



Standard Training for City Letter Carriers

Participant Guide

NSN 7610170008135

March 2020

V 3.0

Learning and Development



Standard Training for City Letter Carriers

Participant Guide

United States Postal Service
Learning and Development
475 L'Enfant Plaza SW
Washington, DC 20260-4215

Use of Training Materials

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A Commitment to Diversity

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce. Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation and in formal meetings, employees and facilitators are asked to encourage an open learning environment that is supportive of everyone.

Course materials and lectures, classroom debates and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment and harassment on any prohibited basis. Instructors and class participants are expected to support this commitment.

If you find course material that is presented in the classroom or in self-instructional format, that does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles, please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity and growth, and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers and suppliers, and to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.

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Day One

Union Module 1.5 hours

Module 1: City Carrier Responsibilities

Module 2: Classes of Mail

Module 3: The Carrier Case

Module 1: City Carrier Responsibilities

Objectives:

Upon completion of this module, you will be able to:

- Define the responsibilities of a city carrier.
- Identify carrier equipment, post office layout, and various postal positions.
- Document work hours accurately using the Electronic Badge Reader (EBR) or a manual time clock.
- Demonstrate safe lifting techniques.
- Describe the Job Safety Analysis process.
- Apply Joint Statement on Violence and Behavior in the Workplace guidelines to workplace behavior.
- Obtain and setup Mobile Delivery Device (MDD).

Time Allocated for Module:

- 3 hours

Instructional Methods:

- Group discussion
- Demonstration
- Hands-on practice

Summary:

- Union Module
- City carrier responsibilities
- Identifying carrier equipment, post office layout, and various postal positions
- Using Electronic Badge Reader (EBR) and time clock
- Safety
- Job Safety Analysis
- Mobile Delivery Device

Participant Material Used:

- Participant Guide

-
- Form 1230 A, B and C, *Timecard*
 - Form 1260, *Non-EBR Card*
 - Mailpiece samples
 - Route Book, Edit Book, and Carrier case with mail samples
 - Mobile Delivery Device

Media Required:

- Projector, ACE computer, and PowerPoint presentation

For Further Information:

- Handbook M 41, *City Delivery Carriers Duties and Responsibilities*
- Handbook F-21, *Time and Attendance*
- Handbook EL 814, *Employees Guide to Safety*
- Publication 45, *A Violence Free Workplace*
- Domestic Mail Manual (DMM)

Facility Information and Introductions

Welcome to City Carrier Academy and your career at the Postal Service.

Union Module

A representative of the National Association of Letter Carriers (NALC) will address the class.

City Carrier Responsibilities

The letter carrier plays a vital role in the operation of the Postal Service and is among the most visible postal employees to the public. The public has placed a large measure of trust upon carriers and the performance of their duties. It is important that carriers have an understanding of their responsibilities.

Providing Efficient Service

Provide reliable and efficient service. To knowingly or willfully obstruct or delay the mail is unlawful. The statutes do not afford employees immunity from arrest for violations of law.

Observe courtesy when interacting with the public. Do not engage in controversies with customers or other members of the public while on duty. When requested, furnish customers with postal and other reasonable information and provide Movers' Guide and other postal forms.

Being Diligent and Prompt

Every carrier is responsible for the items listed below. However, the carrier's responsibilities are not limited to those specific items.

- Obey the instructions of your local manager.
- Report to work promptly as scheduled.
- Complete time records to accurately reflect the hours employed each day.
- Display a willing attitude and put forth a conscientious effort in developing skills to perform duties assigned.
- Be prompt, courteous, and obliging in the performance of duties.
- Attend quietly and diligently to work and refrain from loud talking and use of profane language.

-
- Do not report at cases or racks before tour of duty is scheduled to begin or linger about cases or racks after tour has ended.
 - Do not move mail from place to place on or adjacent to your case.
 - Do not engage in any time wasting practices before placing mail in the proper separation.
 - Do not loiter or stop to converse unnecessarily on your route.
 - Return to the delivery unit immediately upon completion of assigned street duties and promptly clock in on arrival. A motorized carrier unloads the vehicle and then immediately records returning time.

Maintaining Security of the Mail

Each of us should take great pride in delivering a positive experience for our customers. How we treat our customers determines their perception of us including, how we deliver their mail and packages. The Postal Service accurately, quickly, and courteously delivers numerous pieces of mail and packages every day.

Many of you have likely seen videos, online or on TV, of USPS carriers who delivered packages the wrong way. Among the lessons that we can take from these videos is that cameras are virtually everywhere. Business and home security cameras, cell phones, and digital cameras each have the potential to expose the most innocent to the most embarrassing mistakes.

These videos often find their way to the Internet for the world to see. More importantly, these isolated incidents misrepresent all of the great work our employees do every day.

We are seeing far too many incidents of our employees tossing packages onto our customers' property. Many times those incidents are caught on home security cameras. While delivering, tossing packages from any distance is unprofessional and unnecessary.

Please handle packages as if they were your own. PLACE them at the delivery point and do NOT throw them. Protect your customers' treasures and take those extra steps to get to the door.

Service is our business. It's in our name; it's expected and deserved by our patrons. Providing a positive customer experience is critical to the future of our organization.

Every year we are voted the most trusted government agency mainly because of the great relationships our employees maintain with our customers.

Remember, you represent the Postal Service. Everything you do, right or wrong, is a reflection on the organization, your co-workers, and you. Make sure that every mailpiece and package is safely and accurately delivered for every customer, every time.

When we deliver mail and packages correctly, accurately, and courteously for our customers, they have more reasons to have confidence and trust in us, and continue to do business with us.

As a Postal Service employee you must preserve and protect the security of all mail from unauthorized opening, inspection, destruction, tampering, delay, reading of the contents, or other unauthorized acts. Do not place mail in your pockets or clothing, lockers or desks, or in parcels, handgrips, personal vehicle, lunch containers, other luggage, or dispose of or otherwise discard the mail. Protect all mail, money, and equipment entrusted to your care and return all mail, money, and equipment to the post office at the end of the workday.

With few exceptions, no one, except those employed by the Postal Service for that purpose (such as in the Mail Recovery Center), may break or permit the breaking of the seals of any class mail matter without a federal search warrant, even though it may contain criminal or otherwise nonmailable matter, or would furnish evidence of the commission of a crime.

Your Role in Protecting the Security of the Mail

Any postal employee committing or allowing any of these unauthorized acts is subject to administrative discipline or criminal prosecution leading to fine, imprisonment, or both. Mail security instructions are contained in part 274 of the Administrative Support Manual.

Various federal laws provide for criminal penalties for the theft, delay, desertion, destruction, or obstruction of U.S. Mail. Title 18, United States Code, Section 1709, Theft of Mail Matter by Officer or Employee, states:

“Whoever, being a Postal Service officer or employee, embezzles any letter, postal card, package, bag, or mail, or any article or thing contained therein entrusted to him or which comes into his possession intended to be conveyed by mail, or carried or delivered by any carrier, messenger, agent, or other person employed in any department of the Postal Service, or forwarded through or delivered from any post office or station thereof established by authority of the Postmaster General or of the Postal Service; or steals, abstracts, or removes from any such letter, package, bag, or mail, any article or thing contained therein, shall be fined not more than \$2,000 or imprisoned not more than five years, or both.”

Revenue Protection and Generation

Revenue protection practices help reduce financial losses. All postal employees are responsible for safeguarding the Postal Service from loss of revenue. As a city carrier, you serve as an ambassador of the organization and have unique opportunities to promote benefits of using postal products and services. Your diligence to revenue protection practices and identifying revenue generation opportunities are vital to the success of the Postal Service.

Carrier Appearance

Maintain a neat, clean, and generally creditable appearance. You are the most visible postal employee and your appearance should reflect pride in your work and duties. Conduct affairs of your personal life in a way that will reflect creditably on both you and the Postal Service.

The city carrier is required to wear an approved postal uniform, which includes the correct footwear. This helps promote our corporate image and professionalism. Consult your union representative, On-the-Job Instructor (OJI), or supervisor for information about uniforms and vendors.

Identifying Carrier Equipment

The city letter carrier uses a variety of equipment to perform their duties. Examples of this equipment include postal vehicle, nutting truck, hamper, satchel, carrier case, and handheld scanner.

Layout of the Post Office

Post offices are not organized and set up in the same manner. However, most post offices, stations, and branches have the same specialized areas within the office where specific functions are performed. These include the post office box section, the window section, the carrier section, the registry section (this might be located in a cage and may also include accountable mail), and the mail processing section. Small facilities may combine some of these functional areas into one section.

Distinguishing Various Postal Positions

Positions within the National Association of Letter Carriers (NALC) bargaining unit include full-time regular carriers, part-time regular carriers, carrier technicians, part-time flexible carriers, and city carrier assistants (CCAs).

City carriers deliver and collect mail on foot or by vehicle under varying road and weather conditions in a prescribed area and maintain professional and effective public relations with customers and others.

Carrier technicians serve a designated group of routes on the regularly assigned carrier's non-scheduled workdays and may provide job instruction to newly assigned carriers.

Other postal positions within the facility may include mail handlers, clerks, rural carriers, custodians, contract employees and supervisory personnel.

Mail handlers load, unload, and move mail. They also perform other duties incidental to the movement and processing of mail.

Clerks may perform a variety of sales and customer support services for products or may separate mail in accordance with established schemes, including incoming and outgoing mail.

Rural carriers case, deliver, and collect mail along a prescribed rural route using a vehicle and provide customers on the route with a variety of services.

Custodians perform duties in connection with custody of an office or building.

A **Customer Service Supervisor** oversees a group of employees in the delivery, collection, and distribution of mail, and in window service activities within a post office, station or branch, or detached unit.

A **Manager, Customer Services** directs, with the assistance of supervisors in activities of a carrier station or branch providing delivery and collection services, through a large number of routes; window and box services; mail distribution and dispatch; and the processing or sale of non-postal products.

Postmasters manage the operation of post offices. They may include city, rural, and highway contract route mail delivery, collection, sales of Postal Service retail products and services, and limited distribution activity.

The **Manager, Post Office Operations** oversees all operations of a designated group of post offices within the jurisdiction of a customer service district, monitoring performance and ensuring compliance with national, area, and district objectives for service, budget, and productivity.

Recording Time Accurately

Accurate time recording is very important in ensuring that the carrier is compensated for time worked. Recording time is the first task a carrier performs prior to beginning work and the last thing a carrier will do before going home for the day. Work must not be performed off the clock.

You will be utilizing one of the following methods to enter your timekeeping information. Your responsibility is to accurately record the time that you work. This information is used for data analysis and reporting purposes such as; payroll and delivery time records.

Electronic Badge Reader (EBR)

The Electronic Badge Reader (EBR) is used by most city delivery offices to enter timekeeping information.

Select the proper transaction code by pressing one button in each of two rows. For example, when a BT (begin tour) is selected, the system will prompt the employee to select an operation number.

Carriers are responsible for making the proper clock rings on an EBR:

1. Select a transaction:
 - BT — Begin tour.
 - OL — Out to lunch.
 - IL — In from lunch.
 - MV — Move.
 - ET — End tour.
2. Select the proper operation number.
3. Swipe your time card/badge.

The carrier would normally select an in office operation, such as 722, which would record the time a carrier uses in the office to case the route or other related activities.

Before the carrier leaves the office to deliver mail, a MV (move ring) is entered. The operation number identifies when the carrier left the office to deliver mail on the street. The carrier would normally select a street operation, such as 721.

As carriers move between assignments, operation, and route numbers must be accurately recorded in the EBR. Office moves are recorded as they occur in the office. Street moves are recorded upon return from the street.

When you have finished delivering on the street and returned to the office, another MV is entered to identify office time again. The operation numbers will be provided by the supervisor when the carrier comes into the office each day. Usually, operation numbers are determined based on the type of route the carrier is performing that day.

The system automatically deducts a 30 minute lunch period from the carrier's time when 6.08 or more hours are identified. There are some instances when it will be necessary for the lunch rings to be input. Plan your lunch accordingly.

Using the Time Clock

If your office does not use the EBR system, your time will be recorded on paper timecards (PS Forms 1230, A, B, and C, *Timecard*) using a time clock. On the timecard, each day has space for four time clock entries.

The clock ring side of PS Forms 1230 and 1230-C are used by employees to record their daily clock rings and service hours. Timekeepers will total or extend each employee's clock rings each day by using the various columns. The boxes at the top of the time card are used only for totaling the time cards at the end of the week.

Pay Loc	Last Name	Initials	D/A	LDC	RSC	Level	LT	Finance No.	FLSA	EIN	Yr	PP	Wk		
000	JOHNS	S	81	3	4800	P	06	00	39	0825	N	3	04	2	
5858 0002		57 Holiday Work		58 Holiday Leave		59 Part Day LWOP		60 Full Day LWOP		61 Court Leave		62 Guaranteed Time		52 Work Hours	
CARD TYPE		43 Penalty Overtime		65 Meeting Time		56 Convention Leave		67 Military Leave		68 Guaranteed Overtime		53 Overtime			
1 - New Employee or Replacement Time Card		69 Blood Donor Leave		70 Steward's Duty Time		71 Continuation Of Pay		49 LWOP On SWEOP		73 Out Of Schedule		72 Sunday Premium Hours		54 Night Work	
2 - Higher Level		74 Christmas Work								76 Non-Scheduled Xfest Hrs		55 Annual Leave			
CARD TYPE MUST BE ENTERED AT RIGHT		90 RSC		91 Grade		92 Z Inc.		93 H/L L/D		95 Dual D/A		98 Pay Loc Change		98 LDC Change	
U.S. POSTAL SERVICE												56 Sick Leave			
TIME CARD															
PS FORM 1230X		Employee's Signature (Only When Required)										Timekeepers Initials			

Back of PS Form 1230X

These boxes are used to assist timekeepers in totaling time at the end of the week.

The "Disallowed (REASON)" column is used by supervisors to disallow clock time when no work was performed. See subsections 146.22 through 146.25.

The "SCHED" box is used to indicate that the employee was not scheduled to work.

This box gives the day of the week. Saturday is also referred to as day "1," Sunday as day "2," etc.

This box is for the initials of the person totaling the time at the end of the week.

These boxes are used to assist the timekeeper in crossfooting.

These spaces are used to record daily clock rings.

This box is used to record guaranteed overtime.

This box is used either by the timekeeper to verify that he or she extended the daily totals or by the supervisor to approve or disapprove certain entries.

This box is used to record overtime and penalty overtime hours.

This box is used to record guaranteed time.

This space is used to record total clock hours for the day.

This box is for the initials of the person verifying at the end of the week that time card entries were made in accordance with established procedures and that the totals are correctly stated.

TOTALS		PAID LEAVE		OTHER PREMIUM		GUARANT TIME		GUARANT O/T		CLOCK HOURS		OVERTIME		PENALTY OVERTIME		TOTAL OVERTIME		TOTAL HOURS	
W	T	CL	SL	SL	SL	OT	OT	OT	OT	OT	OT	OT	OT	OT	OT	OT	OT	OT	OT
INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS INITIALS																			
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Using your timecard, slide the card into the clock and press or punch the card at the bottom space for that day.

When clocking out to street time to deliver mail, record the time using the clock in the same manner. Do the same when you return from the street and end your tour of duty. A completed timecard will have four entries for each day worked.

Completing Timecards Manually

The procedures for completing timecards manually are the same as for using the time clock; however, instead of using the time clock the carrier will record the time entries manually by writing the entries on the time card in the four spaces on PS Form 1260, *Non-EBR Card*.

Name (Last, First, MI)				EIN (8 digits)		Pay Loc.
	Date (MM/DD/YYYY)	Ring Type (BT, OL, IL, MV, ET)	OPN-LU (6 digits)	Route (6 digits)	Finance No. (6 digits)	Time Hrs/100's
Supervisor Name (Print)				Comment(s):		
Supervisor Signature & Date						

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NON-EBR CARD

Time Conversion Table

Minutes	Hundredths	Minutes	Hundredths	Minutes	Hundredths
0	.00	20	.33	40	.67
1	.02	21	.35	41	.68
2	.03	22	.37	42	.70
3	.05	23	.38	43	.72
4	.07	24	.40	44	.73
5	.08	25	.42	45	.75
6	.10	26	.43	46	.77
7	.12	27	.45	47	.78
8	.13	28	.47	48	.80
9	.15	29	.48	49	.82
10	.17	30	.50	50	.83
11	.18	31	.52	51	.85
12	.20	32	.53	52	.87
13	.22	33	.55	53	.88
14	.23	34	.57	54	.90
15	.25	35	.58	55	.92
16	.27	36	.60	56	.93
17	.28	37	.62	57	.95
18	.30	38	.63	58	.97
19	.32	39	.65	59	.98

Privacy Act Statement: Your information will be used to process your compensation and payroll request. Collection is authorized by 39 U.S.C. 401, 409, 410, 1001, 1003, 1004, 1005, and 1026; and 29 USC 2601 et seq. Providing this information is voluntary, but if not provided, we may not process your request. We may disclose your information as follows: in relevant legal proceedings; to law enforcement when the U.S. Postal Service® (USPS®) or requesting agency becomes aware of a violation of law; to a congressional office at your request; to entities or individuals under contract with USPS; to entities authorized to perform audits; to labor organizations as required by law; to federal, state, local or foreign government agencies regarding personnel matters; to the Equal Employment Opportunity Commission; and to the Merit Systems Protection Board or Office of Special Counsel. For more information about our privacy policies, visit usps.com/privacypolicy.

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Apply Safe Work Practices

The Postal Service is committed to providing its employees and customers with a safe and healthy environment and complying with applicable safety laws and regulations. As such, every employee has a responsibility to work safely and be aware of their surroundings regardless of the activity.

Learn and use all the safety rules and procedures that apply to your job. The Postal Service welcomes any suggestions you may have that might improve the safety of operations. Submit your suggestions to your supervisor.

Safe Lifting Procedures

When collecting and casing mail, you will be lifting, pushing, bending, pulling, twisting, and reaching. Observe safety procedures when loading and unloading your vehicle and when pulling down mail from the carrier case. Ensure that hampers and other equipment are not overloaded when transporting mail.

1. Plan your lift, test the load.
2. Ask for help if the load is too heavy or awkward.
3. Get firm footing by keeping your feet apart and pointing your toes out.
4. Bend at your knees and not at your waist.
5. Tighten your stomach muscles to support your spine.
6. Lift with your legs and let your muscles do the lifting.
7. Keep the load close to your spine and less force will be exerted on your back.
8. Keep your back upright and avoid twisting.

Job Aid - Safe Lifting

1. Plan your lift, and test the load.  • Testing the load before lifting avoids surprises. • Is the path clear?	2. Ask for Help.  • If the load is too heavy or awkward, you risk injury lifting alone.	3. Get firm footing.  • Keeping your feet apart creates a stable base. • Point your toes out.
4. Bend your Knees.  • Bending at the waist causes cumulative trauma to your back.	5. Tighten stomach muscles.  • Tightened muscles support your spine. • Lift slowly; don't jerk the load.	6. Lift with your legs.  • Let your leg muscles do the lifting. • Your legs are stronger than your back.
7. Keep the load close.  • The closer the load is to your spine, the less force it exerts on your back.	8. Keep your back upright.  • If your back is not upright, you are adding the weight of your body to the load. • Avoid twisting while lifting.	

Job Safety Analysis (JSA)

A Job Safety Analysis (JSA) is a procedure used to analyze a specific task. The goal of a JSA is to eliminate accidents by identifying hazards and then providing recommended safe work practices and protective measures. Employees are encouraged to offer input with JSA development through local safety and health committees.

Several JSAs are included throughout the course.

Workplace Violence Prevention Program

The Postal Service's Workplace Violence Prevention Program provides employees with resources and awareness of prevention and response measures. Everyone, every day, must do their part in maintaining a safe work environment by reporting all perceived acts of aggression, violence, or threats. Workplace violence is a problem worldwide and the third leading cause of death in the workplace.

Zero tolerance means that every act or threat of violence, regardless of the initiator, elicits an immediate and firm response. The response could result in corrective action, up to and including, removal of the offender from employment with the Postal Service.

The concept of zero tolerance is based on the belief that no employee should have to work in an atmosphere of fear and intimidation. Every threat and every act of inappropriate behavior must be addressed.

The zero tolerance policy provides the foundation for prevention, but that is only part of our prevention efforts and strategies.

Joint Statement on Violence and Behavior in the Workplace

The Postal Service and the various management and employee organizations support the Joint Statement on Violence and Behavior in the Workplace. The joint statement affirms the intentions to make the workroom floor a safer, more harmonious, as well as a more productive workplace. This statement is posted on bulletin boards in all postal installations.

JOINT STATEMENT ON VIOLENCE AND BEHAVIOR IN THE WORKPLACE

The United States Postal Service as an institution and all of us who serve that institution must firmly and unequivocally commit to do everything within our power to prevent further incidents of work-related violence.

This is a time for candid appraisal of our flaws and not a time for scapegoating, fingerpointing, or procrastination. It is a time for reaffirming the basic right of all employees to a safe and humane working environment. It is also the time to take action to show that we mean what we say.

We openly acknowledge that in some places or units there is an unacceptable level of stress in the workplace; that there is no excuse for and will be no tolerance of violence or any threats of violence by anyone at any level of the Postal Service; and that there is no excuse for and will be no tolerance of harassment, intimidation, threats, or bullying by anyone.

We also affirm that every employee at every level of the Postal Service should be treated at all times with dignity, respect and fairness. The need for the USPS to serve the public efficiently and productively, and the need for all employees to be committed to giving a fair day's work for a fair day's pay, does not justify actions that are abusive or intolerant. "Making the numbers" is not an excuse for the abuse of anyone. Those who do not treat others with dignity and respect will not be rewarded or promoted. Those whose unacceptable behavior continues will be removed from their positions.

We obviously cannot ensure that however seriously intentioned our words may be, they will not be treated with winks and nods, or skepticism, by some of our 700,000 employees. But let there be no mistake that we mean what we say and we will enforce our commitment to a workplace where dignity, respect, and fairness are basic human rights, and where those who do not respect those rights are not tolerated.

Our intention is make the workroom floor a safe, more harmonious, as well as a more productive workplace. We pledge our efforts to these objectives.

(Signed by the D.C. Nurses Association, Federation of Postal Police Officers, National Association of Letter Carriers, National Postal Mail Handlers Union, United States Postal Service, National Association of Postal Supervisors, National Association of Postmasters of the United States, National League of Postmasters of the United States, National Rural Letter Carriers' Association)

Dated: February 14, 1992

Source: Postal Bulletin, 21811, 3-19-92, page 3

Mobile Delivery Device

The best way to generate revenue is to continually improve the customer experience. The Mobile Delivery Device (MDD) continues our focus on the customer. Customers receive text messages or emails about package delivery status, providing delivery information in real-time.

MDDs provide real-time scan data, GPS data transfer, two-way text messaging with your supervisor, and signature on glass. Other features include on-street workflow application enhancements and touch-screen interaction with the scanner.

The MDD uses cellular and GPS technology, with data uploads every 10 seconds and icons that indicate cellular strength, GPS signal strength, battery life, and communication status. The MDD uses geo-fence technology to establish expected route parameters and detects MDD location in relation to those parameters. Geo-fence technology continually improves, allowing the Postal Service to provide customers with increasingly responsive data.

User Profile Setup

1. Legal Screen
2. Welcome Screen
 - Scan / Key-in badge barcode
3. Enter Carrier Information
 - First Name
 - Last Name
 - User ID
4. User Role
 - City Carrier
 - Rural Carrier
 - CDS/HCR Carrier

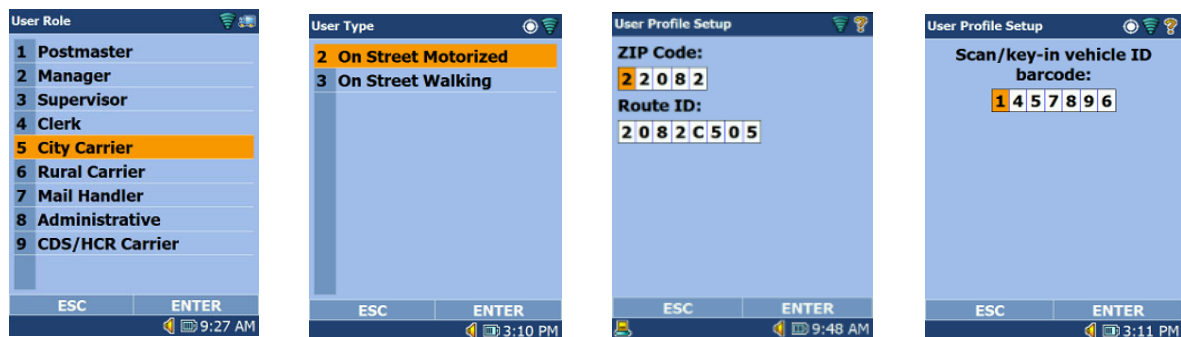
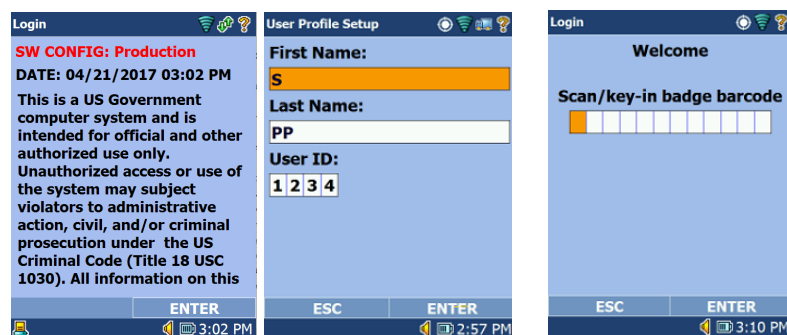
5. User Type

- On-Street Motorized
- On-Street Walking

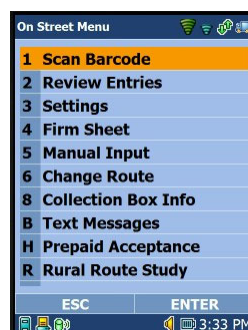
6. User Profile Setup

- Enter ZIP Code
- Enter Route ID
 - Scan barcode on case
 - Manual entry, press enter to proceed

7. Scan / Key-in vehicle ID barcode

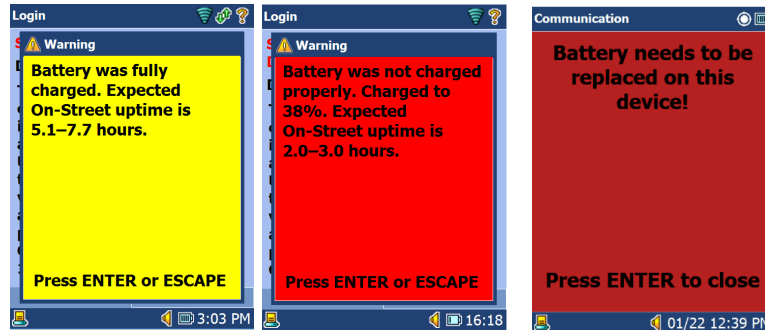


Each user profile is saved to the device. After scanning your badge in a device that already contains your profile, you will be taken directly to the User Type. Enter your delivery method to continue on to Route Information to begin using the device. After logging into the MDD, you will have the following options available.

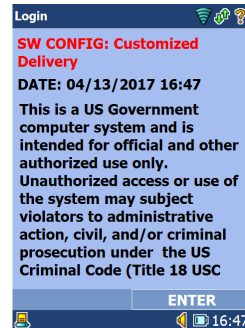
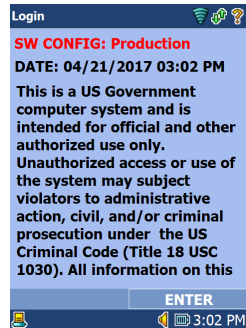


Battery Usage

The MDD displays a warning if it has less than seven hours of battery life remaining. The Red LED flashes while it is in the cradle being charged. An alert message is also displayed. Supervisors receive warnings about battery status and can monitor battery usage and status.



MDD battery icons also indicate battery life status. Degraded batteries are nearing the end of their usable life. When fully charged, degraded batteries may provide less than seven hours of battery life.

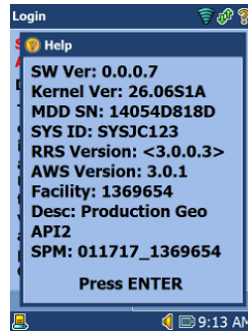


Degraded battery fully charged but less than 7 hours battery life

Not fully charged battery with less than 7 hours battery life

Help Screen

To access the help screen, choose the question mark icon in the upper right corner of the MDD login screen. The help screen will display the software version, facility ID, system ID, description of the software build, and Service Performance Measurement (SPM) download dates for your reference. This information may be helpful in the event you need to troubleshoot the MDD.



Instructions for Barcode Scanning

1. Wake the device by pressing the Power or Scan button located on the keypad.
2. Select Scan Barcode from the On-Street menu.
3. Press and aim holding the device at a 30° angle to the barcode.
4. Center the aiming pattern on the barcode.
5. Device will beep when it has successfully read the barcode.



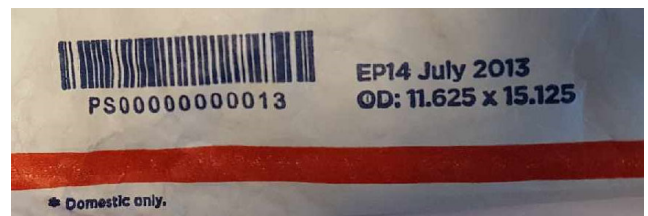
Tips for Efficient Scanning



- For best scanning results, hold the scanner at a 30° angle to the barcode being scanned. Press and hold the scan button to line up the + in the center of the barcode.
- When scanning in direct sunlight, turn your back to the sun.
- Ensure you scan the tracking barcode. Often customers use USPS branded packaging which has barcodes used to sell the product to the customer. Do not scan the packaging barcode, scan the tracking number barcode. Tracking information will be printed on a label or paper affixed to the package.



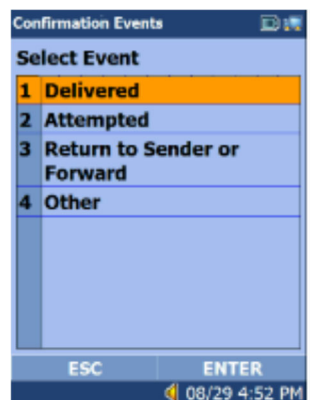
Priority Mail Packaging Barcode



USPS Packaging Barcode

Delivery Attributes, Signature Required

Delivery attributes for signature required mailpieces can also be captured. Once a barcode is scanned, the MDD presents several options for delivery confirmation events. If the mailpiece requires a signature, four options are listed: Delivered, Attempted, Return to Sender or Forward, and Other. Select the appropriate option for the mailpiece and make selections, as necessary.



Delivered

The first confirmation event option is Delivered. Scan the mailpiece barcode, then select Delivered. Indicate the mailpiece delivered location on the sub-event list.

The left screenshot shows the 'Confirmation Events' screen. It has a title bar with 'Confirmation Events' and a status bar with 'ESC', 'ENTER', and '08/29 4:52 PM'. The main area is titled 'Select Event' and contains a list: '1 Delivered' (highlighted), '2 Attempted', '3 Return to Sender or Forward', and '4 Other'. The right screenshot shows the 'Delivered Location' screen. It has a title bar with 'Delivered Location' and a status bar with 'ESC', 'ENTER', and '09/12 2:04 PM'. The main area is titled 'Select Event' and contains a list: '1 In/At Mailbox' (highlighted), '2 Front Door/Porch', '3 Left with Individual at Address', '4 Front Desk/Reception/Mail Room', '7 Left with Neighbor', 'G Authorized Agent', and 'U Tendered to Authorized Agent'.

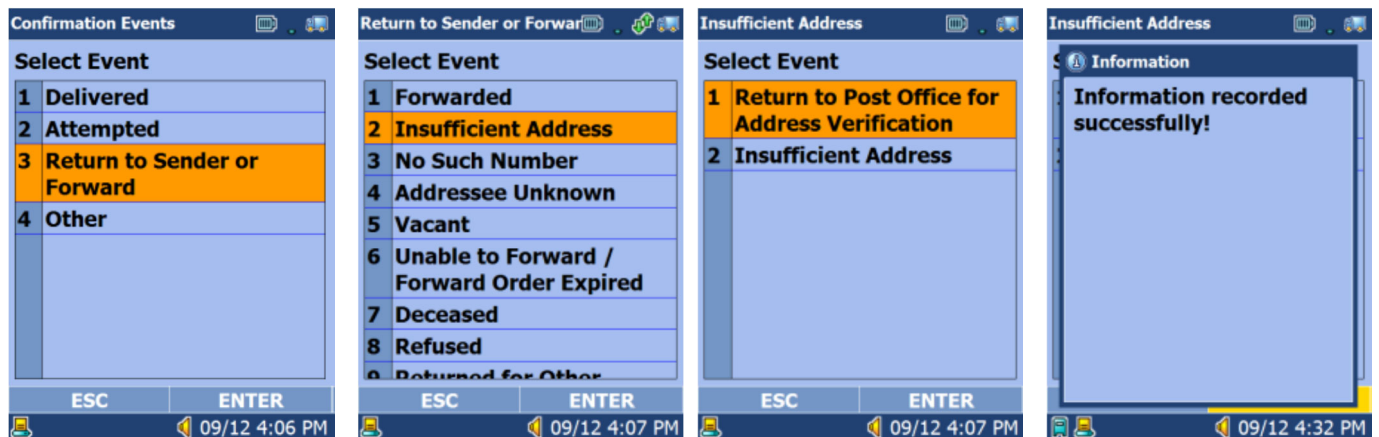
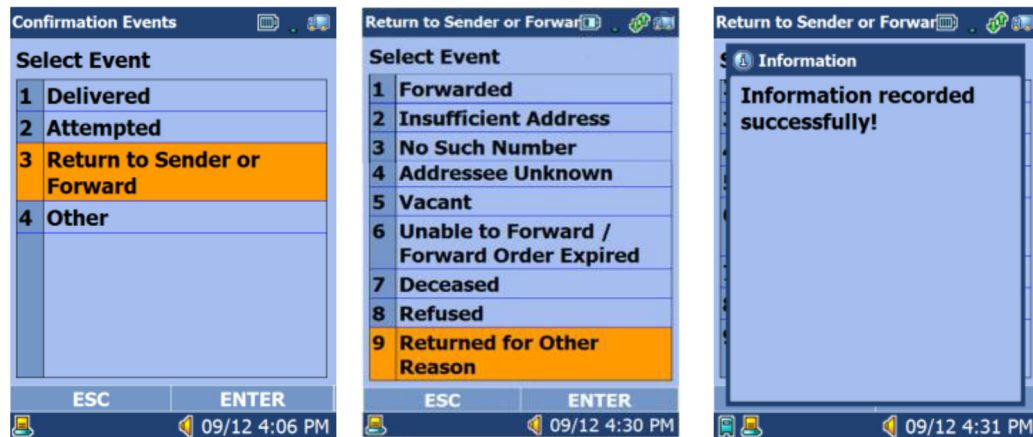
Attempted

The second confirmation event option is Attempted. Scan the mailpiece barcode, then select Attempted. Indicate the reason the mailpiece was not successfully delivered on the sub-event list. For No Authorized Recipient, No Secure Location and Receptacle Full/Item Oversized, scan the PS Form 3849 and press Enter to verify the ZIP Code. For the remaining options, select the option then press enter to verify the ZIP Code.

The left screenshot shows the 'Confirmation Events' screen. It has a title bar with 'Confirmation Events' and a status bar with 'ESC', 'ENTER', and '09/17 10:51 AM'. The main area is titled 'Select Event' and contains a list: '1 Delivered', '2 Attempted' (highlighted), '3 Return to Sender or Forward', and '4 Other'. The right screenshot shows the 'Attempted' screen. It has a title bar with 'Attempted' and a status bar with 'ESC', 'ENTER', and '09/17 10:52 AM'. The main area is titled 'Select Event' and contains a list: '1 No Authorized Recipient Available' (highlighted), '2 No Secure Location Available', '3 No Access or Business Closed', '4 Receptacle Full/Item Oversized', '5 Customer Hold', and '6 Animal Interference'.

Return to Sender or Forward

The MDD provides selections for mail marked Return to Sender or Forward. Scan the barcode. Select option 3, Return to Sender or Forward. A context-specific sub-event list allows you to record details about the mailpiece.



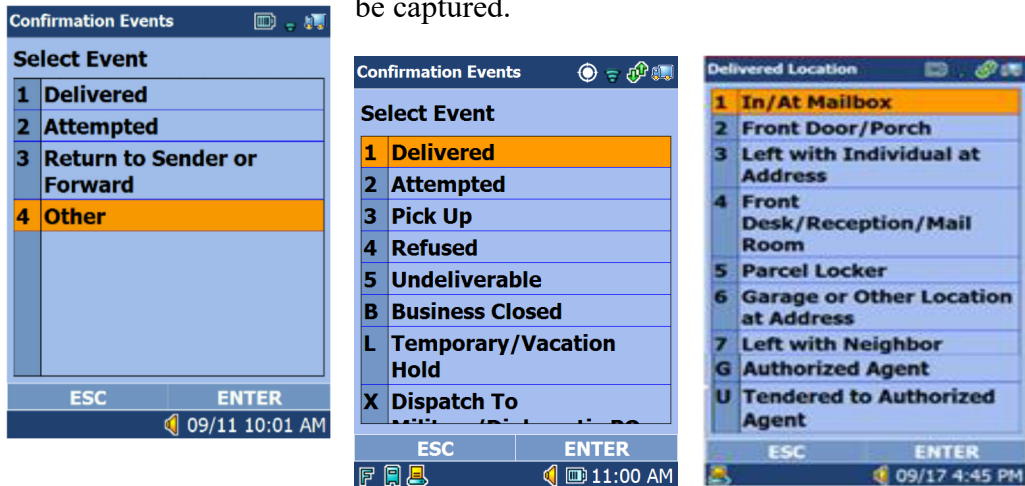
Other

The last option on the Confirmation Events screen is Other. Once you have scanned the barcode, select Other. Options one and two require that you confirm the ZIP Code. Options three and four will skip the ZIP Code verification and immediately save the information entered.

When option four is selected an additional context-specific sub-event list populates. Select the appropriate option, Out for Delivery or Out for Redelivery. Once selected, the information is saved.

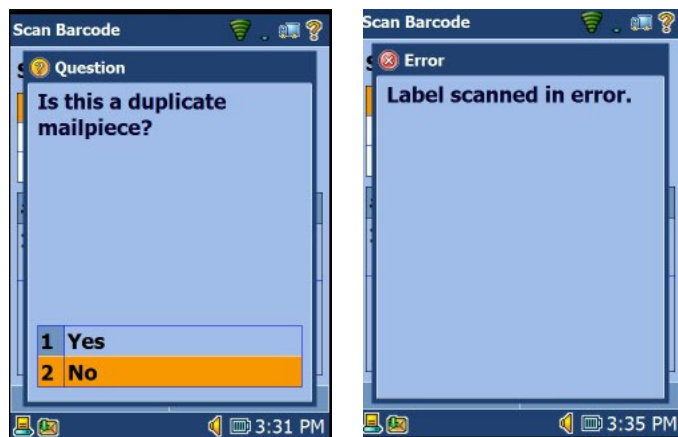
No-Signature/Signature-Waived Options

Delivery attributes for no-signature or signature-waived packages can also be captured.



Duplicate Mailpieces

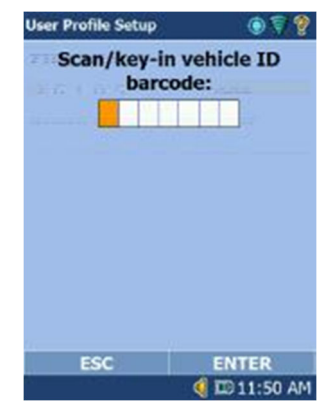
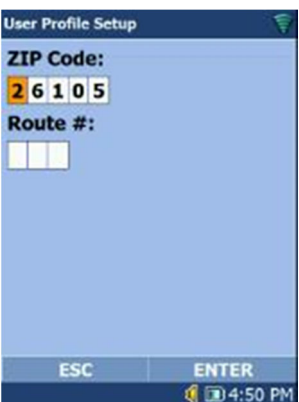
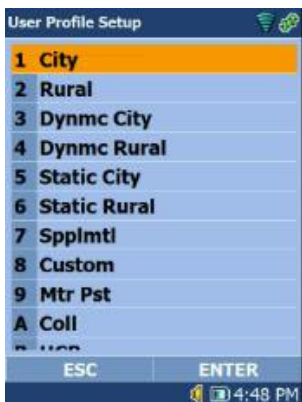
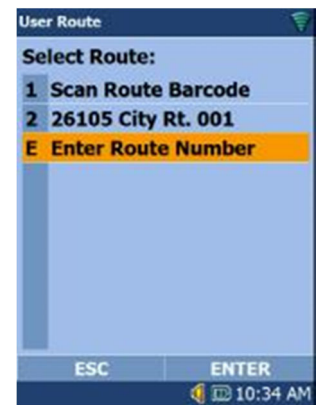
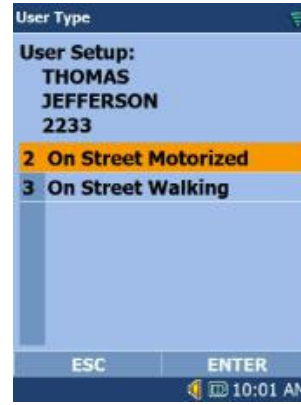
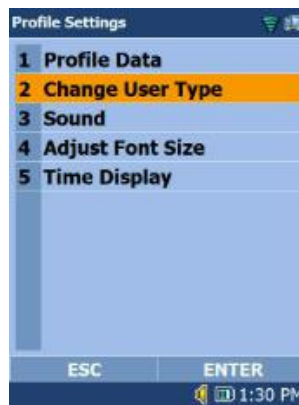
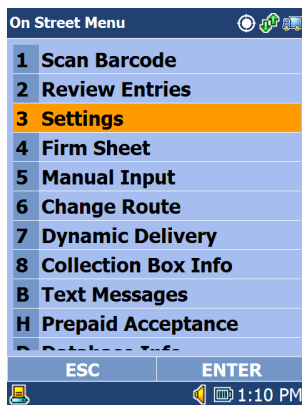
The device also can capture count for duplicate mailpieces.



Carrying Multiple ZIP Codes on Route

When delivering a route that services multiple ZIP Codes, carriers must input the new ZIP Code on the MDD to access the correct delivery information. From the On-Street menu:

1. Select Settings
2. Change User Type
3. Select User type
4. Enter route number
5. Select type of route
6. Key in ZIP Code and enter route number
7. Confirm
8. Scan or Key-in vehicle ID



Attempted Sub-Event

When delivery of an item is attempted, a sub-event list for no-signature-required service barcode allows you to record specific details about the attempted delivery, as well as the PS Form 3849 ID number.

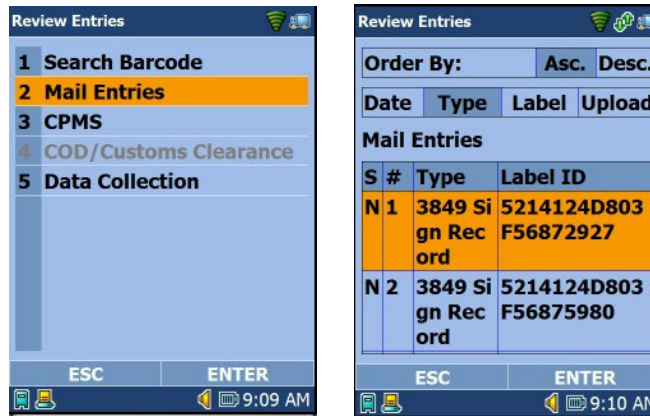
Instructions for Signature Capture

1. Wake the device by pressing the Power or Scan button located on the keypad.
2. Select Scan Barcode from the On-Street menu.
3. Scan barcode and select Delivered.
4. Select Delivered Location from the menu.
5. The MDD prompts you to use Sign on Glass feature.
6. Enter First Initial and Last Name of the customer then Press ENTER.
7. Lean the MDD toward the customer so they can use the Sign on Glass feature. The screen will invert for the customer to sign. Have customer use the stylus to sign for the package. When you lean the MDD back toward you, the screen will reorient to the upright position. Remember, both the signature and the address are required.
8. If the signature is not detected, scanner will display question Is signature image present? Yes/No.



As a reminder, when signing on glass, remind the customer to press firmly with the stylus on the glass when signing. The Sign on Glass signature and address can be removed by pressing the DEL key. Deleting removes both pieces of information so the customer can re-sign.

On-street workflow application enhancements allow you to review scans made during the day. The scan list is sortable by label ID, service type, and scan time.



In addition, a scan data upload report is available that displays a summary of the number of records uploaded.

Text Messaging

The MDD can provide two-way text messaging between the MDD and your supervisor. When an alert arrives, the MDD provides visual and audible prompts.

- Check text messages from supervisors as alerted.
- Send messages to supervisors from MDDs while on the route.
- Supervisors must be at a computer to receive a text. Do not use this feature for emergency communications, as they may not be monitoring for texts at that time.
- MDD detects motion and enables/disables MDD viewing/responding to text alerts and messages based on speed. Speed limit is set at 5 MPH.
 - Carriers only receive an audible prompt if the device is moving below 5 MPH.
- The MDD allows carriers to select from a list of several common text responses or provides the option to create a custom message.



Use the Up and Down arrow key to select a message and press enter. Then, the View Message screen appears. Highlight a Response and press ENTER. Information recorded successfully message is displayed, followed by the Main Menu.

Delivery Instructions

Delivery instructions are included with the hazard alert menu on the MDD. Supervisors can input delivery instructions and they will download to the MDD while it is cradled overnight. When a carrier approaches the address specified in the delivery instructions alert, the MDD will buzz and beep without text to speech.

On Street Menu		
6	Change Route	
7	Dynamic Delivery	
8	Collection Box Info	
B	Text Messages	
H	Prepaid Acceptance	
D	Database Info	
A	Accountables Delivery Report	
P	Package Lookahead	
Z	Hazard Alert/Delivery Instruction (12)	
ESC		ENTER
1:29 PM		

Location Alerts		
#	Range	Description
	1.2mi	same address in Hazard alert
⚠	1.2mi	construction equipment
⚠	1.3mi	Work Zone Hazard
	1.4mi	Neighbor checking Alert between two locations
	1.4mi	Mailbox is to the right
ESC		ENTER

Delivery Instruction	
Field	Value
Name	JACOB
Address	102 ROSS DR SW
City	VIENNA
State	VA
Describe	Mailbox is to the right
Hazard Type	Delivery Instruction
ENTER	

Vehicle Inspection Process

Before a postal vehicle is driven, it must be inspected to ensure that it is in proper operating order and no damage or defect exists. All inspections of a postal-owned vehicle are done on the clock daily.

Vehicle inspection is the process of examining a vehicle using Notice 76, *Expanded Vehicle Safety Check*, to ensure that it is in safe operating condition.

Label 70, *Safety Check and Vehicle Dimensions*, is found on the dash of postal owned vehicles. This is another reminder that safety checks should be performed.

Notice 76, *Expanded Vehicle Safety Check* is designed to take the driver in a logical sequence around the vehicle. Follow these steps:

- Inspect under vehicle for fluid leaks
- Inspect front tires for uneven wear and under-inflation
- Check that the hood can be latched securely
- Check front for body damage
- Check left side for body damage
- Check left door lock (check for complete accident report kit if stowed on inside left of vehicle)
- Check for rear end leaks
- Inspect rear tires for uneven wear and under-inflation
- Check rear for body damage
- Check rear door lock
- Check right side for body damage
- Check right door lock(s)
- Open door and move into driving position
- Check for complete accident report kit
- Start engine
- With assistance, adjust pot-lid mirrors and rear-view mirrors
- With assistance, check headlights, tail lights, brake lights, flashers, and directional signals (front and rear)
- Check operation of windshield wipers and washer
- Check operation of horn

-
- Check gauges for proper operation
 - Check foot brake
 - Check emergency brake
 - Check seat belt and fasten

Arranging Vehicle Repairs

Report deficiencies, body damage, or inoperable items to your supervisor using PS Form 4565, *Vehicle Repair Tag*, so the conditions can be corrected or another vehicle provided.

Please make sure you maintain a safe vehicle — on or off the job. If you are assigned a postal vehicle, use PS Form 4565, *Vehicle Repair Tag*, to report any repairs needed.

What To Do If You Notice Smoke Or Fire In Your Vehicle

Pull safely to the side of the road and come to a complete stop as soon as possible. Do not drive any further than absolutely necessary. If you continue to drive — even slowly — air will be forced through your hood area, likely stoking the fire and making it more dangerous. Vehicle fires can spread to neighboring buildings or brush. They can release toxic gases (including cyanide) from plastics and other materials in vehicles. The most important thing at this point is to STOP and put the vehicle in park.

Once safely stopped, turn off the vehicle immediately and remove the key. Most modern vehicles and the LLV have electric fuel pumps. If the ignition is not turned off, the electric fuel pump may continue to pump fuel into the engine area.

Get as far away from the vehicle as possible. Stand upwind, so you're not in the path of smoke, ash, heat, and toxic gases. Tell others in the area to do the same.

Call 911, then call your postal supervisor.

Once you leave the vehicle, do not try to extinguish the fire or attempt to remove mail from the vehicle. A vehicle and its contents can be replaced, you cannot. Do not approach the vehicle. Leave the vehicle and leave it to the pros.

Always Remember: Safety Depends on Me!

Review

1. What are the standard rules for carriers discussed in module one?
2. What are some things that you can do as a carrier to ensure security of the mail?
3. What penalties might you incur if you were to delay, discard, tamper, read, or open the mail entrusted to your care?
4. Give four examples of equipment used by city carriers.
5. Whose responsibility is it to accurately record time worked?
6. What does EBR stand for? How is it used?
7. How much time is a carrier allowed for lunch?
8. What is a Job Safety Analysis?
9. What is the first step in planning your lift?
10. When on the route, what is a key component of being safe?
11. How do you “wake up” or activate the MDD on the route?
12. What is the user type for a city letter carrier on a motorized route?
13. What steps must you take on the scanner when carrying multiple zones?

Module 2: Classes of Mail

Objectives:

Upon completion of this module, you will be able to:

- Describe characteristics of each class of mail.
- Identify the applicable class of mail for a corresponding mailpiece.
- Explain handling procedures for undeliverable mail.
- Recognize city carrier color code responsibilities.

Time Allocated for Module:

- 1.5 hours

Instructional Methods:

- Group discussion
- Demonstration
- Hands-on practice

Summary:

- Classes of Mail

Participant Material Used:

- Participant Guide
- Mailpiece samples

Classes of Mail

In order to handle each piece of mail correctly, you must have a general knowledge of the classes of mail. All classes of mail are important, but delivery standards vary according to the class of mail. The class of mail also determines how the mailpiece is handled when it is not deliverable as addressed. Mail class is determined by mailpiece characteristics and postage paid by the mailer.

There are six actions a carrier may take with a mailpiece:

- Deliver
- Forward
- Hold
- Place in Throwback Case
- Return to Sender with a reason for non-delivery (when properly endorsed)
- Place in tub marked UBBM (Undeliverable Bulk Business Mail).
Authorized personnel will verify and discard as appropriate

The class of mail can be identified by markings in the postage area of the mailpiece (Except for Periodicals that are not enclosed in an envelope or wrapper) and specialized packaging or labeling.

Priority Mail Express

Priority Mail Express is the Postal Service's premium service and is the fastest way to send a piece of mail (up to 70 pounds) to its destination. Other characteristics of Priority Mail Express include:

- Provides highly reliable expedited mail transportation and delivery on the next or second day
- Delivery available 7 days a week, 365 days a year to most destinations
- Delivered by 10:30 am, 12:00 pm, or 3:00 pm depending upon the service commitment and local instructions
- Guaranteed delivery time and a refund of postage to the mailer if the delivery time is not met (subject to standards)
- The postage price is determined by weight and zone of destination
- Cannot be discarded
- Uses Priority Mail Express Mailing Label

- Special mailing envelopes and boxes are available free at post offices and online

Priority Mail Express services include:

- Priority Mail Express Post Office to Addressee
- Priority Mail Express Hold for Pick Up
- Priority Mail Express Military
- Priority Mail Express International

Priority Mail Express requires scanning and a customer signature on glass or PS Form 3849, *We ReDeliver for You*, if the mailer indicates a signature is required on the Priority Mail Express label.

CUSTOMER USE ONLY

FROM: (PLEASE PRINT) _____ PHONE: () _____

PAYMENT BY ACCOUNT (if applicable)
USPS® Corporate Acct. No. _____ USPS® Acct. No. or Postal Service® Acct. No. _____

DELIVERY OPTIONS (Customer Use Only)

SIGNATURE REQUIRED Note: The mailer must check the "Signature Required" box if the mailer: (1) Requires the addressee's signature; OR (2) Purchases additional insurance; OR (3) Purchases COD service; OR (4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

☐ Signature Required

Delivery Options

☐ No Saturday Delivery (delivered next business day)

☐ Sunday/Holiday Delivery Required (additional fee, where available)

☐ 10:30 AM Delivery Required (additional fee, where available)

*Refer to USPS.com or local Post Office for availability.

TO: (PLEASE PRINT) _____ PHONE: () _____

ZIP + 4® (U.S. ADDRESSES ONLY) _____

■ For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
■ \$100.00 Insurance included.

ORIGIN (POSTAL SERVICE USE ONLY)

☐ 1-Day ☐ 2-Day ☐ Military ☐ DPO

PO ZIP Code _____ Scheduled Delivery Date (MM/DD/YYYY) _____ Postage \$ _____

Date Accepted (MM/DD/YYYY) _____ Scheduled Delivery Time ☐ 10:30 AM ☐ 3:00 PM ☐ 12 NOON Insurance Fee \$ _____ COD Fee \$ _____

Time Accepted ☐ AM ☐ PM 10:30 AM Delivery Fee \$ _____ Return Receipt Fee \$ _____ Use Animal Transportation Fee \$ _____

Weight ☐ Flat Rate \$ _____ Sunday/Holiday Premium Fee \$ _____ Total Postage & Fees \$ _____

lb. ozs. Acceptance Employee Initials _____

DELIVERY (POSTAL SERVICE USE ONLY)

Delivery Attempt (MM/DD/YYYY) Time _____ Employee Signature _____

☐ AM ☐ PM

Delivery Attempt (MM/DD/YYYY) Time _____ Employee Signature _____

☐ AM ☐ PM

LABEL 11-8, JANUARY 2014 PSN 7690-02-000-9996 1-ORIGIN POST OFFICE COPY

If the mailer has opted to require a signature, it will be noted on the Priority Mail Express label. If the mailer has not required a signature, scan the mailpiece as delivered and when prompted, select the appropriate response on the scanner and then place it in the customer's mailbox.

Examples of Priority Mail Express markings include:

E	PRIORITY MAIL EXPRESS US POSTAGE PAID COMPANY NAME eVS
PRIORITY MAIL EXPRESS 1-DAY™	
INTERNET SALES DEPT FAST & EFFICIENT SUPPLY CO 10474 COMMERCE BLVD DUXLEY B SILVER SPRINGS MD 20910-9999 SIGNATURE REQUIRED G000	
RONALD RECEIVER INTERNET PURCHASING BIG & GROWING BUSINESS CO 8403 LEE HIGHWAY MERRIFIELD VA 22082-9999	
USPS SIGNATURE TRACKING # eVS  9272 4912 3456 7894 0323 05	



Global Express Guaranteed (GXG) and Priority Mail Express International (PMEI) are available for international service. GXG provides expedited delivery service provided through an alliance with FedEx Express. Priority Mail Express International offers fast reliable service with date-certain service to select destinations.

First-Class Mail

With the exception of restricted material, any mailable item, including postcards, letters, flats, and small packages, may be mailed as First-Class Mail (FCM).

Items containing handwriting or typewriting, personal information, bills, and statements of account must be sent as First-Class Mail. FCM is protected against postal inspection.

Postage for single piece First-Class Mail (FCM) is determined by weight (in ounces). First-Class Mail weighing over 13 ounces is sent as Priority Mail.

Also, other considerations include:

- The maximum weight for any mailpiece is 70 pounds.
- First-Class Mail is delivered the same day it arrives at the delivery office.
- Extra Services may be applied to First-Class Mail.
- Undeliverable as addressed FCM must be forwarded if a forwarding address is provided or endorsed with the reason for non-delivery before returning the mailpiece to the sender.
- First-Class Mail cannot be discarded.

First-Class Mail includes:

- Business Reply Mail (BRM)
- Free for the military from a declared combat zone-military return address
- Official mail including USPS penalty indicia or mark
- Congressionally endorsed-signature of Member of Congress (Franked Mail)
- Green diamond border envelopes
- Free Matter for the Blind or Handicapped

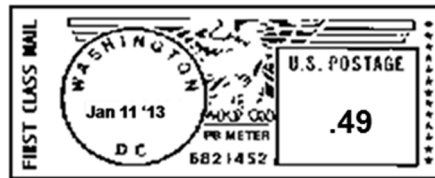
Identifying Postage for First-Class Mail

First-Class Mail is identified by different markings indicating postage:

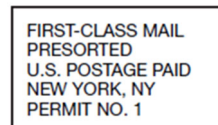
- Stamps



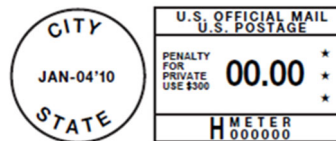
- Meter impressions with date



- First-Class Permit



- Official Mail



- Computer Postage



Priority Mail

First-Class Mail weighing over 13 ounces (or at the mailer's option, any mail weighing less than 13 ounces) may be mailed as Priority Mail. Although not guaranteed, Priority Mail offers 1, 2, or 3 day-specific service.

Special mailing envelopes and boxes are available at no additional cost at post offices. Priority Mail pieces bearing an Intelligent Mail package barcode (IMpb) or USPS retail tracking barcode are insured against loss, damage, or missing contents, up to a maximum of \$50.00 (or \$100.00 if shipped at Commercial Plus prices) at no additional cost.

Priority Mail is a sub-class of First-Class Mail and does not require a signature on delivery unless additional postage for Extra Services is applied.

Undeliverable as addressed Priority Mail must be forwarded if a forwarding address is provided or endorsed with the reason for non-delivery before returning the mailpiece to the sender. Priority Mail cannot be discarded. Free tracking and insurance up to \$50 per package, \$100 if Commercial Plus.

Priority Mail International provides service for international shipments of documents and merchandise.

Identifying Postage for Priority Mail

Priority Mail is identified by different markings indicating postage:

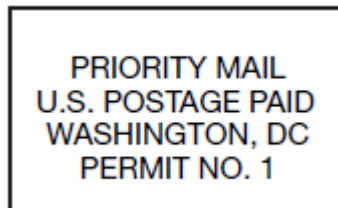
- Stamps



- Computer Postage (meter)



- Permit Imprint



- Postage Validation Imprinter (PVI) label



Periodicals

Periodicals are primarily magazines, newsletters, and newspapers. Postage payment is indicated within the publication in an identification statement. Postage is paid through the Business Mail Entry office. Periodicals will not have markings on the mailpiece unless enclosed in an envelope or wrapper.

Periodicals must be delivered the same day as received in the office. Undeliverable as addressed pieces are forwarded for 60 days if a forwarding address is on file. Undeliverable as addressed pieces with no forwarding address on file, are endorsed with the reason for non-delivery and returned to the publisher. Periodicals cannot be discarded.



USPS Marketing Mail

USPS Marketing Mail generally consists of advertising such as, circulars or flyers and cannot contain personal information. There are two types of USPS Marketing Mail, Regular and Nonprofit. All USPS Marketing Mail is presorted and must be marked as such.

Low cost is the primary reason USPS Marketing Mail is attractive to our customers. USPS Marketing Mail provides economical prices for mailings of 200 or more pieces or 50 or more pounds of mail.

USPS Marketing Mail may be curtailed at management's direction using PS Form 1571, *Undelivered Mail Report*.

U.S. Postal Service		
UNDELIVERED MAIL REPORT		
Delivery Unit	Route No.	Date

TO: Delivery and Collection Superintendent
The Following Mail Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.
<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		

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

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

PS Form 1571, June 1988

(July 1977 edition usable)

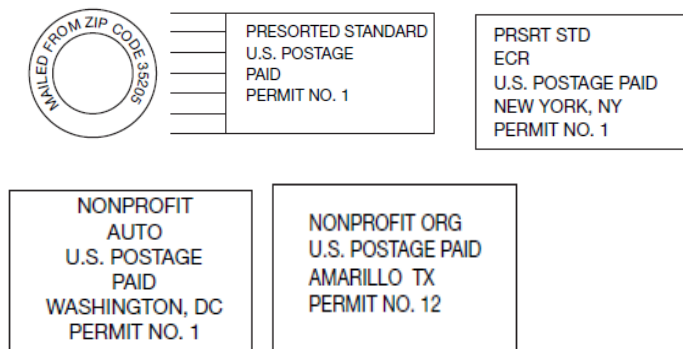
Also, USPS Marketing Mail:

- Must weigh less than 16 ounces per piece
- Includes booklets, catalogs, advertising circulars, lightweight merchandise such as seeds, bulbs and other small items or samples
- May include saturation mailings utilizing simplified address

Identifying Postage for USPS Marketing Mail

USPS Marketing Mail must be marked “Presorted Standard,” “Standard,” “STD,” “Nonprofit Organization,” or “Nonprofit.”

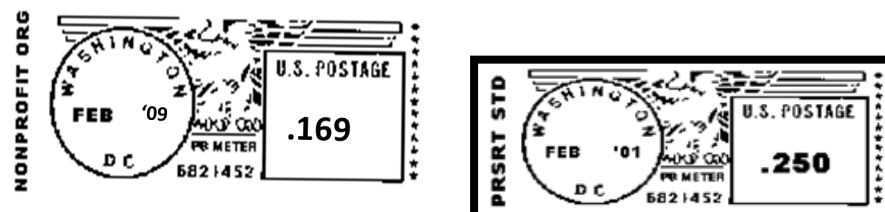
- Examples of Permit Imprint



- Examples of Precanceled Stamps



- Examples of Meters



USPS Marketing Mail is not forwarded or returned unless it is endorsed with one of the following Ancillary Service Endorsements (ASEs):

- Change Service Requested
- Return Service Requested
- Address Service Requested
- Forwarding Service Requested
- Temp-Return Service Requested
- Electronic Service Requested

The endorsement must be placed in one of these four positions:

1. Directly below the return address
2. Directly above the delivery address area (which includes the delivery address block and any related nonaddress elements such as a barcode, keyline, or optional endorsement line)
3. Directly to the left of the postage area and below or to the left of any price marking
4. Directly below the postage area and below any price marking

JAMES WARRICK RUSS GALLERY LTD 4016 MAIN ST FORT WORTH TX 76133-5559	ADDRESS SERVICE REQUESTED³	Presorted First-Class Mail U.S. Postage Paid Fort Worth TX Permit No.1
ADDRESS SERVICE REQUESTED¹		ADDRESS SERVICE REQUESTED⁴
	ADDRESS SERVICE REQUESTED²	
	JOHN DOE 10 ELM ST ANYTOWN WA 98765-4321	

If a forwarding address is on file, the carrier will send properly endorsed USPS Marketing Mail (and all other classes of mail that can be forwarded) to Computerized Forwarding System (CFS) or Postal Automated Redirection System (PARS).

If no forwarding address is on file, endorse the mailpiece with the reason it is undeliverable and check local procedures for handling this mail.

Undeliverable, unendorsed USPS Marketing Mail is placed in a container identified as UBBM (Unendorsed Bulk Business Mail). Authorized personnel will verify for further handling.

Simplified Address

OK POWER AND LIGHT P.O. BOX 200A NCED OK 73070-2001	PSRT STD US POSTAGE PAID PERMIT NO 1 NORMAN OK
POSTAL CUSTOMER	

- The address is simplified to “Postal Customer,” “Residential Customer,” etc.
- The carrier delivers one piece to each active delivery on the route.
- May require special handling in the office.

USPS Retail Ground

USPS Retail Ground is a competitive retail product whose parcels generally contain merchandise and matter that is not required to be mailed as First-Class Mail or Periodicals. Pieces may not exceed 70 pounds.

USPS Retail Ground prices are based on the weight (in pounds) and the zone to which the item is addressed. Delivery is not guaranteed within a specified time; however, these parcels are normally delivered the day they are received in the office.

Pieces must be marked “USPS Retail Ground” in the postage area.

Undeliverable USPS Retail Ground

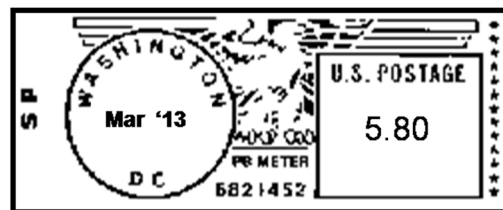
Undeliverable USPS Retail Ground with Address Change Service (ACS) or a change of address order on file, are sent to a central forwarding location. Undeliverable parcels without ACS should be returned to the sender with the reason for non-delivery. USPS Retail Ground pieces should not be discarded.

Identifying Postage for USPS Retail Ground

- Stamps



- Meter



- Computer Postage



- Permit Imprint



Package Services

Package Services mailpieces may consist of items such as; merchandise, printed matter, CDs, and DVDs. Prices are based on the weight of the piece (in pounds). Delivery is not guaranteed within a specified time. Parcels are normally delivered the same day they are received in the office. Items may not weigh over 70 pounds.

Package Services pieces are subject to inspection to verify eligibility for postage rates.

There are three subclasses of Package Services.

- Library Mail
 - Consists of items sent to, from or between a school, college, university, public library, museum, herbarium, or authorized nonprofit organization
- Media Mail
 - May consist of books, films, sound recordings, computer readable media, manuscripts, educational reference charts, etc.
- Bound Printed Matter (BPM)
 - May weigh no more than 15 pounds and be permanently bound
 - Forwarded if endorsed with an Ancillary Service Endorsement
 - Unendorsed BPM is discarded in the UBBM container

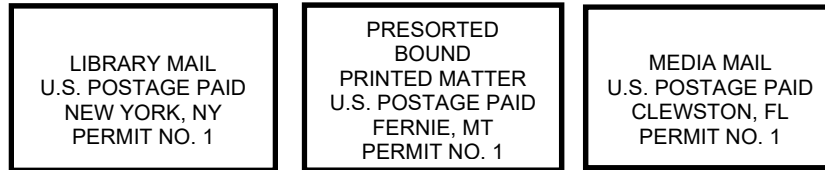
Undeliverable Library Mail and Media Mail

All undeliverable Library Mail and Media Mail with Address Change Service (ACS) are endorsed and handled according to local procedures. Pieces, for which there is a change of address order on file, should be forwarded by appropriate personnel.

Undeliverable parcels should be returned to the sender with the reason for non-delivery. Package Service Mail should not be discarded as UBBM unless it is an undeliverable, unendorsed Bound Printed Matter mailpiece.

Identifying Postage for Package Services

- Permit Imprint



- Meter

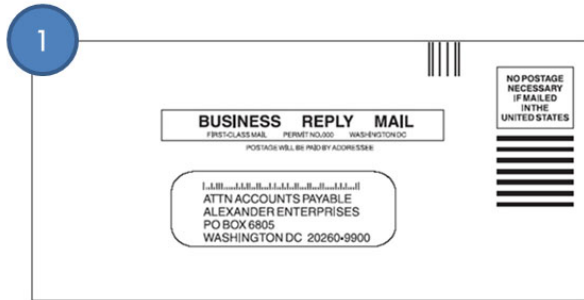


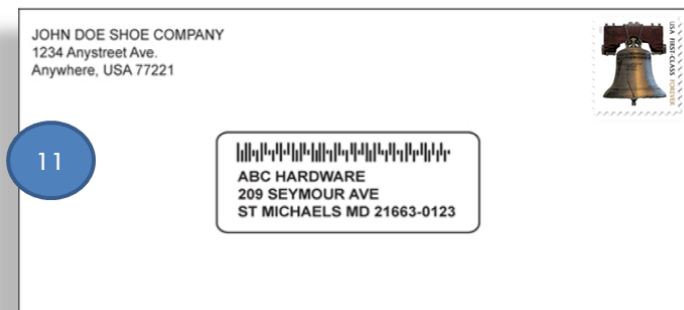
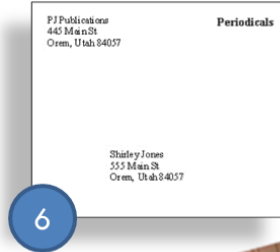
- Computer postage

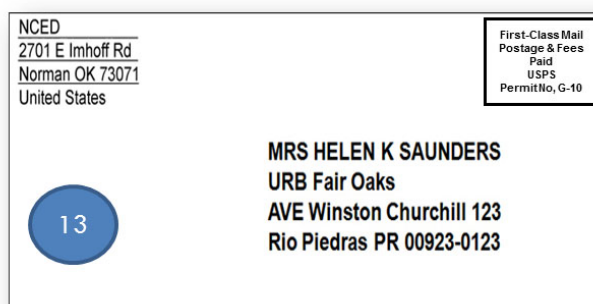
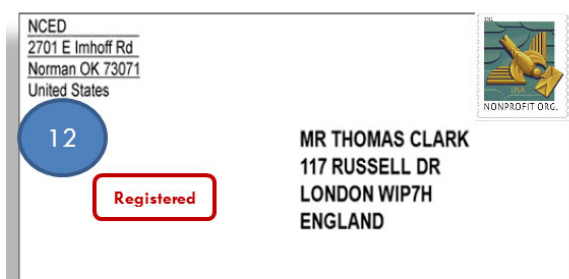


Exercise

Determine the class of mail for each piece shown on the slides.







Color Coding

The National Color Code Policy ensures the timely delivery of mail within established service standards set by the Postal Service. Some of the mail you receive at the carrier case will be marked with a color code placard. This placard will indicate the delivery day for that particular mail. This placard may not be removed from the mail until it is cased for delivery.

Color Code	Clearance Day
White	Sunday
Blue	Monday
Orange	Tuesday
Green	Wednesday
Violet	Thursday
Yellow	Friday
Pink	Saturday

Business mailers often target a specific time period for delivery of their promotional mailpiece for upcoming events. In fact, financial gains are anticipated as a result of the mailing. Honor requested in home delivery dates to ensure that customers receive the mailpiece in time to plan for promotional event.

Meeting delivery expectations of our customers continues to build trust in the Postal Service and encourages mailers to continue marketing their products through our organization.

Review

1. What are six actions carriers take when processing mail?
2. What are the delivery standards for Priority Mail Express?
3. Can Priority Mail Express be delivered without obtaining the addressee's signature?
4. What are some of the characteristics of First-Class Mail?
5. What is the delivery standard for Priority Mail?
6. When must you deliver Periodicals received today?
7. What are some characteristics of USPS Marketing Mail?
8. How is undeliverable unendorsed USPS Marketing Mail handled?
9. What are the sub-classes of Package Services?
10. When does a carrier remove the color code placard?

Module 3: The Carrier Case

Objectives:

Upon completion of this lesson, you will be able to:

- Define line of travel
- Discuss proper casing procedures for letters, flats, and parcels
- Apply mail preparation techniques for casing
- Use the carrier route book to identify the delivery method, type of route, and line of travel for a specific route

Time Allocated for Module:

- 1.5 hours

Instructional Methods:

- Lecture
- Group discussion
- Practice

Summary:

- Carrier Case Components
- Preparing Mail for Casing
- Casing Techniques
- Handling Mail Safely

Participant Material Used:

- Participant Guide
- Route Book, Edit Book, and Carrier case with mail samples

Media Required:

- Projector, ACE computer, and PowerPoint presentation
- Rip chart

For Further Information:

- Handbook M 41, *City Delivery Carriers Duties and Responsibilities*

The Carrier Case

Accurate sorting of the mail saves time and helps preserve and maintain the Postal Service's standards of proficient, timely, and accurate mail delivery. The carrier case is the primary tool that the carrier uses to organize residual mail in delivery order sequence. This process is referred to as casing. Residual mail is mail that has not been automated into delivery sequence.

The layout of the case follows the line of travel that the carrier will use in delivering the mail for that particular route. The line of travel is determined by management with input from the carrier most familiar with the route.

The city carrier case is set up to follow the line of travel with the first delivery starting at the bottom left separation continuing left to right, and ending with the last delivery in the upper right separation of the case.

Carrier Case Components

Most carrier routes include more than one piece of equipment in various configurations. Each piece of equipment includes shelving with individual separations. These separations, cells, represent deliveries on the street. The labels are located at the bottom of each shelf with the particular addresses corresponding to the cells. Color patterns are used to identify different streets. This makes it easier to find the correct delivery address.

Some deliveries may have more than one cell designated depending on the average mail volume received. Other cells may have multiple deliveries.

There are also separations designated for Undeliverable as Addressed (UAA), Unable to Forward (UTF), and CFS mail.

The case ledge accommodates mail that needs casing.

A hold mail rack may be located at the bottom of one of the cases, or other locally designated area, and is used to keep mail for customers who are temporarily away.

Most routes are equipped with flat stacker bins/containers, often called coffins that accommodate flat volume mail. Metal hooks are located on the case to hold carrier satchels or sacks.

Carrier cases are outfitted with lighting generally located over the top of each piece of equipment. A stool should be located at the case for the carrier's use.

At least one of the cases should be equipped with an ink dauber. As mail is cased, any uncanceled stamps should be cancelled using the ink dauber to prevent reuse.

The route book and the Edit Book (Carrier Route Listing Report) are required to be located at the carrier case and will be discussed later.

Preparing Mail for Casing

Withdrawing Mail

In most units, mail is staged at the carrier's case upon arrival.

Depending on your local procedure, carriers may also routinely withdraw mail from distribution cases. There are two types of distribution cases, letters and flats. You may be required to obtain mail from other conveyance equipment as well.

Staging Mail for Casing

Residual letter mail to be cased should be placed on the carrier case ledge with stamps down and facing to the right side of the ledge. If you are required to withdraw flat mail (newspapers, magazines, etc.), do so using a flat tub (when volume dictates).

Handling Small Parcels

Small parcels and rolls are cased with flats when practical. Odd shaped articles, which cannot be cased, are handled as separate pieces. Small Parcels and Rolls (SPR) may be distributed separately from larger parcels. These mailpieces may be cased in the carrier case along with letters and flats.

Explaining Casing Techniques

Letters and flats are handled consistent with the appropriate casing method. Additionally, the casing system and delivery method will dictate whether sequenced mailings are cased, collated, or carried as an additional bundle. Local procedure dictates whether the carrier should case flats or letter-sized mail first. This depends on whether the carrier uses a one-bundle or two-bundle system and the volume of mail.

Identifying Casing Systems

There are three different systems of casing mail employed depending on the equipment configuration. Management may prescribe any one of these methods, but for efficiency and economy, some degree of uniformity should be maintained. However, more than one casing system at an installation may be used for the particular type of route served. The three basic systems are:

- **One Bundle System:** Arrange all separations on the case for letter mail. Case magazines, newspapers, and flats with letter-size mail. Withdraw and strap out letter and flat mail together. The DPS Vertical Flat Case (VFC) Method, which is commonly used, is a one bundle system.
- **Two Bundle System:** Case letter-size and flat mail separately. Withdraw and strap out in separate bundles. The DPS Composite Work Method is a two bundle system. The flat mail may be cased vertically in a Vertical Flat Case (VFC) or horizontally to be collated later.
- **Modified Two Bundle System:** Arrange all separations on case for letter mail. Case newspapers, magazines, and flats first in letter separations and withdraw and strap out before casing and tying out letter-size mail. This system is rarely used.

Casing Letters

To case letter mail, stand a few inches back from the center of the case where labels can be easily read and letter separations reached without moving the feet.

Pick up a solid handful (2 or more inches) of mail with the left hand and read the delivery address only. Position your eyes onto the next letter as the letter is pushed fully into the separation.

Casing Flats

Casing flats vertically is similar to casing letters. To the extent possible, case flats holding approximately 50 pieces (6 inches) in the left arm while distributing with the right hand.

Be careful not to obstruct aisle space and deposit facing slips, twine, and bands in waste receptacles to prevent possible tripping hazards around your work area. Ensure that you exercise proper lifting practices when handling mail of any kind.

Carrier Route Book

The Carrier Route Book provides relevant information about the route such as delivery method, type of route and line of travel. This is normally located in a slot under the center of the case ledge.

The Carrier Route Book consists of:

- Item 391-M, *Binder*
- PS Form 1564-A, *Delivery Instructions*
- PS Form 1564-B, *Special Orders*
- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*

The Carrier Route Book may also contain PS Form 1621, *Delivery Management Report* or the Edit Book.

PS Form 1564-A, Delivery Instructions

PS Form 1564-A, *Delivery Instructions*, information includes:

- Method of delivery - annotated on PS Form 1564-A, *Delivery Instructions*
- Collection Points – Locations of street letter boxes and mail chutes are listed in the order the carrier collects them on the route
- Relay Boxes and Location of Park and Loop Stops – The relay boxes are listed in the order they appear on the carrier case labels. Park and Loop Stops are also entered here
- Possible deliveries are listed for each relay, loop, wing, etc.
- Route Schedule – This scheduled reporting, leaving, returning, and ending time on the route is listed here
- Line of Travel – This shows line of travel to and from the route
- Transportation – The time the public transportation leaves and returns and the location where boarded is listed for each trip
- Lunch Information – This shows time of authorized lunch, location of authorized lunch stop(s), and location where carrier is authorized to leave route for lunch
- Break Information – This shows approximate location of authorized break stop(s)

PS Form 1564-B, *Special Orders*

PS Form 1564-B information includes:

- Information on hold mail
- Days Businesses closed
- Dog Warning Information
- Additional delivery instructions

Carrier Edit Book

Mailing address errors cost the U.S. Postal Service millions annually. Errors include wrong ZIP Codes and out-of-date delivery routes. Correct addressing is critical to reducing the costs associated with handling returned mail for the Postal Service and its customers.

Normally, the full time carrier on a route is responsible for maintaining the information about the route in the edit book. In some instances, other assigned carriers may be responsible for this task. Accuracy of this information is critical. This benefits both the mailers and the Postal Service. Mailers are able to properly address their mailpiece and the Postal Service's automated sorting equipment can rely on an accurate database. This translates to speedy and efficient processing of mail.

The Carrier Edit Book includes:

- Deliveries added or deleted from the route
- The line of travel

Handbook M-41, *City Delivery Carriers Duties and Responsibilities*

Handbook M-41, *City Delivery Carriers Duties and Responsibilities*, defines the duties and responsibilities of a city letter carrier.

Review

1. The first delivery on the carrier case is located at the bottom left separation. True/False?
2. Name three components of the carrier case.
3. Letter mail is always placed with the stamps up when preparing to case. True/False?
4. Where will the carrier find the route schedule, collection points, and lunch information?
5. Where would a carrier find information on a business that is closed on Friday and requests that no delivery be made on that day?
6. In which book will adding or deleting deliveries from the route be made?
7. How much mail should a carrier pick up when casing letter mail?
8. How much mail should a carrier pick up when casing flats?

Casing Practice One

Facilitators will move you to the carrier case to perform a casing exercise. Listen carefully and follow instructions.

Day Two

Module 4: Accountable Items and Extra Services Mail

Module 5: Forwarding, Returned, and Undeliverable Mail

Module 6: Pulling Down the Carrier Case

Module 4: Accountable Items and Extra Services Mail

Objectives:

Upon completion of this lesson, you will be able to:

- Scan accountable mail, Extra Services mail, MSP barcodes, collection box barcodes, and office barcodes
- Identify accountable and Extra Services items
- Properly deliver or attempt delivery of accountable and Extra Services mailpieces
- Maintain security of accountable mail and postal funds

Time Allocated for Module:

- 2.5 hours

Instructional Methods:

- Lecture
- Group discussion and exercise

Summary:

- Scanning Procedures
- Accountable Mail
- Extra Service Mail

Participant Material Used:

- Participant Guide
- MDD
- Sample mailpieces

Media Required:

- Projector, ACE computer, and PowerPoint presentation
- Rip Chart

For Further Information:

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*
- Domestic Mail Manual (DMM) Section 500

Accountable Mail and Extra Services Mail

Office Scans

Scanning in the office will begin by scanning the required office barcodes prior to leaving for the route. Follow local office procedures for scanning.

Office scans will include a scan at the hot case. The hot case is a designated distribution case into which clerks correctly sort mail.

If a postal vehicle is used on the route and the On-Street motorized option was selected during setup, the scanner will prompt for vehicle number and mileage entry or review after scanning the Depart to Route barcode.



Managed Service Points (MSP) Scans

The Managed Service Points (MSP) program is intended to improve the consistency of mail delivery to customers. The program uses the MDD to scan barcodes at the delivery unit and along the carriers' line of travel. MSP data is downloaded daily when the MDD is placed in the cradle.

Fixed office scans will also be monitored for consistent leaving and return times along with monitoring of the hot case.

It is the responsibility of the carrier to scan all MSP points. Local practice will determine where MSPs are located.

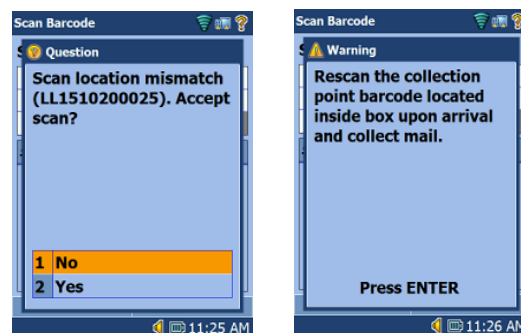
Collection Box Scans

The MDD is also used to scan barcodes placed inside collection boxes to monitor collection times. The MDD will notify the carrier if a collection box barcode is scanned too far from the registered collection box location.

When servicing collection boxes:

- Obtain and review the collection schedule, itinerary, and route map to determine the starting point and time.

-
- Review collection schedules for additional special instructions, such as pickup of Registered Mail at contract units. There may be unique situations like collection points inside buildings, along alleyways, docks, etc.
 - Leave the office at the scheduled time and collect boxes in the order and time listed. Observe the time each box is scheduled to be collected and do not collect before the scheduled time.
 - Visually inspect the contents of the collection box for hazardous or suspicious items before removing the mail. If these items are present contact the supervisor, otherwise retrieve the contents.
 - Scan all Collection Point Management System (CPMS) barcodes to verify that collection has been made.
 - Collect mail placed on top or near collection boxes. Accept letters and other prepaid small articles tendered by customers for mailing.



Delivery Scans for Every Door Direct Mail (EDDM)

Postmasters, managers, and supervisors will be responsible for ensuring that delivering employees scan the facing slip on at least one EDDM bundle for each EDDM mailing taken out for delivery each day.

Carriers:

- Retrieve and Setup MDD
- Identify EDDM Mailing(s)
- Select the facing slip from one (1) bundle in each EDDM mailing for Route
- Locate EDDM Bundle Facing Slip Barcode
- Scan EDDM Bundle Facing Slip Barcode
- Select the "Out for Delivery" event
- Repeat each day a portion of the EDDM mailing(s) is delivered

If a mailing for a carrier route is split over multiple days, each day, one bundle will be scanned for each mailer by the carrier or clerk. All EDDM bundles that get scanned with a Delivered Event Status are required to be delivered that day.

EVERY DOOR DIRECT MAIL - RETAIL™ FACING SLIP		
Mailer Information Company Name: usps Post Office of Mailing NORTHSIDE		USPS TRACKING #  9309 9899 5550 0000 0136 9716 44
5-Digit ZIP Code (Required): 33702	Route Number (Required): C013	Delivery Type: Business & Residential
Date:	Total # of Mailpieces per Bundle:	Total # of Bundles: _____ of _____

Informed Visibility – Service Performance Measurement (SPM)

As part of the Informed Visibility (IV) program, USPS will conduct internal measurement of all mail.

This measurement will include carrier scanning of live mailpieces at collection and the point of delivery.

As the official system of mail measurement, carriers are required to scan mailpieces being delivered/collected today labeled with Information-Based Indicia (IBI), Intelligent Mail barcodes (IMb), and Flats ID Coding System (FICS) barcodes.

This enables the Postal Service to provide a more robust and representative reflection of Service Performance. Thus, the scan data obtained provides invaluable diagnostics to identify root causes for service failures and the opportunity to improve service. Specifically, Internal SPM Sampling allows for the collection of data on First Mile and Last Mile performance in an effort to improve service for USPS Customers. First Mile data helps identify operational issues between collection and the first sorting operation, while Last Mile data helps identify operational issues between the last sorting operation and final delivery.

On randomly selected days, your Mobile Delivery Device (MDD) will receive Sampling Requests for specific collection points and delivery points on your route.

First, the MDD will notify you that you have a sampling request by displaying a new Work Order menu. For collections, Work Orders will be triggered by scanning the CPMS barcode. For delivery, the MDD will prompt you as you approach the address. The MDD will generate an “audio alert” in the form of a chime and voice prompt notifying you of the sampling request.

Complete scanning of all packages and accountable mail items prior to initiating the Service Performance Measurement (SPM) Work Order. To process the sampling request, select the SPM Work Order and select Enter. To postpone the sampling request until you arrive at the address and are ready to begin sampling, select “ESC.”

When ready to complete the sampling request, retrieve the SPM Work Order from the On Street Menu by pressing “W” or by scrolling down to “W – Work Orders” then pressing “Enter.”

For delivery, the MDD will ask you to confirm if the address is on your route: select option 1 for Yes or option 2 for No. If you selected No, the SPM Work Order will be removed from the Work Order menu.

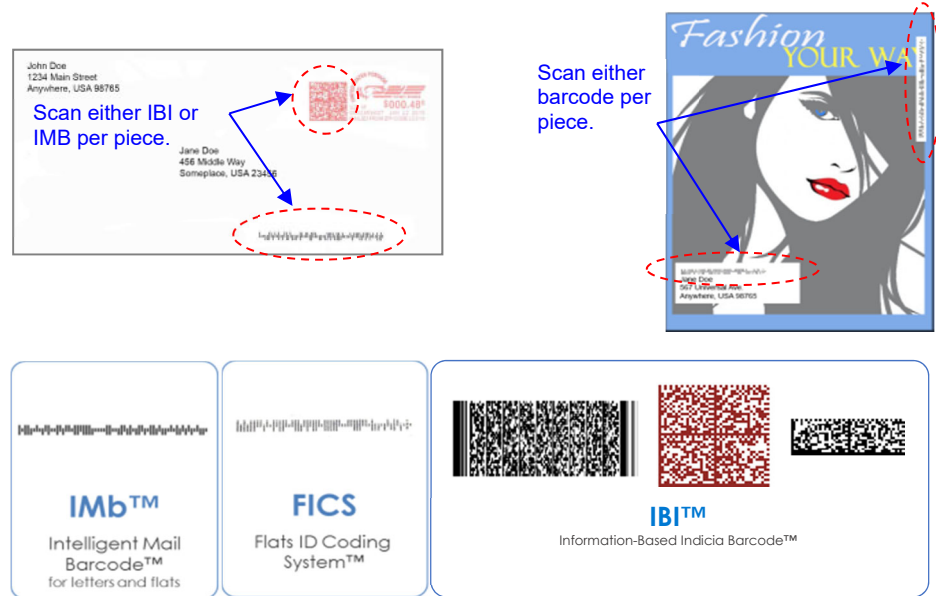
If you selected YES, the MDD will display the address of the sampling request, including the apartment or suite number and the number of pieces to be sampled. The MDD will also display the type of sampling request (Collection or Delivery). Select letters and flats as requested for the address being sampled. If there are fewer letters and flats than requested, scan all available pieces. Directly scan barcodes while on the Sampling Screen by pressing the green Scan button. Do not return to the Scan Barcode screen. The MDD screen will display the number of scans completed.

If you are outside the geo-fence for the selected delivery, the MDD will notify you that you have passed the delivery point. In this case, select 3 Already Passed Address on the MDD.

You may scan one of each of the types of barcodes: Information Based Indicia (IBI), Intelligent Mail Barcode (IMB), or Flats ID Coding System (FICS).

Use the following guidelines and scanning priority:

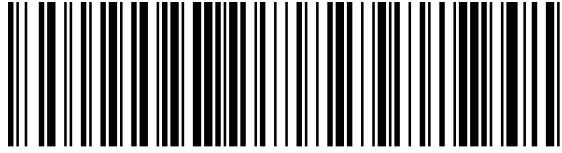
- Scan any available flats first then scan available letters.
- For each piece, scan only one barcode. If a mailpiece has more than one barcode, select the barcode to scan based on the following priority:
 1. IBI (postage barcode)
 2. IMb displayed in an envelope window
 3. IMb printed directly on envelope



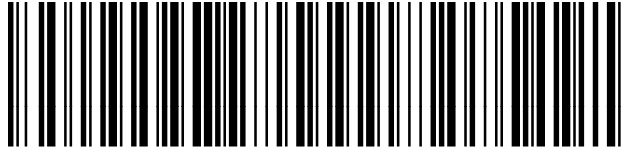
When the required number of pieces have been scanned (or if no additional barcodes are available), select Enter. If you have scanned the required number of pieces, the sample will be automatically saved and the MDD will return to the previous screen prior to initiating the Work Order.

If you have not scanned the required number of pieces or there are no barcodes to scan, select Enter; the pop-up screen will appear. From this screen, select Continue Scanning if you have additional mailpieces to scan, or No more to Scan if you have completed scanning mailpieces.

Scanning Exercise



TESTSPMDELIVERY



TESTSPMCOLLECTION

1. Scan one of the above barcodes to begin sampling simulation.
 - For delivery, the MDD will ask you to confirm if the address is on your route: select option 1 for Yes
 - If you selected Yes, the MDD will display the address of the sampling request, including the apartment or suite number and the number of pieces to be sampled. The MDD will also display the type of sampling request (Collection or Delivery).
 - Select as many letters and flats as requested for the address being sampled. If there are fewer letters and flats than requested, scan all available pieces.
2. Directly scan barcodes while on the Sampling Screen by pressing the green Scan button. Do not return to the Scan Barcode screen. The MDD screen will display the number of scans completed. When prompted to scan mailpieces, scan any on-hand IMB, FICS, IBI/IMI barcodes up to the specified number.
3. Once all scans are completed select Enter and answer the prompt on the pop-up screen.

Accountable Articles

City carriers are responsible for accountable items that require carrier acceptance signature, customer payment, or customer signature.

Accountable mail requiring signature of the addressee or addressee's agent upon receipt provides proof of delivery or indemnification for loss or damage.

Follow proper handling procedures when delivering accountable mail. Keep the mail in your possession or locked in a relay box or vehicle.

When leaving the route for lunch, lock undelivered registered and COD mail in a designated relay box or vehicle.

Arrow Keys

Arrow keys are used to open Neighborhood Delivery and Collection Box Units (NDCBU) and collection mailboxes. These keys are accountable items that must be receipted as they are issued to carriers. Securely fasten Arrow Key chains to a belt or clothing to prevent loss and keep the key out of view when not in use.

Priority Mail Express

Priority Mail Express is a Postal Service premier product designed to meet the demand for fast and reliable delivery. Priority Mail Express offers overnight delivery to most locations with a money back guarantee if the expected delivery date and time are not met.

Priority Mail Express receives expedited handling from the time of acceptance through time of delivery. The Priority Mail Express label contains an item number and barcode.

An accountable clerk transfers a Priority Mail Express piece to the carrier for delivery on PS Form 3867, *Accountable Mail Matter Received for Delivery*.

Delivery Procedures

Priority Mail Express requires scanning. If the mailer indicates signature required on the Priority Mail Express label, have the customer sign on the MDD glass. Carriers must always use the "Sign on Glass" function on the device first. If it cannot be used for any reason, then carrier is to use PS Form 3849 complete and scan the barcode on the form. As discussed previously, there are required time standards for Priority Mail Express.

CUSTOMER USE ONLY FROM: (PLEASE PRINT) _____ PHONE: () _____ PAYMENT BY ACCOUNT (if applicable) USPS Corporate Acct. No. _____ Federal Agency Acct. No. or Postal Service Acct. No. _____		 9470 9010 7574 2164 90000 18  PRIORITY MAIL EXPRESS™	
DELIVERY OPTIONS (Customer Use Only) ☐ SIGNATURE REQUIRED Note: The mailer must check the "Signature Required" box if the mailer requires the addressee's signature. OR 2) Purchases additional insurance. OR 3) Purchases COD service. OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mailbox or other secure location without attempting to obtain the addressee's signature on delivery. Delivery Options: ☐ No Saturday Delivery (delivered next business day) ☐ Sunday/Holiday Delivery Required (additional fee, where available) ☐ 10:30 AM Delivery Required (additional fee, where available) *Help to USPS.com or local Post Office® for availability.		ORIGIN (POSTAL SERVICE USE ONLY) ☐ 1-Day ☐ 2-Day ☐ Military ☐ DPS 10 ZIP Code _____ Scheduled Delivery Date (MMDDYY) _____ Date Accepted (MMDDYY) _____ Scheduled Delivery Time ☐ 10:30 AM ☐ 3:00 PM ☐ 10:00N Time Accepted _____ 10:30 AM Delivery Fee \$ _____ Insurance Fee \$ _____ COD Fee \$ _____ Weight _____ Post Rate \$ _____ Sunday/Holiday Premium Fee \$ _____ Return Receipt Fee \$ _____ Live Animal Transportation Fee \$ _____ No. _____ Acceptance Employee Initials _____ Total Postage & Fees \$ _____	
TO: (PLEASE PRINT) _____ PHONE: () _____ ZIP + 4® (U.S. ADDRESSES ONLY) _____		DELIVERY (POSTAL SERVICE USE ONLY) Delivery Attempt (MMDDYY) Time _____ Employee Signature _____ ☐ AM ☐ PM Delivery Attempt (MMDDYY) Time _____ Employee Signature _____ ☐ AM ☐ PM	
■ For pickup or USPS Tracking®, visit USPS.com or call 800-222-1811. ■ \$100.00 Insurance included.		LABEL 11-8, JANUARY 2014 PSN 7590-02-000-9999 1-ORIGIN POST OFFICE COPY	

	PRIORITY MAIL EXPRESS U.S. POSTAGE PAID COMPANY NAME eVS
	PRIORITY MAIL EXPRESS 1-DAY™
INTERNET SALES DEPT FAST & EFFICIENT SUPPLY CO 10474 COMMERCE BLVD DUPLEX B SILVER SPRINGS MD 20910-9999 SIGNATURE REQUIRED C.000	
RONALD RECEIVER INTERNET PURCHASING BIG & GROWING BUSINESS CO 8403 LEE HIGHWAY MERRIFIELD VA 22082-9999	
USPS SIGNATURE TRACKING # eVS  9272 4912 3456 7894 0323 05	

If the mailer has opted to require a signature, it will be noted on the Priority Mail Express label. If the mailer has not required a signature, scan the mailpiece as delivered and when prompted, select the appropriate response on the scanner and then place it in the customer's mailbox.

If delivery of the Priority Mail Express item is attempted, but not delivered, PS Form 3849 is completed, scanned, and left at the delivery address. The item is returned to the delivery unit.

Postage Due Mail

Mail for which additional postage must be collected is marked Postage Due. Funds must be collected from the customer when the mailpiece is delivered.

An accountable clerk transfers a postage due mailpieces to the carrier for delivery on PS Form 3584, *Postage Due Log*, and records the number of articles and the amount of postage on PS Form 3584.

Delivery Procedures

Ensure that the correct amount of postage due is collected and returned to the accountable clerk.

If delivery of the Postage Due item is attempted, but not delivered, a PS Form 3849 is completed, scanned, and left at the delivery address. The item is returned to the delivery unit. Be sure to indicate the amount due on PS Form 3849.

Scanning Inbound International Mail

Properly scanning all inbound international parcels at delivery assists in providing customers with the service they expect while minimizing the liability of the Postal Service.

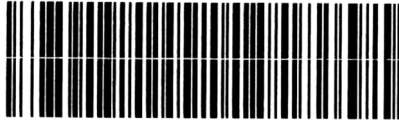
All inbound international parcels require either a scan or a manual entry at delivery based on the barcode or endorsement applied to the item. These endorsements begin with a specific alpha character C, R, A, V, E, or L. The alpha character represents the following types of inbound international mail:

- C - Parcel (e.g., “CP123456789BK”)
- R - Registered mail (e.g., “R123456789L” or “RR123456789L”)
- A - Recorded delivery (e.g., “A123” or “AA123”)
- V - Insured parcel (e.g., “V123456789KY” or “VV123456789KY”)
- E - Express mail (e.g., “EP006533895IT”)
- L - International Letter-Class Post Expres Mail items (flats, letters, and small packets)

For any inbound international parcel that bears more than one barcode, you must scan all of the barcodes at the time of delivery. If a barcode is unreadable, manually enter the barcode letters and numbers into the scanner.

Carriers should identify International Letter-Class Post Expres Mail items (flats, letters and small packets) for appropriate action as they load their vehicles or while out delivering their route.

Foreign Postal administrations have placed unique logos with the “globe,” “chevron” “POST Expres” wordmark and barcodes prefixes beginning with “L” to identify these mailpieces. These items require a Stop The Clock scan such as an “Attempted Delivery” or “Delivered Scan.”



LX181302151CH

Customs Duty Mail

Customs Duty Mail consists of goods coming into the U.S. from another country for which a customs duty must be paid by the customer in order to receive the item.

An accountable clerk transfers a Customs Duty mailpiece to the carrier for delivery by obtaining carrier's signature on PS Form 2944, *Receipt for Customs Duty Mail* (Hot Pink).

U. S. POSTAL SERVICE RECEIPT FOR CUSTOMS DUTY MAIL		LIST OF DUTIABLE ARTICLES
UNIT OR STATION GAINESVILLE, FL	DATE 6-13-90	MAIL ENTRY NUMBER
RECEIVED FROM (Name) B. JOHNSON	SIGNATURE OF CARRIER C. Adams	270621
NUMBER OF ARTICLES		
WITH CUSTOMS ENTRY ONE (Forms attached)	SIGNED CUSTOMS MAIL ENTRY FORMS (From delivering employee)	
NO. ARTICLES RETURNED	AMT. OF DUTY COLLECTED \$	
DELIVERING EMPLOYEE (Signature) C. Adams	CLEARING EMPLOYEE (Signature)	
PS Form 2944 June 1971		
* U.S.GPO: 1988-0-491-745/55412		

Delivery Procedures

Collect duty (amount shown on U.S. Customs Form 3419 - black and white form) plus any postage due indicated on parcel. Customer may pay entire amount by cash or check. Checks must be made payable to USPS or Postmaster.

ARTICLE	UNIT	QUANTITY	VALUE	RATE	DUTY	TAXES	AMOUNT
101638045	A	2922196000	12.00	.1000	12.00		1.20
CUSTOMS PROCESSING FEE (Pub. L. 95-472) (Does not include Postal handling fee)							\$.00
MAIL ENTRY # 1290002068S							\$ 6.20
ORIGIN: SWITZERLAND							
SHIP TO: JANE DROWN, 123 FIRST STREET, WASHINGTON, DC 20010-0000							
POSTMASTER: RETURN THIS FORM WITH REMITTANCE TO ADDRESS SHOWN ON BACK OF ORIGINAL							
U.S. CUSTOMS MAIL FACILITY, 180 EAST KELLOGG BLVD, RM#506, ST. PAUL, MN 55101							

Scan the item and obtain customer signature on PS Forms 3849, *We ReDeliver for You*, and US Customs Form 3419. Forms located in a plastic envelope on the package must be signed as RECEIVED by the customer and as DELIVERED by the carrier.

When delivery cannot be made for any reason, complete, scan, and leave PS Form 3849. Endorse the articles with the reason for non-delivery, such as no funds. Record the date and your initials on the article, and return it with both copies of U.S. Customs Form 3419 to delivery unit.

Accepting Checks

Follow local check acceptance procedures when collecting payment from customers via check. A photo ID must be presented by the customer for check acceptance.

- When accepting checks for Customs articles, the check must be made payable to the Postmaster.

PS Form 3849, *We ReDeliver for You*

Carriers must always use the Sign on Glass function on the device first. If Sign on Glass cannot be used for any reason, then carrier is to use PS Form 3849, *We ReDeliver for You* and scan the barcode on the form.

If the MDD malfunctions or there is not an MDD available, you must make the appropriate manual entries on PS Form 3849 at the time of delivery. Upon your return to the office, report this to your supervisor for local procedures.

UNITED STATES POSTAL SERVICE® We ^{Re}Deliver for You!

Download Informed Delivery® APP to manage your redeliveries.

Sorry we missed you while you were out.
 Date: _____
 The item was sent by: _____
 It was sent to: _____
 At this address: _____

About the missed delivery:
 It was a: _____
☐ Package ☐ Letter ☐ Large envelope
 Available for pickup after: _____
 Date: _____
 This is the: _____
☐ First attempt ☐ Final notice
 We'll hold on to it until: _____

 For redelivery, scan the QR code or go to usps.com/redelivery and enter the barcode number shown below.
1A2B 3C1A 2B3C 1A2B

We have item/s for you which we could not deliver because:
☐ It requires a payment of \$_____ for: _____
☐ Postage due ☐ Customs
☐ Receptacle full/item oversized
☐ No secure location available
☐ No authorized recipient available
☐ Signature required (Adult Signature items-must be 21+ years old)
☐ Other: _____

Please see reverse for redelivery or pickup options.
 PS Form 3849, January 2018

Choose one option for redelivery or pickup.

1. Go online to [USPS.com/redelivery](https://usps.com/redelivery)

2. Let your carrier know when and where you'd like them to leave the item, then leave this form in your mailbox.
 (Sorry, not an option for Restricted Delivery or Adult Signature Items)

Please redeliver on this date: _____ and leave at (check one):
☐ Front door ☐ Back door ☐ Porch ☐ Garage
☐ Other: _____

3. Go to your local Post Office®, located at:
 West Springfield Post Office
 6200 Rolling Rd
 Springfield, VA 22152-9998

4. Sign up to manage your redeliveries at informedelivery.com

5. Send someone to serve as your representative to pick it up for you at your local Post Office. Sign below and provide the name of the person you want to pickup the item.
 Addressee signature: _____
 Name of representative: _____

6. Call us at 800-ASK-USPS (800-275-8777).

Delivery Section

Signature	_____
Printed Name	_____
Delivery Address	_____

USPS  **VARIABLE DATA**
1A2B 3C1A 2B3C 1A2B

We ^{Re}Deliver for You!
 PS Form 3849, January 2018 (Reverse) 

Attempting Delivery

- Attempt the delivery at the customer's door.
- While waiting at the customer's door for a response, complete the remainder of PS Form 3849, *We ReDeliver for You*. (The customer's name or address was completed in the office).
- Scan the item at this time.
- Allow the customer to view the accountable mailpiece but do not release it until the customer has signed and paid the applicable postage or fees. (Forms may be detached to obtain signatures).
- As a courtesy, bring other mail for the customer to the door.
- If sign on glass was not used. Retain the signed PS Form 3849, *We ReDeliver for You*, and other applicable forms, including the signed PS Form 3811, *Domestic Return Receipt*, if attached. Verify that accountable receipts equal the number of accountable pieces delivered.
- Scan barcode on PS Form 3849, *We ReDeliver for You*, and complete any information requested on the MDD.

Handling No Response

- If there is no response to an attempt to deliver, record the time and date on PS Form 3849, *We ReDeliver for You* when the customer may pick up the article at the post office.
- Ensure that you will be back in the office before the time entered on PS Form 3849.
- Scan the article as attempted delivery and then, scan the barcode on the completed PS Form 3849.
- Leave the completed PS Form 3849 in the mail receptacle as notice of attempted delivery.
- Endorse the item, near the address, with the reason for non-delivery, route number, date, and initials.
- Place the article in your vehicle for return to the office.
- A second attempt to deliver the article that day is not required unless the customer presents the receipt and the article is in your possession; require identification if the customer is not known to you.
- Check the Carrier Route Book for special instructions from the customer for delivery of these items.

Accountable Extra Services Mail

Extra Services allow customers to receive proof of mailing, protection in transit, and track delivery of their mailpiece. These services are important to our customers and generate revenue for the Postal Service.

Accountable mail requires the signature of the addressee or addressee's agent upon receipt to provide proof of delivery or indemnification for loss or damage. This includes Priority Mail Express and mail with Extra Services such as Certified Mail, Collect On Delivery (COD), Insured Mail over \$500, Registered Mail, and Return Receipt For Merchandise.

Domestic Registered Mail

Domestic Registered Mail service is the most secure service that the Postal Service offers. A system of receipts is utilized to monitor the movement of domestic Registered Mail from the point of acceptance to the point of delivery. All domestic Registered Mail is kept separate from ordinary mail.

Postmasters, managers, supervisors, and Postal Service employees are personally responsible for the wrong delivery, depredation, and loss of any domestic Registered Mail because of negligence or disregard of instructions.

Label 200, *Registered Mail*, is a preprinted, red and white, self-adhesive, barcoded label with a sequential serial number that is used to designate articles as domestic Registered Mail.



Do not place domestic Registered Mail in the carrier case with other mail or in relays. When using a satchel, place domestic Registered Mail articles in the pocket of the satchel. Domestic Registered Mail travels in a locked pouch and must be signed for at each step of the mail stream.

An accountable clerk transfers domestic Registered Mail to the carrier for delivery on PS Form 3867, *Accountable Mail Matter Received for Delivery*.

Delivery Procedures

Registered Mail requires scanning and customer signature on glass. If the MDD scanner is not available or malfunctioning, use PS Form 3849.

If delivery of the domestic Registered Mail item is attempted, but not delivered, a PS Form 3849 is completed, scanned, and left at the delivery address. The item is returned to the delivery unit.

International Registered Mail

Letter carriers will find registered mail sent from foreign countries mixed with SPRs and parcels. A number on an item of mail is not sufficient evidence of registration. A registry endorsement is also required.

The following are registry endorsements that may appear on Registered Mail items, depending on the language of the country of origin.

- Certificado
- Einschreiben
- R or Registered
- Raccomandata
- Recommande
- Registo or Registrado

All mail registered by the country of origin must be handled in the domestic First-Class Mail mailstream from the exchange office to the office of delivery. A signed delivery receipt must be obtained at the time of delivery.

Any item without evidence of formal registration must be treated as ordinary mail. A sender's registry endorsement on such articles must be crossed out.

Delivery Procedures

International Registered Mail requires scanning and, when prompted by the scanner, a customer signature on PS Form 3849, *We ReDeliver for You*.

If delivery of the international Registered Mail item is attempted, but not delivered, a PS Form 3849 is completed, scanned, and left at the delivery address. The item is returned to the delivery unit.

Restricted Delivery

Restricted Delivery permits a mailer to direct delivery only to the addressee or addressee's authorized agent. The addressee must be an individual specified by name.

This service is available for First-Class Mail, First-Class Package Service, and Priority Mail (excluding Critical Mail) when purchased at the time of mailing with Certified Mail, COD, insured mail (for more than \$500), or Registered Mail service. Restricted Delivery service may be indicated on PS Form 3811.



Delivery Procedures

Only the addressee or someone designated on PS Form 3801, *Standing Delivery Order* (black and white) or PS Form 3849, *We ReDeliver for You*, may sign for the Restricted Delivery mailpiece. If the addressee is not known, ask for identification.

If delivery of the Restricted Delivery item is attempted, but the specific addressee or designated agent is not available, complete and scan the PS Form 3849 and leave the form at the delivery address. Return item to the delivery unit.

Name and Address of Firm or Individual (Include Apt./Suite No.)	
By (Signature and title of person signing order)	Telephone No.
The above-named firm or individual hereby authorizes representative whose signatures appears below to receive Adult Signature Required, Certified, Insured, C.O.D., Express Mail®, Signature Confirmation™, unrestricted Registered Mail™, and special delivery Mail addressed to or in care of the above-named firm or individual until otherwise notified in writing, and assumes all responsibility for loss, rifling, or damage of said mail after proper delivery. All previous orders are hereby revoked.	
SPECIAL INSTRUCTIONS: Where Restricted Delivery and/or Adult Signature Restricted Delivery mail are included, the statement "This authorization is extended to include Restricted Delivery and/or Adult Signature Restricted Delivery mail" must be entered on the delivery order by the person signing it. This notation is to be made on the part of the form for signatures of authorized agent. NOTE: Unknown signatures must be identified.	
Signature of Clerk Verifying Customer's Signature	Date
SIGNATURES OF AUTHORIZED AGENTS	
PS Form 3801 , June 2011 STANDING DELIVERY ORDER	

Choose one option for redelivery or pickup.

- Go online to [USPS.com/redelivery](https://usps.com/redelivery)
- Let your carrier know when and where you'd like them to leave the item, then leave this form in your mailbox.
(Sorry, not an option for Restricted Delivery or Adult Signature Items)

Please redeliver on this date: _____ and leave at (check one):

☐ Front door ☐ Back door ☐ Porch ☐ Garage

☐ Other: _____

- Go to your local Post Office™, located at:
West Springfield Post Office
6200 Rolling Rd
Springfield, VA 22152-9998
- Sign up to manage your redeliveries at [Informedelivery.com](https://informedelivery.com)
- Send someone to serve as your representative to pick it up for you at your local Post Office. Sign below and provide the name of the person you want to pickup the item.

Addressee signature: _____

Name of representative: _____

6. Call us at 800-ASK-USPS (800-275-8777).

Delivery Section	
Signature	X
Printed Name	_____
Delivery Address	_____

USPS  **VARIABLE DATA**
1A2B 3C1A 2B3C 1A2B

We ^{Re} Deliver for You!
PS Form 3849, January 2018 (Reverse)



 We ^{Re} Deliver for You!

Download Informed Delivery® APP
to manage your redeliveries

Sorry we missed you while you were out.

Date: _____

The item was sent by: _____

It was sent to: _____

At this address: _____

About the missed delivery:

It was a: _____

____ Package ____ Letter ____ Large envelope

Available for pickup after:

Date: _____

This is the:

☐ First attempt ☐ Final notice

We'll hold on to it until: _____



For redelivery, scan the QR code or go to usps.com/redelivery and enter the barcode number shown below.

1A2B 3C1A 2B3C 1A2B

We have item/s for you which we could not deliver because:

☐ It requires a payment of \$_____ for:
____ Postage due ____ Customs

☐ Receptacle full/Item oversized

☐ No secure location available

☐ No authorized recipient available

☐ Signature required (Adult Signature items must be 21+ years old)

☐ Other: _____

Please see reverse for redelivery or pickup options.
PS Form 3849, January 2018

Certified Mail

Certified Mail service provides mailers with proof of mailing and the date and time the item was delivered or delivery was attempted and may only be combined with domestic First-Class Mail and Priority Mail.

PS Form 3800, *Certified Mail Receipt*, (green) is a two-part barcoded form that provides a mailing receipt a unique identifier number.

Distribution of Certified Mail to the carrier may occur through automated mail, manual sortation of residual mail or from an accountable clerk. Notify the accountable clerk of Certified Mail pieces received. Follow local procedures regarding Certified Mail.

Delivery Procedures

Certified Mail requires scanning and customer signature on PS Form 3849. If delivery of the Certified Mail item is attempted, but not delivered, a PS Form 3849 is completed, scanned, and left at the delivery address. The item is returned to the delivery unit.

If Certified Mail is found in automated mail while on the street, attempt delivery using PS Form 3849 and notify the accountable clerk of additional Certified Mail pieces upon return to the office.

Insured Mail

Insured Mail Service provides indemnity coverage for merchandise sent through the mail if the item is damaged or lost while in the possession of the Postal Service.

This service provides security and peace of mind to our customers when they send valuable items through the mail.

Packages display PS Form 3813 for items insured for \$500 or less, PS Form 3813-P, for items insured over \$500 up to \$5000, or postage label with insurance information embedded in label barcode.

Insured Mail does not need to be signed out from the accountable clerk and is usually found in the parcel hamper with other parcels.

Delivery Procedures

Place insured parcels loose in satchel or relay sack. Items insured for over \$500 require scanning and customer signature on PS Form 3849. Parcels insured for \$500 or less require a scan but do not require a customer signature.

If delivery of the Insured Mail item is attempted, but not delivered, a PS Form 3849 is completed, scanned, and left at the delivery address. The item is returned to the delivery unit.

Return Receipt for Merchandise

Return Receipt for Merchandise provides the mailer with a mailing receipt and a return receipt. This service verifies that merchandise was sent by the customer and received by the addressee.

Packages display PS Form 3804, *Return Receipt for Merchandise* or postage label with return receipt information embedded in label barcode. PS Form 3811, *Domestic Return Receipt* is also affixed.

The brown PS Form 3804 has number and barcode. An accountable clerk transfers Return Receipt for Merchandise items to the carrier for delivery on PS Form 3867, *Accountable Mail Matter Received for Delivery*.

Delivery Procedures

Return Receipt for Merchandise items require scanning and customer signature on glass and on PS Form 3811, *Domestic Return Receipt*. Use PS Form 3849, if MDD unavailable.

If delivery of the Return Receipt for Merchandise item is attempted, but not delivered, a PS Form 3849 is completed, scanned, and left at the delivery address. The item is returned to the delivery unit.

Collect-On-Delivery (COD)

Mailers can use Collect On Delivery (COD) Service to mail merchandise for which they have not received payment. The price of the merchandise, cost of postage, and handling fee is collected from the addressee by the Postal Service at time of delivery.

COD Service may also be used to send merchandise to customers who do not wish to pay in advance and collect payment for merchandise when recipients do not have access to a credit or debit card.

PS Form 3816, *COD Mailing and Delivery Receipt* (white), is a five-part barcoded carbonless form used to document the acceptance and delivery of a COD parcel. COD articles are identified by the number that appears on each copy of PS Form 3816.

DELIVERY EMPLOYEE - Remove Copies 1 & 2 at Time of Delivery
Write firmly to make all copies legible.

Collect the amount shown below if the customer pays by:

CHECK OR MONEY ORDER (MO) made payable to the mailer.	CASH or pin debit card and mailer is an EFT participant (online or commercial only).	CASH (includes MO fee or fees).
Check/MO \$	EFT \$50.00	Cash \$

Check if applicable:
☐ Registered Mail™ Service ☐ Priority Mail Express® Service

Remit COD Charges to Sender via:
☐ Priority Mail Express Service ☐ Electronic Funds Transfer (EFT)

Date of Mailing _____ USPSA Number _____

From: **EFT**
Martial Arts are Us
123 Main St
Oklahoma City, OK 73125

To: _____

Options for Receiving:
☐ Hold For Pickup (Priority Mail Express Only)
☐ Street Delivery

COD

Delivered By	Date Delivered	Check Number
Date Payment Sent to Mailer	MO Number(s)	

PS Form 3816, January 2016 PSN 7530-02-000-9062 Copy 1 - Delivery Unit

1. DO NOT allow the recipient (addressee or agent) to examine the contents before payment. 3. If payment is by check, enter check number above.
2. DO NOT deliver this article until payment is collected. 4. Have customer sign PS Form 3849.
◆ Follow proper scanning procedures for COD delivery and clearance.

An accountable clerk transfers COD to the carrier for delivery on PS Form 3867, *Accountable Mail Matter Received for Delivery*.

Delivery Procedures

Ensure that the correct amount due is collected and returned to the accountable clerk. COD articles may be paid by cash, or check or money order made payable to the mailer. The amount due if paid in cash and the amount due if paid by check are listed on PS Form 3816.

Mailers that have signed up for Electronic Funds Transfer (EFT) are indicated by the marking EFT above the mailers address on PS Form 3816. Money order fees are not collected at the time of delivery for EFT mailers.

If COD funds are paid in cash and the mailer has not signed up for EFT, carriers will collect the cash amount which includes the money order fee. The amount due if paid in cash and the amount due if paid by check are listed on PS Form 3816.

COD items require a customer signature on glass or if signature on glass cannot be used for any reason, PS Form 3849 should be used. The carrier must complete and record postage payment information on PS Form 3816, scan the item, and return the top two copies of PS Form 3816 to the office.

If delivery of the COD item is attempted, but not delivered, a PS Form 3849 is completed, scanned, and left at the delivery address. The item is returned to the delivery unit.

Accepting Checks

Follow local check acceptance procedures when collecting payment from customers via check. A photo ID must be presented by the customer for check acceptance.

- Checks accepted as payment for COD articles must be made payable to the sender or mailer.

PS Form 3811, *Domestic Return Receipt*

PS Form 3811, *Domestic Return Receipt* is a return receipt, which is signed by the customer and dated by the carrier when an item requesting Return Receipt service is delivered. The green form is detached from the mailpiece and mailed back to the sender as proof of delivery. Look for the return receipt on pieces with other Extra Services, such as Certified Mail, Registered Mail, and Insured Mail service. On a letter-size piece, PS Form 3811 is normally found on the back. Review PS Form 3811 to note if Restricted Delivery service is requested.

USPS TRACKING #  9590 9401 0000 5191 0000 12		First-Class Mail Postage & Fees Paid USPS Permit No. G-10
United States Postal Service	* Sender: Please print your name, address, and ZIP+4® in this box* 	

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
■ Complete items 1, 2, and 3. ■ Print your name and address on the reverse so that we can return the card to you. ■ Attach this card to the back of the mailpiece, or on the front if space permits.	A. Signature X ☐ Agent ☐ Addressee
1. Article Addressed to:  9590 9401 0000 5191 0000 12	B. Received by (Printed Name) C. Date of Delivery
2. Article Number (Transfer from service label)	D. Is delivery address different from item 1? ☐ Yes If YES, enter delivery address below: ☐ No 3. Service Type ☐ Adult Signature ☐ Adult Signature Restricted Delivery ☐ Certified Mail® ☐ Certified Mail Restricted Delivery ☐ Collect on Delivery ☐ Collect on Delivery Restricted Delivery ☐ Insured Mail ☐ Insured Mail Restricted Delivery (over \$500) ☐ Priority Mail Express® ☐ Registered Mail™ ☐ Registered Mail Restricted Delivery ☐ Return Receipt for Merchandise ☐ Signature Confirmation™ ☐ Signature Confirmation Restricted Delivery
PS Form 3811, July 2015 PSN 7530-02-000-9053	Domestic Return Receipt

USPS Tracking

USPS Tracking service provides the mailer with information about the date and time an article was delivered and if delivery was attempted but not made the date and time of the delivery attempt.

Pieces utilizing USPS Tracking services are not accountable mail and do not require a customer signature at delivery. However, a delivery or attempted delivery scan is required.

Barcoded labels are placed on the package that may say “USPS Tracking.” Styles of labels vary.



Delivery Procedures

If delivery of a mailpiece with USPS Tracking is attempted, but not delivered:

- Complete the applicable sections of PS Form 3849, *We ReDeliver for You*.
- Endorse with notice left and date.
- If customer is normally available, you do not have to fill out PS Form 3849 and may bring the mailpiece out for delivery the next delivery day. Write the date, your initials, and route number near the address and stage mailpiece in accordance to local procedures. If not available after second attempt, complete and scan PS Form 3849 and leave at delivery address.

Signature Confirmation

Signature Confirmation Service provides mailers with an added level of security by requiring a signature from the person who accepts the package. The recipient's signature identifies the individual who received the mailpiece.

Signature Confirmation Service provides mailers with the date, ZIP Code, and the time the article was delivered. If delivery was attempted, the customer will receive a notice with the date and time of attempted delivery.

PS Form 153, *Signature Confirmation Receipt* is hot pink.

These items are not accountable, but must be scanned and a customer signature must be obtained via signature on glass. Use PS Form 3849, *We ReDeliver For You* if the MDD is not available.

Delivery Procedures

If delivery of the Signature Confirmation item is attempted, but not delivered, a PS Form 3849 is completed, scanned, and left at the delivery address. The item is returned to the delivery unit.

Adult Signature

Adult Signature service provides electronic confirmation of the delivery or attempted delivery of the mailpiece, the recipient's signature. The recipient must furnish proof of age via a driver's license, passport, or other government-issued photo identification that lists age or date of birth. There are two service options:

- **Adult Signature Required** provides delivery to a person who is confirmed to be 21 years of age or older. The recipient must furnish proof of age prior to delivery.
- **Adult Signature Restricted Delivery** provides the same service as Adult Signature Required with the additional restriction of limiting delivery to a specific addressee or authorized agent who is 21 years of age or older.

If an adult is not present, record as an Attempted delivery.

Delivery Procedures

- **Adult Signature Required** - If no one 21 years of age or older is available, complete, scan, and leave a notice of attempted delivery, PS Form 3849.
- **Adult Signature Restricted Delivery** - If the specific addressee or designated agent is not available, complete, scan, and leave a notice of attempted delivery, PS Form 3849. If the specific addressee, or designated agent, is not 21 years of age or older, the mailpiece will be returned to sender.

Receiving Accountable Items

Letter carriers receive accountable items for the assigned route from an accountable clerk. The accountable clerk may call carriers to the registry section or the accountable clerk may come to the carrier's case to distribute the items. Carriers sign for each accountable item received from the accountable clerk on PS Form 3867, *Accountable Mail Matter Received for Delivery*.

Once the carrier has received accountable items, they may prepare PS Forms 3849 for each piece.

The carrier will usually prepare PS Forms 3849 as they make delivery. However, carriers may enter the address in the delivery section on the barcoded side of the form, for identification, in the office at the time articles are received. The carrier may place PS Form 3849 in case separations as a marker.

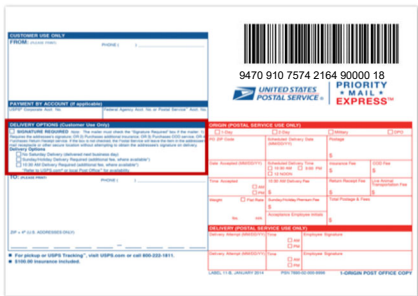
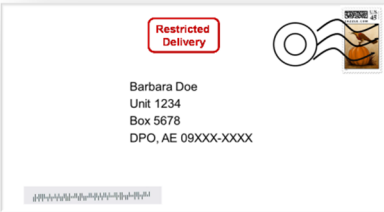
[illegible]

PS Form 3867, December 1994

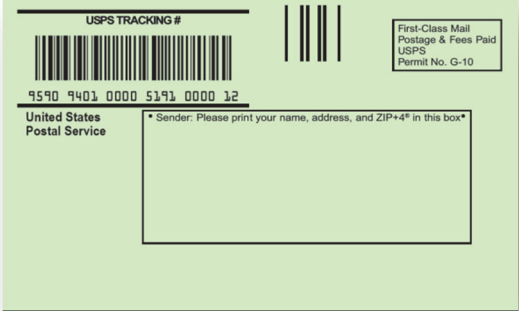
Participant Guide

Exercise – Accountable and Extra Services Mail

For each item, determine if it is accountable, if a customer signature is needed, if scanning is required, and if there are other requirements to deliver the item.

 United States Postal Service® INSURED MAIL - DOMESTIC ONLY VA 269 650 195 US NOTE: To file a claim for damage or loss of contents, the article, container, and packaging must be presented.	☐ Accountable ☐ Customer signature required ☐ Scanning required Other requirements:
 United States Postal Service® INSURED MAIL - DOMESTIC ONLY 1307 0590 0000 0001 2633 NOTE: To file a claim for damage or loss of contents, the article, container, and packaging must be presented.	☐ Accountable ☐ Customer signature required ☐ Scanning required Other requirements:
 9470 910 7574 2164 90000 18 UNITED STATES POSTAL SERVICE® PRIORITY MAIL EXPRESS® RESTRICTED DELIVERY For pickup or delivery of mail, call 800-837-5829. For delivery of mail, call 800-837-5829. For delivery of mail, call 800-837-5829.	☐ Accountable ☐ Customer signature required ☐ Scanning required Other requirements: Must meet delivery standard or postage refunded. Signature not required unless requested.
 Restricted Delivery Barbara Doe Unit 1234 Box 5678 DPO, AE 09XXX-XXXX	☐ Accountable ☐ Customer signature required ☐ Scanning required Other requirements:

 RETURN RECEIPT FOR MERCHANDISE 8099 992 2345 6789 1237 ☐ WAIVER OF SIGNATURE I wish delivery to be made without obtaining signature of the addressee or the addressee's agent. I authorize the delivery employee to sign that the shipment was delivered and understand that the signature of the delivery employee may be treated as proof of delivery. CUSTOMER SIGNATURE _____	☐ Accountable ☐ Customer signature required ☐ Scanning required Other requirements: May have a PS Form 3811 for signature.
 DELIVERY EMPLOYEE - Remove Copies 1 & 2 at Time of Delivery Write firmly to make all copies legible. Collect the amount shown below at the customer's place by: CHECK OR MONEY ORDER (Cash or personal check and cash includes MO fee or fee) COD Check MO Amount: \$50.00 Cash Amount: \$51.25 Options for Receiving: ☐ Hold For Pickup (Priority Mail Express only) ☐ Street Delivery PS Form 3816, January 2016 PSN 7530-02-000-9062 Copy 1 - Delivery Unit	☐ Accountable ☐ Customer signature required ☐ Scanning required Other requirements: Requires payment by cash. May require signature if old form. Collect Money Order fee for check.
 CERTIFIED MAIL 1111 0000 1111 0000 1111	☐ Accountable ☐ Customer signature required ☐ Scanning required Other requirements: May also have PS Form 3811 for signature.
 DELIVERY EMPLOYEE - Remove Copies 1 & 2 at Time of Delivery Write firmly to make all copies legible. Collect the amount shown below at the customer's place by: CHECK OR MONEY ORDER (Cash or personal check and cash includes MO fee or fee) PLE Check MO Amount: \$50.00 Cash Amount: \$51.25 Options for Receiving: ☐ Hold For Pickup (Priority Mail Express only) ☐ Street Delivery PS Form 3816, April 2016 PSN 7530-02-000-9062 Copy 1 - Delivery Unit	☐ Accountable ☐ Customer signature required ☐ Scanning required Other requirements: Requires payment by check or cash. May require signature if old form. No Money order fee for check EFT.

 UNITED STATES POSTAL SERVICE® REGISTERED MAIL™ 7700 0000 0000 0000 0000 Label 200, August 2005 PSN 7690-03-000-9311	☐ Accountable ☐ Customer signature required ☐ Scanning required Other requirements: Must be kept secured and signed for at every transfer. ID required if customer is not known.
 USPS TRACKING # 9590 9401 0000 5171 0000 12 United States Postal Service First-Class Mail Postage & Fees Paid USPS Permit No. G-10 • Sender: Please print your name, address, and ZIP+4® in this box •	☐ Accountable ☐ Customer signature required ☐ Scanning required Other requirements: Scan the barcode on the front at delivery.
 UNITED STATES POSTAL SERVICE® USPS TRACKING # 9114 9010 7574 2164 8000 18 Label 400 Sept. 2012 USPS TRACKING # 9114 9010 7574 2164 8000 18 & CUSTOMER RECEIPT For Inquiries: Access internet web site at www.usps.com or call 1-800-222-1811.	☐ Accountable ☐ Customer signature required ☐ Scanning required Other requirements:
 United States Postal Service® SIGNATURE CONFIRMATION™ 0300 1290 0008 1060 5520	☐ Accountable ☐ Customer signature required ☐ Scanning required Other requirements:

	☐ Accountable ☐ Customer signature required ☐ Scanning required Other requirements: Collect postage amount due and turn into accountable clerk for clearance.
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Maintaining Security of the Mail and Money

Keep the mail in your possession or locked in a relay box or vehicle. When leaving the route for lunch, lock undelivered registered and COD mail in a designated relay box or vehicle. Make a simple record of Registered Mail, COD, and other more-than-ordinary value items which are left.

Be alert for accountable mailpieces that might be found in automated mail. If accountable mail is found while performing street duties, a delivery attempt should be made. Upon return to the office, the carrier must notify the accountable clerk of additional accountable mailpieces that were found while delivering the route.

The customer may refuse any unwanted, unopened accountable mail. Accountable mail should be signed for by a competent member of the household or business; use good judgment.

Pre-Paid Acceptance

Carrier Pickup Service allows customers to notify the local post office that there will be pre-paid packages for their carrier to pick up with the next day's delivery. The mailer submits the notification through www.usps.com. These packages must be scanned upon acceptance. From the main menu, select pre-paid acceptance and scan the items as received.

Role Play Exercise

Practice delivering accountable mail by role playing delivery procedures for different types of mail.

Review

1. Which service provides the sender with guaranteed one or two day attempted delivery?
2. Which service provides the most secure way to send an item?
3. What is the delivery procedure for parcels insured for less than \$500?
4. When accepting a check for a Collect-On-Delivery (COD), to whom does the recipient make the check payable?
5. When accepting a check for Customs Duty Mail, to whom does the recipient make the check payable?
6. Give at least three examples of accountable mail.
7. What is the purpose of Managed Service Point program?

Module 5: Forwarding, Returned, and Undeliverable Mail

Objectives:

Upon completion of this lesson, you will be able to:

- Recognize Change of Address forms and properly complete PS Forms 3575-Z and 3982
- Adhere to forwarding, returned mail, and undeliverable mail processing procedures
- Distinguish and appropriately apply carrier endorsements
- Identify and utilize separations on the throwback case

Time Allocated for Module:

- 1 hour and 30 minutes

Instructional Methods:

- Lecture
- Group discussion
- Hands-on practice

Summary:

- Undeliverable as Addressed (UAA)
- Change of Address
- Ancillary Service Endorsements (ASE)
- Undeliverable Mail
- Returned Mail
- Throwback Case

Participant Material Used:

- Participant Guide
- Practice mail
- Scanner
- Throwback Case
- Practice mailpieces

Media Required:

- Projector, ACE computer, and PowerPoint presentation
- Rip Chart

For Further Information:

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*
- Quick Service Guide 507

Forwarding, Returned, and Undeliverable Mail

On occasion, letter carriers may receive mail for delivery that is missorted or not deliverable as addressed. This lesson will provide the tools necessary to handle the mail properly and either reroute the mail to its correct destination or return to sender. Never discard any mail.

Undeliverable As Addressed (UAA)

UAA mail is mail that cannot be delivered as addressed because the recipient has either moved or physical delivery is impossible due to reasons other than a move, such as, illegible writing, refused, attempted not known, and no such street. This mailpiece must be processed through the Postal Automated Redirection System (PARS) or Computerized Forwarding System (CFS). Mail known as Return to Sender (RTS) mail is included in this definition.

Undeliverable as Addressed (UAA) mail must be forwarded to the addressee, returned to the sender, or placed in a designated location for further handling per local procedures.

Change of Address Orders (COA)

Change of address forms are used to provide notification for forwarding of customers' mail to their new address or allows the Postal Service to notify the sender that the customer has moved and left no forwarding address. There are several forms used to initiate a change of address order. CFS and PARS are centralized database systems where change of address information is recorded and maintained.

PS Form 3575, Change of Address Order

PS Form 3575 is a commonly used Change of Address form.

The customer completes this form and either drops it in the mail or presents it to their clerk or carrier. Follow local instructions for proper handling.

Treatment of mail with forwarding orders on file:

- Mail is handled through CFS and PARS systems for up to 18 months, after the effective date of the COA, depending upon the class of mail
- CFS and PARS re-label mail with the customer's new address and forwards First-Class Mail and endorsed USPS Marketing Mail for 12 months
- Periodicals are forwarded for 60 days
- Both PARS and CFS return mail to sender with customer's new address during last six months of 18 month forwarding period
- Both CFS and PARS return mail to the sender to notify them that the addressee moved and left no forwarding address

Mail to be forwarded must have the correct name, address, and ZIP Code on the mailpiece prior to sending to CFS/PARS, make necessary changes on all mailpieces prior to sending to CFS/PARS. Mailpieces may be received from CFS/PARS that require changes as well. This mail is referred to as carrier endorsed mail.

PS Form 3575-Z, Employee Generated Change of Address

When a customer has moved and not submitted a change of address order, the carrier may have to complete PS Form 3575-Z, *Employee Generated Change of Address*. Endorse mail with the date, and after holding for 10 days, send PS Form 3575-Z to CFS/PARS for processing to create a permanent record of the change of address.

United States Postal Service®		Employee Generated Change of Address (Internal Use Only)													
Please PRINT items 1 - 7 in blue or black ink. Your initials must be entered in item 5.															
1. Change of Address for:		☐ Individual		☐ Entire Family		☐ Business		2. Start Date (Ex. 12/20/15)		M	M	D	D	Y	Y
3a. Enter LAST or Business Name															
3b. Enter FIRST Name & Middle Initial															
PRINT OLD mailing address below (Number and Street Name - Include ST, AVE, CT, etc. or PO BOX number)															
4a. OLD Mailing Address															
4b. OLD Apt. or Suite No.		4c. For Puerto Rico Only: Print urbanization name, if appropriate.													
4d. OLD City Name												4e. State	4f. ZIP		
☐ MLNA (Moved, Left No Address) ☐ Box Closed (No Order)															
				5. Employee Initials		6. Date		7. Route ID Number							

PS Form 3575-Z, April 2015

PS Form 3546, Official Change/Correction to Mail Forwarding Order Change of Address Order

Customers who move again within 18 months of the effective date of a change of address order will need to complete PS Form 3546, *Official Change/Correction to Mail Forwarding Order Change of Address Order*. If no record of a PS Form 3546 is on file, the carrier may complete the form. This will change the forwarding order from the address of the initial order to the new forwarding address.

United States Postal Service® — **Official Change/Correction to Mail Forwarding Change of Address Order**

1. Check action(s) required to correct COA information:

- ☐ Correct Name
- ☐ Change to Entire Family
- ☐ Change to Individual Only
- ☐ Cancel COA Order; Invalid Request
- ☐ Cancel COA Order; Resume Delivery
- ☐ Correct New Address *
- ☐ Correct Old Address *
- ☐ Change Temporary to Permanent
- ☐ Change Permanent to Temporary
- ☐ Change Temporary End Date:

M M D D Y Y

2. AFFIX 3982 LABEL ONLY or WRITE NAME & OLD ADDRESS

Individual	Family	Business
------------	--------	----------

Complete items 3. and 4. below as appropriate for name modifications only:

3. Last Name or Business Name

4. First Name and M.I.

*** Required completion of OLD address or NEW address information when selected in ITEM ONE.**

PRINT OLD mailing address below (Number and street name - Include ST, AVE, CT, etc. or PO BOX number)

5a. OLD Mailing Address

5b. OLD Apt. or Suite No.

5c. For Puerto Rico Only: Print urbanization name, if appropriate.

5d. OLD City Name

5e. State

5f. ZIP

PRINT NEW mailing address below (Number and street name - Include ST, AVE, CT, etc. or PO BOX number)

6a. NEW Mailing Address

6b. NEW Apt., Suite No. or PMB

6c. For Puerto Rico Only: Print urbanization name, if appropriate.

6d. NEW City Name

6e. State

6f. ZIP

Employee Initials Date Route ID Number

PS Form **3546**, May 2007 (7530-01-000-9953)

Recording Change of Address Information

Customers submit change of address information through a variety of acceptance, such as, collection boxes, retail lobbies, directly to clerk, carrier or the Internet.

After processing of the COA, carriers will receive a 3982 Label. This label provides the customer's former address information and is affixed to PS Form 3982, *Changes of Address*.

PS Form 3982, Changes of Address (Pink Card)

When a 3982 label is received, the carrier will review for accuracy and place the label on PS Form 3982, *Changes of Address*. The pink card holds 14 COA records.

Review the following information for each label:

- Effective date of change
- Expiration date of change, if temporary
- Customer name
- Customer's old address
- Whether the order is for family, individual, or business
- Whether the order is new or modification of existing order

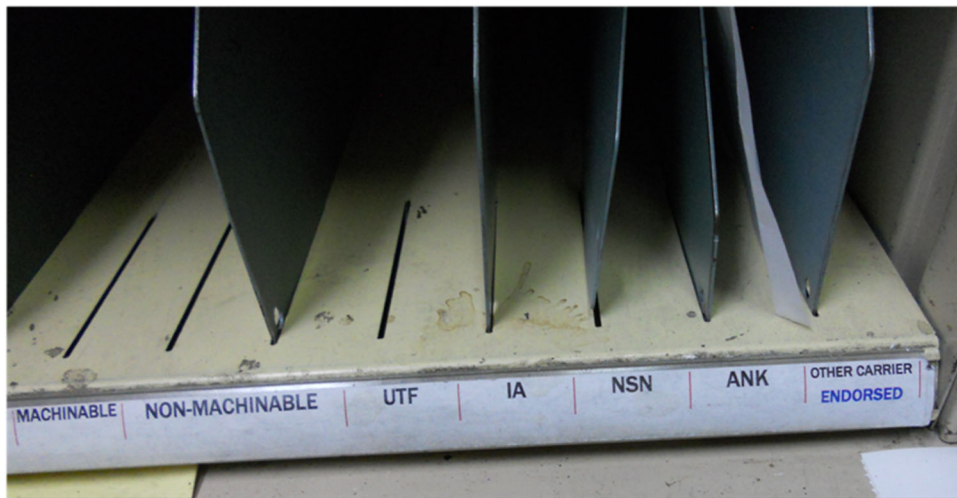
[illegible]

PS Form 3982, *Change of Address*, provides a quick reference for carriers unfamiliar with customer forwards (moves) from the route so the mail for these customers can be withdrawn from the case and bundled for forwarding by CFS/PARS.

Remove PS Form 3982 from the case starting from the bottom shelf. Begin with the most recent entry and remove all mail from the cell for that address, checking for individual family, business, or temporary forwards. Put mail for other names back in case.

Each PS Form 3982, *Change of Address*, typically corresponds with the addresses for a row within the carrier case.

CFS/PARS and UAA separations are either on the top or bottom shelf of the case on the right. Case the forwards to the appropriate separation. Place undeliverable bulk business mail (UBBM) for that name in designated location at the case.



Ancillary Service Endorsements

Ancillary service endorsements are used by mailers to request an addressee's new address and to provide USPS with instructions on how to handle undeliverable-as-addressed pieces. The endorsements consist of one word: "Electronic," "Address," "Return," "Change," or "Forwarding," followed by the key words "Service Requested."

Endorsements are the same for all classes of mail. Use of an ancillary service endorsement on a mailpiece obligates the mailer to pay any applicable charges for forwarding, return, and separate address notification charges.

Undeliverable Mail

Undeliverable As Addressed (UAA) Return to Sender (RTS) mail for reasons other than a move is sorted and placed in the throwback case or designated container per local procedures.

Carrier endorsed mail is handled by either marking up the individual piece of mail with the reason for non-delivery or endorsing the top piece of each type of bundle with the appropriate endorsement and initialing.

Carrier Endorsement Categories

The following lists detail mail endorsement categories and abbreviations for UAA/RTS mail.

Endorsements that are made on each individual mailpiece:

DEC - Deceased

NMR - No Mail Receptacle

REF - Refused

TA - Temporarily Away

VAC – Vacant (occupant mail only; endorsed address service, requested return postage guaranteed, or forwarding and return postage guaranteed)

Endorsements that are made on each Bundle of mail:

ANK - Attempted Not Known

IA - Insufficient Address

ILL - Illegible

NSN - No Such Number

NSS - No Such Street

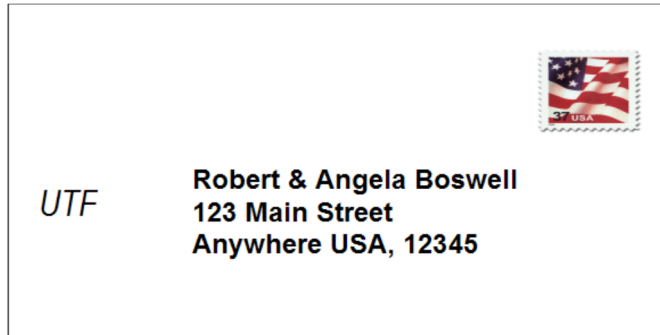
UTF - Unable to Forward

UAA – Undeliverable as Addressed

UNC – Unclaimed

Carrier Endorsement Location

Carriers are to use abbreviations when endorsing UAA/RTS mail. Endorsements on a mailpiece should be made to the left of the customer's name and address block.



Undeliverable USPS Marketing Mail

Undeliverable USPS Marketing Mail without an ancillary service endorsement is placed in a designated container at the carrier case.

Undeliverable USPS Marketing Mail with an ancillary service endorsement is handled as follows:

- If a forwarding address is on file, the carrier will send to CFS or PARS for processing.
- If no forwarding address is on file, endorse the mailpiece with the reason it is undeliverable and follow local procedures on where the mail should be placed in the unit.

Throwback Case

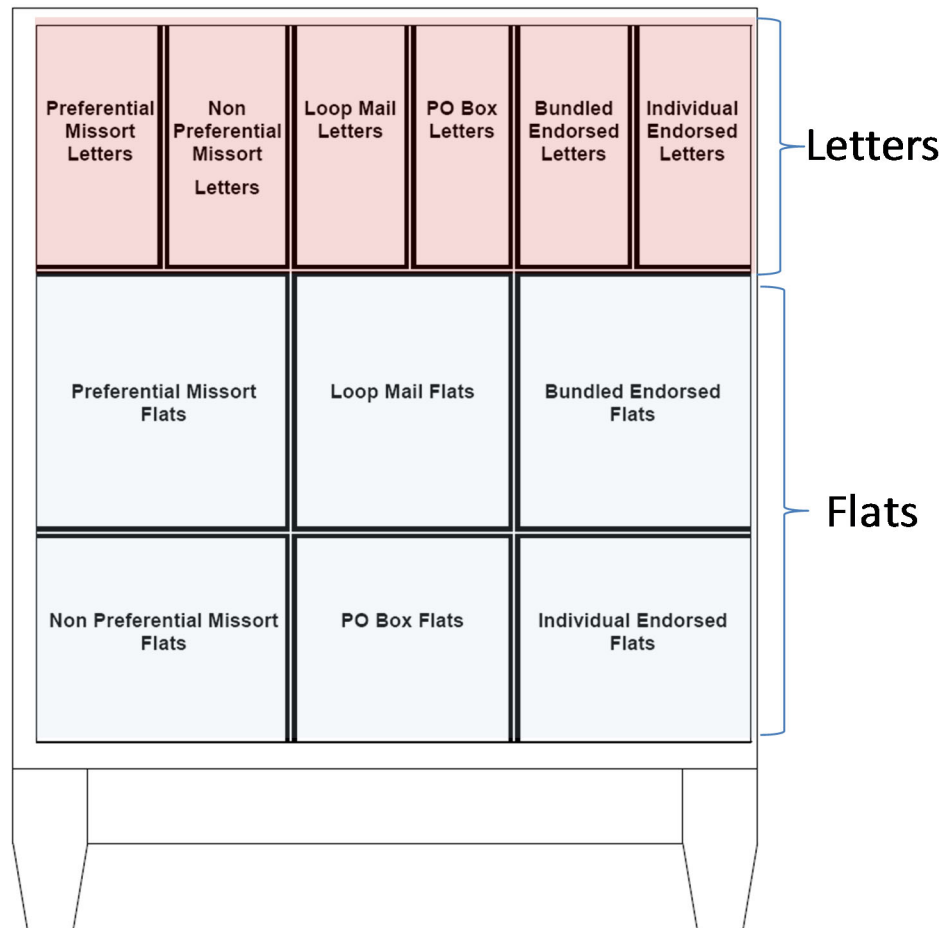
Undeliverable as addressed mail is normally placed in the appropriate separations of Carrier Throwback Case. The delivery address should never be lined out or obscured on any mailpiece. Missorted mail that has not been redirected should be separated and placed in the appropriate separations of the throwback case.

The throwback case is a location where a carrier will deposit mail that is missorted or return to sender mail.

Return to sender mail is cased into the carrier endorsement separations in the carrier's case. The carrier should endorse this mail by bundle or by each piece individually as appropriate.

Following are descriptions of letter and flat separations in a typical throwback case:

- Missorts — First-Class Mail misthrown to the route and deliverable at the same unit. Preferential mail includes First-Class Mail (including Priority Mail), Periodicals, and time value mail
- Loop Mail — Incorrectly barcoded and/or ZIP Coded mail discovered at a destination for which it is not addressed that comes back to the carrier on multiple days
- Box Mail — Mail received at the carrier's case that belongs in the post office box section
- Endorsed Bundles — Attempted Not Known, Insufficient Address, Undeliverable As Addressed (UAA), No Such Number
- Endorsed Individual (each piece must be individually endorsed) — Deceased, Temporarily Away, Refused, No Mail Receptacle, Vacant
- Missorts — Non-Pref. Flats, USPS Marketing Mail, other-size mail misthrown to the route and deliverable at the same unit



Exercise – Endorsment/Treatment of Mail

As the facilitator shows each mailpiece on the slide, identify the class of mail and if the mailpiece is deliverable. If not, identify how the mailpiece should be treated.

Identify the class of mail and treatment of each mailpiece.						
	Class of Mail	Deliver	Throwback Separation	Endorsement (Mark Up)	CFS/PARS	UBBM
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						
17.						
18.						
19.						
20.						

Identify treatment of each mailpiece						
	Class of Mail	Deliver	Throwback Separation	Endorsement (Mark up)	CFS	UBBM
1.	FCM	No	N/A	FWD	Yes	No
2.	STD	No	N/A	N/A	No	Yes
3.	FCM	Yes	N/A	N/A	No	No
4.	STD	No	Non-pref misort letter	N/A	No	No
5.	FCM	No	PO Box Letters	N/A	N/A	N/A
6.	STD	No	N/A	N/A	No	Yes
7.	FCM	Yes	N/A	N/A	N/A	N/A
8.	FCM	No	Bundled Endorsed Letters	NSN	N/A	N/A
9.	Periodicals	No	Individual Endorsed Flats	NMR	N/A	No
10.	STD	No	N/A	N/A	No	Yes
11.	Periodicals	No	Bundled Endorsed Flats	ANK	N/A	No
12.	STD	No	Loop Mail Letters	Loop Mail	N/A	No
13.	FCM	No	Bundled Endorsed Letters	IA	N/A	No
14.	Periodicals	Yes	N/A	N/A	N/A	N/A
15.	Periodicals	No	Individual Endorsed Flats	DEC	N/A	N/A
16.	STD	No	N/A	N/A	N/A	Yes
17.	Periodicals	No	N/A	FWD	Yes	No
18.	Periodicals	Yes	N/A	N/A	No	No
19.	Periodicals	No	Pref Misort Flats	N/A	N/A	No
20.	FCM	Yes	Bundled Endorsed Flats	UTF	No	No

Providing Efficient Service

Mail should be verified before placing in the mail receptacle. This is the last opportunity to correct any manual or automated sorting errors. Follow local procedures for miscased/missequenced mail for an address.

3575-Z Exercise

United States Postal Service®									
Employee Generated Change of Address (Internal Use Only)									
Please PRINT items 1 - 7 in blue or black ink. Your initials must be entered in item 5.									
1. Change of Address for: ☒ Individual ☐ Entire Family ☐ Business				2. Start Date (Ex. 12/20/15)		M	M	D	Y
						0	3	2	8
						1	3		
3a. Enter LAST or Business Name		S m i t h							
3b. Enter FIRST Name & Middle Initial		J o h n							
PRINT OLD mailing address below (Number and Street Name - Include ST, AVE, CT, etc. or PO BOX number)									
4a. OLD Mailing Address		1 1 3 0 0 L a d y J a n e L o o p							
4b. OLD Apt. or Suite No.		4c. For Puerto Rico Only: Print urbanization name, if appropriate.							
4d. OLD City Name		F r e d e r i c k				4e. State	M D	4f. ZIP	2 1 7 0 2
☒ MLNA (Moved, Left No Address) ☐ Box Closed (No Order)									
5. Employee Initials		6. Date		7. Route ID Number					
DO		03-28-13		C021					
PS Form 3575-Z, April 2015									

Complete the PS Form 3575-Z on the next page using the following information:

City carrier for C021 delivers mail for John Smith and Shirley Jones at 11300 Lady Jane Loop in Frederick MD, 21702. The house is now vacant. You have received a change order for Shirley Jones at the address. There is no record of a PS Form 3575 for John Smith.

After holding mail for 10 days, complete the PS Form 3575-Z.

United States Postal Service®
Employee Generated Change of Address (Internal Use Only)

Please PRINT items 1 - 7 in blue or black ink. Your initials must be entered in item 5.

1. Change of Address for:	☐ Individual	☐ Entire Family	☐ Business	2. Start Date (Ex. 12/20/15)	M	M	D	D	Y	Y
3a. Enter LAST or Business Name										
3b. Enter FIRST Name & Middle Initial										
PRINT OLD mailing address below (Number and Street Name - Include ST, AVE, CT, etc. or PO BOX number)										
4a. OLD Mailing Address										
4b. OLD Apt. or Suite No.										
4c. For Puerto Rico Only: Print urbanization name, if appropriate.										
4d. OLD City Name										
				4e. State					4f. ZIP	

☐ MLNA (Moved, Left No Address) ☐ Box Closed (No Order)

5. Employee Initials	6. Date	7. Route ID Number

PS Form 3575-Z, April 2015

Review

1. How long should the carrier send a customer's mail to CFS/PARS?
2. What is a carrier endorsed piece of mail?
3. How should endorsed mail and mail to be forwarded while the carrier is casing the mail be handled?
4. What does a carrier do with unendorsed USPS Marketing Mail (UBBM)?
5. How is undeliverable mail handled?
6. Why is undeliverable mail endorsed by the carrier?

Module 6: Pulling Down the Carrier Case

Objectives:

Upon completion of this lesson, you will be able to:

- Apply appropriate pull down procedures according to route type
- Utilize safe lifting techniques when pulling down the carrier case
- Accurately complete PS Form 3996, *Carrier-Auxiliary Control*
- Maintain a clean work area

Time Allocated for Module:

- 4 hours

Instructional Methods:

- Lecture
- Group discussion
- Hands-on practice

Summary:

- Obtaining Parcel Hampers
- Small Parcels and Rolls (SPRs) and Extra Service Parcels
- PS Form 3996, *Carrier-Auxiliary Control*
- PS Form 1571, *Undelivered Mail Report*
- Observing Safe Lifting Practices
- Carrier Route Book
- Non-Deliverable Mail
- Pull Down Procedures
- Foot or Park and Loop Routes Receiving FSS Mail
- Loading the Equipment
- Check for Sleepers
- Maintain a Clean Work Area

Participant Material Used:

- Participant Guide
- Carrier case and sample mailpieces

Media Required:

- Projector, ACE computer, and PowerPoint presentation

For Further Information:

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*
- Handbook EL-814, *Employees Guide to Safety*

Pulling Down the Carrier Case

The carrier must perform several duties prior to pulling down the route. Some of these duties may include obtaining Small Parcels and Rolls (SPRs), Extra Services mail, completing various forms, and discussing assignments for the day with the supervisor.

Obtaining Parcel Hampers

Parcels are located in a centralized location and are usually sorted by route into a hamper or other container, such as utility carts or nutting trucks for easy transport.

The purpose of obtaining the parcel hamper at this point is to have a conveyance to use for the mail when it is pulled down. Carriers may withdraw SPRs and Extra Services mail at this time in accordance with local procedures.

Small Parcels and Rolls (SPRs) and Extra Services Parcels

Small Parcels and Rolls (SPRs) are handled as flats and may be cased in the carrier case along with letters and other flats. These items do not exceed two pounds in weight. Small parcels that are not cased should be trayed in delivery order.

Larger parcels should remain in the hamper and may be sequenced while loading the vehicle. Efforts should be made to avoid double handling.

Examine parcels and SPRs to identify Extra Services mail.

Parcels that require scanning and/or signature on PS Form 3849, *We ReDeliver for You* include:

- Numbered Insured (insured over \$500)
- International Registered Mail
- Signature Confirmation
- USPS Tracking (scanning only)

PS Form 3996, *Carrier-Auxiliary Control*

Carriers use PS Form 3996, *Carrier-Auxiliary Control*, to advise supervisors of the need for auxiliary assistance or overtime in the office or on the street.

Carriers must verbally inform the supervisor, shortly after final receipt of mail, when they are of the opinion that they will be unable:

-
- To case all the mail distributed to the route
 - Perform other required duties
 - Leave on schedule or when they will be unable to complete delivery of all mail

Complete items A-K on PS Form 3996, *Carrier-Auxiliary Control*, and submit to the supervisor as instructed. If auxiliary assistance is authorized, complete items M-O. The carrier providing assistance completes section P as delivery is made to assigned route.

Supervisors approve or disapprove PS Form 3996, *Carrier-Auxiliary Control*, and assigns duties to other carriers. A carrier may receive more than one PS Form 3996 on a given day.

Exercise

The supervisor has assigned you to carry a portion of route C001 and route C011. You begin travel to route C001 at 11:00 and end travel to the route at 11:05. You begin delivery at 11:06 and end at 12:36. You begin travel from the route at 12:40 and end at 12:47.

Next, you deliver route C011. You begin travel to the route at 12:47 and end travel to the route at 12:52. You begin delivery at 12:53 and end at 2:03. You begin travel from the route at 2:07 and end at 2:17.

Complete section P for both PS Forms 3996 on the next two pages. When instructed, you will enter the moves into the EBR.

United States Postal Service
Carrier - Auxiliary Control

A. Delivery Unit Hillsdale Station B. Telephone 444-3333 C. Date 2-7-13

D. Carrier's Name and Route No. L. Grant-Yingling E. Lunch Place and Time

F. Indicate entire or portion of the case shelves covering mail as street auxiliary assistance

1	2	3	4	5	6
				R 1/2	X

G. Keys Required? Yes ☒ No ☐

H. Carfare Required? Yes ☐ No ☒

I. Accountable Mail? Yes ☐ No ☒

J. Reason For Use of Auxiliary

Two sets of sequenced mail and day after holiday and Friday business mail for closed business

K. Estimated Work

Hours	Minutes
1	30

L. Management Action. Check and initial all appropriate actions.

Auxiliary Assistance		Hours	Minutes	Overtime	Hours	Minutes
Approved	☒ <u>DB</u>	1	30	Approved	☐	
Disapproved	☐			Disapproved	☒ <u>DB</u>	

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: 550 Grove St – apt complex * Collect mail from all collection boxes on your part of the route, unless instructed otherwise.

Deliver	Collection boxes locations:
<u>562-551 Grove St</u>	<u>550 Grove St</u>
<u>545-548 Grove St</u>	<u>1 780 Bedford St</u>
<u>780-779 Bedford St</u>	<u>2</u>
<u>781-783 Bedford St</u>	<u>3</u>
	<u>4</u>
	<u>5</u>
	<u>6</u>

O. Find Relays At:

1	2	3	4	5	6
<u>Grove St and Bedford St intersection</u>					
<u>780 Bedford St</u>					

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	

PS Form 3996, November 1997

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	

PS Form 3996, November 1997

United States Postal Service

Carrier - Auxiliary Control

A. Delivery Unit Hillsdale Station B. Telephone 444-3333 C. Date 2-7-13

D. Carrier's Name and Route No. K. Welch C033 E. Lunch Place and Time

F. Indicate entire or portion of the case shelves covering mail as street auxiliary assistance

1	2	3	4	5	6
					X

G. Keys Required?

Yes ☒ No ☐

H. Carfare Required?

Yes ☐ No ☒

I. Accountable Mail?

Yes ☐ No ☒

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
1	00	Approved	☒	de	1	00	Approved	☐	
		Disapproved	☐				Disapproved	☒	de

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:

Deliver

* Collect mail from all collection boxes on your part of the route, unless instructed otherwise.

Collection boxes locations:

1

2

3

4

5

6

O. Find Relays At:

1

2

3

4

5

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	

PS Form 3996, November 1997

Office Time		Street Time				Total Auxiliary Time
Begin Time	Time Used	Begin Travel To	Begin Delivery	Begin Travel From	Travel To	
		12:47	12:53	2:07	Delivery	
End Time		End Travel To	End Delivery	End Travel From	Travel From	
		12:52	2:03	2:17	Total Street	

PS Form 1571, *Undelivered Mail Report*

PS Form 1571, *Undelivered Mail Report*, is used to report mail distributed to the route, but not delivered. Management makes the decision to curtail mail. This form is a daily record of mail distributed to carriers and left in the office or returned from the street undelivered. PS Form 1571 is often used in conjunction with PS Form 3996, *Carrier-Auxiliary Control*.

U.S. Postal Service UNDELIVERED MAIL REPORT		
Delivery Unit Sterling Station	Route No. 6483	Date 3/19/97
TO: Delivery and Collection Superintendent		
The Following Mail Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.		
NOTE: If mail left undelivered by carrier is later delivered on the same day, the manager should explain the action taken.		
	Preferential	Other
Letters		480
Newspapers		
Magazines		
Flats		230
Samples		
Other Pieces		
For Use By Parcel Post Carrier Only		
Parcel Post Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.		
Sacks	Outside Pieces	
Remarks: (Reasons for nondelivery. Report of trips omitted or curtailed. Note any other matter of which record should be made.)		
Assisted casing 6489		
Reg. ☒	Tech or Util. ☐	Part Time ☐
Signature R. Wamty		
Action Taken (Manager)		
Manager's Signature		Date

PS Form 1571, June 1988

(July 1977 edition usable)

Observing Safe Lifting Practices

Employees are required to observe safe lifting practices and protect the condition of packages. Careful handling ensures that employees are not injured and packages are delivered to the addressee in good condition.

When lifting:

- Plan your lift, test the load.
- Ask for help when the load is too heavy or awkward.
- Get firm footing by keeping your feet apart and pointing your toes out.
- Bend at your knees and not at your waist.
- Tighten your stomach muscles to support your spine.
- Lift with your legs and let your muscles do the lifting.
- Keep the load close to your spine and less force will be exerted on your back.
- Keep your back upright and avoid twisting.
- When using a cloth hamper, it may be better to tip the hamper over on its side to obtain the parcel rather than attempting to lift the parcel directly out of the hamper.
- When using an orange hamper, open the webbing to allow you to reach parcels at the bottom of the hamper safely. You may also request assistance from another employee.

Pulling Down

Pulling down mail is simply taking mail out of the case in sequential order and preparing for delivery. Carriers use different methods and equipment for pulling down and securing mail depending on the type of route and method of casing and delivery.

Review the Route Book

When unfamiliar with a route, review the carrier route book for special orders concerning delivery. These instructions might include customer requests, school/business closures or street detours.

U.S. POSTAL SERVICE SPECIAL ORDERS				
This form is used to record special orders that are approved by management concerning the handling or delivery of a customer's mail. For example: firm callers, standing orders not to deliver on certain days of the week, temporary hardship delivery exceptions, etc. Special orders are valid until cancelled by management or at the customer's request. Line out entries that are cancelled.				
Name of Person or Firm	Address	Special Instructions or Unique Condition	Effective Date	Date Cancelled
TMS	940 INDUSTRIAL PARK	CLOSED ON SATURDAYS	03/30/2015	
BARBER SHOP	801 BELL RD.	CLOSED ON MONDAYS	05/11/2015	
BILLY SIMS	6576 GOLDENEYE DR.	AGGRESSIVE DOG	07/20/2015	

U.S. Postal Service DELIVERY INSTRUCTIONS							
Name of Employee Joseph Thomas			ID No. 1302		Delivery Unit Main Office		
Vehicle Make LLV	Vehicle Capacity ½ Ton	Vehicle No. 9204248	Reference Volume AM 10:25 PM 4:75 Total 15:00		Assignment No. 1302		
Date Appointed 02/15/13	Date Assigned to Route 02/22/2013		Delivery Method(s) ☐ Foot ☐ Mounted ☒ Park and Loop		Type of Route ☐ Business ☒ Residential		
No. of Trips	Name of Replacement ³		☐ Other (Specify)		☐ Mixed		
Location of Collection Points		Street	Arrival Time ¹	Relay	Location of	Arrival Time ¹	Possible Deliveries Per

Non-Deliverable Mail

The following four categories of non-deliverable mail will be pulled down from the case and placed in a designated location:

- CFS/PARS Mail
- Carrier Endorsed Mark ups
- UBBM (Undeliverable Bulk Business Mail)
- Hold Mail

Hold Mail

Customers may request their mail be held for a minimum of 3 days not to exceed 30 days. Mail may be held longer with management approval.

- Customer may request to hold mail online at usps.com. The supervisor will provide you with information on these requests.
- Customers may also complete PS Form 8076, *Authorization to Hold Mail* indicating the time period they want mail held and the date they will call for their mail or request redelivery.

Authorization to Hold Mail NOTE: Complete and give to your letter carrier or mail to the post office that delivers your mail.		 We can hold your mail for a minimum of 3 , but not for more than 30 days .
Postmaster: Please hold mail for:		
Name(s) _____ Address (Number, street, apt./suite no., city, state, ZIP + 4) _____ _____ _____		☐ A. Please deliver all accumulated mail and resume normal delivery on the ending date shown below. ☐ B. I will pick up all accumulated mail when I return and understand that mail delivery will not resume until I do.
Beginning Date _____	Ending Date (May only be changed by the customer in writing) _____	Customer Signature _____
For Post Office Use Only		
Date Received _____		
Clerk _____		Bin Number _____
Carrier _____		Route Number _____
(Complete this section only if customer selected option B)		
☐ Accumulated mail has been picked up.	Resume Delivery of Mail (Date) _____	By _____
PS Form 8076, April 2001		

- Hold mail must be pulled from the case prior to placing in designated location. Follow local procedures.
- Any notice for accountable mail or packages should be placed on top of the hold mail. This will serve as a visual reminder for the carrier or clerk when delivery resumes or hold mail is picked up by the customer.

Pull Down Procedures

Type of route determines the pull down method. Carriers begin pulling down the mail in delivery order. Review pull down procedures for each type of route:

- **Foot**—Begin pull down in delivery order with the first relay through the last relay, strapping letter bundles and flats together. Typically, the first relay will be loaded directly into the carrier satchel. Sack and label relays as you go.
- **Park and Loop**—Begin pull down in delivery order with the second walking relay, traying each relay as you go. Then pull down relay one and put it in your satchel.
- **Curblin/Motorized Dismount**—Begin pull down in delivery order, strapping out bundles of letters and flats, then place mail into a tray.
- **Centralized Delivery**—Begin pull down in delivery order, strapping bundles of letters and flats by section or by each Cluster Box Unit (CBU).

On park and loop routes, carriers should set aside a sufficient number of simplified address or marriage mail pieces prior to strapping out. Information on the number of stops for each loop may be found on PS Form 1564-A, *Delivery Instructions*, in the carrier route book.

Foot or Park and Loop Routes Receiving FSS Mail

Delivery point sequencing of flat-size mail is performed by the Flat Sequencing System (FSS). Mail from the FSS is treated similar to letter-size DPS mail.

Letter carriers serving park and loop or foot routes may be required to carry up to three bundles of mail. A route that receives FSS mail will have three bundles every day (residual cased mail, DPS, and FSS). When this type of route receives an additional bundle that may be taken directly to the street (a fourth bundle) the carrier will be required to reduce the number of bundles to three while in the office, prior to moving to street time.

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.

When a simplified address mailing is carried as a third bundle by city letter carriers serving park and loop or foot deliveries, the simplified address 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.

Collating is the act of merging multiple sets of mail. For instance, if you were to collate the residual mail you cased in the morning with your FSS mail, you would place the residual mail for each address with the FSS mail for that address by merging the two sets of mail into one while in the office.

Any sequenced mailings received for curblin and dismount deliveries shall be handled as separate bundles, regardless of how many there are (unless the delivery unit manager authorizes casing and/or collating of the mailings).

Check for Sleepers

Sleepers are usually small mailpieces such as postcards that may slip to the back of the case and are left behind when the mail is pulled down. The carrier should check the case and surrounding area carefully after pulling down.

Loading Equipment

Loading the Satchel

Carriers are required to carry the appropriate amount of mail, up to the 35-pound limit, to complete each assigned relay without additional trips to the vehicle or relay box.

Loading the Hamper

Place mail in the hamper as it is prepared. This will facilitate loading the vehicle. The mail on top of the hamper will become the mail on the bottom in the vehicle and the last to be delivered.

Maintaining a Clean Work Area

Care should always be taken to assure a safe working environment for all employees by keeping the work area clean and organized. Remove and discard routing tags from empty equipment, then return to proper staging location.

Rubber bands, plastic straps, packaging plastic, and debris should be placed in proper containers. These items may be a trip hazard if not removed from the floor area.

Review

1. What determines the type of equipment that will be used for pulling down?
2. Where would carriers find special instructions concerning delivery?
3. Customers may hold their mail over 30 days with management approval. True/False?
4. Carriers should check for sleepers after pulling down mail. True/False?
5. In what situation would a carrier be required to collate sequenced flats?
6. How is the supervisor notified when a carrier is in need of auxiliary assistance?

7. What form is used when mail is distributed to a carrier but not delivered?

Casing Practice Two

When finished casing letter, yell out your route number and record your casing time on your time sheet. Then begin casing your flats. When finished casing flats, yell out your route number and record your casing time on your time sheet.

Day Three

Module 7: Leaving the Office

Module 8: Delivery Types, Mail
Receptacles, and Delivering
the Mail

Module 9: Collecting Outgoing Mail

Module 7: Leaving the Office

Objectives:

Upon completion of this lesson, you will be able to:

- Recognize forms and equipment carried on the route
- Properly process hot case mail
- Apply automated mail procedures
- Clock out to street time
- Safely load mail into vehicle in delivery order
- Adhere to vehicle safety rules when traveling to and from the route

Time Allocated for Module:

- 3 hours

Instructional Methods:

- Lecture
- Group Discussion

Summary:

- Forms and equipment
- Hot Case
- Identifying Automated (DPS/FSS) Mail
- Clock over to street time
- Loading the vehicle
- Travel to the route
- Operating vehicle safely

Participant Material Used:

- Participant Guide

Media Required:

- Projector, ACE computer, and PowerPoint presentation

Leaving the Office

There are specific functions to keep in mind when preparing to leave the office to assist in providing efficient delivery of the mail. The carrier should have all mail, necessary forms, and equipment required to complete delivery of the mail for the route or portion of the route assigned.

Forms and Equipment

Before leaving the office, ensure that you have obtained all necessary forms and equipment. This includes the vehicle (for motorized routes), scanner, dog spray, arrow keys, pens and any weather gear that you might carry to assist you in completing your route.

- ☐ Accident Kit (usually located in the vehicle)
- ☐ Dog Spray
- ☐ Emergency Phone Numbers
- ☐ Scanner
- ☐ Form 3227, *Stamps By Mail*
- ☐ Form 3575, *Handling Change of Address*
- ☐ Form 3849, *Delivery Notice/Reminder/Receipt*
- ☐ Form 8076, *Authorization to Hold Mail*
- ☐ Pens
- ☐ Weather gear (if needed)
- ☐ Postal Identification
- ☐ Anonymous Mail separations containers (may be in the vehicle already)
- ☐ Arrow Keys
- ☐ Satchel

Pulling/Scanning the Hot Case

The hot case is a designated distribution case into which clerks correctly sort mail. Include hot case mail with all other mail scheduled for delivery that day. Withdraw all mail from the hot case for the specific route prior to leaving the office.

Keep hot case mail separate for sequencing on the street. In some offices, the hot case will be the first scan point. Some units require the carrier to place a card or paddle in the route separation to indicate the carrier's compliance with this procedure. Follow local policy for pulling and scanning the hot case.

Automated Mail

Normally, automated mail is centrally located in the delivery unit by route. Carriers may submit or amend PS Form 3996, *Carrier-Auxiliary Control*, when retrieving automated mail.

- Delivery Point Sequence (DPS) mail is letter-sized mail machine sorted in delivery sequence
- Flat Sequencing System (FSS) mail is flat-sized mail machine sorted in delivery sequence

Riffling

Riffling is the process of checking a few pieces of mail in each tray to verify that the mail is in proper delivery order.

- Riffle and verify DPS before taking to the street
- Do not riffle FSS mail, take directly to the street

Separator Cards

Separator cards are numbered markers placed in mail trays at points designated by a carrier to provide visual assurance that mail is in delivery sequence.

When separator cards are not present, the supervisor may instruct the carrier to riffle the mail in order to verify that mail is in proper delivery sequence.

Withdrawing Automated Mail

Follow local office procedures for withdrawing automated mail. Carriers are to withdraw all automated mail for the route before leaving the office.

Clock Over to Street Time

Clock over to street time using the electronic badge reader (EBR) or local time recording equipment. Record required vehicle and scan information in accordance with local procedures. Carriers are responsible for scanning MSP barcodes. Carriers load the vehicle on street time.

Loading and Traveling to the Route

There are specific activities to keep in mind when loading a vehicle and traveling to the route. The carrier must observe safe lifting practices while loading the vehicle and ensure that the mail stays in delivery order.

National safety data suggests that city letter carriers incur an inordinate amount of OSHA injuries during the vehicle loading process. The vehicle should be loaded, so that the mail is easily accessible in order of delivery. When traveling to the route, obey all traffic rules.

Loading the Vehicle

If there is a loading area, carriers retrieve the vehicle and park at the loading area. If there is no loading area, carriers push the hamper or other conveyances to the vehicle for loading.

Rules for loading the vehicle safely:

- Never load a vehicle with the engine running.
- Follow correct lifting practices.
- Arrange mail in the work tray, so as not to obstruct vision or use of the vehicle controls.
- Maintain a clear line-of-sight through all windows.
- Maintain a balanced load for even weight distribution.
- Secure loose articles (trays or strapped mail) to ensure stability.

Last In, First Out

The general rule of loading any delivery vehicle is Last In, First Out (LIFO). This rule was followed as we loaded the hamper in reverse order when pulling down the mail. The mail on top of the hamper will become the mail on the bottom in the vehicle and the last delivered.

Correctly organizing all mail (including mail withdrawn from the hot case) and parcels in delivery sequence makes the delivery more accurate and efficient. This reduces loading time by making mail easier to locate within the delivery vehicle.

The type of route may determine how to properly place the mail in the vehicle. For example, park and loop route and curblane routes may differ. A carrier will learn with experience what works best on a particular route. Follow local policy.

Load Truck Feature

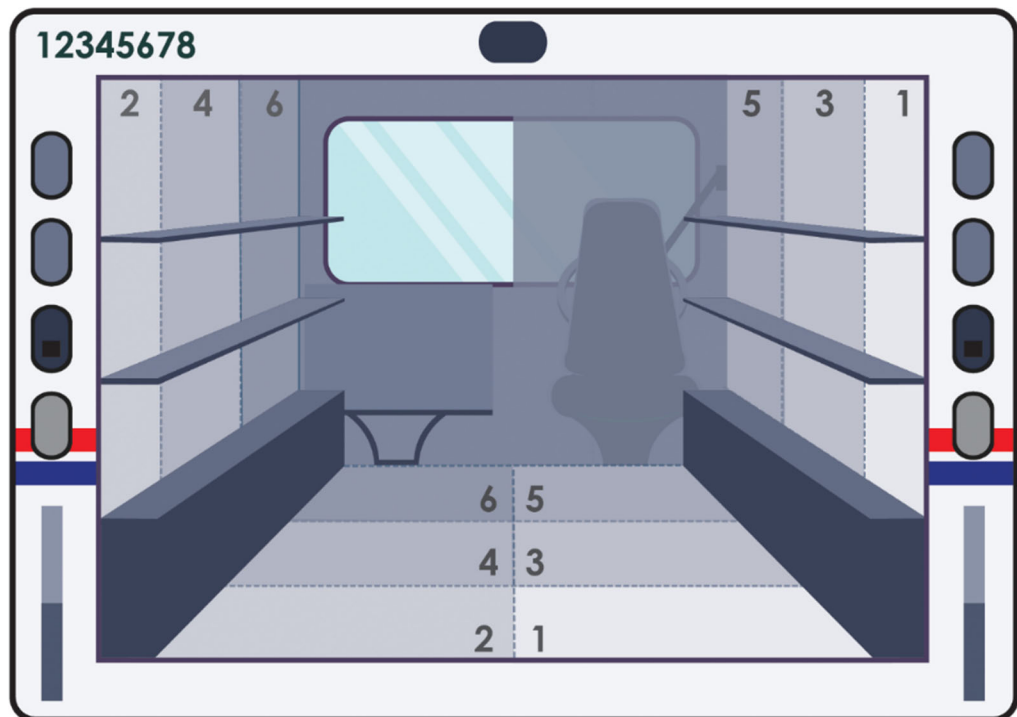
When loading parcels, be sure to observe safe lifting practices. Small parcels may actually be very heavy. Ask for help when lifting heavy packages.

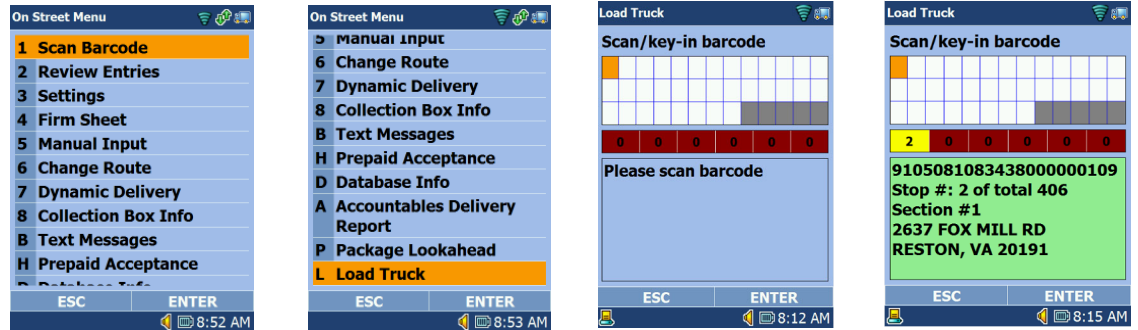
Use six section loading to organize parcels which makes mail easier to locate within the delivery vehicle and maintains consistent loading sequence. Each vehicle is divided into six sections, when a parcel is scanned with the MDD, one through six will be presented on the screen. Sort the parcel into the indicated section. Using this standard process facilitates more efficient and effective loading.

Each route is divided into six sections based on the number of deliveries for that route. For example, if you have 600 deliveries, deliveries 1 through 100 would be in section one. Or another example would be, if your route has 350 deliveries, section one would hold deliveries 1 through 58. Normally separate the parcels in delivery sequence.

The MDD gives additional information including the stop number associated with the delivery point for that package in both text and speech.

If an MDD indicates a package is not found, the package has not been included in the uploaded MDD manifest. In these instances, check with you supervisor on the status of that package and appropriate actions. Follow local instructions for returning any missorted parcels and conveyance to proper location.

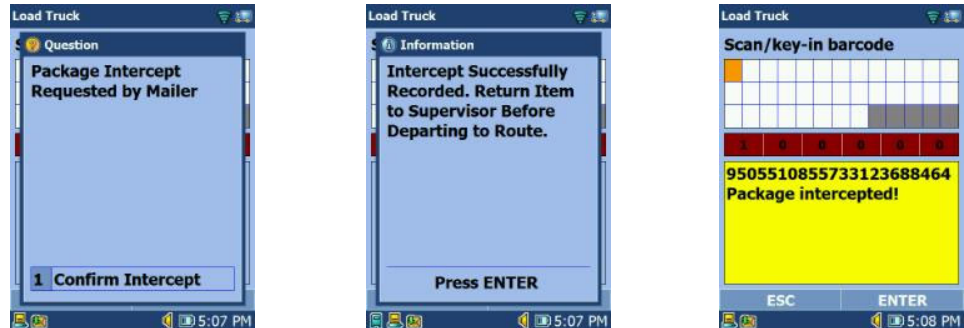




The type of route may determine how to properly place the mail in the vehicle. In some instances, load order will be reversed. For example, park and loop and curblin routes may differ. Carriers will learn with experience what works best on a particular route. Ensure you adhere to local procedures.

Package Intercept

Pay attention to the MDD as parcels are scanned and loaded into the six sections of the vehicle. You may receive an alert telling you a parcel is on the Package Intercept list. If this occurs, check with your supervisor on the status of that package and appropriate actions before departing to the route.

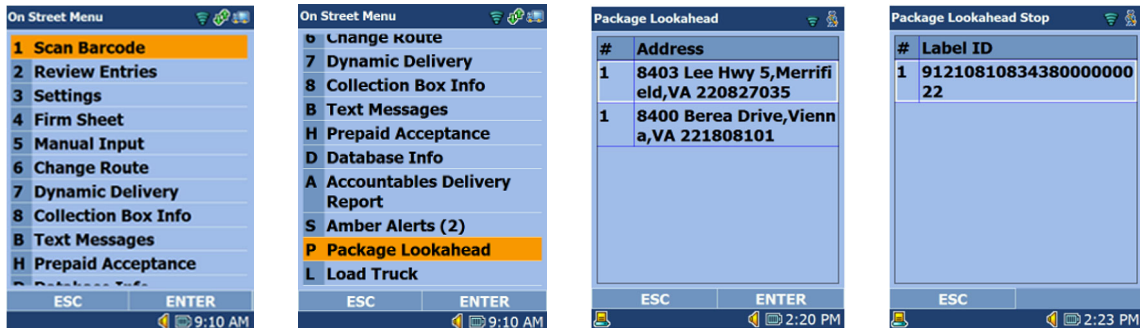


Sometimes you will receive a package intercept message for a parcel that is already out for delivery. In these cases, the MDD will alert you to return the package to the supervisor upon return to office.

Package Lookahead

Carriers can select the Package Lookahead function to learn about upcoming package deliveries. This feature may provide the carrier with advance notice of the next parcel delivery potentially avoiding a missed delivery and unnecessary backtracking.

Packages scanned in the Load Truck menu will display in Package Lookahead with the address and the total number of packages for that address. The Label ID can be found in the drop-down menu.



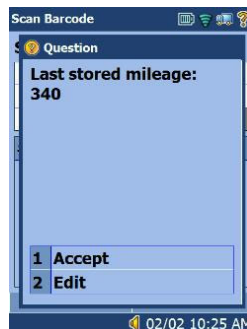
Depart to Route

Now that the vehicle is loaded, the carrier is ready to drive to the route. Before leaving, scan the MSP Depart to Route barcode (in most Offices). Some offices may require this scan when the carrier moves to street time. Follow local office policy.

The scanner will prompt the carrier to enter the vehicle number and mileage after the MSP Depart to Route scan if the scanner is set to On-Street motorized.

Vehicle Mileage Entry

After you load the vehicle, scan the Depart to Route barcode and enter or confirm the vehicle mileage. The MDD will indicate the expected starting mileage. Accept if the mileage is correct. Edit the mileage if it is incorrect. If the mileage is not available, the MDD will prompt you to enter the information.



Travel to the Route

Defensive driving is a proven way to prevent motor vehicle accidents. As an employee of the Postal Service, you are responsible for driving in a safe, defensive and courteous manner while observing all traffic laws.

Follow line of travel on PS Form 1564-A, *Delivery Instructions*. Deviate from route only when authorized. Observe authorized lunch and breaks as indicated on PS Form 1564-A or based upon assigned duties.

Review

1. What are some examples of forms that carriers will need when delivering the mail?
2. When does the carrier withdraw the Hot Case mail?
3. What do you call mail that is machine sorted in delivery sequence?
4. What is the last thing that a carrier does before leaving the office to load the vehicle?
5. When is it acceptable to load the vehicle while the engine is running?
6. What is the general rule for loading any delivery vehicle with letters and flats?
7. What procedure do carriers use when loading parcels?

Module 8: Delivery Types, Mail Receptacles, and Delivering the Mail

Objectives:

Upon completion of this lesson, you will be able to:

- Differentiate types of mail receptacles
- Identify different modes of delivery and route types
- Apply all safety procedures to prevent hazards or accidents
- Adhere to policies and procedures when preparing and delivering the mail
- Maintain security of the mail and all Postal equipment
- Comply with all designated scan point requirements

Time Allocated for Module:

- 3.5 hours

Instructional Methods:

- Lecture
- Group discussion

Summary:

- Using Mail Receptacles
- Types of Mail Receptacles
- Types of Delivery
- Types of Delivery Routes
- Observing Safe Practices
- Security of the Mail and Equipment
- Vehicle Security
- Preparing Mail for Delivery
- Delivering the Mail
- Designated Scan Points

Participant Material Used:

- Participant Guide

-
- Practice mail and indoor mock route

Media Required:

- Projector, ACE computer, and PowerPoint presentation
- Rip chart

For Further Information:

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*
- Job Safety Analysis, *Carrier Walking- Delivery of Mail*
- Job Safety Analysis, *Curbside Mounted Delivery*
- Job Safety Analysis, *Dog Attack*
- Handbook EL-814, *Employees Guide to Safety*

Delivery Types and Mail Receptacles

City carriers will encounter various types of mail receptacles when serving a route. The types of mail receptacles and delivery methods on a route determine the route type.

Mail Receptacles

Letterboxes are intended for the receipt or delivery of mail on any postal delivery route. In general, the Postmaster General must approve manufactured mailboxes regardless of the type. These boxes will have the following statements stamped on the box itself, “U.S. Mail” and “Approved by the Postmaster General”.

Only matter bearing postage may be placed in customer mail receptacles. Any items not bearing postage that are placed upon, supported by, attached to, hung from, or inserted into a mail receptacle are subject to the same postage as would be paid if it were delivered by the letter carrier. Also, any advertising on a mailbox or its support is prohibited.

Generally, it is the customer’s responsibility to keep the approach to the mailbox clear of obstructions to allow safe access for delivery. The postmaster may, under certain circumstances, withdraw delivery service if carriers continually experience difficulty in reaching the receptacle.

A locking mailbox must have a slot that is large enough to accommodate the customer’s normal daily mail volume. Approval of these mailboxes by the Postal Service is required and they must have the “U.S. Mail” insignia stamped on the box. The Postal Service neither opens a locked box nor accepts a key for this purpose.

Types of Mail Receptacles

There are four basic kinds of private mail receptacles: Curbside, wall-mounted, door slots, and centralized.

- Curbside boxes refer to the style of receptacle mounted close to the street that allows the carrier to deliver mail from the vehicle. Curbside boxes may also be near the sidewalk for walking delivery.
- Wall-mounted receptacles are in residential areas and business buildings. These boxes are usually in a unit of 6 to 40 boxes. Most commonly found in apartments and condominiums.
- Door slots are usually located in the front door, garage door, or installed in a wall of the home or business. Carriers place mail items through the slot into the interior of a building. Mailboxes may be mounted on a house or business in lieu of door slots.

-
- Cluster box units (CBUs) are various types of centralized boxes used in mail delivery. These boxes may be free standing or encased in breezeways of apartment buildings or businesses. Arrow locks secure CBUs for the carrier's use and an individual lock provides security for the customer's use. These units commonly have parcel lockers integrated with the equipment.
 - Parcel lockers are typically co-located with CBUs and provide a safe and economical way for receiving packages when they are too large to fit inside a customer's mailbox.
 - Sidewalk delivery occurs when a sidewalk is between the street and mailbox.

Types of Delivery

The different types of delivery include:

- Foot Delivery: Carrier services route by foot and will pick up the relays from locked relay boxes along the route. A bicycle or other conveyance used solely as transportation to and from the route does not affect the status of foot delivery.
- Curblin or mounted delivery: Carrier services route at the curb from a vehicle.
- Park and Loop: Park and Loop Delivery of mail is the same as for foot routes with relays. This is delivery that uses a motor vehicle for transporting all classes of mail to the route. The vehicle is used as a moveable relay box, driven to designated park points. The carrier then loops segments of the route on foot.
- Dismount Delivery: Carriers service route by exiting vehicle and walking to point of delivery.

Note: When performing a dismount delivery, ensure that you follow prescribed safety procedures (i.e., Curb the wheels, put the vehicle in park, set the brake, turn off the engine, and remove the keys.)

Types of Delivery Routes

There are three basic types of delivery routes: business, residential, and mixed. Designation of the route delivery type is located on PS Form 1564-A, *Delivery Instructions*, in the carrier route book.

- Business: Foot or motorized route in which the bulk of the possible deliveries are business establishments
- Residential: Foot or motorized route in which most of the deliveries are residential
- Mixed Business and Residential: Either foot or motorized route that has a mixture of deliveries consisting of both business and residential establishments

Delivering the Mail

Accurate and timely mail delivery leads to satisfied customers. The primary cause of misdelivery is failure to verify the address prior to delivery. Therefore, fingering and verifying the mail before placing in the customer's box is critical to the success of a carrier. Remember, carriers are the Postal ambassadors and may be the only contact the customer has with the organization.

Observe Safe Practices

Street Safety Awareness

Be constantly aware of your surroundings at all times to include traffic, people, animals, ground and street conditions; be especially aware when working in an area outside of the public eye.

Be alert when loading or unloading your vehicle and are exposed to traffic. Report any unsafe park point conditions on PS Form 1767. Other hazards such as dogs, insects, and other animals may pose a risk as well. Do not put yourself in immediate danger and report any threatening situations.

Applying the Principles of Ergonomics

As a city carrier, it is important to understand proper safety procedures while performing your street duties to avoid injuries. Proper lifting and loading procedures will also assist in preventing injuries. Avoid standing in the back of a LLV or FFV, to the extent possible.

Avoiding Slips, Trips, and Falls

When delivering mail, there are numerous hazards that a carrier should be aware of to avoid a potential slip, trip, or fall. Various tripping hazards such as; children's toys, hoses, rakes, cracks in sidewalks or depressions in the lawn often present challenges for carriers.

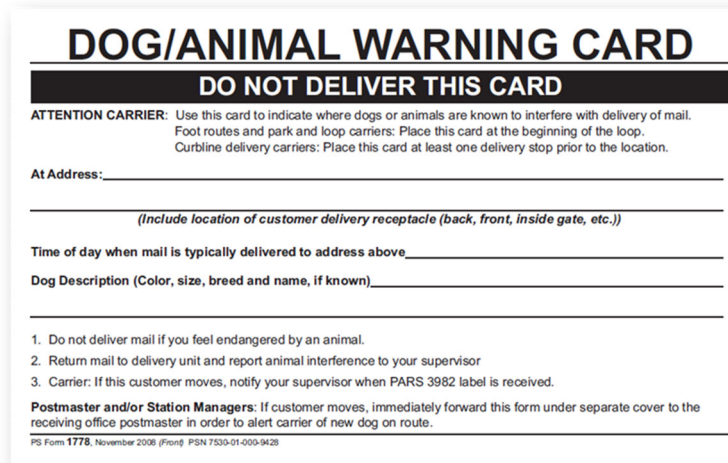
Weather related hazards (leaves, ice and snow, etc.) are additional hazards that could lead to slips, trips and falls. During inclement weather, painted porches and loose stones become slippery. Carriers should use handrails when available.

Attacks by Dogs and Other Animals

Dogs may also present some safety concerns for the letter carrier. Consider all dogs as potentially hazardous. Proper use of dog warning cards assist the carrier in identifying problem dogs (Other cards are available for use to warn of additional hazards—such as insects, spiders, etc.).

Every carrier should take dog repellent when delivering the mail. The satchel will also provide protection from an attacking dog. Be alert to signs that a loose dog may be present, such as, a feeding dish, open gate, broken chain, or empty dog lead. Dogs near children may be unusually aggressive. Carriers should never feed or attempt to pet a dog.

When delivering to a mail slot, refrain from sticking fingers through the mail slot. A dog may be located on the other side waiting for an opportunity to bite. The Dog Warning Card will provide additional information.



DOG/ANIMAL WARNING CARD

DO NOT DELIVER THIS CARD

ATTENTION CARRIER: Use this card to indicate where dogs or animals are known to interfere with delivery of mail.
Foot routes and park and loop carriers: Place this card at the beginning of the loop.
Curbside delivery carriers: Place this card at least one delivery stop prior to the location.

At Address: _____

(Include location of customer delivery receptacle (back, front, inside gate, etc.))

Time of day when mail is typically delivered to address above _____

Dog Description (Color, size, breed and name, if known) _____

1. Do not deliver mail if you feel endangered by an animal.
2. Return mail to delivery unit and report animal interference to your supervisor
3. Carrier: If this customer moves, notify your supervisor when PARS 3982 label is received.

Postmaster and/or Station Managers: If customer moves, immediately forward this form under separate cover to the receiving office postmaster in order to alert carrier of new dog on route.

PS Form 1778, November 2008 (Front) PSN 7530-01-000-9428

Contact with insects that could sting or bite like, bees, hornets, wasps and spiders; could be a potential hazard. Carriers who are allergic to insect bites should always carry medication with them.

Hazard Alerts

The MDD can report hazards on a route. Hazards can include many events, for example, an aggressive dog on the route, a broken step at the delivery point, etc. As letter carriers are delivering their routes they should note hazards and inform their supervisors of the nature of the hazard and location. Supervisors will then enter the information and hazard alerts will be downloaded overnight while the MDD is cradled.

Route-specific hazards are listed once a carrier logs into the device and to a route. The MDD prompts alerts with text speech and vibration as a carrier nears an alert location. The MDD presents a hazard list if more than one alert is triggered.



Heat Stress

The Postal Service's Heat Illness Prevention Program ("HIPP"), is to protect our employees against heat-related illnesses. A copy of the HIPP and HIPP Poster will be posted in every Postal Service facility and will be available for review by all employees. The HIPP is triggered when any employee in a facility is exposed, or reasonably anticipated to be exposed, to heat index temperatures exceeding 80 degrees Fahrenheit for extended periods of time, six hours or more, over the course of a work day or work shift.

To assist in recognizing the signs and symptoms of heat-related illness, all employees will be provided visual aids illustrating symptoms of, and proper first aid responses to, heat-related illness. These visual aids may be used to assist in identifying common signs of heat-related illness and provide appropriate actions to help guide decisions to seek medical attention.

Employees should call 9-1-1 immediately to report any signs or symptoms of heat-related illness. Call your supervisor to inform them of the situation.

Symptoms of Heat exhaustion:

- Faint or dizzy
- Excessive sweating
- Cool, pale, clammy skin
- Nausea or vomiting
- Rapid, weak pulse
- Muscle cramps

Symptoms of Heat Stroke:

- Throbbing headache
- No sweating
- Body temperature above 103°
- Red, hot, dry skin
- Nausea or vomiting
- Rapid, strong pulse
- May lose consciousness

A Heat Stress Safety talk is located in the Appendix.

Preventing Rollaway/Runaway Accidents

There are several steps that the carrier should take to prevent rollaway or runaway accidents:

- Put vehicle in park
- Set parking/hand brake
- Curb wheels
- Turn off ignition and remove keys when leaving the vehicle
- Use wheel chocks where locally required

Preventing Backing Accidents

To prevent accidents when backing a Postal vehicle:

- Avoid backing unless absolutely necessary
- Park vehicle to eliminate backing, use pull through method whenever possible
- Follow local policies regarding backing procedures

Report Injuries

You must report incidents as soon as you become aware of a resultant injury.

Ensuring Security of the Mail and Equipment

Make sure that mail and equipment are secured at all times. Do not place mail in your pockets or clothing, lockers or desks, or in parcels, handgrips, personal vehicle, lunch containers, or other luggage.

Delivery may be made to a customer on the street if the carrier knows the customer or proper identification is provided and if it does not delay the carrier unreasonably.

- Always be aware of your surroundings.
- Park at the established park points in the route book.
- Notify your supervisor of any security problems.
- Information about mail contents or customer's physical address may not be given out.
 - Do not endanger yourself in the event of threat, assault, or robbery. Do not anger or harass the attacker.
 - Pay attention to details or identifying marks for later descriptions.
 - Report the robbery or assault as soon as possible.

Maintain Vehicle Security

- Turn off the engine and remove the key.
- Keep all doors secured when out of sight or too far away to safeguard the mail.
- Lock any sliding doors between the truck body and cab.
- Always keep the rear door and/or tailgate of the vehicle locked, except when loading or unloading the vehicle.

Preparing Mail for Delivery

Prior to making the first delivery, the carrier must ensure that they are on the correct street and have the correct house number. Fingering the mail is the final separation of mail and verification of address before delivery.

Finger mail at all times during delivery except:

- While driving
- When walking up or down stairs or steps
- While stepping to or from curbs
- While crossing any street
- When the practice would create a possible safety hazard to either the carrier or the public

When delivering on foot, a carrier performs this operation between deliveries. When driving, come to a complete stop prior to fingering the mail and placing it in the box.

Delivering the Mail

Carriers should cross lawns while making deliveries if customers do not object and there are no particular hazards to the carrier. Carriers should collect outgoing mail before placing mail into the receptacle.

Prior to putting the mail into a mailbox, mail must be combined into one bundle. This will allow for one motion when putting mail into the receptacle. For centralized delivery, the carrier may perform more than one motion.

If a parcel does not fit in the mail receptacle or parcel locker, determine if someone is available at the address by ringing the doorbell and knocking at the door.

Absent of any special instructions for leaving the parcel, carriers will:

- Complete the applicable sections of PS Form 3849, *We ReDeliver for You* and scan the form
- Endorse package with notice left and date

If customer is usually available, you do not have to fill out PS Form 3849 and may bring ordinary or unnumbered insured items out for delivery the next delivery day. Write the date, your initials, and route number near the address and stage parcel in accordance to local procedures. If not available after second attempt, complete, scan, and leave an attempted delivery notice.

Special instructions for leaving the parcel are found on PS Form 1564-B, *Special Orders* in the carrier route book or as a mailer instruction on the parcel, such as “Carrier Leave If No Response”. Parcels should not be left in an unprotected location.

Operating the Vehicle Safely

The Postal Service requires carriers to operate vehicles in a safe manner. Vehicle safety rules include:

- Obey all traffic laws
- You must wear seatbelts at all times when the vehicle is in motion
- Exception for Long Life Vehicles (LLVs) and Flexible Fuel Vehicles (FFVs): in instances when the shoulder belt prevents the driver from reaching to provide delivery or collection from curbside mailboxes, only the shoulder belt may be unfastened. The lap belt must remain fastened at all times the vehicle is in motion
- When traveling to and from the route all external vehicle doors must be closed
- When operating a vehicle on delivery routes and traveling in intervals of 500 feet (1/10 mile) or less at speeds not exceeding 15 MPH between delivery stops, the door on the driver's side may be left open
- Only authorized passengers are permitted to ride in postal-owned vehicles
- Never leave the vehicle running if not in the driver's seat

Delivering Foot Routes

When delivering the mail on foot routes, the carrier must unstrap the first bundle; verify the street, block and street number with street sign and number on first house.

Mail is normally carried in the hand and satchel; however, carriers may opt to carry mail on their arm. The idea is to have all mail ready for deposit when the carrier reaches the delivery point and to avoid backtracking. Safety should be a prime consideration. Place all mail into the receptacle. Do not place letter or flat mail on steps, porches, or in unauthorized locations.

Once delivery of all the mail from the relay is complete, replenish the mail supply for the next part of the route from the relay or storage box. These boxes are placed at designated locations along the route.

Delivering Curblin Routes

For delivery on curblin routes, place mail on the vehicle tray facing the driver. Verify addresses before placing in mail receptacle.

Seatbelts must be worn at all times the vehicle is in motion. Exception for Long Life Vehicles (LLVs) and Flexible Fuel Vehicles (FFVs): in instances when the shoulder belt prevents the driver from reaching to provide delivery or collection from curbside mailboxes, only the shoulder belt may be unfastened. The lap belt must remain fastened at all times the vehicle is in motion.

When operating a vehicle on delivery routes and traveling in intervals of 500 feet (1/10 mile) or less at speeds not exceeding 15 MPH between delivery stops, the door on the driver's side may be left open.

Close all external vehicle doors when entering or crossing intersecting roadways. For vehicles with separate driver and cargo compartments, only working mail is kept in the driver's compartment while performing delivery.

If the approach to the mailbox is blocked, delivery must be attempted by dismounting where it is safe to do so.

Before leaving the vehicle for dismount deliveries, be sure to put vehicle in park, set hand brake, curb the wheels, turn off the ignition, and remove key. Use wheel chocks where locally required.

Employees performing curbside delivery, from right hand drive vehicles, shall follow the procedures of:

- On level streets or roads; placing the vehicle in neutral, placing the foot firmly on the brake pedal while collecting mail or placing mail in the mailbox
- On hills; placing the vehicle in park, placing the foot firmly on the brake pedal while collecting mail or placing mail in the mailbox

Delivering Park and Loop Routes

Delivery on park and loop routes is almost the same as foot routes with relays. The vehicle is used as a moveable relay box from which the carrier withdraws mail, placing the mail into the satchel before beginning each relay.

For large or heavy parcels on park and loop routes, carriers may begin the loop at the point of parcel delivery or bypass the stop until loop is complete, then drive to the delivery point with the mail and the parcel.

When traveling between park and relay points, and when entering or crossing intersecting roadways, all external vehicle doors must be closed.

Sunday Parcel Delivery

The U.S. Postal Service is committed to satisfying the shipping demands of customers with improved innovative package service offerings. In an effort to increase revenue and to enhance service to our customers, the Postal Service has an option for Sunday Delivery service for select Destination Delivery Units (DDU).

Sunday Delivery drop shipments will be entered at designated DDU on Sunday morning. These designated units will act as delivery hubs that will be used to effect delivery of Sunday Delivery parcels across multiple ZIP Codes. Many of these shipments may be part of the Carrier Release program and will contain the Carrier – Leave if No Response endorsement. Each package label will indicate when leave if no response is appropriate.

Dynamic Delivery

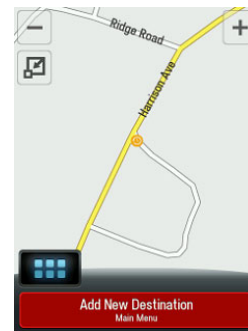
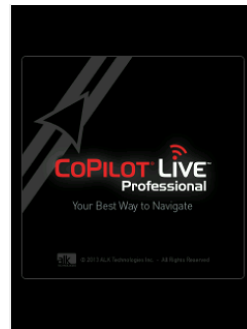
Sunday delivery routes, or dynamic routes, are parcel only routes. When delivering dynamic routes, the route is calculated for the most efficient line of travel and is displayed on the MDD. Audible point-by-point navigation prompts and turn-by-turn map features will often be available on the MDD for dynamic routes. This feature, called CoPilot, automatically launches when delivering a dynamic route, the delivery workflow is complete, and the next delivery point is selected.

Route: L001R041

Stop	Address
1	N/A
0 of 1 pcks	43671 ALTAMURA CT TEMECULA, CA 92592
Not Attempted	Not Before: : Not After: :
2	N/A
0 of 1 pcks	43635 ALTAMURA CT TEMECULA, CA 92592
Not Attempted	Not Before: :

ESC ENTER

8:12 AM



Scanning Designated Scan Points

Scanning Managed Service Points (MSP)

An MSP scan may be required at the first delivery. There will be additional MSP locations throughout a carrier's route. Local practice will determine how to find MSPs. Scan all MSP barcodes as encountered on the route. Upon return to office, notify your supervisor of any MSP barcodes that you were not able to scan.

Scanning Collection Boxes

If a route includes collecting mail from collection receptacles, the barcode inside the box must receive a scan. Do not collect mail from any collection box before the scheduled time. The scheduled time is indicated on Label 55-B, *Collection Times*, posted on the collection box. Upon return to office, notify your supervisor of any collection barcodes that you were unable to scan.

Review

1. Who has the responsibility to keep the approach to any personal mail receptacle clear of obstructions to allow safe access for delivery?
2. What are some types of mail receptacles?
3. What are four types of delivery?
4. What are some of the most frequent accidents that happen to letter carriers?
5. Under what circumstances may a carrier provide a customer with their mail on the street?
6. What are signs that a loose dog may be present?
7. What is fingering the mail?
8. What action should a carrier perform after fingering the mail and before placing mail into the receptacle in one motion?
9. What may the carrier encounter at the first delivery on the route?

Pull Down and Loading Practice

Mock Foot Route - Indoor Course

Module 9: Collecting Outgoing Mail

Objectives:

Upon completion of this lesson, you will be able to:

- Follow postal collection procedures for outgoing mail
- Adhere to collection routes and schedules
- Apply aviation security procedures
- Define Anonymous Mail
- Recognize Hazardous Materials (Hazmat)

Time Allocated for Module:

- 1.5 hour

Instructional Methods:

- Lecture
- Group discussion

Summary:

- Collecting Outgoing Mail
- Collection Routes and Schedules
- Aviation Security
- Hazmat Guidelines

Participant Material Used:

- Participant Guide

Media Required:

- Projector, ACE computer, and PowerPoint presentation

For Further Information

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*
- Handbook EL-814, *Employee's Guide to Safety*

Job Safety Analysis, *Collecting Mail from Collection Boxes*

Collecting Outgoing Mail

Collection of mail is the first step in getting letters into the mailstream for processing and dispatch to their destination. Mail is collected from a variety of different locations, including collection boxes, Priority Mail Express boxes, mail receptacles, businesses, and directly from individual customers.

The basic rules for the collection of mail are the same whether performed by foot or motorized carrier or whether collections are made from street or building boxes.

Outgoing mail is collected by carriers as they make delivery to homes and businesses. Additionally, PS Form 1564-A, *Delivery Instructions*, located in the carrier route book, lists the location and time of any collection points on the route.

Even when there is no mail for delivery, the carrier must collect outgoing mail from curbside boxes, if the customer raises the flag, and from all businesses.

Outgoing mail is also collected as part of an actual collection assignment, which could include a complete collection route.

The letter carrier must be consistently diligent in observing safe practices while performing collection duties. Refer to Job Safety Analysis, *Collecting Mail from Collection Boxes* for additional information.

Collection Routes and Schedules

A collection route or assignment collects mail from boxes deposited by customers, both residential and businesses. Carriers are to collect all boxes in order and no earlier than the time shown on Label 55, *Collection Time Schedule* affixed to the collection box. The carrier must verbally indicate any uncollected box to the supervisor and report such on PS Form 1571, *Undelivered Mail Report*.

When servicing collection boxes:

- Obtain and review the collection schedule, itinerary, and route map to determine the starting point and time
- Review collection schedules for additional special instructions, such as pickup of Registered Mail at contract units. There may be unique situations like collection points inside buildings, along alleyways, docks, etc.

- Leave the office at the scheduled time and collect boxes in the order and time listed. Observe the time each box is scheduled to be collected and do not collect before the scheduled time
- Visually inspect the contents of the collection box for hazardous or suspicious items before removing the mail. If these items are present, contact the supervisor otherwise, retrieve the contents
- Scan all Managed Service Point (MSP) barcodes to verify that collection has been made
- Collect mail placed on top or near collection boxes. Accept letters and other prepaid small articles tendered by customers for mailing
- Maintain faced collected mail in a faced condition. Do not break open bundles of mail. Make separations in accordance with local requirements
- Do not return any mail deposited in a collection box to a customer. Refer customers to the unit that services the collection box

Collection Boxes

13

Residential – house mounted



Residential – house mounted Lock Box

Neighborhood collection box



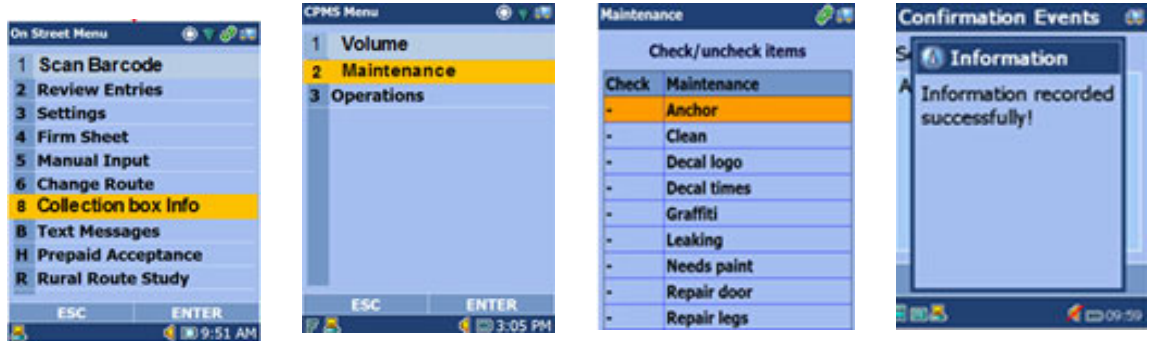
Priority Mail Express collection box



Neighborhood cluster box unit (NBCU)

Collection Box Maintenance

Upon scanning the collection point barcode, enter information about necessary maintenance required on the box. Pay attention to collection boxes that need repair or maintenance and note on the MDD, when necessary.



Aviation Security

To address the security of mail transport via commercial aircraft, the Postal Service in partnership with the Federal Aviation Administration instituted the Aviation Mail Security Program (AvSec).

Anonymous Mail

Federal Aviation (FAA) and Transportation Security Administration (TSA) guidelines define Anonymous Mail as mail that:

- Any mailpiece over ½” thick that uses Postage Stamps or weighs 10 oz. or more using Postage Stamps
- Bears only stamps as postage
- Has not been accepted by an employee at a retail service counter or has been deposited in a collection box or mail receptacle
- Priority Mail Express, mail collected from prisons, permit, metered mail, and official mail collected from local state or federal governments is not anonymous mail

Once Anonymous Mail is identified, take the following action:

- Place a DDD2 label over the destination address, city, state, and ZIP Code, leaving the addressee's name visible on each anonymous mailpiece, to indicate why the mailpiece cannot be collected
- Do not accept anonymous mail from business or residential customers, even in face-to-face transactions. Customers should take these items to an employee at a retail service counter for proper acceptance
- If anonymous mail is found in a collection box, place a DDD2 label over the destination address, city, state, and ZIP Code, take to the office and follow local procedures

Hazmat Guidelines

Hazardous materials are chemicals or infectious biological substances that exposure to them may cause risks to the safety and health of those exposed to them.

Examples of hazardous materials are:

- Flammable material
- Corrosive material (acids, etc.)
- Presence of powders, spills, leaks, odors, or wires
- Toxic materials

Procedures for dealing with hazardous materials include:

- Immediately contact the supervisor
- Avoid contact with the object
- Advise any other personnel to avoid contact
- If management is not present, the carrier should follow local standard operating procedures (SOPs) posted in their unit

During the course of casing mail, you may encounter damaged mail. The item may have been damaged by processing through automation, transport equipment, or due to exposure to the weather.

In the event the mailpiece is torn, extremely wrinkled, bent or otherwise damaged, you may ask the supervisor or clerk to stamp the mailpiece (received in damaged condition, received unsealed, received without contents), and repair the item with tape or plastic packaging. This lets your customer know that the carrier received the mail in this condition.

You should also look for suspicious mail. Some common characteristics of suspicious mail are:

- Letters or packages with no return address. The sender typically will want to hide the source of the mail
- Excessive postage. The sender wants to be very sure that the mail does not attract attention by being short paid
- Badly written or poorly typed address
- Mailed addressed to a generic title (Vice President, CEO)
- Presence of powders, spills, leaks, odors, or wires

You should isolate the mailpiece if possible and immediately notify your supervisor for follow up action. It is always safest to treat any spill or leak as if the contents were a hazardous material.

Review

1. How does a carrier determine the starting point of a collection route?
2. What action should a carrier take when asked to return mail from a collection box to a customer while on the route?
3. What are some other types of collection points in addition to the traditional collection boxes?
4. Define characteristics of Anonymous Mail.
5. List some categories of hazardous materials.

Casing Practice Three

Facilitators will move you to the carrier case to perform a casing exercise. Listen carefully and follow instructions.

Day Four

Module 10: Returning to the Office

Module 11: Marketing Postal Products and
Services

Module 12: Standard Training for City Carrier
Assistants (CCA)

Module 10: Returning to the Office

Objectives:

Upon completion of this lesson, you will be able to:

- Adhere to carrier clearance procedures
- Record time and vehicle mileage information
- Apply 3M process to captured DPS/FSS errors
- Deposit mail and equipment
- Perform afternoon office duties
- Practice delivering mail

Time Allocated for Module:

- 6 hours

Instructional Methods:

- Lecture
- Group discussion

Summary:

- Return From the Route
- Record Time and Vehicle Mileage Information
- Mail and Equipment
- Afternoon Office Duties

Participant Material Used:

- Participant Guide

Media Required:

- Projector, ACE computer, and PowerPoint presentation

For Further Information

Handbook M-41, *City Delivery Carriers Duties and Responsibilities*

Outdoor Mock Delivery Route

Expectations on street delivery	(15 minutes)
Explanation of course	(5 minutes)
Vehicle check	(5 minutes)
Loading vehicle	(5-10 minutes)
Begin vehicle delivery (Curbside)	(8-10 minutes per learner)
NDCBU delivery	(8-10 minutes per learner)
Collection box pick-up instruction	(1 minute)
Unload vehicle	(3 minutes)

The hands-on driving experience is set up to help familiarize the new employee with everyday situations. The purpose is to allow participants to apply classroom learning to actual street operations.

The facilitators will divide each group into teams of three. Teams of three will alternate roles:

- One person will deliver the mock walking route.
- One will retrieve delivered mail from mailboxes ensuring that delivery sequence is maintained.
- The last person will follow with a U-Cart to transport the mail as it is retrieved.

The second group will also alternate roles:

- One person will deliver the mock LLV route.
- One will retrieve delivered mail from mailboxes ensuring that delivery sequence is maintained.
- The last person will follow with a U-Cart to transport the mail as it is retrieved.

Return to the Office

Carriers follow the line of travel listed on PS Form 1564-A, *Delivery Instructions*, when returning from the route. When the city carrier returns from street duties, there are several administrative responsibilities to be completed before ending their tour of duty.

Carriers will encounter mail on the street that is undeliverable for various reasons. Returning this mail to the post office for subsequent processing will ensure proper handling. Handling empty equipment and returned mail should be performed safely and efficiently.

After arriving at the office, the carrier should:

- Obtain hamper to load undeliverable mail, collected mail, and empty equipment
- Remove all mail and equipment from the vehicle
- Secure vehicle for the evening
 - Properly park vehicle in designated location
 - Engage parking brake
 - Follow local procedures for securing windows and doors

Recording Time and Vehicle Mileage Information

After you perform the above tasks, scan the Return to Office MSP barcode and clock over to the office function (not all offices use the Return to office MSP barcode). Use the MDD to record ending mileage. Ensure that proper clocking for vehicle mileage on PS Form 4570, *Vehicle Time Record*, if required.

Check with your supervisor for any further instructions. Place scanner in the cradle once street duties for the day are complete. Deposit vehicle keys at designated location.

Carriers may also be required to make time clock entries for auxiliary assistance provided to another route from information recorded in the bottom portion of PS Form 3996, *Carrier-Auxiliary Control*.

Deposit Mail and Equipment

Process Collected Mail

Deposit outgoing Mail collected on the route in designated locations. Local instructions dictate the separations required. Generally, carriers perform a rough cull to separate mail by shape (letters, flats and parcels) and separate stamped mail from metered mail. Any mail identified as Anonymous Mail or Hazmat must be properly marked and isolated to meet Aviation Security guidelines.

- Safely handle empty equipment and mail.
 - Return all equipment to designated areas to avoid unsafe clutter.
 - Remove all tags from sacks, trays, and tubs.

Missent, Missorted, or Missequenced (3M)

Delivery Point Sequence (DPS) and Flat Sequencing System (FSS) errors in most post offices will be sorted into a 3M Case upon return to the office.

Missent, Missorted, or Missequenced (3M) mail found in DPS or FSS is placed in appropriate separations of the 3M case.

- Missent mail is mail sent to the wrong ZIP Code
- Missorted mail is mail that was sorted to the correct ZIP Code but received by the wrong carrier route for delivery (right ZIP Code, wrong carrier route)
- Missequenced mail is mail that was sorted to the correct carrier route but in the wrong delivery sequence (right carrier route, wrong sequence)

Missent, missorted, or missequenced mail is not forwarded or returned to sender, but is redirected to the correct delivery route. If you have frequent and repetitive DPS/FSS errors or an unusual problem (consistent delivery points out of order), notify your supervisor.

Undeliverable mail found while delivering automated and or sequenced mail should be returned to the office for proper handling. If the carrier encounters mail that should be delivered elsewhere on the route, follow local procedures.

Customer Returned Mail

A customer may refuse any unopened mail, including accountable mail, and return it to the carrier. Each item must be endorsed and kept separate for disposition upon return to the office.

If a customer believes delivered mail to be contaminated, the customer should contact local authorities or postal inspectors. Carriers should not accept mail back from the customer if it is believed to be contaminated.

Mail returned to the carrier by customers should be brought back to the office for proper handling.

Clear Accountable Items

Carriers must receive clearance on all accountable items received for delivery each day. Accountable items include:

- Arrow keys, building keys/cards, etc.
- Certified Mail
- Domestic Registered Mail
- Priority Mail Express
- CODs
- Return Receipts For Merchandise
- Postage Due
- Customs Duty Mail

To receive clearance, provide the MDD containing customer signature on glass records to your supervisor or PS Forms 3849, *We ReDeliver for You* as proof of delivery for most accountable mail. Additionally, submit all monies collected for postage due, CODs, and Customs Duty Mail.

For postage due, return either the item or money collected. The carrier signs PS Form 3584, *Postage Due Log*, which clears the carrier of any accountability.

Use PS Form 3849, *We ReDeliver for You* or provide the MDD screens where the customer signed on glass as proof of delivery for most accountable mail. To complete the form, carriers obtain the customer's signature when delivering the item, then sign carrier's name and enter the delivery date in the appropriate spaces. In cases where a carrier has left notice of items that do not require clearing, deposit these items in accordance with locally determined procedures.

Return signed PS Forms 3849 or provide the MDD screens where the customer signed on glass for Signature Confirmation and numbered insured articles that have been delivered or return the items to the office.

A clerk will clear the carrier by signing PS Form 3867, *Accountable Mail Matter Received for Delivery*, and PS Form 3821, *Clearance Receipt*.

Verify total number of COD parcels received with the entry on PS Form 3821, *Clearance Receipt* and, if in agreement, sign the form. Return both copies of the form and the delivery employee's coupons from the tags to the clerk.

You should retain PS Form 3821 for 3 months from the last day of issue for CODs, and 2 years for Certified Mail, Domestic Registered Mail, Priority Mail Express, Return Receipt for Merchandise, or International Recorded Delivery Service.

Post Office or Station			Date	
Received of _____ the Registered Articles listed or Total Certified and International Recorded Delivery, COD, Express Mail, and Return Receipt Merchandise Service articles shown below; also signed receipts for such mail delivered.				
Registered Article Nos.	Rtn Arts	Delivery Receipts		Total
Registered				
Certified and Int'l Recorded Delivery				
Express Mail				
Rtn Rec for Mdse				
COD		Check	Cash	
Clearing Employee Signature	COD Funds	\$	\$	
Complete a separate form in duplicate for COD's. When COD's are totaled, delivering employee must immediately deposit a copy of this form in designated box. This form must be retained by delivering employee for 3 months from last day of issue for COD's, 2 years if for Registered, Certified, Express Mail, Return Receipt for Merchandise Service, or International Recorded Delivery Service.				
PS Form 3821, November 1993			CLEARANCE RECEIPT	

Check mail entry number and verify number of articles received with entries on PS Form 2944 and, if correct, sign in lower left corner. Retain PS Form 2944, *Receipt for Customs*, for three months.

U. S. POSTAL SERVICE RECEIPT FOR CUSTOMS DUTY MAIL		LIST OF DUTIABLE ARTICLES
UNIT OR STATION GAINESVILLE, FL	DATE 6-13-90	MAIL ENTRY NUMBER 270621
RECEIVED FROM (Name) B. JOHNSON	SIGNATURE OF CARRIER C. Adams	
NUMBER OF ARTICLES		
WITH CUSTOMS ENTRY ONE (Forms attached)	SIGNED CUSTOMS MAIL ENTRY FORMS (From delivering employee)	
NO. ARTICLES RETURNED	AMT. OF DUTY COLLECTED \$	
DELIVERING EMPLOYEE (Signature) C. Adams	CLEARING EMPLOYEE (Signature)	
PS Form 2944 June 1991		
* U.S.GPO: 1986-O-491-745/55412		

Perform PM Duties

Carriers process all undeliverable mail after returning to the office. This includes placing 3M (missent, missorted, and missequenced) mails into the 3M case. This is mail sorted to the wrong ZIP Code, wrong route, or out of delivery order. Carriers should endorse any other undeliverable mail and place endorsed mail in a designated throwback case.

Carriers must ensure that the MDD scanner is properly cradled after accountable mail is cleared. This will ensure that the MDD is charged and has received all appropriate downloads.

Undeliverable mail returned to the office from the route for proper disposition includes mail endorsed by the customer as:

- Refused
- Misdelivered
- Deceased
- No longer at this address

Expedited Preferential Mail Casing Method

If the unit uses Expedited Preferential Mail (EPM) casing system, carriers may case USPS Marketing Mail staged at the case or located in distribution equipment after returning from the street. With the EPM system, carriers complete PS Form 1571, *Undelivered Mail Report*, for any mail not cased in the afternoon.

U.S. Postal Service UNDELIVERED MAIL REPORT		
Delivery Unit	Route No.	Date

TO: Delivery and Collection Superintendent
The Following Mail Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.
<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		

For Use By Parcel Post Carrier Only	
Parcel Post Distributed To Me For Delivery Was Left In The Office Or Returned Undelivered.	
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)

PM Administrative Duties

- PS Form 3996, *Carrier-Auxiliary Control* - If a carrier returns from street duties after their scheduled return time due to unanticipated delays, the carrier reports the delay to the supervisor and completes PS Form 3996, *Carrier-Auxiliary Control*.
- PS Form 1571, *Undelivered Mail Report* - For mail that was undeliverable or uncollected, the carrier will complete a PS Form 1571, *Undelivered Mail Report*.
- Vehicle Repair Tag – Inspect truck to determine if any damage has occurred while truck was in your custody. If damage has occurred, driver must report all mechanical defects or failures and major body damage on PS Form 4565, *Vehicle Repair Tag* as soon as noted, and immediately submit completed form to a dispatcher or manager. Minor body damage can sometimes await repair until the next regular inspection and need not be reported more than once.
- Check the Schedule - As a new carrier, the work schedule could be adjusted at any time due to operational and personnel changes. Check the schedule and speak with the supervisor before clocking out and leaving the facility.
- Clock Out - After all duties are completed, clock out for the day. Do not perform work once clocked out.

Review

1. What should the carrier retrieve from the vehicle once returned to the post office?
2. How should you record vehicle mileage?
3. What do you do with undelivered Package Services mail?
4. What is PS Form 3996, *Carrier-Auxiliary Control* used for when returning to the office?
5. What is the last thing the carrier does before leaving for home?

Module 11: Marketing Postal Products and Services

Objectives:

Upon completion of this lesson, you will be able to:

- Recognize carrier's role with Brand Essence
- Apply product knowledge to market postal products and services

Time Allocated for Module:

- 1 hour

Instructional Methods:

- Lecture
- Group discussion
- Roll play exercise

Summary:

- Brand Essence
- Marketing Postal Products and Services

Participant Material Used:

- Participant Guide
- Customer Connect card

Media Required:

- Projector, ACE computer, PowerPoint presentation

For Further Information

- Postal Bulletins
- Stand-up Talks/ Service Talks
- Bulletin Boards

Marketing Postal Products and Services

Brand Essence

Whether setting an example for colleagues, determining a business strategy, or interacting with a customer, employees help shape the Postal Service brand. The success of the Postal Service depends upon sharpening its focus in a competitive marketplace and that makes the organization stronger and more competitive.

Every Postal employee is the embodiment and guardian of our brand, and represents the entire Postal Service. Each employee has the ability to strengthen customer confidence in the Postal Service. This continues to build trust and positive perceptions about the service we provide, the products we deliver, and the role we play in their lives.

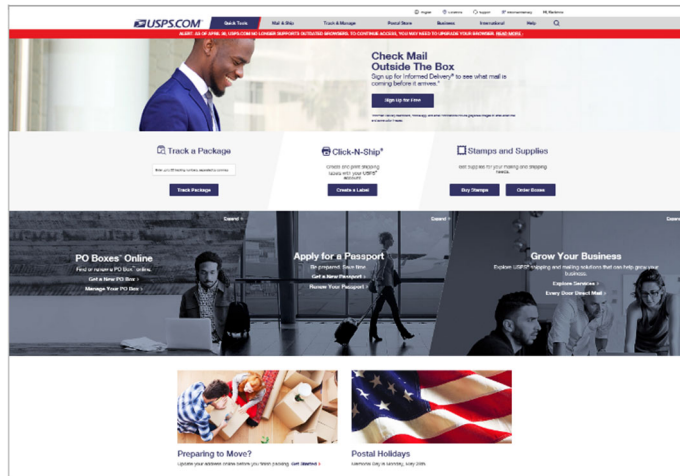
The heart of what we do, ultimately, is delivering. We connect senders and receivers through the physical delivery of mail and packages. This concept is a powerful one. Our delivery network is the most efficient in the world and is a vital platform for America's commerce and for the mailing industry.

USPS sells a variety of products and services to meet the changing demand of our customers. Continuous service improvement is focused on aligning product and service features with customer needs. Being knowledgeable and sharing product information with customers can assist them in making informed decisions concerning their purchases.

Carriers should be aware that customers have alternatives to the Postal Service and are in a unique position to assist in identifying our customer's shipping needs. Gaining product knowledge allows carriers to seize opportunities to offer Postal Service products and services to customers and ensure our future success.

Click-N-Ship

Click-N-Ship brings the Post Office to just about every home and business computer and lets mailers prepare mailing labels and pay postage right from their computer. Customers can create up to 10 labels at a time, view their shipping history and save up to 1,000 addresses when using this online shipping application at www.usps.com. Combined with Carrier Pickup and Customer Connect, Click-N-Ship is a great opportunity to increase package volume and revenue.



Click-N-Ship provides the following features:

- ZIP Code lookup
- Postage calculator
- Create labels with postage
- Pay postage by credit card
- Purchase insurance online
- Create an online Address Book
- View shipping history
- Free USPS Tracking
- Priority Mail Express, Priority Mail, Global Express Guaranteed, Priority Mail Express International, Priority Mail International

Carrier Pickup Service

Carrier Pickup Service allows customers to notify the local post office that there will be pre-paid packages for their carrier to pick up with the next day's delivery. Customer submits the notification through www.usps.com.

- The local post office retrieves the information through “My Post Office” on the next delivery day.
- There is no charge for Carrier Pickup because prepaid packages are available for the carrier at the time of delivery.
- Carrier Pickup is important to our customers because it helps them save time by reducing trips to the post office.

Global Express Mail Guaranteed (GXG)

Global Express Guaranteed® is our fastest international shipping service, with transportation and delivery by FedEx Express®. This product features date-certain delivery in 1-3 business days to more than 180 countries with a money-back guarantee to all destinations. GXG includes tracking information with Track & Confirm and \$100 in insurance coverage.

Priority Mail International

Priority Mail International (PMI) is a reliable, cost-effective way to send documents and merchandise to over 190 countries, in convenient flat-rate packaging, with rates starting at just \$9.00. Customers can order free shipping supplies, print shipping labels, receive 5% discount for postage, and request free carrier pickup by visiting usps.com.

Parcel Select

Parcel Select mail is a destination entry product that is offered at postage rates that are very competitive in today's package market and that provides delivery services up to seven days a week. A number of private shipping companies use one of the Parcel Select destination entry services to complete delivery for the "last mile" of their shipments, particularly for deliveries in non-metropolitan or rural areas.

Customized Market Mail

Customized Market Mail (CMM) is a marketing product for mailing nonrectangular and irregular-shaped USPS Marketing Mail (both Regular and Nonprofit) weighing 3.3 ounces or less, and meeting other specified physical characteristics outlined in the DMM.

CMM represents a significant innovation for USPS Marketing Mail advertisers who want to target a specific audience with highly individualized mailpiece designs. Within certain size, weight, and thickness limitations, Customized Market Mail can be virtually any shape and design a mailer desires. This mail is not forwardable, does not go through mail processing and is not returnable.



Direct Mail

Direct Mail is a proven, cost-effective way for businesses to communicate with their customers. A Direct Mail campaign offers customers a chance to learn about a business. This can also promote interest in a new product or service, generate sales and orders, drive traffic to a store or website and cultivate long-term relationships. As a carrier, you deliver direct mail daily to customers.

Every Door Direct Mail (EDDM)

Every Door Direct Mail is also a form of Direct Mail. This popular service is a simple, cost-effective way for customers to send advertising mail designed to reach every address near their business. What a great way to let people know that they are new to the neighborhood. Customers create the mailpiece and select the neighborhoods, and then you, our letter carriers, deliver the mailing along with the day's mail.

Sunday Delivery

The U.S. Postal Service is committed to satisfying the shipping demands of customers with improved innovative package service offerings. In an effort to increase revenue and to enhance service to our customers, the Postal Service has an option for Sunday Delivery service for select Destination Delivery Units (DDU).

Sunday Delivery drop shipments will be entered at designated DDU on Sunday morning. These designated units will act as delivery hubs that will be used to effect delivery of Sunday Delivery parcels across multiple ZIP Codes. Many of these shipments may be part of the Carrier Release program and will contain the Carrier – Leave if No Response endorsement. Each package label will indicate when leave if no response is appropriate.

Priority Mail Same Day Delivery

Priority Mail Same Day Delivery is a package delivery service offering that will provide customers with same-day delivery from participating e-commerce sites and their associated retailers within a defined metropolitan area on normal USPS delivery days. As online shopping continues to grow, Priority Mail Same Day Delivery will help e-commerce sites leverage a growing business with person-to-person same day delivery service.

Customer Connect

Customer Connect is a program that involves carriers identifying customers who ship using our competitors and connecting with them to offer the Postal Service as a better alternative to meet their mailing needs.

By being attentive to customer's shipping needs you can also help to generate new revenue for the Postal Service. Identify two customers each month.

Customer Connect opportunities:

- Identify customers using our competitors for shipping
- Look for small businesses, home offices, and households that ship eBay packages

Using the program is easy. Ask the customer five questions, fill out the lead card, tear it off, and leave the rest of the brochure. Return to thank the customer and let the customer know that a representative from the Postal Service will contact them soon.

Role-play Exercise

The facilitator will select two volunteers to role play the scenario.

Scenario: A carrier notices while delivering the route, that a competitor, ABC company is often at Paws Pet Supply, 123 Main St, Norman, OK, 73071, (555-123-4678) picking up at least 25 packages on a daily basis.

The customer, Ms. Susie Smith, is currently marketing their business through the local newspaper, but looking for a new way to market in the immediate community. They would also like to improve their customer service by having their packages delivered in 2-3 days, along with reducing shipping costs. Their current shipper, ABC is adding fuel charges to the shipping price.



Five questions to help our customers discover these and other useful services:

- 1 Is the customer interested in shipping packages or using direct mail to grow their business?
☐ Shipping ☐ Direct Mail ☐ Both
- 2 Specifically what product(s) is the customer interested in using (check all that apply)?
☐ Express Mail ☐ Priority Mail ☐ International
☐ Every Door Direct Mail ☐ Direct Mail ☐ Other _____
- 3 If shipping, how many packages does the customer mail daily?
☐ 1-9 ☐ 10-20 ☐ 21+
- 4 What competitor do they use for their shipping (Check all that apply)?
☐ FedEx ☐ UPS ☐ DHL ☐ Other _____
- 5 If Direct Mail, how do they currently advertise their business (Check all that apply)?
☐ TV ☐ Newspaper ☐ Radio ☐ Other _____

May we have the name, address, and phone number of the person who makes your shipping decisions?

DETACH HERE

*COMPANY NAME _____

☐ DR. ☐ MR. ☐ MRS. ☐ MS.

*CONTACT FIRST AND LAST NAME _____

*ADDRESS _____

*CITY _____ *STATE _____ *ZIP CODE _____

PHONE _____

E-MAIL (OPTIONAL) _____

*Required fields.

PERSON CITY LETTER CARRIER SPOKE TO _____

COMMENTS _____

Employee Information

CITY LETTER CARRIER NAME _____ DATE _____

Review

1. Do customers have alternatives to the Postal Service when it comes to their shipping needs?
2. Name three services that the Postal Service currently offers that directly involve city letter carriers.
3. What are some of the postal products and services that carriers can suggest to assist in meeting customer's shipping needs?
4. Identify three of the five key Customer Connect questions.

Casing Practice Four

Facilitators will move you to the carrier case to perform a casing exercise. Listen carefully and follow instructions.

Module 12: Standard Training for City Carrier Assistants (CCA)

Objectives:

Upon completion of this lesson, you will be able to:

- Explain CCA pay rates and overtime
- Discuss work hour limitations, work hour guarantee, lunches, rest breaks, and comfort stops
- Define the required five-day break in service
- Relate uniform allowance and purchasing process
- Describe hold-down option
- Discuss health benefits

Time Allocated for Module:

- 1 hour

Instructional Methods:

- Group discussion

Summary:

- Rights and Benefits of a CCA

Participant Material Used:

- Participant Guide

Media Required:

- Projector, ACE computer, and PowerPoint presentation

For Additional Information:

- 2011 NALC–USPS National Agreement
- Jointly developed *Questions and Answers City Carrier Assistants (CCAs)*
- Handbook M-39, *Management of Delivery Services*

Standard Training for City Carrier Assistant (CCA)

CCA employees are part of the city letter carrier craft. The CCA appointment is for a term of 360 calendar days with a break in service of five calendar days between appointments.

CCAs are an essential resource to one of the largest service organizations in the world. The Postal Service delivers quality, universal mail service throughout the country. This module will provide an overview of the City Carrier Assistant (CCA) position.

Pay Rates

Overtime is paid at time and one-half (1.5) of the employee's base hourly straight time rate. CCAs earn overtime when working over eight hours within a service day or 40 hours in a service week. The service week begins on Saturday and ends on Friday.

Penalty overtime is paid at double the employee's base hourly straight time rate. CCAs earn penalty overtime when working over 10 hours within a service day or 56 hours in a service week.

Work Hour Limitations

Employee and Labor Relations Manual (ELM), section 432.32 defines the maximum number of work hours allowed. Except as designated in labor agreements for bargaining unit employees or in emergency situations as determined by the Postmaster General (or designee), employees may not be required to work more than 12 hours in 1 service day.

In addition, the total hours of daily service, including scheduled work hours, overtime, and mealtime, may not be extended over a period longer than 12 consecutive hours. Postmasters, postal inspectors, and exempt employees are excluded from these provisions.

Work Hour Guarantee

Article 8, Section 8 of the National Agreement defines the minimum work or pay guarantee CCAs receive when scheduled and report to work. The guarantee differs based on the size of the Post Office.

Any CCA who is scheduled to work and who reports to work in a post office or facility with 200 or more work years of employment shall be guaranteed four (4) hours of work or pay. CCAs at other post offices and facilities will be guaranteed two (2) hours of work or pay.

Lunches, Rest Breaks, and Comfort Stops

Anytime CCAs work six hours or more on a given day, they will automatically have a 30-minute lunch period deducted from hours worked. The 30-minute lunch period includes any time spent traveling to and from the lunch location.

PS Form 1564-A, *Delivery Instructions* details designated lunch time and locations for the regular and replacement carrier. Deviations from locations listed on PS Form 1564-A require authorization from the supervisor.

Handbook M-39 *Management of Delivery Services*, Section 242.341 list provisions for rest breaks. Carriers at a delivery unit will receive two rest break periods (normally 10-minutes). Check your Local Memorandum of Understanding (LMOU) or with OJI for exceptions.

The local union may annually opt to have either:

- a. Both breaks on the street; or
- b. One break in the office and one break on the street

If two breaks are taken on the street, they will be separate from each other. Breaks must be separate from the lunch period. Approximate break locations for each route will be listed on PS Form 1564-A in the route book.

If needed, carriers are allowed to leave the route and travel to a reasonable location for use of a comfort stop. Comfort stops are for personal needs and used as reasonably needed (restroom, etc.). Comfort stops do not count as rest or lunch breaks.

Five-Day Break in Service

CCAs are appointed to 360-day terms. At the end of each term, the CCA must take a five-calendar day break before beginning the next appointment. Any accrued annual leave is currently paid at the end of a 360-day term.

USPS Non-Career Health Benefits Plan

Health Benefits

CCAs have two options for health benefits with the USPS.

Option 1: After completing one 360-day term and being reappointed to another, CCAs may enroll in any available healthcare plan in the Federal Employees Health Benefits (FEHB) Program. In this option, the entire premium is the CCAs responsibility. This option is more expensive than option 2.

Option 2: CCAs may enroll in the USPS Non Career Health Benefits Plan (USPS Health Benefits Plan) under the following circumstances only:

- Within 60 days of date of hire
- During annual open season
- Within 60 days of a Qualifying Life Event

USPS will make a biweekly contribution:

- Of \$125 or minimum required by the Patient Protection and Affordable Care Act, whichever is greater for a self only option
- Equal to 65% of the total premium for either self plus one or family plan during first year and increase percentage to 75% of the total premium after the first year of employment for either self plus one or family plan options

Uniform Allowance

A CCA becomes eligible for a uniform allowance upon completion of 90 work days or 120 calendar days of employment, whichever comes first. These allotments are provided annually.

Once a CCA becomes eligible for a uniform allowance, funds must be approved through an e-Buy submission by local management. After approval, a letter of authorization form must be completed and provided to the employee within 14 days of the eligibility date.

The CCA takes the completed form to a USPS authorized vendor to purchase uniform items. The letter of authorization can be located on the uniform program website on the blue page under labor relations.

The licensed vendor in turn creates an itemized invoice of the sale, provides a copy of the invoice to the CCA, and sends the original invoice for payment to the local manager identified on the letter of authorization. Upon receipt, the local manager certifies the invoice and pays the vendor using the office smart pay card.

Consult union representative, supervisor, or OJI for local vendors. A list of vendors can be found on LiteBlue.

Opting – Hold-downs

Unless a new CCA has former experience as a career city letter carrier or city carrier transitional employee, there is a 60 calendar day waiting period before the employee can opt on hold-down.

CCAs have the right to “opt” on or “hold-down” temporarily vacant full-time duty assignments. Vacancies in full-time duty assignments (excluding technician assignments), including Reserve Regular assignments, are available for opting. When a duty assignment is temporarily vacant for five days or more (i.e. the assigned letter carrier is on vacation, ill, duty assignment temporarily has no regular letter carrier assigned, etc.), CCAs may exercise the right to opt on that duty assignment for the duration of the temporary vacancy by submitting a request to the supervisor.

Opts are also called “hold-downs” because an employee is said to be “holding down” an assignment until the assigned letter carrier returns or a regular letter carrier is assigned.

Submit requests in writing and keep a copy of the request. If no eligible career letter carrier has requested to work the assignment, the opt (hold-down) will be awarded to the eligible CCA with the highest relative standing who is not already on another opt.

The way offices advertise temporary vacancies available for opting varies.

Ask a union representative, supervisor, or OJI in the assigned office to determine how these temporary vacancies are advertised..

Review

1. What type of leave do CCAs earn?
2. When do CCAs become eligible to receive a uniform allowance?
3. How is a hold-down requested?
4. May lunch and rest breaks be combined?
5. How many health plan options are available to CCAs?
6. What is the daily work hour limit for CCAs?

Appendix



Completing Timecards Manually

The procedures for completing timecards manually are the same as for using the time clock; however, instead of using the time clock the carrier will record the time entries manually by writing the entries on the time card on PS Form 1234, *Utility Card*. There is some local variation on use of manual reporting.

Enter the employee name and EIN number on the appropriate line. Check the appropriate box for the type of time to be recorded. Then, in the Regular Assigned Position section, enter your job title and Payroll Location Code (P/L). On the next line, enter your Designation Activity Code (DES/ACT), Functional Operation Number (FON), last two digits of the year, the pay period number, and either week one or week two of the pay period.

Utility Card														
Name														
EIN														
Check Appropriate: ☐ Loan ☐ Training ☐ STTD ☐ AL ☐ ROE ☐ Extra Clock Rings ☐ Transfer (See bottom of right as necessary)														
REGULAR ASSIGNED POSITION							TEMPORARY ASSIGNED POSITION							
Title							P/L							
DES/ACT	FON (4)	YR	PP	WK	DES/ACT	FON (4)	YR	PP	WK	DES/ACT	FON (4)	YR	PP	WK
NOTE: For reporting training hours, enter "TRAINING" in the temporary assigned position block.														
Believed (P/ass)	LWOP	OL	SL	AL	Other From	NW	OT	Clock Hours						
RETAIN AT EMPLOYING OFFICE								Int. & Day						
								Guar. OT Guar. Time						
								Int. & Day						
								Guar. OT Guar. Time						
DIS	LWOP	OL	SL	AL	OP	NW	OT	Int. & Day						
								Guar. OT Guar. Time						
DIS	LWOP	OL	SL	AL	OP	NW	OT	Int. & Day						
								Guar. OT Guar. Time						
DIS	LWOP	OL	SL	AL	OP	NW	OT	Int. & Day						
								Guar. OT Guar. Time						
DIS	LWOP	OL	SL	AL	OP	NW	OT	Int. & Day						
								Guar. OT Guar. Time						

PS Form 1234, March 1992

START

End Tour
In Lunch
Out Lunch
Begin Tour

Beginning at the bottom of the card, enter the time you begin tour, clock out and in for lunch, and your end tour time. Also, denote any overtime or LWOP.

Additional Services

Ancillary Service Endorsements

507**Quick Service
Guide**

Overview (507.1.4) Ancillary service endorsements are used by mailers to request an addressee's new address and to provide the USPS with instructions on how to handle undeliverable-as-addressed pieces. The endorsements consist of one keyword: "Electronic," "Address," "Return," "Change," or "Forwarding," followed by the two words "Service Requested." The endorsements are the same for all classes of mail, but the treatment and cost differ by class of mail. Use of an ancillary service endorsement on a mailpiece obligates the mailer to pay any applicable charges for forwarding, return, and separate address notification charges.

General Information (102.4.0) Proper placement of the endorsement is required. If the endorsement cannot be seen or understood, you might not receive the service requested. A return address as presented in 602.1.6 must be used and placed in the upper left corner of the address side of the mailpiece or the upper left corner of the addressing area. If a return address is a multiple delivery address, it must show a unit designation (e.g., apartment number). The "Electronic Service Requested" ancillary service endorsement is available for participants of Address Change Service (ACS) or OneCode ACS (used with mailpieces bearing Intelligent Mail barcodes). Mailers using Intelligent Mail barcodes may encode ancillary service requests into mailpiece barcodes, but must also include a printed endorsement on Standard Mail pieces. Information about traditional ACS and OneCode ACS is located in Publication 8a, *Address Change Service*.

Physical Standards (102.4.0) An endorsement must be printed in no smaller than 8-point type, and it must stand out clearly against its background. Brilliant-colored envelopes and reverse printing are not permitted. There must be a 1/4-inch clear space around all sides of the endorsement. The endorsement and return address must read in the same direction as the delivery address.

Placement of Endorsement (letters, 202.4.0; flats, 302.4.0; parcels, 402.3.0) The exhibit below shows the options for placing an endorsement. The endorsement shown (ADDRESS SERVICE REQUESTED) is just one of several options. See DMM 507.1.5 for a complete list of endorsements, treatment, and fee consequences according to the class of mail.

JAMES WARRICK RUSS GALLERY LTD 4016 MAIN ST FORT WORTH TX 76133-5559	ADDRESS SERVICE REQUESTED ³	Presorted First-Class Mail U.S. Postage Paid Fort Worth TX Permit No. 1
ADDRESS SERVICE REQUESTED ¹		ADDRESS SERVICE REQUESTED ⁴
	ADDRESS SERVICE REQUESTED ²	
	JOHN DOE 10 ELM ST ANYTOWN WA 98765-4321	

The endorsement must be placed in one of these four positions:

1. Directly below the return address.
2. Directly above the delivery address area (which includes the delivery address block and any related nonaddress elements such as a barcode, keyline, or optional endorsement line).
3. Directly to the left of the postage area and below or to the left of any price marking.
4. Directly below the postage area and below any price marking.

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For a detailed description of USPS actions, see [507.1.5](#).
For Periodicals, see [507.1.5.2](#). For Parcel Select, see [507.1.5.4](#)

Mailer Endorsement and USPS Action	Priority Mail and First-Class Mail	Standard Mail/ Parcel Select Lightweight	Standard Post/Package Services/Parcel Select
Electronic Service Requested¹	See DMM 507.1.5.1 for more information.	See DMM 507.1.5.3 for more information.	See DMM 507.1.5.4 for more information.
Address Service Requested² <i>(Except for Shipper Paid Forwarding participants—see DMM 507.1.5.4)</i> <i>Forwarding and return. New separate address notification provided.</i>			
Months 1 through 12: mailpiece forwarded; notice of new address provided, address correction fee charged.	Forwarded at no charge.	Forwarded at no charge.	Forwarded as postage due. ³
Months 13 through 18: mailpiece returned with new address attached.	Returned at no charge.	Weighted fee charged. ⁴	Return postage charged at appropriate single-piece price. ³
After 18 months or if undeliverable at any time: mailpiece returned with reason for nondelivery attached.	Returned at no charge.	Weighted fee charged. ²	Returned if undeliverable or if addressee refused to pay postage due. Forwarding (where attempted) and return postage charged at appropriate single-piece price. ³
Return Service Requested <i>No forwarding, only return. New address notification provided.</i>			
Mailpiece returned with new address or reason for nondelivery attached.	No charge.	Appropriate single-piece First-Class Mail or Priority Mail price charged.	Return postage charged at appropriate single-piece price. ³
Change Service Requested^{1,5} <i>(Except for Shipper Paid Forwarding participants.)</i> <i>No forwarding or return. New address notification provided.</i> Separate notice of new address or reason for nondelivery provided; mailpiece disposed of by USPS.			
	See Notice 123—Price List	See Notice 123—Price List	See Notice 123—Price List
Forwarding Service Requested⁶ <i>Forwarding and return. New address notification provided only with return.</i>			
Months 1 through 12: mailpiece forwarded.	Forwarded at no charge	Forwarded at no charge.	Forwarded as postage due at appropriate single-piece price. ³ Except Bound Printed Matter (without Delivery or Signature Confirmation) disposed of by USPS.
Months 13 through 18: mailpiece returned with new address attached.	Returned at no charge.	Weighted fee charged. ²	Return postage charged at appropriate single-piece price. ³
After 18 months or if undeliverable at any time: mailpiece returned with reason for nondelivery attached.	Returned at no charge.	Weighted fee charged. ²	Return postage charged at appropriate single-piece price. ³

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Mailer Endorsement and USPS Action	Priority Mail and First-Class Mail	Standard Mail/ Parcel Select Lightweight	Standard Post/Package Services/Parcel Select
Temp—Return Service Requested Piece returned with new address or reason for nondelivery attached. If temporary change of address, piece forwarded; no separate notice of temporary change of address provided.	No charge.	N/A	N/A
No Endorsement <i>UAA handled by class of mail.</i>	Same as USPS action for "Forwarding Service Requested."	Mailpiece disposed of by USPS.	Same treatment as "Forwarding Service Requested." Standard Post, Media Mail and Library Mail forwarded as postage due to the addressee. If refused or being returned, mailer pays postage at the appropriate single-piece price ³ (507.1.5.4).

1. Mailpiece is directed to a Computerized Forwarding System (CFS) or Postal Automated Redirection System (PARS) site for processing. Handling instructions and options are required to be predefined within the ACS mailer profile data. OneCode ACS mailers are also required to insert this service request through a valid service type code in an Intelligent Mail barcode. The service type code in the Intelligent Mail barcode will take precedence over the instructions in the mailer account profile.
2. For Address Change Service with First-Class Mail and Priority Mail, see 507.1.5.1, for ACS with Standard Mail see 507.1.5.3a.
3. Standard Post, Media Mail or Library Mail pieces are charged at the single-piece price for the class of mail. Parcel Select pieces are charged the Parcel Select Nonpresort price plus the additional service fee. See [Notice 123—Price List](#). (DMM Exhibit 507.1.5.4)
4. Weighted fee is the appropriate single-piece First-Class Mail or Priority Mail price for the piece plus the nonmachinable surcharge if it applies (101.1.2), multiplied by 2.472 and rounded up to the next whole cent. For letter-size weighted fee prices, see 243.1.5.2.
5. For First-Class Mail and Priority Mail, Change Service Requested is only available with electronic Address Change Service (ACS). Only available for Priority Mail pieces containing perishable matter that bear the endorsement "Perishable." USPS Tracking and Signature Confirmation are the only two special services permitted with this endorsement.
6. Does not meet Move Update Requirement.

Mailing and Shipping Services

Product	Delivery Standards	Features
Priority Mail Express	Overnight delivery to most U.S. locations or your money back	- Overnight delivery to most U.S. locations or your money back - Includes up to \$100 in insurance coverage - Free shipping supplies, Free Package Pickup - USPS Tracking at no additional cost when you ship online or at retail - Flat Rate No weighing; all for one Flat Rate - Mailable items up to 70 pounds
Priority Mail	1, 2, or 3 business day delivery	- Free shipping supplies - Free USPS Tracking when shipping online or at retail - Saturday delivery at no extra charge - Free Package Pickup at your door - Up to \$50 in insurance included for Retail - Flat Rate No weighing; all for one Flat Rate
First-Class Mail	1-3 business day delivery for single-piece envelopes and small packages	- Our most affordable service for mail up to 13 ounces - USPS Tracking available to confirm parcel delivery
Standard Mail	Bulk service with 2-9 business day delivery	Must weigh less than 16 ounces, minimum 200 pieces or 50 pounds; mailing permit required
Every Door Direct Mail	Bulk service with 2-9 business day delivery for printed materials	Saturation mailing without applying individual names and addresses to each mailpiece
Library Mail	2-8 business days	Mail items between entities such as schools, libraries, museums, and nonprofits; restrictions apply
Media Mail	2-8 business days	Cost-effective way to send books and other educational media; some restrictions apply
Bound Printed Matter	2-8 business days	Send permanently bound materials such as catalogs and phonebooks up to 15 pounds, mailing permit required
Standard Post	2-8 business days	Send small and large packages, thick envelopes and tubes containing gifts and merchandise
Periodicals	service standards based on origin and destination	Authorized publications published at least 4 times per year
Global Express Guaranteed	Our fastest international service with delivery in 1 - 3 business days	- Free shipping supplies - Money-back guarantee - Includes up to \$100 in insurance coverage - Free Package Pickup
Priority Mail Express International	Get fast international service with a money-back guarantee	- Free shipping supplies - Check tracking info with USPS Tracking - Merchandise shipments are insured up to \$200 - Nonnegotiable documents are insured up to \$100 - Free Package Pickup
Priority Mail International	Fast and affordable international shipping for documents and packages	- Free shipping supplies - Check tracking info with our USPS Tracking - Free Package Pickup
First-Class Mail International	Most affordable service	single-piece postcards, letters, and flats to more than 180 countries

Extra Services

Product	Features
Adult Signature Restricted Delivery	The package is delivered only after the addressee or their authorized agent verifies their identity, shows that they're 21 years of age or older, and signs for it.
Adult Signature Required	This service requires the signature of an adult at the recipient's address who is 21 years of age or older.
Certificate of Mailing	Provides evidence item was sent. This official record shows the date mail was accepted.
Certified Mail	Provides proof item was sent, when it was delivered or delivery was attempted, and the signature of the recipient.
Collect on Delivery (COD)	Customers pay for merchandise and shipping when they receive the package. Insurance coverage up to \$1,000 based on amount to be collected or amount of insurance coverage desired, whichever is higher is included.
Hold For Pickup	Customers can pick up valuable and perishable merchandise at a designated Post Office.
Insurance	Insure item for up to \$5,000 against loss or damage. The price is based on the declared value. Restrictions and exclusions apply.
Registered Mail	Maximum security for valuable items. Registered Mail items can be insured up to \$25,000.
Restricted Delivery	Customers specify the person who can sign for and receive the item.
Return Receipt	Get a delivery record showing the recipient's signature, received by email or postcard.
Return Receipt for Merchandise	Proof that an item was sent and delivered. Customers receive a mailing receipt (Form 3804), and a postcard (Form 3811) showing the recipient's signature.
Signature Confirmation	Find out when an item was delivered, or when delivery was attempted, and add security by requiring a signature.
Special Handling	Preferential handling if sending unusual shipments—live poultry, bees, or other mailable contents that need extra care.
USPS Tracking	Provides tracking updates as an item travels to its destination. Get tracking updates, including the date and time of delivery or attempted delivery.

Job Safety Analysis (Generic)

Title: NALC Good Idea - Elevating Mail from the Floor

*Note: This document verifies the hazard assessment
as required by 29 CFR 1910.132(d)(2).

Location (e.g., Station, Branch, Plant) Name: Street Address 1: City: State: Zip Code: Area: PC:		Job Description: Removing Mail from the Floor (Reducing Repetitive Bending) Location Description: Workroom Floor – Carrier Case		Titles of Employees Performing the Job: Clerks and Carriers		Occupational Codes:	
Author		Local Reviewer		Local/Area/National Reviewer			
Name: NALC Joint Safety Task Force Title: Members Date: 2/25/2008		Name: Date: Approval:		Name: Date: Approval:			
Sequence of Basic Steps		Potential Hazards and Effects		Safe Work Practices		Required PPE*	
1. Place mail on an elevated work surface		1.1. Hazard: Placing load onto a low level surface Effect: The lifting hazards are repeated for the next lifter. Back, shoulder, and knee strain while lowering the load to the floor. 1.2. Hazard: Mail falling to the floor Effect: Struck by, or slip/trip/falling hazard		1.1. Invert plastic milk crates or tubs on the floor (or other appropriate alternatives) to elevate the mail and reduce repetitive bending/ reaching. 1.2. Position mail so that it rests securely on the platform		Appropriate Footwear (all sections).	
2. Removing mail from an elevated surface.		2.1. Hazard: Improper lifting techniques Effect: Strain when handling mail		22.1. Use safe lifting techniques			
Ergonomic Risk Assessment:		Health Risk Assessment Code:		Safety Risk Assessment:			
Qualitative/Quantitative Exposure Assessment Data				Supporting Postal Service Policy Documents			
Supporting Safety Talks		Supporting JSAs		Required Training			
Safe Lifting				Course No. Course Title:			

Job Safety Analysis

Title: Casing Mail

*Note: This document verifies the hazard assessment as required by 29 CFR 1910.132(d)(2).

Location (e.g., Station, Branch, Plant) Name: Street Address 1: Street Address 2: City: State: Zip Code: Area: PC:	Job Description: Casing mail in post offices and plants Location Description: Case section of facilities	Titles of Employees Performing the Job: City Carriers Rural Carrier	Occupational Codes: None assigned
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Author	Headquarters Safety Review	Local Review	
Name: Jim Love Title: Safety Consultant Date: 9/11/2001	Name: Frank Lundblad, CIH, CHMM Title: Manager, Safety Programs Date: 9/18/2001 Approval: Yes	Name: Title: Date: Approval: Yes No	

Sequence of Basic Steps	Potential Hazards and Effects	Safe Work Practices	Required PPE*
1. Prepare the work area	1.1. Hazard: Congestion and debris on the floor. Effect: Slips, trips, and falls	1.1. Good housekeeping. Keep the work area clean. Pay special attention to the floor, keep it clean and free of tripping hazards. Keep the path from the case to the aisles clear.	1.1. <None>
2. Retrieve mail from the staging area and load ledge	2.1. Hazard: Heavy loads Effect: Back, arm, shoulder strain Note: See JSAs on proper lifting	2.1. Size up the load. Follow proper lifting procedures as trained. Get help if the load is heavy.	2.1. <None>
3. Case the letters and flats	3.1. Hazard: Repetitive motion Effect: Hand and arm stress	3.1. Ensure the case is set up properly to avoid over-extended reaching. Hold comfortable amount of mail in your hand for sorting. Vary your routine.	3.1. <None>
4. Pull down mail from case	4.1. Hazard: Sharp letter separators Effect: Cuts to the hand or fingers.	4.1. Use caution when retrieving mail from the case. Grasp more than one holdout, but do not overextend your hand width creating stress on your hand. Cotton gloves with gripping surfaces may be worn to improve grip.	4.1. <None>

5. Place mail into MTE	5.1. Hazard: Defective MTE Effect: Possible cuts from sharp edges, mail falls from MTE, MTE rolls away striking workers, shelves fall if latches fail. Note: See JSAs on loading MTE	5.1. Inspect the MTE prior to use. Pay special attention to the frame for sharp edges and overall condition, check door locks and hinges, check shelf locks, wheels and brakes. Tagout defective MTE and do not use.	5.1.<None>
	5.2. Hazard: Heavy loads Effect: Stress and strain of back, arms, shoulders. Note: See JSAs on proper lifting.	5.2. Do not load trays or tubs above capacity. Follow proper lifting techniques as trained. Get help with heavy loads.	5.2.<None>
	5.3. Hazard: Congestion and debris on the floor in the path to the MTE Effect: Slips, trips, and falls.	5.3. Keep the workarea clean and neat. Ensure the path to the MTE is not obstructed and that the floor is free of debris that could cause a slip, trip, or fall.	5.3.<None>
Health Risk Assessment: 5 (Negligible)		Ergonomic Risk Assessment Code: 4 (Minor)	
Safety Risk Assessment: 4 (Minor)			
Qualitative/Quantitative Exposure Assessment Data		Supporting Postal Service Policy Documents	
n/a		PO-502 EL-814	Container Handling Methods Postal Employee's Guide to Safety
Supporting Safety Talks		Required Training	
Title: Acheless Back Manual Handling of Materials Slips, Trips and Falls Do You Use Safe Lifting Techniques? Dos and Don'ts of Lifting Keep It Clean for Safety Sake	Link: #\Orion\hr_dev\tk1_3\Safety_Talk\Lifting\Ache_Back.pdf# #\Orion\hr_dev\tk1_3\Safety_Talk\Lifting\Manual_Hand.pdf# #\Orion\hr_dev\tk1_3\Safety_Talk\Slips_Trips\STF.pdf# #\Orion\hr_dev\tk1_3\Safety_Talk\Lifting\Safe_Lift.pdf# #\Orion\hr_dev\tk1_3\Safety_Talk\Lifting\Dont.pdf# #\Orion\hr_dev\tk1_3\Safety_Talk\Housekeeping\Keep_Clean.pdf#	Course No.	Course Title:

Job Safety Analysis

Title: Transporting Mail to and Loading Vehicles

***Note: This document verifies the hazard assessment as required by 29 CFR 1910.132(d)(2).**

Location (e.g., Station, Branch, Plant) Name: Street Address 1: Street Address 2: City: State: Zip Code: Area: PC:	Job Description: Transporting mail to and loading vehicle Location Description: Delivery unit and parking lot	Titles of Employees Performing the Job: City Carriers Rural Carrier	Occupational Codes: None assigned
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Author	Headquarters Safety Review	Local Review
Name: Jim Love Title: Safety Consultant Date: 6/19/2001	Name: Frank Lundblad, CIH, CHMM Title: Manager, Safety Programs Date: 8/27/2001 Approval: Yes	Name: Title: Date: Approval: Yes No

Sequence of Basic Steps	Potential Hazards and Effects	Safe Work Practices	Required PPE*
1. Push Mail Transport Equipment (MTE) from case to exit.	1.1. Hazard: Congested path to exit door. Effect: Striking other employees with equipment.	1.1. Make sure pathway is clear. Push at an even pace and watch for other employees. Leather or fabric gloves with gripping surfaces may be worn to facilitate grip.	1.1. <None>
	1.2. Hazard: Overloaded transport equipment. Effect: Overexertion while pushing.	1.2. Limit load to proper size/weight for transport equipment used. Push at an even pace, get help if needed. Leather or fabric gloves with gripping surfaces may be worn to facilitate grip.	1.2. <None>
2. Push MTE across parking lot.	2.1. Hazard: Uneven parking surface, inclement weather. Effect: Falling mail or overexertion while pushing. Trip on uneven surface.	2.1. Inspect travel route before proceeding. Look for uneven, wet or icy surfaces. Pick best route to vehicle. Leather or fabric gloves with gripping surfaces may be worn to facilitate grip.	2.1. <None>
	2.2. Hazard: Moving vehicles. Effect: Being struck by another vehicle.	2.2. Be alert for other vehicles being driven in parking lot.	2.2. <None>

3. Load vehicle.	3.1. Hazard: Heavy loads. Effect: Back, arm or leg strain.	3.1. Size up the load. Adjust lifting technique to the type of load as trained. Get help if needed. Leather or fabric gloves with gripping surfaces may be worn to facilitate grip.	3.1.<None>
	3.2. Hazard: Wet vehicle floor. Effect: Slip, trip or fall.	3.2. Be aware if rain, snow, or ice exists. Wear proper footwear, work carefully and maintain balance. Get help with heavy loads. Leather or fabric gloves with gripping surfaces may be worn to facilitate grip.	3.2.<None>
	3.3. Hazard: Low ceiling. Effect: Strike head on ceiling.	3.3. Know the space limitations of the vehicle. Be aware of low vehicle clearance.	3.3.<None>
4. Return MTE to designated location.	4.1. Hazard: Moving vehicles. Effect: Being struck by another vehicle.	4.1. Be alert for other vehicles being driven in parking lot. Leather or fabric gloves with gripping surfaces may be worn to facilitate grip.	4.1.<None>
Health Risk Assessment: 5 (Negligible)		Ergonomic Risk Assessment Code: 4 (Minor)	
Safety Risk Assessment: 4 (Minor)		Basic Screening Tool Result: Pass: ☒ Fail: ☐	
Qualitative/Quantitative Exposure Assessment Data		Supporting Postal Service Policy Documents	
n/a		PO-502 Container Handling Methods M-41 City Carrier Duties and Responsibilities EL-814 Postal Employee's Guide to Safety	
Supporting Safety Talks		Required Training	
Title: Acheless Back Do You Use Safe Lifting Techniques? Dos and Don'ts of Lifting Manual Handling of Materials		Link: #\\Orion\hr_dev\1k1_3\Safety_Talk\Lifting\Ache_Back.pdf# #\\Orion\hr_dev\1k1_3\Safety_Talk\Lifting\Safe_Lift.pdf# #\\Orion\hr_dev\1k1_3\Safety_Talk\Lifting\Dont.pdf# #\\Orion\hr_dev\1k1_3\Safety_Talk\Lifting\Manual_Hand.pdf#	
		Course No.	Course Title:

Job Safety Analysis

Title: Carrier - Walker Delivery

***Note:** This document verifies the hazard assessment as required by 29 CFR 1910.132(d)(2).

Location (e.g., Station, Branch, Plant) Name: Street Address 1: Street Address 2: City: State: Zip Code: Area: PC:		Job Description: Carrier - walking delivery of mail. Location Description: Residential or business area.		Titles of Employees Performing the Job: City Carriers		Occupational Codes: none assigned	
Author		Headquarters Safety Review		Local Review			
Name: Jim Love Title: Safety Consultant Date: 4/6/2001		Name: Frank Lundblad, CIH, CHMM Title: Manager, Safety Program Management Date: 4/6/2001 Approval: Yes		Name: Title: Date: Approval: Yes No			
Sequence of Basic Steps		Potential Hazards and Effects		Safe Work Practices		Required PPE*	
1. Walking on sidewalk / lawns.		1.1. Hazard: Uneven pavement or lawns, curbs, objects in path, wet leaves, ice/snow on the path. Effect: Slips, trips, and falls to ground resulting in bruises, strains, sprains, and broken bones.		1.1. Look at path ahead for slips, trip and fall hazards. Keep your eyes on the path. Go around patches of ice, snow or wet leaves. Walk carefully. Use Form 1767, Report of Hazard, Unsafe Condition or Practice to report any hazardous conditions to your supervisor.		1.1. <None>	
		1.2. Hazard: Hot weather. Effect: Heat stress: excessive sweating, weakness, nausea, anxiety.		1.2. Dress appropriately, wear light loose fitting clothing. Drink plenty of fluids. Know the signs of heat stress to include: excessive sweating, weakness, nausea, and anxiety.		1.2. <None>	
		1.3. Hazard: Cold weather Effect: Numbness, prickling, and itching of frostbitten area.		1.3. Winter, dress in layers, wear warm shoes and gloves. Take warm up breaks as needed. Know the signs of cold stress (frostbite) to include: numbness, prickling and itching if the frostbitten area.		1.3. <None>	

	1.4. Hazard: Dogs that bite. Effect: Bites, falls.	1.4.Keep dog repellant in satchel. Walk away from dog. Use satchel as a barrier. Use dog repellant as needed.	1.4.<None>
2. Crossing streets	2.1. Hazard: Street curb, uneven surfaces, objects in path, wet leaves, ice and snow. Effect: Slips, trips, and falls to ground resulting in bruises, strains, sprains, and broken bones.	2.1.Use caution when stepping off or onto curb. Keep your eyes on the path. Do not finger mail while crossing street. Wear proper footwear.	2.1.<None>
	2.2. Hazard: Motor vehicles, bicycles. Effect: Struck by vehicle resulting in bruises, strains, sprains, or broken bones.	2.2.Look both ways before crossing: be alert for motor vehicles and bicycles.	2.2.
3. Walking on stairs/steps/ramps.	3.1. Hazard: Broken or slippery steps/stairs/ramps, uneven surfaces, objects in path, wet leaves, ice and snow. Effect: Slips, trips, and falls to ground resulting in bruises, strains, sprains, and broken bones.	3.1.Check conditions of steps/stairs/ramps before proceeding. Use handrail if available. Keep eyes on path. Avoid obstacles. Do not finger mail while walking. Wear proper footwear.	3.1.<None>
4. Place mail in receptacle or mail slot.	4.1. Hazard: Broken box or slot with sharp edges: Insects or animals. Effect: Cut, sting or bite.	4.1.Check condition of box or slot for damage and insects before placing mail in it. Do not stick fingers inside door mail slot. Use Form 1767, Report of Hazard, Unsafe Condition or Practice to report any hazardous conditions to your supervisor.	4.1.<None>
Health Risk Assessment: 5 (Negligible)		Ergonomic Risk Assessment Code: 4 (Minor)	
Safety Risk Assessment: 4 (Minor)			
Qualitative/Quantitative Exposure Assessment Data		Supporting Postal Service Policy Documents	
n/a		EL-814 Postal Employee's Guide to Safety	
Supporting Safety Talks		Required Training	

Title:	Link:	Course No.	Course Title:
Winter Walking	#\\Orion\\hr_dev\\tk1_3\\Safety_Talk\\Slips_Trips\\Winter.pdf#		
Stairway Safety	#\\Orion\\hr_dev\\tk1_3\\Safety_Talk\\Slips_Trips\\Stairway.pdf#		
Some Tips on How to Handle the Dog Days of Summer	#\\ORION\\HR_DEV\\tk1_3\\Safety_Talk\\Dog_Bites\\Dog_Days.pdf#		
Handle the Dog Days of Summer	#\\ORION\\HR_DEV\\tk1_3\\Safety_Talk\\Dog_Bites\\What_Do.pdf#		
Dog Attacks and Dog Bites - What To Do	#\\ORION\\HR_DEV\\tk1_3\\Safety_Talk\\Dog_Bites\\Unwary_Visit.pdf#		
Dog Attacks and Dog Bites - What To Do	#\\Orion\\hr_dev\\tk1_3\\Safety_Talk\\Slips_Trips\\Handrails.pdf#		
Are You An Unwary Visitor?	#\\Orion\\hr_dev\\tk1_3\\Safety_Talk\\Slips_Trips\\STF.pdf#		
Are You an Unwary Vi			
Use Handrails			
Slips, Trips and Falls			

Job Safety Analysis

Title: Curbside Mounted Delivery

*Note: This document verifies the hazard assessment
as required by 29 CFR 1910.132(d)(2).

Location (e.g., Station, Branch, Plant) Name: Street Address 1: Street Address 2: City: State: Zip Code: Area: PC:		Job Description: Curbside delivery from a vehicle Location Description: Residential or business area	Titles of Employees Performing the Job: City Carriers Rural Carrier	Occupational Codes: none assigned
Author	Headquarters Safety Review	Local Review		
Name: Jim Love Title: Safety Consultant Date: 3/12/2001	Name: Frank Lundblad, CIH, CHMM Title: Manager, Safety Program Management Date: 6/6/2001 Approval: Yes	Name: Title: Date: Approval: Yes No		
Sequence of Basic Steps	Potential Hazards and Effects	Safe Work Practices	Required PPE*	
1. Approaching mailbox	1.1. Hazard: Children playing, items in path, heavy traffic, parked vehicles Effect: Striking children, stationary objects	1.1. Look at path ahead watching for children, animals, trashcans, parked vehicles, and vehicular traffic. Be sure that mail is not stacked so that it blocks driver's view.	1.1. <None>	
2. Stopping at mailbox	2.1. Hazard: Lack of room to pull completely out of main traffic. Street curb, uneven surfaces, objects in path. Effect: Possible sideswipe by passing traffic. Striking curb or ditch. Striking mailbox or other items.	2.1. Using flashing caution lights to alert others. Be aware of area around mailbox. Don't strike the curb with tires or pull too far off road into a ditch.	2.1. <None>	
3. Place mail in receptacle	3.1. Hazard: Defective box or slot, insects or animals. Effect: Cut, sting or bite.	3.1. Check condition of box for damage and insects before placing mail in it. Use Form 3521, Carrier Report on House Numbers & Mail Receptacles if box is defective.	3.1. <None>	
	3.2. Hazard: Reaching for box Effect: Shoulder or arm strain. Strains from twisting.	3.2. Pull close to box. At cluster boxes, do not overreach, pull forward to limit the reach.	3.2. <None>	

4. Pulling away from mailbox	4.1. Hazard: Poor visibility Effect: Vehicle can be struck by oncoming vehicles. Can run over objects in path.	4.1. Be sure path is clear before pulling away from box. Look in all directions for vehicles and children.	4.1. <None>
	4.2. Hazard: Backing up Effect: Back over/into objects in path.	4.2. Try to avoid entering into a situation where backing is necessary. (EL-801) Backing accidents are preventable. Never back a vehicle until it is certain the way is clear. If necessary, get out of the vehicle to check behind it before backing.	4.2. <None>
Health Risk Assessment: 5 (Negligible)		Ergonomic Risk Assessment Code: 4 (Minor)	
Safety Risk Assessment: 4 (Minor)			
Qualitative/Quantitative Exposure Assessment Data		Supporting Postal Service Policy Documents	
n/a		EL-814 M-41	Postal Employee's Guide to Safety City Carrier Duties and Responsibilities
Supporting Safety Talks		Required Training	
Title: Do You Use Extra Caution at Railroad Crossings? Winter Driving - Use Extra Caution Backing Safety Back Up Only as a Last Resort Intersections Deserve A Second Look	Link: #\\Orion\\hr_dev\\tk1_3\\Safety_Talk\\Motor_Vehicle\\Caution_Rail.pdf# #\\Orion\\hr_dev\\tk1_3\\Safety_Talk\\Motor_Vehicle\\Winter_Drive.pdf# #\\Orion\\hr_dev\\tk1_3\\Safety_Talk\\Motor_Vehicle\\Backing_Safe.pdf# #\\Orion\\hr_dev\\tk1_3\\Safety_Talk\\Motor_Vehicle\\Back_Up.pdf# #\\Orion\\hr_dev\\tk1_3\\Safety_Talk\\Motor_Vehicle\\Second_Look.pdf#	Course No.	Course Title:

Job Safety Analysis

Title: Dog Attack

*Note: This document verifies the hazard assessment
as required by 29 CFR 1910.132(d)(2).

Location (e.g., Station, Branch, Plant) Name: Street Address 1: Street Address 2: City: State: Zip Code: Area: PC:	Job Description: Confronting a dog attack Location Description: General Public	Titles of Employees Performing the Job: City Carriers Rural Carrier	Occupational Codes: None assigned
Author	Headquarters Safety Review	Local Review	
Name: Dean Talani Title: Safety Specialist Date: 6/26/2002	Name: Frank Lundblad, CIH, CHMM Title: Manager, Safety Programs Date: 6/26/2002 Approval: Yes	Name: Title: Date: Approval: Yes No	
Sequence of Basic Steps	Potential Hazards and Effects	Safe Work Practices	Required PPE*
1. Stop when seeing dog approach	1.1. Hazard: Not stopping Effect: Dog may follow and attack Note: If dog approaches too close for comfort firmly say either one of these phrases "No, Go Home, Stop"	1.1. Stop and pay attention to the dog, make sure you do not stare at the dog's eyes.	1.1. <None>
2. Take out your dog repellent	2.1. Hazard: You might panic Effect: Drop dog spray Note: Only use repellent if the dog attacks. Do not use repellent as a means of keeping distance between you and the dog.	2.1. Store dog repellent in an easy access location. Practice removing repellent to become fast and efficient.	2.1. Dog Repellent
	2.2. Hazard: Not knowing where your dog repellent is located or if you do not have any dog repellent Effect: No defense toward the dog Note: Only use repellent if the dog attacks. Do not use repellent as a means of keeping distance between you and the dog.	2.2. Store dog spray in an easy access location. Practice removing spray to become fast and efficient.	2.2. Dog Repellent

3. Place satchel between yourself and the dog	3.1. Hazard: Loosing site of the dog when reaching for satchel Effect: Dog may attack Note: Only use repellent if the dog attacks. Do not use repellent as a means of keeping distance between you and the dog.	3.1. Make sure not to turn away from dog when preparing satchel	3.1. Dog Repellent
4. Back away from the dog	4.1. Hazard: Not backing up from the dog but rather running away from dog Effect: Dog will want to chase and may attack Note: Only use repellent if the dog attacks. Do not use repellent as a means of keeping distance between you and the dog.	4.1. Make sure to back away facing the dog, keeping your satchel between you and the dog.	4.1. Dog Repellent
5. When safely away from the dog, call supervisor and Animal Control	5.1. Hazard: Not reporting dog attack Effect: Dog may attack at another time	5.1. Always report the incident so that appropriate action can be taken. This will help prevent another dog attack in the future.	5.1. <None>
6. Sign and complete complaint form from Animal Control	6.1. Hazard: Do not complete complaint Effect: Dog will roam freely and may attack later.	6.1. Make sure to file a complaint this will help assist Animal Control.	6.1. <None>
7. Request a dog letter be issued to the owner of dog.	7.1. Hazard: Not issuing a letter to the owner of the dog Effect: Dog may attack again at another time.	7.1. Request a dog letter to the owner of the dog.	7.1. <None>
8. Curtail mail until dog situation is under control	8.1. Hazard: Not curtailing mail Effect: When carrier delivers mail the dog may attack again.	8.1. Make sure mail is curtailed until the dog is restrained and or placed under control.	8.1. <None>
Health Risk Assessment: 4 (Minor)		Ergonomic Risk Assessment Code: 3 (Moderate)	
Safety Risk Assessment: 3 (Moderate)			
Qualitative/Quantitative Exposure Assessment Data		Supporting Postal Service Policy Documents	

n/a			
Supporting Safety Talks		Required Training	
Title:	Link:	Course No.	Course Title:
Putting the Bite on Dog Problems	#\\ORION\\HR_DEV\\tk1_3\\Safety_Talk\\Dog_Bites\\Put_Bite.pdf#		
What You Should Know About Dogs	#\\ORION\\HR_DEV\\tk1_3\\Safety_Talk\\Dog_Bites\\What_Know.pdf#		
Some Tips on How to Handle the Dog Days of Summer	#\\ORION\\HR_DEV\\tk1_3\\Safety_Talk\\Dog_Bites\\Dog_Days.pdf#		
Are You An Unwary Visitor?	#\\ORION\\HR_DEV\\tk1_3\\Safety_Talk\\Dog_Bites\\Unwary_Visit.pdf#		
Are You an Unwary VI	#\\ORION\\HR_DEV\\tk1_3\\Safety_Talk\\Dog_Bites\\What_Do.pdf#		
Dog Attacks and Dog Bites - What To Do	#\\ORION\\HR_DEV\\tk1_3\\Safety_Talk\\Dog_Bites\\Does_Bite.pdf#		
Does Your Dog Bite?			

Job Safety Analysis

Title: Collecting Mail From Collection Boxes

*Note: This document verifies the hazard assessment as required by 29 CFR 1910.132(d)(2).

Location (e.g., Station, Branch, Plant) Name: Street Address 1: Street Address 2: City: State: Zip Code: Area: PC:	Job Description: Collecting mail from collection boxes Location Description: Collection boxes on city and rural mail routes	Titles of Employees Performing the Job: Mail Handler City Carriers Clerk Rural Carrier	Occupational Codes: none assigned
Author	Headquarters Safety Review	Local Review	
Name: Melissa Kephart Title: Industrial Hygienist Date: 4/11/2001	Name: Frank Lundblad, CIH, CHMM Title: Manager, Safety Program Management Date: 4/11/2001 Approval: Yes	Name: Title: Date: Approval: Yes No	
Sequence of Basic Steps	Potential Hazards and Effects	Safe Work Practices	Required PPE*
1. Prepare to empty collection box.	1.1. Hazard: Box not anchored. Effect: Box can tip over causing pinching and crushing injuries to the hands, arms, and legs.	1.1. Check out the condition of collection box. Ensure it is anchored.	1.1. <None>
	1.2. Hazard: Passing vehicles. Effect: Struck by passing vehicles resulting in a variety of serious injuries.	1.2. Watch for oncoming traffic. Ensure you and your equipment are out of the traffic pattern.	1.2. <None>
2. Place key into lock and open door.	2.1. Hazard: Live animals. Effect: Attacked by animals, i.e., cat, reptile.	2.1. Detach key or key ring/chain from your clothing. Open door slowly and step back.	2.1. <None>
3. Remove contents from box.	3.1. Hazard: Broken glass, debris, leaking packages. Effect: Cuts, contact with leaking materials.	3.1. Carefully examine the contents of box before emptying. Wear gloves if needed to protect hands from cuts. Leather gloves or nitrile gloves are acceptable.	3.1. <None>

	3.2. Hazard: Heavy collection tub inside box. Effect: Back strain.	3.2. Slide the tub out of the collection box. Test the load and use appropriate lifting techniques. Split the load if the tub is too heavy to lift safely.	3.2. <None>
	3.3. Hazard: Retrieving loose mail from floor of box. Effect: Strike head on box.	3.3. Be aware of head clearance.	3.3. <None>
4. Close box door and lock.	4.1. Hazard: Close door on fingers or hand. Effect: Cut or smashed fingers or hand.	4.1. Place hand on face of door and close slowly. Put key in lock and secure.	4.1. <None>
	4.2. Hazard: Failure to remove key from lock when the key is on a chain attached to you clothing. Effect: When stepping away, sudden jerk can cause a fall or strain.	4.2. Remove the key from the lock. Place the key back in the lock box or reattach it to the key ring.	4.2. <None>
Health Risk Assessment: 5 (Negligible)		Ergonomic Risk Assessment Code: 5 (Negligible)	
Safety Risk Assessment: 5 (Negligible)			
Qualitative/Quantitative Exposure Assessment Data		Supporting Postal Service Policy Documents	
n/a		EL-814 M-41	Postal Employee's Guide to Safety City Carrier Duties and Responsibilities
Supporting Safety Talks		Required Training	
Title: Acheless Back Do You Use Safe Lifting Techniques? Dos and Don'ts of Lifting Team Lifting		Course No.	Course Title:
Link: #\\Orion\\hr_dev\\tk1_3\\Safety_Talk\\Lifting\\Ache_Back.pdf# #\\Orion\\hr_dev\\tk1_3\\Safety_Talk\\Lifting\\Safe_Lift.pdf# #\\Orion\\hr_dev\\tk1_3\\Safety_Talk\\Lifting\\Dont.pdf# #\\Orion\\hr_dev\\tk1_3\\Safety_Talk\\Lifting\\Team_Lift.pdf#			

Do You Use Safe Lifting Techniques?

Most of you are aware that there is a right and a wrong way to lift something. Maybe you've had some instruction in safe lifting techniques. But since lifting is an everyday activity, perhaps a review of lifting procedures is in order.

There are various types of injuries that can occur from lifting incorrectly. Hernia, an ailment usually associated with lifting, does not generally result from a single effort expended in lifting. It is usually the result of repetitive extreme exertion, especially when done contrary to the structure of the body.

Back strain is a more common type of lifting injury. Like hernia, it results from the overstretching of certain muscles and can be avoided by employing correct lifting techniques.

The first thing that should be done before attempting to lift an object is to size it up. Look it over, and decide if you can handle it alone or if you need help. Get help if there's any doubt in your mind as to whether the load is safely within your capacity.

Also, look over the area where you're going to be carrying the object. Make sure it's clear of obstacles.

Get a good footing close to the load. Place your feet 8 to 12 inches apart. Bend your knees to grasp the load. Keep your back straight. Bend your knees outward and straddle the load. Be sure to get a firm grip. Keep the load close to your body. Then lift gradually by straightening your legs. Lift with your legs, not with your back.

Of course, once you've lifted the load, you'll eventually have to set it down. So you bend your legs again, keeping your back straight and following the lifting procedures in reverse. Make sure that your fingers are clear of the pinch points. It is sometimes better to set one corner down first.

When you have someone helping you lift an object, teamwork becomes important. If you're going to be carrying the load to another point, both of you should decide in advance how it is to be handled. Check the route and the clearance. One person should be the leader and be in a position to observe and direct the other. Lifting and lowering should be done in unison. Don't let the load drop without first warning your partner.

You've probably all seen in the old movies on television the hilarious situations you can get into when you start moving a long object around, such as a ladder. Windows are broken and people knocked down. But these things aren't very funny in real life.

Lifting Tips

1. When carrying a long object, make sure you have proper clearance. Both persons should be on the same side of it and in step.
2. After having lifted an object, if you intend to place it on a table or bench, rest it on the edge; then slide the object onto the surface.
3. When lifting from a bench or table, get close to the load.

Team Lifting

What is team lifting? It is two or more people moving a load together.

When do you use it? When a load is too heavy, too bulky, or too long to be moved by one person.

How Do You Team Lift?

1. **One person gives orders to lift, turn, and set down.** Everyone must lift and move together. Workers should understand what they are to do before they begin.
2. **Lift and lower in the same manner.** Squat down close to the load, get a firm grip, keep your back straight, and lift slowly with leg power. For setting down, reverse the procedure. Take care to keep your fingers and hands from being caught underneath.
3. **Carry the load without sudden starts or stops.** Move slowly and watch where you step.
4. **Avoid stairs whenever possible.** Use an elevator or hoist to move loads to different floor levels.
5. **Keep the load level and the weight evenly distributed.** Be especially careful when you are going up and down inclines.
6. **Walk to match the load.** Carry long, rigid loads with the same shoulder and walk in step (two-person team). However, walking out of step will keep flexible objects from bouncing.
7. **Avoid walking backwards.** If it's necessary, be sure the path is clear, and have someone guide you.

Do Not

1. **Twist your body when lifting or carrying.**
2. **Lift from one knee.**
3. **Change your grip while holding a load.**
4. **Step over objects when you are moving.**

Make lifting safe and easy. Use teamwork.

Do's and Don'ts of Lifting

Is lifting part of your routine? If so, then every day you risk injury from strains, sprains, hernias, cuts, and bruises. If you haven't learned the basics of lifting or if you have forgotten them, take time now. Help protect your precious back.

Do's of Lifting

1. **Do it the right way.** Before you begin, know the right way to do the job. Check with me if you have any questions about moving a load.
2. **Always size up the load.** Get help for heavy or bulky objects.
3. **Plan your path of travel.** Be wary of stairs and tripping or slipping hazards. Choose the safest route.
4. **Get a good grip.** Be sure you have a safe, firm grip. Check for nails and sharp edges. If the load is wet or slippery, wipe it off.
5. **Lift with your legs, not your back.** Squat down close to the load; keep your back straight; lift slowly with leg muscles that are a lot stronger than your back muscles.
6. **Use the right equipment.** Use material handling equipment whenever possible. Proper use of hand trucks, nutting trucks and containers can save a lot of manual effort.

Don'ts of Lifting

1. **Never lift more than you can easily handle.**
2. **Never lift with a bent back and straight legs.**
3. **Avoid twisting your body when lifting or carrying.** Move your feet to change direction. Don't twist.
4. **Never lift from an unbalanced position.**
5. **Never carry a load that blocks your view.**

Stairway Safety

Every year in the United States approximately 250,000 persons suffer disabling injuries as a result of falls on stairs. One in every 20 deaths from household hazards is the result of a stairway fall.

Many people fall because they think they have reached the bottom of the steps. But they haven't. The unexpected steps send them lurching off balance. There should be a post, or the end of a railing should be specially shaped, so as to provide a tip-off that the bottom has been reached.

Another method of signaling the end of a stairway is to paint the floor at the bottom a light color that is easy to see because it contrasts with its surroundings.

Maintaining a Safe Stairway

No matter how safely your stairway is constructed, it will be unsafe unless it is carefully maintained. Some fall hazards, such as a loose metal nosing strip, a screw head that has worked up slightly, or a curled edge of linoleum look deceptively innocent.

Throw rugs should never be used at the head of a stairway. If used at the foot, they should have slip-proof backing. Commercial slip-resistant products are available. According to one consumer testing agency, a reinforced foam rubber underlay pad will last longer and give the best protection. Rugs that come with a rubberized backing may lose some of their slip resistance after being washed. Adhesives that can be applied to the back of rugs are available, but they wear off and must be replaced periodically.

Inspect carpeted stairs occasionally for tacks or staples that have worked loose, allowing the carpeting to creep on the tread. Certain kinds of carpeting should be avoided on stairways. Shag with extra long pile or loops may catch on shoes with high heels.

Household items should never be left on stairways "until the next trip" — which often is the wrong kind of trip. The lack of a housekeeping closet often turns an attic or basement stairway into a convenient storage place for brooms, mops, vacuum cleaners and the like.

A single toy or article left on a stairway is dangerous, too. A New Jersey woman who stumbled on her dog's rubber ball struck her head in a fall and was killed.

People can slip as well as trip on stairways. Two factors contribute to slipping — friction characteristics of the floor surface and the footwear of the individual.

Avoid the use of slippery finishes on all hard-surface treads and approaches to a stairway. Wood and concrete steps can be protected by commercial nonslip paints or paint you have mixed with sand. Rubber mats worn smooth greatly increase the possibility of slipping.

Some Tips on How to Handle the Dog Days of Summer

Many of us are dog lovers, but few of us are dog experts. No matter how well we think we know an animal, experts point out that the moods of a dog vary. These changes in temperament usually determine how an animal reacts to visitors, even visitors it knows well.

As dogs are primarily territorial in nature, being protective of their owners and their owners' property, circumstances might one day cause the usually friendly animal to view the carrier as an intruder. The dog's immediate reaction is to defend its territory, warding off any potential invader. This means attacking and possibly biting the carrier.

Dog Bite Care

While many bites are not disabling, they do require cleansing and dressing, and they can be painful. If the bite punctures the skin, this usually means the victim should get a tetanus shot as well.

Protective Spray

To help carriers ward off animal attacks, the Postal Service provides a protective spray. The chemical, when used according to instructions, will usually deter an attacking dog. It is not foolproof, however. On a windy day, for instance, the breeze might divert the spray, reducing its effect on the animal. Also, the dog may sneak up from behind, before the carrier has a chance to react.

Guidelines for Dealing With Dogs

Here are a few guidelines to follow that could help stem the dog problem:

1. **Observe the area.** As you approach a delivery point, observe the area. Glance at all places a dog could hide, such as under parked cars, behind shrubs, and under porches.
2. **Evaluate the situation.** Is the dog asleep? Barking? Growling? Is the animal large or small?
3. **Avoid showing fear.** A dog is more likely to attack if it knows you are afraid.
4. **Don't startle a dog.** If it is asleep, make a soft sound, such as a quiet whistle, to arouse but not startle the animal. Do this before getting too close, while you still have time to get away if necessary.
5. **Never assume a dog won't bite.** Many bite victims have made this mistake.
6. **Keep your eyes on the dog.** The animal is not as likely to attack while being watched.
7. **Try to make friends.** Speak in a friendly manner, calling the animal by name if you know it. Do not attempt to pet it.

Dog Attacks and Dog Bites — What to Do

Dogs are instinctive protectors of their masters and their property. Uniformed strangers are viewed with suspicion. The closer you get, the nastier the dog is likely to become. Here are some tips to help you keep that nastiness at bay.

1. **Avoid surprise.** The regular carrier should be aware of all bad dogs on his route. He should warn utility and substitute carriers by using a Form 1778, *Dog Warning Card*, and by entering it in the Carrier's Route Book. Managers should verify monthly that cards are maintained.
2. **Keep your eyes and ears open.** Observe steps, porches and hedges for dogs. Don't finger mail in the vicinity of a known bad dog, or while you walk.
3. **When calling on a customer, listen for a dog bark.** Keep knee or foot against a storm or screen door. Ask customer to keep the dog inside until you have left the premises.
4. **Protect yourself.** Your satchel is one of your best defensive items. Keep it between you and the dog. Don't run from a dog. Carefully back away, using caution while backing. Be prepared to use your dog repellent.
5. **Use dog repellent (Halt).** It is very effective against all dogs at close range, 10 feet or less. It must be sprayed in the dog's face. It is a harmless mixture of mineral oil and cayenne pepper. The effects wear off in 10 to 15 minutes. It is approved by veterinarians, the Humane Society, and kennel clubs and is registered by the U.S. Department of Agriculture. It has been known to stop large German Shepherds.
6. **Suspend delivery.** Carriers are not required to serve a house or an area if a dog threatens. Endorse mail "loose dog" and give it to your supervisor.
7. **Report uncontrolled dogs.** For uncontrolled dogs, call the local dog officer or, if further assistance is needed, call the local police.
8. **Don't trust dogs.** Stay away from chained dogs or dogs on a leash. Even supposedly friendly dogs have been known to bite when in the wrong mood or when they feel threatened.

Are You an Unwary Visitor?

Dog-related injuries have traditionally represented a significant number of all postal injuries. With the warmer weather quickly approaching, you can expect to see the family dog romping in the front yard after butterflies, in the backyard after junior's ball, or somewhere in between, in pursuit of the unwary visitor.

Dog Bite Quiz

That unwary visitor just might be a postal employee. Can you recognize a biting situation when you see one? Are you aware of some of the well-intentioned actions that can lead to a dog-related injury? Here are 10 questions that deal with such situations. Answer each one either true or false. Check your answers against those following the quiz.

1. *True or false?* If a dog is sleeping in the side yard, you should quietly slip up to the front door to make the delivery so that you don't disturb the dog.
2. *True or false?* Turning away and quickly retreating from a snarling dog will assure the dog that you mean no harm and will probably prevent a painful bite.
3. *True or false?* A good idea is to always carry dog biscuits with you on the route so that you can befriend the overprotective dog.
4. *True or false?* Many dog bites occur as a result of a dog's instinct to protect the customer's premises.
5. *True or false?* So that you don't leave it "back at the station," you should secure the container of animal repellent to your mail cart or vehicle dashboard.
6. *True or false?* Dogs will attack only when they are threatened or challenged by the carrier.
7. *True or false?* Dogs always make their intentions known by barking or growling before attacking someone.
8. *True or false?* Carriers need not be concerned about being attacked if the family dog is confined behind a closed screen or storm door.
9. *True or false?* It is a good idea to spray each of the larger dogs along your route at least once with animal repellent to let them know they don't stand a chance if they attempt to bite you.
10. *True or false?* Talking softly to a dog while trying to pet him will often make him realize that you are a friend rather than an intruder.

Answers

1. *False.* Dogs are known for their keen senses. You'd more than likely startle him and increase the possibility of an attack. Confronted with this situation, you should make some slight noise such as a soft whistle so that he won't be surprised by your sudden presence.

Use Handrails

Many of the disabling injuries from falls on the job occur on stairs. Statistics show that injuries from these accidents are mostly fractures and strains. But these statistics refer only to falls that keep people from their jobs. There are plenty of other tumbles that cause painful cuts and bruises, but they don't keep the victim away from work.

Falls down stairs take a large toll of lives each year at home as well as on the job. Many of these stairway falls could have been avoided if handrails had been used.

Contrary to the belief of some people, the use of handrails is not a sign of infirmity. It's just good sense. There may be several reasons people hesitate to use handrails. If they have ever used a wooden handrail that was not kept in good repair, they probably have had the painful experience of gathering a handful of splinters. Obviously, handrails should be kept in good repair. Be sure to report any rails that are loose or rough.

Another reason for reluctance to use handrails is that some people feel that they slow their descent. However, when you fall, the awful speed with which you reach the bottom of the stairs makes the added time spent using handrails unimportant.

Using handrails is important to your safety not only when you are going down stairs but also when you go up. A miscalculation of a fraction of an inch when stepping up can send you sprawling with painful results.

If you have ever had any hesitation about using handrails, maybe you've noticed how your hesitation disappears toward the end of the day. That's when tired bodies often look to handrails for support.

Many stairway accidents are caused when people insist on carrying a load that is too much for them to handle, or the load obscures their vision to the extent that they miss a step.

If you must carry objects up or down a stairway, the load should be small enough to allow one hand to be free to hold the railing.

Good lighting is another factor important to safe use of stairways. If a light bulb has burned out in the stairway area, it should be reported or replaced right away. Also, lights that are situated at a bad angle can produce blinding glare that could cause a mishap.

Another important safety factor is good housekeeping. Stairways should be kept clear of trash and other tripping hazards. Stairways aren't storage areas, and any obstructions should be reported to your supervisor or cleared immediately.

Often, stairways are posted with signs urging pedestrians to be cautious and to use handrails. That's good advice to follow.

Safety standards require that any flight of stairs with four or more risers should have a handrail. There's a good reason for this, so don't wait to have a fall to find out what it is. Use handrails.

Slips, Trips, and Falls

Quiz

You may be heading for a slip, trip, or fall if you don't take heed. Test your own slip, trip, and fall knowledge with the following quiz. Then check the answers that follow.

1. Which of the following is responsible for the greatest number of injuries to postal employees?
 - a. Slips, trips, and falls.
 - b. Dog bites.
 - c. Improper lifting.
 - d. Motor vehicle accidents.
2. *True or false?* Materials can be temporarily stored on stairs if they are stacked neatly where anyone using the stairs can see them.
3. *True or false?* When a stepladder is unavailable, it's permissible to stand on a chair with casters if the chair is held steady by a fellow employee.
4. If you cannot step over or go around a slippery patch of ground (covered with ice, snow, wet leaves, etc.), the safe way to cross is to walk slowly and (select one):
 - a. Maintain your normal stride.
 - b. Shorten your normal stride and slide your feet in a drag and shove fashion.
 - c. Lengthen your normal stride and point your toes slightly outward.
5. *True or false?* If Underwriters Laboratory-approved extension cord floor covers or a length of special molded duct are used, electrical extension cords may be placed across walkways where there is pedestrian traffic.
6. Which of the following is not a cause of slips, trips, and falls?
 - a. Running in the workroom area.
 - b. Climbing or stepping on hand trucks.
 - c. Jumping from one level to another, such as off loading docks or from vehicle tailgates.
 - d. Keeping to the right when going through double doors.
 - e. Preoccupation on the part of employees
7. Small items, most of which can be held in the palm of your hand, are big safety hazards when they're left on the workroom floor. Name five such items.
8. *True or false?* Bottles, tools or other small objects left on the workroom floor should be picked up and placed out of the way on the top of a file cabinet or window sill.
9. *True or false?* Broken glass on the workroom floor should be picked up immediately.

Do You Use Extra Caution at Railroad Crossings?

In recent years, approximately 42,000 Americans have died in highway traffic accidents annually. Of this number, some 480 have been killed in collisions at highway-rail crossings. Every one of these 480 persons could have been saved if the driver had taken the proper precautions.

Passenger car drivers are involved in 73 percent of these accidents, motor trucks in about 20 percent, and other types of vehicles, the remainder.

Continued failure of the driving public to accept individual responsibility for safety at highway-railroad grade crossings is the primary cause of these accidents.

I urge you to make this a basic driving rule:

Watch for the round advance railroad warning sign whenever you drive. When you see it, slow down and be prepared to stop.

Here are some tips to remember when approaching a railroad crossing.

1. **Obey all traffic laws.** State laws requiring motor vehicles to stop at railroad crossings help protect us only if motorists obey them. While state laws may vary slightly in detail, generally the law provides that it is unlawful for any person to drive an automobile, truck, or other type of motor vehicle upon any railroad track at a public highway or municipal street crossing without taking proper precautions that may require stopping the vehicle not less than 15 feet or more than 50 feet from the nearest track and looking out for trains. Certain motor vehicles, however, must stop at all rail crossings. These include vehicles carrying passengers for hire, such as buses. All school buses carrying children must stop. Trucks carrying explosives or flammable liquids must also stop.
2. **Know the warning signs.** When you see the familiar round, yellow sign with the black "RR," slow down; you are approaching a railroad grade crossing. The next sign will be a crossbuck railroad-stop sign, standard octagonal red and white stop sign, flasher lights or crossing gates. Develop the habit of doing what the sign indicates. If the sign says stop, don't do anything less — *stop*. It is your life; don't gamble with it. Be absolutely positive nothing is approaching. *Stop, Look and Listen.*
3. **Watch that second track.** You have slowed down for the advance warning signs, stopped a safe distance from the tracks, and waited for the freight to pass. Don't get impatient now. You may dart out just as the caboose passes, right into the path of a fast moving train on another track. Wait for the train to clear a sufficient distance to ensure good visibility. Never move while the flasher lights are still operating. "Look Before You Leap."
4. **Always pay attention.** You go back and forth across the same track daily, perhaps several times a day. You have lived here all your life and know that trains only run at night or at a particular time every day. What about the special or extra train? You and your family will be just as

Backing Safely

Many motor accidents occur when you are backing a vehicle. The major problem is that there is a blind zone in most vehicles concealing danger from the driver's eyes while the vehicle moves in reverse.

The best defense against this hazard is to avoid backing whenever possible. About the only time a postal driver should have to back a vehicle is when maneuvering up to a post office dock to load or unload mail. Most other driving should be in a forward direction.

Yet, almost all of us occasionally find backing up is necessary. Here are some tips we should follow before putting a vehicle in motion:

1. **Get out and get the picture.** Walk around your vehicle and check where you're going. Inspect the path you will be backing over and examine the top and side clearances. Then get back into your vehicle and start backing before the situation has a chance to change.
2. **Back from the driver's side.** Position is crucial to safe backing. A safe position is one that permits backing from the driver's side.
3. **Back slowly.** Your vehicle steers awkwardly in reverse and can easily get out of control and collide with objects on either side.
4. **Check both sides before backing.** If you have correctly gauged your clearances to the right and top, you can direct most of your attention to the left side of your vehicle when backing. Use your outside mirrors as often as necessary, but don't depend entirely on mirrors. They can be deceptive in accurately judging distance to the rear.
5. **When unsure of distance, stop the backing maneuver and get out and look.**
6. **Use a reliable guide.** Never hesitate to ask someone to help you back. Expert drivers understand and respect the hazards of backing. They use all the help they can get to avoid accidents. Ask a guide or flag man to watch the area into which you will be moving. A guide should stand where he or she can clearly see both you and the area to the rear of your vehicle. Select a reliable person who understands what you need and the signals to be used.

Backing is often associated with parking a vehicle. If you are maneuvering your vehicle into a parking position, remember it is the driver's responsibility to make certain the vehicle is safely parked when leaving it unattended.

To avoid having a parking accident, remember to:

1. **Prevent rollaway accidents.** Set the mechanical brake and turn the wheels toward the curb and chock them, when necessary. Rollaway accidents are preventable and, more times than not, the fault of the operator.
2. **Use warning devices.** Use appropriate flares, flags, or other warning devices to alert other drivers when your vehicle is disabled.

Winter Driving Techniques

Driving always presents hazards regardless of the weather. Winter driving presents conditions that are much different from those at other times of the year. Consequently, you need more knowledge and skill to operate an automobile safely during that time. Here are some tips for safer driving during winter time:

1. **Maintain the car in good mechanical condition.** Your automobile should be in tip-top shape mechanically. The defroster and heater should be working properly. Brakes must be in good working condition and equalized. Windshield wipers should work properly, with blades in good condition.
2. **Check your tires.** Deep treads and good traction are essential for proper control on slippery roads. Snow tires or chains are a must for snow and icy driving conditions. Keep tires inflated to manufacturer's recommended pressure.
3. **Slow down before curves.** Turn the steering wheel slowly and keep constant speed on turns. All vehicles are sensitive to excessive acceleration and speed as well as oversteering on curves.
4. **Do not jam your brakes.** Hard braking on a slippery surface locks the wheels and results in a skid. Short and steady applications of the brakes help maintain steering control when you are slowing or stopping. Start braking sooner on a slippery surface than on a dry surface.
5. **Use your headlights.** Turn on your headlights during periods of poor visibility such as in snow or rain, at dusk, and in darkness. Do not use your parking lights for driving. Parking lights can cause another driver to think you are a greater distance away than you actually are. Keep the headlights clean.
6. **In snow, rain, or fog, adjust your speed to road conditions.** Drive slower during rain, snow, fog, or other conditions of low visibility. Check braking carefully from time to time when the surface may be slippery. Get the feel of the road. Remember that center lines and lane markings are slick when wet. Also, a film from oil and grease drippings exists on the road during early phases of a rain.
7. **Follow at greater distances.** It takes 2 to 12 times as much distance to stop on winter-slick roads. So give the drivers ahead of you more room. Tailgating and following too closely cause those multi-car, chain reaction pileups on slippery roads.
8. **Reduce speed.** Often the safe speed on snow-covered or icy highways is half the posted speed. Avoid sudden changes in direction if the road appears slippery. Make smooth, gradual changes.
9. **Watch out for temperature drops.** These occur on an otherwise clear highway in places where water may collect and freeze before other parts of the highway become icy.

Back Up Only As a Last Resort

What driving situation accounts for the most accidents per mile driven?

If you guessed backing, you're right. Poor backing habits can easily result in accidents since the driver has such a limited view of where the vehicle is going.

Back-Up Quiz

If you use common sense you will help reduce your chances of a backing accident while improving your backing technique. See if you agree or disagree with the following statements:

1. *Agree or disagree?* You should back up only when there is no other way to get the job done.
2. *Agree or disagree?* You should depend on your mirrors to give you complete visibility.
3. *Agree or disagree?* It is best to get help when backing into pedestrian or auto traffic.
4. *Agree or disagree?* Tell your helper to call out signals loud and clear so you will know when and how to back.
5. *Agree or disagree?* There is only one safe backing speed — very fast — so you can get there before someone takes your spot.
6. *Agree or disagree?* Drivers should not practice backing skills. The skills come gradually with time.
7. *Agree or disagree?* Drive forward into dead-end alleys. It is easier and safer to back out into traffic.
8. *Agree or disagree?* Chock your rear wheels at a loading dock even if the pavement or ground is level.

Answers

1. *Agree.* You have a better field of vision while traveling forward. Backing is tricky and dangerous. You take more risks when backing, so don't back up unless you absolutely have to. There are two situations in which you should never back up, regardless of the circumstances:
 - a. Never back around a street corner. It is always preferable to drive around the block.
 - b. If you overshoot a crosswalk at a red light, you should stay where you are until the light changes, as long as you are not blocking traffic. If you back up, you might hit a pedestrian or another vehicle.
2. *Disagree.* Your mirrors give you only part of the picture. You still have blind spots, and these can be dangerous.
3. *Agree.* Getting help is advisable when it's available. But you have to make the final decision on when to back. A helper can guide you and

Intersections Deserve a Second Look

Each year postal vehicles are involved in thousands of accidents, resulting in millions of dollars in property damage. One out of four occur at intersections.

Let's take a look at some of the precautions drivers should take to help avoid accidents when approaching an intersection.

1. **Watch traffic signals.** First, watch for traffic signs and vehicle taillights that signal you to stop. If a traffic light is green, don't assume it will stay green. Be prepared to stop your vehicle safely. Never take the risk of running a yellow light. The few seconds you spend waiting at a red light might mean the difference between life and death. As you approach a red light, brake as early as is practical to allow motorists behind you sufficient time to stop.
2. **Anticipate problems at uncontrolled intersections.** At an uncontrolled intersection — one without stop signs or lights — it's a good idea to anticipate stopping by releasing the gas pedal, placing your foot above the brake, and looking left and right. Remember to yield the right-of-way to the vehicle on the right. If it appears there is doubt or confusion on the part of any other driver, it's always safest to yield.
3. **Use extra caution.** Approximately half of all vehicle accidents involving pedestrians occur at intersections. Many of them are caused by pedestrians darting out unexpectedly. But a good number could be prevented if drivers were more attentive when turning or merging with traffic. As a driver, be extra cautious in rural areas and school zones. Expect the unexpected. Also, be considerate to elderly pedestrians whose vision and hearing may be poor and thus makes them less aware of traffic hazards.
4. **Proceed with care.** Once you have stopped at an intersection, you must then determine whether it is safe to proceed. Before accelerating, scan the roadway in all directions. Look left a second time because a motorist or pedestrian approaching suddenly from the left will reach you first when you pull out. If your vision is obstructed by buildings, shrubbery or parked cars, it may be necessary to edge your vehicle forward into the intersection. Proceed slowly and accelerate only when you are certain that it is safe.

Remember that most motor vehicle accidents are caused by incorrect judgment on the part of the driver. Taking special precautions at the points where accidents occur most frequently, such as at intersections, will help ensure a safer trip for you and your passengers.

Putting the Bite on Dog Problems

Although the threat of a dog bite is present all year long, warmer weather seems to increase the risk of such an injury since more dogs tend to roam free during the spring and summer months.

Consider some statistics. During Fiscal Year 1998, there were over 2,500 dog bites nationally. The degree of injury ranged from minor to serious.

Reporting Dogs

To minimize the risk of an attack, carriers should report all incidents of dog interference to their supervisor. Officials will contact the dog's owner about the problem. Since postal employees are not required to deliver mail where there's a risk of injury, delivery can and should be suspended by postal management until the threat is removed.

Always inform carrier replacements of any suspensions of service or of any area where they should be watchful for dog interference. Delivery people should always carry a can of dog repellent in an easy-to-reach place.

How Attacks Occur

The following are the six situations in which dog bite incidents most frequently occur.

- *Sneak attacks.* While little can be done to avoid this situation, reporting all instances of dog interference can help minimize your chances of being attacked.
- *Perceived threats by the dog.* Handing mail to a customer while in view of a dog may cause the dog to attack. Dogs are protective of their "territory" and of their owners. Many dogs have been housebroken or punished with a newspaper or magazine. When they see you holding the mail, they may associate the letters with punishment and assume you mean to harm their master.
- *Targets of opportunity.* When the customer opens the door to take the mail, the dog rushes out to attack the carrier.
- *Protecting yourself.* When delivering special delivery letters, packages, etc., you may want to put your foot at the base of doors that open outward to prevent a dog from rushing out. If there is a dog there, insist that the customer put it in another room before opening the door.
- *Mail slot attacks.* When putting mail in door slots, keep your fingers out of the openings. A dog could be on the other side of the door waiting to nip you.
- *Attacks around mailboxes attached to fences.* Be cautious when placing mail in this type of box. Just because a dog is inside the fence is no guarantee that it won't bite you. Dogs can and do jump upon fences and stick their mouths through small openings.

What You Should Know About Dogs

Dogs are usually protective of their masters and their master's property. They often consider letter carriers and other delivery personnel as intruders, even though they may have seen these visitors before.

People who confront dogs in their work must be prepared to meet a different challenge for every dog they meet. Here are a few guidelines to follow:

1. **Observe the area.** As you approach a delivery point, observe the area. Glance at all places a dog could hide, such as under parked cars, behind shrubs, and under porches.
2. **Evaluate the situation.** Is the dog asleep? Barking? Growling? Is the animal large or small?
3. **Avoid showing fear.** A dog is more likely to attack if it knows you are afraid.
4. **Don't startle a dog.** If it is asleep, make a soft sound, such as a quiet whistle, to arouse but not startle the animal. Do this before getting too close, while you still have time to make a getaway if necessary.
5. **Never assume a dog won't bite.** Many bite victims have made this mistake.
6. **Keep your eyes on the dog.** The animal is not as likely to attack while being watched.
7. **Try to make friends.** Speak in a friendly manner, calling the animal by name if you know it. Do not attempt to pet it.
8. **Stand your ground.** If a dog comes toward you, stop and face it. If you have a satchel, use it as a shield while backing away slowly. Step carefully to avoid a fall. Turning and running away is likely to excite the animal and could lead to an attack.
9. **Keep a canister of animal repellent handy.** Use the repellent only if attacked. Defensive sprays, such as "Halt," have an effective range of up to 10 feet. The spray should be directed toward the attacking animal's eyes, nose, and mouth.
10. **Watch your fingers.** Don't push them through mail slots where dogs could be waiting on the other side to nip at them.
11. **Report all instances of animal interference to your supervisor.**
12. **Report all bites.** Make sure you report all bites to your supervisor and to local law and health officials. Deliveries may be suspended to customers who do not, or who will not, restrain their animals.

Does Your Dog Bite?

Few dog owners think their family pets are likely to bite. However, a veterinarian who is in charge of training military security dogs points out a basic fact: Any dog can bite, simply because any dog has teeth. All you have to do is perform the particular activity that will trigger that dog to bite. That activity could simply be delivering your route. Sometimes you have to press a long way. For example, it may be difficult to get one of the hound breeds to bite you because they're bred for docility.

What triggers a dog to bite varies, but it almost always involves some threat, real or perceived, to the dog. A dog may bite out of fear of pain. It may view the victim as attacking its owner, threatening its puppies, or invading its territory.

Most normal aggression arises from the dog's sense of territory. A dog stakes out an area it considers its own and then defends it against trespassers. Usually the area is the owner's yard. But dogs will sometimes extend their territory beyond the owner's yard.

A History of Aggression

Bites are rarely isolated incidents. Most often the dog has a history of aggressive behavior that leads to biting. Always be aware that any threatening behavior exhibited by a dog — growling, snapping, snarling, even excessive barking — can mean, "Stay back, you're invading my territory." Dogs that threaten people in any way will eventually bite when circumstances are right. Some of us get lulled into a false sense of security and think that even if a dog shows low-level aggression, such as aggressive barking, it will never bite. This attitude can be the cause of a painful dog bite.

How Not to Be Bitten

Common sense, attention to your surroundings, and these helpful tips will help you to stay on good terms with Fido:

1. **Never approach a strange dog unless it is restrained by its owner.** This is a particularly important rule for people who have dogs. People who have friendly pets often expect a friendly reaction from all dogs. A survey of postal carriers in St. Louis, showed that more carriers who had been bitten owned dogs than those who had not been bitten.
2. **Don't run past a strange dog.** That's particularly true for dogs that are chained up or fenced in. The dog will already be frustrated by being restrained, and your sudden movements may startle it or arouse its instinct to give chase.
3. **Keep your eyes on a dog.** But don't stare directly at it. You won't stare it down; all you will do is antagonize it.
4. **Know the signs of a dog ready to attack.** Are its ears up and forward? Is it staring directly at you? Is the hair on its shoulders standing up? Is it growling and baring its teeth? Is it standing stiff-legged on tiptoe? All these are signs that you may be in trouble.

EDIT BOOK COVER SHEET — Detail

This is the only authorized sequence of delivery for this route.

ROUTE ID:

PHONE:

ED ROUTES:

The enclosed edit sheet reflects the delivery information for this route. This information is provided to mailers for a fee and is used in the preparation of mailings. It is also used to generate sortation schemes and provides color-coded carrier case labels.

No part of this information may be duplicated or redistributed!
THIS INFORMATION IS FOR INTERNAL USE ONLY!

Send this book with **RED** lined changes to Address Management Systems.

MANAGER:

ADDRESS:

CITY/ST/ZIP:

[illegible]

USPS 05-6889
SAN MATEO 1555C
REPORT: LFA221P1
ZIP CODE: 73112

U.S. POSTAL SERVICE - ADDRESS MANAGEMENT SYSTEM
ROUTE SUMMARY REPORT
AISU: 60003

DATE: 9/20/2012
PAGE: 1

ROUTE: C031

Section One Information

Bundle Type : 1 [1-One Bundle, 2-Two Bundle Horizontal, V-Two Bundle Vertical, Z-Two Bundle Modified, Blank]
Route Type : Delivery [Delivery, Phantom, Auxiliary]
Delivery Mode : Park & Loop [Foot, Curbside, Park&Loop, Dismount, Other]
CFS Section : STANDARD 8"
CFS Location : End of shelf 1 of the 1st 124 Case
Flat Section Size : Number of cells for each Flat section (Two Bundle Horizontal Routes) - Can be 1 to 10
Last Updated : 6/18/2012 Date route last updated
Labels Printed : 2/7/2012 Date labels last printed

Case Equipment

Case	1	2	3	4	5	6	7	8	9	
Equip	124	144								
Mode	Ltrs	Ltrs								
Shelves	5	5								
Cells	200	200								
										Totals
										Ltrs = 400 Both = 0 Flats = 0

Allocated Case Cells

Row	1	2	3	4	5	6	7	Total	
Letter	68	76	79	79	79	0	0	381	
Flat	0	0	0	0	0	0	0	0	
3962/CFS	9	1	1	1	1	0	0	13	
Assigned	0	0	0	0	0	0	0	0	(DelPt Blank Cells, Blank Strips, Lean Over Cells)
Insufficient	2	2	0	0	0	0	0	4	(Not enough space to fit next DelPt at the end of the case)
Used	79	79	80	80	80	0	0	399	
Unassigned	1	1	0	0	0	0	0	2	(All other blank cells)
Available	80	80	80	80	80	0	0	400	
UnDisplayed(L)	0	0	0	0	0	0	0	0	(Total overflowed cell count undisplayed on Letter Section)
UnDisplayed(F)	0	0	0	0	0	0	0	0	(Total overflowed cell count undisplayed on Flat Section)

Delivery Counts By 1621 Type

1621 Type	-RESIDENTIAL-						TOTAL	-BUSINESS-						-BUS-TOTAL	-PO BOX-			TOTAL								
	1	OTHER	2	CURB	3	CBU		4	CENT	5	OTHER	6	CURB		7	CBU	8		CENT	9	RES	10	BUS			
Possible Delv		135		0		0		548		683		11		1		0		62		74		0		0		757
Active Delv		133		0		0		441		574		9		1		0		39		49		0		0		623
Active w/Drops		133		0		0		441		574		9		1		0		39		49		0		0		623

Drop Stops = 0 NoStats = 21 Vacancies = 134 PO Box Throwbacks = 0 Inbound = 0 Outbound = 0 Seasonal Deliveries = 0

I certify this information to be verified & correct.

Changes are to be submitted on Edit Books to the AMS office.

CARRIER: _____ DATE: _____
POSTMASTER/DELV MANAGER: _____ DATE: _____
MPOO/CFS MANAGER: _____ DATE: _____

OFFICIAL USE ONLY

Penalty for use outside of the US Postal Service

EDIT BOOK

Important Notes

IMPORTANT: ALL CHANGES <u>MUST</u> BE MADE IN RED INK!
--

1. The delivery sequence of the Route Listing Report **MUST** follow the approved sequence of delivery for that route (line of travel). This must match the current PS Form 3999 on file.
2. The PO Box Indicator (a "T" in the Addr Sort column) must be noted on the Route Listing Report. When a customer receives all of their mail exclusively at a PO Box and does not receive any mail at their residence or business, the additional information column may contain the PO Box number, if desired.
3. The first delivered address on every route should be Relay Marker #1.
4. It takes time and money to edit AMS data and print case labels. Before submitting your Edit Book, double-check all information you have entered for legibility and accuracy. The AMS program will auto-adjust cells and/or row beginnings in order to print labels for a route if requested labels do not fit within the case equipment listed on the Route Summary Page.
5. Case labels should NOT be cut or written on.
6. Always verify the information in Section One of the Route Summary Report. It is the last page of the Route Listing Report. Each time you submit your Edit Book, verify that everything is correct and sign your name at the bottom of the page.
7. Check the casing equipment, and make any necessary corrections before you order case labels. To ensure proper printing of labels, it is important to show the correct type, quantity and correct order of equipment and number of rows on the Route Summary Page. Call your AMS Specialist if you have any questions. (List letter casing equipment first, followed by flat casing equipment, if any.)

The following is the list of authorized equipment:

1 = 124	48" wide carrier case with a ledge	(40 cells per row)
2 = 144	48" wide carrier case without a ledge (flat case)	(40 cells per row)
3 = 143	24" wide carrier case without a ledge (wing case)	(20 cells per row)

EDIT BOOK

Adding Street and Deliveries

USPS 05-6889
SAN MATEO IBSSC
REPORT LFA220P2

U.S. POSTAL SERVICE - ADDRESS MANAGEMENT S
ROUTE LISTING REPORT

ZIP CODE: 00209 ROUTE: C001

BUNDLE TYPE: ONE BUNDLE

SEQ #	PRIMARY ADDRESS	COMPLETE STREET NAME	SECY ABBR	SECY UNIT #	DELV TYPE	USG CODE	NO STAT	VAC IND	ADDR SORT	L F CELL	S I	DR OP
**R1												
1	102A	CENTRAL AVE			CURE	R				1		
2	102 1/2				CURE	R				1		
3	102A 1/2				CURE	R				1		
4	108				CURE	R				1		544
5	100				CURE	R				1		
6	116				CURE	B				1		
7	118				CURE	B				1		
8	124				CURE	R				1		
9	132				CURE	R				1		
10	136				CURE	R				1		
ADD → 11	91 97	22ND AVE			CURE	R				1		
12	99				CURE	R				1		
13	216	CENTRAL AVE	APT	101	CENT	R				1		
14	216		APT	102	CENT	R				1		
15	216		APT	103	CENT	R				1		
16	216		APT	104	CENT	R				1		

To add a delivery to an existing block, draw an arrow between the two address where the new delivery will be inserted, and note all information necessary to create the delivery. This includes Primary Address, Secy Abbr, Secy Unit #, Delv Type, Usg Code, No Stat, Vac Ind, Addr Sort, letter or flat cell size, and additional information. If the new address falls between two different streets or if the street name is not obvious, indicate the correct street name. Write the word “ADD” to the left of the line being added. Never add an address that already exists in your Edit Book. Remember “Add” does not mean “move”!

When adding a new street or block, draw an arrow between the addresses where deliveries will be inserted, and indicate the street name. Attach a map, clearly indicating cross streets and deliveries falling immediately before and after the new street block. Indicate “North”, and clearly mark all street names. If necessary to clarify, add buildings or landmarks to the map.

When adding multiple delivery addresses or if information for all new deliveries will not fit clearly on the Route Listing Report, complete and include an Add Sheet.

Always double-check your work to be sure that all of the changes are legible, obvious and that the information needed is included.

The way you want the deliveries to look must be obvious!

Add Sheet

For each address or group of addresses being added, please supply ALL of the information necessary to create the delivery points. If there are new streets or blocks, please include a map. If the delivery is centralized or CBU, include a box diagram.

Begin by noting on the Route Listing Report the proper location of these new deliveries. This may be done by drawing an arrow between the existing deliveries, printing "insert" followed by writing "see add sheet". Or, you may simply supply the preceding address as shown in the example.

[illegible]

EDIT BOOK

Changing and Deleting

USPS 05-6809				U.S. POSTAL SERVICE - ADDRESS MANAGEMENT SYSTEM														DATE: 7,				
SAN MATEO ISSC				ROUTE LISTING REPORT														PAGE:				
REPORT LPA20092																						
SIP CODE: 00209				ROUTE: C002				BUNDLE TYPE: ONE BUNDLE														
SEQ #	PRIMARY ADDRESS	COMPLETE STREET NAME	SECY ADDR	SECY UNIT #	DELV TYPE	USQ CODE	MO	VAC	ADDR	L	F	S	DR	MO	CO	ALY	STR-DEF	HI-DEF	HI-ENA	FINW	ADDITIONAL INFO	
***1	1 275	1ST AVE			OTH A					1						01	1704			1707		
change	2 265		APT	A	OTH A					1								1704	1708	1708		
	3 265		APT	B	OTH A					1								1704	1708	1708		
	4 265		APT	C	OTH A					1								1704	1708	1708		
	5 265	S 35TH ST	APT	D	OTH A					1							1704	1708	1708			
	6 223				OTH B					1						04		1702				
	7 401				OTH B					1						01		2004				
	8 402				OTH B					1								2004				
	9 601				OTH B					1							2006					
delete	10 602				OTH B					1								2006				Barber
	11 603				OTH B					1								2006				
	12 600				OTH B					1								2005				

To make a change or correction, draw a line through the old information (Do Not Obliterate), and clearly indicate the correct information next to it. Be accurate and legible, using the proper codes from the Key section at the end of the booklet.

To change the start of a row, draw a line between the sequence numbers, and print "Begin Row#". The cells must fit into the casing equipment or the row will not start there. If there are any hanging ½ cells (all 1- 2 cells must be in sets of two), they will be changed by an AMS specialist or AMS application to eliminate errors.

To delete a delivery point, draw a line through the entire address to be deleted. Write the word "delete" to the left of the Seq # if only a portion of the address is incorrect, such as the secondary address or additional information, draw a line through the incorrect portion only.

Notes: Addresses should be deleted when the structure is partially or completely destroyed, with no obvious intention to renovate or rebuild. Do not use Add/Delete to "move" addresses. If you wish to "move" an address, see "Moving and Reversing" tab. When a building is under repair or renovation, the primary address may be retained as a possible delivery but should be flagged as "vacant" by placing a "Y" in the Vac Ind column.

The way you want the deliveries to look must be obvious!

EDIT BOOK

Moving and Reversing

ZIP CODE: 00209 ROUTE: C002 BUNDLE TYPE: ONE BUNDLE

SEQ #	PRIMARY ADDRESS	COMPLETE STREET NAME	SECY ABBR	SECY UNIT #	DELV TYPE	USG CODE	N0 STAT	VAC IND	ADDR SORT	L F CELL	S I	DR OP	NOM DOW	C0 NG	RLY #	STR- DEF
**R1	1 275	1ST AVE			OTH	R				1				01		1704
Reverse	2 265		APT	1	OTH	R				1						1704
All	3 265		APT	2	OTH	R				1						1704
	4 265		APT	3	OTH	R				1						1704
	5 265		APT	4	OTH	R				1						1704
	6 223				OTH	R				1				04		1703
	7 401	S 35TH ST			OTH	B				1				01		2004
	8 403				OTH	B				1						2004
Reverse	9 501				OTH	B				1						2006
	10 505				OTH	B				1						2006
	11 509				OTH	B				1						2006
	12 500				OTH	B				1						2005
	13 219	1ST AVE			CURB	R				1				04		1703
	14 219A				CURB	R				1						1703
	15 219 1/2				CURB	R				1						1703
	16 217				CURB	R				1						1703
	17 209				CURB	R				1						1703
	18 201				CURB	R				1						1703
	19 2001	S 35TH ST			OTH	R				1				01		2002
	20 2005				OTH	R				1						2002

There are several ways to move delivery points on a route, depending on how far the delivery points are being moved and how complex the moves are.

Please do not use "add" or "delete" to move addresses, and do not mark out or rewrite the line numbers in a different sequence on the Route Listing Report.

For simple moves on the same page of the Route Listing Report, draw a circle around the address(es) to be moved, and draw a line to where the address(es) should be moved. Print the word "move" near the line.

To reverse deliveries, draw an arc or bracket around the addresses to be reversed, and write "reverse" to the side. To move delivery points to a different location on the Route Listing Report, draw an arc or bracket around the addresses to be moved and indicate the line number that those deliveries should follow. Then, draw an arrow after the target line number, and indicate which line numbers are being moved there.

For difficult moves, use the Line of Travel Worksheet, or request a Route Adjustment Package from Delivery Programs/Retail.

The sequence of the route must be obvious!

SEQ #	PRIMARY ADDRESS #	COMPLETE STREET NAME	SECY ABRV	SECY UNIT#																																				
***R1																																								
A	1 602	N PINE ST																																						
	2 599	EAGAN DR																																						
C	3 500	SUMMERS ST																																						
B	4 1201	CYPRESS ST																																						
	5 1201		STE	100																																				
	6 1201		STE	101																																				
	7 1201		STE	102																																				
	8		STE	103																																				
	9 1201		STE	104																																				
	10		STE	105																																				
	11 1200																																							
G	12 157	WASHINGTON ST E	Line of Travel Worksheet <table border="1"> <thead> <tr> <th></th> <th>Old Rte</th> <th>Range</th> <th>New Rte</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>C001</td> <td>1</td> <td>C001</td> </tr> <tr> <td>B</td> <td></td> <td>4-11</td> <td></td> </tr> <tr> <td>C</td> <td></td> <td>3-2</td> <td></td> </tr> <tr> <td>D</td> <td></td> <td>18-25</td> <td></td> </tr> <tr> <td>E</td> <td></td> <td>28</td> <td></td> </tr> <tr> <td>F</td> <td></td> <td>27-26</td> <td></td> </tr> <tr> <td>G</td> <td></td> <td>12-17</td> <td></td> </tr> <tr> <td>H</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Old Rte	Range	New Rte	A	C001	1	C001	B		4-11		C		3-2		D		18-25		E		28		F		27-26		G		12-17		H			
	Old Rte	Range	New Rte																																					
A	C001	1	C001																																					
B		4-11																																						
C		3-2																																						
D		18-25																																						
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D	18 206	S PINE ST																																						
	19 208																																							
	20 247																																							
***R2																																								
	22 53	WASHINGTON ST E																																						
	23 51																																							
	24 25																																							
	25 23																																							
	26 23A																																							
F	27 23C																																							
E	28 23																																							
			REAR																																					

To adjust a single route, it may be beneficial to mark the Route Listing Report in segments using letters or numbers to identify the new delivery sequence. This may be done by drawing lines between the sequence numbers and labeling each segment in the new delivery order. Draw an upwards arrow to indicate segments to be delivered in reverse order. For multiple route adjustments that transfers territory between routes, you must order a Route Adjustment Package from Delivery Programs/Retail.

Find the first delivery address (or segment) for the first route. Enter the old route number. In the Range column, enter the first delivery line number. If the line of travel continues uninterrupted, write the last uninterrupted line number after the dash. Follow this with the new route number. Then, enter the next delivery range (or segment) in the same manner. Continue this process until all of the line numbers on all of the routes have been accounted for. If a range of deliveries is carried in reverse order, simply reverse the range from high to low. DO NOT omit addresses that are to be deleted.

All line numbers must be accounted for.

EDIT BOOK

Line of Travel Worksheet

Delivery Unit:	ZIP Code:	Rte:
-----------------------	------------------	-------------

To adjust a single route, it may be beneficial to mark the Route Listing Report in segments using letters or numbers to identify the new delivery sequence. This may be done by drawing lines between the sequence numbers and labeling each segment in the new delivery order. Draw an upwards arrow to indicate segments to be delivered in reverse order. For multiple route adjustments, it may be helpful to order a Route Adjustment Package from Delivery Programs/Retail.

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A	1	C001	201-266	C001
B	2	C001	66-1	C001
C	3	C001	67	C001

A	1	C088	188-579	C088
B	2	C088	1-187	C089
C	3	C087	38-97	C089

All line numbers must be accounted for!

		Old Rte	Range	New Rte
A	1		-	
B	2		-	
C	3		-	
D	4		-	
E	5		-	
F	6		-	
G	7		-	
H	8		-	
I	9		-	
J	10		-	
K	11		-	
L	12		-	
M	13		-	
N	14		-	
O	15		-	
P	16		-	
Q	17		-	
R	18		-	
S	19		-	
T	20		-	

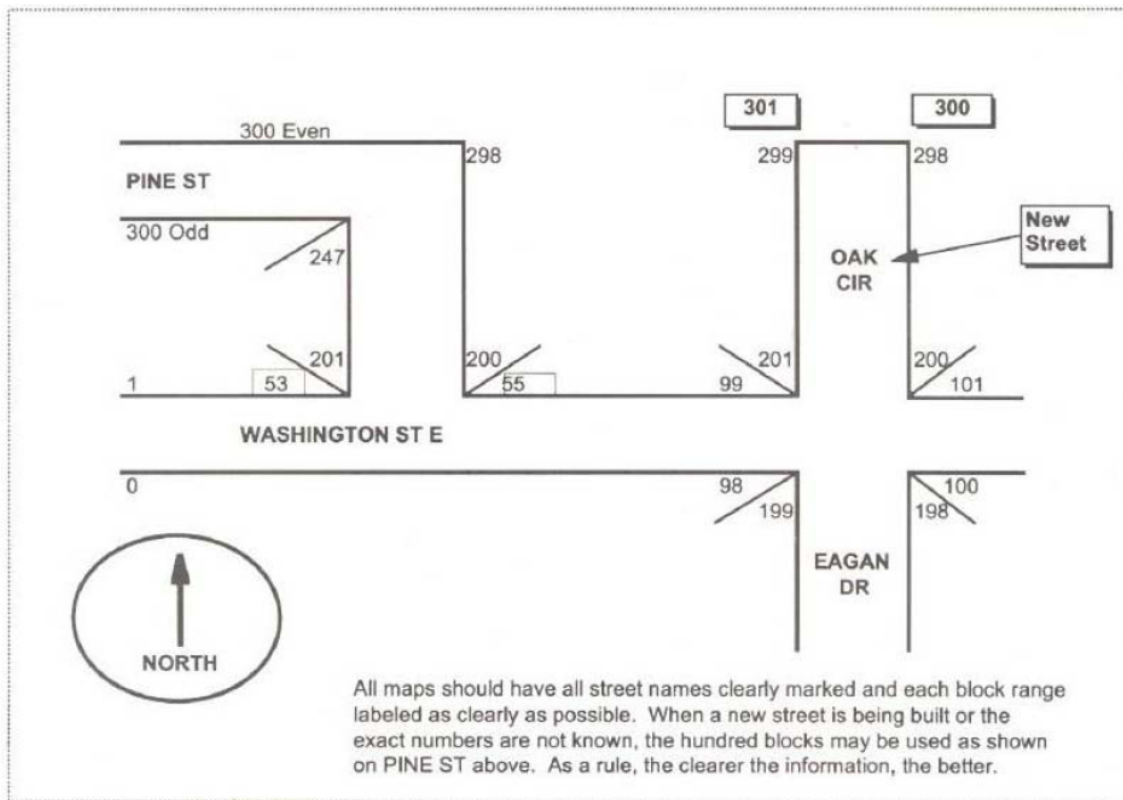
		Old Rte	Range	New Rte
U	21		-	
V	22		-	
W	23		-	
X	24		-	
Y	25		-	
Z	26		-	
A1	27		-	
B1	28		-	
C1	29		-	
D1	30		-	
E1	31		-	
F1	32		-	
G1	33		-	
H1	34		-	
I1	35		-	
J1	36		-	
K1	37		-	
L1	38		-	
M1	39		-	
N1	40		-	

I certify this to be the official sequence of delivery for this route. Manager's signature is required.

Carrier/Date:

Manager/Date:

MAPS



BOX DIAGRAMS

139	147	Outgoing
X	149	155
143	151	157
145	153	159

143 BUCKSTONE PL

CBU/NDCBU from the
carrier's view

Diagrams should
always be from
the carrier's view.
An "X" indicates a
vacant or unassigned
box.

102	104	106	108
201	203	207	209

OAKMONT CT

Centralized Unit from
carrier's view

Edit Book

Edit Book Key

Route Listing Report Columns

SEQ #	AMS computer-assigned sequence of the route. May be used to adjust the route.	
PRIMARY ADDRESS #	The street number or rural route box number of the structure. Could be blank if the previous delivery point uses the same number and they share the same letter cell.	
COMPLETE STREET NAME	The street name, including any pre-directionals, suffixes, or post-directionals. For rural route box numbers, the rural route number is used.	
SECY ABRV	Abbreviation used to identify the type of secondary address such as APT (apartment), BLDG (building), DEPT (department), FL (floor), LBBY (lobby), PH (penthouse), RM (room), SPC (space), STE (suite), TRLR (trailer). For a complete list, see Pub 28.	
SECY UNIT #	The secondary address. The actual unit numeric or alpha character of the individual business or residence.	
DELIVERY POINT ATTRIBUTES	DELV TYPE	OTH = Other, CENT = Centralized, CBU = NBU/NDCBU/CBU, CURB = Curblin, IDA = Internal Drop Address
	USG CODE	B = Business, R = Residential, BC = Business/Residential mixed, RC = Residential/ Business mixed
	NO STAT	C = CDS No-Stat, Y = Other non-delivered addresses
	VAC IND	Y = Vacant address
	ADDR SORT	H = Firm holdout, T = PO Box throwback, A = Accelerated reply mail, V = High volume delivery point
L/F CEL	The letter and flat cell size is the number of inches on the carrier case labels. Consider the following to predict the outcome of the labels: • No unpaired ½ Cells! Each ½ must be paired with another to make a full cell. • No Mixing Streets! No two streets can share any one cell. • ½ to 10. The highest number of cells allowed is 10, which is indicated by an "F."	
SI	Y = seasonal delivery. E = educational facility.	
DROP	The Drop Count indicates the number of businesses or families served by a drop delivery or other multi-service delivery point.	
NON DOW	Day-of-Week Non-delivery displays a code which indicates that the address does not receive mail one or more days each week. The code is based on the days indicated.	
CONG	The congressional district number may appear only on the first delivery point unless the route crosses into another district.	
RLY#	The relay number is used to break up a route and separate relays. Also generates bundle break cards for DPS.	
BEST +4	All ZIP+4 Codes are shown in progressive order, with the finest to the right.	
ADDITIONAL INFO	The amount of additional information that is displayed on carrier case labels is determined by the letter cell size (up to eight characters per ½ inch and 17 characters per inch). Maximum of 30 characters. If the secondary address numbers are not in this column, they will not print on the case labels.	

Edit Book Maintenance Sheet

Delivery Unit: _____ ZIP Code: _____ Route: _____ Page ____ of ____

This sheet must be used to log new changes occurring on a route ONLY WHILE THE EDIT BOOK IS AWAY from the delivery unit for audit. Inspection or maintenance

Make your request with a code word such as "insert", "add", "change", "delete", or "move"

SEQ #	Instruct Request	Prim Addr	COMPLETE STREET NAME	SECY ABBR	SECY UNIT	Delv Type	USG Code	Nc Stat	Vac Ind	Addr Sort	L F S	DR	CO	RLY	ADDITIONAL INFO
-------	------------------	-----------	----------------------	-----------	-----------	-----------	----------	---------	---------	-----------	-------	----	----	-----	-----------------

example	Change	100	E Main St		Ste	2	B	Cent		Y		1	2		
	Delete	108	E Main St		FL	2	B	CBU				1	1		

1															
2															
3															
4															
5															
6															
7															
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18															
19															
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21															
22															
23															
24															
25															

For Letter Carrier use only.

Visit usps.com/business
for time-saving online shipping tools and more
information on all of our shipping services.



Scan this QR code with your
smartphone to learn more.
If you need a QR reader, there are many
free apps available for download.




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11E75B0607

Customer Connect®

**Priority Mail Flat Rate®.
A Simpler Way™ to ship.**

Plus, other helpful business
shipping services from the
U.S. Postal Service®



Priority Mail Flat Rate®
A simpler way to ship. 

Customer Connect®

**Let me show you
A Simpler Way™ to ship.**

As your Letter Carrier, I want you to know that I handle much more than "letters." In fact, the Postal Service™ has a full range of shipping services – including our popular Priority Mail Flat Rate® Boxes and Envelopes – that could help you save time and money. We've even simplified overnight shipping with our Express Mail® service. I hope you'll take a moment to look through this brochure to see how your business could benefit by shipping with the U.S. Postal Service®.

Simpler shipping begins with Priority Mail Flat Rate products.

- If it fits, it ships¹ anywhere in the country for a low Flat Rate
- Ship anywhere in the U.S. in just 2–3 days
- No need to weigh packages up to 70 lbs. or figure out complicated zone-based pricing
- Available in a variety of box and envelope sizes to meet a wide range of shipping needs



Express Mail®2 service. We bring ease to overnight shipping too.

- Flat Rate packaging options are available
- Legal-size envelope for oversized documents
- Includes up to \$100 of insurance at no extra cost; additional insurance may be purchased for a fee
- Sunday and holiday delivery available³

More reasons to ship with us.

- Lower online pricing when you print and pay for your postage online at USPS.com⁴
- Commercial Plus™ Pricing for qualifying high-volume shippers⁴
- Free Package Pickup right from your business⁵
- Verify when your package was delivered using our Track & Confirm tool
- International shipping options, including Flat Rate⁶
- Shipping boxes and envelopes delivered to your business at no charge
- No surcharges for fuel, residential delivery, and Saturday delivery⁷
- Nation's largest delivery network – includes PO Box™ addresses and APO/FPO/DPO military addresses⁸

Visit usps.com/business for more information.

Privacy Notice: For more information regarding our privacy policies, visit usps.com/privacypolicy.
1 For mailable items up to 70 lbs. Visit USPS.com for details.
2 Express Mail service commitments are based on end-of-day times. See Retail Associate or visit USPS.com for details.
3 Some restrictions may apply. Visit USPS.com for details.
4 Visit USPS.com for details.
5 See usps.com/pickup for details.
6 When shipping internationally, send up to 20 lbs. in Express Mail International® and Priority Mail International® Medium and Large Flat Rate Boxes, and up to 4 lbs. in Flat Rate Envelopes and Small Flat Rate padded boxes. Visit USPS.com for details.
7 On the rare occasion when Saturday is a national holiday, Express Mail® service is available for an added charge.
8 Mail addressed to military personnel overseas is subject to certain restrictions of mailing regarding content, preparation, and handling. See USPS.com for details.

Five questions to help our customers discover these and other useful services:

- 1 Is the customer interested in shipping packages or using direct mail to grow their business?
☐ Shipping ☐ Direct Mail ☐ Both
- 2 Specifically what product(s) is the customer interested in using (check all that apply)?
☐ Express Mail ☐ Priority Mail ☐ International
☐ Every Door Direct Mail ☐ Direct Mail ☐ Other _____
- 3 If shipping, how many packages does the customer mail daily?
☐ 1-9 ☐ 10-20 ☐ 21+
- 4 What competitor do they use for their shipping (check all that apply)?
☐ FedEx ☐ UPS ☐ DHL ☐ Other _____
- 5 If Direct Mail, how do they currently advertise their business (check all that apply)?
☐ TV ☐ Newspaper ☐ Radio ☐ Other _____

May we have the name, address, and phone number of the person who makes your shipping decisions?

SEARCH HERE

COMPANY NAME _____
☐ OR ☐ MR. ☐ MRS. ☐ DR.
 CORRECT FIRST AND LAST NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP+4® _____

PHONE _____

E-MAIL (OPTIONAL)
 *Required field.

PERSON/CITY/LETTER CARRIER SPOKE TO _____

COMMENTS _____

Employee Information

CITY/LETTER CARRIER NAME _____ DATE _____

UNITED STATES POSTAL SERVICE®

Expanded Vehicle Safety Check

1. Inspect under vehicle for fluid leaks.
2. Inspect front tires for uneven wear and under-inflation.
3. Check that hood can be latched securely.
4. Check front for body damage.
5. Check left side for body damage.
6. Check left door lock (check for complete accident report kit if stowed on inside left of vehicle).
7. Check for rear-end leaks.
8. Inspect rear tires for uneven wear or under-inflation.
9. Check rear for body damage.
10. Check rear door lock.
11. Check right side for body damage.
12. Check right-side door lock(s).
13. Open door and move into driving position.
14. Check for complete accident report kit.
15. Start engine.
16. With assistance, adjust pot-lid mirrors and rear-view mirrors.
17. With assistance, check headlights, taillights, brake lights, flashers, and directional signals (front and rear).
18. Adjust center rear-view mirror.
19. Check operation of windshield wipers and washer.
20. Check operation of horn.
21. Inspect gauges for proper operation.
22. Check foot brake.
23. Check emergency brake.
24. Check seat belt and fasten.

Note: This checklist has been designed to take the driver in a logical sequence around a RHD vehicle with a minimum of lost motion. For LHD vehicles, move from the front to the right side rather than to the left side. For Items 16 and 17, if no assistance is readily available, handle personally.

See Additional Instructions on the Reverse

Notice 76, July 2003

UNITED STATES POSTAL SERVICE®

Instructions

Check the items shown on the other side of this form on the initial use of each vehicle each day.

Report deficiencies, body damage, or inoperable items to your supervisor using Form 4565, *Vehicle Repair Tag*, so the conditions can be corrected or another vehicle can be provided.

If there are no vehicle deficiencies, proceed to your first assignment.

Notice 76 (Reverse), July 2003

U.S. Postal Service VEHICLE REPAIR TAG		Date	
Vehicle No.	Message	Type of Vehicle ☐ Postal ☐ Leased	
Mechanical irregularities must be reported immediately on this form to the dispatcher or supervisor when vehicle is checked in. Initials are required for valid tag report.			
Check repairs needed and explain under remarks			
Accident	Springs		
Engine	Windshield Wipers		
Body	Radiator		
Brakes	Differential		
Horn	Clutch		
Steering	Lights		
Transmission	Tires		
Carburetor	Other Repairs (Specify)		
Glass			
Indicate Possible Trouble (If not corrected on first tag, Supervisor to consult garage foreman or contractor)			
Missing	Grab	Leaks	
Heats Up	Fade	Slips	
Pull	Broken	Short Out	
Remarks			
Name of Station Branch			
Driver's Check-In Time (Hour)		Driver's Signature	
☐ a.m. ☐ p.m.			
Driver's Receipt for Reporting Defect (Signature of Lessor or Supervisor)			
TO BE COMPLETED BY SUPERVISOR			
Person Notified	Notified	Date	
	☐ VME ☐ Lessor		
Signature of Supervisor	Time Notified (Hour)		
	☐ a.m. ☐ p.m.		
Person notified vehicle repaired for service		Date	
Time Notified (Hour)		Vehicle Defect Report Required	
☐ a.m. ☐ p.m.		☐ Yes ☐ No	
Signature of Supervisor Reporting Vehicle Ready for Service		Date	

PS Form 4565, June 1984

MECHANIC/LESSOR COPY 1

City Carrier Casing Time Sheet					
Name	Route			Route	
	Letters	Flats	Goal Time	My Time Letters	My Time Flats
Day 1	18	0	1 minute		
	18	8	2 minutes		
Day 2	18	8	2 minutes		
	36	16	4 minutes		
Day 3	36	16	4 minutes		
	90	40	10 minutes		
Day 4	18	8	2 minutes		

City Carrier Casing Time Sheet					
Name	Route			Route	
	Letters	Flats	Goal Time	My Time Letters	My Time Flats
Day 1	18	0	1 minute		
	18	8	2 minutes		
Day 2	18	8	2 minutes		
	36	16	4 minutes		
Day 3	36	16	4 minutes		
	90	40	10 minutes		
Day 4	18	8	2 minutes		

City Carrier Casing Time Sheet					
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	18	8	2 minutes		
Day 2	18	8	2 minutes		
	36	16	4 minutes		
Day 3	36	16	4 minutes		
	90	40	10 minutes		
Day 4	18	8	2 minutes		

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Name	Route			Route	
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Day 1	18	0	1 minute		
	18	8	2 minutes		
Day 2	18	8	2 minutes		
	36	16	4 minutes		
Day 3	36	16	4 minutes		
	90	40	10 minutes		
Day 4	18	8	2 minutes		





RETURN TO OFFICE



MANAGED SERVICE POINT

ADVO – RED PLUM



DEPART TO ROUTE



MANAGED SERVICE POINT

ADVO – RED PLUM



MANAGED SERVICE POINT

4500 HUNTER GREEN CIR.



MANAGED SERVICE POINT

ADVO – RED PLUM



MANAGED SERVICE POINT

2700 MURFREESBORO RD.



MANAGED SERVICE POINT

ADVO – RED PLUM



MANAGED SERVICE POINT

800 BILLINGSGATE CT.



MANAGED SERVICE POINT

ADVO – RED PLUM



MANAGED SERVICE POINT

620 CAVENDISH.



MANAGED SERVICE POINT

ADVO – RED PLUM



MANAGED SERVICE POINT

ADVO – RED PLUM



MANAGED SERVICE POINT

ADVO – RED PLUM



MANAGED SERVICE POINT

ADVO – RED PLUM



MANAGED SERVICE POINT

ADVO – RED PLUM

Heat Illness Prevention Program

**SAFETY
DEPENDS
ON ME!**

The Postal Service's **Heat Illness Prevention Program ("HIPP")** protects our employees against heat-related illnesses. A copy of the HIPP and HIPP Poster will be posted in every Postal Service facility and will be available for review by all employees. The HIPP Poster can be printed from the Safety Resources and additional posters, vehicle sticker and badge cards can be ordered from the Topeka NDC.

The HIPP is triggered when any employee in a facility is exposed, or reasonably anticipated to be exposed, to heat index temperatures exceeding 80 degrees Fahrenheit for extended periods of time, six hours or more, over the course of a work day or work shift.

To assist in recognizing the signs and symptoms of heat-related illness, all employees will be provided the below visual aids illustrating the various symptoms of, and proper first aid responses to, heat-related illness. These visual aids may be used to assist in identifying common signs of heat-related illness and provide appropriate actions to help guide decisions to seek medical attention.

	Symptoms	First Aid*
Heat Stroke	• Confusion • Fainting • Seizures • Excessive sweating or red, hot, dry skin • Very high body temperature	Call 911 While waiting for help: • Worker should rest in a shady, cool area • Loosen clothing, remove outer clothing • Use a fan and place cold packs in armpits, if available • Wet worker with cool water, apply ice packs, cool compresses, or ice, if available • Drink fluids (preferably water) as soon as possible • Stay with worker until help arrives
Heat Exhaustion	• Cool, moist skin • Heavy sweating • Headache • Nausea or vomiting • Dizziness • Light-headedness • Weakness • Thirst • Irritability • Fast heart beat	Call 911 While waiting for help: • Sit or lie down in a cool, shady area • Drink plenty of water or other cool beverages • Use cool compresses or ice packs, if available • Do not return to work that day
Heat Cramps	• Muscle spasms • Pain • Usually in abdomen, arms or legs	• Have worker rest in shady, cool area • Worker should drink water or other cool beverages • Wait a few hours before allowing worker to return to strenuous work • Have worker seek medical attention if cramps don't go away
Heat Rash	• Clusters of red bumps on skin • Often appears on neck, upper chest, folds of skin	• Try to work in a cooler, less humid environment when possible • Keep the affected area dry

*Remember, if you are not a medical professional, use this information as a guide only to help workers in need.
 ** Before an employee who has been absent due to heat-related illness may return to work, management may request medical documentation clearing the employee to work. ELM §§ 865.1 and 865.3.



Seek Immediate Medical Assistance for Heat Related Illnesses. Call 9-1-1.

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Employees should report any signs or symptoms of heat-related illness to their supervisor, who should then call 9-1-1 immediately if it is determined that medical attention is necessary. However, if the employee determines that medical attention may be necessary prior to calling the supervisor, the employee should not hesitate to call 9-1-1 first.

Always Remember: Safety Depends on Me!

Glossary of Postal Terms

Term	Definition
Auxiliary Route	A carrier route which augments and supplements delivery service and normally evaluates at less than 8 hours per day.
Backtracking	Returning to a delivery point passed in error and for which carrier has some mail.
Batching Mail	Gathering or stacking collection mail on edges for machine feeding.
Bundle	An assembly of individual mail pieces (either letter size or flats) having a common destination point and tied together to maintain the facing of the individual pieces and the integrity of the common destinations.
Business Route	A letter carrier route on which 70 percent or more of the possible deliveries are business places.
By-Pass Mail	Mail made up directly to routes by mailers and by-passing the distribution cases.
Caddy Cart (Satchel Cart)	Small handcart used by some city carriers in the delivery of mail.
Cage	The finance area where registered, postage due, certified, customs duty, and COD articles are processed and charged out to carriers.
Callers	Customers who regularly call at the post office for their mail.
Carrier Technician	A full-time city delivery letter carrier used to replace scheduled absences within a group of routes.
Carry Out	Mail for the first part of the foot carrier route which the carrier takes out of the office in a satchel.
Casing or Routing	The act of placing letter and flat mail in the separations of carrier cases. Also refers to the process of placing flat mail in delivery sequence.
Centralized Markup	Processing of markups at a central point.
Circulars (Circs)	Third-class mail consisting of printed or reproduced material sent to several persons; non-preferential mail.
City Delivery	Delivery by carriers of mail addressed to residences and business places within the city delivery limits of the post office.

Collating Mail	Combining or merging two or more sets of sequenced mail together into one bundle while maintaining the sequence of delivery.
Collection Route	A route on which all, or practically all, of the stops are for collection of mail.
Combination Services Route	A route on which, in addition to the delivery of parcel post, other delivery duties are performed.
Courtesy Box	Collection box equipped with mail chute for motorists.
Cut-Off Time	A time set by the unit manager when carriers make a final withdrawal of mail from distribution cases.
Deadheading	Traveling over portion of a route's line of travel at which no deliveries are made.
Deviation	A departure from the normal line of travel or schedule.
Drive-Out Agreement	An agreement between a carrier and the postmaster or designee in which the carrier furnishes his/her own vehicle for transportation and is reimbursed for this service.
Expedited Preferential Mail (EPM)	A system where normally only preferential mail is cased in the morning and other mail is cased in the afternoon.
Faced Mail	Mail arranged with addresses and stamps all the same way.
Final Case	Case designated for final withdrawal of preferential mail as carriers leave office (also called hot case, end case, re-dis case).
Fingering	The final separation of mail for the next several stops and verification of the address before delivery. (A foot carrier performs this operation enroute between deliveries. A motorized carrier fingers mail as he walks from the vehicle to a house box, or if delivery is at a curb box, he fingers the mail in the vehicle before placing in the box).
Firm Directs	Mail tied in bundles and delivered intact to individual firms. This practice is used when quantity of mail received by a firm is sufficient to warrant special treatment.
Foot Route	A city delivery route served by a carrier on foot. A bicycle or automotive vehicle used solely as transportation to and from the route does not affect its status as a foot route.

Letter Size Mail	Mail that may be routed into carrier case without bending or folding, excluding newspaper, magazines, and small parcels and rolls.
Local Mail	Mail addressed for delivery within the postal area of the post office at which mailed.
Looping	The process of delivering mail on one side of the street for a given distance, and then delivering on the other side of the street, returning to the original point.
Loose Pack	Letters packed into No. 3 sacks without tying. Some letters are placed flat on each tier to prevent the next layer from sifting into the lower layer.
Mail Chutes	Glass-front tubes in high buildings, with slots for the receipt of letters which are dropped through the chute into a receiving box from which collections are made.
Marked-Up Mail	Supplied with the new address of addressee who has moved, and mail endorsed with the reason for being undeliverable.
Missorted Mail	Mail distributed to a route in error.
Mixed Route	A letter route or trip where 30 to 69 percent of possible deliveries are business places. May include a route where business and residential deliveries are made on the first trip and only the business area is served on the second trip.
Motorized Route	Any city delivery route on which a motor vehicle is used in delivering and collecting all classes of mail (e.g., curblines, dismount-door delivery routes or combination thereof).
Nixie	Mail not deliverable because of incorrect, illegible, or insufficient address.
Obvious Value	Obvious value includes: Merchandise, sheet music, pictures, photographs, books, catalogs, or any other matter likely to have value to sender or addressee. Books must have at least 24 bound pages, 22 of which must be printed.
Ordinary Mail	Mail other than registered, insured, certified COD, and special delivery or special handling.
Outsides	Mail that cannot be carried inside a mail sack due to size or contents.

Paddle System	A paddle (small piece of wood, heavy cardboard, etc.) is provided for about every 10 carriers. When the manager or accountable clerk notifies the carriers to go to the cage for registered, postage due, keys, etc., the carriers with paddles go to the cage. When serviced, they pass paddles to next carriers. This procedure continues until all are served.
Parcel	A first or fourth-class package over 2 pounds in weight and/or larger than a shoe box.
Park and Loop Route	A route which utilizes a motor vehicle for transporting all classes of mail to the route, using the vehicle as a moveable relay container as the carrier loops segments of the route on foot.
Preferential Mail	All mail receiving preferential handling, including newspaper, magazines, and special services mail.
Receptacle	A container or door slot provided to accept delivery of mail at or near a residence or business place.
Registered Mail	Accountable mail that has been duly registered by number at the dispatching office.
Relay	Bundles or strapped mail which the carrier prepares in sacks for delivery to relay boxes on the carrier's line of travel. When the carrier completes delivery of carry-out mail, he picks up additional mail from relay boxes and continues this process until entire route is served.
Residential Route	A foot or motorized route on which 70 percent or more of the possible deliveries are residential. It may serve scattered businesses or stores comprising a small minority of total possible deliveries.
Removal	An order, signed by an authorized customer, directing that mail addressed to a former location be forwarded to a new address.
Rewrap Area	The area in which damaged or broken parcels are endorsed and repaired.
Route	A scheduled course within a prescribed area where a carrier performs his duties of delivery and/or collection of mail.
Sack Routing System	The sorting of parcels into numbered sacks corresponding to routes or geographical areas.
Saratoga	A large satchel used for collections.
Sequenced Mail	Mail made up by mailers in sequence of delivery.

Sleeper	A letter overlooked in the case after strapping out.
Speedy Bag	A reusable clear plastic bag used for containing special delivery mail within a pouch or sack.
Strapping Out	The process of placing straps or rubber bands around letters and flats, keeping them in delivery sequence.
Swing	The off-duty time of an employee, such as a lunch period.
Tap	To collect mail from deposit box.
Test Card	A plastic card deposited by the post office to determine if the service is being performed properly.
Throwback Case	A case in which carriers place forwardable and undeliverable mail.
Vehicle Hire Contract	Use of privately owned vehicles for city delivery.
Wing Case	An extension of the carrier case protruding on an angle to either side.
Zigzag or Criss-Crossing	To cross and recross a street or road diagonally — forward or perpendicular to the line of travel.