



www.nrlca.org

NRLCA MAIL COUNT GUIDE

FEBRUARY 9 - MARCH 2, 2013 MAIL COUNT

REVISED DECEMBER 2012

National Mail Count 2013	3
SECTION I - HOT TOPICS.....	3
DPS Letter Mail on routes serving more than one zone	3
Standards	3
Route Conversions.....	3
Route Consolidations	3
High Option Election	3
Prepaid Parcel/Carrier Pickup.....	3
Mail Count Form Changes	4
Village Post Offices (VPO)	5
VPO Mail Count Procedures	5
SECTION II - MAIL COUNT OVERVIEW.....	8
Types of Mail Counts	8
National Mail Counts	8
Special Mail Counts.....	8
DPS Flats Special Mail Counts	8
What Routes Will Be Counted Beginning February 9, 2013?	8
Rural Route Inspection.....	8
Inspecting Rural Routes	9
Carrier Responsibilities during Route Inspections	9
Box Count.....	9
Stop Count.....	9
Family Count	10
Authorized Dismounts	10
Preparing to Ride the Route.....	10
Request to Repair Roads	11
Mailbox Needs Attention.....	11
Counting Your Own Mail	11
Pre-sort Mail.....	11
Even Flow of Mail.....	11
Withdrawal of Mail.....	12
Number of Withdrawals	12
Required Duties of Carriers Who Do Not Receive the Withdrawal Credit	12
Withdrawal – All or Nothing	12
Not Part of Withdrawal.....	13
Cutting Straps or Plastic	13
Obtaining Parcel Hampers.....	13
Pre-Count Conference	13
Pre-Count Conference Items for Discussion	13
Pre-Count Conference Checklist	15
Summary of Mail Count Principles	16
PS Form 4239	16
Should Disagreements Occur	17
SECTION III RURAL ROUTE COUNT OF MAIL PS FORM 4239	18
Column 1 - Letter-Size Mail.....	18
Column 2 - Sector/Segment Letters.....	18
Column 3 - Delivery Point Sequence (DPS) Letters	19
How Is A Hand-Full Of Mail Handled If It Is Out Of Order During A Mail Count?	20
Column 4 - Papers, Magazines, Catalogs, Flats, Other Size Mail.....	20
Column 5 – DPS Flats.....	21
Column 6 - Parcels.....	21
Column 7 - Boxholders.....	22
Column 8 - Registered Mail, Certified Mail, Numbered Insured Articles, Express Mail, and Other Accountable Mail, (Adult Signature).....	23
Column 9 - CODs and Customs Due Received for Delivery	24
Column 10 - Postage Due.....	24

Column 11 - Change of Address.....	24
Column 12 - PS Form 3982 PARS Label.....	25
Column 13 - Marked Up Mail Pieces	25
Column 14 - PS Form 3821 Completed.....	26
Column 15 – Non Signature “Scan” Items	27
Column 16 - Loading Time.....	27
Column 17 - Other Suitable Allowance	28
Step 4 Settlements that would include unusual conditions for Column 17 credit:	30
Column 18 - Authorized Dismounts	30
Column 19 - Authorized Dismount Distance	31
Column 20 - Letters and Flats Collected.....	31
Column 21 – Carrier Pickup “Requests” & Prepaid Parcel Event.....	32
Column 22 – Carrier Pickup “Items” & Prepaid Parcels.....	32
Column 23 - Ordinary and Insured Parcels Accepted	32
Column 24 - Registered and Certified Accepted	33
Column 25- Money Order Applications	33
Column 26- Return Receipts.....	33
Column 27 - Weight of Locked Pouches Carried Daily.....	33
Column 28 - Reserved	33
Column 29 - Waiting Time.....	34
Column 30 - Counting Time	34
SECTION IV: PARCEL DELIVERY AND OTHER MAIL COUNT PROCEDURES.....	34
Form 3982-R Rural Box holder Non-Delivery Request (RBNR).....	35
DPS Riffing Process and Error Retrieval	35
Edit Book- Column 17 Credit	35
Regular Carriers Working Relief Day	36
DPS Flat Issues For Mail Count	37
SECTION V: EXHIBITS AND SUPPORTING DOCUMENTATION	40
Delivery Point Sequence Letter Implementation Procedures	41
DPS Flat Implementation Procedures-9-10-2011	44
PS Form 4239 with Explanations	56
PS Form 4241	57
PS Form 4241-M.....	58
Step 4, DPS Letters, More than One Zone	59
Step 4, “Forward” Scans	60
Mutual Understanding-Use of EOR Report.....	61
Step 4, Certificate of Mailing	62
Step 4, Equipment Change during Mail Count.....	63
Rural Mail Count Information Check List	64
Mail Count Disagreement Form	65



National Mail Count 2013

In 2013, a National Mail Count will be conducted for eighteen (18) working days beginning Saturday, February 9 and ending on Saturday, March 2, 2013. All routes will be counted except those routes which both the regular carrier and management agree in writing not to count. The results of this mail count will be effective at the beginning of the fourth full pay period following the end of the count period (April 20, 2013).

SECTION I - HOT TOPICS

DPS Letter Mail on routes serving more than one zone

A Step 4 settlement signed on December 11, 2012 clarifies the proper credit for DPS Letter Mail when the route serves more than one zone.

"When a rural route serves more than one zone and DPS letter mail is received separately for each zone; all mail will be credited as DPS letter mail provided the route completes service to the other zone(s) prior to returning to deliver the original zone. If the route continually crosses between zones, credit the larger amount of DPS letter mail (by zone) as DPS letter mail and the other zone(s) in Column 2, Sector/Segment Letters."

Ref. Step 4 J06R-4J-C 11406137 Hillsboro, IL (see page 59 in this issue)

Standards

- DPS Letter standard for LLV routes: 43 pieces per minute
 - LLV must be placed on route by February 9, 2013 in order to qualify for new DPS letter rate
- Prepaid Parcels Accepted: 90 seconds per event and 9 seconds per parcel
- Dismount Distance (Walking Speed) standard: 0.00429 minutes per foot (2.647 miles per hour)

Route Conversions

- Auxiliary routes will be converted to regular routes within 30 days of in-

creasing to 42 weekly standard hours. If increase is a result of a mail count, then the conversion will be effective with the mail count.

- Regular rural routes may be converted to auxiliary status if they decrease to less than 35 weekly standard hours

Route Consolidations

- Encumbered regular routes may be consolidated and the excessing and/or reassignment provisions of Article 12 will be applied when the route evaluation decreases to less than 37 weekly standard hours

High Option Election

- A regular carrier must have a minimum of ten years of service from his/her retirement computation date to be eligible to elect the high option

Prepaid Parcel/Carrier Pickup

- In order to receive credit in Column 23 (Parcels Accepted), a carrier must weigh, rate and affix postage to the item.
- Carriers are not required to go to the customer's door to collect mail for any reason other than a carrier pick up request, which should include at least one qualifying piece (Priority, Express, International, Merchandise Return Service, Parcel Return Service). One event credit will be provided in Column 21 even if the official pickup request results in no qualifying pieces being collected.
- There will only be one credit in Column 21 (Carrier Pickup Request/Prepaid Parcel Event) per address.
- Essentially, there are two events that qualify for the 90 second credit provided in Column 21; (1) Carrier Pickup notification and (2) acceptance of pre-

paid parcel(s) not associated with carrier pickup. If both events are performed at the same address, only one credit is given in Column 21.

- If a customer leaves a note in the mailbox requesting the carrier come to the door, the carrier is under no obligation to honor the request. Such request from customers should be discussed with local management. Mail collected in this instance will be credited as appropriate in Column 20 (Letters and Flats) or Column 21 (Carrier Pickup Request/Prepaid Parcel Event) and Column 22 (Carrier Pickup Items/Prepaid Parcels or Column 23 (Parcels Accepted). If a carrier goes to the door and picks up a parcel that qualifies under Column 23 with no other qualifying piece(s) under Column 22, then no credit is recorded in Column 21.
- If a carrier is instructed by their manager to dismount and go to a customer's door to collect pre-paid parcels; the carrier would receive credit in Column 21 (Carrier Pickup Request/Prepaid Parcel Event) for the event and the mail collected will be credited as appropriate in Column 20 (obvious Letters and Flats) or Column 22 (Carrier Pickup Items/Prepaid Parcels or Column 23 (Parcels Accepted).
- A sack of pre-paid parcels collected is credited in Column 21 (Carrier Pickup Request /Prepaid Parcel Event) and Column 22 (Carrier Pickup Items/Prepaid Parcels). If the carrier is required to scan items contained in the sack at the delivery point, the carrier would receive individual credit as appropriate. If the carrier is required to empty the sack upon return to the post office, additional credit is provided in Column 17 (Other Suitable Allowances).

- If a carrier accepts a pre-paid parcel, Merchandise Return Service (MRS) or a Parcel Return Service (PRS) at the mailbox or at the delivery point (such as a business where a dismount and distance is provided) credit is provided in Column 21 (Carrier Pickup Request/Prepaid Parcel Event) and Column 22 (Carrier Pickup Items/Prepaid Parcels).
- When a carrier collects UPS Parcel Return Service (PRS) whether or not in conjunction with a carrier pickup request, credit will no longer be provided in Column 23 (Ordinary and Insured Parcels Accepted). The proper credit will be provided in Column 20 or Column 21 and Column 22 as appropriate.

Mail Count Form Changes

The Postal Service has revised PS Form 4239, *Rural Route Count of Mail*, PS Form 4241, *Rural Delivery Statistics Report*, and PS Form 4241-M, *Rural Route Evaluation Worksheet* to comply with the Interest Arbitration decision dated July 03, 2012.

- PS Form 4239 has been modified by changing the header descriptions for Columns 21 and 22 to include prepaid parcels.
- PS Form 4241 has also been modified by changing the header descriptions for Columns 21 and 22 to include prepaid parcels. In addition, the election boxes to convert an auxiliary route to a regular route were removed. This action will be programmed to automatically occur when the standard hours of a rural route reach 42:00 or more hours as a result of a mail count. Also, the fourth week is grayed out as mail counts will be two or three weeks during the term of the 2010-2015 Agreement.

- PS Form 4241-M has been modified to include a new row to provide the distinction between the allowance factor for DPS letters with an Employer-provided vehicle assigned to a rural route; and to increase the allowance factor for Authorized Dismount Distance (Feet) to .00429. Also, the header descriptions for Columns 21 and 22 were changed to include prepaid parcels.

Village Post Offices (VPO)

In May 2011 the NRLCA was notified by the USPS of their intent to implement the new concept of Village Post Offices (VPO) in some communities where the local post office is being discontinued.

According to the USPS, the community will have an opportunity to retain their local community name and zip code by establishing a VPO. Ideally, a general store or other suitable business will enter into a contract with the Postal Service to provide limited services such as selling stamps, offering flat rate boxes, and offering post office boxes.

Post office boxes will be setup using cluster box units or rotary cabinets, either indoor or outside. Rural letter carriers may be assigned to deliver to these boxes, pickup outgoing mail, and transport inter-office mail between the administrative office and the VPO.

Upon initial assignment of a VPO to a rural route, there will be a familiarization period of 30 actual work days where temporary compensation will be provided for the actual time used to service the VPO. Actual time will be recorded on PS Form 8127 for regular rural carriers and on PS Form 1314-A for leave replacements. Temporary compensation will continue until a base hour change is effective and the time is included in the route evaluation.

Once a rural carrier has become familiar with

the VPO as specified above, a manager will accompany the rural carrier for six consecutive delivery days to complete a survey on the VPO recording the actual time used. A base hour change will be made to the route evaluation for this time. Any "banked" time accumulated towards an interim adjustment will not be affected by this base hour change. Should the results of this base hour change create a high/low classification option; the carrier will not be given the opportunity to elect the higher classification.

VPO Mail Count Procedures

During a mail count, the actual time spent separating and casing the mail into the post office boxes will be recorded on a daily basis in Column 17, Other Suitable Allowance. This time begins when the rural carrier unlocks the centralized boxes and ends upon locking the centralized boxes. In addition, the following credits will be applied as appropriate:

- *Column 6-* Parcels (each container/bundle of mail for the PO Boxes will also be credited as 1 parcel)
- *Column 8-* Accountable Mail
- *Column 9-* Customs Due
- *Column 10-* Postage Due
- *Column 15-* Non Signature "Scan" Items
- *Column 17-* Other Suitable Allowance (Collection Box)
- *Column 18-* Authorized Dismounts
- *Column 19 -*Authorized Dismount Distance

There is no fifteen (15) minute minimum allowance provided to the route serving a VPO.

1. Will mail be cased at the administrative office?

Answer: No. The mail will be given to the carrier as a direct bundle and the carrier will separate and case the mail into the post office boxes at the VPO site.

2. How will signature mail be handled?

Answer: If the customer is not available while the carrier is servicing the mail at the VPO, the carrier will leave a PS Form 3849 and the customer will pick the mail up at the administrative post office. Upon a customer's request, the carrier may be required to redeliver to the VPO location on the next business day.

3. How will VPO post office boxes be coded on the edit sheets?

Answer: PO Boxes delivered by rural letter carriers will be coded as Detached PO Box Unit (DPOBU). These boxes will not be included as central (or regular) delivery boxes when calculating the route evaluation. During a mail count, all time required to service VPO boxes will be credited as stated above under Mail Count Procedures.

SECTION II - MAIL COUNT OVERVIEW

Types of Mail Counts

There are two types of mail counts: national count and special count.

National Mail Counts

National mail counts are available to all rural routes during selected count years identified in the current National Agreement between the USPS and the NRLCA.

Ref: Article 9.2.C.3.a.

Additionally, the Postal Service has the right to conduct a national count of mail for **all** rural routes during the last twelve (12) working days in September of any year. Before the Postal Service can schedule a September national count, the Union at the national level must be notified at least thirty (30) days in advance of the commencement of the count.

Ref: Article 9.2.C.3.a.(5)

Special Mail Counts

Special mail counts, pursuant to Article 9.2.C.11, will be conducted during the last twelve (12) working days in September as a result of one of the following conditions:

1. When circumstances have negated the validity of the latest count and evaluation. In this situation, no salary adjustment is made as a result of the count unless the evaluation of the route is changed by 120 minutes or more.
2. Whenever a 120-minute (2 hours) or more salary adjustment is made on a route, whether due to a substantial service change or a route adjustment, and the density of the route after the change has been increased to twelve boxes per mile or more or has been decreased to less than twelve (12) boxes per mile.

Ref: Article 9.2.C.11.a

Special mail counts must be conducted during the last twelve (12) working days in September. Salary adjustments will be made pursuant to Article 9.2.C.9.

DPS Flats Special Mail Counts

After a route begins to receive DPS flats and once the route has passed any qualifications, a mail count will be conducted in one of the three periods that follow. The route may be counted in the national count period set forth in Article 9.2.C.3 or one of the following special mail count periods.

A special count may be conducted either (1) in accordance with the period established in Article 9.2.C.11.b of the National Agreement; or (2) during the 12 working days in May beginning immediately after Mother's Day.

What Routes Will Be Counted Beginning February 9, 2013?

In accordance with Article 9.2.C.3.a.(1), a national mail count will be conducted for eighteen (18) working days beginning February 9, and ending March 2, 2013. All routes will be counted except those routes which both the regular carrier and management agree in writing not to count. The mail count will be effective at the beginning of the fourth full pay period following the end of the count period.

Rural Route Inspection

A rural route inspection is the physical observation of the official line of travel, identification of safety hazards, condition of the boxes served, adequacy and quality of service to the customer and the character and performance of the carrier. This inspection is to be made by the postmaster or a designee while accompanying the carrier on the route. This task must not be delegated to craft employees unless detailed to a higher-level assignment.

An inspection must be conducted either during or immediately prior to a National or Special Mail Count.

Ref: PO-603 Section 521

M-38 Section 511

Inspecting Rural Routes

The purpose of the inspection is to obtain current and accurate data, including route and delivery conditions, number and types of boxes served, minimum stops required to serve all boxes on the route, location, time and frequency of authorized dismounts, and the distance (in feet) required at each dismount. The route layout is reviewed to see if any changes to the line of travel could improve the efficiency and/or economy of service. Additionally, hazardous conditions, situations, and locations must be examined and appropriate action taken to eliminate or reduce the potential for an accident.

Ref: PO-603 Section 522

Carrier Responsibilities during Route Inspections

Rural carriers must travel their route and deliver mail precisely as they do the rest of the year. They must inform the postmaster/designee making the inspection of any boxes that have remained vacant more than 90 days. They should also assist in identifying hazards and/or hazardous conditions on the route and recommend actions to eliminate or reduce them to the extent practicable.

Ref: PO-603 Section 524.1

If the carrier's normal vehicle will not accommodate the examiner, he/she may be requested, but not required, to supply an appropriate vehicle. Management is responsible for the safety of both the carrier and examiner, and for ensuring the accuracy of all data collected.

Ref: PO-603 Section 524.2

Box Count

All boxes currently being served and temporarily vacant dwellings, apartments, and places of business with a box erected, or served via a dismount, which have been vacant less than 90 days, are counted as boxes. Do not count abandoned boxes, permanently vacant buildings and dwellings, apartments vacant more than 90 days, buildings under construction, or dwellings and businesses receiving delivery solely through general delivery or a post office box. Do not count collection compartments located in NDCBUs as boxes served.

Ref: M-38 Section 515.1

Step 4 H1R-4H-C 12585

Menlo, KS

Step 4 H4R-4K-C 3738

Polk City, IA

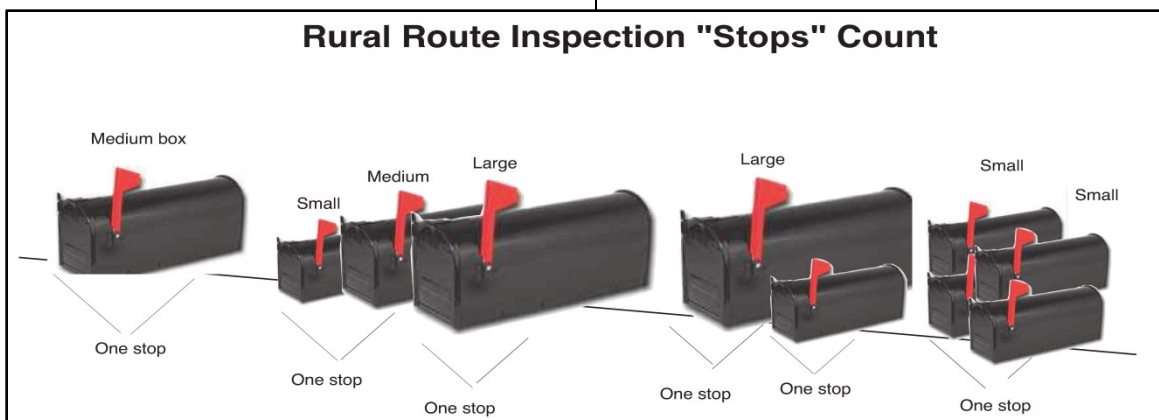
Step 4 E00R-4E- C 02161678

Chanhassen, MN

Village Post Office (VPO) PO Boxes delivered by rural letter carriers will be coded as Detached PO Box Unit (DPOBU). These boxes will not be included as central (or regular) delivery boxes when calculating the route evaluation. During a mail count, all time required to service VPO boxes will be credited as stated above under Mail Count Procedures.

Stop Count

The stop count only effects routes that are served by using a privately owned vehicle and then, only potentially impacts the EMA. The minimum number of stops necessary to serve all receptacles on the route; i.e., the number of times a carrier must move the vehicle in order to serve all boxes on the route, are counted as stops.



Where boxes are grouped, the determination of stops will depend upon the size of the box(s) and the distance between the boxes. As a general rule, 2 small boxes may be served with 1 stop, provided the distance between the 2 boxes is not greater than the width of a small box. Each large box normally requires one stop.

Ref: M-38 Section 515.2

Family Count

For Postal Service purposes, the term "family" is considered the same as "household." A single residence is a household consisting of only one family regardless of the number of residents or their relationship. In multi-residential buildings, each occupied separate unit is counted as a family. On routes utilizing a route and box numbering system up to five families may use the same box and use a common route and box designation.

On routes utilizing a street name and numbering system customers should erect individual mail receptacles.

Ref: POM 9 Section 632.526

Ref: M-38 Section 516

Authorized Dismounts

The total number of authorized dismounts are recorded on a daily basis. For example, a carrier is authorized to dismount at a school because of volume. The school office is closed on Saturdays. The route is credited with a dismount Monday through Friday, but would not receive dismount credit on Saturday. When determining the dismount distance, all entries must be made on the basis of the number of trips required by the carrier each day. As in the above example, where the school office was closed on Saturday, on a heavy volume Monday, the dismount may require two or more trips. When a carrier dismounts primarily to provide other services, such as delivery and/or pick up of accountable mail, COD, Express Mail, etc., no dismount credit is authorized. Existing time allowances for accountable mail include time for dismounting to affect delivery and/or pick up.

Ref: PO-603 Section 535.12.v

Ref: M-38 Section 365

Preparing to Ride the Route

In preparation for accompanying the carrier on the street, it will be necessary to obtain a current PS Form 4003 (Official Rural Route Description) route map, measuring device for dismounts, and inspection worksheet for making notes concerning the route, carrier performance, and to ensure the line of travel and the length of the route is correct. This work sheet can also be used to record safety concerns, condition of mailboxes and to identify unnecessary travel and roads that need repair. For offices using the Computerized Labeling Address Sequencing Service (CLASS), a current CLASS edit sheet would be another valuable source document to use during the inspection. This is the authorized sequence of delivery and should reflect the line of travel on the PS Form 4003. Differences would be easily identified and corrected to ensure accurate information is reflected in the CLASS data. The delivery data, regular boxes, and central boxes, entered in Section II Route Data (PS Form 4248 Rural Route Inspection Report), should match the active deliveries reflected on the summary page of the CLASS Edit Sheet and the Form 4003. Since the information contained in the CLASS database is provided to mailers for preparation of delivery point sequence mail and is also used to generate sort programs for the Delivery Bar Code Sorters (DBCS), using the edit sheets as part of the inspection process makes good business sense.

As a result of the inspection, it may be necessary to submit a Form 4003 annotated "updated as the result of inspection" to the district office. Remember, the totals on Forms 4248, 4003, and the CLASS summary sheet should agree.

The mileage check made during a route inspection does not change the official route mileage. Route mileage can only be changed by the processing of PS Form 4003 as a result of an official route remeasurement, or the addition / deletion of mileage to the route.

Ref: M-38 Section 623

Average daily mileage deviation for fueling up the LLV must be added to the route mileage on PS Form 4241.

Ref: PO-603 Section 535.23.h

Ref: M-38 Section 510

Ref: 1988 LLV MOU

Request to Repair Roads

While conducting the inspection, note the condition of road and road shoulders for both city/town and private roads. Note any area in disrepair that could obstruct delivery of mail, cause undue wear or damage to the vehicle, or present a safety hazard. Management is responsible for completing PS Form 4024 (Request to Repair Roads), in duplicate. Retain a copy and mail the original to the appropriate highway official or individual responsible for the road. If necessary repairs are not made in a reasonable time, management may withdraw service.

Ref: M-38 Section 517

Mailbox Needs Attention

Inspect the condition of all mail receptacles during the route inspection for possible irregularities. The use of an inspection worksheet completed on the route can aid in this procedure. By using codes, you can quickly identify mail receptacles in need of repair without delaying the carrier.

PS Form 4056 (Your Mailbox Needs Attention) is designed to notify customers of mailbox irregularities. Upon return to the office, the postmaster prepares PS Form 4056 in duplicate, notifying the customer of the irregularity. The carrier delivers the original to the customer the next working day, while the duplicate is kept on file for future reference by the postmaster.

In the event locks are used on mailboxes, the slot for the mail must be large enough to accommodate the customer's normal daily mail volume. Therefore, if the slot is not sufficient to accommodate the normal daily mail volume, the carrier will be compensated in Column 17 for the additional time to affect delivery.

Ref: M-38 Section 517.2

Ref: DMM 508.3.2.3

Counting Your Own Mail

If a carrier wants to verify the data collected they may count the mail presented to them. The time to verify or count the mail is without compensation.

Time used by the carrier to count mail is recorded in Column 30. This time is recorded to ensure it is not included in the actual time required to serve the route.

Pre-sort Mail

Undeliverable non-preferential mail, including letters, flats and magazines, is not to be held back by distribution clerks or managers during the mail count.

If management wishes to remove plastic wrap, strings, bands etc., in order to properly count the contents under cover or bound, management should only remove enough covering or binding as necessary to maintain the integrity of the count. Management should not take missent mail from these bundles unless this is the standard practice in the office and it will be followed all year, or until the next mail count.

Ref: Step 4 H1R-4B-C 11305

Linden, MI 48451

Ref: Step 4H1R-3P-C 19988

Summerville, SC

Even Flow of Mail

Mail should be distributed to ensure a normal flow on the day preceding the count period and the last day of the count period. The manager should not schedule extra clerk hours for the express purpose of clearing out mail volume prior to the count, and clerk hours should not be curtailed on the day the count should end.

All simplified address mail (boxholders), which is available at the delivery unit, must be distributed to the rural carrier during the count period unless a commitment has been made to a mailer to deliver that boxholder mail on a specific date other than the count period. The mailer's request must be honored on time value mail.

Carriers who normally case mail upon return to the office after completing their routes are to continue this practice on the day preceding the count and during the count period. Carriers who do not case mail upon return to the office after completing their routes will not do so on the day preceding the count, nor during the count period.

Ref: PO-603 Section 534

Ref: M-38 Section 526.4

Ref: EL-902 Article 30.1.A

Withdrawal of Mail

If rural carriers are required to perform any of the withdrawal duties, they are entitled to the five minutes per day withdrawal time allowance.

The withdrawal procedures established for the mail count should be the same as that which will normally be followed the remainder of the year.

Number of Withdrawals

Upon reporting, the carrier will sweep the distribution cases of all letter and flat mail. No more than two additional withdrawals should be made in the morning. Carriers will withdraw mail from distribution cases when a clerk or mail-handler has not placed the mail on their case ledge. **All carriers must make a final withdrawal of preferential letters and flats from the designated distribution case immediately before leaving for their routes.**

Upon returning from the route, the carrier will obtain all letter and flat mail available from the distribution case.

Ref: M-38 Section 352.2

Ref: PO-603 Section 212.1

Ref: Step 4 H95R-4H-C 96076679

Largo, FL

Ref: Step 4 E00R-4E-C 02146601

Spencer, IA

Required Duties of Carriers Who Do Not Receive the Withdrawal Credit

Carriers who are exempt from general mail withdrawal requirements must make a final withdrawal of preferential letters and flats from

a designated case immediately before leaving for their routes. Normally the final withdrawal will be accomplished in conjunction with the loading operation.

Ref: PO-603 Section 212.22

If employees other than rural carriers withdraw mail, they must place it on the carrier's case ledge as described

in PO-603 Section 212.13. Some postmasters require rural carriers to dump sacks and do other things to prepare mail. In an official position letter, signed by William E. Henry Jr., it was clearly stated that if rural carriers are not credited with withdrawal allowance, they should not be required to dump sacks or perform any of the other duties necessary for preparing the mail for casing.

Ref: Henry Letter

Withdrawal – All or Nothing

There is no provision for a partial credit for a carrier's withdrawal of mail. If a carrier is required to perform a portion of the withdrawal function, such as dumping mail from sacks, then the carrier is entitled to the withdrawal allowance.

Ref: Henry Letter

The time used withdrawing DPS flats and placing the trays in the conveyance utilized for loading is considered withdrawal time and not included in loading time.

When management determines it would be operationally advantageous to change the withdrawal procedures currently used in a unit, the local NRLCA steward (or district representative if a local steward is not available) must be advised of the proposed change.

If management proposes a change in withdrawal and the majority of regular carriers in the unit wish to perform the withdrawal function, all carriers in the unit will withdraw all mail, provided they agree to assume the responsibilities associated with daily unit volume recording (DUVRS). The recording of volume means entering the daily linear footage of letter and flat mail received in a single entry in the "Remarks" section of PS Form 4240 (Rural Carrier Trip Report). In addition, they should record the number of box holder sets.

Ref: Postal Bulletin 21631

Not Part of Withdrawal

Cutting Straps or Plastic

The cutting of straps or plastic wrappers is the carriers' responsibility whether they receive the withdrawal allowance or not.

Ref: Pg 478 of NRLCA Magazine August 13, 1983

Obtaining Parcel Hampers

If the hamper is not located within 50 feet (round trip) the route will be provided additional credit under Column 17 for only the distance beyond the 50 feet. The distance beyond 50 feet will be credited at .00429 minutes per foot.

*Ref: Pre-Arb E95R-4G-C 99088097
Humble, TX*

Pre-Count Conference

The pre-count conference is a joint conference between rural carriers and managers. Regardless of the type of mail count, a joint conference must be held at least 15 days prior to the beginning of the mail count. (Note: This year the pre-count conference must be completed no later than COB, January 25, 2013.)

Ref: M-38 Section 525.11

This is a very important event because it is management's last opportunity to introduce administrative changes in carrier procedures. Once the conference is completed, procedures are locked in throughout the count and by extension, the remainder of the year, unless corresponding changes are made in salary for additional functions.

No changes in carrier work methods, casing equipment, or office procedures can be made between the date of the local conference and the mail count unless these items were specifically discussed at the conference.

Ref: M-38 Section 525.14

Step 4 A00R-4A-C 09133135

Colts Neck NJ

Step 4 G06R-4G-C 09148950

Fort Worth, TX

It is not necessary that the carriers agree to the proposed changes; it is necessary only that the proposed changes do not violate Postal Service policy or the USPS-NRLCA National

Agreement.

Ref: M-38 Section 525.14.a

This section does not limit a manager's right to make operational changes at any other time other than the period specifically stated.

Ref: M-38 Section 525.14.b

It is additionally important to discuss count procedures so that any potential areas of disagreement can be identified and hopefully resolved prior to the actual count.

Rural carriers are well advised to take a pre-count conference checklist with them to the local conference and make notes.

Any carrier on leave 15 days prior to the beginning of the count must be conferred with before going on leave or immediately upon return. If operational changes are planned while the carrier is on leave, the conference must be held upon the carrier's return to duty, when all changes must be explained.

Pre-Count Conference Items for Discussion

1. Clarify mail processing procedures on the day preceding the count and the last day of count.
2. How to use rural template for the measurement of mail.
*Ref: Step 4 H7R-1G-C 5107
Springfield, VT*
3. Mail withdrawal procedures and recording of DUVRS if carrier is required to record volume.
4. Carriers have the right to observe mail count on their relief days or when they are on annual leave.
5. Carriers have the right to count their own mail for verification while in an on duty status.
6. Review of PS Form 4239 with an understanding of definitions. Forms must be available to carriers daily, upon request, before the mail is trayed or strapped out.
7. Cut-off times for mail.
8. Implementation of "Directs".
9. Depositing of CFS mail, hold mail, getting stamp box, etc.
10. Clerk/Supervisor interruptions for offi-

- cial business, being called to the phone or counter, etc.
11. Collection boxes, collection compartments in CBU's, and parcel lockers.
 12. Dismounts and dismount distance. Heavy volume days may require more than one trip.
 13. Proper credit for collected mail:
 - a. For more than 2 separations
Ref: Step 4 H7R-4B-C 29248
Rochester, MI
 - b. From collection boxes.
 - c. From collection slots/compartments.
 - d. Bundled mail.
 - e. Certified and registered mail.
 - f. Express mail.
 - g. Parcels collected on the route.
 - h. Clarify appropriate credit when collecting obvious letters and flats, pre-paid parcels, carrier pickup items, with or without a carrier pickup request.
 14. Loading procedures, including time for moving vehicle if it is not loaded or unloaded where it is parked.
 15. Intermediate office procedures for routes that work out of more than one office.
 16. Misthrows.
 17. Mark-ups.
 - a. Bundle
 - b. Individual
Ref: PO-603, 535.12
DMM 507.1.4.1
 18. COAs and 3982 labels.
Ref: PO-603, 535.12, as revised.
 19. Credit for detached-label mailings.
 20. Locked pouch when transporting unsorted mail from one post office to another.
 21. High Option/Leave Commitment.
 22. Safety Talks (actual time, approximately five minutes). If two safety talks are given in a single week, compensation must be given for both.
 23. Any required functions for Saturday closeouts must be credited.
 24. Procedures and time values for USPS vehicles. Average daily mileage deviation for fueling up the LLV must be added to the route mileage on PS Form 4241.
 25. Delivery point sequence letters (DPS)

issues.

- a. Proper credit for missequenced, missorted, missent "MMM" mail
Ref: Step 4 B95R-4B-C 02237945
 - b. Proper credit for oversized letter (over 6 1/8 inches) processed with DPS letter mail.
 - c. Multiple zone credit
Ref: Step 4 J06R-4F-C 11406137
Hillsboro, IL (see page 59)
26. DPS Flats (FSS) procedures
Ref: DPS Flats Implementation Procedures, 1-29-2010
 27. PS Form 5630, Shipment Confirmation Acceptance Notice (SCAN.)
 28. Prepaid Acceptance Scans
USPS Tracking Number Bar Codes (PVI label)
 29. Adult Signature Services
 - a. **Adult Signature Required:**
Requires the signature of someone 21 years of age or older at the recipient address. Requires verification of age by delivery employee
 - b. **Adult Signature Restricted Delivery:** requires delivery of mail piece to addressee (or authorized agent) who is over 21 years of age. Requires verification of age and identity by delivery employee.
 30. Carrier Pickup Standard.
Ref: National Grievance Settlement
Q00R-4Q-C 08030088
Washington DC
 31. Service talks (actual time)
 32. Do Not Bend or Fold items that cannot be cased with other mail.
Ref: DMM 601.50
 33. Additional time to pick up and return scanner if not in conjunction with other activities and/or not within a reasonable distance.
Ref: Step 4 E00R-4E-C08212472
Mesa, AZ
 34. Rural Boxholder Non-Delivery Request (RBNR).
Ref: PO-603 322.23
 35. Village Post Office (VPO) procedures, if applicable
 36. Any other local requirement that happens on a regular basis (daily or weekly.)

Pre-Count Conference Checklist

The Pre-Count Conference was held on _____

The issues have been discussed and agreed upon as listed.

Post Office _____

Supervisor/Postmaster _____

(Signature)

Rural Carrier _____

(Signature)

Route _____

Summary of Mail Count Principles

- Procedures used during the mail count period must be the same as those used during the rest of the year.
- No changes in carrier work methods, casing equipment, or office procedures are to be made between the date of the local conference and the mail count, unless they were specifically discussed at the conference.
- Regular carriers may observe the mail count of their own route on their relief days or on days they are in an annual leave status. Any carrier who observes the mail count must be in a non-duty status.
- Regular carriers who are observing in a non-duty status may not participate in office work.
- The relief carrier is entitled to work his/her scheduled work days during the mail count period.
- Mail must be counted in the facility where the carrier cases the mail, with the exception of DPS mail, which is recorded from the End of Run Report (EOR). Either the manager or the carrier may verify the piece count without additional compensation to the carrier for the time involved.
Ref: MOU Use of End of Run Report
- Mail is credited on the day it is cased.
- Mail flow procedures during the count period must be the same as the rest of the year.
*Ref: Step 4 H1R-4B-C 11305
Linden, MI*
- On the day preceding the count period, all mail available up to the normal "cut-off" time must be delivered on that day.
- All mail available up to the normal "cut-off" time on the last day is included in the count and delivered. In Expedited Preferential Mail (EPM) System offices, available mail would be cased but not counted upon returning to the office from the route on the day prior to the start of the count. Conversely, in EPM offices on the last day of the count, available mail would be cased and entered on PS Form 4239 for that day.

- Refer to clarification by USPS delivery operations on how to color code standard flat mail with a requested in-home delivery date that is entered at the destination delivery unit.
Ref. May 23, 2012 policy letter from USPS Headquarters Delivery Operations on Non-Machinable, Non-Barcoded Mail with Requested In-Home Dates Policy.
- Prior to the count period, no extra effort should be made to deviate from normal mail delivery or processing schedules.
- Mail must not be curtailed on the last day of the count period.
- Withdrawal procedures in effect at the time of the count should be the same for the rest of the year.
- Rural carriers always have the right to verify the daily count of mail and all entries made on PS Form 4239.
- If possible, disputes should be resolved immediately.
- Unresolved disputes should be thoroughly documented by collecting all of the relevant data.
- Carriers should take the time to verify the data recorded on PS Forms 4239 and 4241.
- Record mail associated with second trips appropriately.
*Ref: Pre-Arb C95R-4C-C 98023318
(Mgt option) Bear, DE*
- **It is unacceptable for either management or rural carriers to take actions that affect the integrity of the mail count.**
*Ref: September 15, 2006 directive from USPS HQ
April 7, 1999 Bothwell Letter*

PS Form 4239

This form is designed to function as a combination work sheet and mail count record.
(Note: Refer to Revised 4239 dated January 2012).
This important daily record provides the basic source of mail volume and time data, which is transferred daily to PS Form 4241 (Rural Delivery Statistics Report), and consolidated for the two, three or four week period.
(Note: Refer to Revised 4241 dated February 2012)

A separate PS Form 4239 is used to record each day's count data. The PS Form 4239 is

intended to be a work sheet and any other additional items such as facing slips, pads, etc., should not be used. The PS Form 4239 is the only official record of each days count data. The postmaster, supervisor, or mileage route carrier responsible for conducting the count will complete PS Form 4239 daily for each route.

When management completes the PS Form 4239, upon request it will be shown to the carrier before the mail is trayed or strapped out to allow verification. If a dispute is identified, every attempt should be made to resolve the disagreement prior to delivery of that day's mail. **The postmaster/supervisor, or carrier who conducts the count, must sign the PS Form 4239 daily.** Remember, daily totals must be transferred to the PS Form 4241. Do not wait until the end of the count period to complete the rural delivery statistic report.

Note: After PS Form 4239 (Rural Route Count of Mail) has been completed each day, the postmaster retains the original and the carrier receives a copy.
Ref: PO-603 535.11.b

In the case of an Intermediate Office, a separate PS Form 4239 is completed for all services performed at the intermediate office and forwarded under cover to the head out office daily. The postmaster at the head out office is responsible for consolidating the data from all PS Forms 4239, subtracting the total office time spent at the intermediate office from the route time, and transferring all data to PS Form 4241. PS Form 4241 is not completed at intermediate offices.

Should Disagreements Occur

Many times there are questionable items and issues during mail counts. When there are disagreements between the carriers and managers concerning the proper credit of an item, every effort must be made at the time to resolve the dispute. **Carriers should make management aware of each repeated occurrence of disputed items.** When there is a dispute pertaining to a mail piece, an attempt must be made to resolve the issue before the mail in question is delivered. If carriers are unable to resolve the differences, **documentation of all information regarding the item(s) or issue(s) in dispute is critical.** Include in the documentation the issue in dispute, the number of articles and any other relevant information such as dimensions that will be helpful in resolving the disagreement.

Ref: Mail Count Disagreement Form

SECTION III

RURAL ROUTE COUNT OF MAIL PS FORM 4239

Column 1 - Letter-Size Mail

Enter in this column all letter size mail including ordinary letters, cards, newsletter type mail, and circulars six and one-eighth (6 1/8) inches or less in width which can be cased in the separations of the carrier cases. Small magazines and small catalogs six and one-eighth (6 1/8) inches or less in width and 3/8 or less in thickness are included in this column. Include detached address labels (specifically addressed) for sample merchandise, magazines, and catalogs in the letter count. Note: The maximum thickness of 3/8 inch applies only to small magazines and small catalogs. Letter-size mail is whatever fits in the width of the case separation in use regardless of thickness. All detached address cards (with a specific address) for sample merchandise, shared mail, magazines, and catalogs are included in the letter count.

Ref: PO-603 535.12.a.1

The manner in which the address is oriented on the mail piece will be relevant for the purpose of recording a mail piece during a mail count as a letter or flat. For the purpose of the mail count, the width of the mail piece will be defined as the dimension perpendicular to the address label.

*Ref: Pre-Arb Q95R-4Q-C 02102188
Washington, DC*

One (1) piece is credited in Column 1 for each PS Form 3982-R cased during mail count.

Ref: PO-603 section 322.23

Do not include address cards received for sequencing during the mail count in this category.

*Ref: Pre-Arb D95R-4D-C 01039476
Lugoff, SC*

Do not include newspapers, boxholders, flats, and rolls even though they may be cased with letter mail. Count each direct or segmented bundle (see PO-603, Section 225.4) distributed and tied out at mail distribution cases as one parcel, and enter in Column 6. Do not count direct or segmented bundles tied out at the

carrier case (see PO-603, Section 225.5) as parcels. Do not include registered, certified, COD, number insured, Express Mail, and other accountable mail in this column. For accountable articles, see Column 8.

Ref: PO-603 535.12.a.2

Small catalogs and magazines with a thickness greater than 3/8 inch are not counted in this column.

Undeliverable non-preferential mail, including letters, flats, and magazines, is not to be held back by distribution clerks or managers during the mail count. If management wishes to remove plastic wrap, strings, bands, etc. in order to properly count the contents under cover or bound, management should only remove enough covering or binding as necessary to maintain the integrity of the count. Management should not take undeliverable mail from these bundles unless this is the standard practice in the office, and it will be followed all year.

"According to the file, distributors in this local office normally discarded non-preferential mail of no obvious value when it was recognized as being undeliverable rather than distribute it to the rural carriers. The parties at Step 4 agreed that the discarding of mail in this manner is inconsistent with postal procedure and should be discontinued. If discontinuance of this activity resulted in an increased workload for the carriers, the carriers were entitled to a recount, if they desired."

*Ref: Step 4 H.1R-4B-C 11305
Linden, MI*

Column 2 - Sector/Segment Letters

Enter in this column all mail up to 6 1/8 inches in width that is processed on automated equipment in sector/segment order.

Where Sector/Segment is introduced, the final scheme must be jointly verified, and mail must be processed using this scheme no later than

30 days prior to a scheduled mail count.

Credit as Sector/Segment Letters the smaller amount of DPS letter mail (by zone(s)) received when a route continually crosses between zones.

Ref. Step 4 J06R-4J-C 11406137 Hillsboro, IL (see page 59 in this issue)

Column 3 - Delivery Point Sequence (DPS) Letters

Enter in this column all mail up to 6 1/8 inches in width that is processed on automated equipment as Delivery Point Sequence mail.

- **Note: All DPS letters, for both LLV and POV vehicle routes, will be entered in this column. The appropriate time allowance factor will be automatically determined based on the “vehicle data” entry (EMA or Govt. Veh.) on the PS Form 4241.**
- **LLV must be placed on route by February 9 in order to qualify for new DPS letter rate**

Exception: If fewer than 2,400 pieces of DPS mail are averaged per week during the entire mail count period and/or the route was not validated before the count as meeting the 98 percent quality threshold, mail processed as DPS will be cased and recorded as sector/segment in Column 2 on PS Form 4241 (Rural Delivery Statistics Report), or if it does not qualify as sector/segment mail, recorded in Column 1, Letter Size.

Ref: 11-1-2012 letter from USPS HQ, “Delivery Point Sequence Letter Implementation Procedures” (see pages 41-43 in this issue)

The end of run report piece count (or future equivalent report) from the automated equipment used to process a zone's DPS letter mail will be utilized when recording volume during a mail count.

Ref: End of Run Report

During the mail count, if the DPS mail is not within 50 feet (round trip), the route will be provided additional credit under Column 17 for only the distance beyond the 50 feet. The distance beyond 50 feet will be credited at .00429 minutes per foot.

*Ref: Pre-Arb D95R-4D-C 01037982
Louisville, KY*

Note: Casing of DPS mail will not change mail count procedures or time standards applied to DPS or other mail.

If multiple runs are received, only one run may be counted as DPS. Management will determine which run is DPS. Other runs may be counted as sector/segment if they qualify.

If a route serves multiple zones and receives DPS letter mail separately for each zone, and does not complete service to the other zone(s) prior to returning to deliver the original zone, only the larger amount of DPS letter mail is credited as DPS Letter Mail in Column 3. The smaller amount(s) of DPS letter mail (by zone(s)) would be credited in Column 2.

Ref Step 4 J06R-4J-C 11406137 Hillsboro, IL (see page 59)

If carriers take DPS mail directly to the street, all the DPS mail they bring back, because it is out of sequence or otherwise not deliverable (hold mail, forwardable mail, missorted mail, etc.), is recorded in Column 1, Letter Size. The fact that the carrier may elect to case that mail during the mail count does not change the recording procedure. DPS mail, which would have been brought back by the carrier, is recorded in Column 1, Letter Size.

The mail pieces recorded in Column 1, Letter Size, are not deducted from Column 3, DPS Letters.

Inverted DPS Letters: 1 additional DPS letter is credited in Column 3 DPS Letters for every 4 DPS Letters received inverted. Appropriate credit will be added to the DPS total by rounding down to the nearest whole number.

*Ref: Pre-Arb E00R-4E-05035960
Prior Lake, MN*

A rigid article received in DPS letters will be counted and recorded under Column 6 as a parcel if the rigid article exceeds any one of the dimensions in Part 535.12.d.(1) of the PO-603.

*Ref: Pre-Arb F91R-4F-C 96020182
Sun City, CA*

Credit for DPS letters received for a closed school or business, whether cased or taken to

the street, will be credited in the following manner:

1. Credit will be given in Column 1, Letters, for each piece when there are seven pieces or less.
2. Credit will be given in Column 6, Parcels, for one parcel when there are eight pieces or more.
3. These mail pieces will not be deducted from Column 3, DPS Letters.

No additional riffling time should be credited to identify and/or hold this mail.

*Ref: Step 4 J00R-4J-C04168408
Plainfield, IL 60544*

How Is A Hand-Full Of Mail Handled If It Is Out Of Order During A Mail Count?

If, during the process of riffling their DPS mail, a carrier notices that a hand-full of good DPS mail is out of sequence in their tray (most likely a sweeping error), the carrier extracts the hand-full and places it in the appropriate location. Riffling time will be provided in Column 17, Other Suitable Allowance to routes receiving DPS letter mail without separator cards. This time includes identifying and handling errors associated with programs such as Unplanned Events and Mail History Tracking System (MHTS). Routes utilizing breaker cards do not receive riffle time, but should be credited with the time associated with Unplanned Events and MHTS handling.

Ref: 11-1-2012 letter from USPS HQ, "Delivery Point Sequence Letter Implementation Procedures" (see pages 41-43 in this issue)

Column 4 - Papers, Magazines, Catalogs, Flats, Other Size Mail

Enter in this column newspapers, flats, magazines, catalogs, rolls, and other non-letter size mail that can be cased for delivery using carrier casing equipment. This includes catalogs cased with other mail or cased separately. This does not include those items specifically referenced in Column 6, Parcels.

Exceptions: Count simplified address articles, including mail with detached labels, as box-holder mail and enter in Column 7. Count each direct or segmented bundle distributed and tied out at mail distribution cases (see PO-603

225.4) as one parcel, and enter in Column 6. Do not count direct or segmented bundles tied out at the carrier case (see PO-603, Section 225.5) as a parcel. Do not count registered, certified, COD, numbered insured mail, Express Mail, and other accountable mail in this column. For special delivery articles, see Column 8.

The manner in which the address is oriented on the mail piece will be relevant for the purpose of recording a mail piece during a mail count as a letter or flat. For the purpose of the mail count, the width of the mail piece will be defined as the dimension perpendicular to the address label.

*Ref: Pre-Arb Q95R-4Q-C 02102188
Washington, DC
Step 4 Q00R-4Q-C 03096526
Washington, DC*

Normally a CD enclosed in a magazine does not define the mail piece as a parcel. To define a flexible mail piece containing a rigid item refer to the references below:

*Ref: Arbitration Award (Eishen)
E95R-4E-C 990099528
Step 4 F00R-4F-C 03096043
Riverside, CA
Flow chart for rigid item inside a flexible Mail piece*

Catalogs are counted as flats if they will fit into the empty separation to which they are addressed. When flat separations are used, catalogs that will fit into the empty flat separations are credited as flats. Therefore, a catalog may be a flat or parcel depending on the size of the catalog and the size of the separation to which it is addressed.

*Ref: Step 4 R8-C-0108/C8R4FC19357
Gallipolis, OH*

Boxes of checks are counted as flats provided the box does not exceed any one of the following dimensions: 5 inches in height, 18 inches in length, or 1 9/16 inches in width.

A flat item that contains a rigid article may be considered a flat or parcel depending on whether the mail piece can be cased with other mail without damage to the mail piece.

When determining if the mail piece can be cased, some re-positioning of the rigid item(s) inside the mail piece may occur. You are not required to take extraordinary efforts to reposition

tion the item(s) within the piece for casing. If you cannot case it the item is considered a parcel in Column 6.

*Ref: Step 4 E00R-4E-C 03203190
Fall City WA*

Helicopter Flat credit is **ONLY** for flats processed on UFSM 1000. On Form 4239, each entry in Column 4 for flats received from UFSM 1000 equipment should be circled. Prior to totaling Column 4 on Form 4239, total the circled entries, and place the resulting number in the Comments section of Form 4239. Multiple this number by .175 (17.5 percent) and round to the nearest whole number. This calculation should be written out in the Comments section. Transfer the result of this calculation to Column 4 as a separate entry and place an asterisk next to this entry. This will signify that the route has received the additional credit for the flat volume.

*Ref: Pre-Arb E95R-4E-C 99103123
Oregon City, OR*

Column 5 – DPS Flats

The NRLCA National Board does not believe the imposed DPS Flat implementation procedures are fair, reasonable, and equitable; therefore the issue has been appealed directly to National Arbitration. In the meantime the following procedures will be followed:

Record number of DPS flats received during count. The parties have agreed that the end of run report will be used as a data source to record the number of DPS flats on PS Form 4239 during a mail count.

Do not include sequenced flats provided directly from mailers in the DPS flat volume.

Each mail piece in DPS flats tray (regardless of its characteristics) will be counted and recorded in this column.

Loading time will include the time spent by the carrier traveling to the DPS flats staging area and resume after the DPS flats are placed in the conveyance and the loading process continues.

The time used withdrawing DPS flats and plac-

ing the trays in the conveyance utilized for loading time is considered withdrawal time and not included in loading time.

The verification of the DPS flats is included in the DPS flats standard. In those instances when the route is not provided the withdrawal allowance, DPS flats will be provided to the carrier.

Closed business for DPS flats (4 or less pieces receive a single flat piece count, 5 or more pieces a parcel credit). No deductions from column 5, DPS flats, will be made.

Missent, Missorted, PO Box mail, Forwards, and Undeliverable as Addressed DPS flats brought back to the office will receive credit in Columns 1, 4, or 6, as appropriate. No deductions will be made from Column 5.

Multi-Point errors and Missequenced errors that are identified, delivered and tracked by the carrier will receive addition credit in Columns 1, 4, or 6 as appropriate. No deductions will be made from Column 5.

NRLCA Position: Only one run of DPS flats per day will be credited in column 5 and carried to the street. Any additional runs will be credited as raw mail in columns 1, 4, or 6, as appropriate.

In the event that you receive multiple runs of DPS flats on the same day, document the issue and contact your district representative immediately.

Column 6 - Parcels

- (A) A parcel is any rigid article that exceeds any one of the following dimensions:
- (a) 5 inches in height.
 - (b) 18 inches in length.
 - (c) 1 9/16 inches in width.

Examples: A rigid article that measures 4 x 15 x 1 3/4 is recorded as a parcel, because the 1 3/4 thickness exceeds the 1 9/16 criteria. However, a rigid article that measures 5 x 18 x 1 9/16 is recorded as a flat because none of the dimensions exceed the stated criteria. (This includes articles properly prepared and

endorsed "Do Not Fold Or Bend" in accordance with Domestic Mail Manual). *Ref: Postal Bulletin 22213 (8/16/07)*

(B) In addition, any non-rigid article that does not fit in the letter or flat separations (where flat separations are used) with other mail is considered a parcel. (This includes articles that have not been prepared in accordance with DMM 601.5.0, even though the mailer has endorsed them "Do Not Fold Or Bend.") These non-rigid articles should be carried and credited as parcels, provided that they do not fit in the letter or flat separation (where flat separations are used) with other mail without damage to the article.

*Ref: Step 4 H7R-4M-C 29824
Bay City, MI
Postal Bulletin 22213 (8/16/07)*

(C) The carrier has the option of handling odd-size articles either with flat mail or separately, regardless of how it is credited.

(D) Parcels with detached labels do not belong in this column. They are counted as boxholders in Column 7. Only specifically addressed samples too large to be cased are included in the parcel count.

(E) Each direct or segmented bundle distributed and tied out at the mail distribution cases (see PO-603 225.4) is counted as a parcel. Direct or segmented bundles tied out at the carrier case (see PO-603 225.5) are not counted as a parcel.

*Ref: Step 4 H1R-5B-C 8286
Issaquah, WA*

(F) Registered, certified, COD, numbered insured, Express Mail, and other accountable mail are not counted in this column. (For special delivery articles see Column 8.)

Include in Column 6:

- Directs tied out at distribution cases. Directs are not to be broken by the carrier.
- Samples with a specific address directly on the mail piece which meet the parcel size requirements.
- A postage due parcel is credited as a parcel and a postage due item.
- Credit is given in Column 6 where a second

delivery attempt is required only in accordance with the Postal Service's parcel redelivery regulations.

Ref: PO-603 section 332.11

- For the purpose of the mail count, the width of the mail piece will be defined as the dimension perpendicular to the address label.

*Ref: Pre-Arb Q00R-4Q-C 03096526
Washington, DC*

- A rigid article received in DPS will be counted and recorded under Column 6 as a parcel if the rigid article exceeds any one of the dimensions in the PO-603 Section 535.12.d(1).

*Ref: Pre-Arb F91R-4F-C 96020182
Sun City, CA*

- All parcels for Village Post Office (VPO) post office boxes will be recorded in this column.
- Each container/bundle of mail for the VPO post offices boxes will also be credited as one parcel.

Column 7 - Boxholders

Enter the daily number of boxholders (families, boxes, or deliveries, as appropriate) taken out for delivery on the route. This includes all simplified address mail, including samples with simplified address (DMM 602.3.2.1).

When samples are received with detached address labels (specifically addressed), enter the total number of samples. (See PO-603 Section 535.12.a, Column 1, for recording the label count.) Include simplified address, detached labels (no specific name or address) in this column. The number of pieces of boxholder mail must not exceed the number of families or boxes (as appropriate) on the route for each mailing. Include in this column all boxholders, whether cased or not.

Boxholders are counted only when they are delivered.

Examples:

1. **An 18-day mail count begins February 9 and ends March 2. A boxholder is received in the office on February 8 with a requested delivery date of February 11. This boxholder would be delivered on February 11 and would be included in**

the count.

2. Conversely, a boxholder received in the office on March 1, with a requested delivery date of March 4 would be delivered on March 4 and would not be included in the count.

Column 8 - Registered Mail, Certified Mail, Numbered Insured Articles, Express Mail, and Other Accountable Mail, (Adult Signature)

- A. Enter the number of articles received daily for delivery in this column. Entries in this column preclude entries for the same items in Columns 1, 2, 4, 6, or 10.
- B. On high-density (L) routes where multiple accountable items are received for one address, a clerk will enter the items on PS Form 3883. The route receives credit for one accountable article per page or partial page completed.

Ref. B06R-4B-C 10247793

Deep River, CT

Example: If a route received 10 accountable articles of which five were for delivery to one address, the route would receive credit for six accountable items: one item each for the five articles for delivery to individual addresses, and one item for the five articles entered on PS Form 3883 (Firm Delivery Book for Accountable Mail) for delivery to the one address. Under no circumstances use a PS Form 3883 for delivery of only one accountable item.

- C. When a PS Form 3883 is authorized for use on high-density (L) routes, additional credit is allowed for handling return receipts on items listed in the book (see Column 26).
- D. For each accountable mail piece, including Express Mail and Signature Confirmation in Column 8, an additional time allowance of twenty-eight (28) seconds is incorporated for scanning the mail piece. This includes any time associated with scanning of the PS Form 3849 and the data entry of recipient names.

ent names.

Ref: MDCD MOU 1-15-2003

- E. During the mail count, if the accountable cage (or location where accountables are cleared) is not within 50 feet (round trip) the route will be provided additional credit under Column 17 for only the distance beyond the 50 feet. The distance beyond 50 feet will be credited at .00429 minutes per foot. This credit will not exceed more than one round trip per day to return accountable mail/receipts in the afternoon.

Ref: Pre-Arb D95R-4D-C 01037982

Louisville, KY

Include in Column 8:

- Accountable articles found in DPS mail will also be included in Column 8.
- Accountable mail for Village Post Office (VPO) post office boxes will be recorded in this column.
- Restricted delivery items; the clerk prepares PS Form 3849, the carrier receives full credit for the piece(s)
Ref: Step 4 H1R-2B-C 16713
Kennett Square, PA
- Adult Signature Services
 - **Adult Signature Required:**
Requires the signature of someone 21 years of age or older at the recipient address. Requires verification of age by delivery employee
 - **Adult Signature Restricted Delivery:**
requires delivery of mail piece to addressee (or authorized agent) who is over 21 years of age. Requires verification of age and identity by delivery employee.
- Management shall not alter a route's mail count by withholding Express Mail from the route during the mail count.

In accordance with the PO-603 Section 342.21, a rural carrier "...must deliver Express Mail to a customer whose residence or place of business is on the carrier's line of travel. Man-

agement, however, shall not circumvent paying the additional compensation by not allowing the carrier to deliver Express Mail during the mail count period, if during the rest of the year, the carrier has been delivering Express Mail to the customer."

Ref: Step 4 H1R-5D-C24517

Moses Lake, WA

Pre-Arb H95R-4H-C 01032651

Calhoun, GA

Step 4 G06R-4G-C 09229735

Tomball, TX

Column 9 - CODs and Customs Due Received for Delivery

Enter daily the number of articles received for delivery.

For each accountable mail piece in Column 9, an additional time allowance of twenty-eight (28) seconds is incorporated in column 9 for scanning the mail piece.

Ref: MDCD MOU 1-15-2003

- CODs and Customs Due mail for Village Post Office (VPO) post office boxes will be recorded in this column.

Column 10 - Postage Due

Enter the number of postage due articles taken out for delivery. Do not include postage due items in Columns 1, 2, 3, or 4.

- Postage Due mail for Village Post Office (VPO) post office boxes will be recorded in this column.

A carrier can receive a double credit for a postage due parcel.

Example: An ordinary parcel with postage due would be credited as a parcel in Column 6, Parcels, and in Column 10, Postage Due.

Include in Column 10:

- Number of bundles of postage due (with a single due amount).
- If postage due mail was not bundled prior to the mail count and a change in the procedure to bundle postage dues for the same

delivery address was not discussed during the pre-count conference, postage due items bundled during the count will be counted as individual postage dues.

Ref: Step 4 H7R-2J-C 389

Bowling Green, KY

"Review of this case revealed before the count, the postage due mail was not being bundled, and this procedure was not discussed during the pre-count conference. It was not until September 10, 1987, that the procedure was changed. Therefore, the carrier shall be credited with 58 pieces of postage due mail on his evaluation and shall receive compensation if it is warranted."

Other than for ordinary parcels that do not fit in mail receptacles, carriers are NOT required to take postage due mail to the door.

Ref: Step 4 H8R-2W-C 11821

Hilton NY

Column 11 - Change of Address

Enter the number of forms listed below that the carrier is required to process in accordance with PO-603 Section 241 during the mail count period.

- PS Form 3575, Change of Address
- PS Form 3575-Z, Employee-generated Change of Address
- PS Form 3546, Official Change/Correction to Mail Forwarding Change of Address Order received and entered during the count period. PS Form 3546, initiated by the carrier, is creditable as a forwarding order, provided that it is not a duplication of a previous action.

There must be no accumulation of change of address orders at the start of the count period.

Credit is received in Column 11 for PS Form 8076, Authorization to Hold Mail, that is received from the patron (substitute forms may also be included). In order to receive credit for special orders and hold orders, the carrier must be required to transfer the information to PS Form 1564-B, Form 3982 or any other type form used for this purpose.

Do record PS Form 3575-Z, Employee Generated Change of Address, in this column.

Do not record the entry of a new or additional customer's name of PS Form 1564, Address Change Sheet.

COA credit is 15 seconds for PS Form 3982 label in Column 12. Credit of 2 minutes (by giving credit in Column 11) if carrier is required to write on PS Form 3982 or completion of the listed forms.

Column 12 - PS Form 3982 PARS Label

Credit is given on the day the 3982 Label is received by the carrier.

Management should distribute/print the labels as they are received in the delivery unit. Credit is only given for either the 3982 Label or the 3575/3546 COA card, not both.

Column 13 - Marked Up Mail Pieces

(A) In this column, record the number of pieces of all classes of mail marked up. Markups are mailpieces undeliverable as addressed that require the carrier to endorse the mail with the reason for nondelivery specified in DMM Section 507, Exhibit 1.4.1. Do not record mail missorted to a route as a markup. Do include missorted and missent mail in the original count of mail. This applies where routes have been adjusted, territory has changed, or the mail is routed to the wrong carrier.

(B) In instances where mailing addresses have been changed from rural routes and box numbers to street names and numbers, mail is not credited as a markup on the route where the territory transferred to or from. This is considered a hand-off and credit is given in the original count of mail.

(C) A markup credit is provided for the following categories of undeliverable mail:

(1) **Mail Individually Endorsed by the Carrier. Credit a markup for each piece of mail in the following categories:**

(a) Deceased (DEC) -This endorsement is used only when it is known

that the addressee is deceased and the mail is not properly deliverable to another person. This endorsement must be made personally by the delivering employee and, under no circumstances, may it be rubber stamped. Mail addressed In Care Of another must be marked to indicate which person is deceased.

(b) No Record Mail. Credit as a markup each piece of mail given to the carrier under the provisions of PO-603 Section 242.4

(c) Other categories as defined in Domestic Mail Manual (DMM) 507.1.4.1 unless listed in PO-603 Section 535.12.j.3.b (bundled markups).

Credit a markup for any mail piece where the manager requires the carrier to correct errors (spelling, numbers) prior to its being sent to CMU/CFS or returned from CMU/CFS.

Credit one markup for transcribing the non-delivery request information on the PS Form 3982-R or annotating or discarding the form when receiving a reinstatement of delivery.

Ref: PO-603 322.23

Credit one markup for all additional bundles or mail pieces that management requires the carrier to endorse, to include "MMM" mail.

Ref: Step 4 B95R-4B-C 02237945

North Reading, MA

Credit a markup for each piece of mail when management requires barcodes to be blotted or marked out.

(2) **Each of the following Carrier Endorsed Bundles is credited as one markup:**

a) Insufficient (IA). Mail without number, street, box number, route number, or geographical section of city or city and state omitted and correct address not known.

b) Attempted Not Known (ANK). Addressee is not known at place of address.

- c) In Dispute (DIS). Mail is returned to sender by order of the chief field counsel when it cannot be determined which of the disputing parties has the greater right to the mail.
- d) No Such Number (NSN). Nonexistent number and the correct number is not known.
- e) No Such Street (NSS). Addressed to nonexistent street and correct street not known.
- f) Unable to Forward (UTF). Mail undeliverable at address given; forwarding order expired.
- g) No Mail Receptacle (NMR). Addressee has failed to provide a receptacle for the receipt of mail. May be a PO Box or Caller Service.
*Ref: H95R-4H-C 01032651
Calhoun, GA*
- h) Refused (REF). Addressee has refused to accept mail or pay postage charges.
- i) Temporarily Away (TA). Addressee temporarily away and period for holding mail expired.
- j) Unclaimed (UNC). Addressee abandons or fails to call for mail.
- k) When carrier is required to return mail from a full mail box a second time.
*Ref: Step 4 F95R-4F-C98086042
West Sacramento, CA*
- l) Vacant (VAC). House, apartment, office, or building is not occupied. Used only on First, second, fourth and endorsed third-class mail addressed to Occupant, Resident, etc.
- m) Illegible (ILL). Address not readable.
- n) Undeliverable Bulk Business Mail (UBBM). UBBM with a specific customer name and address. When a

piece of UBBM with a specific name is undeliverable-as addressed, place the mail to one side of the case ledge or in another designated location at the case. After completing casing of all mail designated for delivery that day, bundle this mail and mark the top piece UBBM, put your initials and route number on it, and leave it on the case ledge.

- o) Other Undeliverable Bulk Business Mail. UBBM addressed to Occupant, Resident, or using the exceptional address format (John Doe or Current Address). Normally, this type of mail is undeliverable only because the delivery point is vacant or the address is incorrect. Place undeliverable UBBM marked occupant, resident or current resident to one side of the case ledge, or in another designated location. After completing casing of all mail designated for delivery that day, bundle this mail and mark the top piece Other UBBM, put your initials and route number on it, and leave it on the case ledge.
- p) Excess Boxholder Mail. Place all excess box holder mail into the appropriate container (sack, hamper, tray, etc.); endorse a facing slip In Excess of Requirements; initial the slip; and attach it to the container with the excess boxholder mail.

Do not credit as a markup parcel post endorsed only to indicate that an attempted delivery notice was left.

Column 14 - PS Form 3821 Completed

Enter only the number of completed PS Forms 3821, Clearance Receipt.

Section 431.4 of the PO-603 states, "Complete Form 3821, Clearance Receipt, showing the number of receipts and undeliverable articles returned for clearance."

Complete a separate Form 3821 for each COD article delivered.

Ref: PO-603, Section 432.3

Complete one Form 3821 for all COD's not delivered.

Ref: PO-603, Section 432.4

Form 3821, Clearance Receipt, is to be completed by the carrier all year long, not just during mail count.

If a route serves one or more intermediate offices, it is possible to receive credit for PS Forms 3821 at each intermediate office in a single day.

Column 15 – Non Signature “Scan” Items

1. Eighteen (18) seconds per scan for all delivery confirmation barcodes (may also be identified as “USPS Tracking #” barcode)
2. Eighteen (18) seconds per scan for all Shipment Confirmation Acceptance Notices (SCAN) PS Form 5630
3. Carrier pickup manifest
4. Eighteen (18) seconds per scan for all bar codes associated with Delivery Unit Saturation and Bundle Scanning.
5. Eighteen (18) seconds per scan for all Prepaid Acceptance barcodes
6. USPS Tracking Number Bar Codes (PVI label)
7. Non-signature scan items for Village Post Office (VPO) post office boxes will be recorded in this column.

Column 16 - Loading Time

Enter the time spent transferring mail from the carrier's work area to the vehicle. This time should include taking mail from the work area to the vehicle, placing mail in the vehicle, and returning the equipment to a designated location. Postmasters or supervisors must observe

the loading operation daily to ensure that carriers operate efficiently. Include only the time required to place mail in gurneys or hampers in loading time if mail cannot be placed in the conveyance during strap out. In offices where the carrier does not normally withdraw all mail for the route, the required final withdrawal from the designated distribution case, or other equipment, will be accomplished in conjunction with the loading operation, and the actual time required included in the loading allowance. Do not include the time used for this function if the carrier receives the withdrawal allowance. Loading time in excess of 15 minutes must be fully explained in the Comments section of PS Form 4239. However, do not interpret the loading allowance to be a minimum 15 minutes daily. The actual time shown for loading the vehicle must not include time for arranging parcels in delivery sequence; this is included in the time allowance for those items in Column 6.

Ref: Step 4 J95R-4J-C 02108477

Gaylord, MI

Mail, pulled down and strapped or trayed, should be placed directly into equipment used to take mail to the vehicle. In this case, loading time begins when the carrier begins to move the mail to the vehicle.

If it is not possible to place mail directly into equipment used to take mail to the vehicle, loading time begins when the carrier begins to load the mail into the transport equipment.

The time required to place the mail in gurneys or hampers will be included in loading time only when the mail cannot be placed in the conveyance in delivery order, during strapping out or traying. It would also be applicable if because of space restrictions, the carrier is required to strap-out mail, place it on the floor or case ledge, and then transport it to a gurney or hamper at the end of the carrier-case aisle. This was not intended to be applied to situations where the carrier straps out mail and places it directly into a gurney or hamper in lieu of placing it on the floor.

Ref: Henry Letter

The placing of boxholder bundles into a hamper or gurney by the carrier will be included in loading time.

Ref: Henry Letter

Obtaining the parcel hamper is not considered part of the withdrawal of mail. M-38 Section 344.23 states that gurneys and hampers shall be located convenient to the carriers.

During the mail count if the parcel hamper is not within 50 feet (round trip), the route will be provided additional credit under Column 17 for only the distance beyond the 50 feet. The distance beyond 50 feet will be credited at .00429 minutes per foot. The credit will not exceed more than one round trip per day.

*Ref: Pre-Arb E95R-4G-C 99088097
Humble, TX*

Carrier has the right to use a stopwatch for verifying the time used to load the route vehicle and other suitable allowance entries.

*Ref: Step 4 J95R-4J-C 02114117
Adrian, MI*

Column 17 - Other Suitable Allowance

Other Suitable allowance is defined as a reasonable time allowance which may be claimed for unusual conditions, or for other services rendered on a daily or weekly basis that are not accounted for under the normal work functions. This does not include time for vehicle breakdowns. Management must authorize items for which time is claimed under this heading. These items must recur on a daily or weekly recurring basis.

Some examples of actual time as listed in the PO-603 that would be credited in Column 17 are as follows:

(A) The actual time required to place Central Markup system /Computerized Forwarding System (CMU/CFS) mail in the designated location.

(B) Where no office personnel are on duty when the carrier returns from serving the route on Saturday, the carrier receives actual time allowance only for those duties performed over and above the normal functions of this day and the following workday. (This does not include time spent counting mail or completing count forms.)

Ref: PO-603 Section 481

(C) Those carriers who serve a non-personnel rural unit receive a minimum allowance of 15 minutes daily for each unit served. Boxes located in these units are not included in the route totals on PS Form 4241. Additional time above 15 minutes claimed for servicing a non-personnel unit must be explained in the Comments section.

Ref: PO-603 Section 372

(D) Personal time, or time used for purchasing and checking stamp stock, should not be entered. These times are credited when the evaluation is processed by Eagan Information Service Center (ISC).

(E) No entries are made in this column for those routes using USPS-owned or leased vehicles. The ISC will automatically credit appropriate time allowances as indicated in the PO-603 Section 535.23. Time spent waiting for vehicle repair or tow while on the route is not a recurring function, and is not credited in Column 17. The carrier accumulates O time.

(F) (Scanner/Setup/Return) is an automatic credit (6 minutes). It is not credited in Column 17. However, additional time to pick up and return scanner may be warranted if not in conjunction with other activities and/or not within a reasonable distance.

*Ref: Step 4 E00R-4E-C08212472
Mesa, AZ*

(G) All entries in Column 17 require explanation in the Comments section. No entries are made in this column for those routes with collection compartments or parcel post lockers located in centralized delivery equipment.

Some other typical Column 17 entries are the following:

(1) Actual riffling time to assess the quality of DPS mail, if separator cards are not used.

(2) Time for returning Business Reply mail to designated location.

(3) Time for changes to edit sheets (red books) beyond the time that would have been required on the back of the PS Form 4240

Trip Sheets.

Ref: Phillip Knoll Letter w/ Q & A

- (4) Actual time to obtain and return arrow keys, if the carrier had no accountables.

Ref: Step 4 F91R-4F-C 96024591
Salinas, CA

"The issue in this grievance is whether the grievant is entitled to credit for time obtaining and returning an arrow key during mail count when she has no other accountables. Management should have given the grievant credit for time used during mail count to obtain and return an arrow key when she had no accountables."

- (5) Time, if required by management, to answer customer questions across the counter or over the phone, if such duties occur daily or weekly.

"If local management requires a rural carrier to answer official communications or telephone calls throughout the year, an appropriate credit will be allowed if this function is performed during the mail count period."

Ref: Step 4 H4R-5R-C 47608
Sequim, WA

- (6) If the scanner is not located within a reasonable distance of the carrier's casing area, actual time for required extra trips to secure or return the scanner.

Ref: MDCD MOU 1-15-2003
Step 4 E00R-4E-C 04086896
Bemidji, MN

- (7) Weekly safety talks must be conducted. The actual time required (usually five minutes per week) must be recorded in column 17.

Ref: PO-603 Section 535.12.r.1
Step 4 Q00R-4Q-C 04101548
Washington, DC

- (8) Actual time for daily or weekly stand-up service talks in addition to safety talks.

Ref: Step 4 J00R-4J-C 03140433
O'Fallon, MO

- (9) An additional time credit (normally 5 minutes) must be given to the route if management elects to repeat a weekly safety talk for the relief employees or a carrier who was not present.

Ref: Step 4 H4R-5G-C 38788
Vancouver, WA

- (10) Actual time to take mail to vacation hold and return to the case, if hold location is not at the carrier's case.

The parties agree that when there is a centralized location for hold mail other than at the carriers' case, the carrier may receive credit for one trip to that designated location, including the placing/depositing of mail or bundles of mail on or into the provided equipment, and the actual time should be recorded in Column 17, Other Suitable Allowances. However, no time will be recorded for the separating/casing of individual mail pieces on or into the provided equipment at the designated location. This function should be performed at the carrier's case.

Ref: Step 4 E00R-4E-C 02161832
Pequot, MN

- (11) Actual time to travel to and from throw-back case.

Ref: Step 4 E00R-4E-C 02250463
Gig Harbor, WA

- (12) Actual time to travel to and from the CFS/CMU case and place the mail in its designated location.

- (13) Actual time if an additional trip is required to travel to and from a designated location and place or deposit "MMM" mail.

Ref: Step 4 B95R-4B-C 02237945
North Reading, MA

- (14) Actual time to unlock, sweep, verify collection with magnet, wand or scanner, close and lock blue collection boxes (including those located at Village Post Offices (VPO))

- (15) Time for accessing key, unlocking gate, locking gate, and returning key when entering gated communities.

- (16) Actual time required for **unusual** dismount situations such as using elevators, traversing an inordinate amount of stairs, unlocking or going through difficult doors, etc.

Ref: Henry Letter

- (17) Actual time for re-loading a satchel.

Ref: Step 4 E95R-4E-C 01259718
Ellington, MO

- (18) When a non-L route carrier purchases stamp stock at an intermediate office, show the actual time required to perform this function, not to exceed 5 minutes daily, in the Other Suitable Allowance, Column 17 and explain in the Comments section. During the mail count period, maintain the normal frequency of stamp purchases at the intermediate office.
- (19) When an L route carrier purchases stamp stock at an intermediate office, their purchases must meet the minimum requirements of 150 times the First-Class Mail postage rate in order to receive the additional allowance described above.
- (20) Actual time to deposit collected mail in more than two separations.
*Ref: Step 4 H7R-4B-C 29248
 Rochester, MI*
- (21) Time to put "notice left" parcels on the proper shelf, if required.
- (22) Time to locate and retrieve errors associated with the Mail History Tracking System (MHTS) process. This is normally done during the riffling process.
- (23) The actual time spent separating and casing the mail into Village Post Office (VPO) post office boxes will be recorded on a daily basis in Column 17. This time begins when the rural carrier unlocks the centralized boxes and ends upon locking the centralized boxes.

Step 4 Settlements that would include unusual conditions for Column 17 credit:

Removing floor mats
*Ref: Step 4 E95R-4E-C 00056816
 Yakima, WA*

Train crossings
*Ref: Step 4 J00R-4J-C 04149356
 DeKalb, IL*

Required use or relocation of hamper when returning to office
*Ref: Step 4 E00R-4E-C 02168812
 Yakima, WA*

Time to pick up and return scanner if not in conjunction with other activities and not within a reasonable distance.
*Ref: Step 4 E00R-4E-C08212472
 Mesa, AZ*

NOTE: The change to the dismount distance standard in the July 3, 2012 Interest Arbitration Award also applies to the following Pre-arbitration decisions (Pre-Arb E95R-4G-C 99088097, Humble TX; Pre-Arb D95R-4D-C 01037982, Louisville KY) as it relates to the "50 foot rule" for DPS Letter Retrieval; Parcel Hampers; and Return of Accountables in the afternoon.

If the (parcel) hamper is not located within 50 feet (round trip) the route will be provided additional credit under Column 17 for only the distance beyond the 50 feet. The distance beyond 50 feet will be credited at .00429 minutes per foot.
*Ref: Pre-Arb E95R-4G-C 99088097
 Humble, TX*

During the mail count, if the accountable cage (or location where accountables are cleared) is not within 50 feet (round trip) the route will be provided additional credit under Column 17 for only the distance beyond the 50 feet. The distance beyond 50 feet will be credited at .00429 minutes per foot. This credit will not exceed more than one round trip per day to return accountable mail/receipts in the afternoon.
*Ref: Pre-Arb D95R-4D-C 01037982
 Louisville, KY*

During the mail count, if the DPS mail is not within 50 feet (round trip), the route will be provided additional credit under Column 17 for only the distance beyond the 50 feet. The distance beyond 50 feet will be credited at .00429 minutes per foot.
*Ref: Pre-Arb D95R-4D-C 01037982
 Louisville, KY*

Column 18 - Authorized Dismounts

The number of authorized dismounts is shown daily. (See PO-603 Section 313 for those instances where dismount deliveries may be authorized.) Including those located at Village Post Offices (VPO))

Example: A carrier is authorized to dismount at a school. The school office is closed on Saturdays. The route would be credited with a dismount Monday through Friday, but would not receive dismount credit on Saturday. Authorized dismounts must be explained in the Comments section. When a carrier dismounts primarily to provide other services, such as delivery or pickup of accountable mail, COD, Express Mail, etc., do not authorize dismount credit; existing time allowances include time for dismounting.

Ref: Step 4 H1R-AJ-C-443
Madison, WI
Step 4 H1R-4T-C 7060
Lexington, KY

Column 19 - Authorized Dismount Distance

- (1) Enter the authorized dismount distance (in feet) traveled daily by the carrier, (*including those located at Village Post Offices (VPO)*)

The distance entered could vary daily depending upon the number of dismounts authorized each day (see Column 18). Before determining the authorized dismount distance, the postmaster or supervisor must:

- (a) For single delivery point dismounts such as CBUs, a school, mailroom, etc., establish the authorized parking location at the closest practicable point.
- (b) For multiple deliveries requiring a dismount (such as multiple apartment buildings served from one park point, shopping centers, etc.), a parking location is established at the most advantageous point or points, and the authorized dismount line of travel between delivery points is laid out in the most efficient travel pattern. To avoid unnecessary trips to the vehicle and to ensure employee safety, the postmaster or supervisor may authorize the use of a carrier satchel or satchel cart.

- (2) When determining the authorized dismount distance, the postmaster or supervisor must measure the most direct and/or efficient distance from the point of dismount from the vehicle to the delivery point, or points, and return to the vehicle. Record measurements to the closest foot. Make all

entries on the basis of the number of trips required by the carrier each day.

Example:

A school is authorized as a dismount delivery point. The total dismount distance from the vehicle to the delivery point and return is 140 feet. If, on the first day of the mail count, the volume for this delivery requires only one trip by the carrier, the carrier would receive credit for one dismount in Column 18 and 140 feet dismount distance in Column 19. If, however, on the second day, the volume for this delivery required two trips, the carrier would receive credit for one dismount in Column 18 and 280 feet in dismount distance in Column 19.

- (3) There must be a reasonable expectation that the line of travel established for the dismount is available to the carrier at least 90 percent of the time. This consideration is especially important in areas that experience consistently heavy snowfalls where direct dismount routes (not coinciding with existing sidewalks) will be blocked most of the winter.

Column 20 - Letters and Flats Collected

Enter in this column the number of letters and flats collected on the route. If mail is received in bundles, count each bundle as one piece. Do not count each piece in the bundle. Do not include mail picked up from a collection box or cluster box unit (CBU) collection compartment. Centralized delivery collection compartments receive a standard allowance.

Ref: Step 4 HOR-2J-C 4997
Bardstown, KY
Step 4 I95R-4I-C 99031041
Saint Peters, MO

When a carrier collects UPS Parcel Return Service (PRS) whether or not in conjunction with a carrier pickup request, credit will no longer be provided in Column 23 (Ordinary and Insured Parcels Accepted). The proper credit will be provided in Column 20 or Column 21 and Column 22, as appropriate.

Enter in Column 17 the actual time required to open the collection boxes, remove the mail, and close the boxes.

One (1) piece is credited in Column 20 for bringing the PS Form 3982-R back from the route.

Ref: PO-603 322.23

Carriers may be required to face and deposit mail in a designated location upon returning to the office. Management shall not require rural carriers to deposit mail into more than two designated locations. If more than two locations are required, additional Column 17 time is appropriate.

*Ref: Step 4 H7R-4B-C 29248
Rochester, MI*

Section 421.2 of the Handbook PO-603 Rural Carrier Duties and Responsibilities, requires that rural carriers should face and deposit mail in the location designated by the postmaster or supervisor. Compensation is provided for facing and depositing mail. Management shall not require rural carriers to deposit mail into more than two designated locations.

Column 21 – Carrier Pickup “Requests” & Prepaid Parcel Event

- Carrier pickup requests will be credited 90 seconds for each request received through “My Post Office” web application.
- Prepaid Parcel Event
- Carriers are not required to go to the customer’s door to collect mail for any reason other than a carrier pick up request, which should include at least one qualifying piece (Priority, Express, International, Merchandise Return Service, Parcel Return Service). One event credit will be provided in Column 21 even if the official pickup request results in no qualifying pieces being collected.
- There will only be one credit in Column 21 per address.
- There are two events that qualify for the 90 second credit provided in Column 21; (1)

Carrier Pickup notification and (2) acceptance of pre-paid parcel(s) not associated with carrier pickup. If both events are performed at the same address, only one credit is given in Column 21.

Column 22 – Carrier Pickup “Items” & Prepaid Parcels

- Record nine (9) seconds for each pickup item received (Express mail, Priority mail, Prepaid Parcels, or International Mail). Note: Obvious letters and flats collected in conjunction with the carrier pickup are not included in this standard.
*Ref: National Grievance Settlement
Q00R-4Q-C08030088*
- Prepaid Parcels collected without a carrier pickup request.

Column 23 - Ordinary and Insured Parcels Accepted

- (A) Enter in this column the number of ordinary and insured parcels accepted on the route that require the carrier to weigh, rate, and affix postage to the article.
- (B) Do not enter obvious letter and flat-size mail, including film packs, etc., whether the carrier affixes postage or not. Count pre-sacked parcels for which postage has been computed as on parcel for each sack. Do not credit parcels that a customer refuses or are not deliverable as a parcel accepted.

Carriers must weigh, rate, and affix postage if management provides the necessary scales and rate charts. However, if the necessary equipment is not made available, credit for a parcel collected is still given.

The carrier cannot be required to stand in the lobby to purchase stamps or weigh parcels.

*Ref: Step 4 H4R-4K-C 33298
Oskaloosa, IA 52577*

NOTE: Parcels for which postage has been prepaid are now entered in column 22 for the number of parcels and column 21 for each pickup event.

Column 24 - Registered and Certified Accepted

Record in this column the number of registered and certified articles accepted on the route. Do not include in the count those articles returned when PS Form 3849 has been left for the customer. Time credit for No Response-Left Notice items is included in the time factor for delivery.

Credit is given for certified and registered letters that are received from rural mailboxes and business customers when the carrier completes any of the following items:

1. The rural carrier weighs, rates and affixes postage to the article, which may involve assistance from a clerk. If the carrier accepts payment for the service from the customer and presents the article to a clerk, who weighs, rates and affixes postage, the carrier is still entitled to credit under Column 24
2. The rural carrier postmarks the receipt, which may involve assistance from a clerk.
3. The rural carrier endorses and issues a receipt via Form 3800 or 3896, which may involve assistance from a clerk.

If the rural carrier does NOT complete item 1, 2 or 3 above, the route will be provided credit under Column 20 or 23 for registered or certified articles collected, whichever would be appropriate.

*Ref: PO-603 Section 535.12.p.
Pre-Arb Q00R-4Q C 03056531
Washington, DC*

Also enter in this column the number of Certificate of Mailing accepted by the carrier during the mail count. A customer may use PS Form 3877 (Firm Mailing Book for Accountable Mail) or a facsimile, when three or more certificates of mailings are presented at one time. In that case, only one credit is provided for processing PS Form 3877.

*Ref: Step 4 C06R-4C-092806648
Wellsboro, PA 16901*

Column 25- Money Order Applications

Record in this column the number of money order applications received on the route. If rural carriers reside on the route they serve and regularly purchase money orders throughout the year, they will receive credit. Postmasters or supervisors review each money order application daily.

Column 26- Return Receipts

On high-density (L) routes, an additional credit is received only for those return receipts for accountable items handled via PS Form 3883 (see Column 8).

Enter in this column the number of return receipts attached to those accountable items entered on PS Form 3883. Do not credit return receipts on accountable items other than those listed on PS Form 3883.

Example: If a route received 10 accountable items and each had a return receipt attached, but only four of the items were listed in a firm delivery book, the route receives credit for four return receipts in Column 26.

Column 27 - Weight of Locked Pouches Carried Daily

Enter the weight carried in pounds (rounded to the nearest whole pound) of all mail, including outside pieces, to or from designated offices. Carriers serving non-personnel rural units do not receive credit for a locked pouch. To determine the daily weight, total the pouch weight of all days and divide by 24. Then divide the daily weight by the number of locked pouch stops from line C, *Additional Information section*, to determine the average daily weight. Enter this number in Column 27 on PS Form 4241.

*Ref: Step 4 I95R-41-C 99113048
Sioux Falls, SD*

Column 28 - Reserved

This column reserved for future use.

Column 29 - Waiting Time

Enter the number of minutes the carrier spent waiting for mail after the official starting time. **The amount of waiting time recorded does not affect the route evaluation.**

Column 30 - Counting Time

Enter the number of minutes actually used to count the mail. Only the carrier's time is recorded and not the postmaster's or supervisor's counting time.

If the rural carrier spends time counting mail, that time does not affect the route evaluation.

SECTION IV: PARCEL DELIVERY AND OTHER MAIL COUNT PROCEDURES

33 Ordinary Parcels

331 Delivery

331.1 General

Ordinary parcels must be taken out for delivery on the first trip after they arrive at the office.



331.2 Oversized Parcels

331.21 Attract Customer to Box

If a parcel is too large for the box, make a reasonable effort to attract the customer to the box to receive the parcel. Do this by sounding the horn or by hailing the customer. If unsuccessful, you must deliver parcels to any residence or business that is on the line of travel, or within one-half mile of the route and has a passable road leading to it. You are required to dismount to effect delivery if there is no response to your efforts to have the customer come to the vehicle, or if the customer requests that you do so. In multi-tenant buildings, make every effort to deliver parcels to customers using existing building notification procedures.

331.22 Leave Outside the Box

Uninsured parcels or parcels that do not require a signature may be left outside the box or in an unprotected location such as a stairway or uncovered porch when the addressee has given written directions for an alternate delivery location or the mailer participates in the Carrier Release Program by endorsing the package "Carrier — Leave If No Response."

a. *Customer Authorization to Leave.* If a customer has filed a written order stating that parcels too large for the box may be left outside the box or in another designated location, you may do so.

b. *Mailer Authorization to Leave.* When a parcel is endorsed, "Carrier — Leave If No Response," and no one is available to receive it, you may leave it in an unprotected location, e.g., stairway or uncovered porch. A PS Form 3849, *Delivery/Notice/Reminder/*

Receipt, with the "It Is Located: _____" block completed must be left in the mail receptacle notifying the addressee of the mail if left in an alternate location.

Mailers who participate in the Carrier Release Program understand that there are unsecured areas where the Postal Service will leave parcels and also understand that carriers will leave parcels without protection from inclement weather.

c. *Liability.* By following the mailer's or addressee's instructions, the Postal Service provides customers with a more convenient way to receive parcels. Carriers are not liable for loss or theft when the customer's instructions and postal regulations are followed.

332 Incomplete Delivery

332.1 When the Carrier is Not Authorized to Leave Ordinary Parcels

332.11 When Someone is Usually Available to Receive Parcels

When an ordinary or unnumbered insured parcel is not delivered on the first attempt and you know that someone at the address is usually available to receive parcels, do not leave Form 3849, *Delivery Notice/Reminder/Receipt*. Write the date and your initials near the address and return the parcel to the office. Place the parcel in the gurney at your case. Attempt a second delivery on the next delivery day. If the parcel is not delivered after the second attempt, complete and leave Form 3849.

332.12 When Someone is Not Usually Available to Receive Parcels

If no one is available to receive the parcel and you know that someone at the address is *not* usually available to receive parcels, complete

and leave Form 3849 after the first attempt. When you do not know if someone is usually available to receive parcels, Form 3849 should be left after your first attempt. Endorse the parcel with your initials and the date. Upon returning to the office, deposit the parcel in the designated place for undelivered parcels.

332.2 Redelivery of Parcels

Except as provided in 332.11, make a second attempt only if requested by the addressee. If the redelivery request is made using Form 3849, take the form back to the office and give it to the accountable mails clerk. You will receive the parcel from the accountable mails clerk on the day the addressee requested redelivery. If delivery is not made on the second attempt and the addressee did not authorize the parcel to be left, leave Form 3849, with the *Final Notice* block checked. Endorse the parcel to show a final notice was left and return the parcel to the designated place for holding.

Form 3982-R Rural Box holder Non-Delivery Request (RBNR)

Section 322 of the PO-603, *Rural Carrier Duties and Responsibilities* has been changed to reflect Rural Box holder Non-Delivery Request (RBNR).

Time will be credited during a mail count in the following manner:

- One (1) markup for transcribing the non-delivery request information on the PS Form 3982-R or annotating or discarding the form when receiving a reinstatement of delivery.
- One (1) piece in Column 1 Letters for casing the PS Form 3982-R.
- One (1) piece credited in Column 20 Letters and Flats Collected for bringing the PS Form 3982-R back from the route.

DPS Riffing Process and Error Retrieval for Mail History Tracking System (MHTS):

With the introduction of the Mail History Tracking System, the DPS riffing process includes MHTS error retrieval, as detailed below:

ROUTES THAT DO NOT USE BREAKER CARDS - Carrier chooses a few intervals in each DPS tray, then checks one or two mail pieces before moving further along in the tray to provide assurance that DPS mail is in the proper se-

quence. During the riffing process, carriers will also retrieve any errors as identified by MHTS. Credit for this work is measured by actual time recorded in seconds in Column 17, Other Suitable Allowances.

Edit Book- Column 17 Credit

Section 530 of the PO-603 states, "Postmasters, supervisors, and rural carriers must ensure that mail counts are properly conducted and that the data is properly reported". For mail counts to be properly conducted and for the data to be accurately recorded, care must be taken to ensure that the data is not overstated or understated. In addition, credit for approved duties or work functions must not be omitted. Rural carriers have every right to expect that proper credit be allowed for all items to which they are entitled.

Quite often during mail count, a rural carrier will enter into a heated debate with the Postmaster or Supervisor concerning an item, even though the credit for that item is only a fraction of a minute. On the other hand, the same carrier may fail to raise an objection when credit is not given for items or functions that have a credit of several minutes each. Credit for the required work in the Edit Book is an example of one such case. It appears that a substantial number of rural carriers (and managers) do not have a good understanding of the Edit Book process. Rural carriers must understand the proper procedure that is required in completing the Edit Book. They must also be aware of the credit to which they are entitled and verify that it is included in the route evaluation.

In a directive dated January 10, 1997 and published in the January 17, 1997 issue of the *Postal Bulletin* the Postal Service implemented the Edit Book process for rural delivery by introducing a revision to Sections 541.41 of the PO-603.

Prior to January 1997, rural carriers were required to enter all additions and/or deletions of deliveries for their route on the back of PS Form 4240. When such changes occurred on the route, the carrier was required to enter the address (box#, street address, apartment/suite #), customer's name, type of delivery, and the date. With the introduction of the Edit Book process, rural carriers are no longer required to list any changes on the back of the PS Form 4240. They are now required to make such entries in the Edit Book for the route. Along with the information concerning the additions and deletions that previously had been required, additional information must now be entered into the Edit Book. The additional information required includes, but is not

limited to:

Line #6, 1621 code

Line #7, seasonal delivery indicator

Line #8, letter cell size

Line #9, flat cell size

Line #10, the congressional district

Line #13, additional delivery information for the address

Carriers are to be compensated for the time required to perform the additional work due to the implementation of the Edit Book process. Actual time required for the full completion of the additional data required on the edit sheet and maintenance worksheet, will be recorded under column 17 (*Other Suitable Allowance*) during all mail counts. Also, include the time required to locate the appropriate edit sheet, and the location of where the change is actually to be entered on each sheet. The maintenance worksheet is used by the carrier to record changes in deliveries that occur on the route while the Edit Book has been submitted to AMS for maintenance. When AMS returns the Edit Book, the carrier will copy all changes from the Maintenance Worksheet onto the new edit sheets. The time required to complete the Maintenance worksheet is also included and entered in Column 17 on the mail count form. In addition, the time performing all required reviews of the Edit Book will be included in column 17.

Regular Carriers Working Relief Day

Many regular carriers have asked if they could require management to allow them to work their relief days during the mail count. Article 9.2.C.5.h states, **“The Employer will not allow a regular carrier to work a relief day in accordance with their personal wishes when a qualified leave replacement is available in the delivery unit”**. Whenever the leave replacement assigned to serve a route is temporarily unavailable or no leave replacement is assigned to the route, the Employer may require a part-time flexible rural carrier to serve the route. If a PTF is not available, the

Employer must fill the position in the order outlined below. Management must exhaust all options in each step before proceeding to the next step.

- RCR or RCA employees who are the second or third leave replacements designated for that route,
- Any other qualified leave replacements in the delivery unit,
- Any other available leave replacements office-wide,
- A regular rural carrier on the relief day work list in accordance with Article 8.5
- Regular carriers not on the relief day work list, volunteering
- Regular carriers not on the relief day work list, by juniority.

A regular carrier may volunteer to work their relief day only when steps 1 through 4 above have been exhausted. Management is not required to seek volunteers nor are they required to select volunteers in order of seniority. A leave replacement may not be “borrowed” from another office until all available regular rural carriers (on and off the relief day work list) have been assigned to work the relief day.

The only exception to the above is when the regular carrier’s assigned leave replacement desires a day off and the regular carrier agrees to work for their leave replacement. In this case, the regular carrier would only receive a future “X” day, regardless of their status on the Relief Day Work List. Management would not be required to utilize the Relief Day Work List in this particular situation; however, they would be required to exhaust the matrix prior to allowing a regular carrier to “swap” with the leave replacement. In other words, Article 30.2.D takes precedence over Article 9.2.C.5.i

DPS Flat Issues For Mail Count

The NRLCA is not in agreement with the final USPS DPS Flat Implementation Procedures, and the issue is pending national arbitration; therefore, we request that a copy of all notifications of the results of a DPS formal review be sent to your NRLCA District Representative.

The complete DPS Flat Implementation and Formal Review Procedures document as issued by the USPS is included, in its entirety, starting on page 44.

The following is intended to provide guidance in the proper handling/processing of grievances that may arise as a result of the Feb-Mar 2013 National Mail Count once the mail count dispute process has been exhausted.

There are three separate categories:

- ✓ Issues that do not require a grievance because these issues are covered under the pending National Arbitration case on the USPS DPS flat Implementation Guidelines.
- ✓ Issues that require a grievance to be filed and processed through the grievance arbitration procedure.
- ✓ Issues that do not require a grievance; however, documentation must be retained in order to support a remedy pending the outcome of the National Arbitration case on the USPS DPS flat Implementation Guidelines.

In those instances where documentation is required, it is imperative that due diligence is given to building a grievance file with solid and convincing evidence to support a positive remedy.

If there are other issues that are separate and distinctly different from those listed on the attachment, please contact the appropriate state level steward for guidance.

NO Grievance Necessary, Keep Documentation

The following issues do not require a grievance; however, local documentation must be retained pending the outcome of the National Case # Q06R-4Q-C10111225.

1. Whether all mail pieces received in DPS flats trays should be recorded as DPS flats during the mail count when mail pieces are received in a DPS flat tray that meets the physical characteristics of a letter or parcel as defined in Section 535 of Handbook PO-603.

Carriers who tracked mail pieces that were improperly recorded should retain such information pending disposition of the National case.

2. The proper credit provided when two or more runs of DPS flats are received on the same day.

While this issue does not require a grievance be filed at the local level, documentation must be retained to support a remedy.

3. Whether additional time above the standard withdrawal allowance should be provided for in column 17.

It is our position that additional time should be credited in Column 17 for checking DPS flat manifest and locating the appropriate route trays and if required to locate and verify trays marked unknown tray, empty location, etc.

There is no dispute that the time to push the loading conveyance to the DPS flat location and from the DPS flat location to the vehicle should be included in loading time. Also, the time to remove the DPS flat trays from the castors and place the trays into the loading conveyance is included in the withdrawal allowance. If the office does not receive withdrawal allowance; all DPS flats must be brought to the carriers' case.

4. Routes that do not receive DPS flats on a consistent basis throughout the mail count.

While there is no requirement that routes receive DPS flats every day during the 30 days prior to a mail count and there may be a day on which a route does not receive DPS flats during the 12 day mail count; a grievance may be in order if a route does not receive DPS flats for several days during the mail count.

Carriers should keep PS Form 4241 as documentation.

File Grievance And Appeal Through The Grievance Process

The following issues require the grievant to dispute the mail count under the normal mail count dispute process and if not resolved to their satisfaction then a grievance should be filed locally and appealed up through the grievance process with documentation to support the dispute.

1. Proper credit for placing DPS flats trays in a designated location upon return to the office.

If the designated location for empty DPS flat trays is different from the designated location for all other empty equipment and/or carriers are required to place empty DPS flats

trays on castor carts; it is our position that additional credit should be provided in Column 17.

2. Additional credit for barcode labels that cover the delivery address.

It is our position that additional credit is warranted for the removal of labels that cover the delivery address. (Should be included in Column 17)

3. Proper credit for mail pieces in the DPS flat tray that are upside down or backwards. It is our position that additional credit is warranted for handling upside down or backwards mail pieces found in the DPS flat trays.

4. Proper credit for out of sequence mail pieces in the DPS flat tray.

There is no dispute between the parties that DPS flats that are out of sequence or otherwise undeliverable are entitled to double credit. The parties agree that these pieces should be re-credited based on the dimensions and characteristics of the piece in column 1 random letters, column 4 raw flats, or column 5 parcels.

No Grievance Or Documentation Required

The following issues are covered by the pending National Arbitration case on the implementation procedures for DPS flats (Case # Q06R-4Q-C 10111225).

1) Whether there should be a minimum number of DPS flats received during the mail count in order to apply the DPS flat standard on a route with a government provided vehicle. (Street standard)

2) Whether there should be a minimum number of DPS flats received during the mail count in order to apply the DPS flats standard on a route without a government provided vehicle. (Casing standard)

3) Whether there should be appropriate time to riffle DPS Flat trays to ensure the mail has been provided in DPS order as well as time to straighten DPS flats if in disarray.

SECTION V: EXHIBITS AND SUPPORTING DOCUMENTATION

DELIVERY POINT SEQUENCE (DPS) LETTER MAIL IMPLEMENTATION PROCEDURES FOR RURAL ROUTES

Prerequisites for New DPS Letter Mail Implementation

- As soon as practicable after determining a zone or route(s) will be provided DPS letter mail, district management will notify the National Rural Letter Carriers' Association's (NRLCA) District Representative, the affected postmaster, and the affected rural carriers of the planned implementation date. DPS letter mail processing will not necessarily be extended to all routes in a building or zone.
- The NRLCA District Representative or their designee will be given the opportunity to be involved in the implementation, monitoring, and training provided to carriers when DPS letter mail is introduced to rural routes.
- All affected rural carriers will be provided joint DPS training prior to the implementation of DPS letter mail. All time spent by individual carriers reviewing automated mail processing data, viewing training films or presentations will be compensated in accordance with Article 9.2.N.
- A rural route receiving DPS letter mail may be counted and evaluated under the DPS letter mail standard provided:
 - The route has been receiving DPS letter mail for at least 30 calendar days prior to the beginning of a mail count;
 - The DPS letter mail has met the 98% quality threshold for at least three (3) consecutive days prior to the mail count; and
 - The route receives an average of 2,400 DPS letter mail per week during the mail count period.
- In order to apply the DPS letter mail standard for a route with an assigned right-hand drive (RHD) Employer provided vehicle; the route must meet the criteria identified above and the vehicle must be assigned to the route via PS Form 4003, no later than the first day of the mail count.

Handling Procedures for DPS Letter Mail

- Rural carriers, at their option, may case and strap out DPS letter mail with other mail in accordance with section 150, *Schedules*, in Handbook PO-603, *Rural Carrier Duties and Responsibilities*. Casing of DPS letter mail at the carrier's option will not affect or modify mail count procedures or the applicable time standards.
- Additional compensation instructions for DPS letter mail are outlined in section 541.41 of Handbook PO-603.
- Formal review procedures for DPS letter mail are contained in Handbook PO-603, *Rural Carrier Duties and Responsibilities*, 541.42.

Delivery Point Sequence Letter Implementation Procedures

- Carriers should notify their manager immediately when they receive DPS letter mail that requires casing or additional handling.

Additional Mail Count Credits

- Riffing time will be provided in Column 17, *Other Suitable Allowance* to routes receiving DPS letter mail without separator cards. This time includes identifying and handling errors associated with programs such as Unplanned Events and Mail History Tracking System (MHTS). Routes utilizing breaker cards do not receive riffle time, but should be credited with the time associated with Unplanned Events and MHTS handling.
- Closed Businesses – Credit will be provided in Column 1, *Random Letters*, when there are seven (7) pieces or less of DPS letter mail. Eight (8) pieces or more of DPS letter mail, credit will be provided in Column 6 – *Parcels*. No deductions will be made from Column 3.
- Missent, Missorted, Missequenced, PO Box mail, Hold, Forward and Undeliverable as Addressed DPS letter mail will receive additional credit in Column 1, *Random Letters*. No deductions will be made from Column 3.
- Credit a route with one additional DPS letter mail piece for each four (4) DPS letter mail pieces received that are inverted. Appropriate credit will be added to the DPS letter mail daily total by rounding down to the nearest whole number.
- When a rural route serves more than one zone and DPS letter mail is received separately for each zone; all mail will be credited as DPS letter mail provided the route completes service to the other zone(s) prior to returning to deliver to the original zone. If the route continually crosses between zones, credit the larger amount of DPS letter mail (by zone) as DPS letter mail and the other zone(s) in Column 2, *Sector/Segment Letters*. Example: Route serves Zone A & B and receives DPS letter mail for both zones. Carrier delivers a portion of Zone A, all of Zone B, and completes delivery to Zone A. All DPS letter mail will be credited in Column 3.

Evaluating Routes That Receive DPS Letter Mail

- Routes assigned right-hand drive (RHD) Employer provided vehicles will be credited 43 pieces per minute for DPS letter mail during a mail count. Routes that do not have an assigned RHD Employer provided vehicle will be credited with 30 pieces per minute for DPS letter mail during the mail count.
- The end of run report (EOR) will be used as the data source to record the amount of DPS letter mail during a mail count.
- Evaluation changes resulting from special mail counts scheduled due to the introduction of DPS letter mail and conducted in accordance with Article 9.2.C.11.a.(1), will not be implemented unless the evaluation of the route is changed by 120 minutes (2 hours) or more.

Route Rebuild and Adjustments for DPS Letter Mail Impact

Once a route is evaluated using the appropriate DPS letter mail standard, management will adjust the route by transferring territory from other routes in the same 5 digit zone and the same office, equal to the DPS letter mail impact or the 43K classification, whichever is less; provided sufficient territory exists. If sufficient territory does not exist to provide the amount of rebuild described above for all of the routes impacted by DPS letter mail within the same zone and office, management will first rebuild routes below 40:00 standard hours to 40:00 standard hours. Management will then attempt to provide an amount of rebuild less than described above to the remaining impacted routes by distributing the outstanding buffer as equitably as possible, yielding to operational rationale and feasibility.

The DPS letter mail impact will be determined on the effective date of the mail count used to evaluate the routes with the appropriate DPS letter mail standard. Additional DPS letter mail impact will be calculated and the route will be subject to rebuild, if sufficient territory exists, for any mail count on the route within two (2) years of the effective date of the first route evaluation applying the appropriate DPS letter mail standard. There is no further obligation to rebuild routes impacted by DPS letter mail at the end of the two-year period.

It is expected that reasonable efforts will be made to complete all DPS letter mail rebuilds as soon as practicable. Additionally, DPS letter mail rebuilds should be completed within six (6) months from the effective date of the mail count used to determine the impact.

Management will utilize the following to determine the amount of territory available for use in adjusting routes for DPS letter mail rebuilds:

- Adjust overburdened routes to approximately 52:00 standard hours (43K)
- Adjust or eliminate auxiliary routes
- Adjust any withheld residual vacancy in accordance with the October 2, 2012 memorandum of understanding (MOU).
- Consider consolidation, which is defined as the combining of territories from two or more routes which results in the elimination of one or more of those routes, of:
 - Any newly vacant routes
 - Withheld residual vacancies
 - Any encumbered routes evaluated at less than 37 hours per week.

DELIVERY POINT SEQUENCE (DPS) FLATS IMPLEMENTATION PROCEDURES FOR RURAL ROUTES

The U. S. Postal Service is in the process of purchasing and installing the Flats Sequencing System (FSS) at designated plants throughout the country. The FSS will allow the Postal Service to arrange flats in delivery point sequence for carrier delivery using technology and processes similar to those used to automate letters. The following represents procedures for the introduction of DPS flats on rural routes and the handling of DPS flats by rural carriers.

The 2006 National Agreement between the United States Postal Service (USPS) and the National Rural Letter Carriers' Association (NRLCA) is the source for all contractual references contained in this document. Additionally, these implementation procedures do not supersede the provisions of the National Agreement.

Preparing for the Impact of DPS Flats:

On July 28, 2008, the USPS and NRLCA signed a Memorandum of Understanding (MOU) regarding DPS flats impact. The parties agreed to temporarily modify contractual provisions in rural delivery offices where DPS flats are scheduled for implementation and in those rural delivery offices within 50 miles of the impacted sites. These contractual modifications allow for the creation of buffer for rebuilding affected routes and provide available assignments in the event excessing rural carriers becomes necessary.

In addition, the parties signed a subsequent MOU on August 10, 2009, which provides for the adjustment and/or consolidation of routes affected by the July 28, 2008 MOU and also for the release of some withheld residual vacancies. The provisions of this MOU may lessen the amount of available buffer to be used for rebuild once DPS flats are fully implemented in an office due to the adjustment and/or consolidation of withheld residual vacancies in order to increase route evaluations.

These MOUs are not changed by these implementation procedures.

Handling Procedures for DPS Flats:

Rural carriers will not have the option of casing DPS flats except as provided in these implementation procedures. All carriers on rural routes that have assigned Employer provided vehicles and receive DPS flats will be required to take the DPS flats directly to the street. Rural carriers utilizing privately-owned vehicles for servicing the route will not be subject to this requirement.

DPS flats will be provided to rural carriers at a locally established staging area. Unless local procedures differ, rural carriers will obtain the DPS flats for their route during the loading process after they have strapped out and placed all other mail in the conveyance used for loading the vehicle.

Rural carriers will verify that DPS flats received are for the assigned route. Verification of the flats includes looking at the address of a flat toward the front of the tray, a flat in the middle of the tray and a flat toward the back of the tray. The time spent verifying the DPS flats has been calculated into the DPS flats standard and no additional time is provided.

Evaluating Routes That Receive DPS Flats:

There will be two DPS flats standards established and applied to rural routes during the mail count. The DPS flats standard will be applied to all routes that receive DPS flats and have assigned Employer provided vehicles. If DPS flats are introduced to a rural route that does not have an assigned Employer provided vehicle, the route will be evaluated during the mail count with a special DPS flats casing standard.

A rural route receiving DPS flats may be counted and evaluated using the appropriate DPS flats standard provided the route begins receiving DPS flats at least 30 calendar days prior to the beginning of the mail count. There may be circumstances when a rural route will not receive DPS flats for several days during this 30-day period. In these instances, the route will still be eligible for the mail count and evaluation using the appropriate DPS flats standard. The appropriate DPS flats standard will also be applied to the evaluation of such routes during all subsequent mail counts provided the route continues to receive DPS flats on a regular basis, which includes situations such as, receipt of DPS flats on less than six days per week, Mondays only, etc

MOU #20, *Route Adjustment Process for Delivery Point Sequence Flat Mail*, identifies the count periods under which adjustments will be made to a rural route after the route begins to receive DPS flats. A mail count will be conducted on a route receiving DPS flats and the appropriate standards will be applied in one of the following three periods:

- Any national mail count period.
- The special mail count period during the last twelve (12) working days of September. (Article 9.2.C.11.b)
- The twelve (12) working days in May immediately after Mother's Day.

Management may utilize either special mail count period to adjust the rural route after the introduction of DPS flats. However, in those cases where the route received a special mail count and the evaluation of the route did not change by 120 minutes (2 hours) or more as a result of the count; the route will not be adjusted and will not be eligible for a subsequent special mail count utilizing the introduction of DPS flats as criterion. If a route is removed from the DPS flats sort scheme and will no longer receive DPS flats and DPS flats are re-introduced at a later date; a special mail count may be conducted on the route in accordance with MOU #20 provided the route begins receiving DPS flats at least 30 calendar days prior to the beginning of the count.

During a mail count, each mail piece in the DPS flats tray (regardless of its characteristics) will be counted and recorded in Column 5, *DPS Flats*, on PS Form 4239. The end of run (EOR) report will be used as the data source to record the number of DPS flats during a mail count.

Mail Count Credits:

The DPS flats standard applies to all of the duties associated with handling DPS flats with the following exceptions:

- Loading time will include the time spent by the rural carrier traveling to the DPS flats staging area and resume after the DPS flats are placed in the conveyance and the loading process continues. The time used withdrawing DPS flats and placing the trays in the conveyance utilized for loading the vehicle is considered withdrawal time and is not included in loading time. The verification of the DPS flats is included in the DPS flats standard. In those instances when the route is not provided the withdrawal allowance, DPS flats will be provided to the carrier.
- Closed businesses – Credit will be given in Column 4, *Flats, Catalogs, Magazines, Newspapers, Rolls*, for each DPS flat when there are 4 flats or less received for the closed business. When there are 5 flats or more received for the closed business, credit for one parcel will be given in Column 6, *Parcels*. No deductions from Column 5, *DPS Flats*, will be made.
- Missent, Missorted, PO Box mail, Holds, Forwards, and Undeliverable as Addressed DPS flats brought back to the office will receive credit in Columns 1, *Random Letters*, 4, or 6, as appropriate. No deductions will be made from Column 5.
- Multi-Point errors and Missequenced errors that are identified, delivered and tracked by the carrier will receive additional credit in Columns 1, 4, or 6, as appropriate. No deductions will be made from Column 5.

Situations Following Evaluation under the DPS Flats Standard:

Situation 1: A route has been adjusted under the special DPS flats casing standard because the route is not assigned an Employer provided vehicle. Prior to the next mail count, an Employer provided vehicle is assigned to the route. The route will be adjusted for the Employer provided vehicle as appropriate. The carrier will then be required to take DPS flats directly to the street. Additionally, the route evaluation will be adjusted to the DPS flats standard using the previous mail count data, as follows:

1. The number of DPS flats as recorded on PS Form 4241 from the latest mail count,
2. multiplied by 0.0499 minutes per piece,
3. equals the reduction in standard hours to be applied to the route through a base hour change.

Situation 2: If a carrier on a route being compensated under a DPS flats standard is required to case all or a significant portion (55 or more pieces) of its DPS flats, due to circumstances that have left all or some portion of the DPS flats in an out of sequence condition, such as trays being dropped and mail not properly re-sequenced, problems arising from the transporting of the mail, etc.; additional compensation will be provided.

The following formula is used to determine the amount of additional compensation for the situation described above:

1. a. The number of DPS flats received as indicated on the EOR report (when all DPS flats are received in an out of sequence condition) or,
b. the actual piece count (when 55 or more flats require casing),
2. multiplied by 0.091 minutes per piece for routes evaluated using the DPS flats standard or 0.0412 minutes per piece for routes evaluated using the special DPS flats casing standard,
3. equals additional minutes paid.

The carrier should notify their manager immediately when they receive DPS flats that require casing. If a manager is not readily accessible, the carrier should note the number of DPS flats they are required to case and report it to their manager at the first opportunity.

If, for any reason, management removes a route from the DPS flats sort scheme and the route will no longer receive DPS flats, PS Form 4003, *Official Rural Route Description*, will be prepared to adjust time allowances utilizing the number of DPS flats as recorded on PS Form 4241 from the latest mail count multiplied by either 0.091 or 0.0412 minutes per piece, as appropriate and indicated in number 2., above. The effective date of the adjustment will be the first day of the pay period in which the automated processing is discontinued.

Situation 3: If a rural route is evaluated under the DPS flats standard and the rural carrier assigned to the route delivers the route using a privately-owned vehicle (POV), the rural carrier will be given the option to collate or case the DPS flats, provided sufficient casing equipment exists. Additional compensation will be provided in accordance with the following formula:

1. The number of DPS flats received as indicated on the EOR report,
2. multiplied by 0.0499 minutes per piece,
3. equals additional minutes paid.

Situation 4: If a rural route is evaluated under the DPS flats standard and the rural carrier is required to case a second run of DPS flats, the rural carrier will be given the option to collate or case the smaller of the two runs, provided sufficient casing equipment exists. Additional compensation will be provided in accordance with the following formula:

1. The number of DPS flats received as indicated on the EOR report,
2. multiplied by 0.0499 minutes per piece,
3. equals additional minutes paid.

Additional payment up to sixty (60) minutes will be recorded on PS Form 1314, *Rural Carrier Time Certificate*, in the *8127 Time (Mins)* block, for regular rural carriers. For those payments that exceed 60 minutes, complete PS Form 8127 for the number of minutes exceeding 60 and submit to the Imaging Center for processing.

Replacement carriers are paid on PS Form 1314-A, *Auxiliary Rural Carrier Time Certificate*, when required to case DPS flats in those instances described above unless their actual work hours for the week exceed 40 hours. When the actual weekly work hours exceed 40, all hours are paid (including the additional time for casing DPS flats) as per FLSA Section 7(A).

DPS Flats Review:

If a route receiving DPS flats experiences a decrease in the quantity of the DPS flats volume in relationship to the total flats volume of the route as compared to the latest mail count, the assigned carrier may make a written request for a formal review of the DPS flats processing for the route.

DPS Flats Route Rebuilds and Adjustments:

Once a rural route is evaluated using the appropriate DPS flats standard, management will adjust the route by transferring territory from other routes in the same 5 digit zone and the same office, equal to the DPS flats impact or the 43K classification, whichever is less; provided sufficient territory exists. If sufficient territory does not exist to provide the amount of rebuild described above for all the routes impacted by DPS flats within the same zone and office, management will first rebuild routes below 40:00 standard hours to 40:00 standard hours. Management will then attempt to provide an amount of rebuild less than that described above to the remaining impacted routes by distributing the outstanding buffer as equitably as possible, yielding to operational rationale and feasibility.

The DPS flats impact will be determined on the effective date of the mail count used to evaluate the routes with the application of the appropriate DPS flats standard. Additional DPS flats impact will be calculated and the route will be subject to rebuild, if sufficient territory exists, for any mail count on the route within two (2) years of the effective date of the first evaluation applying the DPS flats standard. If sufficient territory is not

available to rebuild the route for the DPS flats impact at the end of the two-year period, there is no further obligation to adjust the routes.

It is expected that reasonable efforts will be made to complete all DPS flats rebuilds as soon as practicable. Additionally, DPS flats rebuilds should be completed within six (6) months from the effective date of the mail count used to determine the impact.

Management will utilize the following to determine the amount of territory available for use in adjusting routes for DPS flats rebuilds:

- Adjust overburdened routes to approximately 52:00 standard hours (43K).
- Adjust or eliminate auxiliary routes.
- Adjust any residual vacancy withheld in accordance with the July 28, 2008 MOU, as necessary to obtain the amount of rebuild, but to no less than 12:00 standard hours.
- Consider consolidation, which is defined as the combining of territories from two or more routes which results in the elimination of one or more of those routes, of:
 - Any newly vacant routes
 - Residual vacancies being withheld in accordance with the July 28, 2008 MOU
 - Any encumbered routes evaluated less than 32 hours per week.

Handbook PO-603 Revisions: Delivery Point Sequence Flats

Effective immediately, Handbook PO-603, *Rural Carrier Duties and Responsibilities*, is updated following the arbitration award concerning delivery point sequence (DPS) flats on rural routes and modifies the DPS flats formal review process to align more closely with the DPS letter mail formal review process.

Handbook PO-603, *Rural Carrier Duties and Responsibilities*

* * * * *

5 Inspection, Count, and Adjustment of Rural Routes

* * * * *

54 Compensation Adjustments

541 Requirements

* * * * *

541.4 Automation Processed Mail

541.41 Additional Compensation

- a. If a carrier on a route being compensated under DPS letter standards is required to case all or a significant portion (125 pieces or more) of its DPS letter mail, due to machine failure or other problems, additional compensation will be provided in accordance with the following formula:

The average daily DPS letter volume from the latest mail count or adjusted base following a DPS letter mail formal review (when all DPS mail is received in a raw, unprocessed state or all DPS mail is improperly processed requiring casing)

or

The actual piece count (when 125 or more pieces require casing) multiplied (x) by 0.0365 minutes per piece equals (=) additional minutes payment.

- b. If a carrier on a route being compensated under a DPS flats standard is required to case all or a significant portion (55 or more pieces) of its DPS flats, due to circumstances that have left all or some portion of the DPS flats in an out of sequence condition, additional compensation will be provided in accordance with the following formula:

The number of DPS flats received as indicated on the end-of-run (EOR) report (when all DPS flats are received in an out of sequence condition) or,

The actual piece count (when 55 or more flats require casing) multiplied (x) by 0.091 minutes per piece for those routes evaluated using the DPS flats standard or 0.0412 minutes per piece for those routes evaluated using the special DPS casing standard, equals (=) additional minutes paid.

- c. If a rural route is evaluated under the DPS flats standard and the rural carrier assigned to the route delivers the route using a privately-owned vehicle (POV), additional compensation will be provided in accordance with the following formula:

The number of DPS flats received as indicated on the (EOR) report multiplied (x) by 0.0499 minutes per piece equals (=) additional minutes paid.

- d. Additional payment procedures will be the same as outlined in Article 9.2.N of the National Agreement between the USPS-NRLCA.

Note: Carriers should notify their manager immediately when they receive DPS letter or flat mail requiring casing. If a manager is not readily accessible, the carrier should note the number of DPS mail pieces they are required to case and report it to his or her manager at the first opportunity.

* * * * *

541.44 Formal Review of DPS Flats Processing

If a route receiving DPS flats frequently experiences a decrease in the quantity of the DPS flats volume in relationship to the total flats volume of the route as compared to the latest mail count, the assigned carrier may make a written request for a formal review of the DPS flats processing for the route by submitting the DPS Flats Formal Review Request form.

If the DPS flats formal review indicates a route is experiencing a decrease in the quantity of DPS flats volume in relationship to the total flat volume of the route, management will take corrective action to ensure that processing is returned to levels equivalent to those experienced during the previous mail count.

However, if corrective action has not resolved the problem within 30 calendar days of the carrier's written request, management will prepare a Form 4003, *Official Rural Route Description*, effecting a base hour change for only the time associated with the resulting variance in the percentage of DPS flats. The Form 4003 will be processed to be effective on the first day of the pay period in which the DPS Flats Formal Review Request was received.

541.45 Adjustments

If, for any reason, management removes a route from the DPS flats sort scheme and the route will no longer receive DPS flats, Form 4003, *Official Rural Route Description*, will be prepared to appropriately adjust time allowances and processed to be effective on the first day of the pay period in which the automated processing is discontinued.

* * * * *

DELIVERY POINT SEQUENCING (DPS) FLATS FORMAL REVIEW PROCEDURES

The following procedures supersede all previously issued or established DPS flats formal review procedures.

In accordance with Handbook PO-603, *Rural Carrier Duties and Responsibilities*, section 541.44, if a rural route receiving DPS flats frequently experiences a decrease in DPS flats in relationship to the total flat volume of the route as compared to the latest mail count; the assigned rural carrier (Designations 71, 74, or 79) may submit a written request for a formal review of DPS flats.

DPS Flats Formal Review Process (Reduction in DPS Percentage)

1. The assigned carrier's request for a formal review must be submitted in writing to local management using the *DPS Flats Formal Review Request* form (Attachment 1).
2. The *DPS Flats Formal Review Request* form must be annotated by local management when received. A copy of the form will be provided to the carrier who requested the formal review and the appropriate NRLCA state steward.
3. If the *DPS Flats Formal Review Request* form is received prior to noon, the thirty (30) calendar day period in which management must complete the formal review of DPS flats and also correct any problem if the formal review results in a decrease in the DPS flats percentage will begin on the date of receipt. If the form is received after noon, the 30 calendar day period will begin the following day.
4. The DPS flats formal review for percentage will consist of a two-week count of all flats received on the route. The two-week period for conducting this count is defined as all delivery days within a fourteen (14) calendar day period. The begin date of the formal review is determined by management and may begin on any day of the week.
5. The count of flats during the formal review will be consistent with applicable rural mail count procedures.
6. Utilize the *DPS Flats Quantity Review Worksheet* (Attachment 2) to record the flats for the two-week review period. The flats volume from the latest mail count is also recorded on this worksheet to complete the comparative calculation.
7. The assigned rural carrier will be provided notification of the results of the DPS flats formal review as soon as practicable following completion of the two-week count of mail. The *DPS Flats Formal Review Request* form will be appropriately annotated with the results of the formal review and a copy of the form, once completed will serve as notification to the assigned rural carrier.

8. If the results of the DPS flats formal review indicate that at the time of the review the DPS percentage is equal to or higher than the percentage from the latest mail count, no further action is necessary.
9. If the results of the DPS flats formal review indicate that there has been a decrease in the DPS flats in relationship to the total flats volume as compared to the latest mail count; management will use the remaining time between the completion of the review and the end of the 30-day period, as necessary, to take any corrective actions to resolve the problem and bring the DPS percentage back to the level it was at the latest mail count.
10. If management deems that the decrease in DPS flats in relationship to the total flats volume has been corrected at the end of the 30-day period, which may require little or no action, certification will be provided to the assigned rural carrier and no further action is necessary. The *DPS Flats Formal Review Request* form will be annotated in the *Certification* block and a copy of the form will be provided to the assigned rural carrier.
11. If the problem is not corrected by the end of the 30-day period, PS Form 4003, *Official Rural Route Description*, will be prepared to effect the appropriate base hour change for only the variance in the percentage resulting from the DPS flats formal review. The base hour change will be effective on the first day of the pay period in which the *DPS Flats Formal Review Request* form was received.
12. If the assigned rural carrier disputes that the DPS percentage was returned to the level at the latest mail count (the quantity problem was not resolved), the appropriate recourse for the carrier is to request another DPS flats formal review within fourteen (14) calendar days of the date of management's certification, by submitting a *DPS Letter Mail Formal Review Request* form.
13. The procedures outlined in numbers 2 through 8 above, will then be followed.
14. If the results of the subsequent DPS flats formal review (identified in Item 12 above) indicate that there continues to be a decrease in the DPS flats in relationship to the total flats volume from the latest mail count, immediate action must be taken. PS Form 4003 will be prepared to effect the appropriate base hour change reclassifying only the variance in the percentage of DPS flats resulting from the subsequent DPS flats formal review. The base hour change will be effective on the first day of the pay period in which the original *DPS Flats Formal Review Request* form was received.

**DPS FLATS FORMAL REVIEW
(DPS PERCENTAGE)**

In accordance with Handbook PO-603, *Rural Carrier Duties and Responsibilities*, section 541.44 and the DPS Flats Formal Review Procedures, a formal review of DPS flats processing is being requested for the following rural route:

Office: _____ Route # _____

I am the assigned carrier (Designation 71, 74, or 79) for the rural route identified above and I am requesting a formal review of DPS flats processing because I believe there is a decrease in the DPS flats in relationship to the total flat volume of my route as compared to the latest mail count.

Assigned Carrier's Printed Name: _____

Assigned Carrier's Signature: _____

Formal Review Request Received: Date: _____ Time: _____

This date represents the beginning of the 30 calendar day period in which to complete the DPS flats formal review if time is before noon. If receipt is after noon, the 30-day period will begin the following day.

Manager's Signature: _____

DPS Flats Formal Review Results

DPS % - Review Period: _____ DPS % - Latest Mail Count: _____

Difference in DPS % (Review versus Mail Count): _____

NOTE: If the DPS % at the time of the review is \geq the DPS % established at the latest mail count, no further action is necessary.

If the DPS % at the time of the review is $<$ the DPS % established at the latest mail count, management should take any necessary action to raise the DPS % to the level recorded at the latest mail count. If the level is restored, provide certification below.

Management Certification

Complete only if the review results above indicate a reduction of DPS % during the formal review and the reduction has been resolved.

I deem that the reduction in DPS flats in relationship to total flats volume identified by the DPS flats formal review results, as shown above, has been corrected.

Manager's Signature: _____

Date of Certification: _____

Provide a copy of this form to the assigned rural carrier and appropriate NRLCA state steward in accordance with the DPS Flats Formal Review Procedures.

Attachment 1

DPS FLATS QUANTITY REVIEW WORKSHEET

POST OFFICE/BRANCH
STATE, ZIP+4
BEGIN DATE OF REVIEW
ROUTE NUMBER

The most recent mail count conducted on this route was:

1) TWO WEEK FLATS COUNT

	DATE:	DPS FLATS	RESIDUAL	TOTAL	
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					% DPS
TOTAL					

2) FLATS VOLUME ANALYSIS

Two Week Flats Count Total
Enter Total Flats Volume From The Most Recent Mail Count
VARIANCE

DPS FLATS	RESIDUAL	TOTAL	% DPS

v11.01

DPS FLATS QUANTITY REVIEW WORKSHEET INSTRUCTIONS

HEADER INFORMATION – Complete header information as appropriate. Answer the question “*The most recent mail count conducted on this route was:*” by using the drop down pick list and selecting the appropriate response (either 2-Week or 4-Week).

1) TWO-WEEK FLATS COUNT– Conduct a count of all flats received for all delivery days within a two-week (14 calendar days) period. This will most often result in a 12-day count of mail, but there may be less than 12 delivery days within the period. Record the daily volume in the **DPS FLATS** or **RESIDUAL** columns, as appropriate.

Total all columns at the conclusion of the two-week count. Determine the percentage of DPS flats received during the two-week count by dividing the total DPS flats by the total flats volume using the following formula:
(DPS FLATS / DPS FLATS + RESIDUAL Flats)

2) FLATS VOLUME ANALYSIS – Transfer the data from the TOTAL line in Section 1 to the appropriate line in this section.

Enter the **total** flats volume from the last official mail count (2-week or 4-week) in the applicable (**DPS FLATS** or **RESIDUAL**) cells. Determine the percentage of DPS flats received during the mail count by dividing the total DPS flats by the total flats volume using the following formula:
(DPS FLATS / DPS FLATS + RESIDUAL Flats)

Compare the percentage of DPS flats determined by the two-week count versus the DPS percentage from the last official mail count.

Annotate information from the DPS Flats Quantity Review Worksheet in the appropriate section of the *DPS Flats Formal Review form*.

Attachment 2

United States Postal Service Rural Route Count of Mail			Post Office				State & Zip + 4		Route No.	
1. Letter Size	2. Sector/Segment Letters	3. DPS Letters	4. Flats, Catalogs, Magazines, Newspapers, Rolls	5. DPS Flats	6. Parcels	7. Boxholders	8. Accountable Mail Signature Item	9. Customers Due Rcvd for Del C.O.D.	10. Postage Due	
Letters, cards, newsletter-type mail and circulars 6 1/8" or < in width and 3/8" or < in thickness; <i>Detached Address Labels (with specific address)</i>	Letter mail 6 1/8" or < in width processed on postal automated equipment, normally not exceeding 20" segments. <i>DPS when avg under 2400 pcs per week.</i>	Letter mail 6 1/8" or <, processed on postal automated equipment into Delivery Point Sequence (DPS)	Newspapers, flats, magazines, catalogs, rolls, other non-letter size mail that can be cased using casing equipment. Default from letters/parcels.	All mail processed on the Flat Sequencing System equipment in delivery point sequence flat order.	Rigid, exceed 5" high, 18" length, or 1 9/16" wide. Non-rigid, too big for separation. See training materials for rigid item in non-rigid container.	Detached cards, samples, and letter or flat sized pcs using simplified addresses without specific box or house number in address. Pieces delivered that day. Maximum family or box count.	Articles received that day for delivery Signature Capture and foreign parcels requiring signature. Do NOT include in Cols 1, 2, 3, 4, 5, 6 or 10.	Articles received that day which the customer must pay for at the time of delivery.	Articles that require a carrier to collect additional postage. Do NOT include in columns 1, 2, or 3, 4 or 5.	
11. Change of Address	12. PS Form 3982 PARS Label	13. Marked Up Mail Pieces	14. PS Form 3821 Completed	15. Non Signature "Scan" Items	16. Load Vehicle (Explanation Required when time exceeds 15 minutes)	17. Other Suitable Allowance Explanation Required	18. Authorized Diemounts Explanation Required	19. Authorized Diemount Distance Feet	20. Letters and Flats Collected	
Number of COAs carriers required to process (Forms 3575, 3575Z, or 3546.)	PARS label received, no additional duties required associated with 3575.	Undeliverable as addressed mail requiring the carrier to bundle or individually endorse. See training guide for endorsements.	Total number of 3821's completed. <i>May receive more than one credit for multiple CODs sold.</i>	Delivery Confirmation barcodes, insurance items that do not require signature, SCAN, Delivery Unit Saturation and Bundle Scanning.	Actual time in MIN:SEC to transfer mail from carrier's work area to the vehicle, load the equipment to designated location. Do not include sequencing parcels.	Daily or weekly recurring functions authorized by management and not recorded in any other column on this form. Document in RRMIC.	Number of authorized diemounts daily. Explanation in comments section of 4239 required.	Dismount distance daily, in feet. Additional distance credited for more than one trip, if necessary.	Pieces collected on the route. Do not count mail from collection boxes or CBU collection compartments. Bundled mail is counted as one piece. Include 3982Rs returned to office.	
21. Carrier Pickup Request Prepaid Parcel Event	22. Carrier Pickup Item Prepaid Parcel over 2lbs	23. Parcel Accepted, Ordinarily, Insured, C.O.D.	24. Registered Certified Accepted	25. Money Order Application Processed	26. Return Receipt "L" Route Only	27. Lock Pouch Weight Carried Daily	28. Reserved	29. Waiting Time	30. Counting Time	
Credit each Carrier Pickup notification received by the carrier through My Post Office. Record one event for prepaid parcels not associated with Carrier Pickup requests.	Record the ACTUAL number of qualifying packages picked up by the carrier at a Carrier Pickup location. Also, all prepaid parcels accepted	Ordinary and insured parcels accepted where the carrier has to weigh, rate, and affix postage	Articles collected and carrier has provided a Form 3986, Receipt for Registered Article, or Form 3800, Receipt for Certified Mail. (Not recorded in columns 8, 9, or 20.)	Money order applications received on the route that day. Form 6387 must be used.	"L" Routes, only if Firm Delivery Book is used.	Daily weight, in rounded pounds, to or from designated offices. Do not include non-personnel unit served.	No entry.	Actual time in "whole" minutes carrier spent waiting for mail after official start time.	Actual time in "whole" minutes, if used by carrier on the route to verify count.	

PS Form 4239 with Explanations

Rural Route Evaluation Worksheet (PO-603 Exhibit 531.3)

Delivery Unit:		Route #:				
Carrier:		Count Dates:				
PS 4241 Ref. No.	Data Description	Allowance Factors Office Time (min)	Allowance Factors Route Time (min)	Weekly Average	Office Time (mins.)	Route Time (mins.)
* Route Length			Miles X 12.0			
* Regular Boxes (Non L)			Boxes X 2.0			
* Regular Boxes (L only)			Boxes X 1.82			
* Centralized Boxes			Boxes X 1.0			
* NDCBU Coll/Comp			Compartments X 1.0			
* Parcel Lockers			Lockers X 2.0			
1 Random Letters		Wkly Avg *(.0555)				
2 Sector Segment Letters		Wkly Avg *(.0444)				
3a DPS Letters - Without GOV Vehicle			Wkly Avg *(.0333)			
3b DPS Letters - With GOV Vehicle			Wkly Avg *(.0232)			
4 Flats, Cat., Magazines, Newspapers, Rolls		Wkly Avg *(.1)				
5a DPS Flats - Without GOV Vehicle		Wkly Avg *(.0588)				
5b DPS Flats - With GOV Vehicle			Wkly Avg *(.0232)			
6 Parcels		Wkly Avg *(.333)	Wkly Avg *(.167)			
7 Boxholders		Wkly Avg *(.04)				
8 Accountable Mail (Signature Item)		Wkly Avg *(1.0)	Wkly Avg *(3.466)			
9 Customs Due (Rec'd for Del), C.O.D.		Wkly Avg *(1.5)	Wkly Avg *(4.466)			
10 Postage Due		Wkly Avg *(.2) round to #				
11 Change Of Address		Wkly Avg *(2.0)				
12 PS Form 3982 (PARS Label)		Wkly Avg *(.25)				
13 Markup		Wkly Avg *(.25)				
14 PS Form 3821 (Completed)		Wkly Avg *(2.0)				
15 Non Signature "Scan" Items			Wkly Avg *(.3)			
16 Load Vehicle		Actual Wkly Avg				
17 Other Suitable Allowance		Actual Wkly Avg				
18 Authorized Dismounts			Wkly Avg *(.1)			
19 Authorized Dismount Distance (Feet)			Wkly Avg *(0.00429)			
20 Letters, Flats Collected		Wkly Avg *(0.04)				
21 Carrier Pickup Request & Prepaid Parcel Event		Wkly Avg *(0.75)	Wkly Avg *(0.75)			
22 Carrier Pickup Item & Prepaid Parcel over 2lbs			Wkly Avg *(0.15)			
23 Parcels Accepted, Ordinary, Insured, C.O.D.		Wkly Avg *(2.0)	Wkly Avg *(2.0)			
24 Registered, Certified Accepted			Wkly Avg *(2.0)			
25 Money Order Application Processed		Wkly Avg *(1.5)	Wkly Avg *(2.0)			
26 Return Receipt ('L' Route Only)		Wkly Avg *(0.25)				
27 Not Used						
28 Reserved						
29 Not Used						
30 Not Used						
* Stamp Stock		20				
* Scanner (Retrieval / Setup / Return)		6				
* Strapping Out		Wkly Avg (1)+(2)+(4)+(5a)-(13)*0.01428				
* Other Office & Personal		30				
* Lock Pouch Stops			# of Stops *30			
* Withdrawing Mail		(Yes = 30) (No = 0)				
* USPS Vehicle Allowance <input type="radio"/> Yes <input type="radio"/> No		Daily Rte Miles *(6/100*4.5)+24				
* Reload / Unload			18 min Wkly			
Weekly Totals (Minutes)						
Standard Time (Hours and Minutes)						
Rural Route Evaluation - Low Option						
Rural Route Evaluation - High Option						
Volume Only Factor						

PS Form 4241-M, July 2012

PS Form 4241-M

LABOR RELATIONS



Mr. Joey C. Johnson
Director of Labor Relations
National Rural Letter Carriers'
Association
1630 Duke Street
Alexandria, VA 22314-3467

Re: J06R-4J-C 11406137
Joseph Beeler
Hillsboro, IL 62049

Dear Mr. Johnson:

On November 15 the parties discussed the above-captioned grievance at the fourth step of our contractual grievance procedure.

The issue in this grievance concerns proper credit for Delivery Point Sequence (DPS) letter mail during a mail count when a rural route delivers mail to more than one zone.

In accordance with the DPS Letter Mail Implementation Procedures for Rural Routes dated November 1 "When a rural route serves more than one zone and DPS letter mail is received separately for each zone; all mail will be credited as DPS letter mail provided the route completes service to the other zone(s) prior to returning to deliver to the original zone. If the route continually crosses between zones, credit the larger amount of DPS letter mail (by zone) as DPS letter mail and the other zone(s) in Column 2, *Sector/Segment Letters*."

Therefore, we agree to settle this grievance and remand to the parties at Step 2 for appropriate application.

Time limits were extended by mutual consent.

Gail L. Sattler
Labor Relations Specialist
Contract Administration (NRLCA)

Joey C. Johnson
Director of Labor Relations
National Rural Letter Carriers'
Association

Date: 12-11-12

Date: 12/11/12

475 L'Enfant Plaza SW
Washington DC 20260-4101
www.usps.com

Step 4, DPS Letters, More than One Zone

LABOR RELATIONS



Mr. Joey Johnson
Director of Labor Relations
National Rural Letter Carriers'
Association
1630 Duke Street
Alexandria, VA 22314-3467

Re: F06R-4F-C 10408978
Class Action
Temecula, CA 92591-9998

Dear Joey,

On several occasions, the most recent being October 21, 2011, the parties discussed the above-captioned grievance at the fourth step of our contractual grievance procedure.

The issue in this grievance is whether rural carriers are required to perform "Forward" scans on mail pieces that are undeliverable as addressed (UAA).

After reviewing this matter, we mutually agree that no national interpretive issue is fairly presented in this case. The parties agree the "Forward" scan is not currently a rural carrier function. The "Forward" scan is a function performed by an in-office-user in accordance with Handbook PO-610, Signature Capture and Electronic Record Management: Manager's Guide to Standard Operating Procedures.

Therefore, we agree to remand this case to the parties at Step 3 for proper application of the controlling language in Handbook PO-610, Standard Operating Procedures.

The time limits were extended by mutual agreement.

Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to remand this case.

A handwritten signature in cursive script that reads "Gail L. Sattler".

Gail L. Sattler
Labor Relations Specialist
Contract Administration (NRLCA)

A handwritten signature in cursive script that reads "Joey Q. Johnson".

Joey Q. Johnson
Director of Labor Relations
National Rural Letter Carriers'
Association

Date: 11/10/2011

475 L'Enfant Plaza SW
Washington, DC 20260-4101
www.usps.com

Step 4, "Forward" Scans



September 16, 2011

Jeanette Dwyer, President
National Rural Letter Carriers'
Association
1630 Duke Street
Alexandria, VA 22314-3467

Dear Jeanette,

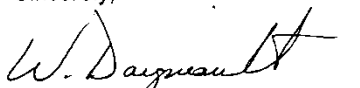
This letter will confirm our mutual understanding regarding the use of the end of run (EOR) report for delivery point sequence (DPS) flats during a mail count.

The parties agree, as stated in the DPS Flats Implementation Procedures for Rural Routes, that the end of run report will be used as the data source to record the number of DPS flats in Column 5, *DPS Flats*, on PS Form 4239, during a mail count.

The parties further agree that either the rural carrier or manager may verify the piece count from the EOR report by counting each mail piece in the DPS flats tray in the office. Should either party elect to verify the piece count, the number resulting from the manual count will be recorded in Column 5, rather than the piece count from the EOR report.

Rural carriers electing to complete a piece count verification of the EOR for DPS flats will notify management of their intent to count. If one party completes a piece count verification, the other party may also choose to verify the count. There will be no compensation provided to rural carriers for the time involved in completing the verification.

Sincerely,


William Daigneault
Manager
Contract Administration (NRLCA)

Concurrence: 

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-4100
WWW.USPS.COM

Mutual Understanding-Use of EOR Report

LABOR RELATIONS



Joey Johnson
Director of Labor Relations
National Rural Letter Carriers'
Association
1630 Duke Street
Alexandria, VA 22314-3467

Re: C06R-4C-C09280648
Baker, Carol
Wellsboro, PA 16901

Dear Joey:

On several occasions, the most recent being July 29, 2011, we discussed the above-captioned grievance at the fourth step of our contractual grievance procedure.

The issue in this grievance concerns the proper credit for a rural carrier providing certificate of mailing service.

The parties agree that a rural route will be provided two minutes credit under Column 24 for each certificate of mailing accepted by a rural carrier on the route during the mail count. A customer may use PS Form 3877 (Firm Mailing Book for Accountable Mail) or a facsimile, when three or more certificates of mailings are presented at one time. In this case, only one credit is provided for processing PS Form 3877.

The credit provided does not change if a clerk assists in weighing, rating and affixing postage and/or postmarks the certificate of mailing.


Based upon the facts in this instant case, parties at Step 3 will determine whether any other action is needed in order to comply with this agreement.

Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to settle this case.

Time limits were extended by mutual consent.



Reggie W. Rabon
Labor Relations Specialist
Contract Administration (NRLCA)



Joey C. Johnson
Director of Labor Relations
National Rural Letter Carriers'
Association

Date: 8/4/2011

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-4100
WWW.USPS.COM

Step 4, Certificate of Mailing

LABOR RELATIONS



Mr. Joey Johnson
Director of Labor Relations
National Rural Letter Carriers'
Association
1630 Duke Street
Alexandria, VA 22314-3467

Re: G06R-4G-C09146950
Donna Fuller
Fort Worth, TX 78118-9998

Dear Joey:

On several occasions, the most recent being April 13, 2011, the parties discussed the above-captioned grievance at the fourth step of our contractual grievance procedure.

The issue in this grievance is whether management violated the National Agreement when the equipment used to transport the mail for loading into the delivery vehicle was changed during the mail count.

During our discussion, we mutually agreed that the following will constitute full and complete settlement of this grievance:

Section 525.14 of Handbook M-38, *Management of Rural Delivery Services*, states, "No changes in carrier work methods, casing equipment, or office procedures can be made between the date of the local conference and the mail count unless these items were specifically discussed at the conference."

Additionally, the Step 4 settlement in case #E06R-4E-C09341430 states, "The parties agree the purpose of the pre-count conference is to discuss count procedures and if applicable, introduce operational changes. Absent changes that could not affect a rural route's evaluation or changes to comply with previously established regulations, the work methods and office procedures that remained unchanged at the pre-count conference will be retained during the mail count in accordance with Handbook M-38, Section 525.1, *Local Conferences*."

The parties agree that changing the equipment used to transport the mail for loading into the delivery vehicle is considered an operational change and must be discussed during the pre-count conference in order to be introduced during the mail count.

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-4110
WWW.USPS.COM

- 2 -

Based upon the facts of the instant case, no further action is required.

Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to settle this case.

Time limits were extended by mutual consent.

Cathy M. Perron
Labor Relations Specialist
Contract Administration (NRLCA)

Joey C. Johnson
Director of Labor Relations
National Rural Letter Carriers'
Association

Date: 5-13-2011

Step 4, Equipment Change during Mail Count

Rural Mail Count Information Check List

- ✓ Do route miles on PS Form 4241 reflect the last approved mileage on PS Form 4003? *Submit new 4003 with mail count form if changes to mileage needs to be made.* YES NO
- ✓ Are regular boxes and central boxes current as of the last day of count? *Make sure central boxes are not included in regular box total.* YES NO
- ✓ Are number of stops more than total regular and central boxes? *Vehicle stops cannot be more than total boxes.* YES NO
- ✓ Are box holders (column 7) listed in pieces? *Do not list in sets.* YES NO
- ✓ Are postage due (column 10) parcels included in the postage due column and parcel column (column 6)? *Postage due parcels get credit in both columns.* YES NO
- ✓ Are Delivery Confirmation mail pieces entered in both columns 15 (Non-Signature Scan Items) and Column 4 (Flats, etc) or column 6 (Parcels), as appropriate? *Delivery Confirmation mail pieces must get credited for both the scan and the mail piece.* YES NO
- ✓ Have Carrier Pickup Requests been credited in column 21 and carrier pickup Items in column 22? *Carrier pickup requests are credit in column 21; carrier pickup items (Express, Priority, and International Mail items only) are credited in column 22. Other items picked up in conjunction with a Carrier Pickup Request are credited in columns 20, 23 or 24, as appropriate.* YES NO
- ✓ Is NDCBU collection mail and collection box mail included in column 20? *This volume is not included in letters and flats collected.* YES NO
- ✓ Are loading time and other suitable allowance time (columns 16 & 17) recorded in minutes and seconds daily, then rounded up to the next whole minute in the total column at the end of the mail count? YES NO
- ✓ Is locked pouch weight totaled at the end of the count period and averaged in the total column? *Daily weight must be totaled at the end of the count period and divided by the number of count days. This number is documented in the total column.* YES NO
- ✓ Is mail withdrawal marked properly? *Must be marked one or the other.* YES NO
- ✓ Are seasonal route boxes marked properly? *Only record seasonal miles if territory is moved and only that portion of the route that moves to another route. Seasonal boxes are those added to or taken away from the routes evaluation at the beginning or end of the season.* YES NO
- ✓ Are High Option and Leave Commitment marked YES? Has carrier signed the leave commitment? *Do not mark the option as High if the regular carrier does not have a minimum of ten years of service from his/her retirement computation date. Remember, High option is more work, more money, low is less work, less money. Appropriate markings and carrier signature must be documented for route to be placed in high option. Carriers are not required to sign the leave commitment unless they are eligible for, and desire, High Option.* YES NO
- ✓ Has the carrier signed PS Form 4241 in block "COUNT DATA CERTIFIED TO BE CORRECT"? *If the carrier refuses to sign this block, he/she must submit, in writing, their detailed reasons for not signing. The manager must send the carrier statement and a managers statement along with the count form explain in detail reasons for not signing.* YES NO

NRLCA Mailcount Disagreement Form

Date: _____ Office: _____

Dear Postmaster _____;

This is to inform you that I have not signed PS Form 4241. I disagree with the information on PS Form 4241 for the following reasons

Respectfully Yours, _____

Print Name _____ Phone# _____

cc: NRLCA District Representative _____ Date Received by District Representative _____
file

Mail Count Disagreement Form