

NRLCA MINI MAIL SURVEY PRESENTATION

February 24 – March 8, 2024



NRLCA MINI MAIL SURVEY 2024

IMPORTANT DATES

Important Dates MMS

Complete By:	Action:
02/10/2024 – 03/15/2024	Delivery Units enter Office Walk, Route Settings and Daily Volume data into the Rural Management Support System (RMSS) web application
02/24/2024	A 12-day Mini Mail Survey of stated items begins on all rural routes
02/24/2024 – 03/08/2024	Data entry must be made daily by COB for all routes
03/01/2024	DPM / LTM Mapping Deadline Date. No mapping changes will be reflected post this date in Eval 3
03/15/2024	All Mini Mail Survey entries to include Office Walk, Route Settings and Daily Volume must be finalized by 17:00 CT. No additional changes will be accepted post this date.
04/06/2024	Effective date of the RRECS Evaluation; Update the Rural Carrier schedules in RMSS Scheduling tool URL: https://blue.usps.gov/delret/L3do/rural/timekeeping/rural_schedule_tool_v19.1.01.xlsx

A banner image showing a brick building with a sign that reads "NATIONAL REEVALUATION SURVEY". The text "NRLCA MINI MAIL SURVEY 2024" is overlaid in large white letters.

NRLCA MINI MAIL SURVEY 2024

02/24/2024

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03/08/2024

- ✎ A National Mini Mail Survey will be conducted for twelve (12) working days beginning Saturday, February 24 and ending on Friday, March 8, 2024.
- ✎ A stand-up talk will be given prior to the mail survey. This will be your opportunity to ask questions and confirm procedures.
- ✎ **All routes are included in the Mini Mail Survey**
- ✎ Effective date of the RRECS Evaluation will be April 6, 2024

A banner image showing a brick building with a corrugated metal roof. The text "NRLCA MINI MAIL SURVEY 2022" is overlaid in white, bold, sans-serif font. There are some green plants in the foreground.

NRLCA MINI MAIL SURVEY 2022

02/24/2024

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03/08/2024

- ∞ The mini mail survey is one component used to determine the route evaluation under RRECS
- ∞ It is used in conjunction with other data gathered from automated processes
 - MDD Scanner
 - Route Mapping Data

- ✎ EAS employees will conduct the mini mail survey
- ✎ 12 RRECS Office Walk Distances will be measured round trip jointly by the manager and the assigned carrier.
- ✎ Data will be entered daily and in a timely manner no later than COB current business day.

ONLY the following Items will be Measured and/or Counted and Entered into RMSS:

- ✎ Random Letters
- ✎ Random Flats
- ✎ PARS 3982 labels
- ✎ Office Walk Distances
- ✎ Miscellaneous Office Activity

Three Forms are used to Collect Survey Data

- ☞ RRECS Office Walking Distance-Data Collection Form
- ☞ Daily Volume Worksheet
- ☞ Miscellaneous Activity Worksheet

NRLCA MINI MAIL SURVEY 2024

Walk Distance Form

RRECS Office Walking Distances: Data Collection Form

FACILITY, ST, ZIP		FINANCE #		RR #
MANAGER NAME: (Printed)		MANAGER NAME: (Signature)		DATE:
CARRIER NAME: (Printed)		CARRIER NAME: (Signature)		DATE:
Does this route receive Withdrawal Credit?	Yes or No (Circle One)	Is this route assigned a Left Hand Drive Government Vehicle?		Yes or No (Circle One)
Walking Distance Segments For Non-Withdrawal Routes measure only Segments 1, 5-12; Do not measure Segment 6 if the carrier uses a Privately Owned Vehicle (POV) to service the route (Enter "N/A") Measure the "Round Trip" distance (Footage) required for the carrier to complete the segment where applicable.				
Segment Number	From	To	Distance (Footage)	Instructions
01	Scanner Storage Area	Carrier's Case		From the point the where the carrier stands when retrieving the scanner to the point where the carrier stands when casing mail.
02	Carrier's Case	Raw Letter or Raw Flats Distribution Case		From the point where the carrier stands when casing mail to the point where the carrier stands when retrieving raw letters or raw flats, whichever is further. Include walking distance to obtain a conveyance if typically required.
03	Carrier's Case	DPS Letters Distribution rack		From the point where the carrier stands when casing mail to the point where the carrier normally stands when retrieving the first tray from the DPS Letter rack. Include walking distance to obtain a conveyance if typically required.
04	Carrier's Case	DPS Flats (FSS) Distribution rack	N/A	From the point where the carrier stands when casing mail to the point where the carrier normally stands when retrieving the first tray from the DPS Flats (FSS) rack. Include walking distance to obtain a conveyance if typically required. Note: This segment only applies to routes that use a Privately Own Vehicle (POV) or are assigned a Left Hand Drive (LHD) Government Vehicle
05	Carrier's Case	Parcel hamper Retrieval		From the point where the carrier stands when casing mail to the location where the carrier normally stands when grasping the handle of the parcel hamper for transport to their case.
06	Carrier's Case	Assigned location or typical location for inspection of Government vehicle		From the point where the carrier stands when casing mail to the point where the carrier stands when opening the driver's door of the parked vehicle. Use the assigned parking if there is one or the typical location if there is none.
07	Carrier's Case	CFS / Markup / MMM /Centralized Hold Mail to the Carrier's Case		From the point where the carrier stands when casing mail and follows their normal path to the CFS, the Markup case, the MMM location, Centralized Hold and back to the carrier's case. Note: The order of the locations may vary according to local practices.
08	Carrier's Case	Accountables Distribution point		From the point where the carrier stands when casing mail to the point where the carrier receives accountable mail from the clerk in the morning.
09	Carrier's Case	Hot case		From the point where the carrier stands when casing mail to the point where the carrier stands when retrieving hot case mail
10	Carrier's Case	Obtain additional conveyance for loading mail in vehicle		From the point where the carrier stands when casing mail to the average point where the additional conveyance for transporting mail to the vehicle is stored.
11	Carrier's Case	Storage location for excess trays, tubs		From the point where the carrier stands when casing mail to the location where excess trays, tubs are stored after mail has been loaded for conveyance to the vehicle.
12	Carrier's Case	Location of where the Safety/Service talk is given		From the point where the carrier stands when casing mail to the designated Safety/Service Talk.

Walking Distance Data Collection Form

The RRECS Office Walking Distance Data Collection Form is used to record the walking distance data for each route as indicated. The data recorded on this form will then be entered into RMSS.

Note: The user must download the Data Collection Form found in the **RMSS Survey Instructions** Zip File to view and print.

 RRECS Survey Instructions

RRECS Office Walking Distances: Data Collection Form

FACILITY, ZIP		FINANCE #		RR #
MANAGER NAME: (Printed)		MANAGER NAME: (Signature)		DATE:
CARRIER NAME: (Printed)		CARRIER NAME: (Signature)		DATE:
2 This route receive withdrawal credit? <small>Yes or No (Circle One)</small>		3 Is this route assigned a Left Hand Drive Government Vehicle? <small>Yes or No (Circle One)</small>		
Walking Distance Segments				
For Non Withdrawal Routes measure only Segments 1, 5-12; Do not measure Segment 6 if the carrier uses a Privately Owned Vehicle (POV) to service the route (Enter "N/A") Measure the "Round Trip" distance (Footage) required for the carrier to complete the segment where applicable.				
Segment Number	From	To	Distance (Footage)	Instructions
01	Sooner Storage Area	Carrier's Case	4	From the point the where the carrier stands when get out of the van to the point where the carrier stands when casting mail.
02	Carrier's Case	Raw Mail or Raw Flats Dist but on Case		From the point where the carrier stands when casting mail to the point where the carrier stands when retrieving raw letters or raw flats, whichever is further. Include walking distance to clear a conveyance if typically required.
03	Carrier's Case	DPS Letters Dist but on rack		From the point where the carrier stands when casting mail to the point where the carrier normally stands when retrieving the first tray from the DPS letter rack. Include walking distance to clear a conveyance if typically required.
04	Carrier's Case	DPS Letters (POV) Dist but on case	N/A	From the point where the carrier stands when casting mail to the point where the carrier normally stands when retrieving the first tray from the DPS letter rack. Include walking distance to clear a conveyance if typically required. Note: This segment only applies to routes that use a Privately Owned Vehicle (POV) to service the route.
05	Carrier's Case	Parcel hamper Retrieval		From the point where the carrier stands when casting mail to the location where the carrier normally stands when grasping the handle of the parcel hamper for transport to their case.
06	Carrier's Case	Assigned location or typical location for inspection of Government vehicle		From the point where the carrier stands when casting mail to the point where the carrier stands when opening the driver's door of the parked vehicle. Use the assigned parking if there is one or the typical location if there is none.
07	Carrier's Case	CFS / Markku / MMM Controlled Mail to the Carrier's Case		From the point where the carrier stands when casting mail out follows their normal path to the CFS, the Markku case, the MMM locker, Controlled Mail and back to the carrier's case. Note: The order of the locations may vary according to local practices.
08	Carrier's Case	Accounting Dist but on point		From the point where the carrier stands when casting mail to the point where the carrier receives accountable mail from the clerk in the morning.
09	Carrier's Case	Hot case		From the point where the carrier stands when casting mail to the point where the carrier stands when retrieving Hot case mail.
10	Carrier's Case	Obtain additional conveyance for loading mail in vehicle		From the point where the carrier stands when casting mail to the average point where the additional conveyance for transporting mail to the vehicle is stored.
11	Carrier's Case	Storage location for excess trays, tubs		From the point where the carrier stands when casting mail to the location where excess trays, tubs are stored after mail has been loaded for delivery to the vehicle.
12	Carrier's Case	Location of where the Safety Service talk is given		From the point where the carrier stands when casting mail to the designated Safety Service talk.

V0223.1

Once the worksheet is retrieved:

- 1 Input necessary route information in each field at the top of the worksheet. Ensure the manager prints/signs their name along with the date of entry
- 2 Confirm route withdrawal credit (Circle "Yes" or "No")
- 3 Confirm if the route is assigned a POV or Left Hand Drive or Gov Vehicle (Circle "Yes" or "No")
- 4 Confirm walking distance measurement for each segment.

Note: Both the manager and assigned carrier must be present to confirm walking distance measurement. Both must sign when completed

Route Settings Confirmed by Manager on the RRECS Office Walking Distance Data Collection Form

- ☞ Confirm Left Hand Drive Government Vehicle or POV
- ☞ Carrier Withdrawal Allowance

A banner image showing a brick building with greenery in front. The text "NRLCA MINI MAIL SURVEY 2024" is overlaid in large white letters.

NRLCA MINI MAIL SURVEY 2024

Walk Distance

Office Walk Measurements:

- ☞ 1. Scanner Storage Area
- ☞ 2. Letters/Flats Distribution Case***
- ☞ 3. DPSL Distribution Case***
- ☞ 4. FSS Distribution Case***
- ☞ 5. Parcel Hamper
- ☞ 6. Location of Vehicle Inspection^^
- ☞ 7. CFS Markup/Centralized Hold
- ☞ 8. Accountable Distribution Point
- ☞ 9. Hot Case Location
- ☞ 10. Location of Hamper/Conveyance
- ☞ 11. Location of Excess Trays/Tubs
- ☞ 12. Safety/Service Talk Location

***not measured for Non-Withdrawal Routes

^^not measured for POV Routes

- ∞ The round-trip distances recorded on the Office Walking Distance Data Collection Form are entered into RMSS accordingly.
- ∞ Copy of the Completed Form will be Shared with the carrier

NRLCA MINI MAIL SURVEY 2024

Daily Volume Worksheet

Rural Route - Daily Volume

Survey Period:

Finance:

Date:

Route	3982 PARS Label	Letters Manual (Pieces)	Flats Manual (Pieces)	Miscellaneous Activity Reason	Misc. Activity Actual Time (Mins:Secs)

Daily Volume Worksheet

Prior to the actual survey period, users should download and **print** the **Daily Volume Worksheet**.

The daily volume worksheet will be used to record volume and miscellaneous activity time daily.

Once the worksheet is open; Print the worksheet and conduct the following:

1. Confirm that the Finance Number and date are correct.
2. For Majority DPS Letters Cased, enter "Y" for Yes, or enter "N" for No.
3. Record the data for each category of mail: PARS 3982 Labels, Letters Manual (Pieces), Flats Manual (Pieces), Misc. Activity time
4. Use Miscellaneous Activity Worksheet for recording actual time
5. Use the correct tab for each day

Rural Route - Daily Volume

Survey Period:

Finance:

Date:



Route	3982 PARS Label	Letters Manual (Pieces)	Flats Manual (Pieces)	Miscellaneous Activity Reason	Misc. Activity Actual Time (Mins:Secs)



MISCELLANEOUS ACTIVITY WORKSHEET				
Area	Division	MPOD	Date	Route
Activity	Description			Time Used (minutes)
Required Customer Communications	Time, if required by management, to answer customer questions over the counter or over the phone, if such duties occur daily or weekly.			
Electronic Parcel Lockers	Record actual time used daily to service the EPLU. Actual time begins once all parcels are loaded at the EPLU and carrier signs in on the keypad and continues until the carrier signs out on the keypad. If the carrier is required to wait to gain access to the keypad, that time is also recorded as actual time.			
Reloading Satchel	Actual time to reload a satchel if required for multiple dismount deliveries.			
Non-Personnel Unit (NPU) Time	Those carriers who serve a non-personnel rural unit receive a minimum allowance of 15 minutes daily for each unit served. Must be approved by District Rural DSK. Explanation must be entered. For Example: Time associated with End-Of-Shift activities not completed for the prior day.			
Other Daily or Weekly Recurring Activity				



Random Letters and Flats

Random Letters Include:

- A. Letters that have not been run on any type of automation
- B. Letters from manual distribution cases
- C. DPS letter mail errors (3M)

Note: Do not include Walk Sequence Saturation mailings or Boxholders

Random Flats Include:

- A. Flats that have not been run on automation.
- B. Flats from manual distribution cases
- C. DPS flat mail errors
- D. Flat-sized mailings not received in white tubs or from local distribution cases.

Note: Do not include Walk Sequence Saturation mailings or Boxholders





Daily Volume Worksheet

- ✎ Postmaster or manager who conducts the count should sign every day.
- ✎ Carrier should receive a copy each day
- ✎ Disagreements and disputes should be documented and dealt with as soon as possible.

MISCELLANEOUS TIME

Entry Steps:

1. Print out enough copies for each route for each day of survey (#rtes x 12)
2. Enter Area, District, MPOO and Office Name
3. Enter 3-digit route number
4. Complete each day for each route. If no activities occur on any day, enter N/A on sheet for the day.

MISCELLANEOUS ACTIVITY WORKSHEET					
				Date	Route
Area	District	MPOO	Office		
Activity	Description			Time Used (minutes)	
Required Customer Communicatons	Time, if required by management, to answer customer questions across the counter or over the phone, if such duties occur daily or weekly.				
Electronic Parcel Lockers	Record actual time used daily to service the EPLs. Actual time begins once all parcels are located at the EPL and carrier signs in on the keypad and continues until the carrier signs out on the keypad. If the carrier is required to wait to gain access to the keypad, that time is also recorded as actual time.				
Reloading Satchel	Actual time to reload a satchel if required for multiple dismount deliveries.				
Non-Personnel Unit (NPU) time	Those carriers who serve a non-personnel rural unit receive a minimum allowance of 15 minutes daily for each unit served				
Other Daily or Weekly Recurring Activity	Must be approved by District Rural DSS. Explanation must be entered. <i>For Example: Time associated with End-Of-Shift activities not completed for the prior day</i>				
	_____			_____	
	_____			_____	
	_____			_____	
	_____			_____	
	_____			_____	





Miscellaneous Activity Worksheet

- ∞ Reasonable time allowance for recurring duties
- ∞ Must be:
 - Authorized or required by management
 - Recurring Duties (Daily or Weekly)
 - Required Customer Communication
 - Electronic Parcel Lockers
 - Reloading Satchel
 - Non-Personnel Unit
 - All other Activity must be pre-approved by DSS
 - Not covered in any other allowance
- ∞ Actual Time Rounded to Nearest Minute

Verification Daily Summary

UNITED STATES POSTAL SERVICE Rural Management Support System

Approval 7 Settings Help Log out

Facility: 540436 - ARL-MAIN OFFICE STA, WA

Walking Distances must be entered before Daily Volumes may be collected for some routes.

Daily Volumes are incomplete for 12/27/2021
 Daily Volumes are incomplete for 12/28/2021
 Daily Volumes are incomplete for 12/29/2021
 Daily Volumes are incomplete for 12/30/2021

Save Eval Date: 12/30/2021 Search

Route	Majority of DPS Letters Cased	PS Form 3982 PARS label	Letter Size Manual Count (Pieces)	Flat Size Manual Count (Pieces)	Miscellaneous Time (Minutes)
002	N <input checked="" type="checkbox"/> Y	<input type="text"/>	<input type="text"/>	<input type="text"/>	Total: <input type="text"/>
003	N <input type="checkbox"/> Y	<input type="text"/>	<input type="text"/>	<input type="text"/>	Total: <input type="text"/>
004	N <input type="checkbox"/> Y	<input type="text"/>	<input type="text"/>	<input type="text"/>	Total: <input type="text"/>
010	N <input type="checkbox"/> Y	<input type="text"/>	<input type="text"/>	<input type="text"/>	Total: <input type="text"/>
012	N <input type="checkbox"/> Y	<input type="text"/>	<input type="text"/>	<input type="text"/>	Total: <input type="text"/>
013	N <input type="checkbox"/> Y	<input type="text"/>	<input type="text"/>	<input type="text"/>	Total: <input type="text"/>

Current Date: 12/30/2021 | Day 14 of Pay Period 01 | Delivers Manager: RWH1, DR1 | Version: 1.47.0-SNAPSHOT | API Documentation

DAY OF WEEK	Majority DPS Letters Cased (Y) or (N)	3982 PARS Label	Letter Size Manual (Pieces)	Flat Size Manual (Pieces)	Actual Time Misc Activity Total
THURSDAY	N	0	0	0	0
THURSDAY	N	0	0	0	0
THURSDAY	N	0	0	0	0
THURSDAY	N	0	0	0	0
THURSDAY	N	0	0	0	0

15
16
17
18
19
20
21
22
23

Mini Mail Survey Summary

At the conclusion of Daily Volume data collection in RMSS each week, managers should **print** the **Weekly Summary of Daily Volume** excel sheet and provide to carriers for confirmation. Managers and carriers should work together to verify Daily Volume data entries displayed on the worksheet. If necessary, managers and carriers should identify any discrepancies and make adjustments as needed daily.

The screenshot displays the Rural Management Support System (RMSS) interface. The left sidebar contains navigation options: Home, Reporting, Time Keeping, Scheduler, Form 4003, Mail Count, RRECS Survey, Daily Volume, Walking Distances, Route Settings, ASC, Form 4248, and RD SOP. The main content area is titled "Rural Management Support System" and includes a "Facility" dropdown set to "540435 - ARLAMAIN OFFICE STA, WA".

The "Instructions" section states: "To use the RRECS Survey, you must first read the instructions and acknowledge that you have received the proper training." Below this, there is a link for "RRECS Survey Instructions" and a confirmation message: "You have been certified for RRECS Surveys".

The "Survey Periods" section contains a table with the following data:

Setup start	Survey Begin	Survey End	Logout	Extract
12/11/2021	12/25/2021	01/10/2022	02/15/2022	<ul style="list-style-type: none"> Blank Daily Volume Worksheet Weekly Summary of Daily Volume Walking Distances & Route Info

Overlaid on the right side of the interface is an Excel spreadsheet titled "RMSS - Survey Period Summary" for the period "08/08/2022 - 08/20/2022". The spreadsheet has columns for BA, AREA, FDC, DISTRICT, MPOO, FACILITY, ST, FIN#, RR#, 3982 PARS Label, Letter Size Manual (Pieces), Flat Size Manual (Pieces), Actual Time Misc Activity Total, Admin Defined Reason 1, and Admin Defined Reason 2. The data rows are as follows:

BA	AREA	FDC	DISTRICT	MPOO	FACILITY	ST	FIN#	RR#	3982 PARS Label	Letter Size Manual (Pieces)	Flat Size Manual (Pieces)	Actual Time Misc Activity Total	Admin Defined Reason 1	Admin Defined Reason 2
4B	ATLANTIC	020	MA-RI	C	AMESBUR	MA	240119	001	4	6	6	2	1	1
4B	ATLANTIC	020	MA-RI	C	AMESBUR	MA	240119	002	0	0	0	0	0	0

Mini Mail Survey Summary (By Route)

At the conclusion of Mini Mail Survey, after all data is entered, managers should **print** the **Mini Mail Survey Summary** excel sheet and provide to carriers for confirmation. If any discrepancies still remain, they should be corrected immediately. The Detail Route Summary will include confirmation by the assigned carrier and the manager that the information is correct. This file will also provide the opportunity for the carrier to commit to take sufficient annual leave to avoid exceeding 2080 hours in the guarantee period if selected.

Rural Route Mini Mail Survey Summary

Survey Period (Date Range): _____ - _____
 Area: _____ District: _____ MPOO: _____
 Finance: _____ Facility: _____ ZIP: _____ RR: _____

Date	3982 PARS LABEL	Letter Size Manual (Pieces)	Flat Size Manual (Pieces)	Misc. Activity Actual Time Total (MM:SS)
Total				

COMPLETE THE FOLLOWING INFORMATION ON THE LAST DAY OF THE MAIL SURVEY

High Option: Yes No

High Option election requires the assigned Regular Carrier meeting all criteria as provided in Article 9.2.C.7.a. of the National Agreement to include the Carrier's signature agreeing to the "Leave Commitment" below:
 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.

Carrier Signature for "Leave Commitment": _____ Date: _____

Survey Data Certified To Be Correct:

Carrier's Signature: _____ Date (MM/DD/YYYY): _____

Manager's Signature: _____ Date (MM/DD/YYYY): _____

Conclusion of Mail Survey

High-Low Option (If qualified)

Carrier Commits to Take Sufficient Annual
Leave to Avoid Exceeding 2080 Hours

Carrier's Signature Certifying the Survey to be
Correct

Counting your mail

- ☞ Carrier may count their own mail as a verification of management's counts.
- ☞ No compensation

Intermediate Office

- ☞ All Forms are completed and returned to the main office
 - ☞ RRECS Office Walking Distance-Data Collection Form
 - ☞ Daily Volume Worksheet
 - ☞ Miscellaneous Activity Worksheet
- ☞ Edit Book updates performed at the Intermediate Office are entered on the Miscellaneous Activity Worksheet



Other Survey Issues

Credit for Inverted DPS Letters

☞ Credit one Random Letter for every 4 inverted DPS Letters



EVEN FLOW OF MAIL

- ∞ Normal flow of mail should be ensured
 - No extra efforts to clear out mail before count
 - No curtailment of clerk hours on the last day of count

- ∞ Mailer-requested delivery dates should be honored



WITHDRAWAL OF MAIL

- ∞ If carriers perform any withdrawal functions-allowance is added
- ∞ No change from remainder of year
- ∞ Number of withdrawals required
 - Upon Reporting
 - Two additional in morning
 - Final withdrawal of Hot Case
 - Upon return from route



WITHDRAWAL OF MAIL

Carriers who DO NOT get withdrawal allowance

- ✎ Final withdrawal of Hot Case in conjunction with loading
- ✎ All other mail should be placed at case or on ledge
- ✎ No dumping of sacks
- ✎ Everyone can be required to cut straps and remove plastic. It is not part of Withdrawal.
- ✎ Everyone can be required to retrieving Parcel Hampers. It is not part of Withdrawal



WITHDRAWAL OF MAIL

∞ ALL OR NOTHING -

No provision for partial credit



WITHDRAWAL OF MAIL

- ∞ If management proposes a change the union must be notified
 - Majority of regular carriers must vote to accept the change
 - Change applies to ALL carriers



OPTION ELECTIONS & LEAVE AGREEMENTS

- ∞ Manager must meet with each regular carrier to discuss options:
 - High - *Higher* pay, but less time off (J or H route)
 - Low - *Lower* pay, but more time off (K or J route)



OPTION ELECTIONS & LEAVE AGREEMENTS

☞ Requirements for High Option

- Route's evaluation must fall in more than one route classification (standard hours between 44:11 and 50:43)
- In order to be eligible for high option the regular carrier must have a minimum of ten (10) years of service from his/her retirement computation date.
- Demonstrated no 2080 problems previous year
- Commit in writing to use sufficient annual leave (not LWOP) so as not to exceed 2080 hrs.



DISAGREEMENTS

- ✎ Attempt to resolve disagreements at the local level
 - Disputed items must be brought to managers attention prior to casing and delivery
 - Agreed corrections may be made prior to sending up the forms



DISAGREEMENTS

- ☞ If disagreement cannot be resolved locally:
 - Carrier and Manager will fill out the appropriate part of Dispute Form 1
 - Include any documentation necessary to prove what you are saying is incorrect and what the credit should be

DISAGREEMENTS

REMEMBER
THIS IS YOUR PAYCHECK!

IF YOU HAVE PROBLEMS LET SOMEONE KNOW AS
SOON AS THEY OCCUR AND THOROUGHLY
DOCUMENT ALL DISPUTED ITEMS!



THE END

QUESTIONS?

