RRECS Q AND A-MINI MAIL SURVEY

(Question Number from original Q and A on nrlca.org in parenthesis) **Answers in red are items credited in the mini mail survey.** Answers in black are examples of items credited in other standards

1. (46) What is the proper time of day to make edits to the Redbook/case labels to get proper credit for this under RRECS?

   A. This time is included with End-of-Shift Duties. Please see page 78 in the document "**Determining Rural Route Evaluations Under RRECS**".

   From Page 78: **End of Shift Duties**

   Like Loading Time, the time required for End of Shift Duties (EOS) is recorded daily on the MDD and the average weekly time over 52 weeks is included in the evaluation. The time begins when the carrier enters RETURN2DU on the MDD and ends when they enter PMCASING, indicating they are now switching to casing mail, or they enter CLOCKOUT for the day. Either event signals the end of the timing for EOS. The End of Shift Activities recorded as actual time are:

   1. Gather accepted and collected mail, empty mail trays, MDD, personal items, etc., and exit the vehicle.
   2. Dispose of ordinary mail collected/accepted on route: a) affix stamps on unstamped mail when customer has left sufficient funds; b) face and deposit mail in designated location; c) case or dispose of undeliverable ordinary mail. (Ref. PO603, Sec. 4.21).
   3. Dispose of carrier pickup items collected on route.
   4. Dispose of special service mail collected/accepted on route: registered mail, certified mail, insured mail, special delivery mail, money orders, express mail, COD, and delivery confirmation mail. (See: PO603, Sec. 42.2, for a complete description of activities).
   5. Clear and dispose of accountable items: registered, certified, and express mail; CODs; postage due; custom duties mail. Wait while items are cleared and complete paperwork. See: PO603, Sec. 43, for a complete description of activities).
   6. Return keys and credit card.
   7. Dispose of signed forms for numbered insured mail (PO603, Sec. 44).
   8. Dispose of undelivered ordinary and insured parcels (PO603, Sec. 45).
   9. Place returned empty mail trays in designated storage locations.
   10. Move vehicle from unload location to regular parking location where applicable.
   11. Rural Reach: replenish lead cards and brochures.
   12. Stamp Stock: a) replenish stamp stock and turn in cash from previous sales; b) participate in audit of stamp stock sales.
   13. Trip Report: complete afternoon entries on Form 4240 (PO603, Sec.41).

14. Report vehicle problems.
15. Perform required updates in AMS and RSD.
16. Perform Saturday clearance activities (PO603, Sec.48).
17. Maintain case configuration.
18. Weigh, Rate and Affix Postage to Parcels received on route.

2. (111) Is Edit Book & Case Maintenance work accomplished during the end-of-shift duties using the RRECS activity scans?
   A. Yes. Please see pages 78-79 in the document "**Determining Rural Route Evaluations Under RRECS"**.

3. (112) How are we credited under RRECS for tasks such as waiting to be buzzed in at secured buildings, unlocking closed office buildings, security gates etc. which are included in Column 17 time, now?
   A. When mapping Dismount Deliveries under RRECS, there is a column to add extra time for these types of issues. Please see page 42 in the document "**Determining Rural Route Evaluations Under RRECS"**.

4. *(133) How will carriers document time for carrier corrections to forwards, removal of yellow stickers, talking to customers on the phone and over the counter etc.?*
   A. *These types of miscellaneous duties will be captured during the mini mail counts, much like we capture Column 17 time now.*

5. (149) I've read about getting actual time for end of day functions. Is this our usual 3M, mark ups, dumping outgoing mail, excess box holders? Would we need to enter anything into the scanner at this time? What would start and end the time for our end of day functions?
   A. End of Shift Time begins when you enter **RETURN2DU** and ends when you enter either **PMCASING** and begin casing mail for the next day, or enter **CLOCKOUT** and go home.

6. (150) Our manager's safety talks often are 20 minutes or more. Do we still get 5 minutes automatic every week? What if they are longer? Or we have 2 or even 3 in a week?

A. One of the improvements in RRECS is that Safety/Service talks are **actually timed every day, all year long and the 52-week average is built into the evaluations.**

7. *(157) How is changing a lock compensated?*
   A. *Those tasks will be entered at the mini mail count as Miscellaneous Duties, as long as it is a regularly occurring function. Occasional changes should be paid using 8127.*

8. *(192) Under RRECS, what is the credit for vacation hold mail?*
   A. *Just like the current system, the route is credited for every piece of mail received during the hold and will receive credit for servicing the box every day the address has mail while on hold, even though no stop is made. If the hold mail has to be taken someplace in the office other than the carrier's case, credit would be given during the mini-mail count as Miscellaneous Time. When the hold mail is delivered, if it requires a trip to the door, the carrier will enter DOORMISC and receive credit for the trip to the door. If the hold bundle fits in the mailbox, there is no additional credit.*

9. (195) How do we get credit for picking up parcels from mailboxes with money attached? The Amish in the area send that way in this area. Do we do any type of scan for these?
   A. Please see number 30 on page 81 of the document "**Determining Rural Route Evaluations Under RRECS"** which is linked at the top of this page. Most of the time credit for these items is actual time in End of Shift Duties.

10. (198) During previous mail physical mail counts, outgoing mail picked up and brought back, each piece was counted, and an average used for the year. Will this be done during the mini-mail counts or how will we get credit for this?
    A. See question 20 below.

11. (20) How will collection mail be counted under RRECS?

A. Collection mail is not counted under RRECS. A time credit for handling at the box was built into the box time by the Engineering panel. Actual time for handling collection mail back at the office is recorded each day as part of End of Shift Duties. The actual time is used to calculate the weekly average.

12. (200) I am responsible for delivering PO box mail, parcels, and a lock pouch from one post office to another by way of a "shuttle" using a post office vehicle. How will I be credited for this work under RRECS?

A. Just like now, this is credited as a Locked Pouch Stop. Please see pages 86-87 of the document "**Determining Rural Route Evaluations Under RRECS"**.

13. (204) Where is time recorded for Safety and Service Talks and or training videos?

A. Safety and service talks will be recorded by management with the clock starting as soon as the talk is announced. The time will end when the talk concludes. All routes will be credited with the total time plus a trip (walking distance) back to the case from the place where the carrier stands for the talks. *This is one of the distances measured for the Office Walk Database.*

14. (209) I have several customers who live on the 2nd floor of an apartment building and regularly receive parcels. How will I get credited for taking parcels up to their 2nd story door?

A. There is no additional credit for stairs involved in the delivery of a parcel or accountable to the door. The panel determined that the driving and walking distances would be determined by straight-line measurements as described in question 103 above. When mapping, the carrier pinpoints the location where they park and the location of the door. The distance is calculated from these points. There is no other allowance for driving or walking to deliver to a door. Even though this is not ideal, it is a far better allowance than the current evaluated system.

15. *(210) How will RRECS account for electronic parcel lockers such as Amazon Parcel Lockers or electronic parcel lockers installed at apartment complexes?*

    A. *Each of these locations is also recorded as an Authorized Dismount and Authorized Dismount Distance during route mapping.*
For Electronic Parcel Lockers: Actual time begins once all parcels are located at the EPL and the carrier signs in on the keypad; and continues until the carrier signs out on the keypad. The same time will be recorded in Miscellaneous Time for each respective day of the entire mail count period. If rural carriers are required to wait to gain access to the keypad, the actual waiting time will also be included in Miscellaneous Time.

    For Amazon Parcel Lockers, each item delivered will be credited as a parcel delivered to a parcel locker. The credit includes unlocking and locking the locker which would be the same as scanning the parcel to open the locker. No additional Miscellaneous time.

16. *(212) In my office I have to get parcels from 2 locations. Should the farthest away from my case be the official measurement or an average between both distances?*
    A. *Office walk distances should be measured to and from the location used most often.*

17. *(213) I have an apartment building where the DPS comes out of sequence. All the unit numbers are at random, so it's a bit like doing raw mail. How will we be credited for that under RRECS?*
    A. *All DPS errors will be counted and recorded as Random Letters during the mini mail counts.*

18. *(215) How will those of us with an intermediate office be credited time for case labeling and edit books at the intermediate office when it is listed as an end of shift duty at our primary office?*

A. *Any time spent on those activities in the Intermediate Office will be captured using Miscellaneous Time during the mini mail counts.*

19. *(218) In my office I have a large number of newspapers dropped off at our front door.   How do I get compensated for these papers since they are not counted for volume like flats that run through the postal service?*

   A. *. If these newspapers are WSS saturation mailings, they would be recorded on the MDD as received each week throughout the year. If not, then ALL mail not accounted for elsewhere in RRECS will be counted and recorded during the mini mail counts.*

20. (224) Are shrink wrapped magazines and catalogs included in our digitally recorded flat numbers or will they be counted as part of the mini mail counts?

   A. Shrink-wrapped Carrier Route Presort Flats are recorded daily all year long from USPS data. The Panel also included an adjustment factor of 19% added to this number.

21. *(225) Will we still get credit for upside down letters in the DPS?*
   A. *Yes-during the mini mail counts only.*

22. *(240) I have 3 gated communities where I have to dismount and walk to the code box and turn my arrow key to have access to enter the community. I have not noticed anywhere in the DPM where I can insert the dismount and footage for this. Please let me know how we will get compensated for this action.*

   A. *This time will be entered as Miscellaneous Time during the mini mail survey periods. Dismount and time can only be entered at Authorized Dismount Locations in DPM.*

23. *(247) Are all the missent letters in DPS counted in the end-of-run report and fed to the RRECS?*

   A. *No, all missent and any other "3-M" mail pulled from or brought back from DPS Letters or Flats will be counted as Random Mail during the mini mail counts.*

24. (257) How does a hardship get credited to a route? This is an everyday dismount.
    A. Hardship Deliveries are recorded as "Other" boxes and credited with a dismount and distance each day in the mapping program.

25. (265) Where is the credit given to remove tags from empty equipment and putting the equipment back in the staging areas?
    A. Please see page 86 of the document "**Determining Rural Route Evaluations Under RRECS"** which is linked at the top of this page. (Standards)

    From Page 86: **Move Trays to Storage**

    Each route is credited with S031 (Move trays to storage) at 0.2643 minutes per day or 1.5858 minutes per week. The standard includes the following:

    1) The carrier will gather all empty/unnecessary tubs and trays in a stack on the ledge and then pick them up for transport to the storage location.
    2) Upon arrival at the storage location the carrier will sort and place the tubs and trays into their appropriate location until all of them have been stored.
    The walking time for this task is included in the Office Walking distances.

26. (275) How will I be credited with signing and sealing up the daily registered bag that I pick up at my locked pouch stop?
    A. The Panel established two different standards for Locked Pouch Stops. Both are explained on pages 87-88 of the document "**Determining Rural Route Evaluations Under RRECS".**
    From Page 87-88:

    Locked Pouch Stops/Intermediate Offices
    The panel saw a need to divide the time allowance for Locked Pouch Stops (Service Inter-Unit Mail) into two categories: low volume and high volume. The determining factor is the work performed servicing the inter-unit delivery. When mapping the route, the carrier will indicate each Locked Pouch (Inter-unit delivery) stop and place it in the proper category of low or high volume. If the stop is serviced regularly with one trip into the office, it would be classified as low volume. If the stop requires a trip to retrieve a conveyance to transport mail, parcels etc., then it classified as high volume.

Standard S050 (Service inter-unit mail (low volume)) is described below:

1) The carrier will park the vehicle, set the brake, and remove their seatbelt.
2) He or she will then retrieve the scanner and the mail for delivery and exit the vehicle.
3) The carrier will unlock the Postal Unit door via a 4-digit code or sliding key card and enter the unit. If service location has a scan code the carrier will scan it.
4) At the appropriate location the carrier will set down mail for delivery (typically in a tub/tray or envelope) and check the area for return mail and retrieve (if applicable) after a brief visual inspection.
5) The carrier will then exit the Postal Unit (door closes and locks automatically) and return to their vehicle.
6) At the vehicle the carrier will enter the vehicle, replace the scanner in its holster, and place any collected mail in the appropriate location.
7) The carrier will then depart to continue the route.

S050 is credited at 1.4787 minutes per day, per stop, averaged over 52 weeks. S051 (Service inter-unit mail (high volume)) is credited at 5.7659 minutes per day per stop, averaged over 52 weeks. The tasks involved in this standard are listed below:

1) The carrier will park the vehicle, set the brake, and remove their seatbelt.
2) He or she will then retrieve the scanner, the mail for delivery, a carry aid (tub/tray), and exit the vehicle.
3) The carrier will unlock the Postal Unit door via a 4-digit code or sliding key card and enter the unit. If service location has a scan code the carrier will scan it.
4) At the appropriate location, the carrier will set down mail for delivery (typically in a tub/tray or envelope) and check the area for return mail and retrieve (if applicable) after a brief visual inspection.
5) The carrier will then locate a carry aid and place the returning mail on the carry aid.
6) The carrier will then exit the Postal Unit (door closes and locks automatically) and go to the rear of the vehicle.
7) The carrier will open the rear door and load the returning trays and mail into the vehicle. If there is additional "in-bound" mail for the current Postal Unit, he or she will gather that in the carry aid before closing the rear door and returning to the Postal Unit.
8) The carrier will re-enter the Postal Unit and place the mail in the appropriate location and return the carry aid to the location they retrieved it from.
9) The carrier will then exit the Postal Unit (door closes and locks automatically) and return to the vehicle.
10) At the vehicle, the carrier will enter the vehicle, replace the scanner in its holster, and place any collected mail in the appropriate location.

      11) The carrier will then depart to continue the route.

27.(316) End of shift duties.   When a carrier returns from their route, one thing they bring back is DPS/FSS errors. If the errors were missorted, on their route but not in delivery order, would this be cased as an end of shift duty or as PM casing?
    A. Handling of mail brought back from the street is part of end of shift duties. PMCASING is used only when casing newly received mail for the next day. **DPS/FSS errors are counted as Random Letters or Random Flats during the Mini Mail Survey.**

28.(336) Is riffle time for DPS gone?
    A. No, it is included in Standard S008- Method Description:
        1.   The carrier will arrive at the DPS mail location and release their cart to begin searching. The initial search will include walking between the DPS carts while scanning the paper inventory of trays posted on the cart until the carrier finds the DPS Cart with their route listed.
        2.   Once they find the correct DPS cart, the carrier will look for trays with their route label possibly moving trays for visibility (carrier should be careful not to rearrange trays too much or allow trays to spill).
        3.   As the carrier finds trays labeled for their route, they should check some of the mail in the tray to verify it is labeled correctly (i.e. it does belong to the carrier) and is sorted in order.
        4.   The carrier will repeat steps 1-3 above at the overflow DPS location as necessary.

29.(338) Waiting on elevators. Is that timed during the mini mail counts?
    A. This time and time for stairs at **Authorized Dismount locations only** should be entered at the time of mapping under Other Time for the dismount location. There is no time allowance for stairs or elevators with normal delivery of parcels or accountable mail to an address that is not an Authorized Dismount.

30.**(339) Is there any credit for handling missorted parcels in the office as we were previously given credit for the parcel?**

A. **If applicable, this would be entered as Miscellaneous Time during the *mini-mail survey*.**

31. *(341) Regarding end of shift duties, what happens in these smaller offices where a carrier returns from the route and no clerk is around to sign the clearance form, pay for postage, stamp stock, etc.?*
    A. *According to the PO-603, Section 481 there should be a process in place to clear accountables in the afternoon, even if no clerk or manager is available. If applicable, the additional clearance activities would be completed the following day and entered as Miscellaneous Time during the mini-mail survey.*

32. (342) When mail arrives at the carrier case in tubs, is it assumed they have been machined? How can this be confirmed?
    A. There will be a label on the tub indicating when the mail was run through the automated sorters. The flats should also appear on the End of Run Report.

33. *(343) When a carrier must wait for a train, is it timed as previously, or does the location of the crossing in the mapping program provide ample average credit, that this will not be necessary?*
    A. *If applicable as per the Step 4 Settlement, this would be entered as Miscellaneous Time during the mini-mail survey.*

34. **(344) Do we get credit for upside down DPS, if so, how?**
    A. **Yes, one additional Random Letter is entered in the mini mail survey for every 4 inverted DPS Letters found. One additional Random Flat is entered for every 2 backwards DPS Flats found.**

35. *(345) Will there be any miscellaneous time for parcels that are presented to carriers on the floor or not in conveyances to carriers? Often carriers spend a lot of time loading large parcels into hampers to transport to vehicle.*
    A. *If applicable, this would be entered as Miscellaneous Time during the mini-mail survey. However, all parcels should be taken to the carrier case or presented in parcel hampers or tubs. This is the basis for the Parcel Cart Standard.*

36. **(346) I have an Amish route and I pick up a lot of parcels that need postage affixed. The window is usually closed when I get back from the route and the parcels get mailed the next day. So, other than unloading them from my car, I will not get credit. Correct?**
    A. **No. If applicable, this would be completed by the carrier the following day and the actual time entered as Miscellaneous Time during the mini-mail survey.**

37. (352) How are we credited for accessing DPS that is spread throughout multiple GPCs that we are required to dig through each day?
    A. See Standards S007-Gather DPS Letters, and S008-Locate and Access DPS Letter Trays. S007 is a credit per tray, S008 is a daily credit.

38. (353) One standard is based on 62 parcels fitting in a cart. Sometimes only 3 parcels will fit in a cart or hamper due to the size, is that just a loss?
    A. No, it is a standard established by the Engineering Panel based on averages. No additional time will be included.

39. How is the carrier credited with unlocking and locking doors at an intermediate office?
    A. All intermediate offices should be mapped as a "Locked Pouch Stop" and would receive all of the credits in that standard including door locks.