

DOIS vs Reality

Where Did the Time Go?

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.
Carriers set their own safe walking pace—no fixed standard exists.

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.

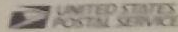
Here are some quick tips for battling the heat:

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?**

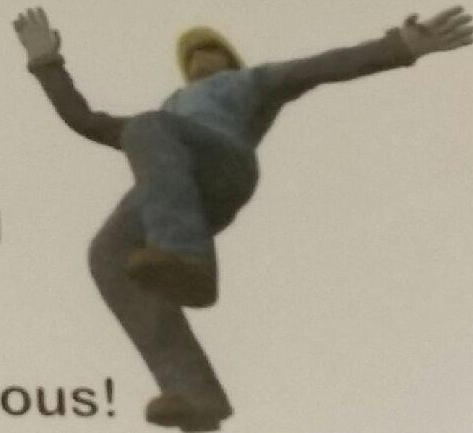


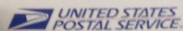
Monthly Safety Emphasis

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 curblane 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.

Bullet Point #1 **Begin the relay at the parcel delivery point; simply reorganize the DPS and cased mail to correspond with the parcel delivery point and begin the relay at that location. The supervisor will lose their mind when they 3999 you! I advise you to take advantage of every opportunity to have fun while working because there aren't many places for us to do so.**

**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 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

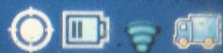
ESC

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

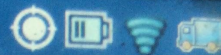
ESC

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

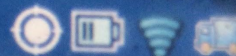
ESC

ENTER



09/10 14:51

New Message



Key-in expiration period

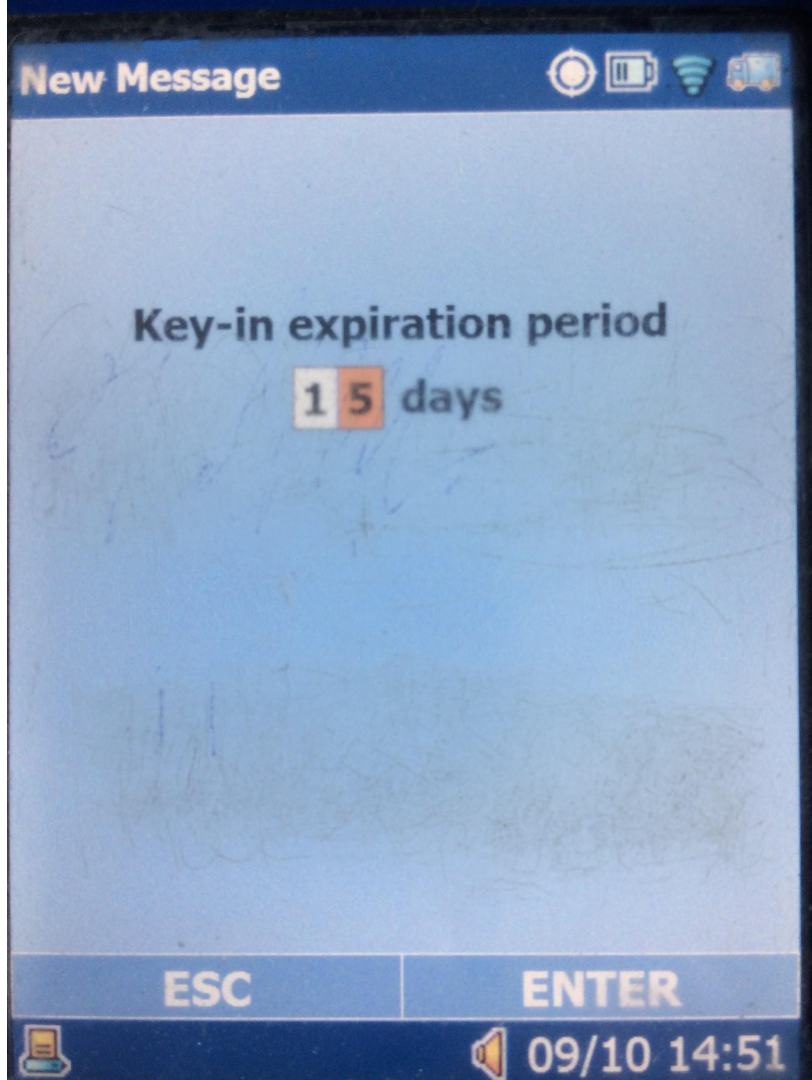
0 0 days

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.

A standard issue reply may be “I was working” or “What was I doing at that time?”

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

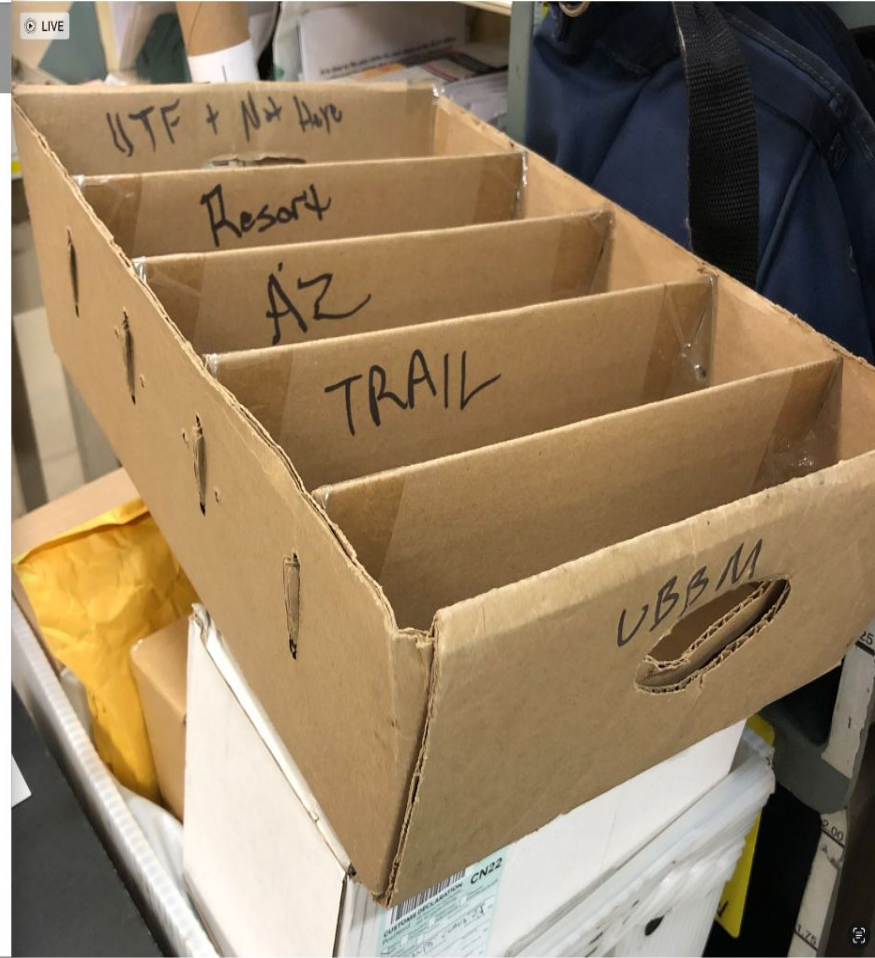
*“Before you leave the office, enter on Form 1571 the mail curtailed; **when you return, add any mail which was not delivered and which was returned to the office.** Follow any special local procedures set up to identify errors and corrective actions for mail returned because it was out of sequence.”*

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.



Return to the Station

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

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

- A. Clock in from the street—**Line 21**
- B. Place collection mail in designated location—**Line 21**
- C. Clear accountable items—**Line 14**
- D. Complete Form 1571 and have both management and carrier signatures—**Line 21**
- E. Process all undelivered mail—**Line 21**
- F. Answer official communications—**Line 21**
- G. Wash-up time—**Line 21**
- H. 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.





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

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.”

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.”

Real Example: Where the Time Goes

How Daily Tasks Add Hidden Minutes

- **Example:** 136 Pieces of Returned DPS: Separating 136 pieces requires 14 minutes (1 minute per 10 pieces), while marking up requires up to 34 minutes (1 minute per 4 pieces), totaling 48 minutes of actual work time.
- **DOIS Fails to Capture This Workload:** These 48 minutes are excluded from daily evaluations, creating an artificial gap between recorded and actual work performed on the route.
- **Daily Loss Becomes Systemic Distortion:** When this occurs every day, carriers lose hours of credited time weekly, fundamentally skewing route evaluations and making routes appear undertime.
- **Carrier Reality vs Reported Performance:** The carrier performs all required work, but reporting systems omit critical tasks, leading to inaccurate conclusions about efficiency and workload.

This example illustrates how small, routine tasks compound into significant uncredited workload. Processing 136 pieces of returned DPS is not an unusual scenario, yet it generates nearly an hour of required labor under established time standards. When this time is not captured by systems like DOIS, the route evaluation becomes disconnected from reality. Over days and weeks, this discrepancy expands into a structural issue. Routes begin to appear artificially efficient, while carriers experience consistent time pressure. This gap is not a performance issue—it is a management failure. Recognizing and documenting these examples is essential for correcting route evaluations and defending actual workload.

WHY?

A critical issue in carrier performance evaluation lies in the disconnect between recorded workload by supervisors and actual work performed. Time standards clearly define the labor required to process undelivered and returned mail, yet supervisors running operational systems like DOIS fail to account for this volume/time in daily evaluations. This creates a structural imbalance where carriers perform necessary work that is effectively invisible in performance metrics. Over time, this discrepancy compounds into significant perceived inefficiencies. Carriers may appear to exceed the expected time despite strictly following procedures. Understanding and documenting this gap is essential—not only for individual protection but also for broader route evaluation and adjustment processes. Accurate workload recognition is foundational to fair performance assessment.

PS Form 1838-C, November 1997

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.

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

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 136 - 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

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

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

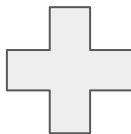
In DPS - vacation holds, USM, 4-2
3rd Mail, Markups

This was 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.

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.

How Skewed Data Impacts Route Evaluation

From Missing Minutes to Misjudged Performance



Uncounted Time Creates Artificial Undertimes

When 30–90 minutes of daily work go unrecorded, routes appear shorter than they actually are, leading to unrealistic expectations and pressure on carriers.



Carriers Get Blamed for System Failures

The disconnect shifts responsibility onto carriers, creating narratives of underperformance even when all contractual duties are completed correctly.



Management Relies on Incomplete Data

Supervisors may question performance based on DOIS or scanner data, despite those systems failing to include all required carrier duties.



Know the Rules—Not the Noise

When challenged, rely on documented standards and facts. You are not a “union thug”—you are a professional applying the contract exactly as written.

The impact of missing time is not limited to daily workload; it directly affects how routes are evaluated, adjusted, and judged. When supervisors omit significant portions of required work, the resulting route analysis becomes fundamentally flawed. This leads to incorrect assumptions about carrier efficiency and creates pressure to meet standards that were never accurately calculated.

In this environment, carriers are often placed in a defensive position, expected to justify performance against incomplete DOIS data.

This is where knowledge of the contract becomes critical.

By understanding and applying the rules, **carriers can shift the conversation from opinion to fact.** The issue is not individual performance—it is the integrity of the data used to measure that performance.



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.	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): 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 Any fraction of a minute will always be rounded up to the next minute. Minutes are always in whole numbers. DOIS will determine the amount of time to be added as follows: 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
	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. Changes to the DOIS client: 1) Route Base Information window: 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: 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 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.

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.”

The Fixed Office Time of 33 or 43 minutes is the minimum. After a count-and-inspection, the FOT for your route changes to what actually occurred during the week of C-and-I. If you have an apartment or transient route, your FOT should increase to account for the extra work created by DPS removals during street time.

AM Available												AM Curt	
Route	Carrier	Type	OTDL	Proj Route OT/UT	% Std	Letters	Flats	PP	DPS	FSS	Seq Pcs	Ltrs	Fits
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

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
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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 get 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	4:48 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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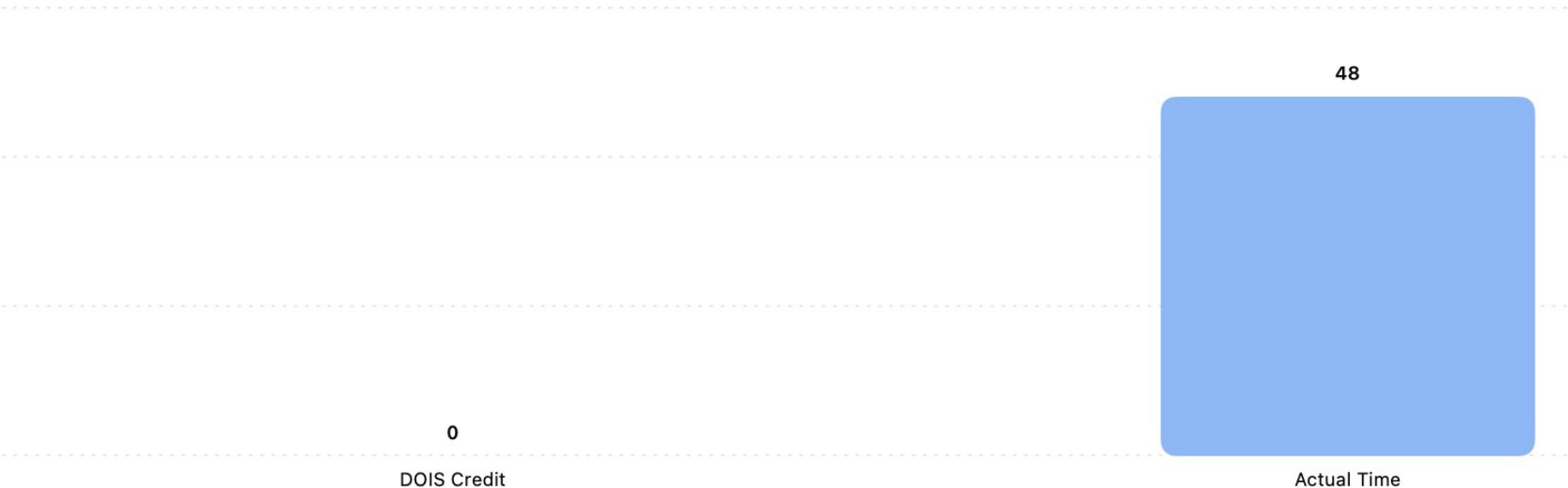
Requiring every employee to act with integrity and report accurately is critical to our business. When each of us is upfront, honest, and truthful we can identify problems faster and immediately find targeted solutions. This saves the Postal Service valuable time and resources.

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DOIS records zero minutes while the carrier performs 48 minutes of contractual work.

Daily time not credited by DOIS

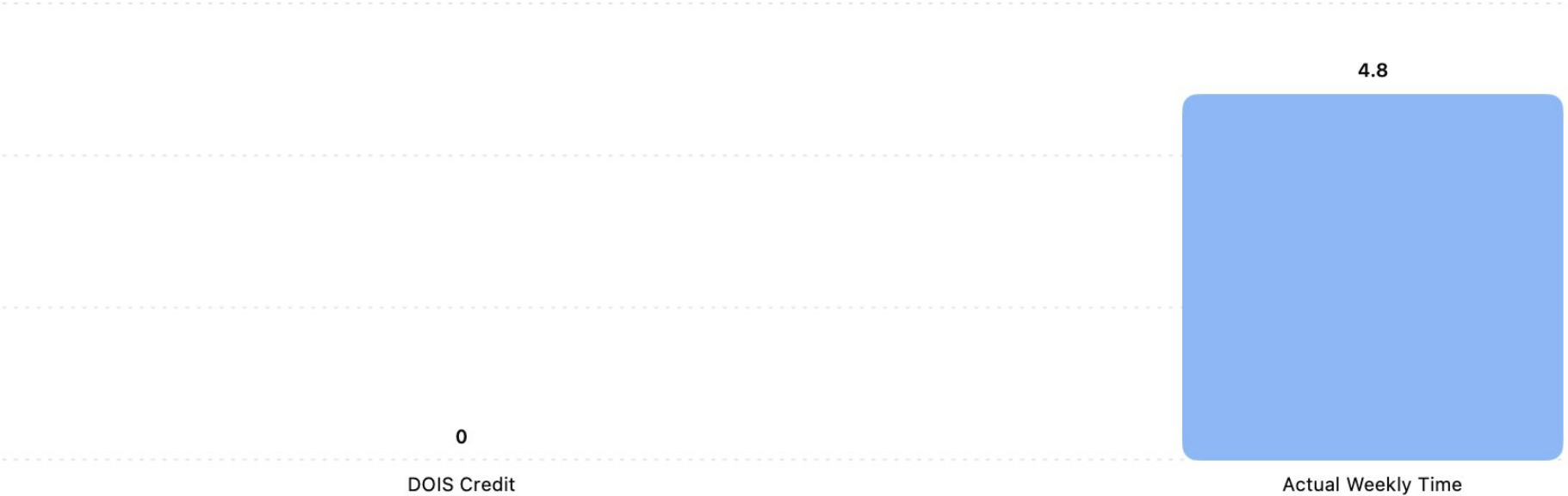
Example based on 136 pieces of returned DPS requiring separation and markup.



Nearly five hours per week disappear from route evaluations.

Weekly lost time per route

48 minutes per day over a six-day delivery week.



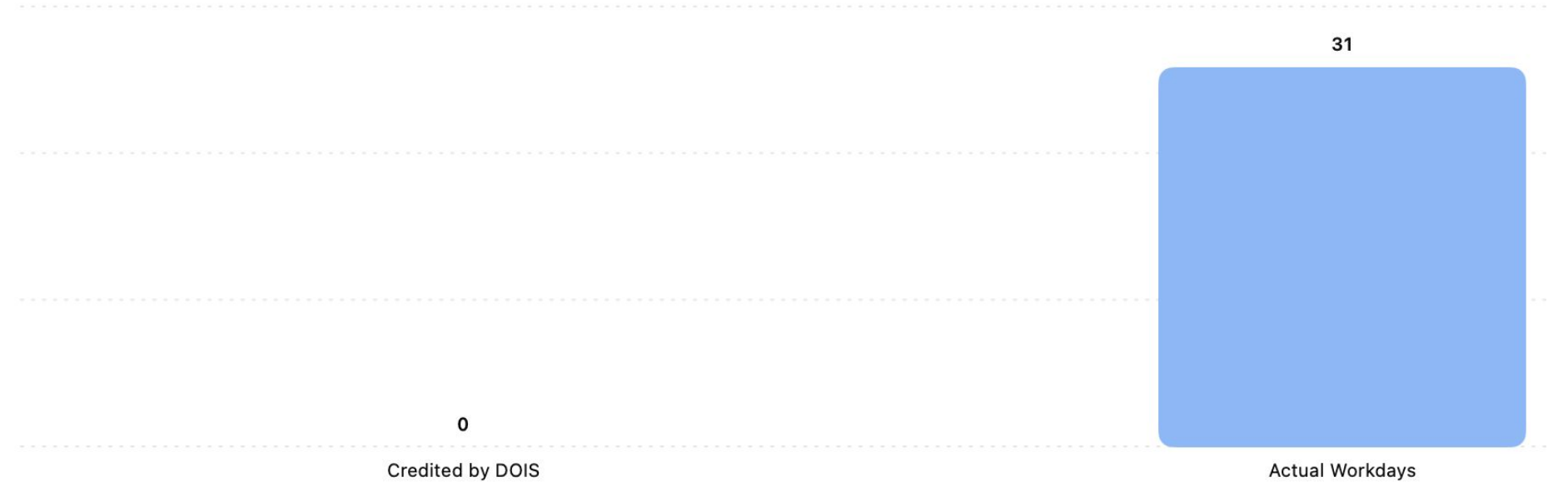
More than a month of carrier work vanishes from route data every year.

Perspective: How many days of annual leave do you get?

Under 5 years of service, 10 days; 5-15 years, 15 days; and over 15 years, 20 days. You're giving away every day of annual leave you acquired!

Annual workdays removed from route data

250 annual hours divided by an 8-hour workday.



Assuming \$40/hour loaded labor value.

The issue is not a few minutes.

It scales to hundreds of thousands of dollars of workload disappearing in one station.

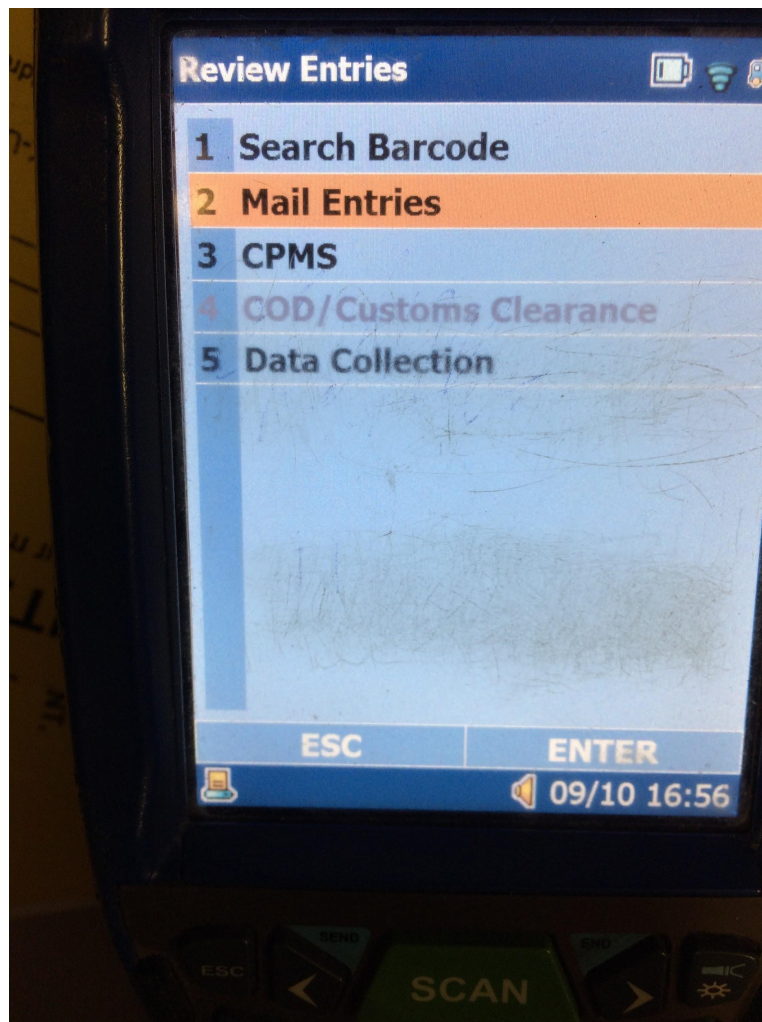
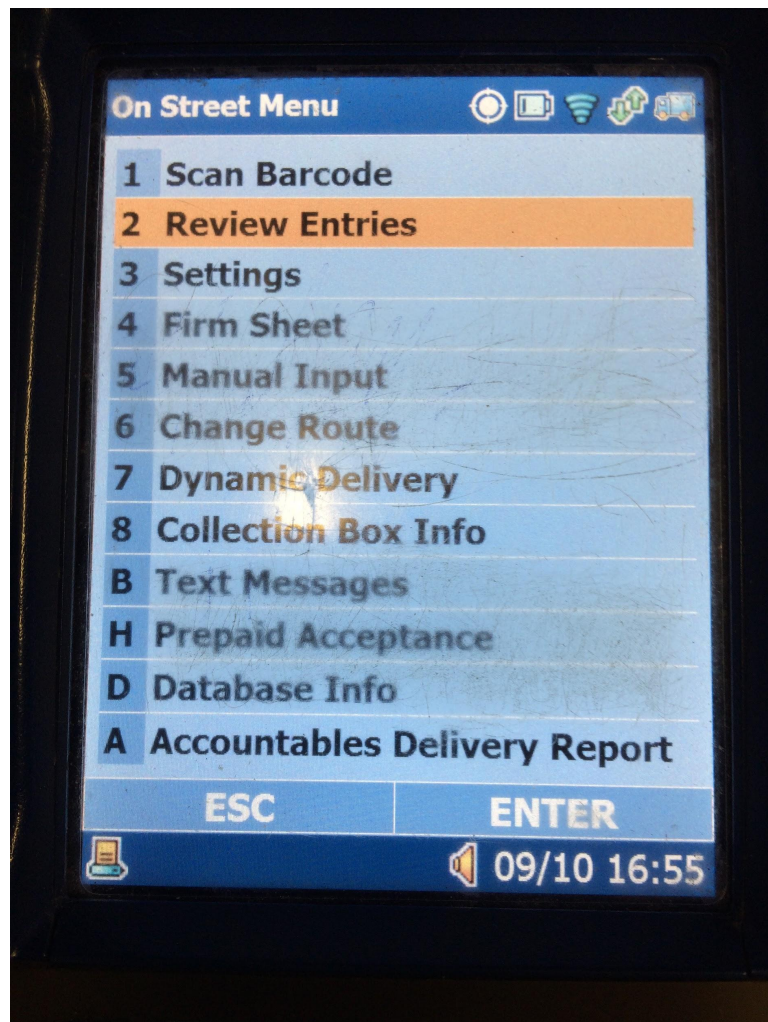
Annual labor value of uncredited work
Estimated at \$40 per hour.

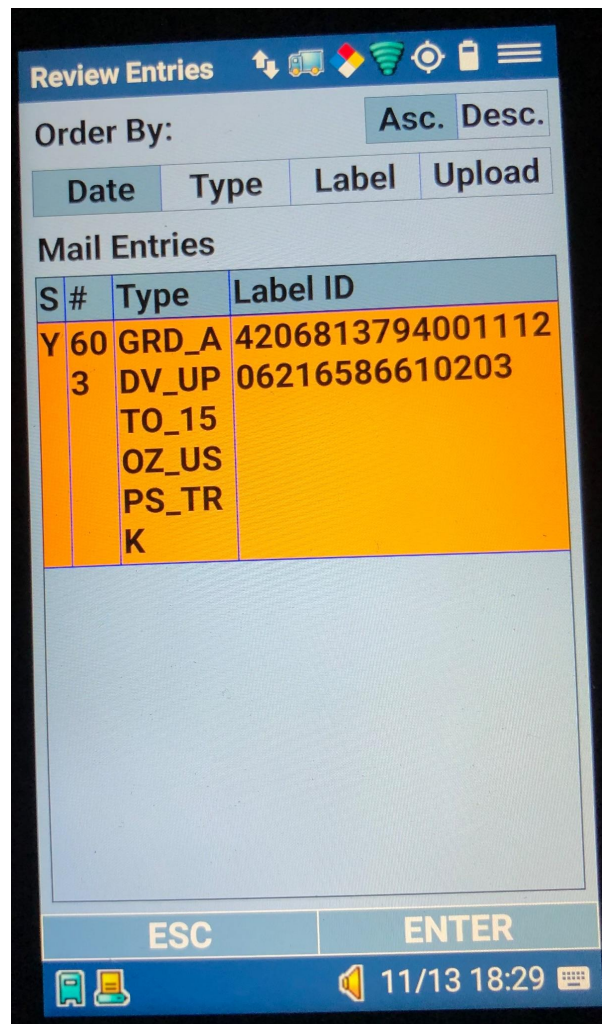
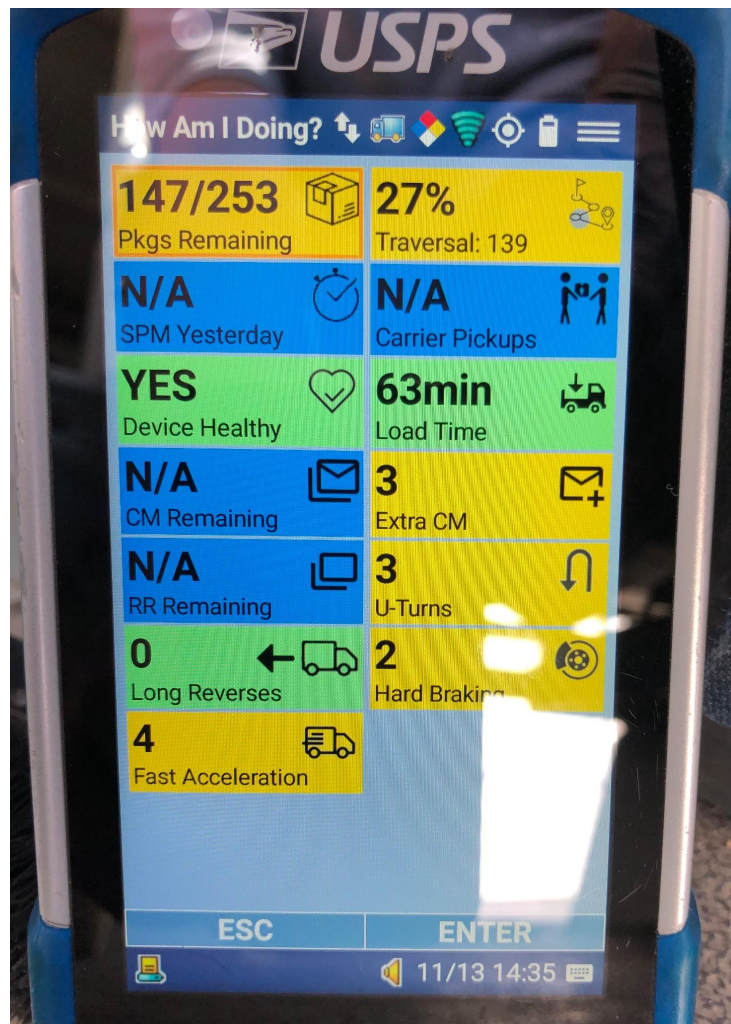


The easy way is efficacious and speedy;
the correct way is arduous and long, but as
the time clock ticks, the easy way becomes
harder and the correct way becomes
easier.



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





Is your Route an 8-hour
assignment?