

NRLCA MINI MAIL SURVEY PRESENTATION

September 10-23, 2022



NRLCA MINI MAIL SURVEY 2022

IMPORTANT DATES

Date	Action
August 27	Begin entry of office walk data into the Rural Management Support System (RMSS). 4003 feature locked out
September 9	Office walk data entries must be completed by COB
September 10	Mini Mail Survey of stated items begins on all rural routes
September 10-23	Data entry must be made daily by COB for all routes
September 23	Last day of the 12 day Mini Mail Survey
October 8	Effective date of the RRECS Evaluation Carrier schedules Updated in RMSS and Rural Route Scheduling (RRS)

A banner image showing a brick building with the words "NATIONAL RURAL LETTER CARRIER" partially visible. Overlaid on the image is the text "NRLCA MINI MAIL SURVEY 2022" in large, white, bold, sans-serif capital letters.

NRLCA MINI MAIL SURVEY 2022

September 10-23

- ✎ A National Mini Mail Survey will be conducted for twelve (12) working days beginning Saturday, September 10 and ending on Friday, September 23, 2022.
- ✎ A stand-up talk will be given prior to the mail survey. This will be your opportunity to ask questions and confirm procedures.
- ✎ All routes are included in the Mini Mail Survey
- ✎ Effective date of the RRECS Evaluation will be October 8th, 2022

- ∞ The mini mail survey is one component used to determine the route evaluation under RRECS
- ∞ It is used in conjunction with other data gathered from automated processes
 - MDD Scanner
 - Route Mapping Data

- ✧ EAS employees will conduct the mini mail survey
- ✧ 12 RRECS Office Walk Distances will be measured round trip jointly by the manager and the assigned carrier.
- ✧ Data will be entered daily and in a timely manner no later than COB current business day.

ONLY the following Items will be Measured and/or Counted and Entered into RMSS:

- ✎ Random Letters
- ✎ Random Flats
- ✎ PARS 3982 labels
- ✎ Office Walk Distances
- ✎ Miscellaneous Office Activity

Three Forms are used to Collect Survey Data

- ✎ RRECS Office Walking Distance-Data Collection Form
- ✎ Daily Volume Worksheet
- ✎ Miscellaneous Activity Worksheet

NRLCA MINI MAIL SURVEY 2022

Walk Distance Form

RRECS Office Walking Distances: Data Collection Form

FACILITY, ST, ZIP			FINANCE #		RR #
MANAGER NAME: (Printed)			MANAGER NAME: (Signature)		DATE:
CARRIER NAME: (Printed)			CARRIER NAME: (Signature)		DATE:
Does this route receive Withdrawal Credit?			Is this route assigned a POV or a Left Hand Drive Government Vehicle?		Yes or No (Circle One)
Walking Distance Segments For Non-Withdrawal Routes measure only Segments 1, 5-12; Do not measure Segment 6 if the carrier uses a Privately Owned Vehicle (POV) to service the route (Enter "N/A") Measure the "Round Trip" distance (Footage) required for the carrier to complete the segment where applicable.					
Segment Number	From	To	Distance (Footage)	Instructions	
01	Scanner Storage Area	Carrier's Case		From the point the where the carrier stands when retrieving the scanner to the point where the carrier stands when casing mail.	
02	Carrier's Case	Raw Letter or Raw Flats Distribution Case		From the point where the carrier stands when casing mail to the point where the carrier stands when retrieving raw letters or raw flats, whichever is further. Include walking distance to obtain a conveyance if typically required.	
03	Carrier's Case	DPS Letters Distribution rack		From the point where the carrier stands when casing mail to the point where the carrier normally stands when retrieving the first tray from the DPS Letter rack. Include walking distance to obtain a conveyance if typically required.	
04	Carrier's Case	DPS Flats (FSS) Distribution rack		From the point where the carrier stands when casing mail to the point where the carrier normally stands when retrieving the first tray from the DPS Flats (FSS) rack. Include walking distance to obtain a conveyance if typically required. Note: This segment only applies to routes that use a Privately Own Vehicle (POV) or are assigned a Left Hand Drive (LHD) Government Vehicle	
05	Carrier's Case	Parcel hamper		From the point where the carrier stands when casing mail to the location where the carrier normally stands when grasping the handle of the parcel hamper for transport to their case.	
06	Carrier's Case	Assigned location or typical location for inspection of vehicle		From the point where the carrier stands when casing mail to the point where the carrier stands when opening the driver's door of the parked vehicle. Use the assigned parking if there is one or the typical location if there is none.	
07	Carrier's Case	CFS / Markup / MMM /Centralized Hold Mail To the Carrier's Case		From the point where the carrier stands when casing mail and follows their normal path to the CFS, the Markup case, the MMM location, Centralized Hold and back to the carrier's case. Note: The order of the locations may vary according to local practices.	
08	Carrier's Case	Accountables Distribution point		From the point where the carrier stands when casing mail to the point where the carrier receives accountable mail from the clerk in the morning.	
09	Carrier's Case	Hot case		From the point where the carrier stands when casing mail to the point where the carrier stands when retrieving hot case mail	
10	Carrier's Case	Location of hamper or other conveyance for loading mail in vehicle		From the point where the carrier stands when casing mail to the average point where the conveyance for transporting mail to the vehicle is stored.	
11	Carrier's Case	Storage location for excess trays, tubs		From the point where the carrier stands when casing mail to the location where excess trays, tubs are stored after mail has been loaded for conveyance to the vehicle.	
12	Carrier's Case	Location of where the Safety/Service talk is given		From the point where the carrier stands when casing mail to the designated Safety/Service Talk.	

Walking Distance Data Collection Form

The RRECS Office Walking Distance Data Collection Form is used to record the walking distance data for each route as indicated. The data recorded on this form will then be entered into RMSS.

Note: The user must download the Data Collection Form found in the **RMSS Survey Instructions** Zip File to view and print.

 RRECS Survey Instructions

RRECS Office Walking Distances: Data Collection Form

1 CITY, ST, ZIP		FINANCE #		RR #
MANAGER NAME: (Printed)		MANAGER NAME: (Signature)		DATE:
CARRIER NAME: (Printed)		CARRIER NAME: (Signature)		DATE:
2 Does this route receive Raw Letter Credit? Yes or No (Circle One)		Is this route assigned a POV or a Left Hand Drive Government Vehicle? Yes or No (Circle One)		3
Walking Distance Segments For Non-Withdrawal Routes measure only Segments 1, 5-12; Do not measure Segment 6 if the carrier uses a Privately Owned Vehicle (POV) to service the route (Enter "N/A") Measure the "Round Trip" distance (Footage) required for the carrier to complete the segment where applicable.				
Segment Number	From	To	Distance (Footage)	Instructions
01	Scanner Storage Area	Carrier's Case	4	From the point where the carrier stands when retrieving raw letter to the point where the carrier stands when casing mail.
02	Carrier's Case	Raw Letter or Raw Flats Distribution Case		From the point where the carrier stands when retrieving raw letters or raw flats, whichever is further. Include walking distance to obtain a conveyance if typically required.
03	Carrier's Case	DPS Letters Distribution rack		From the point where the carrier stands when casing mail to the point where the carrier normally stands when retrieving the first tray from the DPS Letter rack. Include walking distance to obtain a conveyance if typically required.
04	Carrier's Case	DPS Flats (FSS) Distribution rack		From the point where the carrier stands when casing mail to the point where the carrier normally stands when retrieving the first tray from the DPS Flats (FSS) rack. Include walking distance to obtain a conveyance if typically required. Note: This segment only applies to routes that use a Privately Own Vehicle (POV) or are assigned a Left Hand Drive (LHD) Government Vehicle.
05	Carrier's Case	Parcel hamper		From the point where the carrier stands when casing mail to the location where the carrier normally stands when grasping the handle of the parcel hamper for transport to their case.
06	Carrier's Case	Assigned location or typical location for inspection of vehicle		From the point where the carrier stands when casing mail to the point where the carrier stands when opening the driver's door of the parked vehicle. Use the assigned parking if there is one or the typical location if there is none.
07	Carrier's Case	CFS / Markup / MMM / Centralized Hold Mail To the Carrier's Case		From the point where the carrier stands when casing mail and follows their normal path to the CFS, the Markup case, the MMM location, Centralized Hold and back to the carrier's case. Note: The order of the locations may vary according to local practices.
08	Carrier's Case	Accountables Distribution point		From the point where the carrier stands when casing mail to the point where the carrier receives accountable mail from the clerk in the morning.
09	Carrier's Case	Hot case		From the point where the carrier stands when casing mail to the point where the carrier stands when retrieving hot case mail.
10	Carrier's Case	Location of hamper or other conveyance for loading mail in vehicle		From the point where the carrier stands when casing mail to the average point where the conveyance for transporting mail to the vehicle is stored.
11	Carrier's Case	Storage location for excess trays, tubs		From the point where the carrier stands when casing mail to the location where excess trays, tubs are stored after mail has been loaded for conveyance to the vehicle.
12	Carrier's Case	Location of where the Safety/Service talk is given		From the point where the carrier stands when casing mail to the designated Safety/Service Talk.

Once the worksheet is retrieved:

- 1 Input necessary route information in each field at the top of the worksheet. Ensure the manager prints/signs their name along with the date of entry
- 2 Confirm route withdrawal credit (Circle "Yes" or "No")
- 3 Confirm if the route is assigned a POV or Left Hand Drive or Gov Vehicle (Circle "Yes" or "No")
- 4 Confirm walking distance measurement for each segment.

Note: Both the **manager** and **assigned carrier must be present** to confirm walking distance measurement. Both must sign when completed

Route Settings Confirmed by Manager on the RRECS Office Walking Distance Data Collection Form

- ☞ Confirm Left Hand Drive Government Vehicle or POV
- ☞ Carrier Withdrawal Allowance

NRLCA MINI MAIL SURVEY 2022

Walk Distance

Office Walk Measurements:

- ☞ 1. Scanner Storage Area
- ☞ 2. Letters/Flats Distribution Case***
- ☞ 3. DPSL Distribution Case***
- ☞ 4. FSS Distribution Case***
- ☞ 5. Parcel Hamper
- ☞ 6. Location of Vehicle Inspection^^^
- ☞ 7. CFS Markup/Centralized Hold
- ☞ 8. Accountable Distribution Point
- ☞ 9. Hot Case Location
- ☞ 10. Location of Hamper/Conveyance
- ☞ 11. Location of Excess Trays/Tubs
- ☞ 12. Safety/Service Talk Location

***not measured for Non-Withdrawal Routes

^^^not measured for POV Routes

- ✎ The round-trip distances recorded on the Office Walking Distance Data Collection Form are entered into RMSS accordingly.
- ✎ Copy of the Completed Form will be Shared with the carrier

NRLCA MINI MAIL SURVEY 2022

Daily Volume Worksheet

RMSS - Daily Volume

Survey Period: 09/10/2022 - 09/23/2022

Finance:

Date:

Route	Majority DPS Letters Cased (Y) or (N)	3982 PARS Label	Letters Manual (Pieces)	Flats Manual (Pieces)	Miscellaneous Activity Reason	Misc. Activity Actual Time (Minutes)
K-001						
K-002						
K-003						
K-004						

Daily Volume Worksheet

Prior to the actual survey period, users should download and **print** the **Daily Volume Worksheet**.

The daily volume worksheet will be used to record volume and miscellaneous activity time daily.

Once the worksheet is open; Print the worksheet and conduct the following:

- 1 Confirm that the Finance Number and date are correct.
- 2 For Majority DPS Letters Cased, enter "Y" for Yes, or enter "N" for No.
- 3 Record the data for each category of mail: PARS 3982 Labels, Letters Manual (Pieces), Flats Manual (Pieces), Misc. Activity time
- 4 Use Miscellaneous Activity Worksheet for recording actual time
- 5 Use the correct tab for each day

RMSS - Daily Volume

Survey Period: 09/10/2022 - 09/23/2022

Finance:

Date:

Route	Majority DPS Letters Cased (Y) or (N)	3982 PARS Label	Letters Manual (Pieces)	Flats Manual (Pieces)	Miscellaneous Activity Reason	Misc. Activity Actual Time (Minutes)
K-001						
K-002						
K-003						
K-004						

MISCELLANEOUS ACTIVITY WORKSHEET			
Area	District	MPOD	Date
Activity	Description	Time Used (minutes)	Route
Required Customer Communications	Time, if required by management, to answer customer questions over the counter or over the phone, if such duties occur daily or weekly.		
Electronic Parcel Lockers	Record actual time used daily to service the EPLs. Actual time begins once all parcels are located at the EPL and carrier signs in on the keypad and continues until the carrier signs out on the keypad. If the carrier is required to wait to gain access to the keypad, that time is also recorded as actual time.		
Reloading Satchel	Actual time to reload a satchel if required for multiple dismount deliveries.		
Non-Personnel Unit (NPU) time	Those carriers who serve a non-personnel rural unit receive a minimum allowance of 15 minutes daily for each unit served.		
Other Daily or Weekly Recurring Activity	Must be approved by District Rural DSS. Explanation must be entered. For Example: Time associated with End-Of-Shift activities not completed for the prior day.		



Random Letters and Flats

Random Letters Include:

- A. Letters that have not been run on any type of automation
- B. Letters from manual distribution cases
- C. DPS letter mail errors (3M)

Note: Do not include Walk Sequence Saturation mailings or Boxholders

Random Flats Include:

- A. Flats that have not been run on automation.
- B. Flats from manual distribution cases
- C. DPS flat mail errors
- D. Flat-sized mailings not received in white tubs or from local distribution cases.
Could include mailings received at the delivery unit, such as WSH

Note: Do not include Walk Sequence Saturation mailings or Boxholders





Daily Volume Worksheet

- ✎ Postmaster or manager who conducts the count should sign every day.
- ✎ Carrier should receive a copy each day
- ✎ Disagreements and disputes should be documented and dealt with as soon as possible.

MISCELLANEOUS TIME

Entry Steps:

1. Print out enough copies for each route for each day of survey (#rtes x 12)
2. Enter Area, District, MPOO and Office Name
3. Enter 3-digit route number
4. Complete each day for each route. If no activities occur on any day, enter N/A on sheet for the day.

MISCELLANEOUS ACTIVITY WORKSHEET						
					Date	Route
Area	District		MPOO	Office		
Activity		Description			Time Used (minutes)	
Required Customer Communicatons		Time, if required by management, to answer customer questions across the counter or over the phone, if such duties occur daily or weekly.				
Electronic Parcel Lockers		Record actual time used daily to service the EPLs. Actual time begins once all parcels are located at the EPL and carrier signs in on the keypad and continues until the carrier signs out on the keypad. If the carrier is required to wait to gain access to the keypad, that time is also recorded as actual time.				
Reloading Satchel		Actual time to reload a satchel if required for multiple dismount deliveries.				
Non-Personnel Unit (NPU) time		Those carriers who serve a non-personnel rural unit receive a minimum allowance of 15 minutes daily for each unit served				
Other Daily or Weekly Recurring Activity		Must be approved by District Rural DSS. Explanation must be entered. <i>For Example: Time associated with End-Of-Shift activities not completed for the prior day</i>				
		_____			_____	
		_____			_____	
		_____			_____	
		_____			_____	
		_____			_____	





Miscellaneous Activity Worksheet

☞ Reasonable time allowance for recurring duties

☞ Must be:

- Authorized or required by management
- Recurring Duties (Daily or Weekly)
 - Required Customer Communication
 - Electronic Parcel Lockers
 - Reloading Satchel
 - Non-Personnel Unit
- All other Activity must be pre-approved by DSS
- Not covered in any other allowance

☞ Actual Time Rounded to Nearest Minute

Verification Daily Summary

UNITED STATES POSTAL SERVICE Rural Management Support System

Approval 7 Settings Help Log out

Home Facility: 540436 - ARL-MAIN OFFICE STA, WA

Reporting

Time Keeping

Scheduler

Form 4003

Mail Count

RRECS Survey

Daily Volume

Walking Distances

Route Settings

ASC

Form 4246

RD SOP

Save Eval Date 12/01/2021

Search

Walking Distances must be entered before Daily Volumes may be collected for some routes.

Daily Volumes are incomplete for 12/27/2021

Daily Volumes are incomplete for 12/28/2021

Daily Volumes are incomplete for 12/29/2021

Daily Volumes are incomplete for 12/30/2021

Daily Summary

Weekly Summary

Route	Majority of DPS Letters Cased	PS Form 3982 PARS label	Letter Size Manual Count (Pieces)	Flat Size Manual Count (Pieces)	Miscellaneous Time (Minutes)
002	N <input checked="" type="checkbox"/> Y				Total: <input type="text"/>
003	N <input type="checkbox"/> Y				Total: <input type="text"/>
004	N <input type="checkbox"/> Y				Total: <input type="text"/>
010	N <input type="checkbox"/> Y				Total: <input type="text"/>
012	N <input type="checkbox"/> Y				Total: <input type="text"/>
013	N <input type="checkbox"/> Y				Total: <input type="text"/>

Current Date: 12/31/2021 | Day 14 of Pay Period 81

Delivery Manager: RWHT, DEL 1

Version: 1.42 8-SHA256-D1 API Documentation

	K	L	M	N	O	P
DAY OF WEEK	Majority DPS Letters Cased (Y) or (N)	3982 PARS Label	Letter Size Manual (Pieces)	Flat Size Manual (Pieces)	Actual Time Misc Activity Total	
THURSDAY	N	0	0	0	0	0
THURSDAY	N	0	0	0	0	0
THURSDAY	N	0	0	0	0	0
THURSDAY	N	0	0	0	0	0
THURSDAY	N	0	0	0	0	0

16
17
18
19
20
21
22
23

Mini Mail Survey Summary

At the conclusion of Daily Volume data collection in RMSS each week, managers should **print** the **Weekly Summary of Daily Volume** excel sheet and provide to carriers for confirmation. Managers and carriers should work together to verify Daily Volume data entries displayed on the worksheet. If necessary, managers and carriers should identify any discrepancies and make adjustments as needed daily.

The screenshot displays the Rural Management Support System (RMSS) interface. The left sidebar contains navigation links: Home, Reporting, Time Keeping, Scheduler, Form 4003, Mail Count, RRECS Survey, Daily Volume, Walking Distances, Route Settings, ASG, Form 4248, and RD SOP. The main content area is titled "Rural Management Support System" and includes a "Facility" dropdown set to "540436 - ARLHMAIN OFFICE STA, WA".

The "Instructions" section states: "To use the RRECS Survey, you must first read the instructions and acknowledge that you have received the proper training." Below this is a link to "RRECS Survey Instructions" and a green checkmark indicating "You have been certified for RRECS Surveys".

The "Survey Periods" section shows a table with columns: Setup start, Survey Begin, Survey End, Lockout, and Extract. The data row shows: Setup start: 12/11/2021, Survey Begin: 12/25/2021, Survey End: 01/10/2022, Lockout: 02/15/2022. The "Extract" dropdown menu is open, showing three options: "Blank Daily Volume Worksheet", "Weekly Summary of Daily Volume" (highlighted with a red box), and "Walking Distances & Route Info".

Overlaid on the right side of the interface is an Excel spreadsheet titled "RMSS - Survey Period Summary" for the period "08/08/2022 - 08/20/2022". The spreadsheet has columns for BA, AREA, FDC, DISTRICT, MPOO, FACILITY, ST, FIN#, RR#, 3982 PARS Label, Letter Size Manual (Pieces), Flat Size Manual (Pieces), Actual Time Misc Activity Total, Admin Defined Reason 1, and Admin Defined Reason 2. The data rows show two entries for "4B ATLANTIC 020 MA-RI C AMESBUR MA 240119 001" and "4B ATLANTIC 020 MA-RI C AMESBUR MA 240119 002".

Mini Mail Survey Summary (By Route)

At the conclusion of Mini Mail Survey, after all data is entered, managers should **print** the **Mini Mail Survey Summary** excel sheet and provide to carriers for confirmation. If any discrepancies still remain, they should be corrected immediately. The Detail Route Summary will include confirmation by the assigned carrier and the manager that the information is correct. This file will also provide the opportunity for the carrier to commit to take sufficient annual leave to avoid exceeding 2080 hours in the guarantee period if selected.

RMSS: Mini Mail Survey Summary (By Route)				
Survey Period: 09/10/2022 - 09/23/2022				
Area: 4E District: 980 MPOO: F				
Finance: 123456 Facility: Rural Town ZIP+4 RR: 001				
DATE	3982 PARS Label	Letter Size Manual (Pieces)	Flat Size Manual (Pieces)	Actual Time Misc Activity Total
TOTAL				
9/10/2022				
9/12/2022				
9/13/2022				
9/14/2022				
9/15/2022				
9/16/2022				
9/17/2022				
9/19/2022				
9/20/2022				
9/21/2022				
9/22/2022				
9/23/2022				
COMPLETE THE FOLLOWING INFORMATION ON THE LAST DAY OF THE MAIL SURVEY				
High Option: Yes _____ No _____				
High Option election requires the assigned Regular Carrier meeting all criteria as provided in Article 9.2.C.7.a. of the National Agreement to include the Carrier's signature agreeing to the "Leave Commitment" below:				
In the event that I am eligible to elect a higher route classification, I agree to use sufficient annual leave during the guarantee period to assure that my total actual work hours will not exceed 2,080 during the guarantee period.				
Carrier's Signature for "Leave Commitment": _____				

Certified To Be Correct:				
Carrier's Signature and Date (MM/DD/YYYY) _____				
Manager's Signature and Date (MM/DD/YYYY) _____				



Conclusion of Mail Survey

High-Low Option (If qualified)

Carrier Commits to Take Sufficient Annual
Leave to Avoid Exceeding 2080 Hours

Carrier's Signature Certifying the Survey to be
Correct

OTHER MAIL SURVEY ISSUES

COUNTING YOUR MAIL

Counting your mail

- ✂ Carrier may count their own mail as a verification of management's counts.
- ✂ No compensation

Intermediate Office

- ✂ All Forms are completed and returned to the main office
 - ✂ RRECS Office Walking Distance-Data Collection Form
 - ✂ Daily Volume Worksheet
 - ✂ Miscellaneous Activity Worksheet
- ✂ Edit Book updates performed at the Intermediate Office are entered on the Miscellaneous Activity Worksheet



Credit for Inverted Letters and Flats

- ✎ Credit one Random Letter for every 4 inverted DPS Letters
- ✎ Credit one Random Flat for every 2 Backwards DPS Flats.



EVEN FLOW OF MAIL

- ✎ Normal flow of mail should be ensured
 - No extra efforts to clear out mail before count
 - No curtailment of clerk hours on the last day of count
- ✎ Mailer-requested delivery dates should be honored



WITHDRAWAL OF MAIL

- ✎ If carriers perform any withdrawal functions-allowance is added
- ✎ No change from remainder of year
- ✎ Number of withdrawals required
 - Upon Reporting
 - Two additional in morning
 - Final withdrawal of Hot Case
 - Upon return from route

WITHDRAWAL OF MAIL

Carriers who DO NOT get withdrawal allowance

- ✎ Final withdrawal of Hot Case in conjunction with loading
- ✎ All other mail should be placed at case or on ledge
- ✎ No dumping of sacks
- ✎ Everyone can be required to cut straps and remove plastic. It is not part of Withdrawal.
- ✎ Everyone can be required to retrieving Parcel Hampers. It is not part of Withdrawal

WITHDRAWAL OF MAIL

- ✎ ALL OR NOTHING-No provision for partial credit
- ✎ If management proposes a change the union must be notified
 - Majority of regular carriers must vote to accept the change
 - Change applies to ALL carriers



OPTION ELECTIONS & LEAVE AGREEMENTS

☞ Manager must meet with each regular carrier to discuss options:

- High - *Higher* pay, but less time off (J or H route)
- Low - *Lower* pay, but more time off (K or J route)

☞ Requirements for High Option

- Route's evaluation must fall in more than one route classification (standard hours between 44:11 and 50:43)
- In order to be eligible for high option the regular carrier must have a minimum of ten years of service from his/her retirement computation date.
- Demonstrated no 2080 problems previous year
- Commit in writing to use sufficient annual leave (not LWOP) so as not to exceed 2080 hrs.



DISAGREEMENTS

- ✎ Attempt to resolve disagreements at the local level
 - Disputed items must be brought to managers attention prior to casing and delivery
- ✎ If disagreement cannot be resolved locally
 - Provide written details to Postmaster for review & resolution.
 - If not resolved:
 - Mail a copy to the NRLCA District Representative (or designee)
 - District will evaluate and provide written reply to local management
 - Local management will advise the carrier in writing
 - If carrier is not satisfied with decision, grievance procedure is next step

DISAGREEMENTS

REMEMBER
THIS IS YOUR PAYCHECK!

IF YOU HAVE PROBLEMS LET SOMEONE KNOW AS
SOON AS THEY OCCUR AND THOROUGHLY
DOCUMENT ALL DISPUTED ITEMS!



THE END



QUESTIONS?

