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NRLCA MAIL COUNT GUIDE

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All of the documents referenced in this guide are available in a single printable PDF file titled “NRLCA MAIL COUNT GUIDE SUPPORTING DOCUMENTS” on the NRLCA web site at nrlca.org

The page number in brackets following the reference citation corresponds to the page number in the Supporting Documents Booklet.

Special Mail Count

A Special Mail Count will be conducted in accordance with Article 9.2.C.10 during the last twelve (12) working days in September.

The results of this mail count will be effective at the beginning of the guarantee period.

SECTION I - HOT TOPICS

SPM (Service Performance Measurement) Scans

- Thirty-five (35) seconds will be credited in Column 17 for each delivery point sample alert/work order which requires scanning of one or more mail pieces. (Annotated as the letter 'D')
- Eighteen (18) seconds will be credited in Column 17 for each delivery point sample alert/work order for which there is no scanning, regardless of whether the task requires one, two, or four additional key-strokes. (Annotated as the letter 'A')
- Seventy (70) seconds will be credited in column 17 for each collection mail work order. (Annotated as the letter 'C')

DPS Flats Issues for Mail Count

During a mail count the route will be provided 15 seconds for each tray of DPS flats received (whether full or partial tray). This time will be recorded in Column 17, Other Suitable Allowance.

The 15 second-per-tray allowance is for checking the DPS flats manifest on the casters and locating the appropriate route trays, identifying DPS Flat trays if no manifest exists, the manifest shows unknown trays or empty location, or if there are unmarked trays. The allowance also includes time to straighten DPS flats if in disarray.

All mail pieces received in DPS flats trays

which meet the physical characteristics of a letter or parcel will be counted as they are classified in Chapter 5 of Handbook P0-603 for mail count purposes and deducted from the DPS flats end of run report (EOR). These pieces are NOT deducted from the EOR if they are out of sequence in the DPS Flats tray. The carrier will be responsible for identifying any letters or parcels found in the DPS flats tray and there will be no additional compensation for identifying these items during the mail count. The separation of letters and parcels from DPS Flats will not be required except during mail count.

The following issues may require the grievant to dispute the mail count under the normal mail count dispute process and if not resolved to their satisfaction then a grievance should be filed locally and appealed up through the grievance process with documentation to support the dispute.

If there are other issues or disputes that are separate and distinctly different from those listed here, please contact the appropriate District Representative for guidance.

1. Proper credit for placing DPS flats trays in a designated location upon return to the office. If the designated location for empty DPS flat trays is different from the designated location for all other empty equipment and/or carriers are required to place empty DPS flats trays on castor carts, it is our position that additional credit should be provided in Column 17.

2. Additional credit for barcode labels that cover the delivery address. It is our position that additional credit is warranted in Column 17 for the removal of labels that cover the delivery address.

Prepaid Parcel/Carrier Pickup

In order to receive credit in Column 23 (Parcels Accepted), a carrier must weigh, rate and affix postage to the item.

Essentially, there are two events that qualify for the 90 second credit provided in Column 21; (1)

Carrier Pickup notification and (2) acceptance of pre-paid parcel over 2 lbs. not associated with carrier pickup. If both events are performed at the same address, only one credit is given in Column 21.

Carriers are not required to go to the customer's door to collect mail for any reason other than a carrier pickup request, which should include at least one qualifying piece (Priority Mail Express, Priority Mail, Priority Mail Express International, Global Express Guaranteed, Priority Mail International and returns (USPS Return Service and Parcel Return Service)). One event credit will be provided in Column 21 even if the official pickup request results in no qualifying pieces being collected.

In those instances when management directs the rural carrier to accept/collect these items, or the customer leaves a note in the mailbox requesting such service, or where there is an understanding between management and the carrier that a specific customer has a standing order to have items collected each day or on specific days, the route will be credited by applying the standard allowances associated with the Carrier Pickup program. Each event will be recorded in Column 21, Carrier Pickup Request and Prepaid Parcel Event. Additionally, credit for each mail piece that qualifies in accordance with Handbook PO-603, Section 535.12 will be recorded in Column 22, Carrier Pickup Items and Prepaid Parcels over 2 lbs. Other mail pieces accepted/collected at this time, such as obvious letter and flat-size mail, including small parcels, will be credited in Column 20, Letters and Flats Collected.

*Ref: Letter of Mutual Understanding
2-24-14 (167)
Publication 399, July 2015, p30 (171)*

The following examples are intended to assist with the understanding:

- Example 1: If management approaches the carrier in the morning and instructs the carrier that John Doe at 123 Main Street who has a curbside box, has items that need to be picked up at the door, the route will be credited with an Event in Column 21, Carrier Pickup Request and Prepaid Parcel Event.

The carrier gets to 123 Main street and collects 20 priority flats, 10 priority boxes, 7 first class small parcels that weigh 2 lbs or less and 2 parcels that weigh more than 2 lbs., the route would receive 32 pieces in Column 22, Carrier Pickup Items and Prepaid Parcels over 2 lbs., and 7 pieces in Column 20, Letters and Flats Collected. This example would also apply to a note left in the box from a customer and any standing orders that have been discussed between the carrier and the manager.

- Example 2: If the carrier arrives at a box where no carrier pickup request was made and there is mail in the box to be collected and the following items are in the box: 6 priority flats, 4 small priority boxes less than 2 lbs., and 1 prepaid parcel that weighs more than 2 lbs., the route would receive 1 Event in Column 21, Carrier Pickup Request and Prepaid Parcel Event, 1 piece in Column 22, Carrier Pickup Items and Prepaid Parcels over 2 lbs., and 10 pieces in Column 20, Letters and Flats Collected. This example would also apply to individual pieces collected at a business that the carrier is authorized an official dismount.

It is improper for a customer to request through Carrier Pickup, calling the Manager to request a pickup, or leaving a note in the box to pick up items at specific location, when they do not have any qualifying pieces (Priority Mail Express, Priority Mail, Priority Mail Express International, Global Express Guaranteed, Priority Mail International and returns (USPS Return Service and Parcel Return Service)). If this occurs the carrier should discuss this with their immediate Supervisor who should in return discuss with the customer. This service is only provided when there are qualifying pieces.

There will only be one credit in Column 21 (Carrier Pickup Request/Prepaid Parcel Event) per address.

A sack of pre-paid parcels collected is credited in Column 21 (Carrier Pickup Request /Prepaid Parcel Event) and as one item in Column 22 (Carrier Pickup Items/Prepaid Parcels). If the carrier is required to scan items contained in the

sack at the delivery point, the carrier would receive individual credit as appropriate. If the carrier is required to empty the sack upon return to the post office, additional credit is provided in Column 17 (Other Suitable Allowances).

If a carrier accepts a pre-paid parcel, Merchandise Return Service (MRS) or a Parcel Return Service (PRS) over 2 lbs. at the mailbox or at the delivery point (such as a business where a dismount and distance is provided) credit is provided in Column 21 (Carrier Pickup Request/Prepaid Parcel Event) and Column 22 (Carrier Pickup Items/Prepaid Parcels).

When a carrier collects UPS Parcel Return Service (PRS) whether or not in conjunction with a carrier pickup request, credit will no longer be provided in Column 23 (Ordinary and Insured Parcels Accepted). The proper credit will be provided in Column 20 or Column 21 and Column 22 as appropriate.

Village Post Offices (VPO)-Mail Count Procedures

During a mail count, the actual time spent separating and casing the mail into the post office boxes will be recorded on a daily basis in Column 17, Other Suitable Allowance. This time begins when the rural carrier unlocks the centralized boxes and ends upon locking the centralized boxes. In addition, the following credits will be applied as appropriate:

- *Column 6* - Parcels (each container/bundle of mail for the PO Boxes will also be credited as 1 parcel)
- *Column 8* - Accountable Mail
- *Column 9* - Customs Due
- *Column 10* - Postage Due
- *Column 15* - Non Signature "Scan" Items
- *Column 17* - Other Suitable Allowance (Collection Box)
- *Column 18* - Authorized Dismounts
- *Column 19* -Authorized Dismount Distance

There is no fifteen (15) minute minimum allowance provided to the route serving a VPO.

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1. Will mail be cased at the administrative office?

Answer: No. The mail will be given to the carrier as a direct bundle and the carrier will separate and case the mail into the post office boxes at the VPO site.

2. How will signature mail be handled?

Answer: If the customer is not available while the carrier is servicing the mail at the VPO, the carrier will leave a PS Form 3849 and the customer will pick the mail up at the administrative post office. Upon a customer's request, the carrier may be required to redeliver to the VPO location on the next business day.

3. How will VPO post office boxes be coded on the edit sheets?

Answer: PO Boxes delivered by rural letter carriers will be coded as Detached PO Box Unit (DPOBU). These boxes will not be included as central (or regular) delivery boxes when calculating the route evaluation. During a mail count, all time required to service VPO boxes will be credited as stated above under Mail Count Procedures.

SECTION II - MAIL COUNT OVERVIEW

Types of Mail Counts

There are two types of mail counts: national count and special count.

National Mail Counts

National mail counts are available to all rural routes during selected count years identified in the current National Agreement between the USPS and the NRLCA.

Ref: Article 9.2.C.3.a.

Additionally, the Postal Service has the right to conduct a national count of mail for **all** rural routes during the last twelve (12) working days in September of any year. Before the Postal Service can schedule a September national

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count, the Union at the national level must be notified at least thirty (30) days in advance of the commencement of the count.

Ref: Article 9.2.C.3.a.5

Special Mail Counts

Special mail counts, pursuant to Article 9.2.C.11, will be conducted during the last twelve (12) working days in September as a result of one of the following conditions:

1. When circumstances have negated the validity of the latest count and evaluation. In this situation, no salary adjustment is made as a result of the count unless the evaluation of the route is changed by 120 minutes or more.
2. Whenever a 120-minute (2 hours) or more salary adjustment is made on a route, whether due to a substantial service change or a route adjustment, and the density of the route after the change has been increased to twelve boxes per mile or more or has been decreased to less than twelve (12) boxes per mile.

Ref: Article 9.2.C.11.a

Special mail counts must be conducted during the last twelve (12) working days in September. Salary adjustments will be made pursuant to Article 9.2.C.9.

DPS Flats Special Mail Counts

After a route begins to receive DPS flats and has passed the quality certification, a mail count will be conducted in one of the three periods that follow. The route may be counted in the national count period set forth in Article 9.2.C.3 or one of the following special mail count periods.

A special count may be conducted either (1) in accordance with the period established in Article 9.2.C.11.b of the National Agreement; or (2) during the 12 working days in May beginning immediately after Mother's Day.

Rural Route Inspection

A rural route inspection is the physical observation of the official line of travel, identification of safety hazards, condition of the boxes served, adequacy and quality of service to the customer and the character and performance of the carrier. This inspection is to be made by the postmaster or a designee while accompanying the carrier on the route. This task must not be delegated to craft employees unless detailed to a higher-level assignment.

An inspection must be conducted either during or immediately prior to a National or Special Mail Count.

Ref: PO-603 Section 521

M-38 Section 511 (2)

Step 4 B06R-4B-C09190743

Chester NH 03036 (184)

Inspecting Rural Routes

The purpose of the inspection is to obtain current and accurate data, including route and delivery conditions, number and types of boxes served, minimum stops required to serve all boxes on the route, location, time and frequency of authorized dismounts, and the distance (in feet) required at each dismount. The route layout is reviewed to see if any changes to the line of travel could improve the efficiency and/or economy of service. Additionally, hazardous conditions, situations, and locations must be examined and appropriate action taken to eliminate or reduce the potential for an accident.

Ref: PO-603 Section 522

Carrier Responsibilities during Route Inspections

Rural carriers must travel their route and deliver mail precisely as they do the rest of the year. They must inform the postmaster/designee making the inspection of any boxes that have remained vacant more than 90 days. They should also assist in identifying hazards and/or hazardous conditions on the route and recommend actions to eliminate or reduce them to the extent practicable.

Ref: PO-603 Section 524.1

If the carrier's normal vehicle will not accommodate the examiner, he/she may be requested, but not required, to supply an appropriate vehicle. Management is responsible for the safety of

both the carrier and examiner, and for ensuring the accuracy of all data collected.

Ref: PO-603 Section 524.2

Box Count

All boxes currently being served and temporarily vacant dwellings, apartments, and places of business with a box erected, or served via a dismount, which have been vacant less than 90 days, are counted as boxes. Do not count abandoned boxes, permanently vacant buildings and dwellings, apartments vacant more than 90 days, buildings under construction, or dwellings and businesses receiving delivery solely through general delivery or a post office box. Do not count collection compartments located in NDCBUs as boxes served.

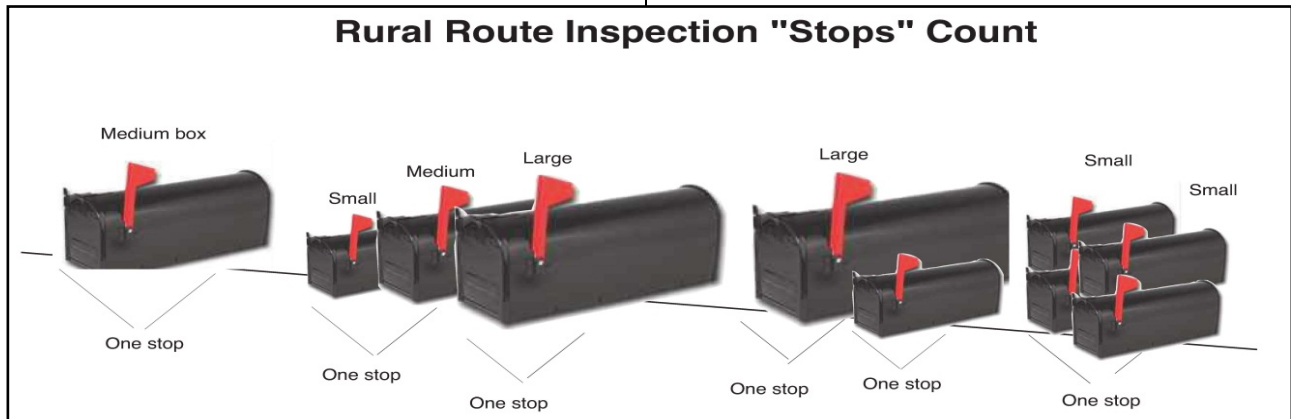
all receptacles on the route; i.e., the number of times a carrier must move the vehicle in order to serve all boxes on the route, are counted as stops.

Where boxes are grouped, the determination of stops will depend upon the size of the box(s) and the distance between the boxes. As a general rule, 2 small boxes may be served with 1 stop, provided the distance between the 2 boxes is not greater than the width of a small box. Each large box normally requires one stop.

Ref: M-38 Section 515.2 (2)

Family Count

For Postal Service purposes, the term "family" is considered the same as "household." A single



Ref: M-38 Section 515.1 (2)
Step 4 H1R-4H-C 12585
Menlo, KS (3)
Step 4 H4R-4K-C 3738
Polk City, IA (4)
Step 4 E00R-4E- C 02161678
Chanhassen, MN (5-6)

Village Post Office (VPO) PO Boxes delivered by rural letter carriers will be coded as Detached PO Box Unit (DPOBU). These boxes will not be included as central (or regular) delivery boxes when calculating the route evaluation. During a mail count, all time required to service VPO boxes will be credited as stated above under Mail Count Procedures.

Stop Count

The stop count only affects routes that are served by using a privately owned vehicle and then, only potentially impacts the EMA. The minimum number of stops necessary to serve

residence is a household consisting of only one family regardless of the number of residents or their relationship. In multi-residential buildings, each occupied separate unit is counted as a family. On routes utilizing a route and box numbering system up to five families may use the same box and use a common route and box designation.

On routes utilizing a street name and numbering system customers should erect individual mail receptacles.

Ref: POM 9 Section 632.526 (7-8)

Ref: M-38 Section 516 (9-10)

Ref: DMM 508.3.2.9 (17-18)

Authorized Dismounts

The total number of authorized dismounts is recorded on a daily basis. For example, a carrier is authorized to dismount at a school because

of volume. The school office is closed on Saturdays. The route is credited with a dismount Monday through Friday, but would not receive dismount credit on Saturday. When determining the dismount distance, all entries must be made on the basis of the number of trips required by the carrier each day. As in the above example, where the school office was closed on Saturday, on a heavy volume Monday, the dismount may require two or more trips. When a carrier dismounts primarily to provide other services, such as delivery and/or pick up of accountable mail, COD, Express Mail, etc., no dismount credit is authorized. Existing time allowances for accountable mail include time for dismounting to affect delivery and/or pick up.

Ref: PO-603 Section 535.12.18
Ref: M-38 Section 365 (11-12)

Preparing to Ride the Route

In preparation for accompanying the carrier on the street, it will be necessary to obtain a current PS Form 4003 (Official Rural Route Description) route map, measuring device for dismounts, and inspection worksheet for making notes concerning the route, carrier performance, and to ensure the line of travel and the length of the route is correct. This work sheet can also be used to record safety concerns, condition of mailboxes and to identify unnecessary travel and roads that need repair. For offices using the Computerized Labeling Address Sequencing Service (CLASS), a current CLASS edit sheet would be another valuable source document to use during the inspection. This is the authorized sequence of delivery and should reflect the line of travel on the PS Form 4003. Differences would be easily identified and corrected to ensure accurate information is reflected in the CLASS data. The delivery data, regular boxes, and central boxes, entered in Section II Route Data (PS Form 4248 Rural Route Inspection Report), should match the active deliveries reflected on the summary page of the CLASS Edit Sheet and the Form 4003. Since the information contained in the CLASS database is provided to mailers for preparation of delivery point sequence mail and is also used to generate sort programs for the Delivery Bar Code Sorters (DBCS), using the edit sheets as

part of the inspection process makes good business sense.

As a result of the inspection, it may be necessary to submit a Form 4003 annotated "updated as the result of inspection" to the district office. Remember, the totals on Forms 4248, 4003, and the CLASS summary sheet should agree.

The mileage check made during a route inspection does not change the official route mileage. Route mileage can only be changed by the processing of PS Form 4003 as a result of an official route re-measurement, or the addition / deletion of mileage to the route.

Ref: M-38 Section 623 (13)

Average daily mileage deviation for fueling the LLV must be added to the route mileage on PS Form 4241.

Ref: PO-603 Section 535.23.f
Ref: 1988 LLV MOU (14-15)

The current rural route evaluated system compensates rural carriers for refueling Employer provided vehicles based upon a calculation that uses a base of 100 miles.

If a local policy requires rural carriers to refuel more frequently than provided in the refueling allowance additional compensation may be warranted.

Ref: Step 4 E10R-4E-C13230599
Denver, CO 80299 (174)

Request to Repair Roads

While conducting the inspection, note the condition of road and road shoulders for both city/town and private roads. Note any area in disrepair that could obstruct delivery of mail, cause undue wear or damage to the vehicle, or present a safety hazard. Management is responsible for completing PS Form 4024 (Request to Repair Roads), in duplicate. Retain a copy and mail the original to the appropriate highway official or individual responsible for the road. If necessary repairs are not made in a reasonable time, management may withdraw service.

Ref: M-38 Section 517 (16)

Mailbox Needs Attention

Inspect the condition of all mail receptacles during the route inspection for possible irregularities. The use of an inspection worksheet completed on the route can aid in this procedure. By using codes, you can quickly identify mail receptacles in need of repair without delaying the carrier.

PS Form 4056 (Your Mailbox Needs Attention) is designed to notify customers of mailbox irregularities. Upon return to the office, the postmaster prepares PS Form 4056 in duplicate, notifying the customer of the irregularity. The carrier delivers the original to the customer the next *working day, while the duplicate is kept on file* for future reference by the postmaster.

In the event locks are used on mailboxes, the slot for the mail must be large enough to accommodate the customer's normal daily mail volume. Therefore, if the slot is not sufficient to accommodate the normal daily mail volume, the carrier will be compensated in Column 17 for the additional time to affect delivery.

Ref: M-38 Section 517.2 (16)

Ref: DMM 508.3.2.3 (17)

Counting Your Own Mail

If a carrier wants to verify the data collected they may count the mail presented to them. The time to verify or count the mail is without compensation.

Time used by the carrier to count mail is recorded in Column 30. This time is recorded to ensure it is not included in the actual time required to serve the route.

Pre-sort Mail

Undeliverable non-preferential mail, including letters, flats and magazines, is not to be held back by distribution clerks or managers during the mail count.

If management wishes to remove plastic wrap, strings, bands etc., in order to properly count the contents under cover or bound, management should only remove enough covering or binding as necessary to maintain the integrity of the count. Management should not take missent

mail from these bundles unless this is the standard practice in the office and it will be followed all year, or until the next mail count.

Ref: Step 4 H1R-4B-C 11305

Linden, MI 48451 (19-20)

Ref: Step 4 H1R-3P-C 19988

Summerville, SC (21)

Even Flow of Mail

Mail should be distributed to ensure a normal flow on the day preceding the count period and the last day of the count period. The manager should not schedule extra clerk hours for the express purpose of clearing out mail volume prior to the count, and clerk hours should not be curtailed on the day the count should end.

All simplified address mail (boxholders), which is available at the delivery unit, must be distributed to the rural carrier during the count period unless a commitment has been made to a mailer to deliver that boxholder mail on a specific date other than the count period. The mailer's request must be honored on time value mail.

Ref: Step 4 Q00R-4Q-C 08138993

Washington, DC (168-170)

Mail must not be delivered early. Currently, the Postal Operations Manual, Section 458.2, states in part, "Offices should make every effort to adhere to mailer-requested in-home delivery dates. Do not deliver such mail earlier than the date the mailer has requested."

Ref: Step 4 E10R-4E-C 15104262

Lincoln, NE 68501 (180)

Carriers who normally case mail upon return to the office after completing their routes are to continue this practice on the day preceding the count and during the count period. Carriers who do not case mail upon return to the office after completing their routes will not do so on the day preceding the count, nor during the count period.

Ref: PO-603 Section 534

Ref: M-38 Section 526.4 (22)

Ref: EL-902 Article 30.1.A

Withdrawal of Mail

If rural carriers are required to perform any of the withdrawal duties, they are entitled to the five minutes per day withdrawal time allowance.

The withdrawal procedures established for the mail count should be the same as that which will normally be followed the remainder of the year.

Number of Withdrawals

Upon reporting, the carrier will sweep the distribution cases of all letter and flat mail. No more than two additional withdrawals should be made in the morning. Carriers will withdraw mail from distribution cases when a clerk or mail-handler has not placed the mail on their case ledge. **All carriers must make a final withdrawal of preferential letters and flats from the designated distribution case immediately before leaving for their routes.**

Upon returning from the route, the carrier will obtain all letter and flat mail available from the distribution case.

Ref: M-38 Section 352.2 (23)

Ref: PO-603 Section 212.1

*Ref: Step 4 H95R-4H-C 96076679
Largo, FL (24-25)*

*Ref: Step 4 E00R-4E-C 02146601
Spencer, IA (26)*

Required Duties of Carriers Who Do Not Receive the Withdrawal Credit

Carriers who are exempt from general mail withdrawal requirements must make a final withdrawal of preferential letters and flats from a designated case immediately before leaving for their routes. Normally the final withdrawal will be accomplished in conjunction with the loading operation.

Ref: PO-603 Section 212.22

If employees other than rural carriers withdraw mail, they must place it on the carrier's case ledge as described in PO-603 Section 212.13 Section 352.11 of Handbook M-38, Management of Rural Delivery Services states, "Letter mail must be placed on the carrier case ledge, either in trays or stacked loose, no more than one row high. The mail must be facing to the right with stamps down, regardless of whether it is worked loose or worked from trays." Additionally, Section 352.12 states "Flat mail must be placed on, under, or near the carrier case and stacked neatly in piles.

Ref Step 4 J06R-4J-C 11364730

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Montague, MI 49437 (181)

In those instances when a route is not provided with the withdrawal allowance, DPS Flats must be brought to the case.

Ref: Step 4 E10R-4E-C 16147479

Minneapolis, MN 55442 (182)

Some postmasters require rural carriers to dump sacks and do other things to prepare mail. In an official position letter, signed by William E. Henry Jr., it was clearly stated that if rural carriers are not credited with withdrawal allowance, they should not be required to dump sacks or perform any of the other duties necessary for preparing the mail for casing.

Ref: Henry Letter (27-29)

Withdrawal – All or Nothing

There is no provision for a partial credit for a carrier's withdrawal of mail. If a carrier is required to perform a portion of the withdrawal function, such as dumping mail from sacks, then the carrier is entitled to the withdrawal allowance.

Ref: Henry Letter (27-29)

The time used withdrawing DPS flats and placing the trays in the conveyance utilized for loading the vehicle is considered withdrawal time and is not included in loading time. In those instances when the route is not provided the withdrawal allowance, DPS flats will be provided to the carrier.

Ref: Step 4 E10R-4E-C 16147479

Minneapolis, MN 55442 (182)

When management determines it would be operationally advantageous to change the withdrawal procedures currently used in a unit, the local NRLCA steward (or district representative if a local steward is not available) must be advised of the proposed change.

If management proposes a change in withdrawal and the majority of regular carriers in the unit wish to perform the withdrawal function, all carriers in the unit will withdraw all mail, provided they agree to assume the responsibilities associated with daily unit volume recording (DUVRS). The recording of volume means entering the daily linear footage of letter and flat mail received in a single entry in the "Remarks" section of PS Form 4240 (Rural Carrier Trip Report). In addition, they should record the number

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of box holder sets.

Ref: Postal Bulletin 21631 (30)

Not Part of Withdrawal

Cutting Straps or Plastic

The cutting of straps or plastic wrappers is the carriers' responsibility whether they receive the withdrawal allowance or not.

Ref: Page 478 of NRLCA Magazine August 13, 1983 (31)

Obtaining Parcel Hampers

If the hamper is not located within 50 feet (round trip) the route will be provided additional credit under Column 17 for only the distance beyond the 50 feet. The distance beyond 50 feet will be credited at .00429 minutes per foot.

Ref: Pre-Arb E95R-4G-C 99088097 Humble, TX (32)

Pre-Count Conference

The pre-count conference is a joint conference between rural carriers and managers. Regardless of the type of mail count, a joint conference must be held at least 15 days prior to the beginning of the mail count.

Ref: M-38 Section 525.11 (161)

This is a very important event because it is management's last opportunity to introduce administrative changes in carrier procedures. Once the conference is completed, procedures are locked in throughout the count and by extension, the remainder of the year, unless corresponding changes are made in salary for additional functions.

No changes in carrier work methods, casing equipment, or office procedures can be made between the date of the local conference and the mail count unless these items were specifically discussed at the conference.

*Ref: M-38 Section 525.14 (36)
Step 4 A00R-4A-C 09133135
Colts Neck NJ (33)
Step 4 G06R-4G-C 09148950
Fort Worth, TX (34-35)*

It is not necessary that the carriers agree to the proposed changes; it is necessary only that the

proposed changes do not violate Postal Service policy or the USPS-NRLCA National Agreement.

Ref: M-38 Section 525.14.a (36)

This section does not limit a manager's right to make operational changes at any other time other than the period specifically stated.

Ref: M-38 Section 525.14.b (36)

It is additionally important to discuss count procedures so that any potential areas of disagreement can be identified and hopefully resolved prior to the actual count.

Rural carriers are well advised to take a pre-count conference checklist with them to the local conference and make notes.

Any carrier on leave 15 days prior to the beginning of the count must be conferred with before going on leave or immediately upon return. If operational changes are planned while the carrier is on leave, the conference must be held upon the carrier's return to duty, when all changes must be explained.

Pre-Count Conference Items for Discussion

1. Clarify mail processing procedures on the day preceding the count and the last day of count.
2. How to use rural template for the measurement of mail.
*Ref: Step 4 H7R-1G-C 5107
Springfield, VT (37)*
3. Mail withdrawal procedures and recording of DUVRS if carrier is required to record volume.
4. Carriers have the right to observe mail count on their relief days or when they are on annual leave.
5. Carriers have the right to count their own mail for verification while in an on-duty status.
6. Review of PS Form 4239 with an understanding of definitions. Forms must be available to carriers daily, upon request, before the mail is trayed or strapped out.
7. Cut-off times for mail.
8. Implementation of "Directs".
9. Depositing of CFS mail, hold mail, getting stamp box, etc.

10. Clerk/Supervisor interruptions for official business, being called to the phone or counter, etc.
11. Collection boxes, collection compartments in CBU's, and parcel lockers.
12. Dismounts and dismount distance. Heavy volume days may require more than one trip.
13. Proper credit for collected mail:
 - a. For more than 2 separations
*Ref: Step 4 H7R-4B-C 29248
Rochester, MI (38)*
 - b. From collection boxes.
 - c. From collection slots/compartments.
 - d. Bundled mail.
 - e. Certified and registered mail.
 - f. Express mail.
 - g. Parcels collected on the route.
 - h. Clarify appropriate credit when collecting obvious letters and flats, pre-paid parcels, carrier pickup items, with or without a carrier pickup request.
14. Loading procedures, including time for moving vehicle if it is not loaded or unloaded where it is parked.
15. Intermediate office procedures for routes that work out of more than one office.
16. Misthrows.
17. Mark-ups.
 - a. Bundle
 - b. Individual
*Ref: PO-603, 535.12
DMM 507.1.4.1 (39-40)*
18. COAs and 3982 labels.
Ref: PO-603, 535.12
19. Credit for detached-label mailings.
20. Locked pouch when transporting unsorted mail from one post office to another.
21. High Option/Leave Commitment.
22. Safety Talks (actual time, approximately five minutes). If two safety talks are given in a single week, compensation must be given for both.
23. Any required functions for Saturday closeouts or closeouts on any other day of the week on which carriers return to an unattended office must be credited.
24. Average daily mileage deviation for fueling the LLV must be added to the route

- mileage on PS Form 4241.
25. If a local policy requires rural carriers to refuel more frequently than provided in the refueling allowance additional compensation may be warranted.
*Ref: Step 4 E10R-4E-C 13230599
Denver, CO 80299 (174)*
26. Delivery point sequence letters (DPS) issues.
 - a. Proper credit for missequenced, missorted, missent "MMM" mail
*Ref: Step 4 B95R-4B-C 02237945
North Reading, MA (41-42)*
 - b. Proper credit for oversized letter (over 6 1/8 inches) processed with DPS letter mail.
 - c. Multiple zone credit
Ref: Step 4 J06R-4F-C 11406137 Hillsboro, IL (1)
27. DPS Flats (FSS)
 - a. 15 seconds/tray in Column 17
 - b. Proper credit for missequenced, missorted, missent mail pieces
 - c. Proper credit for undeliverable pieces. (vacation holds, forwardable mail, UBBM, etc)
 - d. Proper credit for letter sized pieces and parcels found in DPS Flats trays
 - e. Multiple Zone credit
*Ref: Step 4 B06R-4B-C 11205381
Manchester, CT (103-104)*
28. PS Form 5630, Shipment Confirmation Acceptance Notice (SCAN.)
29. Prepaid Acceptance Scans
30. USPS Tracking Number Bar Codes (PVI label)
31. Adult Signature Services
 - a. **Adult Signature Required:**
Requires the signature of someone 21 years of age or older at the recipient address.
Requires verification of age by delivery employee
 - b. **Adult Signature Restricted Delivery:** requires delivery of mail piece to addressee (or authorized agent) who is over 21 years of age. Requires verification of age and identity by delivery employee.
32. Carrier Pickup Standard.
*Ref: National Grievance Settlement
Q00R-4Q-C 08030088
Washington DC (56-57)*

33. Service talks (actual time)
34. Do Not Bend or Fold items that cannot be cased with other mail.
35. Additional time to pick up and return scanner if not in conjunction with other activities and/or not within a reasonable distance.
Ref: Step 4 E00R-4E-C08212472
Meza, AZ (58)
36. Rural Boxholder Non-Delivery Request (RBNR).
Ref: PO-603 322.23
37. Village Post Office (VPO) procedures, if applicable
38. Any other local requirement that happens on a regular basis (daily or weekly.)

Pre-Count Conference Checklist

The Pre-Count Conference was held on _____

The issues have been discussed and agreed upon as listed.

Post Office _____

Supervisor/Postmaster _____

(Signature)

Rural Carrier _____

(Signature)

Route _____

Summary of Mail Count Principles

- Procedures used during the mail count period must be the same as those used during the rest of the year.
- No changes in carrier work methods, casing equipment, or office procedures are to be made between the date of the local conference and the mail count, unless they were specifically discussed at the conference.
- Regular carriers may observe the mail count of their own route on their relief days or on days they are in an annual leave status. Any carrier who observes the mail count must be in a non-duty status.
- Regular carriers who are observing in a non-duty status may not participate in office work.
- The relief carrier is entitled to work his/her scheduled work days during the mail count period.
- Section 533.21 of Handbook PO-603 states, in part, "Before mail is cased, mail must be counted at the facility where the carrier cases mail." Those instances when PS Forms 4239 accompany the counted mail and an individual with the authority to correct any discrepancies on these forms is available at the facility during the period in which the carrier is reviewing and/or casing the counted mail are consistent with the spirit and intent of the language in section 533.21. DPS mail is recorded from the End of Run Report (EOR). Either the manager or the carrier may verify the piece count without additional compensation to the carrier for the time involved.
*Ref: Step 4 B06R-4B-C 09213930
Mystic, CT 06355 (178-179)
Ref: MOU Use of End of Run Report*
- Mail is credited on the day it is cased.
- Mail flow procedures during the count period must be the same as the rest of the year.
*Ref: Step 4 H1R-4B-C 11305
Linden, MI (19-20)*
- On the day preceding the count period, all mail available up to the normal "cut-off" time must be delivered on that day.

- All mail available up to the normal "cut-off" time on the last day is included in the count and delivered. In Expedited Preferential Mail (EPM) System offices, available mail would be cased but not counted upon returning to the office from the route on the day prior to the start of the count. Conversely, in EPM offices on the last day of the count, available mail would be cased and entered on PS Form 4239 for that day.
- Refer to clarification by USPS delivery operations on how to color code standard flat mail with a requested in-home delivery date that is entered at the destination delivery unit.

Ref. May 23, 2012 policy letter from USPS Headquarters Delivery Operations on Non-Machinable, Non-Barcoded Mail with Requested In-Home Dates Policy. (59-70)

- Prior to the count period, no extra effort should be made to deviate from normal mail delivery or processing schedules.
- Mail must not be curtailed on the last day of the count period.
- Withdrawal procedures in effect at the time of the count should be the same for the rest of the year.
- Rural carriers always have the right to verify the daily count of mail and all entries made on PS Form 4239.
- If possible, disputes should be resolved immediately.
- Unresolved disputes should be thoroughly documented by collecting all of the relevant data.
- Carriers should take the time to verify the data recorded on PS Forms 4239 and 4241.
- Record mail associated with second trips appropriately.
*Ref: Pre-Arb C95R-4C-C 98023318
(Mgmt. option) Bear, DE (71-75)*
- **It is unacceptable for either management or rural carriers to take actions that affect the integrity of the mail count.**
*Ref: September 15, 2006 directive from USPS HQ (76-77)
April 7, 1999 Bothwell Letter (78)*

PS Form 4239

This form is designed to function as a combination work sheet and mail count record. This

important daily record provides the basic source of mail volume and time data, which is transferred daily to PS Form 4241 (Rural Delivery Statistics Report), and consolidated for the two, three or four week period.

A separate PS Form 4239 is used to record each day's count data. The PS Form 4239 is intended to be a work sheet and any other additional items such as facing slips, pads, etc., should not be used. The PS Form 4239 is the only official record of each days count data. The postmaster, supervisor, or mileage route carrier responsible for conducting the count will complete PS Form 4239 daily for each route.

When management completes the PS Form 4239, upon request it will be shown to the carrier before the mail is trayed or strapped out to allow verification. If a dispute is identified, every attempt should be made to resolve the disagreement prior to delivery of that day's mail. **The postmaster/supervisor, or carrier who conducts the count, must sign the PS Form 4239 daily.** Remember, daily totals must be transferred to the PS Form 4241. Do not wait until the end of the count period to complete the rural delivery statistic report.

Note: After PS Form 4239 (Rural Route Count of Mail) has been completed each day, the postmaster retains the original and the carrier receives a copy.

Ref: PO-603 535.11.b

In the case of an Intermediate Office, a separate PS Form 4239 is completed for all services performed at the intermediate office and forwarded under cover to the head out office daily. The postmaster at the head out office is responsible for consolidating the data from all PS Forms 4239, subtracting the total office time spent at the intermediate office from the route time, and transferring all data to PS Form 4241. PS Form 4241 is not completed at intermediate offices.

Should Disagreements Occur

Many times there are questionable items and issues during mail counts. When there are disagreements between the carriers and managers

concerning the proper credit of an item, every effort must be made at the time to resolve the dispute. **Carriers should make management aware of each repeated occurrence of disputed items.** When there is a dispute pertaining to a mail piece, an attempt must be made to resolve the issue before the mail in question is delivered. If carriers are unable to resolve the differences, **documentation of all information regarding the item(s) or issue(s) in dispute is critical.** Include in the documentation the issue in dispute, the number of articles and any other relevant information such as dimensions that will be helpful in resolving the disagreement.

Ref: Mail Count Disagreement Form

SECTION III RURAL ROUTE COUNT OF MAIL PS FORM 4239

Column 1 - Letter-Size Mail

Enter in this column all letter size mail including ordinary letters, cards, newsletter type mail, and circulars six and one-eighth (6 1/8) inches or less in width which can be cased in the separations of the carrier cases. Small magazines and small catalogs six and one-eighth (6 1/8) inches or less in width and 3/8 or less in thickness are included in this column. Include detached address labels (specifically addressed) for sample merchandise, magazines, and catalogs in the letter count. Note: The maximum thickness of 3/8 inch applies only to small magazines and small catalogs. Letter-size mail is whatever fits in the width of the case separation in use regardless of thickness. All detached address cards (with a specific address) for sample merchandise, shared mail, magazines, and catalogs are included in the letter count.

Ref: PO-603 535.12.1.a

The manner in which the address is oriented on the mail piece will be relevant for the purpose of recording a mail piece during a mail count as a letter or flat. For the purpose of the mail count, the width of the mail piece will be defined as the dimension perpendicular to the address label.

*Ref: Pre-Arb Q95R-4Q-C 02102188
Washington, DC (79)*

One (1) piece is credited in Column 1 for each PS Form 3982-R cased during mail count.

Ref: PO-603 section 322.23

Do not include address cards received for sequencing during the mail count in this category.

*Ref: Pre-Arb D95R-4D-C 01039476
Lugoff, SC (80)*

Do not include newspapers, boxholders, flats, and rolls even though they may be cased with letter mail. Count each direct or segmented bundle (see PO-603, Section 225.4) distributed and tied out at mail distribution cases as one parcel, and enter in Column 6. Do not count direct or segmented bundles tied out at the carrier case (see PO-603, Section 225.5

and Step 4 E06R-4E-C 12151406, Omaha, NE 68134 (175)) as parcels. Do not include registered, certified, COD, number insured, Express Mail, and other accountable mail in this column. For accountable articles, see Column 8.

Ref: PO-603 535.12.1.b

Small catalogs and magazines with a thickness greater than 3/8 inch are not counted in this column.

Undeliverable non-preferential mail, including letters, flats, and magazines, is not to be held back by distribution clerks or managers during the mail count. If management wishes to remove plastic wrap, strings, bands, etc. in order to properly count the contents under cover or bound, management should only remove enough covering or binding as necessary to maintain the integrity of the count. Management should not take undeliverable mail from these bundles unless this is the standard practice in the office, and it will be followed all year.

"According to the file, distributors in this local office normally discarded non-preferential mail of no obvious value when it was recognized as being undeliverable rather than distribute it to the rural carriers. The parties at Step 4 agreed that the discarding of mail in this manner is inconsistent with postal procedure and should be discontinued. If discontinuance of this activity resulted in an increased workload for the carriers, the carriers were entitled to a recount, if they desired."

*Ref: Step 4 H.1R-4B-C 11305
Linden, MI (19-20)*

Column 2 - Sector/Segment Letters

Enter in this column all mail up to 6 1/8 inches in width that is processed on automated equipment in sector/segment order.

Where Sector/Segment is introduced, the final scheme must be jointly verified, and mail must be processed using this scheme no later than 30 days prior to a scheduled mail count.

Credit as Sector/Segment Letters the smaller amount of DPS letter mail (by zone(s)) received when a route continually crosses between zones.

Ref: Step 4 J06R-4J-C 11406137 Hillsboro, IL (1)

Column 3 - Delivery Point Sequence (DPS) Letters

Enter in this column all mail up to 6 1/8 inches in width that is processed on automated equipment as Delivery Point Sequence mail.

- **Note: All DPS letters, for both LLV and POV vehicle routes, will be entered in this column. The appropriate time allowance factor will be automatically determined based on the “vehicle data” entry (EMA or Govt. Veh.) on the PS Form 4241.**
- **The RHD government vehicle can be assigned as late as February 17, 2018, and the DPS letter mail standard (43 PPM) will be applied provided the regular carrier and all leave replacements are properly trained and the vehicle is utilized on the route as of the first day of the count. Additionally, the carrier should have been notified at the pre-count conference that a RHD government vehicle is being assigned to the route.**

Exception: If fewer than 2,400 pieces of DPS mail are averaged per week during the entire mail count period and/or the route was not validated before the count as meeting the 98 percent quality threshold, mail processed as DPS will be cased and recorded as sector/segment in Column 2 on PS Form 4241 (Rural Delivery Statistics Report), or if it does not qualify as sector/segment mail, recorded in Column 1, Letter Size.

Ref: 11-1-2012 letter from USPS HQ, “Delivery Point Sequence Letter Implementation Procedures” (81-83)

The end of run report piece count (or future equivalent report) from the automated equipment used to process a zone's DPS letter mail will be utilized when recording volume during a mail count.

Ref: MOU-Use of End of Run Report (84)

During the mail count, if the DPS mail is not within 50 feet (round trip), the route will be provided additional credit under Column 17 for only the distance beyond the 50 feet. The distance beyond 50 feet will be credited at .00429

minutes per foot.

*Ref: Pre-Arb D95R-4D-C 01037982 (85-86)
Louisville, KY*

If DPS letter mail trays are received in a conveyance, randomly mixed between routes, additional compensation may be appropriate. In instances where this occurs on a daily or weekly basis, the route will receive credit in Column 17 during a mail count, for the actual time required to move other routes' trays in order to locate the DPS letter mail trays for the specific route.

*Ref: Step 4 E06R-4E-C09352269
Omaha, NE (87)*

Note: Casing of DPS mail will not change mail count procedures or time standards applied to DPS or other mail.

If multiple runs are received, only one run may be counted as DPS. Management will determine which run is DPS. Other runs may be counted as sector/segment if they qualify.

If a route serves multiple zones and receives DPS letter mail separately for each zone, and does not complete service to the other zone(s) prior to returning to deliver the original zone, only the larger amount of DPS letter mail is credited as DPS Letter Mail in Column 3. The smaller amount(s) of DPS letter mail (by zone(s)) would be credited in Column 2.

*Ref Step 4 06R-4-C 11406137
Hillsboro, IL (1)*

If carriers take DPS mail directly to the street, all the DPS mail they bring back, because it is out of sequence or otherwise not deliverable (hold mail, forwardable mail, missorted mail, etc.), is recorded in Column 1, Letter Size. The fact that the carrier may elect to case that mail during the mail count does not change the recording procedure. DPS mail, which would have been brought back by the carrier, is recorded in Column 1, Letter Size.

The mail pieces recorded in Column 1, Letter Size, are not deducted from Column 3, DPS Letters.

Inverted DPS Letters: 1 additional DPS letter is credited in Column 3 DPS Letters for every 4 DPS Letters received inverted. Appropriate

credit will be added to the DPS total by rounding down to the nearest whole number.

*Ref: Pre-Arb E00R-4E-05035960
Prior Lake, MN (88-89)*

A rigid article received in DPS letters will be counted and recorded under Column 6 as a parcel if the rigid article exceeds any one of the dimensions in Part 535.12.6 of the PO-603.

*Ref: Pre-Arb F91R-4F-C 96020182
Sun City, CA (90)*

Credit for DPS letters received for a closed school or business, whether cased or taken to the street, will be credited in the following manner:

1. Credit will be given in Column 1, Letters, for each piece when there are seven pieces or less.
2. Credit will be given in Column 6, Parcels, for one parcel when there are eight pieces or more.
3. These mail pieces will not be deducted from Column 3, DPS Letters.

No additional riffling time should be credited to identify and/or hold this mail.

*Ref: Step 4 J00R-4J-C04168408
Plainfield, IL 60544 (91-92)*

Special orders for businesses that are closed are not dependent on whether or not there is an accessible mail receptacle for delivery.

*Ref: Step 4 E10R-4E-C15090747
Grand Island, NE 68802 (177)*

How Is A Hand-Full Of Mail Handled If It Is Out Of Order During A Mail Count?

If, during the process of riffling their DPS mail, a carrier notices that a hand-full of good DPS mail is out of sequence in their tray (most likely a sweeping error), the carrier extracts the hand-full and places it in the appropriate location. Riffling time will be provided in Column 17, Other Suitable Allowance to routes receiving DPS letter mail without separator cards. This time includes identifying and handling errors associated with programs such as Unplanned Events and Mail History Tracking System (MHTS). Routes utilizing breaker cards do not receive riffle time, but should be credited with the time associated with Unplanned Events and MHTS handling.

Ref: 11-1-2012 letter from USPS HQ, "Delivery Point Sequence Letter Implementation Procedures" (81-83)

Column 4 - Papers, Magazines, Catalogs, Flats, Other Size Mail

Enter in this column, newspapers, flats, magazines, catalogs, rolls, and other non-letter size mail that can be cased for delivery using carrier casing equipment. This includes catalogs cased with other mail or cased separately. This does not include those items specifically referenced in Column 6, Parcels.

The NRLCA and the USPS recognize that mailers are frequently presenting newspapers or newsletter-type mail in folded, rolled or other formats. The parties agree that the classification of these articles for the purposes of mail count will be based on how they are presented. Therefore, a newspaper or newsletter placed in the mail stream in a folded fashion, measuring 6 1/8 inches or less in width, would be recorded in Column 1- Letters. However, a rolled newspaper that will not fit in the separation without damage to other mail would be recorded as a parcel in Column 6.

Exceptions: Count simplified address articles, including mail with detached labels, as box-holder mail and enter in Column 7. Count each direct or segmented bundle distributed and tied out at mail distribution cases (see PO-603 225.4) as one parcel, and enter in Column 6. Do not count direct or segmented bundles tied out at the carrier case (see PO-603, Section 225.5 and Step 4 E06R-4E-C 12151406, Omaha, NE 68134 (175)) as a parcel. Do not count registered, certified, COD, numbered insured mail, Express Mail, and other accountable mail in this column. For special delivery articles, see Column 8.

The manner in which the address is oriented on the mail piece will be relevant for the purpose of recording a mail piece during a mail count as a letter or flat. For the purpose of the mail count, the width of the mail piece will be defined as the dimension perpendicular to the address label.

*Ref: Pre-Arb Q95R-4Q-C 02102188
Washington, DC (79)
Step 4 Q00R-4Q-C 03096526
Washington, DC (93)*

Normally a CD enclosed in a magazine does not define the mail piece as a parcel. To define a flexible mail piece containing a rigid item, see the references below:

*Ref: Arbitration Award (Eishen)
E95R-4E-C 990099528 (94)
Step 4 F00R-4F-C 03096043
Riverside, CA (95-96)
Flow chart for rigid item inside flexible piece (97)*

Catalogs are counted as flats if they will fit into the empty separation to which they are addressed. When flat separations are used, catalogs that will fit into the empty flat separations are credited as flats. Therefore, a catalog may be a flat or parcel depending on the size of the catalog and the size of the separation to which it is addressed.

*Ref: Step 4 R8-C-0108/C8R4FC19357
Gallipolis, OH (98)*

Boxes of checks are counted as flats provided the box does not exceed any one of the following dimensions: 5 inches in height, 18 inches in length, or 1 9/16 inches in width.

A flat item that contains a rigid article may be considered a flat or parcel depending on whether the mail piece can be cased with other mail without damage to the mail piece.

When determining if the mail piece can be cased, some re-positioning of the rigid item(s) inside the mail piece may occur. You are not required to take extraordinary efforts to reposition the item(s) within the piece for casing. If you cannot case it the item is considered a parcel in Column 6.

*Ref: Step 4 E00R-4E-C 03203190
Fall City WA (99-100)*

Helicopter Flat credit is **ONLY** for flats processed on UFSM 1000. On Form 4239, each entry in Column 4 for flats received from UFSM 1000 equipment should be circled. Prior to totaling Column 4 on Form 4239, total the circled entries, and place the resulting number in the Comments section of Form 4239. Multiple this number by .175 (17.5 percent) and round to the nearest whole number. This calculation should be written out in the Comments section. Transfer the result of this calculation to Column 4 as a separate entry and place an asterisk next to this entry. This will signify that the route has received the additional credit for the flat volume.

*Ref: Pre-Arb E95R-4E-C 99103123
Oregon City, OR (101-102)*

Column 5 – DPS Flats

Record number of DPS flats received during count. The parties have agreed that the end of run report will be used as a data source to record the number of DPS flats on PS Form 4239 during a mail count. Do not include sequenced flats provided directly from mailers in the DPS flat volume.

During a mail count the route will be provided 15 seconds for each tray of DPS flats received (whether full or partial tray). This time will be recorded in Column 17, Other Suitable Allowance.

The 15 second-per-tray allowance is for checking the DPS flats manifest on the casters and locating the appropriate route trays, identifying DPS Flat trays if no manifest exists, the manifest shows unknown trays or empty location, or if there are unmarked trays. The allowance also includes time to straighten DPS flats if in disarray.

All mail pieces received in DPS flats trays which meet the physical characteristics of a letter or parcel will be counted as they are classified in Chapter 5 of Handbook P0-603 for mail count purposes and deducted from the DPS flats end of run report (EOR) during a mail count. The carrier will be responsible for identifying any letters or parcels found in the DPS flats tray and there will be no additional compensation. The separation of letters and parcels from DPS Flats will not be required except during mail count.

Loading time will include the time spent by the carrier traveling to the DPS flats staging area and resume after the DPS flats are placed in the conveyance and the loading process continues.

The time used withdrawing DPS flats and placing the trays in the conveyance utilized for loading time is considered withdrawal time and not included in loading time. In those instances when the route is not provided the withdrawal allowance, DPS flats will be provided to the carrier.

*Ref: Step 4 E10R-4E-C 16147479
Minneapolis, MN 55442 (182)*

Closed business for DPS flats (4 or less pieces receive a single flat piece count, 5 or more pieces a parcel credit). No deductions from column 5, DPS flats, will be made.

Special orders for businesses that are closed are not dependent on whether or not there is an accessible mail receptacle for delivery.

*Ref: Step 4 E10R-4E-C15090747
Grand Island, NE 68802 (177)*

Missent, Missorted, PO Box mail, Forwards, and Undeliverable as Addressed DPS flats brought back to the office will receive credit in Columns 1, 4, or 6, as appropriate. No deductions will be made from Column 5.

Multi-Point errors and Missequenced errors that are identified, delivered and tracked by the carrier will receive addition credit in Columns 1, 4, or 6 as appropriate. No deductions will be made from Column 5.

If a route serves multiple zones and receives DPS flat mail separately for each zone, and does not complete service to the other zone(s) prior to returning to deliver the original zone, During a mail count, when a rural route serves more than one zone and DPS flats are received separately for each zone; all mail will be credited as DPS flats in Column 5. If the route completes service to the other zone(s) prior to returning to deliver to the original zone, no additional credit will be provided. If the route continually crosses between zones, prior to returning to deliver mail to the original zone(s), additional credit will be provided for the smaller zone(s), by daily volume as indicated on the end-of-run report (EOR), during a mail count. The following method will be used to determine additional credit:

1. The piece count of the smaller volume zone from the daily end-of-run report, multiplied by .0499 minutes per piece, equals additional time.
2. This time is entered in Column 17 and annotated as "DPS flats multi-zone".
3. Do not reduce the total pieces recorded in Column 5.

*Ref: Step 4 B06R-4B-C 11205381
Manchester, CT (103-104)*

When two or more runs of DPS flats are received on the same day, only one run of DPS

flats per day will be credited in column 5 and carried to the street. Any additional runs will be credited as raw mail in columns 1, 4, or 6, as appropriate.

The route will receive credit for one additional DPS flat for every two DPS flats that are received backwards in the DPS flats tray.

*Ref: Step 4 B06R-4C-C11378189
New Bedford MA 02747 (185)*

Column 6 - Parcels

- (A) A parcel is any rigid article that exceeds any one of the following dimensions:
- (a) 5 inches in height.
 - (b) 18 inches in length.
 - (c) 1 9/16 inches in width.

Examples: A rigid article that measures 4 x 15 x 1 3/4 is recorded as a parcel, because the 1 3/4 thickness exceeds the 1 9/16 criteria. However, a rigid article that measures 5 x 18 x 1 9/16 is recorded as a flat because none of the dimensions exceed the stated criteria. (This includes articles properly prepared and endorsed "Do Not Fold Or Bend" in accordance with Domestic Mail Manual).

Ref: DMM 601.5.0 (107)

- (B) In addition, any non-rigid article that does not fit in the letter or flat separations (where flat separations are used) with other mail is considered a parcel. (This includes articles that have not been prepared in accordance with DMM 601.5.0, even though the mailer has endorsed them "Do Not Fold Or Bend.") These non-rigid articles should be carried and credited as parcels, provided that they do not fit in the letter or flat separation (where flat separations are used) with other mail without damage to the article.

*Ref: Step 4 H7R-4M-C 29824
Bay City, MI (105-106)
DMM 601.5.0 (107)*

- (C) The carrier has the option of handling odd-size articles either with flat mail or separately, regardless of how it is credited.
- (D) Parcels with detached labels do not belong in this column. They are counted as box-holders in Column 7. Only specifically addressed samples too large to be cased are included in the parcel count.

- (E) Each direct or segmented bundle distributed and tied out at the mail distribution cases (see PO-603 225.4) is counted as a parcel. Direct or segmented bundles tied out at the carrier case (see PO-603 225.5) are not counted as a parcel.

*Ref: Step 4 H1R-5B-C 8286
Issaquah, WA (108-109)
Step 4 E06R-4E-C 12151406
Omaha, NE 68134 (175)*

- (F) Registered, certified, COD, numbered insured, Express Mail, and other accountable mail are not counted in this column. (For special delivery articles see Column 8.)

in the office, will be credited in Column 6 on the date of receipt, as well as, the date of delivery.

Further, if the parcel has an associated non-signature scan, credit in Column 15 is also appropriate on both days. A closed school or business is defined as one that is closed on a recurring basis, usually weekly, and does not have any method of delivery available on the day the school or business is closed, which would require the carrier to bring the parcel back from the street.

*Ref: Step 4 E10R-4E-C 13148961
Saint George, UT 84790 (176)*

Include in Column 6:

- Directs tied out at distribution cases. Directs are not to be broken by the carrier.
- Samples with a specific address directly on the mail piece which meet the parcel size requirements.
- A postage due parcel is credited as a parcel and a postage due item.
- Credit is given in Column 6 where a second delivery attempt is required only in accordance with the Postal Service's parcel redelivery regulations.
Ref: PO-603 section 332.11
- For the purpose of the mail count, the height of the mail piece will be defined as the dimension perpendicular to the address label.
*Ref: Pre-Arb Q00R-4Q-C 03096526
Washington, DC (93)*
- A rigid article received in DPS will be counted and recorded under Column 6 as a parcel if the rigid article exceeds any one of the dimensions in the PO-603 Section 535.12.6.
*Ref: Pre-Arb F91R-4F-C 96020182
Sun City, CA (90)*
- All parcels for Village Post Office (VPO) post office boxes will be recorded in this column.
- Each container/bundle of mail for the VPO post offices boxes will also be credited as one parcel.
- **Credit for parcels for closed business or school.**
A parcel received for a closed school or business that is not able to be delivered, whether taken to the street or left

Column 7 - Boxholders

Enter the daily number of boxholders (families, boxes, or deliveries, as appropriate) taken out for delivery on the route. This includes all simplified address mail, including samples with simplified address.

Ref: DMM 602.3.2.1(162-164)

When samples are received with detached address labels (specifically addressed), enter the total number of samples. (See PO-603 Section 535.12.1 for recording the label count.) Include simplified address, detached labels (no specific name or address) in this column. The number of pieces of boxholder mail must not exceed the number of families or boxes (as appropriate) on the route for each mailing. Include in this column all boxholders, whether cased or not.

Boxholders are counted only when they are delivered.

Examples:

1. **A 12-day mail count begins February 24 and ends March 9. A boxholder is received in the office on February 23 with a requested delivery date of February 24. This boxholder would be delivered on February 24 and would be included in the count.**
2. **Conversely, a boxholder received in the office on March 9, with a requested delivery date of March 10 would be delivered on March 10 and would not be included in the count.**

Column 8 - Registered Mail, Certified Mail, Numbered Insured Articles, Express Mail, and Other Accountable Mail, (Adult Signature)

- Enter the number of articles received daily for delivery in this column. Entries in this column preclude entries for the same items in Columns 1, 2, 4, 6, or 10.
- On high-density (L) routes where multiple accountable items are received for one address, a clerk will enter the items on PS Form 3883. The route receives credit for one accountable article per page or partial page completed.
*Ref.: Step 4 B06R-4B-C 10247793
Deep River, CT (110)*

- In accordance with Handbook P0-610, Signature Capture and Electronic Record Management: Manager's Guide to Standard Operating Procedures, PS Form 3883 is used when an address receives **six or more pieces**.
*Ref: Step 4 C06R-4C-C09323164
Wexford, PA (165)*

Example: If a route received 10 accountable articles of which six were for delivery to one address, the route would receive credit for five accountable items: one item each for the four articles for delivery to individual addresses, and one item for the six articles entered on PS Form 3883 (Firm Delivery Book for Accountable Mail) for delivery to the one address. Under no circumstances use a PS Form 3883 for delivery of less than six accountable items.

- When a PS Form 3883 is authorized for use on high-density (L) routes, additional credit is allowed for handling return receipts on items listed in the book (see Column 26).

- For each accountable mail piece, including Express Mail and Signature Confirmation in Column 8, an additional time allowance of twenty-eight (28) seconds is incorporated for scanning the mail piece. This includes any time associated with scanning of the PS Form 3849 and the data entry of recipient names.

Ref: MDCD MOU 1-15-2003 (111)

- During the mail count, if the accountable cage (or location where accountable mail is obtained) is not within 50 feet (round trip), the route will be provided additional credit in Column 17 for only the distance beyond the 50 feet. The measurement will be from the closest edge on the front side of the carrier's case to the location where the accountable mail is obtained. The distance beyond 50 feet will be credited at .00429 minutes per foot.

*Ref: Step 4 C1 0R-4C-C 15180320
Mechanicsburg, PA (183)*

- During the mail count, if the accountable cage (or location where accountables are cleared) is not within 50 feet (round trip) the route will be provided additional credit under Column 17 for only the distance beyond the 50 feet. The distance beyond 50 feet will be credited at .00429 minutes per foot. This credit will not exceed more than one round trip per day to return accountable mail/receipts in the afternoon.

*Ref: Pre-Arb D95R-4D-C 01037982
Louisville, KY (85-86)*

Include in Column 8:

- Accountable articles found in DPS mail will also be included in Column 8.
- Accountable mail for Village Post Office (VPO) post office boxes will be recorded in this column.
- Restricted delivery items; the clerk prepares PS Form 3849, the carrier receives full credit for the piece(s)

Ref: Step 4 H1R-2B-C 16713
Kennett Square, PA (112)

- Adult Signature Services
 - **Adult Signature Required:**
Requires the signature of someone 21 years of age or older at the recipient address. Requires verification of age by delivery employee
 - **Adult Signature Restricted Delivery:**
requires delivery of mail piece to addressee (or authorized agent) who is over 21 years of age. Requires verification of age and identity by delivery employee.
- Management shall not alter a route's mail count by withholding Express Mail from the route during the mail count.

In accordance with the PO-603 Section 342.21, a rural carrier "...must deliver Express Mail to a customer whose residence or place of business is on the carrier's line of travel. Management, however, shall not circumvent paying the additional compensation by not allowing the carrier to deliver Express Mail during the mail count period, if during the rest of the year, the carrier has been delivering Express Mail to the customer."

Ref: Step 4 H1R-5D-C24517
Moses Lake, WA (113-114)
Pre-Arb H95R-4H-C 01032651
Calhoun, GA (115)
Step 4 G06R-4G-C 09229735
Tomball, TX (116-117)

- **Deviation to deliver Express Mail**

Handbook P0-603, Rural Carrier's Duties and Responsibilities, section 342.21.b, states management may require rural carriers to deviate from the normal line of travel to meet required delivery times for Priority Express Mail. For clarification purposes, the required delivery time is the service guarantee.

Any management decision to require rural carriers to deviate from the normal line of travel for delivery of Priority Express Mail should be based on meeting the service guarantee.

Ref: Step 4 B06R-4B-C10286708
Hartford, CT 06101 (173)

Column 9 - CODs and Customs Due Received for Delivery

Enter daily the number of articles received for delivery.

For each accountable mail piece in Column 9, an additional time allowance of twenty-eight (28) seconds is incorporated in Column 9 for scanning the mail piece.

Ref: MDCD MOU 1-15-2003 (111)

- CODs and Customs Due mail for Village Post Office (VPO) post office boxes will be recorded in this column.

Column 10 - Postage Due

Enter the number of postage due articles taken out for delivery. Do not include postage due items in Columns 1, 2, 3, or 4.

Postage Due mail for Village Post Office (VPO) post office boxes will be recorded in this column.

A carrier can receive a double credit for a postage due parcel. Example: An ordinary parcel with postage due would be credited as a parcel in Column 6, Parcels, and in Column 10, Postage Due.

Include in Column 10:

- Number of bundles of postage due (with a single due amount).
- If postage due mail was not bundled prior to the mail count and a change in the procedure to bundle postage dues for the same delivery address was not discussed during the pre-count conference, postage due items bundled during the count will be counted as individual postage dues.

Ref: Step 4 H7R-2J-C 389
Bowling Green, KY (118-119)

Other than for ordinary parcels that do not fit in mail receptacles, carriers are NOT required to take postage due mail to the door.

Ref: Step 4 H8R-2W-C 11821
Hilton NY (120)

Column 11 - Change of Address

Enter the number of forms listed below that the carrier is required to process in accordance with PO-603 Section 241 during the mail count period.

- PS Form 3575, Change of Address
- PS Form 3575-Z, Employee-generated Change of Address
- PS Form 3546, Official Change/Correction to Mail Forwarding Change of Address Order received and entered during the count period. PS Form 3546, initiated by the carrier, is creditable as a forwarding order, provided that it is not a duplication of a previous action.

There must be no accumulation of change of address orders at the start of the count period.

Credit is received in Column 11 for PS Form 8076, Authorization to Hold Mail, that is received from the patron (substitute forms may also be included). In order to receive credit for special orders and hold orders, the carrier must be required to transfer the information to PS Form 1564-B, Form 3982 or any other type form used for this purpose.

Do record PS Form 3575-Z, Employee Generated Change of Address, in this column.

Do not record the entry of a new or additional customer's name on PS Form 1564, Address Change Sheet.

COA credit is 15 seconds for PS Form 3982 label in Column 12. Credit of 2 minutes (by giving credit in Column 11) if carrier is required to write on PS Form 3982 or completion of the listed forms.

Column 12 - PS Form 3982 PARS Label

Credit is given on the day the 3982 Label is received by the carrier. Management should distribute/print the labels as they are received in the delivery unit. Credit is only given for either the 3982 Label or the 3575/3546 COA card, not both.

Column 13 - Marked Up Mail Pieces

(A) In this column, record the number of pieces of all classes of mail marked up. Markups are mail pieces undeliverable as addressed that require the carrier to endorse the mail with the reason for non-delivery specified in DMM Section 507, Exhibit 1.4.1. **(39-40)** Do not record mail mis-sorted to a route as a markup. Do include missorted and missent mail in the original count of mail. This applies where routes have been adjusted, territory has changed, or the mail is routed to the wrong carrier.

(B) In instances where mailing addresses have been changed from rural routes and box numbers to street names and numbers, mail is not credited as a markup on the route where the territory transferred to or from. This is considered a hand-off and credit is given in the original count of mail.

(C) A markup credit is provided for the following categories of undeliverable mail:

(1) **Mail Individually Endorsed by the Carrier. Credit a markup for each piece of mail in the following categories:**

(a) Deceased (DEC) -This endorsement is used only when it is known that the addressee is deceased and the mail is not properly deliverable to another person. This endorsement must be made personally by the delivering employee and, under no circumstances, may it be rubber stamped. Mail addressed In Care Of another must be marked to indicate which person is deceased.

(b) No Record Mail. Credit as a markup each piece of mail given to the carrier under the provisions of PO-603 Section 242.4

(c) Other categories as defined in Domestic Mail Manual (DMM) 507.1.4.1 **(39-40)** unless listed in PO-603 Section 535.12.13.c.(2) (bundled markups).

Credit a markup for any mail piece where the manager requires the carrier to correct errors (spelling, numbers) prior to its being sent to CMU/CFS or returned from CMU/CFS.

Credit one markup for transcribing the non-delivery request information on the PS Form 3982-R or annotating or discarding the form when receiving a reinstatement of delivery.

Ref: PO-603 322.23

Credit one markup for all additional bundles or mail pieces that management requires the carrier to endorse, to include "MMM" mail.

Ref: Step 4 B95R-4B-C 02237945
North Reading, MA (41-42)

Credit a markup for each piece of mail when management requires barcodes to be blotted or marked out.

(2) Each of the following Carrier Endorsed Bundles is credited as one markup:

- a) Insufficient (IA). Mail without number, street, box number, route number, or geographical section of city or city and state omitted and correct address not known.
- b) Attempted Not Known (ANK). Addressee is not known at place of address.
- c) In Dispute (DIS). Mail is returned to sender by order of the chief field counsel when it cannot be determined which of the disputing parties has the greater right to the mail.
- d) No Such Number (NSN). Nonexistent number and the correct number is not known.
- e) No Such Street (NSS). Addressed to nonexistent street and correct street not known.
- f) Unable to Forward (UTF). Mail undeliverable at address given; forwarding order expired.
- g) No Mail Receptacle (NMR). Addressee has failed to provide a receptacle for the receipt of mail. May be a PO Box or Caller Service.

h) Refused (REF). Addressee has refused to accept mail or pay postage charges.

i) Temporarily Away (TA). Addressee temporarily away and period for holding mail expired.

j) Unclaimed (UNC). Addressee abandons or fails to call for mail.

k) When carrier is required to return mail from a full mail box a second time.

Ref: Step 4 F95R-4F-C98086042
West Sacramento, CA (121)

l) Vacant (VAC). House, apartment, office, or building is not occupied. Used only on First, second, fourth and endorsed third-class mail addressed to Occupant, Resident, etc.

m) Illegible (ILL). Address not readable.

n) Undeliverable Bulk Business Mail (UBBM). UBBM with a specific customer name and address. When a piece of UBBM with a specific name is undeliverable-as addressed, place the mail to one side of the case ledge or in another designated location at the case. After completing casing of all mail designated for delivery that day, bundle this mail and mark the top piece UBBM, put your initials and route number on it, and leave it on the case ledge.

o) Other Undeliverable Bulk Business Mail. UBBM addressed to Occupant, Resident, or using the exceptional address format (John Doe or Current Address). Normally, this type of mail is undeliverable only because the delivery point is vacant or the address is incorrect. Place undeliverable UBBM marked occupant, resident or current resident to one side of the case ledge,

or in another designated location. After completing casing of all mail designated for delivery that day, bundle this mail and mark the top piece Other UBBM, put your initials and route number on it, and leave it on the case ledge.

- p) Excess Boxholder Mail. Place all excess box holder mail into the appropriate container (sack, hamper, tray, etc.); endorse a facing slip In Excess of Requirements; initial the slip; and attach it to the container with the excess boxholder mail.

Do not credit as a markup parcel post endorsed only to indicate that an attempted delivery notice was left.

Column 14 - PS Form 3821 Completed

Enter only the number of completed PS Forms 3821, Clearance Receipt.

Section 431.4 of the PO-603 states, "Complete Form 3821, Clearance Receipt, showing the number of receipts and undeliverable articles returned for clearance."

Complete a separate Form 3821 for each COD article delivered.

Ref: PO-603, Section 432.3

Complete one Form 3821 for all COD's not delivered.

Ref: PO-603, Section 432.4

Form 3821, Clearance Receipt, is to be completed by the carrier all year long, not just during mail count. If a route serves one or more intermediate offices, it is possible to receive credit for PS Forms 3821 at each intermediate office in a single day.

Column 15 – Non Signature “Scan” Items

Record in Column 15:

1. All delivery confirmation barcodes (may also be identified as “USPS Tracking #” barcode)

2. All Shipment Confirmation Acceptance Notices (SCAN) PS Form 5630 (122)
3. All Carrier Pickup manifests
4. All bar codes associated with Delivery Unit Saturation and Bundle Scanning.
5. All Prepaid Acceptance barcodes
6. All Forms 3811-Return Receipt when delivered to sender.
7. Non-signature scan items for Village Post Office (VPO) post office boxes will be recorded in this column.
8. The parties agree mail pieces are to be scanned according to the procedures listed in Handbook P0-610, Signature Capture and Electronic Record Management: Manager's Guide to Standard Operating Procedures. If management requires rural carriers to scan additional mail pieces with barcodes at the time of delivery, such as EVS barcodes without USPS Tracking, appropriate credit will be provided in Column 15, Non-Signature Scan Items.

Ref: Step 4 C06R-4C-C12017071

Englishtown, NJ (166)

Column 16 - Loading Time

Enter the time spent transferring mail from the carrier's work area to the vehicle. This time should include taking mail from the work area to the vehicle, placing mail in the vehicle, and returning the equipment to a designated location. Postmasters or supervisors must observe the loading operation daily to ensure that carriers operate efficiently. Include only the time required to place mail in gurneys or hampers in loading time if mail cannot be placed in the conveyance during strap out. In offices where the carrier does not normally withdraw all mail for the route, the required final withdrawal from the designated distribution case, or other equipment, will be accomplished in conjunction with the loading operation, and the actual time required included in the loading allowance. Do not include the time used for this

function if the carrier receives the withdrawal allowance. Loading time in excess of 15 minutes must be fully explained in the Comments section of PS Form 4239. However, do not interpret the loading allowance to be a minimum 15 minutes daily. The actual time shown for loading the vehicle must not include time for arranging parcels in delivery sequence; this is included in the time allowance for those items in Column 6.

*Ref: Step 4 J95R-4J-C 02108477
Gaylord, MI (123)*

Mail, pulled down and strapped or trayed, should be placed directly into equipment used to take mail to the vehicle. In this case, loading time begins when the carrier begins to move the mail to the vehicle.

If it is not possible to place mail directly into equipment used to take mail to the vehicle, loading time begins when the carrier begins to load the mail into the transport equipment.

The time required to place the mail in gurneys or hampers will be included in loading time only when the mail cannot be placed in the conveyance in delivery order, during strapping out or trayed. It would also be applicable if because of space restrictions, the carrier is required to strap-out mail, place it on the floor or case ledge, and then transport it to a gurney or hamper at the end of the carrier-case aisle. This was not intended to be applied to situations where the carrier straps out mail and places it directly into a gurney or hamper in lieu of placing it on the floor.

Ref: Henry Letter (27-29)

The placing of boxholder bundles into a hamper or gurney by the carrier will be included in loading time.

Ref: Henry Letter (27-29)

Obtaining the parcel hamper is not considered part of the withdrawal of mail. M-38 Section 344.23 states that gurneys and hampers shall be located convenient to the carriers.

During the mail count if the parcel hamper is not within 50 feet (round trip), the route will be provided additional credit under Column 17 for only the distance beyond the 50 feet. The distance beyond 50 feet will be credited at .00429 minutes per foot. The credit will not exceed more than one round trip per day.

*Ref: Pre-Arb E95R-4G-C 99088097
Humble, TX (32)*

Loading time will include the time spent by the rural carrier traveling to the DPS flats staging area and resume after the DPS flats are placed in the conveyance and the loading process continues.

Carrier has the right to use a stopwatch for verifying the time used to load the route vehicle and other suitable allowance entries.

*Ref: Step 4 J95R-4J-C 02114117
Adrian, MI (124)*

Column 17 - Other Suitable Allowance

Other Suitable allowance is defined as a reasonable time allowance which may be claimed for unusual conditions, or for other services rendered on a daily or weekly basis that are not accounted for under the normal work functions. This does not include time for vehicle breakdowns. Management must authorize items for which time is claimed under this heading. These items must recur on a daily or weekly recurring basis.

Examples from PO-603

- (A) The actual time required to place Central Markup system /Computerized Forwarding System (CMU/CFS) mail in the designated location.
- (B) Where no office personnel are on duty when the carrier returns from serving the route on any day(s) of the week, the carrier receives actual time allowance only for those duties performed over and above the normal functions of this day and the following workday. (This does not include time spent counting mail or completing count forms.)
Ref: PO-603 Section 481
- (C) Those carriers who serve a non-personnel rural unit receive a minimum allowance of 15 minutes daily for each unit served. Boxes located in these units are not included in the route totals on PS Form 4241. Additional time above 15 minutes claimed for servicing a non-personnel unit must be explained in the Comments section.

- (D) Personal time, or time used for purchasing and checking stamp stock, should not be entered. These times are credited when the evaluation is processed by Eagan Information Service Center (ISC).
- (E) No entries are made in this column for those routes using USPS-owned or leased vehicles. The ISC will automatically credit appropriate time allowances as indicated in the PO-603 Section 535.23. Time spent waiting for vehicle repair or tow while on the route is not a recurring function, and is not credited in Column 17. The carrier accumulates O time.
- (F) (Scanner/Setup/Return) is an automatic credit (6 minutes). It is not credited in Column 17. However, additional time to pick up and return scanner may be warranted if not in conjunction with other activities and/or not within a reasonable distance.
Ref: Step 4 E00R-4E-C08212472
Mesa, AZ (58)
- (G) All entries in Column 17 require explanation in the Comments section. No entries are made in this column for those routes with collection compartments or parcel post lockers located in centralized delivery equipment.

Other Typical Examples

- (1) Actual riffling time to assess the quality of DPS mail, if separator cards are not used.
- (2) Time for returning Business Reply mail to designated location.
- (3) Time for changes to edit sheets (red books) beyond the time that would have been required on the back of the PS Form 4240 Trip Sheets.
Ref: Phillip Knoll Letter w/ Q & A (125-129)
- (4) Actual time to obtain and return arrow keys, if the carrier had no accountables. The "50-foot" rule for obtaining accountables does NOT apply.

- (5) Time, if required by management, to answer customer questions across the counter or over the phone, if such duties occur daily or weekly.
Ref: Step 4 H4R-5R-C 47608
Sequim, WA (131)
- (6) If the scanner is not located within a reasonable distance of the carrier's casing area, actual time for required extra trips to secure or return the scanner.
Ref: MDCD MOU 1-15-2003 (111)
Step 4 E00R-4E-C 04086896
Bemidji, MN (132-133)
- (7) Weekly safety talks must be conducted. The actual time required (usually five minutes per week) must be recorded in column 17.
Ref: PO-603 Section 535.12.17.a
Step 4 Q00R-4Q-C 04101548
Washington, DC (134-135)
- (8) Actual time for daily or weekly stand-up service talks in addition to safety talks.
Ref: Step 4 J00R-4J-C 03140433
O'Fallon, MO (136)
- (9) An additional time credit (normally 5 minutes) must be given to the route if management elects to repeat a weekly safety talk for the relief employees or a carrier who was not present.
Ref: Step 4 H4R-5G-C 38788
Vancouver, WA (137-138)
- (10) Actual time to take mail to vacation hold and return to the case, if hold location is not at the carrier's case. No time will be recorded for the separating/casing of individual mail pieces on or into the provided equipment at the designated location. This function should be performed at the carrier's case.
Ref: Step 4 E00R-4E-C 02161832
Pequot, MN (139)
- (11) Actual time to travel to and from throw-back case and deposit mail.
Ref: Step 4 E00R-4E-C 02250463
Gig Harbor, WA (140)
- (12) Actual time to travel to and from the CFS/CMU case and place the mail in its designated location.

- (13) Actual time if an additional trip is required to travel to and from a designated location and place or deposit "MMM" mail.

Ref: Step 4 B95R-4B-C 02237945
North Reading, MA (41-42)

- (14) Actual time to unlock, sweep, verify collection with magnet, wand or scanner, close and lock blue collection boxes (including those located at Village Post Offices (VPO))

- (15) Time for accessing key, unlocking gate, locking gate, and returning key when entering gated communities.

- (16) Actual time required for **unusual** dismount situations such as using elevators, traversing an inordinate amount of stairs, unlocking or going through difficult doors, etc.

Ref: Henry Letter (27-29)
Step 4 E06R-4E-C09352259
Omaha, NE (141)

- (17) Actual time for re-loading a satchel.

Ref: Step 4 E95R-4E-C 01259718
Ellington, MO (142)

- (18) When a non-L route carrier purchases stamp stock at an intermediate office, show the actual time required to perform this function, not to exceed 5 minutes daily, in the Other Suitable Allowance, Column 17 and explain in the Comments section. During the mail count period, maintain the normal frequency of stamp purchases at the intermediate office.

- (19) When an L route carrier purchases stamp stock at an intermediate office, their purchases must meet the minimum requirements of 150 times the First-Class Mail postage rate in order to receive the additional allowance described above.

- (20) Actual time to deposit collected mail in more than two separations.

Ref: Step 4 H7R-4B-C 29248
Rochester, MI (38)
Step 4 E10R-4E-C13214141
Omaha NE (186)

- (21) Actual time to separate parcels collected by zip code or as designated by management.

- (22) Time to put "notice left" parcels on the proper shelf, if required.

- (23) Time to locate and retrieve errors associated with the Mail History Tracking System (MHTS) process. This is normally done during the riffling process.

- (24) The actual time spent separating and casing the mail into Village Post Office (VPO) post office boxes will be recorded on a daily basis in Column 17. This time begins when the rural carrier unlocks the centralized boxes and ends upon locking the centralized boxes.

- (25) On routes with Intermediate Offices, an additional actual time credit may be appropriate when then carrier is required to unlock and or lock doors at the intermediate office.

Ref: Step 4 J06R-4J-C12038118
Bement, IL (144)

- (26) If DPS letter mail trays are received in a conveyance, randomly mixed between routes, additional compensation may be appropriate. In instances where this occurs on a daily or weekly basis, the route will receive credit in Column 17 during a mail count, for the actual time required to move other routes' trays in order to locate the DPS letter mail trays for the specific route.

Ref Step 4 E06R-4E-C09352269
Omaha, NE (87)

- (27) Fifteen (15) seconds per tray or partial tray of DPS Flats received each day for locating the trays and straightening the DPS Flat mail.

SPM (Service Performance Measurement) Scans

- (28) Thirty-five (35) seconds for each delivery point sample alert/work order which requires scanning of one or more mail pieces.

- (29) Eighteen (18) seconds for each delivery point sample alert/work order for which there is no scanning, regardless of

whether the task requires one, two, or four additional keystrokes.

(30) Seventy (70) seconds for each collection mail work order.

Step 4 Settlements that would include unusual conditions for Column 17 credit:

Removing floor mats

*Ref: Step 4 E95R-4E-C 00056816
Yakima, WA (145)*

Train crossings

*Ref: Step 4 J00R-4J-C 04149356
DeKalb, IL (146)
Step 4 C06R-4C-C11391110
Bergen, NY 14416-9998 (172)*

Required use or relocation of hamper when returning to office

*Ref: Step 4 E00R-4E-C 02168812
Yakima, WA (147-148)*

When more than one trip is necessary to unload the vehicle, the time to obtain a conveyance. "50 foot rule"

*Ref: Step 4 E10R-4E-C15104254
Omaha NE (187)*

Time to pick up and return scanner if not in conjunction with other activities and not within a reasonable distance.

*Ref: Step 4 E00R-4E-C08212472
Mesa, AZ (58)*

NOTE: The change to the dismount distance standard in the July 3, 2012 Interest Arbitration Award also applies to the following Pre-arbitration decisions (Pre-Arb E95R-4G-C 99088097, Humble TX; Pre-Arb D95R-4D-C 01037982, Louisville KY) as it relates to the "50 foot rule" for DPS Letter Retrieval; Parcel Hampers; Obtaining of Accountables in the morning; and Return of Accountables in the afternoon.

If the (parcel) hamper is not located within 50 feet (round trip) the route will be provided additional credit under Column 17 for only the distance beyond the 50 feet. The distance beyond 50 feet will be credited at .00429 minutes per foot.

*Ref: Pre-Arb E95R-4G-C 99088097
Humble, TX (32)*

During the mail count, if the accountable cage (or location where accountable mail is obtained) is not within 50 feet (round trip), the route will be provided additional credit in Column 17 for only the distance beyond the 50

feet. The measurement will be from the closest edge on the front side of the carrier's case to the location where the accountable mail is obtained. The distance beyond 50 feet will be credited at .00429 minutes per foot.

*Ref: Step 4 C1 0R-4C-C 15180320
Mechanicsburg, PA (183)*

During the mail count, if the accountable cage (or location where accountables are cleared) is not within 50 feet (round trip) the route will be provided additional credit under Column 17 for only the distance beyond the 50 feet. The distance beyond 50 feet will be credited at .00429 minutes per foot. This credit will not exceed more than one round trip per day to return accountable mail/receipts in the afternoon.

*Ref: Pre-Arb D95R-4D-C 01037982
Louisville, KY (85-86)*

During the mail count, if the DPS mail is not within 50 feet (round trip), the route will be provided additional credit under Column 17 for only the distance beyond the 50 feet. The distance beyond 50 feet will be credited at .00429 minutes per foot.

*Ref: Pre-Arb D95R-4D-C 01037982
Louisville, KY (85-86)*

Column 18 - Authorized Dismounts

The number of authorized dismounts is shown daily. (See PO-603 Section 313 for those instances where dismount deliveries may be authorized.) Including those located at Village Post Offices (VPO))

Example: A carrier is authorized to dismount at a school. The school office is closed on Saturdays; the route would be credited with a dismount Monday through Friday, but would not receive dismount credit on Saturday. Authorized dismounts must be explained in the Comments section. When a carrier dismounts primarily to provide other services, such as delivery or pickup of accountable mail, COD, Express Mail, etc., do not authorize dismount credit; existing time allowances include time for dismounting.

*Ref: Step 4 H1R-4J-C-443
Madison, WI (149)
Step 4 H1R-4T-C 7060
Lexington, KY (150-151)*

Column 19 - Authorized Dismount Distance

- (1) Enter the authorized dismount distance (in feet) traveled daily by the carrier, (*including those located at Village Post Offices (VPO)*)

The distance entered could vary daily depending upon the number of dismounts authorized each day (see Column 18). Before determining the authorized dismount distance, the postmaster or supervisor must:

- (a) For single delivery point dismounts such as CBUs, a school, mailroom, etc., establish the authorized parking location at the closest practicable point.
- (b) For multiple deliveries requiring a dismount (such as multiple apartment buildings served from one park point, shopping centers, etc.), a parking location is established at the most advantageous point or points, and the authorized dismount line of travel between delivery points is laid out in the most efficient travel pattern. To avoid unnecessary trips to the vehicle and to ensure employee safety, the postmaster or supervisor may authorize the use of a carrier satchel or satchel cart.

- (2) When determining the authorized dismount distance, the postmaster or supervisor must measure the most direct and/or efficient distance from the point of dismount from the vehicle to the delivery point, or points, and return to the vehicle. Record measurements to the closest foot. Make all entries on the basis of the number of trips required by the carrier each day.

Example:

A school is authorized as a dismount delivery point. The total dismount distance from the vehicle to the delivery point and return is 140 feet. If, on the first day of the mail count, the volume for this delivery requires only one trip by the carrier, the carrier would receive credit for one dismount in Column 18 and 140 feet dismount distance in Column 19. If, however, on the second day, the volume for this delivery required two trips, the carrier would receive credit

for one dismount in Column 18 and 280 feet in dismount distance in Column 19.

- (3) There must be a reasonable expectation that the line of travel established for the dismount is available to the carrier at least 90 percent of the time. This consideration is especially important in areas that experience consistently heavy snowfalls where direct dismount routes (not coinciding with existing sidewalks) will be blocked most of the winter.

Column 20 - Letters and Flats Collected

Enter in this column the number of letters and flats collected on the route. If mail is received in bundles, count each bundle as one piece. Do not count each piece in the bundle. Do not include mail picked up from a collection box or cluster box unit (CBU) collection compartment. Centralized delivery collection compartments receive a standard allowance.

*Ref: Step 4 H0R-2J-C 4997
Bardstown, KY (152)
Step 4 I95R-4I-C 99031041
Saint Peters, MO (153)*

Enter in Column 17 the actual time required to open the collection boxes, remove the mail, and close the boxes.

One (1) piece is credited in Column 20 for bringing the PS Form 3982-R back from the route.

Ref: PO-603 322.23

Carriers may be required to face and deposit mail in a designated location upon returning to the office. Management shall not require rural carriers to deposit mail into more than two designated locations. If more than two locations are required, additional Column 17 time is appropriate.

*Ref: Step 4 H7R-4B-C 29248
Rochester, MI (38)
Step 4 E10R-4E-C13214141
Omaha NE (186)*

Section 421.2 of the Handbook PO-603 Rural Carrier Duties and Responsibilities, requires that rural carriers should face and deposit mail in the location designated by the postmaster or supervisor. Compensation is provided for facing and depositing mail. Management shall

not require rural carriers to deposit mail into more than two designated locations.

Column 21 – Carrier Pickup “Requests” & Prepaid Parcel Event

- Enter in this column the number of official requests received via “My Post Office” (MyPo). Record the pickup event even if the official pickup request results in no qualifying pieces being collected. Record one event for prepaid parcels in excess of two pounds not associated with Carrier Pickup requests.
- Essentially, there are two events that qualify for the 90 second credit provided in Column 21; (1) Carrier Pickup notification and (2) acceptance of pre-paid parcel(s) over 2 lbs. not associated with carrier pickup. If both events are performed at the same address, only one credit is given in Column 21.
- There will only be one credit in Column 21 (Carrier Pickup Request/Prepaid Parcel Event) per address per day.
- **Prepaid Parcel Event**-Carriers are not required to go to the customer’s door to collect mail for any reason other than a carrier pick up request, which should include at least one qualifying piece (Priority Mail Express, Priority Mail, Priority Mail Express International, Global Express Guaranteed, Priority Mail International and returns (USPS Return Service and Parcel Return Service)).

In those instances when management directs the rural carrier to accept/collect these items or the customer leaves a note in the mailbox requesting such service, or where there is an understanding between management and the carrier that a specific customer has a standing order to have items to collected each day or on specific days, the route will be credited by applying the standard allowances associated with the Carrier Pickup program.

- Each event will be recorded in Column 21, Carrier Pickup Request and Prepaid Parcel Event.

- Additionally, credit for each mail piece that qualifies in accordance with Handbook PO-603, Section 535.12, will be recorded in Column 22, Carrier Pickup Items and Prepaid Parcels over 2 lbs.
- Other mail pieces accepted/collected at this time, such as obvious letter and flat-size mail, including small parcels, will be credited in Column 20, Letters and Flats Collected.
- It is improper for a customer to request through Carrier Pickup, calling the Manager to request a pickup, or leaving a note in the box to pick up items at specific location, when they do not have any qualifying pieces, (Priority Mail Express, Priority Mail, Priority Mail Express International, Global Express Guaranteed, Priority Mail International and returns (USPS Return Service and Parcel Return Service)). If this occurs the carrier should discuss this with their immediate Supervisor who should in return discuss with the customer. This service is only provided when there are qualifying pieces.
- A sack of pre-paid parcels collected is credited in Column 21 (Carrier Pickup Request /Prepaid Parcel Event) and Column 22 (Carrier Pickup Items/Prepaid Parcels). If the carrier is required to scan items contained in the sack at the delivery point, the carrier would receive individual credit as appropriate. If the carrier is required to empty the sack upon return to the post office, additional credit is provided in Column 17 (Other Suitable Allowances).
- If a carrier accepts a pre-paid parcel, Merchandise Return Service (MRS) or a Parcel Return Service (PRS) over 2 lbs. at the mailbox or at the delivery point (such as a business where a dismount and distance is provided) credit is provided in Column 21 (Carrier Pickup Request/Prepaid Parcel Event) and Column 22 (Carrier Pickup Items/Prepaid Parcels).
- “The parties agree that collecting parcels

from customers on a rural route are generally craft specific duties. Unless operational issues exist, such as, deviation from the route's line of travel, time sensitive pickups, vehicle capacity, or inability to meet the dispatch of value; the route will receive applicable credit for collection of these items during a mail count."

Ref: Step 4 E06R-4E-C11335645

Mesa, AZ (154)

- "The carrier assigned to the route is entitled to perform carrier pickup duties and the route will receive applicable credit during a mail count provided: the carrier's vehicle can accommodate the carrier pickup items to be collected without deviation from the route's line of travel, including second trip, and the carrier is able to meet the dispatch"

Ref: Step 4 B00R-4B-C 08348950

Middleboro, MA (155-156)

Column 22 – Carrier Pickup “Items” & Prepaid Parcels

- Record each Priority Mail Express, Priority Mail, Priority Mail Express International, Global Express Guaranteed, Priority Mail International, USPS Return Service and Parcel Return Service item, regardless of weight, picked up by the carrier at a Carrier Pickup location. Also, record each prepaid parcel accepted in excess of two pounds.
- Sacks of parcels collected will receive one parcel accepted count. Individual parcels in the sack will not receive an individual count unless the carrier is required to scan each piece.
- Record the ACTUAL number of eligible packages picked up by the carrier.
- Obvious letter and flat mail pieces collected at a Carrier Pickup location are not included in Column 22.

*Ref: National Grievance Settlement
Q00R-4Q-C08030088 (56-57)*

Column 23 - Ordinary and Insured Parcels Accepted

- (A) Enter in this column the number of ordinary and insured parcels accepted on the route

that require the carrier to weigh, rate, and affix postage to the article.

- (B) Do not enter obvious letter and flat-size mail, including film packs, etc., whether the carrier affixes postage or not. Do not credit parcels that a customer refuses or are not deliverable as a parcel accepted.

Carriers must weigh, rate, and affix postage if management provides the necessary scales and rate charts. However, if the necessary equipment is not made available, credit for a parcel collected is still given.

The carrier cannot be required to stand in the lobby to purchase stamps or weigh parcels.

Ref: Step 4 H4R-4K-C 33298

Oskaloosa, IA 52577 (157)

NOTE: Parcels in excess of 2 pounds for which postage has been prepaid are now entered in column 22 for the number of parcels and column 21 for each pickup event.

Column 24 - Registered and Certified Accepted

Record in this column the number of registered and certified articles accepted on the route. Do not include in the count those articles returned when PS Form 3849 has been left for the customer. Time credit for No Response-Left Notice items is included in the time factor for delivery.

Credit is given for certified and registered letters that are received from rural mailboxes and business customers when the carrier completes **any one** of the following items:

1. The rural carrier weighs, rates and affixes postage to the article, which may involve assistance from a clerk. If the carrier accepts payment for the service from the customer and presents the article to a clerk, who weighs, rates and affixes postage, the carrier is still entitled to credit under Column 24
2. The rural carrier postmarks the receipt, which may involve assistance from a clerk.
3. The rural carrier endorses and issues a receipt via Form 3800 or 3896, which

may involve assistance from a clerk.

If the rural carrier does NOT complete item 1, 2 or 3 above, the route will be provided credit under Column 20 or 23 for registered or certified articles collected, whichever would be appropriate.

*Ref: PO-603 Section 535.12.p.
Pre-Arb Q00R-4Q C 03056531
Washington, DC (158)*

Also enter in this column the number of Certificate of Mailing accepted by the carrier during the mail count. A customer may use PS Form 3877 (Firm Mailing Book for Accountable Mail) or a facsimile, when three or more certificates of mailings are presented at one time. In that case, only one credit is provided for processing PS Form 3877.

*Ref: Step 4 CO6R-4C-092806648
Wellsboro, PA (159)*

Column 25- Money Order Applications

Record in this column the number of money order applications received on the route. If rural carriers reside on the route they serve and regularly purchase money orders throughout the year, they will receive credit. Postmasters or supervisors review each money order application daily.

Column 26- Return Receipts

On high-density (L) routes, an additional credit is received only for those return receipts for accountable items handled via PS Form 3883 (see Column 8).

Enter in this column the number of return receipts attached to those accountable items entered on PS Form 3883. Do not credit return receipts on accountable items other than those listed on PS Form 3883.

Example: If a route received 10 accountable items and each had a return receipt attached, but only six of the items were listed on a firm sheet (3883), the route receives credit for six return receipts in Column 26.

Column 27 - Weight of Locked Pouches Carried Daily

Enter the weight carried in pounds (rounded to the nearest whole pound) of all mail, including outside pieces, to or from designated offices. Carriers serving non-personnel rural units do not receive credit for a locked pouch. To determine the daily weight, total the pouch weight of all days and divide by 18. Then divide the daily weight by the number of locked pouch stops from line C, *Additional Information section*, to determine the average daily weight. Enter this number in Column 27 on PS Form 4241.

*Ref: Step 4 195R-41-C 99113048
Sioux Falls, SD (160)*

Column 28 - Reserved

This column reserved for future use.

Column 29 - Waiting Time

Enter the number of minutes the carrier spent waiting for mail after the official starting time. The amount of waiting time recorded does not affect the route evaluation.

Column 30 - Counting Time

Enter the number of minutes actually used to count the mail. Only the carrier's time is recorded and not the postmaster's or supervisor's counting time.

If the rural carrier spends time counting mail, that time does not affect the route evaluation.

SECTION IV: OTHER MAIL COUNT PROCEDURES

Form 3982-R Rural Box holder Non-Delivery Request (RBNR)

Section 322 of the PO-603, *Rural Carrier Duties and Responsibilities* has been changed to reflect Rural Box holder Non-Delivery Request (RBNR).

Time will be credited during a mail count in the following manner:

- One (1) markup for transcribing the non-delivery request information on the PS Form 3982-R or annotating or discarding

the form when receiving a reinstatement of delivery.

- One (1) piece in Column 1 Letters for casing the PS Form 3982-R.
- One (1) piece credited in Column 20 Letters and Flats Collected for bringing the PS Form 3982-R back from the route.

DPS Riffing Process and Error Retrieval for Mail History Tracking System (MHTS):

With the introduction of the Mail History Tracking System, the DPS riffing process includes MHTS error retrieval, as detailed below:

ROUTES THAT DO NOT USE BREAKER CARDS - Carrier chooses a few intervals in each DPS tray, then checks one or two mail pieces before moving further along in the tray to provide assurance that DPS mail is in the proper sequence. During the riffing process, carriers will also retrieve any errors as identified by MHTS. Credit for this work is measured by actual time recorded in seconds in Column 17, Other Suitable Allowances.

Edit Book- Column 17 Credit

An average weekly time required for the Edit Book and associated worksheet additions, deletions and reviews will be included in Column R time for the route during the mail count.

Ref: Edit Book Q and A, March 18, 2004 No. 17

Postmasters, supervisors, and rural carriers must ensure that mail counts are properly conducted and that the data is properly reported. For mail counts to be properly conducted and for the data to be accurately recorded, care must be taken to ensure that the data is not overstated or understated. In addition, credit for approved duties or work functions must not be omitted. Rural carriers have every right to expect that proper credit be allowed for all items to which they are entitled.

Quite often during mail count, a rural carrier will enter into a heated debate with the Postmaster or Supervisor concerning an item, even though the credit for that item is only a fraction of a minute. On the other hand, the same carrier may fail to raise an objection when credit is not given for items or functions

that have a credit of several minutes each. Credit for the required work in the Edit Book is an example of one such case. It appears that a substantial number of rural carriers (and managers) do not have a good understanding of the Edit Book process. Rural carriers must understand the proper procedure that is required in completing the Edit Book. They must also be aware of the credit to which they are entitled and verify that it is included in the route evaluation.

In a directive dated January 10, 1997 and published in the January 17, 1997 issue of the *Postal Bulletin* the Postal Service implemented the Edit Book process for rural delivery by introducing a revision to Sections 541.41 of the PO-603.

Prior to January 1997, rural carriers were required to enter all additions and/or deletions of deliveries for their route on the back of PS Form 4240. When such changes occurred on the route, the carrier was required to enter the address (box#, street address, apartment/suite #), customer's name, type of delivery, and the date. With the introduction of the Edit Book process, rural carriers are no longer required to list any changes on the back of the PS Form 4240. They are now required to make such entries in the Edit Book for the route. Along with the information concerning the additions and deletions that previously had been required, additional information must now be entered into the Edit Book. The additional information required includes, but is not limited to:

Line #6, 1621 code

Line #7, seasonal delivery indicator

Line #8, letter cell size

Line #9, flat cell size

Line #10, congressional district

Line #13, additional delivery information for the address

Carriers are to be compensated for the time required to perform the additional work due to the implementation of the Edit Book process. Actual time required for the full completion of the additional data required on the edit sheet and maintenance worksheet, will be recorded under column 17 (*Other Suitable Allowance*) during all mail counts. Also, include the time required to locate the appropriate edit sheet,

and the location of where the change is actually to be entered on each sheet. The maintenance worksheet is used by the carrier to record changes in deliveries that occur on the route while the Edit Book has been submitted to AMS for maintenance. When AMS returns the Edit Book, the carrier will copy all changes from the Maintenance Worksheet onto the new edit sheets. The time required to complete the Maintenance worksheet is also included and entered in Column 17 on the mail count form. In addition, the time performing all required reviews of the Edit Book will be included in column 17.

Regular Carriers Working Relief Day

Many regular carriers have asked if they could require management to allow them to work their relief days during the mail count. Article 9.2.C.5.h states, **“The Employer will not allow a regular carrier to work a relief day in accordance with their personal wishes when a qualified leave replacement is available in the delivery unit”**. Whenever the leave replacement assigned to serve a route is temporarily unavailable or no leave replacement is assigned to the route, the Employer may require a part-time flexible rural carrier to serve the route. If a PTF is not available, the Employer must fill the position in the order outlined below. Management must exhaust all options in each step before proceeding to the next step.

- RCR or RCA employees who are the second or third leave replacements designated for that route,

- Any other qualified leave replacements in the delivery unit,
- Any other available leave replacements office-wide,
- A regular rural carrier on the relief day work list in accordance with Article 8.5
- Regular carriers not on the relief day work list, volunteering
- Regular carriers not on the relief day work list, by juniority.

A regular carrier may volunteer to work their relief day only when steps 1 through 4, above, have been exhausted. Management is not required to seek volunteers nor are they required to select volunteers in order of seniority. A leave replacement may not be “borrowed” from another office until all available regular rural carriers (on and off the relief day work list) have been assigned to work the relief day.

The only exception to the above is when the regular carrier’s assigned leave replacement desires a day off and the regular carrier agrees to work for their leave replacement. In this case, the regular carrier would only receive a future “X” day, regardless of their status on the Relief Day Work List. Management would not be required to utilize the Relief Day Work List in this particular situation; however, they would be required to exhaust the matrix prior to allowing a regular carrier to “swap” with the leave replacement. In other words, Article 30.2.D takes precedence over Article 9.2.C.5.i

SECTION V: EXHIBITS PS Form 4239 with Explanations

United States Postal Service Rural Route Count of Mail		Post Office				State & Zip + 4			Route No.
1. Letter Size	2. Sector/Segment Letters	3. DPS Letters	4. Flats, Catalogs, Magazines, Newspapers, Rolls	5. DPS Flats	6. Parcels	7. Boxholders	8. Accountable Mail Signature Item	9. Customers Due Rcvd for Del C.O.D.	10. Postage Due
Letters, cards, newsletter-type mail and circulars 6 1/8" or < in width and 3/8" or < in thickness; Detached Address Labels (with specific address)	Letter mail 6 1/8" or < in width processed on postal automated equipment, normally not exceeding 20" segments. <i>DPS when avg under 2400 pcs per week.</i>	Letter mail 6 1/8" or < processed on postal automated equipment into Delivery Point Sequence (DPS)	Newspapers, flats, magazines, catalogs, rolls, other non-letter size mail that can be cased using casing equipment. Default from letters/parcels.	All mail processed on the Flat Sequencing System equipment in delivery point sequence flat order.	Rigid, exceed 5" high, 18" length, or 1 9/16" wide. Non-rigid, too big for separation. See <i>training materials for rigid item in non-rigid container</i>	Detached cards, samples, and letter or flat sized pcs using simplified addresses without specific box or house number in address. Pieces delivered that day. Maximum family or box count.	Articles received that day for delivery. Signature Capture and foreign parcels requiring signature. Do NOT include in <i>Cols 1, 2, 3, 4 or 5.</i>	Articles received that day which the customer must pay for at the time of delivery.	Articles that require a carrier to collect additional postage. Do NOT include in <i>columns 1, 2, or 3, 4 or 5.</i>
11. Change of Address	12. PS Form 3982 PARS Label	13. Marked Up Mail Pieces	14. PS Form 3821 Completed	15. Non Signature "Scan" Items	16. Load Vehicle (Explanation Required when time exceeds 15 minutes)	17. Other Suitable Allowance Explanation Required	18. Authorized Dismounts Explanation Required	19. Authorized Dismount Distance Feet	20. Letters and Flats Collected
Number of COAs carriers required to process (Forms 3575, 3575Z, or 3546.)	PARS label received, no additional duties required associated with 3575.	Undeliverable as addressed mail requiring the carrier to bundle or individually endorse. See <i>training guide for endorsements.</i>	Total number of 3821's completed. <i>May receive more than one credit for multiple CODs sold.</i>	Delivery Confirmation barcodes, insurance items that do not require signature, SCAN, Delivery Unit Saturation and Bundle Scanning.	Actual time in MIN:SEC to transfer mail from carrier's work area to the vehicle, load the vehicle and return equipment to designated location. Do not include sequencing parcels.	Daily or weekly recurring functions authorized by management and not recorded in any other column on this form. Document in RRMIC.	Number of authorized dismounts daily. Explanation in <i>comments section of 4239 required.</i>	Dismount distance daily, in feet. <i>Additional distance credited for more than one trip, if necessary.</i>	Pieces collected on the route. Do not count mail from collection boxes or CBU collection compartments. Bundled mail is counted as one piece. Include 3982Rs returned to office.
21. Carrier Pickup "Requests"	22. Carrier Pickup "Items"	23. Parcel Accepted, Insured, C.O.D.	24. Registered Certified Accepted	25. Money Order Application Processed	26. Return Receipt "L" Route Only	27. Lock Pouch Weight Carried Daily	28. Reserved	29. Waiting Time	30. Counting Time
Credit each Carrier Pickup notification received by the carrier through My Post Office or as directed by management. See Mail Count Guide	Record the ACTUAL number of qualifying packages (Priority, International, Express) picked up by the carrier. See Mail Count Guide. <i>Non-qualifying items columns 20 or 23, as appropriate.</i>	Parcels the carrier weighs, rates and affixes postage to. See <i>Mail Count Guide.</i>	Articles collected and carrier has provided a Form 3986, Receipt for Registered Article, or Form 3800, Receipt for Certified Mail. (Not recorded in columns 8, 9, or 20.)	Money order applications received on the route that day. Form 6387 must be used.	"L" Routes, only if Firm Delivery Book is used.	Daily weight, in rounded pounds, to or from designated offices. Do not include non-personnel unit served.	No entry.	Actual time in "whole" minutes carrier spent waiting for mail after official start time.	Actual time in "whole" minutes, if used by carrier on the route to verify count.

PS Form 4241

US POSTAL SERVICE Rural Delivery Statistics Report <small>(Follow Instructions in Chapter 5 of Handbook PO-603)</small>										Post Office, State and Zip + 4:	
District			District ZIP Code			Carrier's Name:					
Date of Count From - Through		Finance No.		Route No.	Route Miles (Hundredths)	Regular Boxes	Centralized Boxes	NDCBU Coll Comps	Parcel Lockers	Vehicle Stops	
Date	1. Letter Size	2. Sector Segment Letters	3. DPS Letters	4. Flats, Catalogs, Magazines, Newspapers, Rolls	5. DPS Flats	6. Parcels	7. Boxholders	8. Accountable Mail Signature Item	9. Customs Due Rec'd for Del. C.O.D.	10. Postage Due	
Total											
Date	11. Change of Address	12. PS Form 3962 PARS Label	13. Marked Up Mail Pieces	14. PS Form 3821 (Completed)	15. Non Signature "Scan" Items	16. <u>Load Vehicle</u> Explanation Required when time exceeds 15 Min	17. <u>Other Suitable Allowance</u> Explanation Required	18. <u>Authorized Dismounts</u> Explanation Required	19. Authorized Dismount Distance (Feet)	20. Letters & Flats Collected	
Total											
Date	21. Carrier Pickup Request Prepaid Parcel Event	22. Carrier Pickup Item Prepaid Parcel over 2lbs	23. <u>Parcel Accepted</u> Ordinary, Insured C.O.D.	24. Registered Certified Accepted	25. Money Order Application Processed	26. Return Receipt (L' Route Only)	27. Locked Pouch Weight	28. Reserved	Date of Local Pre-Count Conference		
									High Option? <input type="checkbox"/> Yes <input type="checkbox"/> No		
									Leave Commitment Signed? <input type="checkbox"/> Yes <input type="checkbox"/> No		
									Current Detour? <input type="checkbox"/> Yes <input type="checkbox"/> No		
									Detour Miles (Hundredths)		
Total											
<input type="checkbox"/> National <input type="checkbox"/> Special <input type="checkbox"/> Amended <input type="checkbox"/> Negated			Vehicle Data <input type="checkbox"/> EMA <input type="checkbox"/> Govt. Veh.			In the event that I am eligible to elect a higher route classification, I agree to use sufficient annual leave during the guarantee period to assure that my total actual work hours will not exceed 2,080 during the guarantee period.					
Number of Families Served			Time used during count (hrs&hund.) (Subtract Lunch Time from Office and/or Route Time as Reported on Form 4240)			Carrier's Signature for "Leave Commitment"					
Number of Lock Pouch Stops (If Applicable)			Office time			COUNT DATA CERTIFIED TO BE CORRECT					
Mail Withdrawal? <input type="checkbox"/> Yes <input type="checkbox"/> No			Route time								Carrier's Signature & Date - Agreement With Count Data
Seasonal Route? <input type="checkbox"/> Yes <input type="checkbox"/> No			Net Total Time			Postmaster's Signature & Date					
In Season? <input type="checkbox"/> Yes <input type="checkbox"/> No			Auxiliary Assistance Used								
Seasonal Miles (Hundredths)			Office								
Seasonal Regular boxes			Route								
Seasonal Central boxes			Waiting and Counting Time								

PS Form 4241, July 2012

PS Form 4241-M

Rural Route Evaluation Worksheet (PO-603 Exhibit 531.3)						
Delivery Unit:			Route #:			
Carrier:			Count Dates:			
PS 4241 Ref. No.	Data Description	Allowance Factors Office Time (min)	Allowance Factors Route Time (min)	Weekly Average	Office Time (mins.)	Route Time (mins.)
* Route Length			Miles X 12.0			
* Regular Boxes (Non L)			Boxes X 2.0			
* Regular Boxes (L only)			Boxes X 1.82			
* Centralized Boxes			Boxes X 1.0			
* NDCBU Coll/Comp			Compartments X 1.0			
* Parcel Lockers			Lockers X 2.0			
1 Random Letters		Wkly Avg *(.0555)				
2 Sector Segment Letters		Wkly Avg *(.0444)				
3a DPS Letters - Without GOV Vehicle			Wkly Avg *(.0333)			
3b DPS Letters - With GOV Vehicle			Wkly Avg *(.0232)			
4 Flats, Cat., Magazines, Newspapers, Rolls		Wkly Avg *(.1)				
5a DPS Flats - Without GOV Vehicle		Wkly Avg *(.0588)				
5b DPS Flats - With GOV Vehicle			Wkly Avg *(.0232)			
6 Parcels		Wkly Avg *(.333)	Wkly Avg *(.167)			
7 Boxholders		Wkly Avg *(.04)				
8 Accountable Mail (Signature Item)		Wkly Avg *(1.0)	Wkly Avg *(3.466)			
9 Customs Due (Rec'd for Del), C.O.D.		Wkly Avg *(1.5)	Wkly Avg *(4.466)			
10 Postage Due		Wkly Avg *(.2) round to #				
11 Change Of Address		Wkly Avg *(2.0)				
12 PS Form 3982 (PARS Label)		Wkly Avg *(.25)				
13 Markup		Wkly Avg *(.25)				
14 PS Form 3821 (Completed)		Wkly Avg *(2.0)				
15 Non Signature "Scan" Items			Wkly Avg *(.3)			
16 Load Vehicle		Actual Wkly Avg				
17 Other Suitable Allowance		Actual Wkly Avg				
18 Authorized Dismounts			Wkly Avg *(.1)			
19 Authorized Dismount Distance (Feet)			Wkly Avg *(0.00429)			
20 Letters, Flats Collected		Wkly Avg *(0.04)				
21 Carrier Pickup Request & Prepaid Parcel Event		Wkly Avg *(0.75)	Wkly Avg *(0.75)			
22 Carrier Pickup Item & Prepaid Parcel over 2lbs			Wkly Avg *(0.15)			
23 Parcels Accepted, Ordinary, Insured, C.O.D.		Wkly Avg *(2.0)	Wkly Avg *(2.0)			
24 Registered, Certified Accepted			Wkly Avg *(2.0)			
25 Money Order Application Processed		Wkly Avg *(1.5)	Wkly Avg *(2.0)			
26 Return Receipt ('L' Route Only)		Wkly Avg *(0.25)				
27 Not Used						
28 Reserved						
29 Not Used						
30 Not Used						
* Stamp Stock		20				
* Scanner (Retrieval / Setup / Return)		6				
* Strapping Out		Wkly Avg (1)+(2)+(4)+(5a)-(13)*0.01428				
* Other Office & Personal		30				
* Lock Pouch Stops			# of Stops *30			
* Withdrawing Mail		(Yes = 30) (No = 0)				
* USPS Vehicle Allowance <input type="radio"/> Yes <input type="radio"/> No		Daily Rte Miles *(6/100)*4.5)+24				
* Reload / Unload			18 min Wkly			
Weekly Totals (Minutes)						
Standard Time (Hours and Minutes)						
Rural Route Evaluation - Low Option						
Rural Route Evaluation - High Option						
Volume Only Factor						

PS Form 4241-M, July 2012

Rural Mail Count Information Check List

- ✓ Do route miles on PS Form 4241 reflect the last approved mileage on PS Form 4003? *Submit new 4003 with mail count form if changes to mileage needs to be made.* YES NO
- ✓ Are regular boxes and central boxes current as of the last day of count? *Make sure central boxes are not included in regular box total.* YES NO
- ✓ Are number of stops more than total regular and central boxes? *Vehicle stops cannot be more than total boxes.* YES NO
- ✓ Are box holders (column 7) listed in pieces? *Do not list in sets.* YES NO
- ✓ Are postage due (column 10) parcels included in the postage due column and parcel column (column 6)? *Postage due parcels get credit in both columns.* YES NO
- ✓ Are Delivery Confirmation mail pieces entered in both columns 15 (Non-Signature Scan Items) and Column 4 (Flats, etc.) or column 6 (Parcels), as appropriate? *Delivery Confirmation mail pieces must get credited for both the scan and the mail piece.* YES NO
- ✓ Have Carrier Pickup Requests been credited in column 21 and carrier pickup Items in column 22? *See the Column 21 and 22 Flow Chart for clarification.* YES NO
- ✓ Is NDCBU collection mail and collection box mail included in column 20? *This volume is not included in letters and flats collected.* YES NO
- ✓ Are loading time and other suitable allowance time (columns 16 & 17) recorded in minutes and seconds daily, then rounded up to the next whole minute in the total column at the end of the mail count? YES NO
- ✓ Is locked pouch weight totaled at the end of the count period and averaged in the total column? *Daily weight must be totaled at the end of the count period and divided by the number of count days. This number is documented in the total column.* YES NO
- ✓ Is mail withdrawal marked properly? *Must be marked one or the other.* YES NO
- ✓ Are seasonal route boxes marked properly? *Only record seasonal miles if territory is moved and only that portion of the route that moves to another route. Seasonal boxes are those added to or taken away from the routes evaluation at the beginning or end of the season.* YES NO
- ✓ Are High Option and Leave Commitment marked YES? Has carrier signed the leave commitment? *Do not mark the option as High if the regular carrier does not have a minimum of ten years of service from his/her retirement computation date. Remember, High Option is more work, more money, low is less work, less money. Appropriate markings and carrier signature must be documented for route to be placed in High Option. Carriers are not required to sign the leave commitment unless they are eligible for, and desire, High Option.* YES NO
- ✓ Has the carrier signed PS Form 4241 in block "COUNT DATA CERTIFIED TO BE CORRECT"? *If the carrier refuses to sign this block, he/she must submit, in writing, their detailed reasons for not signing. The manager must send the carrier statement and a managers statement along with the count form explain in detail reasons for not signing.* YES NO

NRLCA Mail Count Dispute Form

MAIL COUNT DISPUTE SHEET

POST OFFICE _____

NAME _____

ROUTE # _____

PHONE # _____

TYPE OF CASING EQUIPMENT _____

<input type="checkbox"/>	124D FULL CASE WITH LEDGE
<input type="checkbox"/>	144D FULL CASE
<input type="checkbox"/>	143D MINI

 NUMBER OF ROWS IN EACH CASE
 ROLL OR STAND UP MAIL (CIRCLE ONE)

DATE	QUANTITY	DESCRIPTION OF MAIL PIECE OR SOFT SIDE MAIL 3' BRICK	COUNTED AS		SHOULD BE		ADDRESS 123 MAIN ST	CELL SIZE	PIECES OF MAIL IN CELL		MGT SIGNATURE
			LETTER	FLAT	FLAT	PARCEL			LETTERS	FLATS	