (transmittal forms 3546 & 3575-Z). Information before submitting form to generate a 3562 label, upon receipt of 3562 label, was submitted for information. Business sending mail of record processing at the end of 18 months for permanent changes and after the expiration date for emergency changes. "X" and permanent entries within 5 days after the date of the first full month "X" old temporary entries on the expiration date.
☐ 3546 Submitted ☐ 3575-Z Submitted LAST Name or BUSINESS Name: FIRST Name and MI OLD Street Address:	Temp End Date: M M D D Y Y Start Date: M M D D Y Y	
☐ 3546 Submitted ☐ 3575-Z Submitted LAST Name or BUSINESS Name: FIRST Name and MI OLD Street Address:	Temp End Date: M M D D Y Y Start Date: M M D D Y Y	
☐ 3546 Submitted ☐ 3575-Z Submitted LAST Name or BUSINESS Name: FIRST Name and MI OLD Street Address:	Temp End Date: M M D D Y Y Start Date: M M D D Y Y	
☐ 3546 Submitted ☐ 3575-Z Submitted LAST Name or BUSINESS Name: FIRST Name and MI OLD Street Address:	Temp End Date: M M D D Y Y Start Date: M M D D Y Y	

☐ 3546 Submitted LAST Name or BU FIRST Name and OLD Street Address	☐ 3546 Submitted LAST Name or BU FIRST Name and OLD Street Address
---	---



Carrier Route: C007 [Add] 06/01/18
Ext: 1 22

GOOD HAYNES
LAPEL

DELIVER CARD

Carrier Route: C007 [Add] 06/01/18
Ext: 1 2

☒ CHANGE OF ADDRESS ☐ VACANT

13 ADDRESS: RETURN

Carrier Route: C007 [Add] 01/16/18
Ext: K.A.B

ICE!

WRONG!

M-1662, S-999 Mail: Get Credit Where Credit Is Due

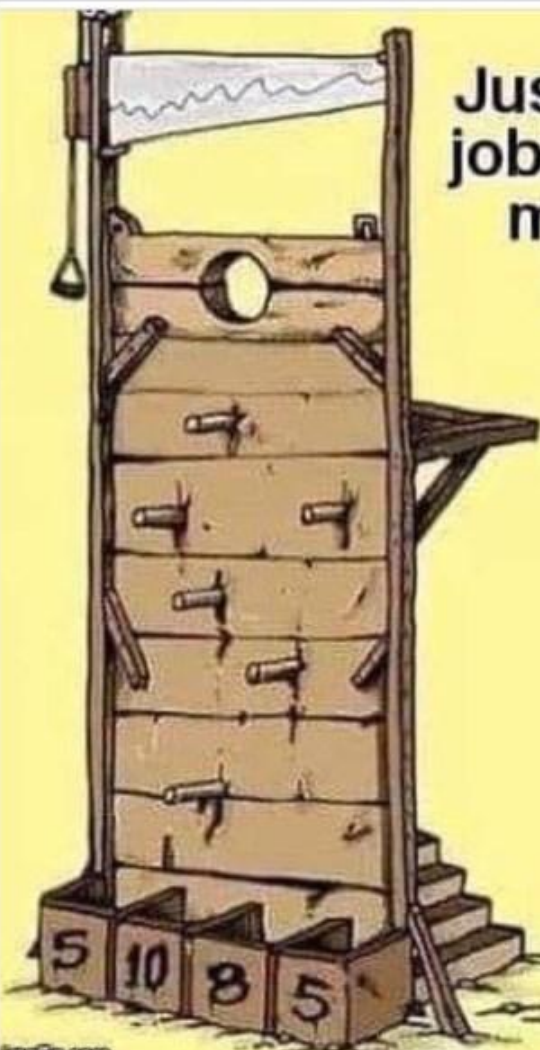
*“The parties discussed how to record S-999 mail, multi-point mail, 9 digit mail that is not finalized in DPS order, **and mail that is brought back from the street in the afternoon during a count and inspection.** The parties agree that if this mail is cased in the carrier case it will be recorded on PS Form 1838-C sections 1 or 2, as applicable. Any of this mail that is not cased in the carrier case will be handled and recorded on **line 21.** “*

1. Mail like S-999, 9-digit, and multi-point must be **credited** during count and inspection
2. If cased, record in **Section 1 or 2 of Form 1838-C**
3. If not cased, record as a **Line 21 function**

Don't let non-standard mail disappear into management's time vacuum

Know how to log it properly to protect your route's evaluation

Just because your
jobs sucks, doesnt
mean you cant
make it fun.



M-41.143

Replenish Forms—this is done “*several times each week.*” **Line 21 function**

Window Caller, **Line 21 function**: When servicing a caller (e.g., scanning Return Receipts, parcels, filling out 3849's for Signature Confirmations, etc.)

These are all part of your **office workload**—don't let them go uncredited

Track and claim the time accurately

PS Form 1838-C, October 2013

Create fresh trailcards, Line 21

[illegible]

The parcel count goes in section 5

- **Withdrawing SPRs** from parcel tubs = **Line 15** function
- Count each SPR separately
- **M-41 §225.16:** You may **reverse a letter in the case** to mark where a large/odd-sized parcel is to be delivered
 - This applies to **park-and-loop** routes

[illegible]

M-41.225.16

“A letter may be reversed in the letter separation for a customer receiving a parcel or odd-sized article that cannot be routed in the flat separations. This will serve as a reminder when on the route that there is a large or odd-sized piece for the customer.” **Line 21 function**

This is when you carry the SPRs on Park-n-Loop.

M-00409

During our discussion, A carrier has the option of reversing a letter in the letter separation as a reminder of a parcel or odd-sized piece of mail for delivery. The word parcel in Section 225.16 of the M-41 concerns Mail matter which cannot be routed into the flat or letter separations and does not include parcels weighing two pounds or more, Section 322.3 of the M-41 addresses parcels weighing two pounds Or more and provides the method of reminding a carrier of the next parcel for delivery.

Post Office		Delivery Unit		Route Number																																																																																									
Omaha		Stoneyridge		37099																																																																																									
AM		PM	Carrier Marked-Up	CFS	Actual Time Entries																																																																																								
1. Letter-Size					<table border="1"> <thead> <tr> <th>Explanation</th> <th>Time Guide</th> <th>Write In Time</th> <th>Elapsed Time</th> </tr> </thead> <tbody> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>D</td><td></td><td></td><td></td></tr> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> </tbody> </table>	Explanation	Time Guide	Write In Time	Elapsed Time	E				D				E				B																																																																							
Explanation	Time Guide	Write In Time	Elapsed Time																																																																																										
E																																																																																													
D																																																																																													
E																																																																																													
B																																																																																													
2. Mail of All Other Sizes					<table border="1"> <tbody> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> </tbody> </table>	E				B				E				B				E				B				E				B																																																											
E																																																																																													
B																																																																																													
E																																																																																													
B																																																																																													
E																																																																																													
B																																																																																													
E																																																																																													
B																																																																																													
3. Accountable and Signature Mail					<table border="1"> <tbody> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> </tbody> </table>	E				B				E				B																																																																											
E																																																																																													
B																																																																																													
E																																																																																													
B																																																																																													
3a. Registered/Certified					E																																																																																								
3b. COD/Customs					B																																																																																								
3c. Postage Dues					E																																																																																								
3d. Priority Mail Express					B																																																																																								
3e. All parcels over 2 lbs.					E																																																																																								
6. Sequenced and Collected					<table border="1"> <tbody> <tr><td>E</td><td>9:24</td><td></td><td></td></tr> <tr><td>B</td><td>9:20</td><td>4</td><td></td></tr> <tr><td>E</td><td>9:20</td><td></td><td></td></tr> <tr><td>B</td><td>8:54</td><td>26</td><td></td></tr> <tr><td>E</td><td>8:54</td><td></td><td></td></tr> <tr><td>B</td><td>8:51</td><td>3</td><td></td></tr> <tr><td>E</td><td>8:51</td><td></td><td></td></tr> <tr><td>B</td><td>8:49</td><td>2</td><td></td></tr> <tr><td>E</td><td>8:49</td><td></td><td></td></tr> <tr><td>B</td><td>8:45</td><td>4</td><td></td></tr> <tr><td>E</td><td>8:03</td><td></td><td></td></tr> <tr><td>B</td><td>8:01</td><td>2</td><td></td></tr> <tr><td>E</td><td>8:01</td><td></td><td></td></tr> <tr><td>B</td><td>8:00</td><td>1</td><td></td></tr> <tr><td>E</td><td>8:00</td><td></td><td></td></tr> <tr><td>B</td><td>7:43</td><td>17</td><td></td></tr> <tr><td>E</td><td>7:43</td><td></td><td></td></tr> <tr><td>B</td><td>7:36</td><td>7</td><td></td></tr> <tr><td>E</td><td>7:36</td><td></td><td></td></tr> <tr><td>B</td><td>7:35</td><td>1</td><td></td></tr> <tr><td>E</td><td>7:35</td><td></td><td></td></tr> <tr><td>B</td><td>7:30</td><td>5</td><td></td></tr> </tbody> </table>	E	9:24			B	9:20	4		E	9:20			B	8:54	26		E	8:54			B	8:51	3		E	8:51			B	8:49	2		E	8:49			B	8:45	4		E	8:03			B	8:01	2		E	8:01			B	8:00	1		E	8:00			B	7:43	17		E	7:43			B	7:36	7		E	7:36			B	7:35	1		E	7:35			B	7:30	5	
E	9:24																																																																																												
B	9:20	4																																																																																											
E	9:20																																																																																												
B	8:54	26																																																																																											
E	8:54																																																																																												
B	8:51	3																																																																																											
E	8:51																																																																																												
B	8:49	2																																																																																											
E	8:49																																																																																												
B	8:45	4																																																																																											
E	8:03																																																																																												
B	8:01	2																																																																																											
E	8:01																																																																																												
B	8:00	1																																																																																											
E	8:00																																																																																												
B	7:43	17																																																																																											
E	7:43																																																																																												
B	7:36	7																																																																																											
E	7:36																																																																																												
B	7:35	1																																																																																											
E	7:35																																																																																												
B	7:30	5																																																																																											
6a. Letter Size																																																																																													
6b. Other Size																																																																																													
9. 2nd-Class Marked up (exclude PS Form 3519)																																																																																													
10. Mail with PS Form 3579 attached																																																																																													
12. Change of Address Recorded																																																																																													
13. Insured Receipts Turned In																																																																																													
Enter Line Number in Explanation Column		Line	DPS Volume Places: (7a) To be added to line 7a on PS Form 1838																																																																																										
Registered-Certified-COD-Customs, Postage Due PS Form 3888, signing for, returning funds and receipts		14	Comments																																																																																										
Withdrawal of mail		15	21 A scanner																																																																																										
Sequencing and collating by Pass Mail		16	21 B morning Consult																																																																																										
Actual Strapping out time		17	21 C Vacation Hubs																																																																																										
Break (local option)		18	21 D Replenish Forms																																																																																										
Vehicle inspection		19	21 E New Trail cards																																																																																										
Office work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (see Comments Section)		21	21 F mark SRS																																																																																										
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (see Comments Section)		22																																																																																											
Country mail and filing out PS Form 1838 worksheet		23																																																																																											
Signature of Carrier (or Examiner)																																																																																													
I certify the above information recorded by me is correct		Day of Week	Date	Reg. - Repl.	Lunch From To																																																																																								

National Arbitration **C-16863** June 9, 1997

“Carriers on park and loop routes in a DPS environment are not required to carry a fourth bundle of mail.”

DPS + flats + saturation (ECRWSS or EDDM) = **maximum allowable**

Management cannot require you to violate this arbitration ruling

Three bundles is the contractual limit—**don't exceed it**

M-1861, June 6, 2015, ECRWSS, and the Third Bundle Rule

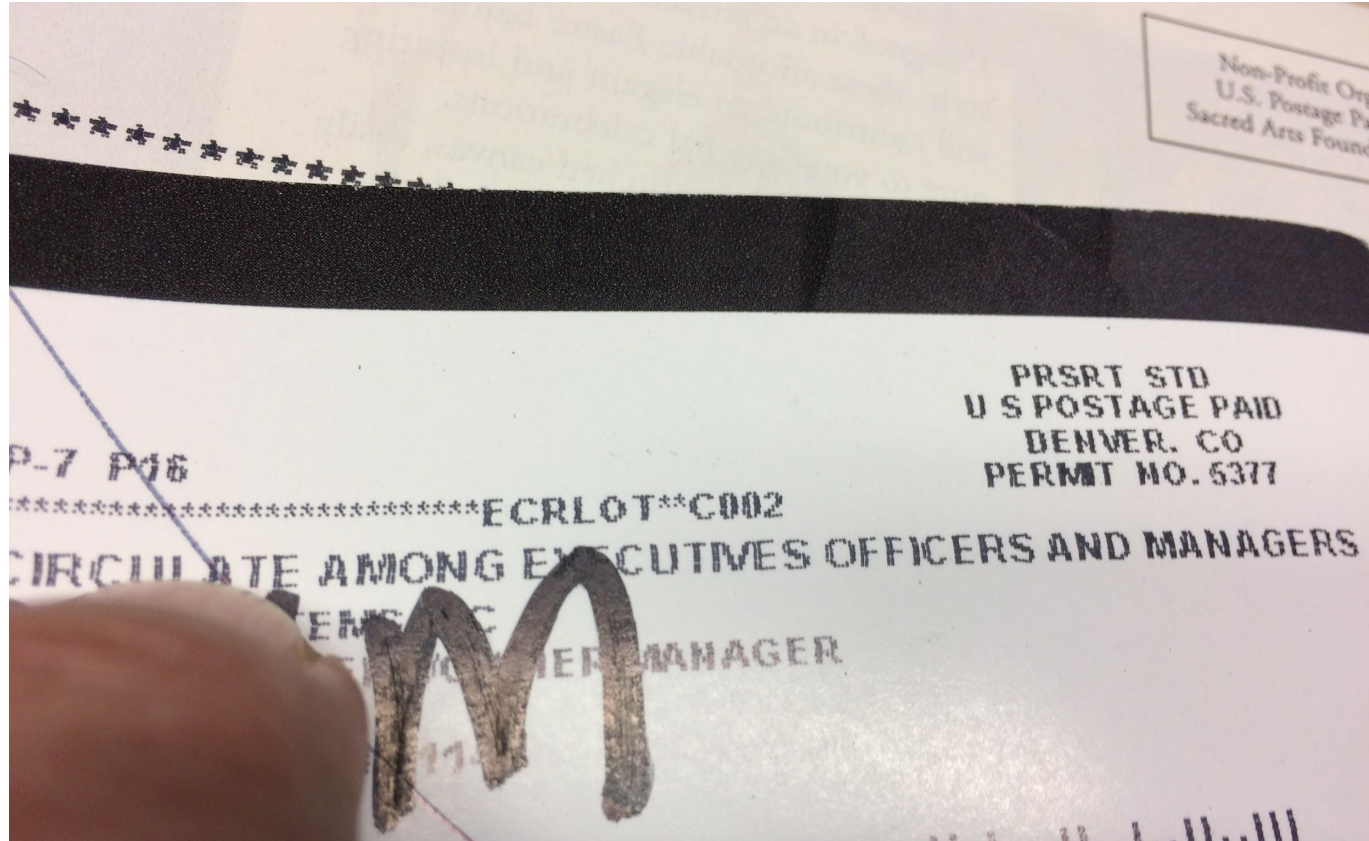
Only mailings labeled **ECRWSS** meet the criteria for **third bundle delivery**

Labels such as **ECRWSH** or **ECRLOT** do **not** qualify

Firm bundles must follow proper **office handling rules**

If it **is not** labeled ECRWSS, **don't let management call it a third bundle**

ECRLOT *"Enhanced Carrier Routing Line Of Travel"*



ECRWSH *"Enhanced Carrier Routing Walk Sequenced High-density"*

Omaha World-Herald MAY 3-9, 2017

FOOD EXPRESS

CLASSIFIEDS INSIDE • **PLACE AN AD:** 402-342-6633 OR OMAHA.COM/CLASSIFIEDS

For delivery issues, call 402-346-3363 or email foodexpress@owh.com



*****ECRWSH**C007
0006 000183 12
RESIDENT
OMAHA NE
[Barcode]



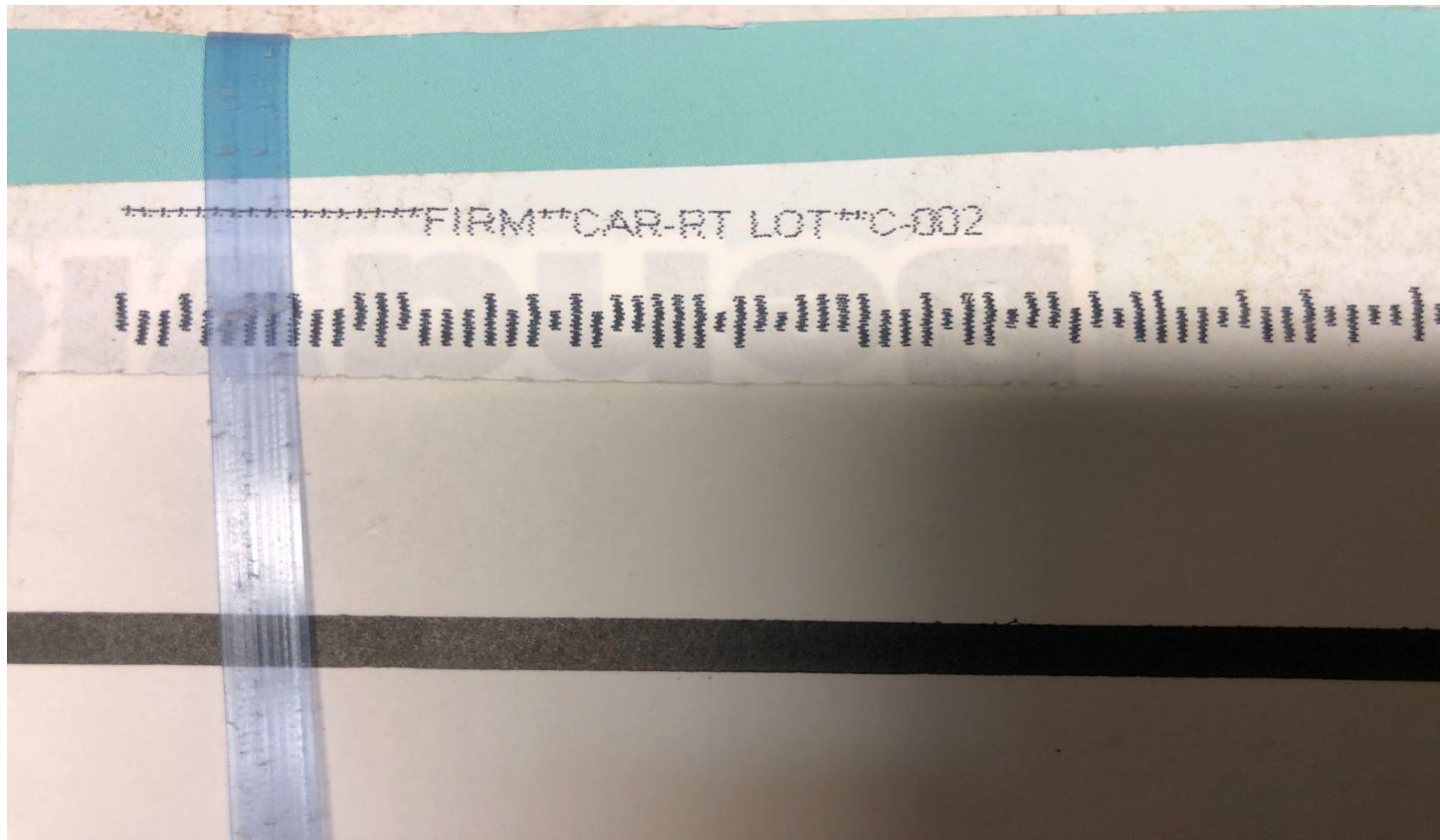
PRICES EFFECTIVE WEDNESDAY
THROUGH SATURDAY ONLY



ECRWSS “Enhanced Carrier Routing Walk Sequenced Saturation”



This is a FIRM bundle; IT IS A PARCEL!



**M-01288
May 16,
1997, and
the
M-41.922.
51.d**

Handling Third Bundles Is an Office Duty

M-01288 (1997) & M-41 §922.51.d: Third-bundle prep (especially for Park-n-Loop) is an **office function**

Required steps:

1. Unaddressed mailings are to be counted out and placed at the back of the cased mail bundle.

2. Addressed mailings: pull out the vacants and the vacation holds, then place the remaining behind the cased mail bundles.”

Cutting open bundles Line 15 function and **counting pieces** Line 21 function.

This isn't “extra”—it's **your time**. Log it accordingly.

Post Office		Delivery Unit		Route Number					
Omaha		Stoneyridge		37099					
AM		PM		Carrier Marked-up		CFS		Actual Time Entries	
1. Letter Size		2. Mail of All Other Sizes		3. Accountable and Signature Mail		3a. Registered/Certified		3b. COD/Customs	
3c. Postage Dues		3d. Priority Mail Express		3e. All parcels over 2 lbs.		6. Sequenced and Collated		6a. Letter Size	
6b. Other Size		9. 2nd-Class Marked up (exclude PS Form 3579)		10. Mail with PS Form 3579 attached		12. Change of Address Recorded		13. Insured Receipts Turned In	
Enter Line Number in Explanation Column		Line		DPS Volume Pieces: (7a) To be added to line 7a on PS Form 1838		Comments		TOTAL	
Registered-Certified-COD-Customs, Postage Due PS Form 3588 signing for, returning funds and receipts		14		21 A Scanner		19		5	
Withdrawal of mail		15		21 B morning Consult		21 C Vocational Hubs		21 D Replenish Forms	
Sequencing and collating By-Pass Mail		16		21 E New Trail Cards		21 F Mark SRS		21 G	
Actual Strapping out time		17							
Break (local option)		18							
Vehicle inspection		19							
Office work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (see Comments Section)		20							
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (see Comments Section)		21							
Carrying mail and filing out PS Form 1838 worksheet		22							
Signature of Carrier (or Examinee)		23							
I certify the above information recorded by me is correct		Day of Week		Date		Reg. - Repl.		Lunch From To	

Post Office		Delivery Unit		Route Number					
Omaha		Stoneyridge		37099					
AM		PM		Carrier Marked-up		CFS		Actual Time Entries	
1. Letter Size		2. Mail of All Other Sizes		3. Accountable and Signature Mail		3a. Registered/Certified		3b. COD/Customs	
3c. Postage Dues		3d. Priority Mail Express		3e. All parcels over 2 lbs.		6. Sequenced and Collated		6a. Letter Size	
6b. Other Size		9. 2nd-Class Marked up (exclude PS Form 3579)		10. Mail with PS Form 3579 attached		12. Change of Address Recorded		13. Insured Receipts Turned In	
Enter Line Number in Explanation Column		Line		DPS Volume Pieces: (7a) To be added to line 7a on PS Form 1838		Comments		TOTAL	
Registered-Certified-COD-Customs, Postage Due PS Form 3588 signing for, returning funds and receipts		14		21 A Scanner		19		5	
Withdrawal of mail		15		21 B morning Consult		21 C Vocational Hubs		21 D Replenish Forms	
Sequencing and collating By-Pass Mail		16		21 E New Trail Cards		21 F Mark SRS		21 G	
Actual Strapping out time		17							
Break (local option)		18							
Vehicle inspection		19							
Office work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (see Comments Section)		20							
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (see Comments Section)		21							
Carrying mail and filing out PS Form 1838 worksheet		22							
Signature of Carrier (or Examinee)		23							
I certify the above information recorded by me is correct		Day of Week		Date		Reg. - Repl.		Lunch From To	

**LACK OF PLANNING
ON YOUR PART,
DOESN'T CONSTITUTE
AN EMERGENCY
MY PART.**



Marking Case Labels for Replacements

Help Your Replacements—Protect Your Route

M-00723 (1984):

1. Regular carriers must mark the number of deliveries per relay on **Form 1564A**
2. This ensures **accurate replacement coverage**
3. Update during count & inspection with **Form 1621 (Edit Sheet)**

This information helps keep your route from being misjudged or overloaded

Take control of your route's data

G

H

I

11



1(10)

4905

4900

S 130TH

1B



30

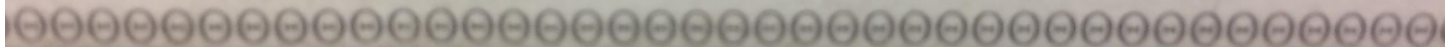
DE FRON

5056

3(18)

S 129TH ST

5062



Bundles = Parcels on Curblin Routes

M-41 §922.413.a:

On **motorized curblin routes**, every **separate bundle** (e.g., ECRWSS or EDDM) counts as a **parcel**

Don't let management overlook this workload

Record each one on your Form 1838-C, section five, or route time documentation

Bundles carried to the street = parcels, plain and simple

You Are Required to Report Workload Issues

You Are Required to Speak Up, Formally

M-41 §131.4:

- If you cannot finish casing and delivering mail on time, you **must** notify management
- This includes both **office and street work**

Use:

- **Form 3996** – To request overtime or auxiliary help
- **Form 1571** – To report curtailed or undelivered mail

Timely reporting protects your rights and ensures **documented accountability**

Letter Carriers Cannot Be Denied a 3996

A 3996 Is Not a Request—It's a Right

M-39 §122.33:

1. After verbal notice, a carrier **must** be given Form 3996
2. Upon request, a **duplicate copy** must also be provided

If a supervisor won't listen?

When the time comes and you realize that the route requires overtime or additional assistance, whether in the office or on the street, the supervisor will not consider your input regarding what is needed to complete the route properly for the day.

Get on your scanner and text the supervisor,

“I need a 3996 for [X] amount of time for completing route [#].”

Let the documentation speak for you. Mic drop!

Fill Out the 3996 Yourself—You Must Fill Out the 3996, Not Management

- **M-41 §28:**

- Letter carriers are responsible for **completing Form 3996 themselves** (instructions are on the back)
- Fill out **Sections A–O** (except L)

Never accept a **pre-filled** 3996 from a supervisor, even when management is pivoting a route. It is our work, not management's.

Take your time. It's **your estimate**, your workload, and your documentation

United States Postal Service
Carrier - Auxiliary Control

A. Delivery Unit		B. Telephone		C. Date	
D. Carrier's Name and Route No.		E. Lunch Place and Time			
F. Indicate entire or portion of the case shelves covering mail as street auxiliary assistance					
1	2	3	4	5	6
G. Keys Required? Yes ☐ No ☐					
H. Carfare Required? Yes ☐ No ☐					
I. Accountable Mail? Yes ☐ No ☐					
J. Reason For Use of Auxiliary					

K. Estimated Work		L. Management Action. Check and initial all appropriate actions.			
Hours	Minutes	Auxiliary Assistance		Hours	Minutes
		Approved ☐		Approved ☐	
		Disapproved ☐		Disapproved ☐	

M. Transportation (If drive-out, show parking location(s) on reverse)

Transportation Mode to and from route: Postal owned: ☐ Drive-out: ☐ Contract: ☐ Public: ☐

N. Starts Delivery at: * Collect mail from all collection boxes on your part of the route, unless instructed otherwise.

Deliver	Collection boxes locations:
	1
	2
	3
	4
	5
	6

O. Find Relays At:	
1	4
2	5
3	6

P. Assistance Completed By (Carrier Name and regular route number if assigned):

Office Time		Street Time				Total Auxiliary Time
Begin Time	Time Used	Begin Travel To	Begin Delivery	Begin Travel From	Travel To	
					Delivery	
End Time		End Travel To	End Delivery	End Travel From	Travel From	
					Total Street	

Instructions

The regular carrier shall prepare the form as follows (except as indicated)

- Enter the name of the delivery unit.
- Enter the telephone number for the unit.
- Enter the date requesting assistance.
- Enter the name of the carrier requesting assistance and overtime and the route number.
- Enter the lunch place and time, if applicable.
- Place an "X" in space below the number indicating the case shelf containing the mail for which assistance is being requested. The bottom shelf of the letter separations is designated under 1. When assistance is required for less than a full shelf of mail, enter the portion of shelf in fractions. The portion should be identified as follows: L 1/2; R 1/4; (L) indicates "Left"; (R) Right; and (M) is for Middle of the shelf.
- Indicate if Keys are required for delivery of this portion of the route.
- Indicate if Carfare is required for delivery of this portion of the route.
- Indicate if there are any Accountable mail pieces for delivery of this portion of the route.
- Show the reason assistance is being requested. (Omit during Christmas period)
- The carrier must enter the estimated hours and minutes of the amount of assistance being requested.
- MANAGEMENT ACTION - This section is completed by the manager reviewing the form.
The manager reviews the request and makes a determination as to the appropriate actions. The manager shall check the appropriate actions and initial each section.
- Show the transportation information as indicated.
- Indicate the delivery starting point and the blocks of each street to be delivered.
- List the points where relays will be found.
The form is handed to the carrier assigned to provide the assistance, who will complete the bottom time entries.
- This section is completed by the carrier providing the assistance and the delivery manager.
It is broken into four sections; the replacement carriers name, office work, street work and the total workhours used.
The carrier will complete the following items:
The assisting carrier will enter their name and regular route number if applicable;
Enter the begin and end time for any office work performed as assistance on this route;
Enter the begin travel time to the delivery territory and the end travel time to the delivery territory on this route;
Enter the begin delivery time to the delivery territory and the end delivery time on this route;
Enter the begin travel time from the delivery territory and the end travel time from the delivery territory on this route, and then turn in the completed form to the delivery manager.
The Delivery Manager will complete the following item:
Office time used;
Travel to time;
Delivery time;
Travel from time;
Total street time, and
Total auxiliary time used.

Park locations:

1. _____	4. _____
2. _____	5. _____
3. _____	6. _____

United States Postal Service
Carrier - Auxiliary Control

A. Delivery Unit <i>3705</i>		B. Telephone <i>402-811-8178</i>	C. Date <i>6/23-17</i>
D. Carrier's Name and Route No. <i>Auxiliary 3705</i>		E. Lunch Place and Time <i>No Lunch</i>	
F. Indicate entire or portion of the case shelves covering mail as street auxiliary assistance			
1	2	3	4
5	6		
G. Keys Required? Yes ☐ No ☒			
H. Carfare Required? Yes ☐ No ☒			
I. Accountable Mail? Yes ☒ No ☐			
J. Reason For Use of Auxiliary <i>Vacant</i> <i>Privited w/ 3705</i> <i>3706 Vacant Pile</i>			
K. Estimated Work		L. Management Action. Check and initial all appropriate actions.	
Hours	Minutes	Auxiliary Assistance	Hours Minutes Overtime
		Approved ☐	Approved ☐
		Disapproved ☐	Disapproved ☐
M. Transportation (If drive-out, show parking location(s) on reverse)			
Transportation Mode to and from route: Postal owned: ☐ Drive-out: ☐ Contract: ☐ Public: ☐			
N. Starts Delivery at: <i>splits 9+10</i>		* Collect mail from all collection boxes on your part of the route, unless instructed otherwise.	
Deliver		Collection boxes locations:	
<i>12595 orchard</i>		1	
<i>12681 orchard</i>		2	
<i>12633 Orchard</i>		4	
		5	
		6	
O. Find Relays At:			
1		4	
2		5	
3		6	
P. Assistance Completed By (Carrier Name and regular route number if assigned): <i>Rose Horse</i>			
Office Time		Street Time	
Begin Time	Time Used	Begin Travel To	Travel To
		<i>1613</i>	<i>1641</i>
End Time		Begin Delivery	Delivery
		<i>1616</i>	<i>1645</i>
		End Travel From	Travel From
		<i>1616</i>	
		End Delivery	Total Street
		<i>1641</i>	
			Total Auxiliary Time

The Street vs. The Office

Let's Be Honest—Which Is More Demanding?

- Preparing forms in the office is not a break
- It is required administrative work, and it is paid office time

You are not dodging work—you're documenting the truth!

Don't allow others to undermine your professionalism by oversimplifying what we do.

Who Does the Work? Carriers.

Let Carriers Do Carrier Work

M-00005 (1977):

- Management **may not count your mail** after a 3996 request to challenge your estimate
- The responsibility for evaluating and reporting the route falls on **you**, not your supervisor

Don't let management do your job—they're not entitled to shape your numbers

Time Estimates—Close, Not Exact

Your Time Estimate Doesn't Need to Be Perfect—Just Reasonable

M-00031 (1977):

- Carriers are **not** expected to be exact in their time estimates
- You are expected to provide an **approximate** projection based on your professional judgment

Reasonable estimates protect both you and the integrity of your route

Post Office		Delivery Unit		Route Number																																					
Omaha		Stoneyridge		37099																																					
AM		PM	Carrier Marked-up	CFS	Actual Time Entries																																				
1. Letter Size					<table border="1"> <thead> <tr> <th>Explanation</th> <th>Time In Guide</th> <th>Write In Time</th> <th>Elapsed Time</th> </tr> </thead> <tbody> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> </tbody> </table>	Explanation	Time In Guide	Write In Time	Elapsed Time	E				B				E				B																			
Explanation	Time In Guide	Write In Time	Elapsed Time																																						
E																																									
B																																									
E																																									
B																																									
2. Mail of All Other Sizes					<table border="1"> <tbody> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> </tbody> </table>	E				B				E				B				E				B				E				B							
E																																									
B																																									
E																																									
B																																									
E																																									
B																																									
E																																									
B																																									
3. Accountable and Signature Mail					<table border="1"> <tbody> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> <tr><td>E</td><td></td><td></td><td></td></tr> <tr><td>B</td><td></td><td></td><td></td></tr> </tbody> </table>	E				B				E				B																							
E																																									
B																																									
E																																									
B																																									
3a. Registered/Certified					<table border="1"> <tbody> <tr><td>E</td><td>9:39</td><td></td><td></td></tr> <tr><td>B</td><td>9:57</td><td>2</td><td></td></tr> <tr><td>E</td><td>9:37</td><td></td><td></td></tr> </tbody> </table>	E	9:39			B	9:57	2		E	9:37																										
E	9:39																																								
B	9:57	2																																							
E	9:37																																								
3b. COD/Customs					<table border="1"> <tbody> <tr><td>E</td><td>9:37</td><td></td><td></td></tr> <tr><td>B</td><td>9:26</td><td>11</td><td></td></tr> <tr><td>E</td><td>9:26</td><td></td><td></td></tr> </tbody> </table>	E	9:37			B	9:26	11		E	9:26																										
E	9:37																																								
B	9:26	11																																							
E	9:26																																								
3c. Postage Due					<table border="1"> <tbody> <tr><td>E</td><td>9:26</td><td></td><td></td></tr> <tr><td>B</td><td>9:24</td><td>2</td><td></td></tr> <tr><td>E</td><td>9:24</td><td></td><td></td></tr> </tbody> </table>	E	9:26			B	9:24	2		E	9:24																										
E	9:26																																								
B	9:24	2																																							
E	9:24																																								
3d. Priority Mail Express					<table border="1"> <tbody> <tr><td>E</td><td>9:20</td><td></td><td></td></tr> <tr><td>B</td><td>9:20</td><td>4</td><td></td></tr> <tr><td>E</td><td>9:20</td><td></td><td></td></tr> </tbody> </table>	E	9:20			B	9:20	4		E	9:20																										
E	9:20																																								
B	9:20	4																																							
E	9:20																																								
5. All parcels over 2 lbs.					<table border="1"> <tbody> <tr><td>E</td><td>8:54</td><td>26</td><td></td></tr> <tr><td>B</td><td>8:54</td><td></td><td></td></tr> <tr><td>E</td><td>8:54</td><td></td><td></td></tr> </tbody> </table>	E	8:54	26		B	8:54			E	8:54																										
E	8:54	26																																							
B	8:54																																								
E	8:54																																								
6. Sequenced and Collected					<table border="1"> <tbody> <tr><td>E</td><td>8:54</td><td></td><td></td></tr> <tr><td>B</td><td>8:54</td><td>3</td><td></td></tr> <tr><td>E</td><td>8:54</td><td></td><td></td></tr> </tbody> </table>	E	8:54			B	8:54	3		E	8:54																										
E	8:54																																								
B	8:54	3																																							
E	8:54																																								
6a. Letter Size					<table border="1"> <tbody> <tr><td>E</td><td>8:49</td><td></td><td></td></tr> <tr><td>B</td><td>8:49</td><td>2</td><td></td></tr> <tr><td>E</td><td>8:49</td><td></td><td></td></tr> </tbody> </table>	E	8:49			B	8:49	2		E	8:49																										
E	8:49																																								
B	8:49	2																																							
E	8:49																																								
6b. Other Size					<table border="1"> <tbody> <tr><td>E</td><td>8:49</td><td></td><td></td></tr> <tr><td>B</td><td>8:49</td><td>2</td><td></td></tr> <tr><td>E</td><td>8:49</td><td></td><td></td></tr> </tbody> </table>	E	8:49			B	8:49	2		E	8:49																										
E	8:49																																								
B	8:49	2																																							
E	8:49																																								
8. 2nd-Class Marked up (exclude PS Form 3579)					<table border="1"> <tbody> <tr><td>E</td><td>8:49</td><td></td><td></td></tr> <tr><td>B</td><td>8:49</td><td>4</td><td></td></tr> <tr><td>E</td><td>8:49</td><td></td><td></td></tr> </tbody> </table>	E	8:49			B	8:49	4		E	8:49																										
E	8:49																																								
B	8:49	4																																							
E	8:49																																								
10. Mail with PS Form 3579 attached					<table border="1"> <tbody> <tr><td>E</td><td>8:45</td><td></td><td></td></tr> <tr><td>B</td><td>8:45</td><td>2</td><td></td></tr> <tr><td>E</td><td>8:45</td><td></td><td></td></tr> </tbody> </table>	E	8:45			B	8:45	2		E	8:45																										
E	8:45																																								
B	8:45	2																																							
E	8:45																																								
12. Change of Address Recorded					<table border="1"> <tbody> <tr><td>E</td><td>8:01</td><td></td><td></td></tr> <tr><td>B</td><td>8:01</td><td>1</td><td></td></tr> <tr><td>E</td><td>8:00</td><td></td><td></td></tr> </tbody> </table>	E	8:01			B	8:01	1		E	8:00																										
E	8:01																																								
B	8:01	1																																							
E	8:00																																								
13. Insured Receipts Turned In					<table border="1"> <tbody> <tr><td>E</td><td>7:43</td><td></td><td></td></tr> <tr><td>B</td><td>7:43</td><td>17</td><td></td></tr> <tr><td>E</td><td>7:36</td><td></td><td></td></tr> <tr><td>B</td><td>7:36</td><td>7</td><td></td></tr> <tr><td>E</td><td>7:36</td><td></td><td></td></tr> <tr><td>B</td><td>7:36</td><td>1</td><td></td></tr> <tr><td>E</td><td>7:35</td><td></td><td></td></tr> <tr><td>B</td><td>7:35</td><td>5</td><td></td></tr> <tr><td>E</td><td>7:30</td><td></td><td></td></tr> </tbody> </table>	E	7:43			B	7:43	17		E	7:36			B	7:36	7		E	7:36			B	7:36	1		E	7:35			B	7:35	5		E	7:30		
E	7:43																																								
B	7:43	17																																							
E	7:36																																								
B	7:36	7																																							
E	7:36																																								
B	7:36	1																																							
E	7:35																																								
B	7:35	5																																							
E	7:30																																								
Enter Line Number in Explanation Column		Line	DPS Volume Pieces; (7a) To be added to line 7a on PS Form 1638		<table border="1"> <thead> <tr> <th>TOTAL</th> <th>Time Clock Rings</th> </tr> </thead> <tbody> <tr><td>R</td><td></td></tr> <tr><td>E</td><td></td></tr> <tr><td>R</td><td></td></tr> <tr><td>L</td><td></td></tr> <tr><td>B</td><td></td></tr> <tr><td>E</td><td></td></tr> <tr><td>R</td><td></td></tr> <tr><td>L</td><td></td></tr> <tr><td>B</td><td></td></tr> </tbody> </table>	TOTAL	Time Clock Rings	R		E		R		L		B		E		R		L		B																	
TOTAL	Time Clock Rings																																								
R																																									
E																																									
R																																									
L																																									
B																																									
E																																									
R																																									
L																																									
B																																									
Registered-Certified-COD-Customs, Postage Due PS Form 3579-signing for returning funds and receipts		14	Comments																																						
Withdrawal of mail		15	21 A scanner																																						
Sequencing and collecting by-pass mail		16	21 B morning Consult																																						
Actual Stoppage out time		17	21 C Vacation Holds																																						
Break (local option)		18	21 D Replenish Forms																																						
Vehicle inspection		19	21 E New Trail cards																																						
Office work not covered by form (week functions must be identified and approved as being necessary and of a continuing nature) (see Comments Section)		20	21 F Mark SRS																																						
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (see Comments Section)		21	21 G Third Bundles																																						
Creating mail and filing out PS Form 1638 worksheet		22	21 H 3996																																						
Signature of Carrier (or Examiner)		23																																							

M-41 922.451 Carrier Mark-Ups — Individually Endorsed Line 21

POSTAL SERVICE®		Letter Carrier Routes Worksheet			
Post Office	Delivery Unit	Carrier		Route Number	
Omaha	Stoneyridge	AM	PM	37099	
1. Letter Size					
2. Mail of All Other Sizes					
3. Accountable and Signature Mail					
3a. Registered/Certified					
3b. COD/Collections					
3c. Postage Due					
3d. Priority Mail Express					
5. All parcels over 2 lbs.					
6. Sorted and Collected					
6a. Letter Size					
6b. Other Size					
9. 2nd-Class Marked up (exclude PS Form 3579)					
10. Mail with PS Form 3579 attached					
12. Change of Address Recorded					
13. Insured Receipts Turned In					
Enter Line Number in Explanation Column	Line	DPS Volume Pieces: (7a)		To be added to line 7a on PS Form 1838	
Registered-Certified-COD-Collections Postage Due PS Form 3579 Signing for returning funds and receipts	14	Comments			
Withdrawal of mail	15	21 A scanner			
Sequencing and collating by Pass Mail	16	21 B morning consult			
Actual Strapping out time	17	21 C Vacation Hubs			
Break (dual option)	18	21 D Replenish Forms			
Vehicle inspection	19	21 E New Trail cards			
Critical work not covered by form (work functions must be identified and appraised as being necessary and of a continuing nature (see Comments Section))	20	21 F Mark SRRs			
Waiting for mail (office) and other office activities not performed on a continuing basis which are included in computing the net office time (see Comments Section)	22	21 G Third Bundles			
Cooking mail and filling out PS Form 1838 worksheet	23	21 H 3990			
Signature of Carrier (or Equivalent)		21 I markups stickers			
		I certify the above information recorded by me is correct		Day of Week	Date
				Rep. - Repl.	Lunch From To
				TOTAL:	
				Time Clock Rings	
				E	
				R	
				L	
				B	
				E	
				R	
				L	
				B	

Proper Credit for Mark-Ups

Mark-Ups Deserve Time Credit

M-41 §922.451:

- Handling and endorsing forwardable mail is a **Line 21 function**
- Every piece that's marked up, endorsed, or redirected takes time

Credit this time on your Form 1838-C or daily reporting.

Accuracy protects your route's workload data

[illegible]

Final Sorting & Pulling Down

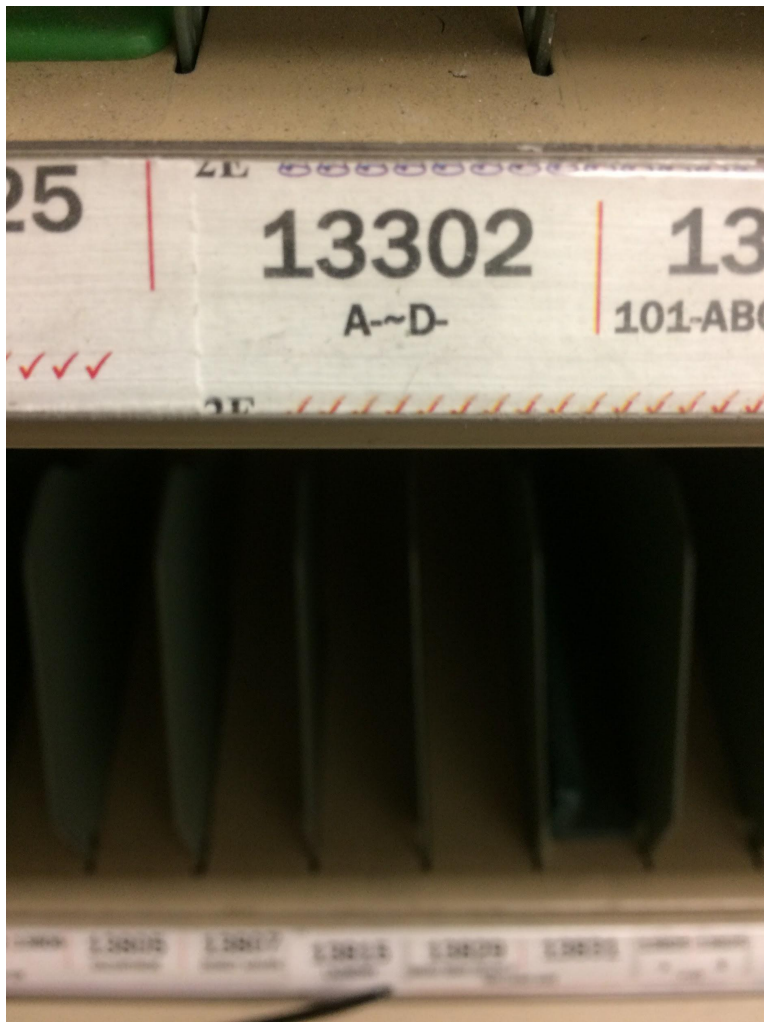
Strapping Out and Pull-Down = Contractual Efficiency

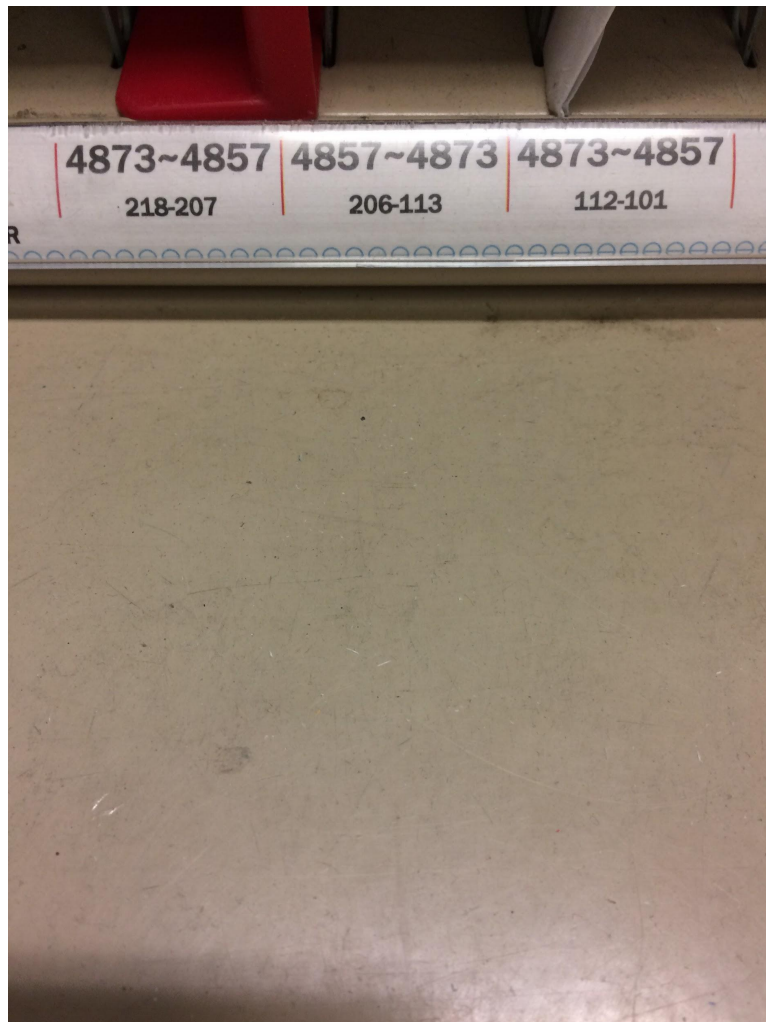
NA Article 41.3.i & M-41 §922.51.d:

1. Mail **must** be placed in **delivery sequence** during strapping out—**Line 17 Function.** (This is for multiple deliveries in one case cell, e.g., apartments, business complexes, etc.)
2. Only **relays/loops/NDCBUs** require rubber bands
3. Pull route **from bottom left to top right** to load truck in delivery order

This is not just best practice—it's contractual.

This saves time, reduces error, and prevents “double-handling.”





No Rubber-Banding Individual Deliveries

Rubber Bands Are Not for Every Address

M-41 §322.21:

1. Only relays, loops, and segment deliveries (NDCBUs) require rubber bands
2. **Individual stops should not** be rubber-banded

M-39 §121.33:

1. Curblin carriers must pull down using proper tray sequence—**no strapping out**

Follow proper strapping protocols to avoid unnecessary work or discipline

M41.922.51.e

Break (Local Option)

“Enter the scheduled office break period, if applicable.”

Note: Once a year, at the option of the local union, the carriers at the delivery unit will receive one 10-minute break period in the office (rather than two such 10-minute breaks on the street).

Final Office Tasks Before the Street

Wrap Up the Office—Prep for the Street

- **M-41 §922.51.e:** Local option may permit a **10-minute office break** once per year
- Check for “sleepers” (hidden mail behind dividers)—**Line 21**
- Turn off case lights – **Line 21**
- Perform final “hot pull” – **M-41 §291**
- Withdraw preferential mail and route in delivery order – **Line 21**
- **Clock to the street** only after completing all office functions

Don't rush. Take the time you need to do it right—because **your numbers matter**