Rehandling of Mail Best Practices

Handbook PO-441   April 2002
                                                                      Transmittal Letter

A. **Explanation.** This initial publication of Handbook PO-441 is intended for postmasters, managers, supervisors, and employees who are responsible for processing return-to-sender, loop mail, missent mail, and missorted mail. This handbook provides the cornerstone to understanding policies and procedures for day-to-day processing of these types of mail. Designed for processing and distribution offices, Post Offices, Computerized Forwarding System (CFS) units, stations, and branches, this handbook was prepared jointly by field and Headquarters personnel.

B. **Distribution.** This document is available on the corporate intranet at *http://blue.usps.gov* (click on *Policies and Procedures,* then *Handbooks,* then either *By Document ID Number* or *By Title,* and then scroll down to Handbook PO-441).

C. **Comments on Content.** Send comments and suggestions about the content of this handbook to the following address:

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    UNITED STATES POSTAL SERVICE
    475 L'ENFANT PLAZA SW RM 7631
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D. **Comments on Format.** Send comments and suggestions about the format of this handbook to the following address:

    POLICIES AND PROCEDURES INFORMATION
    UNITED STATES POSTAL SERVICE
    475 L'ENFANT PLAZA SW RM 5540
    WASHINGTON DC 20260-5540

E. **Effective Date.** This handbook is effective April 2002.

Paul Vogel
Vice President
Network Operations Management

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1 Introduction

The United States Postal Service (USPS) delivers correspondence to all addresses in the United States expeditiously through the postal mail system. We believe our first responsibility in mail delivery service is accurate on-time delivery. The Postal Service has a major competitive advantage because we deliver to everyone, everywhere, everyday in the United States. Nationally, the Postal Service has 38,000 postal retail outlets; 468 processing plants and large Post Offices, stations, and branches; and 224 Computerized Forwarding System (CFS) sites that are committed to reduce costs and increase operating efficiencies. Together, we provide the American people with a secure and efficient connection that binds our nation together.

The Postal Service provides most customers the opportunity to file a change-of-address (COA) order at no cost. (There are some exceptions, such as customers at colleges, universities, single-point deliveries, Commercial Mail Receiving Agencies, etc.) When a customer moves and provides required notification, the Postal Service will provide forwarding service to the new delivery address for the customer's mail, depending on the class of mail and endorsement. The COA service forwards mail through an automated CFS. The CFS also processes Return-To-Sender (RTS) mail. Depending on mail class, endorsement, and age of the forwarding order, the CFS returns this mail to the mailer. The CFS provides a current address label or reason for non-delivery so the mailer can update mailing lists. Delivery units may also generate RTS mail.

The Postal Service is committed to improving the rehandling of manual mail referred to as CFS RTS mail, delivery unit RTS mail, loop mail, missent mail, and missorted mail at Post Offices, stations, branches, and processing and distribution centers/facilities. The Postal Service is taking steps to automate some processes within the manual operation.

All correspondence and parcels are important, and we will protect and deliver mail regardless of the number of times the mailpiece is processed. Certain restrictions apply based on mail class and endorsement.

Training and development for Postal Service employees is a key investment for organizational success. Through training, employees are provided learning experiences that improve performance and contribute to individual growth. Formal training provides coordinated activities designed to develop the knowledge, skills, and attitudes of employees. The employee, supervisor/manager, and organization need to form a partnership to encourage training for individual and organizational growth.

In order to improve customer satisfaction, employees must be properly trained in the policies and procedures concerning delivery unit RTS mail, CFS RTS mail, loop mail, missent mail, and missorted mail as outlined in this handbook.

To ensure the success of the program, management should determine the proper staffing of operations at Post Offices, CFS units, stations, branches, and processing and distribution centers/facilities by looking at factors such as peak volume, special occasions, and historical workload. Management should give employees goals and objectives and should train them to use indicators to monitor performance in improving service to the customer.

Through proper training and the material in this handbook, Postal Service employees will learn new procedures or technology and will be able to upgrade or maintain proficiency in their current jobs. A partnership with employees will provide management with new ideas and techniques to continue to improve service.

We provide the highest standards in quality of service and performance in the world. We encourage our Postal Service employees — the proud members of our team — to provide suggestions on how to improve service. Postal Service employees are trained to be professionals, to focus on customer needs, and to work as team members. Postal Service employees are recognized for their outstanding performance, and they take pride in their participation in the success of our customers and the Postal Service. The Postal Service strives to be the best postal system in the world, and it is committed to delivering every piece of mail expeditiously. The twenty-first century will produce great advances in communications, and the Postal Service is focused on providing customers the best universal service and being the best service in the world, so customers will receive their messages in a timely manner.

2 Post Offices, Stations, and Branches

2-1 Delivery Operations

2-1.1 Letter Carrier's Role

Every day, the letter carrier shares responsibility for making the final decision about delivering mailpieces as addressed, annotating mailpieces with a reason for non-delivery, or identifying mailpieces as waste. Delivering mailpieces accurately or expediting handling when delivery is not possible is important to both the addressee and mailer.

When the customer has relocated and filed a Change of Address (COA) order by completing PS Form 3575, *Change-of-Address Order,* the carrier is responsible for identifying forwardable mail and placing it in the appropriate separations of a carrier case. When a customer does not complete a COA order, does not accept a mailpiece, or does not provide a mail receptacle, the carrier must start the process that will return the mailpiece to the mailer with the reason for non-delivery or to otherwise handle it based on mail class and endorsement. The RTS mailpiece informs the mailer that the piece was undeliverable and provides the reason for non-delivery. This information is vital to mailers because it helps them correct their mailing lists to improve mail service, which saves time and money for both the mailer and the Postal Service.

The letter carrier also has the opportunity to identify loop mail, missent mail, and missorted mail.

a. Loop mail is incorrectly barcoded and/or ZIP Coded mail discovered at a destination for which it is not addressed or discovered in a transit operation.

   Note: Rehandled mail uses a POSTNET barcode, and in this handbook, all references to a barcode are to a POSTNET barcode unless otherwise noted.

b. Missent mail is mail sent to the wrong Post Office, station, or branch.

c. Missorted mail is mail sent to the correct zone but received by the wrong route for delivery.

Loop mail, missent mail, and missorted mail can negatively impact service performance.

2-1.2 **Carrier's Role in Processing Address Change Service Mail**

Address Change Service (ACS) is a national program designed to provide address correction information electronically to mailers through the CFS unit. The mailer adds to the mailpiece address block the ACS participant code assigned by the Postal Service. The participant code has the following characteristics:

a.   Must consist of seven alpha characters.

b.   Must be printed on the first line of the address block (the optional endorsement line).

c.   Must be aligned left.

d.   Must be preceded by a single pound sign (#) delimiter.

e.   Must be followed by at least one space if any further information (i.e., carrier route, presort, etc.) is printed on that line.

Most ACS participants also use the keyline option, which provides an effective means of matching ACS notifications with the appropriate records in the customer's address files. Keylines are required if the mailer wants to receive electronic ACS nixie notifications. A nixie is a mailpiece that is undeliverable for reasons other than a customer move — i.e., reasons such as vacant, no mail receptacle, refused, etc. The keyline has the following characteristics:

a.   Must consist of 4 to 16 characters.

b.   Must be printed on the second line of the address block.

c.   Must be aligned left.

d.   Must begin and end with pound sign (#) delimiters.

The pound sign and embedded spaces are not counted toward the 16-character limit and are not returned as part of an ACS record. See Exhibit 2-1.2 for an example of an ACS record.

Exhibit 2-1.2
Example of an ACS Record

```
Cheech Co.                                    ┌─────────────┐
1017 Main St.                                 │   PRSRT     │
Alexandria, VA  22315-3929                    │  STANDARD   │
                                              │ U.S.POSTAGE │
CHANGE SERVICE REQUESTED                       │    PAID     │
                                              │ALEXANDRIA VA│
                                              │ PERMIT NO. 1│
                                              └─────────────┘
```

ACS participant code ───────────► **#BYBJDCK**

Keyline option ─────────────────► **#123JNS00043XYZ#**
                                   JOHN Q. PUBLIC
                                   2800 MAPLE ST
                                   WASHINGTON DC 20099-1234
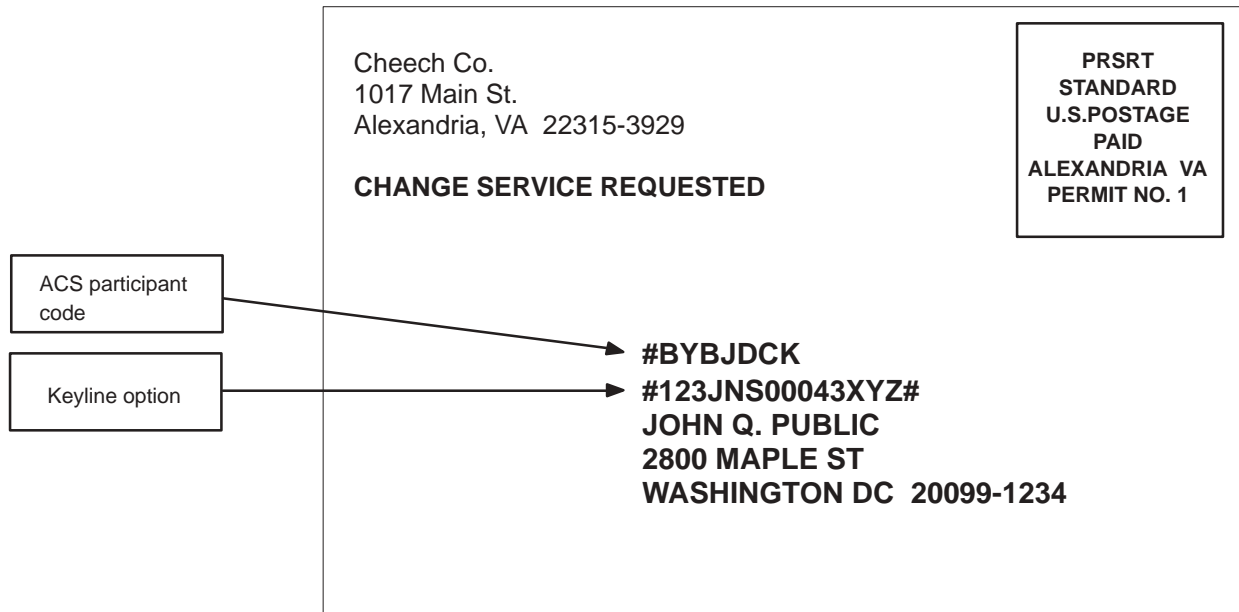
Letter carriers are not to write over or otherwise obliterate any of the characters contained in the participant code and keyline number that are on the address label, nor should they obliterate the original mailing address, addressee's name, or any customer account number on the mailpiece, whether it be an ACS mailpiece or a non-ACS mailpiece.

For ACS mail relating to a customer's forwarding order, the CFS unit makes an attempt to match the name and address to the COA on file at the CFS unit. If there is a match from the CFS database and if the mailpiece bears an active ACS participant code, the Postal Service can generate an electronic notification. If not, the Postal Service provides COA notification manually.

2-1.3 Address Management System (AMS)

The Address Management System (AMS) labels for a carrier case provide the following separations for UAA mail:

a. COA Entry.

b. Machinable.

c. Non-Machinable.

d. Undeliverable As Addressed (forwarding order expired).

e. No Such Number/No Such Street.

f. Attempted Not Known.

g. Other Carrier Endorsed.

Delivery units should ensure that these separations are identified on the carrier case.

2-1.4 Carrier Office Time — Preparation

Carriers must case and/or route non-delivery point sequence (non-DPS) mail in the sequence of delivery, unless handling as a direct or segmentation is authorized.

When a customer has moved and left no forwarding instructions, the letter carrier must hold the customer's mail for 10 days, except for pieces that are endorsed by the sender indicating a shorter period of time. In either case, no carrier endorsement is needed. If the carrier does not receive a COA after 10 days, the carrier must complete PS Form 3575-Z, *Employee-Generated Change of Address,* including checking the "MOVED LEFT NO ADDRESS" block, and submit the completed form and the mail together with other COA entry mail. After sending PS Form 3575-Z to the CFS unit, the carrier must send any other forwardable mailpieces for that customer to the CFS unit on a daily basis with other CFS related mail.

When a customer files a COA order (PS Form 3575), the carrier must review it for completeness and accuracy of old address information. The carrier must enter the following information from PS Form 3575 to PS Form 3982, *Changes of Address:*

a.   Date of change.

b.   Expiration date of change.

c.   Whether the change is temporary.

d.   Whether the change is for an individual or a family.

e.   Customer's name.

f.   Customer's old address.

g.   Customer's new address.

A COA order might have a request for Court Ordered Protected Individual (COPI) attached to it. In such a case, the carrier logs that the customer has moved and puts the notation "COPI Status" in the new address block. *Under no circumstances is the new address to be written or maintained at the carrier case.*

Carriers are to withdraw mail in the CFS separations and deposit it in a designated location by the exit for transport to the CFS unit. Carriers are to follow local office policy for proper preparation and placement of CFS mail.

2-1.5 Other Endorsements by Carriers

The following types of undeliverable mail require a carrier endorsement on each piece:

a.   "Occupant" mail (address service requested, forwarding service requested, return service requested, and change service requested addressed only to vacant buildings).

b.   Mail addressed to customers who are temporarily away and the retention period for holding mail has expired.

c.   Mail addressed to customers who are deceased, and mail is not properly deliverable to another person.

    d.   Mail refused.

    e.   Mail for which there is no mail receptacle.

The letter carrier is to bundle the individual endorsed mailpieces together with a rubber band and then place the bundle in an "Endorsed Individual Letters," "Endorsed Individual Flats," or similarly designated separation of the throwback case for clerk processing. Exhibit 2-1.5a shows a typical labeling pattern of a carrier throwback case. Exhibit 2-1.5b shows the definition of each holdout.

Exhibit 2-1.5a
Typical Labeling Pattern of a Carrier Throwback Case
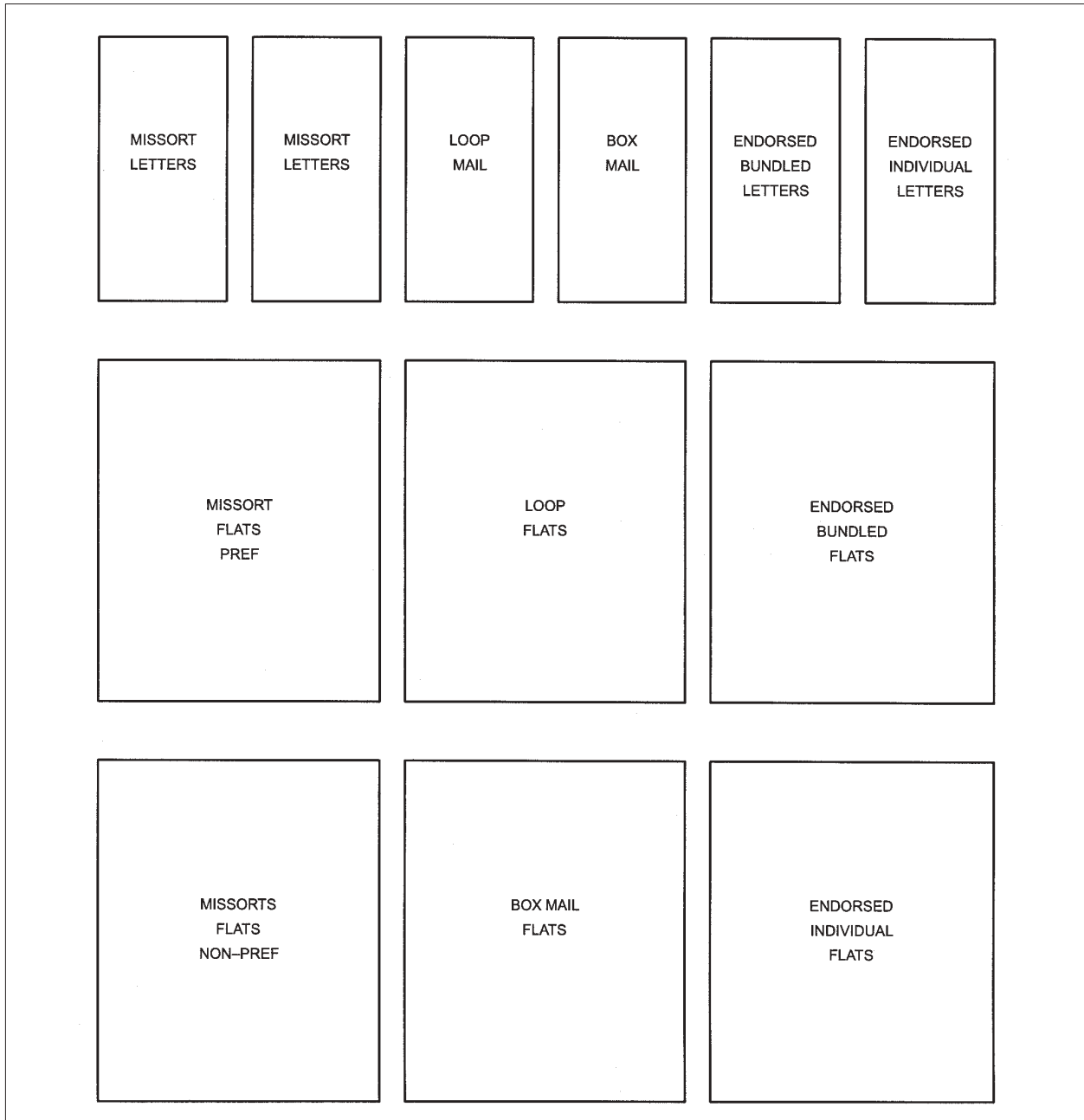
Exhibit 2-1.5b
Definition of Each Holdout

The following are descriptions of separations in the throwback case:

Missorts: First-Class Mail® misthrown or missorted to the route and deliverable at the same unit.

Loop Mail: Incorrectly barcoded mail and/or ZIP Coded mail discovered at a destination for which it is not addressed.

Box Mail: Mail received at the carrier's case that belongs in the Post Office box section.

Endorsed Bundles:

Attempted Not Known
Insufficient Address
Not deliverable as Addressed – Unable to Forward
No Such Number

Endorsed Individual (each piece must be individually endorsed):

Deceased
Temporarily Away
Refused
No Mail Receptacle
Vacant

Missorts: Non-Pref. Flats, Standard Mail, other-size mail misthrown to the route and deliverable at the same unit.

Note: A rural carrier's suggested throwback case should reflect headings only as outlined in Handbook PO-603, *Rural Carrier Duties and Responsibilities.*

2-1.6 Postal Service Endorsements for Undeliverable-As-Addressed Mail

The following are additional types of undeliverable-as-addressed (UAA) mail that require the letter carrier to bundle, by category, and endorse only the top piece of each bundle with the appropriate endorsement and the carrier's initials:

a. Attempted Not Known.

b. Box Closed — No Order.

c. In Dispute.

d. Insufficient Address.

e. Lottery Mail.

f. Not Deliverable as Addressed — Unable to Forward.

g. No Such Number.

h. No Such Street.

i. Outside Delivery Limits.

j. Returned for Postage.

k. Unclaimed.

l. Return to Sender.

The carrier places the bundled mail in the "Endorsed Bundled Letters," "Endorsed Bundled Flats," or similarly designated separation of the throwback case for clerk processing.

2-1.7 Loop Mail Carrier Case Separation

Assume that the barcode on the piece of loop mail is incorrect (making this assumption avoids having to decode barcodes on these pieces). The carrier throwback case normally contains a holdout for loop mail, or carriers may be instructed to deposit bundled loop mail in a specific designated location in a delivery unit. Bundle loop mail from the carrier case and place it in the appropriate holdout of the carrier throwback case. Place this mail in the throwback case in a timely manner to ensure that all mail is dispatched on the next available transportation.

Carriers should notify the delivery unit supervisor of recurring errors so that diagnostics can be performed and corrective action initiated to improve mail service.

2-1.8 Missent/Missorted Mail

Missent mail is mail sent to the wrong delivery unit, station, or branch.

Missorted mail is mail sent to the correct zone but received by the wrong route for delivery.

Missent and missorted mail must be placed in the throwback case in a timely manner. This ensures that the mail is processed and dispatched on the next available transportation. Local offices should process missorted mailpieces and deliver them the same day in order to meet service standards. As shown in Exhibit 2-1.5a (shown previously), the throwback case provides a MISSORT LETTER, MISSORT FLATS PREF, and MISSORTS FLATS NON-PREF holdout for missent and missorted mail.

2-2 Customer Service at Post Offices, Stations, and Branches

2-2.1 Clerk's Role/Responsibilities

The clerk is responsible for improving customer service by properly identifying and expediting the flow of UAA mail and advancing the CFS mail to the processing and distribution centers/facilities (P&DC/Fs) for processing on automated equipment.

Customers want and expect timely and consistent delivery. Clerks have the opportunity to improve service by identifying areas of improvement and processing nixie mail as outlined in this handbook.

2-2.2 **Clerk's Workstation**

To be effective, each clerk needs sufficient space and a workstation with the necessary tools to accomplish the goal of improving the automation of UAA mail through the Postal Service system. Some tools include the following:

a. RTS stamp.

b. Rubber bands.

c. Trays.

d. Labels.

e. Placards.

f. Writing tools.

g. List of authorized Postal Service endorsements for UAA mail. This list is shown in Exhibit 2-2.2.

Exhibit 2-2.2
Postal Service Endorsements for UAA Mail (from DMM Exhibit F010.4.1)

Endorsement	Reason for Nondelivery	ACS Codes
Attempted—Not Known	Delivery attempted, addressee not known at place of address.	A
*Box Closed—No Order	Post Office box closed for nonpayment of rent.	–
Deceased	Used only when known that addressee is deceased and mail is not properly deliverable to another person. This endorsement must be made personally by delivery employee and under no circumstance may it be rubber-stamped. Mail addressed in care of another is marked to show which person is deceased.	–
Delivery Suspended to Commercial Mail Receiving Agency	Failure to comply with D042.2.5 through D042.2.7.	–
*Illegible	Address not readable.	L
*In Dispute	Mail returned to sender by order of chief field counsel (or under D042) because of dispute about right to delivery of mail and cannot be determined which disputing party has better right to mail.	E
*Insufficient Address	Mail from another Post Office without number, street, box number, route number, or geographical section of city or city and state omitted and correct address not known.	I
Missing PBM or # Sign	Failure to comply with D042.26e.	–
Moved, Left No Address	Addressee moved and filed no change-of-address order.	–
*No Mail Receptacle	Addressee failed to provide a receptacle for receipt of mail.	M
*No Such Number	Addressed to nonexistent number and correct number not known.	N
*No Such Office in State	Addressed to nonexistent Post Office.	X
*No Such Street	Addressed to nonexistent street and correct street not known.	S
Not Deliverable as Addressed—Unable to Forward	Mail undeliverable at address given; no change-of-address order on file; forwarding order expired.	Q

Exhibit 2-2.2
Postal Service Endorsements for UAA Mail (from DMM Exhibit F010.4.1) (cont'd)

Endorsement	Reason for Nondelivery	ACS Codes
*Outside Delivery Limits	Addressed to location outside delivery limits of Post Office of address. Hold mail for out-of-bounds customers in general delivery for specified period unless addressee filed order.	D
*Refused	Addressee refused to accept mail or pay postage charges on it.	R
*Returned for Better Address	Mail of local origin incompletely addressed for distribution or delivery.	B
Returned for Postage	Mail without postage or indication that postage fell off.	–
*Returned to Sender Due to Addressee's Violation of Postal False Representation and Lottery Law	Mail returned to sender under false representation order and lottery order.	–
*Returned to Sender Due to Addressee's Violation of Postal False Representation Law	Mail returned to sender under false representation order.	–
*Returned to Sender Due to Addressee's Violation of Postal Lottery Law	Mail returned to sender under lottery order.	
*Temporarily Away	Addressee temporarily away and period for holding mail expired.	
*Unclaimed	Addressee abandoned or failed to call for mail.	U
*Vacant	House, apartment, office, or building not occupied. (Use only if mail addressed "Occupant.")	V

*   *When an alternative address format is used on Periodicals, the publisher is notified of nondelivery only for those reasons marked with an asterisk (*). The exceptional address format cannot be used with Express Mail service, mail with any special service, mail sent with any ancillary service endorsement, or mail sent to any overseas post office.*

2-2.3   **Undeliverable-As-Addressed (UAA) Mail**

Carriers must separate mail by reason for non-delivery and place it in the carrier throwback case according to requirements for bundled or individual carrier-endorsed letters/flats mail. Clerks are responsible for pulling the bundled or individual carrier-endorsed letters/flats mail from the carrier throwback case.

The clerk sorts the endorsed bundles and individual pieces of UAA mail by the reason for non-delivery. The clerk reviews all UAA pieces to determine if any mailpieces are ACS candidates. (See 2-1.2 for a description of ACS.) Exhibit 2-2.2 (shown previously) provides the authorized Postal Service endorsements for UAA mail and also the authorized ACS returned codes.

The clerk must place a rubber band around each ACS-coded bundle. The clerk is responsible for handstamping the top of each bundle with the ACS

handstamp and for writing in the appropriate return code for that bundle. The handstamp must not obscure either the address or return address.

Like carriers, clerks are not to write over or otherwise obliterate any of the characters contained in the participant code and keyline number that are on the address label, nor should they obliterate the original mailing address, addressee's name, or any customer account number on the mailpiece, whether it be an ACS mailpiece or a non-ACS mailpiece.

In addition to the authorized Postal Service participant code and optional keyline discussed in 2-1.2, ACS mailpieces must carry one of the following two endorsements, depending on the action the mailer wishes the Postal Service to take with the mailpiece:

a.   Address Service Requested.

b.   Change Service Requested.

Note: Periodicals are an exception because no endorsement is required. The use of the Address Service Requested endorsement on periodicals is optional if the mailer desires the return of an UAA mailpiece.

After preparing the ACS nixie mail, the clerk prepares the mail for dispatch with the other CFS mail to the P&DC/F. ACS nixie mail must be kept separate from forwardable CFS mail. ACS nixie mail should be bundled separately and included in trays or tubs designated for the CFS using the CFS placard shown in Exhibit 2-2.3a. If the volume of ACS mail warrants the use of all-purpose containers (APCs) or hampers, the clerk should place the mail in the larger container, with the placard shown in Exhibit 2-2.3b. The clerk must dispatch all ACS mail with CFS mail, preferably on the earliest dispatch, but no later than the pre-closeout trip.

The electronic ACS fulfillment notifications that are generated by the CFS units are transmitted daily to the National Customer Support Center (NCSC) in Memphis, TN, where they are consolidated and provided to ACS-participating mailers. There are more than 200 CFS units nationwide serving the majority of the United States and generating ACS fulfillment notifications. Mailers are taking advantage of the address change information system because it offers speed, security, reliability, and savings.

Postal facilities implementing these policies and procedures will improve service and manual operations, increase automation productivity, and reduce operating costs.

Exhibit 2-2.3a
Placard From Delivery Unit to CFS

TO: [Name of]
        Processing & Distribution
        Center/Facility

CFS Unit

FROM: _____

DATE: _____

Employee's Initials: _____

Exhibit 2-2.3b
Placard for Large Volume ACS Mail From Delivery Unit to CFS

TO: [Name of]
         Processing & Distribution
         Center/Facility

CFS Unit

ACS Mail

FROM: _____

DATE: _____

Employee's Initials: _____

2-2.4 **Parcels**

For returned parcels, the clerk must mark through the delivery package barcode so that it cannot be read by automation equipment. For clear identification, the mailer must place the delivery parcel barcode adjacent to the delivery address with the word "ZIP" and human-readable equivalent of the ZIP Code printed above, below, or adjacent to the barcode.

To avoid looping, the clerk must mark through delivery parcel barcode with vertical lines or by attaching a label that clearly skews the reading of the barcode. This action renders the barcode unreadable. Any stamps or labels applied to a UAA parcel must not cover or deface a unique identifier provided by the mailer, such as non-POSTNET barcodes or account numbers. Mailers use these unique identifiers to help inventory any materials that are returned to them.

2-2.5 **Return-to-Sender Stamp**

The clerk is responsible for using the Return-to-Sender (RTS) stamp, shown in Exhibit 2-2.5, to legibly stamp all other delivery unit RTS letters, except for ACS mail, and check the appropriate block for the reason for non-delivery. Exhibit 2-2.2 (shown previously) provides the authorized Postal Service endorsements for UAA mail and reasons for non-delivery.

Exhibit 2-2.5
RTS Stamp
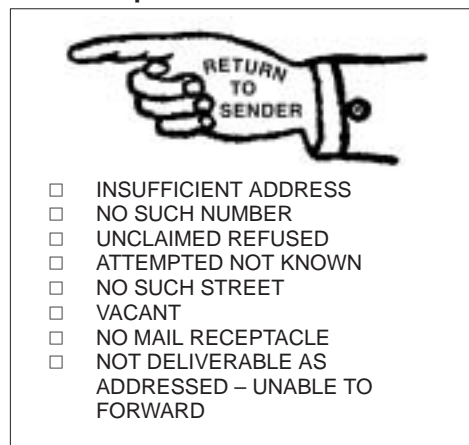
2-2.6 **Preparing Delivery Unit RTS Mail to Dispatch to P&DC/Fs**

The clerk who is responsible for processing delivery unit RTS mail must obliterate all barcodes on the mailpiece so that the barcode reader will not read the barcode and return it to the original address. The clerk obliterates barcodes by using a black grease pencil or felt-tip marker to fill all the white spaces between the bars. However, the clerk *must not* obliterate the fluorescent orange identification (ID) tag on the back of the mailpiece.

The clerk should never line out or otherwise obliterate the original mailing address, the addressee's name, or any customer account information on the mailpiece. This information is critical to mailers so that they can update their mailing lists when mailpieces are returned.

Before dispatching the tray to the P&DC/F, the clerk must ensure that all return addresses are visible and are faced forward in the tray, including any return address that is located on the back of an envelope.

Note: When the return address is located on the back of a mailpiece that requires postage due, the clerk must stamp both sides of the envelope "Postage Due _____" in order to protect revenue.

A delivery unit RTS tray must be labeled as shown in Exhibit 2-2.6a.

Exhibit 2-2.6a
Delivery Unit RTS Tray Label

```
[NAME OF] P&D CENTER/FACILITY
RTS LTRS TO LMLM
[FROM CITY AND STATE]
```

The clerk also has the following responsibilities:

a.   Do not commingle RTS mail with any other type of mail.

b.   Use the correct tray length to accommodate the mail flow. Do not use a 2-foot tray if the mail fills only half of it — in such situations, use a 1-foot tray (if available).

c.   Do not dispatch a tray if the mail will not keep its orientation in transit — in such situations, bundle the mail in the tray with a rubber band prior to dispatch.

d.   If the office has multiple ZIP Codes, bundle all delivery unit RTS mail by specific ZIP Code and consolidate the mail to form full trays.

e.   Regardless of volume, sleeve all trays and apply a delivery unit RTS placard, as shown in Exhibit 2-2.6b, so that the P&DC/F can quickly identify this mail.

f.   After preparing the trays, dispatch them to the P&DC/F in containers. In certain locations, the volume of UAA mail may warrant a separate, larger container. If using an APC or hamper, properly identify the trayed or flat-tub mail with a delivery unit RTS placard placed on the outside of the container. For smaller volumes, properly label the delivery unit RTS trays and dispatch them according to transportation schedules.

Management must ensure that all mail from the dock area is dispatched daily. Any mail that is not RTS mail and is deliverable should be redistributed in the quickest manner and handled appropriately in order to meet service standards.

Exhibit 2-2.6b
Delivery Unit RTS Placard for Letter Trays

TO: [Name of] Processing & Distribution Center/Facility

Opening Unit Platform Operations

Delivery Unit Return-To-Sender Mail

FROM: _____

DATE: _____

Employee's Initials: _____

2-2.7 **Loop Mail**

Loop mail is defined as mail having an incorrect barcode and/or ZIP Code discovered at a destination for which it is not addressed.

The clerk must process loop mail by pulling the loop mail bin from the throwback cases or from a locally designated area within the delivery unit. To prevent loop mail from reentering the automated mailstream, the clerk must obliterate all barcodes on the mailpiece so that the barcode reader will not read the barcode and return it to the original address. The clerk obliterates barcodes by using a black grease pencil or felt-tip marker to fill all the white spaces between the bars. However, the clerk *must not* obliterate the fluorescent orange identification (ID) tag on the back of the mailpiece.

On loop mail with an incorrect ZIP Code, the clerk must cross out or slash through the ZIP Code on all mailpieces, both barcoded and non-barcoded. If the correct ZIP Code is known, the clerk should place it on the address side of the mailpiece.

The clerk must identify loop mail and return it to the P&DC/F to be incorporated into the appropriate operation. The label on each loop mail tray must include the information shown in Exhibit 2-2.7a.

Exhibit 2-2.7a
Loop Mail Letter Tray Label

| [NAME OF] P&D CENTER/FACILITY |
| LOOP MAIL TO LMLM |
| [FROM CITY AND STATE] |

Once the loop mail letter tray has been labeled, the delivery unit must use a loop mail facing placard, as shown in Exhibit 2-2.7b, to return loop mail to the P&DC/F. This placard must include the following information taped to the top of the mail tray sleeve:

a.   Identity of the Post Office, station, or branch.

b.   Date.

c.   Employee's initials.

Post Offices, stations, and branches sending RTS flats, parcels, and small parcel rolls (SPRs) to a P&DC/F must use Label 230, *Loop Mail,* as shown in Exhibit 2-2.7c, as the facing label so that the P&DC/F can quickly identify and process loop mail that must be directed to flat cases.

After preparing the loop mail trays, dispatch them to the P&DC/F in containers. In certain locations, the volume of loop mail may warrant a separate, larger container. If using an APC or hamper, properly identify the mail with a loop mail facing placard, shown in Exhibit 2-2.7b, placed on the outside of the container. For smaller volumes, properly label the loop mail trays and dispatch them according to transportation schedules.

Exhibit 2-2.7b
Loop Mail Facing Placard

TO: [Name of]
        Processing & Distribution
        Center/Facility

Opening Unit Platform Operations

LETTER MAIL

LOOP MAIL

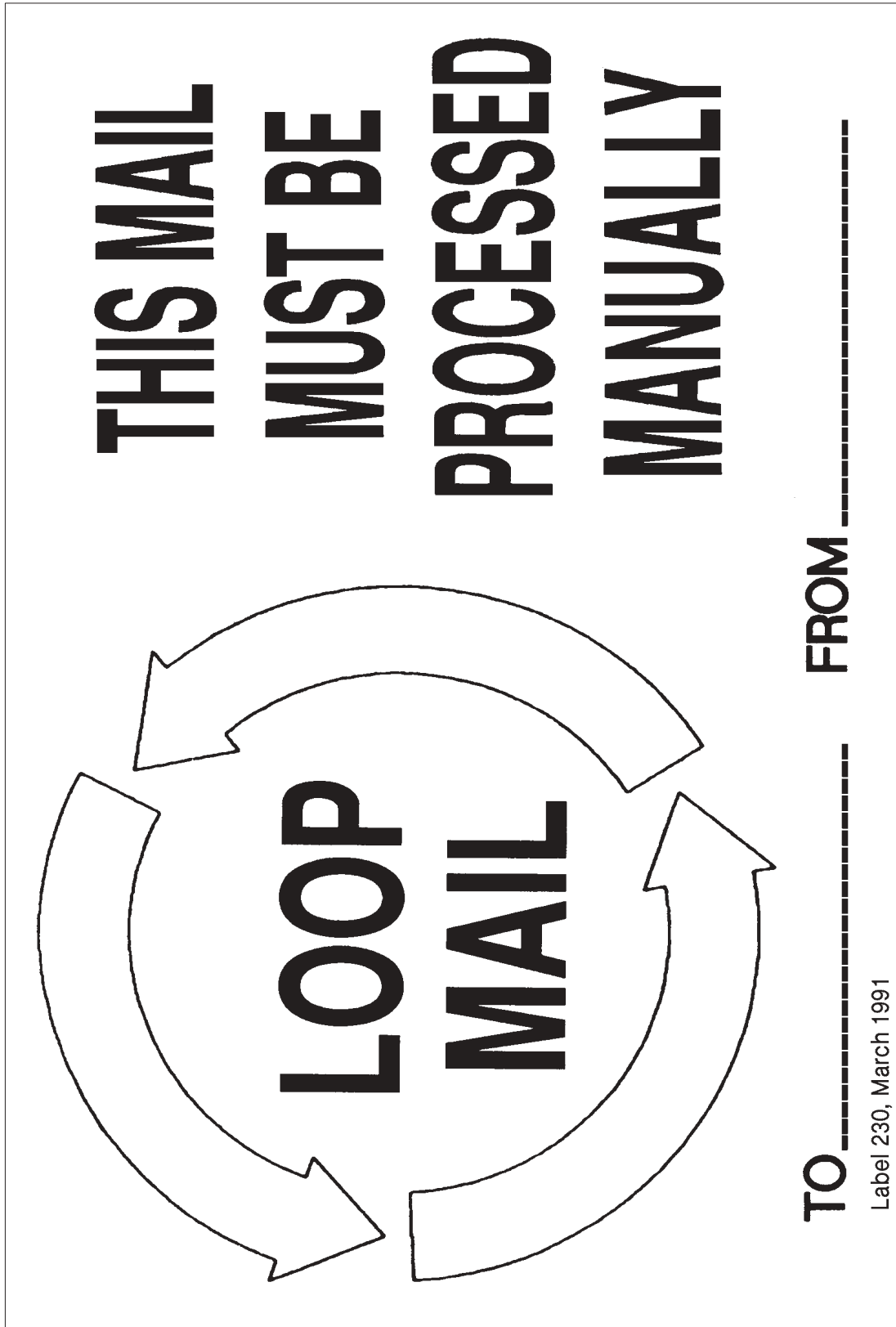FROM: _____

DATE: _____

Employee's Initials: _____

Exhibit 2-2.7c
Label 230, Loop Mail (for RTS flats, parcels, and small parcel rolls)

THIS MAIL MUST BE PROCESSED MANUALLY

LOOP MAIL

FROM _____

TO _____

Label 230, March 1991

2-2.8 Missent Mail

Missent mail is mail sent to the wrong delivery unit, station, or branch. Identifying and segregating missent mail from the normal mailstream is one of the most important elements in improving mail service.

The clerk must identify and return missent mail to the P&DC/F to be incorporated into the appropriate operation. The label on each missent mail tray must include the information shown in Exhibit 2-2.8a.

Exhibit 2-2.8a
Missent Mail Tray Label

```
[NAME OF] P&D CENTER/FACILITY
MISSENT MAIL ALL CLASSES
[FROM CITY AND STATE]
```

Once the missent tray has been labeled, the delivery unit must use a missent mail facing placard, as shown in Exhibit 2-2.8b, to return the missent mail to the P&DC/F.[*] This placard must include the following information taped to the top of the mail tray sleeve:

a.   Identity of the Post Office, station, or branch.

b.   Date.

c.   Employee's initials.

After preparing the missent mail trays, dispatch them to the P&DC/F in containers on the next available transportation.

For full trays of missent mail that were *properly* tray labeled and received in error, do not remove the tray label. Remove the tray label only if the tray label is incorrect. In both cases, apply the missent mail facing placard, as shown in Exhibit 2-2.8b, to the top of the sleeve and return the mail to the P&DC/Fs on the next available transportation.

In certain locations, the volume of missent mail may warrant a separate, larger container. If using an APC or hamper, properly identify the mail with a missent mail facing placard, as shown in Exhibit 2-2.8b, placed on the outside of the container. For smaller volumes, properly label the missent mail trays and immediately dispatch them on the next available transportation.

_____

[*]   *To improve External First-Class (EXFC) scores, some districts have special missent mail instructions that delivery units must follow to ensure that the mail reaches its proper destination on time for delivery.*

Exhibit 2-2.8b
Missent Mail Facing Placard

TO: [Name of]
          Processing & Distribution
          Center/Facility

Opening Unit Platform Operations

MISSENT MAIL

FROM: _____

DATE: _____

Employee's Initials: _____

2-2.9 **Missorted Mail**

Missorted mail is mail sent to the correct zone but received by the wrong route for delivery. When the carrier discovers missorted mail during casing, the carrier must deposit the missorted mail in the throwback case.

Clerks are encouraged to review missorted mail for recurring errors and to provide such pieces to their supervisor for coordination of in-depth diagnostics with the mailpiece design analyst (MDA) and the directory analysis specialist (DAS).

The distribution clerk is responsible for pulling all missorted mail for a delivery unit, station, and branch. Missorted mail must be processed and delivered the same day to meet delivery service standards.

2-2.10 **International Mail**

International mail may contain a group of numbers that resemble a ZIP Code. Do not obliterate these numbers.

3 Computerized Forwarding System Unit

3-1 Overview

The Post Office, station, or branch sends the change-of-address (COA) order to the Computerized Forwarding System (CFS) unit so that the customer's "old" and "new" address information can be entered into the CFS database to facilitate address correction notifications and further handling of forwardable mailpieces. Upon receipt of a valid COA order, the CFS unit accepts pieces in the following mail classes as forwardable pieces of mail:

a. First-Class Mail.®

b. Periodicals.

c. Endorsed Standard Mail.

d. Package Services.

The CFS unit also processes Address Change Service (ACS) nixie mail, which is mail that has the following:

a. Has a participant code.

b. Has a keyline.

c. Is endorsed "Address Service Requested" or "Change Service Requested."

   Note: Periodicals are an exception because no endorsement is required. The use of the endorsement "Address Service Requested" on periodicals is optional if the mailer desires the return of a UAA mailpiece.

d. Is undeliverable.

e. Has the appropriate endorsement for one of the 14 reasons for non-delivery (i.e., Attempted Not Known, No Such Number, Refused, etc.).

f. Has the carrier's initials.

Post Offices, stations, and branches should place all CFS mail in trays or tubs and apply the appropriate placard for a CFS unit as described in Chapter 2. Postmasters, supervisors, and managers must ensure that mail available for processing at the CFS unit is dispatched on the first available transportation, and that any remaining delivery unit CFS mail is dispatched

on a later trip. The CFS unit will return to the delivery unit any mail that had been improperly submitted to it (i.e., when the CFS unit cannot locate a forwarding order in its database, etc.) so that the delivery unit can determine the proper disposition of the piece (i.e., delivery, return to sender, forwarding to the Mail Recovery Center, etc.).

3-2   Return-to-Sender Mail, Stacker 4

RTS mail sorted to Stacker 4 on the mechanized terminals (used to process letter-sized machinable mail) contains the following types of mailpieces:

a.   RTS no-fee due.

b.   RTS fee due.

c.   RTS postage due.

This mail is not barcoded so that it can undergo further processing on the remote barcoding system (RBCS) operation. For this reason, this mail must be isolated from all other mail. The employee should identify trays of RTS mail generated by the CFS unit for the input sub-system (ISS) as shown in Exhibit 3-2a.

Exhibit 3-2a
CFS-Generated RTS Mail Tray Label

```
OCR/ISS
RTS CFS LTRS
IN-HOUSE LABEL
CIN 199
```

Trays of PS Forms 3547, *Notice to Mailer of Correction in Address,* originating from mechanized terminal stackers 3 and 6 and then processed at a photocopy operation on cardboard stock as postage due to the destinating office, should be labeled as shown in Exhibit 3-2b.

Exhibit 3-2b
PS Forms 3547 Mail Tray Label

```
OCR/ISS
RTS CFS 3547s
IN-HOUSE LABEL
CIN 199
```

In either case, the CFS unit must tape an RTS CFS placard, as shown in Exhibit 3-2c, to the top of each sleeved tray. In certain locations, the volume may warrant a separate, larger container. If using an APC or hamper, properly identify the trayed mail with a CFS RTS mail placard placed on the outside of the container.

Exhibit 3-2c
RTS CFS Placard

TO: OCR/ISS

CFS Return-To-Sender

"LIFT ALL MODE"
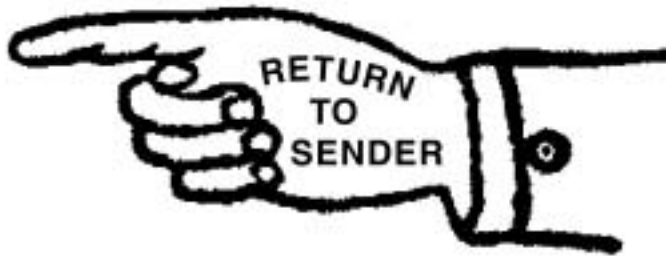
FROM: <u>CFS Unit</u>

DATE: _____

Employee's Initials: _____

* FHP WEIGH AS OPERATION 046

* Before processing the mail, the loader is responsible for verifying that each container of UAA mail (missorted, loop mail, and CFS (stacker #4) CFS generated (RTS) has been weighed for Operation 046.

3-3   International Mail

International mailpieces generated at the CFS unit contain an international country code when one is available. When an international country code is not available, the generic barcode 00360-0003-00 will be printed on the label. International mailpieces generated at the CFS unit are sorted to Stacker 2 ("Non-Local") on the mechanized terminals.

3-4   Parcels

For returned parcels, the clerk must mark through the delivery package barcode so that it cannot be read by automation equipment. For clear identification, the mailer must place the delivery parcel barcode adjacent to the delivery address with the word "ZIP" and human-readable equivalent of the ZIP Code printed above, below, or adjacent to the barcode.

To avoid looping, the clerk must mark through delivery parcel barcode with vertical lines or by attaching a label that clearly skews the reading of the barcode. This action renders the barcode unreadable. Any stamps or labels applied to a UAA parcel must not cover or deface a unique identifier provided by the mailer, such as non-POSTNET barcodes or account numbers. Mailers use these unique identifiers to help inventory any materials that are returned to them.

4 Processing and Distribution Centers/Facilities

4-1   Opening Unit Platform Operation

When returning trays of rehandling mail to P&DC/Fs, all Post Offices, stations, and branches must use the appropriate tray label and placard. Mail handlers at P&DC/Fs must identify and separate these trays for subsequent processing. To keep this mail from the outgoing collection mail, a separate placard is used on an APC to identify delivery unit RTS mail, loop mail, and missent mail, as shown in Exhibits 4-1a, 4-1b, and 4-1c, respectively.

Once identified, the delivery unit RTS and loop mail containers are moved to the letter mail labeling machine (LMLM) operation area. The employee who presents the APC to the LMLM must provide the following information on the placard:

a.   Date.

b.   Time.

c.   Employee's initials.

Full trays of missent mail that are properly labeled to a 3-digit or 5-digit ZIP Code must be moved to the dispatch area (also known as the "bullpen," "breakdown area," "spread area," etc.) for dispatching.

The P&DC/F directs the delivery unit RTS flats to flat loop mail cases and processes them to ensure that this volume is not processed by a flat mail optical character reader (FMOCR) or an automated flat sorter machine (AFSM 100).

Post Offices, stations, branches and CFS units sending RTS flats to a P&DC/F must use Label 230 (previously shown in Exhibit 2-2.7c) as the facing label so that the P&DC/F can quickly identify and process this mail in flat cases.

Exhibit 4-1a
Delivery Unit RTS Mail Placard

TO: LMLM OPERATIONS

Delivery Unit Return-To-Sender
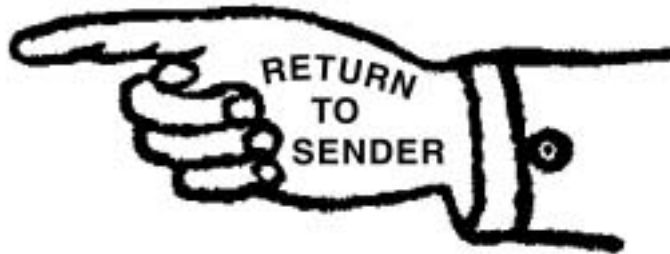
FROM: Opening Unit Platform Operations

DATE: _____   TIME: _____

Employee's Initials: _____

Exhibit 4-1b
Loop Mail Placard

TO: LMLM OPERATIONS

LOOP MAIL

FROM: <u>Opening Unit Platform Operations</u>

DATE: _____   TIME: _____

Employee's Initials: _____

Exhibit 4-1c
Missent Mail Placard

TO: DISPATCH AREA

MISSENT MAIL

3/5 Digits ZIP

FROM: Opening Unit Platform Operations

DATE: _____   TIME: _____

Employee's Initials: _____

4-2   Mail Preparation, Culling/LMLM

At the LMLM operation, mail processors must identify all mail having the following characteristics:

a.   Is taller than the side of the letter tray (i.e., taller than 120 mm).

b.   Is damaged (i.e., mail that is ripped or folded, that has bent edges, etc).

c.   Has objects inside envelopes (i.e., pens, keys, medals, etc.).

Mail processors must remove this non-machinable mail from the delivery unit RTS mail trays and the loop mail trays prior to processing the mail on the LMLM. To process the non-machinable mail, mail processors must face, tray, and containerize the mail for Operation 030 (Manual Letter Outgoing Primary) and must use a separate placard, as shown in Exhibit 4-2a, to identify this mail.

P&DC/Fs must use Operation 776 to process delivery unit RTS mail and loop mail on the LMLM. *Do not commingle trays of delivery unit RTS mail and loop mail in the LMLM operation.*

Once the mail has been processed on the LMLM, place the trays in the appropriate APC for OCR/ISS processing. Identify the APC with an LMLM delivery unit RTS placard, as shown in Exhibit 4-2b, or an LMLM loop mail placard, as shown in Exhibit 4-2c, showing the date, time completed, and initials of the employee presenting the APC to the OCR/ISS operation.

Exhibit 4-2a
Non-Machinable Mail for Operation 030 Placard

TO: OPERATIONS 030 MANUAL

NON-MACHINABLE

LOOP MAIL

Delivery Unit Return-To-Sender
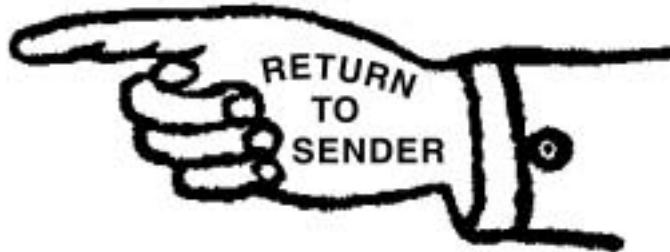
RETURN TO SENDER

FROM: LMLM Operations

DATE: _____   TIME: _____

Employee's Initials: _____

Exhibit 4-2b
Delivery Unit RTS Placard

TO: OCR/ISS

Delivery Unit Return-To-Sender

"RTS MODE"
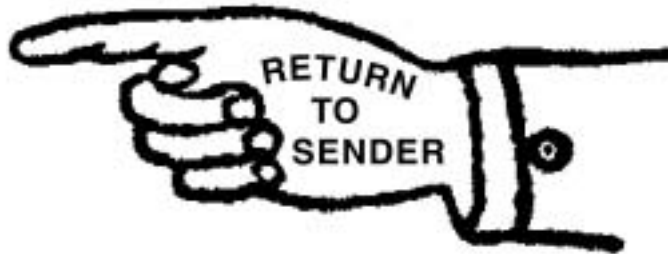
FROM: <u>LMLM Operations</u>

DATE: _____   TIME: _____

Employee's Initials: _____

* FHP WEIGH AS OPERATION 046

* Before processing the mail, the loader is responsible for verifying that each container of UAA mail (Delivery Unit Return-To-Sender) for the "RTS MODE" has been weighed for Operation 046.

Exhibit 4-2c
LMLM Loop Mail Placard

TO: OCR/ISS

"LIFT ALL MODE"

LOOP MAIL

FROM: <u>LMLM Operations</u>

DATE: _____   TIME: _____

Employee's Initials: _____

*   FHP WEIGH AS OPERATION 046

*   Before processing the mail, the loader is responsible for verifying that each container of UAA mail (missorted, loop mail, and CFS (stacker #4) CFS generated RTS) has been weighed for Operation 046.

4-3   Input Sub-System and Output Sub-System

Operation 046 is used for processing delivery unit RTS mail, CFS RTS mail, and loop mail on the input sub-system (ISS). Delivery unit RTS mail is sorted in "RTS" mode, and CFS RTS mail, PS Forms 3547, and loop mail are sorted in "Lift All" mode. The old ID tag is set at 16 days. If possible, the plant should use two ISS machines: one ISS runs the delivery unit RTS, and the other runs CFS RTS mail, PS Forms 3547, and loop mail.

The Tour 2 ISS supervisor is responsible for notifying Maintenance of which machine number(s) will process delivery unit RTS and which machine number will process CFS RTS mail, PS Forms 3547, and loop mail. These machines cannot have any images buffered on them prior to running this mail.

4-3.1   Delivery Unit RTS Mail ("RTS" Mode)

Maintenance sets the ISS into "RTS" mode for the delivery unit RTS mail. See Appendix A for instructions. The ISS will flash a blue light when processing this mail. The electronic technician (ET) verifies that the remote computer reader (RCR) is turned off prior to connecting the ISS to the image processing sub-system (IPSS). No other machine can be connected until all images are transferred from the ISS to the IPSS and then to the remote encoding center (REC) site. Once this set-up has been completed, the ISS is ready to begin processing delivery unit RTS mail. As this mail is being processed, the following tasks are taken:

- The mail processor places the delivery unit RTS trays in an APC and identifies them with an ISS placard showing the time completed, as shown in Exhibit 4-3.1. An employee then transports this mail to the output sub-system (OSS) for final processing.

Immediately after delivery unit RTS images have been transferred, the mail processor contacts Maintenance to take the OCR/ISS out of the "RTS mode." The ET must ensure that the RCR is turned back on so that other ISS machines can begin to transfer images to the IPSS. The ET is responsible for letting the supervisor know that the RCR is on.

4-3.2   CFS RTS Mail, PS Forms 3547, and Loop Mail ("Lift All" Mode)

Maintenance also sets the ISS for sorting CFS RTS mail, PS Forms 3547, and loop mail into "Lift All" mode. See Appendix B for instructions.

Once this set-up has been completed, then the ISS is ready to sort CFS RTS mail, PS Forms 3547, and loop mail into "Lift All" mode. As this mail is being processed, the following tasks are taken:

- The mail processor places the CFS RTS mail, PS Forms 3547, and loop mail trays in an APC and identifies them with an ISS placard showing the time completed, as shown in Exhibit 4-3.2. An employee then transports this mail to the OSS for final processing.

If the plant normally runs the ISS in another mode, then contact Maintenance to take the OCR/ISS out of the "Lift All" mode and return it to the plant's normal mode.

Exhibit 4-3.1
ISS Placard for Delivery Unit RTS Trays

TO   (circle one): DBCS/OSS
                   MPBCS/OSS

Delivery Unit Return-To-Sender

FROM: OCR/ISS Operations

DATE: _____   TIME: _____

Employee's Initials: _____

DO NOT WEIGH

Exhibit 4-3.2
ISS Placard for CFS RTS Mail, PS Forms 3547, and Loop Mail Trays

TO   (circle one): DBCS/OSS
MPBCS/OSS

CFS RTS
PS Forms 3547
LOOP MAIL

FROM: OCR/ISS Operations

DATE: _____   TIME: _____

Employee's Initials: _____

DO NOT WEIGH

4-3.3 **Output Sub-System**

To finalize the delivery unit RTS mail, CFS RTS mail, PS Forms 3547, and loop mail from the ISS, the mail processor places a template over the aperture on the OSS. This action allows the reader to see the clear area where the barcode is to be sprayed. Operation 047 is dedicated to running delivery unit RTS mail, CFS RTS mail, PS Forms 3547, and loop mail processed on the OSS. It is important to use the template because, if there is no RTS address and there is a pre-barcode in the address area, the wide area barcode reader (WABCR) will sort on that barcode even though the mailpiece was keyed as a reject at the REC site. Any rejects will be finalized manually using Operation 030 and will not be reintroduced to the RTS program.

After all RTS images have been transferred, REC sites must disconnect from the P&DC/F. When the REC site gets below 5,000 images, the supervisor will determine when to reconnect with the plant. Once reconnection is made, images will transfer from the plant to the REC site for processing.

4-3.4 **Rejects From the ISS and OSS**

Any rejects from the ISS and OSS will be finalized manually using Operation 030 and will not be reintroduced to the RTS program. The mail processor places these delivery unit RTS mail trays, CFS RTS, PS Forms 3547, and loop mail trays in an APC and identifies them with an Operation 030 placard showing the date, time completed, and initials of the employee presenting the APC to the Operation 030. An example of the Operation 030 placard is provided in Exhibit 4-3.4.

4-3.5 **REC Sites**

P&DC/F management is responsible for tracking the number of images generated on the RTS program and calling the REC site to provide the number of images to expect.

The REC supervisor informs the keyers of the total number of minutes that will be dedicated to processing RTS. With such notification, keyers know that each mailpiece is an RTS piece and will key only the address in the upper left-hand corner of the envelope.

For CFS RTS pieces that are postage due or fee due, keyers must key in the 5-digit ZIP Code of the return address and then press the "postmaster" key, which will automatically add the ZIP+4 add-on of "-9998."

Exhibit 4-3.4
Operation 030 Placard

TO: OPERATION 030 MANUAL

REJECTS

Delivery Unit Return-To-Sender
CFS RTS
PS Forms 3547
LOOP MAIL

FROM (circle one):   OCR/ISS Operations
                      MPBCS/OSS Operations
                      DBCS/OSS Operations

DATE: _____   TIME: _____

Employee's Initials: _____

4-4   Loaders

The loader is responsible for the following tasks:

a.   Verify that all containers of RTS mail and loop mail from the carrier and CFS unit origins are weighed before processing such mail on the ISS.

b.   Jog all mail before feeding the machine.

c.   Clear all jams at the feed station in a timely manner.

d.   If unable to clear a jam, ask a supervisor to request the assistance of an ET.

e.   Keep the ledge loaded with culled and jogged machinable RTS mail and loop mail.

4-5   Sweepers

The sweeper is responsible for the following tasks:

a.   Maintain the facing integrity of the mail when moving letter mail from machine stackers to letter trays.

b.   Sweep stackers frequently to prevent overflows to the mechanical reject stacker, which would cause rehandling of the mail.

c.   Remove mail from the mechanical reject stacker to the loader and re-feed it.

The sweeper may use a tray label or facing label on all trays to identify all sorted ISS bin separations. Where appropriate, the sweeper should place full sorted trays on take-away lines. The image lift trays will be containerized for delivery barcode sorter (DBCS), mail processing barcode sorter (MPBCS), or BCS/OSS.

4-6   Tray Labeling

Labels must be sufficient for both manual sortation (human-readable text) and sortation by tray management and robotic systems (barcoded data). Labels use both text form and barcode form to convey the following mail characteristics:

a.   Destination.

b.   Class.

c.   Shape.

d.   Sort level.

e.   Barcode status.

Accurate labeling enables the destination P&DC/F to capture and utilize the work content (sort level) provided by the origin office.

The destination line should include the city and state (or the facility name and state) (text only) and ZIP Code (text and barcode positions 1 through 5). The

tray label destination is taken from the Area Logistic Directory Automated Area Distribution Center (AADC) Labeling List.

The contents label line uses a standardized text associated with a Contents Identification Number (CIN). The CIN text describes the following mail characteristics:

a.   Class.

b.   Shape.

c.   Sort level.

d.   Barcode status.

For example, CIN 245 (FCM LTRS AADC BC) is used to describe trays containing barcoded First-Class Mail (FCM) letters sorted to an AADC level. The CIN number occupies barcode positions 6 through 8. At the destinating plant, this mail will go directly to the managed mail barcoded primary operation.

The delivery day is the day that the mail is scheduled to be delivered to customers. It is used only on Postal Service–produced FCM labels and is printed on the bottom center of the label. The delivery day is coded as shown below and appears in the ninth position of the barcode:

- 1: Monday.
- 2: Tuesday.
- 3: Wednesday.
- 4: Thursday.
- 5: Friday.
- 6: Saturday.

The mail processing code (MPC) is the tenth and final barcode digit. Delivery unit RTS mail, CFS RTS mail, and loop mail should be assigned an MPC value of "1," which means that the mail is automation-compatible, can be dispatched, and may be weighed for first-handling-piece (FHP) purposes at the destination plant.

4-7   Non-RBCS Processing and Distribution Center/Facility

For offices not in an RBCS, the P&DC/F will process delivery unit RTS mail, CFS RTS mail, PS Forms 3547, and loop mail in manual cases.

4-8   Manual Letter-Outgoing Primary Operation 030

4-8.1   ## Missent Mail

Post Offices, stations, and branches must use the appropriate missent tray label and facing label when returning missent mail to P&DC/Fs. Missent trays with proper tray labels to a 3-digit or 5-digit ZIP Code must be moved to the dispatch area to be dispatched on the next available transportation. Postmasters, managers, and supervisors are responsible for tracking the number of missent trays from Post Offices, stations, and branches. Management develops a feedback process from delivery units to P&DC/Fs to communicate the number of missent trays received from the P&DC/F. The P&DC/F has the responsibility to analyze this information to identify possible causes to reduce the number of missent trays to a delivery unit to improve mail service.

Use the following guidelines to improve service by reducing the number of missent trays, sacks, and pouches:

a.   Increase awareness and assign responsibility.

b.   Avoid mislabeling trays, sacks, and pouches by paying attention.

c.   Use correct containerization and placards.

d.   Report all mail incorrectly left at delivery units.

e.   Perform verifications of performance accuracy.

f.   Provide proper signage in the dispatch area and on the dock.

Plants should assign responsibility for missent mail because doing so can eliminate the majority of missent mail. Responsibility should be placed on containerizing, labeling, and dispatching mail. The Supervisor of Distribution Operations (SDO) or designee should assign an employee to check trays periodically and sign the placard to indicate that the verification has been completed. A check-off log of verifications should be maintained on the platform. Any inconsistencies should be immediately corrected.

4-8.2   ## Automation Rejects

All rejects from the OCR/ISS (Operation 046) and BCS/OSS (Operation 047) and pieces taller than 120 mm are sorted, processed, and dispatched to the appropriate area distribution center (ADC) in the Operation 030. The automation rejects tray must be labeled as shown in Exhibit 4-8.2.

Exhibit 4-8.2
Automation Rejects Tray Label

```
[NAME OF] ADC NETWORK
FCM NON-CODEABLE LTRS
[FROM CITY AND STATE]
```

4-9   Automated Flat Sorter Machine (AFSM 100)

The P&DC/F directs the delivery unit RTS flats to flat loop mail cases and processes them to ensure that this volume is not processed by a flat mail optical character reader (FMOCR) or an automated flat sorter machine (AFSM 100).

Post Offices, stations, branches and CFS units sending RTS flats to a P&DC/F must use Label 230 (previously shown in Exhibit 2-2.7c) as the facing label so that the P&DC/F can quickly identify and process this mail in flat cases.

CFS units must apply forwarding labels over customer-applied barcodes when labeling flat mail. However, when the FSM operator identifies and captures loop mail flats (both barcoded and non-barcoded) in FSM operations, he/she should isolate and process the flats in a manual flat operation.

Management must implement all the preventive measures documented throughout this handbook, including proper labeling and mail flows, to avoid captured loop mail flats from reentering the automation mailstream. Post Offices, stations, and branches must ensure that incorrect ZIP Codes and/or barcodes on UAA mail are obliterated by using a black grease pencil or felt-tip marker to fill all the white spaces between the bars so that the barcode reader will not read the barcode and return it to the original address.

Note: If the correct ZIP Code is known, the clerk should write it on the address side of the mailpiece and obliterate the old one.

4-10   Package Barcoding System and Parcels

The package barcoding system (PBCS) is a national program that introduces barcodes to the processing of parcels at bulk mail centers (BMCs). The PBCS automates the sortation of barcoded parcels.

The delivery distribution units should implement the following procedures when sorting parcels to the carrier route level.

a.   If a PBCS barcoded label from a package barcode sorter was applied over the address or addressee's name, peel off the barcode label. The parcel can then be delivered in the usual manner. Although these labels are designed for easy removal, peel them off carefully.

b.   If the barcode was applied by an integrated retail terminal (IRT) or was applied by the mailer, obliterate the barcode.

c.   If the parcel is addressed to a 5-digit ZIP Code with an incorrect barcode outside the general mail facility (GMF) service area, peel the PBCS barcode label off the parcel or totally obliterate the barcode, whether applied by the mailer or the postage validation imprinter (PVI), and return the parcel to the sectional center facility (SCF) office or BMC for correct barcode application. If the parcel is destined for the local

hold-out area, send it to the SCF office for overnight service (do not send it to the BMC.)

d.   If the parcel has an incorrect ZIP Code, remove the barcode label or totally obliterate the barcode and cross out the ZIP Code on the address. If the correct ZIP Code is known, add it to the address.

e.   If the parcel is forwarded or returned to the sender, peel off the original address barcode label or totally obliterate the barcode.

f.   If operationally practical, add a PVI-applied barcode to forwarded or RTS parcels that are too large to be processed in the CFS operation. Using a PVI with zero postage to barcode the forwarding or return address allows the BMC to scan the parcel without searching for the return or the forwarding address. Send ACS parcels, regardless of size, to the CFS unit.

4-11   Maintenance

Maintenance provides the necessary OCR/ISS machine time to help the directory analysis specialist (DAS) and mailpiece design analyst (MDA) identify and segregate loop mail. The DAS analyzes probable causes of loop mail, such as OCR/ISS and RBCS directory deficiencies. Maintenance must help the DAS and/or MDA generate diagnostic reports. Maintenance can ensure maximum machine performance and equipment availability by adhering to regularly scheduled preventive maintenance routines.

5 Conclusion

Providing accurate delivery of a mailpiece and expediting the undeliverable delivery unit RTS mail, CFS RTS mail, loop mail, missent mail, and missorted mail will improve service by providing reliable and efficient service to our customers.

The policies and procedures discussed in this handbook should be implemented nationally. Each area is responsible for monitoring the implementation of these policies and procedures. To measure the success of the program, Operation 046 and Operation 047 are identified as the operational code numbers for the ISS and OSS, respectfully.

The automated processing of RTS mail provides savings in Function 1 and Function 4 clerk workhours. Whereas manually processing letter mail costs $40 per thousand pieces, using automation equipment significantly reduces that cost to $4 per thousand pieces.

Appendix A

Maintenance Instructions for RTS Mail

Maintenance personnel are responsible for setting the ISS for the delivery unit RTS mail by following these instructions.

1. Make sure the machine is in ISS mode.

2. Install the RTS template that blocks the original mailing address from keyers.

3. Enable RTS Mode:

   - Machine.
   - Machine Configuration.
   - RTS Mode — Enable — Apply.
   - Machine Configuration — Hardware — Do not disable the BARCODE PRINTER.

4. Disable the OCR from the RCR:

   (a) System — Control — Disconnect.
   (b) ALT + 1.
   (c) Click in password and press "Enter."
   (d) Select ISS to filter in the ISS window.
   (e) Click toggle button — selected ISS should say "Filter" next to its number.
   (f) Click "close" button.
   (g) System — connect.

5. After running, remove the template from the machine but do not thrown it out.

Appendix B

Maintenance Instructions for CFS RTS Mail, PS Forms 3547, and Loop Mail

Maintenance personnel are responsible for setting the ISS for sorting CFS RTS mail, PS Forms 3547, and loop mail into "Lift All" mode by following these instruction. Steps 1 and 2 will automatically engage when the "Lift All" mode is used.

1. Set the address block coordinates:

    (a) Left = 1.

    (b) Right = 0.

    (c) Top = 120.

    (d) Bottom = 119.

2. Disable the following:

    (a) Pre-barcode reader.

    (b) Barcode Printer.

    (c) Barcode Verifier.

    (d) Co-directory.

    (e) Co-processor.

3. In the IPSS room, set the RCR to filter out OCR WITH LOOP.

    (a) System — Control — Disconnect.

    (b) ALT + 1.

    (c) Click in password and press "Enter."

    (d) Click Toggle Button — selected ISS should say "Filter" next to its number.

    (e) Click "close" button.

    (f) System — Connect.

4. Make sure the supervisor tells you when the operation is completed so you can turn on (enable) the RCR filter on the OCR.

Appendix C

Glossary

Address Change Service (ACS) — An automated process that provides change-of-address information to participating mailers who maintain computerized mailing lists. The information is captured and fulfilled electronically, which reduces the volume of manual change-of-address notices.

address — The location to which the Postal Service is to deliver or return a mailpiece. It consists of certain elements such as recipient name, street name and house number, and city, state, and ZIP Code as required by the mail class.

area distribution center (ADC) — A mail processing facility that receives and distributes mail destined for specific ZIP Codes under the Managed Mail Program (MMP). An ADC is one of the points within the national MMP distribution network.

automated area distribution center (AADC) — A distribution center that uses multiline optical character readers (MLOCRs), barcode sorters (BCSs), and other equipment designed for processing automation-compatible mail.

automation-compatible mail — Mail that can be scanned and processed by automated mail processing equipment such as a barcode sorter.

barcode (BC) — A series of vertical bars and spaces that represent any numerical series, most often a correct ZIP code for the delivery address on the mailpiece. The barcode facilitates automated processing by barcode readers and scanners. Barcodes that may be used for postal processing are POSTNET, Interleaved 2-of-5, Code 39, Code 128, and UCC/EAS Code 128.

barcode read area — A small area within the barcode clear zone in which the barcode must be printed. This area is defined by the position of the leftmost bar of the barcode and the bottom edge of the bar.

barcode reader (BCR) — A component in certain mail processing equipment that reads and interprets the barcode applied to a mailpiece.

barcode sorter (BCS) — A computerized machine that sorts letter-size mail by using a barcode reader to interpret an imprinted barcode. This machine consists of a mail feed and transport unit, barcode reader, stacker module, and associated electronic equipment that can sort into a large number of separations.

best practice — A method of accomplishing a postal business function or process that is considered to be superior to all other known methods.

bin — A separation (such as a pigeonhole) on the sweepside of a letter sorting machine or similar type of mechanized or automated mail distribution equipment. (Formerly called "pocket.")

box mail — mail received at the carrier's case that belongs in the Post Office box section.

branch — (See *Post Office branch.*)

bulk mail center (BMC) — A highly mechanized mail processing plant that distributes Standard Mail in piece and bulk form.

bundle — Two or more pieces secured together into a single piece or unit.

case — A piece of equipment that contains separations into which clerks or letter carriers sort letters, flats, or irregular parcels. To sort mail into a case.

case label — A long strip of heavy paper, cardboard or other material that shows names or numbers and individual addresses assigned to a carrier route. It is placed below the separations on the carrier case. Also, a tag of heavy paper or cardboard on a clerk distribution case that shows Post Office, state, or ZIP Code. It is placed above the case separation or box as a distribution guide.

change-of-address (COA) — A customer request to have mail delivery moved from one mailing address to another.

change-of-address order — A customer's notification to the Post Office of a permanent or temporary change of address (COA) by using Postal Service Form 3575, *Change of Address Order*, or other written or personal notice.

city carrier — A letter carrier who provides city delivery service. This includes delivery and collection of all mail classes to residences and businesses within an area authorized for city delivery services.

Computerized Forwarding System (CFS) — A centralized, computerized address label-generating operation that performs address correction and forwards or returns undeliverable-as-addressed mail to customers.

contents identification number (CIN) — A code number that represents and identifies the level of tray or sack and class of mail for sorted mailpieces.

cull — to remove nonletter mail (such as small parcels, rolls, and odd-shaped material) from letter mail (and nonmachinable mailpieces from automation rate pieces) by hand or machine. During culling, accountable mail and flats are segregated from other letter mailpieces.

delimiter — A character that groups or separates words or values in a line of input.

deliver — to take mail from the Post Office to the customer or to provide customer pickup, whether Post Office box, window, or dock.

delivery address format — Address elements required by the Postal Service on all mailpieces — that is, the intended recipient's name; either general delivery, a house or building number and street name (plus apartment/suite number, if applicable), or a Post Office box number or rural route or highway contract route designation with a box number; and city, state or state abbreviation, and ZIP Code or ZIP+4. Placement of this information on the mailpiece determines the dimension considered the length of letter-size mail.

delivery address — The location (destination) to which the Postal Service is to deliver a mailpiece. Except for mail prepared with a detached address label, the piece must show the address of the addressee (intended recipient) on the side bearing the postage. It is usually placed in the lower right.

delivery point barcode (DPBC) — A POSTNET barcode that consists of 62 bars with beginning and ending frame bars and 5 bars each for the nine digits of the ZIP+4 code, the last 2 digits of the primary street address number (or Post Office box, etc.) and a correction digit. The DPBC allows automated sortation of letter mail to the carrier level in walk sequence.

delivery — The act of taking mail from the Post Office to the customer. The mail itself taken to the customer's business or residential delivery address or picked up at Post Office, whether Post Office box, window or dock.

delivery unit — A Post Office, Post Office station, or Post Office branch that has mail delivery functions.

Density Analysis System (DAS) — A computerized system that collects and analyzes information on mail volume by ZIP Code. It is used to increase the efficiency and productivity of a facility's automated mail sorting and manual distribution equipment.

dispatch — Mail readied and loaded for transportation. To ready the mail for loading.

distribute — To sort mail in order to group pieces according to a plan or scheme.

distribution — The sorting of mail into pigeonhole cases, trays, sacks, machine bins, or pouches in order to group pieces with a common destination for transportation to the Post Office of address. It may be done by manual, mechanized, or automated means. The term is also applied to the distribution mail itself.

endorsement — An authorized marking on a mailpiece that shows handling instructions, a special service or a request for an ancillary service.

face — The side of a mailpiece with the delivery address. Also to arrange mail in a uniform orientation — i.e., with the delivery address facing forward and the postage stamp, meter stamp, or permit imprint positioned in the upper right corner.

flat case — (See *case.*)

flat — the general term for flat-size mail, so called because the large mail is sorted without bending it so that the mail remains flat.

flat tray — A four-sided tray used in both mechanized and nonmechanized offices for flat-size mail.

flat-size mail — A mailpiece that exceeds at least one of the dimensions for letter size mail (11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick) but that does not exceed the maximum dimension for the mail processing category (15 inches long, 12 inches high, 3/4 inch thick). Dimensions are different for automation rate flat-size mail eligibility. Flat-size mail may be unwrapped, sleeved, wrapped, or enveloped.

FLTS — an abbreviation used on mail container labels that identifies the contents as flat-size mail.

forward — To redirect mail to the intended recipient's new delivery address in cases where Postal Service Form 3575, *Change of Address Order*, or other written or personal notice has been filed with the local Post Office.

full flat tray — A tray that is sufficiently filled with flats to allow or require preparation to the corresponding presort destination. A full flat tray contains at least enough pieces so that a single stack lying flat on the bottom of the tray reaches to the bottom of the handholds. Additional pieces must be added when possible to physically fill the tray.

full letter tray — A tray filled at least three-fourths full with faced, upright pieces.

handbook (HBK)— A Postal Service directive that documents the procedures needed to implement Postal Service policy stated in manuals.

highway contract route (HCR) — A route of travel served by a postal contractor to carry mail over highways between designated points. Some HCRs include all mail delivery to addresses along the line of travel. Formerly called "star route."

holdout — Mail held for handling and dispatch and for businesses that receive a large volume of mail.

jog — To hit or shake a handful of mailpieces against a hard surface to align their edges.

keyline — provides an effective means of matching ACS notifications with the appropriate records in the customer's address files. Must consist of 4 to 16 characters, must be printed on the second line of the address block, must be aligned left, must begin and end with a pound sign (#) delimiter.

label — A strip of paper (printed singly or in multiples) that shows destination, mail class type, office of distribution, and routing instructions. It is placed in the label holders of cases, pouches, or sacks. Also, a type of directive that provides limited information or instructions and can be fastened (glued or tied) to something such as a wall, door, bumper, or package. To imprint routing, destination, or other information on a label or facing slip. Also, to insert labels in the holders of pouches and sacks before dispatch.

letter — According to the Private Express Statutes, a message directed to a specific person or an address and recorded in or on a tangible object. Also a shortened way to refer to letter-size mail.

letter carrier — A Postal Service employee who delivers and collects mail on foot or by vehicle in a prescribed area. The term usually refers to a city carrier rather than to a rural carrier or highway contract carrier.

letter tray — A flat cardboard or plastic container for sorted letter-size mail that can hold several hundred letters. Various kinds and size of trays are used in place of sacks or pouches for transporting mail within and between major postal facilities. Certain rate categories, especially automation rates, require the use of trays.

letter-size mail — A mail processing category of mailpieces, including cards, that do not exceed any of the dimensions for letter-size mail (11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick).

loop mail — is incorrectly barcoded and/or ZIP Coded mail discovered at a destination for which it is not addressed or discovered in a transit operation.

LTRS — A code used on mail container labels that identifies the contents as letter-size mail.

mail processing — An integrated group of sub-functions required to sort and distribute mail for dispatch and eventual delivery. The principal sub-functions are culling, edging and stacking, facing and canceling, sorting, typing, pouching, bundling, sacking, and traying.

mailpiece — A single addressed article of mail, usually a letter, flat, card, or parcel.

manual distribution — The sortation of mail into cases by hand as opposed to mechanized means (such as a letter sorting machine) or automated means (such as multiline optical character reader).

markup — A mailpiece that is undeliverable as originally addressed. It must be endorsed to show the next address for attempted delivery or other disposition, such as return to sender.

mechanical reject — In mail processing, a mailpiece that a sorting machine cannot handle for a physical reason, such as a machine malfunction.

missent mail — Mail that has not been dispatched according to the official schemes, schedules, or special orders.

missorted mail — Mail sent to the correct zone but received by the wrong route for delivery.

multiline optical character reader (MLOCR) — An optical character reader that reads and interprets more than one line of the delivery address on a mailpiece.

National Customer Support Center (NCSC) — A Postal Service organization that provides information, services, and products (for example, zone charts, directories, software programs, testing of ZIP+4 code or delivery point code address matching software) that are designed to improve the quality of addressing for mailings that qualify for certain rates.

nixie — A mailpiece that is undeliverable for reasons other than a customer move (i.e., vacant, no mail receptacle, refused, etc.). A nixie clerk specializes in handling this mail.

nonmachinable — The incapacity of a mailpiece to be sorted on mail processing equipment because of size, shape, content, or address legibility. Such mail must be processed manually.

OCR read area — A rectangular area on the address side of the mailpiece that is 1/4 inch from the left and right edges of the mailpiece, and 5/8 inch to 2-3/4 inches from the bottom edge.

opening unit — An operational area within a mail processing facility where pouches, sacks, and containers of mail are received from arriving dispatches and are opened and prepared for distribution.

Operation 030 — Manual Letter Outgoing Primary Operation. Non-machinable mail such as oversized letters, damaged mail (i.e., mail that is ripped or folded, that has bent edges, etc) and mail with objects inside envelopes are placed together in a tray and labeled for Operation 030.

optical character reader (OCR) — An automated mail sorting machine that interprets the address information on a letter-size mailpiece and sprays the corresponding ZIP Code information onto the pieces as a barcode. This OCR consist of a mail feed unit, transport unit, stacker modules, computer with a control system, video monitor, and printer.

processing and distribution center/facility (P&DC/F) — A central mail facility that processes and dispatches part or all of both incoming mail and outgoing mail for a designated service area. It also provides instructions on the preparation of collection mail, dispatch schedules, and sorting plan requirements to mailers. The facility is usually a sectional center facility or a general mail facility, but it can also be a dedicated mail processing facility without a station or branch.

Post Office — The basic organizational unit of the Postal Service. Generally, each Post Office has primary responsibility for collection, delivery, and retail operations in a specific geographic area. Each year, these units are categorized by revenue and mail volume.

Post Office branch — A unit of a main Post Office that is outside the corporate limits of the city or town of the mail Post Office. (Also called "classified branch").

read reject — In the optical character reader system, a mailpiece for which the ZIP Code cannot be determined. In a barcode sorter, a mailpiece for which the barcode cannot be determined.

refused mail — Mail that is not accepted by the addressee.

remote encoding center (REC) — A Postal Service unit that uses advance technology to assign barcodes to hand-addressed mailpieces physically located at a general mail facility. After the mailpiece image is displayed on a computer terminal, an operator, who is at the center, keys in the ZIP Code and the street address in order to match this information with that in a

database. This allows for the imprinting of the barcode and automated mail processing at the general mail facility.

return address — A mailpiece element that is usually placed in the upper left corner of the mailpiece to indicate the address of the sender. This address indicates where the sender wants the mail returned if it is undeliverable and where the sender will pay any fee due for the mail.

return mail — Mail that must be sent to the return address for proper dispatch.

roll — Mail in a tube or cylinder that is limited in size by Postal Service standards.

route — A scheduled course to be followed by a Postal Service employee or carrier (a contractor) in performing transportation or delivery duties. To designate the time, schedule, mode of transportation (such as air, highway, or rail), and the line of travel to be used in dispatching mail from a postal unit or transportation terminal.

rural carrier — In rural communities lacking convenient postal facilities, a Postal Service employee assigned to deliver and collect all mail classes, thus providing most services available at a small Post Office.

sectional center facility (SCF) — A Postal Service facility that serves as the processing and distribution center (P&DC) for Post Offices in a designated geographic area as defined by the first three digits of the ZIP Codes of those offices. Some SCFs serve more than one 3-digit ZIP Code range.

sleeve — A paperboard jacket that fits over the four sides (top, bottom, and two parallel sides) of a letter tray in order to keep the mail inside the tray from falling out.

small parcel and bundle sorter (SPBS) — A modular machine that sorts small parcels and packages or bundles of letters and flats to 100 specific bins for either delivery or processing.

sort — To separate mail by a scheme or ZIP Code range; to separate and place mail into a carrier case; to distribute mail by piece, package, bundle, sack, or pouch.

sweeper — A clerk craft employee who removes the mail from the bins or stackers on mechanical and automated mail processing equipment and then places it in the equipment for dispatch.

throwback — Missent or missorted mail that has been reworked for accurate distribution.

throwback case — A distribution case in a delivery unit for the sortation of missorted and certain types of UAA letters and flats.

transit — Mail received from other Post Offices and handled for redistribution.

tray — A container used in postal facilities to hold letters and First-Class Mail flats. It is used as a basic unit of mail quantity for purposes of preparing mail to qualify for discounted postage rates.

undeliverable as addressed (UAA) — Mail that the Postal Service cannot deliver as addressed and must forward to the addressee, return to the sender, send to a mail recovery center or treat as waste.

United States Postal Service (USPS) — The successor to the Post Office Department, created on July 1, 1971, by the Postal Reorganization Act, as an independent establishment of the executive branch.

ZIP (Zone Improvement Plan) Code — Established in 1963, the system of 5-digit codes that identifies the individual Post Office or metropolitan area delivery station associated with an address. The first three digits identify the delivery area of a sectional center facility or a major-city Post Office servicing the delivery address area. The next two digits (the fourth and fifth) identify the delivery area of an associate Post Office, Post Office branch, or Post Office station. All Post Offices are assigned at least one unique 5-digit code. ZIP+4 is an enhanced code consisting of the 5-digit ZIP code and four additional digits that identify a specific range of delivery addresses. ZIP Code is a Postal Service trademark.

Abbreviations and Acronyms

AADC	automated area distribution center
ADC	area distribution center
ACS	Address Change Service
ADC	area distribution center
AFSM	automated flat sorter machine
APC	all purpose container
AMS	Address Management System
BC	barcode
BCR	barcode reader
BCS	barcode sorter
BMC	bulk mail center
CFS	Computerized Forwarding System
CIN	contents identification number
COA	change of address
COPI	court ordered protected individual
DAS	directory analysis specialist
DBCS	delivery barcode sorter
DPS	delivery point sequence
ET	electronic technician
EXFC	External First-Class
FCM	First-Class Mail
FHP	first handling piece
FLTS	flats
FMOCR	flat mail optical character reader
FSM	flat sorting machine
GMF	general mail facility
IPSS	image processing sub-system
HCR	highway contract route
IRT	integrated retail terminal
ISS	input sub-system
LMLM	letter mail labeling machine
LTRS	letters

MDA	mailpiece design analyst
MLOCR	multiline optical character reader
MMP	Managed Mail Program
MPBCS	mail processing barcode sorter
MPC	mail processing code
MTE	mail transport equipment
NCSC	National Customer Support Center
OSS	output sub-system
PBCS	package barcoding system
P&DC/F	processing and distribution center/facility
SCF	sectional center facility
SDO	supervisor, distribution operations
SPBS	small parcel and bundle sorter
SPR	small parcels and rolls
RBCS	remote barcode sorter
RCR	remote computer reader
RTS	return to sender
UAA	undeliverable as addressed
USPS	United States Postal Service
WABCR	wide area barcode reader
ZIP	Zone Improvement Plan