



BEST EFFORTS

NALC ROUTE EXAMINATION AND ADJUSTMENT TRAINING

NATIONAL ASSOCIATION OF LETTER CARRIERS, AFL-CIO
100 Indiana Avenue, N.W. - Washington, D.C. 20001



INSTRUCTOR'S MANUAL

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NATIONAL ASSOCIATION OF LETTER CARRIERS, AFL-CIO

FOR THE INSTRUCTOR

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and

NOTES TO THE INSTRUCTOR

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NOTES TO THE INSTRUCTOR

NALC created this educational program to train NALC representatives and letter carriers nationwide about the route examination and adjustment process. This "For the Instructor" section provides some basic advice on how to teach the program effectively.

Preparation. As you approach your training task, please keep in mind that preparation is the key to a successful training session. Read all of the materials thoroughly and then practice teaching the program at least once in advance. In addition, the training environment should be chosen carefully and prepared in advance. For instance, you should ensure that participants will be comfortable and will be able to see and hear the presentation clearly.

Participation. It is strongly recommended that you encourage maximum participation during every training session. Experienced labor educators know that participants learn more when they participate in educational sessions. Participants also enjoy the experience more when they contribute to it. A lecture is generally less interesting and less effective.

To encourage participation, direct questions to the group whenever possible. For example, you might go around the room, asking each participant how the next item should be entered on the Form 1838-C Worksheet. Or when a participant answers one of your questions, ask the others whether they agree. Always leave time for questions at the end of each program section.

Experience. Keep in mind that experience is the best training for instructors. Although training is a difficult task, each time you teach this program you should feel more comfortable with the training process.

Two chapters. This program is divided into two chapters, Chapter 1, "Route Examination and the Letter Carrier," and Chapter 2, "Route Examination and Adjustment for NALC Representatives." Depending upon your audience, you may wish to teach either Chapter 1 alone or the entire program. The time factor may also be important. Chapter 1 is designed for presentation in two to three hours. The full program will require a full-day session.

Using the materials. The program materials include the Instructor's Manual, handouts for participants and overhead transparencies. The Instructor's Manual is designed for use in a classroom setting. It contains material in large type that should be read aloud to the group. "Extra Information" and "Notes" on various topics appear in smaller type.

The program may be taught simply by reading the large-type material in the Instructor's Manual to the group. (The extra information and notes in smaller type may be used where more detail is desired or to answer questions from participants.) After you become familiar with the program you will probably find it more efficient to use your own words, and unnecessary to keep to the written text.

Two sets of handouts are included in the Instructor's Manual -- one for each chapter. Before a training session, use your handout sets to make copies for all participants. The Instructor's Manual refers participants to the handouts at appropriate points in each chapter.

The overhead transparencies are lettered for identification. The appropriate letters are referenced by the Instructor's Manual in places where a particular transparency should be shown to the group. The training instructor or another person must write information on the transparencies at various points. Graphics in the Instructor's Manual show what entries should be made and where.

Use an erasable overhead projector pen to write on the transparencies. Please note that your transparencies should include several blank sheets. Tape a blank sheet on top of each transparency that you will write on. This will help to preserve the image for future use.

Information on each of the two chapters follows.

Chapter 1 - Route Examination and the Letter Carrier

This initial chapter is intended primarily for an audience of letter carriers whose routes may be inspected and adjusted. It contains an introduction to the route examination process, step-by-step instructions on filling out the Form 1838-C Worksheet on the days of mail count, a brief outline of how management evaluates and adjusts the route, and advice on how to ensure that the results of the evaluation and adjustment are fair and accurate.

Instructors have a choice in the way they use certain transparencies in Chapter 1. Transparency A is the entire Form 1838-C Worksheet. Other transparencies are enlargements of smaller sections of the same form. Depending upon visibility the instructor may either use transparency A for all entries, or make the entries on the enlargements instead.

Chapter 2 - Route Examination and Adjustment for NALC Representatives

Chapter 2 is intended for an audience of NALC representatives who will advise and assist letter carriers in the route examination and adjustment process. Because this second chapter builds on Chapter 1, both chapters should be presented to these union representatives.

The second chapter contains "advanced" material covering the entire route examination and adjustment process. It reviews the forms that management must use in the process -- the Form 1838 management summary, the Form 1840-B eight-week analysis, the Form 3999 that records the details of the street inspection, and the Form 1840, which summarizes the result of the count and inspection and documents any adjustments made to the route. Participants can use the information in these sections to analyze management's route evaluations and proposed adjustments.

Chapter 2 also contains information on how to challenge the results of a route examination and how to advise letter carriers whose routes are examined. Finally, it covers grievances that may arise in the route examination.

BEST EFFORTS

NALC ROUTE EXAMINATION AND ADJUSTMENT TRAINING

NATIONAL ASSOCIATION OF LETTER CARRIERS, AFL-CIO

CHAPTER 1

ROUTE EXAMINATION AND THE LETTER CARRIER

A. INTRODUCTION

Every letter carrier has the right to an eight-hour route. A mail count and route inspection is the Postal Service's procedure for measuring your route. After the route examination management is supposed to adjust your route to eight hours.

Be prepared. You, the individual letter carrier, must take responsibility for ensuring that you get a fair shake in the route examination procedure. Learning how the process works is the best way for you to protect your right to a properly adjusted route. That is why NALC created this educational program.

"Route stabilization." Management has proposed to change carrier routes by a process it calls "2 & 6" or "route stabilization." This happens when management proposes to change all routes in your unit to two hours of office time and six hours of street time. Or management may propose to alter routes based on the "projected savings" from some operational or technical change -- such as vertical flat casing, segmentation or sector/segment presorting.

NALC has taken the firm position that full, week-long route examinations must be conducted before management may implement any of these changes. This is the best way to ensure that letter carriers obtain their right under the National Agreement to an 8-hour route.

This educational program takes you through the route examination process, step by step. It is called "Best Efforts" because that is all the Postal Service can ask of each individual letter carrier -- his or her best efforts. There is great variation among the thousands of carriers across the nation. The Postal Service must understand that, and it must accommodate our differences. Keep this in mind as we review the material ahead.

B. BEFORE THE INSPECTION

Before a route examination begins, management must provide notice to the local union and to the letter carrier. Management also must give the carrier a chance to practice filling out the Form 1838-C Worksheet -- called a "dry run."

The advance notice and dry run requirement are set forth in the manuals -- the M-41 and M-39. They are part of the National Agreement through Article 19. If management violates either requirement you should file a grievance.

ADVANCE NOTICE

Management must give advance notice before conducting a mail count and route inspection:

Five working days before the start of the count, management must post a notice giving the schedule of the count week and the proposed day of inspection. Letter carriers are usually scheduled to report to work earlier during the week of the count, because counting the mail and filling out the Form 1838 take extra time.

One day advance notice must be given to a carrier if management changes the proposed day of inspection to a different date.

See M-41 913; M-39 215.1.

DRY RUN

Within 21 days before the count and inspection begins, management must give each carrier a "dry run" to practice the mail counting procedures and filling out the Form 1838-C Worksheet. You should know a few additional things about the dry run:

Shortened process. The dry run is a practice session only. It is not the same as the full-scale process the letter carrier will complete during the count and inspection period. The Form 1838-C Worksheet filled out in the practice session will not be used to evaluate the route.

Materials: A supervisor gives the letter carrier some mail, a sample list of mail-count items and time-used items, and the Form 1838-C Worksheet.

Instruction period: The supervisor must hold an instruction period with the letter carrier before the dry run.

Carrier fills out 1838-C Worksheet: The letter carrier then uses the sample materials and fills out the Form 1838-C Worksheet.

Management review: The supervisor must review the form for accuracy and then discuss any problems with the letter carrier. If necessary the supervisor may require a second dry run.

See M-39 217.1-217.4.

C. THE WEEK OF COUNT AND INSPECTION

Management conducts the mail count and route inspection over six consecutive delivery days on one-trip routes, or for 5 consecutive days excluding Saturday on two-trip routes or one-trip routes with abbreviated or no Saturday delivery.

Most of the five or six days are mail count days. The other day is the day of inspection. Sometimes there is more than one inspection day. On each mail count day you will count the mail and fill out the Form 1838-C Worksheet, and deliver your route as usual on the street.

On the day of inspection, the route examiner will conduct the mail count and fill out the 1838-C Worksheet. The examiner will follow you around all day in the office and on the street, observing and making entries on various paperwork.

There are a few points I want to make about the week of count and inspection.

Regular carrier presence. First, it is important that you make every effort to be present during the week of count and inspection. You will have the most important role in seeing to it that your route obtains a fair evaluation.

Operational changes. Management should not implement any operational changes affecting your entire work unit after the dry run or during the week of count and inspection.

During the week of count and inspection there should be no changes in normal distribution procedures or clerical schedules. The normal cutoff time for distribution should be observed.

All mail must be delivered. All mail distributed to your route up to the normal established cutoff time must be delivered every day of the count week. There must be no accumulation of curtailed mail on the day preceding the count, and no mail may be curtailed on the last day of the count. M-39 Sections 221.133, 221.134.

Perform your job as usual. I may say this over and over again in this program, because it is extremely important: During the week of count and inspection you should perform your job precisely the way you do throughout the rest of the year.

D. OFFICE TIME: FILLING OUT THE FORM 1838-C WORKSHEET

INTRODUCTORY REMARKS

In this section we're going to go step by step through a typical day of the mail count, and fill out the Form 1838-C Worksheet to record those work functions that make up office time.

The letter carrier performs office work as usual on the day of the count, but does two things in addition: (1) the carrier counts the mail, and (2) the carrier fills out the 1838-C Worksheet along the way.

You have in front of you a blank copy of the Form 1838-C Worksheet, "Carrier's Count of Mail - Letter Carrier Routes Worksheet." You will fill out this form in the office on the days of mail count, to record the tasks you perform in the office. On the day of inspection the route examiner will fill out the form while you do your job as usual.

Please take a look at your 1838-C Worksheet. I'd like to make some brief remarks to introduce you to the form.

OVERVIEW OF THE FORM 1838-C WORKSHEET

Please take a minute to look at your copy of the Form 1838-C carrier Worksheet. It looks complicated because it is poorly designed, but it is simpler than it appears.

The Form is divided into a few main sections.

- A **Identifying information.** First, at the very top and the very bottom there are sections to identify you, your post office, delivery unit, route number, the date of the inspection, and a space for your signature.

- B **Mail count section.** The mail count section is almost the entire top half of the Form 1838-C Worksheet. Look it over. You'll see boxes -- management calls them "columns" -- identifying the different kinds of mail. **Column 1** at the left is for letter-size mail, **Column 2** is for mail of all other sizes, and so forth.

Some of the columns are for **counting other items that are not mail.** Column 12 at the top right of the Worksheet is for counting Changes of Address Recorded, and Column 13 is for Insured Receipts Turned In.

MAIL COUNT SECTION

1 LETTER-SIZE MAIL		2 MAIL OF ALL OTHER SIZES			3 ACCOUNTABLE AND SIGNATURE MAIL			4 ALL PARCEL POST OVER 2 LBS. (Mechanized Route Only)		12 CHANGES OF ADDRESS RECORDED	13 INSURED RECEIPTS *TURNED IN
1A. MARKED-UP		MARKED-UP			REGS. CERT.	COD CUST.	DUES	5A. MARKED-UP			
		9 2ND. CLASS (Exclude Form 3578)	10 MAIL WITH FORM 3578	11 1ST 3RD AND 4TH CLASS							
AM ENTRIES											
CARRIER		CARRIER							CARRIER		
CMU		CENTRAL MARK-UP UNIT							CMU		
PM ENTRIES											
CARRIER		CARRIER						3A. MARKED-UP		CARRIER	
CMU		CENTRAL MARK-UP UNIT			AM					CMU	
6 SEQUENCED AND COLLATED MAIL		6 SEQUENCED AND COLLATED MAIL			PM						
AM		AM									
PM		PM									

Take a look at **Column 1, Letter-Size Mail**. Although the lines on the Form are confusing, Column 1 reaches down the page, right through to the bottom of Column 6, Sequenced and Collated Mail, and the AM and PM boxes within Column 6.

Column 6 appears inside of Columns 1 and 2. It is for recording a count of presequenced letter-size mail or flat mail. All mail delivered is recorded, even if the letter carrier does not case it.

Column 1A, Marked-Up mail, is also part of Column 1. It is for recording the count of letter-size mail marked up manually by the carrier, and the count of mail returned to CMU for mark-up. There are separate boxes in "AM Entries" and "PM Entries" for each type of mark-up mail.

Column 2, Mail of All Other Sizes, also includes separate sections for marked-up mail. There are three different types of mark-ups. **Column 9** is for counting the number of 2nd-class pieces for which Form 3579 is not filled out. **Column 10** is for counting 2nd-class mail for which Form 3579 is filled out. And the third mark-up category under Column 2, "1st, 3rd and 4th Class," has no separate column number.

Column 3, Accountable and Signature Mail, also includes space at the bottom for recording a count of marked-up pieces.

TIME CLOCK RINGS

TIME CLOCK RINGS
E
R
L
B
E
R
L
B
E
R
L
B

Now, please look **across the top** of the mail-count section. When you fill out the form, you will not write anything in the top portions where the columns are identified. The top row is for headings only. All of the mail count entries are made below that, under "AM Entries" and "PM Entries."

All entries in the mail-count section of Form 1838-C Worksheet are just that -- **counts only**, rather than times. Letter carriers receive certain time credits based on the various counts entered on this section of the Form.

- C **Clock ring section.** A third section of the Form is for clock rings only. It is found on the right side of the Form about two-thirds of the way down.

On the five days of the count, you will ring in and out as usual -- and in addition, you will ring in and out **on the 1838-C Worksheet**. Your clock rings begin at the bottom of this section and continue up from there.

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER		
* ENTER LINE NUMBER IN EXPLANATION COLUMN				LINE	
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS				14	
WITHDRAWING MAIL				15	
SEQUENCING AND COLLATING BY-PASS MAIL				16	
ACTUAL STRAPPING OUT TIME				17	
VEHICLE INSPECTION				19	
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)				21	
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)				22	
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET				23	

ACTUAL TIME ENTRIES				LUNCH	FROM	TO	I.D. NO.	SIGNATURE OF CARRIER (or Examiner)	DATE	DAY	I certify that the above information recorded by me is correct.
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME								
	E										
	B										
	E										
	B										
	E										
	B										
	E										
	B										
	E										
	B										
	E										
	B										
	E										
	B										
	E										
	B										
	E										
	B										
	E										
	B										
	E										
	B										
	E										
	B										
TOTAL											

AM and PM designations provided for expedited preferential mail delivery routes.

- D **Actual Time Entries section.** The last major section of the Form 1838-C is for "Actual Time Entries." It is sideways on the bottom half of the Form. This section has three separate parts: (a) a column for making "Actual Time Entries" -- the **actual times** that you perform certain tasks, (b) **line item numbers** with descriptions for each, and (c) an area for descriptive **comments**.

Actual times. Turn your Form 1838-C sideways and look at this section. The long vertical column on the right, labeled "Actual Time Entries," is for writing down the times that a letter carrier performs certain office functions.

Time entries on a day of mail count **begin at the bottom**, just above "Total," and continue up from there. Each entry has a time for beginning, marked "**B**," and a time for ending, marked "**E**."

To the right of the beginning and ending times are separate boxes for "**Elapsed Time**." That's for entering the total minutes spent on the particular function.

To the left of the Bs and Es are spaces for entering an **Explanation** of each time entry. The explanation tells what office function the letter carrier performed during those times. The function is described by a **number** instead of words.

LINE NUMBER EXPLANATIONS

*ENTER LINE NUMBER IN EXPLANATION COLUMN	LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS	14
WITHDRAWING MAIL	15
SEQUENCING AND COLLATING BY-PASS MAIL	16
ACTUAL STRAPPING OUT TIME	17
VEHICLE INSPECTION	19
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)	21
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)	22
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET	23

- E **Line number explanations.** The guide to the function numbers is on the left of the time entry column, at the bottom. Every actual time entry you make will correspond to one of these categories.

There are **three different kinds** of numbered office functions. Starting at the top, lines **14 through 20** are specific, identified office functions.

- F **Line 21 is different.** It is a "grab-bag" line number for a lot of different regular, recurring office functions. When you spend time doing a line 21 task, such as performing window caller service or replenishing the forms pouch, you record the beginning and ending time and also **write a note in the comments box**, which is above the line number descriptions. Because there are many possible Line 21 activities, you have to describe them in the comments box.

Line 22 is a lot like Line 21. It covers a variety of possible **non-continuing** or non-recurring office activities. These items are also described in the **comments** box when actual time entries are made. However, because they are not regular office activities, the carrier receives no credit in the route evaluation for the time spent performing them.

Line 23 covers time spent counting mail and filling out the Form 1838-C Worksheet. Because carriers count the mail and fill out the Form only during the count and inspection period, **no credit** in the route evaluation is received for Line 23 time.

**U.S. POSTAL SERVICE
CARRIER'S COUNT OF MAIL - LETTER CARRIER ROUTES WORKSHEET**

POST OFFICE		DELIVERY UNIT						ROUTE NO.				
1. LETTER SIZE MAIL		2. MAIL OF ALL OTHER SIZES				3. ACCOUNTABLE AND SIGNATURE MAIL			4. ALL PARCEL POST OVER 2 LBS. (Motorized Route Only)		12. CHANGES OF ADDRESS RECORDED	13. INSURED RECEIPTS TURNED IN
1A. MARKED-UP		9. 2ND CLASS (Exclude Form 3579)		10. MAIL WITH FORM 3579		1ST 3RD AND 4TH CLASS	REGS. CERT.	COD CUST.	DUES	5A. MARKED-UP		
AM ENTRIES												
CARRIER		CARRIER							CARRIER			
CMU		CENTRAL MARK-UP UNIT							CMU			
PM ENTRIES												
CARRIER		CARRIER							CARRIER			
CMU		CENTRAL MARK-UP UNIT				3A. MARKED-UP			CMU			
6. SEQUENCED AND COLLATED MAIL		6. SEQUENCED AND COLLATED MAIL		CENTRAL MARK-UP UNIT			AM	PM	CARRIER'S COMMENTS			
AM		AM							TIME CLOCK RINGS			
PM		PM							E			
									R			
									L			
									B			
									E			
									R			
									L			
									B			
									E			
									R			
									L			
									B			
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET		VEHICLE INSPECTION		ACTUAL STRAPPING OUT TIME			WITHDRAWING MAIL	SEQUENCING AND COLLATING BY-PASS MAIL	REGISTERED-CERTIFIED COD-CUSTOMS AND POSTAGE DUE KEYS FORM 388-SIGNING FOR, RETURNING FUNDS AND RECEIPTS	ENTER LINE NUMBER IN EXPLANATION COLUMN	STREET-TIME WAITING FOR RELAYS TRANSPORTATION OTHER	
22		19		17			15	16	14	LINE		
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)		OFFICE WORK NOT COVERED BY FORM WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE (Use comment section)		SEQUENCING AND COLLATING BY-PASS MAIL			WITHDRAWING MAIL	REGISTERED-CERTIFIED COD-CUSTOMS AND POSTAGE DUE KEYS FORM 388-SIGNING FOR, RETURNING FUNDS AND RECEIPTS	ENTER LINE NUMBER IN EXPLANATION COLUMN	STREET-TIME WAITING FOR RELAYS TRANSPORTATION OTHER		
22		21		17			15	16	14	LINE		
AM and PM designations provided for expedited preferential mail delivery routes.												
											EXPLANATION*	
											TIME GUIDE	
											WRITE IN TIME	
											ELAPSED TIME	
TOTAL												
I certify that the above information recorded by me is correct.		DAY	DATE	SIGNATURE OF CARRIER (or Examiner)				I.D. NO.		LUNCH FROM TO		

THE 1838-C WORKSHEET STEP-BY-STEP

I will be talking us through a typical day in the office for a letter carrier with a park and loop route, and asking you to fill in the 1838-C Worksheet. Please note that in this exercise, the carrier works in a non-EPM office in which there are routers who case part of the mail. Later in the program I will point out how this process would be different in an EPM office. In addition, you may note some other differences from your own office procedures -- for example, you may perform certain tasks in a different order. Feel free to ask questions.

Please fill in the Worksheet as we go through this process. Filling out the Worksheet here and now is the best way to learn how to do it again later, and learn how management uses the information on the Form to adjust a route. So please, pick up your pencils.

TIME CLOCK RINGS

TIME CLOCK RINGS	
E	
R	
L	
B	
E	
R	
L	
B	
E	
R	
L	
B	6 ⁰⁰



1. **CLOCK IN.** Your first job function of the day, of course, is to clock in.
- C **Clock ring.** Ring in your badge on the transactor, or your card on the time clock, as usual. Then you immediately take your 1838-C Worksheet to the time clock and ring in the time on the Worksheet, at the bottom of the "clock rings" section. In this example, you clock in at 6:00 a.m.

You may find it helpful at this point to set your watch to agree with the time clock.

- D **Actual time entry.** You also enter the clock-in time as the first item on the actual time entries section of the Form. Write 6:00 as the first actual time entry.

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER
*ENTER LINE NUMBER IN EXPLANATION COLUMN			LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS			14
WITHDRAWING MAIL			15
SEQUENCING AND COLLATING BY-PASS MAIL			16
ACTUAL STRAPPING OUT TIME			17
VEHICLE INSPECTION			19
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)			21
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)			23
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET			23

ACTUAL TIME ENTRIES				LUNCH	FROM	TO
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME			
	E					
	B					
	E					
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	E					
	B					
	E	6:05	5			
	B	6:00				
TOTAL						



*AM and PM designations provided for expedited preferential mail delivery routes.

I certify that the above information recorded by me is correct

2. **INSPECT VEHICLE.** In this office your first task of the day is to inspect your vehicle. This takes five minutes. You return to your case at 6:05.

D **Actual time entry - Line 19.** The vehicle inspection is an actual time entry covered by Line 19, so you enter the number 19 to the left of the beginning time of 6:00, and enter the number 19 to the left. Then you inspect the vehicle.

Ending time. When you finish, you enter the ending time of 6:05. You also write 5 minutes in the elapsed time column to the right.

EXTRA INFORMATION

COMPLETE VEHICLE INSPECTION: The carrier should perform every point on the expanded vehicle inspection safety checklist. If you don't have the checklist ask management for one. The checklist also appears in M-41 Section 852.2, as Exhibit 8-1. You are allowed to use the "buddy system" in a vehicle inspection where necessary -- for example, to check the brake lights.

TIME OF VEHICLE INSPECTION: Although local management determines the beginning function of the carrier, M-41 Section 922.51f reads that "generally vehicle inspection is made promptly after the carrier records his reporting time." A similar statement appears in M-39 Section 222.214(b)(3)(f).

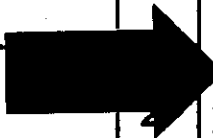
ACTUAL TIME ENTRIES

CARRIER'S COMMENTS

STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER
* ENTER LINE NUMBER IN EXPLANATION COLUMN			LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS			14
WITHDRAWING MAIL			15
SEQUENCING AND COLLATING BY-PASS MAIL			16
ACTUAL STRAPPING OUT TIME			17
VEHICLE INSPECTION			19
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)			21
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)			22
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET			23

ACTUAL TIME ENTRIES				LUNCH		FROM	TO
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME				
	E						
	B						
	E						
	B						
	E						
	B						
	E						
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	E						
	B						
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	E						
	B						
	E						
	B						
	E						
	B						
	E						
	B						
23	B	6:05					
19	E	6:05					
	B	6:00	5				
TOTAL							

AM and PM designations provided for expedited preferential mail delivery routes.



SIGNATURE OF CARRIER (or Examiner)

DATE

DAY

I certify that the above information recorded by me is correct.

3. **FILL OUT TOP AND BOTTOM OF FORM.** Next, you fill out the top and bottom parts of the 1838-C Worksheet. This takes you two minutes; you finish at 6:07.
- D **Actual time entry - Line 23.** Filling out the 1838-C Worksheet is also an actual time entry, covered by Line 23. First, carry forward the ending time of 6:05 to the beginning of the next entry. Then, write 23 in the explanation column on the left.
- A **Top of form.** Then fill in the name of your Post Office, your delivery unit and route number at the top of the Form.
- Bottom of form.** On the bottom, write in the day of the week, the date and your I.D. number. Leave the signature and lunch times blank for now.
- D **Ending time.** It is now 6:07. Write the ending time in the actual time entries. You also write 2 minutes in the elapsed time section.

EXTRA INFORMATION

LINE 23. Filling out the form is a task you perform only during the week of count and inspection. So although you write down the time it takes to perform this task, later management will subtract this time out when adjusting your route.

U.S. POSTAL SERVICE
CARRIER'S COUNT OF MAIL - LETTER CARRIER ROUTES WORKSHEET

POST OFFICE: **SPRINGFIELD, VA** DELIVERY UNIT: **ROSE HILL STATION** ROUTE NO: **24**

1. LETTER SIZE MAIL	2. MAIL OF ALL OTHER SIZES	3. ACCOUNTABLE AND SIGNATURE MAIL			5. ALL PARCEL POST OVER 7 LBS (Motorized Route Only)	12. CHANGES OF ADDRESS RECORDED	13. INSURED RECEIPTS TURNED IN
		1A. MARKED-UP	MARKED-UP				
		9. 2ND CLASS (Exclude Form 3579)	10. MAIL WITH FORM 3579	11. 1ST, 3RD, AND 4TH CLASS	REGS. CERT	COD CUST	DUES

AM ENTRIES

CARRIER	CARRIER	CARRIER
CMU	CENTRAL MARK-UP UNIT	CMU

PM ENTRIES

CARRIER	CARRIER	CARRIER
CMU	CENTRAL MARK-UP UNIT	CMU
AM	AM	AM
PM	PM	PM

6. SEQUENCED AND COLLATED MAIL	7. SEQUENCED AND COLLATED MAIL	8. SEQUENCED AND COLLATED MAIL	9. SEQUENCED AND COLLATED MAIL
AM	AM	AM	AM
PM	PM	PM	PM

STREET-TIME WAITING FOR DELAYS	TRANSPORTATION	OTHER	LINE
14	15	16	17
18	19	20	21
22	23	24	25

AM and PM designations provided for expedited preferential mail delivery routes.

I certify that the above information recorded by me is correct.	DAY	DATE	SIGNATURE OF CARRIER (or Examiner)	I.D. NO.	LUNCH
	MON	5-30-91		16	FROM TO

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS			
<div style="display: flex; justify-content: space-between;"> <div style="width: 80%; border-bottom: 1px solid black; height: 10px;"></div> <div style="width: 10%; border-bottom: 1px solid black; height: 10px;"></div> <div style="width: 10%; border-bottom: 1px solid black; height: 10px;"></div> </div>			
STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER
* ENTER LINE NUMBER IN EXPLANATION COLUMN			LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS			14
WITHDRAWING MAIL			15
SEQUENCING AND COLLATING BY-PASS MAIL			16
ACTUAL STRAPPING OUT TIME			17
VEHICLE INSPECTION			19
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)			22
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)			23
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET			23

ACTUAL TIME ENTRIES				LUNCH	FROM	TO
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME			
	E					
	B					
	E					
	B					
	E					
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	B					
	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
	E	6:09	2			
	B	6:07				
15	E	6:07	2			
23	B	6:05				
	E	6:05	5			
19	B	6:05				
TOTAL						

I.D. NO. **16**

SIGNATURE OF CARRIER (or Examiner)

DATE **5-30-91**

DAY **MON**

I certify that the above information recorded by me is correct.

AM and PM designations provided for expedited preferential mail delivery routes.

4. WITHDRAW MAIL. Your next task is to withdraw mail. You withdraw mail from trays, sacks, from the floor and so forth, cut twine, remove rubber bands and set the mail up at the case. You finish at 6:09.

D Actual time entry - Line 15. This is an actual time entry. Carry forward the previous ending time of 6:07. Withdrawing mail is covered by Line 15, so write 15 on the left. Then withdraw the mail.

Ending time. When you finish, write 6:09 as the ending time and 2 for elapsed minutes on the right.

5. **COUNT THE MAIL.** You count the letter-size mail first, turning one letter up on end every 100 pieces. Then you count your flats.

You have a **router** in this office, who has cased some of your letter mail and some flats before you arrived. You have a record of how much mail the router has cased.

In every office there should be an established procedure for recording a count of mail by a router. It is important for you to record the router's mail count on your 1838-C Worksheet, because you receive time credit for strapping out router mail.

You count a total of 997 letters and 207 flats. The router cased 120 letters and 425 flats. You finish counting at 6:19.

- D **Actual time entry - Line 23.** Counting mail is an actual time entry covered by Line 23. Carry forward the previous ending time of 6:09.
- B **Mail count entries.** When you finish counting, write 997 for the letter-size mail you cased at the top of the Form, under Column 1, AM Entries. Write the total flats you cased, 207, in Column 2.

Router mail. There is no special place for router-cased mail on the 1838-C Worksheet. So write the number of router-cased letters -- 120 -- under Column 1, PM Entries, with a notation that it is router mail. Record the 425 router-cased flats under Column 2, PM Entries, with a similar notation. You will receive strapping out time credit of one minute for each 70 pieces of mail, including router mail.

- D **Ending time.** Then write in your ending time of 6:19 under actual time entries, and your elapsed time of 10 minutes.

(See EXTRA INFORMATION, Letters vs. Flats, Routers, below.)

EXTRA INFORMATION:

LETTERS vs. FLATS. To receive full credit under the "18 and 8" standard, you must be careful to count letter mail and flat mail properly. To do so you must know the definition of "letter size mail," as opposed to "other size mail."

Letter size mail is defined as mail that fits vertically, without folding or bending, between the two closest shelves in the standard six-shelf letter case. M-41 Section 922.411.

Other size mail is all mail that does not fit that definition. Mail that does not fit should be counted as "other size" mail even if it is sorted into the letter case. Similarly, items such as TV Guide, Readers Digest, newspapers, catalogs, small parcels or coupon booklets are counted as "other size" mail regardless of how they are sorted. M-41 Sections 922.411, 922.421.

ROUTERS. Routers are relatively new to the Postal Service and to most letter carriers. You should follow a few guidelines to deal with router assistance during a route examination.

Is router assistance a permanent part of your route? Router assistance may be provided to a route during the week of count and inspection only if the route has already been permanently adjusted to add router assistance.

Enter router assistance on 1838-C. If your route receives router assistance during the week of count and inspection, make sure that all mail sorted by the router is entered on the 1838-C Worksheet.

Strapping out credit. Verify that the correct count for all mail cased by the router is written in column 1 or 2 of the form, as appropriate. These numbers are necessary to calculate strapping out time. You may, upon request, verify the count of mail cased by a router. If this is done, the time spent should be entered as separate actual time entry covered by Line 23.

Sequencing of router flats. You should verify that all flats cased by a router have been sequenced. If they have not been, a notation should be made in the comments section of 1838-C Worksheet so that you receive the full 8 pieces per minute time credit.

6. **CASE THE MAIL.** You case mail from 6:19 until 6:50, when you take your 10-minute rest break.

No entry. You make no entry at all for time spent casing the mail. Later, management will take your starting and ending office times, subtract out all the time accounted for, and know that what is left is the time you spent casing mail. You will also receive time credit for your 10-minute rest break when it is taken in the office.

EXTRA INFORMATION

CASING STANDARDS. Casing standards are 18 letters per minute and 8 flats per minute. After the route examination management will adjust your route, figuring office time for casing in one of two ways. One way is to use your actual, average office time for casing. This is the time received by most carriers, who case faster than the 18 & 8 standards.

If you case slower than the 18 & 8 standard, management will adjust your route to 18 & 8.

However, a letter carrier may not be disciplined solely for failing to meet the 18 & 8 standard. M-39 Section 242.332 states:

No carrier shall be disciplined for failure to meet standards, except in cases of unsatisfactory effort which must be based on documented, unacceptable conduct that led to the carrier's failure to meet office standards. (Emphasis added.)

SEQUENCING FLATS IS PART OF CASING. If you use the standard horizontal flat case, you have to set your flats in delivery order. You probably do this before collating in any pre-sequenced bypass flats. Sequencing your flats is considered part of casing -- no entry is made to record this function.

VERTICAL FLAT CASES - NO DIFFERENCE. If you use a vertical flat case, you do not have to sequence your flats after you case them. However, **nothing else has changed** as a result of vertical flat casing. There is no change in the 8 flats per minute standard. There is no deduction from the time credit you receive for casing flats. And there is nothing to write on the 1838-C Worksheet to indicate that you case flats vertically. For the purposes of standards and the route examination, vertical flat cases make no difference at all.

Discretionary effort. Vertical flat casing tends to save some time, of course, and it will eventually save the Postal Service a lot of money. However, whatever time savings the Postal Service receives is due entirely to the discretionary effort of letter carriers. In other words, management may not instruct letter carriers to case faster when they use vertical flat cases, or demand shorter office times. If this happens, file a grievance.

UNAUTHORIZED CASING EQUIPMENT. The M-41 authorizes only the standard 6-shelf case for casing letters. Any unauthorized modifications, such as 5-shelf letter cases or the use of vertical flat cases to case letters, should be discontinued prior to route examinations.


REST BREAKS - LOCAL OPTION: Your local branch decides annually whether both rest breaks will be taken on the street or one will be taken in the office and the other on the street. Here, the branch decided to take one in the office.

The two 10-minute rest breaks are mandatory, and a national-level arbitrator has ruled that management must enforce a break taken in the office. C-08555.

PERSONAL NEEDS. You automatically receive time credit for five minutes of personal time each day. This time is figured into your route adjustment whether you use it or not.

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS

STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER
* ENTER LINE NUMBER IN EXPLANATION COLUMN			LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3888-SIGNING FOR, RETURNING FUNDS AND RECEIPTS			14
WITHDRAWING MAIL			15
SEQUENCING AND COLLATING BY-PASS MAIL			16
ACTUAL STRAPPING OUT TIME			17
VEHICLE INSPECTION 			19
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)			21
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)			22
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET			23

ACTUAL TIME ENTRIES				LUNCH	FROM	TO
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME			
	E					
	B					
	E					
	B					
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	B					
	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
21	B	7:30				
23	E	6:19	10			
	B	6:09				
15	E	6:09	2			
	B	6:07				
23	E	6:07	2			
	B	6:05				
19	E	6:05	5			
	B	6:00				
TOTAL						

AMI and PM designations provided for expedited preferential mail delivery routes.

SIGNATURE OF CARRIER (or Examiner)

I.D. NO. 16

DATE 5-30-91

DAY MON

I certify that the above information recorded by me is correct.

7. **CASE THE MAIL/SAFETY TALK.** You resume casing the mail at 7:00, and continue until you are called to a five-minute safety talk at 7:30.

Casing - no entry. Again, you make no entry for casing the mail.

- D **Actual time entry - Line 21.** A safety talk is recorded as an actual time entry covered by a Line 21. You enter 7:30 as the beginning time and 21 in the explanation column.
- F **Comment - Line 21.** When you make any Line 21 actual time entry, you must describe the activity in the Comments of the 1838-C Worksheet. Here, the carrier places an "A" next to actual time entry, and then writes a note in the comment section, also labeled "A."
- D **Ending time.** When the safety talk is over you enter the ending time of 7:35 and 5 minutes under elapsed time.

See EXTRA INFORMATION on Safety Talks, Line 21 Activities, below.

EXTRA INFORMATION

SAFETY TALKS. Management is required to to present a safety talk once a week. So there should be one safety talk during the week of count and inspection. Employee and Labor Relations Manual Section 812.5, EL-801 Section 313.1.

LINE 21 ACTIVITIES. A 1980 national settlement agreement between NALC and the Postal Service provides that several activities fall under Line 21 when they are recurring and necessary in the performance of carrier office duties, including:

- Performing window caller service.
- Weekly safety talks and other appropriate unit discussions.
- Travel to and from the throwback case or to other designated locations to return mark-up mail and mis-throws.
- Replenishing the forms pouch.
- Wash-up time, in excess of the regular 5-minute allowance for personal time, if provided for in a Local Memorandum of Understanding, or if pursuant to local past practice additional or longer wash-up time had been granted and included on line 21.
- Official communications including, but not limited to, general delivery; CMU Clerk inquiries; and responding to inquiries from supervisors.
- Facing or separating collection mail upon return to office.
- Verifying hold mail.
- Union steward activities (grievance handling), when necessary and if occurring weekly or more often.

Other office functions that may be appropriate for credit on line 21 but that are not referenced in the settlement agreement are:

(Continued next page)

- Taking vacation-hold mail to the designated area.
- Returning empty equipment to the designated area.
- DUVRS measuring and recording by carriers in units where carriers are doing so.
- Taking accountable mishrow mail to the accountable clerk.
- Taking box-holder mail to the designated area.
- Handling misfaced mail.
- Any other recurring, necessary task in the office that is not covered by another Line number or Column.

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS

LINE 21

A. Safety talk

STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER
*ENTER LINE NUMBER IN EXPLANATION COLUMN			LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS			14
WITHDRAWING MAIL			15
SEQUENCING AND COLLATING BY-PASS MAIL			16
ACTUAL STRAPPING OUT TIME			15
VEHICLE INSPECTION			19
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)			21
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)			22
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET			23

ACTUAL TIME ENTRIES				LUNCH	FROM	TO
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME			
	E					
	B					
	E					
	B					
	E					
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	E					
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	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
15	E	8:03				
	B	8:00	3			
21	E	7:35				
	B	7:30	5			
23	E	6:19				
	B	6:09	10			
15	E	6:09				
	B	6:07	2			
23	E	6:07				
	B	6:05	2			
19	E	6:05				
	B	6:00	5			
TOTAL						

I.D. NO. 16

SIGNATURE OF CARRIER (or Examiner)

DATE 5-30-91

DAY MON

I certify that the above information recorded by me is correct.

AM and PM designations provided for expedited preferential mail delivery routes.

8. **CASE THE MAIL - WITHDRAW MAIL.** You resume casing the mail at 7:35. At 8:00 you go to the distribution case to withdraw mail. You return to the case at 8:03.

Casing - no entry. You make no entry for casing the mail.

- D **Actual time entry - Line 15.** Withdrawing mail is a Line 15 function, so you enter 8:00 and 15 in the actual time entry section before you withdraw the mail.

Ending time. After you withdraw it and return to the case, enter the ending time of 8:03 and the elapsed time of 3 minutes.

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS

LINE
21

A. Safety talk

STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER
*ENTER LINE NUMBER IN EXPLANATION COLUMN			LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS			14
WITHDRAWING MAIL			1
SEQUENCING AND COLLATING BY-PASS MAIL			1
ACTUAL STRAPPING OUT TIME			17
VEHICLE INSPECTION			19
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)			21
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)			22
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET			23

ACTUAL TIME ENTRIES				FROM	TO
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME		
	E			I.D. NO. 16	DATE 5-30-91
	B				
	E				
	B				
	E				
	B				
	E				
	B				
	E				
	B				
	E				
	B				
	E				
	B				
	E			SIGNATURE OF CARRIER (or Examiner)	DAY MON
	B				
23	E	8:03			
15	B	8:00	3		
	E	7:35			
21	B	7:30	5		
	E	6:19			
23	B	6:09	10		
15	E	6:09			
	B	6:07	2		
	E	6:07			
23	B	6:05	2		
19	E	6:05			
	B	6:00	5		
TOTAL				I certify that the above information recorded by me is correct.	

AMT and PMT designations provided for expedited preferential mail delivery routes.

9. **COUNT THE MAIL.** Now you count the mail you have just withdrawn, beginning at 8:03. You count 308 letter-size, 71 flats, 14 parcels and 385 pieces of presequenced flat mail. At 8:09 you have finished counting and writing down your totals, and you begin casing the mail again.
- D **Actual time entry - Line 23.** Counting mail and recording totals on the 1838-C are Line 23 functions. Write the starting time and 23 under actual time entries, and then count the mail.
- B **Mail count entries.** Enter the 308 additional letters at the top left of the Form under Column 1, AM Entries, underneath your previous letter count of 997. Enter the 71 flats under Column 2. Record the parcel count of 14 under Column 5. Enter the 385 pieces of presequenced flats in the "AM" box under Column 6, which appears down at the bottom of Column 2.
- D **Ending time.** When you finish counting and recording the totals, enter the ending time of 8:09 under actual time entries and 6 minutes under elapsed time.

Casing - no entry. Remember, you make no entry for casing the mail.

EXTRA INFORMATION

Definition of "parcel." A "parcel" is defined as a piece of mail weighing over two (2) pounds or bigger than a shoebox.

MAIL COUNT SECTION

1. LETTER-SIZE MAIL		2. MAIL OF ALL OTHER SIZES			3. ACCOUNTABLE AND SIGNATURE MAIL			5. ALL PARCEL POST OVER 2 LBS. (Motorized Route Only)		12. CHANGES OF ADDRESS RECORDED	13. INSURED RECEIPTS TURNED IN
1A. MARKED-UP		MARKED-UP			REGS. CERT.	COD. CUST.	DUES	5A. MARKED-UP			
		9. 2ND. CLASS (Exclude Form 3879)	10. MAIL WITH FORM 3579	1ST 3RD AND 4TH CLASS							
AM ENTRIES											
CARRIER		CARRIER									
997 308		207 71						14			
CMU		CENTRAL MARK-UP UNIT									
PM ENTRIES											
CARRIER		CARRIER									
120 ROUTER		425 ROUTER									
CMU		CENTRAL MARK-UP UNIT									
6. SEQUENCED AND COLLATED MAIL		6. SEQUENCED AND COLLATED MAIL									
AM		AM									
PM		PM									
		385									

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS

LINE

21

A. Safety talk

STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER	
*ENTER LINE NUMBER IN EXPLANATION COLUMN				LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS				14
WITHDRAWING MAIL				15
SEQUENCING AND COLLATING BY-PASS MAIL				16
ACTUAL STRAPPING OUT TIME				17
VEHICLE INSPECTION				19
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)				21
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)				22
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET				23

AM and PM designations provided for expedited preferential mail delivery routes.

ACTUAL TIME ENTRIES				LUNCH	TO	FROM
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME			
	E					
	B					
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	B					
	E					
	B					
	E					
	B					
	E	8:09				
23	B	8:03	6			
	E	8:03				
15	B	8:00	3			
	E	7:35				
21	B	7:30	5			
	E	6:19				
23	B	6:09	10			
	E	6:09				
15	B	6:07	2			
	E	6:07				
23	B	6:05	2			
	E	6:05				
19	B	6:00	5			
TOTAL						

I.D. NO. 16

SIGNATURE OF CARRIER (or Examiner)

DATE 5-30-91

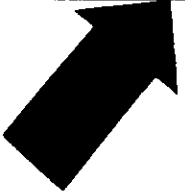
DAY MON

I certify that the above information recorded by me is correct.

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS	
LINE	
21	
21	

A. Safety talk
B. Bring Mail to window caller



STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER	LINE
*ENTER LINE NUMBER IN EXPLANATION COLUMN				LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS				14
WITHDRAWING MAIL				15
SEQUENCING AND COLLATING BY-PASS MAIL				16
ACTUAL STRAPPING OUT TIME				17
VEHICLE INSPECTION				19
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)				21
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)				22
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET				23



ACTUAL TIME ENTRIES				LUNCH FROM TO	I.D. NO.	SIGNATURE OF CARRIER (or Examiner)	DATE	DAY
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME					
	E				16			MON
	B							
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
21	E	8:17	2					
	B	8:15						
23	E	8:09	6					
	B	8:03						
15	E	8:03	3					
	B	8:00						
	E	7:35						
21	B	-7:30	5					
	E	6:19						
23	B	6:09	10					
	E	6:09						
15	B	6:07	2					
	E	6:07						
23	B	6:05	2					
	E	6:05						
19	B	6:00	5					
TOTAL								
I certify that the above information recorded by me is correct.								

AM and PM designations provided for expedited preferential mail delivery routes.

- 10. WINDOW CALLER SERVICE.** At 8:15 you stop casing to bring a window caller her mail; this takes two minutes. Then you resume casing the mail.
- D Actual time entry - Line 21.** This is a Line 21 function. It is a recurring, required task that has no special number on the 1838-C Worksheet. Write in the starting time of 8:15 and 21 in the explanation column. Label this Line 21 entry "B."
- F Comment - Line 21.** Remember that you must explain each Line 21 item in the comments section. Write, "B. Bring mail to window caller."
- D Ending time.** When you return to your case write in your ending time, 8:17, and 2 minutes under elapsed time.
- Casing - no entry.** Again, you make no entry when you resume casing the mail.

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS

LINE 21 | | | | | | | | | | | | | |

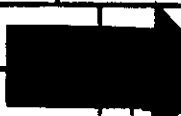
21 | | | | | | | | | | | | | |

A. Safety talk
 B. Bring Mail to window caller

STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER
*ENTER LINE NUMBER IN EXPLANATION COLUMN			
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE KEYS FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS			
WITHDRAWING MAIL	15 B		
SEQUENCING AND COLLATING BY-PASS MAIL	16		
ACTUAL STRAPPING OUT TIME	17		
VEHICLE INSPECTION	19 A		
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)	21		
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)	22		
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET	23		

ACTUAL TIME ENTRIES				LUNCH		FROM	TO
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME				
	E						
	B						
	E						
	B						
	E						
	B						
	E						
	B						
	E						
	B						
	E						
	B						
	E						
	B						
	E						
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	E						
	B						
	E						
	B						
	E						
	B						
	E						
	B						
	E						
	B						
						I.D. NO.	16
						SIGNATURE OF CARRIER (or Examiner)	
						DATE	5-30-91
						DAY	MON
						I certify that the above information recorded by me is correct.	

AM and PM designations provided for expedited preferential mail delivery routes




- 11. PICK UP ACCOUNTABLE ITEMS.** At 8:30 you are called to the finance cage to pick up accountable items. (This office uses the loudspeaker rather than the paddle system.) You receive 2 certified letters, one (1) COD and 7 postage dues. You take care of your accountable business and return to your case at 8:36.
- D Actual time entry - Line 14.** Line 14 covers your trips to and from the finance cage to obtain and return accountable items. Enter 8:30 as the beginning time under actual time entries and write 14 on the left, and then go to the finance cage.
- B Mail count entry.** When you return to your case enter the number of accountables under Column 3, Accountable and Signature Mail, at the top of the Form. Here your entries are 2 certified, 1 COD and 7 postage dues.
- D Ending time.** Then enter your ending time of 8:36 under actual time entries and 6 minutes under elapsed time.

EXTRA INFORMATION

VERIFYING AND SIGNING FOR ACCOUNTABLES. It is important to take the time to properly verify and sign for all accountable items, because you are responsible for accounting for this mail. You may take time under Line 14 to fill out the name or address for identification purposes on the Form 3849, to case the Form as a reminder, and to verify and sign for all accountables. See M-41 Sections 261.2, 262.

MAIL COUNT SECTION

1. LETTER-SIZE MAIL		2. MAIL OF ALL OTHER SIZES			3. ACCOUNTABLE AND SIGNATURE MAIL			5. ALL PARCEL POST OVER 2 LBS. (Motorized Route Only)		12. CHANGES OF ADDRESS RECORDED	13. INSURED RECEIPTS TURNED IN
1A. MARKED-UP		MARKED-UP			REGS. CERT.	COD CUST.	DUES	5A. MARKED-UP			
		9. 2ND. CLASS (Exclude Form 3879)	10. MAIL WITH FORM 3879	11. 1ST, 3RD, AND 4TH CLASS							
AM ENTRIES											
CARRIER		CARRIER							CARRIER		
997 308		207 71						2 1 7 14			
CMU		CENTRAL MARK-UP UNIT							CMU		
PM ENTRIES											
CARRIER		CARRIER							CARRIER		
120 ROUTER		425 ROUTER						1A MARKED-UP			
								AM			
6. SEQUENCED AND COLLATED MAIL		6. SEQUENCED AND COLLATED MAIL			PM						
AM		AM									
PM		385									
		PM									

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS

LINE 21 | | | | | | | | | | | | |

A. Safety talk
B. Bring Mail to window caller

STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER
*ENTER LINE NUMBER IN EXPLANATION COLUMN			
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS			
WITHDRAWING MAIL			15 B
SEQUENCING AND COLLATING BYPASS MAIL			16
ACTUAL STRAPPING OUT TIME			17
VEHICLE INSPECTION			19 A
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)			21
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)			22
COUNTING MAIL AND FILLING OUT FORM 1638 WORKSHEET			23

ACTUAL TIME ENTRIES				LUNCH FROM TO	I.D. NO. 16	SIGNATURE OF CARRIER (or Examiner)	DATE 5-30-91	DAY MON
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME					
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
	E							
	B							
14	E	8:36	6					
	B	8:30						
21	E	8:17	2-					
	B	8:15						
23	E	8:09	6					
	B	8:03						
15	E	8:03	3					
	B	8:00						
21	E	7:35	5					
	B	7:30						
23	E	6:19	10					
	B	6:09						
15	E	6:09	2					
	B	6:07						
23	E	6:07	2					
	B	6:05						
19	E	6:05	5					
	B	6:00						
TOTAL								

AM and PM designations provided for expedited preferential mail delivery routes.

I certify that the above information recorded by me is correct.

12. REPLENISH FORMS. Today you need to replenish your supply of forms to take with you. You leave the case to obtain forms at 8:36 and return at 8:38. You then resume casing your mail.

D Actual time entry - Line 21. This is a Line 21 function -- it is recurring and required, but there is no special line number covering it. Write 8:36 under actual time entries, with a "C" to label it as your third Line 21 entry of the day.

F Comment - Line 21. Explain this Line 21 item in the Comments section. Write, "C. Replenish forms for pouch" in the comments section.

D Ending time. When you return, write in your ending time of 8:38 and elapsed time of 2 minutes.

Casing - no entry. Again, you make no entry when you resume casing the mail.

EXTRA INFORMATION

REPLENISHING FORMS. M-41 Section 143 requires letter carriers to check the forms pouch several times each week to be sure all necessary forms are there when needed.

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS

LINE	21	21	21						
	A. Safety talk	B. Bring mail to window caller	C. Replenish forms for pouch						

STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	
*ENTER LINE NUMBER IN EXPLANATION COLUMN			LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS			14
WITHDRAWING MAIL			15
SEQUENCING AND COLLATING BY-PASS MAIL			16
ACTUAL STRAPPING OUT TIME			17
VEHICLE INSPECTION			19
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)			21
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)			22
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET			23

ACTUAL TIME ENTRIES				LUNCH	FROM	TO
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME			
	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
16	E	9:07				
	B	8:43	24			
21	E	8:38				
	B	8:36	2			
14	E	8:36				
	B	8:30	6			
21	E	8:17				
	B	8:15	2			
23	E	8:09				
	B	8:03	6			
15	E	8:03				
	B	8:00	3			
21	E	7:35				
	B	7:30	5			
23	E	6:19				
	B	6:09	10			
15	E	6:09				
	B	6:07	2			
23	E	6:07				
	B	6:05	2			
19	E	6:05				
	B	6:00	5			
TOTAL						



AMT and PMT designations provided for expedited preferential mail delivery routes.

I.D. NO.

16

SIGNATURE OF CARRIER (or Examiner)

DATE

5-30-91

DAY

MON

I certify that the above information recorded by me is correct.

13. **COLLATE PRESEQUENCED FLATS.** At 8:43 you finish casing your mail. Now you take your presequenced flats and begin collating them with the flats you have cased. You finish collating these flats at 9:07.

D **Actual time entry - Line 16.** This is covered by Line 16, "Sequencing and Collating By-Pass Mail." Enter your beginning time of 8:43 and the number 16 before you begin collating.

Ending time. When you finish, write your ending time of 9:07 and elapsed time of 24 minutes.

EXTRA INFORMATION

PRE-SEQUENCED BY-PASS MAIL. In this example you have received, and you have already recorded on Column 6, 385 pieces of by-pass mail. Also in this example, you have collated this mail with your other flats. When you collate by-pass mail you enter the actual time spent under Line 16.

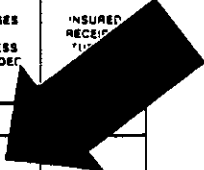
However, in some cases you may handle pre-sequenced mail differently. There are two possibilities -- either you case the by-pass mail, or you carry it out as a **separate bundle**. Each situation is handled differently:

Cased - Write Comment. If you have to case the bypass mail, you do not make a Line 16 actual time entry. Instead, you write a note in the **Comments** box stating how many pieces were cased, so that you receive time credit for casing and for strapping out this mail. M-39 Section 222.212(d).

Separate bundle - no special entry. If you carry the by-pass mail out as a separate bundle, you do **not** make a Line 16 entry or any other notation on the 1838-C Worksheet. You will not receive time credit for casing, collating or strapping out this mail.

MAIL COUNT SECTION

1. LETTER-SIZE MAIL		2. MAIL OF ALL OTHER SIZES			3. ACCOUNTABLE AND SIGNATURE MAIL			5. ALL PARCEL POST OVER 2 LBS. (Motorized Route Only)		12. CHANGES OF ADDRESS RECORDED	13. INSURED RECEIPTS
	1A. MARKED-UP	MARKED-UP			REGS. CERT.	COD. CUST.	DUES	5A. MARKED-UP			
		9. 2ND. CLASS (Exclude Form 3578)	10. MAIL WITH FORM 3578	11. 1ST, 3RD AND 4TH CLASS							
AM ENTRIES											
997 308	CARRIER	207 71	CARRIER			2	1	7	14	CARRIER	1
	CMU		CENTRAL MARK-UP UNIT							CMU	
PM ENTRIES											
120 ROUTER	CARRIER	425 ROUTER	CARRIER							CARRIER	
	CMU		CENTRAL MARK-UP UNIT			1A. MARKED-UP				CMU	
6. SEQUENCED AND COLLATED MAIL		6. SEQUENCED AND COLLATED MAIL									
AM		AM									
PM		PM									
		385									



14. CHECK CHANGES OF ADDRESS. You receive one (1) change of address and fill out a Form 3982.

B Mail count section. This is an entry in the mail count section of the 1838-C Worksheet. Write the number "1" under Column 12 at the top right of the form, under "AM Entries."

You do not make an actual time entry for changes of address. Instead, you will receive two minutes of office time credit for each change of address.

15. **ALPHABETIZE CMU MAIL.** Next, you alphabetize the flat mail for Central Mark-Up.

No actual time entry for alphabetizing flats. You make no actual time entry. Alphabetizing is considered part of casing the flat mail, so you receive no extra time credit.

- 16. MARK UP THE MAIL.** Next you mark up the mail -- 3 letter-size and one (1) flat.

Remember, even in CMU offices there are manual mark-ups. Your markups may be, for example: (1) Deceased; (2) Temporarily Away; (3) Refused, (4) No Mail Receptacle, or (5) Vacant. (M-41 Section 922.452.)

No actual time entry for marking up mail. There is no actual time entry for marking up the mail. You receive one minute of time credit for each four pieces of mail you mark up -- rounding up.

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS

LINE 21 | | 21 | | 21 | | | | | | | |

A. Safety talk
 B. Bring Mail to window caller
 C. Replenish forms for pouch

STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER
*ENTER LINE NUMBER IN EXPLANATION COLUMN			LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS			14
WITHDRAWING MAIL			15
SEQUENCING AND COLLATING BY-PASS MAIL			16
ACTUAL STRAPPING OUT TIME			17
VEHICLE INSPECTION			19
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)			21
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)			22
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET			23



ACTUAL TIME ENTRIES				LUNCH	FROM	TO
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME			
	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
23	B	9:13				
	E	9:07				
16	B	8:43	24			
	E	8:38				
C-21	B	8:36	2			
	E	8:36				
14	B	8:30	6			
	E	8:17				
B-21	B	8:15	2			
	E	8:09				
23	B	8:03	6			
	E	8:03				
15	B	8:00	3			
	E	7:35				
A-21	B	7:30	5			
	E	6:19				
23	B	6:09	10			
	E	6:09				
15	B	6:07	2			
	E	6:07				
23	B	6:05	2			
	E	6:05				
19	B	6:00	5			
	E	6:00				
TOTAL						

AM and PM designations provided for expedited preferential mail delivery routes.

I.D. NO. 16

SIGNATURE OF CARRIER (or Examiner)

DATE 5-30-91

DAY MON

I certify that the above information recorded by me is correct.

17. **COUNT MANUAL MARK-UP AND CMU MAIL.** At 9:13 a.m. you count the manual mark-ups and CMU mail. You have manually marked up 3 letters and one (1) flat.

You add one (1) an extra mark-up to your 3 marked up letters for a total of 4, because you know you always receive credit for one (1) manual mark-up for marking up the bundle of CMU mail.

You also count CMU mark-ups of 42 letters and 19 flats. You record the mark-up counts and finish at 9:14.

- D **Actual time entry - Line 23.** Counting mail is a Line 23 function that you record under actual time entries. Enter the starting time of 9:13 and write 23 to the left.
- B **Mail count section.** When you finish counting, write the totals for marked-up and CMU mail on the mail count section at the top of the Worksheet. The 4 manual letter mark-ups are recorded under Column 1A, under the word "Carrier." Record the 42 letter-size pieces for CMU just below that. The one (1) marked-up flat is recorded in the "Marked-Up" section under Column 2, in the right-hand column because it was a 3rd-class piece. The 19 CMU flats were also 3rd class and are recorded just below.
- D **Ending time.** You enter your ending time of 9:14 under actual time entries, and 1 minute under elapsed time.

MAIL COUNT SECTION

1. LETTER-SIZE MAIL		2. MAIL OF ALL OTHER SIZES			3. ACCOUNTABLE AND SIGNATURE MAIL		5. ALL PARCEL POST OVER 2 LBS. (Meterized Route Only)		12. CHANGES OF ADDRESS RECORDED	13. INSURED RECEIPTS TURNED IN
1A. MARKED-UP		MARKED-UP			ADD. CUST.	DUES	5A. MARKED-UP			
		9. 2ND. CLASS (Exclude Form 3579)	10. MAIL WITH FORM 3579	11. 1ST., 3RD. AND 4TH CLASS						
AM ENTRIES										
CARRIER		CARRIER					CARRIER			
907	4	207		1	2	1	7	14	1	
308		71								
CMU		CENTRAL MARK-UP UNIT					CMU			
	42			19						
PM ENTRIES										
CARRIER		CARRIER			JA MARKED-UP		CARRIER			
120 ROUTER		425 ROUTER			AM					
CMU		CENTRAL MARK-UP UNIT			PM		CMU			
6. SEQUENCED AND COLLATED MAIL		6. SEQUENCED AND COLLATED MAIL								
AM		AM								
		385								
PM		PM								

18. TRIP TO CMU AND THROWBACK CASE. Next you bundle the CMU mail and make your daily trip to CMU and the throwback case. You return to your case at 9:16. This function should not be performed by clerks or mail handlers. In addition, the carrier case should not be the designated CMU mail location.

- D Actual time entry - Line 21.** This is an actual time entry under Line 21. Carry forward the beginning time of 9:14, write 21 under explanation, and mark this "D" -- your fourth Line 21 entry of the day.
- F Comment - Line 21.** Next, you explain the activity in the comments section: "D. Trip to CMU and throwback case."
- D Ending time.** When you return, write your ending time of 9:16 under actual time entries, and 2 minutes under elapsed time.

ACTUAL TIME ENTRIES

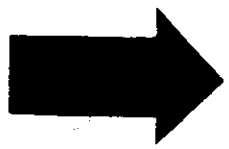
CARRIER'S COMMENTS

LINE 21 — 21 — 21 — 21 — 21 — 21 —

A. Safety talk
 B. Bring Mail to window caller
 C. Replenish forms for pouch
 D. Trip to CMU and throwback case
 E. Verify hold mail

STREET-TIME WAITING FOR	TRANSPORTATION	OTHER
*ENTER LINE NUMBER IN EXPLANATION COLUMN		LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS		14
WITHDRAWING MAIL		15
SEQUENCING AND COLLATING BY-PASS MAIL		16
ACTUAL STRAPPING OUT TIME		17
VEHICLE INSPECTION		19
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)		21
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)		22
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET		23

ACTUAL TIME ENTRIES				LUNCH	FROM	TO
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME			
	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
	E					
	B					
21	E	9:19				
	B	9:16	3			
21	E	9:16				
	B	9:14	2			
23	E	9:14				
	B	9:13	1			
16	E	9:07				
	B	8:43	24			
21	E	8:38				
	B	8:36	2			
14	E	8:36				
	B	8:30	6			
21	E	8:17				
	B	8:15	2			
23	E	8:09				
	B	8:03	6			
15	E	8:03				
	B	8:00	3			
21	E	7:35				
	B	7:30	5			
23	E	6:19				
	B	6:09	10			
15	E	6:09				
	B	6:07	2			
23	E	6:07				
	B	6:05	2			
19	E	6:05				
	B	6:00	5			
TOTAL						



I.D. NO. 16

SIGNATURE OF CARRIER (or Examiner)

DATE 5-30-91

DAY MON

I certify that the above information recorded by me is correct.

AMT and PMT designations provided for expedited preferential mail delivery routes.

- 19. VERIFY HOLD MAIL.** Your next task is to verify the hold mail at your case. This takes you 3 minutes and you finish at 9:19.
- D Actual time entry - Line 21.** This is also an actual time entry under Line 21 -- a separate entry because you are performing a separate task. Carry forward the beginning time of 9:16, write 21 under explanation, and mark this "E" -- your fifth Line 21 entry of the day.
- F Comment - Line 21.** You explain the Line 21 activity in the comments section: "E. Verify hold mail."
- D Ending time.** When you return, write your ending time of 9:19 under actual time entries, and 3 minutes under elapsed time.

EXTRA INFORMATION

Verifying hold mail. Section 231.122 of the M-41 requires letter carriers to verify hold mail held at the carrier case once each week to ensure that no mail designated by the mailer is kept beyond the retention period. Such mail is endorsed "temporarily away." This is counted as a manual carrier mark-up.

20. **PULL DOWN AND STRAP OUT THE MAIL.** You pull down and strap out your mail.

No entry for pulling down and strapping out. You make no entry on the 1838-C Worksheet for pulling down and strapping out your mail. Instead, you will receive time credit of 1 minute for each 70 pieces of mail strapped-out, including any mail cased by a router.

21. **CLOCK OUT.** With your hamper loaded, you sweep the hot case on your way out and clock out at 9:45.
- C **Clock ring.** You ring out as usual, and then also ring out on the clock ring section of the 1838-C Worksheet. You make no actual time entry.

(Clock ring graphic on next page)

EXTRA INFORMATION

HUNDREDTHS OF AN HOUR vs. MINUTES. As you know, clock rings are in hundredths of an hour, rather than minutes. Entries on the 1838-C Worksheet should be in minutes. When the clock ring is 9:75, that means the actual time is 9:45.

TIME CLOCK RINGS

TIME CLOCK RINGS	
E	
R	
L	
B	
E	
R	
L	
B	
E	
R	
L	9 ⁷⁵
B	6 ⁰⁰



STREET TIME

STREET TIME: After clocking out you load your vehicle -- this is considered part of street time, and no entry is made on the 1838-C Worksheet.

You go out on your route and deliver it as usual on this day of mail count. You are not supervised on the street on a mail count day -- only on the day of inspection.

We will skip street time at this point and return to it later. First, let's finish filling out the 1838-C Worksheet, beginning with your return from the street.

TIME CLOCK RINGS

TIME CLOCK RINGS	
E	
R	
L	
B	
E	
R	
L	
B	
E	
R	15 ²⁶
L	9 ⁷⁵
B	6 ⁰⁰



22. **CLOCK IN.** You clock back in at 3:16 p.m., after returning from the street and carrying the collection mail and undeliverable parcels to the designated area. Your next task will be to turn in accountables.
- C **Clock ring.** You ring in as usual, and then also ring in the time in the clock ring section of the 1838-C Worksheet. Your clock in time is 15.26, which is 3:16 p.m.
- D **Actual time entry.** You also enter the clock-in time of 3:16 under actual time entries, because you are about to return your accountables -- an actual time entry function.

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS

LINE 21 | | 21 | | 21 | | 21 | | 21 | | | | |

A. Safety talk
 B. Bring mail to window caller
 C. Replenish forms for pouch
 D. Trip to CMU and throwback case
 E. Verify hold mail

STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER
*ENTER LINE NUMBER IN EXPLANATION COLUMN			LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3869-SIGNING FOR, RETURNING FUNDS AND RECEIPTS			14
WITHDRAWING MAIL			15
SEQUENCING AND COLLATING BY-PASS MAIL			16
ACTUAL STRAPPING OUT TIME			17
VEHICLE INSPECTION			19
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)			21
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)			22
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET			23



ACTUAL TIME ENTRIES				LUNCH	FROM	TO
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME			
	E					
	B					
	E					
	B					
	E					
	B					
14	E	3:19	3			
	B	3:16				
	E					
	B					
21	E	9:19	3			
	B	9:16				
21	E	9:16	2			
	B	9:14				
23	E	9:14	1			
	B	9:13				
16	E	9:07	24			
	B	8:43				
21	E	8:38	2			
	B	8:36				
14	E	8:36	6			
	B	8:30				
21	E	8:17	2			
	B	8:15				
23	E	8:09	6			
	B	8:03				
15	E	8:03	3			
	B	8:00				
21	E	7:35	5			
	B	7:30				
23	E	6:19	10			
	B	6:09				
15	E	6:09	2			
	B	6:07				
23	E	6:07	2			
	B	6:05				
19	E	6:05	5			
	B	6:00				
TOTAL						

AM and PM designations provided for expedited preferential mail delivery routes.

SIGNATURE OF CARRIER (or Examiner)

DATE

DAY

I certify that the above information recorded by me is correct.

LUNCH

FROM

I.D. NO.

16

5-30-91

MON

23. TURN IN ACCOUNTABLE ITEMS. Your first task upon clocking back in is to go to the finance cage and turn in your accountable items. Make sure to obtain Form 3821, "Clearance Receipt," after clearing your accountables. You return to your case at 3:19.

D Actual time entry - Line 14. Your trip to the finance cage is a Line 14 function. Record the line number under actual time entries, then go to your case and do your accountable business.

Ending time. When you return, enter the ending time under actual time entries, 3:19, and the elapsed time of 3 minutes.

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS

LINE 21 — A. Safety talk
 LINE 21 — B. Bring Mail to window caller
 LINE 21 — C. Replenish forms for pouch
 LINE 21 — D. Trip to CMU and throwback case
 LINE 21 — E. Verify hold mail



STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER
*ENTER LINE NUMBER IN EXPLANATION COLUMN			LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS			14
WITHDRAWING MAIL			15
SEQUENCING AND COLLATING BY-PASS MAIL			16
ACTUAL STRAPPING OUT TIME			17
VEHICLE INSPECTION			19
OFFICE WORK NOT COVERED BY FORM (WORK FUNCTIONS MUST BE IDENTIFIED AND APPROVED AS BEING NECESSARY AND OF A CONTINUING NATURE) (Use comment section)			21
WAITING FOR MAIL (OFFICE) AND ALL OTHER OFFICE ACTIVITIES NOT PERFORMED ON A CONTINUING BASIS WHICH ARE EXCLUDED IN COMPUTING THE NET OFFICE TIME (Use comment section)			22
COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET			23

ACTUAL TIME ENTRIES				LUNCH FROM TO
EXPLANATION*	TIME GUIDE	WRITE IN TIME	ELAPSED TIME	
	E			
	B			
	E			
	B			
	E			
	B			
23	E			
	B	3:19		
14	E	3:19	3	
	B	3:16		
	E			
	B			
21	E	9:19	3	
	B	9:16		
21	E	9:16	2	
	B	9:14		
23	E	9:14	1	
	B	9:13		
16	E	9:07	24	
	B	8:43		
21	E	8:38	2	
	B	8:36		
14	E	8:36	6	
	B	8:30		
21	E	8:17	2	
	B	8:15		
23	E	8:09	6	
	B	8:03		
15	E	8:03	3	
	B	8:00		
21	E	7:35	5	
	B	7:30		
23	E	6:19	10	
	B	6:09		
15	E	6:09	2	
	B	6:07		
23	E	6:07	2	
	B	6:05		
19	E	6:05	5	
	B	6:00		
TOTAL				

AMT and PAT designations provided for expedited preferential mail delivery routes.

ID NO. 16

SIGNATURE OF CARRIER (or Examinee)

DATE

DAY

I certify that the above information recorded by me is correct.

5-30-91

MON

24. FINISH FILLING OUT THE 1838-C WORKSHEET.

Your last function before ringing out is to fill in the last entries on the 1838-C Worksheet. You finish this at 3:24.

- D Actual time entry - Line 23.** Filling out the 1838-C Worksheet is a Line 23 item. Carry forward your starting time of 3:19 and the function number, 23.
- B Mail count section.** Enter the number of insured receipts you turned in at the finance cage -- 3 -- under Column 13 at the top right corner of the Worksheet. You will receive one minute of credit for returning one (1) or more insured receipts.

Comments - unusual occurrences. Then, in the comments section, you should note any unusual occurrences on the tour such as "light mail," "vehicle breakdown" or "bad weather."

Total the columns in the mail count section. Now add up the mail count numbers in Columns 1 and 2 and write in the totals.

Add the router mail separately. If there is router mail, total it separately from other mail.

(Continued next page)

MAIL COUNT SECTION

1. LETTER-SIZE MAIL		2. MAIL OF ALL OTHER SIZES			3. ACCOUNTABLE AND SIGNATURE MAIL			4. ALL PARCEL POST OVER 2 LBS (Motorized Route Only)		5. CHANGES OF ADDRESS RECORDED	6. INSURED RECEIPTS TURNED IN
1A. MARKED-UP		MARKED-UP			REGS CERT	COD CUST.	DUES	5A. MARKED-UP			
		9. 2ND. CLASS (Exclude Form 3579)	10. MAIL WITH FORM 3579	11. 1ST 3RD AND 4TH CLASS							
AM ENTRIES											
CARRIER		CARRIER								CARRIER	
907	4	207		1	2	1	7	14		1	3
308		71									
<u>1,305</u>		<u>278</u>			CENTRAL MARK-UP UNIT						
	CMU			19							
	42										
PM ENTRIES											
CARRIER		CARRIER							CARRIER		
120 ROUTER		425 ROUTER									
CENTRAL MARK-UP UNIT		CENTRAL MARK-UP UNIT			5A MARKED-UP						
AM		AM			AM						
PM		PM			PM						
5. SEQUENCED AND COLLATED MAIL		5. SEQUENCED AND COLLATED MAIL									
		385									



Street time waiting. If you spent any time on the street waiting, for relays or transportation or something else, write the number of minutes in the boxes provided, above the line number explanations.

Bottom of form. At the bottom of the Worksheet, fill in your lunch period times and add your signature.

- D **Ending time.** When you have finished filling out the Worksheet, enter your ending time of 3:24 under actual time entries and the elapsed time of 5 minutes.

Total actual time entries. Now you add up your total elapsed minutes under actual time entries and write the result at the bottom. Here, your total is 81 minutes.

ACTUAL TIME ENTRIES

CARRIER'S COMMENTS

LINE 21 | | 21 | | 21 | | 21 | | 21 | |

A. Safety talk
 B. Bring Mail to window caller
 C. Replenish forms for pouch
 D. Trip to CMU and throwback case
 E. Verify hold mail

STREET-TIME WAITING FOR	RELAYS	TRANSPORTATION	OTHER
*ENTER LINE NUMBER IN EXPLANATION COLUMN			LINE
REGISTERED-CERTIFIED-COD-CUSTOMS AND POSTAGE DUE-KEYS-FORM 3868-SIGNING FOR, RETURNING FUNDS AND RECEIPTS			14
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COUNTING MAIL AND FILLING OUT FORM 1838 WORKSHEET			23

ACTUAL TIME ENTRIES				LUNCH	FROM	TO
EXPLANATION*	TIME CODE	WRITE IN TIME	ELAPSED TIME			
	E			LUNCH	11:30	12:00
	B					
	E					
	B					
	E					
	B					
23	E	3:24	5			
	B	3:19				
14	E	3:19	3			
	B	3:16				
	E					
	B					
	E	9:19	3			
21	B	9:16				
	E	9:16	2			
21	B	9:14				
	E	9:14	1			
23	B	9:13				
	E	9:07	24			
16	B	8:43				
	E	8:38	2			
21	B	8:36				
	E	8:36	6			
14	B	8:30				
	E	8:17	2			
21	B	8:15				
	E	8:09	6			
23	B	8:03				
	E	8:03	3			
15	B	8:00				
	E	7:35	5			
21	B	7:30				
	E	6:19	10			
23	B	6:09				
	E	6:09	2			
15	B	6:07				
	E	6:07	2			
23	B	6:05				
	E	6:05	5			
19	B	6:00				
TOTAL			81			

*PH designations provided for eligible preferential mail delivery routes.

SIGNATURE OF CARRIER (or Examiner)

DATE

DAY

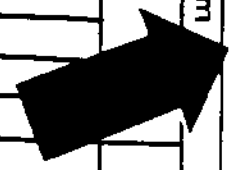
I certify that the above information recorded by me is correct.

5-30-91
 MON

Joyce Anderson

I.D. NO.

16




25. **RING OUT.** You ring out at 3:24.

C **Clock ring.** After you ring out as usual on the transactor or time clock, ring out the 1838-C on the time clock, in the clock ring section. Then leave the Worksheet in the designated area.

TIME CLOCK RINGS

TIME CLOCK RINGS	
E	
R	
L	
B	
E	
R	
L	
B	
E	15 ⁴⁰
R	15 ²⁶
L	9 ⁷⁵
B	6 ⁰⁰



U.S. POSTAL SERVICE CARRIER'S COUNT OF MAIL - LETTER CARRIER ROUTES WORKSHEET													G																																																																									
POST OFFICE SPRINGFIELD, VA				DELIVERY UNIT ROSE HILL STATION				ROUTE NO. 24																																																																														
1. LETTER-SIZE MAIL		2. MAIL OF ALL OTHER SIZES				3. ACCOUNTABLE AND SIGNATURE MAIL			4. ALL PARCEL POST OVER 1 LB. (Motorized Route Only)		5. CHANGES OF ADDRESS RECORDED	6. INSURED RECEIPTS TURNED IN																																																																										
1A. MARKED-UP		MARKED-UP				REG. CERT.	COD. CUST.	DUES		5A. MARKED-UP																																																																												
		8. 2ND CLASS (Espec. Form 3578)	10. MAIL WITH FORM 3579		1ST 3RD AND 4TH CLASS																																																																																	
AM ENTRIES																																																																																						
CARRIER		CARRIER				2	1	7		14		1	3																																																																									
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CMU		CENTRAL MARK-UP UNIT																																																																																				
42		19																																																																																				
PM ENTRIES																																																																																						
120 Router		425 Router																																																																																				
CMU		385																																																																																				
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6. SEQUENCED AND COLLATED MAIL	AM	PM	7. SEQUENCED AND COLLATED MAIL	AM	PM	8. SEQUENCED AND COLLATED MAIL	AM	PM	9. SEQUENCED AND COLLATED MAIL	AM	PM	10. SEQUENCED AND COLLATED MAIL	AM	PM																																																																								
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I certify that the above information recorded by me is correct.	DAY MON	DATE 5-6-90	SIGNATURE OF CARRIER (or Supervisor) <i>Joyce Anderson</i>				I.D. NO. 16	LUNCH FROM 11:30 TO 12:00																																																																														

EPM OFFICES

In this exercise we have assumed that the letter carrier works in a non-EPM office. Many carriers work in EPM offices, however, and they case more mail in the afternoon after returning from the street.

For the purpose of filling out the 1838-C Worksheet, there is very little difference for a carrier working in an EPM office. The major change is that the carrier makes additional entries in the afternoon for counting and casing mail and for actual time line items. These entries are made in the same manner as the morning entries in our example -- except that mail count entries are under the "P.M." section of the 1838-C Worksheet. Mark-ups are also recorded under "P.M. Entries."

The only other difference is that on the first day of the week you -- or examiner if the route is being inspected -- must count the mail in the case from the previous day. These numbers for letter and other size mail must be entered in the Comments section of the form 1838-C (not in column 1). The totals will be used to calculate strapping out time.

* * *

QUESTIONS

This is the end of our practice run through the process of filling out the Form 1838-C Worksheet on a day of the mail count. Are there any questions?

E. STREET TIME

INTRODUCTORY REMARKS

On the day or days of inspection you will carry your route as usual -- with one exception: You will be followed around the entire day by the route examiner who, clipboard and pen in hand, will observe every detail as you deliver your route. The examiner will also take notes on a special form, the Form 3999.

Deliver the route as usual. The most important thing about the street inspection is this: You should **deliver your route in precisely the same manner as you do throughout the rest of the year.**

There are a few other things you should also know about the street portion of the route inspection.

ROUTER EXAMINER CONDUCT

The route examiner must follow some rules while observing you on the street.

Observe, not supervise. The examiner must act as an observer and not a supervisor. You should not be told to change the way you usually deliver your route.

No standard pace, no setting the pace. NALC and the Postal Service have agreed that there is no standard or

minimum street pace that a carrier is required to maintain. Do not allow yourself to be intimidated into speeding up on the day of inspection. The examiner may not set the pace for you, but should maintain a position to observe only.

No directions on comfort stops. The examiner may not suggest or forbid any rest or comfort stops.

No discussion of route evaluation or mail volume. The examiner may not discuss with you the mail volume or the evaluation of the route. Those matters can be discussed on a later date. See M-39 Section 232.1.

LETTER CARRIER CONDUCT

There are also a few things that every letter carrier should watch out for while delivering the route on inspection day.

Fingering mail: Do not finger mail when walking up or down steps or curbs, when crossing streets, or at any time it would create a safety hazard to yourself or to the public. You must not finger mail while driving or hold mail in your hands while the vehicle is in motion.

Crossing lawns: You should cross lawns to deliver mail only if there is, in your opinion, no safety hazard, such as a dog, slippery surface, snow, uneven terrain, or unusual obstacles, and only if there is no objection from the patron. During the route inspection, the examiner may not instruct you to cross lawns that you do not cross

throughout the year. National Agreement, Article 41 Section 3.N.

Only during street supervision, apart from the route examination, may a supervisor order a carrier to cross a specific lawn that the supervisor believes is an obvious shortcut. However, each and every order to cross a specific lawn is a grievable matter.

Breaks: As mentioned earlier, carriers are entitled to either one 10-minute break in the office and one 10-minute break on street time or two 10-minute breaks on street time. You should take your street break or breaks at the same location as during the rest of the year.

Lunch: You should take your full 30 minute lunch at one of the authorized locations recorded on the Form 1564-A in your route book. When leaving the route for lunch, lock the satchel containing undelivered registered and COD mail in a designated relay box or the vehicle. Make a simple record of the registered, COD, and other more-than-ordinary-value items that are left. When returning from lunch, check to ensure that no pieces are missing. M-41 Section 131.13.

Comfort stops: In addition to your lunch period and break periods, you may take any comfort stops reasonably necessary during the course of performing your street duties. Reasonable comfort stops will not be deducted from your actual time. M-39 Section 242.341.



Inspection of Letter Carrier Route

Office		Delivery Unit		Route No.		No. of Trips		Truck Make <input type="checkbox"/> LHD <input type="checkbox"/> RHD		Capacity		
Vehicle No.		Carrier's Name			ID No.		Age		Length of Service		Length of Service on Route	
Type of Route <input type="checkbox"/> Business <input type="checkbox"/> Curb. Delivery <input type="checkbox"/> Res. <input type="checkbox"/> Mixed <input type="checkbox"/> EPM <input type="checkbox"/> Park & Loop <input type="checkbox"/> Non-EPM <input type="checkbox"/> Foot <input type="checkbox"/> Bicycle <input type="checkbox"/> Motorized <input type="checkbox"/> Diamount												
Type of Transportation <input type="checkbox"/> Public <input type="checkbox"/> Drive-Out <input type="checkbox"/> P.S. Vehicle <input type="checkbox"/> Contract												

DESCRIPTION	TRIP 1				TRIP 2			
	Time	Elapsed Time	Odometer	Elapsed Miles	Time	Elapsed Time	Odometer	Elapsed Miles
End Garage								
End Office								
Arrive Office								
Transportation	Leave							
	Board							
Last Delivery								
End Lunch								
Start Lunch								
First Delivery								
Transportation	Leave							
	Board							
Leave Office								
Report Office								
Report Garage								
Totals								
Total All Trips*								
Public Transportation Schedule	Time Out		Time Return		Time Out		Time Return	

*Minus lunch period and time spent waiting for mail.

Yes	No	Item	Yes	No	Item
		Does carrier wear regulation uniform and present a neat appearance?			Office Break Option
		Does carrier perform work and conduct himself or herself in a business-like manner?			Is vehicle capacity adequate?
		Is carrier's route book up to date?			Does carrier operate the vehicle in a safe manner?
		Are address changes properly maintained on Form 3982?			Is the line of travel the safest possible?
		Are Forms 1776 and 1778 (Hazard & Dog Warning Cards) used?			Is the best mode of transportation used?
		Are computerized case labels used (C.L.A.S.S.)?			Are travel pattern, relay and park points set up efficiently?
		Should case labels be replaced?			Is there compliance with postal regulations concerning mail receptacles?
		Is the carrier case and drawer free of personal effects and extraneous matter?			Does carrier take enough mail at each relay or park point?
		Does the carrier leave the case unnecessarily?			Does carrier finger mail between deliveries?
		Does the carrier talk unnecessarily with other employees?			Are collection receptacles properly maintained, anchored and schedules legible?
		Does the carrier have a sufficient supply of forms?			Does carrier take obvious short-cuts?
		Does carrier have a valid state driver's license and a current OF 346, Government Operator's License?			Can changes be made to reduce travel time and deadheading?
		Is a last withdrawal of preferential mail made before leaving the office?			

Remarks

Route Inspected By (Signature and Title)	Day and Date
--	--------------

FORM 3999

As mentioned earlier, the examiner who observes you on the street uses a Form 3999 to record information about the street phase of your day. You should have a copy of the Form 3999. It is a two-page form, front and back, called "Inspection of Letter Carrier Route."

I will briefly review the Form 3999, without going into any detail. Please look at the front page of the Form, lower half.

YES and NO comments. You should see 25 questions that the route examiner answers by checking a "Yes" or "No" box. The route examiner uses the check marks to identify certain problems and then recommend changes to supervisors. However, that is the only purpose of these questions.

No discipline from Form 3999 comments. The "Yes" and "No" check marks on this Form are part of the route inspection and adjustment process -- they are not a valid basis for any discipline. If management ever does base discipline on the Form 3999, see your shop steward about filing a grievance.

No deductions without specific documentation. Management also cannot use the check marks as a basis for making deductions from a carrier's street time. They are not specific enough to justify any deduction.

Reverse Side: The other important part of the Form 3999 is on the second page -- the reverse side. Here, the route examiner makes notes on every block delivered on the route. The examiner makes entries for times, number of delivery stops possible, and number of delivery stops actually made. The examiner also makes entries for every vehicle movement, rest break, comfort stop and so forth, and the time it occurs.

Purposes of Form 3999: Generally, management uses the Form 3999 for two purposes in the route adjustment process:

To determine street time. The form is used to determine the actual street time of the route. The examiner will look for any unnecessary time spent on the street. Unnecessary time could be the result of an inefficient layout of the route, or other matters having nothing to do with the carrier's performance. The examiner also may use the Form 3999 to document any wasteful carrier practices on the street, and to justify a proposed deduction from street time.

Transfer of territory. Management also uses the detailed information on the Form 3999 to figure out how much time will be transferred when it transfers territory from one route to another.

F. AFTER THE COUNT AND INSPECTION

INTRODUCTORY REMARKS

The route examination and adjustment process is not finished when the week of count and inspection is done. There are several additional steps that take place before a route is actually adjusted to 8 hours.

Although we do not need to cover the all of the details, there are some things that every letter carrier should know. First, you should know that management uses several additional forms to summarize all of the data it will use to evaluate your route. Second, there are some basic rules that management follows when it measures your route at a particular office time and particular street time.

Third, every letter carrier must take responsibility for what happens after the week of count and inspection. The carrier will receive copies of certain management forms, and must look them over for mistakes or violations. The carrier also will have a "consultation" -- a special meeting with management about the results of the count and inspection. There are several things you can do in this process to protect your route from an unfair or incorrect evaluation.

DATA ANALYSIS

Management takes information from the route examination, plus information from other sources, and engages in a great deal of number-crunching. It compiles this information on certain forms:

Form 1838 Management Summary. Management takes the information from each 1838-C Worksheet and transfers it to a different form, the 1838 Management Summary. Actual office time, standard office time and actual street time are calculated on this form.

Form 1840-B Eight-Week Analysis. Management also performs an "eight week random analysis" of your street time and office time. The average street time from eight randomly selected weeks is calculated on the Form 1840-B.

Form 1840, "Summary of Count and Inspection." Finally, management takes the data from the 1838 management summaries, the Form 3999 street inspection form and the Form 1840-B eight-week analysis, and summarizes it on a final form, the Form 1840, "Summary of Count and Inspection." On the Form 1840 management determines what street time applies to the route, and what office time applies. In addition, when management makes an adjustment to a route -- adding to it or taking part of it away -- the adjustment is documented on the Form 1840. So the Form 1840 is extremely important.

ADJUSTMENT

When management evaluates your route, it does not simply take your actual working times from the route examination and average them together. Instead, there are some rules that management follows and some choices it makes. Street time and office time are handled separately.

Office time - actual versus standard. Office time is figured two ways. First, the carrier's actual office time during the examination period is averaged. Second, management also calculates "standard office time," using the "18 & 8" casing standard and several other time standards for handling accountables, for strapping-out and so forth.

If the carrier is "under standard" -- actual office time is less than standard office time -- then management uses the shorter actual time when adjusting the route. If the carrier's actual office time meets or exceeds standard office time -- then management adjusts the route using standard time.

Street time - inspection period average or eight-week average. Management has a choice between two possible street times when adjusting a route -- either the street time average during the route examination period, or the street time average from the eight-week random analysis. Whichever choice it makes, management must justify it. You can expect management to choose the shorter time on every route.

After management determines office time and street time, it adds them together to find the evaluated length of the route. Once it comes up with this final figure, it then adjusts the route to 8 hours -- by taking away some work or by adding some.

THE CONSULTATION

The individual letter carrier plays an important role in the final adjustment of his or her route. Before management may adjust the route, it must give the carrier the information it has collected about the route, and then it must hold a "consultation" with the carrier. The consultation is held no sooner than one week after the count and inspection period is concluded.

1. **Information in advance - Form 1838 management summaries and Form 1840.** Before the consultation management must give the letter carrier some of the forms it has used to summarize information about the route examination. Usually these forms are in a computerized format.

Forms 1838 - 5 days in advance. Management must provide the letter carrier with copies of the Form 1838 management summaries at least 5 calendar days before the consultation. M-39 Section 241.4.

Form 1840 - 1 day in advance. Management must provide the letter carrier with a copy of the Form 1840 at least one (1) day before the consultation. There is just one Form 1840. M-39 Section 241.4.

Obtain NALC review of advance information.

You should make every effort to show these forms to an NALC representative for review before the consultation. Your union representatives can help identify any problems or mistakes on the forms.

If you cannot obtain an NALC review in advance, don't panic. There will be time afterwards to address any problems.

2. **The consultation.** The postmaster or another designated manager is required to hold a consultation with the letter carrier before adjusting the route. M-39 Section 243.11. At the consultation management should discuss with you its evaluation of your route, explain the Form 1838 and 1840, explain any proposed deductions from your office or street time, and explain how it proposes to adjust your route.
3. **Letter carrier rights in the consultation.** You have several rights that you may and should exercise during the consultation:

Right to a full explanation and consideration of your views. It is your right to be consulted about any change that management proposes to make to your route. So ask the manager lots of questions and make sure you get a

full explanation. Your own views must be considered by management, so do not hesitate to speak up. This is the meaning of a "consultation."

Right to have disagreements, recommendations written on Form 1840. During the consultation you have the right to disagree with management's proposed evaluation of your route. Your comments, recommendations and disagreements and the reasons for them must be entered on the Form 1840. M-39 Section 243.11.

Right to make a written demand for documentation of deductions. Management may write comments on the Form 1838s, or the Form 1840, proposing to disallow or deduct time. You have the right to get specific documentation of any deductions from your actual working times.

No vague explanations. Management comments on the forms such as "excessive time," "too much time," "...adequate or sufficient for this function," "...used on the day of inspection," "too slow a pace," and other similar comments, without more, are not sufficient to justify any deduction. Management may not simply state, for example, that you "talked excessively with patrons." Where did it happen? Which customers? How many minutes of conversations? Management must be specific to justify a time deduction. M-39 Section 222.214(b)(3).

Written comments noting lack of documentation.

If management does not provide sufficient documentation of its proposed deductions, you should write a comment on the Form 1838 or Form 1840. You should date and initial the comment. For instance, you may write:

No documentation of deduction for
"excessive conversations with patrons."
(Date and Initials)

When you write this type of comment on a form, make a copy before you give it to management.

Right NOT to sign statements. Management may not require you to sign any statement during the consultation. M-39 Section 243.11.

Right to receive final adjustment papers. You have the right to see the management paperwork that documents its final decision on how your route will be adjusted. Ask for this paperwork during the consultation. M-39 Section 243.11.

AFTER THE CONSULTATION

After the consultation management should provide you with any documentation that you requested within 7 days. You should also receive the final paperwork documenting management's decision on your route will be adjusted.

You should contact your shop steward if management fails to do any of the following:

1. **No documentation** - if management makes a time deduction where it has failed to provide the documentation you requested;
2. **Insufficient documentation** - if the documentation for any deduction is insufficient;
3. **Unfair or incorrect adjustment** - if you believe the adjustment to your route is incorrect or unfair;
4. **No adjustment in 52 days** - if management fails to implement the adjustment within 52 days after the count and inspection period is concluded. Management must make the adjustment within 52 days unless an exception is granted by the district manager. The local union must be notified promptly of any exception granted. M-39 Section 211.3.

G. CONCLUSION

Now that we have reviewed the entire route examination process, I would like to cover a few points in closing.

First, keep in mind that during the week of the route examination you should perform your job as usual, the same way you do during the rest of the year. Each individual letter carrier is a different person, and management only has the right to the your individual best efforts.

Second, NALC has offered you some advice on how to protect your route from any unfair or improper adjustment. To get a fair shake in the route examination process, know your rights, stay on your toes and monitor the process carefully.

Finally, remember that NALC is here to assist you. Your local union representatives can give you information, review your forms, provide advice and, if necessary, file a grievance to ensure that you receive a fair and accurate adjustment and a true 8-hour route.

BEST EFFORTS

NALC ROUTE EXAMINATION AND ADJUSTMENT TRAINING

NATIONAL ASSOCIATION OF LETTER CARRIERS, AFL-CIO

HANDOUTS

CHAPTER 1 ROUTE EXAMINATION AND THE LETTER CARRIER



Inspection of Letter Carrier Route

Office		Delivery Unit		Route No.	No. of Trips	Truck Make <input type="checkbox"/> LHD <input type="checkbox"/> RHD	Capacity
Vehicle No.	Carrier's Name			ID No.	Age	Length of Service	Length of Service on Route
Type of Route <input type="checkbox"/> Business <input type="checkbox"/> Curb. Delivery <input type="checkbox"/> Res. <input type="checkbox"/> Mixed <input type="checkbox"/> EPM <input type="checkbox"/> Park & Loop <input type="checkbox"/> Non-EPM <input type="checkbox"/> Foot <input type="checkbox"/> Bicycle <input type="checkbox"/> Motorized <input type="checkbox"/> Dismount						Type of Transportation <input type="checkbox"/> Public <input type="checkbox"/> Drive-Out <input type="checkbox"/> P.S. Vehicle <input type="checkbox"/> Contract	

DESCRIPTION	TRIP 1				TRIP 2			
	Time	Elapsed Time	Odometer	Elapsed Miles	Time	Elapsed Time	Odometer	Elapsed Miles
End Garage								
End Office								
Arrive Office								
Transportation	Leave							
	Board							
Last Delivery								
End Lunch								
Start Lunch								
First Delivery								
Transportation	Leave							
	Board							
Leave Office								
Report Office								
Report Garage								
Totals								
Total All Trips*								
Public Transportation Schedule	Time Out		Time Return		Time Out		Time Return	

*Minus lunch period and time spent waiting for mail.

Yes	No	Item	Yes	No	Item
		Does carrier wear regulation uniform and present a neat appearance?			Office Break Option
		Does carrier perform work and conduct himself or herself in a business-like manner?			Is vehicle capacity adequate?
		Is carrier's route book up to date?			Does carrier operate the vehicle in a safe manner?
		Are address changes properly maintained on Form 3982?			Is the line of travel the safest possible?
		Are Forms 1776 and 1778 (Hazard & Dog Warning Cards) used?			Is the best mode of transportation used?
		Are computerized case labels used (C.L.A.S.S.)?			Are travel pattern, relay and park points set up efficiently?
		Should case labels be replaced?			Is there compliance with postal regulations concerning mail receptacles?
		Is the carrier case and drawer free of personal effects and extraneous matter?			Does carrier take enough mail at each relay or park point?
		Does the carrier leave the case unnecessarily?			Does carrier finger mail between deliveries?
		Does the carrier talk unnecessarily with other employees?			Are collection receptacles properly maintained, anchored and schedules legible?
		Does the carrier have a sufficient supply of forms?			Does carrier take obvious short-cuts?
		Does carrier have a valid state driver's license and a current OF 346, Government Operator's License?			Can changes be made to reduce travel time and deadheading?
		Is a last withdrawal of preferential mail made before leaving the office?			

Remarks

Route Inspected By (Signature and Title)

Day and Date

BEST EFFORTS

NALC ROUTE EXAMINATION AND ADJUSTMENT TRAINING

NATIONAL ASSOCIATION OF LETTER CARRIERS, AFL-CIO

CHAPTER 2

ROUTE EXAMINATION AND ADJUSTMENT FOR NALC REPRESENTATIVES

A. INTRODUCTION

NALC created this educational program to ensure that every letter carrier across the nation gets a fair shake in the route inspection and adjustment process. To accomplish this task NALC is training you, a team of route inspection experts, to serve as "truth squads" who will monitor route examinations and adjustments wherever they occur. Your role will become increasingly important to all letter carriers as automation begins to change our routes and the way we perform our work.

First of all, your role is to ensure that letter carriers receive a full mail count and route inspection prior to the implementation of any "route stabilization" scheme. You know that management has proposed to change carrier routes through a plan known as "2 & 6" or route stabilization. The point of this plan is to change routes to reflect the projected savings in office time that may be gained -- sometime in the future -- from increased automation.

Whenever management proposes to reconfigure routes in this manner, you must inform management that all routes in a work unit must be fully inspected first. That is the only way to ensure that any changes are based on current and accurate route evaluation data. If management refuses, file a grievance.

Second, NALC representatives must learn the details of the route examination and adjustment process. To take on your roles as "truth squads," you must learn to analyze the

various management forms used in this process. We must know everything that management knows so we can challenge management mistakes and represent letter carriers effectively.

So in this advanced section of this NALC educational program, we will be learning a lot about these forms. You already know about the 1838-C Worksheet. Now we will follow the rest of the process through to the end. This material is long and tedious, but it is important for NALC representatives to learn it.

After we have reviewed the entire route examination and adjustment process, we will address the issue of management violations. The process is so complex that management often makes mistakes. And sometimes management simply takes advantage of letter carriers. We will discuss the various kinds of violations and what you, the NALC representative, can do to challenge them successfully.

SOURCE MATERIALS

This program contains much of information you will need to monitor the route examination process effectively.

However, keep in mind that the only authoritative sources of information about route examinations are the National Agreement, related settlements and arbitrations, and the management handbooks -- the M-41 and M-39. Please note that the M-39 has been updated more recently than the M-41. Wherever the two manuals appear to disagree, the M-39 is controlling.

In this educational program NALC has attempted to make some sense of all of this information. However, we have not covered every detail. After you leave this training session, if you need more information first look it up in the handbooks. If you cannot find the answer, then call your National Business Agent's office for help.

OVERVIEW OF THE FORMS

Now let's talk about the forms. As you probably know, postal management uses a series of forms to collect, organize and analyze the information it uses to measure and adjust a route. We will go over the most important forms in this program.

You should have some handouts, which are the forms we will cover in the advanced section of this program. At this point I will briefly identify the forms and outline their main purposes.

1. **Form 1838-C, "Carrier's Count of Mail - Letter Carrier Routes Worksheet."** You should already be familiar with the 1838-C Worksheet. Management uses this form to collect information about time clock rings and office time. One Form 1838-C is filled out for each day during the count and inspection period.
2. **Form 1838, "Carrier's Count of Mail - Letter Carrier Routes (Management Summary)."** Management transfers information from each 1838-C Worksheet onto a separate Form 1838 management summary, and then

analyzes it to obtain several key numbers used in the route adjustment:

Standard Office Time. First, management uses mail and piece counts to calculate standard office time for each day of the count and inspection period.

Actual Office Time. Second, management calculates the "Net Office Time Used" for each day of the count and inspection period.

Actual Street Time. Third, management figures the actual street time used on the Form 1838, using clock rings from the 1838-C Worksheet.

3. **Form 1840-B, "Carrier Time Card Analysis."** The Form 1840-B is four pages long. It contains information about actual office times and street times during eight randomly-selected weeks, not including the week of count and inspection. Sometimes the 1840-B is called the "eight week random analysis." Management uses this form for two basic purposes:

Comparison. Management compares the 8-week average office time and average street time to the averages from the week of count and inspection, to check for reliability or unusual variations.

Adjustment - Choice of street time figures. In adjusting the carrier's route, management may choose to use either the average street time during the week of count and inspection, or the average

street time figure from the Form 1840-B eight-week analysis (see below).

- 4. Form 3999, "Inspection of Letter Carrier Route."** The Form 3999 is filled out on the front and back. It is used to record the details of carrier performance on the street. The route examiner fills out the Form 3999 on the day (or days) of inspection only. Two items on the Form 3999 are most important to the route adjustment:

Adjustments to Street Time. The examiner documents any unnecessary time spent on the street, either because of operational matters such as an inefficient route layout, or because of the carrier's inefficient practices.

Transfer of Territory. Management also collects detailed information on the Form 3999 about the street time required to deliver particular sections of territory, and the number of delivery stops in each section. It uses this information to figure out how much time will be transferred when it transfers territory from one route to another.

- 5. Form 1840, "Summary of Count and Inspection."** The Form 1840 is the final form used by management to adjust a route. It is filled out on the front and back. Management uses the Form 1840 in two ways:

Summary analysis of data. The front side of the 1840 summarizes in one place all of the data collected on the Form 1838-C Worksheets, Form

1838 management summaries, Form 3999 and Form 1840-B. So the 1840 contains almost all of the key numbers that management uses to analyze a letter carrier route.

Adjustment. When management evaluates and adjusts a route to 8 hours, it must explain its decisions on the Form 1840. For instance, if management proposes to make time deductions from the carrier's street time, it must make specific comments on the form documenting the justification for the deductions. On the back of the 1840, management shows how it actually adjusted a route -- for example, by adding territory or adding router assistance.

This is only an introduction, of course. Now we will go into the forms in more detail.

B. FORM 1838 MANAGEMENT SUMMARY

INTRODUCTORY REMARKS

The first management form we will review is the Form 1838 management summary. Every day during the count and inspection period, management takes the information from the 1838-C Worksheet and transfers it onto the Form 1838 management summary. The management 1838 form is called "Carrier's Count of Mail-Letter Carrier Routes (Management Summary)."

Management performs this task on each day of the mail count -- using the 1838-C Worksheet filled out by the carrier. On the day (or days) of inspection, the manager fills out the 1838-C Worksheet and the Form 1838 management summary, and the carrier just does the job as usual as the manager observes.

We are going to take the 1838-C carrier Worksheet that we filled out as a group, and do what management does -- transfer the information to a Form 1838 management summary. We will see how management takes the raw data and calculates the numbers that really count -- actual office time, standard office time and actual street time.

OVERVIEW OF THE FORM 1838 MANAGEMENT SUMMARY

You should have a copy of a blank Form 1838 management summary in your handouts. Before we fill it out together, please take a look at the form. It has several main sections that I will describe briefly at this point. They are as follows:

[**Instructor:** Transparency I is blank Form 1838. The completed form appears on the next page. You may wish to remove it from this manual to use as a guide in this section.]

1. **Identifying information** is entered across the top of the Form -- Post Office, Delivery Unit and Route Number, and on the left below Post Office the manager indicates the type of route -- EPM or Non-EPM, CMU.
2. **Mail counts** are entered in four columns, (a), (b), (c) and (d), under the appropriate Line numbers, one (1) through 13. These various piece counts come from the mail count section of the 1838-C carrier Worksheet. The Line numbers on the left side correspond to Column numbers in the mail count section of the 1838-C carrier Worksheet.
3. **Time credits in minutes** are entered under columns (e), (f) and (g), under the appropriate Line numbers all the way down the form. The various Line numbers work in different ways under this time count section:

U.S. Postal Service
CARRIER'S COUNT OF MAIL-LETTER CARRIER ROUTES (Mgmt. Summary)

M

Post Office: **SPRINGFIELD, VA** Delivery Unit and ZIP Code: **ROSE HILL - 22310** Route No.: **24**

Description	(a)			(b)			(c)			(d)	(e)			(f)			(g)			(h)		
	Router	Number of Pieces		Today AM	Today PM	Today PM	Total Number Pieces Minus Mark-Ups	Prior PM	Minutes		Today AM	Today PM	Today PM	Street Time	Street	Transportation	Relays	Street Time Waiting for	Auxiliary Assisting Block No.	Street Time Waiting for		
		Prior PM	1						2												3	1
1. Letter-Size Mail	120			1305	4																	
Carrier Marked-Up				4																		
Central Unit				42			1379			73												
2. Mail of All Other Sizes	425			278	1																	
Carrier				1																		
Central Unit				19			683			35												
3. Accountable and Signature Mail				10																		
Marked-Up				—			10															
4. Computing Coils (a), (b), (c): Strapping Out (Lines 1, 2, & 3 Minus Carrier Mark-Ups)	545			1588			2072			31												
5. All Parcel Post Over 2 Lbs.				14																		
Carrier				—																		
Central Unit				—			14															
6. Sequenced Mail				—																		
Letter-Size				—																		
Other Size				385			385															
7. Total Deliverable Pieces				—			2471															
8. Separating All Carrier Mark-Ups (Lines 1, 2, 3, & 5)				5						1												
9. 2nd-Class Marked-Up (Exclude Form 3579)				—						—												
10. Mail with Form 3579 Attached				—						—												
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)				5						2												
12. Changes of Address Recorded				1						2												
13. Insured Receipts Turned In				3						1												
14. Registered-Certified-COD-Customs-Postage Due-Keys Form 3868-Signing For, Returning Funds and Receipts										9												
15. Withdrawing Mail										5												
16. Sequencing and Collating By-Pass Mail										24												
17. Actual Strapping Out Time										—												
18. Break (Local Option)										10												
19. Vehicle Inspection										5												
20. Personal Needs, Etc.										5												
21. Identifying Recurring Office Work Not Covered By Form (Use Comments section)										14												
22. Waiting For Mail (Office) and All Other Office Activities Not Performed on Continuing Basis (Use comments section)										—												
23. Counting Mail and Filling Out Form 1838-C Worksheet										24												
24. Totals (Exclude Lines 22 and 23)										217												

Comments	Representative Time - Lines 16 and 17 Determined By Route Examiner - Based On Observation	
	Line	Minutes
	16	
	17	



Lines 1 through 13 come from the mail count section of the 1838-C carrier Worksheet. Here, the carrier receives time credit for the number of pieces.

Lines 14 through 23 are where management transfers the totals for actual time entries from the 1838-C carrier Worksheet. There are some exceptions, which we will address later.

Line 24 is for totalling columns (e), (f) and (g).

4. **Final totals** are figured in column (h) running down the right-hand side of the page. Some key numbers are calculated here: Net Office Time, Standard Office Time, Net Street Time and Net Total Time. These numbers are later transferred to another form, the Form 1840, Summary of Count and Inspection.
5. **Bottom of form.** At the bottom are two boxes. One is a comments box on the left, where management may write explanatory notes, if needed. At the right is a box for **representative times on Lines 16 and 17.**

1838 MANAGEMENT SUMMARY, STEP-BY-STEP

Now let's go through the process of filling out the Form 1838 management summary step-by-step. You should have handout that is a blank Form 1838, and your filled-out 1838-C carrier Worksheet. Pick up your pencils, please. I will talk us through each item, one at a time. If you aren't clear on any point, please feel free to stop me and ask questions.

1. **IDENTIFYING INFORMATION:** First, at the top of the management summary form, write in the post office, delivery unit, ZIP code and route number from the 1838-C carrier Worksheet.

2. **MAIL COUNT SECTION - NUMBER OF PIECES.**
Now we will write in the various piece counts, under columns (a), (b) and (c), and figure totals under column (d).
 - A. **Line 1 - Letter-Size Mail.** Transfer the total number of letter-size pieces from the 1838-C carrier Worksheet to the corresponding place on the Form 1838 management summary. Transfer any router mail totals separately. Also transfer totals for letter-size carrier manual mark-ups and CMU mark-ups.

Entries. Read across Line 1, the upper portion, to column (b), today's a.m. trip, and write in 1305 pieces of letter size mail.

In the next box down under column (b), write 4 for carrier marked-up letter size mail. In the third box down under column (b), write 42 for CMU letter mail.

The 1838-C carrier Worksheet also shows 120 pieces of letter-size mail cased by a router. Enter 120 under column (a), router, Line 1.

- B. Line 2. - Other-Size Mail.** Transfer the total number of other-size pieces from the 1838-C carrier Worksheet to the corresponding place on the Form 1838 management summary. Transfer any router mail totals separately. Also transfer totals for other-size carrier manual mark-ups and CMU mark-ups.

Entries. Under column (b), Line 2 write in 278 other-size pieces. Then total the other-size marked-up mail from the three separate columns on the 1838-C carrier Worksheet. The total carrier marked-up mail is one (1) piece and the total CMU is 19 pieces. Write 1 and 19 in the appropriate boxes under column (b), Line 2.

The 1838-C carrier Worksheet also shows 425 pieces of other-size mail cased by a router. Enter 425 under column (a), router, Line 2.

- C. Line 3 - Accountable and Signature Mail.** Transfer the total accountable and signature mail from Column 3 on the Worksheet, from all three sections. Also transfer the number of mark-ups under Line 3.

Entry. Here, the total accountable signature mail on the 1838-C carrier Worksheet is $2 + 1 + 7 = 10$ pieces. On the Form 1838 management summary, write 10 under column (b), Line 3. There are no mark-ups.

- D. Line 6 - Sequenced Mail.** Skip down to Line 6. Transfer the total pre-sequenced letter mail and other-size mail from Column 6 of the 1838-C carrier Worksheet, which appears at the bottom of Columns 1 and 2.

Entry. In this exercise we have 385 pre-sequenced flats. On the Form 1838 management summary, write 385 under column (b), Line 6, other size.

- E. Line 4 - Strap-Out Time.** Line 4 is for calculating the strapping-out time credit -- which will be one minute for each 70 pieces. Two steps are required to determine the total pieces of mail strapped-out.

Step 1. Check Line 6 of the Form 1838 management summary for pre-sequenced mail. If there is any pre-sequenced mail recorded under Line 6, you must check the 1838-C Worksheet to see if that mail was cased by the letter carrier, rather than collated with other mail or carried out as a separate bundle. If it was cased, we would add it to the piece total used for calculating strap-out time.

However, in this exercise the 385 pre-sequenced flats were collated by carrier into other flats. They were not cased and are not counted for strap-out purposes.

Note: Management knows the mail was collated rather than cased or delivered as a separate bundle because of the Line 16 actual time entry on the 1838-C, where the carrier recorded time spent collating pre-sequenced mail.

Step 2. Next, add the total pieces from Lines 1, 2 and 3 together, and subtract out carrier mark-ups. In our example the total pieces under column (b) are $1305 + 278 + 10 = 1,593$. Do not include the marked-up mail, because that is already part of the totals. Now, add up the carrier mark-ups -- 4 letter size plus 1 other size -- to obtain the total of 5. Subtract the 5 carrier mark-ups from total pieces, 1,593. The result is 1,588 pieces.

Entry: Write 1588 under column (b), Line 4.

Note. This total on column (b), Line 4 includes CMU mark-ups because the carrier receives time credit for strapping out CMU markups. Strap-out time credit is not given for the carrier's manual markups; rather, Line 8 provides a separate time credit for carrier mark-ups.

The router mail recorded under column (a), Lines 1, 2 and 3 also must be totalled on Line 4. 120 letter-size plus 425 other-size = 545 total pieces of router mail.

Entry: Write 545 under column (a), router, Line 4.

Note. If any of the Line 6 pre-sequenced mail was cased by the carrier, that amount is also included in the above total, to give strap-out credit. Here, it was not cased and it is not added.

The two totals under Line 4, 545 and 1,588, will be totalled later to find the total pieces of mail counted for strapping-out time credit.

- F. Line 5 - Parcel Post Over 2 Pounds.** Transfer the number of parcels over 2 pounds from Column 5 on the 1838-C carrier Worksheet.

Entry. Here the number of parcels is 14. Write 14 under column (b), Line 5 on the Form 1838 management summary.

- G. Line 8 - Total Carrier Manual Mark-Ups.** Skip down to Line 8. Determine the carrier's total manual mark-ups from Line 1, 2, 3 and 5. Do not include mail sent to CMU.

Entry. Here, add 4 letter-size plus 1 other-size for a total of 5. Write 5 under column (b), Line 8 on the Form 1838 management summary.

- H. Line 9 - 2nd Class Marked-Up.** Transfer the number of 2nd-class marked-up pieces for which Form 3579 was not prepared from Column 9 on the 1838-C carrier Worksheet. (On the Worksheet Column 9 appears within the mark-up section under Column 2.)

No entry. Here there is no entry. Go to the next item.

- I. Line 10 - Mail With Form 3579 Attached.** Transfer the number of marked-up pieces for which Form 3579 was prepared from Column 10 on the 1838-C carrier

Worksheet. (On the Worksheet Column 10 appears within the mark-up section under Column 2.)

No entry. Here there is no entry. Go to the next item.

- J. Line 11 - Total Mark-ups (Except Second-Class and Form 3579).** One Line 11 take the number of pieces on Line 8 and subtract out the totals on Lines 9 and 10.

Entry. Here we have 5 Mark-ups in column (b), Line 8 and no figures on Lines 9 or 10. Write 5 in column (b), Line 11.

- K. Line 12 - Changes of Address Recorded.** Transfer the number of changes of address from Column 12 on the 1838-C carrier Worksheet.

Entry. Here there is one (1) change of address. Write 1 under column (b), Line 12 on the Form 1838 management summary.

- L. Line 13 - Insured Receipts Turned In.** Transfer the number of insured receipts turned in from Column 13 on the 1838-C carrier Worksheet.

Entry. 3 insured receipts were turned in. Write 3 under column (b), Line 13 on the Form 1838 management summary.

- M. Line 5 - Total Parcel Post Minus Markups.** Take the total parcel post items under Line 5 and then subtract out all marked-up parcel post.

Entry. Here, we have 14 total parcel post under Line 5 and no marked-up parcel post. Write 14 under column (d), Line 5.

- N. Line 6 - Sequenced Mail.** Total the pre-sequenced mail under Line 6 and write the result in column (d). However, if any of the pre-sequenced mail was cased by the carrier, and previously added to the Line 4 total, that amount must be subtracted from the total pre-sequenced mail.

Entry. Here, we have 385 pieces of pre-sequenced flats. They were not cased or added to the Line 4 total. Write 385 under column (d), Line 6.

Note: The rule is that pre-sequenced mail is counted either under the Line 4 total or the Line 6 total; it cannot be double-counted under column (d). If the mail was cased it is included in Line 4 and the carrier receives strap-out time credit for it. If the mail was not cased, there is no strap-out time credit and the pre-sequenced mail is counted under Line 6 instead.

- O. Line 7 - Total Deliverable Pieces.** Figure the total deliverable pieces of mail under column (d), and enter the result under column (d), Line 7. This requires three steps:

Step 1. Next, calculate the total pieces, minus markups, in Line 1, Line 2 and Line 3. Write the totals under column (d).

In Line 1, add up the total pieces -- $120 + 1,305 = 1425$. Now add up the markups -- $42 + 4 = 46$. Subtract 46 markups from the total pieces, 1,425. The result is 1,379. **Entry:** Write 1379 under column (d), Line 1.

In Line 2, add up the total pieces -- $425 + 278 = 703$. Next add up the markups -- $1 + 19 = 20$. Subtract 20 from the total pieces, 703. **Entry:** Write the result, 683, under column (d), Line 2.

In Line 3, there are no markups. **Entry:** Write the total pieces, 10, under column (d), Line 3.

Step 2. Add up the numbers in column (d). $1,379 + 683 + 10 = 2,072$. **Entry:** Write 2072 in the bold box under column (d), Line 4.

Step 3. Total the numbers in column (d), Lines 4, 5 & 6. The total here is $2,072 + 14 + 385 = 2,471$. **Entry:** Write 2471 under column (d), Line 7.

Note. The total deliverable pieces figure is not used in figuring standard office time.

3. **TIME CREDITS IN MINUTES.** Now we will fill in the time credits in minutes, under columns (e), (f) and (g). This is how standard office time is figured. In this exercise the carrier has a single-trip route, so we will be using only column (f).

Handouts. Before we proceed, please note that you should have three handouts that we will use in this section. They are:

TIME ALLOWANCES FOR CARRIER OFFICE WORK

Office time allowance shall be determined as follows;

Form 1838 Line No.	Work Function	Pieces Per Minute	
		1-Trip	2-Trip
1	Routing Letter-size mail.....	18	18
2	Routing all other size mail..... (Use Notice 26, Maximum Time Allowance for Routing Mail, to convert pieces to minutes.)	8	8
4	Strapping mail in bundles or placing in trays, preparing relays and placing mail in satchels; for each 70 pieces regardless of character (minimum allowance 3 minutes). Strapping mail in bundles for markup at central unit. Lines 1-2-3 combined mail volume (strapping out pieces and markup pieces) is used in determining time allowance at 70 pieces per minute.....		<u>Minutes</u>
8	For each 10 pieces of all classes of mail separated for forwarding or return.....		1
9	Second-class marked up (for 2 pieces handled for forwarding or return).....		1
10	For each Form 3579, Undeliverable 2nd, 3rd, 4th or Controlled Circulation Matter.....		2
11	For each 4 pieces marked up (mail marked Deceased, Temporarily Away, Refused, Vacant (Occupant mail of obvious value only) or No Mail Receptacle).....		1
12	For each change of address, including Form 3546, recorded on Forms 1564-B and 3982.....		2
13	Insured receipts turned in.....		1
14	Registered, Certified, COD, Express Mail, Customs and Postage-Due; keys, Form 3868, signing for, returning funds or receipts, and for partial completion of Form 3849 (name or address for identification). Base minimum allowance is 6 minutes.....*		
15	Withdrawing mail where applicable (from distribution cases, trays, sacks, and/or hampers). Base minimum allowance is 5 minutes.....*		
16	Sequencing and collating by-pass mail. (Representative time in minutes will be allowed for the work function).		
17	Strapping out time (when mail must be placed in order of delivery). See 922.51d of Handbook M-41. (Representative time in minutes will be allowed for the work function).		
18	Break (local option).		
19	Vehicle inspection. See 922.51f of Handbook M-41. Base minimum allowance is 3 minutes.....*		
20	Personal needs, etc. (Time allowances are printed on the form for each trip, and must not be changed.)		
21	Office work not covered by form. (Work functions must be identified and approved as being necessary and of a continuing nature). (Use "Comments" section.) Base minimum allowance is 9 minutes.....*		
22	Waiting for mail (office) and all other office activities not performed on a continuing basis which are excluded in computing net office time. (Use "Comments" section.)		
23	Counting mail and filling out Form 1838-C worksheet.		

NOTE: For piece items, grant the next higher allowance in minutes for fractional units. Use actual times for Lines 14 through 19 and Lines 21 through 23 when those functions are performed.

* Computing Standard Office Time Under Columns (e), (f), and (g) on Form 1838:
If the actual time for each of Lines 14, 15, 19 and 21 is less than the base minimum and the carrier performs the work function the base minimum must be entered for the Line Item in the appropriate column. If the actual time exceeds the base minimum, an adjustment to that time cannot be shown which is less than the base minimum.

[**Instructor:** Transparency J is "Time Allowances for Carrier Work." Your copy is on the opposite page.]

- 1) **Time Allowances for Carrier Work.** This is Exhibit 2-7 from the M-39 Handbook, and Exhibit 1-1 in the M-41 Handbook. It shows all of the time standards, or credits, used in calculating office standard time. The Line numbers down the left side are the same Line numbers on the Form 1838 management summary.

Most letter carriers know about the casing standards of 18 letters per minute and 8 flats per minute. However, there are many additional time credits, or standards, used by management to figure standard office time. We will use this handout to fill out several time credit items on the Form 1838 management summary.

[**Instructor:** Transparency K is "Maximum Time Allowance for Routing Mail." Your copy is on the next page.]

- 2) **Maximum Time Allowance for Routing Mail.** You should also have a handout called "Maximum Time Allowance for Routing Mail." It is exhibit 2-8 in the M-39, and Exhibit 1-2 in the M-41. This time allowance guide shows standard times for casing and strapping out the mail.

MAXIMUM TIME ALLOWANCE FOR ROUTING MAIL

Column A: Letter-size (ordinary letters, cards, and circulars). Column B: Mail of all other sizes and insured.

1 AND 2 TRIP ROUTES			1 AND 2 TRIP ROUTES			1 AND 2 TRIP ROUTES			STRAPPING ALL MAIL	
(A) Pieces	Time (Min.)	(B) Pieces	(A) Pieces	Time (Min.)	(B) Pieces	(A) Pieces	Time (Min.)	(B) Pieces	Pieces	Time (Min.)*
18	1	8	864	48	884	1710	96	760	70	3*
36	2	16	882	49	892	1728	96	768	140	3*
54	3	24	900	50	900	1746	97	776	210	3
72	4	32	918	51	908	1764	98	784	280	4
90	5	40	936	52	916	1782	99	792	350	5
108	6	48	954	53	924	1800	100	800	420	6
126	7	56	972	54	932	1818	101	808	490	7
144	8	64	990	55	940	1836	102	816	560	8
162	9	72	1008	56	948	1854	103	824	630	9
180	10	80	1026	57	956	1872	104	832	700	10
198	11	88	1044	58	964	1890	105	840	770	11
216	12	96	1062	59	972	1908	106	848	840	12
234	13	104	1080	60	980	1926	107	856	910	13
252	14	112	1098	61	988	1944	108	864	980	14
270	15	120	1116	62	996	1962	109	872	1050	15
288	16	128	1134	63	1004	1980	110	880	1120	16
306	17	136	1152	64	1012	1998	111	888	1190	17
324	18	144	1170	65	1020	2016	112	896	1260	18
342	19	152	1188	66	1028	2034	113	904	1330	19
360	20	160	1206	67	1036	2052	114	912	1400	20
378	21	168	1224	68	1044	2070	115	920	1470	21
396	22	176	1242	69	1052	2088	116	928	1540	22
414	23	184	1260	70	1060	2106	117	936	1610	23
432	24	192	1278	71	1068	2124	118	944	1680	24
450	25	200	1296	72	1076	2142	119	952	1750	25
468	26	208	1314	73	1084	2160	120	960	1820	26
486	27	216	1332	74	1092	2178	121	968	1890	27
504	28	224	1350	75	1100	2196	122	976	1960	28
522	29	232	1368	76	1108	2214	123	984	2030	29
540	30	240	1386	77	1116	2232	124	992	2100	30
558	31	248	1404	78	1124	2250	125	1000	2170	31
576	32	256	1422	79	1132	2268	126	1008	2240	32
594	33	264	1440	80	1140	2286	127	1016	2310	33
612	34	272	1458	81	1148	2304	128	1024	2380	34
630	35	280	1476	82	1156	2322	129	1032	2450	35
648	36	288	1494	83	1164	2340	130	1040	2520	36
666	37	296	1512	84	1172	2358	131	1048	2590	37
684	38	304	1530	85	1180	2376	132	1056	2660	38
702	39	312	1548	86	1188	2394	133	1064	2730	39
720	40	320	1566	87	1196	2412	134	1072	2800	40
738	41	328	1584	88	1204	2430	135	1080		
756	42	336	1602	89	1212	2448	136	1088		
774	43	344	1620	90	1220	2466	137	1096		
792	44	352	1638	91	1228	2484	138	1104		
810	45	360	1656	92	1236	2502	139	1112		
828	46	368	1674	93	1244					
846	47	376	1692	94	1252					

*Minimum allowance 3 minutes.

Notice 26
April 1971

Exhibit 2-8

Casing time. The time allowance guide has **four columns**. The first three show casing standards for increasing numbers of letters and flats. At the top of the first column, the 18 under column A corresponds to the time credit of one (1) minute. To the right of the one minute is the number 8 in column B, telling us that 8 flats are also cased in one (1) minute.

Strapping out time. The far right column shows the time credit for pieces of mail strapped-out. It provides one minute for each 70 pieces strapped-out, with a minimum time of 3 minutes.

[**Instructor:** Transparency L is "Time Conversion Schedule." Your copy is on the next page.]

- 3) **Time Conversion Schedule.** Your third handout is a "Time Conversion Schedule," which you can use to convert military time to regular time, and to convert the time clock's 100ths of an hour into minutes.

We will use all three handouts to figure the time credit items that make up standard office time.

- A. Line 1 - Letter-Size Mail.** Determine the time credit for the total letter-size mail entered under Line 1.

Note - Use Piece Totals from Column (b). To determine the time credits for Lines 1 through 13, you will be using the corresponding piece totals from column (b) -- not the numbers in column (d). The router mail from column (a) is excluded, because the regular carrier does not receive casing time credit for mail cased by a router.

U.S. POSTAL SERVICE

TIME CONVERSION SCHEDULE

ORDINARY TIME CLOCK	24-HOUR TIME CLOCK	DECIMAL EQUIVALENTS OF MINUTES					
		MINUTES	IN HUNDREDTHS	MINUTES	IN HUNDREDTHS	MINUTES	IN HUNDREDTHS
12 MIDNIGHT	000	0	.00	20	.34	40	.66
1:00 A.M.	100	1	.02	21	.35	41	.68
2:00	200	2	.04	22	.36	42	.70
3:00	300	3	.05	23	.38	43	.72
4:00	400	4	.06	24	.40	44	.74
5:00	500	5	.08	25	.42	45	.75
6:00	600	6	.10	26	.44	46	.76
7:00	700	7	.12	27	.45	47	.78
8:00	800	8	.14	28	.46	48	.80
9:00	900	9	.15	29	.48	49	.82
10:00	1000	10	.16	30	.50	50	.84
11:00	1100	11	.18	31	.52	51	.85
12:00 NOON	1200	12	.20	32	.54	52	.86
1:00 P.M.	1300	13	.22	33	.55	53	.88
2:00	1400	14	.24	34	.56	54	.90
3:00	1500	15	.25	35	.58	55	.92
4:00	1600	16	.26	36	.60	56	.94
5:00	1700	17	.28	37	.62	57	.95
6:00	1800	18	.30	38	.64	58	.96
7:00	1900	19	.32	39	.65	59	.98
8:00	2000						
9:00	2100						
10:00	2200						
11:00	2300						

Entry. In this exercise you start with the total of 1,305 letter-size pieces from column (b). Next, look up 1,305 letter pieces in the maximum time allowance guide. There is no entry for 1,305. Rather, 1,305 falls between 1,296, a 72 minute time credit, and 1,314, a 73 minute time credit. You **round up** to the higher number of minutes.

Your time credit is 73 minutes. Write 73 under column (f), Line 1.

- B. Line 2 - Other-Size Mail.** Determine the time credit for casing the total other-size mail under Line 2.

Entry. Here, you have 278 other-size pieces under column (b), Line 2. This translates in the maximum time allowance guide (rounding up) to 35 minutes of time credit. Write 35 under column (f), Line 2.

- C. Line 4 - Strap-Out Time.** Next, total the number of pieces entered under Line 4, and enter the time credit for total pieces strapped-out.

Entry. Here, you have 1,588 pieces under column (b), Line 4, and 545 pieces of router mail under column (a), Line 4. $1,588 + 545 = 2,133$. The 2,133 total translates in the maximum time allowance guide (rounding up) to 31 minutes of strap-out time credit. Write 31 under column (f), Line 4.

- D. Line 8 - Carrier Manual Mark-Ups.** Determine the time credit for carrier manual mark-ups under Line 8, using the "Time Allowances for Office Work" handout. You receive one (1) minute for each 10 pieces.

Entry. Here, there are 5 carrier mark-ups recorded under Line 8, column (b). You receive one (1) minute of credit. Write 1 under column (f), Line 8.

- E. Line 9 - 2nd Class Marked-Up.** Total the pieces entered under Line 9, and find the time credit in the "Time Allowances for Office Work" handout. You receive one (1) minute for each 2 pieces.

No entry. In this exercise we have no entries under Line 9. Go to the next item.

- F. Line 10 - Mail With Form 3579 Attached.** Total the numbers entered under Line 10, and find the time credit in the "Time Allowances for Office Work" handout. You receive two (2) minutes for each piece.

No entry. In this exercise we have no entries under Line 10. Go to the next item.

- G. Line 11 - Total Markups (Except Second-Class and Form 3579).** Total the numbers entered under Line 11, and find the time credit in the "Time Allowances for Office Work" handout. You receive one (1) minute for each 4 pieces.

Entry. Here we have 5 pieces under Line 11. You receive 2 minutes of time credit. Write 2 under column (f), Line 11.

- H. Line 12 - Changes of Address Recorded.** Total the numbers entered under Line 12, and find the time credit in the "Time Allowances for Office Work" handout. You receive 2 minutes for each change of address.

Entry. There is one (1) change of address under Line 12. You receive 2 minutes of time credit. Write 2 under column (f), Line 12.

- I. Line 13 - Insured Receipts Turned In.** Total the numbers entered under Line 13, and find the time credit in the "Time Allowances for Office Work" handout. You receive one (1) minute for turning in any insured receipts -- regardless of how many you turn in.

Entry. Line 13 shows 3 receipts turned in. You receive 1 minutes of time credit. Write 1 under column (f), Line 13.

EXTRA INFORMATION

BASE MINIMUM TIMES - Lines 14, 15, 19 and 21. There are certain time periods, called "base minimum times," that apply only to Lines 14, 15, 19 and 21. The base minimum times are noted on your handout, "Time Allowances for Carrier Office Work," under these line items and in the note at the bottom. The times are:

Line 14	6 minutes
Line 15	5 minutes
Line 19	3 minutes
Line 21	9 minutes

To figure standard office time, the carrier receives at least base minimum. If the carrier performs these functions, and the actual time used is less than the base minimum time, then management must write the base minimum time on the Form 1838. This time is then used, along with other standard time credits, to figure the standard office time.

If actual time spent on one of these functions is greater than base minimum time, then actual time is written on the Form 1838 management summary, and actual time is used to figure standard office time.

If the carrier is under standard overall, actual time applies. Even though base minimum times are used to calculate standard office time, they become irrelevant if the carrier meets or beats standard office time overall during the count and inspection period. That is, if the carrier works at standard office time or faster, then base minimum times, like all standard times, are not used to adjust the route. Average actual time is used instead.

J. Line 14 - Registered-Certified-COD-Customs and Postage Due-Keys-Form 3868-Signing For, Returning Funds and Receipts.

Note - Actual Time Entries. On Lines 14 through 23, actual time entries from the 1838-C carrier Worksheet are totalled and then transferred to the Form 1838 management summary. Lines 18 and 20 are exceptions; they do not appear on the Worksheet and are handled differently, as we will see. And if actual time is less than base minimum time for Line 14, 15, 19 or 21, the base minimum time is entered instead.

Transfer the total minutes of actual time spent on Line 14 tasks from the 1838-C carrier Worksheet.

Entry. Here, the Worksheet has two different Line 14 entries, showing $6 + 3 = 9$ minutes of elapsed time. The actual time of 9 minutes is greater than the base minimum time of 6 minutes, so actual time is entered. On the Form 1838 management summary write 9 minutes under column (f), Line 14.

- K. Line 15 - Withdrawing Mail.** Transfer the total minutes of actual time spent on Line 15 tasks from the 1838-C carrier Worksheet.

Entry. Here, the Worksheet has two different Line 15 entries, showing 2 minutes and 3 minutes of elapsed time. On the Form 1838 management summary write the total, 5 minutes, under column (f), Line 15. 5 minutes is also the base minimum time for Line 14.

- L. Line 16 - Sequencing and Collating By-Pass Mail.** Transfer the total minutes of actual time spent on Line 16 tasks from the 1838-C carrier Worksheet.

Entry. Here, the Worksheet has a single Line 16 entry showing 24 minutes of elapsed time. On the Form 1838 management summary write 24 under column (f), Line 16.

Note: Credit for 3 or more days only. A carrier receives time credit for Line 16 work, re-sequencing or collating pre-sequenced by-pass mailings with other mail, only where this task must be performed on 3 or more days during the count and inspection period. M-39 Section 222.214(b)(3)(c) (first sentence).

Management should record any Line 16 actual times on the Form 1838 management summary on a daily basis. At the end of the count and inspection period a manager will transfer the total time credits to another Form, the 1840, Summary of Count and Inspection. If the Line 16 time occurred on fewer than 3 days during the count and inspection period, time credit for this work will be removed on the Form 1840.

- M. Line 17 - Actual Strapping Out Time.** This line is used only in extremely unusual circumstances. Usually strapping-out credit is calculated at one (1) minute for each 70 pieces, on Line 4.

No entry. Here, strapping-out credit was figured at one (1) minute per 70 pieces on Line 4. Go to the next item.

Note. See M-39 Section 222.214(b)(3)(d) for more information.

- N. Line 18 - Break (Local Option).** The local branch opts once each year for two breaks in the street or for one break in the office and one in the street. If the option is for one office break, 10 minutes per day must be recorded under Line 18 of the Form 1838 management summary. There is no entry on the 1838-C carrier Worksheet indicating whether or not a break was taken in the office.

Entry. In this exercise the branch opted to take one break in the office. Write 10 under column (f), Line 18.

- O. Line 19 - Vehicle Inspection.** Transfer the total minutes of actual time spent on Line 19 work from the 1838-C carrier Worksheet.

Entry. Here, the Worksheet has one (1) Line 19 entry showing 5 minutes of elapsed time. The actual time of 5 minutes is greater than the base minimum time of 3 minutes, so actual time is entered. On the Form 1838 management summary write 5 under column (f), Line 19.

- P. Line 20 - Personal Needs, Etc.** The carrier receives 5 minutes of automatic time credit for personal needs on a one-trip route, and 7 minutes on a two-trip route.

Entry. Here the carrier has a one-trip route. On the Form 1838 management summary circle the 5 under column (f), Line 20.

- Q. Line 21 - Recurring Office Work Not Covered by Form.** Transfer the total minutes of actual time spent on Line 21 tasks from the 1838-C carrier Worksheet.

Entry. Here, the Worksheet has five different Line 21 entries, showing $5 + 2 + 2 + 3 + 2 = 14$ minutes of elapsed time. The actual time of 14 minutes is greater than the base minimum time of 9 minutes, so actual time is entered. On the Form 1838 management summary write 14 minutes under column (f), Line 21.

Note - Management corrections. Management may make corrections if a letter carrier has made entries on Line 21 that belong elsewhere. For instance, if a carrier recorded time counting mail under Line 21, the manager would mark it out on the 1838-C carrier Worksheet, add the proper entry under Line 23, and initial the change on the Worksheet. M-39 Section 222.214(b)(3)(h). The corrected information would be transferred to the Form 1838 management summary.

- R. Line 22 - Waiting for Mail and Other Non-Continuing Office Activities.** Transfer the total minutes of actual time spent on Line 22 tasks from the 1838-C carrier Worksheet.

No entry. Here, the Worksheet has no Line 22 actual time entries. Skip the next item.

- S. Line 23 - Counting Mail and Filling Out Form 1838-C Worksheet.** Transfer the total minutes of actual time spent on Line 23 tasks from the 1838-C carrier Worksheet.

Entry. Here, the Worksheet has five different Line 23 entries, showing $2 + 10 + 6 + 1 + 5 = 24$ minutes of elapsed time. On the Form 1838 management summary write 24 under column (f), Line 23.

Note - The Day of Inspection. On the day (or days) of inspection, the route examiner counts the mail and fills out the 1838-C carrier Worksheet. So the Line 23 entry would be zero on the inspection day unless the carrier decides to verify management's mail count -- which is the carrier's right. NALC encourages the carrier to verify the examiner's mail count.

- T. Line 24 - Totals.** Total up column (f), all the way from Line 1 at the top through Line 21. Exclude Lines 22 and 23 from the calculation.

Entry. Here the calculation is: $73 + 35 + 31 + 1 + 2 + 2 + 1 + 9 + 5 + 24 + 10 + 5 + 5 + 14 = 217$. Write 217 under column (f), Line 24.

4. **FINAL TOTALS.** Next, we move from the time credit section to the final totalling and figuring area on the Form 1838 management summary, which appears under column (h) down the right-hand side.
- A. **Total Office Time.** From the clock rings on the 1838-C carrier Worksheet, calculate the total hours and minutes the carrier actually spent in the office.

Time conversion. You should have the handout called "Time Conversion Chart," which you can use to convert the clock ring's 100ths of an hour into minutes. Management often makes mistakes in this area -- either forgetting to convert or figuring the time wrong.

Entry. Here, the carrier clocked in at 6:00 a.m. and clocked out at 9.75, which is 9:45 a.m. The total morning office time is 3 hours and 45 minutes. After delivering her route the carrier clocked in again at 15.26, which is 3:16 p.m., and left at 15.40, which is 3:24 p.m. The total afternoon office time is 8 minutes. The total of 3 hours and 45 minutes, plus 8 minutes, is 3 hours and 53 minutes.

Write 3 hours and 53 minutes under Total Office Time on the Form 1838 management summary, under column (h).

- B. Deduct Line 22 Time.** The box just below Total Office Time is for entering the total Line 22 time recorded under column (f).

No entry. Here, we have no Line 22 time. Go to the next item.

- C. Deduct Line 23 Time.** The box two down from Total Office Time is for entering the total Line 23 time recorded under column (f).

Entry. Here, the Line 23 entry is 24 minutes. Write 24 in the box for deducting Line 23 time.

- D. Net Office Time Used.** Add up the total Line 22 and 23 times and subtract the sum from Total Office Time.

Entry. Here the sum of the Line 22 and 23 totals is 24 minutes. Subtract 24 minutes from Total Office Time of 3 hours and 53 minutes. Write the result, 3 hours and 29 minutes, under Net Office Time Used.

Note. In figuring a carrier's actual office time all time performing Line 22 and Line 23 tasks is deducted, because those tasks are not regular parts of the carrier's day-to-day duties.

- E. Standard Office Time.** Standard Office Time is the total minutes shown in column (f) under Line 24, stated as hours and minutes.

Entry. Here the entry under Line 21, column (f) is 217 minutes. This is equal to 3 hours and 37 minutes. Write 3 hours, 37 minutes in the Standard Office Time box.

- F. Minutes Over or Under Standard.** If Net Office Time Used is greater than Standard Office Time, find the difference and enter it the box labeled "Over." If Net Office Time Used is less than Standard Office Time, find the difference and enter it the box labeled "Under."

Entry. Here the Net Office Time Used -- 3:29 -- is less than Standard Office Time -- 3:37 -- by 8 minutes. Enter 08 in the "Under" box. The carrier is 8 minutes under standard office time.

- G. Total Street Time.** From the clock rings on the 1838-C carrier Worksheet, calculate the total hours and minutes the carrier actually spent on street time, excluding the half-hour lunch period.

Entry. The Worksheet's clock rings show the carrier clocked out of the office at 9.75, which is 9:45 a.m., and clocked back in at 15.26, which is 3:16 p.m. The difference is 5 hours and 31 minutes. Subtract the 30 minutes taken for lunch and enter the result, 5 hours and 01 minutes, under Total Street Time.

- H. Waiting Street Time.** Transfer any Street-Time Waiting from the 1838-C carrier Worksheet, and calculate the total. The carrier Worksheet has boxes, to the lower left of the Comments box, for recording any street time spent waiting for relays, for transportation or for other reasons. Similar boxes appear on the Form 1838 management summary under column (h) at the top, far right. Add up the total time, if any, from those boxes and record the

total under Waiting Street Time, just below the Total Street Time box.

No entry. Here, the 1838-C Worksheet does not show any waiting street time. Go to the next item.

- I. Net Street Time Used.** Subtract Waiting Street Time from Total Street Time to find the Net Street Time Used.

Entry. Here there is no Waiting Street Time, so copy the 5 hours and 1 minute of Total Street Time to the Net Street Time box.

- J. Actual Auxiliary Time Used.** Total any office and street auxiliary assistance time given to the carrier, from the sideways box at the top of column (h). Enter the result under Actual Auxiliary Time Used, just underneath Net Street Time Used.

Note - specific entries on Form 3996. If there is street assistance during the week of count and inspection, the regular carrier must enter on the Form 3996 the specific blocks of territory to be carried by the relief carrier. This is imperative because the route will be evaluated based on the time the regular carrier used to deliver the territory in question -- taken from the Form 3999. We will discuss this in more detail later.

Note - auxiliary assistance. M-39 Section 221.138 provides, "Only in very unusual circumstances or emergencies when excessive late delivery would result should auxiliary assistance be granted the regular carrier during the week of the count." However, if auxiliary assistance is provided -- either office or street assistance -- management must record it on the Form 1838 management summary.

No entry. In this exercise the carrier received no auxiliary assistance, so there is no entry.

DATE:
CARRIER'S COUNT OF MAIL
OFFICE:

U S POSTAL SERVICE
LETTER CARRIER ROUTES
UNIT: MAIN OFFICE

NAME
MANAGEMENT SUMMARY
RTE:

DESCRIPTION	[NUMBER OF PIECES]				[MINUTES]			(H)	
	PRIOR PM (A)	TODAY AM (B)	PM (C)	TOTAL -M/UP (D)	PRIOR PM (E)	TODAY AM (F)	PM (G)	AUXILIARY OFFICE: STREET:	ASSIST 02:15 00:00
1 LETTER SIZE MAIL	885	2414	200					BLOCK#	
CARRIER MARK UP	0	0	0					STREET	
CENTRAL MARK UP	0	42	0	3299		135	12		
2 OTHER SIZE MAIL	279	505	0					BLOCK#	
CARRIER MARK UP	0	0	0					STREET	
CENTRAL MARK UP	0	0	0	784		64	0		
3 ACCT AND SIG MAIL		19	42						
MARKED UP		5	0	14					
4 STRAPPING OUT	1164	2933		4097		59			
5 P. POST OVER 2 LBS		54	0					STREET WAIT TIME	
CARRIER MARK UP		0	0					RELAYS: 00:00	
CENTRAL MARK UP		0		54				TRANSP: 00:00	
6 SEQUENCED LTR SIZE		146	0	146				OTHER: 00:00	
SEQUENCED OTHER SIZE		146	0	146					
7 TOTAL DELIVERABLE	1164	3279		4443					
8 SEPARATING MARK-UP		5	0			1	0	OFFICE TIME:	
9 2ND CLASS MARK-UP		0	0			0	0	TOTAL	03:30
10 MAIL WITH FORM 3579		0	0			0	0	LINE 22	00:00
11 TOTAL MARK UP		5	0			2	0	LINE 23	00:00
12 CHANGES OF ADDRESS		0	0			0	0	A: NET	03:30
13 INSURED RECEIPTS			0				0	b: s1d	04:58
14 ACCOUNTABLES, KEYS, RECEIPTS, ETC.						0	6	D: UNDER	01:28
15 WITHDRAWING MAIL						0	5		
16 SEQUENCING/COLLATING BYPASS MAIL						0	0	STREET TIME:	
17 ACTUAL STRAP-OUT TIME								TOTAL	05:00
18 BREAK - (LOCAL OPTION)						0		WAITING	00:00
19 VEHICLE INSPECTION						0		E: NET	05:00
20 PERSONAL NEEDS, ETC.						5		ACTUAL AUX TIME	
21 RECURRING OFFICE WORK NOT ON FORM						0	9	G:	02:15
22 WAITING FOR MAIL, NON-RECUR. OFFICE WORK						0	0	TOTAL TIME:	
23 COUNTING MAIL, COMPLETING FORM 1838						0	0	F: NET	10:45
24 TOTALS						266	32	CLOCK RINGS:	
COMMENTS:								BEGIN	06.00
								LEAVE	09.00
								RETURN	14.50
								END	15.00
								LUNCH	00:30
								VERIFIED BY:	
REPRESENTATIVE TIMES LINES 16 & 17: DETERMINED BY ROUTE EXAMINER'S OBSERVATION LINE MIN. COMMENTS 16. 0 17. 0									

K. Net Total Time Used. Add Net Office Time Used to Net Street Time Used and enter the total under Net Total Time Used.

Entry. Add Net Office Time Used, 3 hours and 29 minutes, to Net Street Time Used, 5 hours and 1 minute. Enter the total, 8 hours and 30 minutes, under Net Total Time Used.

[**Instructor:** Transparency M is the completed Form 1838.]

QUESTIONS

Are there any questions on the Form 1838?

COMPUTERIZED FORM 1838

The 1838 Management Summary we have used for this exercise is in a printed format and it is filled out by hand. However, where management performs unit-wide route examinations you should expect to receive the Form 1838 management summary in a computerized format.

[**Instructor:** Transparency P is computerized Form 1838. Your copy is on the opposite page.]

You have a handout that is a computerized Form 1838 management summary. Please look it over. Except for the fact that it is printed by computer, there is no major difference in the computerized form. It shows the same information as the printed Form 1838.

EPM OFFICES

The Form 1838 is filled out somewhat differently in EPM offices. The computerized Form 1838 management summary is filled out for an EPM-office carrier. The differences between this form and the one we filled out together are as follows:

Mail count entries. In column (a) there are entries taken from the Form 1838-C Worksheet for mail cased and counted during the previous afternoon. In column (c), "Today P.M.," there are entries for mail cased and counted after return from the street during the current day. On the Form 1838 management summary, today's "P.M." mail counts from column (c) will be transferred to the next day's form, and will be recorded under column (a).

Line 4 - Strapping-out credit. For the purpose of this day's strapping-out credit, only the mail count totals in the columns (a) and (b) will be entered on Line 4. The carrier will receive strapping-out credit only for the mail actually strapped-out for delivery on the current day.

Column (d) - Pieces Delivered. The total piece counts in column (d) will also come from columns (a) and (b), but not column (c). This because management counts total deliverable pieces for the current day only.

Minutes of office time are entered in two columns in EPM offices -- column (f), "Today A.M." and column (g), "Today P.M." The carrier receives credit for both. Both columns are totaled, and the two totals are added together to determine Standard Office Time, which is entered on the lower right part of the form.

C. FORM 1840-B EIGHT WEEK ANALYSIS

INTRODUCTORY REMARKS

Another form used by management in the route adjustment process is the Form 1840-B, "Carrier Time Card Analysis." This form records a carrier's office and street time during eight randomly selected weeks, using information taken from time cards. Sometimes the Form 1840-B is called the "eight week random analysis." You should have a copy of the 1840-B. It is four pages long.

[**Instructor:** Transparencies N1-N4 are the blank Form 1840-B. Your copies are on the next four pages.]

Management uses the Form 1840-B for two purposes. First, it calculates the average street time and average office time used during the eight random weeks, and compares the figures to the numbers it obtains during the week of count and inspection. Second, in adjusting a route to eight hours management may choose to use either the actual street time measured during the week of count of inspection, or the eight-week average street time from the Form 1840-B.

I will review the Form 1840-B briefly.

CARRIER TIMECARD ANALYSIS**INSTRUCTIONS****General**

Select timecards or PSDS Carrier Report Printouts for carriers assigned to each route for a seven-week period prior to the count and inspection week as per instructions in Sec. 242.323, Handbook M-39. Do not use weeks during the months of June, July, August, or December. Do not include time of leave replacement carriers. Special Instructions: For carriers serving two trip routes, use a separate Form 1840-B for each trip.

1. Group same day of the week together; all Saturdays, Mondays, Tuesdays, etc., and show the day of the month in the "Day of Week" column.
2. Enter the scheduled begin, return, and end times: the scheduled morning and afternoon office time; the scheduled street time; and the total time above each day of the week.
3. From the timecards or PSDS Carrier Report Printouts, enter the actual begin, leave, return, and end times for each day. Only the days the regular carrier served the route are to be recorded on Form 1840-B.
4. Compute and record the morning and afternoon office time, street time, and total time used each day.
5. From Form 3996, enter the approved overtime and auxiliary assistance used each day, as indicated in Item K of the Form, less any travel time.
6. Total the morning and afternoon office time, street time, overtime, and auxiliary assistance for each day.
7. The eighth week to be recorded is the week following the week of count and inspection. The regular carrier must serve the route at least one day during this week, or the week is not to be recorded. No future weeks are to be used under any conditions.
8. Divide the total for each item by the number of days the assigned carrier worked on each group of Saturdays, Mondays, Tuesdays, etc.
9. From Form 1840, enter the street time, office time, (AM & PM combined), total, and auxiliary assistance used, on the comparable day of the week during the count period. Circle in black the day of inspection total.

Analysis

Before the count period.

1. Compare the actual time used with the scheduled time to determine whether:
 - a. Carrier adhered to schedules.
 - b. There was excessive late leaving and/or returning.
 - c. There was excessive office time used on return from delivery trip.
 - d. A regular pattern on certain week days has formed to indicate an adjustment in schedule is necessary.
2. Circle in red time entries and totals where irregular practices occurred or schedule was not maintained.

After the count period.

1. Compare average time used on each day during analysis period with the same day during the count.
2. Determine whether office time and street time is more or less for comparable days. If the office time or street time during the count period is more than the analysis period, discuss with the carrier to determine the reason.
 - a. When the time used during the count and inspection period is substantially greater than the analysis period, the supervisor must compare the mail volume for the periods where available.
3. When the supervisor concludes that the time used during week of count and inspection does not truly represent the time required to serve the route as substantiated by the comparative analysis, appropriate corrective action must be taken.

Important

In making this comparative analysis, be sure all factors are considered. Where the performance during the count period varied from that during the comparative period, include the comments of the carrier's supervisor in the space provided.

U.S. Postal Service							Post Office			Delivery Unit		
CARRIER TIMECARD ANALYSIS												
Route No.		Carrier's Name					Period Used					Date
							From		To			
Day of Week	Begin	Leave	Office Time A.M.	Return	Street Time	End	Office Time P.M.	Total	Overtime Used	Auxiliary Assistance	Delivery Volume	
Schedule												
Sat												
Sat												
Sat												
Sat												
Sat												
Sat												
Sat												
Sat												
Sat												
TOTAL												
Average												
Comparable Day (Form 1840)							Off Time AM & PM					
Schedule												
Mon												
Mon												
Mon												
Mon												
Mon												
Mon												
Mon												
Mon												
Mon												
TOTAL												
Average												
Comparable Day (Form 1840)							Off Time AM & PM					
Schedule												
Tue												
Tue												
Tue												
Tue												
Tue												
Tue												
Tue												
Tue												
Tue												
TOTAL												
Average												
Comparable Day (Form 1840)							Off Time AM & PM					

	Day of Week	Begin	Leave	Office Time A.M.	Return	Street Time	End	Office Time P.M.	Total	Overtime Used	Auxiliary Assistance	Delivery Volume
Schedule												
	Wed											
	Wed											
	Wed											
	Wed											
	Wed											
	Wed											
	Wed											
	Wed											
TOTAL												
Average												
Comparable Day (Form 1840)								Off. Time AM & PM				
Schedule												
	Thu											
	Thu											
	Thu											
	Thu											
	Thu											
	Thu											
	Thu											
	Thu											
TOTAL												
Average												
Comparable Day (Form 1840)								Off. Time AM & PM				
Schedule												
	Fri											
	Fri											
	Fri											
	Fri											
	Fri											
	Fri											
	Fri											
	Fri											
	Fri											
TOTAL												
Average												
Comparable Day (Form 1840)								Off. Time AM & PM				

WEEK OF COUNT AND INSPECTION				COMPOSITE WEEK	
From		Thru		Day of Week	Average Street Time
Random Lot Selection				Saturday	
RANDOM WEEKS BEGINNING (Show Saturday Dates for the first seven weeks selected and the date for the first delivery day of the eighth week.)				Monday	
				Tuesday	
Week No.	Year	Month	Date	Wednesday	
1				Thursday	
2				Friday	
3					
4					
5					
6					
7				Totals	
8					
				Average Daily Street Time	
Comments					
Supervisor's Printed Name				Supervisor's Signature	
				Date	

HOW THE EIGHT WEEKS ARE CHOSEN

Before we review the form itself, you should know there is a special procedure for choosing the eight random weeks. Briefly, seven months before the count and inspection are selected for analysis, and the union draws lots to select the weeks that will be used within each month. Then an eighth week is added -- the week after the count and inspection. M-39 Section 242.323.

The regular letter carrier must have worked in each of the eight weeks selected -- at least one day during the week.

The regular carrier's timecard information from the eight weeks is transferred to the Form 1840-B. In addition, management must transfer information about auxiliary assistance used on each and every day during these periods.

REVIEW OF THE FORM 1840-B

Your handouts include a blank Form 1840-B. Please take a look at the form. Although we do not need to cover every item, I will review some important things you should know about the form.

1. **Cover sheet - instructions.** The first page of the form is a cover sheet that sets out instructions for managers. To save some time, I will not go over them here. Please look over the instructions on your own.

2. **Only regular carrier's time is recorded.** Only the regular carrier's time should be recorded on the Form 1840-B. No entries should appear on the days when the route was carried by anybody else. Those days will be left blank, and averages will usually be figured based on five-day weeks or less, rather than full six-day weeks. If a carrier is out for an entire week, that week cannot be used at all. M-39 Section 242.324.

3. **Pages 2 and 3 - Time Card Information.** Management records daily time card information on pages 2 and 3 of the Form 1840-B.
 - A. **Sections for each day of the week.** There are six identical sections on pages 2 and 3 -- each for a different day of the week. Take a look at the top of page 2. The top section records data from the Saturday in each of the 8 randomly-selected weeks. There are eight rows for Saturdays. The other five sections are the same, for Monday through Friday.

 - B. **Clock rings - columns.** Clock ring data is entered according to the columns across the top. The "Begin" and "Leave" time are used to calculate "A.M. Office Time." Then "Leave" time to "Return" time is used to calculate "Street Time." "Return Time" and "End Time" are used to figure "P.M. Office Time." The "Total" is entered, and then any "Overtime Used" and "Auxiliary Assistance." In addition, total delivery volume is recorded.

- C. **Totals and Averages.** Each day-of-the-week section has boxes for totals and averages at the bottom.

Common Error - Auxiliary Assistance Left Out.

The most common error that management makes on the Form 1840-B is to figure the "Total" column wrong, by failing to include auxiliary assistance. Management's instructions on page 1, item 6 cover this point, but it is often missed because management gets most of the information in the Form 1840-B from carrier timecards. Auxiliary assistance, however, does not appear along with timecard information; instead, management must get information about auxiliary assistance from the Form 3996. You should check to see if management has left out auxiliary assistance time whenever you review a Form 1840-B.

- D. **Comparable Day (From 1840).** Management takes office and street time information from the Form 1840, Summary of Count and Inspection, and transfers it to the "Comparable Day" section below the averages. Management can then compare each day of the count and inspection week to the comparable day averages in the eight-week analysis.

4. **Page 4 - Summary data.** The data from pages 2 and 3 are summarized in the upper right-hand corner of page 4. The average street times for Saturdays through Fridays are transferred and averaged together to find the final figure on this form -- the Average Daily Street Time.

Management transfers the Average Daily Street Time figure from here to the Form 1840, "Summary of Count and Inspection." The eight-week average figure is compared to the average Net Street Time Used during the week of count and inspection.

QUESTIONS

Are there any questions about the Form 1840-B?

D. FORM 3999 - STREET INSPECTION

INTRODUCTORY REMARKS

On the day of inspection the letter carrier works the route as usual -- with one exception: He or she is followed around the entire day, in the office and on the street, by a route examiner. The route examiner counts the mail in the morning and fills out a Form 1838-C Worksheet while observing the carrier in the office.

The examiner also follows the carrier out on the route, clipboard and pen in hand, and observes every detail as the carrier delivers the route. The examiner uses a special form, the Form 3999, to record information about the street phase of the carrier's day. The Form 3999 is entitled, "Inspection of Letter Carrier Route."

I will cover the main features of the Form 3999, without going over every separate item in detail.

REVIEW OF THE FORM 3999 - FRONT SIDE

[**Instructor:** Transparency H1 is the blank front side of the Form 3999. Your copies of the Form 3999, front and back, are on the next two pages.]

You should have a sample copy of it the Form 3999. It is two pages long. Please take a look at the front side of the Form, which has not been filled out. I will cover the sections on the front side briefly.

1. **Identifying information** about the Post Office, the route and so forth is entered in the top three rows of boxes.
2. **Times and miles** are entered in the next major section below the identifying information. Read down the left-hand column labelled "Description." Management begins filling in the "Time" column near the bottom of this section, under "Report Garage," and fills in the rest of the times of day going up from there. Certain of the times recorded there should match the carrier's clock rings -- Report Office and Leave Office near the bottom of this section, Arrive Office and End Office near the top. The next column, "Elapsed Time," should show the time elapsed between each two time entries. Two additional columns record odometer readings and milage when the carrier has a mounted route.

Usually not important. In most cases this section has little or no effect upon a letter carrier's route adjustment.



Inspection of Letter Carrier Route

Office		Delivery Unit		Route No.		No. of Trips		Truck Make <input type="checkbox"/> LHD <input type="checkbox"/> RHD		Capacity	
Vehicle No		Carrier's Name			ID No.		Age	Length of Service		Length of Service on Route	
Type of Route <input type="checkbox"/> Business <input type="checkbox"/> Curb. Delivery <input type="checkbox"/> Res <input type="checkbox"/> Mixed <input type="checkbox"/> EPM <input type="checkbox"/> Park & Loop <input type="checkbox"/> Non-EPM <input type="checkbox"/> Foot <input type="checkbox"/> Bicycle <input type="checkbox"/> Motorized <input type="checkbox"/> Dismount								Type of Transportation <input type="checkbox"/> Public <input type="checkbox"/> Drive- <input type="checkbox"/> Out <input type="checkbox"/> P.S. Vehicle <input type="checkbox"/> Contract			

DESCRIPTION	TRIP 1				TRIP 2			
	Time	Elapsed Time	Odometer	Elapsed Miles	Time	Elapsed Time	Odometer	Elapsed Miles
End Garage								
End Office								
Arrive Office								
Transportation	Leave							
	Board							
Last Delivery								
End Lunch								
Start Lunch								
First Delivery								
Transportation	Leave							
	Board							
Leave Office								
Report Office								
Report Garage								
Totals ▶								
Total All Trips* ▶								
Public Transportation Schedule	Time Out ▶		Time Return ▶		Time Out ▶		Time Return ▶	

*Minus lunch period and time spent waiting for mail.

Yes	No	Item	Yes	No	Item
		Does carrier wear regulation uniform and present a neat appearance?			Office Break Option
		Does carrier perform work and conduct himself or herself in a business-like manner?			Is vehicle capacity adequate?
		Is carrier's route book up to date?			Does carrier operate the vehicle in a safe manner?
		Are address changes properly maintained on Form 3982?			Is the line of travel the safest possible?
		Are Forms 1776 and 1778 (Hazard & Dog Warning Cards) used?			Is the best mode of transportation used?
		Are computerized case labels used (C.L.A.S.S.)?			Are travel pattern, relay and park points set up efficiently?
		Should case labels be replaced?			Is there compliance with postal regulations concerning mail receptacles?
		Is the carrier case and drawer free of personal effects and extraneous matter?			Does carrier take enough mail at each relay or park point?
		Does the carrier leave the case unnecessarily?			Does carrier finger mail between deliveries?
		Does the carrier talk unnecessarily with other employees?			Are collection receptacles properly maintained, anchored and schedules legible?
		Does the carrier have a sufficient supply of forms?			Does carrier take obvious short-cuts?
		Does carrier have a valid state driver's license and a current OF 346, Government Operator's License?			Can changes be made to reduce travel time and deadheading?
		Is a last withdrawal of preferential mail made before leaving the office?			

Remarks

Route Inspected By (Signature and Title)	Day and Date
--	--------------

Leave Office - Show Line of Travel	Line of Travel to and from Lunch Place ^d
------------------------------------	---

Delivery Methods	Block Number and Street Name	Travel pattern	Time Enter Block	Actual Time Used	Residential					Business					Del. PO Box or NPU
					Delys. Poss. Other	Delys. Poss. Curb	Delys. Poss. NDCBU	Delys. Poss. Oth-Cen	Delys. Made	Delys. Poss. Other	Delys. Poss. Curb	Delys. Poss. NDCBU	Delys. Poss. Oth-Cen	Delys. Made	
	Load Time 9:19 - 9:27			8											
	Travel To Route 9:27 - 9:47			20											
	400 MAIN	0	9:47	6	10				8						
	500 MAIN	0	9:53	7	12				10						
	600 MAIN	0	10:00	7	12				9						
	600 MAIN	E	10:07	7	12				8						
	500 MAIN	E	10:14	7	12				9						
	400 MAIN	E	10:21	6	10				10						
	MOVE VEH GET REL		10:27	3											
	500 SMITH	0	10:30	5	8				7						
	600 SMITH	0	10:35	6	10				10						
	600 SMITH	E	10:41	6	12				12						
	500 SMITH	E	10:47	3	6				6						
	MOVE VEH GET REL		10:50	2											
	400 ELM	0	10:52	4		60			53						
	500 ELM	0	10:56	5		60			58						
	500 ELM	E	11:01	4		60			56						
	400 ELM	E	11:05	6		60			59						
	RELAY STOP		11:11	2											
	400 SMITH	0	11:13	4		48			45						
	600 ELM	0	11:17	5		54			52						
	PARCEL DELIV.		11:22	2											
	600 ELM	E	11:24	2		60			59						
	400 SMITH	0	11:26	4		48			43						
	LUNCH BREAK		11:30	30											
	400 ASH	0	12:00	7	11				11						
	500 ASH	0	12:07	6	10				10						
	CERTIFIED DELIV.		12:13	2											
	600 ASH	0	12:15	7	12				12						
	600 ASH	E	12:22	6	12				9						
	500 ASH	E	12:28	5	9				9						
	400 ASH	E	12:33	8	12				12						
	COMFORT STOP		12:4	5											
	MOVE VEH GET REL		12:46	2											
	300 PALM	0	12:48	7					10				10		
	400 PALM	0	12:53	7					10				10		
	400 PALM	E	1:02	7					11				11		
	300 PALM	E	1:09	6					10				10		
	MOVE VEH GET REL		1:15	2											
	400 MARSH	0	1:17	10	8				7	5			5		
	500 MARSH	0	1:27	5	6				6						
	500 MARSH	E	1:32	10	12				12						
	400 MARSH	E	1:42	5					10				10		
	C.O.D. PARCEL		1:47	2											
	400 PEACH	0	1:49	4	6				4	2			2		
	400 PEACH	E	1:57	3	3				3	2			2		
	MOVE VEH GET REL		1:56	2											
	400 FLOWER	0	1:58	6					14				14		
Return Office - Show Line of Travel				Totals											

^aComplete only if carrier is (1) reimbursed for driving his own vehicle; (2) furnished bus fare or its equivalent; (3) provided transportation in a Postal Service vehicle; or (4) assigned a Postal Service or contract vehicle.
^bp - Park; L - Loop; V - Vehicle; D - Dismount. ^cE - Even O - Odd; X - Crisscross.

- 3. YES and NO comments.** Below the time and mileage section are 25 questions that the route examiner answers by checking a "Yes" or "No" box. This checklist helps the route examiner remember to observe various items of the carrier's street performance. The route examiner uses the check marks to identify certain problems and then recommend changes to supervisors.

No discipline from Form 3999 comments. The "Yes" and "no" check marks on the Form 3999 are part of the route inspection and adjustment process -- they are not to be used as the sole basis for discipline. If management ever does base discipline solely on the Form 3999, a grievance should be filed immediately.

No deductions without specific documentation.

Management cannot use the check marks as a basis to make deductions from a carrier's street time. They are not specific enough to justify any deduction. We will discuss deductions in more detail later.

REVIEW OF THE FORM 3999 - REVERSE SIDE

[**Instructor:** Transparency S is the reverse side of the Form 3999.]

On the reverse side of the Form 3999 the route examiner makes notes on every stop, every vehicle movement and every block delivered on the route. The examiner makes entries for times, number of delivery stops possible and number of delivery stops actually made.

Please look at the second page of your Form 3999. This partially filled-out sample form is for illustration purposes only. As you will note in the time column, only part of the letter carrier's street time is recorded on this single page. Usually, to finish the inspection the examiner must fill out more than one page like this. Totals would be shown on the final page.

1. **Types of information recorded.** The reverse of the Form 3999 records three main types of information:
 - A. **Description of activity.** The first three columns on the left are for recording the letter carrier's activities on the street. Delivery methods, loading time, travel to the route, and then blocks delivered and travel pattern are all recorded in these columns.
- Miscellaneous activities.** The carrier's miscellaneous activities are also recorded -- comfort stops, ten-minute breaks, lunch periods.

- B. Times.** For each activity the manager enters the beginning time under "Time Enter Block," and the elapsed minutes under "Actual Time Used."
- C. Deliveries possible and deliveries made.** The rest of the columns are for recording the total number of delivery stops possible on each block -- whether or not any mail was delivered -- and the number of delivery stops actually made on that block.

Totals for the deliveries possible and deliveries made appear along the bottom of the form.

- 2. Uses for information.** Generally, management uses the information from the back of the Form 3999 for two purposes in the route adjustment process:

- A. Adjustments to Street Time.** The examiner looks for any unnecessary time spent on the street. If management believes the carrier's performance on the street is not fully efficient in some way, it must document any wasted time or inefficient practice on the Form 3999. The Form 3999 documentation can be used to justify any proposed deductions from the carrier's actual street time. The examiner also may observe inefficiencies in the layout of the route, or other problems that have nothing to do with the carrier's performance. The Form 3999 information may be used to justify changes in the route.

B. Transfer of Territory. Management uses information on block-by-block time and possible deliveries when it transfers territory from one route to another. For each block that management may wish to transfer, it knows from the Form 3999 how much time it took the regular carrier to deliver the block and how many delivery stops the block contains.

Office time also transferred. Management may use the total possible deliveries on a route, along with certain other information, to figure out how much office time must be transferred along with transferred street time. We will address this in more detail later.

QUESTIONS

Are there any questions about the Form 3999?

E. FORM 1840, SUMMARY OF COUNT OF INSPECTION

INTRODUCTORY REMARKS

Management summarizes all of the information collected during the week of count of inspection on another form -- the Form 1840, "Summary of Count and Inspection." This is still another step in the examination and adjustment process -- transferring to one form, the 1840, all key information from the five or six Form 1838 management summaries, and from the Form 3999 filled out on the day of inspection.

Understanding the Form 1840 is important because management uses this final form to justify an adjustment to a route. Management also shows the 1840 to the letter carrier during the consultation.

Although the Form 1840 is important to understand, there is no need for us to fill it out during this session step-by-step. Instead, we will go over the main features of the Form -- how the different parts of it are filled out, how the calculations are made and how management uses the final figures to adjust a route. This is what you need to know to monitor the results of a route examination.

Please note that the M-39 Handbook contains detailed instructions on how to fill out and use the Form 1840, in Section 241.

REVIEW OF THE FORM 1840 - FRONT SIDE

[**Instructor:** Transparency 01 is a completed Form 1840, first page. Your copies of the front and back of the form are on the next two pages.]

Your handouts include a filled-out sample Form 1840. Please look at the first page of the form. We will go over the important parts of the form section-by-section.

1. **Identifying information.** The rows of boxes at the top of the form are for identifying information.
2. **Date and days.** Below the identifying information at the far left there are boxes for the dates of the count and inspection period, and the days of the week are filled in under the "Day" column. Here, the period began on a Saturday and ran for six days.

Special notations appear in the days of the week section. There is an "R" next to Wednesday, Thursday is circled and there is a "T" next to Saturday.

R = Relief. The capital "R" written next to Wednesday stands for **relief**. On Wednesday the relief carrier carried the route.

Circle = Day of Inspection. Thursday is circled because that was the day of inspection. Sometimes management will write an "I" next to the day instead of circling it.

U.S. POSTAL SERVICE										ID NO	
SUMMARY OF COUNT AND INSPECTION										16	
LETTER CARRIER ROUTE										Name	
No. of Trips										JOYCE ANDERSON	
EPM Rte. <input checked="" type="checkbox"/> Non EPM										Age	
Reg. <input type="checkbox"/> Aux. <input type="checkbox"/>										37	
Delivery Unit										Length of Service	
SPRINGFIELD VA ROSE HILL										8	
TYPE OF ROUTE										Length of Service on Minute	
Foot <input type="checkbox"/> Res <input type="checkbox"/> Bus <input type="checkbox"/> Mixed <input type="checkbox"/> Bicycle <input type="checkbox"/>										3	
Motorized <input type="checkbox"/> Curb Delivery <input type="checkbox"/> Park and Loop <input type="checkbox"/>											
TYPE OF VEHICLE											
LHD <input type="checkbox"/> RHD <input type="checkbox"/>											

To:	OFFICE TIME						Net Street Time Used		Net Total Time Used		Actual Auxiliary Time Used		Letter Size	Mail of All Other Sizes	Accountable and Signature Mail	All Parcel Post Over Pounds	Sequenced Mail		Total Pieces Delivered
	A	B	C	D	E	F	G	Hrs.	Min.	Hrs.	Min.	Hrs.					Min.	Letter	
SAT	3:40	3:45			4:50	8:30	8:30	14:12	7:20	8	10							2150	
MON	3:29	3:37			5:01	8:30	8:30	13:79	6:83	10	14							2471	
TUE	3:54	4:07			4:42	8:36	8:36	20:05	7:50	18	21							2794	
WED	4:10	3:47			4:35	8:45	8:45	14:10	6:50	8	12							2080	
THU	3:41	3:42			5:20	9:01	9:01	21:16	7:86	19	24							2945	
FRI	2:56	2:58			4:57	7:53	7:53	9:30	4:01	3	1							1335	
TOTALS	14:00	14:24			20:00	51:15	51:15	97:52	39:90	66	82							13,775	
AVERAGES	3:30	3:36			5:00	8:33	8:33	15:42	6:65	11	14							2,296	

1840-B AVERAGE STREET TIME		Route Examiner's (Office and Street)	
Line	Line	H. DAY OF INSPECTION	Deliveries Made
16	17	Coverage	Deliveries Possible
		Trip 1	563
		Trip 2	553
		Percent Made	98%
		New Const	
		Date Adjustments Made	

NET OFFICE TIME USED:
 LINE 16 REPRESENTATIVE TIME 24 MINS/4:
 3:30
 - 3:06
 3:24

INTRO. OF SECTOR SEGMENT WILL PRODUCE APPROX. TIME SAVINGS:
 PROPOSED VERTICAL FLAT CASE SAVINGS:
 3:00
 - 1:15
 2:45
 + 4:40
 7:25

BASE STREET TIME SELECTED FROM 1840-B:
 ROUTE NEEDS 35 MINUTE ADDITION

ANALYSIS OF OFFICE WORK FUNCTIONS AND ACTUAL TIME RECORDINGS		Route Examiner's (Signature and Date)	
Day	Line	Line	Line
	16	17	

Adjustments Approved by Postmaster or Designee			Record of Office and Street Adjustments Made						Adjusted Route			
Item	Hours and Minutes	New Const. (Minutes)	Relief (R) Addition (A)	Numbers		ZIP + 4 Sector/Segment	Transferred To or From Rte Number	Delva.	Office Time	Street Time	Item	Hours and Minutes
				Begin	End							
Office Time	2:45			601	699	74 02	17	85	+39	+52	Office Time	3:49
Street Time	4:40			402	698	74 07	17	55	+25	+28	Street Time	6:00
Total Time	7:25										Total Time	9:49
Relief											Possible Deliveries	
Addition	:35											
									+64	+80		
									TOTAL	TOTAL		

Comments

1. Office break option chosen YES or NO.

2. Base time selected for route evaluation purposes from Form 1840-B 4 40 (hours and minutes)

3. Street time selected for adjustment 4 40 (hours and minutes)

4. Reasons for selection of street time

ROUTE 17 AOT/D = 0.45
 0.45 X 85 = 39
 0.45 X 55 = 25

IN AN EFFORT TO PREPARE FOR AUTOMATION THIS ROUTE WILL BE ADJUSTED TO "2 & 6."

ROUTE 24 WILL BE PROVIDED 1:49 OF ROUTER ASSISTANCE

OFFICE TIME 3:49
 ROUTER ASSISTANCE - 1:49
 NEW OFFICE TIME 2:00
 STREET TIME + 6:00
 TOTAL TIME 8:00

T = Carrier Technician. The capital "T" next to Saturday means the T-6 carried the route on that day.

(**U = Regular Utility Carrier.** Although this is not shown on your sample 1840, a capital "U" written next to a day of the week means a regular utility carrier worked the route that day.)

Reference: M-39 Section 241.32.

3. Working Times Section - Columns A through G.

Columns A through G are for entering the various times used in the route examination -- actual office time, standard office time, actual street time and so forth.

- A. Office Time Section - Columns A through D.** The first four columns to the right of the day of the week -- Columns A, B, C and D -- are for recording office time. All of these figures are transferred from the Form 1838 management summaries.

Bracketed numbers. If you look at the numbers entered under columns A through E, you will notice that some of the entries are bracketed. The brackets are around all of the entries made on days that the regular carrier did not carry the route. Here, the entries have been bracketed on Wednesday, when the relief carrier was on the route, and Saturday, when the route was carried by a T-6 technician.

As we will discuss in a few minutes, the bracketed entries are excluded when figuring averages.

Column A - Net Time Used. These figures come directly from Net Office Time Used box on the lower right of the Form 1838 management summary. You will remember that Net Office Time Used is Total Office Time figured from the clock rings, minus any time used on Line 22 and Line 23 activities.

Column B - Standard Office Time. These figures are also lifted out of the Form 1838 management summaries - from the Standard Office Time box.

Columns C and D - Time Over or Under Standard. The numbers in Columns C and D are also taken from the Form 1838 management summary forms. If the carrier's Net Office Time Used was greater than Standard Office Time, management writes the time "over standard" in Column C. If the Net Office Time Used was less than Standard Office Time, management writes the time "under standard" in Column D.

- B. Column E - Net Street Time Used.** The figures for Net Street Time Used also come from the Form 1838 management summaries. There is additional time included for auxiliary assistance given on the street, where this occurs. Auxiliary assistance is an important issue here. I will return to it shortly.
- C. Column F - Net Total Time Used.** Column F, Net Total Time Used, is the total of two other numbers -- Net Office Time Used (Column A) plus Net Street Time Used (Column E).

D. Column G - Actual Auxiliary Time Used. Column G figures for Actual Auxiliary Time Used are transferred from the Form 1838 management summaries. The numbers represent total auxiliary assistance -- street plus office -- used by the carrier who provided the assistance. Any street time recorded here should be marked "S.T.," and any office time should be marked "O.T." M-39 Section 241.235(f).

EXTRA INFORMATION

AUXILIARY STREET ASSISTANCE - SPECIAL PROCEDURES.

Management probably will not give auxiliary assistance on the street during the week of count and inspection. However, if there is auxiliary assistance there are some special procedures both the carrier and management must follow to account for the assistance properly.

Regular carrier's time used to adjust route. The route is adjusted to the time of the regular carrier assigned to the route. So management does not use the assisting carrier's time to adjust the regular carrier's route. Instead, management uses the regular carrier's time for delivering the same territory. M-39 Section 241.35(d).

Management obtains that information from two places:

Form 3996. The first is the Form 3996, which must specify the territory delivered by the carrier giving street assistance. So it is essential during the count and inspection period that all carriers specify on the Form 3996 any territory given away to street assistance.

Form 3999. Once management determines from the Form 3996 what territory is delivered by auxiliary assistance, it then refers to the Form 3999 filled out on the day of inspection. The 3999 shows every block on the route and how much time the regular carrier used to deliver each block on the day of inspection.

Add to Column E, Net Street Time Used. On any day during the count and inspection period that street assistance is provided, this time -- the time used by the regular carrier on the day of inspection to deliver the same territory -- is added to Net Street Time Used, Column E.

So if street assistance is provided to the regular carrier, the entry under Column E of the 1840 is not just a straight transfer from the Form 1838 management summary. It is that number from the 1838 plus the time from the Form 3999 that the regular carrier used to deliver the territory on the day of inspection.

Advice to letter carriers: Specify territory on 3996. It is important to advise all letter carriers who may receive street assistance during the count and inspection period, that they must specify the territory for which assistance is given on the Form 3996.

E. Totals and Averages. At the bottom of columns A through G there are rows for entering totals and averages. It is important to know how these numbers are calculated.

Separate Columns A through E. At this time it will be helpful if you take your pen or pencil and draw a border or wavy line on your Form 1840, vertically between Column E and Column F. Draw the line as if you're building a wall between Column E and Column F. There's a reason I ask you to do this: The totals and averages in Columns A through E are figured one way; the totals and averages in Columns F and G are figured a different way.

In Columns A through E, bracketed figures are left out of the calculations. When figuring totals and averages in Columns A through E, management uses only the figures from the days when the regular carrier carried the route. The figures for any other days -- when a relief, utility or T-6 carrier carried the route -- are left out.

In your sample Form 1840, the totals and averages under Columns A through E are figured for four days only -- Monday, Tuesday, Thursday and Friday. Wednesday and Saturday are left out.

So for example, to find the Column A average you first add up the Net Street Time used under Monday, Tuesday, Thursday and Saturday, and write the total in the box at the bottom. The same goes for Columns B, C, D and E.

To figure the average you then divide the total by four (4) days rather than six (6).

In Columns F and G, use all of the figures. All of the figures are used to calculate totals and averages in Columns F and G. On your sample Form, the totals are for all six days, and the totals are divided by six (6) to obtain the averages.

Round up. As you divide to obtain the averages, sometimes you will get a fraction. Always round up to the next full minute when you get a fraction.

Special Handling of Line 16 Time. You will remember from the 1838-C Worksheet and Form 1838 exercises we did earlier, that the letter carrier made an actual time entry on Monday under Line 16 for time spent collating pre-sequenced mail. The line 16 time was transferred from the 1838-C carrier Worksheet to the Form 1838 management summary. It was included in Net Office Time Used on the 1838 summary, which is then transferred to the Form 1840, Column A.

However, in the route adjustment the carrier will receive credit for the Line 16 time only if the Line 16 work was performed on 3 or more days during the count and inspection period. M-39 Section 222.214(b)(3)(c). If it was not performed on 3 or more days, then the Line 16 time would be deducted after the Column A total and average are figured. This would be done in the Comments section of the Form 1840, as follows:

Determine total Line 16 time. First, management would add up all the Line 16 time recorded. In this exercise the 24 minutes of Line 16 time recorded on the Form 1838 management summary for Monday is the only Line 16 time.

Divide total by number of regular carrier days. Next, find the number of days used in calculating the averages in Column A -- that is, the number of days the regular carrier carried the route -- and divide the total Line 16 time by that number. Round up the result to the next higher number of minutes. Here, we divide 24 minutes by 4 days. The result is 6 minutes even.

Deduct the result from the Average Net Office Time Used. In the comments section, management must note the 6 minute deduction from Net Office Time Used and the reason for it. That is what appears on our sample Form 1840.

Columns C and D - Special Procedure. Columns C and D, Over Standard and Under Standard, may require a different method for figuring totals and averages. If the regular carrier was over standard all of the time, or under standard all of the time, there is no complication -- the average figured the same as in Columns A, B and E. That is the case here, where the regular carrier was under standard all week.

However, there is a special procedure for figuring the average in Columns C and D when there are entries in both columns -- the carrier was over standard on some days and under standard on other days:

Total each column. First, add up the total numbers in each column, excluding the bracketed figures where the regular carrier did not carry the route.

Subtract smaller total from larger. Next take whichever total is larger, and subtract the smaller total from it.

Divide by number of days. Next, divide the remainder, by the number of regular carrier days, and round up.

Enter average in "Over" or "Under." If, for instance, there was more "under standard" time than "over standard time," then the average is the average time under standard. So the average is entered in the box under Column D. The average box for Column C is left blank.

F. 1840-B Average Street Time. At the bottom of Column F there is a special box labelled "1840-B Average Street Time." This is for entering the final average street time figure from the last page of the Form 1840-B, the 8-week random analysis of street time. The box is there because management compares this average street time from the 8-week random analysis, to the average net street time used during the week of inspection, recorded just above in Column E.

4. Number of Pieces Delivered - Columns 1 through 7.

The Form 1840 also has a mail count section. The total piece counts on the upper right side of the Form 1840 are taken from the corresponding totals in column (d), Lines 1,2,3,5,6 and 7 of the Form 1838 management summaries.

Totals and averages. There are no special rules for the totals and averages calculated under Number of Pieces Delivered.

Not used in adjustment. Generally, the mail count section of the Form 1840 is not used in the route adjustment process. However, the mail volumes can be referenced when questions arise about the amount of time used on a particular day.

5. Column H - Total and Possible Deliveries, Day of Inspection. In Column H, at the bottom right-hand side of the Form 1840, management transfers the figures from the Form 3999 filled out on the day of inspection. Totals

for "Deliveries Possible" and "Deliveries Made" are transferred, as well as "New Construction" possible deliveries.

Percent made. Next, management figures the percentage of possible delivery stops that were actually made on the day of inspection. The formula for figuring the percentage is:

- a) Subtract Deliveries Made from Deliveries Possible;
- b) Divide the result by Deliveries Possible; and
- c) Multiply the result times 100 to get the percent made.

Not used in adjustment. Generally, the possible deliveries section of the Form 1840 is not used in the route adjustment process. However, like mail volumes, the percent of possible deliveries made on a particular day can be used to explain and justify the time the carrier spent on the street.

For example, say a letter carrier usually delivers mail to between 60 and 80 percent of possible delivery stops. Then on a particular day the carrier has a pre-sequenced mailing that goes to 98 percent of possible delivery stops. That could explain an increase in street time.

DISCUSSION: FRONT OF SAMPLE FORM 1840

Let's talk a bit about the results of the analysis on the front of our sample 1840. I'd like you to tell me whether management has analyzed this route properly.

1. OFFICE TIME

First, please look at office time. Was management right to choose 3 hours and 30 minutes as the office time allowance? And what about the adjustments to office time -- are they proper?

SUGGESTED ANSWERS (Offer only if the group does not.)

- A. 3:30 office time allowance is correct.** Management is correct to choose 3 hours and 30 minutes as the office time allowance to use in this adjustment. The office time allowance is actual time if the carrier is under standard, and standard time if the carrier is over standard. Here the carrier's average actual office time was 3:30, 6 minutes under standard. So management may use 3:30 as the office time allowance. M-39 Section 242.31.
- B. Assumed time savings -- sector/segment and vertical flat casing.** Management is not permitted to make any time deduction based on sector/segment sorting of the mail, on vertical flat casing, or based

on any other technological innovation that may or may not result in actual time savings. There is nothing in the contract or the manuals that permits this, and management has specifically agreed with NALC that savings from vertical flat casing shall be based solely upon the **individual letter carrier's discretionary effort.**

In other words, if automation and vertical flats happen to save some time, and letter carriers are able to work more efficiently as a result, then management may measure the time savings -- after it occurs -- in a route inspection and it may adjust routes accordingly. (See M-39 Section 242.344.) However, no arbitrary savings may be imposed on letter carriers. Letter carriers may not be asked, or ordered, to work faster as a result of any technological change. And management certainly cannot make a projection about future savings and then try to impose the savings before they are realized.

The installation of vertical flat cases has not changed the office time standards. "18 & 8" remains the standard for casing letters and the other standards in the M-39 remain in place.

A grievance should be filed to challenge this sort of error.

2. STREET TIME

Now take a look at the street time chosen by management -- 4 hours and 40 minutes. A comment on the 1840 states that management selected this figure from the 1840-B average street time. Is this right?

SUGGESTED ANSWER (Offer only if group does not.)

- A. No explanation for choice of 1840-B base street time.** Management has a choice of two "base street times" when it performs an adjustment. One is the average street time used during the week of count and inspection from Column E of the Form 1840. The other is average street time from the Form 1840-B, which is transferred to the bottom of Column E on the 1840. M-39 Section 242.321.

In this example management chose the street time of 4:40 from the Form 1840-B, rather than the 5:00 hour average from the Form 1840. However, management did not explain this choice in a comment on the back of the Form 1840. M-39 Section 242.322 requires management to explain the choice in the comments on the back, and provides that management's choice of base street time "cannot be based on the sole criterion that the particular time selected was the lower." In this case, management has selected the lower time without an explanation.

A grievance should be filed to challenge this sort of error.

Notes on street time: Management might argue that the 1840-B average street time of 4:40 is close to the regular carrier's time on Tuesday, when mail volume was high but the carrier's street time was 4:42. (See Column E.) Management could further argue that the discrepancy in street times between Tuesday and Thursday -- the day of inspection and also the day of highest volume -- is evidence that the carrier was regulating her performance.

NALC could counter that on Thursday the high volume caused street time to be 5:20, much higher than 4:40. NALC also could point out that percent of coverage was 98% on the day of inspection, and that fewer delivery stops may have been made on Tuesday.

Management also might argue that on Wednesday the relief carrier's street time was only 4:35, as compared to Monday, a similar volume day, when the regular carrier spent 5:01 on the street. However, NALC could counter that management always pressures relief carriers to run their routes. In addition, the relief carrier's office time on Wednesday was over standard by 23 minutes.

REVIEW OF THE FORM 1840 - REVERSE SIDE

Once management has determined the length of the route on the front of the Form 1840, it must document any necessary adjustments on the reverse side. I will use the second page of our sample 1840 to explain how management adds territory to a route that it finds to be shorter than 8 hours.

[Instructor: Transparency o2 is the completed reverse side of Form 1840.]

Look at the Form 1840, reverse side. Let's go through each important part of this document:

1. **Times from front of 1840.** At the upper left-hand corner management begins by copying the office time and street time it selected for adjustment purposes, from the front of the Form 1840. Here, it selected office time of 2:45 and street time of 4:40, for a total of 7:25. So management writes in a 35 minute addition for the adjustment needed. If the route had been evaluated at longer than 8 hours, obviously the carrier should be provided relief instead.

2. **Record of Office and Street Adjustments Made.** Starting with the column "Relief (R), Addition (A)" column, the rest of the top of the form is for recording adjustments made to the route. This section is called "Record of Office and Street Adjustments Made." Instructions for completing this section appear in the M-39, Section 243.3. Let's go over each column in our sample form.
 - A. **Street territory transferred.** Several columns are used to document the exact territory to be transferred from another route to this one.

In the wide column management records the **street names and blocks**. Here, management is proposing to add the 600, 700 and 800 blocks of Main street and the 400, 500 and 600 blocks of Flower Street.

The **address numbers** appear in the next two columns to the right. A separate column identifies the "**ZIP + 4 Sector/Segment**." In the 9-digit ZIP code, the 6th and 7th numbers identify the sector and the 8th and 9th numbers identify the segment.

The next column to the right identifies the **number of the route** from which the territory is being transferred.

- B. Deliveries and times transferred.** The next three columns identify the number of possible deliveries, office time and street time to be transferred. Each of these numbers must be explained.

Deliveries transferred. You will recall from our review of the Form 3999 that the route examiner who follows the carrier on the street records each block and the possible and actual delivery stops made. Here, the other carrier's Form 3999 -- the carrier on Route No. 17 -- is the source of the number of possible deliveries. This number represents the possible deliveries on those blocks, rather than the number of deliveries actually made on the day the other carrier's route was inspected.

Street time transferred. The street time transferred is also taken from the other carrier's Form 3999. The examiner should add up the specific "Elapsed Time" entries for the territory to be transferred, and write the result in the street time column on the back of the 1840.

Note - Adjustments to transferred street time. Management also may make certain reasonable adjustments to this time, based on the abilities of the two carriers and certain questions of route layout. See M-39 Section 243.317.

Office time transferred. Whenever street time is transferred from one route to another, the associated office time must go with it. There is no way to know exactly how much office time goes with a specific piece

of transferred territory. So management estimates this from available information.

The M-39 sets forth two ways for estimating the office time transferred (Section 243.316):

1) Average Office Time Divided by Possible Deliveries (AOT/D). One method is to obtain two figures from the other carrier's current Form 1840. The first figure is the average office time during the week of the other carrier's route examination. This comes from the average in Column A, Net Office Time Used. The second figure -- possible deliveries on the other carrier's entire route -- comes from Column H on the bottom right of the other carrier's Form 1840.

[Instructor: You may wish to perform the following calculations on the overhead projector for maximum benefit.]

To make the calculation needed, convert the average office time to minutes, and then divide that number by the number of deliveries. In our example, assume that the Route 17 carrier's average office time is 3:00 hours; that is equal to 180 minutes. If the possible deliveries figure is 400, the calculation is:

$$\frac{\text{Average Office Time}}{\text{Deliveries}} = \frac{180}{400} = 0.45$$

In other words, the other carrier performed a just under a half-minute of office time for each possible delivery stop on his or her route. The 0.45 figure is used in our

sample Form 1840. In the upper right-hand corner of the Comments section, you will see the notation: "Route 17 AOT/D = 0.45."

Next, we multiply the resulting fraction by the number of deliveries transferred, and round up to the next higher minute. In our example the first block of transferred territory included 85 deliveries on Main Street. The calculation is:

$$\begin{array}{rclcl} \text{AOT/D} & \times & \text{No. of Delivs.} & = & \text{Office Time} \\ 0.45 & \times & 85 & = & \underline{39 \text{ minutes}} \end{array}$$

So in this example, the office time to be transferred along with 52 minutes of street time for Main Street time is 39 minutes. That amount is entered in the Office Time box. Next, the same calculation is performed for the 55 deliveries transferred from Flower Street.

$$\begin{array}{rclcl} \text{AOT/D} & \times & \text{No. of Delivs.} & = & \text{Office Time} \\ 0.45 & \times & 55 & = & \underline{25 \text{ minutes}} \end{array}$$

2) Average Office Time Divided by Average Total Time (AOT/ATT). The other method for calculating office time to be transferred with street time is the other carrier's average office time during the week of count and inspection, divided by the average total time during that period. The total time figure comes from the front of the Form 1840 -- the average in Column F.

For example, assume the other carrier's average office time was 180 minutes and average total time was 400 minutes. The AOT/ATT calculation is:

$$\frac{\text{Average Office Time}}{\text{Average Total Time}} = \frac{180}{400} = 0.45$$

In this hypothetical example the AOT/ATT figure of 0.45 is identical to the AOT/D figure. So the amount of transferred office time would be the same using either method. Usually the two figures are different, and management generally chooses the smaller one.

Regardless of which formula is used, keep in mind that these are only estimates. Only after the territory is transferred and the carrier is casing and delivering the new territory can we know how close the estimate was to reality.

3) **"Arbitrary, fair" application of time.** In addition to these two mathematical estimating methods, the M-39 permits management to make an "arbitrary, fair application of time" where the transferred territory consists of "large apartments, stores, residences, shops or any combination of them." See M-39 Section 243.316(b)(2).

3. **Final Adjustments - "2 & 6."** On our sample Form 1840, management has implemented what is known as "route stabilization" or "2 & 6," by arbitrarily adjusting the carrier's route to 2 hours of office time and 6 hours of street time, by adding router help to keep the office time down.

The adjustment was made in two steps:

- A. Addition of territory.** First, although management initially determined that this carrier needed an additional 35 minutes of work time, management added far more than that. Management added 80 minutes of street time and 37 minutes of associated office time. That brought total street time to 6 hours exactly and office time to 3 hours and 49 minutes. The new total time is 9:49 -- far too much time.
- B. Provision of router assistance.** Second, to bring the total time down management added one hour and 49 minutes of router assistance, bringing office time down to 2 hours even.

COMPUTERIZED FORM 1840

The sample Form 1840 we have used for this exercise is in printed format and it is filled out by hand. However, in most cases you should expect to receive the Form 1840 in a computerized format.

[**Instructor:** Transparency **Q** is a computerized Form 1840. Your copy is on the next page.]

Computerized front page. You have a handout that is a computerized version of the front of the Form 1840. It shows the same information as the printed form.

[**Instructor:** Transparency **R** is a computerized analysis page of Form 1840. Your copy is two pages ahead.]

Analysis page. You have another handout that is a re-typed version of a computerized "Form 1840 Analysis." Postal Service computers also generate this page of analysis, which contains some additional information about the route.

We do not need to cover this form in detail. However, please note the two numbers used for calculating transferred office time appear on the right side of the page -- Average Office Time/Deliveries (AOT/D), and Average Office Time/Average Total Time (AOT/ATT). In the sample 1840 we reviewed, postal management used the AOT/D of the other carrier to figure the added office time. To check that figure you should obtain the 1840 analysis page of the other carrier.

U.S. POSTAL SERVICE SUMMARY OF COUNT AND INSPECTION LETTER CARRIED ROUTE				POST OFFICE				DELIVERY UNIT		NAME				I.D. NO.	
ROUTE				TYPE OF ROUTE				DISMOUNT							
[] EPN [] NON EPN [] REG [] AUX				NO. OF TRIPS				[] FOOT [] BUS [] WXD [] BICYCLE		[] MOTORIZED [] CURB [] PARK & LOOP				AGE LENGTH OF SERVICE LENGTH OF SERVICE ON ROUTE	
TYPE OF VEHICLE [] LHD [] RHD															
INCLUSIVE	A	B	C	D	E	F	G	1	2	3	5	6		7	
DATES FROM:	OFFICE TIME		STANDARD		NET STREET TIME USED	NET TOTAL TIME USED	ACTUAL AUX TIME USED	NUMBER OF PIECES		DELIVERED		SEQUENCED		TOTAL	
10/05/	NET TIME	STANDARD	OVER	UNDER	STANDARD	STANDARD	STANDARD	LTRS SIZE	ALL OTHER SIZE	ACC'T /SIGN MAIL	P/P OVER 2 LBS	LTRS MAIL	OTHER	PIECES DELIVERED	
10/13/	USED	STANDARD	STANDARD	STANDARD	USED	USED	USED								
DAY	HRS:MIN	HRS:MIN	HRS:MIN	HRS:MIN	HRS:MIN	HRS:MIN	HRS:MIN								
(Wed)	03:30	04:58		01:28	05:00	10:45	02:15	3289	784	14	54	146	146	4443	
Thu	03:00	03:35		00:27	03:41	07:52	01:03	2527	904	14	11	0	0	3456	
Fri	02:42	03:30		00:48	05:04	09:31	01:45	2382	436	8	4	0	0	2830	
Tue	03:37	05:05		01:28	04:19	09:24	01:28	3299	784	14	34	146	146	4423	
Wed	03:00	03:37		00:37	05:14	12:23	04:09	2179	689	26	27	0	0	2921	
Thu	03:31	05:14		01:43	05:21	08:52	00:00	2923	1152	7	3	0	0	4085	
TOTAL:	15:58	21:01	00:00	05:03	23:39	58:47	10:40	16689	4749	83	133	292	292	22158	
AVERAGES	03:12	04:13	00:00	01:01	04:44	09:48	01:47	2769	782	14	23	49	49	3693	
10400 AVERAGE STREET TIME						DUVRS FORMS TOTALS						3921/3921A AVERAGE			

ANALYSIS OF OFFICE WORK FUNCTIONS AND ACTUAL TIME RECORDINGS			ROUTE EXAMINER'S (OFFICE AND STREET)			M. DAY OF INSPECTION		
DAY	LINE 16	LINE 17				COVERAGE	POSS	MADE
						TRIP 1		
						TRIP 2		
						S MADE		
						NEW		
						CONSTR.		
REPRESENTATIVE TIME								
ROUTE EXAMINER AND DATE			DELIVERY SERVICE MANAGER (SIGNATURE AND TITLE)			DATE ADJUSTMENTS MADE		

FORM 1840 ANALYSIS ROUTE NO ####

COMPARATIVE ANALYSIS FORM 1840

	NET	STD	+/-	STREET	TOTAL	DEL	PCT	VOL	PPD	DPH
CURRENT	3:47	3:51	0:04	4:34	8:36	502	82	1761	3.5	59
LAST	3:45	3:59	0:14	4:10	7:55	486	74	1654	3.4	61
DIFF	:02	:08	0:10	0:24	0:41	16	8	107		

OFFICE TIME AM			PM			OFFICE TIME FACTORS			
ACTUAL	STAND	+/-	ACTUAL	STAND	+/-	AOT/D	<u>0.45</u>	AOT/ATT	<u>0.47</u>

SR	3:10	3:00	0:10	1:15	1:01	0:14
M	2:07	2:05	0:02	1:03	1:09	0:06
T	2:49	2:55	0:06	1:13	1:15	0:02
W	2:30	2:36	0:06	1:14	1:05	0:09
TI	2:35	2:40	0:05	1:07	1:10	0:03
F	2:55	2:57	0:02	1:15	1:15	0:00
A	2:35	2:39	0:04	1:10	1:11	0:01

AM OFFICE 68%

VOLUME AND STREET TIME ANALYSIS

	LETTER	PCT	OTHER	PCT	TOTAL	PCT	STREET	PIECES /DEL	DPH
SR	1501	110	402	107	1929	109	5:00	3.8	54
M	991	72	210	56	1217	69	4:15	2.4	66
T	1512	111	406	108	1948	111	4:42	3.8	57
W	1391	102	395	106	1810	103	4:30	3.6	60
TI	1270	93	410	109	1706	97	4:36	3.4	60
F	1506	111	420	112	1957	111	4:45	3.9	56
A	1362	100	374	100	1761	100	4:34	3.5	59

COMPARISON 1840/1840B

	OFFICE			STREET			1840B Date			1840 -B AUX
	1840	1840B	+/-	1840	1840B	+/-	TOTAL 1840	1840B	+/-	
SR	4:25	3:37	0:48	5:00	3:56	1:04	9:25	7:33	1:52	
M	3:10	3:53	:-43	4:15	3:58	:17	7:25	7:51	:-26	
T	4:02	4:45	:-43	4:42	4:06	:36	8:44	8:51	:-07	
W	3:44	3:43	:01	4:30	4:16	:14	8:14	7:59	:15	
TI	3:42	3:50	:-08	4:36	4:27	:09	8:18	8:17	:-01	
F	4:10	3:57	:13	4:45	4:17	:28	8:55	8:15	:40	
A	3:47	3:57	:-10	4:34	4:10	:24	8:36	8:07	:29	

F. MONITORING AND CHALLENGING THE RESULTS

INTRODUCTORY REMARKS

As an NALC union representative, you will shoulder a great deal of responsibility for ensuring that letter carriers receive a fair and accurate route examination and adjustment.

When you are notified that route examinations will occur, you should be prepared to conduct training for the affected carriers in advance. Chapter 1 of this program is designed with that purpose in mind. It is yours to use.

You will also have an important role to play both during and after the count and inspection period. During the examinations you should make efforts to provide advice and assistance to carriers who may have questions about the process.

Perhaps most important, NALC representatives should be available to review -- and if necessary, to challenge -- the results of the route examinations.

THE CONSULTATION

Prior to the consultations, you should make every effort to review each letter carrier's Forms 1838 and Form 1840, plus any attachments. If this is not possible due to time

constraints, you should review the forms and discuss the consultations with the carriers as soon as possible afterwards. Keep in mind the normal time limit of 14 days for filing a grievance.

Please note that the advice to letter carriers in Chapter 1 of this program (see "F. After the Count and Inspection") is general in nature. In particular, that section advises letter carriers to demand documentation of any time disallowances or deductions in writing on the Forms 1838 or Form 1840. However, the M-39 regulations contain more specific rules for challenging different types of proposed time deductions. I will review those items briefly. The rules are as follows:

STREET TIME

No deductions allowed - fingering mail, short cuts.

Management is not allowed to make any deductions from street time if it observes during the inspection that the carrier failed to properly finger the mail or failed to take proper short cuts. Instead, management may instruct the carrier about these items and then reinspect the route afterwards. The reinspection should be conducted prior to the implementation of adjustments in the delivery unit. M-39 Section 242.344.

Carrier may demand documentation in writing. In certain circumstances where management proposes deductions from street time, the letter carrier can demand documentation for the deduction in writing, and if management does not provide it, it cannot make the deduction. Carriers have this right in three cases:

- 1) Where management proposes to deduct time for alleged improper practices of the carrier on the street;
- 2) Where management proposes to deduct time for operational changes such as eliminating relay or park points, or travel pattern changes; and
- 3) Where management claims that certain days must be eliminated from its analysis of street time because of abnormal conditions. This could happen if management proposes to adjust the route using average street time from the Form 1840-B eight-week random analysis, but it proposes to eliminate certain days or weeks from that analysis because of abnormal conditions. It could also happen where management proposes to adjust the route using average street time during the week of count and inspection, but it attempts to eliminate a certain day or days because of alleged abnormal conditions.

Where a carrier has demanded documentation of a street time deduction in writing on the Form 1840 or attachments, management must provide the requested documentation within one week from the consultation. If it does not, it cannot make the time deduction.

See M-39 Sections 242.344, .345, .346.

OFFICE TIME

Office time deductions. If management proposes to make any deductions from office time, the deductions must be documented. (See the advice above in Chapter 1, "F. After the Count and Inspection.")

Current Form 1838. The current Form 1838 management summary is dated October, 1989. This is the only version of the Form 1838 that management should be using. Reference: USPS Publication 223, September, 1990, p. 80.

Representative time. Prior to a Memorandum of Understanding that was incorporated into the 1978 National Agreement, management had the right to use what it called "representative time" for certain actual time line numbers -- Lines 14, 15, 16, 17, 19 and 21. "Representative time" was management's own estimate of the proper time to be used for these functions -- rather than the actual time used by the carrier.

After the Memorandum of Understanding, the Form 1838 was changed to delete the "representative time" boxes at the bottom of the form for all but Lines 16 and 17. Previously, there were boxes for Lines 14, 15, 16, 17, 19 and 21.

Now, management may not make any estimates of "representative time" for Lines 14, 15, 19 or 21 on the Form 1838. Any disallowances for Lines 14,

15, 19 or 21 must be specifically documented in the "comments" section. Vague comments such as "excessive time," and so forth, are not sufficient. M-39 Section 222.214(b)(2) & (3).

ALL TIME DEDUCTIONS

Carrier may have disagreements, recommendations written on Form 1840. A carrier's disagreements or recommendations regarding the proposed evaluation and reasons for them must be entered on the Form 1840. M-39 Section 243.11.

Carriers should request final adjustment papers. You should advise carriers to request the final, complete Form 1840 during the consultation. M-39 Section 243.11. Before it was computerized, this information appeared on the back of the Form 1840. Now it may be in a different format.

After the consultation. No later than one week after the consultation management must give the letter carrier any documentation that he or she demanded regarding the street time deductions noted earlier, plus the final Form 1840 documenting management's decision on the evaluation and adjustment. M-39 Sections 242.345, 242.346, 243.11.

GRIEVANCES

You may have to file and process grievances that arise in the route examination and adjustment process. Let's cover some basic points about route examination grievances.

1. **Documentation.** First, it is extremely important to include all relevant documentation in the grievance file. When you file a route examination grievance, make sure to include copies of at least the following items:
 - a. **Form 1838-C Worksheet** for each day.
 - b. **Form 1838 management summary** for each day -- which may be in computerized format.
 - c. **Form 1840**, including both sides of the Form, plus the analysis sheet. These forms probably will be in computerized format.
 - d. **Form 1840-B** (eight week random analysis), including copies of Form 3996 where there is a dispute concerning auxiliary assistance.
 - e. **Form 3999**, including the Forms 3999 from the other routes if the grievance concerns a transfer of territory.
 - f. **Route examiner's comments.**
 - g. **All required grievance forms** -- Standard Grievance Form, management's Step 2 answer, etc.

2. **Some Possible Grievances.** Many different kinds of grievances may arise in this process. Here are some of the more common ones:

Before the Inspection

Failure of management to give advance notice to the union concerning the inspection. (Reference: M-39 Section 211.2)

Failure to give proper advance notice to the carriers. (Reference: M-39 Section 215.1)

Failure to conduct a proper dry run. (Reference: M-39, Section 217)

In the Office

Failure to allow the carrier to verify mail counts. (Reference: M-39, Section 221.131)

Inaccurate recording of mail counts, or incorrect classification of mail as "letter," or "other size" or "parcel."

Failure by management to enforce the office break.

Curtailing mail during the week of count and inspection. (Reference: M-39, Sections 221.134 through .138)

Conduct of the Route Examiner

Failure to inform the carrier to operate in a normal fashion and to advise and impress the carrier of their intention to make a fair and equitable evaluation. (Reference: M-39, Section 231.5)

Providing auxiliary assistance during the week of count and inspection. (Reference: M-39, Section 221.138)

Attempting to set the pace for the carrier.

Suggesting or forbidding any rest or comfort stops.

Discussing the route evaluation with the carrier on the day of inspection.

Failure to make clear and detailed comments and suggestions or to note comments and suggestions made by the carrier. (Reference: M-39, Section 232)

Improperly issuing instructions to the carrier on the day of inspection. (Reference: M-39, Section 242.344)

Any improper conduct by the examiner regarding breaks and lunch periods. (Reference: M-39 Sections 232.1b, 242.341, and 171.36)

The Consultation

Failure to provide Forms 1838 and 1840 in a timely manner before the consultation. (Reference: M-39, Section 241.4)

Failure to give adequate consideration to the comments and suggestions of the carrier and failure to record same.

Requiring the carrier to sign a statement. (Reference: M-39 Section 243.11)

Evaluation and Adjustment

Failure to provide adequate, specific documentation of all time deductions.

Any attempt to make time deductions based on projected savings from operational or technological changes such as vertical flat casing, segmentation or sector/segment presorting.

G. CONCLUSION

We have completed the advanced portion of the Best Efforts program. You should now have the tools you need to assist letter carriers in the route examination and adjustment process.

As local union representatives, you shoulder the greatest responsibility for ensuring that letter carriers receive fair and accurate route evaluations and adjustments. You must train the carriers, review the forms before and after the consultation, and challenge any management violations. The letter carriers we represent must depend on your own best efforts to accomplish these tasks.

NALC stands ready to provide additional advice and support when you need it. Questions may arise as you teach Chapter 1 of this program to letter carriers and as you review the results of route examinations. To resolve those questions, look first in the M-39 and M-41 handbooks. If you do not find the answers there, ask other branch officers or contact your National Business Agent's office.

Thank you.

BEST EFFORTS

NALC ROUTE EXAMINATION AND ADJUSTMENT TRAINING

NATIONAL ASSOCIATION OF LETTER CARRIERS, AFL-CIO

HANDOUTS

CHAPTER 2

ROUTE EXAMINATION AND ADJUSTMENT FOR NALC REPRESENTATIVES

U.S. Postal Service																											
CARRIER'S COUNT OF MAIL-LETTER CARRIER ROUTES (Mgmt. Summary)																											
Post Office				Delivery Unit and ZIP Code					Route No.																		
Description	(a)			(b)			(c)	(d)	(e)			(f)			(g)	(h)											
	Router	Prior PM	1	Today AM	2	Today PM			Total Number Pieces Minus Mark-Ups	Prior PM	1	Today AM	2	Today PM		3	Street Time	Office Time	Auxiliary Assistance	Relays	Other						
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input type="checkbox"/> Non EPM Route <input type="checkbox"/> CMU													Street			Street			Street			Street			Street		
1. Letter-Size Mail	Carrier Marked-Up	Central Unit																									
2. Mail of All Other Sizes	Marked-Up	Carrier																									
3. Accountable and Signature Mail	Marked-Up																										
4. Computing Cols. (a), (b), (c): Strapping Out (Lines 1, 2, & 3 Minus Carrier Mark-Ups)																											
5. All Parcel Post Over 2 Lbs.	Marked-Up	Carrier																									
6. Sequenced Mail		Letter-Size																									
7. Total Deliverable Pieces																											
8. Separating All Carrier Mark-Ups (Lines 1, 2, 3, & 5)																											
9. 2nd-Class Marked-Up (Exclude Form 3579)																											
10. Mail with Form 3579 Attached																											
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)																											
12. Changes of Address Recorded																											
13. Insured Receipts Turned In																											
14. Registered-Certified-COD-Customs-Postage Due-Keys Form 3868-Signing For, Returning Funds and Receipts																											
15. Withdrawing Mail																											
16. Sequencing and Collating By-Pass Mail																											
17. Actual Strapping Out Time																											
18. Break (Local Option)																											
19. Vehicle Inspection																											
20. Personal Needs, Etc.																											
21. Identifying Recurring Office Work Not Covered By Form (Use Comment section)																											
22. Waiting For Mail (Office) and All Other Office Activities Not Performed on Continuing Basis (Use comment section)																											
23. Counting Mail and Filing Out Form 1838-C Worksheet																											
24. Totals (Exclude Lines 22 and 23)																											
Comments									Representative Time - Lines 16 and 17 Determined By Route Examiner - Based On Observation																		
									Lines Mins.				Comments														
									16																		
									17																		

TIME ALLOWANCES FOR CARRIER OFFICE WORK

Office time allowance shall be determined as follows:

Form 1838 Line No.	Work Function	Pieces Per Minute	
		1-Trip	2-Trip
1	Routing Letter-size mail.....	18	18
2	Routing all other size mail..... (Use Notice 26, Maximum Time Allowance for Routing Mail, to convert pieces to minutes.)	8	8
4	Strapping mail in bundles or placing in trays, preparing relays and placing mail in satchels; for each 70 pieces regardless of character (minimum allowance 3 minutes). Strapping mail in bundles for markup at central unit. Lines 1-2-3 combined mail volume (strapping out pieces and markup pieces) is used in determining time allowance at 70 pieces per minute.....		<u>Minutes</u>
8	For each 10 pieces of all classes of mail separated for forwarding or return.....	1	1
9	Second-class marked up (for 2 pieces handled for forwarding or return).....	1	1
10	For each Form 3579, Undeliverable 2nd, 3rd, 4th or Controlled Circulation Matter.....	2	2
11	For each 4 pieces marked up (mail marked Deceased, Temporarily Away, Refused, Vacant (Occupant mail of obvious value only) or No Mail Receptacle).....	1	1
12	For each change of address, including Form 3546, recorded on Forms 1564-B and 3981.....	2	2
13	Insured receipts turned in.....	1	1
14	Registered, Certified, COD, Express Mail, Customs and Postage-Due; keys, Form 3868, signing for, returning funds or receipts, and for partial completion of Form 3849 (name or address for identification). Base minimum allowance is 6 minutes.....*		
15	Withdrawing mail where applicable (from distribution cases, trays, sacks, and/or hampers). Base minimum allowance is 5 minutes.....*		
16	Sequencing and collating by-pass mail. (Representative time in minutes will be allowed for the work function).		
17	Strapping out time (when mail must be placed in order of delivery). See 922.51d of Handbook M-41. (Representative time in minutes will be allowed for the work function).		
18	Break (local option).		
19	Vehicle inspection. See 922.51f of Handbook M-41. Base minimum allowance is 3 minutes.....*		
20	Personal needs, etc. (Time allowances are printed on the form for each trip, and must not be changed.)		
21	Office work not covered by form. (Work functions must be identified and approved as being necessary and of a continuing nature). (Use "Comments" section.) Base minimum allowance is 9 minutes.....*		
22	Waiting for mail (office) and all other office activities not performed on a continuing basis which are excluded in computing net office time. (Use "Comments" section.)		
23	Counting mail and filling out Form 1838-C worksheet.		

NOTE: For piece items, grant the next higher allowance in minutes for fractional units. Use actual times for Lines 14 through 19 and Lines 21 through 23 when those functions are performed.

* Computing Standard Office Time Under Columns (e), (f), and (g) on Form 1838: If the actual time for each of Lines 14, 15, 19 and 21 is less than the base minimum and the carrier performs the work function the base minimum must be entered for the Line Item in the appropriate column. If the actual time exceeds the base minimum, an adjustment to that time cannot be shown which is less than the base minimum.

MAXIMUM TIME ALLOWANCE FOR ROUTING MAIL

Column A: Letter-size (ordinary letters, cards, and circulars). Column B: Mail of all other sizes and insured.

1 AND 3 TRIP ROUTES			1 AND 3 TRIP ROUTES			1 AND 3 TRIP ROUTES			STRAPPING ALL MAIL	
(A) Pieces	Time (Min.)	(B) Pieces	(A) Pieces	Time (Min.)	(B) Pieces	(A) Pieces	Time (Min.)	(B) Pieces	Pieces	Time (Min.)*
18	1	8	864	48	384	1710	95	760	70	3*
36	2	16	882	49	392	1728	96	768	140	3*
54	3	24	900	50	400	1746	97	776	210	3
72	4	32	918	51	408	1764	98	784	280	4
90	5	40	936	52	416	1782	99	792	350	5
108	6	48	954	53	424	1800	100	800	420	6
126	7	56	972	54	432	1818	101	808	490	7
144	8	64	990	55	440	1836	102	816	560	8
162	9	72	1008	56	448	1854	103	824	630	9
180	10	80	1026	57	456	1872	104	832	700	10
198	11	88	1044	58	464	1890	105	840	770	11
216	12	96	1062	59	472	1908	106	848	840	12
234	13	104	1080	60	480	1926	107	856	910	13
252	14	112	1098	61	488	1944	108	864	980	14
270	15	120	1116	62	496	1962	109	872	1050	15
288	16	128	1134	63	504	1980	110	880	1120	16
306	17	136	1152	64	512	1998	111	888	1190	17
324	18	144	1170	65	520	2016	112	896	1260	18
342	19	152	1188	66	528	2034	113	904	1330	19
360	20	160	1206	67	536	2052	114	912	1400	20
378	21	168	1224	68	544	2070	115	920	1470	21
396	22	176	1242	69	552	2088	116	928	1540	22
414	23	184	1260	70	560	2106	117	936	1610	23
432	24	192	1278	71	568	2124	118	944	1680	24
450	25	200	1296	72	576	2142	119	952	1750	25
468	26	208	1314	73	584	2160	120	960	1820	26
486	27	216	1332	74	592	2178	121	968	1890	27
504	28	224	1350	75	600	2196	122	976	1960	28
522	29	232	1368	76	608	2214	123	984	2030	29
540	30	240	1386	77	616	2232	124	992	2100	30
558	31	248	1404	78	624	2250	125	1000	2170	31
576	32	256	1422	79	632	2268	126	1008	2240	32
594	33	264	1440	80	640	2286	127	1016	2310	33
612	34	272	1458	81	648	2304	128	1024	2380	34
630	35	280	1476	82	656	2322	129	1032	2450	35
648	36	288	1494	83	664	2340	130	1040	2520	36
666	37	296	1512	84	672	2358	131	1048	2590	37
684	38	304	1530	85	680	2376	132	1056	2660	38
702	39	312	1548	86	688	2394	133	1064	2730	39
720	40	320	1566	87	696	2412	134	1072	2800	40
738	41	328	1584	88	704	2430	135	1080		
756	42	336	1602	89	712	2448	136	1088		
774	43	344	1620	90	720	2466	137	1096		
792	44	352	1638	91	728	2484	138	1104		
810	45	360	1656	92	736	2502	139	1112		
828	46	368	1674	93	744					
846	47	376	1692	94	752					

*Minimum allowance 3 minutes.

Notice 26
April 1971

U.S. POSTAL SERVICE

TIME CONVERSION SCHEDULE

ORDINARY TIME CLOCK	24-HOUR TIME CLOCK	DECIMAL EQUIVALENTS OF MINUTES					
		MINUTES	IN HUNDREDTHS	MINUTES	IN HUNDREDTHS	MINUTES	IN HUNDREDTHS
12 MIDNIGHT	000	0	.00	20	.34	40	.66
1:00 A.M.	100	1	.02	21	.35	41	.68
2:00	200	2	.04	22	.36	42	.70
3:00	300	3	.05	23	.38	43	.72
4:00	400	4	.06	24	.40	44	.74
5:00	500	5	.08	25	.42	45	.75
6:00	600	6	.10	26	.44	46	.76
7:00	700	7	.12	27	.45	47	.78
8:00	800	8	.14	28	.46	48	.80
9:00	900	9	.15	29	.48	49	.82
10:00	1000	10	.16	30	.50	50	.84
11:00	1100	11	.18	31	.52	51	.85
12:00 NOON	1200	12	.20	32	.54	52	.86
1:00 P.M.	1300	13	.22	33	.55	53	.88
2:00	1400	14	.24	34	.56	54	.90
3:00	1500	15	.25	35	.58	55	.92
4:00	1600	16	.26	36	.60	56	.94
5:00	1700	17	.28	37	.62	57	.95
6:00	1800	18	.30	38	.64	58	.96
7:00	1900	19	.32	39	.65	59	.98
8:00	2000						
9:00	2100						
10:00	2200						
11:00	2300						

CARRIER TIMECARD ANALYSIS**INSTRUCTIONS****General**

Select timecards or PSDS Carrier Report Printouts for carriers assigned to each route for a seven-week period prior to the count and inspection week as per instructions in Sec. 242.323, Handbook M-39. Do not use weeks during the months of June, July, August, or December. Do not include time of leave replacement carriers. Special Instructions: For carriers serving two trip routes, use a separate Form 1840-B for each trip.

1. Group same day of the week together; all Saturdays, Mondays, Tuesdays, etc., and show the day of the month in the "Day of Week" column.
2. Enter the scheduled begin, return, and end times: the scheduled morning and afternoon office time; the scheduled street time; and the total time above each day of the week.
3. From the timecards or PSDS Carrier Report Printouts, enter the actual begin, leave, return, and end times for each day. Only the days the regular carrier served the route are to be recorded on Form 1840-B.
4. Compute and record the morning and afternoon office time, street time, and total time used each day.
5. From Form 3996, enter the approved overtime and auxiliary assistance used each day, as indicated in Item K of the Form, less any travel time.
6. Total the morning and afternoon office time, street time, overtime, and auxiliary assistance for each day.
7. The eighth week to be recorded is the week following the week of count and inspection. The regular carrier must serve the route at least one day during this week, or the week is not to be recorded. No future weeks are to be recorded.
8. Divide the total for each item by the number of days the assigned carrier worked on each group of Saturdays, Mondays, Tuesdays, etc.
9. From Form 1840, enter the street time, office time, (AM & PM combined), total, and auxiliary assistance used, on the comparable day of the week during the count period. Circle in black the day of inspection total.

Analysis

Before the count period.

1. Compare the actual time used with the scheduled time to determine whether:
 - a. Carrier adhered to schedules.
 - b. There was excessive late leaving and/or returning.
 - c. There was excessive office time used on return from delivery trip.
 - d. A regular pattern on certain week days has formed to indicate an adjustment in schedule is necessary.
2. Circle in red time entries and totals where irregular practices occurred or schedule was not maintained.

After the count period.

1. Compare average time used on each day during analysis period with the same day during the count.
2. Determine whether office time and street time is more or less for comparable days. If the office time or street time during the count period is more than the analysis period, discuss with the carrier to determine the reason.
 - a. When the time used during the count and inspection period is substantially greater than the analysis period, the supervisor must compare the mail volume for the periods where available.
3. When the supervisor concludes that the time used during week of count and inspection does not truly represent the time required to serve the route as substantiated by the comparative analysis, appropriate corrective action must be taken.

Important

In making this comparative analysis, be sure all factors are considered. Where the performance during the count period varied from that during the comparative period, include the comments of the carrier's supervisor in the space provided.

U.S. Postal Service
CARRIER TIMECARD ANALYSIS

Post Office

Delivery Unit

Route No.		Carrier's Name					Period Used					Date
							From	To				
Day of Week	Begin	Leave	Office Time A.M.	Return	Street Time	End	Office Time P.M.	Total	Overtime Used	Auxiliary Assistance	Delivery Volume	
Schedule												
Sat												
Sat												
Sat												
Sat												
Sat												
Sat												
Sat												
Sat												
Sat												
TOTAL												
Average												
Comparable Day (Form 1840)							Off. Time AM & PM					
Schedule												
Mon												
Mon												
Mon												
Mon												
Mon												
Mon												
Mon												
Mon												
Mon												
TOTAL												
Average												
Comparable Day (Form 1840)							Off. Time AM & PM					
Schedule												
Tue												
Tue												
Tue												
Tue												
Tue												
Tue												
Tue												
Tue												
Tue												
TOTAL												
Average												
Comparable Day (Form 1840)							Off. Time AM & PM					

	Day of Week	Begin	Leave	Office Time A.M.	Return	Street Time	End	Office Time P.M.	Total	Overtime Used	Auxiliary Assistance	Delivery Volume
Schedule												
	Wed											
	Wed											
	Wed											
	Wed											
	Wed											
	Wed											
	Wed											
	Wed											
TOTAL ▶												
Average												
Comparable Day (Form 1840)								Off Time AM & PM				
Schedule												
	Thu											
	Thu											
	Thu											
	Thu											
	Thu											
	Thu											
	Thu											
	Thu											
TOTAL ▶												
Average												
Comparable Day (Form 1840)								Off Time AM & PM				
Schedule												
	Fri											
	Fri											
	Fri											
	Fri											
	Fri											
	Fri											
	Fri											
	Fri											
TOTAL ▶												
Average												
Comparable Day (Form 1840)								Off Time AM & PM				



Inspection of Letter Carrier Route

Office	Delivery Unit	Route No.	No. of Trips	Truck Make <input type="checkbox"/> LHD <input type="checkbox"/> RHD	Capacity
Vehicle No.	Carrier's Name	ID No.	Age	Length of Service	Length of Service on Route
Type of Route <input type="checkbox"/> Business <input type="checkbox"/> Curb. Delivery <input type="checkbox"/> Res. <input type="checkbox"/> Mixed <input type="checkbox"/> EPM <input type="checkbox"/> Park & Loop <input type="checkbox"/> Non-EPM <input type="checkbox"/> Foot <input type="checkbox"/> Bicycle <input type="checkbox"/> Motorized <input type="checkbox"/> Dismount				Type of Transportation <input type="checkbox"/> Public <input type="checkbox"/> Drive-Out <input type="checkbox"/> P S Vehicle <input type="checkbox"/> Contract	

DESCRIPTION	TRIP 1				TRIP 2			
	Time	Elapsed Time	Odometer	Elapsed Miles	Time	Elapsed Time	Odometer	Elapsed Miles
End Garage								
End Office								
Arrive Office								
Transportation	Leave							
	Board							
Last Delivery								
End Lunch								
Start Lunch								
First Delivery								
Transportation	Leave							
	Board							
Leave Office								
Report Office								
Report Garage								
Totals								
Total All Trips*								
Public Transportation Schedule	Time Out		Time Return		Time Out		Time Return	

*Minus lunch period and time spent waiting for mail.

Yes	No	Item	Yes	No	Item
		Does carrier wear regulation uniform and present a neat appearance?			Office Break Option
		Does carrier perform work and conduct himself or herself in a business-like manner?			Is vehicle capacity adequate?
		Is carrier's route book up to date?			Does carrier operate the vehicle in a safe manner?
		Are address changes properly maintained on Form 3982?			Is the line of travel the safest possible?
		Are Forms 1776 and 1778 (Hazard & Dog Warning Cards) used?			Is the best mode of transportation used?
		Are computerized case labels used (C.L.A.S.S.)?			Are travel pattern, relay and park points set up efficiently?
		Should case labels be replaced?			Is there compliance with postal regulations concerning mail receptacles?
		Is the carrier case and drawer free of personal effects and extraneous matter?			Does carrier take enough mail at each relay or park point?
		Does the carrier leave the case unnecessarily?			Does carrier finger mail between deliveries?
		Does the carrier talk unnecessarily with other employees?			Are collection receptacles properly maintained, anchored and schedules legible?
		Does the carrier have a sufficient supply of forms?			Does carrier take obvious short-cuts?
		Does carrier have a valid state driver's license and a current OF-346, Government Operator's License?			Can changes be made to reduce travel time and deadheading?
		Has last withdrawal of preferential mail made before leaving the office?			

Remarks

Route Inspected By (Signature and Title)	Day and Date
--	--------------

Leave Office - Show Line of Travel

Line of Travel to and from Lunch Place^d

Delivery Methods	Block Number and Street Name	Travel Pattern	Time Enter Block	Actual Time Used	Residential					Business					Det. PO Box or NPU	
					Delys. Poss. Other	Delys. Poss. Curb	Delys. Poss. NDCBU	Delys. Poss. Oth-Cen.	Delys. Made	Delys. Poss. Other	Delys. Poss. Curb	Delys. Poss. NDCBU	Delys. Poss. Oth-Cen.	Delys. Made		
	Load Time 9:19 - 9:27			8												
	Travel To Route 9:27 - 9:47			20												
	400 MAIN	O	9:47	6	10					8						
	500 MAIN	O	9:53	7	12					10						
	600 MAIN	O	10:00	7	12					9						
	600 MAIN	E	10:07	7	12					8						
	500 MAIN	E	10:14	7	12					9						
	400 MAIN	E	10:21	6	10					10						
	MOVE VEH GET REL		10:27	3												
	500 SMITH	O	10:30	5	8					7						
	600 SMITH	O	10:35	6	10					10						
	600 SMITH	E	10:41	6	12					12						
	500 SMITH	E	10:47	3	6					6						
	MOVE VEH GET REL		10:50	2												
	400 ELM	O	10:52	4		60				53						
	500 ELM	O	10:56	5		60				58						
	500 ELM	E	11:01	4		60				56						
	400 ELM	E	11:05	6		60				59						
	RELAY STOP		11:11	2												
	400 SMITH	O	11:13	4		48				45						
	600 ELM	O	11:17	5		54				52						
	PARCEL DELIV.		11:24	2												
	600 ELM	E	11:24	2												
	400 SMITH	O	11:26	4		60				59						
	LUNCH BREAK		11:30	30												
	400 ASH	O	12:00	7	11					11						
	500 ASH	O	12:07	6	10					10						
	CERTIFIED DELIV.		12:13	2												
	600 ASH	O	12:15	7	12					12						
	600 ASH	E	12:22	6	12					9						
	500 ASH	E	12:28	5	9					9						
	400 ASH	E	12:33	8	12					12						
	CAMFORT STOP		12:4	5												
	MOVE VEH GET REL		12:46	2												
	300 PALM	O	12:48	7						10					10	
	400 PALM	O	12:53	7						10					10	
	400 PALM	E	1:02	7						11					11	
	300 PALM	E	1:09	6						10					10	
	MOVE VEH GET REL		1:15	2												
	400 MARSH	O	1:17	10	8					7	5				5	
	500 MARSH	O	1:27	5	6					6						
	500 MARSH	E	1:32	10	12					12						
	400 MARSH	E	1:42	5						10					10	
	C.O.D. PARCEL		1:47	2												
	400 PEACH	O	1:49	4	6					4	2				2	
	400 PEACH	E	1:53	3	3					3	2				2	
	MOVE VEH GET REL		1:56	2												
	400 FLOWER	O	1:58	6						14					14	
	Return Office - Show Line of Travel															
	Totals															

^aComplete only if carrier is (1) reimbursed for driving his own vehicle; (2) furnished bus fare or its equivalent; (3) provided transportation in a Postal Service vehicle; or (4) assigned a Postal Service or contract vehicle.

^bP - Park; L - Loop; V - Vehicle; D - Dismount.

^cE - Even; O - Odd; X - Crisscross.

U.S. POSTAL SERVICE										I.D. NO.	
SUMMARY OF COUNT AND INSPECTION										16	
LETTER CARRIER ROUTE										Name	
No. of Trips										JOYCE ANDERSON	
Inclusive Dates From: 24										Age	
<input type="checkbox"/> EPM Reg. <input checked="" type="checkbox"/> Non EPM Reg. <input type="checkbox"/> Aux.										37	
<input type="checkbox"/> Foot <input type="checkbox"/> Bus <input type="checkbox"/> Res. <input type="checkbox"/> Mixed <input type="checkbox"/> Bicycle <input type="checkbox"/> Motorized <input type="checkbox"/> Curb Delivery <input type="checkbox"/> Park and Loop										Length of Service	
TYPE OF VEHICLE										8	
<input type="checkbox"/> LHD <input type="checkbox"/> RHD										Length of Service on Route	
1										3	
2										6	
3										7	
4											
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100											
Post Office: SPRINGFIELD VA ROSE HILL Delivery Unit: ROSE HILL										H. DAY OF INSPECTION Coverage: 563 Deliveries Possible: 563 Deliveries Made: 553	
Net Office Time Used: 3:30 Line 16 Representative Time 24 Mins/4: 06 3:24										Percent Made: 98%	
Intro. of Sector Segment Will Produce Approx. Time Savings: Proposed Vertical Flat Case Savings: Base Street Time Selected from 1840-B: Route Needs 35 Minute Addition										Date Adjustments Made:	
1840 B AVERAGE STREET TIME: 4:40										Delivery Service Manager (Signature and title)	
ANALYSIS OF OFFICE WORK FUNCTIONS AND ACTUAL TIME RECORDINGS										Route Examiner and Date	
Day: SAT										Line 16: 3:40 Line 17: 3:29	
Day: MON										Standard: 3:45 Over Standard: 3:37	
Day: TUE										Standard: 4:07 Under Standard: 3:42	
Day: WED										Standard: 3:47 Over Standard: 3:23	
Day: THU										Standard: 3:41 Under Standard: 3:42	
Day: FRI										Standard: 2:56 Under Standard: 2:58	
TOTALS										14:00 / 14:24	
AVERAGES										3:30 / 3:36	

Adjustments Approved by Postmaster or Designee			Record of Office and Street Adjustments Made							Adjusted Route				
Item	Hours and Minutes	New Const. (Minutes)	Relief (R) Addition (A)	Numbers		ZIP + 4 Sector/Segment	Tram (or) To or From the Number	Delays	Office Time	Street Time	Office Time	Street Time	Total Time	Possible Deliveries
				Begin	End									
Office Time	2:45			601	899	74 02	17	85	+39	+52	3:49			
Street Time	4:40			402	698	74 07	17	55	+25	+28	6:00			
Total Time	7:25										9:49			
Relief														
Addition	:35													
									+64	+80	TOTAL	TOTAL		

Comments

- Office break option chosen YES or NO.
- Base time selected for route evaluation purposes from Form 1840-B 4 40 (hours and minutes).
- Street time selected for adjustment 4 40 (hours and minutes).
- Reasons for selection of street time:

$$\begin{aligned} \text{ROUTE 17 AOT/D} &= 0.45 \\ 0.45 \times 85 &= 39 \\ 0.45 \times 55 &= 25 \end{aligned}$$

IN AN EFFORT TO PREPARE FOR AUTOMATION THIS ROUTE WILL BE ADJUSTED TO "2 & 6."

ROUTE 24 WILL BE PROVIDED 1:49 OF ROUTER ASSISTANCE

$$\begin{aligned} \text{OFFICE TIME} & 3:49 \\ \text{ROUTER ASSISTANCE} & - 1:49 \\ \text{NEW OFFICE TIME} & 2:00 \\ \text{STREET TIME} & + 6:00 \\ \text{TOTAL TIME} & 8:00 \end{aligned}$$

U.S. POSTAL SERVICE SUMMARY OF COUNT AND INSPECTION LETTER CARRIER ROUTE				POST OFFICE				DELIVERY UNIT				NAME				I.D. NO.	
ROUTE		[] EPM [] NON EPM [] REG [] AUX		NO. OF TRIPS		TYPE OF ROUTE [] FOOT [] BUS [] MXD [] BICYCLE [] MOTORIZED [] CURB [] PARK & LOOP TYPE OF VEHICLE [] LHD [] RHD		AGE		LENGTH OF SERVICE		LENGTH OF SERVICE ON ROUTE					
INCLUSIVE	A	B	C	D	E	F	G	1	2	3	5	6	7				
DATES	OFFICE TIME		STANDARD		NET STREET TIME		ACTUAL AUX TIME		NUMBER OF PIECES		DELIVERED		SEQUENCED MAIL		TOTAL PIECES DELIVERED		
FROM: 10/05/	NET TIME	STANDARD	OVER	UNDER	USED	USED	USED	LTBS SIZE	ALL OTHER SIZE	ACC'T /SIGN MAIL	P/P OVER 2 LBS	MAIL	OTHER				
TO: 10/13/	USED	STANDARD	STANDARD	STANDARD	USED	USED	USED										
DAY	HRS:MIN	HRS:MIN	HRS:MIN	HRS:MIN	HRS:MIN	HRS:MIN	HRS:MIN										
(Wed)	03:30	04:58		01:28	05:00	10:45	02:15	3289	784	14	54	146	146			4443	
Thu	03:08	03:35		00:27	03:41	07:52	01:03	2527	804	14	11	0	0			3456	
Fri	02:42	03:30		00:48	05:04	09:31	01:45	2382	436	8	4	0	0			2830	
Tue	03:37	05:05		01:28	04:19	09:24	01:28	3289	784	14	34	146	146			4423	
Wed	03:00	03:37		00:37	05:14	12:23	04:09	2178	689	26	27	0	0			2921	
Thu	03:31	05:14		01:43	05:21	08:52	00:00	2023	1152	7	3	0	0			4085	
TOTALS	15:58	21:01	00:00	05:03	23:39	58:47	10:40	16689	4749	83	133	282	282			22158	
AVERAGES	03:12	04:13	00:00	01:01	04:44	09:48	01:47	2769	782	14	23	49	49			3693	

18408 AVERAGE STREET TIME
DUVRS FORMS TOTALS 3921/3921A AVERAGE

ANALYSIS OF OFFICE WORK FUNCTIONS AND ACTUAL TIME RECORDINGS			ROUTE EXAMINER'S (OFFICE AND STREET)			H. DAY OF INSPECTION		
DAY	LINE 16	LINE 17				COVERAGE	POSS	MADE
						TRIP 1		
						TRIP 2		
						% MADE		
						NET		
						CONSTR.		
REPRESENTATIVE TIME								
ROUTE EXAMINER AND DATE			DELIVERY SERVICE MANAGER (SIGNATURE AND TITLE)			DATE ADJUSTMENTS MADE		



FORM 1840 ANALYSIS ROUTE NO ####

COMPARATIVE ANALYSIS FORM 1840

	NET	STD	+/-	STREET	TOTAL	DEL	PCT	VOL	PPD	DPH
CURRENT	3:47	3:51	0:04	4:34	8:36	502	82	1761	3.5	59
LAST	3:45	3:59	0:14	4:10	7:55	486	74	1654	3.4	61
DIFF	:02	:08	0:10	0:24	0:41	16	8	107		

OFFICE TIME AM			PM			OFFICE TIME FACTORS			
ACTUAL	STAND	+/-	ACTUAL	STAND	+/-	AOT/D	0.45	AOT/ATT	0.47
SR	3:10	3:00	0:10	1:15	1:01	0:14			
M	2:07	2:05	0:02	1:03	1:09	0:06			
T	2:49	2:55	0:06	1:13	1:15	0:02			
W	2:30	2:36	0:06	1:14	1:05	0:09			
TI	2:35	2:40	0:05	1:07	1:10	0:03			
F	2:55	2:57	0:02	1:15	1:15	0:00			
A	2:35	2:39	0:04	1:10	1:11	0:01			

AM OFFICE 68%

VOLUME AND STREET TIME ANALYSIS

	LETTER	PCT	OTHER	PCT	TOTAL	PCT	STREET	PIECES /DEL	DPH
SR	1501	110	402	107	1929	109	5:00	3.8	54
M	991	72	210	56	1217	69	4:15	2.4	66
T	1512	111	406	108	1948	111	4:42	3.8	57
W	1391	102	395	106	1810	103	4:30	3.6	60
TI	1270	93	410	109	1706	97	4:36	3.4	60
F	1506	111	420	112	1957	111	4:45	3.9	56
A	1362	100	374	100	1761	100	4:34	3.5	59

COMPARISON 1840/1840B

	OFFICE			STREET			1840B Date		
	1840	1840B	+/-	1840	1840B	+/-	1840	1840B	+/-
SR	4:25	3:37	0:48	5:00	3:56	1:04	9:25	7:33	1:52
M	3:10	3:53	-:43	4:15	3:58	:17	7:25	7:51	-:26
T	4:02	4:45	-:43	4:42	4:06	:36	8:44	8:51	-:07
W	3:44	3:43	:01	4:30	4:16	:14	8:14	7:59	:15
TI	3:42	3:50	-:08	4:36	4:27	:09	8:18	8:17	-:01
F	4:10	3:57	:13	4:45	4:17	:28	8:55	8:15	:40
A	3:47	3:57	-:10	4:34	4:10	:24	8:36	8:07	:29