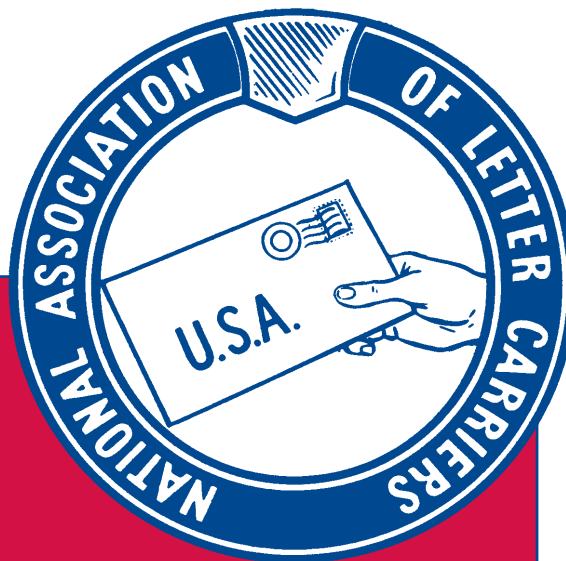
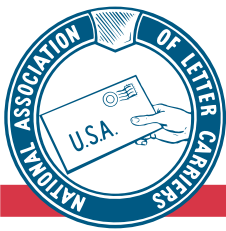


NALC ROUTE PROTECTION PROGRAM



NATIONAL ASSOCIATION OF LETTER CARRIERS



National Association of Letter Carriers

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Dear NALC Activist:

The M-39 and M-41 Handbooks require the Postal Service to adjust routes to 8 hours. Over the past two years NALC and the Postal Service jointly explored new route inspection methods, to prevent prior abuses and better fulfill this requirement. Unfortunately, the Postal Service recently terminated these joint efforts.

That is why NALC decided to update and revise our educational materials on route counts and inspections, and provide the new material to every NALC branch across the country. We have called it the Route Protection Program because that is what NALC intends to do. We will protect the letter carrier's right to a properly inspected, evaluated and adjusted route consistent with the current handbook provisions.

NALC is now distributing the first chapter of this manual, which explains a formal 6-day mail count and route inspection. Chapter 1 concentrates on the actual route inspection process before, during, and after the mail count. It covers in detail the letter carrier's completion of the Form 1838-C Worksheet and the consultation(s) that management must conduct with the letter carrier. Additional chapters will follow to address other route evaluation and adjustment issues.

We urge NALC activists at all levels to share this material with letter carriers before route inspections begin, to ensure fair and accurate route adjustments. We believe you will find it clear, comprehensive and effective.

Sincerely,

William H. Young
President

Fredric V. Rolando
Director of City Delivery

NALC Route Protection Program

Introduction

BACKGROUND

In many areas of the country management has abused the route inspection and adjustment process. Managers have violated the National Agreement and the M-39 and M-41 Handbooks. Letter carriers have suffered as a result.

NALC has worked hard to get the Postal Service to prevent these abuses. We have urged management to join us in developing a new and better method for inspecting and adjusting letter carrier routes.

At first management worked productively with NALC, entering into several agreements and memorandums over the past two years. The most recent memorandum covered a 14-month period and had two major thrusts. First, it allowed the local parties to inspect and adjust routes using any locally agreed-upon method. Second, the national parties committed to develop a new process for inspecting and

adjusting routes that would result in fair and equitable adjustments.

Unfortunately, in December, 2004 the Postal Service abruptly terminated the memorandum after only 4 months and refused to continue the talks. Management told NALC it had decided to return to the flawed route inspection and adjustment system of the past.

In effect, management has signaled that it will not agree to any new system which guarantees fair and equitable inspections and adjustments. On the contrary, the Postal Service is committing to continue its abuses in a nationwide wave of route inspections.

However, in some 500 installations across the country, NALC branches have reached local agreements with management on methods for inspecting and adjusting routes. In those installations, NALC representatives should continue moving forward to implement the local agreements. We support your continuing efforts to ensure that route evaluations and adjustments are fair to both letter carriers and to the Postal Service. You must lead the way, demonstrating that joint labor-management efforts are in the best interests of both parties.

THIS PROGRAM

NALC intends to stop abuses in the inspection and adjustment of letter carrier routes. Every letter carrier has the right to an eight-hour route. The union will enforce the National Agreement and the M-39 and M-41 Handbooks to ensure that letter carrier routes are fully protected.

NALC created this new educational program to help letter carriers exercise their rights in the route inspection and adjustment process. The program is intended for letter carriers and for union activists at all levels.

The program covers four major areas of management obligations:

- **Route and Unit Reviews.** At least once a year, management must conduct route and unit reviews. The results of the review must be shared with the local NALC President and with the regular carriers serving the routes that require adjustment.
- **Mail Counts and Route Inspections.** Where necessary, management must proceed with mail counts and route inspections pursuant to Chapter 2 of the M-39 handbook.

- **Route Evaluations and Adjustments.** Using the data gathered during the route inspection (and other data), management must follow the M-39's procedures for evaluating a carrier's route and then adjusting it to eight hours.
- **Minor Route Adjustments.** Additionally, throughout the rest of the year, management must maintain the routes in reasonable adjustment using the minor route adjustment process when only minor adjustments are needed and permitted.

This program covers these topics in three chapters:

Chapter 1—Route Examination and the Letter Carrier. Chapter 1 is intended primarily for an audience of letter carriers whose routes may be inspected and adjusted. It contains instructions on filling out the Form 1838-C worksheet during the week of inspection, a brief outline of how management evaluates and adjusts the route, and advice on how to ensure that the results of the evaluation and adjustment are fair and accurate.

Chapter 2—Route Examination and Adjustment for NALC Representatives. Chapter 2 is intended for an audience of NALC representatives who will advise and

assist letter carriers in the route examination and adjustment process. So union representatives will need to be familiar with Chapter 1. The second chapter contains advanced material covering the entire route inspection and adjustment process, including the required route and unit reviews. It reviews the forms that management must use in the process—the Form 1838 management summary, the Form 1840-B eight-week analysis, the Form 3999 that records street data, and the Form 1840, which summarizes the result of the count and inspection and documents any adjustments made to the route.

Chapter 3—The Minor Route Adjustment Process. Chapter 3, intended for letter carriers and NALC representatives, reviews the rules governing minor route adjustments. Management has an obligation to maintain routes in reasonable adjustment throughout the year between annual reviews. The minor route adjustment process may be an option if the previous count and inspection data is reasonably current and the same carrier is serving the route being considered.

Chapter 1

Route Examination and the Letter Carrier

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A. Before the Inspection

Management is required to take several initial steps before it conducts a route examination: (1) it must have completed an annual **route and unit review**; (2) it must provide certain **notices in advance**; and (3) it must conduct a **dry run** with the letter carrier. These requirements are set forth in the M-41 and M-39 Handbooks, which are part of the National Agreement through Article 19.

ANNUAL ROUTE AND UNIT REVIEW

Before a route examination begins, management must have completed an annual route and unit review. The results of this review must be shared with you prior to proceeding with a mail count and inspection (M-39 Section 211.1). The review itself consists of identifying problems and correcting unsatisfactory conditions such as inadequate case labels, carrier case equipment, and the amount of mis-sent or mis-thrown mail distributed to the route.¹

This review period is also your opportunity to discuss any unsatisfactory conditions with your manager. If the results of this review were not shared with you prior to the mail count and

¹ M-39 Section 214. (See the Appendix for copies of all source documents referenced in footnotes.)

inspection, contact your shop steward to report a potential grievance.

ADVANCE NOTICE

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

- **Five working days** before the start of the count, management must post a notice giving the schedule of the count week and the day and date of inspection (M-39 Section 215.1, M-41 Section 913).
- **You must be given one day** advance notice if management changes the day of inspection to a different date (M-39 Section 215.1, M-41 Section 913). Contact your shop steward to report a potential grievance if management changes your date of inspection without the proper notice, or if more than one day of inspection is scheduled.

Usually you will be scheduled to report to work earlier during the week of the count, because counting the mail and filling out the Form 1838-C Worksheet take extra time. Not later than the Wednesday preceding the count week, carrier schedules shall be posted for those routes requiring an earlier start time to count the mail (M-39 Section 215.2, M-41 Section 921.23).

DRY RUN

Management also must give you a chance to practice filling out PS Form 1838-C, *Carrier's Count Mail-Letter Carrier Routes Worksheet*. This practice session is called a **dry run** (M-39 Section 217, M-41 Section 917). The dry run must be conducted within **21 days prior to the start** of the count and route inspection. Since any carrier in the delivery unit may be required to complete an 1838-C Worksheet, **all** carriers in the unit must participate in the dry run.

You should know a few additional things about the dry run:

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

Materials: The sample dry-run count items, forms, and completion instructions must be furnished to you prior to the practice session.

Instruction: An instruction period is held following issuance of the dry-run materials but before completion of the dry-run exercise.

You fill out 1838-C Worksheet: You must be furnished a sample list of mail-count items

and time-used items. You must enter these times on the practice 1838-C Worksheet.

Management review: The supervisor must review your form for accuracy, error or omission and then discuss any problems with you. If necessary the supervisor may require you to complete a second form.

B. The Week of Count and Inspection

Management conducts the mail count and route inspection over 6 consecutive delivery days on one-trip routes, or for 5 consecutive days excluding Saturday on two-trip routes or one-trip routes with abbreviated or no Saturday delivery.

WHO DOES WHAT

On each day during the week of count and inspection, you should case and deliver the mail as usual. Except on the day of inspection, you will count every piece of mail and complete a Form 1838-C Worksheet.

On the day of inspection, the **route examiner** will conduct the mail count and fill out the 1838-C Worksheet. Upon request, you have a right to verify the inspector's count. This is an important right and you are strongly encouraged to insist that you be allowed to verify the count. This includes all DPS, S999, and any machine counted mail as well.

On the day of inspection, the examiner will follow you around all day in the office and on the street, observing and making entries on various paperwork. In rare circumstances an additional day of inspection may be required. If you are scheduled for more than one day of

inspection, contact your shop steward to report a potential grievance.

KEY ISSUES FOR WEEK OF INSPECTION

Here are some important things to keep in mind about the week of count and inspection.

Perform your job as usual!! To ensure a fair and reasonable evaluation, you must perform your duties and travel your route in precisely the same manner during the week of inspection as you do throughout the year. **This cannot be stressed enough** (M-41 Section 915).

Regular carrier presence. You should make every effort to be present during the week of count and inspection. It is your job, primarily, to ensure that your route obtains a fair evaluation. Normally, absences for other than emergencies will not be granted during the week of count and inspection (M-39 Section 211.4, M-41 Section 914).

Annual Leave. All advance commitments for granting annual leave must be honored except in serious emergency situations. Management may block out vacation time in order to perform route inspections, provided that the dates in question are blocked out prior to vacation selection (M-39 Section 211.4, M-01105).

Overtime. The overtime provisions of Article 8 remain in full force and effect during the week of count and inspection except that:

- On the day during the week of inspection when you are accompanied by a route examiner, management may require you, even if you are not on the overtime desired list or work assignment list, to work overtime on your own route in order to allow for completion of the inspection.
- On the other days during the week of inspection when you count the mail, management may require you to work overtime on your own route for the amount of time used to count the mail (M-39 Section 221.137).²

Operational changes affecting an entire unit should be effected no later than the dry run. They should remain in effect through the week of count and inspection and thereafter until conditions require further modifications.

During the week of count and inspection there should be **no changes to normal distribution procedures or clerical schedules**. The normal cutoff time for distribution should be observed (M-39 Section 221.133).

² M-01106

All mail must be delivered. All mail distributed to your route up to the normal established cutoff time must be delivered every day of the count week. In addition, there must be no accumulation of curtailed mail on the day preceding the count, and no mail may be curtailed on the last day of the count (M-39 Sections 221.133, 221.134 & 221.136, M-41 Sections 921.11 & 921.13).

Examiner's Conduct: You should be aware that route examiners must adhere to certain regulations governing their conduct.³ The M-39 Handbook states that the route examiner must not set the pace for you, nor should he or she forbid any rest or comfort stops. The examiner is not allowed to discuss mail volume or any evaluations of the route with you. Contact your shop steward to report a potential grievance if you feel the route examiner's conduct goes beyond what is allowed.

Perform your job as usual!! This bears repeating with emphasis. Performing your job as usual is the *only* way to ensure a fair and reasonable route evaluation.

³ M-39 Section 232

C. Office Time: Filling Out the Form 1838-C Worksheet

Although route examiners are required to make a fair and reasonable evaluation of the route's workload, managers sometimes manipulate the figures to reduce the evaluated office time of a route. So we're going to go step-by-step through a typical day of the mail count, and fill out the Form 1838-C Worksheet to record those work functions that make up office time. In fact, we will need to fill out a **second 1838-C Worksheet** because the entries will not fit on one page.

During the week of mail count and inspection you will perform your office work as usual, but do two additional things: (1) you count every piece of mail including DPS and other machine-counted mail, and (2) you fill out the 1838-C Worksheets along the way.

Correctly counting and classifying every piece of mail including DPS, S999, and any machine-counted mail, is critical to the proper completion of your 1838-C Worksheet. The evaluation of your office time is derived solely from your counting the mail and recording each and every office function.

You will find a blank copy of the Form 1838-C, *Carrier's Count Mail-Letter Carrier Routes Worksheet*, on page 14. This is the form you will

fill out in the office on the days of mail count. It is used to record every function you perform in the office. On the day of inspection the route examiner will fill out the form while you do your job as usual.

OVERVIEW OF THE FORM 1838-C WORKSHEET

Please take a minute to look at the blank Form 1838-C Worksheet on page 14. While it may look complicated, it is simpler than it appears. You should note that all Actual Time Entries on the form are recorded in minutes, except for Time Clock Rings, which are recorded in hundredths.

The form is divided into a few main sections.

IDENTIFYING INFORMATION

First, at the very top there are boxes for identifying your Post Office, delivery unit and route number. On the bottom there are sections for your signature, the day of the week, the date, and whether the regular carrier or replacement carrier worked the route.

MAIL COUNT SECTION

The mail count section is almost the entire top half of the Form 1838-C Worksheet. See page 15. Looking it over, you will see sections for recording the counts of different kinds of mail.

You will count each and every piece of mail for entry in lines 1 through 7a. On the day of inspection the route examiner will count the mail instead and enter it on the worksheet.

Be sure to exercise your right to **verify the examiner's count**. It is extremely important to count ALL mail pieces accurately and record the count correctly on the worksheet. Ultimately, these figures will establish the majority of your evaluated office time during the week of count and inspection.

Returning to the form, there are several rows which are numbered, which we will call Sections. **Section 1** is for letter-size mail, **Section 2** is for mail of all other sizes, and so forth.


Take a look at **Section 1, Letter-Size Mail**. The section is divided into four different **columns**—AM, PM, Marked-Up and CFS.

AM and PM. When you record your mail counts, **AM** actually means “before you leave for the street,” and “**PM**” means “after you return from the street.”

Marked-Up Mail is any mail you write on. That means if you make a correction on a piece of CFS mail, black out a mis-sprayed bar code on any loop mail, or mark any “carrier endorsement” such as NSN, or Deceased, or make any other notation, you will count each piece and enter it on the form under Carrier Marked-Up.

Form 1838-C

United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet**

Post Office		Delivery Unit				Route No.			
AM		PM		Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
							E		
							B		
							E		
							B		
2. Mail of All Other Sizes							E		
							B		
							E		
							B		
							E		
							B		
3. Accountable and Signature Mail							E		
Registered/Certified							B		
COD/Customs							E		
Postage Dues							B		
Express Mail							E		
5. All Parcel Post over 2 lbs.							B		
							E		
							B		
6. Sequenced and Collated							E		
Letter Size							B		
							E		
							B		
Other Size							E		
							B		
9. 2nd-Class Marked up (exclude Form 3579)							E		
							B		
							E		
10. Mail with Form 3579 attached							B		
							E		
							B		
12. Change of Address Recorded							E		
							B		
							E		
							B		
13. Insured Receipts Turned In							E		
							B		
							E		
							B		
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		Comments		Begin Here		TOTAL	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14						Time Clock Rings	
Withdrawal of mail		15						E	
Sequencing and collating By-Pass Mail		16						R	
Actual Strapping out time		17						L	
Break (local option)		18						B	
Vehicle inspection		19						E	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21						R	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22						L	
Counting mail and filling out form 1838 worksheet		23						B	
Signature of Carrier(or Examiner)				Day of Week		Date		Reg. - Repl.	
 I certify the above information recorded by me is correct.								Lunch	

Mail Count Section

AM	PM	Carrier Marked-Up	CFS
1. Letter-Size			
2. Mail of All Other Sizes			
3. Accountable and Signature Mail			
Registered/Certified			
COD/Customs			
Postage Dues			
Express Mail			
5. All Parcel Post over 2 lbs.			
6. Sequenced and Collated			
Letter Size			
Other Size			
9. 2nd-Class Marked up (exclude Form 3579)			
10. Mail with Form 3579 attached			
12. Change of Address Recorded			
13. Insured Receipts Turned In			

DPS Volume Pieces: (7a)
 To be added in line 7a on PS Form 1838 _____

CFS mail not corrected and undeliverable mail within the endorsed bundles are counted and recorded in the CFS column.

Section 2, Mail of all Other Sizes. Section 2 also has separate columns for AM, PM, Carrier Marked-Up mail and CFS mail.

Section 3, Accountable and Signature Mail, includes columns for recording AM accountable mail, PM accountable mail and marked-up accountable mail. Note that accountable and signature mail is divided into the sub-categories of Registered/Certified, COD/Customs, Postage Dues, and Express Mail.

Section 5, All Parcel Post over 2 lbs., has columns for parcels counted in the AM and PM. In addition, there are columns for Carrier Marked-up and CFS parcels .

Section 6 is for recording all your sequenced and collated letter-size or other-size mail which is not cased.

Section 7a, DPS Volume Pieces. Section 7a is for mail sorted in Delivery Point Sequence only. S999 or any other letter mail arriving in the DPS is counted in Section 1.

Section 9 is for counting the number of 2nd-class pieces for which Form 3579 is not filled out.

Section 10 is for counting 2nd-class mail for which Form 3579 is filled out.

Some of the sections are for **counting items that are not mail**. In **Section 12** you record the number of change of address cards you process. In **Section 13** you write the number of Insured Receipts Turned In.

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

CLOCK RING SECTION

A third section of the form is for clock rings only. It is found on the bottom right side of the form. See the sample clock ring section on the next page.

On the days of mail count, you will ring in and out as usual—and, in addition, you will ring in and out **on the 1838-C Worksheet**. Your clock rings begin at the **bottom** of this section and continue up from there. Remember that your clock rings are the only times recorded in hundredths. Normally, there will be four clock ring entries: begin tour, out to street, return from street and end tour.

Time Clock Rings

Time Clock Rings	
E	
R	
L	
B	
E	
R	
L	
B	
Lunch	
From	To

ACTUAL TIME ENTRIES COLUMN

The last major section of the Form 1838-C is for Actual Time Entries. It is the long vertical column along the right side of the Form. See the sample on the next page.

The Actual Time Entries section has three separate parts: (1) in the left-hand column, an explanation of the specific functions, also known as “line items,” which you perform; (2) in the middle column, the beginning and end times for each line item; and (3) in the right-hand column, the elapsed time in minutes for each line item.

A list of the numbered line items, each with an explanation, is found on the bottom left of the 1838-C Worksheet. To the right of this list is the Comments section where line item comments are recorded. See page 21.

Time entries for the line items begin at the bottom, just above **Total**, and continue up from there. Each entry has a time for beginning, marked **B**, and a time for ending, marked **E**.

To the right of each pair of beginning and ending times is a separate box for **Elapsed Time**. This is for entering the total minutes spent on the particular line item.

To the left of each B and E is a space for entering an **Explanation** of each time entry. The explanation tells exactly what office function

Actual Time Entries			
EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
	E		
	B		
	E		
	B		
	E		
	B		
	E		
	B		
	E		
	B		
	E		
	B		
	E		
	B		
	E		
	B		
	E		
	B		
	E		
	B		
	E		
	B		
	E		
	B		
	E		
	B		
	E		
	B		
	E		
	B		
Begin Here	E		
	B		
		TOTAL	

Line Number Explanations

Enter Line Number In Explanation Column

	LINE
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14
Withdrawal of mail	15
Sequencing and collating By-Pass Mail	16
Actual Strapping out time	17
Break (local option)	18
Vehicle inspection	19
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22
Counting mail and filling out form 1838 worksheet	23

Comments Section

Comments

you performed during those times. The function is described by a **line item number** instead of words.

Each actual time entry you make will correspond to one of the categories, or line items, listed on the bottom left side of the form.

There are two different categories of numbered line items. Lines 21 and 22 require an **explanation** of the function in the comments section. Lines 14 through 19 and 23 do **not** require an explanation in the Comments section.

Line 21 is used for **any recurring office functions not listed in lines 14 through 19**. It is the miscellaneous category for recurring office functions (M-41 Section 922.51h). When you spend time doing a line 21 function, you use the **Comments** box to write a description of that function. The description in Comments is essential because there are so many possible Line 21 functions.

Here are a few typical Line 21 functions (see pages 46-48 for a more detailed list):

- Performing window caller service.
- Weekly safety talks and other appropriate unit discussions.
- Travel to and from the throwback case or to other designated locations to return mark-up mail and mis-throws.

- Replenishing the forms pouch.
- Responding to inquiries from supervisors.
- Verifying hold mail.

When making line 21 entries make sure to identify each function in the Comments section. As an example, the first line 21 function should be labeled 21a, the next one 21b and so on.

Line 22 is a lot like Line 21, but the activities it covers are **non-recurring, non-continuing** office functions. However, because Line 22 items are not regular office activities, you will not receive credit in the route evaluation for the time spent performing them. Activities that are not part of the normal routine cannot become part of the route (M-41 Section 922.51i).

Line 22 activities are recorded using the same method as Line 21 entries. You make actual time entries to record the time spent performing them, and you describe each activity in the Comments box, labeled 22a, 22b, etc.

Line 23 covers time spent counting mail and filling out the Form 1838-C Worksheet (M-41 Section 922.51j). Since Line 22 and 23 items are recorded as non-recurring and non-continuing, the time spent performing these functions will be deducted from your total office evaluation.

THE 1838-C WORKSHEET STEP-BY-STEP

We will be reviewing a typical day in the office for a letter carrier on a park and loop route using the DPS Vertical Flat Case method, and asking you to fill in the 1838-C Worksheet.

Please note that we have constructed this sample mail count and route inspection exercise with **educational purposes** in mind. The examples cover many detailed work functions and include many types of mail volume, illustrating the wide variation among letter carrier routes.

This sample route is not meant to reflect the reality of any particular route or any notion of an “average” route. Your own route may evaluate longer, or shorter, or if properly adjusted, at 8 hours.

Nonetheless, the functions demonstrated in this exercise accurately reflect the many duties performed by every letter carrier, regardless of the length of the route. And this material correctly outlines the procedures for recording those functions on the Form 1838-C.

Also note that in this exercise the letter carrier works in a non-EPM office. Later in the program we will point out how this process would be different in an EPM office. In addition, you may note some other differences from your own

office procedures—for example, you may perform certain tasks in a different order.

As we go through this exercise, please complete the 1838-C Worksheets. You will find blank worksheets at the end of this chapter. Completing the 1838-C now is the best way to learn how to do it correctly. You will also learn how management uses the information on the worksheet to evaluate your route.

Most of what a letter carrier does in the office is defined by the various line items. So as a rule, you should be recording your time on a line item **unless** you are casing mail, pulling down mail, marking up, processing COAs, or on personal time. Make sure to record your functions correctly.

You will use separate 1838-C Worksheets to record each day's count. Each 1838-C Worksheet must be completed in duplicate, using carbon paper if necessary.

One last note: You might not receive your duplicate copy of the day's 1838-C Worksheet until the next morning, because your manager is required to review the form for errors and irregularities. Any errors or irregularities on the form must be discussed with you before the next day's count so the mistake will not be repeated.

1. BEGIN TOUR. You may find it helpful to set your watch to agree with the time clock. Your first job function of the day, of course, is to clock in.

- **Clock ring.** Begin by entering your start time on the 1838-C Worksheet at the bottom of the Clock Rings section. If you have a mechanical time clock, ring in the time on the Worksheet. If you do not, write in your begin time. In this example you begin tour at 07.00.

EXTRA INFORMATION

HUNDREDTHS OF AN HOUR vs. MINUTES.

While actual time entries are recorded in minutes, clock rings are in hundredths of an hour.

1 - 27

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet										
Post Office			Delivery Unit				Route No.			
AM			PM		Carrier Marked-Up	CFS	Actual Time Entries			
							EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
1. Letter-Size								E		
							B			
							E			
							B			
2. Mail of All Other Sizes								E		
							B			
							E			
							B			
3. Accountable and Signature Mail								E		
							B			
							E			
							B			
Registered/Certified							E			
COD/Customs							B			
Postage Dues							E			
Express Mail							B			
5. All Parcel Post over 2 lbs.								E		
							B			
6. Sequenced and Collated								E		
							B			
							E			
							B			
Letter Size								E		
							B			
Other Size								E		
							B			
9. 2nd-Class Marked up (exclude Form 3579)								E		
							B			
10. Mail with Form 3579 attached								E		
							B			
12. Change of Address Recorded								E		
							B			
13. Insured Receipts Turned In								E		
							B			
Enter Line Number In Explanation Column			DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 _____				Begin Here	B		
Comments								B		
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.			14						TOTAL	
Withdrawal of mail			15						Time Clock Rings	
Sequencing and collating By-Pass Mail			16						E	
Actual Strapping out time			17						R	
Break (local option)			18						L	
Vehicle inspection			19						B	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)			21						E	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)			22						R	
Counting mail and filling out form 1838 worksheet			23						L	
Signature of Carrier(or Examiner)									B	07.00

➔

2. INSPECT VEHICLE. In this office your first function of the day is to inspect your vehicle. This takes five minutes. You return to your case at 7:05.

- **Actual time entry—Line 19.** The vehicle inspection is an actual time entry covered by Line 19, so you enter the number 19 to the left of the beginning time of 7:00. Then you inspect the vehicle.
- **Ending time.** When you finish, you enter the ending time of 7:05. You also write 5 minutes in the elapsed time column to the right.

EXTRA INFORMATION

COMPLETE VEHICLE INSPECTION: You should perform every point on the expanded vehicle inspection safety checklist. If you don't have the checklist ask management for one. The checklist also appears in the M-41 as Exhibit 832.1; a copy appears in the Appendix to this chapter. You are allowed to use the "buddy system" in a vehicle inspection where necessary – for example, to check the brake lights.

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

1 - 29

Post Office		Delivery Unit		Route No.							
AM		PM		Carrier Marked-Up		CFS		Actual Time Entries			
1. Letter-Size								EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
									E		
									B		
									E		
									B		
2. Mail of All Other Sizes									E		
									B		
									E		
									B		
									E		
									B		
3. Accountable and Signature Mail									E		
Registered/Certified									B		
COD/Customs									E		
Postage Dues									B		
Express Mail									E		
5. All Parcel Post over 2 lbs.									B		
									E		
									B		
6. Sequenced and Collated									E		
Letter Size									B		
									E		
									B		
									E		
									B		
Other Size									E		
									B		
9. 2nd-Class Marked up (exclude Form 3579)									E		
									B		
									E		
									B		
10. Mail with Form 3579 attached									E		
									B		
									E		
									B		
12. Change of Address Recorded									E		
									B		
									E		
									B		
13. Insured Receipts Turned In									E		
									B		
									E		
									B		
									E		
									B		
									E		
									B		
									E		
									B		
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3. PICK UP SCANNER. Depending on your office you may pick up your scanner immediately after inspecting your vehicle. You begin this function at 7:05, just as you finish your vehicle inspection. You finish two minutes later.

- **Actual time entry—Line 21.** Picking up and activating your scanner is an actual time entry covered by Line 21. Write your beginning time of 7:05 and when you finish enter the ending time of 7:07. Write 2 minutes in the elapsed time column and write “21a” to the left because this is the first Line 21 entry.
- **Comment—Line 21.** When you make any Line 21 actual time entry, you must describe the activity in the Comments of the 1838-C Worksheet. Write this note in the Comments section: “21a. Pick up scanner.”

EXTRA INFORMATION

For a discussion of Line 21 recurring office functions see pages 46-48.

Form 1838-C

1-31

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Post Office		Delivery Unit		Route No.			
AM	PM	Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size				EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
					E		
					B		
					E		
					B		
2. Mail of All Other Sizes					E		
					B		
					E		
					B		
3. Accountable and Signature Mail					E		
					B		
					E		
					B		
Registered/Certified					E		
COD/Customs					B		
Postage Dues					E		
Express Mail					B		
5. All Parcel Post over 2 lbs.					E		
					B		
					E		
					B		
6. Sequenced and Collated					E		
					B		
					E		
					B		
Letter Size					E		
					B		
Other Size					E		
					B		
9. 2nd-Class Marked up (exclude Form 3579)					E		
					B		
					E		
					B		
10. Mail with Form 3579 attached					E		
					B		
					E		
					B		
12. Change of Address Recorded					E		
					B		
					E		
					B		
13. Insured Receipts Turned In					E	7:07	2
					B	7:05	
					E	7:05	5
					B	7:00	
Enter Line Number in Explanation Column				DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		21a 19 Begin Here	
Comments				21a Pick up scanner		TOTAL	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.				15		Time Clock Rings	
Withdrawal of mail				16		E	
Sequencing and collating By-Pass Mail				17		R	
Actual Strapping out time				18		L	
Break (local option)				19		B	
Vehicle inspection				21		E	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)				22		R	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)				23		L	
Counting mail and filling out form 1838 worksheet				23		B 07.00	
Signature of Carrier(or Examiner)				Day of Week		Date	
I certify the above information recorded by me is correct.				Reg. - Repl.		Lunch	
				From		To	

PS Form 1838-C, November 1997

4. FILL OUT TOP AND BOTTOM OF FORM.

Next, you fill out the top and bottom parts of the 1838-C Worksheet. This takes you one minute; you finish at 7:08.

- **Actual time entry—Line 23.** Filling out the 1838-C Worksheet is an actual time entry, covered by Line 23. First, carry forward the ending time of 7:07 to the beginning of the next entry. Then, write 23 in the explanation column on the left.
- **Top of form.** Then fill in the name of your Post Office, your delivery unit and route number at the top of the Form.
- **Bottom of form.** On the bottom, write in the day of the week, the date and circle either regular or replacement. Leave the signature and lunch times blank for now.
- **Ending time.** It is now 7:08. Write the ending time in the actual time entries. You also write 1 minute in the elapsed time section.

EXTRA INFORMATION

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

Form 1838-C

1-33

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>	
AM		PM		Time Entries	
Letter Size		Carrier Marked-Up	CFS	EXPLANATION	TIME GUIDE
					E
					B
					E
					B
2. Mail of All Other Sizes					E
					B
					E
					B
3. Accountable and Signature Mail					E
Registered/Certified					B
COD/Customs					E
Postage Dues					B
Express Mail					E
5. All Parcel Post over 2 lbs.					B
					E
					B
6. Sequenced and Collated					E
Letter Size					B
					E
					B
Other Size					E
					B
9. 2nd-Class Marked up (exclude Form 3579)					E
					B
					E
10. Mail with Form 3579 attached					B
					E
					B
12. Change of Address Recorded					E
					B
				23	E 7:08
					B 7:07
					1
13. Insured Receipts Turned In				21a	E 7:07
					B 7:05
					2
				19	E 7:05
					B 7:00
					5
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		19 Begin Here	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14	Comments		TOTAL	
Withdrawal of mail	15	21a Pick up scanner		Time Clock Rings	
Sequencing and collating By-Pass Mail	16			E	
Actual Strapping out time	17			R	
Break (local option)	18			L	
Vehicle inspection	19			B	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21			E	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22			R	
Counting mail and filling out form 1838 worksheet	23			L	
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i>		Date <i>10/29/05</i>	
		I certify the above information recorded by me is correct.		(Reg.)	
				Lunch From To	
				07.00	

PS Form 1838-C, November 1997

5. WITHDRAW MAIL. Your next function is to withdraw mail. You withdraw mail from trays, tubs, sacks and so forth, cut twine, remove rubber bands and plastic wrap, and set the mail up at the case. You finish at 7:11.

- **Actual time entry—Line 15.** This is an actual time entry. Carry forward the previous ending time of 7:08. Withdrawing mail is covered by Line 15, so write 15 on the left. Then withdraw the mail.
- **Ending time.** When you finish, write 7:11 as the ending time and 3 for elapsed minutes on the right.

EXTRA INFORMATION. Make sure on the day the inspector completes the Form 1838-C Worksheet that the actual time used by the examiner withdrawing mail is recorded by the examiner as a Line 15 function.

Form 1838-C

1-35

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>			
AM		PM		Actual Time Entries			
1. Letter-Size		Carrier Marked-Up	CFS	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
					E		
					B		
					E		
					B		
2. Mail of All Other Sizes					E		
					B		
					E		
					B		
3. Accountable and Signature Mail					E		
					B		
Registered/Certified					E		
COD/Customs					B		
Postage Dues					E		
Express Mail					B		
5. All Parcel Post over 2 lbs.					E		
					B		
6. Sequenced and Collated					E		
					B		
Letter Size					E		
					B		
Other Size					E		
					B		
9. 2nd-Class Marked up (exclude Form 3579)					E		
					B		
10. Mail with Form 3579 attached					E		
					B		
12. Change of Address Recorded				15	E	7:11	3
					B	7:08	
				23	E	7:08	1
					B	7:07	
13. Insured Receipts Turned In				21a	E	7:07	2
					B	7:05	
				19	E	7:05	5
				Begin Here	B	7:00	
Enter Line Number in Explanation Column				DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		TOTAL	
LINE		Comments		Time Clock Rings			
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14	<i>21a Pick up scanner</i>		E			
Withdrawal of mail	15			R			
Sequencing and collating By-Pass Mail	16			L			
Actual Strapping out time	17			B			
Break (local option)	18			E			
Vehicle inspection	19			R			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21			L			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22			B			
Counting mail and filling out form 1838 worksheet	23			E			
						07.00	
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i>		Date <i>10/29/05</i>		Reg. Repl.	
I certify the above information recorded by me is correct.		From		To		Lunch	

PS Form 1838-C, November 1997

6. COUNT THE MAIL. You count all the letter-size mail first, turning one letter up on end every 100 pieces. As you count, watch out for other size mail (often called "flats") that may be interspersed with your letters.

See the Extra Information on page 1-38 for an explanation of the difference between letters and other size mail, and how to determine if a mail piece is a letter or a flat. It is important, in correctly determining route evaluation standards, to accurately record all flats as flats and letters as letters.

Next you count all your flats. You count a total of 700 letters and 632 flats. You finish counting at 7:21.

- **Actual time entry—Line 23.** Counting mail is an actual time entry covered by Line 23. Carry forward the previous ending time of 7:11.
- **Mail count entries.** When you finish counting, write 700 for the letter-size mail you cased at the top of the Form, under Section 1, AM Entries. Write the total flats you cased, 632, in Section 2, AM Entries.
- **Ending time.** Then write in your ending time of 7:21 under actual time entries, and your elapsed time of 10 minutes.

(Continued on page 38)

Form 1838-C

1-37

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>	
		AM	PM	Carrier Marked-Up	CFS
1. Letter-Size <i>700</i>					
2. Mail of All Other Sizes <i>632</i>					
3. Accountable and Signature Mail					
Registered/Certified					
COD/Customs					
Postage Dues					
Express Mail					
5. All Parcel Post over 2 lbs.					
6. Sequenced and Collated					
Letter Size					
Other Size					
9. 2nd-Class Marked up (exclude Form 3579)					
10. Mail with Form 3579 attached					
12. Change of Address Recorded					
13. Insured Receipts Turned In					
Enter Line Number In Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	Comments		
Withdrawal of mail		15	<i>21a Pick up scanner</i>		
Sequencing and collating By-Pass Mail		16			
Actual Strapping out time		17			
Break (local option)		18			
Vehicle inspection		19			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22			
Counting mail and filling out form 1838 worksheet		23			
Signature of Carrier(or Examiner)				Day of Week <i>Sat</i>	Date <i>10/29/05</i>
				Reg. Repl.	Lunch From To

PS Form 1838-C, November 1997

EXTRA INFORMATION:

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

Letter size mail is defined as mail that can be cased into the normal evenly spaced 6-shelf letter separation without bending or folding (M-41 Section 922.41).

Other size mail, sometimes referred to as “flats,” is all mail that does not fit the definition of letter size mail, except parcels (see below). Mail is counted as “other size” even if it is sorted into the letter case. Similarly, items such as TV Guide, Readers Digest, newspapers, rolls, flats, magazines, catalogs, small parcels or coupon booklets are counted as “other size” mail regardless of how they are sorted (M-41 Section 922.42).

The parties have agreed upon a method for accurate counting of flats versus letters during a count and inspection. In September, 1992, a Memorandum was signed that provided when Count and Inspections were conducted in a unit using four- and or five-shelf case configurations, local management will meet with the local union prior to the dry run training to determine an efficient means to verify mail of questionable size during the week of count and inspection, e.g., a measuring strip on each case or use of a template as a reference point (M-01306-Appendix A).

DEFINITION OF A “PARCEL.” A “parcel” is defined as a First or Fourth-class package over 2 pounds in weight and/or larger than a shoebox (M-41 Glossary).

ROUTERS: Some routes have been previously adjusted through the use of routers. You should follow a few

guidelines to deal with router assistance during a route examination.

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

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

Strapping out credit. Verify that the correct count for all mail cased by the router is written in Section 1 or 2 of the form, as appropriate. These numbers are necessary to calculate strapping out time. You may, upon request, verify the count of mail cased by a router. If this is done, the time spent should be entered as separate actual time entry covered by Line 23. It is very important to ensure that all mail placed into the case by a router is recorded on the 1838-C in order to accurately determine the standard time of the route, because the carrier being counted must pull down that mail, and the standard time for pull-down is number of pieces divided by 70.

7. CASE THE MAIL. You begin casing mail at 7:21.

- **No entry.** You make no entry at all for time spent casing the mail.

EXTRA INFORMATION

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

If you case slower than the 18 & 8 standard, management will evaluate your office time using 18 & 8. However, the M-39 provides for an exception for carriers who have served continuously for more than 25 years or are over 55 years of age. These carriers may be allowed an office time, in the evaluation of their routes, that is over standard (M-39 Section 242.214).

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

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

SEQUENCING HORIZONTALLY CASED FLATS.

Most routes today use Vertical Flat Cases, and the flats

are in delivery order as they are pulled down. If you use the old horizontal flat case, you are required to sequence those flats in delivery order upon pull down. Sequencing your flats is considered part of casing—no entry is made to record this function.

8. BREAK. You take your break at 8:50.

- **Actual time entry—Line 18.** Taking a break is an actual time entry. When you return from your break, write 18 on the left, 8:50 for the begin time, and 9:00 for the end time. Then write 10 on the right for the elapsed minutes.

EXTRA INFORMATION

BREAKS: The two breaks are mandatory, and a national-level arbitrator has ruled that management is required to ensure that employees stop working during an office break (C-08555).

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

EXCEPTIONS MAY EXIST to the minimum 10 minute break periods. Some offices may have the right to longer break periods based on long-standing practice (M-00179).

Form 1838-C

1-43

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>																																											
AM		PM	Carrier Marked-Up	CFS	Actual Time Entries																																										
1. Letter-Size <i>700</i>					<table border="1"> <tr> <th>EXPLANATION</th> <th>TIME GUIDE</th> <th>WRITE IN TIME</th> <th>ELAPSED TIME</th> </tr> <tr><td></td><td>E</td><td></td><td></td></tr> <tr><td></td><td>B</td><td></td><td></td></tr> <tr><td></td><td>E</td><td></td><td></td></tr> <tr><td></td><td>B</td><td></td><td></td></tr> </table>	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME		E				B				E				B																								
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2. Mail of All Other Sizes <i>632</i>					<table border="1"> <tr><td></td><td>E</td><td></td><td></td></tr> <tr><td></td><td>B</td><td></td><td></td></tr> <tr><td></td><td>E</td><td></td><td></td></tr> <tr><td></td><td>B</td><td></td><td></td></tr> <tr><td></td><td>E</td><td></td><td></td></tr> <tr><td></td><td>B</td><td></td><td></td></tr> </table>		E				B				E				B				E				B																				
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5. All Parcel Post over 2 lbs.					<table border="1"> <tr><td></td><td>E</td><td></td><td></td></tr> <tr><td></td><td>B</td><td></td><td></td></tr> </table>		E				B																																				
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6. Sequenced and Collated					<table border="1"> <tr><td></td><td>E</td><td></td><td></td></tr> <tr><td></td><td>B</td><td></td><td></td></tr> </table>		E				B																																				
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Counting mail and filling out form 1838 worksheet		23																																													
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i>		Date <i>10/29/05</i>	<table border="1"> <tr> <td>Reg.</td> <td>Repl.</td> </tr> <tr> <td colspan="2">Lunch</td> </tr> <tr> <td>From</td> <td>To</td> </tr> </table>	Reg.	Repl.	Lunch		From	To																																				
Reg.	Repl.																																														
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From	To																																														



PS Form 1838-C, November 1997

9. CASE MAIL/SAFETY TALK. You resume casing the mail at 9:00, and continue until you use the restroom at 9:20. You return to your case at 9:25 and case mail until you are called to a safety talk at 9:30.

- **Casing—no entry.** Again, you make no entry for casing the mail.
- **Restroom visit—no entry.** This time is for personal needs. The M-39 provides for an automatic allowance of 5 minutes for personal needs.
- **Actual time entry—Line 21.** A safety talk is recorded as an actual time entry covered by a Line 21. You enter 9:30 as the time the safety talk began, and write “21b” to the left.
- **Comments—Line 21.** When you make any Line 21 actual time entry, you must describe the activity in the Comments section. Write this note in the Comments section: “21b. Safety talk.”
- **Ending time.** Before you resume casing after the safety talk you enter the ending time of 9:37 and 7 minutes under elapsed time.

EXTRA INFORMATION

PERSONAL NEEDS. You do not record personal needs time on the 1838-C. The M-39 provides for an automatic allowance of 5 minutes for personal needs, obtaining hat

Form 1838-C

1-45

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>			
AM		PM		Actual Time Entries			
1. Letter-Size <i>700</i>				EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
					E		
					B		
					E		
					B		
2. Mail of All Other Sizes <i>632</i>					E		
					B		
					E		
					B		
					E		
					B		
3. Accountable and Signature Mail					E		
Registered/Certified					B		
COD/Customs					E		
Postage Dues					B		
Express Mail					E		
5. All Parcel Post over 2 lbs.					B		
					E		
					B		
6. Sequenced and Collated					E		
Letter Size					B		
					E		
					B		
					E		
					B		
					E		
					B		
9. 2nd-Class Marked up (exclude Form 3579)				<i>21b</i>	E	<i>9:37</i>	<i>7</i>
					B	<i>9:30</i>	
				<i>18</i>	E	<i>9:00</i>	<i>10</i>
					B	<i>8:50</i>	
10. Mail with Form 3579 attached				<i>23</i>	E	<i>7:21</i>	<i>10</i>
					B	<i>7:11</i>	
				<i>15</i>	E	<i>7:11</i>	<i>3</i>
					B	<i>7:08</i>	
12. Change of Address Recorded				<i>23</i>	E	<i>7:08</i>	<i>1</i>
					B	<i>7:07</i>	
				<i>21a</i>	E	<i>7:07</i>	<i>2</i>
					B	<i>7:05</i>	
				<i>19</i>	E	<i>7:05</i>	<i>5</i>
				Begin Here	B	<i>7:00</i>	
				TOTAL			
				Time Clock Rings			
				E			
				R			
				L			
				B			
				E			
				R			
				L			
				B		<i>07:00</i>	
Enter Line Number In Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838				
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	Comments				
Withdrawal of mail							
Sequencing and collating By-Pass Mail							
Actual Strapping out time		17					
Break (local option)		18					
Vehicle inspection		19					
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21					
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22					
Counting mail and filling out form 1838 worksheet		23					
Signature of Carrier(or Examiner)				Day of Week	Date	Reg.	Repl.
				<i>Sat</i>	<i>10/29/05</i>		
				I certify the above information recorded by me is correct.			
				From		To	

PS Form 1838-C, November 1997



21a Pick up scanner
21b safety talk



and coat from wall racks before leaving office, visiting swing room to obtain rain gear from locker, etc. If you have a two-trip route, an additional two minutes is allowed on the second trip. This 5 minutes is computed into your standard time determination whether you take any time or not.

Please note that if you do not use any personal time in the office, and your evaluation shows you are under standard, your route adjustment will not include any time for personal needs, because management will adjust the office time component of your route to your actual average time, not your standard time (M-41 Section 922.51g).

SAFETY TALKS. Supervisors are required to present a safety talk at least once a week. So there should be at least one safety talk during the week of count and inspection.⁴

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

- Performing window caller service.
- Weekly safety talks and other appropriate unit discussions.
- Travel to and from the throwback case or to other designated locations to return mark-up mail and misthrows.
- Replenishing the forms pouch.
- Wash-up time in excess of the regular 5-minute allowance for personal time, if: (1) it is provided for in a Local Memorandum of Understanding, or (2) pursuant to local past practice, additional or longer wash-up time had been granted and included on Line 21.

⁴ EL-801 Section 1-7

- Official communications including, but not limited to, general delivery; CMU Clerk inquiries; and responding to inquiries from supervisors.
- Facing or separating collection mail upon return to office.
- Verifying hold mail.
- Union steward activities (grievance handling), when necessary and if occurring weekly or more often.⁵

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

- Completing forms 1571 (M-00971) and 3996, if the use of these forms is of a recurring nature.
- Determining the number of pieces of unaddressed flats of a “shared mailing” and placing them at the back of the bundle (M-01288).
- Retrieving and replacing scanners, if not done during the normal process of obtaining accountable items (M-01411).
- Travel to and from, and transport of parcel container to case, etc.
- Travel to and from DPS mail to secure S999 mail for casing.
- Observing amount of DPS mail to estimate need for overtime or auxiliary assistance, if done on office time (M-01366)
- Taking vacation-hold mail to the designated area.
- Returning empty equipment to the designated area.
- Mail measuring and recording by carriers in units

⁵ M-00605

where carriers are doing so.

- Taking accountable mis-throw mail to the accountable clerk.
- Taking box-holder mail to the designated area.
- Handling mis-faced mail.
- Checking for sleepers prior to leaving your case for the street.
- Turning off case lights or moving any equipment off the floor.
- Any other recurring, necessary task in the office that is not covered by another Line item.

10. CASE MAIL—THROWBACK CASE—WITHDRAW MAIL. You resume casing the mail at 9:37. At 9:45 you go to the throwback case with your mis-sorts. At 9:46 you proceed to the distribution case to withdraw mail. You return to the case at 9:47.

- **Casing - no entry.** You make no entry for casing the mail.
- **Actual time entry—Line 21.** Going to the throwback case is a Line 21 function. So you enter 9:45 as the time you go to the throwback case, 9:46 as the time this trip ends and 1 minute for the elapsed time. Also write “21c” to the left.
- **Comments—Line 21.** In the Comments, section, write “21c Throwback case.”
- **Actual time entry - Line 15.** Withdrawing mail is a Line 15 function, so you enter 9:46 and write 15 on the left.
- **Ending time.** After you withdraw the mail and return to the case, enter the ending time of 9:47 and the elapsed time of 1 minute.

Page 1

Post Office Denver, Colorado		Delivery Unit Sullivan Station		Route No. 4713	
AM		PM		Actual Time Entries	
1. Letter-Size 700				Carrier Marked-Up	CFS
				EXPLANATION	TIME GUIDE
					WRITE IN TIME
					ELAPSED TIME
2. Mail of All Other Sizes 632					
3. Accountable and Signature Mail					
Registered/Certified					
COD/Customs					
Postage Dues					
Express Mail					
5. All Parcel Post over 2 lbs.					
6. Sequenced and Collated					
Letter Size					
Other Size					
9. 2nd-Class Marked up (exclude Form 3579)					
10. Mail with Form 3579 attached					
12. Change of Address Recorded					
13. Insured Receipts Turned In					
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838			
LINE		Comments			
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14			
Withdrawal of mail		15			
Sequencing and collating By-Pass Mail		16			
Actual Strapping out time		17			
Break (local option)		18			
Vehicle inspection		19			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22			
Counting mail and filling out form 1838 worksheet		23			
Signature of Carrier(or Examiner)		Day of Week Sat		Date 10/29/05	
I certify the above information recorded by me is correct.		Reg. Repl.		Lunch From To	
				Time Clock Rings E R L B E R L B 07.00	

11. COUNT THE MAIL. Now you count the mail you have just withdrawn, beginning at 9:47. You count 25 letter-size and 10 flats. At 9:48 you have finished counting and writing down your totals, and you begin casing mail again.

- **Actual time entry—Line 23.** Counting mail and recording totals on the 1838-C are Line 23 functions. Write the starting time and 23 under actual time entries, and then count the mail.
- **Mail count entries.** Enter the 25 additional letters at the top left of the Form Section 1, AM Entries, underneath your previous letter count of 700. Enter the 10 flats under Section 2, AM Entries underneath your previous count of 632.
- **Ending time.** When you finish counting and recording the totals, enter the ending time of 9:48 under actual time entries and 1 minute under elapsed time.

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>	
AM		PM		Actual Time Entries	
1. Letter-Size <i>700 25</i>		2. Mail of All Other Sizes <i>632 10</i>		3. Accountable and Signature Mail	
Registered/Certified		COD/Customs		Postage Dues	
Express Mail		5. All Parcel Post over 2 lbs.		6. Sequenced and Collated	
Letter Size		Other Size		9. 2nd-Class Marked up (exclude Form 3579)	
10. Mail with Form 3579 attached		12. Change of Address Recorded		13. Insured Receipts Turned In	
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		Comments	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14		21a Pick up scanner	
Withdrawal of mail		15		21b Safety talk	
Sequencing and collating By-Pass Mail		16		21c Throwback case	
Actual Strapping out time		17			
Break (local option)		18			
Vehicle inspection		19			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22			
Counting mail and filling out form 1838 worksheet		23			
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week <i>Sat</i>	
				Date <i>10/29/05</i>	
				(Reg.) Repl.	
				Lunch From To	
				TOTAL Time Clock Rings	
				E	
				R	
				L	
				B	
				E	
				R	
				L	
				B <i>07.00</i>	

12. SECOND DISPATCH. By 9:48 the second dispatch of mail has been distributed to your case. Included in this dispatch is full-coverage detached label mailing. You withdraw the mail from trays, tubs, sacks and so forth, cut twine, remove rubber bands and plastic wrap and set the mail up at the case. You finish withdrawing the mail at 9:50 and begin counting it, finishing your count at 10:00.

The results of your count are: 650 letters and 190 flats. 450 of the letters are the sequenced mailing, which you count individually, same as the other letters.

- **Actual time entry—Line 15.** Withdrawing mail is an actual time entry. Withdrawing mail is covered by Line 15, so write 15 on the left, plus the starting time of 9:48 and ending time of 9:50 and 2 minutes elapsed.
- **Actual time entry—Line 23.** Write 23 on the left, the starting time of 9:50 and ending time of 10:00, and 10 minutes elapsed on the right.
- **Mail count entries**
Letters: Record the 650 letters in Section 1, AM Entries, as follows:
 - 200
 - 450 sequenced

Flats: Record the 190 flats in Section 2, AM Entries. In addition, record 450 pieces of unaddressed flats under Section 6, Sequenced and Collated, Other Size, AM Entries.

EXTRA INFORMATION

SEQUENCED MAIL. In this example you have received and recorded 450 pieces of sequenced detached label mail under letters in Section 1, and 450 pieces of unaddressed flats in Section 6. When you case sequenced mail, you do not make a Line 6 or Line 16 actual time entry. Instead, you list the number of pieces in Section 1 or 2, AM entries, making a note that it was sequenced. In addition, you write a note in the Comments box stating how many sequenced letters or flats were cased.

However, in some cases you may handle sequenced mail differently. There are two other possibilities—either you collate the sequenced mail with the cased mail, or in certain circumstances you may carry it out as a separate bundle. Each situation is handled differently.

Collate. When you collate sequenced mail, you enter the actual time spent under Line 16 (M-41 Section 922.51c) Time credited for Line 16 is addressed in M-39 Section 222.212(d).

Separate bundle—no special entry. In those circumstances where sequenced mail is carried as a separate bundle, you do not make a Line 1, 2 or 16 entry. Just list the number of letters and/or flats in Line 6 and count each separate strapped bundle as a parcel pursuant to M-41 Section 922.413a. You will not receive time credit for casing, collating or strapping out this mail.

1 - 55

Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>					
AM		PM	Carrier Marked-Up	CFS	Actual Time Entries				
					EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME	
1. Letter-Size <i>700</i> <i>25</i> <i>200</i> <i>450 sequenced</i>						E			
						B			
						E			
						B			
2. Mail of All Other Sizes <i>632</i> <i>10</i> <i>190</i>						E			
						B			
						E			
						B			
3. Accountable and Signature Mail Registered/Certified COD/Customs Postage Dues Express Mail						E			
						B			
						E			
						B			
5. All Parcel Post over 2 lbs.						<i>23</i>	E	<i>10:00</i>	<i>10</i>
							B	<i>9:50</i>	
6. Sequenced and Collated Letter Size Other Size						<i>15</i>	E	<i>9:50</i>	<i>2</i>
							B	<i>9:48</i>	
						<i>23</i>	E	<i>9:48</i>	<i>1</i>
							B	<i>9:47</i>	
						<i>15</i>	E	<i>9:47</i>	<i>1</i>
							B	<i>9:46</i>	
						<i>21c</i>	E	<i>9:46</i>	<i>1</i>
							B	<i>9:45</i>	
9. 2nd-Class Marked up (exclude Form 3579)						<i>21b</i>	E	<i>9:37</i>	<i>7</i>
							B	<i>9:30</i>	
10. Mail with Form 3579 attached						<i>18</i>	E	<i>9:00</i>	<i>10</i>
							B	<i>8:50</i>	
						<i>23</i>	E	<i>7:21</i>	<i>10</i>
							B	<i>7:11</i>	
12. Change of Address Recorded						<i>15</i>	E	<i>7:11</i>	<i>3</i>
							B	<i>7:08</i>	
						<i>23</i>	E	<i>7:08</i>	<i>1</i>
							B	<i>7:07</i>	
13. Insured Receipts Turned In						<i>21a</i>	E	<i>7:07</i>	<i>2</i>
							B	<i>7:05</i>	
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838				<i>19</i>	E	<i>7:05</i>	<i>5</i>
							B	<i>7:00</i>	
Comments <i>21a Pick up scanner</i> <i>21b Safety talk</i> <i>21c Throwback case</i>						Begin Here		TOTAL	
PS Form 1838-C, November 1997 Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts. Withdrawal of mail Sequencing and collating By-Pass Mail Actual Strapping out time Break (local option) Vehicle inspection Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section) Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section) Counting mail and filling out form 1838 worksheet		14					Time Clock Rings		
		15					E		
		16					R		
		17					L		
		18					B		
		19							

13. PREPARE FORM 3996, *Carrier-Auxiliary Control*. At 10:00 you estimate the day's workload, discuss it with your supervisor, and complete a Form 3996 finishing at 10:02.

- **Actual time entry—Line 21.** Discussing the workload with a supervisor, and preparing a Form 3996, are Line 21 functions. So under actual time entries you enter 21d, 10:00 and 10:02, and 2 minutes elapsed time.
- **Comments—Line 21.** In the Comments section write "21d Workload - 3996."

EXTRA INFORMATION.

REQUESTING ASSISTANCE/OVERTIME. The M-41 provides:

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

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

131.43 Complete applicable items on Form 3996, *Carrier-Auxiliary Control*, if overtime or auxiliary assistance is authorized in the office or on the street.

(Continued on page 58)

1 - 57

Post Office		Delivery Unit		Route No.	
Denver, Colorado		Sullivan Station		4713	
AM		PM		Actual Time Entries	
1. Letter-Size 700 25 200 450 sequenced				EXPLANATION	TIME GUIDE
					WRITE IN TIME
					ELAPSED TIME
2. Mail of All Other Sizes					
632					
10					
190					
3. Accountable and Signature Mail					
Registered/Certified					
COD/Customs					
Postage Dues					
Express Mail					
5. All Parcel Post over 2 lbs.					
6. Sequenced and Collated					
Letter Size					
450					
Other Size					
9. 2nd-Class Marked up (exclude Form 3579)					
10. Mail with Form 3579 attached					
12. Change of Address Recorded					
13. Insured Receipts Turned In					
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a)		To be added in line 7a on PS Form 1838	
LINE		Comments		Reg. Repl.	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14		21a Pick up scanner	
Withdrawal of mail		15		21b Safety talk	
Sequencing and collating By-Pass Mail		16		21c Throwback case	
Actual Strapping out time		17		21d Workload - 3996	
Break (local option)		18			
Vehicle inspection		19			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		20			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		21			
Counting mail and filling out form 1838 worksheet		22			
Signature of Carrier(or Examiner)		Day of Week		Date	
		Sat		10/29/05	
		Reg. Repl.		Lunch	
				From To	
				07.00	
				TOTAL	
				Time Clock Rings	
				E	
				R	
				L	
				B	
				E	
				R	
				L	
				B	

M-39 Section 122.33 provides that an employee, upon request, will be provided a Form 3996 and given a copy of the completed form.

AUXILIARY ASSISTANCE DURING THE WEEK OF INSPECTION.

M-39 Section 221.138 provides:

Only in very unusual circumstances or emergencies when excessive late delivery would result should auxiliary assistance be granted the regularly assigned carrier during the week of the count.

However, if you are provided assistance in the office make sure the carrier providing the assistance completes a separate Form 1838-C Worksheet.

If you are provided assistance on the street, make sure that you, and the carrier who provides the assistance, complete the Form 3996 in accordance with the instructions found on the back of the form. Remember to request and receive a copy of the completed Form 3996.

Proper completion of these forms is critical for an accurate evaluation of your route.

14. PICK UP ACCOUNTABLE ITEMS. At 10:15 you are called to the finance cage to pick up accountable items. You receive 6 certified letters, 1 COD, 7 postage dues and 2 pieces of Express Mail. You review the accountable pieces, sign for them, and return to your case. You then partially complete a Form 3849 for each of the accountable pieces by placing either the address or the customer's name on the form. You place the forms in the case, finishing at 10:21. You then record this mail on the 1838-C Worksheet, finishing at 10:22.

- **Actual time entry—Line 14.** Line 14 covers your trips to and from the finance cage to obtain accountable items and return them to your case for handling (M-41 Section 922.51a). Enter Line 14 on the left, 10:15 and 10:21, and 6 minutes elapsed time.
- **Mail count entries.** Enter the number of accountables under Section 3, Accountable and Signature Mail. (6 certified, 1 COD, 7 postage dues and 2 pieces of Express Mail.)
- **Actual time entry—Line 23.** Write 23 on the left, 10:21 and 10:22 with 1 minute elapsed.

EXTRA INFORMATION

VERIFYING AND SIGNING FOR ACCOUNTABLES.

It is important to take the time to properly verify and sign for all accountable items, because you are responsible for accounting for this mail. You take time under Line 14 to fill out the name or address for identification purposes on the Form 3849, to case the Form as a reminder, and to verify and sign for all accountables.

Form 1838-C

United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet**

Page 1

Post Office		Delivery Unit		Route No.				
Denver, Colorado		Sullivan Station		4713				
AM		PM	Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size					EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
700						E		
25						B		
200						E		
450 sequenced						B		
2. Mail of All Other Sizes						E		
632						B		
10						E		
190						B		
3. Accountable and Signature Mail						E		
Registered/Certified 6					23	B	10:22	1
COD/Customs 1					14	E	10:21	6
Postage Dues 7						B	10:15	
Express Mail 2					21d	E	10:02	2
						B	10:00	
5. All Parcel Post over 2 lbs.						E		
					23	B	9:50	10
6. Sequenced and Collated						E <th></th> <th></th>		
Letter Size					15	B	9:50	2
					23	E	9:48	1
						B	9:47	
Other Size 450					15	E	9:47	1
						B	9:46	
					21c	E	9:46	1
						B	9:45	
9. 2nd-Class Marked up (exclude Form 3579)						E <th></th> <th></th>		
					21b	B	9:37	7
						E	9:30	
10. Mail with Form 3579 attached						E <th></th> <th></th>		
					18	B	9:00	10
						E	8:50	
12. Change of Address Recorded						E <th></th> <th></th>		
					23	B	7:21	10
						E	7:11	
13. Insured Receipts Turned In						E <th></th> <th></th>		
					15	B	7:08	3
						E	7:08	
					23	B	7:07	1
						E	7:07	
					21a	B	7:05	2
						E	7:05	
					19	B	7:00	5
						TOTAL		
						Time Clock Rings		
						E		
						R		
						L		
						B		
						E		
						R		
						L		
						B 07.00		
Enter Line Number In Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838			Reg. Repl.		
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	Comments			Lunch		
Withdrawal of mail		15	21a Pick up scanner			From To		
Sequencing and collating By-Pass Mail		16	21b safety talk					
Actual Strapping out time		17	21c Throwback case					
Break (local option)		18	21d Workload - 3996					
Vehicle inspection		19						
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21						
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22						
Counting mail and filling out form 1838 worksheet		23						
Signature of Carrier(or Examiner)					Day of Week	Date		
					Sat	10/29/05		

15. WINDOW CALLER SERVICE. At 10:45 you stop casing to bring a window caller her mail; this takes two minutes.

- **Actual time entry—Line 21.** This is a Line 21 function. It is a recurring, required task that has no special number on the 1838-C Worksheet. Write in the starting time of 10:45 and 21 in the explanation column. Label this Line entry “21e.”
- **Comment—Line 21.** Remember that you must explain each Line 21 item in the comments section. Write, “21e Bring mail to window caller.”
- **Ending time.** When you return to your case write in your ending time, 10:47, and 2 minutes under elapsed time.

Form 1838-C

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Page 1

Post Office		Delivery Unit		Route No.			
Denver, Colorado		Sullivan Station		4713			
AM		PM		Actual Time Entries			
1. Letter-Size				EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
700					E		
25					B		
200					E		
450 sequenced					B		
2. Mail of All Other Sizes					E		
632					B		
10					E		
190					B		
3. Accountable and Signature Mail				21e	E	10:47	2
					B	10:45	
Registered/Certified 6				23	E	10:22	1
COD/Customs 1					B	10:21	
Postage Dues 7				14	E	10:21	6
Express Mail 2					B	10:15	
5. All Parcel Post over 2 lbs.				21d	E	10:02	2
					B	10:00	
6. Sequenced and Collated				23	E	10:00	10
					B	9:50	
Letter Size				15	E	9:50	2
					B	9:48	
Other Size				23	E	9:48	1
					B	9:47	
450				15	E	9:47	1
					B	9:46	
9. 2nd-Class Marked up (exclude Form 3579)				21c	E	9:46	1
					B	9:45	
10. Mail with Form 3579 attached				21b	E	9:37	7
					B	9:30	
12. Change of Address Recorded				18	E	9:00	10
					B	8:50	
13. Insured Receipts Turned In				23	E	7:21	10
					B	7:11	
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a)		15	E	7:11	3
LINE		To be added in line 7a on PS Form 1838			B	7:08	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		Comments		23	E	7:08	1
14		21a Pick up scanner			B	7:07	
Withdrawal of mail		21b safety talk		21a	E	7:07	2
15		21c Throwback case			B	7:05	
Sequencing and collating By-Pass Mail		21d Workload - 3996		19	E	7:05	5
16		21e Bring mail to window caller			B	7:00	
Actual Strapping out time				Begin Here			
17				TOTAL			
Break (local option)				Time Clock Rings			
18				E			
Vehicle inspection				R			
19				L			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)				B			
22				E			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)				R			
23				L			
Counting mail and filling out form 1838 worksheet				B			07.00
Signature of Carrier(or Examiner)		Day of Week		Date		Reg. Repl.	
		Sat		10/29/05			
		I certify the above information recorded by me is correct.				Lunch	
						From To	

16. REPLENISH FORMS. Today you need to replenish your supply of forms to take with you. You leave the case to obtain forms at 10:47 and return at 10:49.

- **Actual time entry—Line 21.** This is a Line 21 function—it is recurring and required, but there is no special line number covering it. Write 21f, 10:47 and 10:49, and 2 minutes elapsed time under actual time entries.
- **Comment—Line 21.** Explain this Line 21 item by writing “21f Replenish forms” in the Comments section.

EXTRA INFORMATION

REPLENISHING FORMS. Letter carriers are required to check the forms pouch several times each week to be sure all necessary forms are there when needed (See Footnote 5 (M-00605), M-41 Section 143).

Form 1838-C

United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet**

Page 1

Post Office		Delivery Unit		Route No.				
Denver, Colorado		Sullivan Station		4713				
AM		PM	Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size					EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
700						E		
25						B		
200						E		
450 sequenced						B		
2. Mail of All Other Sizes						E		
632						B		
10					21f	E	10:49	2
190						B	10:47	
					21e	E	10:47	2
						B	10:45	
3. Accountable and Signature Mail						E	10:22	1
Registered/Certified 6					23	B	10:21	
COD/Customs 1					14	E	10:21	6
Postage Dues 7						B	10:15	
Express Mail 2					21d	E	10:02	2
						B	10:00	
5. All Parcel Post over 2 lbs.						E	10:00	10
					23	B	9:50	
6. Sequenced and Collated						E	9:50	2
Letter Size					15	B	9:48	
					23	E	9:48	1
						B	9:47	
Other Size 450					15	E	9:47	1
						B	9:46	
					21c	E	9:46	1
						B	9:45	
9. 2nd-Class Marked up (exclude Form 3579)						E	9:37	7
					21b	B	9:30	
					18	E	9:00	10
						B	8:50	
10. Mail with Form 3579 attached						E	7:21	10
					23	B	7:11	
12. Change of Address Recorded						E	7:11	3
					15	B	7:08	
					23	E	7:08	1
						B	7:07	
13. Insured Receipts Turned In						E	7:07	2
					21a	B	7:05	
					19	E	7:05	5
						B	7:00	
Enter Line Number In Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838			Begin Here		
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	Comments			TOTAL		
Withdrawal of mail		15	21a Pick up scanner			Time Clock Rings		
Sequencing and collating By-Pass Mail		16	21b Safety talk			E		
Actual Strapping out time		17	21c Throwback case			R		
Break (local option)		18	21d Workload - 3996			L		
Vehicle inspection		19	21e Bring mail to window caller			B		
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21	21f Replenish forms			E		
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)						R		
Counting mail and filling out form 1838 worksheet		23				L		
						B 07.00		
Signature of Carrier(or Examiner)		Day of Week		Date	Reg.	Lunch		
		Sat		10/29/05		From To		

I certify the above information recorded by me is correct.

Day of Week

Date

Reg. Repl.

Lunch

From

To

17. REVIEW DPS, COUNT DPS AND S999 MAIL, AND WITHDRAW S999 MAIL. At 10:49 you leave the case to check your DPS mail and withdraw the S999 mail for casing. This requires 1 minute. On this day a review of the DPS and S999 mail does not require amending the 3996 estimate. You take your Form 1838-C with you. While there, you count both the S999 mail and the DPS mail, from 10:50 to 11:05. You count 3,162 letter size DPS mail, 91 letter size S999 mail, and 16 other size S999. You then withdraw the S999 mail and return it to your case at 11:06.

- **Actual time entry—Line 21.** Traveling to and checking your DPS mail is a Line 21 function—it is recurring and required, but there is no special line number covering it. Write “21g” and a beginning time of 10:49 under actual time entries.
- **Comment—Line 21.** Write “21g Check DPS mail” in the Comments section (M-01366).
- **Ending time.** When you finish checking the DPS, write in your ending time of 10:50 and elapsed time of 1 minute.
- **Mail count entries.** Enter the 91 additional letters of S999 mail under Section 1, AM

Entries, underneath your previous letter count. Enter the 16 flats under Section 2 AM entries. Enter the DPS piece count of 3,162 under Section 7a, which is just above the Comments section (M-41 Section 922.411c).

- **Actual time entry—Line 23.** . Counting DPS and S999 mail and recording results on the 1838-C are Line 23 functions. Write 23 and the times 10:50 and 11:05 under actual time entries.
- **Actual time entry—Line 15.** Withdrawing the S999 mail and transporting it back to your case is a Line 15 function, so you write 15, the times 11:05 and 11:06, and 1 minute elapsed time under actual time entries.

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18. RETRIEVE PARCEL TUB, WITHDRAW SPRs AND COUNT PARCELS AND SPRs.

You leave your case at 11:06 to retrieve your parcel tub; you return to your case at 11:07.

You withdraw your SPRs from the parcel tub and then proceed to the distribution case to make your second withdrawal, returning to your case at 11:11.

From 11:11 to 11:15 you count your parcels, SPRs and mail from the distribution case. You count 10 additional letters, 18 SPRs and 12 parcels and enter this information on the 1838-C Worksheet.

New 1838-C Worksheet: Because you cannot fit any more line items on this 1838-C Worksheet you need to continue your line item entries on a second 1838-C Worksheet. In this example you will use the second worksheet only to continue your Line item/actual time entries.

- **Actual time entry on the second worksheet —Line 21.** You spent 1 minute retrieving the parcel tub, a Line 21 function. Write 21h, 11:06 and 11:07, and 1 minute under actual time entries.
- **Comment—Line 21.** Write “21h Retrieving parcel tub” in the Comments section.

- **Actual time entry on the second worksheet—Line 15.** Withdrawing SPRs from the parcel tub and mail from the distribution case is a Line 15 function. Write 15, 11:07 and 11:11, and 4 minutes under actual time entries.
- **Mail count entries on the first worksheet.** Enter the 10 additional letters from the distribution case in Section 1, AM Entries, 18 other-size pieces under Section 2, AM Entries, and the 12 parcels under Section 5, AM Entries.
- **Actual time entry—Line 23.** Counting mail, parcels and SPRs for recording on Form 1838-C is a Line 23 function. The time you spend filling out identifying information on a new 1838-C Worksheet is included in this function. Write 23, 11:11 and 11:15, and 4 minutes under actual time entries.
- **Casing—no entry.** Again, you make no time entry as you resume casing mail.

Page 1

Post Office		Delivery Unit		Route No.	
Denver, Colorado AM		Sullivan Station PM		4713	
1. Letter-Size 700 25 200 450 <i>sequenced</i> 91 10				Actual Time Entries EXPLANATION TIME GUIDE WRITE IN TIME ELAPSED TIME 15 E 11:06 1 B 11:05 23 E 11:05 15 B 10:50	
2. Mail of All Other Sizes 632 10 190 16 18				21g E 11:50 1 B 10:49 21f E 10:49 2 B 10:47 21e E 10:47 2 B 10:45	
3. Accountable and Signature Mail Registered/Certified 6 COD/Customs 1 Postage Dues 7 Express Mail 2				23 E 10:22 1 B 10:21 14 E 10:21 6 B 10:15 21d E 10:02 2 B 10:00	
5. All Parcel Post over 2 lbs. 12				23 E 10:00 10 B 9:50 15 E 9:50 2 B 9:48	
6. Sequenced and Collated Letter Size Other Size 450				23 E 9:48 1 B 9:47 15 E 9:47 1 B 9:46 21c E 9:46 1 B 9:45 21b E 9:37 7 B 9:30 18 E 9:00 10 B 8:50 23 E 7:21 10 B 7:11 15 E 7:11 3 B 7:08 23 E 7:08 1 B 7:07 21a E 7:07 2 B 7:05 19 E 7:05 5 B 7:00	
9. 2nd-Class Marked up (exclude Form 3579) 10. Mail with Form 3579 attached 12. Change of Address Recorded 13. Insured Receipts Turned In				21a E 7:07 2 B 7:05 19 E 7:05 5 B 7:00	
Enter Line Number In Explanation Column Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts. Withdrawal of mail Sequencing and collating By-Pass Mail Actual Strapping out time Break (local option) Vehicle inspection Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section) Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section) Counting mail and filling out form 1838 worksheet		LINE 14 15 16 17 18 19 21 22 23		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 3,162 Comments 21a Pick up scanner 21b safety talk 21c Throwback case 21d Workload - 3996 21e Bring mail to window caller 21f Replenish forms 21g Check DPS mail	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week Sat Date 10/29/05 Reg.	

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PS Form 1838-C, November 1997

19. CHANGES OF ADDRESS. You receive and process 4 address changes. At 11:35 you record the number of changes on the first Form 1838-C. You also make a second visit to the restroom.


- **Mail count entry.** Changes of address are recorded in the mail count section of the 1838-C Worksheet. Write the number “4” under Section 12, Change of Address, Recorded, AM Entries.
- **Change of address—no entry.** You do not make an actual time entry while processing changes of address. You will receive two minutes of office time credit for each change of address.
- **Restroom visit—no entry.** The M-39 provides for an automatic allowance of 5 minutes for personal needs.
- **Actual time entry—Line 23.** Recording the 4 changes of address is an actual time entry under Line 23. Write 23, 11:35 and 11:36, and 1 minute elapsed time.

Form 1838-C

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United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>		
AM		PM	Carrier Marked-Up	CFS	Actual Time Entries	
					EXPLANATION TIME GUIDE WRITE IN TIME ELAPSED TIME	
1. Letter-Size <i>700</i> <i>25</i> <i>200</i> <i>450 sequenced</i> <i>91</i> <i>10</i>			<i>29</i>	<i>62</i>	15 E 11:06 B 11:05 23 E 11:05 B 10:50 21g E 11:50 B 10:49 21f E 10:49 B 10:47 21e E 10:47 B 10:45	1 15 1 2 2
2. Mail of All Other Sizes <i>632</i> <i>10</i> <i>190</i> <i>16</i> <i>18</i>			<i>10</i>	<i>24</i>	23 E 10:22 B 10:21 14 E 10:21 B 10:15 21d E 10:02 B 10:00	1 6 2
3. Accountable and Signature Mail Registered/Certified <i>6</i> COD/Customs <i>1</i> Postage Dues <i>7</i> Express Mail <i>2</i>			<i>2</i>		23 E 10:00 B 9:50 15 E 9:50 B 9:48 23 E 9:48 B 9:47 15 E 9:47 B 9:46 21c E 9:46 B 9:45 21b E 9:37 B 9:30 18 E 9:00 B 8:50 23 E 7:21 B 7:11 15 E 7:11 B 7:08 23 E 7:08 B 7:07 21a E 7:07 B 7:05 19 E 7:05 B 7:00	10 2 1 1 1 7 10 10 3 1 2 5
5. All Parcel Post over 2 lbs. <i>12</i>			<i>4</i>			
6. Sequenced and Collated Letter Size <i>450</i> Other Size						
9. 2nd-Class Marked up (exclude Form 3579)						
10. Mail with Form 3579 attached <i>4</i> 						
12. Change of Address Recorded						
13. Insured Receipts Turned In						
Enter Line Number In Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 <i>3,162</i>		Comments	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14			21a Pick up scanner	
Withdrawal of mail		15			21b Safety talk	
Sequencing and collating By-Pass Mail		16			21c Throwback case	
Actual Strapping out time		17			21d Workload - 3996	
Break (local option)		18			21e Bring mail to window caller	
Vehicle inspection		19			21f Replenish forms	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21			21g Check DPS mail	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22				
Counting mail and filling out form 1838 worksheet		23				
Signature of Carrier(or Examiner)				Day of Week <i>Sat</i>	Date <i>10/29/05</i>	Reg. Repl. <input checked="" type="checkbox"/>
				I certify the above information recorded by me is correct.		
						Reg. Repl. <input checked="" type="checkbox"/>
						From To
						Lunch From To
						TOTAL Time Clock Rings E R L B E R L B <i>07.00</i>

PS Form 1838-C, November 1997

Form 1838-C

United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet**

Page 2

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>			
AM		PM		Actual Time Entries			
1. Letter-Size				EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
					E		
					B		
					E		
					B		
2. Mail of All Other Sizes					E		
					B		
					E		
					B		
3. Accountable and Signature Mail					E		
Registered/Certified					B		
COD/Customs					E		
Postage Dues					B		
Express Mail					E		
5. All Parcel Post over 2 lbs.					B		
					E		
6. Sequenced and Collated					B		
Letter Size					E		
					B		
					E		
Other Size					B		
					E		
9. 2nd-Class Marked up (exclude Form 3579)					B		
					E		
					B		
10. Mail with Form 3579 attached					E		
					B		
12. Change of Address Recorded				23	E	11:36	1
					B	11:35	
				23	E	11:15	4
					B	11:11	
13. Insured Receipts Turned In				15	E	11:11	4
					B	11:07	
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		21h Begin Here	E	11:07	1
		Comments			B	11:06	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14		TOTAL			
Withdrawal of mail		15		Time Clock Rings			
Sequencing and collating By-Pass Mail		16		E			
Actual Strapping out time		17		R			
Break (local option)		18		L			
Vehicle inspection		19		B			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21		E			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22		R			
Counting mail and filling out form 1838 worksheet		23		L			
				B			
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		Day of Week <i>Sat</i>	Date <i>10/29/05</i>	Reg. Repl.	Lunch From To

20. MARK UP THE MAIL. Next you mark up the mail.

Every piece of mail which the carrier is required to write on, or mark on, should be counted and entered in the appropriate Carrier Marked-Up Column. This is one element of required work that has been systematically ignored by management in its DOIS program.

No actual time entry is made for marking up mail. You will receive one minute for every ten pieces for separating mark-up mail and one minute for every four pieces of mail you actually mark up – rounding up.

EXTRA INFORMATION

MARKED UP MAIL. Letter carriers are required to mark up, at a minimum, the following, when received:

1. Endorse the top piece of each letter bundle, and the top piece of each flat bundle, with an endorsement, route number and initials for each of the following (M-41 Sections 242.63, 243.d, & 922.452):

Attempted Not Known mail

No Such Number

Insufficient Address

Return to Sender

Unclaimed

Lottery Mail, Mail to this Address Returned by
Order of the PMG

In Dispute

Unable to Forward

Returned for Postage

Box Closed - No Order

Outside Delivery Limits

Undeliverable Bulk Business Mail (UBBM), which
is Standard Mail (A) not deliverable as addressed
and is not endorsed address correction requested,
return postage guaranteed, or forwarding and re-
turn postage guaranteed.

2. Endorse mail that is being held while the customer is
temporarily away.

3. Endorse each individual piece of mail with route num-
ber, endorsement and initials for the following (M-41
Sections 242.62, 243.e, & 922.451):

Occupant mail (address correction requested, re-
turn postage guaranteed, or forwarding and re-
turn postage guaranteed) only addressed to vacant
buildings

Mail addressed to customers who are Temporarily
Away and retention period for hold mail has ex-
pired

Mail addressed to customers who are Deceased,
and mail is not properly deliverable to another
person

Mail which is Refused; and

Mail for which there is No Mail Receptacle.

Vacant

4. Black out the barcode of loop mail, which is incorrectly bar-coded DPS and/or incorrectly zip coded mail.

5. CFS mail, letters and flats. If required, endorse the top piece of the bundle of letter and the bundle of flats that go to CFS with your initials and route number.

6. CFS mail, letters and flats that may be considered "Marked up":

When the address has numbers transposed and you must correct it,

When the last name is misspelled and you must correct it,

When the first and last names would not be readily apparent to CFS employees, and you are required to circle the last name, or correctly spell it,

When you otherwise must alert CFS to a needed correction, or

When any mail returned from CFS can be forwarded if a correction is made.

21. COUNT MANUAL MARK-UP AND CFS MAIL. At 11:48 you count the manual mark-ups and CFS mail. You have manually marked up 29 letters and 10 pieces of other size mail, 2 certified (accountables), and 4 parcels.

You also count CFS mail that did not require correction, and those pieces not personally marked up in the carrier-endorsed bundles of undeliverable pieces. You count 62 letters and 24 flats.

- **Mail count section.** When you finish counting, write the totals for marked-up and CFS mail on the mail count section at the top of the Worksheet. The 29 marked up letters and 62 CFS letters are recorded in Section 1 under Carrier Marked Up and CFS. The 10 marked up flats, and 24 CFS flats are recorded in Section 2 under Carrier Marked Up and CFS. The 2 marked up certified are recorded on the appropriate sub-line in Section 3 under Carrier Marked Up. The 4 marked up parcels are recorded in Section 5 under Carrier Marked Up.
- **Actual time entry - Line 23.** Write 23, 11:48 and 11:50, and 2 minutes elapsed time.

1 - 79

Page 1

Form 1838-C

United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet**

Page 2

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>	
AM		PM		Actual Time Entries	
1. Letter-Size				Carrier Marked-Up	CFS
				EXPLANATION	TIME GUIDE
					WRITE IN TIME
					ELAPSED TIME
					E
					B
					E
					B
2. Mail of All Other Sizes					E
					B
					E
					B
					E
					B
3. Accountable and Signature Mail					E
Registered/Certified					B
COD/Customs					E
Postage Dues					B
Express Mail					E
5. All Parcel Post over 2 lbs.					B
					E
					B
6. Sequenced and Collated					E
Letter Size					B
					E
					B
					E
					B
9. 2nd-Class Marked up (exclude Form 3579)					E
					B
10. Mail with Form 3579 attached					E
					B
				23	11:50
					2
				23	11:48
					1
12. Change of Address Recorded					E
					B
				23	11:36
					4
				23	11:35
					4
				23	11:15
					4
				23	11:11
					4
				15	11:11
					4
				15	11:07
					1
				21h	11:07
					1
				21h	11:06
					1
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		21h Begin Here	
LINE		Comments		TOTAL	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14		21h Retrieve parcel tub	
Withdrawal of mail		15			
Sequencing and collating By-Pass Mail		16			
Actual Strapping out time		17			
Break (local option)		18			
Vehicle inspection		19			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22			
Counting mail and filling out form 1838 worksheet		23			
Signature of Carrier(or Examiner)		Day of Week		Date	
		Sat		10/29/05	
		Reg. Repl.		Lunch	
				From To	

22. TRIP TO CFS AND THROWBACK CASE.

At 12:05 you take your CFS, UBBM, mis-throws, and mark-ups and place them in their designated locations (M-41 Section 242, M-39 Section 242.331, M-01023).

- **Actual time entry—Line 21.** These functions are an actual time entry under Line 21. Write 21i, 12:05 and 12:06 and 1 minute elapsed.
- **Comment—Line 21.** Next, you explain the activity in the Comments section: “21i trip to CFS, throwback case, and waste location.”

Form 1838-C

United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet**

Page 2

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>	
AM		PM		Actual Time Entries	
1. Letter-Size		Carrier Marked-Up	CFS	EXPLANATION	TIME GUIDE
					WRITE IN TIME
					ELAPSED TIME
					E
					B
					E
					B
2. Mail of All Other Sizes					E
					B
					E
					B
3. Accountable and Signature Mail					E
					B
Registered/Certified					E
COD/Customs					B
Postage Dues					E
Express Mail					B
5. All Parcel Post over 2 lbs.					E
					B
6. Sequenced and Collated					E
					B
Letter Size					E
					B
					E
Other Size					B
					E
9. 2nd-Class Marked up (exclude Form 3579)					B
					E
					B
10. Mail with Form 3579 attached				21i	E 12:06
					B 12:05
				23	E 11:50
					B 11:48
12. Change of Address Recorded				23	E 11:36
					B 11:35
				23	E 11:15
					B 11:11
13. Insured Receipts Turned In				15	E 11:11
					B 11:07
				21h	E 11:07
					B 11:06
Enter Line Number in Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		21h Begin Here	
LINE		Comments		TOTAL	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14				
Withdrawal of mail	15	21h Retrieve parcel tub			
Sequencing and collating By-Pass Mail		21i Tripto CFS, throwback case, waste location			
Actual Strapping out time					
Break (local option)					
Vehicle inspection	19				
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21				
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22				
Counting mail and filling out form 1838 worksheet	23				
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i>		Date <i>10/29/05</i>	
		I certify the above information recorded by me is correct.		Reg. Repl.	
				Lunch From To	

23. VERIFY HOLD MAIL. Your next function is to separate and verify the hold mail at your case. At 12:06 you handle your hold mail per local procedure and verify that all your hold mail is not being kept beyond the retention period specified by the mailer.

- **Actual time entry—Line 21.** This is also an actual time entry under Line 21 –Write 21j, 12:06 and 12:08 and 2 minutes elapsed.
- **Comment—Line 21.** Next, you explain the activity in the Comments section: “21j Verify hold mail.”

EXTRA INFORMATION

Verifying hold mail. M-41 Section 241.312 requires letter carriers to verify hold mail held at the carrier case once each week to ensure that no mail designated by the mailer is kept beyond the retention period. Such mail is endorsed “temporarily away.” This is counted as a manual carrier mark-up.

Post Office Denver, Colorado		Delivery Unit Sullivan Station				Route No. 4713			
AM		PM		Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
							E		
							B		
							E		
							B		
2. Mail of All Other Sizes							E		
							B		
							E		
							B		
							E		
							B		
3. Accountable and Signature Mail							E		
Registered/Certified							B		
COD/Customs							E		
Postage Dues							B		
Express Mail							E		
5. All Parcel Post over 2 lbs.							B		
							E		
							B		
6. Sequenced and Collated							E		
Letter Size							B		
							E		
							B		
Other Size							E		
							B		
9. 2nd-Class Marked up (exclude Form 3579)						21j	E	12:08	2
							B	12:06	
						21i	E	12:06	1
							B	12:05	
10. Mail with Form 3579 attached						23	E	11:50	2
							B	11:48	
						23	E	11:36	1
							B	11:35	
12. Change of Address Recorded						23	E	11:15	4
							B	11:11	
13. Insured Receipts Turned In						15	E	11:11	4
							B	11:07	
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838				21h Begin Here	E	11:07	1
							B	11:06	
Comments						TOTAL			
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14		21h Retrieve parcel tub		Time Clock Rings		E	
Withdrawal of mail		15		21i Tripto CFS, throwback case, waste location				R	
Sequencing and collating By-Pass Mail				21j Verify hold mail				L	
Actual Strapping out time								B	
Break (local option)								E	
Vehicle inspection		19						R	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21						L	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22						B	
Counting mail and filling out form 1838 worksheet		23							
Signature of Carrier(or Examiner)				Day of Week Sat		Date 10/29/05		Reg. Repl.	
				I certify the above information recorded by me is correct.				Lunch From To	

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

- **No entry for pulling down and strapping out.** You make no entry on the 1838-C Worksheet for pulling down and strapping out your mail. Instead, you will receive time credit of 1 minute for each 70 pieces of mail strapped-out.
- **Actual time entry—Line 21.** Because you have a detached mailing you receive an actual time allowance for determining the number of unaddressed flats needed for each loop and placing them at the back of each bundle (M-01288).

Write 21k, 12:23 and 12:26 and 3 minutes elapsed.

- **Comment—Line 21.** Next, you explain the activity in the Comments section: “21k Place unaddressed flats behind each bundle.”

Form 1838-C

United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** *page 2*

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>			
AM		PM		Actual Time Entries			
1. Letter-Size		Carrier Marked-Up	CFS	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
					E		
					B		
					E		
					B		
2. Mail of All Other Sizes					E		
					B		
					E		
					B		
					E		
					B		
3. Accountable and Signature Mail					E		
					B		
Registered/Certified					E		
COD/Customs					B		
Postage Dues					E		
Express Mail					B		
5. All Parcel Post over 2 lbs.					E		
					B		
					E		
					B		
6. Sequenced and Collated					E		
Letter Size					B		
					E		
					B		
Other Size				21k	E	12:26	3
					B	12:23	
9. 2nd-Class Marked up (exclude Form 3579)				21j	E	12:08	2
					B	12:06	
				21i	E	12:06	1
					B	12:05	
10. Mail with Form 3579 attached				23	E	11:50	2
					B	11:48	
12. Change of Address Recorded				23	E	11:36	1
					B	11:35	
				23	E	11:15	4
					B	11:11	
13. Insured Receipts Turned In				15	E	11:11	4
					B	11:07	
21h					E	11:07	1
					B	11:06	
Enter Line Number In Explanation Column				DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		21h Begin Here	
LINE		Comments		TOTAL		Time Clock Rings	
14		Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.				E	
15		Withdrawal of mail				R	
16		Sequencing and collating By-Pass Mail				L	
17		Actual Strapping out time				B	
18		Break (local option)				E	
19		Vehicle inspection				R	
21		Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)				L	
22		Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)				B	
23		Counting mail and filling out form 1838 worksheet					
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i>		Date <i>10/29/05</i>		Reg. Repl.	
I certify the above information recorded by me is correct.		Lunch From To					

25. ON YOUR WAY OUT. With your hamper loaded you travel to and scan the hot case, and withdraw any mail. You then load the DPS mail into your hamper and proceed to the time clock. Before clocking out you retrieve items from your locker. Today you clock onto street time at 12:30. You also record this time on your 1st 1838-C Worksheet in the clock rings section.

You are not finished with your 1838-C Worksheets, you will have more entries when you return from the street. So, leave your 1838-C Worksheets at the designated location so you can pick them up upon return from the street.

- **Actual time entry—line 15.** The time spent traveling from your case to the hot case and pulling the mail is an actual time entry. Write 15, 12:26 and 12:27, and an elapsed time of 1 minute.
- **Actual time entry—line 21.** The time spent scanning the hot case, loading your DPS, and traveling to the time clock, is an actual time entry. Write 21L , 12:27 and 12:29, and an elapsed time of 2 minutes.
- **Comment—Line 21.** Explain the activity in the Comments section: “21L Scan hot case, load DPS.”

- **Locker—no actual time entry.** No actual time entry is made for retrieving items from your locker. It is considered personal time.
- **Clock out.** Enter your leaving time on the 1838-C Worksheet at the bottom of the Clock Ring section. If you have a mechanical time clock, ring in the time on the worksheet. If you do not, write in your leaving time of 12.50. When the clock ring is 12.50 in hundredths, it means the actual time is 12:30.

Form 1838-C

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United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Page 2

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>																																									
AM		PM	Carrier Marked-Up	CFS	Actual Time Entries																																								
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PS Form 1838-C, November 1997

Form 1838-C

United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** *Page 1*

Post Office		Delivery Unit		Route No.				
Denver, Colorado		Sullivan Station		4713				
AM		PM	Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size					EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
700			29	62	15	E	11:06	1
25					B	11:05		
200					23	E	11:05	15
450 sequenced					B	10:50		
91								
10								
2. Mail of All Other Sizes								
632					21g	E	11:50	1
10					B	10:49		
190			10	24	21f	E	10:49	2
16					B	10:47		
18					21e	E	10:47	2
					B	10:45		
3. Accountable and Signature Mail								
Registered/Certified 6			2		23	E	10:22	1
COD/Customs 1					B	10:21		
Postage Dues 7					14	E	10:21	6
Express Mail 2					B	10:15		
					21d	E	10:02	2
					B	10:00		
5. All Parcel Post over 2 lbs.								
12			4		23	E	10:00	10
					B	9:50		
					15	E	9:50	2
					B	9:48		
6. Sequenced and Collated								
Letter Size					23	E	9:48	1
					B	9:47		
Other Size 450					15	E	9:47	1
					B	9:46		
					21c	E	9:46	1
					B	9:45		
					21b	E	9:37	7
					B	9:30		
9. 2nd-Class Marked up (exclude Form 3579)					18	E	9:00	10
					B	8:50		
10. Mail with Form 3579 attached					23	E	7:21	10
					B	7:11		
12. Change of Address Recorded 4					15	E	7:11	3
					B	7:08		
					23	E	7:08	1
					B	7:07		
13. Insured Receipts Turned In					21a	E	7:07	2
					B	7:05		
Enter Line Number In Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 3,162		19	E	7:05	5
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	Comments		Begin Here	B	7:00	
Withdrawal of mail		15	21a Pick up scanner		TOTAL			
Sequencing and collating By-Pass Mail		16	21b safety talk		Time Clock Rings			
Actual Strapping out time		17	21c Throwback case		E			
Break (local option)		18	21d Workload - 3996		R			
Vehicle inspection		19	21e Bring mail to window caller		L			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21	21f Replenish forms		B			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22	21g Check DPS mail		E			
Counting mail and filling out form 1838 worksheet		23			R			
Signature of Carrier(or Examiner)			Day of Week		Date	(Reg.) Repl.	Lunch	
			Sat		10/29/05		From To	

PS Form 1838-C, November 1997



26. STREET TIME: After clocking out you **load your vehicle**—this is considered part of street time even if additional trips are necessary, and no entry is made on the 1838-C Worksheet.

The route examiner will only accompany you on the street on the day of inspection.

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

27. CLOCK IN. Upon return from the street you park your vehicle, retrieve your hamper, unload your vehicle, and go to the time clock. You clock back in at 18.50. You transport your collection mail and any undeliverable parcels to a designated location and handle in accordance with local procedures. In some offices these functions are done prior to clocking in from the street. You return to your case at 6:33.

- **Clock ring.** You ring in as usual, and then also ring, or write in, the time in the clock ring section of the 1838-C Worksheet. Your clock in time is 18.50, which is 6:30 p.m.
- **Actual time entry—Line 21.** The time spent handling your collection mail and undeliverable parcels is an actual time entry. Write 21m, 6:30 and 6:33 and an elapsed time of 3 minutes.
- **Comment—Line 21.** Explain the activity in the Comments section: “21m handle collection mail and undeliverable parcels.”

Form 1838-C

1-93

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>																																																																																																																													
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DPS Volume Pieces: (7a)
To be added in line 7a on PS Form 1838 *3,162*

Comments

21a Pick up scanner
21b Safety talk
21c Throwback case
21d Workload - 3996
21e Bring mail to window caller
21f Replenish forms
21g Check DPS mail

Reg. Repl. Reg.

Signature of Carrier(or Examiner) _____

I certify the above information recorded by me is correct. **Day of Week** *Sat* **Date** *10/29/05*

Time Clock Rings

E	
R	
L	
B	
E	
R	<i>18.50</i>
L	<i>12.50</i>
B	<i>07.00</i>

Lunch
From _____ To _____

PS Form 1838-C, November 1997



Form 1838-C

United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** *Page 2*

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>	
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1. Letter-Size				EXPLANATION	TIME GUIDE
					E
					B
					E
					B
2. Mail of All Other Sizes					E
					B
					E
					B
3. Accountable and Signature Mail					E
					B
Registered/Certified					E
COD/Customs					B
Postage Dues					E
Express Mail					B
5. All Parcel Post over 2 lbs.					E
					B
6. Sequenced and Collated				21m	E 6:33
					B 6:30
Letter Size				21l	E 12:29
					B 12:27
				15	E 12:27
					B 12:26
Other Size				21k	E 12:26
					B 12:23
9. 2nd-Class Marked up (exclude Form 3579)				21j	E 12:08
					B 12:06
				21i	E 12:06
					B 12:05
10. Mail with Form 3579 attached				23	E 11:50
					B 11:48
12. Change of Address Recorded				23	E 11:36
					B 11:35
				23	E 11:15
					B 11:11
13. Insured Receipts Turned In				15	E 11:11
					B 11:07
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		21h	E 11:07
LINE		Comments			B 11:06
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14		TOTAL	
Withdrawal of mail		15		Time Clock Rings	
Sequencing and collating By-Pass Mail		16		E	
Actual Strapping out time		17		R	
Break (local option)		18		L	
Vehicle inspection		19		B	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21		L	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22		B	
Counting mail and filling out form 1838 worksheet		23		L	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		B	
Day of Week		Date		(Reg.) Repl.	
Sat		10/29/05		Lunch	
				From To	

28. TURN IN ACCOUNTABLE ITEMS. Your next function is to go to the finance cage and turn in your accountable items. Make sure to obtain Form 3821, *Clearance Receipt*, after clearing your accountables. You return to your case at 6:36.

- **Actual time entry—Line 14.** Your trip to the finance cage is a Line 14 function. Write 14, 6:33 and 6:36 with an elapsed time of 3 minutes.

Form 1838-C

United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** *Page 2*

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>	
AM		PM		Actual Time Entries	
1. Letter-Size				EXPLANATION	TIME GUIDE
					E
					B
					E
					B
2. Mail of All Other Sizes					E
					B
					E
					B
3. Accountable and Signature Mail					E
					B
Registered/Certified					E
COD/Customs					B
Postage Dues					E
Express Mail					B
5. All Parcel Post over 2 lbs.				14	E 6:36
					B 6:33
6. Sequenced and Collated				21m	E 6:33
					B 6:30
Letter Size				21l	E 12:29
					B 12:27
				15	E 12:27
					B 12:26
Other Size				21k	E 12:26
					B 12:23
9. 2nd-Class Marked up (exclude Form 3579)				21j	E 12:08
					B 12:06
				21i	E 12:06
					B 12:05
10. Mail with Form 3579 attached				23	E 11:50
					B 11:48
				23	E 11:36
					B 11:35
12. Change of Address Recorded				23	E 11:15
					B 11:11
13. Insured Receipts Turned In				15	E 11:11
					B 11:07
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		21h	E 11:07
LINE		Comments			B 11:06
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14		TOTAL	
Withdrawal of mail		15		Time Clock Rings	
Sequencing and collating By-Pass Mail		16		E	
Actual Strapping out time		17		R	
Break (local option)		18		L	
Vehicle inspection		19		B	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21		E	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22		R	
Counting mail and filling out form 1838 worksheet		23		L	
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.		B	
Day of Week		Date		(Reg.) Repl.	
Sat		10/29/05		Lunch	
				From To	

29. RETURN YOUR EQUIPMENT/PROCESS UNDELIVERED MAIL. Take your empty equipment and scanner (depending on local practice) to the designated locations. Place undelivered mail on case and complete Form 1571. Note: Make sure you obtain a management initialed copy of Form 1571 (M-39 Section 111.2.j).

You count all of your returned mail for proper recording on the 1838-C Worksheet immediately after completing the Form 1571. It takes you one minute to count and record the number of mail pieces.

- **Actual time entry—Line 21.** Returning your equipment to its designated location and completing Form 1571 are actual time entries. Write 21n, 6:36 and 6:38 and an elapsed time of 2 minutes.
- **Comment—Line 21.** Explain the activity in the Comments section: “21n return equipment, complete Form 1571.”
- **Mail count section.** When you finish counting, **write the total of 40 under Letter Size, PM entries.** Of those 40, you record 13 as Marked-Up letters and 15 pieces as CFS in the proper columns.

- **Actual time entry—Line 23.** Write 23, 6:38 and 6:39, and an elapsed time of 1 minute.

An accurate count and classification of all undelivered mail in the afternoon will result in a “pull down” credit the next day for your CFS and other cased mail.

Form 1838-C

1-99

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 2

Post Office *Denver, Colorado* Delivery Unit *Sullivan Station* Route No. *4713*

AM	PM	Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size				EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
					E		
					B		
					E		
					B		
2. Mail of All Other Sizes					E		
					B		
					E		
					B		
3. Accountable and Signature Mail					E		
					B		
Registered/Certified				23	E	6:39	1
COD/Customs					B	6:38	
Postage Dues				21n	E	6:38	2
Express Mail					B	6:36	
5. All Parcel Post over 2 lbs.				14	E	6:36	3
					B	6:33	
				21m	E	6:33	3
					B	6:30	
6. Sequenced and Collated				21l	E	12:29	2
					B	12:27	
Letter Size				15	E	12:27	1
					B	12:26	
				21k	E	12:26	3
					B	12:23	
				21j	E	12:08	2
9. 2nd-Class Marked up (exclude Form 3579)					B	12:06	
				21i	E	12:06	1
					B	12:05	
10. Mail with Form 3579 attached				23	E	11:50	2
					B	11:48	
				23	E	11:36	1
					B	11:35	
12. Change of Address Recorded				23	E	11:15	4
					B	11:11	
				15	E	11:11	4
					B	11:07	
				21h	E	11:07	1
					B	11:06	

Enter Line Number In Explanation Column	LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838	Comments	Reg. Repl.
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14			
Withdrawal of mail	15		21h Retrieve parcel tub	
Sequencing and collating By-Pass Mail	16		21i Tripto CFS, throwback case, waste location	
Actual Strapping out time	17		21j Verify hold mail	
Break (local option)	18		21k Place unaddressed flats behind each bundle	
Vehicle inspection	19		21l Scan hot case, load DPS	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21		21m Handle collection mail and undeliv. parcels	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)			21n Return equipment, complete 1571	
Counting mail and filling out form 1838 worksheet	23			
				TOTAL
				Time Clock Rings
				E
				R
				L
				B
				E
				R
				L
				B

PS Form 1838-C, November 1997

Signature of Carrier(or Examiner)

I certify the above information recorded by me is correct.

Day of Week

Sat

Date

10/29/05

(Reg.) Repl.

Lunch

From To

Form 1838-C

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>			
AM		PM		Actual Time Entries			
1. Letter-Size		Carrier Marked-Up	CFS	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
700		29	62	15	E	11:06	1
25		13	15		B	11:05	
200		40	10	23	E	11:05	15
450 sequenced					B	10:50	
91		21g	24	21g	E	11:50	1
10					B	10:49	
2. Mail of All Other Sizes		10	24	21f	E	10:49	2
632					B	10:47	
10		21e		21e	E	10:47	2
190					B	10:45	
16		23		23	E	10:22	1
18					B	10:21	
3. Accountable and Signature Mail		2		14	E	10:21	6
Registered/Certified 6					B	10:15	
COD/Customs 1		21d		21d	E	10:02	2
Postage Dues 7					B	10:00	
Express Mail 2		4		23	E	10:00	10
5. All Parcel Post over 2 lbs.					B	9:50	
12		15		15	E	9:50	2
6. Sequenced and Collated					B	9:48	
Letter Size		23		23	E	9:48	1
Other Size					B	9:47	
450		15		15	E	9:47	1
Other Size					B	9:46	
9. 2nd-Class Marked up (exclude Form 3579)		21c		21c	E	9:46	1
10. Mail with Form 3579 attached					B	9:45	
4		21b		21b	E	9:37	7
12. Change of Address Recorded					B	9:30	
13. Insured Receipts Turned In		18		18	E	9:00	10
Enter Line Number In Explanation Column					B	8:50	
DPS Volume Pieces: (7a)		23		23	E	7:21	10
To be added in line 7a on PS Form 1838 3,162					B	7:11	
Comments		15		15	E	7:11	3
21a Pick up scanner					B	7:08	
21b Safety talk		23		23	E	7:08	1
21c Throwback case					B	7:07	
21d Workload - 3996		21a		21a	E	7:07	2
21e Bring mail to window caller					B	7:05	
21f Replenish forms		19		19	E	7:05	5
21g Check DPS mail					B	7:00	
Begin Here		TOTAL		Time Clock Rings			
				E			
				R			
				L			
				B			
				E			
				R		18.50	
				L		12.50	
				B		07.00	
Signature of Carrier(or Examiner)		Day of Week		Date		Reg. Repl.	
		Sat		10/29/05			
I certify the above information recorded by me is correct.		From		To		Lunch	

30. THROWBACK CASE. After you have cased and processed all of your undelivered mail, you take your mark-ups and mis-sorts to the throwback case.

- **Actual time entry—Line 21.** Placing mail in the throwback case is an actual time entry. Write 21o, 6:42 and 6:44 and an elapsed time of 2 minutes.
- **Comment—Line 21.** Explain the activity in the Comments section: “21o throwback case.”

Page 2

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>	
AM		PM		Actual Time Entries	
1. Letter-Size		Carrier Marked-Up		CFS	
2. Mail of All Other Sizes		EXPLANATION		TIME GUIDE	
3. Accountable and Signature Mail		WRITE IN TIME		ELAPSED TIME	
Registered/Certified		E		B	
COD/Customs		E		B	
Postage Dues		E		B	
Express Mail		E		B	
5. All Parcel Post over 2 lbs.		E		B	
6. Sequenced and Collated		E		B	
Letter Size		E		B	
Other Size		E		B	
9. 2nd-Class Marked up (exclude Form 3579)		E		B	
10. Mail with Form 3579 attached		E		B	
12. Change of Address Recorded		E		B	
13. Insured Receipts Turned In		E		B	
210		6:44		2	
23		6:39		1	
21n		6:38		2	
14		6:36		3	
21m		6:33		3	
21l		12:29		2	
15		12:27		1	
21k		12:26		3	
21j		12:08		2	
21i		12:06		1	
23		11:50		2	
23		11:36		1	
23		11:15		4	
15		11:11		4	
21h		11:07		1	
21h		11:06		1	
TOTAL		Time Clock Rings		E	
21h		Retrieve parcel tub		R	
21i		Trip to CFS, throwback case, waste location		L	
21j		Verify hold mail		B	
21k		Place unaddressed flats behind each bundle		E	
21l		Scan hot case, load DPS		R	
21m		Handle collection mail and undeliv. parcels		L	
21n		Return equipment		B	
21o		Throwback case		E	
Signature of Carrier(or Examiner)		Day of Week		Date	
I certify the above information recorded by me is correct.		Reg. Repl.		Lunch	
Sat		10/29/05		From To	

31. FINISH FILLING OUT THE 1838-C WORKSHEET. Your last function before ending your tour is to complete the last entries on the 1838-C Worksheet. You finish at 6:46.

- **Mail count section.** Record the 3 insured receipts you turned in at the finance cage under Section 13 of the 1838-C Worksheet (first sheet). You will receive one minute of credit for returning one (1) or more insured receipts.
- **Comments—unusual circumstances.** Then, in the comments section, you should note any unusual circumstances on the tour such as “light mail,” “vehicle breakdown” or “bad weather.”
- **Total the columns in the mail count section.** Now add up the mail count numbers on the first worksheet and write in the totals.
- **Bottom of form.** At the bottom of the first worksheet, fill in your lunch period times. Add your signature to both worksheets.
- **Total actual time entries.** Now you add up your total elapsed minutes at the bottom of each worksheet’s actual time entries. Here your totals are 83 and 34 minutes.

- **Actual time entry - Line 23.** Filling out the 1838-C Worksheet is a Line 23 item. Write 23, 6:44 and 6:46, and 2 minutes elapsed time.

On your way to the time clock you visit the restroom and return items to your locker. There is no actual time entry for this personal time.

Form 1838-C

1-105

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>	
AM		PM		Actual Time Entries	
1. Letter-Size <i>700</i> <i>25</i> <i>200</i> <i>450 sequenced</i> <i>91</i> <i>10</i> 		Carrier Marked-Up <i>29</i> <i>13</i> <i>42</i>		CFS <i>62</i> <i>15</i> <i>77</i>	
				EXPLANATION	TIME GUIDE
				15	E 11:06
					B 11:05
				23	E 11:05
					B 10:50
				21g	E 11:50
					B 10:49
				21f	E 10:49
					B 10:47
				21e	E 10:47
					B 10:45
				23	E 10:22
					B 10:21
				14	E 10:21
					B 10:15
				21d	E 10:02
					B 10:00
				23	E 10:00
					B 9:50
				15	E 9:50
					B 9:48
				23	E 9:48
					B 9:47
				15	E 9:47
					B 9:46
				21c	E 9:46
					B 9:45
				21b	E 9:37
					B 9:30
				18	E 9:00
					B 8:50
				23	E 7:21
					B 7:11
				15	E 7:11
					B 7:08
				23	E 7:08
					B 7:07
				21a	E 7:07
					B 7:05
				19	E 7:05
					B 7:00
				TOTAL <i>83</i>	
				Time Clock Rings	
				E	
				R	
				L	
				B	
				E	
				R 18.50	
				L 12.50	
				B 07.00	
2. Mail of All Other Sizes <i>632</i> <i>10</i> <i>190</i> <i>16</i> <i>18</i> 					
3. Accountable and Signature Mail Registered/Certified <i>6</i> COD/Customs <i>1</i> Postage Dues <i>7</i> Express Mail <i>2</i>		<i>2</i>			
5. All Parcel Post over 2 lbs. <i>12</i>		<i>4</i>			
6. Sequenced and Collated Letter Size Other Size <i>450</i>					
9. 2nd-Class Marked up (exclude Form 3579)					
10. Mail with Form 3579 attached <i>4</i>					
12. Change of Address Recorded <i>3</i>					
13. Insured Receipts Turned In					
Enter Line Number in Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 <i>3,162</i>		Begin Here	
Comments <i>21a Pick up scanner</i> <i>21b Safety talk</i> <i>21c Throwback case</i> <i>21d Workload - 3996</i> <i>21e Bring mail to window caller</i> <i>21f Replenish forms</i> <i>21g Check DPS mail</i>					
Line Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts. 14 Withdrawal of mail 15 Sequencing and collating By-Pass Mail 16 Actual Strapping out time 17 Break (local option) 18 Vehicle inspection 19 Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section) 21 Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section) 22 Counting mail and filling out form 1838 worksheet 23					
Signature of Carrier(or Examiner) <i>J. Hart</i>		I certify the above information recorded by me is correct.		Day of Week <i>Sat</i> Date <i>10/29/05</i> Reg. Repl.	
				Lunch From <i>14.00</i> To <i>14.50</i>	

PS Form 1838-C, November 1997

Form 1838-C

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Page 2

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>	
AM		PM		Actual Time Entries	
1. Letter-Size				EXPLANATION	TIME GUIDE
					WRITE IN TIME
					ELAPSED TIME
					E
					B
					E
					B
2. Mail of All Other Sizes					E
					B
					E
					B
3. Accountable and Signature Mail					E
Registered/Certified				23	6:46
COD/Customs				21o	6:44
Postage Dues					2
Express Mail					E
5. All Parcel Post over 2 lbs.				23	6:44
				21o	6:42
					2
				23	6:39
					1
				23	6:38
				21n	6:38
					2
				21n	6:36
				14	6:33
					3
				21m	6:33
					3
6. Sequenced and Collated				21l	12:29
Letter Size					2
				21l	12:27
					2
				15	12:27
					1
				21k	12:26
					3
				21k	12:23
					3
9. 2nd-Class Marked up (exclude Form 3579)				21j	12:08
					2
				21i	12:06
					1
				21i	12:05
					1
10. Mail with Form 3579 attached				23	11:50
					2
				23	11:48
					2
				23	11:36
					1
				23	11:35
					1
				23	11:15
					4
				23	11:11
					4
13. Insured Receipts Turned In				15	11:11
					4
				15	11:07
					1
				21h	11:07
					1
				21h	11:06
					1
					TOTAL
					34
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		Time Clock Rings	
LINE		Comments		E	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14		R	
Withdrawal of mail		15		L	
Sequencing and collating By-Pass Mail		16		B	
Actual Strapping out time		17		E	
Break (local option)		18		R	
Vehicle inspection		19		L	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21		B	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22		E	
Counting mail and filling out form 1838 worksheet		23		R	
Signature of Carrier (or Examiner)		I certify the above information recorded by me is correct.		L	
<i>J. Hart</i>				B	
Day of Week		Date		(Reg.) Repl.	
Sat		10/29/05			
Lunch		From		To	

PS Form 1838-C, November 1997

32. END TOUR. You clock out at 18.80 (6:48 in minutes).

- **Clock ring.** You also ring or write in the time of 18.80 in the clock rings section of the 1838-C. Then leave the Worksheet in the designated area.

Form 1838-C

United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>			Route No. <i>4713</i>		
AM		PM	Carrier Marked-Up	CFS	Actual Time Entries		
1. Letter-Size 700 25 200 450 sequenced 91 10 <div style="text-align: right;"><i>1,476</i></div>		40	29 13 <i>42</i>	62 15 <i>77</i>	EXPLANATION	TIME GUIDE	WRITE IN TIME
					15	E B	11:06 11:05
					23	E B	11:05 10:50
						E B	11:50 10:49
					21g	E B	10:49 10:47
					21f	E B	10:47 10:45
					21e	E B	10:22 10:21
					23	E B	10:21 10:15
					14	E B	10:02 10:00
					21d	E B	9:50 9:50
					23	E B	9:48 9:48
					15	E B	9:47 9:46
					21c	E B	9:46 9:45
					21b	E B	9:37 9:30
					18	E B	9:00 8:50
					23	E B	7:21 7:11
					15	E B	7:11 7:08
					23	E B	7:08 7:07
					21a	E B	7:07 7:05
					19	E B	7:05 7:00
					TOTAL		83
					Time Clock Rings		
					E		
					R		
					L		
					B		
					E		18.80
					R		18.50
					L		12.50
					B		07.00

Enter Line Number In Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 <i>3,162</i>
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	Comments <i>21a Pick up scanner</i> <i>21b Safety talk</i> <i>21c Throwback case</i> <i>21d Workload - 3996</i> <i>21e Bring mail to window caller</i> <i>21f Replenish forms</i> <i>21g Check DPS mail</i>
Withdrawal of mail		15	
Sequencing and collating By-Pass Mail		16	
Actual Strapping out time		17	
Break (local option)		18	
Vehicle inspection		19	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22	
Counting mail and filling out form 1838 worksheet		23	

Signature of Carrier(or Examiner) <i>J. Hart</i>	I certify the above information recorded by me is correct.	Day of Week <i>Sat</i>	Date <i>10/29/05</i>	Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	Lunch From <i>14.00</i> To <i>14.50</i>
---	---	---------------------------	-------------------------	---	--



EPM OFFICES

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

For the purpose of filling out the 1838-C Worksheet, there is very little difference for a carrier working in an EPM office. The major change is that in addition to counting and casing the undelivered mail returned from the street, the carrier makes entries on the 1838-C Worksheet for casing, and processing PM mail.

These entries are made in the same manner as the morning entries in our example—except that mail count entries are under the “P.M.” section of the 1838-C Worksheet.

* * *

D. Street Time

INTRODUCTION

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

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

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

ROUTE EXAMINER CONDUCT

The route examiner must follow some rules while observing you on the street (See Footnote 3).

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

ample, if you are performing a dismount delivery the examiner cannot instruct you to leave the vehicle running to save time.

Another example would be an examiner instructing letter carriers to ignore the rules regarding employees who perform curbside deliveries. USPS policy (M-00341, M-00994) states that employees who perform curbside deliveries shall adhere to the following procedures: While on a level street or road place the vehicle in neutral and place foot firmly on brake peddle while collecting mail or placing mail in a mail receptacle. And if on a hill, place the vehicle in park, place foot firmly on brake peddle while collecting mail or placing mail in a mail receptacle.

- **No standard pace, no setting the pace.** NALC and the Postal Service have agreed that there is no standard or minimum street pace that a carrier is required to maintain. Do not allow yourself to be intimidated into speeding up on the day of inspection. The examiner may not set the pace for you, but should maintain a position to observe only.
- **No discussion of route evaluation or mail volume.** The examiner may not discuss

with you the mail volume or the evaluation of the route.

- If the route examiner exhibits any conduct discussed above contact your shop steward to report a potential grievance.

Here are a few things that you should watch out for while delivering your route on inspection day.

- **Fingering mail:** Do not finger mail when walking up or down steps or curbs, when crossing streets, or at any time it would create a safety hazard to yourself or to the public (M-41 Section 133.2). You must not finger mail while driving or hold mail in your hands while the vehicle is in motion. If the route examiner asks you to finger mail in a manner not provided for above contact your shop steward to report a potential grievance.
- **Crossing lawns:** You should cross lawns to deliver mail only if there is, in your opinion, no safety hazard, such as a dog, slippery surface, snow, uneven terrain, or unusual obstacles, and only if there is no objection from the patron (National Agreement Article 41.3.N). During the route inspection, the examiner may not instruct

you to cross lawns that you do not cross throughout the year.

Only during street supervision, apart from the route examination, may a supervisor order a carrier to cross a specific lawn that the supervisor believes is an obvious short-cut. If you are given an order by the route examiner to cross a specific lawn you should contact your shop steward to report a potential grievance.

- **Breaks:** As mentioned earlier, carriers are entitled to either one break in the office and one break on the street or two breaks on street time. Do not let the route examiner intimidate you, or coerce you into skipping or reducing your break, and if they attempt to do so contact your shop steward to report a potential grievance.
- **Lunch:** You should take your full 30 minute lunch at one of the authorized locations recorded on the Form 1564-A in your route book. When leaving the route for lunch, lock the satchel containing undelivered registered and COD mail in a designated relay box or the vehicle. Make a simple record of the registered, COD, and other more-than-ordinary-value items that are left. When

returning from lunch, check to ensure that no pieces are missing (M-41 Section 131.13). Do not let the route examiner intimidate you, or coerce you into skipping or reducing your lunch, and if they attempt to do so contact your shop steward to report a potential grievance.

- **Comfort stops:** In addition to your lunch period and break periods, you may take any comfort stops reasonably necessary during the course of performing your street duties. Reasonable comfort stops will not be deducted from your actual time (M-39 Section 242.341). In fact, the examiner may not suggest or forbid any rest or comfort stops (See Footnote 3). Do not let the route examiner intimidate you, or coerce you into skipping a comfort stop, and if they attempt to do so contact your shop steward to report a potential grievance.

FORM 3999

As mentioned earlier, on the day of inspection the examiner uses a Form 3999 to record information about the street phase of your day. A copy of the Form 3999 is found on pages 117-118. It is a two-page form, front and back, called “Inspection of Letter Carrier Route.”

We will briefly review the Form 3999. Please look at the front page of the form, lower half.

Yes and No Comments. You should see 26 questions that the route examiner answers by checking a “Yes” or “No” box. The route examiner may make recommendations to management based on these comments. However, that is the only purpose of these questions.

No discipline from Form 3999 comments. The “Yes” and “No” check marks on this Form are part of the route inspection and adjustment process – they are **not** a valid basis for any discipline. If management attempts to discipline you based on the Form 3999, contact your shop steward to report a potential grievance.

No deductions without specific documentation. Management cannot use the Yes and No check marks as a basis for making deductions

Form 3999 (front)

1-117

United States Postal Service Inspection of Letter Carrier Route

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

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

* Minus lunch period and time spent waiting for mail.

Yes	No	Item	Yes	No	Item
		Does carrier wear regulation uniform and present a neat appearance?			Office Break Option
		Does carrier perform work and conduct himself or herself in a business-like manner?			Is vehicle capacity adequate?
		Is carrier's book up to date?			Does carrier operate the vehicle in a safe manner?
		Are address changes properly maintained on Form 3982?			Is the line of travel the safest possible?
		Are Forms 1776 and 1778 (Hazard and Dog Warning Cards) used?			Is the best mode of transportation used?
		Are computerized case labels used (C.L.A.S.S.)?			Are travel pattern, relay, and park points set up efficiently?
		Should case labels be replaced?			Is there compliance with postal regulations concerning mail receptacles?
		Is the carrier case and drawer free of personal effects and extraneous matter?			Does carrier take enough mail at each relay or park point?
		Does the carrier leave the case unnecessarily?			Does carrier finger mail between deliveries?
		Does the carrier talk unnecessarily with other employees?			Are collection receptacles properly maintained, anchored and schedules legible?
		Does the carrier have a sufficient supply of forms?			Does carrier take obvious short-cuts?
		Does the carrier have a valid driver's license?			Can changes be made to reduce travel time and deadheading?
		Is a last withdrawal of preferential mail made before leaving the office?			Is DPS mail taken directly to the street without casing?

Remarks

Route Inspected By (Signature and Title)

Day and Date

PS Form **3999**, November 1997 (*Reverse*)

from a carrier's street time. They are not specific enough to justify any deduction.

Reverse Side: The other important part of the Form 3999 is on the reverse side (page 118). Here, the route examiner makes notes on every block delivered on the route. The examiner makes entries for times, number of possible deliveries, and number of deliveries actually made. The examiner also makes entries for every vehicle movement, rest break, comfort stop and so forth, and the time it occurs.

Purposes of Form 3999: The Form 3999 is completed only during the route inspection and later during the evaluation of adjustments (See page 1-132) The Form 3999 serves a dual purpose for the inspection/adjustment process:

- **To observe street functions.** The examiner will look at a number of factors that may affect your route and the functions you perform associated with your street duties. The examiner may use the Form 3999 to record their observations.
- **Transfer of territory.** Management also uses the detailed information on the Form 3999 to figure out how much time will be transferred when it transfers territory from one route to another.

E. After the Count and Inspection

INTRODUCTION

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

Although we do not need to cover all of the details, there are some things that every letter carrier should know. First, you should know that management uses several additional forms to summarize all of the data it will use to evaluate your route.

Second, there are some basic rules that management follows when it measures your route at a particular office time and particular street time.

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

DATA ANALYSIS

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

- **Form 1838 Management Summary.** Management takes the information from each 1838-C Worksheet and transfers it to a different form, the 1838 Management Summary. Actual office time, standard office time and actual street time are calculated on this form.
- **Form 1840-B Eight-Week Analysis.** Management also performs an “eight-week analysis” of your street and office time. The average street time is calculated from 7 randomly selected weeks and the week after the count and inspection.
- **Form 1840, *Summary of Count and Inspection*,** provides for consolidating and completing the evaluation data recorded on Forms 1838, 1840-B and 3999. The examiner who inspected the route, or a designee, analyzes the form and makes appropriate comments and recommendations.

If your route is to receive any type of adjustment, addition or relief, it must be recorded on the reverse side of Form 1840.

ADJUSTMENT

When management evaluates your route, it does not simply average your actual times from the route examination. Instead, management must adhere to the following:

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

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

Any office time calculations for the regular carrier must include all auxiliary assistance he or she received in the office.

- **Street time—inspection period average or eight-week average.** Management has a choice between two possible street times when adjusting a route—either the street

time average for the regular carrier during the route examination period, or the street time average from the eight-week analysis. Whichever choice it makes, management must justify it. Management's selection of the street time allowance cannot be based on the sole criterion that the particular time selected was the lower (M-39 Section 242.322).

Any street time calculations for the regular carrier must include all auxiliary assistance he or she received on the street.

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

THE CONSULTATION(S)

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

Carrier routes are evaluated and adjusted using the complex data-gathering process described in Chapter 2 of the M-39 and explained in detail in this manual. However, while numbers and averages and data are useful in

evaluating times and adjustments, postal regulations also implicitly recognize that the individual letter carrier assigned to a route is in the best position to make these assessments.

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

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

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

1. **Consult within time constraints.** Management must place adjustments into effect within 52 calendar days of the completion of the count (M-39 Section 211.3). Management must complete all consultations within that 52 day window in a manner that allows full consideration of the carriers' comments and

suggestions concerning the evaluation of the route and any proposed adjustments.

2. Provide documents in advance. Management must give the carrier the following documents in advance of the consultation regarding the evaluation of the route:

- A. Completed copies of Form 1838 at least 5 calendar days prior to consultation (M-39 Section 241.4, M-41 Section 923.1).
- B. Completed copy of front of Form 1840 at least one day prior to consultation. This completed copy must contain the following (M-39 Section 241.4, M-41 Section 923.1):
 - 1. Totals and averages from Forms 1838
 - 2. Day of inspection data
 - 3. Examiner's comments
 - 4. Analysis of office work functions
 - 5. Time recordings
- C. Partially completed copy of reverse of Form 1840 or attachments thereto, at least one day prior to consultation. It must contain the following:
 - 1. All time disallowances (M-39 Section 242.347)
 - 2. Related comments (M-39 Section 242.345-.347)

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

- A. The evaluation consultation—including:
 - 1. Mail volume (M-39 Section 232.1c)
 - 2. Evaluation of route (M-39 Section 232.1c)
 - 3. Any time adjustment to evaluated street time based on alleged improper practices or operational changes (M-39 Section 242.345)
 - 4. Any adjustment of evaluated street time based on a claim that conditions during 8 week timecard period or week of count were not normal so as to justify not including such day or days in base street time computation (M-39 Section 242.346)
- B. The adjustment consultation (if management proposes relief or addition to your route)—including (M-39 Section 243.11):
 - 1. The proposed relief or addition
 - 2. The reasons for the proposed adjustment
 - 3. Whether the carrier agrees or disagrees
 - 4. The reasons the carrier agrees or disagrees
 - 5. The comments and recommendations of the carrier

4. Record your recommendations and comments. Management must enter the following on the 1840 (M-39 Section 243.11):

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

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

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

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

8. Permit notation of absence of documentation of street time disallowances. If management attempts to adjust your street time due to alleged improper practices, operational changes, or claimed abnormal conditions during the 8 week analysis, management must document it on the reverse of the 1840 and discuss it with you during the consultation regarding the route evaluation. If management fails to so document,

you have the right, during the consultation, to note the absence of such documentation by writing a notation on, and initialing and dating, the 1840 (M-39 Sections 242.345 & .346).

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

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

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

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

Remember:

- Completed Forms 1838 five (5) days in advance
- Completed front Form 1840 one (1) day in advance
- Partially completed reverse Form 1840 one (1) day in advance
- Full discussion at consultation
- Management writes your comments on the Form 1840
- No requirement for you to sign
- You write on Form 1840 absence of documentation
- You request completed copy Form 1840
- Management has 7 days to return documentation and 1840

AFTER THE CONSULTATION

You should contact your shop steward for grievance investigation and processing if management violates any of the procedures explained above.

In addition, you should contact your shop steward for grievance investigation and processing in the following circumstances:

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

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

It is important to note that the evaluation process does not end with the implementation of an adjustment. Management is required to evaluate the adjustment. The evaluation includes analysis of data generated after

implementation of the adjustment, including volume data, time records, etc. In addition, management is required to complete a new Form 3999 after adjustments are implemented to reflect the new authorized route travel pattern and schedule (M-39 Section 243.613).

F. Conclusion

Please keep the following points in mind.

First, during the week of the route examination you should **perform your job as usual**, the same way you do during the rest of the year. Each letter carrier is a unique individual, and management can expect only your **individual best efforts**.

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

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

Appendix—Chapter 1

The following pages are excerpts from handbooks and manuals, as well as national-level settlements, mentioned in the footnotes of this chapter.

Appendix Contents	Page of Reference
M-39 Section 214	1-3
M-01106	1-9
M-39 Section 232	1-10, 1-111, 1-115
M-41 Exhibit 832.1	1-28
EL-801	1-46
M-00605	1-47
Extra Forms 1838-C	1-25

214 Review of Operating Procedures

All operations at the delivery units should be reviewed and any unsatisfactory conditions should be corrected before the count is commenced. The review should include at least:

a. Letter Routes

- (1) Scheduled reporting and leaving times in relation to arrival time of mail at the unit and public transportation schedules.
- (2) Adequacy of carrier case equipment and condition of carrier case labels (see exhibit 126.5, *Review of Carrier Case and Work Area*).
- (3) Volume of preferential mail received on each dispatch prior to the carrier's leaving time.
- (4) Amount of missent/misthrown mail distributed to carriers.
- (5) Whether all approved segmentations of mail are being made up in the most efficient manner practicable.
- (6) Handling of accountable and signature mail by carriers at central markup offices. At the largest installations receiving a large volume of accountable and signature mail for delivery, local managers may make an exception allowing carriers to mark up this mail if accountable clerks are unable to expedite rehandling of the pieces in clearing carriers of proper responsibility.
- (7) Review of Carrier Route Book to determine if:
 - (a) Form 1564A — all items completed.
 - (b) Forms 1564-B and 3982 — posted on a current basis (see exhibit 126.5).
 - (c) Edit Book and/or Form 1621 — completed to show current number of deliveries (see exhibit 128.21, *Delivery Management Report*).
- (8) Review DPS Handling Procedures.

b. Parcel Post and Combination Services Routes

- (1) Scheduled reporting and leaving time of carriers in relation to scheduled receipts and distribution of incoming mail.
- (2) Adequacy and efficiency of relay service.
- (3) Adequacy of sack rack equipment and rack labels.
- (4) Whether intra- and inter-city trips to carrier-based stations are scheduled to provide dispatch of maximum volume of all preferential mail on the first trip.
- (5) Whether excessive errors in distribution are made.
- (6) Observation of office and street procedures, such as:
 - (a) Loading vehicles at dock. (If sack routing is used, the first sack separation only will be dumped.)
 - (b) Line of travel in serving route. (Managers should be very familiar with the routes and the territory they cover.)

c. Collection Routes

- (1) Whether collector is maintaining identity of customer-separated mail.
- (2) Problems at platform; i.e., congestion, lack of equipment, etc.
- (3) Vehicles — procedures used to obtain, return, and to report malfunctions. (See Handbook M-41, parts 831, 841, and 842.)
- (4) Issuance of special instructions to collector.
- (5) Collectors' duties. (See Handbook M-41.)

215 **Posting Notice of Scheduled Mail Count and Inspection**

- 215.1 A notice must be posted at the delivery unit in advance of the scheduled mail counts and route inspections, showing the beginning date of the count for each route and the day and date each route is scheduled for inspection. This notice must be posted at least 5 working days before the start of the count period. If a decision is made to inspect on days other than the scheduled date, 1 day's advance notice must be given.
- 215.2 Not later than the Wednesday preceding the count week, carrier schedules shall be posted for those routes requiring an earlier starting time to count the mail.

216 **Managers' Assignments and Responsibilities**

- 216.1 Any member of the management team may be used for the inspection of routes. They must be thoroughly familiar with the inspection procedures and shall be held responsible for the accuracy and completeness of all data assembled by them and for its proper evaluation.
- 216.2 Each manager who will be engaged in conducting mail counts and route inspections should be furnished in advance of the start of the count:
- a. List of the numbers of the routes assigned to the examiner.
 - b. Day and date selected for the inspection of each route.
 - c. Reporting times of the carriers on the routes scheduled for inspection.
 - d. Transportation information.
 - e. Arrangements for lunch on the routes to be inspected.
 - f. Copy of Standard Operating Procedures (flow charts, special instructions) for the unit.
- 216.3 All available city delivery managers must be assigned to participate in this work so that the counts and inspections may be completed at each unit in the shortest possible time.
- 216.4 In stations and branches, managers and/or their assistants and delivery supervisors must be included as members of the route inspection team. However, when their unit is being inspected they should conduct normal office and street management activities, and analyze route inspection data and correct any deficiencies noted.

Exhibit 832.1

U.S. POSTAL SERVICE**EXPANDED VEHICLE SAFETY CHECK**

1. Look under body for oil and water leaks.
2. Inspect two front tires for inflation and wear.
3. Check hood latches.
4. Check front for body damage.
5. Check left side for body damage.
6. Check left door lock.
7. Check for rear end leaks.
8. Check all rear tires for inflation and wear.
9. Check rear for body damage.
10. Check rear door lock.
11. Check right side for body damage.
12. Check right door lock.
13. Open door and move into driving position.
14. Start engine. (If in enclosed area, wait until after step 21.)
15. With assistance - adjust pot-lid and left front mirror.
16. With assistance - check headlights, tail lights, brake lights, 4-way flashers, and directional signals, front and rear.
17. Adjust right side rear view mirror.
18. Adjust center rear view mirror.
19. Check steering wheel play.
20. Check accident report kit.
21. Check window locks.
22. Check windshield wipers and washers.
23. Check horn.
24. Check gages (gas gage requires 30 seconds for "warm-up").
25. Check foot brake (no more than 2 inches free play).
26. Check hand brake.
27. Check seat belt and fasten.

NOTE: This check list has been programmed to take the driver in a logical sequence around the RHD vehicle with a minimum of lost motion. For LHD vehicles - work from right side to rear to left side beginning at Item 5. Items 15 and 16 - if no assistance readily available, handle personally.

SEE ADDITIONAL INSTRUCTIONS ON REVERSE

Notice 76
Feb. 1975



UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA SW
WASHINGTON DC 20260

RECEIVED

NOV 25 1992

**CONTRACT ADMINISTRATION UNIT
N.A.L.C. WASHINGTON, D.C.**

Mr. Lawrence G. Hutchins
Vice President
National Association of
Letter Carriers, AFL-CIO
100 Indiana Avenue, N.W.
Washington, DC 20001-2197

RE: H7N-1N-C 34068/34114
CLASS ACTION/M. CHASEN
SPOTSWOOD, NJ 08884

Dear Mr. Hutchins:

On November 5, 1992 we met in prearbitration discussion of the above-referenced cases, which are currently pending national level arbitration.

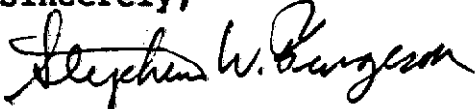
The issue in these cases is whether management violated the National Agreement by requiring a carrier who was not on the overtime desired list to work overtime during the week of count and inspection.

During our discussions, we mutually agreed to the following:

- 1) The overtime provisions of Article 8 and the associated Memorandums of Understanding remain in full force and effect during the week of count and inspection except that henceforth:
 - a. On the day during the week of inspection when the carrier is accompanied by a route examiner, management may require a carrier not on the overtime desired list or work assignment list to work overtime on his/her own route in order to allow for completion of the inspection.
 - b. On the other days during the week of inspection when the carrier counts mail, management may require a carrier not on the overtime desired list or work assignment list to work overtime on his/her own route for the amount of time used to count the mail.
- 2) The grievance is remanded to Step 3 for the determination of remedy.

Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to settle these cases and to withdraw the above captioned cases from the pending national arbitration listing.

Sincerely,



Stephen W. Furgeson
General Manager
Grievance and Arbitration
Division



Lawrence G. Hutchins
Vice President
National Association of Letter
Carriers, AFL-CIO

11/24/92
Date

Enclosure

23 Conducting the Route Inspection

231 General

- 231.1 The inspection of a route is the observation by a manager of the carrier's office and street work for one or more days and includes counting and recording the mail handled and the time used for each function.
- 231.2 If examiner rides in the same vehicle as the postal driver, he/she must inspect and determine that any temporary seat to be used during the route inspection is secure and safe and has seatbelts. Seatbelts must be worn and vehicle doors kept closed at all times the vehicle is in motion. Only authorized passengers are permitted to ride in postal-owned, GSA-owned, rental, or contract vehicles (including employees' privately owned vehicles when used in postal operations). All passengers must use seatbelts. Where conventional passenger seats have not been provided in the vehicle, an approved auxiliary seat, facing forward, and equipped with a backrest and seatbelts must be used. Sitting in other than an approved seat or standing in a postal vehicle while such vehicle is in motion is prohibited. The examiner must see that any temporary seat is removed at end of inspection.
- 231.3 The examiner must report before the carrier's scheduled reporting time on letter routes. Sufficient mail must be counted before the carrier reports to avoid interfering with the carrier's normal routine.
- 231.4 The examiner must consult the delivery unit map for the location of the assigned route; develop a mental picture of the route location in relation to delivery unit boundaries, delivery limits, and other routes; and obtain an adequate supply of all required forms and needed supplies.
- 231.5 The route examiner must inform the carrier that he/she intends to make a fair and reasonable evaluation of the workload on the route and that in order to do so the carrier must perform duties and travel the route in precisely the same manner as he/she does throughout the year. The examiner should impress the carrier with the fact that management is just as anxious and desirous of obtaining an accurate count of mail and inspection of the route as the carrier is, so that a fair and equitable evaluation of the workload on the route may be made.

232 Conduct of Route Examiner

- 232.1 The route examiner must:
 - a. Not set the pace for the carrier, but should maintain a position to observe all delivery points and conditions.
 - b. Not suggest or forbid any rest or comfort stops but should make proper notations of them.
 - c. Not discuss with the carrier on the day of inspection the mail volume or the evaluation of the route. These matters must be discussed with the carrier at a later date when all data has been reviewed and analyzed.

- d. Make notations on the day of inspection on the appropriate form or separate sheet of paper of all items that need attention, as well as comments on the day of inspection. Also list any comments or suggestions for improving the service on the route, as well as suggestions or comments made by the carrier during the course of the inspection for improvement in delivery and collection service.
 - e. Make comments and suggestions clearly, and in sufficient detail for discussion with the carrier and for decision-making purposes. The manager who will actually discuss the results with the carrier must have enough facts and figures to reach a final decision on any necessary adjustments to the route.
- 232.2 See 222.214b regarding evaluation by route examiner as to representative time required for the carrier to perform those office activities for which actual time is recorded.

233 **Cancelling Inspection**

- 233.1 When the continuation of any inspection would serve no useful purpose, the inspection may be cancelled at management's discretion. A cancellation may apply to an entire delivery unit or to one or more routes of a group of routes being inspected.
- 233.2 Following are some items which could bring about consideration for cancellation:
- a. Natural disasters or extreme weather conditions.
 - b. Unscheduled extended absence of the full-time carrier coupled with the absence of a qualified replacement. (To the extent reasonable and practicable, the regular carrier assigned to the route shall undergo the inspection.)
 - c. Unrealistic mail volume, either abnormal or subnormal, which could prohibit a fair evaluation of the route.
 - d. Unavailability of public transportation where normally used by carriers.
- 233.3 Any cancellation made must be discussed with the carrier concerned, giving the reasons. When the cancellation is for the entire unit, the discussion must be with the unit steward.

234 **Record and Evaluation**

234.1 **Letter Routes**

(See exhibit 234.1 (p. 1, 2, and 3).)

234.11 **Describing Forms Used**

The route examiner will use Form 3999 to record all pertinent information concerning the carrier's office and street performance. Form 3999-A is an optional worksheet that is provided to tally the deliveries that must be recorded on Form 3999. (On day of inspection, examiner also completes Form 1838 and 1838-C in duplicate.)

1-7 Safety Talk Requirements

Scheduled safety talks are intended to promote safety awareness. All line supervisors are required to conduct safety talks at least once a week with their employee groups, including temporary, casual, and relief personnel.

It is important to make the topics of safety talks relevant to your work situation and interesting to your employees. Involve them in developing topics, and provide an opportunity for discussion and demonstration when applicable. Publication 129, *Safety Talks*, is an excellent resource.

Your talk can be an effective method of maintaining interest in safety. Review these keys to making a good safety talk:

- a. Prepare your talk completely.
- b. Try to confine each talk to one major subject and avoid rambling.
- c. Choose a general or specific safety policy or subject, but keep the talk interesting and targeted.
- d. Be specific whenever possible. For example, if you discuss housekeeping, highlight the danger of loose objects on the floor.
- e. Use visual aids or actual demonstrations to make your talk more interesting.

You must maintain all safety talk records on file for 3 years, including the following:

- a. The date, time, and unit where the safety talk was given.
- b. The name of the person giving the talk.
- c. The subject of the talk.
- d. The names of employees attending the safety talk. An annotated unit roster or other automated attendance document is acceptable.

SETTLEMENT AGREEMENT
BETWEEN THE
UNITED STATES POSTAL SERVICE
AND THE
NATIONAL ASSOCIATION OF LETTER CARRIERS, AFL-CIO

This will serve as full and complete settlement of the disputes between the U. S. Postal Service and the National Association of Letter Carriers, AFL-CIO, regarding the issue of appropriate items which may be included for credit on line 21 of Form 1838-C, Carrier's Count of Mail-Letter Carrier Routes Worksheet, during the week of count and inspection.

The parties mutually agree that the following listed work activities may be appropriate for inclusion by the letter carrier for actual time credit on line 21 of the Form 1838-C when such activities are determined to be recurring and necessary in the performance of the carrier's office routines:

1. Performing window caller service.
2. Weekly safety talks and other appropriate unit discussions.
3. Travel to and from the throwback case or to other designated locations to return mark-up mail and mis-throws.
4. Replenishing the forms pouch.
5. Wash-up time, in excess of personal time provided for on line 20, if such additional or longer wash-up time is provided for during office time in a Local Memorandum of Understanding negotiated pursuant to Article XXX or, if pursuant to local past practice, additional or longer wash-up time had been granted and included on line 21.
6. Official communications including, but not limited to, general delivery; CMU Clerk inquiries; and responding to inquiries from supervisors.
7. Facing or separating collection mail upon return to office.
8. Verifying hold mail.
9. Union steward activities (grievance handling), when necessary and if occurring weekly or more often.

The following guidelines will be applied in implementing this settlement.

- a. The appropriateness for granting credit for the listed items on line 21 of Form 1838-C is dependent on a determination that the incident is (1) recurring; (2) necessary to the successful completion of the activity; and (3) not otherwise properly included as part of another established time credit on lines 1 through 20.
- b. Additional work activities determined to be recurring and necessary in the performance of letter carrier office routines also may be appropriate for inclusion for actual time credit on line 21. This may include a recognition of activities peculiar to local circumstances. For example, if carriers are required to travel from one floor to another when going from the time clock to the case in the morning, credit for such time may be granted on line 21. It may also include reading the official U. S. Postal Service bulletin board in those offices where carriers are specifically instructed to refer to the bulletin board on a recurring basis in order to be informed as to frequently changing information for which they are responsible. Another example would be when it is required on a recurring basis to obtain mail sacks or other necessary supplies to successfully complete the activity.
- c. Entries for time spent referring to Forms 3982 are not ordinarily appropriate items for inclusion on line 21 of the Form 1838-C. However, in exceptional situations where, due to unusual local conditions, the number and frequency of removals makes it necessary for a letter carrier to make recurring references to the Form 3982, a line 21 entry may be appropriate.

An instruction setting forth these principles will be issued to all city delivery offices.

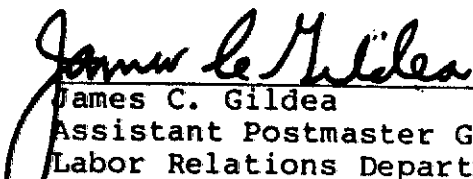
The parties agree to cooperate to resolve any future disagreements on local management determinations of the appropriateness of line 21 entries for work activities peculiar to a local office at the lowest possible level.

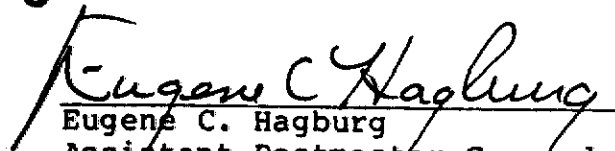
This settlement resolves those issues raised in the January 4, 1980, letter from Bruce Simon to Richard Levin.

The outstanding cases which involve issues as to the denial of credit on line 21, including any such cases listed in paragraph 3 of the January 4, 1980 letter shall be jointly reviewed by the parties at the Step 3 level for disposition consistent with the terms of this agreement.

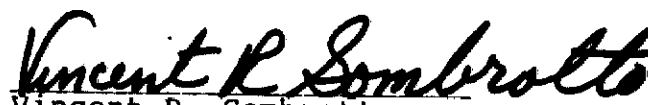
In witness whereof the parties hereto affix their signatures
below this 26th day of August, 1980.

For the
United States Postal Service:


James C. Gildea
Assistant Postmaster General
Labor Relations Department


Eugene C. Hagburg
Assistant Postmaster General
Delivery Services Department

For the Union:


Vincent R. Sombrotto
President
National Association of
Letter Carriers, AFL-CIO

Form 1838-C

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Post Office		Delivery Unit				Route No.	
AM		PM	Carrier Marked-Up	CFS	Actual Time Entries		
1. Letter-Size					EXPLANATION	TIME GUIDE	WRITE IN TIME
						E	
						B	
						E	
						B	
2. Mail of All Other Sizes						E	
						B	
						E	
						B	
3. Accountable and Signature Mail						E	
Registered/Certified						B	
COD/Customs						E	
Postage Dues						B	
Express Mail						E	
5. All Parcel Post over 2 lbs.						B	
						E	
6. Sequenced and Collated						B	
Letter Size						E	
						B	
						E	
Other Size						B	
						E	
9. 2nd-Class Marked up (exclude Form 3579)						B	
						E	
						B	
10. Mail with Form 3579 attached						E	
						B	
						E	
12. Change of Address Recorded						B	
						E	
						B	
13. Insured Receipts Turned In						E	
						B	
						E	
						B	
Enter Line Number In Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838			Begin Here	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	Comments				
Withdrawal of mail		15					
Sequencing and collating By-Pass Mail		16					
Actual Strapping out time		17					
Break (local option)		18					
Vehicle inspection		19					
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21					
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22					
Counting mail and filling out form 1838 worksheet		23					
Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.			Day of Week	Date	Reg. - Repl.
							Lunch From To

PS Form 1838-C, November 1997

TOTAL

Time Clock Rings

E

R

L

B

E

R

L

B

Form 1838-C

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Post Office		Delivery Unit				Route No.	
AM		PM	Carrier Marked-Up	CFS	Actual Time Entries		
1. Letter-Size					EXPLANATION	TIME GUIDE	WRITE IN TIME
						E	
						B	
						E	
						B	
2. Mail of All Other Sizes						E	
						B	
						E	
						B	
3. Accountable and Signature Mail						E	
Registered/Certified						B	
COD/Customs						E	
Postage Dues						B	
Express Mail						E	
5. All Parcel Post over 2 lbs.						B	
						E	
6. Sequenced and Collated						B	
Letter Size						E	
						B	
						E	
Other Size						B	
						E	
9. 2nd-Class Marked up (exclude Form 3579)						B	
						E	
						B	
10. Mail with Form 3579 attached						E	
						B	
						E	
12. Change of Address Recorded						B	
						E	
						B	
13. Insured Receipts Turned In						E	
						B	
						E	
						B	
Enter Line Number		DPS Volume Pieces: (7a)				Begin Here	
In Explanation Column		To be added in line 7a on PS Form 1838					
LINE		Comments				TOTAL	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14				Time Clock Rings	
Withdrawal of mail		15				E	
Sequencing and collating By-Pass Mail		16				R	
Actual Strapping out time		17				L	
Break (local option)		18				B	
Vehicle inspection		19				E	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21				R	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22				L	
Counting mail and filling out form 1838 worksheet		23				B	
Signature of Carrier(or Examiner)		Day of Week		Date	Reg. - Repl.		Lunch
							From To

I certify the above information recorded by me is correct.

Form 1838-C

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet									
Post Office			Delivery Unit				Route No.		
AM		PM		Carrier Marked-Up	CFS	Actual Time Entries			
						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
1. Letter-Size							E		
							B		
							E		
							B		
2. Mail of All Other Sizes							E		
							B		
							E		
							B		
3. Accountable and Signature Mail							E		
							B		
							E		
							B		
Registered/Certified							E		
COD/Customs							B		
Postage Dues							E		
Express Mail							B		
5. All Parcel Post over 2 lbs.							E		
							B		
							E		
							B		
6. Sequenced and Collated							E		
							B		
							E		
							B		
Letter Size							E		
							B		
Other Size							E		
							B		
9. 2nd-Class Marked up (exclude Form 3579)							E		
							B		
							E		
							B		
10. Mail with Form 3579 attached							E		
							B		
							E		
							B		
12. Change of Address Recorded							E		
							B		
							E		
							B		
13. Insured Receipts Turned In							E		
							B		
							E		
							B		
Enter Line Number In Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 _____				Begin Here	E	
								B	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	Comments				TOTAL		
Withdrawal of mail		15					Time Clock Rings		
Sequencing and collating By-Pass Mail		16					E		
Actual Strapping out time		17					R		
Break (local option)		18					L		
Vehicle inspection		19					B		
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21					E		
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22					R		
Counting mail and filling out form 1838 worksheet		23					L		
							B		

Signature of Carrier(or Examiner)

I certify the above information recorded by me is correct.

Day of Week

Date

Reg. - Repl.

Lunch
 From To

PS Form 1838-C, November 1997

Form 1838-C

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Post Office		Delivery Unit				Route No.	
AM		PM	Carrier Marked-Up	CFS	Actual Time Entries		
1. Letter-Size					EXPLANATION	TIME GUIDE	WRITE IN TIME
						E	
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3. Accountable and Signature Mail						E	
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5. All Parcel Post over 2 lbs.						B	
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Other Size						B	
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9. 2nd-Class Marked up (exclude Form 3579)						B	
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Signature of Carrier(or Examiner)		I certify the above information recorded by me is correct.			Day of Week	Date	Reg. - Repl.
							Lunch From To

PS Form 1838-C, November 1997

TOTAL

Time Clock Rings

E

R

L

B

E

R

L

B

RESIDENT OFFICERS

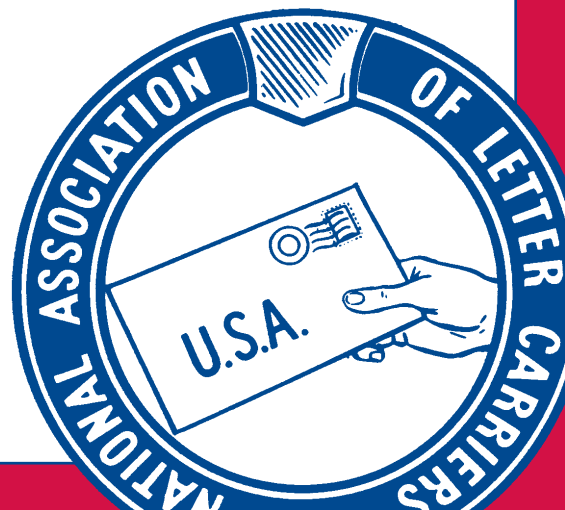
WILLIAM H. YOUNG, PRESIDENT
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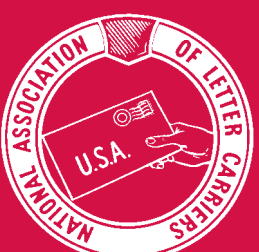
NATIONAL BUSINESS AGENTS

REGION 1 (SAN FRANCISCO): **DALE P. HART**
REGION 2 (PACIFIC NORTHWEST): **PAUL PRICE**
REGION 3 (CHICAGO): **NEIL TISDALE**
REGION 4 (DENVER): **WES DAVIS**
REGION 5 (ST. LOUIS): **ARTHUR W. BUCK**
REGION 6 (KENTUCKY-INDIANA-MICHIGAN): **PATRICK CARROLL**
REGION 7 (MINNEAPOLIS): **EDWARD FURRU**
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REGION 15 (NEW YORK METRO): **GEORGE C. MIGNOSI**



NALC

**ROUTE
PROTECTION
PROGRAM**



Errata - NALC Route Protection Program

Chapter 1 - Route Examination and the Letter Carrier

March, 2005 corrections: These are corrections to the printed version issued in January, 2005. All February 4 and March 21, 2005 corrections have been printed on new pages and mailed to branches along with Chapters 2 and 3 in late March, 2005.

May 1, 2006 corrections: These corrections have been made to the online version, available at <http://www.nalc.org>, under Departments>City Delivery; they will be printed and mailed to branches in a future RPP mailing.

~~Strikeout/redline~~ = deleted

Underlined = added

Corrections - February 4, 2005

Page & Location	Correction
1-1, second entry	Annual Route and Unit <u>Review</u>
1-5, first paragraph, last sentence	in the delivery <u>unit</u>
1-10, first paragraph, last sentence	on the day proceeding <u>preceding</u>
1-59, last sentence	You make take time under Line 14
1-103, last sentence	totals are 83 and 38 <u>34</u> minutes.
1-106, actual time entries	final Line 23 entry - 6 <u>2</u> minutes Elapsed Time Total - 38 <u>34</u> minutes
1-122, third paragraph	"eight-week random analysis" . . . The average street time from eight randomly selected weeks is calculated on the Form 1840-B. <u>The average street time is calculated from 7 randomly selected weeks and the week after the count and inspection.</u>
1-124, first paragraph	the eight-week random analysis.

Corrections - March 21, 2005

1-17, last sentence	out to lunch <u>street</u> , return from lunch <u>street</u> . . .
1-112, second paragraph	M-00944) M-00994) . . .

Corrections - May 1, 2006

1-61, first paragraph, last sentence	Then you resume casing the mail.
1-61, last paragraph	Casing = no entry. Again, you make no entry when you resume casing the mail.
1-63, first paragraph, last sentence	Then you resume casing the mail.

1-63, fourth paragraph ~~Casing – no entry. Again, you make no entry
when you resume casing the mail.~~

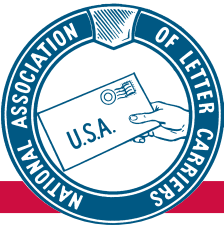
1-67, Form 1838-C, Actual time
entries, Explanation, 21g ~~11:50~~ 10:50

1-79, Form 1838-C, Actual time
entries, Explanation, 21g ~~11:50~~ 10:50

NALC ROUTE PROTECTION PROGRAM



NATIONAL ASSOCIATION OF LETTER CARRIERS



National Association of Letter Carriers

William H. Young
President

100 Indiana Ave. NW
Washington, DC
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202.393.4695
www.nalc.org

Jim Williams
Executive Vice President

Gary H. Mullins
Vice President

Jane E. Broendel
Secretary-Treasurer

Jim Korolowicz
Asst. Secretary-Treasurer

Fredric V. Rolando
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Myra Warren
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Director, Health Insurance

Donald T. Southern
Director, Retired Members

Board of Trustees:

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Dear NALC Activist:

A few weeks ago, we sent you a copy of Chapter 1 of the Route Protection Program, NALC's new educational resource material on route counts and inspections. At that time, we told you that additional chapters would follow to address other route evaluation and adjustment issues.

We have enclosed the new chapters, which were described in the Introduction sent with the first chapter. Chapter 2, *Route Examination and Adjustment for NALC Representatives*, provides additional information for NALC representatives who will assist and advise letter carriers through the inspection process. Chapter 3, *The Minor Route Adjustment Process*, describes management's use and misuse of the minor adjustment provisions in section 141 of the M-39 Handbook.

Also enclosed are some replacement pages for Chapter 1 containing a few minor corrections. Please replace the pages as described in the enclosure.

Additionally, we have sent you—and *every* letter carrier who is an NALC member—a Route Protection Program *Pocket Handbook*. Letter carriers can use the *Handbook* as a quick and convenient reference during the week of count and inspection.

We urge NALC activists at all levels to use these materials to ensure that letter carrier routes are fairly and accurately inspected, evaluated, and adjusted.

Sincerely,

William H. Young
President

Fredric V. Rolando
Director of City Delivery

Chapter 2

Route Examination and Adjustment for NALC Representatives

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A. Introduction

NALC created this Route Protection Program to ensure that every letter carrier across the nation gets a fair shake in the route inspection and adjustment process. NALC representatives must learn the details of the route examination and adjustment process. You must learn to analyze the various management forms and to monitor all the route inspection procedures to effectively represent letter carriers.

So, in this Chapter of the Route Protection Program you will be learning a lot about the required forms and procedures. You are already familiar with the 1838-C Worksheet from Chapter One. Now you will learn about the other Count and Inspection forms and procedures. The term Count and Inspection is also referred to as route counts, mail counts, route examinations, etc.

This program contains much of the information you will need to monitor and enforce the route inspection and adjustment process effectively. However, keep in mind that

the only authoritative sources of information about route examinations are the National Agreement, related national settlements and arbitrations, the M -41 and the M -39 handbooks.

B. Overview

As NALC representatives advising, educating and assisting letter carriers with route inspections and adjustments, it is important that you have a universal understanding of the process.

Management's responsibilities, as well as the components of the evaluation, do not begin and end with the week of inspection and subsequent adjustment. Management has year round responsibilities to maintain the routes as near to 8 hours as possible. NALC representatives must hold management accountable and grieve its failure to fulfill its responsibilities.

You may have been around long enough to remember when formal route counts and inspections were conducted every year.

Currently, management must complete at least annual route and unit reviews consisting of, at a minimum, an analysis of workhours, volumes, possible deliveries, and operating procedures. The purpose of these reviews is to verify adjustments that have been made, or need to be made.

Management must then conduct any necessary mail counts and route inspections.

Additionally, management must maintain the routes in reasonable adjustment between these annual reviews (See Chapter Three). With reasonably current route inspection data for the same carrier on the route, the minor route adjustment process may be an option when such adjustments are needed. However, absent current data for the same carrier, the mail count and route inspection process must be used for these adjustments.

Management must also conduct a mail count and route inspection if requested by a regular carrier when the carrier's route shows over 30 minutes of overtime or assistance on each of 3 days or more in a week, for any six consecutive week period.

While educating letter carriers on the inspection process, it is important that you explain how their work habits throughout the year impact the review and evaluations of their routes. Proper and consistent work methods year round are vital to receiving a fair route evaluation. Carriers must understand that their evaluated street time from a count and inspection may very well be based on a random analysis of their street times throughout the year.

Additionally, properly completed auxiliary assistance and overtime records (Forms 3996), as well as properly completed delayed and curtailed mail records (Forms 1571) are essential for accurate route reviews and evaluations.

When management does conduct mail counts and route inspections, it is important that you continuously monitor their actions for compliance with the M -39 & M -41 Handbooks.

As you review this chapter of the Route Protection Program, you will become familiar

with the rules and regulations regarding the pre-inspection period, the inspection itself, the evaluation and analysis of the data, the adjustment process, as well as the subsequent evaluation of the adjustments made. You will see that it is important not only to monitor the process, but also to recognize management's attempts to manipulate the system in order to satisfy an agenda that does not include fair evaluation of the routes.

This Route Protection Program concentrates on the inspection of Letter Routes. Specific information on the forms and procedures for Parcel Post & Combination Service Routes and Collection Routes are contained in the M -39 and M -41 Handbooks.

It is also important for shop stewards and other union representatives to understand conceptually how route times are evaluated.

For Letter Routes, office time and street time components of the total route time are evaluated separately. They are both determined from data collected in accordance with the Count and Inspection procedures in Chapter 2 of the M -39, but different methods are used for each.

The data is collected and analyzed using certain postal forms.

1840-B – Prior to the week of Count and Inspection, management completes Form 1840- B, reflecting the average street time of the regular carrier for 7 random weeks. Management will later average in the regular carrier's street times for the week after Count and Inspection.

1838-C – Carriers count mail volumes and time periods spent performing specific activities, and record this data on Form(s) 1838-C each day of the Count (except for the day of Inspection when the route examiner completes the 1838-C).

1838 – Management transfers the data from each 1838-C onto Form 1838 daily, calculating net office and street times as well as standard office times.

3999 – On the day of inspection, management completes Form 3999, recording actual times spent delivering specific portions of the route.

1840 – Management consolidates the daily data from Form(s) 1838 for each route onto form 1840, computing average actual office and street times of the regular carrier during the week of Count and Inspection.

Management then uses the data collected, computed, and consolidated on the forms to determine the evaluated office time and street time.

When office and street times are calculated, be sure that any auxiliary assistance provided to the regular carrier is included in the evaluated time. However, only in very unusual circumstances or emergencies, when excessive late delivery would result, should auxiliary assistance be granted to the regularly assigned carrier during the week of count.

The office time component of the evaluated route time is determined by selection of the lower of two calculations. Management does not get to choose. Rather, it is required to select the lower of the two. The two calculations are:

- 1). The average actual office time of the regular carrier during the week of Count and Inspection, minus the time spent counting the mail and completing the 1838-C (Line 23) and time, if any, spent waiting for mail and for activities not performed on a continuing basis (Line 22). Thus, this time is based on daily actual clock rings less hand-recorded Lines 22 and 23 times, all from the week of Count and Inspection.
- 2). The average standard office time of the regular carrier during the week of Count and Inspection. This time is calculated from the daily hand-recorded volumes and time entries during the week of Count and Inspection. Calculations are then made, using the counted volumes and times by applying formulas found in Chapter 2 of the M -39, including the 18 & 8 standards for casing letters and other size mail.

There is an exception to the requirement to use the lower of the two

times. If the regular carrier is older than 55 and/or has 25 or more years of continuous service, the actual average office time may be used, even if it is higher than standard (M -39 Section 242.214).

The street time component of the evaluated route time is determined by selection of one of two specific computations. Management chooses between the two. However, the manager's selection of the street time cannot be based on the sole criterion that a particular time is the lower, and it must explain its choice, in writing, on the reverse of Form 1840 (M -39 Section 242.322). The two computations are:

- 1). The average actual street time of the regular carrier during the week of Count and Inspection, plus any street auxiliary assistance. The regular carrier's time is based on actual clock rings from the week of Count and Inspection. Street auxiliary assistance is computed using the 3996 delivery area recorded by the carrier providing auxiliary street assistance, applied to the time spent by the regular carrier doing the same area as recorded on Form 3999 during the day of Inspection.

- 2). The average street time of the regular carrier for the 8 week period including the 7 random weeks and the week following the Count and Inspection, plus any street auxiliary assistance.

In this manner, each route is evaluated at a certain amount of time. It is important to understand how this process works. Regulations require management to adjust routes as close to 8 hours as possible. In order to achieve that result, routes must be fairly and correctly evaluated, because improperly evaluated routes necessarily mean improperly adjusted routes.

C. Prior to the Week of Count and Inspection

There are important procedures that management is required to complete prior to the week of Count and Inspection. These procedures are largely found in Chapter 2 of the M -39 and in Chapter 9 of the M -41.

However, other procedures have been established by settlement agreements between the parties. Some require active participation

by the local union president, or designee, and some are done by management unilaterally.

Shop stewards and branch representatives must be familiar with these procedures and require management to comply with them.

The following must be completed prior to the week of Count and Inspection:

Steward Checklist

- ☐ 1). Conduct Unit and Route Review
- ☐ 2). Share Results of the Unit and Route Review with the Union/Carriers
- ☐ 3). Schedule the Count and Inspection Period in Advance
- ☐ 4). Notify the Union of the Schedule
- ☐ 5). Complete Annual Leave Exclusion Procedures, if Applicable
- ☐ 6). Draw Lots for the 7 Random Weeks
- ☐ 7). Review and Analyze Carrier Control Forms (including 1840-B)
- ☐ 8). Review the Operating Procedures
- ☐ 9). Correct Unsatisfactory Conditions
- ☐ 10). Agree on Template
- ☐ 11). Conduct the Dry run
- ☐ 12). Post the Notice of Scheduled Count and Inspection
- ☐ 13). Post Carrier Schedule for Earlier Start Times for Week of Count
- ☐ 14). Ensure Adequate Count and Inspection Forms Supply

1. UNIT AND ROUTE REVIEW

On at least an annual basis, management is required to make a route and unit review consisting of an analysis of at least the following items (management may, but is not required to, review the items listed in M -39 Section 213):

- Scheduled reporting and leaving times relative to the arrival of the mail at the unit and transportation schedules
- Adequacy of carrier case equipment and condition of case labels
- Volume of preferential mail received prior to carrier leaving times
- Amount of missent/misthrown mail distributed to carriers
- Whether all approved segmentations of mail are efficient
- Handling of accountable and signature mail by carriers

- Carrier Route Book (1564A, 1564B, 1621) and Forms 3982
- DPS handling procedures
- Workhours
- Volumes
- Possible Deliveries

2. SHARE RESULTS OF UNIT AND ROUTE REVIEW WITH UNION/CARRIERS

Management is required to share the results of the Unit and Route reviews with the local NALC President, or designee (M -39 Section 211.1 and Section 214). Branch presidents (or their designees) should remain alert to, and enforce, this requirement. If local management has not been doing at least annual Unit and Route Reviews, advise them of the requirement and compel them to begin doing so. If local management has been doing them but has not been sharing the results with the local union, advise them of that requirement and begin enforcing it. If Count and Inspections have

been scheduled, but no Unit and Route Review results have been shared, investigate and grieve if necessary.

The specific items that must be reviewed include processes that can have a significant impact on letter carriers' working conditions. For instance, casing equipment or labels may be inadequate or in poor condition. If so, the Unit and Route Review should bring the situation to management's attention in a formal way. Therefore, do not allow management to simply go through the motions and pretend that they are notifying the union of the results. Require management to actually perform the reviews and provide the results in a meaningful manner. This may involve written reminders from the branch president to the postmaster, or information requests, or even formal use of the grievance procedure. (See Sample Letter 1 in the appendix of this Chapter, page A - 1).

In addition to the requirement to share the results with the union president, management must share the results of the reviews with the regular carriers serving any routes that require adjustment (M -39 Section 211.1 and Section 214).

Branch officers should be aware that letter carriers were advised in Chapter 1 of the Route Protection Program that the Unit and Route Review constitutes an opportunity for them to discuss any unsatisfactory conditions with their managers. And, they were advised to contact their shop stewards if they are scheduled for Count and Inspections but management has not shared the results of the prior Unit and Route Review with them. Therefore, plan to use the required Unit and Route Reviews as an opportunity to influence management to correct unsatisfactory conditions. Doing so will benefit letter carriers as well as management.

3. SCHEDULE THE COUNT AND INSPECTION PERIOD IN ADVANCE

Management is required to determine the period selected for the Count and Inspection as far in advance as possible. To the extent possible, planning for the inspection should normally be completed before annual leave bidding begins in the unit (M -39 Section 211.2 and Section 211.4).

4. NOTIFY THE UNION

Management must notify the union of the advance schedule for the period selected for the Count and Inspection. If management later changes the period, the local union should be notified of the revised schedule as far in advance as practicable (M -39 Section 211.2).

As a general principle, it is in the union's interest to receive such notification in writing. While the language in M -39 Section 211.2 does not specify how the notification must be made, normal and customary business practice would call for written notification. If management gives only verbal notification, branch officers could consider documenting the notification by written request for confirmation. (See Sample Letter 2 in the appendix of this chapter, page A - 2).

5. ANNUAL LEAVE EXCLUSION PROCEDURES

Management may block out vacation time in order to perform route inspections provided that the dates in question are blocked out prior to vacation selection.

When management blocks out vacation time, an equivalent number of additional slots must immediately be made available for vacation selection.

Unless there is an agreement with the local union to do otherwise, the slots will be added to the number of slots required by the LMOU during the 30-day period immediately before or after the dates of the Count and Inspection. All advance commitments for granting annual leave must be honored except in serious emergency situations (M -01105).

6. DRAW LOTS FOR 7 RANDOM WEEKS

Within 4 weeks prior to the week of Count and Inspection, the local union representative will make a random drawing of numbered lots 1 through 4 to be used in determining the 7 random weeks to be selected for the 1840-B (M -39 Section 242.323). This is normally as simple as taking four pieces of paper, marking the first 1, the second 2, the third 3 and fourth 4, placing them in a hat, and then having the union president draw them one at a time.

The order in which the numbers are drawn becomes the random lots selection order.

Drawing random lots is important because the times thus developed may be used for street time evaluations and adjustments. After the random lot drawing, corresponding weeks in up to 7 months preceding the month of the Count (excluding June, July, August, and December) are selected. For example, if the random lot selection order is 2, 3, 1, 4 and the count week is in October 2005, you count back 7 months excluding June, July, August, and December. You then apply the selected order beginning with the “oldest” month as follows:

<u>Count Months Back</u>	<u>Month</u>	<u>Apply Selected Order</u>
(7)	Nov. 2004	2nd week
exclude	Dec. 2004	exclude
(6)	Jan. 2005	3rd week
(5)	Feb. 2005	1st week
(4)	Mar. 2005	4th week
(3)	Apr. 2005	2nd week
(2)	May 2005	3rd week
exclude	June 2005	exclude
exclude	July 2005	exclude
exclude	Aug. 2005	exclude
(1)	Sept. 2005	1st week
	Oct. 2005	Count month

Note: This rotation is applied even if less than 7 months are available by continuing into additional weeks of the previously “used” months. However, if only 2 or 4 months are available, the random lot number order must be reversed after the first four weeks are selected to avoid repetition of the weeks already chosen.

The first week of a month begins with the first Saturday of the month (M -39 Section 242.323c). If the count week falls in 2 months, the later month will be considered the count month for the purpose of selecting the 7 random weeks (M -39 242.323d). If the regular carrier was not serving the route on at least one of the days of a week so selected, the next available week in which the carrier so served at least 1 day shall be used for the 7 weeks period (M -39 Section 242.323d). The street times of the regular carrier and auxiliary street assistance provided on days the regular carrier worked during the seven weeks will later be averaged with the street times from the week after the Count and Inspection and recorded on the 1840-B.

7. REVIEW AND ANALYZE CARRIER CONTROL FORMS

Three or four weeks prior to the scheduled period of the Count, management is required to review and make an analysis of the following forms:

1571	Undelivered Mail Report
1813	Late Leaving and Returning Report
3996	Carrier Auxiliary Control
1840-B	Carrier Time Card Analysis
3968	Daily Mail Collection Record
3997	Unit Daily Record
3921	Daily Delivery Unit Volume Recording Worksheet

(M -39 Section 213 & Section 242.351)

Note: The required review of the 1840-B will necessarily be a partially completed 1840-B, containing only information from the 7 randomly

selected weeks. The 1840-B is not fully completed until data from the week after count is available. A 1840-B with entries for the 7 random weeks is found in the appendix of this chapter on pages A - 3 through 6.

8. REVIEW THE OPERATING PROCEDURES

All operations at the delivery unit must be reviewed (and any unsatisfactory conditions corrected – see below) before the commencement of the count. At a minimum, the review should include:

- Scheduled reporting and leaving times relative to the arrival of the mail at the unit and transportation schedules
- Adequacy of carrier case equipment and condition of case labels
- Volume of preferential mail received prior to carrier leaving times
- Amount of missent/misthrown mail distributed to carriers

- Whether all approved segmentations of mail are efficient
- Handling of accountable and signature mail by carriers
- Carrier Route Book (1564A, 1564B, 3982, 1621) and Forms 3982
- DPS handling procedures

(M -39 Section 214)

Note: The above list coincides with some of the items required in the Unit and Route Review (see pages 2 - 16 and 2 - 17).

9. CORRECT UNSATISFACTORY CONDITIONS

The language in M -39 Section 214 explicitly requires management to correct any unsatisfactory conditions that are identified by the review of operating procedures (M -39 Section 214).

Branch officials should remain alert for unsatisfactory conditions, such as inadequate carrier cases, inordinate amounts of missent/misthrown

mail, improper, incomplete, or outdated information in carrier route books, etc. Failures to correct such conditions should be investigated and grieved, if necessary.

Any operational changes affecting the entire unit must be placed into effect before the dry run, continue through the week of Count and Inspection and thereafter until conditions require further modifications (M -00745).

10. AGREE ON TEMPLATE OR OTHER MEANS TO VERIFY LETTER SIZE MAIL

The definition of letter size mail has not changed. It includes all mail that can be cased into the normal evenly spaced 6-shelf letter separation without bending or folding (M -41 Section 922.411 & M -39 Section 121.12).

In the past, when 6 shelf cases were the norm, it was a simple matter to determine if a mailpiece was letter size by placing it in a shelf. With the advent of 4 shelf and 5 shelf cases, that determination became more difficult.

The parties signed the Case Configuration Memo in 1992. It provides that in offices where mail is cased into 4 and/or 5 shelf cases, management must meet with the local union prior to the dry run training to determine an efficient means to verify mail of questionable size during the week of Count and Inspection. The memo suggests two possible methods to verify mail size – a measuring strip on each case, or the use of a template as a reference point. However, it does not restrict the local parties to the two methods suggested. They are free to agree to other methods (M -01306, pages 6-8 & 58).

This is another procedure that requires the active participation of the union. It is important because most trays of letter size mail include pieces that should be recorded as other size. Proper recording is important because counting other size mail as letter size mail will reduce a carrier's "Standard Office Time". As an example, 100 pieces of other size mail that is improperly recorded as letter size mail will result in a carrier being cheated out of 7 minutes of "Standard Office Time."

11. DRY RUN COUNT

The purpose of the dry run is to teach carriers how to accurately complete the Form 1838-C.

Management is required to review the count procedures with all carriers within the 21 day period prior to the start of the Count and Inspection. The dry run consists of several required elements:

- Issue the dry run materials, including sample items and Form 1838-C
- Provide an instruction period
- Provide a period for the carriers to enter the sample mail-count and time-used items on the 1838-C
- Review each completed dry run form for accuracy, error, and omissions
- Discuss and explain any inaccuracies, errors or omissions to the carrier involved
- When necessary, require a second completion of the form to assure that the carrier is thoroughly familiar with completing the 1838-C

(M -39 Section 217 and M -41 Section 917)

Since regulations require replacement carriers to count the mail and enter the data on the 1838-C in the same way as the regular carrier during the week of Count and Inspection (M -39 Section 221.132), all carriers should receive the dry run training.

12. POST NOTICE OF SCHEDULED COUNT AND INSPECTIONS

A notice must be posted at the delivery unit in advance of the scheduled Count and Inspection, showing the beginning date of the count for each route and the day and date each route is scheduled for inspection. This notice must be posted at least five working days prior to the start of the Count and Inspection. If a decision is made to inspect on days other than the scheduled date, one day's advance notice must be given (M -39 Section 215.1 and M -41 Section 913).

13. POST CARRIER SCHEDULE SHOWING EARLIER START TIMES FOR WEEK OF COUNT

Not later than the Wednesday preceding the count week, carrier schedules shall be posted for those routes requiring an earlier starting time to count the mail (M -39 Section 215.2). The Postal Service and the NALC have agreed that during the week of

inspection on the days when the carrier counts the mail, management may require a carrier not on the overtime desired lists to work overtime on his/her own route for the amount of time used to count the mail (M -41 Section 921.23 and M -01106). Moreover, the parties agree that, preceding the count week, carrier schedules shall be posted requiring an earlier start time to count the mail (M -01088).

14. ENSURE ADEQUATE COUNT AND INSPECTION FORMS AND SUPPLIES

Management must ensure that enough mail Count and Inspection forms and other needed supplies are on hand (M -39 Section 212.2).

This requirement includes duplicate 1838-Cs, as required by M -39 Section 222.1.

SUMMARY

The postmaster or designee is responsible for seeing that advance preparations are made for mail counts and route inspections and that they are coordinated with all managers concerned (M -39 Section 212.1). Any failure by management to comply with the above procedures should result in grievance investigation. Every such investigation should

include an interview by the shop steward of the postmaster (or designee per M -39 Section 212.1) in order to hold the responsible person accountable. (See Sample Letter 3 in the appendix of this chapter, page A - 7).

Local union representatives should closely monitor the period before scheduled Count and Inspections to ensure management compliance. They should vigorously assert the union's right to participate in the random 7-week selection and in the letter size mail determination method. While the union has no obligation to remind management of its obligations, well-timed written communications to the local postmaster may assist in ensuring management compliance. If necessary, grievances must be filed protesting management non-compliance.

In any such grievances, give careful attention to the requested remedy. While the appropriate remedy will vary with the specific facts of each case, the general principles of formulating remedies remain the same in all cases. The remedy should:

- fix the problem
- fit the violation
- make the grievant whole
- be reasonable

In addition to the general principles, keep in mind the fundamental interest of the union is achieving fair 8 hour routes when formulating remedies in Count and Inspection grievances.

This may require creative remedy formulation because the impact of violations on route adjustments may not be evident until well after the grievance is filed and the settlement made.

For instance, where management has failed to provide dry run training to a regular carrier, for no good reason, and the Count week has started, the requested remedy might include:

- 1). Immediately provide dry run training, and provide the union a copy of the practice forms

- 2). Provide written acknowledgment, signed by the Postmaster, that the Postal Service violated the National Agreement when it failed to provide dry run training to carrier prior to the Count and Inspection
- 3). Agree to cease and desist failing to provide dry run training in advance of Count and Inspections
- 4). Agree that this settlement is fully citable in any future hearing or proceeding
- 5). Agree that the union has full standing to argue any adverse effects of the failure to properly provide the dry run training on the evaluation and/or adjustment of the grievant's bid route, including in later grievances

This remedy is reasonable, fits the violation, fixes the problem, and protects the interest of the grievant and union in the ultimate adjustment of the route.

D. During the Week of Count and Inspection

Management must comply with certain procedures and requirements during the week of Count and Inspection.

Steward Checklist

- ☐ 1). Route Inspector Qualifications
- ☐ 2). Six Consecutive Days of Count
- ☐ 3). Use of Forms—Hand-held Computers
- ☐ 4). Carrier Counts and Records Mail
- ☐ 5). Replacement Carriers
- ☐ 6). No Changes to Normal Distribution
- ☐ 7). No Accumulation of Mail
- ☐ 8). Overtime
- ☐ 9). Auxiliary Assistance
- ☐ 10). Examiner Conduct and Responsibilities
- ☐ 11). Canceling the Mail Count
- ☐ 12). Inspecting on Days Other Than the Scheduled Date
- ☐ 13). 3999
- ☐ 14). Daily Completion of Forms to Detect Errors

1. ROUTE INSPECTOR QUALIFICATIONS

Any member of the management team may be used for the inspection of routes. However, station managers and delivery supervisors **must** be included as members of the route inspection team. All managers used must be thoroughly familiar with the inspection procedures and shall be held responsible for the accuracy and completeness of all data assembled by them and for its proper evaluation (M -39 Section 216.1 and Section 216.4).

Shop stewards should use the M -39 Section 216 language to hold managers accountable. Almost every grievance protesting a specific violation of Count and Inspection procedures should also include an argument that management has violated M -39 Section 216. For instance, if the route examiner instructs a letter carrier not to take a comfort stop, the shop steward would grieve the instruction and cite M -39 Section 232.1b (Route examiner must not suggest or forbid any rest or comfort stops). In addition, the shop steward would cite M -39 Section 216.1 arguing that this examiner was obviously not thoroughly familiar with that inspection procedure and should be held accountable for its failure(s). This M -39 provision allows the union to take a proactive approach in documenting the actions and practices of examiners who are not thoroughly familiar with the required procedures.

2. SIX CONSECUTIVE DAYS OF COUNT

The count of mail on all letter delivery routes, regular and auxiliary, must be for 6 consecutive delivery days. Routes with abbreviated or no delivery on Saturday are counted on 5 consecutive delivery days, exclusive of Saturday. It is not mandatory that mail counts begin on Saturday and continue through Friday so long as they are made on consecutive delivery days (M -39 Section 221.11 M -41 Section 921.21).

3. USE OF FORMS—HAND-HELD COMPUTERS

Hand-held computers may be used to input data from the Form 1838-C Worksheet and used to record office activities, mail volumes, possible delivery counts and street delivery times. Hand-held computers that are used on the day of inspection by the examiner must be synchronized with the carrier's time clock rings for begin tour, leave for street, return from street, and end tour, as appropriate (M -39 Section 221.123 and Section 221.124).

When hand-held computers are used on the day of inspection, manually completed Forms 1838, 3999, 3999-A, and 3999-X are not required. Rather, facsimiles (computer generated forms) will be produced instead.

When using hand-held computers on the day of inspection, the route examiner must still complete the 1838-C Worksheet(s) manually, except for line item elapsed time totals and mail piece count totals by category. The calculations remain the same as previously performed manually. These computer generated facsimiles must conform to M -39 procedures.

4. CARRIER COUNTS AND RECORDS MAIL

The carrier counts and records the mail every day except on the day of inspection when the mail must be counted and recorded by a manager. When management performs the mail count the carrier serving the route, upon request, may verify the mail count (M -39 Section 221.131).

Chapter One of the Route Protection Program (page 1-38) contains discussion on the definitions of letter size and other size (flat) mail. It also contains information regarding joint selection of the method for determining mail size (see also pages 2 -27 and 2 -28 of this chapter).

NALC representatives must ensure that the agreed upon method is available for use by carriers and examiners. Stewards should also ensure that managers properly count the mail on the day of inspection.

Carriers who request to verify management's count of mail have the right to count each piece (M - 00814 & M -00536). Stewards should make every attempt to immediately investigate any discrepancies so that the correct mail count can be determined.

5. REPLACEMENT CARRIERS

Replacement carriers assigned to regular, full-, and part-time routes must count the mail and enter the data on the prescribed forms in the same way as the full-time carrier (M -39 Section 221.132 and M -41 Section 921.12).

While the data generated by a replacement carrier is recorded on the 1840, it is not used in the evaluation or adjustment of the route. On the 1840 the letter "R" is placed immediately to the left of the day(s) on which the route was served by a replacement carrier (M -39 Section 241.32).

6. NO CHANGES TO NORMAL DISTRIBUTION

There should be no changes in normal distribution procedures or clerical schedules during the period of

mail counts. The normal cutoff time for distribution should be observed (M -39 Section 221.133).

Additionally, operational changes affecting an entire unit should be effected no later than the dry run. They should remain in effect through the week of Count and Inspection and thereafter until conditions require further modifications (M -00745).

As an example, in a unit where carriers historically traveled to a designated location to sign for accountables, it would be improper for management to use a portable cart to bring the accountables to the carrier only during the week of Count and Inspection.

7. NO ACCUMULATION OF MAIL

There must be no accumulation of curtailed mail on the day preceding the beginning of the count, and no mail may be curtailed on the last day of the count except in EPM offices (M -39 Section 221.134, M -00258).

Carriers must not be allowed to case any mail upon their return to the office on the day preceding

the first day of the count period. However, if a carrier is regularly scheduled throughout the year to case mail on return from the street, the carrier must continue to do so during the count period. Carriers must not case any mail for delivery after returning from the street on the last day of the count period until they have clocked off the Form 1838-C Worksheet for the day except in EPM offices (M -39 Section 221.135).

All mail distributed to the carriers up to the normal established cutoff time will be delivered every day of the count week (M -39 Section 221.136, M -00258).

8. OVERTIME

If necessary, overtime may be used to enable the regularly assigned carrier to complete delivery during the days of the count week (M -39 Section 221.137).

The overtime provisions of Article 8 and the associated memorandums remain in full force and effect during the week of Count and Inspection except:

On the day during the week of inspection when the carrier is accompanied by a route examiner, management may require a carrier not on the OTDL to work overtime on his/her own route in order to allow for completion of the inspection.

On the other days during the week of inspection when the carrier counts mail, management may require a carrier not on the OTDL to work overtime on his/her own route for the amount of time used to count the mail (M -01106).

Absent these two exceptions, shop stewards should monitor and grieve, when appropriate, Article 8 violations that occur during the week of inspection.

9. AUXILIARY ASSISTANCE

Only in very unusual circumstances or emergencies when excessive late delivery would result should auxiliary assistance be granted the regularly assigned carrier during the week of the count (M -39 Section 221.138).

Therefore, auxiliary assistance should only be provided in these very unusual circumstances, or emergencies, or when required in order to comply with Article 8 (notwithstanding the two exceptions above).

10. EXAMINER CONDUCT AND RESPONSIBILITIES

The role of the examiner is to observe and accurately record data. Shop stewards should be alert for any behavior beyond this role.

The route examiner must inform the carrier he/she intends to make a fair and reasonable evaluation of the workload on the route and that in order to do so the carrier must perform the duties and travel the route in precisely the same manner as he/she does throughout the year. The examiner should impress the carrier with the fact management is just as anxious and desirous of obtaining an accurate count of mail and inspection of the route as the carrier is, so that a fair and equitable evaluation of the workload on the route may be made (M -39 Section 231.5).

The examiner must report before the carrier's scheduled reporting time. Sufficient mail must be counted before the carrier reports to avoid interfering with the carrier's normal routine (M -39 Section 231.3).

The route examiner must:

- Not set the pace for the carrier

- Not suggest or forbid any rest or comfort stops
- Not discuss with the carrier on the day of inspection the mail volume or evaluation of the route
- Make notations on the day of inspection on the appropriate form of all items that need attention, as well as comments on the day of inspection
- Make comments and suggestions clearly, and in sufficient detail for discussion with the carrier and for decision-making purposes. The manager who will actually discuss the results with the carrier must have enough facts and figures to reach a final decision on any necessary adjustments to the route (M -39 Section 232.1).

If the examiner rides in the same vehicle as the carrier, the examiner must inspect and determine that any temporary seat to be used during the route inspection is secure and safe and has seatbelts (M - 39 Section 231.2).

Seatbelts must be worn and the vehicle doors kept closed at all times the vehicle is in motion. The examiner must see that any temporary seat is removed at end of inspection (M -39 Section 231.2).

As previously explained on page 2 - 36, route examiners must be thoroughly familiar with the inspection procedures and shall be held responsible for the accuracy and completeness of all data assembled by them and for its proper evaluation. An important part of their responsibility is the accurate count of mail and recording of Line Items on the day of inspection.

One common error occurs on the day of inspection when the examiner removes the plastic wrap and/or straps in order to count the mail and fails to record a Line 15 entry.

Another common mistake is the improper designation of Line 21 Items as Line 22.

Yet another example, is when examiners count and record other size mail as letter size mail.

Examiner conduct is also discussed at length in Chapter One pages 1 -111 through 1 -115.

11. CANCELING THE MAIL COUNT

When the continuation of any inspection would serve no useful purpose, the inspection may be cancelled at management's discretion. A cancellation may apply to an entire delivery unit or to one or more routes of a group of routes being inspected.

Following are some items that could bring about consideration for cancellation:

- Natural disasters or extreme weather conditions
- Unscheduled extended absence of the full- time carrier coupled with the absence of a qualified replacement. (To the extent reasonable and practicable, the regular carrier assigned to the route shall undergo the inspection).
- Unrealistic mail volume, either abnormal or subnormal, which could prohibit a fair evaluation of the route
- Unavailability of public transportation where normally used by carriers

Any cancellation made must be discussed with the carrier concerned, giving the reasons. When the cancellation is for the entire unit, the discussion must be with the unit steward (M -39 Section 233).

During the discussion, the steward should at minimum inquire as to who made the decision to cancel, what criteria was relied on, what data was reviewed, and the rationale for concluding that continuing with the Count and Inspection would serve no useful purpose. The steward should ensure that this discussion is more than a simple notification.

If the cancellation is for less than the entire unit, the steward should investigate by interviewing the letter carriers serving the routes involved regarding their discussion with management. If the information reveals that there may not have been a valid reason to cancel the inspection, a further investigation should be conducted.

At a minimum, the investigation should include:

- Identification and interview of the deciding manager to obtain the specific reason(s) relied upon to cancel the Count and Inspection

- An evaluation of all data reviewed by the deciding official
- A review of additional relevant data
- Explanation of the rationale for concluding that the data reviewed, and criteria considered, resulted in the decision that continuing with the Count and Inspection would serve no useful purpose

12. INSPECTING ON DAYS OTHER THAN THE SCHEDULED DATE

A notice must be posted at the delivery unit in advance of the scheduled mail counts showing the day and date each route is scheduled for inspection. This notice must be posted at least 5 working days before the start of the count period. If a decision is made to inspect on days other than the scheduled date, 1 day's advance notice must be given (M -39 Section 215.1).

Letter carriers were advised in Chapter One to contact their shop steward if management changes the day of inspection without proper notice or if more than 1 day of inspection is scheduled.

Section 215.1 of the M -39 clearly indicates that the posted notice must show a *single* inspection day scheduled for each route. Therefore, if management in this posting *schedules* more than 1 day of inspection for a route, the steward should investigate and file a grievance if necessary.

However, as also indicated in section 215.1 of the M -39, there are circumstances which may require an inspection on days other than the scheduled day. If a decision is made to do so, the letter carrier must be given 1 day's advance notice. If a carrier does not receive the 1 day's advance notice, the steward should investigate and file a grievance if necessary.

Previously management took the position that it had the right to designate all 6 days as the day of inspection. The NALC disagreed and grieved. National Arbitrator Briggs agreed with the NALC and ruled that management *does not* have the right to inspect city delivery routes on all 6 days of a mail count and route inspection week.

National Arbitrator Briggs recognized that during the week of Count and Inspection, the letter carrier takes an active part counting the mail,

recording the data, and completing the Form 1838-C Worksheet. The role is reversed on the day of inspection with the examiner counting and recording all of the data.

Arbitrator Briggs stressed the importance of the letter carrier's active participation in mail counts, yet acknowledged that the M -39 contemplates both one-day and multiple-day inspections. Therefore, it is important for stewards to understand when an additional day of inspection may be required.

As an example, if during the route inspection, the supervisor notes that the letter carrier fails properly to finger mail or to take proper short cuts, and that those failures were sufficient enough to warrant a time adjustment for the route, a reinspection will be made after the letter carrier has been instructed regarding the proper procedures to be used. One day's advance notice must be given.

Another example occurs when management is unable to complete the Form 3999 on the scheduled day of inspection because of the length of the route. In this example, management is required to provide the letter

carrier with 1 day's advance notice of the additional day selected to complete the day of inspection.

In addition, other situations may occur that require a decision to inspect on a day other than the scheduled date. For example, when a letter carrier becomes unexpectedly ill and is unavailable on the scheduled day of inspection, a different day must be scheduled (with 1 day's advance notice) instead of the originally scheduled day.

Regardless of whether or not management has provided the required 1 day's advance notice, stewards must consider the following. If management has already collected and recorded the "day of inspection" data for both the office and street functions of the assignment, another day of inspection should normally not be necessary. Nor should an additional "3999 day" be scheduled prior to the day of inspection. Any attempt to schedule and/or conduct another day of inspection, or an additional 3999, should be investigated and discussed with the manager. Unless there appears to be a valid reason for the additional "inspection day," a grievance may be necessary.

13. FORM 3999

As indicated in Chapter One, on the day of inspection the examiner follows the carrier on the route and records relevant data on Form 3999. A Form 3999 appears in the appendix of the chapter on page A - 8 and A - 9. The sample entries on the Form will be referenced later in this chapter.

The front of Form 3999 includes 26 questions with Yes/No check boxes that must be completed by the examiner.

No discipline may be issued, nor time deductions made, based solely on those checked boxes. The just cause provisions of Article 16 require more than a simple checkmark to support discipline. The M -39 requires far more than a simple checkmark in order to justify a time deduction.

The entries made on the 3999 and the purpose of the form are discussed in Chapter One of the Route Protection Program. Detailed instructions for completion of the form are found in the M -39 Section 234.

Stewards may find it necessary to review 3999s to ensure that the street time values entered on the reverse side of the 1840 to transfer territory are accurate. Additionally, the 3999 may contain examiner comments relevant to management's proposed adjustments to the base street time selected.

When requesting to review a Form 3999 stewards should also request any associated Form 3999-As. This form is an optional worksheet used by the examiner to tally the deliveries on each block (M -39 Exhibit 234.1 page 3). The information is later transferred to Form 3999.

14. DAILY COMPLETION OF FORMS TO DETECT ERRORS

Letter carriers might not receive their duplicate copy of the day's 1838-C Worksheet until the next morning because the manager is required to review the form for errors and irregularities. Any errors or irregularities on the form must be discussed with the carrier before the next day's count so the mistake will not be repeated.

The Postal Service has acknowledged its obligation to timely provide carriers with copies of 1838Cs. In the national level arbitration on 6 day

inspections, Arbitrator Briggs noted that management testified to the following: *Management provides carriers with a copy of [1838-Cs] so they have an opportunity to correct any errors or dispute a management notation. (C-23767)*

The manager must complete all count forms daily and post from Form 1838 the time and volume items to Columns A through G and 1 through 7 on Form 1840 (M -39 Section 221.122).

Shop stewards should remain alert to violations of the M -39 Section 221.122. If a steward determines that management may have incorrectly identified an error on a Form 1838-C Worksheet, he/she should investigate and grieve when necessary. At a minimum the investigation must include obtaining copies of the 1838-C Worksheet, 1838 Summary, and 1840. In addition, the steward should interview not only the manager who made the determination, but also the letter carrier involved.

If the steward determines that **any** claimed error, correctly identified or not, was not discussed with the carrier involved, an additional grievance should be filed if appropriate.

If the steward determines that management is not completing and posting all forms daily as required, the steward should investigate and grieve if necessary.

Forms 1838-C are retained in the delivery unit while the carrier is on the street. A designated place should be provided to receive forms 1838-C on the carrier's completion of duty (M -39 Section 223.1 and M -41 Section 922.7).

SUMMARY

The count-week procedures and requirements noted above are mandatory. Local union representatives should closely monitor the week of Count and Inspection to ensure management compliance.

Remember, each manager involved with the inspections must be thoroughly familiar with the required procedures and shall be held responsible for the accuracy and completeness of the data assembled and for its proper evaluation (M -39 Section 216.1). Any failure by management to comply with the above procedures should result in grievance investigation. Every such investigation

should include an interview by the shop steward of the responsible manager in order to hold that person accountable.

In any such grievances, keep in mind the fundamental interest of the union is achieving fair 8 hour routes.

This may require creative remedy formulation because the impact of violations on route adjustments may not be evident until well after the grievance is filed and the settlement made.

For instance, where management has refused to allow a carrier to count the mail, or to verify the manager's count on the day of inspection, the requested remedy might include:

- Provide written acknowledgment, signed by the Postmaster, that the Postal Service violated the National Agreement when it refused to allow a carrier to count the mail, or to verify the manager's count on the day of inspection
- Agree to cease and desist such violations
- Agree that this settlement is fully citable in any future hearing or proceeding

- Agree that the union has full standing to argue any adverse effects of the violation on the evaluation and/or adjustment of the grievant's bid route

This remedy is reasonable, fits the violation, fixes the problem, and helps protect the interest of the grievant and union in the ultimate adjustment of the route.

E. Form 1838 *Carriers Count of Mail - Letter Carrier Routes (Mngt. Summary)*

OVERVIEW

The data from the 1838-C Worksheet drives the route evaluation and adjustment process. Chapter One detailed how letter carriers complete Forms 1838-C on a daily basis. This section details how the data from the 1838-C is transferred to the Form 1838.

Form 1838. This is the form management uses to record the data from the 1838-C at the end of each day (M -39 Section 221.122). The main purpose of the form is to calculate the “Net Office Time”, “Standard Office Time”, minutes “Over” or “Under” Standard, and “Net Street Time” for each route everyday. This and other information is calculated using formulas provided for in the M -39.

Management instructions in the handbooks and in the field vary regarding which column to use to enter specific mail counts and minutes.

For instance, Form 1838 Summary has separate columns for Prior PM, 1-Trip, Today AM, 2-Trip, Today PM.

It is important that data is properly calculated and credited on the right day. For example, casing credit (Lines 1 and 2) must be credited on the day it is cased; pull down credit (Line 4) on the day that mail is pulled down; separation of mark up and carrier mark up on the day that it is marked up, etc.

The same holds true for sequenced mail (Line 6) when it is cased (Line 1 or 2). No matter how it is listed on the 1838, the important thing is that the casing time and pull down time is credited.

On the sample 1838, the AM mail cased is recorded in Column (b) Number of Pieces Today AM; the AM minutes used in Column (f) Minutes Today AM; the PM mail cased in Column (c) Number of Pieces Today PM; the Today PM minutes used in Column (g) Minutes Today PM; and the cased sequenced letters in Line 1. The PM cased mail will be listed in Column (a) Number of Pieces Prior PM on the 1838 the next day to ensure credit for strapping out (pull-down) time on the day it is pulled down.

1838 MANAGEMENT SUMMARY, STEP-BY-STEP INSTRUCTIONS

Please retrieve the two completed 1838-C Worksheets (used in Chapter One). They are found in the appendix at the end of this chapter, page A - 10 and A - 11. You will review how this information is accurately transferred from the two 1838-C Worksheets onto the 1838. To illustrate this, completed 1838 Summaries using the data from the two 1838-Cs from Chapter One are provided. Begin with:

Identifying Information. First, at the top of the 1838 Summary, make sure the post office, delivery unit,

and route number from the 1838-C Worksheet is entered correctly. Additionally, the ZIP code, and an EPM/CFS designation is listed.

Mail Piece Count. The various piece counts are entered in Columns (a), (b), and (c), and delivered pieces totaled in Column (d).

Line 1 - Letter -Size Mail. Make sure the correct total number of letter size pieces from the 1838-C Worksheet is transferred to the corresponding place on the Form 1838 Summary.

- **Entry.** The total AM piece count of letter-size mail in Line 1 on the 1838-C Worksheet is 1,476 pieces. So, “1476” is recorded in Line 1 (Letter size Mail) Column (b) “Today AM” of the 1838 Summary.
- **Entry.** The total AM piece count of letter size Marked-Up Carrier mail in Line 1 on the 1838-C Worksheet is 29. So, 29 is recorded in Line 1 (Letter size Mail Marked-Up Carrier) Column (b) “Today AM” of the 1838 Summary. Remember from Chapter One that 29 was the AM entry on the 1838-C Worksheet and 13 was the PM entry.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)										
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>		
Description			(a) No. of Pieces	(b) Today AM	(c) Today PM	(d) Total Number Pieces Minus Mark-Ups	(e) Prior PM	(f) Today AM	(g) Today PM	(h) Other
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Router	1 Trip	2 Trip	3 Trip	1 Trip	2 Trip	3 Trip	
1. Letter-Size Mail	Marked-Up	Carrier		1476	40	1385		82	3	Street Time
		CFS		29	13					
2. Mail of All Other Sizes	Marked-Up	Carrier		866		832		109		Street
		CFS		10	15					
3. Accountable and Signature Mail	Marked-Up	Carrier		16		14				Office Time
		CFS		2						
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus <u>Carrier</u> MarkUps)				2317		2231		34		Auxiliary Assistance
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier		12		8				Block No.
		CFS		4						
6. Sequenced Mail	Letter-Sized	Other-Sized		450		450				Total Office Time Hours 5 Minutes 48
7. Total Delivered Pieces			DPS Pieces 3162			5851				Deduct Items (Lines 22 & 23) Waiting For Mail (Office) and All Other Office Activities Not Performed on a Continuing Basis.
8. Separating all <u>Carrier</u> , Mark-Ups (lines 1,2,3, & 5)				45	13			5	2	22
9. 2nd-Class Marked-Up (Exclude form 3579)										Counting Mail and Filling Out Form 1838-C Worksheet
10. Mail with Form 3579 Attached										23 48
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)				45	13			12	4	Net Office Time Used 5 00
12. Changes in Address Recorded				4				8		Standard Office Time 5 34
13. Insured Receipts Turned In					3				1	Minutes Over Or Under Standard
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts								6	3	Over Under
15. Withdrawing Mail								12		C D 34
16. Sequencing and Collating By-Pass Mail										Total Street Time 5 30
17. Actual Strapping Out Time										Waiting Street Time
18. Break (Local Option)								10		
19. Vehicle Inspection								5		Net Street Time Used E 5 30
20. Personal Needs, etc.								5	2	Actual Aux. Time Used G
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)								26	7	Net Total Time Used F 10 30
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)										Verified By (Initials) Date RHG
23. Counting Mail and Filling Out Form 1838-C Worksheet								45	3	
24. Totals (exclude Lines 22 and 23)								314	20	
Comments						Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations				
						Lines 16	Mins.	Comments		
						17				

- **Entry.** The total AM piece count of letter size CFS mail in Line 1 on the 1838-C Worksheet is 62. So, 62 is recorded in Line 1 (Letter size Mail Marked-Up CFS) Column (b) “Today AM” of the 1838 Summary. Remember from Chapter One that 62 was the AM entry on the 1838-C Worksheet and 15 was the PM entry.
- **Entry.** The total PM piece count of letter size mail in Line 1 on the 1838-C Worksheet is 40 pieces. So, 40 is recorded in Line 1 (Letter size Mail) Column (c) “Today PM” of the 1838 Summary.
- **Entry.** The total PM piece count of letter size Marked-Up Carrier mail in Line 1 on the 1838-C Worksheet is 13. So, 13 is recorded in Line 1 (Letter size Mail Marked-Up Carrier) Column (c) “Today PM” of the 1838 Summary.
- **Entry.** The total PM piece count of letter size CFS mail in Line 1 on the 1838-C Worksheet is 15. So, 15 is recorded in Line 1 (Letter size Mail Marked-Up CFS Column (c) “Today PM” of the 1838 Summary.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)													
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>						Route No. <i>4713</i>				
Description			(a)		(b)	(c)	(d)	(e)	(f)	(g)	(h)		
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces		Today		Today		Minutes		Street Time	Street	
			Router	Prior PM	1 AM	2 PM	3 PM	Prior PM	1 AM	2 PM			3 PM
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	13			82	3	Office Time	Relays
		CFS			62	15							
2. Mail of All Other Sizes	Marked-Up	Carrier			866			832		109		Street Time	Street
		CFS			24								
3. Accountable and Signature Mail	Marked-Up	Carrier			16							Office Time	Relays
		CFS			2								
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)					2317			2231		34		Auxiliary Assistance	Block No.
					12			8					
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			4							Street Time	Waiting For
		CFS											
6. Sequenced Mail	Letter-Sized	Carrier										Total Office Time	
		Other-Sized			450		450					Hours	Minutes
7. Total Delivered Pieces			DPS Pieces	3162				5851				Deduct Items (Lines 22 & 23) Waiting For Mail (Office) and All Other Office Activities Not Performed on a Continuing Basis.	
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)					45	13				5	2	22	
9. 2nd-Class Marked-Up (Exclude form 3579)												23	
10. Mail with Form 3579 Attached												48	
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13				12	4	5 00	
12. Changes in Address Recorded					4					8		Standard Office Time	
13. Insured Receipts Turned In						3					1	5 34	
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts										6	3	Minutes Over Or Under Standard	
15. Withdrawing Mail										12		Over Under	
16. Sequencing and Collating By-Pass Mail												C D 34	
17. Actual Strapping Out Time												Total Street Time	
18. Break (Local Option)										10		5 30	
19. Vehicle Inspection										5		Waiting Street Time	
20. Personal Needs, etc.										5		Net Street Time Used	
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)										26	7	E 5 30	
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)												Actual Aux. Time Used	
23. Counting Mail and Filling Out Form 1838-C Worksheet										45	3	G 10 30	
24. Totals (exclude Lines 22 and 23)										314	20	F Verified By (Initials) Date RHG	
Comments										Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations			
										Lines	Mins.	Comments	
										16			
										17			

Columns (d), (e), (f), and (g) will be discussed later as they deal with calculations rather than the simple transfer of data.

Line 2 - Mail of All Other Sizes. The total number of pieces from Line 2 of the 1838-C Worksheet, Mail of All Other Sizes, is transferred to the corresponding place on the Form 1838 Summary.

- **Entry.** The total AM piece count of Mail of All Other Sizes in Line 2 on the 1838-C Worksheet is 866 pieces. So, 866 is recorded in Line 2 (Mail of All Other Sizes) Column (b) “Today AM” of the 1838 Summary.

- **Entry.** The total AM piece count of Mail of All Other Sizes Marked-Up Carrier in Line 2 on the 1838-C Worksheet is 10. So, 10 is recorded in Line 2 (Mail of All Other Sizes Marked-Up Carrier) Column (b) “Today AM” of the 1838 Summary.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)												
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>				
Description			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)		
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Street	Other
			Router	Prior PM 1 Trip	Today AM 2 Trip		Prior PM 1 Trip	Today AM 2 Trip	Today PM 3			
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3		
		CFS			62	15						
2. Mail of All Other Sizes	Marked-Up	Carrier			866	10	832		109			
		CFS			24							
3. Accountable and Signature Mail	Marked-Up				16		14					
					2							
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus <u>Carrier</u> MarkUps)					2317		2231		34			
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8					
		CFS			4							
6. Sequenced Mail	Letter-Sized											
	Other-Sized				450		450					
7. Total Delivered Pieces			DPS Pieces 3162				5851					
8. Separating all <u>Carrier</u> , Mark-Ups (lines 1,2,3, & 5)					45	13			5	2		
9. 2nd-Class Marked-Up (Exclude form 3579)												
10. Mail with Form 3579 Attached												
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4		
12. Changes in Address Recorded					4				8			
13. Insured Receipts Turned In						3				1		
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3		
15. Withdrawing Mail									12			
16. Sequencing and Collating By-Pass Mail												
17. Actual Strapping Out Time												
18. Break (Local Option)									10			
19. Vehicle Inspection									5			
20. Personal Needs, etc.									5			
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7		
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)												
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3		
24. Totals (exclude Lines 22 and 23)									314	20		
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations					
							Lines 16	Mins.	Comments			
							17					

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- **Entry.** The total AM piece count of Mail of All Other Sizes Marked-Up CFS in Line 2 on the 1838-C Worksheet is 24. So, 24 is recorded in Line 2 (Mail of All Other Sizes Marked-Up CFS) Column (b) “Today AM” of the 1838 Summary.

Columns (d), (e), (f), and (g) will be discussed later as they deal with calculations rather than the simple transfer of data.

Line 3 - Accountable and Signature Mail. The total number of Accountable and Signature mail from Line 3 of the 1838-C Worksheet is transferred to the 1838 Summary.

- **Entry.** Here, the total Accountable and Signature Mail on the 1838-C Worksheet, Line 3, is $6 + 1 + 7 + 2 = 16$. So, 16 is recorded in Line 3 Column (b) “Today AM”.
- **Entry.** The total AM piece count of Accountable and Signature Mail Marked-Up in Line 3 on the 1838-C Worksheet is 2. So, 2 is recorded in Line 3 (Accountable and Signature Marked-Up) Column (b) “Today AM” of the 1838 Summary.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)													
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan station - 80241</i>					Route No. <i>4713</i>					
Description			(a)		(b)	(c)	(d)	(e)	(f)	(g)	(h)		
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces				Total Number Pieces Minus Mark-Ups		Minutes		Street Time	Other	
			Router	Prior PM	Today AM 1 Trip	Today PM 2 Trip	3	Prior PM	Today AM 1 Trip	Today PM 2 Trip			3
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3			
		CFS			62	15							
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109				
		CFS			10								
3. Accountable and Signature Mail	Marked-Up	Carrier			16		4						
		CFS			2								
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)					2317		2231		34				
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8						
		CFS			4								
6. Sequenced Mail	Letter-Sized										Total Office Time		
		Other-Sized			450		450				Hours	Minutes	
7. Total Delivered Pieces			DPS Pieces		3162		5851				Deduct Items (Lines 22 & 23) Waiting For Mail (Office) and All Other Office Activities Not Performed on a Continuing Basis.		
8. Separating all Carrier Mark-Ups (lines 1,2,3, & 5)					45	13			5	2	22		
9. 2nd-Class Marked-Up (Exclude form 3579)											Counting Mail and Filling Out Form 1838-C Worksheet		
10. Mail with Form 3579 Attached											23 48		
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4	Net Office Time Used		
12. Changes in Address Recorded					4				8		Standard Office Time		
13. Insured Receipts Turned In						3				1	Minutes Over Or Under Standard		
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3	Over Under		
15. Withdrawing Mail									12		C D 34		
16. Sequencing and Collating By-Pass Mail											Total Street Time		
17. Actual Strapping Out Time											5 30		
18. Break (Local Option)									10		Waiting Street Time		
19. Vehicle Inspection									5		Net Street Time Used		
20. Personal Needs, etc.									5	2	E 5 30		
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7	Actual Aux. Time Used		
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)											G Net Total Time Used		
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3	F 10 30		
24. Totals (exclude Lines 22 and 23)									314	20	Verified By (Initials) Date RHG		
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations						
							Lines	Mins.	Comments				
							16						
							17						

Column (d) will be discussed later as it deals with a calculation rather than the simple transfer of data.

Line 4 will be discussed later as it deals with calculations rather than the simple transfer of data.

Line 5 - Parcel Post Over 2 Pounds. The number of parcels over 2 pounds is transferred from Line 5 on the 1838-C Worksheet.

- **Entry.** The number of Parcel Post Over 2 pounds is 12. So, 12 is recorded in Line 5 (All Parcels Over 2 Lbs) Column (b) “Today AM” of the 1838 Summary.
- **Entry.** The total Carrier Marked-Up All Parcels of over 2 lbs is 4. So, 4 is recorded in Line 5 Column (b) “Today AM” of the 1838 Summary.

Line 6 - Sequenced Mail. The total number of Sequenced and Collated Mail is transferred from Line 6 of the 1838-C.

- **Entry.** There were 450 pieces recorded as Sequenced and Collated Other Size AM in Line 6 of the 1838-C Worksheet. So, 450 is recorded in Line 6 (Sequenced Mail Other- Sized) Column (b) “Today AM” of the 1838 Summary.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)												
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan station - 80241</i>					Route No. <i>4713</i>				
Description			(a)		(b)	(c)	(d)	(e)	(f)	(g)	(h)	
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces				Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Other
			Router	Prior PM	Today AM 1 Trip	Today PM 2 Trip		Prior PM	Today AM 1 Trip	Today PM 2 Trip		
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3	Street Time	Other
		CFS			62	15						
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109			
		CFS			10							
3. Accountable and Signature Mail	Marked-Up				16		14				Office Time	Relays
					2							
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)					2317		2231		34		Auxiliary Assistance	Block No.
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8					
		CFS			4						Street Time Waiting For	
6. Sequenced Mail	Letter-Sized											
	Other-Sized				450		450				Total Office Time	
7. Total Delivered Pieces					DPS Pieces 3162		5851				Hours	Minutes
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)						45	13		5	2	5	48
9. 2nd-Class Marked-Up (Exclude form 3579)											Deduct Items (Lines 22 & 23) Waiting For Mail (Office) and All Other Office Activities Not Performed on a Continuing Basis.	
10. Mail with Form 3579 Attached											22	48
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)						45	13		12	4	5	00
12. Changes in Address Recorded						4			8		5	34
13. Insured Receipts Turned In							3			1	Minutes Over Or Under Standard	
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3	Over	Under
15. Withdrawing Mail									12		C	D 34
16. Sequencing and Collating By-Pass Mail											Total Street Time	
17. Actual Strapping Out Time											5	30
18. Break (Local Option)									10		Waiting Street Time	
19. Vehicle Inspection									5		Net Street Time Used	
20. Personal Needs, etc.									5	2	E	5 30
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7	Actual Aux. Time Used	
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)											G	
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3	F	10 30
24. Totals (exclude Lines 22 and 23)									314	20	Verified By (Initials) Date RHG	
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations					
							Lines 16	Mins.	Comments			
							17					

Line 7 - Total Deliverable Pieces. The total number of DPS volume pieces is transferred from the 1838-C Worksheet to the 1838 Summary.

- **Entry.** The number of DPS Volume pieces found in Line 7(a) of the 1838-C Worksheet is 3,162. So, “3162” is recorded in Line 7 (Total Delivered Pieces) Column (a) of the 1838 Summary.

Column (d) will be discussed later as it deals with a calculation rather than the simple transfer of data.

Line 8 will be discussed later because it does not involve transferring an entry from the 1838-C.

Line 9 - Periodical (2nd Class) Marked-Up (Exclude Form 3579). The total number of Carrier Marked-Up pieces, excluding pieces for which Form 3579 was prepared, is transferred from Line 9 on the 1838-C Worksheet.

- **No Entry.** There are no entries on the 1838-C Worksheet so there is no entry to transfer.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)													
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan station - 80241</i>					Route No. <i>4713</i>					
Description			(a)		(b)	(c)	(d)	(e)	(f)	(g)	(h)		
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces				Total Number Pieces Minus Mark-Ups		Minutes		Street Time	Other	
			Router	Prior PM	Today AM 1 Trip	Today PM 2 Trip		Prior PM	Today AM 1 Trip	Today PM 2 Trip			3
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3			
		CFS			62	15							
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109				
		CFS			24								
3. Accountable and Signature Mail	Marked-Up				16		14						
					2								
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)					2317		2231		34				
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8						
		CFS			4								
6. Sequenced Mail	Letter-Sized										Total Office Time		
		Other-Sized			450		450				Hours	Minutes	
7. Total Delivered Pieces			DPS Pieces		3162		5851				Deduct Items (Lines 22 & 23) Waiting For Mail (Office) and All Other Office Activities Not Performed on a Continuing Basis.		
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)					45	13			5	2	22		
9. 2nd-Class Marked-Up (Exclude form 3579)											Counting Mail and Filling Out Form 1838-C Worksheet		
10. Mail with Form 3579 Attached											23 48		
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4	Net Office Time Used		
12. Changes in Address Recorded					4				8		Standard Office Time		
13. Insured Receipts Turned In						3				1	Minutes Over Or Under Standard		
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3	Over Under		
15. Withdrawing Mail									12		C D 34		
16. Sequencing and Collating By-Pass Mail											Total Street Time		
17. Actual Strapping Out Time											5 30		
18. Break (Local Option)									10		Waiting Street Time		
19. Vehicle Inspection									5		Net Street Time Used		
20. Personal Needs, etc.									5	2	E 5 30		
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7	Actual Aux. Time Used		
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)											G Net Total Time Used		
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3	F 10 30		
24. Totals (exclude Lines 22 and 23)									314	20	Verified By (Initials) Date RHG		
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations						
							Lines 16	Mins.	Comments				
							17						

Line 10 - Mail With Form 3579 Attached.

The number of marked-up pieces for which Form 3579 was prepared is transferred from section 10 on the 1838-C Worksheet.

- **No Entry.** There are no entries on the 1838-C Worksheet so there is no entry to transfer.

Line 11 will be discussed later because it does not involve transferring an entry from the 1838-C.

Line 12 - Change of Address Recorded. The total number of change of addresses is transferred from Line 12 on the 1838-C Worksheet. This includes changes initiated by Forms 3575, 3546, 3575Z, etc.

- **Entry.** There were 4 change of addresses recorded. So, 4 is recorded in Line 12 Column (b), of the 1838 Summary.

Columns (e), (f), and (g) will be discussed later as they deal with calculations rather than the simple transfer of data.

United States Postal Service		Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)												
Post Office			Delivery Unit and ZIP Code						Route No.					
Denver, Colorado			Sullivan Station - 80241						4713					
Description			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Street	Transportation	Other	
			Router	Prior PM	Today AM		Today PM	Prior PM	Today AM					Today PM
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS					1 Trip	2 Trip	3		1 Trip	2 Trip	3			
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3				
		CFS			29	13								
					62	15								
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109					
		CFS			10									
					24									
3. Accountable and Signature Mail					16		14							
	Marked-Up				2									
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier Mark-Ups)					2317		2231		34					
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8							
		CFS			4									
6. Sequenced Mail	Letter-Sized													
	Other-Sized				450		450							
7. Total Delivered Pieces		DPS Pieces			3162		5851							
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)					45	13			5	2				
9. 2nd-Class Marked-Up (Exclude form 3579)														
10. Mail with Form 3579 Attached														
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4				
12. Changes in Address Recorded					4				8					
13. Insured Receipts Turned In						3				1				
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3				
15. Withdrawing Mail									12					
16. Sequencing and Collating By-Pass Mail														
17. Actual Strapping Out Time														
18. Break (Local Option)									10					
19. Vehicle Inspection									5					
20. Personal Needs, etc.									5					
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7				
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)														
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3				
24. Totals (exclude Lines 22 and 23)									314	20				
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations							
							Lines 16	Mins.	Comments					
							17							

Line 13 - Insured Receipts Turned In. The number of insured receipts turned in from Line 13 is transferred from the 1838-C Worksheet.

- **Entry.** Three insured receipts were turned in upon return from the street. So, 3 is recorded under Line 13 Column (c), "Today PM" of the 1838 Summary.

Columns (e), (f), and (g) will be discussed later as they deal with calculations rather than the simple transfer of data.

Line 14 - Registered-Certified-COD-Customs and Postage Due-Keys-Form 3868-Signing For, Returning Funds and Receipts. The total minutes of actual time spent on Line 14 is transferred from the 1838-C Worksheet to the appropriate AM and PM Columns on the 1838 Summary.

- **Entry.** The 1838-C Worksheets have two Line 14 entries, an AM entry of 6 minutes, and a PM entry of 3 minutes. The actual times of 6 and 3 are entered on the 1838 Summary. So, 6 is recorded in Line 14 Column (f) "Today AM" and 3 is recorded in Line 14 Column (g) "Today PM."

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)														
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>						
Description			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Street	Transportation	Other	
			Router	Prior PM	Today AM		Today PM	Prior PM	Today AM					Today PM
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS					1 Trip	2 Trip	3		1 Trip	2 Trip	3			
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3				
		CFS			62	15								
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109					
		CFS			10									
3. Accountable and Signature Mail					16		14							
	Marked-Up				2									
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)					2317		2231		34					
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8							
		CFS			4									
6. Sequenced Mail	Letter-Sized													
	Other-Sized				450		450							
7. Total Delivered Pieces			DPS Pieces		3162		5851							
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)					45	13			5	2				
9. 2nd-Class Marked-Up (Exclude form 3579)														
10. Mail with Form 3579 Attached														
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4				
12. Changes in Address Recorded					4				8					
13. Insured Receipts Turned In						3				1				
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3				
15. Withdrawing Mail									12					
16. Sequencing and Collating By-Pass Mail														
17. Actual Strapping Out Time														
18. Break (Local Option)									10					
19. Vehicle Inspection									5					
20. Personal Needs, etc.									5	2				
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7				
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)														
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3				
24. Totals (exclude Lines 22 and 23)									314	20				
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations							
							Lines 16	Mins.	Comments					
							17							

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Note: the M -39 provides a “base minimum time” of 6 minutes for Line 14. If the actual time exceeds the minimum, then the actual time is recorded. If not, then the base minimum time is recorded. In the example the total of 9 minutes exceeds the base minimum of 6 minutes.

Line 15 - Withdrawing Mail. The total minutes of actual time spent on Line 15 is transferred from the 1838-C Worksheets.

- **Entry.** The 1838-C Worksheets have six Line 15 entries, showing the first entry of 3 minutes, the second of 1 minute, the third of 2 minutes, the fourth of 1 minute, the fifth of 4 minutes, and the sixth of 1 minute. All Line 15 functions were performed in the AM.

The actual time of 12 is entered on the 1838 Summary. So, 12 is recorded in Line 15 Column (f).

Note: The M -39 provides a “base minimum time” of 5 minutes for Line 15. If the actual time exceeds the minimum, then the actual time is recorded. If not, then the base minimum time is recorded. In the example the total of 12 minutes exceeds the base minimum of 5 minutes.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)														
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>						
Description			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Street	Transportation	Other	
			Router	Prior PM	Today AM		Today PM	Prior PM	Today AM					Today PM
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS					1 Trip	2 Trip	3		1 Trip	2 Trip	3			
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3				
		CFS			62	15								
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109					
		CFS			24									
3. Accountable and Signature Mail	Marked-Up				16		14							
					2									
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus <u>Carrier</u> MarkUps)					2317		2231		34					
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8							
		CFS			4									
6. Sequenced Mail	Letter-Sized										Total Office Time			
		Other-Sized			450		450				Hours	Minutes		
7. Total Delivered Pieces			DPS Pieces		3162		5851				Deduct Items (Lines 22 & 23) Waiting For Mail (Office) and All Other Office Activities Not Performed on a Continuing Basis.			
8. Separating all <u>Carrier</u> , Mark-Ups (lines 1,2,3, & 5)					45	13			5	2	22			
9. 2nd-Class Marked-Up (Exclude form 3579)											Counting Mail and Filling Out Form 1838-C Worksheet			
10. Mail with Form 3579 Attached											23 48			
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4	Net Office Time Used			
12. Changes in Address Recorded					4				8		Standard Office Time			
13. Insured Receipts Turned In						3				1	Minutes Over Or Under Standard			
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3	Over Under			
15. Withdrawing Mail									12		C D 34			
16. Sequencing and Collating By-Pass Mail											Total Street Time			
17. Actual Strapping Out Time											5 30			
18. Break (Local Option)									10		Waiting Street Time			
19. Vehicle Inspection									5		Net Street Time Used			
20. Personal Needs, etc.									5		E 5 30			
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7	Actual Aux. Time Used			
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)											G			
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3	Net Total Time Used			
24. Totals (exclude Lines 22 and 23)									314	20	F 10 30			
Comments			Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations											
			Lines 16	Mins.	Comments									
			17											

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Line 16 - Sequencing and Collating By-Pass Mail. The time spent sequencing or collating By-pass mail is transferred from Line 16 on the 1838-C Worksheet.

- **No Entry.** There are no entries on the 1838-C Worksheet so there is no entry to transfer.

Line 17 - Actual Strapping out Time. Actual strapping out time is transferred from Line 17 on the 1838-C Worksheet. This Line is used only in limited circumstances.

M -39 Section 222.214b(3)(d) states, Line 17 is to be used on those motorized curb delivery routes where the majority of the case separations contain more than two addresses per separation. In these instances, the carrier records the actual time to place the mail in the exact sequence of delivery instead of 1 minute for each 70 pieces. Consistent with the efficiency of the operation mail must be placed in delivery sequence bundle(s) during strapping out. (Make no entry on Line 17 if Line 4 is used).

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)													
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>					
Description			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Street	Transportation	Other
			Router	Prior PM	Today AM		Today PM	Prior PM	Today AM				
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS					1476	40	1385		82	3			
1. Letter-Size Mail	Marked-Up	Carrier			29	13							
		CFS			62	15							
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109				
		CFS			10								
3. Accountable and Signature Mail	Marked-Up				16		14						
					2								
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier Mark-Ups)					2317		2231		34				
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8						
		CFS			4								
6. Sequenced Mail	Letter-Sized												
		Other-Sized			450		450						
7. Total Delivered Pieces			DPS Pieces				5851						
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)					45	13			5	2			
9. 2nd-Class Marked-Up (Exclude form 3579)													
10. Mail with Form 3579 Attached													
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4			
12. Changes in Address Recorded					4				8				
13. Insured Receipts Turned In						3				1			
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3			
15. Withdrawing Mail									12				
16. Sequencing and Collating By-Pass Mail													
17. Actual Strapping Out Time													
18. Break (Local Option)									10				
19. Vehicle Inspection									5				
20. Personal Needs, etc.									5				
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7			
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)													
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3			
24. Totals (exclude Lines 22 and 23)									314	20			
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations						
							Lines 16	Mins.	Comments				
							17						

- **No Entry.** There are no entries on the 1838-C Worksheet so there is no entry to transfer.

Line 18 - Break (Local Option). The office break time from the 1838-C is transferred to the 1838 Summary.

- **Entry.** The actual time from the 1838-C Worksheet Line 18 is transferred to Line 18 Column (f) on the 1838 Summary. So, 10 is recorded in Line 18 Column (f)

Line 19 - Vehicle Inspection. The total minutes of actual time spent on Line 19 is transferred from the 1838-C Worksheet.

- **Entry.** The 1838-C Worksheet has one Line 19 AM time entry of 5 minutes. So, 5 is recorded in Line 14 Column (f).

Note: The M -39 provides a “base minimum time” of 3 minutes for Line 19. If the actual time exceeds the minimum, then the actual time is recorded. If not, then the base minimum time is recorded. In the example the total of 5 minutes exceeds the base minimum of 3 minutes.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)										
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>		
Description			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time
			Prior PM	Today AM	Today PM		Prior PM	Today AM	Today PM	
			Router	1 Trip	2 Trip	3	1 Trip	2 Trip	3	
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385	82	3	
		CFS			29	13				
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832	109		
		CFS			62	15				
3. Accountable and Signature Mail	Marked-Up	Carrier			16		14			
		CFS			10					
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus <u>Carrier</u> MarkUps)	Marked-Up	Carrier			2317		2231	34		
		CFS			24					
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8			
		CFS			4					
6. Sequenced Mail	Letter-Sized	Carrier								
		CFS								
7. Total Delivered Pieces	Other-Sized	Carrier			450		450			
		CFS								
8. Separating all <u>Carrier</u> , Mark-Ups (lines 1,2,3, & 5)			DPS Pieces 3162							
9. 2nd-Class Marked-Up (Exclude form 3579)										
10. Mail with Form 3579 Attached										
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13		12	4	
12. Changes in Address Recorded					4			8		
13. Insured Receipts Turned In						3			1	
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts								6	3	
15. Withdrawing Mail								12		
16. Sequencing and Collating By-Pass Mail										
17. Actual Strapping Out Time										
18. Break (Local Option)								10		
19. Vehicle Inspection								5		
20. Personal Needs, etc.								5	2	
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)								26	7	
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)										
23. Counting Mail and Filling Out Form 1838-C Worksheet								45	3	
24. Totals (exclude Lines 22 and 23)								314	20	
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations			
							Lines 16	Mins.	Comments	
							17			

Total Office Time
 Hours **5** Minutes **48**
 Deduct Items (Lines 22 & 23)
 Waiting For Mail (Office) and All
 Other Office Activities Not
 Performed on a Continuing Basis.

Total Street Time
 Hours **5** Minutes **30**
 Waiting Street Time

Net Street Time Used
 Hours **5** Minutes **30**
 Actual Aux. Time Used

Net Total Time Used
 Hours **10** Minutes **30**
 Verified By (Initials)
 Date **RHG**

Line 20 - Personal Needs, Etc. The carrier automatically receives 5 minutes credit for personal needs.

- **Entry.** So, 5 is circled in Line 20 Column (f) AM.

See Chapter One Page 1 - 44 through 1 - 46 for a more detailed explanation of personal needs.

Line 21 - Recurring Office Work Not Covered by Form (Use Comments Section). The total actual time spent on Line 21 functions is transferred from the 1838-C Worksheets.

- **Entry.** The 1838-C Worksheets have fifteen Line 21 entries, twelve of which were performed in the AM for a total of 26 minutes, and three of which were performed in the PM for a total of 7 minutes. So, 26 is recorded in Line 21 Column (f) "Today AM" and, 7 is recorded in Line 21 Column (g) "Today PM".

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)															
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>							
Description			(a) Number of Pieces			(b)	(c)	(d)	(e)	(f)	(g)	(h)			
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Router	Prior PM	Today AM 1 Trip	Today PM 2 Trip	Today PM 3 Trip	Total Number Pieces Minus Mark-Ups	Prior PM	Today AM 1 Trip	Today PM 2 Trip	Today PM 3 Trip	Street Time	Street	Other
1. Letter-Size Mail						1476	40	1385		82	3				
Marked-Up			Carrier			29	13								
			CFS			62	15								
2. Mail of All Other Sizes						866		832		109					
Marked-Up			Carrier			10									
			CFS			24									
3. Accountable and Signature Mail						16		14							
Marked-Up						2									
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus <u>Carrier</u> MarkUps)						2317		2231		34					
5. All Parcels Over 2 Lbs.						12		8							
Marked-Up			Carrier			4									
			CFS												
6. Sequenced Mail			Letter-Sized												
			Other-Sized			450		450							
7. Total Delivered Pieces			DPS Pieces	3162				5851							
8. Separating all <u>Carrier</u> , Mark-Ups (lines 1,2,3, & 5)						45	13			5	2				
9. 2nd-Class Marked-Up (Exclude form 3579)															
10. Mail with Form 3579 Attached															
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)						45	13			12	4				
12. Changes in Address Recorded						4				8					
13. Insured Receipts Turned In							3				1				
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts										6	3				
15. Withdrawing Mail										12					
16. Sequencing and Collating By-Pass Mail															
17. Actual Strapping Out Time															
18. Break (Local Option)										10					
19. Vehicle Inspection										5					
20. Personal Needs, etc.										5					
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)										26	7				
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)															
23. Counting Mail and Filling Out Form 1838-C Worksheet										45	3				
24. Totals (exclude Lines 22 and 23)										314	20				
Comments										Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations					
										Lines 16	Mins.	Comments			
										17					

Note: the M -39 provides a “base minimum time” of 9 minutes for Line 21. If the actual time exceeds the minimum, then the actual time is recorded. If not, then the base minimum time is recorded. In the example the total of 33 minutes exceeds the base minimum of 9 minutes.

Note - Management Corrections. Management may make corrections if a letter carrier has made entries on Line 21 that belong elsewhere. For instance, if a letter carrier recorded time counting mail under Line 21 instead of Line 23, the manager would mark it out on the 1838-C Worksheet, make the proper entry under Line 23, and initial the change on the 1838-C Worksheet. The corrected information would be transferred to the Form 1838 Summary.

Line 22 - Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section). The total minutes of actual time spent on Line 22 functions is transferred from the 1838-C Worksheet.

- **No Entry.** There are no entries on the 1838-C Worksheet so there is no entry to transfer.

Line 23 - Counting Mail and Filling Out Form 1838-C Worksheet. The total minutes of actual time spent on Line 23 functions is transferred from the 1838-C Worksheets.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)												
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>				
Description			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)		
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Street	Other
			Router	Prior PM 1 Trip	Today AM 2 Trip		Today PM 3 Trip	Prior PM 1 Trip	Today AM 2 Trip			
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3		
		CFS			62	15						
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109			
		CFS			10							
3. Accountable and Signature Mail					16		14					
	Marked-Up				2							
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus <u>Carrier</u> Mark-Ups)					2317		2231		34			
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8					
		CFS			4							
6. Sequenced Mail	Letter-Sized											
	Other-Sized				450		450					
7. Total Delivered Pieces			DPS Pieces 3162				5851					
8. Separating all <u>Carrier</u> , Mark-Ups (lines 1,2,3, & 5)					45	13			5	2		
9. 2nd-Class Marked-Up (Exclude form 3579)												
10. Mail with Form 3579 Attached												
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4		
12. Changes in Address Recorded					4				8			
13. Insured Receipts Turned In						3				1		
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3		
15. Withdrawing Mail									12			
16. Sequencing and Collating By-Pass Mail												
17. Actual Strapping Out Time												
18. Break (Local Option)									10			
19. Vehicle Inspection									5			
20. Personal Needs, etc.												
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7		
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)												
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3		
24. Totals (exclude Lines 22 and 23)									314	20		
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations					
							Lines 16	Mins.	Comments			
							17					

5
2

- **Entry.** The 1838-C Worksheets have eleven Line 23 entries, nine of which were performed in the AM for a total of 45 minutes, and two of which were performed in the PM for a total of 3 minutes. So, 45 is recorded in Line 23 Column (f) “Today AM” and, 3 in Line 23 Column (g) “Today PM”.

Note - The Day of Inspection. On the day of inspection, the route examiner counts the mail and fills out the 1838-C Worksheet. The only Line 23 entry would be the time spent by the carrier verifying management’s mail count – which is the carrier’s right.

There are three additional entries on the 1838 Summary that are taken from the 1838-C Worksheet.

Total Office Time: The total office time entered on the 1838 Summary in Column (h) is made in minutes. The total office time is calculated from the Clock Rings on the 1838-C Worksheet, which are in hundredths.

The 1838-C Worksheet Clock Ring section shows that the carrier had 5.50 AM Office Time (12.50 minus 07.00). The carrier also had .30 PM Office Time (18.80 minus 18.50). Adding the two times, 5.50 and .30 equals a “Total Office Time” of 5.80 in hundredths of an hour. The hundredths must be converted to minutes before the time is entered on the 1838 Summary.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)												
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan station - 80241</i>					Route No. <i>4713</i>				
Description			(a)		(b)	(c)	(d)	(e)	(f)	(g)	(h)	
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces				Total Number Pieces Minus Mark-Ups	Prior PM	Minutes		Street Time	Other
			Router	Prior PM	Today AM 1 Trip	Today PM 2 Trip	3	Prior PM	Today AM 1 Trip	Today PM 2 Trip		
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3	Street Time	Other
		CFS			62	15						
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109		Street Time	Other
		CFS			10							
3. Accountable and Signature Mail	Marked-Up				16		14				Office Time	Relays
					2							
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)					2317		2231		34		Auxiliary Assistance	Street Time Waiting For
					12		8					
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			4						Block No.	Street Time Waiting For
		CFS										
6. Sequenced Mail	Letter-Sized										Total Office Time	
	Other-Sized				450		450				Hours	Minutes
7. Total Delivered Pieces			DPS Pieces	3162			5851				Deduct Items (Lines 22 & 23) Waiting For Mail (Office) and All Other Office Activities Not Performed on a Continuing Basis.	
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)					45	13			5	2	22	
9. 2nd-Class Marked-Up (Exclude form 3579)											Counting Mail and Filling Out Form 1838-C Worksheet	
10. Mail with Form 3579 Attached											23 48	
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4	Net Office Time Used	
12. Changes in Address Recorded					4				8		Standard Office Time	
13. Insured Receipts Turned In						3				1	Minutes Over Or Under Standard	
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3	Over Under	
15. Withdrawing Mail									12		C D 34	
16. Sequencing and Collating By-Pass Mail											Total Street Time	
17. Actual Strapping Out Time											5 30	
18. Break (Local Option)									10		Waiting Street Time	
19. Vehicle Inspection									5		Net Street Time Used	
20. Personal Needs, etc.									5	2	E 5 30	
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7	Actual Aux. Time Used	
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)											Time Used	
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3	Verified By (Initials) Date RHG	
24. Totals (exclude Lines 22 and 23)									314	20		
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations					
							Lines 16	Mins.	Comments			
							17					

The simple formula for converting hundredths of an hour to minutes is to multiply the hundredths by .6. Using the office time from the 1838-C Worksheet as an example:

80 multiplied by .6 equals 48.0 minutes.

- **Entry.** Total office time is 5:48.

Total Street Time: The total street time entered on the 1838 Summary in Column (h) is made in minutes. The total street time is calculated from the Clock Rings on the 1838-C which are in hundredths.

The 1838-C Worksheet Clock Ring section shows that the carrier had 5.50 Street Time (18.50 minus 12.50 minus .50 for lunch). The hundredths must be converted to minutes before the time is entered on the 1838 Summary.

The simple formula for converting hundredths of an hour to minutes is to multiply the hundredths by .6. Using the street time from the 1838-C Worksheet as an example:

50 multiplied by .6 equals 30.0 minutes.

- **Entry.** Total Street time is 5:30.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)													
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>					
Description			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)			
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Street	Transportation	Other
			Router	Prior PM 1 Trip	Today AM 2 Trip		Prior PM 1 Trip	Today AM 2 Trip	Today PM 3				
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3			
		CFS				29							
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109				
		CFS				62							
3. Accountable and Signature Mail	Marked-Up	Carrier			16		14						
		CFS				2							
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus <u>Carrier</u> MarkUps)					2317		2231		34				
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8						
		CFS				4							
6. Sequenced Mail	Letter-Sized	Carrier											
		CFS											
7. Total Delivered Pieces			DPS Pieces 3162				5851				Total Office Time Hours 5 Minutes 48		
8. Separating all <u>Carrier</u> , Mark-Ups (lines 1,2,3, & 5)					45	13			5	2	Deduct Items (Lines 22 & 23) Waiting For Mail (Office) and All Other Office Activities Not Performed on a Continuing Basis.		
9. 2nd-Class Marked-Up (Exclude form 3579)											22 Counting Mail and Filling Out Form 1838-C Worksheet		
10. Mail with Form 3579 Attached											23 Net Office Time Used		
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4	5 00		
12. Changes in Address Recorded					4				8		Standard Office Time 5 34		
13. Insured Receipts Turned In						3				1	Minutes Over Or Under Standard		
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3	Over Under		
15. Withdrawing Mail									12		C D 34		
16. Sequencing and Collating By-Pass Mail											Total Street Time 5 30		
17. Actual Strapping Out Time											Waiting Street Time		
18. Break (Local Option)									10				
19. Vehicle Inspection									5		Net Street Time Used		
20. Personal Needs, etc.									5	2	E 5 30		
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7	Actual Aux. Time Used		
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)											G Net Total Time Used		
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3	F 10 30		
24. Totals (exclude Lines 22 and 23)									314	20	Verified By (Initials) Date RHG		
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations						
							Lines 16	Mins.	Comments				
							17						

Waiting Street Time. If a carrier has recorded any street waiting time in the comments section of the Form 1838-C Worksheet, the time is transferred to the “Waiting Street Time” box on the 1838 Summary Column (h), and explained in the box found in the top section of Column (h) (M -39 Section 222.216g).

- **No Entry.** There are no “street waiting” comments on the 1838-C Worksheet so there is no entry to transfer.

The 1838-C Worksheets may now be set aside. At this point they are no longer needed for verification of the accuracy of the entries on the 1838 Summary.

Before you begin checking the calculations on the 1838 Summary you must ensure that any auxiliary assistance time used has been entered on the 1838 Summary.

Street time assistance should be taken from Form 3996; office time assistance should be taken from Form 1838-C prepared by the employee providing the assistance. Street assistance is indicated by (ST) and office time is indicated by (OT). The street and block numbers must be shown in the box found in the top section of Column (h) (M -39 Section 222.216i).

- **No Entry.** There was no auxiliary assistance provided so there is no entry.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)													
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan station - 80241</i>					Route No. <i>4713</i>					
Description			(a)		(b)	(c)	(d)	(e)	(f)	(g)	(h)		
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces				Total Number Pieces Minus Mark-Ups		Minutes		Street Time	Other	
			Router	Prior PM	Today AM 1 Trip	Today PM 2 Trip		Prior PM	Today AM 1 Trip	Today PM 2 Trip			3
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3			
		CFS			62	15							
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109				
		CFS			24								
3. Accountable and Signature Mail	Marked-Up				16		14						
					2								
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)					2317		2231		34				
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8						
		CFS			4								
6. Sequenced Mail		Letter-Sized									Total Office Time		
		Other-Sized			450		450				Hours	Minutes	
7. Total Delivered Pieces			DPS Pieces		3162		5851				Deduct Items (Lines 22 & 23) Waiting For Mail (Office) and All Other Office Activities Not Performed on a Continuing Basis.		
8. Separating all Carrier Mark-Ups (lines 1,2,3, & 5)					45	13			5	2	22		
9. 2nd-Class Marked-Up (Exclude form 3579)											Counting Mail and Filling Out Form 1838-C Worksheet		
10. Mail with Form 3579 Attached											23 48		
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4	5 00		
12. Changes in Address Recorded					4				8		Standard Office Time		
13. Insured Receipts Turned In						3				1	5 34		
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3	Minutes Over Or Under Standard		
15. Withdrawing Mail									12		Over Under		
16. Sequencing and Collating By-Pass Mail											C D 34		
17. Actual Strapping Out Time											Total Street Time		
18. Break (Local Option)											5 30		
19. Vehicle Inspection											Waiting Street Time		
20. Personal Needs, etc.											Net Street Time Used		
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)											E 5 30		
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)											Actual Aux. Time Used		
23. Counting Mail and Filling Out Form 1838-C Worksheet									26	7	F 10 30		
24. Totals (exclude Lines 22 and 23)									314	20	Verified By (Initials) Date RHG		
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations						
							Lines	Mins.	Comments				
							16						
							17						

1838 Summary-Verifying Line 7 and Column (d).

The majority of the calculations on Form 1838 will directly impact the evaluated standard time of the route. However, Line 7 and Column (d) will not. They are used only to calculate the total number of delivered pieces. This total is not used to calculate the evaluated standard time of the route.

Column (d)-Total Number Pieces Minus Mark- Ups.

In calculating the total delivered pieces for the day, only the Prior PM Column (a) and Today AM Column (b) entries are used. The Today PM Column (c) entries are calculated in the next day's "Total Delivered Pieces."

- **Entry–Column (d) Line 1.** There were 1,476 AM cased letters, minus 91 Marked- Up pieces (29 Carrier and 62 CFS) for a total of 1,385 letter size delivered pieces. So, "1385" is entered in Line 1 Column(d).
- **Entry–Column (d) Line 2.** There were 866 AM cased pieces of other size mail, minus 34 Marked-Up pieces (10 Carrier and 24 CFS) for a total of 832 other size delivered pieces. So, 832 is entered in Line 2 Column (d).

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)																
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan station - 80241</i>					Route No. <i>4713</i>								
Description			(a)		(b)	(c)	(d)	(e)	(f)	(g)	(h)					
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces				Total Number Pieces Minus Mark-Ups	Prior PM	Today AM	Today PM	Street Time	Street	Transportation	Relays	Street Time Waiting For	
			Router	1 Trip	2 Trip	3		1 Trip	2 Trip	3						
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		2	3						
		CFS			62	15										
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		9							
		CFS			24											
3. Accountable and Signature Mail	Marked-Up				16		14									
					2											
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)					2317		2231		34							
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8									
		CFS			4											
6. Sequenced Mail	Letter-Sized															
	Other-Sized				450		450									
7. Total Delivered Pieces			DPS Pieces	3162			5851									
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)					45	13			5	2						
9. 2nd-Class Marked-Up (Exclude form 3579)																
10. Mail with Form 3579 Attached																
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4						
12. Changes in Address Recorded					4				8							
13. Insured Receipts Turned In						3				1						
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3						
15. Withdrawing Mail									12							
16. Sequencing and Collating By-Pass Mail																
17. Actual Strapping Out Time																
18. Break (Local Option)									10							
19. Vehicle Inspection									5							
20. Personal Needs, etc.									5	2						
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7						
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)																
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3						
24. Totals (exclude Lines 22 and 23)									314	20						
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations									
							Lines 16	Mins.	Comments							
							17									

- **Entry–Column (d) Line 3.** There were 16 Accountable and Signature Mail pieces, minus 2 Marked-Up for a total of 14. So, 14 is entered in Line 3 Column (d).
- **Entry–Column (d) Line 4.** Line 4 is a sub- total of Column (d) Lines 1, 2, and 3. Add 1,385 plus 832 plus 14 for a total of 2231. So, “2231” is entered in Line 4 Column (d).
- **Entry–Column (d) Line 5.** There were 12 Parcels Over 2 lbs, minus 4 Marked-Up Carrier for a total of 8 delivered Parcels Over 2 lbs. So, 8 is entered in Line 5 Column (d).
- **Entry–Column (d) Line 6.** There were 450 pieces of Other-Sized Sequenced Mail. So, 450 is entered in Line 6 Column (d).
- **Entry–Column (d) Line 7.** The total of all delivered pieces in Line 7 Column (d) is calculated by adding the DPS pieces entered in Line 7 Column (a) (3162), the sub total entered in Line 4 Column (d) (2231), the entry in Line 5 Column (d) (8), and the entries in Line 6 Column (d) (450), for a total of 5851 (3162 plus 2231 plus 8 plus 450). So, 5851 is entered in Line 7 Column (d).

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)													
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>					
Description			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Street	Transportation	Other
			Prior PM	Today AM	Today PM		Prior PM	Today AM	Today PM				
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Router	1 Trip	2 Trip	3	1 Trip	2 Trip	3				
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3			
		CFS				29							
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109				
		CFS				62							
3. Accountable and Signature Mail	Marked-Up	Carrier			16		14						
		CFS				2							
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier Mark-Ups)					2317		2231		4				
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8						
		CFS				4							
6. Sequenced Mail	Letter-Sized	Carrier											
		CFS											
7. Total Delivered Pieces			DPS Pieces		3162		5851				Total Office Time Hours 5 Minutes 48		
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)					45				5	2	Deduct Items (Lines 22 & 23) Waiting For Mail (Office) and All Other Office Activities Not Performed on a Continuing Basis.		
9. 2nd-Class Marked-Up (Exclude form 3579)											22 Counting Mail and Filling Out Form 1838-C Worksheet		
10. Mail with Form 3579 Attached											23 Net Office Time Used		
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4	5 00		
12. Changes in Address Recorded					4				8		Standard Office Time		
13. Insured Receipts Turned In						3				1	5 34		
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3	Minutes Over Or Under Standard		
15. Withdrawing Mail									12		Over Under		
16. Sequencing and Collating By-Pass Mail											C D 34		
17. Actual Strapping Out Time											Total Street Time		
18. Break (Local Option)									10		5 30		
19. Vehicle Inspection									5		Waiting Street Time		
20. Personal Needs, etc.									5		Net Street Time Used		
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7	E 5 30		
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)											Actual Aux. Time Used		
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3	G		
24. Totals (exclude Lines 22 and 23)									314	20	Net Total Time Used		
											F 10 30		
											Verified By (Initials)		
											Date RHG		
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations						
							Lines 16	Mins.	Comments				
							17						

Time Allowances for Carrier Office Work.

These time allowances are found in both Exhibit 222.214a(4) of the M -39 Handbook, and Exhibit 121.12 of the M -41 Handbook (retrieve from page A- 12 in the appendix at the end of this chapter). The Exhibits indicate the time allowances for Lines 1, 2, 4, 8, 9, 10, 11, 12, and 13 that are used as part of the “Standard Office Time” calculations.

Before beginning, it is important to understand that the calculations entered in Columns (e), (f), and (g) will determine the “Standard Office Time” for the route each day. The minutes in Column (e) are calculated based on the piece counts from Column (a). The minutes in Column (f) are calculated based on the piece counts from Column (b). The minutes in Column (g) are calculated based on the piece counts from Column (c).

There are no Column (a) or (e) entries on the 1838 because there was no Prior PM cased mail from the previous work day.

United States Postal Service		Carrier's Count		Mail-Letter Carrier		Routes (Mngt. Summary)	
Post Office		Delivery Point Code		Route No.			
Denver, Colorado		Sullivan Station - 8024		4713			
Description		Number of Pieces			Minutes		
Check Appropriate Block(s)							
<input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS							
		Router	Prior PM	Today AM	Today PM	Total Number Pieces Minus Mark-Ups	Prior PM
			1 Trip	2 Trip	3 Trip		1 Trip
							2 Trip
							3 Trip
1. Letter-Size Mail				1476	40	1385	82
Marked-Up		Carrier		29	13		3
		CFS		62	15		
2. Mail of All Other Sizes				866		832	109
Marked-Up		Carrier		10			
		CFS		24			
3. Accountable and Signature Mail				16			
Marked-Up				2			
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)				2317		2231	34
5. All Parcels Over 2 Lbs.				12		8	
Marked-Up		Carrier		4			
		CFS					
6. Sequenced Mail		Letter-Sized					
		Other-Sized		450	450		
7. Total Delivered Pieces		DPS Pieces	3162			5851	
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)				45	13		5
9. 2nd-Class Marked-Up (Exclude form 3579)							2
10. Mail with Form 3579 Attached							
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)				45	13		12
12. Changes in Address Recorded				4			8
13. Insured Receipts Turned In					3		1
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts							6
15. Withdrawing Mail							12
16. Sequencing and Collating By-Pass Mail							
17. Actual Strapping Out Time							
18. Break (Local Option)							10
19. Vehicle Inspection							5
20. Personal Needs, etc.							5
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)							26
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)							7
23. Counting Mail and Filling Out Form 1838-C Worksheet							45
24. Totals (exclude Lines 22 and 23)							314
							20
Comments		Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations					
		Lines	Mins.	Comments			
		16					
		17					

- **Entry–Column (f) Line 1.** There were 1,476 Today AM cased letter size pieces. The time allowance for casing letter size mail is 18 pieces per minute. So, 82 (1,476 divided by 18 equals 82) is entered in Line 1 Column (f).
- **Entry–Column (g) Line 1.** There were 40 pieces of Today PM cased letter size mail. So, 3 (40 divided by 18 equals 2.22, rounding up) is entered in Line 1 Column (g).
- **Entry–Column (f) Line 2.** There were 866 Today AM cased other size pieces. The time allowance for casing other size mail is 8 pieces per minute. So, 109 (866 divided by 8 equals 108.25, rounding up) is entered in Line 2 Column (f).

Line 4. The time allowance for pulling down (strapping out) is 70 pieces per minute.

- If mail was cased in the Prior PM, and pulled down today, management divides the number of pieces in Line 4 Column (a)

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)													
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>					
Description			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Street	Transportation	Other
			Prior PM	Today AM	Today PM		Prior PM	Today AM	Today PM				
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Router	1 Trip	2 Trip	3	1 Trip	2 Trip	3				
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	138	82	3				
		CFS				29							
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832	109					
		CFS				10							
3. Accountable and Signature Mail	Marked-Up	Carrier			16		14						
		CFS				2							
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)					2317		2231	34					
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8						
		CFS				4							
6. Sequenced Mail	Letter-Sized	Carrier											
		CFS											
7. Total Delivered Pieces			DPS Pieces		3162		5851						
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)					45	13		5	2				
9. 2nd-Class Marked-Up (Exclude form 3579)													
10. Mail with Form 3579 Attached													
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13		12	4				
12. Changes in Address Recorded					4			8					
13. Insured Receipts Turned In						3			1				
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts								6	3				
15. Withdrawing Mail								12					
16. Sequencing and Collating By-Pass Mail													
17. Actual Strapping Out Time													
18. Break (Local Option)								10					
19. Vehicle Inspection								5					
20. Personal Needs, etc.								5	2				
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)								26	7				
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)													
23. Counting Mail and Filling Out Form 1838-C Worksheet								45	3				
24. Totals (exclude Lines 22 and 23)								314	20				
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations						
							Lines 16	Mins.	Comments				
							17						

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by 70 and enters the minutes in Line 4 Column (e).

- Since Today AM mail is cased and pulled down the same day, management divides the number of pieces in Line 4 Column (b) by 70 and enters the minutes in Line 4 Column (f).
- If mail is cased Today PM, and for some reason also pulled down today, management divides the number of pieces of Line 4 Column (c) by 70 and enters the minutes in Line 4 Column (g). However, in most cases Today PM cased mail will not be pulled down until the next day, and it will be calculated as Prior PM Line 4 Column (a) and (e) for that day.
- **Entry–Column (b) Line 4.** There were 1,476 letter size, 866 other size, 16 accountable and signature, and 41 Marked-Up Carrier (29 letter size plus 10 other size plus 2 accountable and signature). So, 2317 (1,476 plus 866, plus 16 minus 41) is entered in Column (b) Line 4.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)														
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>						
Description			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)				
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Street	Transportation	Other	
			Router	Prior PM 1 Trip	Today AM 2 Trip		Prior PM 1 Trip	Today AM 2 Trip	Today PM 3					
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3				
		CFS			29	13								
					62	15								
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109					
		CFS			10									
					24									
3. Accountable and Signature Mail	Marked-Up				16	14								
					2									
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus <u>Carrier</u> MarkUps)					2317		2231		34					
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12	8								
		CFS			4									
6. Sequenced Mail	Letter-Sized													
	Other-Sized			450	450									
7. Total Delivered Pieces			DPS Pieces 3162				5851							
8. Separating all <u>Carrier</u> , Mark-Ups (lines 1,2,3, & 5)					45	13			5	2				
9. 2nd-Class Marked-Up (Exclude form 3579)														
10. Mail with Form 3579 Attached														
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4				
12. Changes in Address Recorded					4				8					
13. Insured Receipts Turned In						3				1				
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3				
15. Withdrawing Mail									12					
16. Sequencing and Collating By-Pass Mail														
17. Actual Strapping Out Time														
18. Break (Local Option)									10					
19. Vehicle Inspection									5					
20. Personal Needs, etc.									5					
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7				
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)														
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3				
24. Totals (exclude Lines 22 and 23)									314	20				
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations							
							Lines 16	Mins.	Comments					
							17							

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- **Entry–Column (f) Line 4.** These 2,317 pieces are divided by 70. So, 34 (2,317 divided by 70 equals 33.1 rounding up), is entered in Column (f) Line 4.

Line 8. In order to calculate the time allowances for Line 8 Prior PM, Today AM, and Today PM (Columns (e), (f), and (g)), the total Carrier Mark-Ups from Lines 1, 2, 3, and 5 must first be totaled and placed in Columns (a), (b) and (c).

- **Entry–Column (b) Line 8.** Column (b) Today AM Marked-Up Carrier lists 29 letter size, 10 other size, 2 accountable and signature, and 4 parcels (29 plus 10 plus 2 plus 4). So, 45 is entered in Column (b) Line 8.
- **Entry–Column (c) Line 8.** The only mail in Column (c) Today PM Marked-Up Carrier were 13 letter size pieces. So, 13 is entered in Column (c) Line 8.
- **Entry–Column (f) Line 8.** The time allowance for separating Carrier Mark- Ups is 1 minute for every 10 pieces. There were 45 Today AM pieces in Column (b) Line 8. So, 5 is entered (45 divided by 10 equals 4.5 rounding up) in Column (f) Line 8.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)															
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan station - 80241</i>					Route No. <i>4713</i>							
Description			(a)		(b)	(c)	(d)	(e)	(f)	(g)	(h)				
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces				Total Number Pieces Minus Mark-Ups	Prior PM	Minutes		Street Time	Street	Transportation	Other	
			Router	Prior PM	Today AM 1 Trip	Today PM 2 Trip	3	Prior PM	Today AM 1 Trip	Today PM 2 Trip					3
1. Letter-Size Mail	Marked-Up	Carrier				1476	40	1385		82	3				
		CFS				62	15								
2. Mail of All Other Sizes	Marked-Up	Carrier				866		832		109					
		CFS				10									
3. Accountable and Signature Mail	Marked-Up					16		14							
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)						2317		2231		34					
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier				12		8							
		CFS				4									
6. Sequenced Mail	Letter-Sized														
	Other-Sized					450		450							
7. Total Delivered Pieces			DPS Pieces 3162					5851							
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)						45	13			5	2				
9. 2nd-Class Marked-Up (Exclude form 3579)															
10. Mail with Form 3579 Attached															
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)						45	13			12	4				
12. Changes in Address Recorded						4				8					
13. Insured Receipts Turned In							3				1				
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts										6	3				
15. Withdrawing Mail										12					
16. Sequencing and Collating By-Pass Mail															
17. Actual Strapping Out Time															
18. Break (Local Option)										10					
19. Vehicle Inspection										5					
20. Personal Needs, etc.										5	2				
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)										26	7				
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)															
23. Counting Mail and Filling Out Form 1838-C Worksheet										45	3				
24. Totals (exclude Lines 22 and 23)										314	20				
Comments								Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations							
								Lines 16	Mins.	Comments					
								17							

- **Entry–Column (g) Line 8.** There were 13 Today PM pieces in Column (c) Line 8. So, 2 is entered (13 divided by 10 equals 1.3 rounding up) in Column (g) Line 8.

Line 9 - Columns (e), (f), and (g). The time allowance for periodicals marked up is 1 minute for each 2 pieces.

- **No Entry.** There are no entries from the 1838-C Worksheet to Columns (a), (b), or (c) Line 9 so there are no time entries in Columns (e), (f), and (g).

Line 10 -Columns (e), (f), and (g). The time allowance for mail with Form 3579 Attached is 2 minutes for each piece.

- **No Entry.** There are no entries from the 1838-C Worksheet to Columns (a), (b), or (c) Line 10 so there are no time entries in Columns (e), (f), and (g).

Line 11. In order to calculate the time allowances for Columns (e), (f), and (g) Line 11, the total mark ups in Line 11 (a), (b), and (c) must first be determined.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)																			
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>											
Description			(a) Number of Pieces		(b)	(c)	(d)	(e)	(f) Minutes	(g)	(h)								
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Router	Prior PM	1 Trip	Today AM	2 Trip	Today PM	3	Total Number Pieces Minus Mark-Ups	Prior PM	1 Trip	Today AM	2 Trip	Today PM	3	Street Time	Street	Other
1. Letter-Size Mail						1476	40			1385			82	3					
	Marked-Up	Carrier				29	13												
		CFS				62	15												
2. Mail of All Other Sizes						866				832			109						
	Marked-Up	Carrier				10													
		CFS				24													
3. Accountable and Signature Mail						16				14									
	Marked-Up					2													
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)						2317				2231			34						
5. All Parcels Over 2 Lbs.						12				8									
	Marked-Up	Carrier				4													
		CFS																	
6. Sequenced Mail																			
	Letter-Sized																		
	Other-Sized					450				450									
7. Total Delivered Pieces			DPS Pieces			3162				5851									
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)						45	13						5	2					
9. 2nd-Class Marked-Up (Exclude form 3579)																			
10. Mail with Form 3579 Attached																			
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)						45	13						12						
12. Changes in Address Recorded						4							8						
13. Insured Receipts Turned In							3							1					
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts													6	3					
15. Withdrawing Mail													12						
16. Sequencing and Collating By-Pass Mail																			
17. Actual Strapping Out Time																			
18. Break (Local Option)													10						
19. Vehicle Inspection													5						
20. Personal Needs, etc.													5						
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)													26	7					
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)																			
23. Counting Mail and Filling Out Form 1838-C Worksheet													45	3					
24. Totals (exclude Lines 22 and 23)													314	20					
Comments										Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations									
										Lines 16 Mins. Comments									
										17									

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In order to determine the Line 11 entries in Columns (a), (b), and (c) Lines 9 and 10 are subtracted from Line 8 in each Column.

- **Entry–Column (b) Line 11.** Since there are no entries in Column (b) Lines 9 and 10 there is nothing to subtract from Column (b) Line 8. So, 45 (carried down from Column (b) Line 8) is entered in Column (b) Line 11.
- **Entry–Column (c) Line 11.** Since there are no entries in Column (c) Lines 9 and 10 there is nothing to subtract from Column (c) Line 8. So, 13 (carried down from Column (c) Line 8) is entered in Column (c) Line 11.
- **Entry–Column (f) Line 11.** The time allowance is one minute for each 4 pieces of marked up mail. So, 12 (45 divided by 4, equals 11.25 rounded up) is entered in Column (f) Line 11.
- **Entry–Column (g) Line 11.** Applying the same time allowance, 4 (13 divided by 4 equals 3.25 rounding up) is entered in Column (g) Line 11.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)													
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>					
Description			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)			
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Street	Transportation	Other
Router			Prior PM	Today AM 1 Trip	Today PM 2 Trip		Prior PM	Today AM 1 Trip	Today PM 2 Trip				
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3			
		CFS			62	15							
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109				
		CFS			10								
3. Accountable and Signature Mail					16		14						
	Marked-Up				2								
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus <u>Carrier</u> MarkUps)					2317		2231		34				
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8						
		CFS			4								
6. Sequenced Mail	Letter-Sized												
	Other-Sized				450		450						
7. Total Delivered Pieces			DPS Pieces 3162				5851						
8. Separating all <u>Carrier</u> , Mark-Ups (lines 1,2,3, & 5)					45	13			5	2			
9. 2nd-Class Marked-Up (Exclude form 3579)													
10. Mail with Form 3579 Attached													
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4			
12. Changes in Address Recorded					4				8				
13. Insured Receipts Turned In						3				1			
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3			
15. Withdrawing Mail									12				
16. Sequencing and Collating By-Pass Mail													
17. Actual Strapping Out Time													
18. Break (Local Option)									10				
19. Vehicle Inspection									5				
20. Personal Needs, etc.									5				
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7			
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)													
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3			
24. Totals (exclude Lines 22 and 23)									314	20			
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations						
							Lines 16	Mins.	Comments				
							17						

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- **Entry–Column (f) Line 12.** The time allowance for each change of address recorded is 2 minutes. There were 4 change of addresses entered in Column (b) Line 12. So, 8 (4 multiplied by 2) is entered in Column (f) Line 12.
- **Entry–Column (g) Line 13.** The time allowance for Insured Receipts Turned in is 1 minute regardless of the number of receipts turned in. There were 3 receipts entered in Column (c) Line 13. So, 1 minute is entered in Column (g) Line 13.

Line 24-Totals

Standard office time for the day is determined by adding together Columns (e), (f) and (g) in Line 24. In each of the Columns, Line 24 is calculated by adding the total minutes in Lines 1 through 21 (Lines 22 and 23 are not included).

- **Entry–Column (f) Line 24.** The total of Lines 1 through 21 Column (f) is 314 minutes. So, 314 (82 plus 109 plus 34 plus 5 plus 12 plus 8 plus 6 plus 12 plus 10 plus 5 plus 5 plus 26) is entered in Column (f) Line 24.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)												
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan station - 80241</i>					Route No. <i>4713</i>				
Description			(a)		(b)	(c)	(d)	(e)	(f)	(g)	(h)	
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces				Total Number Pieces Minus Mark-Ups	Prior PM	Minutes		Street Time	Other
			Router	Prior PM	Today AM 1 Trip	Today PM 2 Trip	3	Prior PM	Today AM 1 Trip	Today PM 2 Trip		
1. Letter-Size Mail						1476	40	1385		82	3	
Marked-Up												
Carrier						29	13					
CFS						62	15					
2. Mail of All Other Sizes						866		832		109		
Marked-Up												
Carrier						10						
CFS						24						
3. Accountable and Signature Mail						16		14				
Marked-Up						2						
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)						2317		2231		34		
5. All Parcels Over 2 Lbs.						12		8				
Marked-Up												
Carrier						4						
CFS												
6. Sequenced Mail												
Letter-Sized												
Other-Sized						450		450				
7. Total Delivered Pieces			DPS Pieces			3162		5851				
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)						45	13			5	2	
9. 2nd-Class Marked-Up (Exclude form 3579)												
10. Mail with Form 3579 Attached												
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)						45	13			12		
12. Changes in Address Recorded						4				8		
13. Insured Receipts Turned In							3				1	
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts										6	3	
15. Withdrawing Mail										12		
16. Sequencing and Collating By-Pass Mail												
17. Actual Strapping Out Time												
18. Break (Local Option)										10		
19. Vehicle Inspection										5		
20. Personal Needs, etc.										5		
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)										26	7	
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)												
23. Counting Mail and Filling Out Form 1838-C Worksheet										45	3	
24. Totals (exclude Lines 22 and 23)										314	20	
Comments										Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations		
										Lines 16	Mins.	Comments
										17		

- **Entry–Column (g) Line 24.** The total of Lines 1 through 21 Column (g) is 20 minutes. So, 20 (3 plus 2 plus 4 plus 1 plus 3 plus 7) is entered in Column (g) Line 24.

Column (h) Entries.

- **Entry-Column (h) “Standard Office Time”.** Columns (e), (f), and (g) Line 24 are added together. So, 5:34 (314 plus 20 equals 334 minutes–334 minutes equals 5 hours and 34 minutes) is entered in Column (h) “Standard Office Time”.
- **No Entry-Column (h) Item 22.** There are no entries in Columns (e), (f), and (g) Line 22. So, there is no entry.
- **Entry–Column (h) Item 23.** Calculated by adding together Columns (e), (f), and (g) Line 23. So, 48 (45 Column (f) plus 3 Column (g)) is entered in Column (h) Item 23.
- **Entry–Net Office Time Used.** Calculated by deducting Column (h) Items 22 and 23 from the “Total Office Time” entry in Column (h). So, 5:00 (5:48 minus :48) is entered in “Net Office Time Used” Column (h).

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)													
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>					
Description			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)			
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Street	Transportation	Other
			Router	Prior PM 1 Trip	Today AM 2 Trip		Prior PM 1 Trip	Today AM 2 Trip	Today PM 3				
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3			
		CFS			62	15							
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109				
		CFS			24								
3. Accountable and Signature Mail	Marked-Up				16		14						
					2								
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier MarkUps)					2317		2231		34				
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8						
		CFS			4								
6. Sequenced Mail	Letter-Sized												
	Other-Sized				450		450						
7. Total Delivered Pieces			DPS Pieces 3162				5851						
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)					45	13			5	2			
9. 2nd-Class Marked-Up (Exclude form 3579)													
10. Mail with Form 3579 Attached													
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12				
12. Changes in Address Recorded					4				8				
13. Insured Receipts Turned In						3							
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6				
15. Withdrawing Mail									12				
16. Sequencing and Collating By-Pass Mail													
17. Actual Strapping Out Time													
18. Break (Local Option)									10				
19. Vehicle Inspection									5				
20. Personal Needs, etc.									5	2			
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7			
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)													
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3			
24. Totals (exclude Lines 22 and 23)									314	20			
Comments			Representative Time Exp. 16 and 17 Determined by Route and on Observations							Comments			

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Minutes Over or Under Standard. Calculated by comparing the “Net Office Time” entry in Column (h) with the “Standard Office Time” entry in Column (h). If the “Standard Office Time” is greater the difference is recorded in the “Under” Standard box. If, on the other hand, the “Net Office Time” is greater, the difference is recorded in the “Over” Standard Box.

- **Entry-Under Standard.** The total “Standard Office Time” is 5:34 and the Net Office Time is 5:00. So, 34 is entered in the “Under” Standard Box.
- **Entry-Net Street Time.** The Net Street Time in Column (h) is calculated by subtracting Waiting Street Time Column (h) from “Total Street Time” Column (h). So, 5:30 (there was no Waiting Street Time) is entered in “Net Street Time Used” Column (h).
- **Entry-Net Total Time Used.** The “Net Total Time Used” Column (h) is calculated by adding the “Net Office Time Used” Column (h) and “Net Street Time Used” Column (h). Actual Auxiliary Time Used

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)													
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>					
Description			(a)		(b)	(c)	(d)	(e)	(f)	(g)	(h)		
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS			Number of Pieces		Total Number Pieces Minus Mark-Ups		Minutes						
			Router	Prior PM 1 Trip	Today AM 2 Trip	Today PM 3 Trip	Prior PM 1 Trip	Today AM 2 Trip	Today PM 3 Trip				
1. Letter-Size Mail	Marked-Up	Carrier			1476	40	1385		82	3			
		CFS			62	15							
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109				
		CFS			24								
3. Accountable and Signature Mail	Marked-Up				16		14						
					2								
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus <u>Carrier</u> MarkUps)					2317		2231		34				
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8						
		CFS			4								
6. Sequenced Mail		Letter-Sized											
		Other-Sized			450		450						
7. Total Delivered Pieces			DPS Pieces 3162				5851						
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)					45	13			5	2			
9. 2nd-Class Marked-Up (Exclude form 3579)													
10. Mail with Form 3579 Attached													
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4			
12. Changes in Address Recorded					4				8				
13. Insured Receipts Turned In						3				1			
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3			
15. Withdrawing Mail									12				
16. Sequencing and Collating By-Pass Mail													
17. Actual Strapping Out Time													
18. Break (Local Option)									10				
19. Vehicle Inspection									5				
20. Personal Needs, etc.									5				
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7			
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)													
23. Counting Mail and Filling Out Form 1838-C Worksheet									45	3			
24. Totals (exclude Lines 22 and 23)									314	20			
Comments							Representative Time - Lines 16 and 17 Determined by Route Examiner - Based on Observations						
							Lines 16	Mins.	Comments				
							17						

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is not included until transferred to Form 1840, and is explained later in the Route Protection Program. So, 10:30 (5:00 Net Office Time plus 5:30 Net Street Time) is entered as the Net Total Time in Column (h).

- **Entry–Verified by (*Initials*) Date.**
The manager who verified all of the entries must initial and date the form.

The lower left hand side of the 1838 includes an area for examiner comments and the lower right hand side of the form includes space for Line 16 and 17 “Representative Time” and comments. For Lines 16 and 17 the examiner may determine additional “Representative Time” to be added to the fixed office time.

United States Postal Service Carrier's Count of Mail-Letter Carrier Routes (Mngt. Summary)													
Post Office <i>Denver, Colorado</i>			Delivery Unit and ZIP Code <i>Sullivan Station - 80241</i>					Route No. <i>4713</i>					
Description			Number of Pieces			Total Number Pieces Minus Mark-Ups	Minutes			Street Time	Street	Transportation	Other
			Router	Prior PM	Today AM		Today PM	Prior PM	Today AM				
Check Appropriate Block(s) <input type="checkbox"/> EPM Route <input checked="" type="checkbox"/> Non-EPM Route <input checked="" type="checkbox"/> CFS					1476	40	1385		82	3			
1. Letter-Size Mail	Marked-Up	Carrier			29	13							
		CFS			62	15							
2. Mail of All Other Sizes	Marked-Up	Carrier			866		832		109				
		CFS			10								
3. Accountable and Signature Mail	Marked-Up				16		14						
					2								
4. Computing Cols. (a), (b), (c): Strapping out (Lines 1, 2 & 3 Minus Carrier Mark-Ups)					2317		2231		34				
5. All Parcels Over 2 Lbs.	Marked-Up	Carrier			12		8						
		CFS			4								
6. Sequenced Mail	Letter-Sized												
		Other-Sized			450		450						
7. Total Delivered Pieces			DPS Pieces				5851						
8. Separating all Carrier, Mark-Ups (lines 1,2,3, & 5)					45	13			5	2			
9. 2nd-Class Marked-Up (Exclude form 3579)													
10. Mail with Form 3579 Attached													
11. Total Mark-Ups (Line 8 Minus Lines 9 and 10)					45	13			12	4			
12. Changes in Address Recorded					4				8				
13. Insured Receipts Turned In						3				1			
14. Registered-Certified-COD-Customs-Post. Due-Keys Form 3868-Signing For, Returning Funds and Receipts									6	3			
15. Withdrawing Mail									12				
16. Sequencing and Collating By-Pass Mail													
17. Actual Strapping Out Time													
18. Break (Local Option)									10				
19. Vehicle Inspection									5				
20. Personal Needs, etc.									5				
21. Identifying Recurring Office Work not Covered by This Form (Use Comments Section)									26	7			
22. Waiting for Mail (Office) and All Other Office Activities Not Performed on Cont. Basis (Use Comments Section)													
23. Counting Mail and Filling Out Form 1838-C Worksheet									45				
24. Totals (exclude Lines 22 and 23)									314	20			
Comments			Representative Time - Lines 16 and 17 Examiner - Based on <i>Comments</i>										
			Lines 16	Mins.									
			17										

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Summary

The procedures for calculating and transcribing data from the 1838-C Worksheets to the 1838 Summaries are precise and mandatory. However, mistakes are commonly made by management. Therefore, shop stewards should carefully check the 1838 Summaries to ensure the accuracy and integrity of the data.

When mistakes are made, shop stewards should investigate and require correction of any errors. The investigation should include an interview of the manager who initialed the “verified by” Item on the 1838 Summary.

If management agrees to make the necessary correction(s), the shop steward should require written documentation of that agreement. Otherwise, grievances should be filed.

If grievances are necessary, careful attention should be given to the requested remedy. If management disputes the error, it is possible that an incorrect route evaluation and adjustment will be implemented by management prior to resolution of

the grievance. In such cases the requested remedy should be formulated with a consideration of the fact that an improper route adjustment may be implemented. An appropriate remedy, depending on the facts of the case, might include the following:

- Provide written acknowledgment, signed by the Postmaster, that the Postal Service violated the National Agreement when it *[describe the error made by management on the 1838 Summary]*
- Agree to cease and desist making similar errors
- Agree that this settlement is fully citable in any future hearing or proceeding
- Agree that the union has full standing to argue any adverse effects of the error on the evaluation and/or adjustment of the grievant's bid route, including in later grievances

This remedy is reasonable, fits the violation, fixes the problem, and helps protect the interest of the grievant and union in the ultimate adjustment of the route.

F. Form 1840: Summary of Count and Inspection

Overview

The 1840 is the form that management is required to use to document the ultimate evaluated time and adjustment of a route.

Management is required to provide carriers with a copy of the 1840 in advance of, and discuss the information on the 1840 during, the consultation. Therefore, understanding the Form 1840 is critical.

Management is required to transfer the information from the 1838 Summary each day onto the 1840. Management summarizes all of the information collected during the count and inspection process on the Form 1840, "Summary of Count and Inspection."

A Form 1840 must be completed for each regular and auxiliary letter delivery route, summarizing the data from the Forms 1838 for each day of the count. The 1840 is a 2-sided form. The front is used to summarize data collected during the week of count, and record the route examiner's comments. The back of the 1840 is used to document and justify adjustments.

An 1840 must be prepared for each carrier technician covering the routes he or she served during the count week. If a full-time or part-time replacement carrier served a group of routes during the count week, a Form 1840 must be completed covering his or her performance (M -39 Section 241.2).

The Form 1840 includes all key information from the five or six Form 1838 Summaries, the Form 1840-B, and the Form 3999.

Data from the two Form 1838-C Worksheets that were completed in Chapter One has been transferred to a Form 1838 Summary, and checked for accuracy in the section above.

In order to illustrate an explanation of the Form 1840, the data from the 1838 Summary used in this Chapter has been transferred onto the Form 1840 and recorded as the Saturday entry. Entries have also been made on the 1840 for the other five days. Additionally, the different sections of the Form 1840 and the calculations are explained.

Review of the Form 1840 - Front

Please retrieve the completed front side of Form 1840 found on page A - 13 of the appendix.

Identifying information. The top of the front side of the Form 1840 is used to identify the post office, delivery unit, carrier's name, route number, type of route, type of vehicle, the carrier's age, how long the carrier has been on the route, and the carrier's length of service. The information from the Form 1838 has been used.

Date and days. Below the identifying information at the far left, there is a box to record the inclusive dates of the count and inspection period. In addition, there are individual boxes for each day of the week. In this example, the count period began on a Saturday and ran for six consecutive delivery days. The date and days on the Form 1840 are consistent with the Form 1838 Summary.

Special notations appear to the left of the days of the week section. There is an "I" next to Tuesday, an "R" next to Wednesday, and a "T" next to Friday (M -39 Section 241.32).

I = Day of Inspection. Tuesday has an “I” because that was the day of inspection. Sometimes management will circle the day of inspection instead of placing an “I” next to the day.

R = Replacement. The “R” written next to Wednesday stands for replacement. On Wednesday the regular carrier was on leave and a replacement carrier cased and carried the route.

T = Carrier Technician. The capital “T” next to Friday means the Carrier Technician carried the route on that day.

Time Entry Line - Columns A through G. Columns A through G are used to calculate various times from the week of inspection.

Bracketed numbers. Entries in Columns A through E for days that the regular carrier was not on the route must be bracketed. In this example, the entries in Columns A through E have been bracketed for Wednesday, when a replacement carrier was on the route, and for Friday, when the Carrier Technician was on the route. As explained later, the bracketed entries in Columns A through E are excluded when calculating the totals and averages for Columns A through E.

Office Time Line - Columns A through D. The first four columns to the right of the day of the week – Columns A, B, C and D – are for recording office time. This data is transferred each day during the count from Form 1838 Summary. Note that the entries for Saturday are transferred from the Form 1838.

Column A - Net Time Used. This data comes directly from the “Net Office Time Used” from Form 1838 Column (h).

- **Entry.** Saturday Column A - 5:00, from the “Net Office Time Used” Column (h) Form 1838 Summary.

Column B - Standard. This data comes directly from the “Standard Office Time” Item in Column (h).

- **Entry.** Saturday Column B - 5:34, from the “Standard Office Time” Column (h) 1838 Summary.

Columns C and D - Over Standard/Under Standard. The data in Columns C or D is also taken from Column (h) of the 1838 Summary. If the

carrier's "Net Office Time Used" for that day is greater than "Standard Office Time", it is listed in the "Over" Item on the Form 1838 and transferred to Column C of the Form 1840. If the carrier's "Net Office Time Used" for that day is less than "Standard Office Time", it is listed in the "Under" Item on the Form 1838 and transferred to Column D on the Form 1840.

- **Entry.** Saturday Column D - :34 from the "Under" Item on Column (h) 1838 Summary.

Column E - "Net Street Time Used". The "Net Street Time Used" is transferred each day from Column (h) Form 1838. However, if auxiliary assistance was provided on the street that day, time must be added to the "Net Street Time" listed on the Form 1838 before transferring the time to Column E. Auxiliary assistance is an important issue here, and will be discussed in greater detail under the explanation in Column G.

- **Entry.** Saturday Column E - 5:30, from the "Net Street Time Used" Column (h).

Column F - Net Total Time Used. Unlike the other entries, Column F on the Form 1840 is not transferred from the “Net Total Time Used” Column (h). Rather, Column F is calculated simply by adding Column A and Column E for each day.

- **Entry.** Saturday Column F - 10:30. Note however, that the information recorded in Column F is not used for, nor does it have any effect on, the evaluated time or adjustment of the route.

Column G - Actual Auxiliary Time Used. As stated in the M -39 Section 221.138, only in very unusual circumstances or emergencies when excessive late delivery would result should auxiliary assistance be granted the regularly assigned carrier during the week of the count. However, when auxiliary assistance is provided, the time from the “Actual Auxiliary Time Used” Column (h) is transferred to Column G. Remember that any street time recorded here should be marked “ST,” and any office time should be marked “OT” (M -39 Section 241.35(f)).

Street Auxiliary Assistance: The actual time used by the carrier(s) who provided auxiliary assistance in the office and/or street is listed in Column G.

However, as indicated in the discussion of Column E, any street assistance provided must also be added to the “Net Street Time Used” that day in Column E (M -39 Section 241.35d). The street time added to Column E is not the time it took the assisting carrier to deliver the territory. Rather, the time the regular carrier used to deliver that same territory on the day of inspection is used. This time must be calculated by reviewing two forms:

The first is Form 3996, which must specify the territory delivered by the carrier who provided street assistance. So, it is essential during the count and inspection period that all carriers specify on Form 3996 the territory to be delivered as street assistance.

The second is Form 3999. Management determines from Form 3999 how long it took the regular carrier on the day of inspection to deliver the same territory delivered by the assisting carrier. The amount determined is then added to the “Net Street Time Used” in Column E.

So, if street auxiliary assistance is provided to the regular carrier, the entry under Column E for that day is not just the time transferred from the “Net Street Time Used” Column (h). Rather, it is the total of that time from the Form 1838 plus the time determined from the Form 3999 that the regular carrier used to deliver the same territory on the day of inspection.

To illustrate an example when street assistance is provided, suppose the “Net Street Time” on Form 1838 was 4:38, the assisting carrier’s street time was 1:39, and the regular carrier’s street time for the same territory on the day of inspection was 1:24. Column E would be entered as 6:02 (4:38 & 1:24), and Column G would be entered as 1:39.

Office Auxiliary Assistance: Unlike street auxiliary assistance, the instructions for Form 1840 calculations do not provide a specific method for including any office assistance provided during the week of inspection in the “Net Office Time”. Therefore, it is important to note any office auxiliary assistance entries in Column G on days the regular carrier was on the route. The Form 1838-C completed by the assisting carrier can then be used to amend the “Net Office Time” as appropriate.

Totals and Averages. At the bottom of Columns A through G there are rows for entering totals and averages. When averages are calculated, fractions are always rounded up.

It is important to know how these numbers are calculated. Not all the columns are calculated in the same manner. For example, as previously explained, the bracketed entries in Columns A through E are excluded when calculating the totals and averages for Columns A through E. When calculating totals and averages in Columns A through E, management uses only the data from the days when the regular carrier carried the route. The data for any other days – when a replacement or Carrier Technician carried the route – are left out.

On Form 1840, the totals and averages under Columns A through E are calculated for four days only – Saturday, Monday, Tuesday, and Thursday. Wednesday and Friday are excluded.

So, in the example, the Column A total is calculated by adding the “Net Office Time” used under Saturday, Monday, Tuesday, and Thursday.

The Column A average is calculated by dividing the total by 4, the number of days the regular carrier serviced the route.

- **Entry.** Total Column A is 17:26 (Sat. 5:00 plus Mon. 4:42 plus Tue. 4:07 plus Thu. 3:37).
- **Entry.** Average Column A is 4:22 (17:26 divided by 4).

Columns B and E are totaled and averaged in the same manner as Column A, using only the days serviced by the regular carrier.

- **Entry.** Total Column B is 18:58 (Sat. 5:34 plus Mon. 5:02 plus Tue. 4:30 plus Thu 3:52).
- **Entry.** Average Column B is 4:45 (18:58 divided by 4).
- **Entry.** Total Column E is 20:43 (Sat. 5:30 plus Mon. 5:10 plus Tue 5:03 plus Thu 5:00).

- **Entry.** Average Column E is 5:11 (20:43 divided by 4).

Columns C and D - Special Procedure. Columns C and D, “Over” Standard and “Under” Standard, may require a different method for figuring totals and averages. If the regular carrier was “Over” Standard each day, or “Under” Standard each day, there is no change – the average and total is figured the same as in Columns A, B and E. That is the case with this Form 1840, where the regular carrier was “Under” Standard each day.

However, there is a special procedure for figuring the average in Columns C and D when there are entries in both columns – the regular carrier was “Over” Standard on some days and “Under” Standard on other days:

Management totals each Column (C & D) on Form 1840, excluding the bracketed figures where the regular carrier did not carry the route.

Management subtracts the smaller total from the larger total. Next, management divides the remainder by the number of days the regular carrier was on the route, and rounds up.

The resulting average is entered either in the “Over” or “Under” box. If, for example, the larger total in the calculation above was in the “Over” Standard Column C, then the calculated average is the average time “Over” Standard, and would be entered in the average box for Column C. The average box for Column D would be left blank. If, however, the larger total in the calculation above was in the “Under” Standard Column D, then the calculated average is the average time “Under” Standard, and would be entered in the average box for Column D. The average box for Column C would then be left blank.

To illustrate, if the regular carrier was “Under” Standard on three days for a total of 45 minutes (Column D), and was “Over” Standard on the other two days for a total of 10 minutes (Column C), you would subtract 10 from 45, divide by 5, and the average would be 7 minutes “Under” Standard in Column D.

Unlike Columns A through E, entries in Columns F and G are not bracketed on days that the regular carrier did not serve the route. Rather, the entries for each day are used to calculate the totals

and averages in Columns F and G. As indicated on the Form 1840, the totals are for all six days, and the totals are divided by six days to obtain the averages.

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

Miles Driven. To the right of the time entries in Columns A through G is Column I, “Miles Driven”. Management lists the daily miles driven on the route, then totals and averages the six days. This information is not used to calculate the office or street time in the route inspection and adjustment process, but rather to indicate the miles driven during the week of inspection.

Number of Pieces Delivered - Columns 1 through 7. The Form 1840 also has a section to record the “pieces delivered” from the Forms 1838.

The piece counts on the Form 1840 are taken from the corresponding entries in Column (d), Lines 1, 2, 3, 5, 6 and in Column (a), Line 7 (DPS Pieces) on each Form 1838. Likewise, the total pieces delivered for each day on Column 7 of the Form 1840 is taken from Line 7 Column (d) on each Form 1838.

Totals and averages. There are no special rules for the totals and averages calculated under Number of Pieces Delivered. For all six days, each category of mail is totaled and averaged for the week.

Not used in evaluation or adjustment. The mail count section of the Form 1840 is not used to calculate the office or street times in the route inspection and adjustment process.

Column H - Total and Possible Deliveries, Day of Inspection. In Column H, at the bottom right-hand side of the Form 1840, management transfers the data from the Form 3999 filled out on the day of inspection. Totals for “Deliveries Possible” and “Deliveries Made” are transferred, as well as “New Construction” possible deliveries.

Percent made. Next, management calculates the percentage of possible delivery stops that were actually made on the day of inspection. Dividing the

deliveries made by the possible deliveries will result in the percent made.

Not used in adjustment. The possible deliveries section of the Form 1840 is not used to calculate the office and street times in the route inspection and adjustment process.

Analysis of Office Work Functions and Actual Time Recordings. On the bottom left side of the front of the Form 1840 is an analysis of the actual Line Items 14 through 23 used during the week of inspection. There are spaces to enter the actual total time used for each line item for each day of the inspection week. Additionally, management must record the representative time for Lines 16 & 17 transferred from Form 1838 on the day of inspection. This analysis serves two functions:

Minor Route Adjustments: Line 141.19a of the M - 39 handbook requires using the most recent Form 1840 to review the actual line item times used by the regular carrier during the week of inspection, when adjusting routes using the Minor Route Adjustment process.

Representative Time: Management determines a representative time, only for Lines 16 & 17, based on its observations. These determinations of time

and supporting comments are transferred from the bottom right side of the Form 1838 for the day of inspection.

Note: Management may not make any estimates of “representative time” for Lines 14, 15, 19, or 21. They may only determine “representative time” for Lines 16 & 17 as indicated above. Any proposed disallowances by management for Lines 14, 15, 19, or 21 must be supported by appropriate comments on Forms 1838 or 1840 or any attachments thereto. Comments such as “excessive time”, “too much time”, “adequate or sufficient for this function”, “used on the day of inspection”, “too slow pace”, and others similar thereto by themselves are not appropriate comments for the purpose of supporting any such adjustment. To be considered appropriate, those comments must set forth the reasons for the conclusion that less than the average actual time recorded is sufficient for the carrier to perform that function. In no event may the time for these functions be below the base minimum (M-39 Section 222.214b).

The Form 1840, has no representative time assigned for Lines 16 & 17 as none was used. Note that the actual time used by the regular carrier for Lines 14, 15, 19, & 21 is averaged should the route later be adjusted using the minor route adjustment process as indicated above.

Comments Line: There is also a section on the bottom middle part of the front of Form 1840 for Route Examiner's office and street comments.

Signatures and Dates: At the very bottom of the front of Form 1840 is a place for the Route Examiner to sign and date the form. There is also a place for the Delivery Service Manager to sign and date the form, and to indicate the effective date of the adjustments.

OFFICE, STREET, AND TOTAL TIME

Office Time

Review the two average office time entries on the front of the Form 1840. Since the average “Net Office Time” of 4:22 is less than the average “Standard Office Time” of 4:45 for the week, 4:22 is properly selected as the evaluated office time for the route.

Adjustments to Office Time: The procedures necessary to make any adjustments to the line item entries have been discussed. With regard to the volume entries, no mail volume adjustments will be made to carrier office work unless the mail volume for the week of count and inspection is at least 13% higher or lower than the average mail volume for the period between the most recent regular and the current inspection (M -39 section 242.312). Absent allowable adjustments, the route is evaluated at the lower selected average office time as indicated above.

Street Time

Review the two average street time entries on the front of the Form 1840, “Net Street Time Used” (5:11), and 1840-B Average Street Time (5:24). The manager will select one of these as the street time, and must explain in the Comments Line on the reverse of the Form 1840 (or attachments thereto) why the particular time was selected. The manager’s choice cannot be based solely on the selected time being the lower (M -39 Section 242.322).

Adjustments to Street Time: Management may attempt to adjust the street time due to identified improper practices, operational changes, or claims that certain days were not normal and should be excluded from the street time calculations. Any such time adjustments must be documented by appropriate comments on the reverse of Form 1840 or attachments thereto, and must be provided to the carrier at least one day prior to the consultation.

These time adjustments must then be discussed with the carrier at the route evaluation consultation. During the consultation, if the carrier notes the absence of such written documentation, the carrier

should initial and date the Form 1840 or attachment. If management does not supply the documentation, with a copy to the carrier, within one week, the time adjustment will be disallowed (M - 39 Sections 242.325, 345, 346, 347).

Management may not make a street time adjustment based on a carrier's failure to properly finger mail or to take proper short cuts. Rather, a reinspection will be made after the letter carrier has been instructed regarding the proper procedures (M -39 Section 242.344).

Total Time

When reviewing the average times calculated on the front of the Form 1840, note that the sum of the average "Net Office Time Used" (4:22) and the average "Net Street Time Used" (5:11) does not equal the average "Net Total Time Used" (9:47). As discussed earlier, this is because the totals and averages for Columns "A" and for Columns "E" exclude the bracketed days, while the totals and averages for Column "F" include all days.

Therefore, the only way to calculate the total evaluated time of the route is to add the office time selected to the street time selected. The Form 1840 average "Net Office Time Used" of 4:22 was selected because it is lower than the "Standard

Office Time”, and the average “1840-B Average Street Time” of 5:24 was selected as explained by the manager on the back of Form 1840.

Review of the Form 1840 - Reverse

Management must document the evaluated office and street time of the route, as well as the adjustments made, on the reverse side of Form 1840.

When management is transferring territory from one route to another, a tentative selection of the blocks that can be most efficiently transferred should be made, using a map of the territory (M -39 Section 243.311). In some areas, management may be using a digital mapping system to assist them with selecting the blocks that can be most efficiently transferred. The Carrier Optimal Routing (COR) system is an example. Regardless of which type of maps management uses, the provisions of the M -39 Section 243 must be followed. You must document management’s specific violations of the M -39 in the adjustment procedure, including its assignment of office and street times when transferring territory.

Retrieve the reverse side of the Form 1840 from the appendix of this chapter, page A - 14.

Selected Office and Street Times: In the upper left-hand corner of the form, management lists the office and street times selected for the route from the front of the Form 1840. The selected office time of 4:22 and street time of 5:24, for a total of 9:46, is entered. On the form, 1:46 is entered under “Relief”, representing the workload transfer needed to adjust the route to 8 hours. If any or all of the relief is provided by use of a router, the appropriate time is entered under “Router” (M-39 Section 243.21). Additionally, if the route is evaluated at under 8 hours, the adjustment is made by transferring territory with the appropriate time under “Addition” (M-39 Section 243.22).

Record of Office and Street Adjustments Made. Starting with the “Relief” (R), Addition (A)” Column, the rest of the top of the form is for recording adjustments made to the route. This section is called “Record of Office and Street Adjustments Made”. Instructions for completing this section appear in the M-39, Section 243.3.

The Relief (R) or Adjustment (A) Column is used to indicate whether the entry on that line is being added (A) to, or removed (R) from the route.

The next column is wide enough to enter the name of the street being transferred to or from the route.

The beginning and ending block numbers of the street to be transferred are entered in the next two columns.

The next two columns identify the “ZIP + 4 Sector/Segment” of the transferred territory.

The next column identifies the other route involved in the territory transfer.

The next column lists the number of possible deliveries for the block range being transferred on that line. This information is obtained from the Form 3999 completed on the day of inspection.

The next two columns list the office and street time associated with the block range on each line being transferred.

Street time: The time used to deliver the mail on each block is found on the reverse of the Form 3999 that was completed on the day of inspection. On the Form 3999, the actual time used for a block range is calculated from the time the carrier enters the block until they enter the next block.

Stewards must ensure that all street time associated with the transferred territory is included to accurately reflect the time allowance for the transferred segments. When entering the number of minutes needed to deliver the mail on each segment being transferred, consideration must also be given to the abilities of the carriers involved, possible changes in modes of transportation, elimination of unnecessary deadheading, and retracing (M -39 Section 243.317).

Office time: Whenever street time is transferred from one route to another, the associated office time must also be transferred. There is no way to know exactly how much office time goes with a specific block of transferred territory. The character of the route more or less governs the method of computing the office time for the territory being transferred.

There are several methods described in Section 243.316 of the M-39 handbook. The intent is to arrive at the most accurate time allowance for the transferred segment, thereby negating the need for corrective adjustments. Grievances regarding the office time assigned must document that the

selected method does not accurately reflect the associated office time.

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

- 1). For the route from which territory is being transferred: If the deliveries on the route are similar in character, divide the average office time on Form 1840 by the total number of possible deliveries. Example: If the average office time is 120 minutes, and there were 400 possible deliveries, 120 divided by 400 equals .3 minutes per delivery. If the block range being transferred has 10 possible deliveries, the associated *office time* would be .3 times 10, or 3 minutes.
- 2). A second method is to divide the average office time on the Form 1840 by the average total time. Example: If the average office time is 165 minutes, and the average total time is 486 minutes, the office time percentage factor would be 34 percent.

That would mean the street time percentage factor would be 66 percent ($100 - 34 = 66$). If the street time being transferred is 20 minutes, you first calculate the total time transferred by dividing 20 by .66, which equals 30 minutes. You then calculate the associated *office time* by either multiplying 30 minutes by 34 percent (30×34) or by subtracting 20 from 30 ($30 - 20$), the result being 10 minutes.

- 3). The other 3 methods all involve using the hand-held computer to count the mail by Zip+4 sector/segment on the day of inspection. The number of mail-pieces delivered in each segment is calculated to determine the office time allowance for each segment transferred. The determination of office time allowance is then calculated based on the mail-pieces in the segment in one of three ways:
 - a). If the segment being transferred had 100 letters and 125 flats, you divide 100 by 18 ($= 6$), 125 by 8 ($= 16$), and 225 by 70 ($= 3$), for a total of 25 minutes ($6 + 16 + 3$) for the office time allowance for the segment.

- b). Using the above calculations, you then multiply the 25 minutes by the percentage of "Standard Office Time" used during the week of inspection by the carrier who the segment is being *transferred from*. Example: If the carrier *losing* the territory used 80 percent of "Standard Office Time", the office time allowance for the segment is 20 minutes ($25 \times .80$).
- c). Using the same calculations again, instead multiply the 25 minutes by the percentage of "Standard Office Time" used during the week of inspection by the carrier who the segment is being *transferred to*. Example: If the carrier *gaining* the territory used 94 percent of "Standard Office Time", the office time allowance for the segment is 24 minutes ($25 \times .94$).

The last two columns identify the office time, street time, total time, router time, and possible deliveries of the route after it is adjusted. Notice that the deliveries, office time, and street time of all the territory transferred to and from the route are totaled below those three columns, calculating both the time values for each.

The adjusted Office Time in the right hand Hours and Minutes Column (3:33) is calculated by taking the selected Office Time from the left hand Hours and Minutes Column (4:22), adding any Office Time for New Construction (none), and then adding or deducting the total Office Time transferred (- :49) to or from the route (4:22 - :49 equals 3:33).

The adjusted Street Time in the right hand Hours and Minutes Column (4:25), is calculated by taking the selected Street Time from the left hand Hours and Minutes Column (5:24), adding any Street Time for New Construction (none), and then adding or deducting the total Street Time transferred (- :59) to or from the route (5:24 - :59 equals 4:25).

The Adjusted Route Total Time in the right hand Column (7:58) is then calculated by adding the adjusted Office Time (3:33) and Street Time (4:25).

If the adjustment involves use of router, the time is recorded below the adjusted total time.

The possible deliveries for the adjusted route are then calculated and entered in the next box. Box H on the front of the 1840 showed 450 possible deliveries. On the back of the 1840, the net deliveries transferred is (- 81). Therefore, the possible deliveries of the route after adjustment is entered as 369 (450 - 81).

The bottom half of the reverse of Form 1840 is titled “Comments” section. Notice that the “Comments” section on the form includes 5 sections to provide specific information.

The first section simply indicates whether the route takes both breaks on the street, or one in the office and one on the street.

The second section, pursuant to M -39 Section 242.321, indicates the base street time selected, and whether it is from the Form 1840 or from the Form 1840-B.

The third section records the street time selected for the adjustment. Normally, this is the same as the base street time selected, unless the base street time is adjusted where appropriate and so documented as discussed on page 2 - 137 and 2 - 138 (M -39 Sections 242.325, 345, 346).

The fourth section is listed as the “Reasons for selection of street time”. At a minimum, management must explain here (or on attachments to the 1840) the reasons for the base street time selection. The manager’s base street time selection from either the 8 week analysis on the Form 1840-B, or from the average on the Form 1840 cannot be based on the sole criterion that the particular time selected was the lower (M - 39 Section 242.322).

Additionally, in this section (or on attachments to the 1840), management must identify, and properly document any street time adjustments made to the base street time selected.

The fifth section is titled “Office method for transfer”. The five methods for determining the office time for territory transferred between routes (M -39 Section 243.316) is explained in detail on pages 2 - 143 through 2 -145.

Even though the reverse side of Form 1840 does not explicitly note an area to record the carriers consultation, the M -39 requires the consulting manger to record the carrier's comments on the Form 1840.

Grievances

Form 1840 is the critical document used to:

- Summarize the data from the count and inspection process
- Record comments by the route examiner
- Document the selected street time and reasons for that selection
- Establish the final evaluated time of the route
- Note the comments and concerns of the regular carrier
- Record the specifics of any adjustment, etc.

Although the procedures for completing and processing Form 1840 are complex and voluminous, they are also mandatory.

Stewards must vigorously enforce those procedures because the 1840 is central to the end product of the Count and Inspection process – the evaluation and adjustment of a route.

Management errors regarding Form 1840 must be grieved when necessary. The large number of different possible grievances reflects the complexity of the 1840 process. For instance:

- Failure to transcribe daily from the 1838 to the 1840
- Incorrect transcription from the 1838
- Incorrect computation
- Unjustified and/or undocumented deductions
- Failure to explain reason for selection of street time

- Pre-textual reason for selection of street time
- Failure to provide copy (both sides) to carrier in advance of consultation
- Failure to record carrier comments and concerns voiced during consultation
- Attempt to require carrier to sign
- Failure to document specifics of adjustment
- Failure to consider and/or record times associated with new construction

The above list is by no means comprehensive. There are many other potential grievances relating to Form 1840.

If grievances are necessary, keep in mind the fundamental interest of the union in achieving fair eight hour routes. This may require creative remedy formulation.

For instance, where management has failed to properly record time associated with new construction, the requested remedy might include:

- Provide written acknowledgment, signed by the Postmaster, that the Postal Service violated the National Agreement when it failed to properly consider and/or record time associated with new construction
- Agree to immediately adjust the evaluated time by adding [x minutes]
- Agree that this settlement is fully citable in any future hearing or proceeding
- Agree that the union has full standing to argue any adverse effects of the failure to properly consider and/or record time associated with new construction on the adjustment of the grievant's bid route

This remedy is reasonable, fits the violation, fixes the problem, and helps protect the interest of the grievant and union in the ultimate adjustment of the route.

Ultimately, the union may have to grieve the final evaluated time of, and/or adjustment to, (or failure to adjust) a route.

In any such grievance, if prior grievances regarding Form 1838-C, 1838, 1840, or other procedures have been settled in line with the above suggestions, the steward will be able to argue the actual adverse effects of the violations on the evaluation and/or adjustment.

If prior grievances have been filed, but have not yet been adjudicated, the steward should specifically incorporate the arguments and grievance numbers in each of those prior grievances into any grievance protesting an incorrect evaluation and/or adjustment.

G. Form 1840-B: Eight Week Analysis

Retrieve the completed 1840-B from the appendix in this chapter, page A - 15, A - 16 and A - 17. This is the same form reviewed earlier in this chapter. However, the week after inspection is now included, and the averages for the 8 weeks have been totaled.

Shop stewards should review the 1840-B and supporting documents (clock rings-TACS, Forms 3996, etc.) to ensure, at a minimum, the following:

- The weeks that are calculated match the chronology of the “random” lot drawing
- Only days that the regular carrier served the route are used
- The entries match the actual clock rings
- The average street times calculated on page 4 of the form include auxiliary assistance
- Auxiliary assistance to other routes (transfer time) is properly calculated

Page one of the 1840-B provides instructions on completing the form. Note that while the entries and totals are in hundredths (the same as clock rings), the averages and comparable day 1840 entries are in minutes.

Additionally, even though the form requires that 8 dates be listed for each separate day of the week, only those days served by the regular carrier will be averaged. As an example, the “Wednesday group” on page three includes the dates of all 7 random lot weeks and the week after inspection. On three of the Wednesdays, the Carrier Technician “T” served the route. On another day, a replacement “R” served the route. Therefore, only the entries and averages for the four days the regular served the route are used.

H. Form 3999

Retrieve the Form 3999 from the appendix in this chapter, at page A - 8 and A - 9. The sample entries on the Form 3999 correspond to the territory transferred on the reverse side of the Form 1840 reviewed earlier.

Shop stewards should ensure that the actual time recorded for each block is entered correctly. As indicated on the Form 3999, the actual time used is the difference between the time entered a given block and the time entered in the succeeding block. For example, the “Time Enter Block” for 499 - 101 River Bend Way is 3:32 and the “Time Enter Block” for next block (100 - 498 River Bend Way) is 3:45. So, the “Actual Time Used” for 499 - 101 River Bend Way is 13 minutes (3:45 minus 3:32 equals :13).

Shop Stewards must ensure that the street time recorded on the reverse of the Form 1840 for the territory transferred includes all the associated street time (delivery, moves, relays, travel, etc.) on the Form 3999. This is especially

important if management is using a digital mapping system, such as COR, that does not accurately reflect the street times recorded on Form 3999.

The Form 3999 must be included in any grievance challenging route evaluations and adjustments.

I. Consultation

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

Shop stewards and branch representatives must be familiar with these procedures and require management to comply with them. Do not allow management to pretend to consult, with a wink and nod, and simply go through

the motions. Postal regulations are very explicit about what is required regarding consultations. They require management to do all of the following:

- **Consult within time constraints.**

Management must place adjustments into effect within 52 calendar days of the completion of the count (M -39 Section 211.3). Management must complete all consultations within that 52 day window in a manner that allows full consideration of the carriers' comments and suggestions concerning the evaluation of the route and any proposed adjustments.

- **Provide documents in advance.**

Management must give the carrier the following documents in advance of the consultation regarding the evaluation of the route:

- a). Completed copies of Form 1838 at least 5 calendar days prior to consultation (M -39 Section 241.4, and M -41 Line 923.1).

b). Completed copy of front of Form 1840 at least one day prior to consultation. This completed copy must contain the following (M -39 Section 241.4, M -41 Line 923.1):

1). Totals and averages from Forms 1838

2). Day of inspection data

3). Examiner's comments

4). Analysis of office work functions

5). Time recordings

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

1). All time disallowances (M -39 Section 242.347)

2). Related comments (M -39 Sections 242.345 -.347)

- **Discuss certain matters.** Management is required to discuss certain matters at:
 - a). The evaluation consultation - including:
 - 1). Mail volume (M -39 Section 232.1c)
 - 2). Evaluation of route (M -39 Section 232.1c)
 - 3). Any time adjustment to evaluated street time based on alleged improper practices or operational changes (M -39 Section 242.345)
 - 4). Any adjustment of evaluated street time based on a claim that conditions during 8 week time-card period or week of count were not normal so as to justify not including such day or days in base street time computation (M -39 Section 242.346)

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

1). The proposed relief or addition

2). The reasons for the proposed adjustment

3). Whether the carrier agrees or disagrees

4). The reasons the carrier agrees or disagrees

5). The comments and recommendations of the carrier

- **Record the carrier's recommendations and comments.** Management must enter the following on the 1840 (M -39 Section 243.11):

a). The carrier's comments

b). The carrier's recommendations

- c). Whether the carrier agrees or disagrees with the proposed adjustments
 - d). The reasons for the carrier's agreement or disagreement
- **Refrain from requiring the carrier to sign anything.** Management is not allowed to require the carrier to sign a statement during the consultation(s) (M -39 Section 243.11a)
 - **Consult with the carrier a second time.** Management must hold a second consultation if adjustments are proposed (M -39 Section 243.11a)
 - **Consider the carrier's suggestions.** Management is required to consider the suggestions from the carrier serving the route (M -39 Section 243.11c)
 - **Permit notation of absence of documentation of street time disallowances.** If management attempts to adjust the carrier's street time due to

alleged improper practices, operational changes, or claimed abnormal conditions during the 8 week analysis, management must document it on the reverse of the 1840 and discuss it with the carrier during the consultation regarding the route evaluation

- **If management fails to so document**, the carrier has the right, during the consultation, to note the absence of such documentation by writing a notation on, and initialing and dating, the 1840 (M -39 Sections 242.345 and .346)
- **Disallow street time adjustments if documentation is not provided to carrier within 1 week of notation by carrier.** If the carrier makes a notation on the 1840, as noted above, about the absence of documentation supporting a management time disallowance, management has 1 week to supply such documentation to the carrier. If management fails to do so within 1 week, the time adjustment shall be disallowed (M -39 Sections 242.345 and .346)

- **Provide completed copy of reverse of 1840 promptly after consultation.**

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

Immediately after the week of Count and Inspection, stewards and branch officials should begin alerting the unit carriers to the consultation requirements so that they are fully informed about the procedures prior to the actual consultations. The branch should consider providing formal consultation training.

Since management is required to provide copies of Forms 1838 to carriers at least five days in advance of a consultation, stewards should encourage carriers to advise them as soon as possible after receipt of the 1838s. If the steward is able to review the 1838s prior to the consultation, so much the better. The steward may be able to alert the carrier to specific information that needs to be discussed at the consultation.

The carriers should be encouraged to request steward time if management violates any of the above procedures.

J. After the Adjustments

As indicated in Chapter 3 of the Route Protection Program, management must review the latest Form 3998 when considering the need for minor route adjustments throughout the year. Form 3998, Unit Summary of City Delivery Assignments, is completed after a route adjustment. The purpose of the form is to compare:

- a). the number of routes and average daily workhour requirements disclosed as a result of the route inspection (before adjustments), with
- b). the number of routes and average daily workhour requirements disclosed by the resultant adjustments (after adjustments). Completion and use of the Form 3998 is explained in detail in Chapter 3 of the M - 39 Handbook.

As discussed before, management's responsibility does not end with placing the route adjustments in effect. After a route adjustment has been implemented, the manager must carefully study and analyze specific forms and records to ensure that the objective of adjusting routes to 8 hours has been met (M -39 Section 243.611). If the route is not adjusted properly, corrections must be made. In some cases, it may be necessary to conduct a special inspection (M -39 Section 243.68). Results of this review, which is required by M -39 Section 243.6, should be used to document management's failure to meet the objective of adjusting routes to 8 hours.

Additionally, when route adjustments or changes are implemented, management must complete a new Form 3999 to reflect the current authorized travel patterns and schedules, as well as the new length of the route by recording the correct mileage and travel times. This is the Form 3999 that is used in Line 141.19.b of the M -39 to determine "street time per possible delivery" if minor route adjustments are later performed.

K. Grievances

Shop Stewards may have to file grievances on some of the issues covered in the steward checklists and throughout Chapter 2. It is extremely important to include all relevant documentation in the grievance file. Most route examination related grievances will require copies of at least the following items:

- ☐ a). Form 1838-C Worksheet for each day
- ☐ b). Form 1838 Summary for each day
- ☐ c). Form 1840, both front and back sides
- ☐ d). Form 1840-B (eight week analysis)
- ☐ e). Form 3999
- ☐ f). Route examiner's notes
- ☐ g). Carrier's statement of events
- ☐ h). Form 3996, when the dispute involves auxiliary assistance

L. Conclusion

This completes Chapter Two of the Route Protection Program. This Chapter is designed to provide you with the tools you need to ensure all letter carriers receive fair inspections, evaluations, and adjustments of their assignments.

As local union representatives, you must educate the carriers, review the forms before and after the consultation, and challenge management violations. The letter carriers you represent depend on you to accomplish these tasks.

NALC stands ready to provide additional advice and support when you need it. Questions may arise as you assist the letter carriers in your installation and review the results of the route examinations. If the Route Protection Program and/or the M -39 and M -41 Handbooks do not provide the answers, contact your National Business Agent.

M. Appendix—Chapter 2

The following pages are excerpts from handbooks and manuals.

<u>Appendix Contents</u>	<u>Appendix Page</u>	<u>Page of Reference</u>
Sample Letter 1	A - 1	2 - 18
Sample Letter 2	A - 2	2 - 20
Form 1840-B (Seven random weeks only)	A - 3-6	2 - 25
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Form 3999	A - 8-9	2 - 52
Form 1838-C	A - 10-11	2 - 59
Time Allowances	A - 12	2 - 96
Form 1840 - Front	A - 13	2 - 120
Form 1840 - Reverse	A - 14	2 - 139
Form 1840-B (Completed)	A - 15-17	2 - 154

Sample Letter 1

March 15, 2005

Postmaster Gage Hamel
112 Aspen Cir
Pheasant Valley, MN 12345

Dear Gage,

Thank you for advising the union of the Route Count and Inspection scheduled for May 9 – 14, 2005 at the Main Office. Management is required to conduct at least annual Unit and Route Reviews and further required to share the results of those reviews with the local NALC president, as well as individual carriers serving routes that require adjustment.

I have not received information regarding a Unit and Route Review. Please provide the results of the Unit and Route Review that preceded this scheduled Count and Inspection.

In addition, this is my request to meet with you, or your designee, in order to draw lots to determine the 7-week analysis required in M -39 Section 242.323.

Finally, I am requesting to meet with you to determine an efficient means to verify letter size mail of questionable size during the week of Count and Inspection.

I realize that we are several weeks away from the scheduled Counts. However, these procedures must be accomplished prior to the dry run training, which must be finalized prior to the start of the Count week.

Thank you for your prompt attention to these requests.

Sincerely,

John Harrison, President
NALC Branch 8531

Sample Letter 2

March 15, 2005

Postmaster Gage Hamel
112 Aspen Cir
Pheasant Valley, MN 12345

Dear Gage,

Yesterday, at the end of our Formal Step A meeting concerning an unrelated matter, you verbally informed me that full office Route Count and Inspections were scheduled for September 12 - 17, 2005 at the Main Office. I am requesting that you confirm this information.

Thank you for your prompt attention to this request.

Sincerely,

John Harrison, President
NALC Branch 8531

Instructions

General

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

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

Analysis

Before the count period:

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

After the count period:

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

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

United States Postal Service

Post Office

Delivery Unit

Carrier Time Card Analysis*Denver, Colorado**Sullivan Station - 80241*

Route No. 4713		Carrier's Name <i>J. Hart</i>					Period Used From <i>11-13-04</i> To <i>11-11-05</i>					Date <i>10-4-05</i>			
Day of Week	Begin	Leave	Office Time AM	Return	Street Time	End	Office Time PM	Total	Overtime Used	Auxiliary Asst.	Transfer Time	Delivery Volume			
Schedule	8.00	11.25	3.25	16.25	4.50	16.50	.25	8.00		OFF	STR	Ltr	Flt	Seq	DPS
<i>11-13-04</i> Sat	7.00	11.68	4.68	17.63	5.45	17.84	.21	10.34	2.34			1363	817	450	3009
<i>1-15-05</i> Sat	<i>T</i>														
<i>2-5-05</i> Sat	7.00	11.84	4.84	16.95	4.61	17.20	.25	9.70	1.70		1.00	1404	821	450	3241
<i>3-26-05</i> Sat	7.00	11.70	4.70	16.48	4.28	16.70	.22	9.20	1.20		1.25	1381	804	450	3111
<i>4-9-05</i> Sat	<i>T</i>														
<i>5-21-05</i> Sat	<i>T</i>														
<i>9-3-05</i> Sat	7.00	11.91	4.91	17.20	4.79	17.50	.30	10.00	2.00		.75	1401	799	450	3184
Sat															
TOTAL Days															
Average															
Comparable Day (Form 1840)															
Schedule	8.00	11.25	3.25	16.25	4.50	16.50	.25	8.00							
<i>11-15-04</i> Mon	8.00	12.52	4.52	18.20	5.18	18.50	.30	10.00	2.00			1165	913		3391
<i>1-17-05</i> Mon	8.00	12.41	4.41	17.99	5.08	18.23	.24	9.73	1.73			1071	862		3204
<i>2-7-05</i> Mon	8.00	12.61	4.61	18.19	5.08	18.45	.26	9.95	1.95			1193	870		3191
<i>3-28-05</i> Mon	<i>R</i>														
<i>4-11-05</i> Mon	8.00	12.60	4.60	17.40	4.30	17.63	.23	9.13	1.13		1.00	1171	881		3491
<i>5-23-05</i> Mon	<i>R</i>														
<i>9-5-05</i> Mon	8.00	12.74	4.74	17.50	4.26	17.75	.25	9.25	1.25		1.00	1302	940		3540
Mon															
TOTAL Days															
Average															
Comparable Day (Form 1840)															
Schedule	8.00	11.25	3.25	16.25	4.50	16.50	.25	8.00							
<i>11-16-04</i> Tue	<i>R</i>														
<i>1-18-05</i> Tue	<i>R</i>														
<i>2-8-05</i> Tue	7.00	11.28	4.28	17.33	5.55	17.60	.27	10.10	2.10			1191	720	450	3159
<i>3-29-05</i> Tue	7.00	11.32	4.32	17.09	5.27	17.35	.26	9.85	1.85		.50	1203	736	450	3183
<i>4-12-05</i> Tue	7.00	11.01	4.01	16.63	5.12	16.85	.22	9.35	1.35			1073	704		3284
<i>5-24-05</i> Tue	<i>R</i>														
<i>9-6-05</i> Tue	7.00	11.64	4.64	17.44	5.30	17.68	.24	10.18	2.18		.50	1360	825	450	3312
Tue															
TOTAL Days															
Average															
Comparable Day (Form 1840)															

A - 5 NALC ROUTE PROTECTION PROGRAM - CHAPTER 2: ROUTE EXAMINATION & ADJUSTMENT FOR NALC REPS

Schedule	Day of Week	Begin	Leave	Office Time AM	Return	Street Time	End	Office Time PM	Total	Overtime Used	Auxiliary Asst.		Transfer Time	Delivery Volume			
											OFF	STR		Ltr	Flt	Seq	DPS
11-17-04	Wed	T															
1-19-05	Wed	8.00	12.26	4.26	17.82	5.06	18.04	.22	9.54	1.54				1021	844		3199
2-9-05	Wed	T															
3-30-05	Wed	8.00	12.44	4.44	18.34	5.40	18.55	.21	10.05	2.05				1102	851		3341
4-13-05	Wed	8.00	12.31	4.31	18.09	5.28	18.30	.21	9.80	1.80				1091	831		3329
5-25-05	Wed	R															
9-7-05	Wed	T															
	Wed																
TOTAL	Days																
Average																	
Comparable Day (Form 1840)																	
Schedule		8.00	11.25	3.25	16.25	4.50	16.50	.25	8.00								
11-18-04	Thu	7.00	11.33	4.33	16.85	5.02	17.11	.26	9.61	1.61		.50		1104	720	450	3204
1-20-05	Thu	7.00	11.42	4.42	16.45	4.53	16.70	.25	9.20	1.20		1.00		1151	731	450	3198
2-10-05	Thu	7.00	11.25	4.25	17.25	5.50	17.48	.23	9.98	1.98				1091	721	450	3151
3-31-05	Thu	T															
4-14-05	Thu	7.00	11.40	4.40	16.51	4.61	16.75	.24	9.25	1.25		1.00		1123	740	450	3206
5-26-05	Thu	R															
9-8-05	Thu	7.00	11.52	4.52	17.08	5.06	17.38	.30	9.88	1.88		.50		1160	760	450	3231
	Thu																
TOTAL	Days																
Average																	
Comparable Day (Form 1840)																	
Schedule		8.00	11.25	3.25	16.25	4.50	16.50	.25	8.00								
11-19-04	Fri	8.00	12.04	4.04	17.81	5.27	18.08	.27	9.58	1.58				1015	784		3183
1-21-05	Fri	8.00	12.21	4.21	18.01	5.30	18.25	.24	9.75	1.75				1031	831		3171
2-11-05	Fri	8.00	11.72	3.72	17.32	5.10	17.55	.23	9.05	1.05				998	770		3001
4-1-05	Fri	8.00	12.15	4.15	17.99	5.34	18.25	.26	9.75	1.75				1041	801		3291
4-15-05	Fri	8.00	12.32	4.32	18.02	5.20	18.25	.23	9.75	1.75				1101	791		3180
5-27-05	Fri	R															
9-9-05	Fri	8.00	12.24	4.24	17.93	5.19	18.12	.19	9.62	1.62				1075	811		3083
	Fri																
TOTAL	Days																
Average																	
Comparable Day (Form 1840)																	

WEEK OF COUNT AND INSPECTION				COMPOSITE WEEK	
From <i>10-29-05</i>		To <i>11-4-05</i>		Day of Week	Average Street Time
Random Lot Selection <i>2 3 1 4</i>				Saturday	
Random Weeks Beginning (Show Saturday dates for the first seven weeks selected and the date for the first delivery of the eighth week.)				Monday	
Week Number	Year	Month	Date	Tuesday	
1	<i>2004</i>	<i>Nov</i>	<i>11-13-04</i>		
2	<i>2005</i>	<i>Jan</i>	<i>1-15-05</i>	Wednesday	
3	<i>2005</i>	<i>Feb</i>	<i>2-5-05</i>		
4	<i>2005</i>	<i>Mar</i>	<i>3-26-05</i>	Thursday	
5	<i>2005</i>	<i>Apr</i>	<i>4-9-05</i>		
6	<i>2005</i>	<i>May</i>	<i>5-21-05</i>	Friday	
7	<i>2005</i>	<i>Sep</i>	<i>9-3-05</i>		
8	<i>2005</i>	<i>Nov</i>	<i>11-5-05</i>	TOTAL	
				Average Daily Street Time	
Comments					
Supervisor's Printed Name			Supervisor's Signature		Date
PS Form 1840-B , November 1997, (Page 4 of 4)					

Sample Letter 3

March 15, 2005

Postmaster Gage Hamel
112 Aspen Cir
Pheasant Valley, MN 12345

Dear Gage,

Please advise me in writing whether you have designated an individual other than yourself to be responsible for seeing that advance preparations are made for mail counts and route inspections in accordance with M -39 Section 212.1. If so, please advise me of the name of that individual.

Thank you for your prompt attention to this request.

Sincerely,

John Harrison, President
NALC Branch 8531

United States Postal Service

Inspection of Letter Carrier Route

Office		Delivery Unit		Route No.		No. of Trips		Truck Type <input type="checkbox"/> LHD <input type="checkbox"/> RHD		Capacity	
Vehicle No.		Carrier's Name		ID No.		Age		Length of Service		Length of Service on Route	
Type of Route <input type="checkbox"/> Business <input type="checkbox"/> Curb <input type="checkbox"/> Delivery <input type="checkbox"/> Res. <input type="checkbox"/> Mixed <input type="checkbox"/> Foot <input type="checkbox"/> Loop <input type="checkbox"/> Park & <input type="checkbox"/> Non-EPM <input type="checkbox"/> EPM <input type="checkbox"/> Bicycle <input type="checkbox"/> Motorized <input type="checkbox"/> Dismount						Type of Transportation <input type="checkbox"/> Public <input type="checkbox"/> Drive Out <input type="checkbox"/> Vehicle <input type="checkbox"/> Contract					
		Trip 1				Trip 2					
Description		Time	Elapsed Time	Odometer	Elapsed Miles	Time	Elapsed Time	Odometer	Elapsed Miles		
End Garage											
End Office											
Arrive Office											
Trans- portation		Leave									
		Board									
Last Delivery											
End Lunch											
Start Lunch											
First Delivery											
Trans- portation		Leave									
		Board									
Leave Office											
Report Office											
Report Garage											
Totals											
Total All Trips *											
Public Transportation Schedule		Time Out		Time Return		Time Out		Time Return			

* Minus lunch period and time spent waiting for mail.

Yes	No	Item	Yes	No	Item
		Does carrier wear regulation uniform and present a neat appearance?			Office Break Option
		Does carrier perform work and conduct himself or herself in a business-like manner?			Is vehicle capacity adequate?
		Is carrier's book up to date?			Does carrier operate the vehicle in a safe manner?
		Are address changes properly maintained on Form 3982?			Is the line of travel the safest possible?
		Are Forms 1776 and 1778 (Hazard and Dog Warning Cards) used?			Is the best mode of transportation used?
		Are computerized case labels used (C.L.A.S.S.)?			Are travel pattern, relay, and park points set up efficiently?
		Should case labels be replaced?			Is there compliance with postal regulations concerning mail receptacles?
		Is the carrier case and drawer free of personal effects and extraneous matter?			Does carrier take enough mail at each relay or park point?
		Does the carrier leave the case unnecessarily?			Does carrier finger mail between deliveries?
		Does the carrier talk unnecessarily with other employees?			Are collection receptacles properly maintained, anchored and schedules legible?
		Does the carrier have a sufficient supply of forms?			Does carrier take obvious short-cuts?
		Does the carrier have a valid driver's license?			Can changes be made to reduce travel time and deadheading?
		Is a last withdrawal of preferential mail made before leaving the office?			Is DPS mail taken directly to the street without casing?

Remarks

Route Inspected By (Signature and Title)

Day and Date

[illegible]

Form 1838-C

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet				Page 1																																																																																																																																																																																									
Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>																																																																																																																																																																																									
AM		PM	Carrier Marked-Up	CFS	Actual Time Entries																																																																																																																																																																																								
1. Letter-Size	700 25 200 450 <i>sequenced</i> 91 10 <i>1,476</i>	40	29 13 <i>42</i>	62 15 <i>77</i>	<table border="1"> <thead> <tr> <th>EXPLANATION</th> <th>TIME GUIDE</th> <th>WRITE IN TIME</th> <th>ELAPSED TIME</th> </tr> </thead> <tbody> <tr> <td>15</td> <td>E</td> <td>11:06</td> <td rowspan="2">1</td> </tr> <tr> <td></td> <td>B</td> <td>11:05</td> </tr> <tr> <td>23</td> <td>E</td> <td>11:05</td> <td rowspan="2">15</td> </tr> <tr> <td></td> <td>B</td> <td>10:50</td> </tr> <tr> <td>21g</td> <td>E</td> <td>11:50</td> <td rowspan="2">1</td> </tr> <tr> <td></td> <td>B</td> <td>10:49</td> </tr> <tr> <td>21f</td> <td>E</td> <td>10:49</td> <td rowspan="2">2</td> </tr> <tr> <td></td> <td>B</td> <td>10:47</td> </tr> <tr> <td>21e</td> <td>E</td> <td>10:47</td> <td rowspan="2">2</td> </tr> <tr> <td></td> <td>B</td> <td>10:45</td> </tr> <tr> <td>23</td> <td>E</td> <td>10:22</td> <td rowspan="2">1</td> </tr> <tr> <td></td> <td>B</td> <td>10:21</td> </tr> <tr> <td>14</td> <td>E</td> <td>10:21</td> <td rowspan="2">6</td> </tr> <tr> <td></td> <td>B</td> <td>10:15</td> </tr> <tr> <td>21d</td> <td>E</td> <td>10:02</td> <td rowspan="2">2</td> </tr> <tr> <td></td> <td>B</td> <td>10:00</td> </tr> <tr> <td>23</td> <td>E</td> <td>10:00</td> <td rowspan="2">10</td> </tr> <tr> <td></td> <td>B</td> <td>9:50</td> </tr> <tr> <td>15</td> <td>E</td> <td>9:50</td> <td rowspan="2">2</td> </tr> <tr> <td></td> <td>B</td> <td>9:48</td> </tr> <tr> <td>23</td> <td>E</td> <td>9:48</td> <td rowspan="2">1</td> </tr> <tr> <td></td> <td>B</td> <td>9:47</td> </tr> <tr> <td>15</td> <td>E</td> <td>9:47</td> <td rowspan="2">1</td> </tr> <tr> <td></td> <td>B</td> <td>9:46</td> </tr> <tr> <td>21c</td> <td>E</td> <td>9:46</td> <td rowspan="2">1</td> </tr> <tr> <td></td> <td>B</td> <td>9:45</td> </tr> <tr> <td>21b</td> <td>E</td> <td>9:37</td> <td rowspan="2">7</td> </tr> <tr> <td></td> <td>B</td> <td>9:30</td> </tr> <tr> <td>18</td> <td>E</td> <td>9:00</td> <td rowspan="2">10</td> </tr> <tr> <td></td> <td>B</td> <td>8:50</td> </tr> <tr> <td>23</td> <td>E</td> <td>7:21</td> <td rowspan="2">10</td> </tr> <tr> <td></td> <td>B</td> <td>7:11</td> </tr> <tr> <td>15</td> <td>E</td> <td>7:11</td> <td rowspan="2">3</td> </tr> <tr> <td></td> <td>B</td> <td>7:08</td> </tr> <tr> <td>23</td> <td>E</td> <td>7:08</td> <td rowspan="2">1</td> </tr> <tr> <td></td> <td>B</td> <td>7:07</td> </tr> <tr> <td>21a</td> <td>E</td> <td>7:07</td> <td rowspan="2">2</td> </tr> <tr> <td></td> <td>B</td> <td>7:05</td> </tr> <tr> <td>19</td> <td>E</td> <td>7:05</td> <td rowspan="2">5</td> </tr> <tr> <td></td> <td>B</td> <td>7:00</td> </tr> <tr> <td colspan="3">TOTAL</td> <td colspan="2">83</td> </tr> <tr> <td colspan="3">Time Clock Rings</td> <td colspan="2"></td> </tr> <tr> <td colspan="3">E</td> <td colspan="2"></td> </tr> <tr> <td colspan="3">R</td> <td colspan="2"></td> </tr> <tr> <td colspan="3">E</td> <td colspan="2">18.80</td> </tr> <tr> <td colspan="3">R</td> <td colspan="2">18.50</td> </tr> <tr> <td colspan="3">L</td> <td colspan="2">12.50</td> </tr> <tr> <td colspan="3">B</td> <td colspan="2">07.00</td> </tr> </tbody> </table>	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME	15	E	11:06	1		B	11:05	23	E	11:05	15		B	10:50	21g	E	11:50	1		B	10:49	21f	E	10:49	2		B	10:47	21e	E	10:47	2		B	10:45	23	E	10:22	1		B	10:21	14	E	10:21	6		B	10:15	21d	E	10:02	2		B	10:00	23	E	10:00	10		B	9:50	15	E	9:50	2		B	9:48	23	E	9:48	1		B	9:47	15	E	9:47	1		B	9:46	21c	E	9:46	1		B	9:45	21b	E	9:37	7		B	9:30	18	E	9:00	10		B	8:50	23	E	7:21	10		B	7:11	15	E	7:11	3		B	7:08	23	E	7:08	1		B	7:07	21a	E	7:07	2		B	7:05	19	E	7:05	5		B	7:00	TOTAL			83		Time Clock Rings					E					R					E			18.80		R			18.50		L			12.50		B			07.00	
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L			12.50																																																																																																																																																																																										
B			07.00																																																																																																																																																																																										
2. Mail of All Other Sizes	632 10 190 16 18 <i>866</i>	10	24																																																																																																																																																																																										
3. Accountable and Signature Mail																																																																																																																																																																																													
Registered/Certified	6	2																																																																																																																																																																																											
COD/Customs	1																																																																																																																																																																																												
Postage Dues	7																																																																																																																																																																																												
Express Mail	2																																																																																																																																																																																												
5. All Parcel Post over 2 lbs.	12	4																																																																																																																																																																																											
6. Sequenced and Collated																																																																																																																																																																																													
Letter Size																																																																																																																																																																																													
Other Size	450																																																																																																																																																																																												
9. 2nd-Class Marked up (exclude Form 3579)																																																																																																																																																																																													
10. Mail with Form 3579 attached																																																																																																																																																																																													
12. Change of Address Recorded	4																																																																																																																																																																																												
13. Insured Receipts Turned In		3																																																																																																																																																																																											
Enter Line Number In Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 <i>3,162</i>																																																																																																																																																																																										
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	Comments																																																																																																																																																																																										
Withdrawal of mail		15	21a Pick up scanner																																																																																																																																																																																										
Sequencing and collating By-Pass Mail		16	21b Safety talk																																																																																																																																																																																										
Actual Strapping out time		17	21c Throwback case																																																																																																																																																																																										
Break (local option)		18	21d Workload - 3996																																																																																																																																																																																										
Vehicle inspection		19	21e Bring mail to window caller																																																																																																																																																																																										
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21	21f Replenish forms																																																																																																																																																																																										
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22	21g Check DPS mail																																																																																																																																																																																										
Counting mail and filling out form 1838 worksheet		23																																																																																																																																																																																											
Signature of Carrier(or Examiner) <i>J. Hart</i>		Day of Week <i>Sat</i>		Date <i>10/29/05</i>	Reg. Repl.																																																																																																																																																																																								
I certify the above information recorded by me is correct.		From <i>14.00</i>		To <i>14.50</i>																																																																																																																																																																																									

Form 1838-C

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet				Page 2			
Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>			
AM		PM		Actual Time Entries			
1. Letter-Size		Carrier Marked-Up	CFS	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
					E		
					B		
					E		
					B		
2. Mail of All Other Sizes					E		
					B		
					E		
					B		
				23	E	6:46	2
					B	6:44	
3. Accountable and Signature Mail				210	E	6:44	2
					B	6:42	
Registered/Certified				23	E	6:39	1
COD/Customs					B	6:38	
Postage Dues				21n	E	6:38	2
Express Mail					B	6:36	
5. All Parcel Post over 2 lbs.				14	E	6:36	3
					B	6:33	
				21m	E	6:33	3
					B	6:30	
6. Sequenced and Collated				21l	E	12:29	2
Letter Size					B	12:27	
				15	E	12:27	1
					B	12:26	
				21k	E	12:26	3
					B	12:23	
				21j	E	12:08	2
					B	12:06	
9. 2nd-Class Marked up (exclude Form 3579)				21i	E	12:06	1
					B	12:05	
10. Mail with Form 3579 attached				23	E	11:50	2
					B	11:48	
				23	E	11:36	1
					B	11:35	
12. Change of Address Recorded				23	E	11:15	4
					B	11:11	
13. Insured Receipts Turned In				15	E	11:11	4
					B	11:07	
				21h	E	11:07	1
					B	11:06	
Enter Line Number in Explanation Column				DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		TOTAL 34	
LINE				Comments		k Rings	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.				14			
Withdrawal of mail				15			
Sequencing and collating By-Pass Mail				16			
Actual Strapping out time				17			
Break (local option)				18			
Vehicle inspection				19			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)				21			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)				22			
Counting mail and filling out form 1838 worksheet							
Signature of Carrier (or Examiner)				I certify the above information recorded by me is correct.		Day of Week <i>Sat</i>	
						Date <i>10/29/05</i>	
						Reg. Repl.	
						Lunch From To	

Exhibit 222.214a(4)

Time Allowances for Carrier Office Work**TIME ALLOWANCES FOR CARRIER OFFICE WORK**

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

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

*** Computing Standard Office Time Under Columns (e), (f), and (g) on Form 1838:**

If the actual time for each of Lines 14, 15, 19, and 21 is less than the base minimum and the carrier performs the function the base minimum must be entered for the Line Item in the appropriate column. If the actual time exceeds the base minimum, an adjustment to that time cannot be shown which is less than the base minimum.

United States Postal Service Carrier Delivery Route - Summary of Count and Inspection										Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station - 80241</i>		Carrier Name <i>J. Hart</i>																		
Route No. 4713		<input type="checkbox"/> EPM Re. <input checked="" type="checkbox"/> Reg.		<input checked="" type="checkbox"/> Non-EPM <input type="checkbox"/> Aux.		No. of Trips 1		Type of Route <input type="checkbox"/> Foot <input type="checkbox"/> Bus. <input type="checkbox"/> Res. <input type="checkbox"/> Mixed <input type="checkbox"/> Bicycle <input type="checkbox"/> Motorized <input type="checkbox"/> Curb Delivery <input checked="" type="checkbox"/> Park and Loop <input type="checkbox"/> Dismount		Type of Vehicle <input type="checkbox"/> LHD <input checked="" type="checkbox"/> RHD		Age 49		Length of Service 25 yrs. & 9 mos.		Length of Service on Route 10 years																
Inclusive Dates 10/29 To: 11/4		A		B		C		D		E		F		G		I		NUMBER OF PIECES DELIVERED														
Net Time Used		Standard		Over Standard		Under Standard		Net Street Time Used		Net Total Time Used		Actual Auxiliary Time Used		Miles Driven		Letter Size		Mail of All Other Sizes		Account-able and Signature Mail		All Parcel Post Over 2 Pounds		Sequenced Mail		DPS Mail		Total Pieces De-livered				
Hrs: Mins		Hrs: Mins		Hrs: Mins		Hrs: Mins		Hrs: Mins		Hrs: Mins		Hrs: Mins		Hrs: Mins		1		2		3		5		6		7a		7				
11/4		5:00		5:34				34		5:30		10:30				1385		832		14		8				450		3162		5851		
Sat		4:42		5:02				20		5:10		9:52				1141		905		9		14				3420		5489				
Mon		4:07		4:30				23		5:03		9:10				1084		712		11		17				3291		5115				
Tues		(4:48)		(4:46)		(02)		(6:00)		10:48						990		859		10		22				2914		4795				
Wed		3:37		3:52				15		5:00		8:37				814		623		3		19				2642		4101				
Thurs		(4:16)		(4:28)				(12)		(5:25)		9:41				921		785		11		17				2871		4605				
Fri		17:26		18:58				92		20:43		58:38				6335		4716		58		97				450		18300		29956		
Averages		4:22		4:45				23		5:11		9:47				1056		786		10		17				75		3050		4993		
1840-B Average Street Time										5:24																						
Analysis of Office Work Functions and Actual Time Recordings, Lines:																							Route Examiner's (Office and Street)									
Day		14		15		16		17		18		19		21		22		23														
5		9		12						10		5		33				48														
M		8		11						10		5		30				40														
T		8		10						10		5		31		10		0														
W		(7)		(9)						(10)		(6)		(35)		(5)		(36)														
Th		6		8						10		5		28				32														
F		(8)		(7)						(10)		(5)		(32)		(5)		(34)														
Rep. Times		8		11						5		37																				
Route Examiner and Date		<i>Irv Tuck - 11/15/05</i>										Delivery Service Manager (Signature and title) <i>D. Cassell, Mgr. Sullivan Station</i>										Date Adjustments Made <i>1/7/06</i>										

Carrier does an excellent job both in the office
and on the street.

Adjustments Approved by Postmaster or Designee				Record of Office and Street Adjustments Made										Adjusted Route	
Item	Hours and Minutes	New Const. (Minutes)	Relief (F) Addition (A)	Numbers		ZIP + 4 Sector/ Segment		Trans- ferred To or From Number	Delays.	Office Time	Street Time	Item	Hours and Minutes		
				Begin	End										
Office Time	4:22		(A)	600	899	37 37	18 19	4711-A	+19	+ :11	+ :14	Office Time	3:33		
Street Time	5:24		(R)	100	899	37 37	94 95	4711-A	-80	- :48	- :58	Street Time	4:25		
Total Time	9:46		(R)	600	899	37 37	96 97	4711-A	-20	- :12	- :15	Total Time	7:58		
Router												Router	0		
Addition												Possible Deliveries	369		
Relief	1:46														
									-	TOTAL - :49	TOTAL - :59				

COMMENTS

1. Office break option chosen ☒ yes ☐ no
2. Base time selected for route evaluation purposes from Form 1840-B is 5 : 24 (hours and minutes).
3. Street time selected for adjustment 5 : 24 (hours and minutes).
4. Reasons for selection of street time:

The 1840-B street time is more representative for the route because it shows that the route usually gets 3 full coverages each week. During the week of court, there was only one full coverage day.

1840 Average office time divided by possible deliveries

Carrier states the evaluated office and street time are accurate, but he thinks the territory proposed to be transferred will make the route about 75-20 minutes short.

5. Office method for transfer:


A - 15 NALC ROUTE PROTECTION PROGRAM - CHAPTER 2: ROUTE EXAMINATION & ADJUSTMENT FOR NALC REPS

United States Postal Service						Post Office				Delivery Unit							
Carrier Time Card Analysis						Denver, Colorado				Sullivan Station - 80241							
Route No.		Carrier's Name				Period Used				Date							
4713		J. Hart				From 11-13-04 To 11-11-05				10-4-05 11-15-05							
Day of Week	Begin	Leave	Office Time AM	Return	Street Time	End	Office Time PM	Total	Overtime Used	Auxiliary Asst.	Transfer Time	Delivery Volume					
Schedule	8.00	11.25	3.25	16.25	4.50	16.50	.25	8.00		OFF	STR		Ltr	Flt	Seq	DPS	
11-13-04 Sat	7.00	11.68	4.68	17.63	5.45	17.84	.21	10.34	2.34				1363	817	450	3009	
1-15-05 Sat	T																
2-5-05 Sat	7.00	11.84	4.84	16.95	4.61	17.20	.25	9.70	1.70		1.00		1404	821	450	3241	
3-26-05 Sat	7.00	11.70	4.70	16.48	4.28	16.70	.22	9.20	1.20		1.25		1381	804	450	3111	
4-9-05 Sat	T																
5-21-05 Sat	T																
9-3-05 Sat	7.00	11.91	4.91	17.20	4.79	17.50	.30	10.00	2.00		.75		1401	799	450	3184	
11-5-05 Sat	T																
TOTAL Days 4			19.13		19.13		.98	39.24	7.24		3.00		5549	3241	1800	12545	
Average			4:47		4:47		:15	9:49	1:49		:45		1388	811	450	3137	
Comparable Day (Form 1840)					5:30		5:00	10:30					1385	832	450	3162	
Schedule	8.00	11.25	3.25	16.25	4.50	16.50	.25	8.00									
11-15-04 Mon	8.00	12.52	4.52	18.20	5.18	18.50	.30	10.00	2.00				1165	913		3391	
1-17-05 Mon	8.00	12.41	4.41	17.99	5.08	18.23	.24	9.73	1.73				1071	862		3204	
2-7-05 Mon	8.00	12.61	4.61	18.19	5.08	18.45	.26	9.95	1.95				1193	870		3191	
3-28-05 Mon	R																
4-11-05 Mon	8.00	12.60	4.60	17.40	4.30	17.63	.23	9.13	1.13		1.00		1171	881		3491	
5-23-05 Mon	R																
9-5-05 Mon	8.00	12.74	4.74	17.50	4.26	17.75	.25	9.25	1.25		1.00		1302	940		3540	
11-7-05 Mon	8.00	12.81	4.81	17.61	4.30	17.85	.24	9.35	1.35		1.00		1311	991		3512	
TOTAL Days 6			27.69		28.20		1.52	57.41	9.41		3.00		7213	5457		20329	
Average			4:37		4:42		:16	9:35	1:35		:30		1203	910		3389	
Comparable Day (Form 1840)					5:10		4:42	9:52					1141	905		3420	
Schedule	8.00	11.25	3.25	16.25	4.50	16.50	.25	8.00									
11-16-04 Tue	R																
1-18-05 Tue	R																
2-8-05 Tue	7.00	11.28	4.28	17.33	5.55	17.60	.27	10.10	2.10				1191	720	450	3159	
3-29-05 Tue	7.00	11.32	4.32	17.09	5.27	17.35	.26	9.85	1.85		.50		1203	736	450	3183	
4-12-05 Tue	7.00	11.01	4.01	16.63	5.12	16.85	.22	9.35	1.35				1073	704		3284	
5-24-05 Tue	R																
9-6-05 Tue	7.00	11.64	4.64	17.44	5.30	17.68	.24	10.18	2.18		.50		1360	825	450	3312	
11-8-05 Tue	7.00	11.00	4.00	17.26	5.76	17.51	.25	10.01	2.01				1060	749	450	3805	
TOTAL Days 5			21.25		27.00		1.24	49.49	9.49		1.00		5887	3734	1800	16743	
Average			4:15		5:24		:15	9:54	1:54		:12		1178	747	360	3349	
Comparable Day (Form 1840)					5:03		4:07	9:10					1084	712		3291	

NALC ROUTE PROTECTION PROGRAM - CHAPTER 2: ROUTE EXAMINATION & ADJUSTMENT FOR NALC REPS A - 16

	Day of Week	Begin	Leave	Office Time AM	Return	Street Time	End	Office Time PM	Total	Overtime Used	Auxiliary Asst.	Transfer Time	Delivery Volume				
Schedule		8.00	11.25	3.25	16.25	4.50	16.50	.25	8.00		OFF	STR		Ltr	Flt	Seq	DPS
11-17-04	Wed	T															
1-19-05	Wed	8.00	12.26	4.26	17.82	5.06	18.04	.22	9.54	1.54				1021	844		3199
2-9-05	Wed	T															
3-30-05	Wed	8.00	12.44	4.44	18.34	5.40	18.55	.21	10.05	2.05				1102	851		3341
4-13-05	Wed	8.00	12.31	4.31	18.09	5.28	18.30	.21	9.80	1.80				1091	831		3329
5-25-05	Wed	R															
9-7-05	Wed	T															
11-9-05	Wed	8.00	12.25	4.25	18.05	5.30	18.30	.25	9.80	1.80				1053	861		3291
TOTAL	Days 4			17.26		21.04		.89	39.19	7.19				4267	3387		13160
Average				4:19		5:16		:13	9:48	1:48				1067	847		3290
Comparable Day (Form 1840)					R	6:00		R	4:48	R	10:48			990	859		2914
Schedule		8.00	11.25	3.25	16.25	4.50	16.50	.25	8.00								
11-18-04	Thu	7.00	11.33	4.33	16.85	5.02	17.11	.26	9.61	1.61		.50		1104	720	450	3204
1-20-05	Thu	7.00	11.42	4.42	16.45	4.53	16.70	.25	9.20	1.20		1.00		1151	731	450	3198
2-10-05	Thu	7.00	11.25	4.25	17.25	5.50	17.48	.23	9.98	1.98				1091	721	450	3151
3-31-05	Thu	T															
4-14-05	Thu	7.00	11.40	4.40	16.51	4.61	16.75	.24	9.25	1.25		1.00		1123	740	450	3206
5-26-05	Thu	R															
9-8-05	Thu	7.00	11.52	4.52	17.08	5.06	17.38	.30	9.88	1.88		.50		1160	760	450	3231
11-10-05	Thu	7.00	11.75	4.75	17.93	5.68	18.25	.32	10.75	2.75				1152	812	450	3317
TOTAL	Days 6			26.67		30.40		1.60	58.67	10.67		3.00		6781	4484	2700	19307
Average				4:27		5:04		:16	9:47	1:47		:30		1131	748	450	3218
Comparable Day (Form 1840)						5:00		3:37	8:37					814	623		2642
Schedule		8.00	11.25	3.25	16.25	4.50	16.50	.25	8.00								
11-19-04	Fri	8.00	12.04	4.04	17.81	5.27	18.08	.27	9.58	1.58				1015	784		3183
1-21-05	Fri	8.00	12.21	4.21	18.01	5.30	18.25	.24	9.75	1.75				1031	831		3171
2-11-05	Fri	8.00	11.72	3.72	17.32	5.10	17.55	.23	9.05	1.05				998	770		3001
4-1-05	Fri	8.00	12.15	4.15	17.99	5.34	18.25	.26	9.75	1.75				1041	801		3291
4-15-05	Fri	8.00	12.32	4.32	18.02	5.20	18.25	.23	9.75	1.75				1101	791		3180
5-27-05	Fri	R															
9-9-05	Fri	8.00	12.24	4.24	17.93	5.19	18.12	.19	9.62	1.62				1075	811		3083
11-11-05	Fri	R															
TOTAL	Days 6			24.68		31.40		1.42	57.50	9.50				6261	4788		18909
Average				4:07		5:14		:14	9:35	1:35				1044	798		3152
Comparable Day (Form 1840)					T	5:25		T	4:16	T	9:41			921	785		2871

PS Form 1840-B, November 1997, Page 3 of 4

WEEK OF COUNT AND INSPECTION				COMPOSITE WEEK	
From <i>10-29-05</i>		To <i>11-4-05</i>		Day of Week	Average Street Time
Random Lot Selection <i>2 3 1 4</i>				Saturday	<i>5:32</i>
Random Weeks Beginning (Show Saturday dates for the first seven weeks selected and the date for the first delivery of the eighth week.)				Monday	<i>5:12</i>
Week Number	Year	Month	Date	Tuesday	<i>5:36</i>
1	<i>2004</i>	<i>Nov</i>	<i>11-13-04</i>	Wednesday	<i>5:16</i>
2	<i>2005</i>	<i>Jan</i>	<i>1-15-05</i>		
3	<i>2005</i>	<i>Feb</i>	<i>2-5-05</i>	Thursday	<i>5:34</i>
4	<i>2005</i>	<i>Mar</i>	<i>3-26-05</i>		
5	<i>2005</i>	<i>Apr</i>	<i>4-9-05</i>	Friday	<i>5:14</i>
6	<i>2005</i>	<i>May</i>	<i>5-21-05</i>		
7	<i>2005</i>	<i>Sep</i>	<i>9-3-05</i>	TOTAL	<i>32:24</i>
8	<i>2005</i>	<i>Nov</i>	<i>11-5-05</i>		
				Average Daily Street Time	<i>5:24</i>
Comments					
Supervisor's Printed Name				Supervisor's Signature	
					
				Date	
PS Form 1840-B , November 1997, (Page 4 of 4)					

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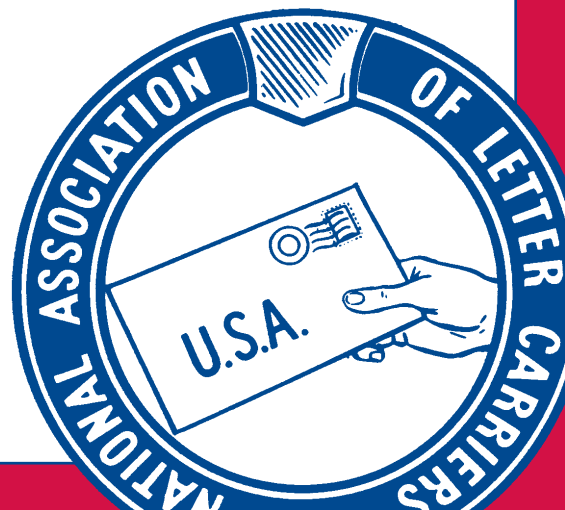
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Errata - NALC Route Protection Program

Chapter 2 - Route Examination and Adjustment for NALC Representatives

May 1, 2006 corrections: These are corrections to the printed version of Chapter 2 mailed to branches in March, 2005. The corrections have been made in the online version, available at <http://www.nalc.org> under Departments>City Delivery; they will be printed and mailed to branches in a future RPP mailing.

~~Strikeout/redline~~ = deleted

Underlined = added

Page & Location

Correction

2-82, last paragraph, first sentence **Entry.** The 1838-C Worksheets have ~~fourteen~~ fifteen Line 21 entries, ~~eleven~~ twelve of which

2-134, second paragraph, last sentence.... sufficient for the carrier ~~top~~ to perform that

2-140, second paragraph, last sentence .. in the M-39, ~~Line~~ Section 243.3

2-142, third paragraph, first sentence..... described in ~~Line~~ Section 243.316

2-158, last paragraph, and M-41 ~~Line~~ Section 923.1)

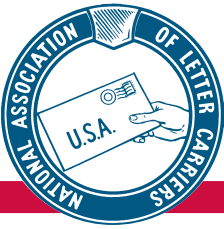
2-159, first paragraph Section 241.4, M-41 ~~Line~~ Section 923.1):

A-11, Actual Time EntriesBetween 21~~k~~ and 21~~l~~, added 15 B 12:26 E 12:27,
Elapsed Time 1, changed 21~~l~~ entry from ~~B 12:26~~
to B 12:27, Elapsed Time from ~~3~~ to 2

NALC ROUTE PROTECTION PROGRAM



NATIONAL ASSOCIATION OF LETTER CARRIERS



National Association of Letter Carriers

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Dear NALC Activist:

A few weeks ago, we sent you a copy of Chapter 1 of the Route Protection Program, NALC's new educational resource material on route counts and inspections. At that time, we told you that additional chapters would follow to address other route evaluation and adjustment issues.

We have enclosed the new chapters, which were described in the Introduction sent with the first chapter. Chapter 2, *Route Examination and Adjustment for NALC Representatives*, provides additional information for NALC representatives who will assist and advise letter carriers through the inspection process. Chapter 3, *The Minor Route Adjustment Process*, describes management's use and misuse of the minor adjustment provisions in section 141 of the M-39 Handbook.

Also enclosed are some replacement pages for Chapter 1 containing a few minor corrections. Please replace the pages as described in the enclosure.

Additionally, we have sent you—and *every* letter carrier who is an NALC member—a Route Protection Program *Pocket Handbook*. Letter carriers can use the *Handbook* as a quick and convenient reference during the week of count and inspection.

We urge NALC activists at all levels to use these materials to ensure that letter carrier routes are fairly and accurately inspected, evaluated, and adjusted.

Sincerely,

William H. Young
President

Fredric V. Rolando
Director of City Delivery

Chapter 3

The Minor Route Adjustment Process

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A. Introduction

For a period of approximately 14 months, from March 2003 through May 2004, the parties at the national level agreed to Memorandums of Understanding regarding application of the provisions of the Minor Route Adjustment procedures found in Section 141 of the M-39 Handbook (M-1505, M-1482). Prior to that time, many grievances were filed on various Minor Route Adjustment issues, most notably regarding management's violations of M-39 Section 141.18 for evaluating routes and M-39 Section 141.19 for adjusting routes.

Management's abuse of M-39 Section 141.18 was mostly driven by its desire to pre-determine the evaluations of the routes to mirror savings it had projected independent of any fair evaluation. Management's misuse of M-39 Section 141.19 was mostly driven by its desire to use the Minor Route Adjustment process even though it did not have reasonably current route inspection data and/or the

same carrier serving the route. Management proceeded with its evaluations and adjustments as if the methodologies described in M-39 Sections 141.18 and 141.19 were optional, and did not have to be followed.

The purpose of the Memorandums of Understanding was to minimize disputes regarding the Minor Route Adjustment process while the parties continued to meet on a task force to develop new methods for inspecting and adjusting routes. The terms of the memorandums were not intended to represent either parties' position outside their effective dates.

The memorandums defined the time period to be used in applying M-39 Section 141.18 for determining the current evaluation of a route. The memorandums also provided the Postal Service with procedures to use M-39 Section 141.19 to adjust a route when it did not have reasonably current data and/or the same carrier serving the route.

Now that the Postal Service has terminated the cooperative efforts regarding route inspections, and the Minor Route Adjustment Memorandums have expired, it is especially important to understand the provisions of Section 141 of the M-39 Handbook, Minor Adjustments.

B. Overview

As explained in Chapters One and Two, management is required to make at least annual route and unit reviews. The reviews are utilized to verify adjustments that have been made, or need to be made, to maintain efficient service. Where necessary, management must proceed with mail counts and route inspections (M-39 Section 211.1).

In addition to these reviews that must be conducted at least annually, management must maintain the routes in reasonable adjustment throughout the rest of the year (M-39 Section 141.111). If minor adjustments have been made throughout the year as needed, few adjustments will be required after each Count and Inspection period (M-39 Section 242.11).

Management must review the nature and scope of the adjustments needed. If the review indicates that the necessary adjustments are beyond minor, Section 141 cannot be used. Instead, a mail count and route inspection must be conducted (M-39 Section 141.112).

Additionally, the parties have agreed that Minor Route Adjustments must be done using reasonably current route inspection data from a six-day count (M-1448). The Postal Service has also affirmed that the procedures in Section 141 of the M-39 Handbook must be accurately followed (M-00992). The formula for making Minor Route Adjustments found in the M-39 Section 141 requires that the previous Count and Inspection data be reasonably current and that the same carrier is still serving the route (M-39 Section 141.19). This is consistent with the M-39 design to adjust routes to the individual capabilities of the letter carriers assigned to the routes.

National Arbitrator Gamser recognized that design in a national level decision. In that

decision, he wrote the following concerning the adjustment of city carrier routes:

Each carrier, due to his physical condition and experience, performs at a pace which must be taken into consideration in determining his time requirements.

These are not routine or repetitive jobs that can be paced by a machine or a belt. Nor has the Postal Service indicated a desire to force each and every carrier to perform in accordance with unilaterally determined so-called normal time requirements.

(C-03213)

This principle is structurally built into the route examination and adjustment procedures required by Chapter 2 of the M-39 Handbook. It is also a basis for the requirement that only current route inspection data for the same carrier be used in the minor route adjustment process.

National Arbitrator Gamser in the same award made it crystal clear that the methodologies in M-39 Section 141.1 are indeed not optional. Rather, he ruled that management must not depart from the methods set forth in the M-39 for minor adjustments.

At the time of his award, the M-39 Section 141.1 language was in Section 228.1 of the M-39, and read as follows:

228.1 Adjustment Without Special Inspection

.11 Routes should be maintained in reasonable adjustment throughout the year. Before determining that a special mail count and route inspection is necessary to properly adjust one or a group of routes, review the nature and scope of the adjustments needed. If the review discloses that only minor adjustments are necessary, the adjustments should be made from data available on Forms 3999 and 1840 from the most recent mail count and inspection. Current management records, Forms 1571, 1813, 3996, and 3997, should also be reviewed and considered in making adjustments. (Follow same procedure in reviewing Forms 1840 with the carrier.)

.12 A simple formula for effecting adjustments without count and inspection may be made in the following manner if the previous count and inspection contains reasonably current data and the same carrier is serving the route being considered:

- a. Divide net office time or standard, whichever is lower, by total deliveries to obtain minutes office time used per delivery.*
- b. Deduct the to and from travel time (Form 3999) from street time and divide the remainder by the deliveries to obtain minutes street time used per delivery.*
- c. Add average office and street time per delivery and multiply by the number of deliveries being considered for addition or subtraction from route to determine the total time involved.*
- d. Add to or subtract from route involved.*

In his National Level Award, Arbitrator Gamser stated that... *“a grievable event would occur only if the postmaster or supervisor making such [minor] adjustment without special inspection departed from the methods to be employed as set forth in the above quoted section 228.1.”*

M-39 SECTION 141- MINOR ADJUSTMENTS

There are two sections under Minor Adjustments in Section 141 of the M-39 Handbook. Section 141.1, Route Adjustment Without Special Inspection, and Section 141.2, Special Office Mail Counts. Section 141.1 is divided into several subsections, which will be discussed before discussion of Section 141.2.

141 Minor Adjustments

C. Section 141.1: Route Adjustment Without Special Inspection

141.11 Minor Adjustments

141.111 The routes must be maintained in reasonable adjustment throughout the year. In order to fulfill this requirement, local managers may find it necessary to make minor route adjustments, to provide relief, add deliveries, capture undertime, etc.

This section explains that the purpose of minor route adjustments is to maintain routes in reasonable adjustment throughout the year. This section indicates that the routes have already been properly adjusted from a Count and Inspection, and are now to be “maintained” as such throughout the year.

141.112 When considering if a mail count and route inspection is necessary, review the nature and scope of the adjustments needed. If the review discloses that only minor adjustments are necessary, the adjustments should be made from current management records and information.

This section explains that management must first review whether the necessary adjustments are only minor in nature and scope. If they are beyond minor, a mail count and route inspection must be used instead. If they are only minor, they should be made from current management records and information. These management records and information are described in M-39 Sections 141.18 and 141.19.

There is no nationally agreed upon definition of what would constitute a “minor adjustment” pursuant to the language in M-39 Section 141.112. Therefore, a common sense approach is necessary. If it is proposed to make major territorial changes and/or changes that have a major impact on other routes, the adjustment would clearly not be minor.

Conversely, if routes are maintained in adjustment with limited changes, the adjustments may well be minor in scope. The notion that necessary adjustments beyond those minor in nature and scope must be done with a full Count and Inspection is further supported in Arbitrator Gamser’s award. He wrote:

“If the reviewing supervisor made a determination that only minor adjustments are necessary or possibly justified then the Adjustment Without Special Inspection Method could be utilized. If more than a minor adjustment were required, then a Special Inspection, outlined in Part 227.1, should be employed.”

Note: The language from Gamser quotes “Part 227.1” of the M-39. This language is now found in Section 271 of the M-39.

141.113 When it is observed that a delivery unit is regularly exceeding its daily authorized carrier hours, as indicated on the latest Form 3998, Unit Summary of City Delivery Assignments (see Chapter 3), management must first ensure that the applicable procedures in this Chapter are fully implemented and enforced. Particular attention must be given to carrier scheduling, receipt of mail, and carrier work methods in the office and on the street. Some other areas that should be reviewed are delivery unit changes in office routines, street management, and additional or more beneficial segmentations of mail.

This section explains that once management observes that a delivery unit is exceeding its daily authorized carrier hours from Form 3998, it must first ensure that the procedures in M-39 Chapter 14 (141.12, 141.13, 141.14, 141.15) are fully implemented and enforced before using the minor route adjustment process.

The daily authorized hours are found on the Form 3998 from the reasonably current route inspection. Chapter 3 of the M-39 Handbook provides an overview of the form. Union representatives should ensure that all the relevant information contained on the Form 3998 is correct and based on the current route inspection data.

141.12 Office Routines

141.121 Delivery managers must continually review carrier office routines in order to determine whether all unnecessary time consuming practices have been eliminated or reduced to an absolute minimum. A review should be made of the unit layout to ensure that the workroom is arranged to minimize travel and to facilitate an orderly flow of mail. All excess and unnecessary equipment should be removed from the workroom floor. If this is not possible, place it in an area where it will not interfere with an efficient operation.

141.122 Where possible, at least 80 percent of the carrier's mail should be on the case ledge prior to the carrier reporting. At offices where it is impractical to place on or near the

carrier's case prior to the reporting time, management should consider establishing a fixed schedule for mail withdrawals or establishing a minimum number of controlled withdrawals. The withdrawals should be scheduled to coincide with the receipt of mail or the distribution needs of the office. Carriers must not be allowed to withdraw their mail except under controlled conditions in order to facilitate the volume recording process. However, regardless of the procedure used in the office, mail received from the main office or mail distributed at the unit while the carriers are on the street should be on the carrier cases when they return from the street.

141.13 Street Management

141.131 Delivery managers must ensure that carriers hold the number of park points, swings, loops, and relays to the absolute minimum necessary to provide delivery. Unnecessary movement of vehicles and vehicle stops not only expand street time, but also waste energy.

141.132 Where carriers use public conveyances for transportation to and from their routes, leaving and returning times must be arranged to reduce carrier transportation waiting time to a minimum. In addition, relay runs should be arranged so that carriers do not have to wait for relays.

141.133 Deadheading and unnecessary retracing should be eliminated. Lines of travel as indicated by the case layout must be followed by the carrier. Unauthorized deviations generate customer complaints, waste both time and energy, and conflict with the order which the letters are placed in under Delivery Point Sequencing. When it is determined that more efficient travel patterns are possible, management should arrange for the appropriate changes in the sort plan, case labels and advise the carrier of the new line of travel.

141.14 Segmentations

Management must periodically review carrier mail volume to determine the need for additional or alternative segmentations of mail that could be prepared more efficiently for delivery by distribution personnel or mailers.

141.15 Distribution

Delivery managers must coordinate mail flow into the delivery unit, mail preparation, and the establishment or abolishment of segmentations with the appropriate functional area manager.

M-39 Sections 141.12 through 141.15 contain the procedures referenced in M-39 Section 141.113 that must be fully implemented and enforced prior to management considering making Minor Route Adjustments.

141.16 When to Consider Making Minor Adjustments

Once it is determined that standard operating procedures (SOPs) have been properly implemented and maintained, the delivery manager has considered all other alternatives, carrier workhours have not been reduced, or workhours can be reduced, then management should consider making minor route adjustments.

This section explains that management should not consider making minor route adjustments until it determines that workhours have not been reduced by the proper implementation and maintenance of the procedures described above.

141.17 Advance Preparation

Prior to making any minor adjustment on a unit wide basis, management must notify the local union as far in advance as possible. Any proposed adjustments must be placed in effect within 45 calendar days after the end of the adjustment consultation with the carriers involved and changes should not be made between the period November 15 and January 1. Exceptions must be approved by the district manager.

This section explains that when these minor changes are made to routes on a unit wide basis, the local union must be notified as far in advance as possible. Local representatives should review the data used to determine if appropriate advance notice was given. Also, management must consult with each letter carrier involved in the proposed adjustments. Remember, to consult means to seek an opinion as a guide to one's own judgment. It must not be a meeting to simply inform the carrier of the changes, but rather an opportunity for the carrier to offer meaningful input in time to influence the final adjustment.

The Summary Of Minor Adjustments Worksheet includes an area to record the carriers' input and comments regarding the proposed adjustment.

141.18 Preliminary Planning

Management should carefully review and analyze street management records, Forms 3997, 1813, 3996, 1571, 3921, and 3921-A, and carrier timecards or PSDS reports in order to determine the current evaluation for each route and the needed adjustments. The manager using Forms 1840 should prepare a Summary of Minor Adjustments Worksheet for each route.

The summary should contain the post office name, ZIP Code, delivery unit name, route number, carrier's name, ID number, age, length of service, length of service on the route, route designation, number of trips, type of route, type of vehicle used on route, and other appropriate information as indicated in exhibit 141.18.

This section is critically important because it describes in detail the information that must be reviewed and analyzed to determine the current evaluation of the route. It also explains the form, Summary of Minor Adjustments Worksheet, which is used to record the minor adjustments made for

each route from the current Form 1840 for that carrier and route.

M-39 Section 141.18 is explicit as to the information that must be reviewed to determine the current actual time being used on the route so that the necessary amount and means of adjustment can be determined. These specific forms and records must be the basis for the evaluation.

Beware of additional forms not listed in M-39 Section 141.18 that may be used to skew the evaluation of the route. Also beware of management reviewing the forms and records for a selected time period that does not fairly reflect the actual route time.

If management attempts to evaluate the route based on its projection or analysis of volume changes, rather than a carrier's actual time, a grievance should also be filed.

Additionally, be sure that each Form 1840 used to prepare the Summary of Minor Adjustments Worksheet is from the previous Count and Inspection. This data must be reasonably current and for the same carrier currently serving the route.

Please review the sample Summary Of Minor Adjustments Worksheet on page 3-22. The information from the completed Form 1840 in Chapter 2 is used to illustrate proper completion of the Worksheet. A copy of the front and back of that 1840 is found on page 3-23.

The top section of the Worksheet contains the adjusted route information. This information comes from the reverse side of the Form 1840 (upper right side).

Additionally, in this example a time of 7:40 is entered as the current Route Evaluation (which would be determined from the review and analysis of the forms and records in M-39 Section 141.18). Also, the subsequent proposed (minor) adjustment of plus :20 to maintain the route in reasonable adjustment is entered.

The bottom section of the Worksheet contains the actual (minor) changes made to the route as well as the before (M-39 Section 141.18 evaluation) and after (adjusted per M-39 Section 141.19) route data.

141.19 Formula for Making Minor Adjustments

A simple formula for making minor adjustments, without mail counts and inspection, may be made in the following manner if the previous count and inspection data is reasonably current and the same carrier is serving the route being considered:

SUMMARY OF MINOR ADJUSTMENTS WORKSHEET

Post Office:	<i>Denver, CO</i>	Carrier name:	<i>J. Hart</i>
Delivery Unit:	<i>Sullivan Station</i>	Age:	<i>50</i>
Route No:	<i>4713</i>	Length of Service:	<i>26</i>
Route Designation:	<i>Reg</i>	Length of Service on Route:	<i>11</i>
Type of Route:	<i>Park & Loop</i>		
Type of Vehicle:	<i>RHD</i>		

Route Office Time:	<i>3:33</i>	Route Evaluation (based upon analysis):	<i>7:40</i>
Route Street Time:	<i>4:25</i>	Proposed Adjustment (+/-):	<i>+ :20</i>
Possible Deliveries:	<i>369</i>		
Router Time:	<i>0</i>	Router Time:	<i>0</i>

Carrier Comments:

Adding 20 minutes will make the route heavy some days but most days it will be around 8 hours.

Actual Adjustment

Relief (R)				Time
Addition (A)	Block	Street	Deliveries	Value
<i>from 4711-A (A)</i>	<i>600-699</i>	<i>White Oak Court</i>	<i>20</i>	<i>:09/:11</i>

Route Before Adjustment:	<i>7:40</i>	Route Office Time:	<i>3:29</i>	Possible Deliveries:	<i>369</i>
Actual Adjustment:	<i>+ 0:20</i>	Route Street Time:	<i>4:31</i>	Reduction/Addition:	<i>+20</i>
Route After Adjustment:	<i>8:00</i>	Total Time:	<i>8:00</i>	After Adjustment:	<i>389</i>

Router Time After Adjustment: *0*

Comments:

Carrier: These deliveries are all in an NDCBU and the time value is about right.

Manager: The time value of the addition is consistent with the times on the 3999 for Route 4711-A from the last count and inspection.

(Signature)

Unit Manager

Date: _____

(Signature)

District Manager/Designee

Date: _____

This part of M-39 Section 141.19 clearly states that if the previous Count and Inspection data is reasonably current and the same carrier is serving the route, the following formula for making minor adjustments may be used. Otherwise, management must conduct mail Counts and Inspections to make any adjustments to the route.

As explained above, the current evaluation of the route and needed adjustments are determined by reviewing and analyzing the forms and records listed in M-39 Section 141.18. The formula in M-39 Section 141.19 is then used to compute an “office time per delivery” and a “street time per delivery” in order to determine how many deliveries are needed to provide the necessary addition/relief to adjust the route to 8 hours.

In the example, the review and analysis in M-39 Section 141.18 documented that, during a period that fairly represents the route’s normal volume and workhours, the regular carrier averaged 3:20 office time and 4:20 street time for a total of 7:40.

M-39 Section 141.19a explains how to determine the “office time used per delivery” from the previous Count and Inspection of the route:

First, using the most recent Form 1840, management reviews the net and standard office times and selects the lesser of the two. The “Net Office Time” of 4:22 from the Form 1840 is the lesser.

Next management deducts the actual times used on lines 14, 15, 16, 19 & 21 during the week of inspection from the Net Office Time. The actual times used for those line items is found on the lower left corner of the front of the Form 1840.

The regular carrier’s average actual minutes used were 8 (line 14), 11 (line 15), 5 (line 19), & 31 (line 21). Management also deducts the 5 minute standard for line 20 (personal time), and the office break time.

Therefore total line item and break times of 70 minutes (8+11+5+31+5+10) are deducted from the Net Office Time of 4:22, which results in a remainder of 3:12 (4:22 minus :70).

Management then divides the remainder (3:12) by the number of possible deliveries found in Section H on the lower right hand side of the front of Form 1840 (450). The result is .43 (3:12, or 192 minutes, divided by 450 possible deliveries). The “office time per possible delivery” is .43 minutes.

Note: M-39 Section 141.19a provides that if the Standard Office Time had been selected as the lesser office time, then the Line Item deductions may be different. Standard Line Item values would be deducted instead of actual times, if the standard times were greater than the actual Line Items.

M-39 Section 141.19b explains how to determine the “street time per possible delivery” from the previous Count and Inspection of the route.

First, management determines the street time from the most recent Form 3999. This will be either the 3999 completed during the last Count and Inspection, or the 3999 completed after implementation of the latest adjustment.

Management reviewed the Form 3999 completed after implementation of the latest adjustment, which shows a street time of 4:30.

Next, management uses the Form 3999 to compute the following:

- vehicle loading time
- travel time to and from the route

- time spent collecting from collection boxes
- time spent for relays
- gassing vehicle
- vehicle moves
- replenishing mail after loop
- breaks, and comfort stops

In this example, management calculates a total of 65 minutes, and deducts this time (:65) from the 3999 street time (4:30). The result is 3:25.

Now management divides the 3:25, which is 205 minutes, by the possible deliveries. The possible deliveries from the Form 3999 (completed after implementation of the adjustments) is 369. The result is .56 minutes (205 divided by 369). The “street time per possible delivery” is .56 minutes.

M-39 Section 141.19c explains how to determine “time per delivery”. To compute this time management adds the “office time per possible delivery” (.43 minutes) and the “street time per possible delivery” (.56 minutes) for a total of .99 minutes per delivery (.43 plus .56 equals .99)

M-39 Section 141.19d explains how to determine the number of possible deliveries that need to be removed or added. In this example, it would be the number of deliveries that need to be added, since the route was evaluated at 7:40, or 20 minutes short.

The time being considered for addition (20 minutes) is then divided by the “time per delivery” (.99 minutes). The result of 20 (20 divided by .99) is the number of possible deliveries that need to be added.

COMPUTING ROUTE TOTAL TIME

The office and street time added to the route are computed individually as follows:

Office: $.43 \times 20 = 9$ minutes

Street: $.56 \times 20 = 11$ minutes

The route time as a result of the Minor Adjustment is then listed on the “Summary of Minor Adjustments Worksheet” as:

Route Office Time: 3:29 (3:20 plus :09)

Route Street Time: 4:31 (4:20 plus :11)

Total Time: 8:00

The possible deliveries are now 389 (369 plus 20).

UNUSUAL CONDITIONS

M-39 Section 141.19f states that if unusual conditions exist, the character of the area being transferred must be considered and a fair application of time should be made to office and/or street time allowances.

ADJUSTMENT PROCEDURES

M -39 Section 141.19g explains that the adjustment provisions of the M-39 Section 243.2 apply to Minor Route Adjustments.

EVALUATION OF ADJUSTMENTS

M -39 Section 141.19i states that Minor Route Adjustments should be evaluated as outlined in the M-39 Section 243.6. This section requires management to carefully study and analyze the specific forms and records listed in M-39 Section 243.6 to ensure that the objective of maintaining routes in reasonable adjustment has been met. After adjustments are implemented, a new Form 3999 must be completed to reflect the changes.

If an additional Minor Route Adjustment is needed prior to the next Count and Inspection, this most recent Form 3999 would then be used in the M-39 Section 141.19b formula to determine the “street time used per delivery”. However, the Form 1840 from the last Count and Inspection would still be used in the

M-39 Section 141.19a formula to determine the “office time used per delivery”.

D. Section 141.2: Special Office Mail Counts

When management desires to determine the efficiency of a carrier in the office, a count of mail may be made. The carrier must be given one day's advance notification of this special count. Use form 1838-C to record count and time items concerned. The carrier must be advised of the result of the office mail count.

The application of M-39 Section 141.2, Special Office Mail Counts, is simple. When conducting minor adjustments, if management desires to determine the efficiency of a carrier in the office, a count of mail may be made.

The office count must be accomplished in accordance with the applicable provisions of the M-39 Handbook, including the carrier's right to verify the count if management performs the mail count (M-00017, -01216).

Additionally, a carrier not on the Overtime Desired List may be required to work overtime on his/her own route to complete the

office count only if the carrier is being accompanied on the street (M-01217).

Special Office Mail Counts are utilized as part of the Minor Adjustments Section of the M-39 Handbook. These one day counts of mail should only be utilized for the purposes intended by the M-39 Handbook, and local management must ensure they are not used for the purpose of harassment (M-00111).

Additionally, they must not be used to establish a standard (M-00829), as a basis for discipline (M-00005), or to measure pieces per minute (M-01181).

E. Summary

Management has an obligation to maintain routes in reasonable adjustment throughout the year, and in limited circumstances may do so using the minor adjustment process.

Management may only use the minor adjustment process when there is reasonably current Count and Inspection data, the same carrier is serving the route, and the necessary adjustments are minor in scope and nature.

When employing the minor adjustment process, management is required to review specific records in

order to accurately determine the time actually being used by the regular carrier to perform the office and street duties of the route. Management must also apply specific formulas in order to make adjustments.

Arbitrator Gamser has ruled that management may not depart from the minor adjustment procedures in the M-39. His national level decision is binding on management as well as on regional arbitrators.

Branch officers must hold management accountable to strict compliance with the explicit minor adjustment procedures. They must remain alert for management attempts to depart from the required procedures found in the M-39. They must investigate and grieve any process where management evaluates and adjusts routes based on projections, preconceived numbers, volume analysis, etc.

The information provided in this chapter will assist stewards and branch officers with monitoring management's use and misuse of the minor route adjustment process.

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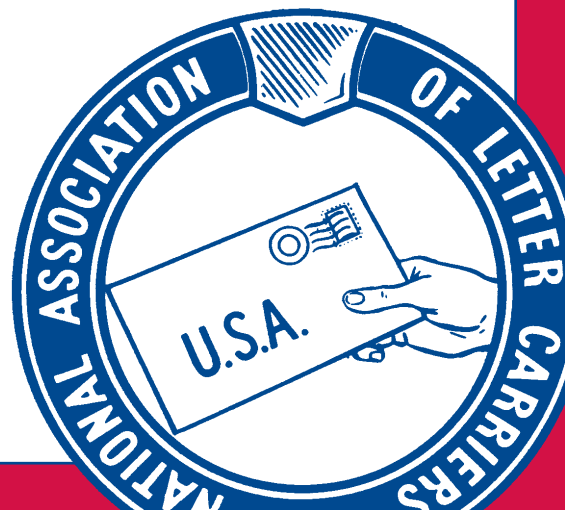
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Errata - NALC Route Protection Program
Chapter 3 – The Minor Route Adjustment Process

May 1, 2006 correction: This is a correction to the printed version of Chapter 3 mailed to branches in March, 2005. The correction has been made in the online version, available at <http://www.nalc.org> under Departments>City Delivery; it will be printed and mailed to branches in a future RPP mailing.

~~Strikeout/redline~~ = deleted

Underlined = added

Page & Location

Correction

3-8, last paragraph..... and the same carrier ~~in~~ is serving the route