

THE 2011

# NALC LETTER CARRIER RESOURCE GUIDE



## DAILY SITUATIONS

PS Form 3996 and PS Form 1571

Letter Carrier Work Methods

Reading the Workhour Workload Report  
(All Routes)

Clock Ring Codes That Take Time from  
Your Route

Reading the TACS Employee Everything  
Report

## ROUTE ADJUSTMENTS

3999 Process—The Letter Carrier's Role

The Initial Consultation in a Joint Route  
Adjustment Process

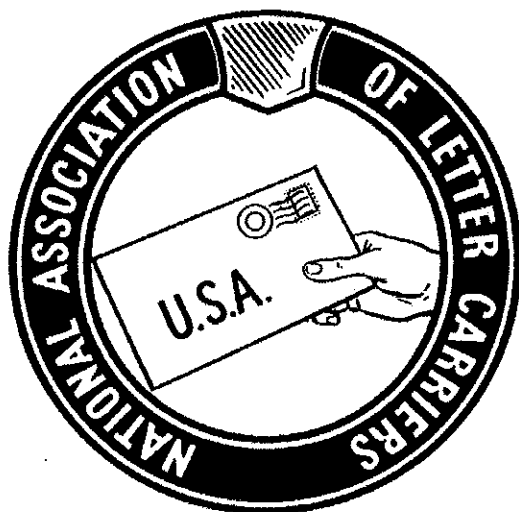
The Adjustment Consultation and Reading the  
PS Form 1840 Reverse

The Traditional 6-Day Route Count and  
Inspection Consultation(s)

Route Adjustment Review Process—JARAP 2011

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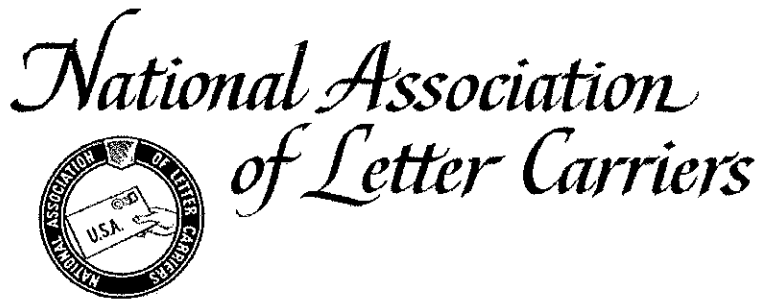
**3999 Process—The Letter Carrier's Role**

**The Initial Consultation in a Joint Route Adjust-  
ment Process**

**The Adjustment Consultation and Reading the PS  
Form 1840 Reverse**

**The Traditional 6-Day Route Count and  
Inspection Consultation(s)**

**Route Adjustment Review Process—JARAP 2011**



**Dear Brothers and Sisters,**

The NALC designed this book to provide advice, information, and guidance in several areas that directly affect Letter Carriers. We did our best to make it easy to read and follow.

One of the good things about this guide is that you don't need to read it all at one time if you don't want to. You can just keep it handy and read what you need to as things occur in your office.

You will read excerpts from various documents in this guide. If the excerpt is marked with an "M" followed by numbers (like M-01664), that document is a national level settlement or other agreement.

NALC assigns "M" numbers to these documents and organizes them in an index called the Materials Reference System (MRS). There are also excerpts from USPS handbooks such as the M-41 (City Delivery Carriers Duties and Responsibilities) and the M-39 (Management of Delivery Services). These handbooks are enforceable under Article 19 of the National Agreement.

All of these documents and much more is available on the NALC website at [www.nalc.org](http://www.nalc.org) on the Contract Administration and/or City Delivery pages.

Chapter One is dedicated to the types of scenarios Letter Carriers face on a daily basis. For example, have you ever been told that your overtime is disapproved and you must be back in eight hours? In the section on PS Forms 3996 and 1571, you will find helpful tips on how to deal with this. There's also a section on work methods and one on reading the Workhour Workload Report (All Routes) that is supposed to be posted each day in your office. This information applies to everyone.

Chapter Two covers several aspects of route adjustments. As you follow this chapter, each section will guide you through reading and understanding key forms, how to handle the JARAP 2011 initial and adjustment consultations, and the route adjustment review process. There is also a section on route evaluation/adjustment consultations in a traditional 6-day route count and inspection.

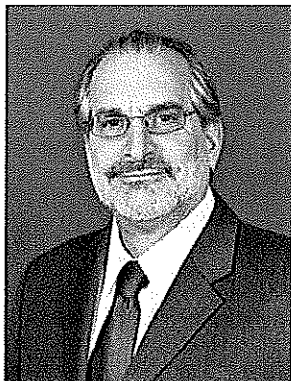
The first section explains how to read PS Form 3999 and provides guidance on the new 3999 process. There's also a section on Initial Consultations in the Joint Alternate Route Adjustment Process - 2011 (JARAP), one on Proposed Route Adjustment Consultations including reading the PS Form 1840 Reverse, and one on the Route Adjustment Review Process in JARAP 2011.

The sections on the new 3999 process and the Proposed Route Adjustment Consultation and PS Form 1840 Reverse apply to everybody. The Initial JARAP Consultations and the Route Adjustment Review Process sections apply to those of you who work in offices being adjusted under JARAP 2011.

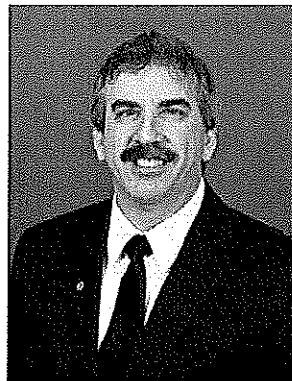
Every section in this guide has one thing in common: once you learn the things in this guide, you will always know them. It doesn't matter what Post Office you work at or what route you have. The knowledge you gain from this resource guide will always apply.

We encourage you to check the City Delivery page of the NALC website ([www.nalc.org](http://www.nalc.org)) for future updates to this guide. We hope you find it useful.

Fraternally,



**Fredric V. Rolando**  
NALC President



**Lew Drass**  
Director of City Delivery

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# **CHAPTER 1—DAILY SITUATIONS**

## **SECTION 1—PS FORM 3996 AND PS FORM 1571**

### **PS Form 3996 vs. Management's Daily Workload Projections**

The dispute over the value of Management's DOIS projections was resolved on July 30, 2007 with a National Level Settlement (M-01664). Despite this fact, we still have too many offices where this settlement is ignored and DOIS projections create a breeding ground for disputes when a Letter Carrier fills out a 3996.

The National Level Settlement (M-01664) states in relevant part:

***"After reviewing this matter, the parties agree to resolve this dispute based on the following: The Delivery Operations Information System (DOIS) is a management tool for estimating a carrier's daily workload. The use of DOIS does not change the letter carrier's reporting requirements outlined in section 131.4 of Handbook M-41, the supervisor's scheduling responsibilities outlined in section 122 of Handbook M-39, or the letter carrier's and supervisor's responsibilities contained in Section 28 of Handbook M-41. DOIS projections are not the sole determinant of a carriers leaving or return time, or daily workload. As such, the projections cannot be used as the sole basis for corrective action."** (Emphasis added.)*

The entire agreement is printed at the end of this section.

An example of the PS Form 3996 is shown on the next page. Here is some advice on how to handle situations if this National Level Settlement is ignored, as well as how a PS Form 3996 should be filled out:

- 1. Verbally inform your manager when you believe you can't complete your assignment in 8 hours.**

Sections 131.41 and 131.42 require you to verbally inform your manager as follows:

***131.41 It is your responsibility to verbally inform management when you are of the opinion that you will be unable to case all mail distributed to the route, perform other required duties, and leave on schedule or when you will be unable to complete delivery of all mail.***

***131.42 Inform management of this well in advance of the scheduled leaving time and not later than immediately following the final receipt of mail. Management will instruct you what to do.***

United States Postal Service  
**Carrier - Auxiliary Control**

A. Delivery Unit				B. Telephone		C. Date	
D. Carrier's Name and Route No.				E. Lunch Place and Time			
F. Indicate entire or portion of the case shelves covering mail as street auxiliary assistance						G. Keys Required? Yes <input type="checkbox"/> No <input type="checkbox"/>	
1	2	3	4	5	6	H. Carfare Required? Yes <input type="checkbox"/> No <input type="checkbox"/>	
						I. Accountable Mail? Yes <input type="checkbox"/> No <input type="checkbox"/>	

J. Reason For Use of Auxiliary

K. Estimated Work		L. Management Action. Check and initial all appropriate actions.						
Hours	Minutes	Auxiliary Assistance		Hours	Minutes	Overtime	Hours	Minutes
		Approved <input type="checkbox"/>				Approved <input type="checkbox"/>		
		Disapproved <input type="checkbox"/>				Disapproved <input type="checkbox"/>		

M. Transportation (If drive-out, show parking location(s) on reverse)

Transportation Mode to and from route: Postal owned: ☐ Drive-out: ☐ Contract: ☐ Public: ☐

N. Starts Delivery at:	* Collect mail from all collection boxes on your part of the route, unless instructed otherwise.
Deliver	Collection boxes locations:
	1
	2
	3
	4
	5
	6

O. Find Relays At:

1	4
2	5
3	6

P. Assistance Completed By (Carrier Name and regular route number if assigned):

Office Time		Street Time				Total Auxiliary Time
Begin Time	Time Used	Begin Travel To	Begin Delivery	Begin Travel From	Travel To	
					Delivery	
End Time		End Travel To	End Delivery	End Travel From	Travel From	
					Total Street	



## Instructions

The regular carrier shall prepare the form as follows (except as indicated)

- A. Enter the name of the delivery unit.
- B. Enter the telephone number for the unit.
- C. Enter the date requesting assistance.
- D. Enter the name of the carrier requesting assistance or overtime and the route number.
- E. Enter the lunch place and time, if applicable.
- F. Place an "X" in space below the number indicating the case shelf containing the mail for which assistance is being requested. The bottom shelf of the letter separations is designated under 1. When assistance is required for less than a full shelf of mail, enter the portion of shelf in fractions. The portion should be identified as follows: L 1/2; R 1/4; (L) indicates "Left"; (R) Right; and (M) is for Middle of the shelf.
- G. Indicate if Keys are required for delivery of this portion of the route.
- H. Indicate if Carfare is required for delivery of this portion of the route.
- I. Indicate if there are any Accountable mail pieces for delivery of this portion of the route.
- J. Show the reason assistance is being requested. (Omit during Christmas period)
- K. The carrier must enter the estimated hours and minutes of the amount of assistance being requested.
- L. MANAGEMENT ACTION - This section is completed by the manager reviewing the form.  
The manager reviews the request and makes a determination as to the appropriate actions. The manager shall check the appropriate actions and initial each section.
- M. Show the transportation information as indicated.
- N. Indicate the delivery starting point and the blocks of each street to be delivered.
- O. List the points where relays will be found.

The form is handed to the carrier assigned to provide the assistance, who will complete the bottom time entries.

- P. This section is completed by the carrier providing the assistance and the delivery manager.  
It is broken into four sections; the replacement carriers name, office work, street work and the total workhours used.

The carrier will complete the following items:

The assisting carrier will enter their name and regular route number if applicable;  
Enter the begin and end time for any office work performed as assistance on this route;  
Enter the begin travel time to the delivery territory and the end travel time to the delivery territory on this route;  
Enter the begin delivery time to the delivery territory and the end delivery time on this route;  
Enter the begin travel time from the delivery territory and the end travel time from the delivery territory on this route, and then turn in the completed form to the delivery manager.

The Delivery Manager will complete the following item:

Office time used;  
Travel to time;  
Delivery time;  
Travel from time;  
Total street time, and  
Total auxiliary time used.

Park locations:

- |          |          |
|----------|----------|
| 1. _____ | 4. _____ |
| 2. _____ | 5. _____ |
| 3. _____ | 6. _____ |

This language requires every Letter Carrier to tell the manager when you cannot carry all the mail distributed to your case in 8 hours or within your normal schedule. Management is required to tell you what they want you to do. Follow the manager's instructions. If you still believe you will not be able to finish your route in 8 hours, proceed to step 2 and request a PS Form 3996.

## **2. Request PS Form 3996**

Section 122.33 of the M-39 Handbook requires the manager to provide you with a 3996 when you request one.

***122.33 The employee, upon request, will be provided a Form 3996, Carrier - Auxiliary Control, after the supervisor has been verbally informed as to the reason for the request. The employee shall not be denied the form and, upon request, a duplicate of the completed form will be provided the employee.***

Explain that the instruction you were given by your supervisor does not change the fact that you cannot complete your assignment in 8 hours and request a PS Form 3996.

**No matter what your manager says to you, say the words "I am requesting a 3996" and explain the reason(s) for your request.**

If you are denied the form, immediately request to see your Shop Steward. If your request to see your Shop Steward is denied, then make sure another carrier hears you say the words. Don't scream the words at the top of your lungs, just make sure someone other than you and your manager hears you.

After you have verbally informed your manager that you don't believe you can finish your route in 8 hours, made him/her aware that their instruction has not changed your belief, and have requested and been provided a 3996, proceed to section 3 for guidance on filling out a 3996.

## **3. Fill out the form completely**

Write down where and at approximately what time you plan to take your lunch. Also make sure you take your lunch when and where you said to the extent you can. This way you can avoid any misunderstandings on where you were and what you were doing later.

In the reason for the request box, you must write down why you believe you cannot complete your assignment in eight hours. If your belief is related to your mail volume or type of mail you have, you should write comments such as: full set of ADVOS, half set of marriage mail, utility bills, full set of coupons, circulars in the DPS, etc. Your reason could also be related to your street duties. Some examples could be: known road construction, weather related issues, excessive accountable mail,

etc. Comments like "heavy volume" or "route overburdened" aren't enough in this section. Often, there are other circumstances present which may add to (or be) the reason why you will need overtime or auxiliary assistance on a given day. Here are some examples: collating mail, 15 certified letters, late leaving, stand-up/safety talk(s), excessive DPS mail, excessive parcels, not feeling well, unfamiliar with route, weather (describe conditions), deviate for Express Mail, new deliveries (growth), etc. You get the idea.

Always list the circumstances that will prevent you from finishing your assignment in eight hours on PS Form 3996 as explained above.

Statements by your supervisor such as, "This is your demonstrated performance" and "You are not making standards" are not legitimate and do not change the situation you are in. Never let these comments get under your skin and stop you from requesting the assistance you need.

The computer doesn't take any of the other possible circumstances listed above into consideration. If you don't write these things down, then you leave the door open for management to try and accuse you of working "Unauthorized Overtime" and possibly issue you discipline over the issue. If you do write these things down, then you give your supervisor an opportunity to make a more informed judgment regarding your request. Any supervisor who is interested in treating you fairly will take these things into consideration prior to making decisions on how much time to approve for you. If your supervisor is not interested in treating you fairly, then you have to look at defending yourself. Recording the best information you can on your 3996 will give your Shop Steward a better chance of successfully defending you should the need arise later.

#### **4. Keep your cool**

Don't lose your cool. This whole exercise is sometimes very insulting, but you will do nothing to help yourself by getting excited or becoming angry and possibly losing your temper. If your manager denies your request for overtime or assistance, state to him/her that you will do your best. Then politely ask what they want you to do in the event that all the mail isn't delivered by the time they want you back. Typically, their answer will be something like, "I just told you what I want you to do" or "Deliver all the mail, and be back in 8 hours." Your manager has just put the ball back in your court and placed you in a situation where you can't honor his/her instructions.

#### **5. Don't argue**

There's no sense in arguing with your manager at this point. It will not help your cause to stand there and argue as your manager has already made up his/her mind. The only thing you will accomplish by arguing with your manager at this point is to become frustrated and angry. The smartest thing you can do at this point is to just say "OK, I'll do my best" and ask for a copy of your 3996. Section 122.33 of the M-39 Handbook requires managers to provide you with a copy if you request it.

***122.33 The employee, upon request, will be provided a Form 3996, Carrier - Auxiliary Control, after the supervisor has been verbally informed as to the reason for the request. The employee shall not be denied the form and, upon request, a duplicate of the completed form will be provided the employee.***

Finish your office work and go to the street. Do the best that you can. Take your breaks where you are supposed to. Take your lunch when and where you listed it on the 3996 you filled out.

## **6. Don't make any decisions**

This is the point of the confrontation where many Letter Carriers make a mistake by forgetting about how our current system works.

**Letter Carriers get paid to deliver mail.**

**Managers get paid to make decisions.**

You should do everything you can to put the ball back in the manager's court. Many times, Letter Carriers make the decision to either bring some mail back or deliver all the mail and get back late. After all, these seem to be the only options there are. The trick is to force the manager to make the choice. After all, that's their job, isn't it?

The best way to handle this situation is to call your supervisor, per local instructions. If you have no local instructions, try calling at least an hour and a half to two hours before the time you are scheduled (approved on PS Form 3996) to be back. Let him/her know where you are and how long you think it will take you to finish. Ask your supervisor whether he/she wants you to bring the mail back or finish the route. If your supervisor isn't available, ask for the Station Manager or Postmaster and talk to him/her about it. Make a note of who you talked to, what time it was, and what your instructions are. If no manager is there, leave a message with the person who answers the phone and be sure you know who you are talking to. Make sure they understand when you are scheduled to be back and how long it will take you to complete your assignment. Once again, make a note of who you talked to and what time it was. Then just keep working until someone tells you otherwise or it's time for you to go back to the office to make it back in the time that was approved on PS Form 3996 (whichever comes first).

If the line is busy or no one answers, you should keep trying to get through. If you use your cell phone, you'll have a record of your call(s). Just don't wait until it's time for you to be back to call. Also, be sure to make a note of how much time you spent calling. Try to give your supervisor/manager a reasonable amount of time to decide to send you some help or authorize you to finish your route. Follow whatever instructions your supervisor or manager gives you. Any disputes that arise from the instructions given have to wait.

If the supervisor/manager refuses to tell you what to do with the rest of the mail or you can't get through, you should return to the office in the allotted time and ask for further instructions. Follow whatever instructions your supervisor/manager gives you.

**Note:** Just don't ever return mail to the office and leave it without getting instructions on what to do with the mail from a manager! Make a note of what instructions you were given and what time it was.

If you have local Instructions like "Don't call back to the office and don't bring mail back", you should request to see your Shop Steward and ask him/her to file a grievance. The same is true when your supervisor refuses to give you instructions when you call back in the afternoon. If you want a successful grievance filed, you should write a detailed statement. This will be easy if you took notes as advised above.

## **7. Carrying loops/splits/kickoffs/relays/trips/bumps etc.**

If you're instructed to carry part of another route, whether on "projected undertime" or for overtime, a 3996 should be provided to you indicating this additional work. Make sure you fill out the bottom of PS Form 3996 showing both your travel and delivery times for whatever split/kickoff/relay/hand-off/trip/push/bump you are carrying.

If you don't believe you can complete the work in the amount of time authorized, explain to the supervisor why this is true. For example, let's say you have a light day and your supervisor tells you that you will be assigned an hour of work off your assignment to make up for your downtime. Let's also say you believe you have seven and a half hours of work on your own route after considering the time it will take to deliver your route, get back, and clean up. In this example, you believe the additional one hour of work that your supervisor wants to assign to you will cause you to be a half hour late.

Make sure to explain this clearly to the supervisor. Then let's say the supervisor agrees that maybe you have a point and assigns you a 30 minute pivot, but doesn't take into consideration the necessary travel time for the pivot or other factors. This should also be explained to the supervisor as these other factors will also cause you to be late. If you can't get your supervisor to agree with you in either case, **say the words** and handle this situation in the same manner as above.

**Note:** You should always notify management verbally and with a 3996 (if and when you are still in the office) whenever you believe additional work assigned to you because of projected downtime will cause you to work overtime.

If your supervisor asks you again to explain why you needed the time (the next day/week) you'll have your copy of the 3996 and your notes to refer to. Oftentimes, supervisors record the extra time used over what was approved in the morning as "unauthorized" overtime on Form 1017-B.

This can be true whether or not they talk to you about it. If you think this is true in your case, request to see your Shop Steward so he/she can investigate the matter and file a grievance on the improper use of the PS Form 1017-B if the extra time you worked after being instructed to finish the route is being recorded as "Unauthorized Overtime."

**Here is the short version:**

- 1. Verbally inform your manager that you can't make it in 8 hours.**
- 2. Follow your manager's instructions.**
- 3. If you still can't make it in 8 hours, request a PS Form 3996 from the supervisor and explain the reason(s) why you need one.**
- 4. Fill out the form completely and list the types of mail you have as well as any other circumstances that are present.**
- 5. Keep your cool and request a copy of your 3996.**
- 6. Don't argue with the supervisor or manager.**
- 7. Don't make decisions - that's what your supervisor/manager gets paid to do in our current system. Call back to the office for further instructions. Follow the instructions you are given.**
- 8. Handle requests for overtime or auxiliary assistance due to delivering on other routes in the same manner.**

Following these procedures makes it much easier to defend you should you be disciplined! You also make it possible for the Union to pursue forcing management to stop recording this time as "unauthorized" in the first place thereby avoiding a discipline situation altogether.

If M-01664 is continually violated, see your Shop Steward so he/she can investigate.

## **PS Form 1571 (Undelivered Mail Report)**

PS Form 1571 is the form that Letter Carriers use to record undelivered/curtailed mail. An example of a PS Form 1571 is shown on the next page. This form is used anytime all mail distributed to your case for the day is not taken out/delivered. Sections 131.44, 131.45, and 131.46 of the M-41 Handbook describe what we are supposed to do as follows:

***131.44 Report on Form 1571 all mail undelivered — including all mail distributed to the route but not cased and taken out for delivery. Estimate the number of pieces of mail.***

***131.45 Do not curtail or eliminate any scheduled delivery or collection trip unless authorized by a manager, in which case you must record all facts on Form 1571.***

***131.46 Before you leave the office, enter on Form 1571 the mail curtailed; when you return, add any mail which was not delivered and which was returned to the office. Follow any special local procedures set up to identify errors and corrective actions for mail returned because it was out of sequence.***

Chapter 4 (Office Time – Return) of the M-41 Handbook, Section 442 (Completing Form 1571) states the following:

***442.1 After return from trip, obtain Form 1571, Undelivered Mail Report, (see exhibit 442.1) from unit manager.***

***442.2 Add any mail which was not delivered but was returned to the office.***

***442.3 Sign the form and give it to a unit manager.***

**Never curtail mail unless instructed to do so by a manager!**

Section 111.2(j) of the M-39 Handbook describes what the supervisor is supposed to do as follows:

***“Issue Form 1571 when the carrier is instructed to curtail mail, indicating action thereon. Upon request a duplicate of the completed form will be provided the carrier.”***

Article 41, section 3.G of the National Agreement also requires managers to provide you with copies of both the 3996 and 1571:

***41.3.G. “The Employer will advise a carrier who has properly submitted a Carrier Auxiliary Control Form 3996 of the disposition of the request promptly after review of the circumstances at the time. Upon request, a duplicate copy of the completed Form 3996 and Form 1571, Report of Undelivered Mail, etc., will be provided the carrier.”***

You should always request a copy of the completed form 3996 and 1571 and keep these copies for your records. If management refuses to provide you with copies of these requested forms, then ask to see your Shop Steward.

U.S. Postal Service <b>UNDELIVERED MAIL REPORT</b>		
Delivery Unit	Route No.	Date

<b>TO: Delivery and Collection Superintendent</b>
<b>The Following Mail Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.</b>
<i>NOTE: If mail left undelivered by carrier is later delivered on the same day, the manager should explain the action taken.</i>

	Preferential	Other
Letters		
Newspapers		
Magazines		
Flats		
Samples		
Other Pieces		

<b>For Use By Parcel Post Carrier Only</b>	
<b>Parcel Post Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.</b>	
Sacks	Outside Pieces

<i>Remarks: (Reasons for nondelivery. Report of trips omitted or curtailed. Note any other matter of which record should be made.)</i>			
Reg.	Tech or Util.	Part Time	Signature
Action Taken (Manager)			
Manager's Signature			Date

PS Form 1571, June 1988

(July 1977 edition usable)



Mr. William H. Young  
President  
National Association of Letter  
Carriers, AFL-CIO  
100 Indiana Avenue, N.W.  
Washington, DC 20001-2144

NALC# 8266  
Re: Q01N-4Q-C 05022610  
Class Action  
Washington DC 20260-4100

Dear Mr. Young:

Recently, our representatives met at the Interpretive Step to discuss the above-referenced grievance.

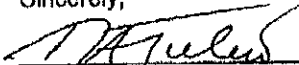
After reviewing this matter, the parties agree to resolve this dispute based on the following:

The Delivery Operations Information System (DOIS) is a management tool for estimating a carrier's daily workload. The use of DOIS does not change the letter carrier's reporting requirements outlined in section 131.4 of Handbook M-41, the supervisor's scheduling responsibilities outlined in section 122 of Handbook M-39, or the letter carrier's and supervisor's responsibilities contained in Section 28 of Handbook M-41. DOIS projections are not the sole determinant of a carrier's leaving or return time, or daily workload. As such, the projections cannot be used as the sole basis for corrective action. A five minute time credit for lines 8-13 will be added or when route inspection data is available for lines 8-13 the actual average information will be used for daily workload projections.

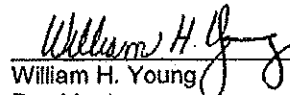
Management is responsible for accurately recording volume and other data in DOIS. Other than obvious data entry errors, route based information may only be changed through a full-count and inspection or minor route adjustment. Additionally, the parties have previously agreed that functions in DOIS which relate to the route inspection and adjustment process must be in compliance with the city letter carrier route adjustment process in Subchapter 141 and Chapter 2 of the M-39 Handbook. Exceptions are offices that have jointly established an alternate route adjustment method. DOIS base information in such offices shall, as appropriate, comply with the alternate route adjustment method.

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

Sincerely,



Doug Tulino  
Vice-President  
Labor Relations  
U.S. Postal Service



William H. Young  
President  
National Association of  
Letter Carriers, AFL-CIO

Date: 7-30-07

**The terms of this settlement became effective September 11, 2007 with ratification of the 2006-2011 National Agreement.**

## SECTION 2

# LETTER CARRIER WORK METHODS

This section deals with the approved methods for delivering mail. We will first look at work methods on park and loop or foot routes. Next, we will talk about working mail on curblane/mounted/riding routes. If your office is now receiving and delivering Flat Sequencing System (FSS) flats, read the end of this chapter for some guidance on handling this type of mail.

### Park and Loop or Foot Deliveries

National Level Settlement M-01663 states in relevant part:

***“The parties agree that under no circumstances will city letter carriers on park and loop or foot deliveries be required to carry more than three bundles.”***

The first two bundles will normally be DPS and cased mail. The third bundle can be either Walk Sequence Saturation (WSS) or unaddressed mailings.

WSS mail is prepared in the order of delivery by the mailer. If you look above and to the right of the address, you should see the letters “WSS”. M-01663 sets standards that WSS mail must meet in order to be carried as a third bundle. M-01663 states in relevant part:

***“...city letter carriers on park and loop or foot deliveries who currently carry three bundles will continue to carry as a third bundle, within weight restrictions, Enhanced Carrier Route (ECR) and Periodicals walk sequenced letter or flat mailings (WSS) that have either 90% or more coverage of the total active residential addresses, or 75% or more of coverage of the total number of the active deliveries on a route.”***

M-01663 appears in its entirety on the next two pages.

In order to be carried as a third bundle, WSS mail must meet one of the standards by covering either:

1. 90% of all active residential deliveries on the route
2. 75% of the total active deliveries on the route

What about unaddressed mailings? They count as one of the three bundles you can be required to carry. Don't let anyone try to tell you any different! Management can instruct you to put enough unaddressed mail pieces for the relay behind another bundle of mail. However, just remember that one bundle of mail + one bundle of unaddressed mail always = two bundles of mail. This is true no matter how you organize your bundles. When you add DPS, that makes three bundles. Any additional WSS bundles exceeding the three bundle limit, that management instructs you to deliver, have to be merged by collating or casing the additional set(s) of mail into three bundles (no exceptions).

The third bundle may be carried either in your satchel or on your arm, at your option. The second paragraph in M-01663 quoted above states in relevant part:

***“...the individual city carrier will determine whether he/she carries the third bundle on the arm or in the satchel”***

**M-01663**

Mr. William H. Young  
President  
National Association of Letter  
Carriers, AFL-CIO  
100 Indiana Avenue, NW  
Washington, DC 20001-2144

**NALC# 7877 & 7787**

RE: Q98N-4Q-C 01045570  
Class Action  
Washington, DC 20260-4100

Q98N-4Q-C 00189552  
Class Action  
Washington DC 20260-4100

Dear Mr. Young:

This is in response to ongoing discussions on the above-cited cases which are currently pending national-level arbitration.

Case Q98N-4Q-C 01045570 arose as a result of the application of the March 21, 2000, Memorandum of Understanding (MOU) *Re: City Letter Carrier DPS Work Methods*. The issue in this grievance is whether city letter carriers in a DPS environment using the vertical flat case (VFC) work method on park and loop or foot deliveries may be required to carry pre-sequenced addressed mail as a third bundle, when DPS letters and cased mail (flats and non-DPS letters) constitute the first and second bundles.

The parties agree that:

1. The March 21, 2000 MOU did not provide the Postal Service with the right to require letter carriers on park and loop or foot deliveries to carry pre-sequenced addressed mail as a third bundle.
2. The parties' prior agreements for carrying third bundles were not modified in any way by the March 21, 2000 MOU. These prior agreements include the following two circumstances:
  - a. pursuant to the 1980 'simplified address mail' agreement, which allows the placement of such unaddressed mail on the bottom of the appropriate mail bundle; and
  - b. in accordance with the 1992 memorandum providing for the DPS composite work method, which includes residual letters, DPS letters, and flats.

Case #Q98N-4Q-C 00189552 arose as a result of handbook modifications indicating that city letter carriers on park and loop or foot deliveries may be required to carry up to three bundles of mail.

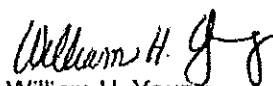
Notwithstanding the above agreement, the parties recognize that the Postal Service and its employees have an obligation to the American public to provide cost effective quality mail service. We also recognize that the changing nature of the mail (e.g., decreasing First-Class Mail volume, increasing parcels and increasing automation) necessitate changes in our work methods. Therefore, the parties further agree that:

1. In accordance with the recognitions cited in the above paragraph, effective with the signing of this agreement the parties agree that city letter carriers on park and loop or foot deliveries who currently carry three bundles will continue to carry as a third bundle, within weight restrictions, Enhanced Carrier Route (ECR) and Periodicals walk sequenced letter or flat mailings (WSS) that have either 90% or more coverage of the total active residential addresses, or 75% or more coverage of the total number of active deliveries on a route.
2. The parties will establish a joint work group to examine the various methods of mail delivery on park and loop and foot deliveries. The objective of the work group will be to develop safe and efficient delivery methods for handling three bundles of addressed and/or unaddressed mail on routes with these types of deliveries. The work group will develop appropriate methods in the current DPS letter environment and it will complete its mission within sixty days of this agreement. After that sixty day period all city carriers on park and loop and walking deliveries will be required to carry three bundles using methods from the work group, unless management determines that fewer than three bundles will be used. If the work group does not reach agreement within sixty days, all city carriers on park and loop and walking deliveries will, unless otherwise determined by management, be required to carry three bundles, but the individual city carrier will determine whether he/she carries the third bundle on the arm or in the satchel. Regardless of the work method, the third bundle must meet the requirements of paragraph 1, above.
- 3: The parties agree that under no circumstances will city letter carriers on park and loop or foot deliveries be required to carry more than three bundles.

This agreement resolves and closes all outstanding disputes at all levels of the grievance-arbitration procedure concerning city carriers on park and loop or foot routes being required to carry three bundles. The parties will meet at the appropriate level on all held cases to determine if they involve other issues. If a grievance contains issues other than third bundle, those issues will be addressed pursuant to Article 15 of the National Agreement. Please sign below to agree to resolve these disputes and remove these cases from the national arbitration docket.



Doug Tulino  
Vice-President  
Labor Relations  
U.S. Postal Service



William H. Young  
President  
National Association of  
Letter Carriers, AFL-CIO

Date: 7/30/07

**The terms of this settlement became effective September 11, 2007 with ratification of the 2006-2011 National Agreement.**

## **Curbline/Mounted/Riding Deliveries**

Section 322.12 of the M-41 Handbook (*City Delivery Carriers Duties and Responsibilities*) states the following:

**322.12** *Any sequenced mailing received by a motorized curb delivery route shall be handled as separate bundles, unless the Delivery unit manager authorizes the casing and/or collating of the mailings.*

This language gives management the right to instruct us to deliver more than three bundles of mail on a mounted/curbline/riding route. This same language also gives management the right to instruct us to case or collate this mail. When it comes to curbline/mounted/riding routes, the choice is management's to make. The unfortunate side is that it often takes more time to follow the instructions given than if you were allowed to handle the mail in another way.

When you are instructed to carry more than three bundles on a curbline/mounted/riding route, there are several references in the Letter Carrier Handbook (M-41), one in the Supervisor Handbook (M-39) and one in the jointly developed Standard Training Program for City Letter Carriers Participant Guide about where to place all bundles of mail in the vehicle.

The following guidance is from the M-41 (Letter Carrier Handbook):

**322.11** *Letter size mail for the entire route may be placed in suitable trays or boxes... Place the container of mail in the vehicle's tray so the letter mail faces the driver...*

**322.22** *Flats may be worked from a loosened strap placed to the right of the letter tray or box.*

**812.5** *Arrange letter mail, flat mail, and small parcels in the work tray provided on the ledge behind the windshield so as not to obstruct vision or use of the vehicle controls. Trays must not be piled on top of other trays on the ledge behind the windshield.*

The following guidance is from the M-39 (Supervisor Handbook):

**125.1** *...On curbline routes, the working trays of letter and flat mail should be placed on the vehicle's working shelf with the addresses faced so the carrier can easily read them. Flat mail is placed to the right of the letter mail.*

The parties at the national level jointly created the Standard Training Program for City Letter Carriers. As part of that training, each new Letter Carrier receives a jointly developed participant guide. On page 16.2.1 of the participant guide, it says:

***"For delivery on motorized routes, mail is placed on the vehicle tray facing the driver."***

Every one of the references above says that Letter Carriers should work all bundles of mail from the working tray in the vehicle with the addresses facing him/her.

The next question is "How do you do that?" The best answer at this point is to carry more than one bundle in the working tray(s) as needed. The NALC has, and will continue to try to convince the Postal Service to work with us to find more efficient ways to handle multiple bundles of mail on a curblineline/mounted/riding route without compromising safety. If anyone has any ideas, please send them to the Director of City Delivery at NALC Headquarters.

## **Flat Sequencing System (FSS) Work Methods**

The work methods in FSS sites are no different from the ones explained above. The only difference is that FSS sites have three bundles every day. National Level Settlement M-01697 is the authority on FSS work methods. A copy of M-01697 appears in its entirety at the end of this section.

This agreement begins by making it clear that Letter Carriers on park and loop or foot routes will not be required to carry more than three bundles (including when unaddressed mail is involved). It also provides that any collating work has to be done in the office when more than three bundles are present. There are two options for collating mail in the office. M-01697 states in relevant part:

***"In order to maintain three bundles on pre-sequenced mail days, letter carriers serving park and loop or foot deliveries may only be assigned to either:***

- case residual mail, then collate with FSS mail while in the office (the pre-sequenced bundle must meet the definition of a third bundle under the Interpretive Step agreement for case Q98N-4Q-C 00189552) or,***
- case residual mail, then collate with the pre-sequenced addressed mail during pull down while in the office." [emphasis added]***

What if you are instructed to carry a set of addressed circulars (pre-sequenced mail) and a set of unaddressed circulars on the same day? In this situation, you would have to collate both your residual mail and the set of addressed circulars with your FSS mail while in the office, and carry the unaddressed set of circulars as your third bundle.

M-01697 goes on to say:

***"There is no change to current work methods for other types of deliveries."***

This means that multiple bundles on curblineline/mounted/riding routes in FSS sites should be handled in the same manner as described above.

What about case configurations?

National Level Settlement M-01697 also states in relevant part:

***"City carrier case configuration will be consistent with requirements in Methods Handbooks M-39 and M-41. City carriers working in an FSS environment will be consulted before case configuration changes are implemented."***

If you receive different instructions than you read anywhere in this section, you should first follow the instructions and when you get done, promptly request to see your Shop Steward and ask him/her to investigate the matter.

**MEMORANDUM OF UNDERSTANDING  
BETWEEN THE UNITED STATES POSTAL SERVICE  
AND THE  
NATIONAL ASSOCIATION OF LETTER CARRIERS, AFL-CIO**

**Re. Approved FSS Work Methods**

Pursuant to the September 11, 2007 Memorandum of Understanding, Re: *FSS Work Methods*, the parties established a joint task force for the purpose of exploring alternative work methods necessary for handling mail in an FSS environment. After reviewing the task force final report, the parties agree to the following methods for handling mail in an FSS environment:

- City letter carriers serving park and loop or foot deliveries will not be required to carry more than three bundles.
- In order to maintain three bundles on pre-sequenced mail days, letter carriers serving park and loop or foot deliveries may only be assigned to either:
  - case residual mail, then collate with FSS mail while in the office (the pre-sequenced bundle must meet the definition of a third bundle under the Interpretive Step agreement for case Q98N-4Q-C 00189552) or,
  - case residual mail, then collate with the pre-sequenced addressed mail during pull down while in the office
- There is no change to current work methods for other types of deliveries.
- When a simplified mailing is carried as a third bundle by city letter carriers serving park and loop or foot deliveries, the simplified mailing will be placed on the bottom of the appropriate bundle. In order to maintain three bundles in this circumstance, residual mail and any pre-sequenced mail delivered that day will be collated with the FSS mail.
- City carrier case configurations will be consistent with requirements in Methods Handbooks M-39 and M-41. City carriers working in an FSS environment will be consulted before case configuration changes are implemented.

The national parties contemplate that the local parties may jointly formulate a new work method and conduct a limited test of the method on one or a few routes. If the test is successful, the local parties may apply to the national joint body for approval of the method.

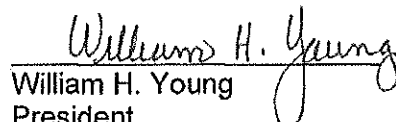
The parties further agree that the task force will continue to function for the sole purpose of reporting on satchel testing at the Fairfax, Virginia Main Post Office.

The task force will submit a supplemental report after evaluating results of the satchel test.

The parties understand that there may be a need to modify or change work methods as we become more proficient at operations in an FSS environment. The parties recognize and acknowledge that any change to work methods for handling mail in an FSS environment that is not expressly adopted through this report must be consistent with the terms of the National Agreement, including, if appropriate, any notice and/or procedural requirements.



Doug A. Tulino  
Vice President  
Labor Relations  
U.S. Postal Service



William H. Young  
President  
National Association of Letter  
Carriers, AFL-CIO

Date: 11/24/08



## SECTION 3

# READING THE WORKHOUR WORKLOAD REPORT (ALL ROUTES)

The Joint Alternate Route Adjustment Process – 2011 agreement includes a new provision that gives Letter Carriers an opportunity to verify the times and volumes being recorded on a daily basis. NALC negotiated this new procedure to help identify problems with the data and get them corrected quickly, rather than months down the road.

The reason why this is so important is that our recent Joint Route Adjustment Processes are focused on actual office and street time, a standard office time calculated from your mail volume, and input from the carrier's initial consultation.

Management is required to post the previous day's Workhour Workload Report (All Routes) in a convenient location in every office in the country. This includes offices that were not selected for evaluation/adjustment under JARAP - 2011. This also includes offices that have or will have Flat Sequencing System (FSS) mail. This is what the report looks like:

RESTRICTED INFORMATION

### Workhour Workload Report (All Routes)

Delivery Unit: SOUTH PARK - 555555  
Date Range: 05/05/2011 - 05/05/2011

Route	Office Time									Street Time					Total Time				Volumes						
	Act AM	AM Asst	Proj AM	AM Var	Act PM	PM Asst	Proj PM	PM Var	OEI	Act Str	Str Asst	Proj Str	Str Var	SEI	Act Total	Proj Total	Total Var	TEI	Total Cased Ltr	Total Cased Fil	DPS	FSS	Seq	PP	Total Divd Pcs
01025	1:17	0:00	1:16	0:01	0:10	0:00	0:05	0:05	1253.10	7:07	0:00	6:50	0:17	66.24	8:34	8:21	0:13	65.12	62	527	1461	0	0	7	2050
01026	1:21	0:00	1:15	0:06	0:08	0:00	0:05	0:03	731.30	6:59	0:00	6:57	0:02	122.77	8:28	8:17	0:11	105.13	65	289	990	0	0	14	1344
01027	1:22	0:00	1:18	0:04	0:14	0:00	0:05	0:09	763.16	6:50	0:00	6:42	0:08	135.09	8:26	8:05	0:21	114.78	55	301	1419	0	0	13	1775
01028	0:30	0:42	1:08	0:04	0:08	0:29	0:05	0:32	238.27	6:31	0:36	6:52	0:15	163.56	8:56	8:05	0:51	98.98	23	204	302	0	0	1	529
01029	1:49	0:00	1:47	0:02	0:05	0:00	0:05	0:00	957.64	6:51	0:00	6:47	0:04	210.21	8:45	8:39	0:06	172.38	52	516	2415	0	0	11	2983
01030	1:26	0:00	1:19	0:07	0:06	0:00	0:05	0:01	657.79	7:01	0:00	6:40	0:21	144.51	8:33	8:04	0:29	118.48	35	292	1512	0	0	8	1839
01031	1:59	0:00	1:25	0:34	0:10	0:00	0:05	0:05	789.22	6:28	0:23	6:45	0:06	115.16	9:00	8:15	0:45	100.50	62	305	1111	0	0	11	1478
01032	1:01	0:30	1:13	0:18	0:10	0:00	0:05	0:05	508.47	6:49	0:00	6:44	0:05	87.98	8:30	8:02	0:28	75.00	16	266	873	0	0	9	1155
01033	1:41	0:00	1:24	0:17	0:07	0:00	0:05	0:02	352.82	7:07	0:00	6:51	0:16	70.46	8:55	8:20	0:35	58.73	35	313	1001	0	0	16	1349
01034	1:22	0:00	1:21	0:01	0:10	0:00	0:05	0:05	709.09	6:41	0:00	6:35	0:06	171.16	8:13	8:01	0:12	137.88	55	279	1227	0	0	10	1561

Aves and Totls	Office Time									Street Time					Total Time				Volumes						
	Act AM	AM Asst	Proj AM	AM Var	Act PM	PM Asst	Proj PM	PM Var	OEI	Act Str	Str Asst	Proj Str	Str Var	SEI	Act Total	Proj Total	Total Var	TEI	Total Cased Ltr	Total Cased Fil	DPS	FSS	Seq	PP	Total Divd Pcs
Totls	13:48	1:12	13:26	1:34	1:28	0:29	0:45	1:07		68:24	0:59	67:43	1:40		88:20	82:09	4:11		460	3292	12311	0	0	100	16063
Aves	1:22	0:07	1:20	0:09	0:06	0:02	0:04	0:06	740.03	6:50	0:05	6:46	0:10	149.78	8:38	8:12	0:25	124.57	46	329.2	1231.1	0	0	10	1606.3

Base Information													Lines 8-13	Lines 14-21	Total FOT
Office	12:17	% to Std *	99	DPS % *	93	Parcels	82	Dly Begin *	7:45	Dly Return *	16:10	Sat Begin *	7:45	Sat Return *	16:10
Street	07:43			FSS % *	0	Rtr Hours	0:00	Dly Leave *	8:54	Dly End *	16:15	Sat Leave *	8:54	Sat End *	16:15

\* Denotes an average

5/6/2011 6:48

Page 1 of 1

Generated By: CARTMAN, ERIC  
SOUTH PARK - 555555

Enough time has passed since the signing of our agreements for management to get the word out regarding their obligation to post the Workhour Workload Report (All Routes) for your office in a convenient location on a daily basis. If this isn't happening, the wrong report is being posted, or it isn't being posted on a daily basis, ask your Shop Steward to get the matter corrected.

Ok, now let's say we have the correct report being posted in your office. Why should you bother to look at it? The answer is simple. We all have an interest in monitoring the data recorded for our routes and nobody knows better about what happens every day on your route than you do.

The Workhour Workload Report (All Routes) reflects what was recorded for the actual time used to case and carry your route each day. The recorded volume determines standard office time. If your volume is recorded lower than it should have been you could lose office time.

**Note: Page 9 of M-01747 Joint Alternate Route Adjustment Process 2011 reads:**

**"The District Evaluation and Adjustment Team will consider feedback from the carrier's initial consultation regarding the routes office time, and regarding the above components used for the data analysis review period to insure that the office time selected is representative of the route."**

Oftentimes, the actual time figures recorded in the system have errors. Sometimes, it's as simple as receiving auxiliary assistance that isn't entered into the system. There are also many time codes that can be used that don't count as time spent working on your route. Therefore, time recorded under these time code numbers will not appear on the Workhour Workload Report (All Routes) as time worked on your route. For more information on these time codes, see the [Clock Ring Codes That Take Time from Your Route](#) section of this book.

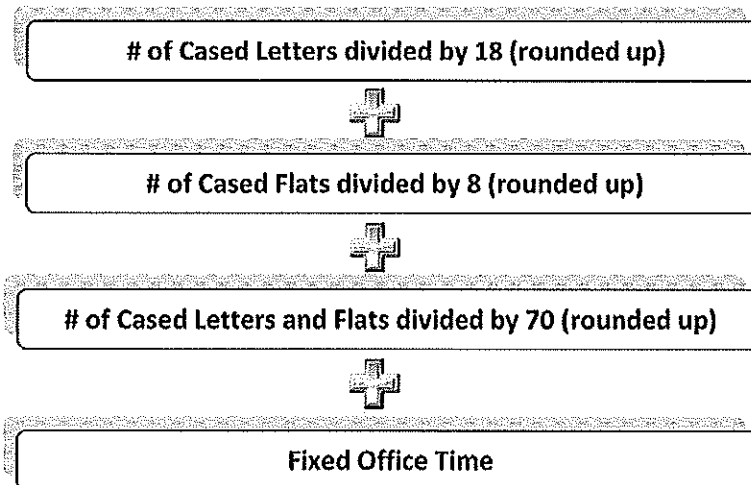
The Workhour Workload Report (All Routes) also reflects what was recorded for the number of pieces of mail cased and delivered on your route each day.

## ESTIMATED STANDARD OFFICE TIME CALCULATION

Figuring out the estimated standard office time for the route is really pretty simple. For example, if you have 180 letters to case you divide that by 18 equaling 10 minutes. Next, if you have 360 flats to case you divide that by 8 equaling 45 minutes. Then you add all your cased mail together (180 letters + 360 flats = 540 total pieces of cased volume). Now you divide 540 by 70 equaling 8 minutes for pull down time. Always round each number up to the next minute before adding them together. The next step is to total all the minutes,  $10 + 45 + 8 = 63$  minutes. Finally, add in the fixed office time for the route. If the route has 51 minutes of fixed office time, your total standard office time would be  $63 \text{ minutes} + 51 \text{ minutes} = 114 \text{ minutes}$ . This formula is shown in the chart below.

**Note:** See the initial consultation section of this book for a complete explanation of fixed office time.

The Estimated Standard Time is calculated by adding the following 4 items;



**Note:** Failure to record all of the cased volume will result in a lower Estimated Standard Time. Check the Workhour Workload Report (All Routes) to see if your route is credited for the right amount of cased letters and flats.

Some of these time recording and volume entry errors can be caught if you just look at the actual time and volume recorded for your route and compare what you see to what you remember about yesterday. Once you know how to read this report, it will only take a minute of your time to look at it each day.

Keep reading and we'll show you the correct form and explain in detail how to read it.

Here's what the top of the Workhour Workload Report (All Routes) looks like:

**Workhour Workload Report (All Routes)** ← 1.  
**Delivery Unit: SOUTHPARK – 55555**  
**Date Range: 05/05/2011 – 05/05/2011** ← 2.

Route	Office Time									Street Time					Total Time				Volumes						
	Act AM	AM Asst	Proj AM	AM Var	Act PM	PM Asst	Proj PM	PM Var	OEI	Act Str	Str Asst	Proj Str	Str Var	SEI	Act Total	Proj Total	Total Var	TEI	Total Cased Ltr	Total Cased Flt	DPS	FSS	Seq	PP	Total Divd Pcs

1. The correct report will be titled "**Workhour Workload Report (All Routes)**". Below the title is the delivery unit and ZIP code.
2. The report posted should be for a single day. Therefore, the 2 dates next to "**Date Range:**" should be identical as shown above.

	3.	4.			5.	6.			
	↓	↓			↓	↓			
Route	Act AM	AM Asst	Proj AM	AM Var	Act PM	PM Asst	Proj PM	PM Var	OEI
01025	1:17	0:00	1:16	0:01	0:10	0:00	0:05	0:05	1253.10

## OFFICE TIME

Begin by looking in the far left-hand column and finding your route number. Reading from left to right, the report displays the following information that you should check each day to monitor the time and volume data recorded for your route.

3. **Act AM** (Actual Office Time used in the morning by the Letter Carrier assigned to the route for the date indicated on the report)
4. **AM Asst** (Actual Office Assistance Time recorded for any auxiliary assistance provided in the office in the morning to the route for the date indicated on the report)
5. **Act PM** (Actual Office Time used in the afternoon/evening by the Letter Carrier assigned to the route for the date indicated on the report. This time begins when a Letter Carrier makes his/her clock ring to come back in from the street and continues until he/she clocks out to end tour and go home)
6. **PM Asst** (Actual Office Assistance Time recorded for any auxiliary assistance provided in the office in the afternoon/evening to the route for the date indicated on the report)

## STREET TIME AND TOTAL TIME

Street Time					Total Time			
Act Str	Str Asst	Proj Str	Str Var	SEI	Act Total	Proj Total	Total Var	TEI
7:07	0:00	6:50	0:17	66.24	8:24	8:21	0:03	65.12

7.      8.

9.

7. **Act Str** (Actual Street Time recorded for the Letter Carrier assigned to the route for the date indicated on the report)
8. **Str Asst** (Actual Street Time recorded for any auxiliary street assistance provided to the route for the date indicated on the report)
9. **Act Total** (Actual AM Office Time + AM Office Assistance + Actual PM Office Time + PM Office Assistance + Actual Street Time + Auxiliary Street Assistance = Actual Total Time recorded for the route)

## VOLUMES

10.

Volumes						
Total Cased Ltr	Total Cased Flt	DPS	FSS	Seq	PP	Total Dlv'd Pcs
62	527	1461	0	0	7	2050

10. **Volumes** - Total Cased Letters, Total Cased Flats, Total DPS Volume, Total FSS Volume, (Seq) Total Sequenced Pieces, (PP) Number of Parcels, and Total Delivered Pieces recorded for the date indicated on the report.

Check your Actual AM Office Time, Office Assistance, Actual PM Office and PM Assistance time to see if it resembles what really occurred on the route for the previous day. If you clocked on at 7:30, left for the street at 9:30, worked on your route the whole time, and didn't run out of work, then the report should say 2:00 (two hours) for Actual AM Office Time.

Check your Actual Street Time and Street Assistance to see if it resembles what really occurred on the route for the previous day. If you remember leaving the office at 9:00 and punching back in at 4:00, then the report should say 6:30 (6 hours and 30 minutes) for Actual Street Time (that is 7 hours minus a 30 minute lunch equals 6 hours and 30 minutes).

Check your Total Volumes in each column to see if it is in line with what you remember about the volume you handled on the previous day. For example, if you delivered a full set of sequenced mail, you should be able to look at the report and see that the sequenced volume for your route was recorded that way.

What do you do if you see something recorded that is different than what you believe should have been recorded for your route on a given day?

**Notify your Supervisor of any errors you notice and make a note of what the error(s) was/were. If your Supervisor isn't willing to correct the error(s), ask to see your Shop Steward and report the matter to him/her.**

## **PROJECTED TIMES**

There are also projected office and street times for each route on this report. Please be advised that as far as the NALC is concerned, these figures are meaningless. Management's projections have no effect on a route's evaluation or adjustment in a joint or traditional route adjustment process.

The intent of the parties at the national level in making an agreement to post the Workhour Workload Report (All Routes) is to attempt to ensure that volumes and actual office and street times that are entered aren't fictional. Time will tell about how effective this effort will be.

The reason we don't agree with projected times is that they are totally bogus. If you want to see for yourself, just look at the projected times for your route on the Workhour Workload Report (All Routes) that is being posted in your office each day. You'll see that the projected street time credit for your route doesn't change regardless of real life factors such as extra DPS (and now FSS in some places), weather, percentage of coverage, number of parcels and/or accountables, etc.

If you look at your PM office time projection each day, you'll notice that it never changes either. Management projects that every route in the country will have the same amount of PM office time every day.

If you look at your AM office time projection, you will often see that there is not enough time projected for you to do your job. This is true because this projection is based on a flawed formula using an estimated piece count of mail. This estimated piece count is given a projected time credit by using the 18 letters and 8 flats cased per minute standard, the 70 pieces per minute pull-down standard, plus the fixed office time for the route (for a detailed explanation of fixed office time, see the section on Initial Consultations). This amount of time credit is then reduced by different

amounts of time using something called percent to standard. The end result is usually that they want you out sooner than your workload dictates.

These are just some of the reasons the NALC will never buy into, accept, or agree to projected times. Another reason is the fact that this matter has been previously settled. The parties at the national level have previously agreed to a national level settlement (M-01664) on this very issue that states in relevant part, "DOIS projections are not the sole determinant of a carrier's leaving or return time, or daily workload."

## **SECTION 4**

### **CLOCK RING CODES THAT TAKE TIME FROM YOUR ROUTE**

It is very important to be sure you are on the proper operation code when you use the time clock. Your time records are used to store data that is later used as part of the basis for evaluating and adjusting your route.

If you are on the wrong operation code on the time clock while you're doing normal Letter Carrier duties, you still get paid for the time so you may believe this is harmless.

The trouble with this kind of thinking is the time spent performing normal Letter Carrier duties while on certain operation codes disappears in the system and are not credited as time worked on your route. This makes it more difficult to evaluate and adjust your route properly.

This situation is true for all Letter Carriers regardless of whether or not you're in a joint route adjustment process. This section is dedicated to giving you a better understanding of how the Postal Service's clocking system works and which operation codes cause time to be taken from your route.

The first thing you need to remember is that from the moment you clock in at the beginning of your tour until you clock out to go home, all your time is recorded on operation codes. When you perform normal Letter Carrier duties, most swipes with your time card record these operation codes automatically. Where you have to be careful is when you are instructed to swipe to a different operation code.

Let's start with talking about the most common operation codes that make legitimate route time disappear in the system. Letter Carriers working on operation codes **743 (Carrier Customer Support Activities)**, **354 (Standby-Delivery Service)**, **782 (Training-Delivery Service)**, and **632 (Meeting Time – Delivery Services)** will not receive time credit for their route in the system while clocked on to these operation codes.

**Note:** If you are doing work that is part of your normal duties over the course of a week, you should not be on one of these operation codes. You should be on normal office or street time. A list of operation codes that Letter Carriers may be instructed to use is located at the end of this section.

So what are normal office duties? Basic office tasks include such activities as casing and pulling down mail, collating mail, going through mail brought back from the street, change of address work, etc. Other office tasks such as doing edit book work, attending safety/service talks, customer connect stand-up talks, etc. don't normally occur on a daily basis, but are considered normal office duties nonetheless.



Here are some tasks you might perform where using these operation codes may be appropriate:

- **354 (Standby – Delivery Service)** you should only be on this operation code when you have absolutely no office or street work to do. For example, you should never run out of mail to case and swipe over to this function, then return to your case and work on your COAs. Working on COAs is a recurring office function that should be recorded as normal office time.
- **632 (Meeting Time – Delivery Services)** this operation code should only be used for time spent in meetings that don't occur on a normal basis such as an adjustment consultation.
- **743 (Carrier Customer Support Activities)** this operation code should be reserved for AMS and other customer support activities that are out of the ordinary – such as reviewing lines of travel after a route adjustment, putting in new case labels, or going out to the street with an AMS Tech for an audit.
- **782 (Training – Delivery Service)** this operation code should only be used when you are actively engaged in training activities such getting training on new equipment, participating in the dry run for a route inspection, etc.

## **Router Time**

Router time is recorded on operation codes 709, 710, and 711. These codes can affect your office time. If you are told by your supervisor to move to one of these three operation codes, the time you spend casing on these operation codes is not credited to your route. For example if you spend a total of two hours in the office casing mail on your route and 30 minutes of this two hours was recorded on operation code 709, 710, or 711, only an hour and a half of office time will be credited to the route.

The following are most of the operation codes (MODS codes) that a Letter Carrier may be instructed to use when recording your time on the clock while working:

<b>354 STANDBY – DELIVERY SERVICE*</b>	<b>726 2-TRIP MIXED MOTOR – OFFICE</b>
<b>613 STEWARDS – CARRIERS*</b>	<b>727 1-TRIP MIXED FOOT – STREET</b>
<b>622 TRAVEL – DELIVERY SERVICES*</b>	<b>728 1-TRIP MIXED FOOT – OFFICE</b>
<b>632 MEETING TIME – DELIVERY SERVICES*</b>	<b>729 1-TRIP MIXED MOTOR – STREET</b>
709 ROUTERS	<b>730 1-TRIP MIXED MOTOR – OFFICE</b>
710 ROUTERS	<b>731 COLLECTIONS – STREET</b>
711 ROUTERS	<b>732 COLLECTIONS – OFFICE</b>
713 VIM ROUTE – STREET	<b>733 PARCEL POST – STREET</b>
714 VIM ROUTE – OFFICE	<b>734 PARCEL POST – OFFICE</b>
715 2-TRIP BUSINESS – STREET	<b>735 RELAY – STREET</b>
716 2-TRIP BUSINESS – OFFICE	<b>736 RELAY – OFFICE</b>
717 1-TRIP BUSINESS – STREET	<b>737 COMBINATION – STREET</b>
718 1-TRIP BUSINESS – OFFICE	<b>738 COMBINATION – OFFICE</b>
719 RESIDENTIAL FOOT – STREET	<b>739 CARRIER DRIVERS – STREET</b>
720 RESIDENTIAL FOOT – OFFICE	<b>740 CARRIER DRIVERS – OFFICE</b>
721 RESIDENTIAL MOTOR – STREET	<b>743 CARRIER CUSTOMER SUPPORT ACTIVITIES*</b>
722 RESIDENTIAL MOTOR – OFFICE	<b>744 PM – CARRIER OFFICE TIME</b>
723 2-TRIP MIXED FOOT – STREET	<b>757 CITY EMPLOYEE ON RURAL ROUTES*</b>
724 2-TRIP MIXED FOOT – OFFICE	<b>768 CITY CARRIER – TERTIARY DISTRIBUTION</b>
725 2-TRIP MIXED MOTOR – STREET	<b>782 TRAINING – DELIVERY SERVICES*</b>

\* Indicates the time a Letter Carrier spends on these operation codes will not be credited to the route.


## SECTION 5

# READING THE TACS EMPLOYEE EVERYTHING REPORT

This section is dedicated to explaining how to read a Time and Attendance Collection System (TACS) "Employee Everything Report".

An example of a TACS Employee Everything Report is shown below. The Employee Everything Report should always be the clock ring report you ask to see should the need/opportunity arise. There are various other clock ring reports that look similar and show some of the same information found on the Employee Everything Report. However, no other clock ring reports tell the entire story. In other words, accept no substitutions. Just remember it this way: You want to see the Employee Everything Report because it has everything on it.

In the example below, you can see numbered arrows pointing to different sections of the report. Each section with a numbered arrow is explained next to the corresponding number in the picture.

		<b>Report:</b> TAC500R3 v2.003 <b>YrPPWk:</b> 2010-08-1 to 2010-14-2 <b>Fin. #:</b>		<b>Restricted USPS T&amp;A Information</b> <b>DOWNTOWN STA</b> <b>Employee Everything Report</b> ← 1		<b>User ID:</b> <b>Date:</b> 07/19/10 <b>Time:</b> 11:28 AM <b>Page:</b> 2	
<b>YrPPWk:</b> 2010-08-1 <b>Sub-Unit:</b> 0000		<b>Weekly</b>					
<b>Pay Loc/Fin. Unit</b> 400 / 0000 <b>Employee ID</b> <b>Employee Name</b>		<b>Variable EAS</b> N <b>Borrowed</b> N <b>Auto H/L</b> N		<b>Annual Lv Bal.</b> 148.94 <b>Sick Lv Bal.</b> 435.42 <b>LWOP Lv Bal.</b> 14.58		<b>FMLA Hrs</b> 1901.52 <b>FMLA Used</b> 00.00 <b>SLDC Used</b> 00.00	

Tuesday		3		05200: 008.94		05300: 000.94					
2	Base EBR#	BT	04/27	07.75	CST	12-3456	7200-01	001015	---	---	00.00
	99-9999	MV	04/27	07.97	CST	12-3456	7430-00	000000	---	---	00.00
	99-9999	MV	04/27	08.08	CST	12-3456	7200-01	001015	---	---	00.00
	99-9999	MV	04/27	09.19	CST	12-3456	7210-01	001015	---	---	00.00
	00-0000	OT	04/27	16.25	CST	12-3456	7200-01	000000	01.00	99999999 04/27	07.32
	00-0000	MV	04/27	16.98	CST	12-3456	7200-01	001015	---	99999999 04/29	07.50
	99-9999	ET	04/27	17.19	CST	12-3456	7200-01	001015	---	---	00.00
4										5	

1. The title of the report should say "**Employee Everything Report**". If it says something else, you're looking at the wrong clock ring report.
2. The day of the week is shown here for each day's clock rings.



Report: TAC500R3 v2.003  
YrPPWk: 2010-08-1 to 2010-14-2  
Fin. #:

Restricted USPS T&A Information  
DOWNTOWN STA  
Employee Everything Report

User ID:  
Date: 07/19/10  
Time: 11:28 AM  
Page: 2

YrPPWk: 2010-08-1  
Sub-Unit: 0000

Weekly

Pay Loc/Fin. Unit	400 / 0000	Variable EAS	N	Annual Lv Bal.	148.94	FMLA Hrs	1901.52
Employee ID		Borrowed	N	Sick Lv Bal.	435.42	FMLA Used	00.00
Employee Name		Auto H/L	N	LWOP Lv Bal.	14.58	SLDC Used	00.00

Tuesday

Base EBR#

05200: 008.94 05300: 000.94

99-9999	BT	04/27	07.75	CST	12-3456	7200-01	001015	00.00
99-9999	MV	04/27	07.97	CST	12-3456	7430-00	000000	00.00
99-9999	MV	04/27	08.08	CST	12-3456	7200-01	001015	00.00
99-9999	MV	04/27	09.19	CST	12-3456	7210-01	001015	00.00
00-0000	OT	04/27	16.25	CST	12-3456	7200-01	000000	01.00 99999999 04/27 07.32
00-0000	MV	04/27	16.98	CST	12-3456	7200-01	001015	99999999 04/29 07.50
99-9999	ET	04/27	17.19	CST	12-3456	7200-01	001015	00.00

3. The date (month/day) is shown.

4. We will go through the box and describe each column. Read the first line inside the box from left to right. The first column is the EBR# or Electronic Badge Reader ID number. This is the time clock that the Letter Carrier swiped the card on. The second column over is the type of ring made. The first entry inside the box was a Move. Here are explanations of a few types of rings:

- BT – Begin Tour
- MV – Move (from one function to another)
- OT – Overtime Approved (This entry is not a clock ring. Management uses the TACS system to track the amount of overtime that is approved. Don't be concerned with this entry. Management must still approve or disapprove overtime on PS Form 3996. Be sure not to confuse this entry with a clock ring.)
- ET – End Tour
- 093 – No Lunch Entered (if a Letter Carrier is approved a no lunch, this ring shows that the supervisor entered it so that a lunch break will not be deducted)

**Note:** Be sure you see an entry for 093 if a no lunch is authorized. If you do not see this entry, 30 minutes of street time will be deducted when you were actually working. You can check your street time every day by looking at the Workhour Workload Report (All Routes). This will show your street time for the previous day. If you take a no lunch,



Report: TAC500R3 v2.003  
YrPPWk: 2010-08-1 to 2010-14-2  
Fin. #:

Restricted USPS T&A Information  
DOWNTOWN STA  
Employee Everything Report

User ID:  
Date: 07/19/10  
Time: 11:28 AM  
Page: 2

YrPPWk: 2010-08-1  
Sub-Unit: 0000

Weekly

Pay Loc/Fin. Unit	400 / 0000	Variable EAS	N	Annual Lv Bal.	148.94	FMLA Hrs	1901.52
Employee ID		Borrowed	N	Sick Lv Bal.	435.42	FMLA Used	00.00
Employee Name		Auto H/L	N	LWOP Lv Bal.	14.58	SLDC Used	00.00

Tuesday		Base		05200: 008.94		05300: 000.94					
		EBR#									
2	99-9999	BT	04/27	07.75	CST	12-3456	7200-01	001015	---	---	00.00
	99-9999	MV	04/27	07.97	CST	12-3456	7430-00	000000	---	---	00.00
	99-9999	MV	04/27	08.08	CST	12-3456	7200-01	001015	---	---	00.00
	99-9999	MV	04/27	09.19	CST	12-3456	7210-01	001015	---	---	00.00
	00-0000	OT	04/27	16.25	CST	12-3456	7200-01	000000	01.00	99999999 04/27	07.32
	00-0000	MV	04/27	16.98	CST	12-3456	7200-01	001015	---	99999999 04/29	07.50
	99-9999	ET	04/27	17.19	CST	12-3456	7200-01	001015	---	---	00.00

leave the office at 9:00, and return to the office at 4:00, you have worked seven hours on the street. If the report shows that you had six hours and thirty minutes of street time, the no lunch (093) was most likely not entered. See the section in this book titled Reading the Workhour Workload Report (All Routes) for a detailed explanation of how to read this form.

The fourth column over is the time of day. The time of day is shown in hours and hundredths rather than hours and minutes. The move on the first line in the box was at 7.97 (7:58 a.m.).

**Note:** All time records on this report are recorded in hours and hundredths. For example, if you see 7.50, this means seven hours and 50 one hundredths. When you convert the 50 hundredths to minutes, it is seven hours and 30 minutes. A complete time conversion table is shown at the end of this section to provide an easy way for you to convert hundredths to minutes.

The fifth column is the time zone (CST – Central Standard Time).

The sixth column is the finance number the time is recorded to.

The seventh column from the left shows the Operational Code that was entered with the time clock ring. You can see that this move on the clock was to operation code **743 – Carrier Customer Support Activities**.



Report: TAC500R3 v2.003  
YrPPWk: 2010-08-1 to 2010-14-2  
Fin. #:

Restricted USPS T&A Information  
DOWNTOWN STA  
Employee Everything Report

User ID:  
Date: 07/19/10  
Time: 11:28 AM  
Page: 2

YrPPWk: 2010-08-1  
Sub-Unit: 0000

Weekly

Pay Loc/Fin. Unit	400 / 0000	Variable EAS	N	Annual Lv Bal.	148.94	FMLA Hrs	1901.52
Employee ID		Borrowed	N	Sick Lv Bal.	435.42	FMLA Used	00.00
Employee Name		Auto H/L	N	LWOP Lv Bal.	14.58	SLDC Used	00.00

Tuesday

Base EBR#		05200: 008.94		05300: 000.94															
99-9999	BT	04/27	07.75	CST	12-3456	7200-01	001015												00.00
99-9999	MV	04/27	07.97	CST	12-3456	7430-00	000000												00.00
99-9999	MV	04/27	08.08	CST	12-3456	7200-01	001015												00.00
99-9999	MV	04/27	09.19	CST	12-3456	7210-01	001015												00.00
00-0000	OT	04/27	16.25	CST	12-3456	7200-01	000000	01.00	99999999	04/27	07.32								
00-0000	MV	04/27	16.98	CST	12-3456	7200-01	001015		99999999	04/29	07.50								
99-9999	ET	04/27	17.19	CST	12-3456	7200-01	001015												00.00

The eighth column over in the box is the route that the function is credited to. You can see that this one was credited to route 000000 (which is not a route). Whenever you see a move on the Employee Everything Report credited to route 000000, it means that whatever time was spent is not credited to any route!

In summary, this Letter Carrier swiped their card to Move to **743 – Carrier Customer Support Activities** at 7.97. If you look at the second line in the box, you will see another move at 08.08. The Carrier clocked back to **720 – Residential Foot – Office** on route 001015. Route 001015 didn't receive any time credit for the 11 hundredths of an hour (six minutes) spent on operation code 743.

5. An Employee Identification Number (EIN) appears in the column to the right of the route number if a manual time entry is made. A manual entry can either be made by the Letter Carrier (for example, manually entering the time spent delivering mail on a route other than your own into the time clock) or by a manager making changes on the computer. This column is blank when a natural clock ring is made. The date and time the manual entry was made will be in the two columns to the far right hand side.

On the example report, you can see that a person with the EIN 99999999 made this entry on 4/29 at 7.50 (7:30 a.m.). Always look at this section of the report to see if your time records have been changed.

If you see a change that is not accurate, notify your Shop Steward immediately so the matter can be investigated.

# Time Conversion Table

Minutes	Hun- dredths
0	.00
1	.02
2	.03
3	.05
4	.07
5	.08
6	.10
7	.12
8	.13
9	.15
10	.17
11	.18
12	.20
13	.22
14	.23
15	.25
16	.27
17	.28
18	.30
19	.32
20	.33

Minutes	Hun- dredths
21	.35
22	.37
23	.38
24	.40
25	.42
26	.43
27	.45
28	.47
29	.48
30	.50
31	.52
32	.53
33	.55
34	.57
35	.58
36	.60
37	.62
38	.63
39	.65
40	.67

Minutes	Hun- dredths
41	.68
42	.70
43	.72
44	.73
45	.75
46	.77
47	.78
48	.80
49	.82
50	.83
51	.85
52	.87
53	.88
54	.90
55	.92
56	.93
57	.95
58	.97
59	.98

# **CHAPTER 2—ROUTE ADJUSTMENTS**

## **SECTION 1**

### **3999 PROCESS—THE LETTER CARRIER’S ROLE**

This section is dedicated to explaining your rights in the new 3999 process that has been agreed to for this year. We will also show you how to read PS Form 3999 and explain all the terms and work functions that appear on the form. The information in this section will help you whether or not you’re in a joint route adjustment process.

The PS Form 3999 is used to record all data on the day a manager goes out on your route with you. 3999s can still be done manually, but most of the time they are done electronically so we will focus on the electronic version in this section. The times on this form are used to determine the time value of territory transferred from one route to another. Most of the time you spend on the street not delivering mail, but doing other tasks related to mail delivery is recorded as what is called “Allied Time”.

The total time recorded on this form (after any deductions are taken) is also one of the four factors that USPS and NALC representatives consider when they determine an evaluated street time for your route in the Joint Route Adjustment Process.

The 2011 Joint Alternate Route Adjustment Process (JARAP) Agreement has two new provisions dealing with 3999s that we believe will put you in a better position to end up with a fair adjustment to your route.

The first new provision requires that where multiple 3999s have been done on a route since the last time it was adjusted, the closest 3999 to the evaluated street time for the route will be used to determine the time value of territory transferred from one route to another route. If you had multiple 3999s done on your route since the last time you had an adjustment, you should point this fact out at your initial consultation and tell the Local Office Contacts how many different 3999s were done on your route if you can.

The second new provision requires a manager to discuss the 3999 with you within three days after it is done. The manager is required to show you any nonrecurring time recorded for your route and explain why the time was recorded that way.

You then have the right to write comments about the time recorded as nonrecurring, the route examiner’s written and/or verbal comments, mail volume, etc. from the day the 3999 was done. You are entitled to a copy of the comments you write. Don’t forget to ask for a copy if it isn’t automatically provided. All of this information is forwarded to the route adjustment team in JARAP offices.

This new 3999 process is to be followed for any and all 3999s conducted after March 22, 2011 (whether or not your office/zone is in JARAP). The new 3999 process also applies to FSS sites. The term any and all 3999s means exactly what it says.

We’re going to begin by showing you how to read a 3999. Then we’ll explain the various terms used to record street time in the three allied time categories.



## Reading the PS Form 3999

Once you learn how to read one 3999, you'll be able to read any 3999 you'll ever see. Every line on the 3999 will have either an allied time function listed or actual deliveries. The actual deliveries are listed by what are called "Sector Segments". A sector segment will list a number range and a street name. The PS Form 3999 will also show the type of deliveries, how many possible deliveries are within the sector segment, how many deliveries were made, and how much street time credit was given for each sector segment.

The top of every page of a 3999 will look like this:

Delivery Methods	Block Number and Street Name	Travel Pattern	Time Enter Block	Actual Time Used	Residential					Business					Del PO Box or NP U
					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	
	VEHICLE LOAD		10:00:00	0:07:30											
	TRAVEL TO		10:07:30	0:08:51											
O	1000 - 1098 OAK ST	E	10:16:21	0:02:38	11				9						
O	1100 - 1198 OAK ST	E	10:18:59	0:03:13						12				10	
	WAITING OTHER		10:22:12	0:02:36											
O	1101 - 1199 OAK ST	O	10:24:48	0:00:36						3				3	
O	1001 - 1099 OAK ST	O	10:25:24	0:08:47	14				8						

Refer to the example 3999 while reading the explanations below.

You should begin reading this form by looking at the second column from the left. This column is called "Block Number and Street Name". This is where you will see the allied function entry or the street name and block range that is included for the sector segment you're looking at. For example, the first entry on the form above is for the allied time function "Vehicle Load". The first sector segment entry on the example form above is located on the third line from the top. The sector segment is "1000-1098 OAK ST".

Now go back over to the first column on the left. This column is called "Delivery Methods". It shows you the delivery method used for each sector segment. This column will be blank for allied time entries because these entries do not involve delivery of mail. On the example form, you see the letter "O" in this column beside the sector segment "1000-1098 OAK ST". This means the delivery method for this sector segment listed is "Other". This column will have one of the delivery methods listed below.

- P – Park
- L – Loop
- V – Vehicle
- D – Dismount
- O – Other

Delivery Methods	Block Number and Street Name	Travel Pattern	Time Enter Block	Actual Time Used	Residential					Business					Del PO Box or NP U
					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	
	VEHICLE LOAD		10:00:00	0:07:30											
	TRAVEL TO		10:07:30	0:08:51											
O	1000 - 1098 OAK ST	E	10:16:21	0:02:38	11				9						
O	1100 - 1198 OAK ST	E	10:18:59	0:03:13						12				10	
	WAITING OTHER		10:22:12	0:02:36											
O	1101 - 1199 OAK ST	O	10:24:48	0:00:36						3				3	
O	1001 - 1099 OAK ST	O	10:25:24	0:06:47	14				8						

The third column from the left is called "Travel Pattern". This column shows you if the sector segment contains only even numbered deliveries, only odd numbered deliveries, or both. Look at the "1000-1098 OAK ST" sector segment. The letter "E" in this column tells you that this sector segment contains only even numbered deliveries. This column will have one of the travel patterns listed below.

- E – Even
- O – Odd
- X – Crisscross

If a sector segment contains only odd numbered addresses, you will see an "O" in this column. If it contains both even and odd numbered addresses, you will see an "X" in this column.

The fourth column from the left is called "Time Enter Block". This is the time of day that delivery of the sector segment or the allied time function began. On the example form, the very first entry is the "Vehicle Load". The "Time Enter Block" column shows that the vehicle load began at 10:00:00. Look at the "1000-1098 OAK ST" sector segment again. You can see that this Letter Carrier began delivering this sector segment at 10:16:21. The times on the form are listed in Hours:Minutes:Seconds.

The fifth column from the left is called "Actual Time Used". This is the actual time used for the entry. On the Vehicle Load entry, you can see that this Letter Carrier took 00:07:30 (7 minutes and 30 seconds) to load the vehicle and for the "1000-1098 OAK ST" sector segment, you can see that it took 00:02:38 (2 minutes and 38 seconds) to deliver this sector segment. If you add the "Actual Time Used" to the "Time Enter Block", you should always come up with the total that appears in the "Time Enter Block" for the function on the next line.

The rest of the columns contain delivery information for sector segment entries only. You will not see any information in these columns for allied time entries.

Delivery Methods	Block Number and Street Name	Travel Pattern	Time Enter Block	Actual Time Used	Residential					Business					Del PO Box or NP U
					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	
	VEHICLE LOAD		10:00:00	0:07:30											
	TRAVEL TO		10:07:30	0:08:51											
O	1000 - 1098 OAK ST	E	10:16:21	0:02:38	11				9						
O	1100 - 1198 OAK ST	E	10:18:59	0:03:13						12				10	
	WAITING OTHER		10:22:12	0:02:36											
O	1101 - 1199 OAK ST	O	10:24:48	0:00:36						3				3	
O	1001 - 1099 OAK ST	O	10:25:24	0:08:47	14				8						

These columns are broken into two main categories: Residential and Business. These categories are then further broken down into 5 sub-categories providing information on the type of deliveries within the sector segment and how many deliveries were made on the day the 3999 was conducted. These sub-categories are the same for both the Residential and Business deliveries. The number listed is the amount of deliveries for each category.

- Delys Poss Other – The number listed is the amount of possible deliveries in the sector segment serviced by foot, park and loop, or dismount.
- Delys Poss Curb – The amount of possible curblane deliveries.
- Delys Poss NDCBU – The amount of possible NDCBU deliveries.
- Delys Poss Oth-Cen – The amount of possible other centralized deliveries.
- Delys Made – The amount of deliveries that the carrier actually made for that sector segment on the day the 3999 was conducted.

Look back at 1000 – 1098 Oak St sector segment on the example 3999. You can now read this as the Letter Carrier delivered that sector segment using an “other” travel pattern, serviced the even side of the road, started the segment at 10:16:21, and it took 2 minutes and 38 seconds to deliver 9 out of 11 possible residential deliveries.

## Allied Time

Allied time is street time work that is part of the route, but separated from the actual delivery of regular letter and flat mail when management goes with you on your route. Street functions known as “Allied Time” are recorded on PS Form 3999 into three categories: nonrecurring street time, function analysis street time, and other street time.

Once you understand what task(s) is/are recorded under each function, you will be in a better position to write comments about the data/comments recorded by a manager/route examiner on the day he/she goes with you on your route.

**Note:** Nonrecurring street time is nothing more than a category where management records many allied time street functions. Don't let the term "nonrecurring" trick you into thinking that it's OK to automatically deduct time recorded in the nonrecurring category from your route. You should review any time deduction made to your route and write comments where you believe time deductions shouldn't have been made.

An explanation of each work function that is listed in the USPS computer system as nonrecurring street time follows:

- **Backtracking** – This function is used for a Letter Carrier to return to a prior delivery to deliver a piece of mail that was missed. For example, if you have a situation where you are instructed on a normal basis to go back and deliver mis-sequenced pieces of DPS or FSS mail, this is where the time spent would be recorded. In this example, this time should not be deducted from your street time.
- **Animal Interference** – Time spent dealing with an animal attack or avoiding animals. An example would be when a Letter Carrier is required to walk an extra distance away from a house to avoid an animal. If this happens on a recurring basis, this time should not be deducted from your street time.
- **Waiting for Relays** – This is time spent waiting for mail to be delivered to a relay box on a foot route. If a Letter Carrier gets to a relay box and the mail for the next relay is not in the box and this happens on a recurring basis, the time spent waiting for the mail to arrive should not be deducted from your street time.
- **Waiting for Transportation** – This is time spent waiting for transportation. For example, if a Letter Carrier is required to use public transportation on the route, the time waiting for such transportation where it occurs on a regular basis should not be deducted from your street time.
- **Waiting Other** – All nonrecurring waiting time not covered by any of the other functions is covered under "Waiting Other". Managers must take notes regarding reasons for placing Letter Carriers on this function. You should review the route examiner's comments and match the time of day written in the comments with the time of day shown on the 3999. Then write your own comments about any of the time that is recorded under the "Waiting Other" function. Your comments can tell why this time should not be deducted from your street time.
- **Temporary Detail** – This function is used for any duties that are performed on the day of the PS Form 3999 that are not part of the route. For example, time spent performing work on another route on the day of inspection would be recorded here. In this example, the time would be deducted from your street time.

- **Management Time** – This is time spent away from your normal street duties due to the needs of the examiner performing the PS Form 3999. For example, if the supervisor receives a phone call to return to the office and you have to drive him/her back to the office, this is where the time spent would be recorded. Time should only be deducted when a Letter Carrier completely stops working for no other reason than the route examiner's needs.
- **Accident** – In the unfortunate event of an accident, time spent waiting due to the accident is recorded under this function. You should expect this time to be deducted from your street time.
- **Miscellaneous Other** – This function is used to cover anything not covered under any of the other functions mentioned. Managers must take notes regarding reasons for placing Letter Carriers on this function. You should review the route examiner's comments and match the time of day written in the comments with the time of day shown on the 3999. Then write your own comments about the time that is recorded under "Miscellaneous Other". Your comments can tell why this time should not be deducted from your street time.
- **Replenish** – This is time spent moving mail into position for delivery. For example, taking a tray of mail from the back of the vehicle and moving it to the front onto the tray for delivery. Time spent under this function should not be deducted from your street time.

An explanation of each specific work function that is listed in the USPS computer system as function analysis street time follows:

- **Relay Time** – This is time spent preparing mail for delivery for the next loop on a park and loop route or foot route. Relay time could include loading mail into the satchel, gathering DPS, or loading parcels for the next loop. Time spent replenishing mail on a mounted/curb-side/riding route is not Relay Time.
- **Travel To** – Travel To time begins when the vehicle departs from the office and ends when the first delivery is reached.
- **Travel From** – Travel From time begins after the Letter Carrier has completed delivering the route and begins to travel back to the office. It ends when the vehicle has been parked and the Vehicle Unload function begins.
- **Vehicle Load** – Vehicle Load time begins when the Letter Carrier moves to street time and ends when the vehicle is loaded and he/she departs from the office to head out for the route.
- **Vehicle Unload** – Vehicle Unload time begins when the vehicle is parked after returning to the office. This function continues while the vehicle is being unloaded and ends when the Letter Carrier pushes the empty equipment into the Post Office and swipes his/her badge at the clock to move back to office time.

An explanation of each work function that is listed in the USPS computer system as other street time follows:

- **Travel Within** – Travel Within is time recorded when driving from one park point to another while not delivering mail on a park and loop route. Time spent traveling from one geographic area (neighborhood) to another without delivering mail on a mounted/curbside/riding route is also recorded as Travel Within. Time spent traveling from one mounted/curbside/riding, cluster box, or dismount, delivery to another along your route is not Travel Within, it is delivery time.
- **Accountable Delivery** – Time spent delivering accountable mail on the street such as registered mail, certified mail, express mail, signature confirmation, CODs, etc., and filling out PS Form 3849 (when appropriate) is recorded under this function.
- **Parcel Delivery** – Time spent delivering parcels and filling out PS Form 3849 (when appropriate) is recorded under this function.
- **Street Break Time** – This is the time spent on break(s) on the street. Some units will have one break on the street and some will have two. Street breaks are separate and apart from your lunch break or any comfort stops you need to take. You shouldn't be performing any work of any kind while you're on your street break(s). Make sure you take your street break(s) at the approximate location(s) as stated on the PS Form 1564-A for your route. You should take no less and no more than the time you're entitled to for street break(s). Normally, you get 10 minutes for each street break. However, there are offices that have negotiated longer break times.
- **Collection Time** – Time spent on collection duties that are a normal part of the route should be recorded under this function. Time spent on collections that are not part of the route should be recorded as Temporary Detail (description below).
- **Deadhead Time** – Time begins when you finish the last delivery point on a sector segment and retrace past completed deliveries in order to return to vehicle or next delivery point. It is not time spent driving from park point to park point (see Travel Within).
- **Personal Needs** – You are afforded the opportunity to take comfort stops to tend to personal needs and the time used is recorded under this function (including any travel time associated with comfort stops).
- **Customer Contact** – Letter Carriers talk to customers on a daily basis. This function is used to record time spent in conversation with customers about postal issues and/or routine items such as giving directions.
- **Gas Vehicle** – Any time spent away from the normal line of travel to gas the vehicle is recorded under this function (including any associated travel time).

## **SECTION 2**

# **THE INITIAL CONSULTATION IN A JOINT ROUTE ADJUSTMENT PROCESS**

The initial consultation takes place after the joint (NALC/USPS) District Evaluation and Adjustment Team (DEAT) has reviewed the data for a route, but before the team decides the evaluated office and street time for each route in the office. This is your chance to give input on the office time, street time, and other data for your route.

**There are three important questions that you need to be able to answer:**

- 1. What is your average office time?**
- 2. What is your average street time?**
- 3. Is the minimum fixed office time of 33 minutes (or more if you have an office break) enough time for your route, and if not, why is this true?**

You will be asked what you believe the average office time and street time is for your route on a representative day. What this means is you just figure out your answers by thinking about a day with average volume/coverage, etc.

This section is dedicated to explaining everything you need to figure into your answers on average office and street time for your route. We'll also explain what fixed office time is and how much time is allotted to different office tasks.

### **Office Time**

The average office time for a route includes both morning and afternoon/evening office time.

The morning office time begins when you clock on for the day and ends when you move or swipe your time card to street time on the clock. For example, if you begin your tour at 7:30 a.m. and move to street time at 9:00 a.m., the morning office time for that day is 1 hour and 30 minutes.

The afternoon/evening office time begins when you move back to office time on the clock and ends when you clock out for the day. For example, if you move back to office time at 3:50 p.m. and clock out at 4:00 p.m., the afternoon/evening office time for that day is 10 minutes.

The 1 hour and 30 minutes of morning office time plus the 10 minutes of afternoon office time equals a total office time of 1 hour and 40 minutes office time for this day.

When you are asked what you believe the average office time for the route is on a representative day, you should first think of a normal day on the route. Then follow these three simple steps:

- 1. Think of the total morning office time for your route (the amount of time between when you begin your tour and when you move to the street).**

2. Next, think of the afternoon/evening office time (the time between when you clock back into the office and end tour).
3. Add the morning and afternoon/evening office time together and that should be the time given for average office time for your route.

## Street Time

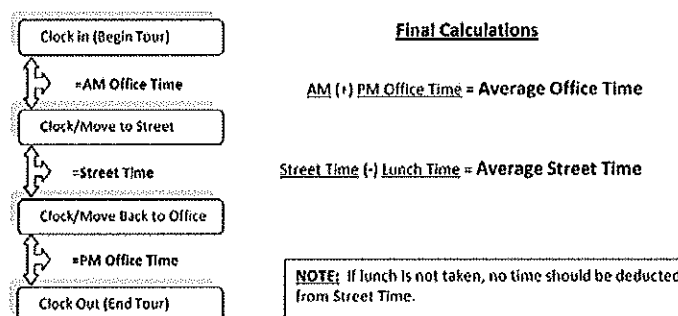
The street time for a route begins when you move or swipe your time card to street time. The street time ends when you move or swipe your time card back to office time in the afternoon. Thirty minutes is deducted from this total time for your lunch break (if you take lunch).

For example, let's say you move to street time at 9:00 a.m. and move back to office time at 4:00 p.m. Seven hours of real time elapsed between 9:00 a.m. and 4:00 p.m. If you took a 30 minute lunch while on street time, 30 minutes would be deducted leaving you with 6 hours and 30 minutes street time for this day. Of course, if a "no lunch" is authorized and the Letter Carrier does not take a lunch, the 30 minutes would not be deducted.

When you are asked what you believe the average street time for the route is on a representative day, you should think of the same kind of day as you did when considering a day for the purposes of office time. Then follow these three simple steps:

1. Think of what time you would normally move to street time on the clock (this is the time of day that your street time will begin).
2. Determine what time you would swipe your badge to come back into the office (if you carried your entire route without delivering anything else). Keep in mind that moving to office time occurs after your vehicle has been unloaded and you have pushed your equipment through the door of the office and clocked in from the street.
3. Next, subtract your 30-minute lunch break from this total time (if you're thinking of a day where you take a lunch break). Just make sure you're clear at the initial consultation that the amount of street time you say your route is worth does not include a 30-minute lunch break.

### Average Office and Street Times





## Additional Route Information

You will be provided several other pieces of information about your route at the initial consultation that are “fair game” for discussion. You will see a box that looks like this:

Actual Average Office Time	1:37
Estimated Office Standard	1:38
Fixed Office Time	0:33
Base Fixed Office Time	0:33
Actual Average Cased Letters	49
Actual Average Cased Flats	439
Actual Average Street Time	6:24
Base Street Time	6:33
PS Form 3999 Street Time	6:31

Let’s talk about what is called “fixed office time”. Fixed office time is one of the components used to figure standard office time. These duties are recorded as line items on PS Form 1838-C during a 6-day count and inspection or during a one day count. Each line item gets a certain amount of time allowance for what’s called “minimum fixed office time”.

Fixed office time is not used to calculate your actual office time. This is because your actual office time includes all of the time you actually worked in the office including the time you spent on any of the line items listed below.

The Postal Service and NALC have agreed to normally use a minimum fixed office time of 33 minutes each day for those offices that do not take an office break. Additional time is added for those offices that do take an office break.

Here are detailed explanations of these minimum time allowances and the tasks associated with each line item:

1. **Lines 8 through 13 – 5 minutes (or actual time from recent route inspection data if it is available) time allowance** – Time spent handling carrier endorsed and centralized mark-up mail, recording changes of addresses, and turning in insured receipts.
2. **Line 14 – Accountable Mail – 6 minutes minimum time allowance** – Time spent when you stop casing mail to get your accountable mail, signing for it, filling out the name or address on PS Form 3849 (and casing the notice as a reminder) in the morning + the time it takes to get cleared, and go on to your next task in the afternoon/evening.
3. **Line 15 – Withdrawal of Mail – 5 minutes minimum time allowance** – This includes time spent withdrawing mail from tubs or trays, cutting straps, removing plastic, etc. This line item also includes time you spend withdrawing mail from both the throwback and hot cases. The M-39 states that, “two withdrawals of letter mail and one of papers for each trip, with a final pull just prior to leaving time, generally are sufficient.”

4. **Line 18 – Break - 10 minutes minimum time allowance** – In most offices, a 10 minute credit is given where Letter Carriers take a morning office break. If your office has longer break times than 10 minutes, keep in mind that more time must be credited for line 18.
5. **Line 19 – Vehicle Inspection – 3 minutes minimum time allowance** – This is for time spent inspecting your vehicle every morning. Time starts when you get your key to go to your vehicle and ends when you come back into the office and begin your next task.
6. **Line 20 – Personal Time – 5 minutes minimum time allowance** – This time credit covers any personal needs that you may have while in the office such as obtaining raingear from your locker, restroom needs, etc.
7. **Line 21 – Recurring Office Work Not Covered by Other Line Items – 9 minutes minimum time allowance** – This covers a wide variety of office functions (remember to add up your morning tasks with your afternoon/evening tasks when determining how much time you need). Generally speaking, recurring office time is an office task that occurs at least once per week. Many of these functions are universal and take place on almost all, if not all, routes. Some examples in the morning are getting your scanner and setting it up, trip to the throw-back case, getting your parcel hamper, checking for sleepers, AMS/edit book/red book work, replenishing forms, verifying hold mail, weekly safety talks, removing tags and returning empty equipment to a designated area, etc. Some examples in the afternoon/evening are taking care of outgoing mail collected on your route, placing your attempted parcels and 3M mail in the designated location, returning your parcel hamper to the designated location, processing undeliverable mail, trip to the throwback case, returning empty equipment to a designated area, etc.

If you believe that any of these minimum time credits are not enough for your route, you should make that comment and explain why during the consultation.

For example, if you have to walk some distance to inspect the vehicle and it takes over 3 minutes, you should say so. Your input is the only way the DEAT will be made aware of a need to increase your fixed office time beyond the minimum of 33 minutes (or more if you have an office break).

You should look at the average volumes listed in the box on the Initial consultation form. If you believe the information listed isn't accurate, then you should point this out and explain why you feel this way.

You should also look at the 3999 Street Time listed in the box on the initial consultation form. If you believe this time is not accurate or reasonable, you should point this out and explain why you feel this way. Keep in mind that regardless of when the 3999 was done, you have the right to request a copy of the 3999 that was used. You are strongly encouraged to exercise your right in this regard. After you receive a copy, you have the right to make comments and submit them to the adjustment team for consideration through your Local Office Contacts.

If the 3999 being used was done after March 22, 2011, you should have already had the chance to write down your comments from that day and been provided a copy of your comments. If this is your situation, you should bring your copy of the comments you made to the initial consultation as a reference. If this didn't happen, you should point this problem out at the initial consultation.

If you had multiple 3999s done on your route since the last time you had an adjustment, you should point this fact out at your initial consultation and do your best to tell the Local Office Contacts how many 3999s were done on your route (since the last time it was adjusted).

## **SECTION 3**

### **THE ADJUSTMENT CONSULTATION AND READING THE PS FORM 1840 REVERSE**

This section is dedicated to talking about your rights at a route adjustment consultation and showing you how to read the PS Form 1840 Reverse. This is the form that shows what deliveries are planned to be added to or taken from your route.

The universal information on the PS Form 1840 Reverse will be explained as well as the added information you need to know about when a Carrier Optimal Routing (COR) Route Adjustment is made.

Once you understand the information below, you will be ready for any Adjustment Consultation you ever go to. You'll also be able to read any PS Form 1840 Reverse you'll ever see (regardless of whether or not COR is used to make route adjustments). Best of all, you'll always have this to come back to later should the need arise.

The Adjustment Consultation takes place after a proposed adjustment for your route has been made and before the adjustment is finalized. You will be given a copy of the PS Form 1840 Reverse for your route at least one day before the adjustment consultation takes place.

Both of the statements above are true whether you're in or out of a joint route adjustment process.

**Note: Some of you may be going through traditional 6-day route count and inspections. Please do not confuse JARAP 2011 consultations for the type of consultations in that process. For information regarding consultations in a Traditional 6-Day Route Count and Inspection, see that section of this resource guide.**

In the Adjustment Consultation you will have the opportunity to write comments about the proposed adjustment to your route on the first page of the 1840 Reverse. If you need more room, you may write comments on an attachment to the 1840 Reverse. It is important for you to understand how to read the 1840 Reverse. Once you fully understand the proposed adjustment to your route, you will then be in the best position to make comments at the Adjustment Consultation.

## Reading PS Form 1840 Reverse

The PS Form 1840 Reverse looks like this:

ASSIGNMENT APPROVED BY POSTMASTER OR DESIGNEE			RECORD OF OFFICE AND STREET ADJUSTMENTS MADE										Date: 06/01/11 Page 1 of 2	
			ADDRESS RANGE		ADJUSTED ROUTE									
ITEM	HOURS AND MINUTES	NEW CONST. MINUTES	RELIEF (R) OR ADDITION (A)	STREET	BEGIN	END	ZIP + 4 SECTOR SEGMENT	TRANSFERRED TO / FROM ROUTE NUMBER	DAYS	OFFICE TIME MM/SS	STREET TIME MM/SS	ITEM	HOURS AND MINUTES	
OFFICE TIME	01:25		A	43RD ST	216	216	3202	C001	24	00:38	01:32	OFFICE TIME	01:27	
STREET TIME	06:20		A	43RD ST	220	220	3225	C001	1	00:00	02:11	STREET TIME	06:35	
TOTAL TIME	07:45		R	TODD AVE	4925	4925	2728	C019	11	00:25	01:23	TOTAL TIME	08:02	
RELIEF			R	TODD AVE	4925	4925	2743	C019	2	00:26	01:24			
ADDITION			R	TODD AVE	4801	4899	2751	C004	2	00:27	01:25			
			R	TODD AVE	4901	4999	2752	C019	20	00:28	01:26			
			R	TODD AVE	5001	5099	2753	C034	19	00:29	01:27			
			R	TODD AVE	5101	5199	2754	C049	32	00:30	01:28			
			A	Relay Time: ENR 14:37, ADJ 17:51	0	0			0	00:00	01:34			
			R	Travel Within: ENR 15:22, ADJ 12:22	0	0			0	00:00	01:00			
*****														
				Old Relay: BREW ST, - 01:33	9001	9999	3219		0	00:01	00:00			
				New Relay: 216 43rd St, 1:04	0	0			0	00:00	00:00			
				New Relay: 4925 Todd Ave, St. 1:04	0	0			0	00:00	00:00			
			A	Parcel Delivery	0	0			0	00:00	02:00			

Comments:

- Office break Option chosen ☒ Yes or ☐ No
- Base Time Route Evaluation From JARAP is 6:25 (Hours and Minutes)
- Street Time for Adjustment 06:30 (hours and minutes)
- Reasons for selection of street time: The adjustment team mutually agrees that the actual average street time from the evaluation period is most representative of the route

Office Time Mode: Demonstrated Performance by Relieved Carrier

The first thing to remember is that the PS Form 1840 Reverse is used to document route adjustments whether you're in a joint or traditional route adjustment process, so it's worth your time to learn how to read this form regardless of your situation. As stated previously, this form shows what adjustment (if any) is going to be made to your route.

There is additional information on an 1840 Reverse generated by the COR program if it is used to adjust the routes. The first section below will explain the information found on every 1840 Reverse. The section at the end will explain the information that is unique to an 1840 Reverse generated by the Postal Service's COR Program. You will see images of several sections of an 1840 Reverse. Each section is explained below the image.

Route: C001 ZIP 00000	RECORD OF OFFICE AND STREET ADJUSTMENTS MADE	Date: 06/01/11	Page 1 of 2
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At the very top of the form, you can see the route number, zip code, date, and how many pages the 1840 Reverse will be. In this example, the 1840 Reverse is for Route # C001 in the 00000 Zip Code area. The date is June 1, 2011 and it is two pages long.

ITEM	HOURS AND MINUTES
OFFICE TIME	01:25
STREET TIME	06:20
TOTAL TIME	07:45
RELIEF	
ADDITION	

On the upper left-hand side of the 1840 Reverse (in the "Item" column) there is a line for "Office Time", a line for "Street Time", and a line for "Total Time". In all types of route adjustments, these are the evaluated times for the route before the adjustment. In the example above, the route was evaluated at 01:25 office time (1 hour and 25 minutes) and 06:20 street time (6 hours and 20 minutes) for a total of 07:45 (7 hours and 45 minutes) before the adjustment.

ADJUSTED ROUTE	
ITEM	HOURS AND MINUTES
OFFICE TIME	01:27
STREET TIME	06:35
TOTAL TIME	08:02

On the upper right-hand corner of the 1840 Reverse, you can see a section called "ADJUSTED ROUTE". Here you will see the office and street time for the route after the adjustment. In the example above, this route has 01:27 (1 hour and 27 minutes) of office time and 06:35 (6 hours and 35 minutes) street time for a total route time of 08:02 (8 hours and 2 minutes) after the adjustment.

		ADDRESS RANGE						
RELIEF (R) ADDITION (A)	STREET	BEGIN	END	ZIP + 4 SECTOR/ SEGMENT	TRANS - FERRED TO / FROM ROUTE NUMBER	DELYS	OFFICE TIME MM:SS	STREET TIME MM:SS
A	43RD ST	216	216	3202	C004	24	00:38	03:32

Reading from left to right, the first column is called "RELIEF (R) ADDITION (A)". Each entry in this column will always be marked with an "A" or an "R". The letter "A" stands for addition and means territory or time is being added to the route. The letter "R" stands for relief and means territory or time is being taken from the route. In the example above, you can see that the first line has the letter "A" for addition.

The second column is called "STREET" It will list the name of the street being added or taken away from your route. The next column is called "Address Ranges". It is divided into two sub columns: "BEGIN" and "END". These two columns show the beginning number and ending number of the block range being added or removed from the route. In the example above, the first line shows 216-216 43<sup>rd</sup> ST being added to this route.

The next column over is the "ZIP + 4 SECTOR/SEGMENT" column. This shows the zip +4 for the sector segment. In the example above, 216-216 43<sup>rd</sup> ST has a zip + 4 of 3202.

If you look at the next column to the right, you see the "TRANSFERRED TO/FROM ROUTE NUMBER" column. This is important because it shows which route the territory is coming from or going to (depending on whether territory is being added or taken away). This can tell you something about whether you're getting a fair time credit for what you're getting or it may be useful for possible bidding purposes. In the example above, you can see that 216-216 43<sup>rd</sup> ST is coming from route C004.

The next column is called "DELYS". This shows how many possible deliveries are in the line entry being added to or taken away from the route. In the example above, 216-216 43<sup>rd</sup> ST contains 24 possible deliveries.

Continuing to the right, the next two columns are called "Office Time" and "Street Time". This is where the rubber meets the road. These columns show the time value that is being added to, or taken away from your route for each sector segment. In the example above, 216-216 43<sup>rd</sup> ST is being added to the route for a time credit of 00:38 (38 seconds) office time and 03:32 (3 minutes and 32 seconds) street time.

Comments:

1. Office break Option chosen   X   Yes or        No.

2. Base Time Route Evaluation From Form JARAP is 6:25 (Hours and Minutes)

3. Street Time for Adjustment 06:30 (hours and minutes)

4. Reasons for selection of street time: The adjustment team mutually agrees that the actual average street time from the evaluation period is most representative of the route

Office Time Mode: Demonstrated Performance by Relieved Carrier

The lower half of the form is called the "Comments" section. Under the "Comments" section you will see:

1. Whether or not you take a break in the office.
2. The base street time for the route from the last adjustment that was done.
3. The evaluated street time that was selected for the route.
4. The reason for the selection of street time. Route adjustments in or out of a joint process require a reason for the street time selected to be recorded.

At the bottom of the page in the lower left-hand corner, the mode used to transfer office time will appear. Section 243.316 of the M-39 Handbook actually contains five methods for determining the amount of office time to be transferred with territory that is being moved from one route to another. In a joint adjustment process, an additional method of transferring office time is described on page 13 of M-01747. All these methods are mathematical formulas used to determine the amount of office time to be transferred with the deliveries.

**Note:** The effort here is to arrive at the most accurate time allowance for the transferred segment(s), negating the need for corrective adjustments.

Sometimes, if you go to the very last page, you will see that a "MANUAL TIME ADJUSTMENT" or a "MISC" (meaning a miscellaneous adjustment was made). If you see one of these, you should look at it very carefully. The amount of time that is recorded like this can be significant.





Here are two rules you need to know (keep in mind these rules apply whether you're in a joint or traditional route adjustment process):

1. Any time changes have to be "validated". What does that mean? It means that someone has to check it out to make sure the time credit given for these functions is realistic.
2. If changes to "Allied Time" result in time deductions (and they often do), the reasons for the time deductions must be documented and explained by appropriate comments on PS Form 1840 Reverse.

The National Settlement (M-01661) on the use of the COR Program to adjust routes states in relevant part:

***"To facilitate the practical application of this understanding, when transferring territory the back of the PS Form 1840 will indicate, by sector segment, any change in street credit from the actual street time used in sector segment on PS Form 3999; including all relay, travel, allied time, etc. Any such adjustment to the carrier's actual street time must be documented and explained by appropriate comments on the reverse of PS Form 1840...Travel To, Travel From, and Travel Within times must be validated, documented, and discussed during carrier consultation."***

If any of this doesn't happen in your case, you need to point out the problem(s) at your Adjustment Consultation and write comments about the situation on the first page of the 1840 Reverse (or use an attachment if you need to). For example, your travel pattern to your first delivery did not change and COR reduced your Travel To time from six minutes to three minutes. You should question this time deduction and make comments about why three minutes is not enough time to travel to your first stop.

		ADDRESS RANGE						
RELIEF (R) ADDITION (A)	STREET	BEGIN	END	ZIP + 4 SECTOR/ SEGMENT	TRANS - FERRED TO / FROM ROUTE NUMBER	DELYS	OFFICE TIME MM:SS	STREET TIME MM:SS
A	Relay Time: EXR 14:37, ADJ 17:51	0	0			0	00:00	03:34
R	Travel Within: EXR 15:22 ADJ 12:22	0	0			0	00:00	03:00
	*****							
	Old Relay: BREW ST, - 01:33	9001	9999	3239		0	00:00	00:00
	New Relay: 216 43rd St, 1:04	0	0			0	00:00	00:00
	New Relay: 4925 Todd Ave. St, 1:04	0	0			0	00:00	00:00
A	Parcel Delivery	0	0			0	00:00	02:00

The first line in the box is an addition COR made to the route by adding time for relay time. You can see the letters "EXR" beside the words "Relay Time".

**Note:** When COR is used, every "RELAY", "TRAVEL TO", "TRAVEL FROM", or "TRAVEL WITHIN" time entry on the 1840 Reverse will have the letters "EXR" (existing route time) and then an amount of time behind it. This is the total amount of time credited for the street function you're looking at before the route adjustment.

In the example above, 14:37 (14 minutes and 37 seconds) was the relay time for the route before the route adjustment.

To the right of the EXR time, you see the letters "ADJ". This is the time COR credits to the route for each entry after the route adjustment.

**Note:** When COR is used, every "RELAY", "TRAVEL TO", "TRAVEL FROM", or "TRAVEL WITHIN" time entry on the 1840 Reverse will also have the letters "ADJ" (adjusted route time) and then an amount of time behind it. This is the amount of time whichever street function you're looking at is worth after the route adjustment.

In the example above, 17:51 (17 minutes and 51 seconds) is the relay time for the route after the route adjustment.

If the "ADJ" time is greater than the "EXR" time, you will see the letter "A" in the "Relief/Addition" column because time has been added to the route.

If the "ADJ" time is less than the "EXR" time, an "R" for relief will appear because COR has taken time from the route.

The most important thing to remember is all deductions made must be explained by appropriate comments on the 1840 Reverse and validated regardless of whether you're in or out of a joint adjustment process.

"Allied Time" changes (including "Manual Time Adjustments" or "Misc" office and/or street time adjustments) are very easy to locate on the 1840 Reverse used for COR route adjustments. Here's how it works:

Every 1840 Reverse from every COR route adjustment will follow the same pattern. The entries will start by listing all territory being added (A) to your route and then switch to all territory being taken away (R) from your route. This can go on for several pages on the 1840 Reverse. However, when you get to the end of all territory being taken away (R) from your route, the allied time entries begin.

Usually, the first entry will be a "Manually Adjusted Office Time" entry (if one was made). Next you'll find "Relay Time" changes if there are any. This is followed by "Travel To", "Travel From", and "Travel Within" changes (if there are any). Next, you'll find entries for Loading, Unloading, Accountable Delivery, Parcel Delivery, Street Break, Personal Needs, Customer Contact, Backtracking, Waiting Other, Management, etc. time changes (if there are any). The last entry of this type will be Misc. or Manually Adjusted Street time changes (if there are any).

Whenever you see an "R" in the "RELIEF/ADDITION" column followed by an "Allied Time" entry, this means time is being taken from your route. But wait, there's more! When time is being taken away ("R"), be sure to look to your right in the "Transferred To/From Route Number" column to see if the time is really going to another route. If you don't see a route number in the "Transferred To/From Route Number" column, this means the time taken from you went off into thin air.

There are times when this is justified. For instance, if a route is completely abolished, then the street break time would naturally disappear.

There are also times when this isn't justified. For instance, if a route is completely abolished, the parcel and accountable time would have to transfer to the gaining route(s).

**Note:** Whenever you see an (R) next to any "Allied Time" deduction, it should always be supported by appropriate comments on the 1840 Reverse and/or explained by whoever is conducting your Route Adjustment Consultation. If you see these type of entries and don't understand why the time was taken away, be sure to ask questions and write your comments on the front page of the PS Form 1840 Reverse (or attachment if needed) at the Route Adjustment Consultation. You should also make sure to ask for (and keep) a copy of what you write.

After all the "Allied Time" entries, you usually will see each individual "old relay" followed by each individual "new relay" and the time credit associated for each old and new relay for your route (if there are any changes). In the example above, you see "Old Relay: BREW ST, -01:33". This means COR deleted this relay located at Brew St. and deducted 1 minute and 33 seconds of Relay Time from the route. On the next line you see a similar entry indicating that a new relay has been added. In this example, the new relay located at 216 43rd St. resulted in a 1:04 (1 minute and 4 seconds) time credit being given to the route.

		ADDRESS RANGE						
RELIEF (R) ADDITION (A)	STREET	BEGIN	END	ZIP + 4 SECTOR/ SEGMENT	TRANS - FERRED TO / FROM ROUTE NUMBER	DELYS	OFFICE TIME MM:SS	STREET TIME MM:SS
A	Relay Time: EXR 14:37, ADJ 17:51	0	0			0	00:00	03:34
R	Travel Within: EXR 15:22 ADJ 12:22	0	0			0	00:00	03:00
	*****							
	Old Relay: BREW ST, - 01:33	9001	9999	3239		0	00:00	00:00
	New Relay: 216 43rd St, 1:04	0	0			0	00:00	00:00
	New Relay: 4925 Todd Ave. St, 1:04	0	0			0	00:00	00:00
A	Parcel Delivery	0	0			0	00:00	02:00

There are exceptions to this general rule such as the example above where “Allied Time” entries can appear after the individual old and new relay entries. In the example above, there is an entry for “Parcel Delivery” that appears after the old and new relays for the route. You can see the letter “A” in the “Relief/Addition” column indicating that this is an addition to the route. If you look all the way over to the “STREET TIME” column, you can see that 02:00 (2 minutes) was added to the route for this parcel delivery.

**Note:** Don't be surprised or distracted if you see additional addresses listed as additions or relief for your route that appear after the “Allied Time” and or individual old and new relay entries. These are what are known as “No Stat” deliveries (no stat deliveries are stops on your route that can't be serviced for one reason or another).

If you're looking at the PS Form 1840 Reverse for your route in a COR route adjustment and you don't see any allied time being added or taken away, this means that whatever time you used in the past that was recorded as “Allied Time” is the time you keep.

There are times when this might be fair and times when this wouldn't be fair. For instance, what if you are not losing any territory and having territory added to your route? If you see no allied time transferred to your route, you should consider asking why no allied time was transferred to your route with the territory.

That's the point of your role in the Route Adjustment Consultation. Once again, you should review all this information and decide whether or not you agree or disagree with the proposed route adjustment. If you disagree you should write that on the first page of the PS 1840 Reverse along with the reasons you feel this way.

**Note:** If you write comments on the first page of the PS Form 1840 Reverse (and/or attachment), don't forget to ask for a copy and keep it for your records.

## **SECTION 4**

# **THE TRADITIONAL 6-DAY ROUTE COUNT AND INSPECTION CONSULTATION(S)**

The following information was originally printed in the NALC Route Protection Program Chapter 1 "Route Examination and the Letter Carrier" pages 1-124 through 1-132.

Postal regulations require management to consult with the regular carrier regarding evaluation and adjustment of his or her assigned route.

Carrier routes are evaluated and adjusted using the complex data-gathering process described in Chapter 2 of the M-39 and explained in detail in this manual. However, while numbers and averages and data are useful in evaluating times and adjustments, postal regulations also implicitly recognize that the individual letter carrier assigned to a route is in the best position to make these assessments.

These consultations are mandatory. Management is not allowed to simply meet with the carrier and tell him or her what it came up with and what adjustment management intends to make. To consult means to seek an opinion as a guide to one's own judgment.

You, the regular carrier, have an important role in determining the evaluated time of, and adjustment to, your assigned route. Do not allow management to pretend to consult, with a wink and nod, and simply go through the motions. Postal regulations are very explicit about what is required regarding consultations.

Arm yourself with detailed knowledge of those regulations. They require management to do all of the following:

- 1. Consult within time constraints.** Management must place adjustments into effect within 52 calendar days of the completion of the count (M-39 Section 211.3). Management must complete all consultations within that 52 day window in a manner that allows full consideration of the carriers' comments and suggestions concerning the evaluation of the route and any proposed adjustments.
- 2. Provide documents in advance.** Management must give the carrier the following documents in advance of the consultation regarding the evaluation of the route:
  - A. Completed copies of Form 1838 at least 5 calendar days prior to consultation (M-39 Section 241.4, M-41 Section 923.1).
  - B. Completed copy of front of Form 1840 at least one day prior to consultation. This completed copy must contain the following (M-39 Section 241.4, M-41 Section 923.1):

1. Totals and averages from Forms 1838
2. Day of inspection data
3. Examiner's comments
4. Analysis of office work functions
5. Time recordings

C. Partially completed copy of reverse of Form 1840 or attachments thereto, at least one day prior to consultation. It must contain the following:

1. All time disallowances (M-39 Section 242.347)
2. Related comments (M-39 Section 242.345-.347)

**3. Discuss certain matters.** Management is required to discuss certain matters at:

A. The evaluation consultation—including:

1. Mail volume (M-39 Section 232.1c)
2. Evaluation of route (M-39 Section 232.1c)
3. Any time adjustment to evaluated street time based on alleged improper practices or operational changes (M-39 Section 242.345)
4. Any adjustment of evaluated street time based on a claim that conditions during 8 week timecard period or week of count were not normal so as to justify not including such day or days in base street time computation (M-39 Section 242.346)

B. The adjustment consultation (if management proposes relief or addition to your route)—including (M-39 Section 243.11):

1. The proposed relief or addition
2. The reasons for the proposed adjustment
3. Whether the carrier agrees or disagrees
4. The reasons the carrier agrees or disagrees
5. The comments and recommendations of the carrier

**4. Record your recommendations and comments.**

Management must enter the following on the 1840 (M-39 Section 243.11):

- A. Your comments
- B. Your recommendations
- C. Whether you agree or disagree with the proposed adjustments
- D. The reasons for your agreement or disagreement

**5. Refrain from requiring you to sign anything.**

Management is not allowed to require you to sign a statement during the consultation(s) (M-39 Section 243.11a).

**6. Consult with you a second time.** Management must hold a second consultation if adjustments are proposed (M-39 Section 243.11a).

**7. Consider your suggestions.** Management is required to consider the suggestions from the carrier serving the route (M-39 Section 243.11c).

**8. Permit notation of absence of documentation of street time disallowances.** If management attempts to adjust your street time due to alleged improper practices, operational changes, or claimed abnormal conditions during the 8 week analysis, management must document it on the reverse of the 1840 and discuss it with you during the consultation regarding the route evaluation. If management fails to so document, you have the right, during the consultation, to note the absence of such documentation by writing a notation on, and initialing and dating, the 1840 (M-39 Sections 242.345 & .346).

**9. Disallow street time adjustments if documentation is not provided to carrier within 1 week of notation by carrier.** If you make a notation on the 1840, as noted above, about the absence of documentation supporting a management time disallowance, management has 1 week to supply such documentation to you. If management fails to do so within 1 week, the time adjustment shall be disallowed (M-39 Sections 242.345 & .346).

**10. Provide completed copy of reverse of 1840 promptly after consultation.** Promptly after consultation, if the carrier requests that the reverse of his or her copy of form 1840 be completed, the carrier must immediately give the copy to the manager for completion and return no later than 7 calendar days (M-39 Section 243.11a).

You should make every effort to show your Forms 1838-C, 1838, and Form 1840 to your NALC representative prior to the consultation. Your union representatives can help identify any problems or mistakes on the forms. You will thereby be in a better position to protect your rights at the consultation. If you cannot obtain an NALC review in advance, don't panic. There will be time afterwards to address any problems.

**Remember:**

- Completed Forms 1838 five (5) days in advance
- Completed front Form 1840 one (1) day in advance
- Partially completed reverse Form 1840 one (1) day in advance
- Full discussion at consultation
- Management writes your comments on the Form 1840



- No requirement for you to sign
- You write on Form 1840 absence of documentation
- You request completed copy Form 1840
- Management has 7 days to return documentation and 1840

## **After the Consultation**

You should contact your shop steward for grievance investigation and processing if management violates any of the procedures explained above. In addition, you should contact your shop steward for grievance investigation and processing in the following circumstances:

- 1. Unfair or incorrect adjustment.** If you believe the adjustment to your route is incorrect or unfair;
- 2. Management use of COR.** If management uses the Carrier Optimal Routing (COR) program to adjust, or aid in adjusting, your route; or
- 3. No adjustment in 52 days.** If management fails to implement any needed adjustment within 52 days after the count and inspection period concludes.

Management must implement adjustments within 52 days unless an exception is granted by the district manager. Exceptions may only be made when warranted by valid operational circumstances, substantiated by a detailed written statement, and submitted to the local union within seven days of the grant of the exception. The union has the right to grieve any exception (M-39 Section 211.3, M-01072).

It is important to note that the evaluation process does not end with the implementation of an adjustment. Management is required to evaluate the adjustment. The evaluation includes analysis of data generated after implementation of the adjustment, including volume data, time records, etc. In addition, management is required to complete a new PS Form 3999 after adjustments are implemented to reflect the new authorized route travel pattern and schedule (M-39 Section 243.613).

The NALC has a publication called "NALC Route Protection Program" that thoroughly explains every aspect of the traditional 6-day route count and inspection process and provides guidance for Letter Carriers going through 6-day route inspections. This publication is available on the City Delivery page of the NALC website located at [www.nalc.org](http://www.nalc.org).

## **SECTION 5**

# **ROUTE ADJUSTMENT REVIEW PROCESS**

### **—JARAP 2011**

There has always been a process in place to review route adjustments. In the traditional 6-Day Route Count and Adjustment Process, the route adjustment review is outlined in Section 243.6 of the M-39 Handbook.

In our previous Joint Route Adjustment Processes over the last several years (IARAP, MIARAP, and JARAP 2010), all route adjustments were required to be reviewed by the District Lead Team regardless of whether or not the local parties thought a route adjustment review was needed. This year, things are different.

The Joint Alternate Route Adjustment Process (JARAP) – 2011 agreement places most of the responsibility to determine if further changes to routes are needed following initial JARAP Route Adjustments on the Local Office Contacts.

Who are the Local Office Contacts? The Local Office Contacts are one USPS member (the Postmaster or his/her designee) and one NALC member (the NALC Branch President or his/her designee).

The difference between previous joint route adjustment agreements and this year's agreement is that the route adjustment review process works from the bottom up instead of from the top down.

There are two separate types of joint route adjustment reviews that take place in JARAP this year. First we have the 30-day joint route adjustment review and then we have the 120-day joint route adjustment review. Here's how they work:

### **30-Day Route Adjustment Review**

The Local Office Contacts will review the routes adjusted in your office within 30 days of when the initial JARAP route adjustments are implemented. They are responsible for making any needed changes to lines of travel, park points, relays, etc.

They can also request approval from the District Lead Team to make simple territory changes to fix obvious errors with the initial route adjustment.

Who is on the District Lead Team? The District Lead Team is made up of one USPS member (selected by the District Manager) and one NALC member (selected by the National NALC President after considering recommendations from the National Business Agent).

We're not talking about doing another complete route adjustment in the 30-day route adjustment review. The idea is to provide the opportunity to get obvious errors corrected quickly if some of the routes are way out of adjustment after the initial adjustment or if errors were made when lines of travel, park points, etc. were set up.

The hope is that the 30-Day Route Adjustment Review process will result in reducing the need for further route adjustments later this year.

## **120-Day Route Adjustment Review**

Within 120 days of when the initial JARAP route adjustment is implemented, the Local Office Contacts have to take another look at the adjustments that were made in your office. The Local Office Contacts then decide whether or not to request another evaluation and adjustment by one of the District Teams.

The Local Office Contacts start a review by completing a Spring JARAP 2011 – Review Request Form (M-01761) and sending it to the Area/Regional Team. A copy of this form appears at the end of this section. The Area/Regional Team is made up of one USPS member (the Manager, Delivery Programs Support from each USPS Area) and one NALC member (the National Business Agent) or their respective designees. See the back cover of this book for contact information for your National Business Agent's office.

The reasons for the request for a route adjustment review should be explained on the form and whether or not there is agreement on the need for a route adjustment review. That said, there is no need for the Local Office Contacts to agree on the need for a route adjustment review in order to have an office reviewed. Either Local Office Contact (NALC or USPS) can force an office to get a review by simply filling out a form and sending it to the parties at the Area/Regional Level.

The route adjustment review form will then be forwarded to the District Lead Team. The District Lead Team will either conduct the review or assign this task to another joint route adjustment team.

Regardless of when the route adjustment review request is received, the joint route adjustment team assigned will review the actual time used by the regular Letter Carrier assigned to each route in the office/zone during the period September 1 – October 15, 2011 (unless a different time period is jointly agreed to).

The joint route adjustment team is required to study several reports for the review period to make sure there aren't data integrity issues such as those explained in the Clock Ring Codes That Take Time from Your Route section of this guide.

The assigned joint route adjustment team will then decide if further route adjustments are needed in the office they're looking at. If it is determined that further route adjustments are needed in a zone/office, the idea is not to do another complete route adjustment as a result of the 120-day joint route adjustment review.

**Note:** The rule on making further route adjustments as part of the route review process as stated in M-01748 is:

***"In any zone where route adjustments occur as part of a review process only the routes that are determined to be out of adjustment - and any other route(s) within the zone where it is geographically necessary - will be included in the adjustments."***

Route adjustments from the JARAP 2011 route adjustment review process must be implemented by February 28, 2012.

We encourage you to communicate with your Local Office Contacts if there are problems after your route is adjusted in the Joint Alternate Route Adjustment Process (JARAP) - 2011.

M-01761

### Spring JARAP 2011 – Review Request Form

This form is to be completed and submitted by the Local Office Contact if a Spring JARAP 2011 adjustment review should be considered for the zone listed below. This form should be submitted to the appropriate higher level Team as designated by your District and/or Area/Region.

Unit Name:

Unit ZIP Code:

Date of Spring JARAP 2011 Adjustment:

Date of Request:

#### Reason for Review Request

1. Please explain the reason(s) and provide any detailed information. This request form should be no longer than 2 pages:

#### Circle the team member's recommendation below:

- |  |                |                    |
|--|----------------|--------------------|
| 2. NALC Local Office Contact Recommendation<br>LOC Name:<br>Signature: _____ Date: _____ | Perform Review | No Review Required |
| 3. USPS Local Office Contact Recommendation<br>LOC Name:<br>Signature: _____ Date: _____ | Perform Review | No Review Required |

#### Higher Level Review Recommendation

#### Circle the team's recommendation

- |  |                |                    |
|--|----------------|--------------------|
| 4. NALC Higher Level Review<br>Name:<br>Signature: _____ Date: _____   | Perform Review | No Review Required |
| 6. USPS Higher Level Review<br>Name:<br>Signature: _____ Date: _____   |                |                    |
| 6. If a review is to be performed the following team has been assigned and should begin the review no later than the designated date.<br>NALC Review Team Member Name:<br>USPS Review Team Member Name:<br>Begin Date: _____ |                |                    |

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