



Associate Supervisor Program

Processing & Distribution

Participant's Guide
Course # 17593-00
NSN # 7610040007992

July 2001

EMPLOYEE RESOURCE MANAGEMENT
EMPLOYEE DEVELOPMENT

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United States Postal Service
Employee Resource Management
Employee Development
475 L'Enfant Plaza SW
Washington, D.C. 20260-4215

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A COMMITMENT TO DIVERSITY

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

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

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

Course materials and lectures, classroom debates and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment and harassment on any prohibited basis.

EAS Staff has a professional obligation to provide a safe, discrimination free and sexual harassment free learning environment. Instructors are expected to support this commitment. Class participants are asked to support the goal of zero tolerance of behavior that violates these commitments.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please point that out to the instructor as well.

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

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

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

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Use of Training Materials

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The videotapes referenced in the Facilitator Guide should be available locally in your PEDC library or in the operational unit. These tapes are intended to reinforce the training and should be used whenever possible.

If the tapes are not available, you may provide the opportunity for the class to observe an operational unit under normal work conditions. Additionally, program flexibility allows for the inclusion of these observations in conjunction with the viewing of the videotapes.

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WEEK 3

Unit 1

Facility Operating Plan

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UNIT 1

FACILITY OPERATING PLAN

TERMINAL OBJECTIVE:

Trainees will understand the purpose, the essential components and the method(s) of reading an operating plan.

ENABLING OBJECTIVES:

The trainee will be able to:

- Discuss the purpose of an operating plan.
- Discuss the basic requirements contained in the plan and be able to identify the information contained in these requirements.
- Identify the processing times for major facility functions including:
 - Planned starting time
 - Critical entry time (CET)
 - Clearance time (CT)
 - Dispatch of value (DOV)
- Differentiate between outgoing and incoming operations.
- Define the flow of mail from receipt to its dispatch.

NEW TERMS:

Area Distribution Center (ADC)
Automated Area Distribution Center (AADC)
Sectional Center Facility (SCF)
Airport Mail Center (AMC)
Management Operating Data System (MODS)
Serving Post Office (SPO)
Postal Service Data System (PSDS)

FACILITY OPERATING PLAN

1. What is an operating plan?

Answer: _____

2. What is the purpose of an operating plan?

Answer: _____

3. What does the term MODS stand for?

M _____
O _____
D _____
S _____

4. What is the difference between a MOD I and MOD II office?

MOD 1 _____
MOD 2 _____

5. The basic requirements of the operating plan for MOD offices consist of the following:

- A general information section
- A section consisting of the names of responsible individuals
- A review and approval section
- Index and control sheets
- Service standards and facility data
- Operating targets

OPERATING PLAN ORGANIZATION

1. General Information — This section contains the facility's name, nine-digit ZIP code, MOD category, district affiliation, finance number, and the name of the manager.
2. Responsible Officials — This section contains the names of responsible officials associated with the facility and the names of those individuals who can be contacted to resolve questions of policy and procedure.
3. Review and Approval — This section contains the signatures of designated approving officials.
4. Index and Control Sheets — These sheets define the operating plan requirements for:
 - Area Distribution Center (ADC)
 - Automated Area Distribution Center (AADC)
 - Serving Post Office (SPO)
 - Sectional Center Facility (SCF)
 - City
 - Airport Mail Center (AMC)
 - Exchange/Concentration Office
5. Service Standards and Facility Data — This section provides a standard and easily understood operating description of the facility. Local management will find the Service Standards, Authorized Distribution, and Platform Mail Arrival Profile sections of particular interest.
6. Operations Targets — Operations targets are developed during the planning process to establish processing goals and deadlines that must be met to achieve service and productivity objectives. They provide planning targets, which allow management to analyze, evaluate and plan operations in a facility.

The operating plan format establishes the minimum basic operating plan requirements for all designated facilities. Deletion of any segments of the particular operating plan requirements is not permitted.

The operating plan must include general information, a listing of responsible officials, a review and approval listing, service standards, and facility data, and appropriate operations targets.

The dates shown opposite each exhibit number must always reflect the latest update on a particular sheet.

Within this context certain terminology is used in conjunction with operating plans and targets. The key terms for understanding and using the operating plan are:

1. Planned Start Time — The time at which an operation should normally be started based on inventory and mail arrival profile data. This time should be established when a crew or significant number of employees is assigned to a given mail processing operation.
2. Critical Entry Time (CET) — The latest time committed mails (outgoing or incoming) can be received in an operation if that mail is to complete the operation by its planned clearance time.
3. Clearance Time (CT) — The latest time committed mails (outgoing or incoming) must clear an operation if that mail is to make the proper planned dispatch or delivery.
4. Dispatch of Value (DOV) — The latest designated dispatch for a class of mail that will make service standards. The DOV applies not only to First-Class mail but to two and three day committed mail as well.

All mail processing activity can generally be classified within two major categories:

1. Outgoing Operations — The processing and dispatching of mails originating within a service area (i.e., ADC service area, SCF or local delivery area).
2. Incoming Operations — The processing and dispatching of mail that will be delivered within a facility's service area (i.e., ADC service area, SCF or local delivery area).

CLASSROOM EXERCISE

1. Use the operating plan to locate the planned start time for outgoing automated letters.

2. Use the operating plan to locate the critical entry time for outgoing primary mechanized flats.

3. Use the operating plan to locate the clearance time for outgoing secondary priority.

4. Use the operating plan to locate the critical entry times for Incoming SCF Distribution, Standard A Irregular Parcel Post, Sack and Pouch Rack.

Developing operation targets requires documenting the times, procedures, and methods necessary to meet service commitments. The Operations Targets section of the operating plan reflects the results of the processes used to establish the planned start, critical entry and clearance times.

It provides management with a framework for making decisions. It also provides basic guidelines for

processing mail and provides targets against which performance can be measured.

An operating plan is the most important tool that can be used in a mail processing facility. If an operating plan is thoroughly prepared and followed, service failures will be kept to a minimum.

UNIT 1

FACILITY OPERATING PLAN

LEARNING CHECK POINTS

1. What is the purpose of an operating plan?

2. What is the difference between outgoing and incoming mail?

3. CET is the earliest time that committed mails (outgoing or incoming) can be received in an operation.

- a. True
- b. False

4. Dispatch of value (DOV) stands for the timely dispatch of FCM only.

- a. True
- b. False

UNIT 1

FACILITY OPERATING PLAN

KEY POINTS:

- A Facility Operating Plan is a structured document establishing minimum operating requirements.
- The key terms for understanding and using the operating plan include:
 - Planned Start Time
 - Critical Entry Time (CET)
 - Clearance Time (CT)
 - Dispatch of Value (DOV)

WEEK 3

Unit 2

Platform Operations

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UNIT 2

PLATFORM OPERATIONS

TERMINAL OBJECTIVE:

The trainee will be able to discuss the overall functions of the platform operation and how it interfaces with the mail processing operation.

ENABLING OBJECTIVES:

The trainee will be able to:

- Identify safety issues in platform operations.
- Define the responsibilities of the general mail expeditor concerning timely and accurate dispatch.
- Explain proper unloading procedures.
- Explain proper loading techniques and how to use a loading diagram.
- Explain the importance of the Business Mail Entry Unit for verification of the mailing and collection of postage.
- Demonstrate the importance of an SOP for the platform and the items to be included in it.
- Identify key information to be communicated between tours to provide for a smooth transition.
- Identify the different types of ACDCS systems and the proper use of ACT tags and Dispatch & Routing (D&R) labels.

NEW TERMS:

Standard Operating Procedure (SOP)
Business Mail Entry Unit (BMEU)
Air Contracting Data Collection System (ACDCS)
Air Contract Transportation (ACT)
Dispatch and Routing Labels (D&R)
Automatic Airline Assignment System (AAA)
Scan Where You Band (SWYB)
Fully Automated Scan-Where-You-Band (FASWYB)
National Air and Service System (NASS)
Over the Road-Bulk Mail Center (OTR-BMC)
General Purpose Mail Container (GPMC)
Highway Contract Route (HCR)

PLATFORM OPERATIONS

All mail processing operations begin and end in the platform areas of your facility. All supervisors need to understand the impact that platform operations have on downstream units. Let's take a look at a typical platform operation.

SAFETY

The platform area is a potentially dangerous place to work if safety rules and regulations are not practiced. The use of heavy equipment and the work to be performed add up to a tremendous amount of activity in this area. All of this coupled with the time constraints related to receiving and dispatching the mails makes safety an essential element of the operation.

What are some common causes of accidents that occur in the platform area?

1. _____
2. _____
3. _____
4. _____

5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____

Supervisors must stress safety in the workplace and set a good example for employees. Alert employees to the hazards on the job and correct any violations or unsafe acts immediately. Creating a safe and healthy work environment will promote positive behavior towards the job and safety.

UNLOADING

The primary considerations or operating concerns when unloading inbound trucks are:

- Revenue protection
- Avoid unnecessary delays
- Correct placards
- Seals intact
- Forms handled in a correct manner

The procedures for processing inbound trips on the platform should be identified and clearly defined so that all personnel are aware of their duties and responsibilities. These procedures will vary from

office to office depending on the size, complexity, and the local policies of the particular office.

One of the more critical procedures is the proper handling of mail that must pass through acceptance units, facilitating revenue protection prior to processing. Use of the correct belts, slides, dock doors, etc., prevents mishandling of mail and avoids processing delays. Upon arrival all placards, seals, and forms must be handled in a correct manner.

LOADING

The primary considerations or operating concerns when loading outbound trucks are:

- Load highway contract trucks according to diagrams on file
- Clearly identify preferential mail for unloading
- Emphasize proper equipment utilization to expedite handling and reduce damage to the mail

The last step in mail processing operations is correct and efficient loading. Highway Contract Route (HCR) trucks and trailers must be loaded according to diagrams on file and special instructions issued by the Manager, Transportation and Networks. Special emphasis must be placed on preferential mail, to be certain it is clearly identified for unloading at post offices and other distribution plants.

Additionally, emphasis is placed on various techniques of loading such as traying, containerization, bedloading, etc., to expedite handling and reduce damage to the mail. Magazines and periodicals, in particular, require extra attention in loading because of their weight. All mail must be properly secured to prevent shifting in transit. Trucks are equipped with shoring bars, E tracks and tow pin holes to prevent mail from shifting.

Receiving facilities must remove placards from all vans when unloaded and retain placards from vans when irregularities are found. Dispatching facilities

must put placards on all rail and highway vans except on intra-district routes.

Loading diagrams identify the proper handling of vehicles and assist the employees performing the tasks. They should be made readily available to the platform personnel in order to insure efficient loading and avoid mishandled and mis-directed mail. A loading diagram may also be used to identify classes of mail for the same office location (or where mail for several offices should be placed) to assure unloading procedures are as simple as possible.

Before the truck leaves the dock, it must be properly secured. In addition Highway Contract carrier trips are recorded on PS Form 5398 and 5398A.

BUSINESS MAIL ENTRY UNIT

The primary concerns when accepting BMEU mail are?

- Mailings have been verified for proper make-up and classification
- Postage has been paid

Besides receiving mail from arriving trucks, mail is also introduced into the plant from the Business Mail Entry Unit (BMEU). All business mailings must be verified for proper make-up and classification. The postage must be paid before the mailings are accepted. This function is normally accomplished at those acceptance units designated by postmasters for the acceptance of business mail, but it may also be accomplished under an optional procedure. Mail is ready for processing when PS Form 3607 indicates it has cleared the BMEU. Many plants also use a locally designed clearance form. Be sure to check with your BMEU on the forms they use to identify mail ready for processing. In the interest of revenue protection, it is vitally important that uncleared mail is not introduced into the mailstream.

REVIEW QUESTIONS

1. Why is it important to unload and load vehicles expeditiously?

Answer: _____

2. Why is distribution of weight so important when loading vehicles?

Answer: _____

3. What type of mail requires extra caution when loading vehicles?

Answer: _____

4. How are OTR-BMCs secured in vehicles?

Answer: _____

5. How are shoring bars used with sacks and pouches?

Answer: _____

6. What is an E track?

Answer: _____

7. Why is it important to secure a load that is close to the door of the vehicle?

Answer: _____

8. What is a loading diagram used for?

Answer: _____

9. Why are GPMCs better than 1046 hampers for transporting?

Answer: _____

10. What form is used to record Highway Contract Route Service daily?

Answer: _____

11. What is PS Form 5398A used for?

Answer: _____

PLATFORM SOP

An overall facility SOP will include subsections or mini-SOPs for all operations from finance through the platform.

An SOP typically includes:

- A reminder to communicate with the previous tour platform supervisor. This will help in making a smooth and orderly transition of leadership.
- Specific information for guidance especially for newly assigned or relief supervision.
- Designated locations of all necessary forms.
- Reminders for on-coming supervision to inventory all mail at beginning of tour.
- Arrival/departure and dispatch times.
- A list of assigned personnel are present and/or accounted for. Share information as required.
- Reminders to check PS Form 5398 for expected volumes, load and unload schedule, late trips and extra trips.
- Spot checking loading and unloading procedures for safety and accuracy.
- Good housekeeping and maintenance of equipment checklists.
- A checklist of previous tour activities, especially those that might have an impact on your tour functions.
- A process to check all vehicles for damage and safety hazards. Also, check seals and/or locks on all incoming and outgoing dispatches for security purposes.
- Correspondence for updates and overall general information.
- Guidelines for discussions with group leader(s) concerning tour operations and provide instructions and information as needed.
- Schedule for rest breaks or lunch periods.

- Directions for proper disposition of forms used. Be prepared to communicate with your next tour supervisor.
- Local policies and procedures for correct pallet handling (storage, use, disposal, etc.).

Each item of discussion is only a guide for the supervisor to run an efficient and safe unit throughout the tour and expedite the processing and handling of the mail.

AIR CONTRACTING DATA COLLECTION SYSTEM

ACDCS is an automated system to support many of the functional requirements brought about by airline deregulation, primarily the assignment of outbound mail to flights. It generates a manifest which lists all mail assigned to a flight. A copy of the manifest is given to the air carrier. ACDCS assigns outbound mail to specific flights, by reading a barcoded distribution label or ACT tag and generating a Dispatch and Routing label (D&R).

To be successful, the program also relies on proper handling and labeling of containers by employees. In order for ACDCS to perform, each outgoing dispatch unit must attach the appropriate preprinted, barcoded distribution label or Air Contract Transportation (ACT) tag (in those locations where ACT tags are still being used) to each outgoing piece intended for air transportation.

After attaching a barcoded distribution label, flight assignment may be performed at the P&DC, the (AMC/F, or air stop,) for outgoing scanning through one of three types of systems Automatic Airline Assignment System (AAA), Semi-automatic Scan Where You Band (SWYB), or manual SWYB. Although we have identified the three main systems there are additional units that may be utilized at your respective sites.

The ACDC System is scheduled to be replaced in FY2001 by a new system called the Surface – Air Management Systems (SAMS).

The National Air and Surface System (NASS) provides the most cost effective dispatch and routing function.

NASS should provide:

- A description of mail distribution within a mail processing facility.
- Dispatch and routing instructions to the final mail processing destinations.
- Transfers instructions for facilities and private carriers.
- Local dispatch schedules should occasionally be cross-referenced or verified against the nass dispatch schedule to ENSURE COMPLIANCE.

Dispatch schedules are based on the available air and surface transportation. It should be stressed that transportation should provide the most expeditious collection, transportation and delivery of mail to ensure the Postal Service meets service standards.

ACT (Air Contract Transportation) tags and/or D&R (Dispatch and Routing) labels are used on First-Class Mail, Priority, Express Mail, PAL, Registered, hazardous and perishable mail. The ACT tag is used to identify the destinating airport.

When ACT and/or D&R labels are used:

- Outgoing mail for dispatch must be sleeved, if trayed, and all pouches pulled from racks with current barcoded distribution labels applied.
- Proper ACT Tags and/or D&R labels are important for all classes of mail transported in this manner. Express Mail, Priority Mail and First-Class Mail must have the proper ACT Tag and/or D&R labels.
- ACT tags and/or D&R labels should be positioned on the trays in a location that will not be obscured by banding materials. ACT tags and/or D&R

labels covered by banding materials hinders the scanning process. Plastic placards are attached to pouches and sacks requiring ACT tags and/or D&R labels. The ACT tags and/or D&R labels are placed on the plastic placards. On trayed mail, the ACT tag and/or D&R labels is placed on the top of the sleeve or lid, preferably on the far left or far right depending on which end the label holder is placed. This practice allows for easy verification while matching label and ACT tag and/or D&R labels.

- Local dispatch schedules should occasionally be cross-referenced or verified against the NASS dispatch schedule to ensure compliance with scheduled dispatches.

Scan-Where-You-Band (SWYB)

Scan-Where-You-Band (SWYB) is a subset of ACDCS and is an integral part of the STARSHIP (Strategic Traffic Analysis and Receipt of SHIPMENTS). STARSHIP allows for the dispatch of mail by assigning mail pieces to airline flights and road transportation. The system serves to control the outbound and inbound mail volume availability and captures logistics management information, which in turn, allows reduced handling.

The Automatic Airline Assignment (AAA) system weighs the flat or letter tray, reads a barcoded distribution label, and assigns it to transportation by placing a machine readable (barcoded) Dispatch & Routing (D&R) label on it. The D&R label can be used to sort inbound mail at the destination AMC. A SWYB system is normally installed at a P&DC/F, or AMC/F. For mail assigned at the P&DC/F the system allows for a ground delay to account for the time required to transport the mail from the P&DC/F to the AMC/F.

The system consists of an in-motion scale, scanners and an automatic printer/applicator. The typical operation of the AAA equipment is as follows: The mail piece is weighed as it passes over the in-motion

scale. As the mail leaves the scale, the bar coded distribution label is scanned. The ZIP Code obtained from the distribution label and the weight is sent to a STARSHIP computer containing the airline schedules. A flight is assigned and the information is sent to the printer/applicator, which generates a Dispatch and Routing (D&R) label. This label is applied as the tray passes under the applicator.

System components are controlled by a programmable controller via a keyboard and monitor. Distributed throughout the AAA system are modules that provide control of the conveyor motors and other mechanical and electrical operations.

Dispatching is a hectic time on the outgoing platform, regardless of the operation at hand (outgoing, incoming, etc.). Placards and signs are used to stage mails awaiting transportation to outbound destinations. Platform personnel are trained to ensure that the mails are put onto the correct trucks.

Mails transported by private carriers are secured via locks and seals to provide for the sanctity of the mails to our mailing public. Any indication that mail has been tampered with during transport should be made known to your MDO and the Postal Inspection Service. When selecting whether to use air or surface transportation, destinating facility CET times must be considered in order to meet service standards. Efficient service relative to cost is an important consideration for the Postal Service.

Who can the supervisor utilize to ensure proper dispatch discipline?

- _____

What are the expeditor's job responsibilities?

- _____
- _____
- _____
- _____
- _____
- _____

What are the supervisor's responsibilities in a banding and dispatch unit?

- _____
- _____
- _____
- _____
- _____
- _____

UNIT 2

PLATFORM OPERATIONS

LEARNING CHECK POINTS

1. ACDCS is an automated system that provides recording of what type of mail?

2. What are some of the key points of an SOP?

- ---
- ---
- ---
- ---
- ---
- ---
- ---
- ---
- ---
- ---
- ---
- ---
- ---
- ---
- ---
- ---
- ---
- ---

3. What form is utilized to indicate BMEU mail is ready for processing?

4. What are the major concerns when loading a vehicle?

- _____
- _____
- _____

5. What are the major concerns when unloading a vehicle?

- _____
- _____
- _____

6. What is the purpose of an ACT tag?

UNIT 2

PLATFORM OPERATIONS

KEY POINTS:

- Safety is very important.
- Seals must not be given to contract employees under any circumstances.
- A complete, up-to-date SOP is an effective tool for running a platform operation.
- ACDCS is an automated system designed to support many of the functional requirements brought about by airline deregulation.
- NASS is the system we use for dispatch and routing mail.
- ACT tags and and/or D&R labels are used on First-Class Mail, Priority, Express Mail, PAL, Registered, hazardous and perishable mail.
- The Automatic Airline Assignment (AAA) system weighs the letter tray, reads a barcoded distribution label, assigns it to transportation and places a machine readable (barcoded) Dispatch & Routing (D&R) label on it. The D&R label can be used to sort inbound mail at the destination Air Mail Facility/Center AMF/C.
- A well trained general mail expeditor is critical to ensure proper dispatch discipline.
- The SWYB (Scan Where You Band) system serves to control the inbound and outbound mail volume availability.

WEEK 3

Unit 3

Modes of Transportation

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UNIT 3

MODES OF TRANSPORTATION

TERMINAL OBJECTIVE:

The trainee will be able to identify the varying modes of transportation used for the movement of mail. The trainee will also be familiar with the various forms and frequency symbols associated with transportation.

ENABLING OBJECTIVE:

The trainee will be able to:

- Explain the four types of domestic air transportation services available for transporting mail.
- Explain the three types of surface transportation utilized by the USPS for transporting mail.
- Identify the placards used on rail and highway vans except on intra-district routes.
- Define the Frequency of Service symbols relating to transportation.
- Review the purpose and procedures of the Highway Contract Sealing Program.

NEW TERM:

Trailer-on-flat-car (TOFC)

MODES OF TRANSPORTATION

DOMESTIC AIR TRANSPORTATION

Authorization

The U. S. Postal Service is authorized to contract for domestic air transportation under the Airline Deregulation Act of 1978.

Types of Service

Mail will be transported by air under the provisions of one of the following types of U. S. Postal Service contracts:

1. Segment

Air transportation service between specific origin/destination pairs within specified time frames. Air contractors are guaranteed certain compensation in return for guaranteed lift capacity.

2. System

Air transportation service, generally over a carrier's entire network, as published in the Official Airline Guide (OAG) for which uniform compensation will be provided.

3. Air Taxi

Air transportation service between specific origin/destination pairs within specified time frames where the entire aircraft is dedicated exclusively to the transportation of the mail at an agreed rate of compensation.

4. Commuter

Air transportation service between specific origin/destination pairs within specified time frames where mail will be carried by the contractor at an agreed rate of compensation with a boarding

priority after passengers and their baggage. The contractor will not be guaranteed minimum compensation nor will the contractor be required to guarantee a minimum lift capacity.

Policies and procedures governing the transportation of mail by contract air carriers are outlined in Handbook PO-507, Air Contract Administrative Procedures, for domestic air service; and Handbook T-1, International Airmail Exchange Office Procedures, for international air service.

Modes of Surface Transportation

There are three basic modes of surface transportation utilized by the Postal Service in the movement of mail. They include:

1. Postal Vehicle Services (PVS)

Vehicles under the jurisdiction of the postmaster or managers at designated offices and operated by Postal Service personnel and consisting of:

- USPS owned vehicles
- hired vehicles
 - from commercial sources
 - from letter carriers
- Borrowed vehicles from other government agencies, usually on a short-term basis, during peak periods such as Christmas.

2. Highway Contract Route (HCR)

Vehicles managed and operated by contract personnel, which are not covered by the Postal Service fleet management program unless:

- The vehicle is turned over to the Postal Service for unloading mail at its destination.
- The vehicle requires emergency maintenance.

3. Rail Transportation Service

All major railroads provide trailer-on-flat-car service (TOFC) between points on their respective systems (point-to-point routing). They also provide joint (multi-carrier), through routing of trailers destined to a point beyond their system. TOFC service, whether single line or joint line, is on a ramp-to-ramp basis. Delivering a trailer to the origin ramp after the cut-off hour usually causes a 24-hour delay of the mail.

Therefore, the Postal Service is responsible for providing transportation to the origin ramp and from the destination ramp. This may be accomplished by postal vehicle service, by highway contract service or by railroads, whichever is most efficient.

- Managers at facilities which load and dispatch rail trailers must know the ramp cutoff times.
- Upon request, each railroad must provide train schedules to all facilities it serves.

Once trailers are delivered to the ramp, they are loaded on flat cars. The flat cars are then made up in appropriate blocks, determined by destination. In most cases, solid trains of TOFC are operated; sometimes, flat cars are transported in regular freight trains. Whenever possible, mail should be kept in solid TOFC trains as deramping is expedited and delay is minimized.

- AMTRAK also transports U. S. mail in selected trains. This mail service is authorized by contractual agreement arranged by solicitation.
- In addition to line haul transportation, the AMTRAK contract also provides for terminal handling.

For such service, the contractor is compensated for loading and unloading mail to and from trains at rates negotiated for mail loose, sacked, and in containers. In addition to surface modes of transportation, mail may also be moved via air or water, when appropriate.

HIGHWAY CONTRACT ROUTES

Identify some of the forms associated with the Highway Contract Route program:

PS Form _____ Contract Route Extra Trip Authorization

PS Form _____ Transportation Performance Record

PS Form _____ Contract Route Vehicle Record

PS Form _____ Report of Contract Route Irregularity

Forms and Placards

All mail arrival (whether from scheduled or extra trips) must be recorded. Depending on the type of transportation any of the following forms may be appropriate:

a) PS Form 5398 _____ Contract Route Extra Trip Authorization

b) PS Form 5397 _____ Transportation Performance Record

c) PS Form 5500 _____ Report of Contract Route Irregularity

In addition, locally designed forms may be used.

USPS transportation computer systems such as Transportation Information Management and Evaluation System (TIMES), and Rail Management Information System (RMIS) perform functions such as identifying contractor performance, notifying down line offices of vehicle contents and planned arrival, tracking transportation and mail transport equipment assets, and, in the case of RMIS, automatically paying for contracted service. Both dispatching and receiving facilities must correctly and timely enter data into USPS computer systems. USPS management

relies on its computer database information to assess historical operations and plan future needs.

PS Form 5398 is used to record Highway Contract Route performance. It is entitled Transportation Performance Record. When it is necessary to seal an HCR, PS Form 5398A is used with a metal seal. The seal number is imprinted on the 5398A before the seal is applied. The form is placed in an envelope on the inside wall of the vehicle before closing. This ensures the security of the mail.

Highway Contract Sealing Program

All dispatching offices must seal each outbound highway contract vehicle, rail van (piggyback trailer), or rail car with numbered tin-band seals and/or twisted wire seals and complete PS Form 5398A, Contract Route Vehicle Record.

Dispatching and receiving offices must have twisted wire sealing and cutting equipment. The exception to the rule is unmanned offices where no postal personnel are on duty to accept delivery. Other examples are: empty trailers, vans and rail cars, foreign and military mail. The instructions for the handling of exceptions may be found in 421.22 of the Postal Operations Manual (POM).

Dispatching offices must furnish necessary instructions to offices that receive sealed vans and are not familiar with the seal program.

The instructions must include procedures for removing, verifying, and filing numbered seals and forms. At each facility, where numbered tin-band seals are used, a supervisor and a clerk are designated as seal control officer and alternate, respectively.

The reserve stock of seals is under the exclusive control of the seal control officer and his/her alternate. Seals are issued in units of 100 or in units of a two-day supply, whichever is less. Seals must not be given to contract employees under any circumstances.

FREQUENCY OF SERVICE SYMBOLS

In order to understand the frequency symbol a supervisor must know how to interpret the symbols system for frequencies. The frequency of service symbols are uniform and standard nationally.

Numbers are used to designate days of the week and letters are used to designate holidays or days before or after holidays, as well as exceptions.

FREQUENCY SYMBOLS

1 = Monday

2 = Tuesday

3 = Wednesday

4 = Thursday

5 = Friday

6 = Saturday

7 = Sunday

Only		Daily Except
A	Days before holidays	J
B	Holidays	K
C	Days after holidays	L
D	Days before holidays and holidays	M
E	Holidays and days after holidays	N
F	Days before holidays other than Martin Luther King, Jr.'s Birthday, Washington's Birthday, Columbus Day and Veterans Day	P
G	Holidays other than Martin Luther King, Jr.'s Birthday, Washington's Birthday, Columbus Day and Veterans Day	Q
H	Days after holidays, other than Martin Luther King, Jr.'s Birthday, Washington's Birthday, Columbus Day and Veterans Day	R
O	Days before holidays other than Martin Luther King, Jr.'s Birthday, Washington's Birthday, Columbus Day and Veterans Day	V
S	Holidays other than Martin Luther King, Jr.'s Birthday, Washington's Birthday, Memorial Day, Columbus Day and Veterans Day	W
T	Days after holidays other than Martin Luther King, Jr.'s Birthday, Washington's Birthday, Memorial Day, Columbus Day and Veterans Day	Y
U	Days before holidays other than Martin Luther King, Jr.'s Birthday, Washington's Birthday, Memorial Day, Labor Day, Columbus Day and Veterans Day	Z
AA	Holidays other than Martin Luther King, Jr.'s Birthday, Washington's Birthday, Memorial Day, Labor Day, Columbus Day and Veterans Day	JJ

FREQUENCY SYMBOLS (CONTINUED)

Only		Daily Except
BB	Days after holidays other than Martin Luther King, Jr.'s Birthday, Washington's Birthday, Memorial Day, Labor Day, Columbus Day and Veterans Day	KK
CC	Martin Luther King, Jr.'s Birthday, Washington's Birthday, Columbus Day and Veterans Day	LL
DD	Martin Luther King, Jr.'s Birthday, Washington's Birthday, Memorial Day, Columbus Day and Veterans Day	MM
EE	Martin Luther King, Jr.'s Birthday, Washington's Birthday, Memorial Day, Labor Day, Columbus Day and Veterans Day	NN
FF	December 24 and 31	PP
GG	January 1 and December 25	QQ
HH	Two days before holidays	RR
OO	Two days after holidays	VV
SS	Days before holidays other than Washington's Birthday, Columbus Day and Veterans Day	WW
TT	Holidays other than Washington's Birthday, Columbus Day and Veterans Day	YY
UU	Days after holidays other than Washington's Birthday, Columbus Day and Veterans Day	ZZ
AB	January 2 and December 26	JA
Absence of a symbol indicates Daily		
Special Note: Use of X		
X	Used before one to three numeric symbols indicates Daily except— i.e. - X6 indicates Daily except Saturday	
X	Used after one to three numeric symbols indicates that the trip will operate on the day(s) except when a holiday falls on that day. i.e. - 6X	
X	indicates Saturday service except when a holiday falls on a Saturday	

UNIT 3

MODES OF TRANSPORTATION

LEARNING CHECK POINTS

1. What does frequency symbol X7 represent?

2. What does frequency symbol Q stand for?

3. What does frequency symbol JA represent?

4. How is “daily except when a holiday falls on that day” represented in frequency symbols?

5. What form is used to record Highway Contract Route Service daily?

6. What is PS Form 5398A used for?

7. There are four (4) modes of air transportation that the U.S. Postal Service utilizes. Name each mode, describe the four modes and explain the main element of each.

UNIT 3

MODES OF TRANSPORTATION

KEY POINTS:

- Supervisors must be knowledgeable of the various forms of transportation and PS Forms associated with HCRs.
- Supervisors must be aware of the frequency of service symbols and be able to interpret the symbols on dispatch schedules.
- Supervisors must be knowledgeable of the Highway Contract Sealing Program.

WEEK 3

Unit 4

Mail Transport Equipment

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UNIT 4

MAIL TRANSPORT EQUIPMENT (MTE)

TERMINAL OBJECTIVE:

The trainee will be able to discuss the different mail transportation equipment utilized and the advantages of each type.

ENABLING OBJECTIVES:

The trainee will be able to:

- Explain the value of containerization as related to operational efficiency, safety and energy conservation.
- Identify defective equipment with PS Form 4707 (Orange Tag).
- Identify/Define the various pieces and uses of mail transportation equipment including:
 - 1226-B Tray Cart
 - 1226-C Tray Cart
 - BMC Over-the-road Container (OTR)
 - General Purpose Mail Container (GPMC)
 - Eastern Region Mail Container (ERMC)
 - Wire Containers
 - Sacks and Pouches
 - 1046 Hampers
 - 1033 Hampers

MAIL TRANSPORTATION EQUIPMENT

Mail processing facilities or plants perform a unique function within the Postal Service. In fact, if you ask most delivery personnel to explain how mail is sorted at a plant, they would not be able to tell you.

Mail processing is best learned by experiencing the actual operation.

What is common between the Customer Service and Mail Processing functions? The equipment used to transport or move the mail within or between facilities is one common element. The types of conveyances for moving mail within a facility is also one of the first things Processing and Distribution Supervisors need to know.

It is the United States Postal Service's policy to containerize all classes of mail to the maximum extent possible in the distribution and transit operations. Containerization is viewed as a means of increasing operational efficiency, reducing the incidence of damage to the mails, and reducing employee injuries.

Areas of concern when selecting equipment include:

1. _____
2. _____
3. _____
4. _____

SAFETY

One of our primary concerns is employee safety. As supervisors, we have an obligation to assure that employees have a safe working environment. Use PS Form 4707 (Orange Tag) to identify defective equipment for removal from the workroom floor.

1. What safety problems are we trying to eliminate when designing new equipment?

- _____
- _____
- _____
- _____

PRODUCTIVITY

The greatest potential for direct benefits from sound containerization policy lies in the area of increased productivity.

2. How is productivity impacted by the use of appropriate containerization?

By utilizing containers for mail, especially final destination containers, the handling of an individual piece is greatly reduced. Thus, motions that were formerly required to move a single piece of mail can be used to move several pieces of mail. This concept is not new. The USPS has been transporting mail to units by bundles, sacks, and trays for years.

All of these methods are forms of containerization. To enhance productivity however, these methods must

be optimized. We must take full advantage of the increased technology that results in more efficient containerization.

ENERGY CONSERVATION

Energy conservation is also enhanced by using containers that move larger volumes of mail in the same amount of truck floor space as smaller, less efficient containers.

3. How would energy conservation be impacted by containerization?

PROPER STORAGE

Some facilities have areas set aside for the proper storage of equipment. Facilities with an excess of MTE should channel this equipment to facilities in need. Ensure all equipment is completely empty prior to storage.

List the different types of mail transportation equipment and their use.

- ---

- ---

- ---

- ---

- _____

- _____

- _____

- _____

POWER EQUIPMENT

Authorized, trained employees may only operate various power equipment used for lifting and towing mail containers. These operators are covered by Office of Safety & Health Administration (OSHA) regulations, and managers and supervisors are financially liable for failure to comply with OSHA requirements.

When we look at the lists of equipment, there are certain pieces, which are familiar, but might be known by their local names. Do any of these pieces of equipment have a different name in your office?

Authorized USPS Mail Transport Equipment (MTE)

Size (L x W x H)

Type and Item Number	Exhibit	(Inches)	Primary Use
General Purpose Mail Container (3909)	211.11	42 x 29 x 69	Used for the transport, staging, distributing and organizing of mail, both in-plant and between postal facilities.
Eastern Region Mail Container (3921)	212.11	42 x 29 x 70	SAME USAGE
POST-Con (3907)	213.11	44 x 29 x 69	SAME USAGE
Four-Sided Plastic Letter Tray (1262)	221.11	26 x 12 5/8 x 4	Used to transport letter mail in-plant, on mechanized systems, and between postal facilities.
Four-Side Plastic Letter Tray (1254)	222.11	26 x 12 5/8 x 4	Used to transport letters in-plant, and on mechanized systems.
Four-Sided Plastic Letter Tray (1255)	223.11	22 x 16 1/2 x 9 3/8	Used to transport flats in plant, on mechanized systems, and between postal facilities.
Four-Sided Plastic Letter Tray (1256)	224.11	22 x 16 1/2 x 9 3/8	Used to transport flats in-plant and on mechanized systems.
Three-Sided Flats Tray (D3915)	225.11	26 x 11 1/4 x 6 1/2	Used in conjunction with multi-purpose containers as a distribution receptacle for flat mail.
Multi-Purpose Corrugated and Four-Sided Plastic Tray (1257-T)	226.11	18 x 11 x 13	Used primarily in conjunction with automated flat sorting machine. Additional uses are under development.
Tray Cart (1226-B)	None	60 x 29 x 55	Transport of full and empty trays between in-plant postal operations.
Tray Cart (1226-C)	231.11	65 x 29 x 58	SAME USAGE
Letter TrayTransporter (3908)	232.11	39 x 29 x 73	Transport of full and empty plastic trays in-plant and between postal facilities.
"A" Frame Tray Cart (1226D)	233.11	30 x 26 1/2 x 66	Transport of full and empty trays between in-plant postal operations.
BMC-OTR Container—Aluminum (3910)	241.11	63 1/2 x 43 x 70	Used in BMC automated processing systems and to transport parcels and bulk mail between postal facilities.

BMC-OTR ContainerSteel (3917)	242.11	63 1/2 x 43 x 70	Used in BMC automated processing systems.
BMCIn-House ContainerSteel (3924)	243.11	65 x 41 1/2 x 36	Used withrBMCs to move outsides between in-plant operations.
Platform Truck (1070)	251.131	70 x 32 x 54*	In-plant transport of bulk mail, trays, sacks, and pouches between postal operations.
Platform Truck (1074)	None	58 x 27 x 54*	SAME USAGE
Platform Trailer (2003)	251.151	78 x 36 x 62*	SAME USAGE
Platform Trailer (2004)	None	84 x 42 x 62*	SAME USAGE
Utility Cart (1075)	252.11	35 x 21 1/2 x 40	In-plant transport of loose mail and bundles. Use with canvas insert.
Hamper (1046)	253.121	44 x 32 x 38	Transport of bulk, bundled, and sacked mail between postal operations.
Hamper (1033)	253.131	36 x 26 x 28	SAME USAGE
Hamper (1030)	None	30 x 17 x 19	Used by postal delivery units for in-plant transport of mail and as delivery device.
Hamper (1031)	None	30 x 17 x 19	SAME USAGE
Collection Box Insert	261.11	18 x 11 x 13	Used in collection box to collect loose mail.

CON-CON Container—Small	262.132	31 x 21 x 15	Restricted Use-To transport registered mails between authorized facilities.
CON-CON Container—Large	262.131	37 x 27 x 19	SAME USAGE
Wire Container—Rigid	None	48 x 40 x 30	Used in BMC automated processing systems and to transport parcels and bulk mail between postal facilities.
Wire Container—Wheeled	263.132	48 x 40 x 30	SAME USAGE
Wire Container—Collapsible	None	48 x 40 x 30	Used in BMC automated processing systems and to transport parcels and bulk mail from Seattle to Alaskan and international destinations.
Managed Mail (MM) Tray (D3916)	264.11	24 x 11 1/2 x 5 1/4	Used to transport letter-size mail between postal facilities.
Managed Mail (MM) Sleeve (3916A)	264.11	24 x 11 1/2 x 5 1/4	Used to enclose MM tray.
Wooden Pallet (3919)	265.112	48 x 40 x 6	Used to facilitate the bulk movement of mails between mailers, BMCs, and postal facilities.
Nestable Pallet	265.111	48 x 40 x 8	SAME USAGE
Amtrak Container (3910A)	266.11	63 1/2 x 43 x 70	Used to transport preferential mail, by rail transportation, between postal facilities.

* Hand Rails Attached

Authorized USPS Mail Transport Equipment (MTE) (Sacks and Pouches)

Type	Material	Color	Lbs.	Oz.	Primary Use
Domestic Sacks					
No 1**	Canvas	White	3	7	Surface dispatch-domestic and international parcel post and daily newspapers.
No 2**	Canvas/Cotton	White	2	8.2	Surface dispatch-domestic and international magazines, circulars, and papers.
No 2**	Nylon	Brown	1	4	Surface dispatch-domestic second-class, authorized as time value.
No 3**	Canvas/Cotton	White	1	12	Surface dispatch-loose pack letters, flats, circulars, and magazines.
No 3**	Nylon	Brown		13	Surface dispatch-domestic second-class, authorized as time value.
Mesh	Nylon or	White		3.7	Dispatch or perishable air parcel post (flowers, plants, bees, frogs, ladybugs, etc.).
FCM No 3**	Basket Weave	Green		14	Loose pack letter mail via air or surface dispatch.
Airlift PP	Nylon Plastic	Green	1	2.7	Mail between Seattle and Alaska and for intra-Hawaiian and intra-Alaskan dispatch.
Domestic Pouches					
No. 2**	Canvas	White	2	9.6	Surface Dispatch-First-Class and registered mail.
Air 1**	No. Nylon	Orange		8.4	Air Dispatch-Priority Mail, First-Class overnight delivery, registered mail, and First-Class military mail to AMF Kennedy.
Air 2**	No. Nylon	Orange		6.2	Air Dispatch-Priority Mail, First Class overnight delivery, registered mail, and First-Class military mail to AMF Kennedy.

Domestic Pouches Cont'd:

Air PP**	Nylon	Orange		14	Air Dispatch-Priority Mail.
FCM No. 1**	Nylon	Green		8.4	Air Dispatch-First-Class Mail.
Express Pouch	Nylon	Blue/Orange		8.4	Expedited dispatch and delivery of Express Mail only.
SAM No. 1	Nylon	Red		8.4	Airlift of publications and parcels between U.S. ports-of-exit and military installations overseas.
SAM PP	Nylon	Red		14	Airlift of publications and parcels between U.S. ports-of-exit and military installations overseas.
MOM No. 1	Nylon	Nickel		8.4	Military ordinary mail (MOM) exceeding 13 oz. between U.S. ports-of-exit and military installations overseas. MOM parcels move via surface transportation in No. 1 domestic sacks within continental U.S. (All dispatches except those made up at ports-of-exit must have Tag 12 affixed.)
MOM PP	Nylon	Nickel		14	Larger military ordinary mail (PP).
Lock Container	Canvas	White	2	9	Quantity shipment of LA and Rotary Locks.
Security Pouches	Nylon	Green/Red	2	4	Transportation of trayed mail in hampers.

Foreign Sacks

No. 0	Canvas	White	4	4	Surface Dispatch-international Parcel Post Colis Postaux(CP). (French international parcel post)
No. 1	Canvas	White	3	6	Surface Dispatch-international newspapers and prints (AO).

Foreign Sacks Cont'd:

No. 2	Canvas	White	2	9	Surface Dispatch-international letter mail (LC).
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Foreign Pouches

Air No. 1	Nylon	Blue		8	Air Dispatch-international mail, LC, and AO. (Exchange offices only.)
Air No. 2	Nylon	Blue		5.7	Air Dispatch-international mail, LC, and AO. (Exchange offices only.)
Air Parcel Post	Nylon	Blue		12.8	Air Dispatch-international parcels (CP). (Exchange offices only.)
Express Pouch**	Nylon	Blue/Orange		8.4	Expedited dispatch and delivery of International Express Mail.

*Weights listed are those of new material.

** Most commonly used.

PROCESSING SURPLUS U.S. MAILBAGS

1. Verify Sack is empty of contents
 - Shake out contents of sack.
 - Open mouth of sack wide.
 - Look into the sack.
 - Be sure it is empty.
2. Spread Sack into Hamper, onto Pallet or Nutting truck
 - Cord and Hasp must all face same direction.
3. Bundle Sacks
 - No. 1 19 + outer sack = 20 (4 + 5 + 5 + 5).
 - No. 2 19 + outer sack = 20 (4 + 5 + 5 + 5).
 - No. 3 14 + outer sack = 15 (4 + 5 + 5).
4. Folding procedure for bundling 4 or 5 Sacks
 - Fold in half toward cord and hasp.
 - Fold in half again (bottom to top).
 - Fold in half again (side to side).
 - Fold in half again (bottom to top).
5. Sack stuffing
 - Dress sack rack (hang a sack in the rack).
 - Grasp bundle (4 or 5 sacks) and place into sack.
 - Be sure the proper number of sacks are placed into the outer sack.
 - Label outer sack as to size and number of sacks (inside) i.e. 20, #1.

TYPE	SIZE (INCHES)	LOOSE PACKED
DOMESTIC (BUNDLES)		
No. 1 Sack	40 by 31	19 in No. 1 Sack
No. 2 Sack	41 by 24	19 in No. 2 Sack
No. 2 Brown Sack	41 by 24	19 in No. 2 Brown Sack
No. 3 Sack	25 by 24	14 in No. 3 Sack
No. 3 Brown Sack	25 by 24	24 in No. 3 Brown Sack
Mesh Sack	36 by 24	19 in Mesh Sack
Airlift Parcel Post Sack	40 by 31	59 in Airlift Parcel Post Sack
No. 2 Pouch	41 by 24	14 in No. 2 Pouch
Lock Container Pouch	30 by 18	20 in No. 1 Sack
Air No. 1 Pouch	36 by 24	49 in No. 1 Air Pouch
Air No. 2 Pouch	25 by 19	24 in No. 2 Air Pouch
Air Parcel Post Pouch	40 by 31	59 in Air Parcel Post Pouch
FCM No. 1 Pouch	36 by 24	49 in FCM No. 1 Pouch
SAM No. 1 Pouch	36 by 24	49 in SAM No. 1 Pouch
SAM Parcel Post Pouch	40 by 31	59 in SAM Parcel Post Pouch
FCM No. 3 Sack	25 by 22	24 in FCM No. 3 Sack
MOM No. 1 Pouch	36 by 24	49 in MOM No. 1 Pouch
MOM Parcel Post Pouch	40 by 31	59 in MOM Parcel Post Pouch
Security Pouch	31 by 44 by 49	20 in No. 1 Sack
Express Mail Pouch	35 by 31	14 in Express Mail Pouch

FOREIGN (BUNDLES)		
No. 0 Sack	52 by 35	14 in No. 0 Sack
No. 1 Sack	43 by 31	19 in No. 1 Sack
No. 2 Sack	41 by 24	19 in No. 2 Sack
Air No. 1 Pouch	36 by 24	49 in Air No. 1 Pouch
Air No. 2 Pouch	25 by 19	24 in Air No. 2 Pouch
Air Parcel Post Pouch	40 by 31	59 in Air Parcel Post Pouch

BALES	
No. 1 Sacks	100 Sacks
No. 2 Sacks	120 Sacks
No. 3 Sacks	205 Sacks

UNIT 4

MAIL TRANSPORT EQUIPMENT

LEARNING CHECK POINTS

1. How can proper mail containerization benefit the Postal Service?

2. Newer containers provide greater efficiency; therefore, supervisors do not have to be concerned about employee safety when containers are used.

- a. True
- b. False

3. What is a CON-CON?

4. The largest cost item in the Postal Service is quality.

- a. True
- b. False

UNIT 4

MAIL TRANSPORT EQUIPMENT

KEY POINTS:

- Orange tag (PS Form 4707) defective equipment, and remove it from the workroom floor.
- Examine all empty equipment immediately to make sure it is not defective and to make sure that it contains no mail.
- Effective containerization increases operational efficiency while reducing the incidence of damage to mail and injury to employees.
- Authorized license holders should be the only employees to operate power equipment.

WEEK 3
Unit 5
Color Code

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UNIT 5

COLOR CODE

TERMINAL OBJECTIVE:

The trainee will know the proper procedures for using the Color Code System as defined in Postal Operations Manual (POM) section 458.

ENABLING OBJECTIVE:

The trainee will be able to:

- Identify the proper color for each clearance/delivery day and how the colors are applied at the P&D facility.
- Complete an exercise determining the proper color code procedures for Standard A mail.

COLOR CODE

Standard A Mail is Standard Mail matter that weighs less than 16 ounces. It includes circulars, printed matter pamphlets, catalogs, newsletters, direct mail and merchandise.

About 41 percent of all of the mail volume handled by the United States Postal Service is Standard Mail. In fact, according to the Office of Revenue and Cost Statistics, in the first half of FY-99, 34.3% of the mail delivered was Regular Rate Bulk Mail (now Standard A) and 6.7% was Special Rate Bulk Mail.

Standard Mail is essential to our growth and a major factor in our economic health.

It is vitally important to move Standard Mail in a timely and consistent manner. One way we can do this is by effectively and consistently using the color coding method and policy set forth in section 458 of the POM.

POM ISSUE 8, JULY 16, 1998

Updated With Postal Bulletin Revisions Through
October 22, 1998

458.1 Objectives

The objective and intent of this policy is to ensure the timely processing, dispatch, and delivery of bulk business mail (STANDARD A), which is bulk Standard Mail (A), within established service commitments.

- a) All outgoing, ADC, or SCF STANDARD A, regardless of where received must be coded with a color representing the day on which the mail is scheduled to be cleared.
- b) All other destinating STANDARD A must be coded with a delivery color representing the scheduled day of delivery. Once applied, the color code must remain on the mail until it is taken out for delivery. The delivery color code must be applied as outlined in the specific facility portions of this policy.

458.2 General Principles

The following principles apply to distribution, dispatch, and delivery of STANDARD A:

- a) All STANDARD A must be distributed within the framework of the approved operating plan. The application of color codes to STANDARD A is predicated upon the arrival of the mail being used in conjunction with the facility critical entry time. Arrival at the facility is defined as the day and time the mail arrives on Postal Service property.
- b) If STANDARD A is commingled with a higher class of mail in such a manner as it loses its identity, the STANDARD A will be considered upgraded and will be treated as the higher class of mail.

- c) If a holiday falls upon a scheduled delivery day, the application of the normal color code will be maintained to allow for proper sequencing in any downstream operation.
- d) Color coding will not be the sole indicator used in evaluating what mail constitutes a plan failure (as related to mail condition reporting), but compliance with approved operating plan parameters will be the determining factor.
- e) There are no prohibitions against management agreements being made below the national level that accelerate the color coding and/or delivery expectations for any STANDARD A versus this policy.
- f) Color code tags used to identify clearance day targets in outgoing, ADC, and SCF operations are to be removed prior to dispatch to downstream operations, but delivery day color codes are to remain with the mail until it is taken out for delivery, unless otherwise specifically noted in these instructions.
- g) Anytime STANDARD A is sent back upstream (backflowed) for DPS, automated, or other processing, the mail must retain the original color coding and delivery schedule as if it had remained in the downstream unit.
- h) Offices should make every effort to adhere to mailer-requested in-home delivery dates, and such mail should not be delivered earlier than requested by the mailer.

**458.32 Processing and Distribution Centers,
Processing and Distribution Facilities, Mail
Processing Facilities and Centers, and Customer
Service Mail Processing Facilities**

458.321 Application of Color Codes

The application of color codes to STANDARD A is predicated upon the arrival of the mail being used in conjunction with the facility critical entry time. Arrival at the facility is defined as the day and time the mail arrives on Postal Service property. All the above listed facilities must develop local procedures to ensure that they maintain the correct color code for all mail, based on its arrival on the premises, even when such mail is entered into mechanized sack sorting systems.

458.322 Outgoing Standard A

All outgoing mail, ADC, and SCF/incoming primary mail and carrier route mail will be color coded to indicate scheduled clearance 1 day after receipt at the facility. After processing is completed, the clearance day tags used in outgoing, ADC, SCF/incoming primary, and carrier route operations are to be removed prior to dispatch to downstream operations/facilities. The SCF/incoming primary STANDARD A must be totally finalized and processed by the identified clearance day.

458.323 Secondary Distribution of STANDARD A

- a) Facilities that process three-digit (SCF) STANDARD A only to the five-digit level will color code that three-digit STANDARD A for clearance 1 day after receipt at that facility, as listed in Exhibit 458.323a. This mail will then be dispatched without color codes, and the proper delivery color code will be applied upon receipt at the facility that performs the secondary distribution.
- b) All STANDARD A that will subsequently receive incoming secondary distribution at the facility performing the ADC or SCF operation will receive

a 2-day color code based upon its arrival or upon its extraction and identification from its initial distribution operation (either the ADC or SCF operation) (see Exhibit 458.323b).

Exhibit 458.323a. One-Day Clearance Matrix

Receipt Day	Color Code	Clearance Day
Saturday	white	Sunday
Sunday	blue	Monday
Monday	orange	Tuesday
Tuesday	green	Wednesday
Wednesday	violet	Thursday
Thursday	yellow	Friday
Friday	pink	Saturday

Exhibit 458.323b. Two-Day Delivery Matrix

Arrival/Extraction	Day Color	Code Delivery Day
Saturday	orange	Tuesday
Sunday	orange	Tuesday
Monday	green	Wednesday
Tuesday	violet	Thursday
Wednesday	yellow	Friday
Thursday	pink	Saturday
Friday	blue	Monday

458.324 Commingled, Incorrectly Coded, and Non-Color-Coded Standard A

When STANDARD A is discovered in a facility after its initial receipt, without color codes or incorrectly identified with multiple color codes, and it cannot be reasonably determined what the color code should be, follow these procedures:

- a) In situations wherein ADC and SCF mails are, for operational reasons, commingled in the same processing operation, all such mail extracted for the local SCF will be color coded for a scheduled delivery day, also using the 2-day delivery matrix.
- b) If mail is identified with multiple color codes, then the oldest color code is assumed to be correct, even if the clearance/delivery date has passed.
- c) If mail is observed without any color code at all, then it is to be color coded with the same clearance/delivery color code as the oldest mail in the unit at the time of its discovery.
- d) If mail is observed without any color code at all, and there is no other mail in the unit at the time of its discovery, then it is to be color coded with today's clearance/delivery color code and treated as if it were delayed.

The information on the color coding process is obviously important to anyone who works in operations.

The purpose of color coding is the sequencing of Standard A mails ensuring FIFO (first in-first out).

The color-code is applied at the processing facility when it arrives on postal service property. The application of color-code is dependent upon the arrival time in conjunction with the facilities' critical entry time for Standard A mails. The critical entry time must be accurately determined so the correct color can be applied.

For all outgoing mail, SCF/incoming primary mail and carrier route mail, a one day clearance color will be applied based on the following matrix.

One-Day Clearance Matrix

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

After processing is completed within the plant, the clearance day color used will be removed prior to dispatch.

All Standard A mails that will receive incoming secondary distribution at the processing facility performing the SCF operation, will receive a two day delivery color code based upon the matrix below.

Two-Day Delivery Matrix

Arrival/ Extraction Day	Color Code	Delivery Day
Saturday	Orange	Tuesday
Sunday	Orange	Tuesday
Monday	Green	Wednesday
Tuesday	Violet	Thursday
Wednesday	Yellow	Friday
Thursday	Pink	Saturday
Friday	Blue	Monday

The color code is applied based on the arrival or upon the extraction and identification from the initial distribution operation. The color will remain on the mail through delivery.

Programmed Delivery Day

Color-Coded Label Chart

Official USPS Color-Code Designation For Each Delivery Day Of The Week

Monday	_____	Thursday	_____
Tuesday	_____	Friday	_____
Wednesday	_____	Saturday	_____

CRITICAL ENTRY TIME SCENARIOS

Transit SCF Standard Mail received at the Jacksonville Processing and Distribution Center for processing at 10:30 a.m., Wednesday, will be color coded _____ for delivery _____.

Five digit Standard Mail for Jacksonville 322, received and identified at the Jacksonville Processing and Distribution Center for secondary processing on Monday, at 12:30 a.m., will be color coded for _____ delivery.

CET is 20:00 for transit SCF Standard A Mail received at 19:58, Monday. What color should be applied to the mail? Color code all the way through. _____

CET is 20:00. Standard A Mail arrives at 20:50, Monday. What color should be applied to the Mail?

UNIT 5

COLOR CODE

LEARNING CHECK POINTS

1. The manual that explains Standard A color coding is the:
 - a) Postal Operations Manual (POM)
 - b) Domestic Mail Manual (DMM)
 - c) Employee and Labor Relations Manual (ELM)
 - d) None of the above
 - e) All of the above
2. In order to color code Standard A Mail properly, you must know the:
 - a) Day of receipt
 - b) If P&DC performs incoming secondary distribution on mail
 - c) Operation from which the mail came
 - d) All of the above
 - e) a and b
3. When working with ADC (Area Distribution Center) mails the color code shows:
 - a) When the mail must be processed and ready for dispatch
 - b) When the mail must be delivered
 - c) Only when it was received
 - d) How long the mail has been on the dock

4. It's Monday evening, 15 minutes before midnight. The CET for Standard Mail is midnight. A trailer of Standard Mail has just arrived at the dock to be unloaded and color coded. The Tour III opening unit staff has clocked out. Several of Tour 1's Tuesday staff are busy moving some outgoing mail onto outbound trucks. They complete that task and report to the Standard Mail trailer to begin unloading at 1:00 AM. What is the day of receipt for this mail?
 - a) Sunday
 - b) Monday
 - c) Tuesday
 - d) Wednesday
 - e) Thursday
5. Where can you find the mail clearance time for all operations?
 - a) At the supervisor's desk
 - b) In the facility operating plan
 - c) We don't have anyplace that shows clearance time
 - d) None of the above
6. Carrier Route Standard Mail received at the P&DC prior to CET on Saturday should be color coded:
 - a) Pink
 - b) Orange
 - c) Blue
 - d) White

7. Standard A Mail is considered received when:
 - a) It arrives on postal premises and is available for unloading
 - b) The mail is extracted from a ADC operation and becomes recognizable for color coding purposes
 - c) Your operation opens it
 - d) It is available for unloading
8. Clearance times for Standard A Mail are established for all of the reasons below except:
 - a) To ensure that service standards are met
 - b) To ensure that Standard A mail is distributed and cleared according to the operating plan
 - c) To keep a high ODIS
 - d) a & b
9. A Standard A Mail plan failure occurs when:
 - a) Overtime must be called
 - b) Standard A Mail is not processed and ready for dispatch according to the facility operating plan
 - c) Both of the above
 - d) None of the above
10. Color coding is used to identify, sequence and monitor:
 - a) Transportation and networks
 - b) Platform operations
 - c) Standard mail through processing and delivery operations
 - d) Supervisor's performance

11. When destinating SCF Standard Mail is color coded upon receipt, what does the color that is applied represent?
- a) Day of receipt
 - b) Day that volumes should be processed at the P&DC
 - c) Day that secondary volumes should be processed
 - d) Day of scheduled clearance
12. On Tuesday the P&DC's Standard Mail operation had several containers of color coded volumes for a delivery date of Friday. However, you noticed that the mailer had requested a delivery date on the following Friday (i.e. one week later than what you would assume from the color code). What should you do?
- a) If the P&DC processing window allows, process and dispatch the mail according to operating plans
 - b) Process on the premise that the customer is first priority. Clear volumes a week early to improve service.
 - c) Process to meet the mailer's requested delivery date
 - d) Remove all carrier routed volumes from the mailing for secondary processing

UNIT 5

COLOR CODE

KEY POINTS:

- All color coding must be done when mail arrives on postal premises or upon its extraction and identification from its initial distribution operation.
- The POM, Section 458, establishes criteria for current color coding policy.
- Color coding of Standard A Mail in P&DCs emphasizes one-day clearance.
- CET for Standard A Mail is locally determined.

PROCESSING & DISTRIBUTION WEEK 3 — ON-THE-JOB ASSIGNMENT COLOR CODE EXERCISE

This exercise is designed to improve your understanding of proper mail staging and color-coding procedures in accordance with the facility operating plan and the national service standards.

In the area that you are working this week, review the labels/placards on containers of Standard Mail waiting to be processed.

Using the attached form, complete a review of at least four (4) containers of mail, in different units, each day. If you find containers with different colors, list them separately.

Fill in all data on the worksheet, including your name, the tour you reviewed and the date that you completed the observation.

This assignment must be turned in at your next scheduled classroom session.

Color Code Data Collection

1) Fill in date, supervisor name, and tour; 2) Record diagnostic information for each container (APC, BMC, etc.). Sample 4 containers per day.

Date:	Supervisor Name:				Tour:
Unit of observation	Mail type	Is container color coded? Y/N	Is color correct based on operating plan? Y/N	What is the clearance day color code for today based on the operating plan?	Comments:
Day of week					
Day of week					
Day of week					
Day of week					

PROCESSING & DISTRIBUTION WEEK 3 - ON-THE-JOB-ASSIGNMENT FACILITY OPERATING PLAN (OPTIONAL)

The purpose of this exercise is to be able to utilize the Operating Plan and to follow the operational flow of the mail from arrival in the first operation to the final operation and dispatch.

Using the attached hourly control sheet, indicate the following:

1. Planned start time of unit you are assigned this week.
2. The CET and CT of the unit to which you are assigned.
3. The planned start, CET and CT of all downflow units that receive mail from your operation. Indicate on the worksheet the other operations getting downflow from your operation.

This assignment must be completed and turned in at the next classroom session.

Mail Flow Observations

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WEEK 4

Unit 6

Mail Arrival and Mail Preparation

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UNIT 6

MAIL ARRIVAL AND MAIL PREPARATION

TERMINAL OBJECTIVE:

The trainees will be able to identify the different classes and characteristics of mail and be able to determine the appropriate operation required for processing.

ENABLING OBJECTIVES:

The trainee will be able to:

- Define the terms “outgoing mail” and “turnaround mail.”
- Identify the classes of mail and distribution priorities.
- Review processing requirements for presorted mailings, including presort to 3-digit, 5-digit and 11-digit.
- Describe the various operations in the Mail Prep Unit.
- Define the procedures that take place in the canceling operation, including:
 - dual pass rough cull
 - AFCS operations
 - meter belt
 - BMEU residue mail
- Identify readability problems.
- Define a Mail Arrival Profile.

NEW TERMS:

Small Parcels and Rolls (SPR)

Dual Pass Rough Cull (DPRC)

Advanced Facer-Canceler System/Information Sub-System (AFCS/ISS)

Optical Character Reader/Input Sub-System OCR/ISS
barcode

- 5 digit
- 9 digit
- 11 digit

Facing Identification Mark (FIM)

Source type 47

Indicia

ID Tag

Image Processing Sub-System (IPSS)

Decision Storage Unit (DSU)

Late Arriving Managed Mail (LAMM)

Remote Encoding Center (REC)

MAIL ARRIVAL AND PREPARATION

OUTGOING MAIL ARRIVAL AND PREPARATION

QUESTION #1:

Milroy and Winston are two Processing & Distribution Centers (P&DC) with similar outgoing letter volumes. Both sites cancel 1,000,000 pieces of letter mail daily through their AFCSs. Both sites begin canceling at 2:00 P.M. with a common 010 clearance time of 9:00 P.M.

Milroy receives 52% of its AFCS volume prior to 6:00 P.M. Winston, on the other hand, receives 32.8% prior to 6:00. Both sites meet their AFCS clearance time each night without difficulty. Why then is it so important to get mail into both (P&DC) if both sites meet their AFCS clearance time each night?

ANSWER TO QUESTION #1:

QUESTION #2:

You are a supervisor on the platform during outgoing operations. You have just been trained (literally) on the economic values of getting mail into the P&DC early for outgoing processing.

The letter carrier on collection trip #3 is scheduled to return with his collection mail at 7:30 P.M. You see him pull up to the platform at 6:55 P.M. and release his collected mail to your platform personnel.

Do you congratulate him for getting the mail back to you early and share with him your knowledge of how he has saved the USPS from making capital expenditures on processing equipment? Explain your reasons.

ANSWER TO QUESTION #2:

Outgoing mail, as a general term, refers to mail collected in a specific geographical area and processed/dispatched to locations found throughout the world. In most cases, approximately 25-40% of this outgoing mail will destinate in the same local geographical area. This type of mailing is often referred to as turnaround mail.

**OUTGOING PLATFORM OPERATIONS
(EARLY EVENING TIME FRAME)**

Mail of all shapes, types and classes that are collected during the day will be transported to a Processing and Distribution Center facility (P&DC) and worked during the late afternoon and evening hours. As mail is received at the P&D dock it is segregated by mail type and/or class and forwarded to the respective processing operation.

Our primary concerns as far as timely collection & transportation of the mail are:

- a. Get as much of the outgoing mail in as early as possible.
- b. Have 40-50% of daily cancellations in house by 1800.
- c. Coordinate early transportation between CS and P&D.
- d. Both A & B
- e. All of the above.

In addition to timely receipt, initial mail preparation activities conducted on mail prior to receipt at the P&D Center is also an important item. The P&D Center is responsible for informing major mailers and the surrounding post offices how their mail should be prepared. Upon receipt at the P&D docks it can be expedited to the next downstream operation with minimal handling.

The dock breakup operation essentially separates the mail into three types:

- _____
- _____
- _____

The dock setup also requires that mail be broken into various categories by classes of mail.

Most mail handled by the U. S. Postal Service can be classified into one of five classes of mail, which are: Express Mail, First-Class Mail, Periodicals, Standard A and Standard B. Mailers can choose from the different classes depending on their specific service requirements.

Express Mail

This is the USPS's premium service, which provides highly reliable expedited mail delivery on the same day, overnight, or on the second day. It is the only class of mail for which a delivery time is guaranteed. The USPS refunds the postage for any Express Mail item not available for the customer within the time specified. Express Mail is insured against loss, damage or rifling at no extra cost.

First-Class Mail

It usually contains a private or personal communication for a particular person or family and is sealed against Postal inspection. Blank printed forms such as notices and certificates, and checks, either canceled or uncanceled, are considered First-Class Mail. Articles mailed at First-Class rates must not weigh more than 12 ounces, unless it is designated Priority mail which allows for more than a 12 ounce limit.

Priority mail is a sub-class of First-Class Mail. It is handled separately within the distribution and transportation system and is designed for expedited movement of any deliverable matter, including parcels.

Periodicals

This is generally used by publishers and news agents for newspapers and magazines in large or bulk quantities. The general public may not mail single pieces at the periodical rate.

Standard A

Consists of articles that weigh less than 16 ounces and are not mailed at First Class or Periodicals rates. Standard (A) mail is printed matter of a non-private or non-personal nature, such as booklets, catalogs, advertising circulars and flyers. Articles, such as

plants, seeds, or bulbs or other small items, may be sent as Standard (A).

Standard B

Consists of merchandise, printed matter, deliverable live animals, and articles not required to be mailed at other rates. This mail must weigh at least 16 ounces and not exceed 70 pounds.

An exception is mail sent by bound printed matter rate that cannot weigh more than 10 pounds.

DISTRIBUTION PRIORITIES

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

PRESORT MAILINGS

The following outlines the various types of mail and the associated mailhandling procedures.

Presort to 3-digit: This mail is received at the BMEU and processed for correct postage. Once the mail is verified, it is sent to mail processing. In the 002 (Presort) operation, the following splits are made:

1. Trays of mail destinating outside the local area — these trays are sent to dispatch operation.
2. Trays of bundles destinating outside the local area — out of state trays are sent to a mixed state operation for processing.
3. Trays of mail destinating within the local area — these trays are taken to the OCR or ISS for processing depending on the type of equipment in the plant.

4. Trays of bundles that destinate within the local area — these trays are taken to the OCR/ISS for processing.
5. Trays of mail that are pre-barcoded both within and outside the local area — this mail is sent to the DBCS operation.
6. In facilities where there is no automation or the destinating 5-digit is not processed to the carrier by the facility — the mail is processed manually or dispatched to the responsible P&DC for automated processing.

ZIP+4 Presort: This mail is received at the BMEU and processed for correct postage. Once the mail is verified and cleared, it is sent to Mail Processing. In the 002 (Presort) operation, the following splits are made:

1. Trays of mail destinating outside the local area — these trays are sent to the dispatch operation.
2. Trays of bundles destinating outside the local areas — out of state trays are sent to a mixed state operation for processing.
3. Trays of mail that destinate within the local area — these trays are taken to the OCR/ISS for processing depending on the type of equipment in the plant.
4. Trays of bundles that destinate within the local area — these trays are taken to the OCR/ISS for processing.
5. In facilities where there is no automation, the mail is processed manually or sent to the responsible P&DC for processing on automation.

NON-BARCODED MAIL

While the majority of presorted mail carries a barcode, there is a significant portion of this mail that does not.

Where does non-barcoded mail come from?	What is the first processing point?	Where does it go for processing?

A large portion of outgoing mail is provided by the customer services group (post offices as suppliers) while the P&D Center receives these mails as the customer. Mail prep activities, conducted by the post offices prior to dispatch to the P&D Center, are very important. Eventually, the tables will turn as incoming mails are processed and returned to the post offices (customer) by the P&D Center (supplier) in the early morning hours.

As various collection trips arrive at the docks, platform personnel provide the first culling separations by mail type and class. It is important that the platform supervisor insure that these individuals have been properly trained how and why the mail flows from the platform. In most cases, outgoing mails accepted at the platform will be directed inside to the P&D Center for further processing.

Priority, Express Mail and parcel post that can be identified by the platform personnel are isolated. Priority and Express mails are directed to their respective distribution areas. Locally destinating parcel post (turnaround parcels) are held for distribution to the respective zones or carrier routes during early morning incoming operations. Outbound parcel post and presorted Standard A Mail (from local post offices and the P&D Center's Business Mail Entry Unit) are massed on the platform and transported to the local originating Bulk Mail Center (BMC).

In some locations, surrounding post offices cancel and tray letter size mail. This relieves the burden placed on the AFCS later at night and expedite the mails to the next downflow operation. This is particularly true during high volume periods, at locations with AFCS capacity problems or small AFCS processing windows. These canceled letters are trapped on the platform and by-pass any prep operations. They are sent directly to the automated processing equipment.

The majority of the mail remaining on the platform is directed to the 010 and 020 opening units. Containers of mostly mixed stamped and metered mails are directed to 010 for canceling. Metered letters and flats are directed to the 020 meter belt to be prepared and trayed for downflow to appropriate distribution operations.

In addition, we see the 020-B operation (trayed metered mail received but not needing prep work) and the Business Mail Entry Unit (BMEU) also supplying letter mail volumes that by-pass the 010/020 areas. This mail goes directly to the next downstream processing operations.

These various sources become the main first-class letter volume input sources for outgoing processing operations. As noted, we will concentrate on the flow of a first-class letter towards its final destination.

The cancellation unit may have various layout arrangements with a variety of processing equipment. The types of cancellation equipment include:

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____
- g) _____
- h) _____
- i) _____

QUESTION #3

Why do we allow metered mail, which is mixed with stamped mail from the collection boxes, to go into the AFCS unit? It already has a date on it and doesn't really need to be canceled. Wouldn't it save time and money to extract the metered pieces during the pre-cull operations and save the canceling time on the AFCS for stamped mails.

ANSWER TO QUESTION #3

010 CANCELLATION OPERATION

INTRODUCTION TO THE ADVANCED FACER CANCELER INPUT SUBSYSTEM

GENERAL DESCRIPTION

AFCS/ISS is a mail handling system that:

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Advanced Facer Canceler System/Input SubSystem

The AFCS is a micro-processor controlled system. It culls mailpieces that are outside U.S. Postal Service specification for letter-size mail, locates the indicia and faces mail properly, cancels mailpieces when required, and sorts mailpieces according to the selected sort plan.

The AFCS/ISS consists of various equipment units. It begins with the Input Hopper, where mail is dumped for induction into the system and ends with the mail being sorted into stackers for subsequent handling.

The machine is modular in concept and can be thought of as two separate machines: a Culler and a Facer/Canceler.

The first section (Culler Section) of the AFCS/ISS operates to rough cull mailpieces, and prepare them for the Facer/Canceler section. Flats and mailpieces

that are too thick are removed from the system during processing by the first ten units of the AFCS/ISS.

The second section of the AFCS/ISS is called the Facer/Canceler and is used to properly face (position) mailpieces, identify the type of indicia on mailpieces, and cancel mailpieces. In addition, an ID Tag is printed on certain types of mailpieces and the ID Tag is verified.

Each mailpiece is then scanned and an image of the mailpiece is temporarily stored. The stored mailpiece images are then transferred to the Image Processing Subsystem (IPSS) for further processing.

Mailpieces are sorted based on the sort criteria and mode of operation selected on the Operator Control Panel.

No more than one operator should be assigned per machine at any time.

The 010 operation's Advanced Facer Canceler (AFCS) provides four separations of letter mails contained in seven different stackers. These breakdowns are as follows:

AFCS Output	Stacker Qty
• Barcoded letters (FIM only)	2 stackers (Trail & Lead)
• MLOCR readable letters	2 stackers (Trail & Lead)
• Letters sprayed with ID Tag No Barcode	2 stackers (Trail & Lead)
• AFCS by-pass (rejects)	1 stacker

The 010, 020, 020-B, CFS, source type 47 (local cancellations from Associate Offices) and BMEU mails become the main source for letter volumes to be processed during the outgoing operations.

Mail passes from the DPRCS to the Advanced Facer Canceler System (AFCS).

Advanced Facer Canceler System includes the following processes:

1. Culling
2. Facing and Indicia Detection
3. Cancellation
4. Gloss Detection and Line Feeding
5. Sorting
 - Stacker Bins and Mail Type
 - Typical Sort Plan

CULLING

The culling process removes mailpieces that are undersized, oversized, too stiff or too thick. It also sorts and separates by size, SPR's, flats, letters and machineability. There are five primary parts of the culling system: the (1) Input Hopper, where rough culled mailpieces are placed and fed by vibration to the (2) Inclined Conveyor Belt. This belt transports mail to a chute and the mailpieces fall on the (3) Overthick Separator and Incline. The Separator shunts mailpieces exceeding $\frac{1}{4}$ inch in thickness to the Incline, which aids in decreasing the number of erroneously culled mailpieces. The Overthick Separator and Incline consists of two flat conveyor belts. Above the belts are drums that rotate in the opposite direction of the mail flow. Only mail that is flat will pass through the gap between the drums and the conveyor belts. Culled mailpieces fall into a hamper or onto an external conveyor belt for manual handling.

Mail not culled by the Overthick Separators travels by conveyor belt to the (4) Edging Channel.

Eccentric rollers in this unit jog mailpieces resting on their short edges to align them on their long edges while being transported. Flaps mounted above the mail stream assist in turning mail down onto its long edge. The mail then passes on to the (5) Flats Extractor.

FACING AND INDICIA DETECTION

After mailpieces are separated and faced, the Indicia Detector looks for FIMs, stamps, and meter marks.

The parts of this system are:

1. Indicia Detector which looks for:
 - phosphorescent ink in stamps, or
 - the florescent ink in meter impressions
2. Inverter — which flips mailpieces over to examine the other side, if necessary.

CANCELLATION

The Canceler portion of the system locates mailpieces requiring cancellation and also locates the area to be cancelled. A pair of dies apply a dated cancellation mark to the mailpiece.

The three primary parts of this system are:

1. The canceling dies – which actually place the cancellation on the mailpiece.
2. Indicia Detector – determines the leading or trailing edge of the mailpiece.
3. System control microprocessor – makes the decision involving sortation by trailing or leading edge.

GLOSS DETECTION AND LINE FINDING

After passing the indicia indicators, the mail continues past two separate sets of gloss detectors and image scanners, one for the trailing edge and one for the leading edge.

Gloss detection identifies an area on a mailpiece that probably contains an address window; this information is sent to the Line Finding function to assist in locating an address block.

The primary components of the system are:

1. Gloss Detectors which identifies the likely area containing the address block.
2. Image scanners which provides a digital map of the mailpiece.
3. Line finding function which:
 - identifies the address block, and
 - determines if the piece is machine readable.
4. System control microprocessor which makes the Sorting decision based on trailing or leading edge of the mailpieces.

SORTING

Sorting is accomplished based on location of the indicia and whether the mailpiece is barcoded, hand-written, or machine printed. These characteristics permit mail to be designated for further processing by optical character readers or barcode sorters.

Stacker 1 is part of the FineCull/Stacker. Together they provide seven bins for mail sorting.

The basic sort plan is selected using the Sort plan Selector switches on the Operator Control Panel. These switches may be set to CAT A, CAT b/C, or CAT D. The CAT C is script (hand written) mail. The indicia for each category may be on the trailing or

leading edge. The CAT D setting sorts the indicia type to bin 7 (reject).

Stacker Bins And Mail Type (Typical Sort Plan)

BIN	MAIL TYPE
1.	Barcoded; indicia at trailing edge (CAT A1)
2.	Barcoded; indicia at leading edge (CAT A2)
3.	Script; indicia at trailing edge (CAT B1)
4.	Script; indicia at leading edge (CAT B2)
5.	Imprint; (machine printed indicia at trailing edge (CAT C1)
6.	Imprint; (machine printed) indicia at leading edge (CAT C2)
7.	Reject

Maximum throughput on the AFCS is up to 40,000 pieces per hour, depending on the mail mix. The staffing requirement is one or two operator (s).

AFCS/ISS MODES OF OPERATION

Five modes of operation are available for the AFCS/ISS. Four of the modes are normal operational modes. The fifth mode, cancel only, is a special operation mode used to back stamp mail.

Normal Operation Modes

The rotary Mode switch controls the ISS and Enricher functions as described below.

- **ENR OFF (Enricher OFF).** The AFCS/ISS identifies all indicia types, but performs no address analysis, captures no mailpiece images. FIM A and C, stamp, meter, and FIM B and D mailpieces will not have an ID Tag sprayed on the back side of the mailpieces, and ID Tag verification will not take place. The image scan, line find, and IMS functions will not be turned on, FIM A and C mailpieces will sort to CAT A, and stamp, meter, and FIM B and D mailpieces will sort to CAT B.

- **ISS OFF (ISS OFF).** Images are scanned and address analysis is performed. No images captured as all ISS functions are turned off. Sortation per sort plan.

FIM A and C mailpieces will not have an ID Tag sprayed on the back side of the mailpieces and ID Tag verification will not take place. The image captured by image scan will not be sent to line find or IMS, and mailpieces will sort to CAT A.

Stamp, Meter, FIM B and D mailpieces will not have an ID Tag sprayed on the back side of the mailpieces and ID Tag verification will not take place. The image captured by image scan will be sent to line find for a script, imprint, or no line decision. The image will not be sent to IMS, and script mailpieces will sort to CAT B and imprint mailpieces will sort to CAT C.

Mailpieces where indicia could not be identified will be designated as bypass (reject) mailpieces. No ID Tag will be sprayed or verified, the image captured by image scan will not be sent to either line find or IMS, and the mailpieces will sort to CAT D. ISS SC. (ISS SCRIPT). Images are scanned and addresses analysis is performed, and only script images are captured. ID Tags are printed on all mailpieces, except FIM A and C, and Reject mail. Sortation is done per Sort Plan.

- **ISS (Script only)**

FIM A and C mailpieces do not have an ID Tag sprayed on the back side of the mailpieces, and ID Tag verification will not take place. The image captured by image scan will not be sent to line find or IMS, and mailpieces will sort to CAT A.

Stamp, Meter, FIM B and D will have ID Tags sprayed on the backside of the mailpiece and the ID Tags will be verified. The image captured by image scan will be sent to line find for a script, imprint, or no line decision. The image will also be sent to IMS where it will be compressed and merged with a header (made up of information provided by system control) if the line find result

was script. If the line find result for the mailpiece was imprint, only the header will be stored. If the mailpiece image can not be matched to a header (header contains a script line find result) by IMS or an ID tag verify error flag or image length flag was set in the information provided by system control, the image will be discarded and only the header will be stored. Script mailpieces will sort to CAT B, and imprint mailpieces will sort to CAT C.

Mailpieces where indicia could not be identified will be designated as bypass (reject) mailpieces, no ID Tag will be sprayed or verified. The image captured by image scan will not be sent to either line find or IMS, and the mailpieces will sort to CAT D. Also mailpieces where the image length does not match the mailpiece length will be designated for bypass (reject) by system control.

- **ISS SC. + IM. (ISS SCRIPT + IMPRINT).** Images are scanned and address analysis performed, both script and printed addresses are captured. ID Tags are printed on all mailpieces, except FIM A and C and Reject mail. Sortation per sort plan.

FIM A and C mailpieces will not have an ID Tag sprayed on the back side of the mailpieces and ID Tag verification will not take place. The image captured by image scan will not be sent to line find or IMS, and mailpieces will sort to CAT A.

Stamp, Meter, FIM B and D will have ID Tags sprayed on the back side of the mailpiece and the ID Tags will be verified. The image captured by image scan will be sent to line find for a script, imprint, or no line decision. The image will also be sent to IMS where it will be compressed and merged with a header (made up of information provided by system control). If the mailpiece image can not be matched to a header by IMS or an ID tag verify error flag or image length flag was set in the information provided by system control the image will be discarded and only the header will be stored. Script mailpieces will sort to CAT B, and imprint mailpieces will sort to CAT C.

Mailpieces where indicia could not be identified will be designated as bypass (reject) mailpieces, no ID tag will be sprayed or verified, the image captured by image scan will not be sent to either line find or IMS, and the mailpieces will sort to CAT D. Also mailpieces where the image length does not match the mailpiece length will be designated for bypass (reject) by system control.

Cancel Only Mode

Cancel Only mode is activated by depressing the top of the Cancel Only rocker switch on the operator control panel. The main purpose for using the Cancel Only mode of operation is to "back stamp" mailpieces or cancel pre-faced mail from the Buffer Feeder without requiring active indicia, or requiring indicia to be in a specific orientation.

For Cancel Only operation all mailpieces must be loaded on the buffer with the indicia leading and down if the indicia must be canceled. If the mailpieces are to be backstamped, then load them indicia trailing and down. During Cancel Only operation the inverter gate is disabled (no mail is inverted), only the lead cancel die is activated, and all other indicia and image processing functions are disabled. The mailpieces will be sorted in sequence from bin 1 through 6. When a bin becomes 100% full, mail will be directed into the next available bin. If all six bins become full, the feeder servo- motor will stop. The Facer/Canceler must be stopped and restarted to resume mail feed once one or more bins are emptied. Most importantly, these cancellations do not add to your productivity.

AFCS/ISS Image Lift Strategies

In most cases a *Script Only* strategy is appropriate. System (P&DC; & REC) processing costs as a whole are clearly increased using a *Script and Enriched* image lift configuration. However, the above mentioned AFCS/ISS processing options should be utilized as a processing tool, similar to other technological options available to mail processing managers. Day of week, time of day, on-hand

volumes, clearance times and automated equipment utilization, to name a few, must all be considered when determining lift strategies. For example, it would not seem appropriate to lift the enriched portion while MLOCR equipment sits idle. Conversely, situations that could dictate a change include MLOCR-ISS breakdowns and unusually heavy meter volumes. In situations such as these, lifting script and enriched images to *avoid plan failures* would be acceptable.

Prior to effecting any operational deviations to the above, carefully consider the following issues:

- Multi-line Optical Character Reader (MLOCR/ISS) capacity
- Output Sub-System (OSS) capacity
- Decision Storage Unit (DSU) limitations
- Volume arrival times
- Late Arriving Managed Mail (LAMM) on-hand volumes
- Clearance times
- Originating cycle times
- Remote Encoding Center (REC) staffing levels
- Image turnaround times

Managers must make certain that the perceived service benefits, achieved by lifting the *enriched portion* of AFCS/ISS, outweigh the clearly defined increased costs and that these service benefits can be realistically achieved and documented. It is more cost effective to have errors occur on the MLOCR/ISS than the RCR.

STACKER SORTATION

System control uses inputs from system configuration switches, the ISS mode switch and the sort plan selector switches on the operator control panel, and firmware tables to determine where mailpieces are sorted. Mailpiece sortation by operational mode is provided below.

ENR OFF mode:

- CAT A - Bins 1 and 2 receive FIM A and C mailpieces.
- CAT B - Bins 3 and 4 receive script and imprint mailpieces.
- CAT C - Bins 5 and 6 are not used.
- CAT D - Bin 7 receive bypass (reject) mailpieces.

ISS OFF mode:

- CAT A - Bins 1 and 2 receive FIM A and C mailpieces.
- CAT B - Bins 3 and 4 receive Stamp, Meter, FIM B and D, script, and no (address) line mailpieces.
- CAT C - Bins 5 and 6 receive Stamp, Meter, FIM B and D, and imprint mailpieces.
- CAT D - Bin 7 receive bypass (reject) mailpieces.

ISS SC. mode:

- CAT A - Bins 1 and 2 receive FIM A and C mailpieces.
- CAT B - Bins 3 and 4 receive Stamp, Meter, FIM B and D, script, and no (address) line mailpieces.
- CAT C - Bins 5 and 6 receive Stamp, Meter, FIM B and D, and imprint mailpieces.
- CAT D - Bin 7 receive bypass (reject) mailpieces.

ISS SC. + IM. mode:

- CAT A - Bins 1 and 2 receive FIM A and C mailpieces.
- CAT B - Bins 3 and 4 receive Stamp, Meter, FIM B and D, script, and no (address) line mailpieces.
- CAT C - Bins 5 and 6 receive Stamp, Meter, FIM B and D, and imprint mailpieces.
- CAT D - Bin 7 receives bypass (reject) mailpieces.

Our ultimate goal is to get as much mail as we can into our automation operation. The AFCS is extremely useful in getting the mail that goes through a cancellation operation into that operation. However, there are times when the mail flowing into automation cannot be read by the machines.

The automation supervisor should have a basic understanding of readability. The term “readability” refers to the ability of automated equipment to read the information necessary to process a mailpiece.

Readability of mail processed on automated equipment has a major impact on the machine’s performance. Controlling this factor will contribute to optimum performance of the automated operations. Each facility should establish goals and procedures for improving readability. The automation supervisor can increase the readability. The automation supervisor can increase the read rate of the AFCS/ISS with an understanding of machine capabilities and limitations, and with a knowledge of the characteristics necessary for readability. The supervisor should be able to identify obvious readable mail found in the Read Reject Stacker and notify maintenance if an excessive number of pieces are found.

When selecting mail to be processed on the AFCS/ISS or when evaluating mail found in the Read Reject Stacker, there are a number of obvious characteristics that preclude the mail from being processed on automated equipment. A complete list of all the requirements for preparing mail for automated processing may be found in Publication 25, *A Guide to Business Mail Preparation*.

The following is a list of the most common and obvious readability problems:

- Address outside the scanning zone
- Dark colored enveloped
- Window envelopes with cloudy windows
- Window envelopes with inadequate clearance for the address block (1/8 inch minimum)

- Poor print quality, very light printing, smeared or smudged characters, or dot matrix printing
- Extraneous printing on or below the address line
- Non-uniform line spacing within the address block
- Excessive space between/ within the address block
- Excessive space between the state and ZIP Code
- Type style—italics, script, or hand written address block
- Touching characters within the city, state or ZIP Code
- Skewed or slanted address line (+5 degrees)
- Opacity (bleed through)

Questionable mail found in the Read Reject Stacker may read and accept if reprocessed on the AFCS/ISS. If there is a large quantity of staged mail that is of questionable readability, process a small sample and measure the results. These decisions are generally made based on available mail volumes and processing capabilities.

NEC Canceler

The NEC Canceler is an automatic canceling machine that is small in size, yet delivers high-speed and efficient operation. The NEC Canceler cancels postage stamps with a postmark that indicates the post office name and canceling date on the mail items. Letters and postcards of different sizes and thickness can be simultaneously processed on the canceling machine.

Despite its extremely compact dimensions, the machine can be adapted for various types of mail items by selecting one of the two modes with different processing speeds.

Mail items are automatically fed into the Transport Route after they are fed onto the Feeder. To assure the highest quality performance, the mail must be

faced and jogged prior to being loaded onto the Feeder. Mail thickness is measured by the Thickness Detector to prevent damage to the mail and to avoid improper cancellation. After being cancelled, the mail is stacked into the Stacker, which has a capacity of approximately eighteen inches.

PC Postage

Beginning another chapter in the history of mail, the US Postal Service recently announced the nationwide availability of postage that customers can buy over the Internet.

The stamps downloaded from cyberspace are called PC Postage and are the first new form of postage since the advent of the postage meter in 1920.

The Postal Service does not offer the digital stamps itself, but instead relies on the private sector. Three companies are approved to sell the electronic stamps, they are, E-Stamp Corp., Stamps.com and Pitney Bowes. It is anticipated that other companies will eventually be approved by the Postal Service.

Many of those who use the service are small to medium size businesses and a fee of about 10% is charged in addition to the price of the stamp. Stamp purchasers pay for their postage with credit cards and then print a special barcode that can be put on an envelope. Each barcode has a unique digital signature to prevent fraud.

With PC Postage customers can purchase and print postage 24 hours a day, seven days a week from the convenience of their home or office.

UNIT 6

MAIL ARRIVAL AND MAIL PREPARATION

KEY POINTS:

- An effective opening unit operation starts with timely collection/arrival schedules, coupled with proper use of workers and equipment.
- Most facilities plan to receive 50% of mail requiring cancellation prior to 6:00 P.M.
- As mail is received at the P&D dock, it is segregated by mail type and/or class and forwarded to the appropriate unit.
- Proper preparation by internal customers eliminates additional handling and delay of mail processes.
- Maintenance and proper staffing contribute to the efficiency of the equipment.
- The AFCS/ISS is an automated canceling machine that faces and cancels letter mail at a maximum rate of 40,000 pieces/hour.

WEEK 4

Unit 7

**Multi-Position Flat Sorting
Machines (MPFSM) Models 881
And 1000**

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UNIT 7

MULTI-POSITION FLAT SORTING MACHINES (MPFSM) MODELS 881 AND 1000

TERMINAL OBJECTIVE:

The trainee will be able to discuss the proper function of the MPFSM and the specific responsibilities of the SDO.

ENABLING OBJECTIVES:

The trainee will be able to:

- Identify mail flows for Model 881 and Model 1000
- Define the expected throughput of flats on the MPFSM.
- Identify safety issues within the MPFSM operation.
- Define the pre-tour, on-tour and post-tour supervisory responsibilities for the MPFSM.
- Define the responsibilities of the MPFSM keyer, sweeper and ledge-loader.

NEW TERMS:

Mail Processing Flat Sorting Machine (MPFSM)

High Speed Flats Feeder (HSFF)

Automated Flats Sorting Machine (AFSM)

Flat Mail Bar Code Reader (FMBCR)

MULTI-POSITION FLAT SORTING MACHINES (MPFSM)

DESCRIPTION: MODEL 881

How many keying stations are there on the Model 881?

Where are the keying stations located?

The configuration of the MPFSM Model 881 results in a balanced workload distribution. The implementation of the MPFSM Model 881 added the capacity for accepting advanced flat barcoding technologies. The Model 881 FSM provides enhanced electronics that will allow the implementation of multi-directional barcode readers and automatic flat mail feeders.

NEW FSM TECHNOLOGY AND ITS IMPACTS

Mailflows for flat mail products changed significantly as we incorporated advanced technology into the FSM 1000 in FY 1998 and early FY 1999. The following technology advancements created mailflow changes in flat processing operations:

- OCR Technology added to the FSM 881
- New barcode readers added to the FSM 1000

With the deployment of this technology, flat mailflows will now more closely reflect their letter mail counterparts and offer similar opportunities for cost-saving in processing and distribution. In fact, because the FSM 1000 can handle what was once “non-machineable” flat volumes, the flat mailflow scenario actually goes beyond that of letters and gives us the ability to make even more improvements in manual flat distribution operations.

Not only has the method for distribution changed as the flat sorter machinery has been upgraded, but the manual distribution changed as the flat sorter machinery has been upgraded, but the manual distribution locations have changed as well. For example, as equipment upgrades make more delivery ZIP Codes candidates for carrier route distribution, and as we are able to process a larger portion of the flat mailbase for each ZIP Code on the FSM equipment, then maintaining scheme-knowlegeable employees at the plant probably will no longer make sense. The small percentage of manual flats remaining may best be worked at the delivery unit, where scheme knowledge will continue to be required for parcel post, missort, residue, and accountable distribution.

The following sections look more closely at the mailflow changes created by each of the major FSM enhancements noted above.

FSM 881 OCR TECHNOLOGY

The addition of an OCR to the FSM 881 adds tremendous capacity to that machine. Barcoded and non-barcoded flats can be mixed and run together in the OCR mode. We will no longer need to segregate these flat mail types or shut down the entire FSM 881 and pull an end-of-run report to switch consoles from barcoded to non-barcoded (keying) mode. This will also eliminate the all-too-common practice of keying barcoded flats to avoid shutting down the machine to switch consoles or to balance volumes between keyer and BCR consoles.

However, one drawback is that the OCR mode will eliminate the first six bins on each side, much like the current FSM 881 BCR mode that subtracts three bins on each side. This may affect depth of distribution, create minor rehandling operations, or force additional end-turn wrap volumes.

PERFORMANCE: MODEL 881

What is the maximum number of throughput pieces per hour for an 881?

DESCRIPTION: MODEL 1000

How many keyers are required on a Model 1000?

Where are the keyers located?

The FSM 1000 is designed to sort mail that was previously considered non-machineable. The FSM 1000 can sort magazines that are plastic wrapped and flimsy flats that are not rigid enough to stand on their own.

PERFORMANCE: MODEL 1000

What is the maximum throughput on a Model 1000?

MPFSM 881 AND 1000 MACHINE COMMONALTIES

How many sweepers/loaders are required by national contract?

What is the maximum number of schemes that can be sorted at one time?

How many separations are there on a machine?

What level of accuracy is required for keyers?

AUTOMATED FLATS SORTING MACHINE 100

The Automated Flat Sorting Machine (AFSM) sorts magazines, catalogs, circulars, some newspapers and oversized envelopes twice as fast as existing USPS flat sorters. Therefore, the AFSM 100 will provide significant operational savings. As always, actual savings are dependent upon field sites' ability to fully utilize mail processing equipment and capture position savings. Field sites must:

- Maximize AFSM 100 operating windows to 20 hours per day.
- Maintain full utilization of existing FSM 881s and 1000s.
- Identify employee impact in post offices and plants and withhold positions in preparation for impact.
- Review current flat mail preparation methods and change as necessary to assure timely mail availability for processing at higher AFSM throughputs.
- Train employees, supervisors, and craft on the most efficient methods of flat preparation and machine use.
- Review, abolish, or revert positions no longer needed due to increased AFSM productivities.

Features include 120 bin separations, adaptability to robotic handling and optical character reader/bar code reader (OCR/BCR). Another feature is that mail not read by OCR/BCR will be processed using on-line video encoding, in which an operator views the address image on a computer screen and types in pertinent information to sort mail to its destination.

The flats are inserted onto carriers on the transport-stacker and are distributed to one of the sort stations where they are stacked in containers. As the

containers are filled, they are automatically dispatched to a labeling station where adhesive routing labels are applied and containers are then forwarded to other operations. These features, including its high speed processing, online video coding for OCR rejects, and planned tie-in to material handling equipment (e.g. Tray Management System – TMS), makes it highly efficient and a minimal user of manual labor. The throughput of the AFSM 100 is approximately 17,000 pieces per hour and the staffing is 6-9 employees (including video encoding keyers) dependent upon mail readability.

The deployment of the AFSM 100 will significantly impact our current mail flows. As they are deployed to the field sites they will become the primary choice of processing for machinable flats. Plants that initially receive them will try to process as many flats as possible through the AFSM 100 and should utilize the FSM 881s secondarily. As the number of AFSM 100s increases in the field, so too will its percentage share of the overall flats processed. FSM 881s will be relocated to smaller sites that do not have flats sorting equipment or lack sufficient flats sorting capacity.

HIGH SPEED FLATS FEEDER

The High Speed Flat Feeder (HSFF) is a modification to the Model 881 Multi-Position Flat Sorting Machine (MPFSM) that allows the machine to automatically feed flat mail. As a parallel developmental effort to the AFSM, this modification provides two automated flat feeder devices attached to the end of the 881 MPFSM. The HSFF modification is currently being designed to be used in conjunction with the Flat Mail Bar Code Reader (FMBCR). The automatic feeding capabilities of the modification will allow for even higher throughput and productivity in the flat mail barcode sorting operations by eliminating the need for operators to manually feed barcoded flat mail to the FMBCR. HSFFs will be capable of feeding flat mailpieces with the same size and characteristics currently processed on the 881 MPFSM. Matching the transport speed of the MPFSM, this device will feed flat mail at a rate of up to three flats per second.

Once this flat mail automation modification is in place, the operator will only be required to supply barcoded flat mail to the feeders and to remove the processed flats from the sortation bins.

PERFORMANCE

A Model 881 MPFSM modified with two HSFFs will have theoretical throughput of 12,000 to 20,000 pieces per hour.

SORT PLANS

Sort Plans separate flat mail to ADC, AADC, SCF, Incoming Primary, Incoming Secondary, Firm Box or ZIP Code according to approved sort plan programs.

SAFETY

Supervisors must enforce safety rules and regulations and ensure that unsafe practices and conditions are promptly corrected.

Each employee, whether keying, loading, or sweeping, is responsible for adhering to prescribed operating instructions and rules applicable to the task being performed.

The supervisor must ensure that all personnel are aware of the safety hazards in the area and are trained on how to avoid injury.

Employees must not wear loose fitting clothing, jewelry, ties or other articles that could become caught in the machine.

The supervisor will not permit any persons to clear jams until that person has received training on the safety procedures to follow when clearing a jam. She should also ensure that employees are complying with the rules for clearing jams.

Maintenance personnel must support the efforts to properly maintain effective guards and protective devices on this equipment.

Safe operation of this system is a mandate, not an option. Safeguards for personnel and system safety have been incorporated into the design. While improvements in system safeguarding is an ongoing program, remember that all the system safeguards cannot overcome the unsafe acts of your employees. People must be trained to operate all mechanized equipment safely. Proper use and operation should assure personal safety and ensures continued availability of equipment.

Running modern machinery requires a team effort in equipment design, safe operation and proper maintenance. The MPFSM contains many operational and safety features which are constantly being improved through engineering changes.

SUPERVISOR RESPONSIBILITIES

- a) Assign loaders to ensure that all console feed tables will be loaded with mail before the machine operation starts.
- b) Assure an equitable starting assignment rotation of employees in accordance with staffing guidelines.
- c) Assure that sufficient quantities of appropriate mail are available for continuous operation.
- d) Require operators to work all assigned distribution as necessary to assure retention of his or her knowledge and proficiency.
- e) See that distribution is kept current and the mail sorted in proper time sequence.
- f) Require sweepers to verify before each scheduled dispatch.

- g) Ensure that employees wear proper attire and remove any long chains and loose bracelets prior to working on and around the machine.
- h) Supervisor must maintain the correct mail flow to the appropriate MPFSM.

KEYBOARD OPERATOR RESPONSIBILITIES

- a) Qualifies on approved machine programs.
- b) Performs machine flat distribution accurately and efficiently.
- c) Keys or feeds for a designated period and rotates assignments on a scheduled basis.
- d) Remains at console, sorting until relieved for rotation to other work assignments or for personal needs.
- e) Performs other assigned duties when machine assignment is not available.

LEDGE LOADING DUTIES

- a) Assures that all console feed tables are loaded with appropriate mail for the start of the operation.
- b) Faces and orients mail properly on the feed table.
- c) Keeps all console feed tables loaded with appropriate mail during operation.
- d) Loads flats lying them in stacks approximately six inches high with address facing the operator. Stacks too high can cause difficulty seeing the address on the topmost pieces.
- e) Properly disposes of any refuse such as strapping, string, plastic wrap, etc.

SWEEPER DUTIES

(Bins, errors and uncanceled mail, and trays)

Bins:

Withdraws and verifies mail from the bins as scheduled, empties full bins immediately, avoids premature (uneconomical) sweeping, except when dispatches are necessary, and checks low density bins periodically.

Errors And Uncanceled Mail:

Verifies designated separations and removes errors and uncanceled mail. Properly prepares errors removed for further distribution. If excessive errors are detected, notifies supervisor immediately.

Flat Tubs:

The MPFSM tubs are designed for quick removal. In the case of a full tub, replace with an empty one and allow the full tub to be taken to the transfer point

Use approved and safe lifting techniques.

Label tubs as they are replaced.

Properly stack tubs prepared for dispatch to prevent falling from the transfer vehicle.

PRE-TOUR, ON TOUR AND CLOSE OUT OPERATIONS:

There are some things that ALL supervisors must routinely do before starting their workday. You start by asking yourself, "what's the game plan today?" There are some basic things you must know:

1. What was done by the previous tour?
2. What do I need to do on my tour?
3. What do I need to do to assist the next tour?

By asking these basic questions, it will:

- ensure a smooth transition between tours.
- assist the supervisor in gauging mail volume, anticipated volumes and manpower complement. (Knowledge of complement and typical volumes will help you to determine if adjustments to schedules are needed.)
- ensure that CT, CET and DOV are met.
- promote teamwork, camaraderie and increase unit morale.
- increase productivity

PRE-TOUR DUTIES

Initial operation of the Flat Sorting Machine will require the following by the supervisor:

- a) Begin tour 15 minutes before employees.
- b) Check unit for mail volume on hand. Plan your begin tour staffing of operation.
- c) Check unit for unsafe conditions and poor housekeeping.
- d) Obtain badge cards of employees expected to report for duty.

- e) Check with other supervisors regarding any unusual circumstances or new instructions, and determine where to assign excess employees.
- f) Check for needed equipment (hampers, hand trucks, etc.).
- g) Make certain there is adequate mail for at least one hour of operation. Approximately 10,000 pieces of mail is suggested.
- h) Plan and implement rotation cycle carefully.

ON-TOUR OPERATIONS

After operation is started, observe the following:

- a) Operators: positioning, pace, etc.
- b) Loader: Is feed table loaded? Are stacks of mail too high? Is empty equipment handled correctly?
- c) Sweepers: Continuously sweeping? Are tubs labeled as they are replaced?
- d) Mail Supply: Know Arrival Profile and where/who to call for mail.
- e) Are all operations performed safely?
- f) Maintain and monitor printouts.
- g) Notify maintenance when there is a breakdown.

TOUR CLOSE-OUT

Tour ending on the MPFSM requires the best methods currently in use in other mail processing units. Items of major concern are:

- a) Sweep-time available: If little time remains, use all personnel. If time is available, save work hours using only part of the crew to close, sending others to units requiring additional help.

- b) Transport rejects to proper down flow operations.
- c) As much as practical, set up unit for next day/tour's use.
- d) Dispatch all mail correctly.
- e) Complete and distribute required production and down-time forms.

If machine will be in use on the following tour, items to be considered are:

- a) Give unit condition report (written or verbal) to incoming SDO.
- b) Any variance from normal mail pattern or possible plan failure causes.
- c) Shift personnel as required.

Prepare machine for turnover. Sweep to allow orderly crew change in accordance with professional and common sense policies.

UNITED STATES POSTAL SERVICE

BOULDER, CO 80302-9998

April 13, 1998

MEMORANDUM FOR SUPERVISOR,
DISTRIBUTION OPERATIONS

SUBJECT: MPFSM Operations

I would like to begin tracking the productivity of the flat operation. I have provided you with the information from yesterday's MODS so you can catch up with the week. I expect you to be able to give me the information I desire at any time during the processing day. You will need to know the Critical Entry Time, Clearance Time, Dispatch of Value, Machine Capability, Volume-on-Hand, and Work hours.

You will need the following information to proceed. Please provide me with yesterday's figures as soon as possible.

Flat Clearance Time is 0030.

The flat machine capability for the Boulder Post Office is 7000 Pieces Per Hour.

Employee crew for each flat sorter is seven, reporting time 1630, three crews.

George Demers
Manager, Distribution Operations

<u>TIME</u>	<u>ARRIVAL & VOLUME ON HAND</u>	<u>PROCESS</u>	<u>CARRYOVER</u>
16:00	1,800	0	1,800
16:30	14,950	14,000	950
17:30	25,710	21,000	4,710
18:30	30,030	21,000	9,030
19:30	42,124	21,000	21,124
20:30	39,924	21,000	18,924
21:30	36,284	21,000	15,284
22:30	27,484	21,000	6,484
23:30	14,000	14,000	0
00:00	0	0	0
00:30	END TOUR		

How many hours were used?

What was your productivity?

How many flats were processed?

Make sure you consider carry over

UNIT 7

MULTI-POSITION FLAT SORTING MACHINES (MPFSM)

KEY POINTS:

- Currently, the Postal Service uses the Model 881 MPFSM, the Model 1000 MPFSM and AFSM 100.
- Supervisors should use the pre-tour, on-tour, and tour-close-out approach as a guide to MPFSM operations.
- As with all mail processing equipment, safety and maintenance are primary considerations.
- MPFSM Model 1000 is used in facilities with heavy non-machineable volumes.
- New equipment includes the high speed flat sorter and OCR capable flat sorters.

WEEK 4

Unit 8

Small Parcel and Bundle Sorter

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UNIT 8

SMALL PARCEL & BUNDLE SORTER (SPBS)

TERMINAL OBJECTIVE:

The trainee will have a detailed understanding of the SPBS and will be able to demonstrate the proper functioning of the equipment.

ENABLING OBJECTIVES:

The trainee will be able to:

- Realize a significant productivity improvement by processing small parcels and bundles on the SPBS instead of in a manual operation.
- Explain the operation of a SPBS.
- Explain the various reports relating to the SPBS.
- Explain the seven components of the induction station.
- Define the safety features of the SPBS.

NEW TERMS:

EDIT

Induction Station (IS)

Beam of Light (BOL)

SMALL PARCEL & BUNDLE SORTER (SPBS)

SPBS OVERVIEW

At the present, some postal facilities have manual operations that are very labor intensive. These operations require postal employees to pick up small items, i.e., parcels, bundles, etc. Separations in these manual operations require secondary distribution to finalize the sorting process. The productivity for the current manual operation averages around 225 pieces per hour.

The Postal Service developed a system which mechanizes the sorting of small parcels and bundles for efficient distribution. This will result in significant productivity improvements. The SPBS has 100 separate output locations, capable of sorting 8,000 pieces per hour, using up to six induction stations.

Mail volumes and local needs determine whether you will use 4, 5 or 6 induction stations.

The mail bundles or pieces can be as large as 12 inches x 15 inches x 8 inches. The maximum weight is 20 pounds.

Depending on the facility needs, a sorter can be configured in a straight line, a “L” shape, or a “U” shape.

Mail is loaded onto an incline belt which regulates the flow to the operator for convenient selection and keypad entry of mail data. The mail is loaded onto induction equipment which automatically weighs and locates each mailpiece as part of the induction process. Inducted mail is transferred to a series of independent carrier cell units transported by a chain drive system. Each carrier cell unit employs a self-contained discharge belt through which it can initiate controlled ejection of mail to either side of the transport path.

A specially designed output chute system at each sort location transfers discharged mail into various output receptacles. When the receptacles become full, as determined by either weight limitations or visual inspection, a sweeper is alerted to replace the full receptacle and thus continue the sortation process.

When changing receptacles, the flow of mail to the receptacle is stopped as a safety precaution for the sweeper. Mail destined for the bin being changed automatically goes to the reject bin. The mail that was rerouted to the reject bin during this process should be correctly sorted. Reactivation of the output bin, resets the weight counter to zero to begin a new weigh for that output.

If for some reason a parcel is not sorted into an output bin or the missent/reject bin, it will be dropped into an overflow compartment. Employees can re-enter these parcels into the input sort system or process them manually. The decision to reenter or process manually is determined by the local SOP.

STAFFING GUIDELINES

Under normal, full operations, all craft personnel assigned to the SPBS keying and sweeping operations should be qualified keyboard operators.

Depending on the mail volumes, both available and anticipated, and the sort plan, the SPBS machine will have the following maximum allowable crew size. These figures also depend on the induction station configuration during normal operating conditions:

- Four Induction Stations — 12 positions: six clerks (four keyers and two sweepers), six mailhandlers (four dumpers and two cullers).
- Five Induction Stations — 15 positions: seven clerks (five keyers and two sweepers), eight mailhandlers (five dumpers and three cullers).
- Six Induction Stations — 18 positions: nine clerks (six keyers and three sweepers), nine mailhandlers (six dumpers and three cullers).

SUPERVISOR WORKSTATION

There is one supervisor workstation per SPBS system. It represents the user interface to the SPBS. As such, it allows the supervisor to configure the system to meet specific needs. It is menu driven and provides on-line and off-line system monitoring. The workstation allows the implementation of system modifications. It also provides for sort plan editing and transmission capabilities.

Additionally, the system manager provides an EDIT mode called SAVS phase, for monitoring the performance of a selected induction station (IS). This mode also provides sample run and volume run capabilities. During the normal operating mode, the workstation monitor provides several production displays. These displays detail graphically and statistically the induction station throughput as well as the total system throughput. The system manager also generates various system operational reports.

1. End of Run Report — Gives information for each induction station and the entire system.
 - a) pieces processed
 - b) operation time
 - c) total pieces processed
 - d) throughput - pieces per hour
 - e) productivity - pieces per hour
 - f) machine utilization
2. Full Report - Lists pieces processed per induction station.
 - a) keycode
 - b) induction station
 - c) intended destination
 - d) actual destination

- e) weight
- f) if rejected — reason
- 3. Keycode Per Induction Station Report - Lists pieces processed per induction station; sequentially lists the keycodes entered for each IS.
- 4. System Failure Report - Describes failures, number or occurrences, and total downtime per failure.
- 5. System Keycode Report - Lists pieces processed per IS; sequentially lists the keycodes as they were entered at each IS.
- 6. System Log Report - Lists all system errors in the order in which they occur, date and time of occurrence, priority of each.
- 7. System Reject Report - Lists the keycodes of mailpieces rejected, number, and reason.
- 8. System Summary Report - Lists pieces processed per IS, complete listing of mailpieces processed for each bin.
- 9. Forecasting Report - Gives plot of number of mailpieces which will be processed for up to the next two hours, based on the rate of induction for the last five minutes.
- 10. Induction Station Production Report - Lists induction/minute, including pieces keyed and pieces rejected.
- 11. Production Rate Report - Displays dynamic bar graph of induction flow/minute.
- 12. History Report - Gives distribution time.
- 13. Edit Phase Report - Shows the accuracy of keystrokes for a selected IS.

INDUCTION STATIONS

The SPBS system can contain four, five, or six induction stations, depending upon facility requirements. Each induction station has seven primary components:

The seven primary components of the SPBS (i.e. induction stations) are:

1. Input Conveyor

The input conveyor should be fully loaded before starting the system. The motor that drives the input conveyor is controlled by beam of light (BOL) detectors at the bottom of the inclined conveyor. When the BOL is not blocked, the input conveyor belt rotates until a parcel blocks the BOL.

2. Inclined Conveyor

The inclined conveyor transports parcels to the keying operator station. It has BOLs to control its movement. The lower BOL controls the flow from the input conveyor. The top BOL controls and meters the flow to the operator. The belt moves until a parcel is dropped onto the keying station area. When the operator moves the parcel onto the code conveyor, the BOLs are not blocked, and the inclined conveyor motor moves the belt until another parcel is loaded onto the keying station.

3. Operator Keyboard

When the parcel arrives at the keying station, it must be faced so the operator can read the address. The operator enters data on the keyboard. The keyboard contains four function keys, ten numeric keys and enter, repeat, and cancel keys.

4. Operator Display

The display indicates when loading and keying can begin, provides instructions and information on irregularities and sounds and flashes alarms.

5. Operator Controller

The operator controller provides for startup of the induction line. It contains a line, reset, maintenance push-button switch and an emergency stop push-button switch.

6. Code/Weigh Module

This consists of the code conveyor and the weigh unit conveyor. BOLs at the positioning edge of the code conveyor determine whether a parcel is too long for the system. The two BOLs at the end of the code conveyor belt detect the leading edges of packages. The code conveyor belt will stop if the BOLs detect size irregularities or if a key code is not entered. Otherwise, the code conveyor sends the parcel to the weigh module.

Here, too, BOLs are used to control the flow of parcels. Parcel weight information is sent to the induction station controller for evaluation. If the parcel is too heavy (over 20 pounds), the weigh conveyor stops, and the operator must remove the parcel and reset the induction line by using the controller reset push-button switch. If the weight is acceptable, the weight information is sent to the master control processor, which maintains a record of the weight and the destinating sort bin of the parcel.

The master control processor also sends an alert to the distribution area when trays approach their weight limits.

7. Buffer/45 Degree Module

This is made up of a buffer conveyor and a 45-degree conveyor. It gets this name because of its 45-degree interface with the receiver module supporting the carrier cells. This configuration allows parcels to be loaded from the induction line to receiver carrier cells at a controllable speed.

SORT DISTRIBUTION SYSTEM

The distribution system is comprised of carrier cells (individually controllable units used to carry a single parcel from an induction station output to its designated output bin), receiver modules, output modules, turn modules (optional), drive-end module, and take-up end module. These items are integrated into a system that transports the parcels from the output of the induction station to the output bins.

SORT SYSTEM OUTPUT

This function begins when the parcel is ejected from the carrier cell conveyor belt. As the parcels leave the carrier cell conveyor belt in the sort distribution output system, they are deposited by way of chute assemblies into receptacles, wiretainers or the reject bin. Sweeping attendants are either alerted by the system or use their judgment to determine when to sweep or change the bins.

POWER CABINET

The cabinet contains all the AC power distribution circuits (primarily circuit breakers and electrical relays) and system controls and indicators.

MACHINE BUILT-IN SAFETY FEATURES

1. Emergency Warning Devices

Three audio/visual devices are mounted at the top of steel supports located at the take-up end module, at the last receiver module and at the drive-end module. These devices activate for ten seconds after someone pushes the chain run switch. Emergency switch lights are integrated within the emergency switches to indicate which switch was pressed to stop the system. The power cabinet also has an emergency indicator.

2. Overflow Chamber

Located on the drive-end module, this chamber collects mail not deposited in an assigned output bin or deposited in the reject bin. The opening of the chamber door will shut down the system because of a built-in sensor switch. (Only maintenance personnel are allowed to open the chamber door and remove the mail pieces in the chamber.)

Excessive buildup of mail in the overflow chamber will shut down the machine if the bottom photo-cell of the three located on the chamber becomes blocked. There is no audio/visual alarm; therefore, a visual check by the sweeper operator is required.

3. Alarm Warning System

The system alerts personnel in the area that the Small-Parcel Bundle-Sorter drive chain will run within 12 seconds. The SPBS utilizes two types of alarm systems: audio and visual.

Audio: An audio alarm device is located at the last receiver module and at both ends of the machine. The audio alarm sounds for ten seconds after someone activates the chain run key switch located on the rear of the power cabinet.

Visual: A visual alarm light post is located at the take-up end module, the last receiver module, and the drive-end module. The post contains three visual alarms which will illuminate for ten seconds after someone activates the chain run switch located on the rear of the power cabinet.

Emergency stop lights are located in the emergency stop switches, to indicate which switch was pressed to stop the system. The power cabinet also has an emergency pressed indicator to indicate when someone has pressed an emergency stop switch somewhere in the system.

Emergency stop switches are strategically located throughout the SPBS and specifically located at

every module and within four feet of any position on the system.

Pressing an emergency stop switch removes all AC power from the SPBS except for the CPU power supplies and power to the keyboard and printer. All mechanical operations stop.

The duties and responsibilities of the supervisor include, but are not limited to the following:

1. Exercise a normal regard for safety of self and others by ensuring that all employees follow established safety policies and procedures.
2. Check with the Manager, Distribution Operations for availability and types of mail to be processed.
3. Check with maintenance personnel as to status and availability of the equipment.
4. Check for availability of operators and support personnel and issue assignments.
5. Make certain all necessary forms are completed during equipment operation and request all reports available from the computers at the end of the run.
6. Ensure that necessary support equipment and labels are available at all times.
7. Maintain a continuous, smooth mailflow into and out of the operation, paying particular attention to make sure that:
 - a) Processed mail going out of the area is properly labeled for dispatch.
8. Observe operators and support personnel as they perform their duties, and provide instruction and on-the-job training as needed.
9. Inform maintenance about problem areas on the automated equipment which need diagnostic and corrective action.

10. Inform immediate manager of any unusual situations or difficulties which occur and make suggestions for solving these problems.

11. Analyze computer reports and video screen (CRT) information as required.

The duties and responsibilities of mail handler personnel include, but are not limited to the following:

1. Load incline belts and maintain consistent load.
2. Starting and stopping the induction station.
3. Culling out non-machineable items.
4. Coding and loading mail on the transport unit for input to the induction station.
5. Clearing jams not requiring the use of hand tools.
6. Sweeping mail from bins, as necessary; placing mail into trays, carts, racks, etc.
7. Notifying supervisor or maintenance when malfunctions or unsafe conditions occur.
8. Performing other duties as assigned and remaining gainfully employed.

UNIT 8

SPBS

LEARNING CHECK POINT

1. SPBS is an acronym for _____
2. Depending on facility needs and space availability, the SPBS may be configured in what three shapes?

3. The maximum output of the SPBS is _____ parcels per hour if using _____ induction stations.
4. The SPBS may have _____ to _____ induction stations.
5. The SPBS can sort mailpieces weighing up to _____
6. The maximum size of a mailpiece sorted on the SPBS is _____.
7. Name the seven primary components comprising each induction station.
 - a) _____
 - b) _____
 - c) _____
 - d) _____
 - e) _____
 - f) _____
 - g) _____
8. BOL is an acronym for _____

9. The code/ weight module is comprised of the code conveyor and the _____conveyor.
10. Depending on the induction station configuration during normal operating conditions, the maximum allowable crew size depends on the_____, both_____ and_____, and the _____.
11. Which report gives information for each induction station and entire system? _____
12. The SPBS uses _____types of alarm systems. They are:
 - a) _____ alarm sound for ten seconds after someone activates.
 - b) _____ alarm light which illuminates for ten seconds after someone activates.

UNIT 8

SMALL PARCEL AND BUNDLE SORTERS (SPBS)

KEY POINTS:

- On-line and off-line monitoring of the SPBS can be accomplished from the supervisor workstation.
- The sort distribution system transports parcels from the output of the induction station to the output bins.
- The SPBS has built-in audio and visual alarm systems. However, the supervisor has the responsibility for maintaining a safe working environment.

PROCESSING & DISTRIBUTION WEEK 4 — ON-THE-JOB ASSIGNMENT FSM 1000 MAIL FLOW

Using the mail flow tracking sheet check each hour the flow of mail received by the FSM 1000 operation from the mail prep areas and culls and rejects from the FSM 881 operation which does not belong on FSM 1000. The mail at the FSM 1000 should be plastic wrapped, flimsy flats and newspaper type mail.

MAIL PIECE SPECIFICATIONS

FSM 1000

	Minimum	Maximum
Height (in.)	3.94	12.00
Length (in.)	3.94	15.75
Thickness (in.)	0.007	1.25

FSM 881

	Minimum	Maximum
Height (in.)	6.00	12.00
Length (in.)	6.00	15.00
Thickness (in.)	0.007	0.75

PREPARE A WRITTEN REPORT OF MAIL FLOW TO THE FSM 1000.

If any irregularities occur (unusually high volume or allowing mail for downstream operations to sit), the report should include:

- The type of irregularity
- What you determined to be the cause of the irregularity
- What was done to correct the situation or what would you recommend to be done
- Any communication that you had with other supervisors or employees to correct the situation
- Any contingency plan you may have prepared or utilized

If no irregularities occur, the report should include:

- What supervisory actions facilitated a positive and steady mail flow
- Were there actions part of the normal supervisory workday or were they necessitated by an unusual circumstance
- A general accounting of supervisory activities for that unit

FSM 1000 MAIL FLOW EXERCISE

Hour	From Mail Prep	From FSM 881
__:00 to __:00		
__:00 to __:00		
__:00 to __:00		
__:00 to __:00		
__:00 to __:00		
__:00 to __:00		
__:00 to __:00		
__:00 to __:00		
Totals		

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WEEKS 5 & 6
Unit 9
Automation

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UNIT 9

AUTOMATION

TERMINAL OBJECTIVE:

The trainee will be able to discuss the importance of the Postal Service's strategic plan for automating mail processing activities.

ENABLING OBJECTIVES:

The trainee will be able to:

- Interpret a POSTNET code.
- Explain the purpose and difference between Courtesy Reply Mail (CRM) and Business Reply Mail (BRM) and how each should be processed.
- Identify the benefits and describe the utilization of automated equipment.
- Describe the automated mail flow.
- Define leakage and identify its causes.
- Identify the impacts of reclassification.

NEW TERMS:

Area Distribution Center (ADC)
Automated Area Distribution Center (AADC)
Storage and Transfer Processor (STP)
Sectional Center Facility (SCF)
Delivery Point Sequencing(DPS)
Address Information System (AIS)
Carrier Labeling and Address Sequencing Service (CLASS)
Directory Analysis Specialist (DAS)
Mailpiece Design Analyst (MDA)
Return to Sender Mail (RTS)
Miszipped/Unzipped Mail (MUM)
Letter Mail Labeling Machine (LMLM)
Scan Delay Print Verify (SDPV)
Wide Area Bar Code Reader (WABCR)
Mail Processing Bar Code Sorter(MPBCS)
Customer Service Bar Code Sorter(CSBCS)
Delivery Bar Code Sorter(DBCS)
Multiline Optical Character Reader (MLOCR)
Input Subsystem (IPSS)
Output Subsystem(OSS)
Identification Code Sort (ICS)
Commitment Management—Integrated Operations Management (CM-IOM)
Managed Mail Program (MMP)
National Directory Subsystem (NDSS)
Remote Bar Coding System (RBCS)
Remote Encoding Center (REC)
Remote Computer Reader (RCR)

AUTOMATION

The Postal Service has undergone a huge transformation since Postal Reorganization in 1970. Improved customer satisfaction and revenue generation are Postal Service goals for the future.

We can meet our goals by improving mail collection, sortation, distribution, and delivery.

The U. S. Postal Service has chosen a strategy of automating letter and flat mail distribution in order to maintain consistent service to our customers and reduce operating costs. Automation will increase our processing capabilities at a time when mail volume is increasing beyond the capacity of mechanized and manual processing methods, and will reduce operating costs by increasing productivity rates.

Prior to 1980, mechanized letter-sorting systems, as they existed, required people to read and interpret address data in order to sort mail. Automation goes one step beyond mechanization by removing the address interpretation task from the operator and entrusting it to a computerized piece of equipment.

Automation itself has undergone many changes and improvements during its history. From early single line readers to today's image lift enhancements of the Advanced Facer Canceler System (AFCS), the automation process is one of constant change and improvement as the Postal Service strives to provide services to the American people.

1. What is your opinion and attitude toward change?

2. Why do you have this attitude?

3. How does your attitude toward change affect the involvement, support, commitment, and ultimately the success of the Postal Service's implementation of new equipment?

4. What is your role in workplace change?

5. What do you think the Postal Service should do to improve the implementation of new equipment?

6. How does the USPS benefit from the successful implementation of new equipment? How do you benefit?

7. What areas of operations should benefit from future programs?

CORPORATE AUTOMATION PLAN

The Corporate Automation Plan (CAP) integrates the strategies involved in automating letter, flat, and parcel distribution and provides a vehicle to focus on key decision points. These strategies improve the efficiency of mail distribution operations throughout the application of barcode technology. (Note that while an Automation Plan exists, it is not used in the field. Top management uses the Plan for automation strategies.)

The Postal Service is investing in the automation of distribution operations in order to reduce operating costs, in support of the goal of improving financial performance. The investment in equipment will also enable the Postal Service to handle volume growth while maintaining or improving service to customers. Finally, the improved accuracy of sorting operations, when compared with mechanized and manual processing, will contribute to improved consistency in meeting our service commitments to our customers.

The automation program allows the Postal Service to distribute letters, flats, and parcels to the finest depth of sort, at the lowest combined cost to the Postal Service and its customers. We are using a combination of technological improvements, programs and incentives to persuade customers to modify the characteristics of their mail to increase the volume of mail that can be automated.

The Postal Service continues to make progress in implementing automation.

- As of August, 1998, over 23,000 pieces of equipment have been deployed, with an ongoing delivery of over 100 pieces per month.
- All Remote Computer Read equipment is already modified with the new Hand Writing Address Interpreter (HWAI) system and has been further upgraded with HIP or "Handwritten Improvement Program". Deployment was complete as of Q II, FY '99. It is anticipated that the RCR throughput acceptance rate will increase to 63% by December 1999 and to 75% by December 2000. With the purchase of further upgrades, we should be able to read 80% of mail by 2001.
- The Carrier Sequence Bar Code Sorter (CSBCS) has been developed and more than 3,100 have been deployed. Engineering is currently moving to provide incoming secondary (operation 876) capability on the CSBCS. In addition, CSBCS is being modified with optical character readability. The new machine is called a Small Facility Optical Character Reader (SFOCR). The OCR on this equipment is processing about 10,000 pieces per hour with potential for up to 20,000 pieces.
- The Postal Service successfully requested and implemented additional discounts for letters, and new discounts for flat mail pre-barcoding.
- Barcode readers were installed on all (FSM 881) Flat Sorting Machines.
- Parcel barcode printers and readers have been deployed at all bulk mail centers (BMCs). Eighty percent of secondary parcel sorter handlings and thirty percent of primary parcel sorter machine handlings at BMCs, utilize barcodes.
- The Coding Accuracy Support System (CASS) was developed to support mailers' conversions to barcoding and the Multiline Accuracy Support System (MASS) was developed to support those mailers who use MLOCs to code mail.

Operational Objectives of the Automation Program

While there have been changes in the equipment deployment plans outlined in the 1992 CAP, the operational objectives of the automation program remain the same.

Processing and Distribution

The type of letter mail that is the current target for automated distribution is machinable letters and cards that are processed at P&DCs equipped with MLOCRs and BCSs. Mail that is non-machinable and a portion of carrier route mail is not targeted for automated distribution. In addition, a percentage of mail is rejected during automated operations. The goal of the letter mail automation program was to barcode virtually all letters by 1998.

With implementation of Classification Reform, we had hoped that our customers would barcode 45 percent of letters. In FY-98 customers provided 52% of our barcoded letters. The Postal Service, using a mix of MLOCRs, RBCSs, and RCRs provided the remainder.

Once barcoded, letters will be sorted on barcode sorters for all operations up to and including the sequencing of mail into the delivery order used by carriers. In general, barcoded letters destinating at automated plants will be sorted to delivery point sequence for zones having 10 or more city carriers, or rural carriers with city style addressing. Mail is sorted to carrier route for zones having five to nine carriers. In some cases, operational and logistical considerations do not make it feasible to provide delivery point sequence sortation to zones with less than 10 routes. On the other hand, some offices are able to delivery point sequence zones with fewer than 10 routes by combining zones on barcode sorters. For purposes of this document, analysis assumes that all zones with 10 or more routes, with city style addressing, will be delivery point sequenced. Zones with fewer than five carrier routes will generally be

manually sorted to carrier route in incoming secondary operations.

Delivery

Carriers receiving delivery point sequenced letters should take that mail directly to the street, without casing. Residual letters will be cased with flats in a vertical flats case and taken to the street in a combined bundle or they may be cased separately and taken as a third bundle, if there is a significant volume.

Overview of Automation Plans

Major changes in the next few years are expected as a result of Classification Reform. Rate changes and new preparation requirements will encourage mailers to produce more mail for our most efficient mailstreams.

We will also address the expected work year savings from automation programs, the growth in barcoded mail, and the growth in utilization of barcoded mail in distribution and delivery operations. We will highlight the major programs that will be coming on line in the next three years.

Increases in barcoded letter volumes will continue to create opportunities and challenges in distribution and delivery operations. Delivery point sequencing will be extended. Continued deployment of RBCS will increase its share of barcoding. The addition of image lift capability to advanced facer canceler systems, further enhances our ability to apply barcodes to letter mail. We will develop methods for extending automated sortation to a larger number of multi-occupant delivery points. Improvements in customer addressing and address management will also increase the amount of mail that carries delivery point barcodes.

The newest additions to our automation efforts will include two separate programs that will create a

national network of data information which can track letter mail and diagnose service problems.

Identification Code Sort program (ICS) will add a new function to 9,000 barcode sorting machines nationwide. They will utilize fluorescent barcodes applied to the back of letters. Information from the tag identifies the type of mail, the machine handling it, and the date and time of processing within a half hour. ICS will use this information to sort and track letter mail.

ICS will eliminate the need to over-label and re-barcode incorrect barcodes or Postnets. It has been successfully tested since 1994 on 1,000 Northern Virginia DBCSs. National roll out is planned for the fall, 2000.

ICS provides a great management tool. Imagine the possibilities - knowing how much mail is processed, where it's headed, when it will get there and how much time we have to deliver, all before the mail arrives. We can be proactive in managing the mail flow, equipment, transportation, work hours and resources.

The Commitment Management—Integrated Operations Management (CM-IOM) program will provide the infrastructure necessary to use ICS data for diagnostic information that will result in operational and service benefits. Development started in the fall of 1998. Pilot operation is scheduled for the fall of the year 2000. These systems, plus Delivery Confirmation and other systems, will eventually be linked to create an “electronic warehouse.” All of the elements will be linked by 2003. The information they will be able to provide includes:

- Real-time information to enable customers to track their mail as it moves through mail stream.
- Real-time information to help USPS manage its business more effectively by lowering costs and improving service.

- Activity-based accounting system that will measure real costs for each class of mail as it moves through processing and delivery functions.

Work Year Savings Opportunity

Between 1996 and 1998 the Postal Service avoided a minimum of 17,000 work years. That's 17,000 full time employees! While the number of postal employees continues to rise, the volume of mail and number of deliveries are increasing even more rapidly. The further extension of automation enables postal employees to be more productive. In addition, the Postal Service will continue to reap the benefits of the costs avoided due to earlier automation investments. These estimated savings do not include the impact of Classification Reform.

Classification Reform

At the end of Fiscal Year 1998, the Postal Service and our customers were barcoding 86.4 percent of all letter mail. This represents virtually all machinable letters that originate or destinate in areas served by automated processing and distribution centers.

Parcel barcodes are applied by primary parcel sorting machines at BMCs, and by postage validation imprinters (PVIs) when parcels are accepted at windows. Some customers are voluntarily applying parcel barcodes as well. At this time, forecasts for parcel barcoding have not been developed.

The growth in barcoded volumes will be further discussed in following sections.

Barcodes

The goal of the barcode strategy is to use barcode sorters to sort mail to the greatest extent possible.

For letter mail, the ultimate in barcode utilization is sorting to delivery point. The objective of delivery point sequencing is to eliminate in-office manual carrier casing of letter mail. Delivery points include

individual residences, Neighborhood Delivery and Collection Box Units (NDCBU), sections of lock boxes in multi-occupant buildings, post office boxes, and unique firms. Not every delivery point represents a single address.

Two factors will enable the Postal Service to increase the volume of mail finalized on automation. First, the volume of delivery point barcoded mail will continue to increase. Second, we will continue to deploy additional equipment to sort those barcodes to delivery point sequence.

For flats, the Postal Service uses the ZIP+4 or delivery point barcode to sort mail to carrier route.

For parcels, parcel sorting machines in Bulk Mail Centers (BMCs) and Auxillary Service Facilities (ASFs) use the five-digit barcode to sort mail to destination ZIP Codes.

To support barcode utilization, the Postal Service is pursuing two tactics:

1. Make operational changes to capture automation compatible mail and keep it in the automation mailstream.
2. Extend delivery point sorting to additional zones. Currently, DPS letter mail is targeted for zones with 10 or more routes. Local sites are encouraged to exploit opportunities to implement DPS in smaller delivery units, depending on logistics, barcode sorter capacity, and economics.

Successful delivery point sequencing requires a team effort among Delivery, In-plant Operations, Remote Encoding Centers, Address Management, and Logistics.

There are nine general steps in the DPS process.

1. The delivery unit obtains current route inspection data.

2. The plant and district work together to select a target percentage for letter mail expected to be received in each delivery unit in DPS order.
3. Choose a DPS implementation process (Unilateral or x-route).
4. Plan automation impact adjustments.
5. Conduct joint DPS Carrier training with the National Association of Letter Carriers (NALC).
6. Jointly select the DPS work method with the National Association of Letter Carriers or the National Rural Letter Carriers' Association (NRLCA).
7. Jointly decide on letter case configurations with the National Association of Letter Carriers or the National Rural Letter Carriers' Association.
8. Initiate DPS in the Delivery unit.
9. Implement Route adjustments.

Throughout this process Delivery and Address Management work together to ensure that the Address Management System data base and the Delivery Sequence File are kept up-to-date. This requires ongoing review of edit sheets by carriers and delivery supervisors to continually update information. The goal of Address Management is 100 percent accuracy in the data base. Address Management, In-plant Operations, and Delivery Programs work together to ensure that the delivery sequence information is used to develop and maintain accurate sort plans for use by delivery bar code sorters and carrier sequence bar code sorters.

Plants are responsible for ensuring that accurately sequenced mail is provided to delivery units on a daily basis. They are also responsible for effectively utilizing delivery bar code sorters (DBCSs) as barcoded mail volume grows and as new equipment is deployed.

AUTOMATION VS. MECHANIZATION

Benefits of Automation for mailers:

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Benefits of Automation for the Postal Service:

- _____

- _____
- _____
- _____
- _____
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- _____
- _____
- _____
- _____

POSTNET BARCODES

The term “POSTNET” is short for Postal Numeric Encoding Technique. POSTNET was developed to provide a system for encoding ZIP Code information onto mailpieces. There are four basic rules to help people understand the POSTNET system:

1. Any number from 0 through 9 can be expressed by a code containing five bars.
2. The five-bar pattern must consist of two tall bars and three short bars.
3. Each position in the pattern always represents a specific numeric value. These values are, from left to right:

7 - 4 - 2 - 1 - 0

4. The number represented by the five bars is determined by adding the value of the positions of the tall bars.

POSTNET BASICS

Notice that $4+2+1$ equals 7. Is this the correct POSTNET pattern for the number 7?

Answer: _____

What is the correct POSTNET representation for the number 7?

Answer: _____

Will any pattern of two tall bars and three short bars added to equal the number zero?

Answer: _____

In representing the numbers 1 through 9, all patterns of two tall bars and three short bars have been used except one. That is the pattern where the two tall bars are in position valued 7 and 4.

Since this is the only pattern left, this pattern represents the number zero, even though when you add the value of the positions together they add up to 11. This is the only exception to the rule that specifies that the values of the tall bars will add up to a given digit.

All barcodes begin and end with a tall bar called a frame bar. Frame bars have no numeric value, and are not considered when decoding a barcode. Frame bars simply signal the Bar Code Sorter where to begin reading and where to stop reading.

Another special feature of all barcodes is the presence of a correction digit, which is always the very last numeric digit represented (i.e., the last five bars before the ending frame bar).

The correction digit is designed to enable the bar code Sorter to determine the ZIP Code represented even if the barcode has been partially obscured or obliterated. This is possible because of the rules on how to determine what the correction digit should be for a given ZIP Code. These rules are:

1. Add up all the numbers of the ZIP Code, regardless of whether it is a 5-digit, 9-digit, or 11-digit ZIP Code.
2. Subtract the result from the next higher multiple of 10. (Unless it is already a multiple of ten, in which case there is no need to add anything to obtain a multiple of ten).
3. The answer is the correction digit.

For example, the digits in the 9-digit ZIP Code 12345-6789 add up to 45. What is the next higher multiple of 10?

Answer: _____

What is the correction digit?

Answer: _____

The Delivery Point Bar Code is derived by simply placing the last two digits of the street address after the ZIP+4 Code. For example, if someone lived at 123 Main Street and had a ZIP+4 code of 12345-6789, what would the delivery point barcode be without the correction digit?

Answer: _____

What would the correction digit be?

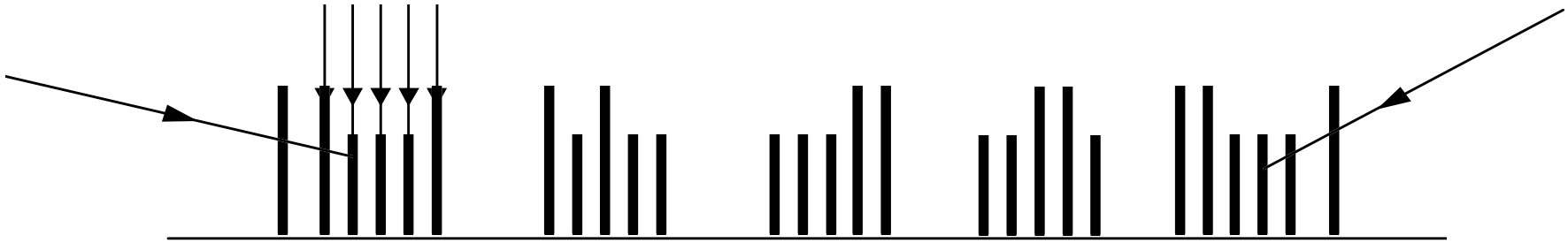
Answer: _____

743-0-1482 with a correction digit of 9 - what is the missing digit?

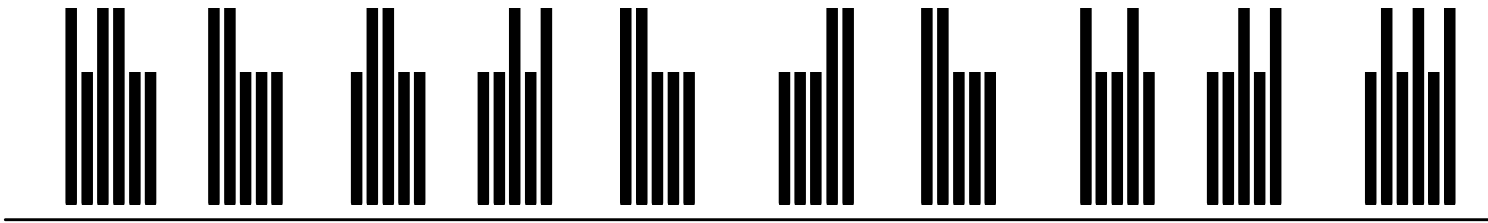
Answer: _____

5 - Digit Postnet Code

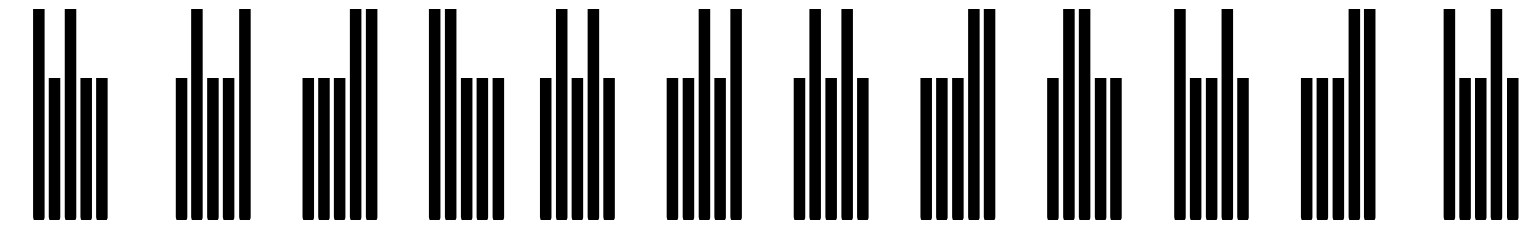
7 4 2 1 0



9 - Digit Postnet Code



11 - Digit Postnet Code



RETURN MAIL

Postal Service automated equipment is not the only source of barcoded mail. Large volume mailers are responsible for a significant amount of pre-barcoded mail that enters the mail stream.

There are two basic types of return mail. One is Courtesy Reply Mail (CRM). CRM is furnished to a customer, by a business, for the purpose of returning something (usually a payment) to the business. The business furnishes the envelope (pre-barcoded), but the customer must provide the postage.

The other basic type of return mail is Business Reply Mail (BRM). With BRM, the business not only provides the return envelope, but also pays the postage for its return.

Pre-barcoded CRM and BRM can be processed in the most timely manner possible using automated equipment.

In order to allow our automated equipment to identify CRM and BRM at the earliest possible point in the processing cycle, this type of mail is required to carry Facing Identification Marks (FIMs). FIMs are short vertical bars found just to the left of the area on an envelope where a stamp would go. They allow Advanced Facer Cancelers and Mark II facer canceler with the Alhambra modification, to isolate pre-barcoded mail. Once isolated, this mail can flow directly to the Bar Code Sorters instead of going to the Optical Character Readers. Anytime mail can bypass an operation, handling costs are reduced.

There are four types of FIMs:

1. FIM A — Postage required with bar code
2. FIM B — No postage required no bar code
3. FIM C — No postage required with bar code
4. FIM D — Postage required no bar code with window

There are a variety of systems which comprise postal automation. The first one we will discuss is the Advanced Facer Canceler Input Subsystem (AFCS/ISS). As we discussed in Unit 6, the first section of the AFCS/ISS operates to rough cull mailpieces, and prepare them for the Facer/Canceler section. Flats and mailpieces that are too thick are removed from the system during processing by the first ten units of the AFCS/ISS.

The second section (Facer/Canceler) of the AFCS/ISS is used to properly face (position) mailpieces, identify the type of indicia on mailpieces, and cancel mailpieces. The next step is to scan the mailpiece, detect a window or address block, and determine if the mailpiece is automation compatible. In addition, an ID Tag is printed on all mailpieces and the ID Tag is verified.

Mailpieces are sorted based on the sort criteria and mode of operation selected on the Operator Control Panel.

System control uses inputs from system configuration switches, the ISS mode switch and the sort plan selector switches on the operator control panel, and firmware tables to determine where mailpieces are sorted.

Our ultimate goal is to get as much mail as we can into our automation operation. The AFCS/ISS is extremely useful in getting the mail that goes through a cancellation operation into that operation. However, there are times when the mail flowing into automation cannot be read by the machines.

What is the maximum output on an AFCS?

Answer: _____

What do you do with rejects on automation?

Answer: _____

Timely movement of reject volumes is imperative. How you handle your downflow can have a major impact on your facility's ability to clear its mail according to the operating plan.

Part of the task of using automation wisely is selecting the best candidate mail for the machines to obtain the best possible productivity. The best candidate mail will be mail with address formats that the machines can interpret easily and accurately. Our goal is to have the machines process (i.e., interpret and barcode) as much as possible.

The order of priority changes somewhat for the MLOCR, since the emphasis with MLOCRs is on their ability to code mail with 9- or 11-digit ZIP Codes, even when the mailpiece contains only a 5-digit ZIP Code, or no ZIP Code at all.

The priority order of mail types in an automated environment is:

1. _____
2. _____
3. _____
4. _____
5. _____

Again, certain local needs and parameters may alter this ranking, but the intent is clear. The MLOCR is meant to give the mail a delivery point barcode. This enables the next handling operation, whether distant or local, to sort the mail in the most efficient manner.

There is yet another type of high priority candidate mail. In offices where the cancellation equipment has been modified to extract the mail with FIMs, mail with pre-printed barcodes can be extracted from the general mail. Mail bearing preprinted barcodes can be sent directly to the Bar Code Sorter, since address interpretation and barcode spraying is not necessary.

Success depends on selecting the best candidate mail for the automated sorters.

All MLOCRs have a posted read rate. The machines will be able to tell you, by readouts from their operation consoles, what percentage of mail they are able to encode. This enables you to run a sample from a large mailing and measure the amount of mail the machine successfully processed. In a RBCS site, you want to run this mail through the machine even if it doesn't have a high read rate. The RBCS will be able to complete the sortation. RBCS will be discussed later on in this unit.

If the rate is low, you may move the mail to another method of sorting, depending on the time and volumes available.

MULTILINE OPTICAL CHARACTER READER (MLOCR)

MLOCR is designed to "read" the entire address block of a letter, consult the address directory and determine the proper delivery point barcode on the mailpiece at the rate of more than nine per second.

The MLOCR performs three major functions when processing mail. It reads addresses, sprays bar codes, and sorts. The reading function is accomplished by the address recognition process, which systematically examines, analyzes, and interprets information printed on the mail piece. This process uses a scanning system, computers, and programmed instructions. The scanner provides an image of the information printed on the mail piece, which is processed by computers using specialized programs to determine the correct bar code to be applied.

The MLOCR's primary purpose is to spray a delivery point bar code on letter mail so that bar code reading equipment can process it. This machine can process 30,000 to 37,000 pieces per hour depending on the mail type. Two employees, one operator and one "sweeper," are required.

The MLOCR can spray a 5, 9 or 11 digit barcodes. To determine a ZIP Code, it reads the street name,

building name, firm name, post office box, and rural route information.

The MLOCR read process consists of the optical scanning process, address recognition process, and address interpretation process.

Optical scanning function:

- _____
- _____
- _____
- _____

Reader electronics process:

- _____
- _____
- _____

Address interpretation process:

- _____
- _____
- _____
- _____
- _____

The MLOCR is designed to read up to five lines of information on a mailpiece, determine the correct nine digit Zip Code, spray the appropriate bar code and sort the mailpiece.

Mail is fed into the machine by the pick-off section of the Feeder Module. The pick-off section of the MLOCR, maintains a gap between each mailpiece. The mailpiece, after leaving the Feeder Module, is leveled as it passes through the Leveler Module before entering the scanning section. The scanning section is only one part of the module the mailpiece enters. This module, which is the SDPV, performs four separate functions. The first is SCAN which is accomplished by four scanning devices. The second

function is DELAY which allows the data that was retrieved during the scan function to be collected and processed. The third function is PRINT, where the Postnet Code in the form of a bar code is sprayed on the mailpiece and the last function is VERIFY, which ensures the bar code which was applied is correct according to the address lookup. For example, there are north and south addresses on a street and the system matches the north address with the south address and applies the ZIP Code of the south address. Another example would be North Court and North Circle.

The MLOCR is comprised of four major areas made up of twenty-five units or modules. The four major areas are:

1. _____
2. _____
3. _____
4. _____

The units are:

- | | |
|---------|-----------------------------------|
| Unit 1 | Reader Electronics Cabinet #1 |
| Unit 2 | Reader Electronics Cabinet #2 |
| Unit 3 | Processor Cabinet Assembly |
| Unit 4 | System Control Panel |
| Unit 5 | Feeder Module |
| Unit 6 | Leveler Module |
| Unit 7 | Sdpv (Scan, Delay, Print, Verify) |
| Unit 8 | Drying Line |
| Unit 9 | Ac Load Center |
| Unit 10 | Sort Control Module |
| Unit 11 | Thru 25 Stacker Modules |

Overview of the MLOCR

- | | |
|--------------------|---|
| ___ address block | a. different stacker configurations |
| ___ stackers | b. area of the letter the MLOCR scans |
| ___ reject stacker | c. mail piece for which ZIP Code cannot be determined |
| ___ read rejected | d. separation on sweep side of processing equipment |
| ___ 44 and 60 | e. usually stacker # 1 |

QUESTION #1

Once the MLOCR reads the physical address on each mailpiece, where does it go to verify that the address is accurate and to retrieve the proper barcode information?

Answer: _____

QUESTION #3

You have 850 pieces of first class, presort, and reject mail on an MLOCR. It is thirty minutes prior to final clearance time. There are currently three MLOCRs running, two BCSs and one LMLM. There are still four manual clerks on the clock but it is time for them to end tour. There are eight more scheduled to clock in, in 10 minutes. How will you get your reject mail worked? Why did you make this choice? Besides getting this mail worked, what other issue should you deal with at this time and why?

Answer: _____

QUESTION #4

Why doesn't each outgoing processing site sort the mail to the 5-digit zone level for all outbound destinations?

Answer: _____

[illegible]

The MLOCR has limited sortation capacity. It is necessary to downflow a large portion of the properly coded pieces from the MLOCR to the mail processing bar code sorters for a finer depth of sort. For example, coded mails needing finer sortation to outbound destinations are downflowed to an 872 bar code sorter program for sortation and dispatch according to service standards.

Coded mails for local destinations which are processed in the same local P&D location may be directed to an 874 (SCF) or 875 (incoming city primary) MPBCS; an 876 (carrier route) or 878/879 (sector-segmenting) MPBCS/DBCS; or 900 series (delivery point sequencing) MPBCS/DBCS operation for processing during the early morning hours.

Some mails are finalized on the first MLOCR pass and need not be flowed to a MPBCS. These volumes represent destinations that have a high density of mail and are held out on unique stackers on the MLOCR and go directly to the sleeving and banding operation and ACDCS units prior to dispatch.

The MLOCR stacker assignments for the various outgoing ZIP Code ranges are determined by periodic density analysis tests. The term density refers to the quantity of mailpieces destined for each outgoing Zip Code range. Since the higher density areas get their own MLOCR stacker holdout, the downflow of mails requiring rehandling on the MPBCS outgoing secondary is minimized.

Exceptions to the MLOCR density criteria may occur when attempts are made to improve service levels to certain destinations by expediting the mails (regardless of volume) directly from the MLOCR and by-passing the MPBCS outgoing secondary operations.

Rejected mails from the MLOCR are sent to the manual operation for processing. As we will discuss later, this downflow does not occur when Remote Barcoding Systems (RBCS) are in place.

All mails swept from the MLOCR are placed into trays before being sent to the next downstream operation. Since each stacker and associated tray are labeled to identify the mail contents it makes for an easy match. However, sweepers and supervisors must review stacker contents periodically to ensure MLOCR accuracy and review tray contents to identify sweeping errors prior to dispatch.

MAIL PROCESSING BARCODE SORTER (MPBCS)

The Barcode Sorter is a computer controlled device capable of sorting mail by reading a previously applied barcode.

Mail flows to the MPBCS from:

- _____

- _____

- _____

Mail is sorted into one of 95 separations based on the active sort scheme.

Wide Area Barcode Reader

The Wide Area Bar Code Reader (WABCR) is a modification to the Mail Processing Bar Code Sorter that will permit these machines to read a barcode that is located virtually anywhere on the mailpiece. This will significantly reduce the costs to our customers who apply their own barcodes.

The WABCR consists of:

- _____
- _____
- _____

All MPBCSs have been retrofitted with an Output Sub-system (OSS) which allows the Mail Processing Bar Code Sorter to interface with the Remote Bar Coding System (RBCS), thereby applying a barcode and sorting the volumes.

Throughput on the MPBCS ranges between 32,000 and 37,999 pieces per hour. Two operators are required.

The barcode locations on mail pieces can be found in one of three locations:

1. The MLOCR always sprays a barcode on the lower right-hand side of the envelope. In addition, the CFS labels with the new customer address/barcode are also located in the lower right-hand side.
2. Customer applied barcodes from all other MPBCS input sources can be located above or below the address block (software generated).
3. The lower right-hand side (customer MLOCR applied).

How does the MPBCS (or DBCS) know where to look for the barcode on each mailpiece as it travels past the read head?

Answer: _____

The read rate on the MPBCS varies based upon the equipment used to apply the barcode and the operating condition of the MPBCS. In general, you can expect to see a 92-99% acceptance rate on the MPBCS. Similar to the MLOCR, those barcoded letters that cannot be read (rejects) can be rerun with an anticipated acceptance level in the 20-30% range.

The MPBCS inputs clear the operation by operating plan clearance time.

Outgoing manual clearance time is 15-30 minutes after the MPBCS clearance time.

Why?

This time differential allows for the final MPBCS rejects to get through the manual operations to meet dispatch time.

One or two passes on a MPBCS is adequate to meet the desired level of sortation.

Continuous flows to the reject stacker may mean that the barcode reader has dust on it or the type of mail being fed is creating a read problem (i.e., window envelope where the barcode falls out of the read area).

Stackers and trays are labeled for what reasons?

Answer: _____

Those MPBCS volumes which are finalized and destined for outbound (non-local) destinations are sent to the sleeving/banding and ACDCS operations prior to dispatch. These mails are then dispatched on surface or air transportation to meet their respective overnight, 2-day or 3-day delivery service commitments.

Some finalized MPBCS mails for local destinations (turnaround mails) are staged for early morning processing on in-house MPBCSs (874/875) and DBCSs to the carrier route (876), sector-segment

(878/879) and/or delivery point sequence level (900 series). Other turnaround MPBCS mails already sorted to the zone level may be containerized and dispatched to off-site DBCS locations. Most turnaround mails utilize surface transportation only.

MPBCS rejects are sent to manual distribution. High percentages of MPBCS rejects should be investigated and corrected to the extent possible to avoid unnecessary manual distribution. (The MPBCS reject mailflow is somewhat different under an RBCS processing environment and will be discussed later in this unit).

The current MPBCS inventory includes machines manufactured by Siemens.

During the course of the night, you realize that your outgoing MPBCS volume exceeds your machine capacity and you won't meet your operating plan clearance times unless something is done. What are your options to avoid plan failures?

Answer: _____

MLOCR/MPBCS MAIL FLOW (MMP LETTER)

The best approach to understanding MMP letter mail flows will be to look at each MMP mail source independently and discuss the reasons why the mail flows the way it does. Obviously, barcoded mail will flow to a MPBCS while non-barcoded pieces (with some exceptions) will flow to a MLOCR. In addition, the ADC facility's goal during MMP operations is to barcode every non-barcoded piece possible to the greatest depth of sort.

In addition to MLOCR/MPBCS equipment, customer service facilities are sometimes equipped with Carrier Sequence Bar Code Sorters (CSBCS). This equipment is designed to read 11 digit barcodes and walk sequence the carriers' mail.

All origins do not have the same types of mail processing equipment. This makes it difficult, at times, to identify mail at any destination (ADC or incoming operations) and know how it has been processed prior to receipt and where it should be directed after receipt. Supervisors have to use their best judgment.

UNIT 9 (PART 1)

AUTOMATION

LEARNING CHECK POINT

1. What are FIMs?

Answer: _____

2. List some benefits of automation.

Answer:

FOR MAILERS AND CUSTOMERS

- _____
- _____
- _____
- _____
- _____
- _____

FOR THE POSTAL SERVICE

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

3. What does the term POSTNET stand for?

Answer: _____

4. What is a correction digit?

Answer: _____

5. What are the four major mail types in an automation environment?

Answer:

• _____

• _____

• _____

• _____

6. What is the difference between CRM and BRM?

Answer:

UNIT 9 (PART 1)

AUTOMATION

KEY POINTS:

- Automation is one of the Postal Service's strategies to improve service and keep operating costs down
- Automation has several basic pieces of processing equipment
 - Multiline Optical Character Readers
 - Mail Processing Bar Code Sorters
 - Carrier Sequence Bar Code Sorter
 - Automated Flat Sorting Machine
 - High Speed Flat Feeder
- Decisions regarding the processing of rejects should be based on:
 - Availability of people and equipment
 - Time of day
 - Characteristics of the mail
 - Costs
- POSTNET provides the system for encoding ZIP Code information onto mailpieces.

PROCESSING & DISTRIBUTION WEEK 5 — ON-THE-JOB ASSIGNMENT REJECT MAIL

This exercise is designed to improve your understanding of the causes for reject mail in automation. You will be collecting samples from all automated equipment. This will give you the opportunity to discern similarities and differences in the causes of reject mail for each machine.

You will collect five pieces of reject mail each day. You will collect this mail from a different type of machinery each day, i.e., day 1, MLOCR; day 2, LMLM; day 3, MPBCS; etc.

Use the attached form to complete the exercise. If you collect your mail from multiple machines, i.e., MLOCR 1, MLOCR 5, etc., be sure to note that under the type/piece of equipment column. Analyze the reason for each piece being rejected. In addition, indicate what action, if any, you could take to eliminate the problem.

Fill in all data on the worksheet, including your name, the tour you reviewed and the date that you completed the observation.

Monitor the reject rate on one piece of automated equipment and prepare a report on the following:

- Percentage of rejects.
- What you did or would do if reject percentage increased suddenly.
- Available information systems to track reject rate on machines.
- A list of supervisory options to reduce reject rate prior to mail being processed.

This assignment must be turned in at your next scheduled classroom session.

END PART ONE (WEEK 5) OF AUTOMATION

WEEK 6

UNIT 9 (PART 2)

AUTOMATION

ENABLING OBJECTIVES:

The trainee will be able to:

- Explain the primary functions of the Delivery Bar Code Sorter (DBCS) and Customer Service Bar Code Sorter (CSBCS).
- Define the major components of the Remote Bar Coding System (RBCS) and the function of those components.
- Explain how the Letter Mail Labeling Machine (LMLM) complements the automated and RBCS environment.
- Identify the sources of loop mail and the methods for correction.

WEEK 6

UNIT 9 (PART 2)

DELIVERY BAR CODE SORTER

The Delivery Bar Code Sorter (DBCS) is a multi-level, high speed barcode sorter. The primary use of the DBCS is to finalize letter mail sortation to the carrier walk sequence, more commonly called DPS (Delivery Point Sequence). This sortation can also be in sector/segment level using a two-pass operation.

The DBCS is capable of processing barcoded machineable mail at a rate of 35,000 pieces per hour, and requires two operators.

It is equipped with a Wide Area Bar Code Reader (WABCR). The DBCS performs the same functions as a Mail Processing Bar Code Sorter (MPBCS) in that it reads the bar code and properly sorts the mail into one of a maximum of 300 separations based on the active sort scheme. Due to space constraints the most widely used number of stackers is 226.

Depending on your site, a variety of DBCS equipment provided by different manufacturers may be deployed. The equipment may have different physical characteristics; however, the processing function of all DBCS equipment is virtually the same.

DELIVERY BAR CODE SORTERS PRIMARY FUNCTION

Match the following sortation levels:

- | | |
|--------------|--------------------------|
| ___ 5 digit | A. Sector/Segment |
| ___ 9 digit | B. Delivery Unit |
| ___ 11 digit | C. Carrier Walk Sequence |

Sortation to the carrier route level provides each letter carrier with randomly sorted letter mail for his/her route. Since it is received in a random fashion, the letter carrier must review each piece and search for the appropriate location on the carrier letter case (at 18 letters/minute) to put it into delivery order. Mail may be carrier routed on a MPBCS, a DBCS, a MLOCR, a manual distribution case and/or provided through customer presorting volumes.

The term “sector-segment” refers to the geographical boundary lines established by the Address Information Systems group, several years ago when 9-digit ZIP Codes were established and assigned. The sector, or first two digits of the four digit add-on, allows for up to 99 geographical quadrants in any 5-digit ZIP Code area. The segment, or last two digits of the add-on, allows for each sector to have up to an additional 99 finer geographical breakdowns.

As an example, the odd-numbered houses on a blockface may have the ZIP Code 06705-9976 while the even numbered houses on the same blockface would be 06705-9977. In some instances, high volume delivery points (businesses, apartment buildings, etc.) on that blockface may be given their own unique 9-digit ZIP Code to isolate them from the general mail stream of residential ZIP Codes. These unique ZIPs could be held out as directs for processing and delivery purposes.

Sector/segment sortation provides the letter carrier with mail in a more organized fashion. Sector/segmented letters for each carrier route comes only from automated processing equipment (MPBCS or DBCS). This is the result of running two automated distribution passes on most 9-digit and possibly 11-digit barcoded letter pieces for that zone. Directs can be held out on the first or second pass. The letter mail must be at the zone level (or zone combinations) or carrier route level prior to the two-pass sector/segment operation. The letters presented to each carrier are grouped in sector/segment delivery order and are cased by the carrier.

Delivery Point Sequencing (DPS) provides the letter carrier with mail in exact delivery order without any casing required. DPS volumes for each route currently comes only from automated processing equipment (MPBCS or DBCS). The process is similar to that for sector/segment sorts. Since casing by the letter carrier is eliminated, significant in-office carrier savings may be realized.

All automation works on a data base. This data base is controlled by Customer Service carriers. They do this by regularly updating carrier changes to AMS. AMS then enters the information into AIMS-II. This information is used to generate DPS barcode sorter plans. When carrier routes change, i.e., new construction, demolition, route adjustments that change delivery sequence, the changes are fed into AIMS-II. If this information is not submitted or is submitted incorrectly, then DPS sequencing is wrong. As you can see, Customer Service, AMS, and Processing and Distribution play vital roles in our automation operations. A failure on any side, not only affects our ability to service our customer but creates unnecessary problems for ourselves.

CARRIER SEQUENCE BAR CODE SORTER

Carrier sequencing barcode sorters will perform DPS sortation utilizing three passes on a 13 or 17 stacker, CSBCS machine. The letter mail must be carrier routed prior to DPS operation on a CSBCS. The majority of these small footprint units will be housed at specific delivery zone locations. In most cases, this will be the Customer Services and Sales facilities (post offices). Hold on to your seats as we present the Emmy Award winning video on CSBCS.

Description

The Carrier Sequence Bar Code Sorter (CSBCS) will process mail in a manner similar to a Delivery Bar Code Sorter. The major difference is the size.

The CSBCS is smaller and is intended for the smaller stations and branches which are geographically too distant to be able to gain benefits from the DBCS. The output of the CSBCS will be letters sorted for a carrier route in delivery sequence.

The deployment sites are carrier stations and post offices with limited floor space. The CSBCS contains 13 or 17 sort stackers. To attain delivery sequence with this number of stackers, multiple passes are necessary. Critical mechanisms such as the feeder and subassemblies are designed for modular removal so that corrective maintenance can be performed by the operator.

Performance

The CSBCS's total processing time for a carrier route comprised of 3,000 letters will be approximately 25 minutes. The time required to remove unsorted mail from trays and replace sorted mail into trays is included in the processing time.

REMOTE BAR CODING SYSTEM

The Remote Bar Coding System (RBCS) incorporates the latest technology and provides barcoding for hand-written and other mail that cannot be read by the MLOCR. This technology allows letters which were previously processed manually to be processed in the automated mail stream.

When MLOCRs or AFCS's which have been retrofitted with the ISS determine that a mailpiece is not OCR readable, a picture is taken of the front of the mailpiece and an identifier barcode is sprayed on the back. The image of the front of the mailpiece is then transmitted to the remote site where a data conversion operator can read the address and types the extraction code. The system determines the correct ZIP Code. The information is transmitted back to the processing facility. When the mailpiece is run through the retrofitted MPBCS/OSS (Mail Processing Bar Code Sorter/Output Sub-system), the identifier

barcode on the back is matched with ZIP information supplied by the remote site, and a ZIP Code is sprayed. Through this process mailpieces that were once non-automation compatible are transformed into mailpieces that can be processed on automation equipment.

THE THREE MAJOR RBCS SYSTEM COMPONENTS ARE:

- Input Sub-system (ISS)
- Image Processing Sub-system (IPSS)
- Output Sub-system (OSS)

BASIC FUNCTIONS OF THE INPUT SUB-SYSTEM (ISS)

The Input Sub-system is a modification to the Multiline Optical Character Reader (MOCR) equipment. It assigns an Identification Tag and captures images for each mailpiece processed. Image information of partially encoded or unresolved mailpieces are transferred to the Image Processing Sub-system (IPSS) when requested.

- Provides a wide area scan (120mm or approximately 4.7 inches high) of the mailpiece.
- Captures an image of each mailpiece processed.
- Reads or prints the assigned ID tag on the reverse side of every mailpiece.
- All mailpiece image information is compressed into a file by the Storage and Transfer Processor (see box below).
- Files containing mailpiece image information and ID tag are temporarily stored in the Storage and Transfer Processor until a result is determined by the ISS.
- Images will be deleted at the Storage and Transfer Processor for mailpieces finalized on the ISS; however, upon request the image information is

sent to the Image Processing Sub-system for statistics.

- Compressed image files with partial or unresolved results will be transferred to the Image Processing Sub-system upon request.

Components Within The Input Sub-system
<p><u>Storage and Transfer Processor (STP)</u> Able to store or transfer images upon request from the Image Processing Sub-system. Capable of storing approximately 30,000 to 35,000 images.</p>

FUNCTIONS OF THE IMAGE PROCESSING SUB-SYSTEM (IPSS)

The Image Processing Sub-system provides image processing capability for the Input Sub-system and the Output Sub-system that makes it possible for mail pieces to be processed in an automated environment. This system is operated at the plant and at the Remote Encoding Center. If a mailpiece cannot be encoded on the Input Sub-system, the image is sent through the IPSS to the Remote Encoding Center.

- Provides RBCS system-wide monitoring, report generation, audits and communication.
- Provides interface between ISS and OSS.
- Operates at the Plant and the Remote Encoding Center (REC).
- Communications between the Plant and the REC are made via bridge boxes that connect telephone system lines.
- Image Control Unit stores the image information transferred from the Storage and Transfer Processor of the Input Sub-system.
- Copies of images are transferred to the Image Processing Unit upon request.

- Information about the image and the ID tag is sent to the Decision Storage Unit to be matched with operator coding results.
- Image Processing Unit receives images from the Image Control Unit and routes the images to several image terminal servers.
- Image terminal servers send images to multiple video display terminals to permit operator completion of mailpiece address information by using a nationwide directory.
- Operator coding results are sent to the Decision Storage Unit to be matched with the ID tag and image information.
- The Decision Storage Unit sends results to the OSS upon request.

BASIC FUNCTIONS OF THE OUTPUT SUB-SYSTEM (OSS)

The Output Sub-system is a modification to the Mail Processing Barcode Sorter (MPBCS). It detects mailpieces with an Input Sub-system applied Identification Tag. It retrieves the results from the Decision Storage Unit and prints and verifies a POSTNET Barcode on the front of the mailpiece.

- Reads the Identification Tag, printed by the ISS or AFCS of every mailpiece fed through the OSS.
- Retrieves the appropriate mailpiece result from the Decision Storage Unit.
- Prints the POSTNET Barcode on the front of the mailpiece.
- Verifies the accuracy of the printed barcode.
- Sorts the mailpiece based on sort program.

LETTER MAIL LABELING MACHINE

Letter Mail Labeling Machine (LMLM) is a piece of equipment that complements the automated and RBCS environment by enhancing our ability to re-process mailpieces through automation. The LMLM 400 applies labels at an approximate rate of 20,000 per hour.

It has three modes of operation:

1. Feed Only — _____
2. Front Label — _____

3. Back Label — _____

The LMLM 400 features a modular design in order to:

- Allow efficient adaptation to different system needs.
- Allow efficient inclusion of future upgrades.
- Provide easier fault isolation and repair.

The LMLM 400 is divided into 5 modules:

1. _____
2. _____
3. _____
4. _____
5. _____

Another important contributor to the success of automation is the Remote Encoding Center. A close relationship between the Mail Processing Plant and the Encoding Site is essential.

It is important to stay in the proper sequence in each stage of the RBCS flow to reduce the incidence of “leakage” and to finalize all letters sent to the Encoding Site with an appropriate barcode.

LEAKAGE

Leakage can be defined as: the number of images that are resolved by Remote Code Reader or keyed by the Remote Encoding Center and not finalized on the OSS.

Bins that are not finalized and contributed to leakage are:

1. No read code
2. ID tag errors
3. Postnet verifier errors

The primary causes of system leakage are:

- RBCS equipment failure
- System mis-management
- Lack of communication
- Untrained personnel in RBCS operations

The most common system failures are ISS connect/disconnect, VIP/VAP connection failure, untimely re-booting of the system and ink jet printer/readers malfunction.

To detect an ISS connect/disconnect the connectivity status screen, the MBII application monitor and the events (F14 key) screen must be monitored. If needed, a network input processor (NIP) reset will normally fix the problem and a system reboot will not be necessary.

A Video Input Process (VIP)/video allocation processor (VAP) connection failure can also be detected by monitoring the connectivity status screen, MBII application monitor and the events (F14 key) screen. Also, an increase in total pending entries and a decrease in the total images at the REC site will be evident on the system status screen when this type disconnect occurs. The REC site IPSS technician must be notified immediately when a VIP/VAP

disconnect occurs so that the connection can be re-established.

During the hours of RBCS operation, IPSS technician should not invoke any type of system restart without the approval of an MDO. If reboot is needed and authorized, all necessary reports must be pulled prior to reboot.

During the operational run of the ISS and OSS, the ink jet printer/reader and ID tag printer/reader should be cleaned out regularly (every 2 hours per local maintenance schedules).

All mail processors must (per local maintenance schedule) use the joggers, face any mis-faced mail and pull out slugs and loop mail.

Mail with excessive noise on the envelopes may need to be run through the LMLM prior to running on the ISS's.

ISS's changing to an OCR mode must be completely cleaned out.

The REC site should not be sent more images than they can reasonably be expected to handle. The mail flowing from the ISS to the OSS's should be checked for quality.

OSS mechanical rejects should be re-run and special sort stackers for ID tag errors and POSTNET verifier errors should be monitored to make certain they are not running heavier than usual.

All POSTNET verifier errors should be run through the LMLM and batch processed on one OSS with all PVE or reject mail generated during the OSS batch run being sent to an LSM or manual operation for distribution.

The REC site should be contacted several times during a tour to keep them informed about current and expected image lift volumes.

CANDIDATE MAIL FOR RBCS IMAGE LIFT

Originating Mail
Script Mail from AFCS
Rejects from an OCR
Non-FIM from Mark II
5-Digit Barcoded from OCR
OCR Candidate Mail from AFCS
Metered Bundle Mail (S/T 02)
Large Volume Metered Mail (S/T 03)

Destinating Mail
Non-readable Mail Diverted to Manual operations (Turnaround Mail)
Non-readable Mail
Nonbarcoded Mail
5-Digit Barcoded Automated Zone Mail

Outgoing Letter Mail Processing Flows — RBCS Sites

It is important to understand RBCS mail flow since most P&D centers/facilities have been converted to an RBCS system and/or are impacted by them.

Current RBCS Environment:

Several RBCS enhancements have changed outgoing mail flows significantly. These enhancements include:

- AFCS-ISS will provide image lift capability for non-MLOCR readable pieces directly off the AFCS unit.
- Remote Computer Read (RCR) provides an interim step between ISS image lift and REC keyer operations. Given more time to review and decipher an address, computers can provide directory lookup and ZIP Code information to the OSS unit so barcodes can be applied. As such, the RCR unit is being pursued to reduce the need for REC data conversion operators.

Loop Mail

Definition

Loop mail is incorrectly barcoded and/or ZIP Coded mail discovered at a destination for which it is not addressed or discovered in a transit operation. Detection may occur at a carrier case, distribution case, box section, firm holdout or distribution stacker.

Examples of loop mail are:

- _____
- _____
- _____
- _____
- _____
- _____
- _____

Identification and Segregation

The identification and segregation of missent and missorted mail from the normal mailstream is one of the most important elements in the Loop Mail Program. Missent mail must be identified and returned to the processing center to be worked in the appropriate operation.

Delivery distribution units, associate offices, stations and branches, with the participation of Processing and Distribution (P&D) operations, must implement procedures for the return of missent mail to the P&D center or facility. This procedure must include the following:

1. A method of uniquely identifying missent mail and loop mail. Delivery must use the special loop mail facing slip when returning loop mail to the P&D center or facility.
2. Locally, sites should consider using a standardized piece of equipment for transporting loop mail (e.g., APC/GPMC). Trays containing loop mail should be labeled accordingly:

**ANYWHERE P&DC/F
FCM NON-CODEABLE LTRS**

3. Labels should include the date that the loop mail and/or missent mail is returned and information identifying the associate office, station or branch. A registry stamp can be used for this purpose.
4. Missent mail must be separated from loop mail to facilitate handling by P&D.
5. Missorted mail should be handed off or segregated and brought to the throwback case for distribution to the correct route.

Distribution/Throwback Clerk Procedures

Obliteration of Barcodes

To prevent loop mail from reentering the automated mail stream, the barcode on the mail piece must be obliterated. Barcodes should be obliterated by a black marker (ink or felt tip pen).

The distribution/throwback clerk is responsible for separating and identifying loop mail (using a loop mail facing slip) for return to the plant. The distribution/throwback clerk is also responsible for

separating loop mail found while distributing throwback mail.

On those pieces that will be analyzed by the Mailpiece Design Analyst (MDA), the barcode should not be obliterated until a copy of the mail piece is made. The Directory Analysis Specialist (DAS) and MDA need the barcode information to perform a complete analysis of the mail piece.

Distribution Operations Procedures

Loop Mail received from Associate Offices, Stations and/or Branches:

1. If offices are reporting excessive volumes of loop mail, the Manager of Distribution Operations should establish a loop mail log. Information from this log can be used to identify particular problem areas such as scheme changes that are not implemented. Reviewing the log book on a regular basis will also identify those offices that may not be returning loop mail in a timely fashion. It is suggested that the log contain the following information:
 - (a) Delivery unit name, zone and carrier route ID.
 - (b) Date and time received.
 - (c) Date on label.
 - (d) Volume of mail by mail type (flats, letters, parcels etc.).
2. Distribute all loop mail at specially designated manual cases or mechanized miszipped/unzipped mail (MUM) operations to prevent it from inadvertently being returned to the automated mailstreams.
3. All subsequent processing is to be performed in the appropriate manual operation and identified with a loop mail facing slip when dispatched. Mail processed in the MUM operation should be processed in the incoming automated mailstream.

4. Loop mail must be processed and dispatched on the next available transportation in accordance with the operating plan for the appropriate operation.

Return-to-Sender (RTS) Mail

Forwarded mail, with a return-to-sender (RTS) label, is a prime candidate for loop mail when mixed with mail processed through automation.

AUTOMATION EXERCISE

Based on the Advanced Facer Canceler (AFCS) stacker sortation capabilities flow the following letters to the appropriate processing equipment listed in items A-C:

Equipment

- A Multi-Line Optical Character Reader (MLOCR/ISS)
- B DBCS
- C Mail Processing Bar Code Sorter (BCS/OSS)

**Assume this is a RBCS environment.*

1. Five digit machine printed (ZIP Coded) _____
2. Five digit barcoded _____
3. Eleven digit barcoded (FIM) _____
4. Eleven digit script (ZIP Coded) _____
5. Five digit script (ZIP Coded) _____
6. Eleven digit machine printed (ZIP Coded) _____
7. Script (Uncoded) _____
8. Machine printed (Uncoded) _____
9. Unresolved mailpieces _____

10. Partially resolved mailpieces _____

11. Postnet verifier errors _____

12. ZIP not ready _____

UNIT 9 (PART 2)

AUTOMATION

LEARNING CHECK POINT

1. What is the benefit of placing a LMLM label on the back of a mail piece?

Answer: _____

2. What automated equipment is responsible for spraying an ID tag on a letter?

Answer: _____

3. What piece of automated equipment is used to read the ID tag and spray the corresponding barcode on the face of the mailpiece?

Answer: _____

4. What does the acronym DPS stand for? What is DPS?

Answer: _____

5. What is leakage? How does it occur?

Answer: _____

6. What are the sources of loop mail?

- _____
- _____
- _____
- _____
- _____
- _____

UNIT 9 (PART 2)

AUTOMATION

KEY POINTS:

- Major RBCS System components are:
 - Input subsystem (ISS)
 - Image processing subsystem (IPSS)
 - Output subsystem (OSS)
- The storage and transfer processor (STP) is the major component of the input subsystem (ISS)
- Primary causes of system leakage:
 - RBCS equipment failure
 - System mismanagement
 - Lack of communications
 - Untrained personnel in RBCS operations
- Loop mail in an automated system cannot be finalized without an identification and isolation procedure.

PROCESSNG & DISTRIBUTION WEEK 6 — ON-THE-JOB ASSIGNMENT AUTOMATION OPERATIONS

Automation is rapidly changing the way mail is distributed in the Postal Service. Additional equipment deployment and the implementation of RBCS will increase the volume of letter size mail processed by automated equipment.

This week, the assignment will call for the participant to track the performance of a particular OCR, BCS, DBCS, MPBCS piece of equipment and the ability of the unit to meet OPPlan.

On the attached sheet complete the information requested.

You are instructed to monitor the operation of one of the pieces of equipment that you are observing/managing.

Complete one sheet per day and have the assignment completed to turn in at your next classroom session.

AUTOMATION PERFORMANCE TRACKING SHEET

1. _____
type of equipment

2. _____
sortplan operation number

3. _____
class of mail originating/destinating/mixed

4. _____
pieces fed established throughput goal

5. _____
reject rate

6. _____
CET of operation CT of operation

7. Did equipment meet throughput goal? _____
If question 7 is answered "no" explain reason(s).

8. Did operation meet OPPlan? _____
If question 8 is "no", explain reason(s).

Participant name: _____ Date: _____

WEEK 7

Unit 10

Manual Distribution Operation

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UNIT 10

MANUAL DISTRIBUTION OPERATION

TERMINAL OBJECTIVE:

Upon completion of this unit, the trainees will have the information necessary to enable them to properly manage a manual distribution unit.

ENABLING OBJECTIVES:

The trainee will be able to:

- Define all equipment involved with manual distribution.
- Review the requirements for and the advantages of establishing a case core.
- Research the requirements to provide training for manual distribution clerks.
- Research the requirements for distribution proficiency checks as per PS Form 3974.
- Define the basic tenets of Computer Assisted Scheme Training (C.A.S.T.)
- Review safety rules and regulations applicable to a manual distribution unit.

NEW TERMS:

Computer Assisted Scheme Training (C.A.S.T.)

MANUAL DISTRIBUTION OPERATION

While the volume of mail distributed manually continues to decrease, as we have discussed in earlier modules, manual distribution still has a major role in the distribution process.

By definition, a manual operation is one in which the mail is processed by clerks, hand sorting the mail by address, into various equipment. This is done in order to group mail of like type into common containers for dispatch to a single distribution point.

LETTERS AND FLAT CASES

- | | | |
|--------------|---|--|
| A) PSIN 80 | — | flats, 42 separations (cells) w/ledge |
| B) PSIN 78 | — | letters, 28 separations (cells) |
| C) PSIN 109D | — | letters, 49 separations (cells) |
| D) PSIN 136D | — | flats, 42 separations (cells)-no ledge |

The equipment normally used in manual letter distribution is the 49 separation distribution case which has Postal Service Identification Number (PSIN) 80.

In addition, in many offices, these number 80 cases have an additional smaller distribution case attached in order to increase the separation capacity. This wing case, as it is called, has 28 separations four across and seven high and has the PSIN 78.

The unprocessed mail should be staged centrally in the distribution aisles. Staging equipment may also be used to hold empty trays. Central staging of the

mail minimizes the distance the mail must be carried to the distribution cases.

There are many different case configurations that can be employed. This is usually determined by the amount of floor space that is available in your office. One suggested method of primary distribution case configuration is found in the HBK 401, Exhibit 219.1a.

FLATS

There are many different types of equipment being used in manual flat operations in the field today.

First of all, there are the standard PSIN 109D and 136D cases. Both of these pieces of equipment have 42 separations for flat distribution as seen in Publication 247, Equipment Catalogue. These are designed to remain stationary. The only difference is that the 109D has a ledge to hold flats and the 136D does not have a ledge.

Flats for the 136D can be staged in a utility cart for easy access by the distribution clerk.

Although these are the main pieces of manual mail processing equipment, there is another very important piece of equipment which is utilized. Flats, in some offices, are being sorted into All Purpose Containers (APCs) that are equipped with aluminum racks and then filled with three-sided flat trays. The clerks sort the mail into the flat trays that correspond to a specific distribution scheme. Once filled, the three-sided trays are withdrawn and placed in a conveyance for distribution delivery functions.

A case core is a group of distribution cells located primarily in the center of a distribution case. The primary functions of a case core are:

- Minimize the clerk's arm movement
- Reduce the amount of time to pitch mail
- Improve service logistics
- Increase unit productivity

- Ensure expedient downflow to secondary operations

In-plant Support has the responsibility to determine case cores. One of their primary considerations is volume density. However, it is extremely important that they also consider dispatch time and service commitments.

Unit supervisors are responsible for notifying In-plant Support when high volumes of mail are accumulating in cells outside the core. This indicates that our mail volumes are not being distributed efficiently.

Once we have the proper case set-up and configuration, we must have a proficient clerk crew to achieve unit goals.

Employees must be trained so they provide the maximum efficiency and productivity for the company. We must assure that our clerks are trained in accordance with the Handbooks and the National Agreement.

Before we get into scheme training requirements, let's define a scheme. A scheme is a systematic plan for the distribution of mail to its destination as determined by the mail processing functional area. Schemes are constructed of items that consist of a single set of address and routing information, for example, 100-398 Adams St. (even) goes to carrier 1501, while 101-399 Adams St. (odd) goes to carrier 1503.

Schemes are limited to a maximum of 1000 scheme items. Two or more delivery zones can be combined into a single scheme providing that: 1) the mail is normally worked commingled on a single case and 2) the resulting scheme does not exceed 1000 items.

Team #1

Please research the following questions and prepare a rip chart presentation.

1. What is the ideal and maximum daily study time for a scheme clerk?

2. At what point is a scheme classified as an actual scheme?

3. At what point is a clerk entitled to scheme training?

4. When is the best time, according to the handbooks, for scheme training?

Team #2

Please research the following questions with manual references and prepare a rip chart presentation.

1. How much scheme study time is a clerk entitled to?

2. How much training time is a clerk entitled to if a scheme has 99 scheme items?

3. What is the criteria for qualification on a manual scheme?

4. Fully explain the C.A.S.T. system for clerks.

[illegible]

PS Form 3974, Verification of Distribution Performed, is required to be used by the supervisor every accounting period for each scheme qualified clerk on manual distribution.

In order to successfully manage a manual distribution unit, it is necessary for the supervisor to know that all the mail is being sorted correctly. In a manual system the supervisor does not have the luxury of an edit which points out mistakes by each clerk in a mechanized or automated system.

Therefore, strict adherence to the use of this form is a must.

When completing this form, you test exactly 100 letters for each scheme clerk, each accounting period. Enter the date the test was made, the number of pieces tested (which should be 100), and the number of letters sorted correctly, which is the percentage.

The percentage must be 95 or higher to maintain proficiency. If the percentage is lower than 95, the clerk fails. If the clerk fails the initial accounting period test, you must re-test the clerk after two weeks.

If they fail the re-test, contact your labor representative for recourse.

There is one more very important area that we must address in the manual distribution operations. That is safety.

Safety in the manual operation is essential to assure the highest possible productivity, efficient operation and employee moral. To ensure a safe work area, a supervisor must establish a good safety program. Any good safety program includes three basic functions:

- Training
- Awareness
- Corrective Action

We can share safety information with our employees by:

- _____
- _____
- _____
- _____

Once employees are informed of specific accident causes, they are responsible for their actions and should be able to help the supervisor identify possible hazards. The employees should be concerned enough to inform a manager in order to have hazards corrected. Once a supervisor is made aware of a hazard which could cause injuries or accidents, immediate corrective action must be taken.

The primary manual for safety awareness is the Handbook EL- 801, Supervisor's Guide to Safety. The supervisor must make employees aware of unsafe actions and behaviors and provide them with safe alternatives.

In the manual distribution unit there are several areas that need special attention:

- The use of the rest bar
- Rolling stock equipment
- Empty mail equipment
- Trash
- Horseplay/inattention

Things you wouldn't want people to do on or around a Rest bar:

- _____
- _____
- _____
- _____
- _____
- _____
- _____

Rolling stock:

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Empty mail equipment:

- _____
- _____
- _____
- _____

Trash:

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

What behaviors are inappropriate (horseplay)?

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

UNIT 10

MANUAL DISTRIBUTION OPERATION

KEY POINTS:

- Cases should be configured based on case core densities.
- Properly train your clerks to increase efficiency and reduce grievances.
- Maintain proficiency with the proper use of the PS Form 3974.
- Stress safety as a high priority.

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WEEK 7
Unit 11
Mail Flow

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UNIT 11

MAIL FLOW

TERMINAL OBJECTIVE:

Trainees will understand the importance of mail flow within a plant in relation to:

- Operating plan
- Service
- Savings

ENABLING OBJECTIVES:

The trainee will be able to:

- Identify the cost savings for processing mail according to the hierarchy of automation, mechanization and manual distribution.
- Identify strategies to divert mail when volume is too high for processing on automation.
- Explain what effect AFCS/ISS has on mail flow.
- Define the operating procedures involved with RBCS.
- Understand letter mail flow in RBCS sites versus non-RBCS sites.

NEW TERMS:

Priority Mail Processing Center (PMPC)

International Service Centers (ISC)

Late Arriving Managed Mail (LAMM)

2. All planned start times, CETs, and CTs:

[illegible]

Mail preparation is a vital activity that can dictate the success of a facility in meeting its operating plan, clearance times and labor cost objectives. Properly identified and segregated on the dock, the 010/020 and BMEU's, mail will "flow" to the correct downstream mail processing operation, thereby

minimizing the time and cost of processing each piece.

This section on mail flow will discuss how and why mails are handled in those downstream operations. It will also demonstrate the objectives of the P & D centers and facilities in meeting the processing hierarchy of automation and manual distribution. This objective is important due to the following A/P 9 F/Y 1998 processing cost factors:

- Automation: \$3.64/1,000 pieces of letter mail
- Manual: \$53.03/1,000 pieces of letter mail

We will attempt to answer three basic questions as we discuss the various mail processing operations and associated equipment.

1. _____
2. _____
3. _____

Since this class will not allow for an in-depth view of all operations and all types of mails, our discussions will center around the flows of a first-class letter. The discussion will cover mail entry into the processing system and follow the flow through dispatch.

Processing flows for Standard Mail are similar to those of First-Class letters and flats. In fact, some of today's destinating processing operations process First and Standard letters simultaneously, in particular, delivery point sequenced mail (DPS).

Brief discussions on flats, parcels, Priority, Express Mail, periodicals, Standard (A) and international mail will also be conducted.

In addition, we will look at the various forms of mail processing equipment used on the workroom floor.

Mail flows change as new types of processing equipment and advances in technology are introduced.

The processing flow matrices may appear complex. However, once you understand the basic design, mail flows are easy to use. You will discover that mail flow design and decision making relies on your understanding of mail processing equipment capabilities and common sense.

One final note regarding this module. The flows will be described by the time of day in which they normally occur. There will be no reference to, or use of the term “tour,” as we have known it in the past. The reason is that mail “flows” during a 24 hour clock.

For the sake of simplicity, we will refer to outgoing, incoming and managed mail processing operations and the time of day these mails are normally processed.

PROCESSING FLOWS — OUTGOING

We will refer to the three basic questions in the Processing Flows Overview as we discuss each piece of automated, mechanized and manual processing equipment.

Outgoing MLOCR Operations (Non-RBCS site)

The outgoing MLOCR input volumes, as we discussed in the previous section, come from the AFCS (MLOCR readable stackers only); the 020 metered belts (machineable size letters only); the BMEU area (non-barcoded presort residue mails); and Source/Type 47 volumes (post office cancellations). The read rates on each particular input volume source will vary day to day, based upon the mail makeup of each group. Many sites are modifying some of their existing MLOCRs to process bulky mail. This volume, which would normally go through manual operations, can now be automated.

After the proper outgoing sort plan is selected, the mails are fed to the MLOCR with the intent of having all mail fed, swept and downflowed to the next operation by the operating plan clearance time. This clearance time is normally in the 21:30 - 23:30 range.

However, local conditions such as the AFCS clearance time and the ultimate "dispatch of value" times from the docks also affect clearance times. MLOCR stackers normally contain mail destined for heavy volume Automated Area Distribution Centers (AADCs) and/or local overnight service commitments. The AADC distribution concept will be discussed further in the Managed Mail Processing (MMP) section.

OUTGOING MAIL PROCESSING BARCODE

Sorter Operations (Non-RBCS Site)

The outgoing Mail Processing Barcode Sorter (MPBCS) input volumes downflow from the MLOCR, the AFCS (barcoded FIM letter stackers), the 020 meter belt, BMEU, and the Computerized Forwarding System (CFS) unit (non-local letter volumes only). Other options may include downflows to manual distribution. Remember, correctly processing the mail within the operating plan is the objective. If problems continuously occur in meeting the operating plan, additional equipment, revised collection schedules, etc. may be necessary.

OUTGOING MANUAL DISTRIBUTION CASES

The outgoing manual distribution (030/040) input volumes come from the 010, 020 and CFS units (non-machineable letters). In addition, there will be missorted mails from operations 150 (manual incoming primary), 043 (manual MMP) and 044 (SCF) that need to be redirected towards their proper destinations via the outgoing operations.

Non-machinable letters are sorted manually through the outgoing primary operation (030) by manual distribution clerks into distribution cases. Any additional sortation to meet the required level of outgoing distribution is done at the outgoing secondary cases (040). All mail volumes are sorted

and trayed by the planned clearance time. Outbound trays are sent to the sleeving/banding and ACDCS operations to be prepared for dispatch. Local trays are staged for early morning manual distribution to the zone or carrier route level.

The locations of the various ADC separations on the outgoing manual distribution cases (and all manual cases in general) are based upon ZIP Code sequences and volume densities to each ADC or overnight area. Productivity studies on manual cases have proven that it takes less time to distribute mails to the center of the case. Therefore, high density ADC or overnight destinations are placed in the center of the case (known as the core) and surrounded by sequenced ZIP Code ranges for easy distribution.

Outgoing Pouch Operations

All outgoing letters and flats must be trayed. Small first class parcels should be pouched in a green sack for dispatch.

The volume inputs for the pouching operations come from the 010/020 . All sacks are then sent to the appropriate dispatch area to await transportation to outbound destinations.

Sleeving, Banding, ACT tagging and Dispatch

These operations are often looked upon as less valuable than the automated and manual distribution operations. However, no matter how well mail is distributed, an incorrect ACT tag or containers placed upon the wrong (or no) transportation at the end of the night will cause service failures.

After the letter mail has been processed and trayed throughout the various operations, those trays that will leave the facility must be sleeved and banded to insure that the contents do not spill out during transport to its destination. This work is done at banding machines with the finished trays sorted into

the proper containers and eventually loaded on outbound transportation.

ACT tags must be placed on those trays that will be placed on air transportation so that the weight, destination, flight information, etc. may be logged. This information is later used to compensate the airlines for the amount of mail that they carried.

First-Class Letter Operations (non-RBCS)

The processing flow of first-class letters through a P&D center/facility requires flexibility and the ability to make adjustments in support of the daily operating plan. As you will soon discover, no two days are alike and each day will present a new set of variables and situations which must be addressed.

As a first-line supervisor you must keep service and budget in the forefront of your decision making process. Your Manager, Distribution Operations is there to assist and direct you in the daily decision making process. Continuous coordination and communication among the entire outgoing managerial staff is imperative for a successful mail flow and processing operation.

OTHER OUTGOING MAIL TYPES

We have just reviewed the flow of a first-class outgoing letter. We need to discuss briefly the other outgoing mail types and the associated flow through the processing operations.

The mail flow guidelines and processing hierarchy exhibited in the first-class letter distribution, are representative of first-class flats and standard letter/flat processing. Although the two classes of mail may travel from origin to destination via different transportation, they are processed to the various distribution levels by a common methodology in the P&D centers/facilities.

Outgoing mail types are:

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

First-Class Outgoing Flats And Parcels

First-Class flats basically follow the same prioritized processing flow guidelines as their letter mail counterparts.

The MPFSM's wide-area barcode read capability is able to find and decipher the barcode in any location or orientation on the flat mailpiece. In addition, the FSM Model 881, has added optical character readability (FMOCR).

In many sites, FSM model 1000 has been deployed to process what is normally considered non-machineable flats.

Stamped flats from collection mails are trapped at the 010, canceled by hand or on Model 15 flat canceling machines and forwarded to the appropriate FSM for outgoing processing. Similarly, 020 meter belt flats are also directed to the appropriate FSM

The determination of machineability for flat mail can be made at the 010/020 areas or at the appropriate FSM itself. This is a locally determined operating policy that has a minor impact upon the flat mail flow through the P&D center/facility.

Flat input volumes are keyed by outgoing MPFSM operators. Since the majority of barcoded flats are brought through the BMEU for postage rate verification and presort qualification purposes, there is no effort to identify and trap loose barcoded flats in the 010/020 areas.

Therefore, the majority of outgoing flats are processed in the Model 881 keying mode (141/142).

Outgoing flats are keyed in the primary operation (141) with some secondary sortation required on the flat sorter (142) or manual flat distribution cases (060/070). Local turnaround flats are staged for incoming processing to the zone (144/145) and/or carrier route (146) levels. Outbound flats are containerized, strapped and sent through ACDCS for dispatch.

Small first-class parcels are trapped in the 010/020 opening units and sent directly on to SPBS or pouch racks for sortation to the appropriate distribution level. Parcels are thrown off during the outgoing processing period.

Periodicals Outgoing Magazines and Newspapers

These mails represent a minor working volume for the outgoing mail operations. Most periodicals utilize presort and drop shipment entry to their destinations. Minimal volumes of individual outgoing periodical pieces are worked and dispatched through a Periodicals/Standard A distribution network.

Standard A Outgoing Letters, Flats and Small Parcels

The majority of these letters and flats are presorted to their destinations. Customers drop shipments to the destinating facilities to maximize rate incentives. Mails that are not drop shipped are routed through the Bulk Mail Center (BMC) network to the destinating BMC and P&D center/facility.

Minimal volumes of unsorted Standard A mails are generated during outgoing operations. In many cases, these individual pieces are sent unsorted from several P&D centers/facilities into one centralized P&D center/facility for processing. This centralized processing approach allows savings through the economies of scale provided by larger daily volumes.

Outbound Standard A letters/flats are processed to the Area Distribution Center (ADC) level. This

sortation is basically a combination of 3 or 5-digit destinating ZIP Code areas.

Standard A mail travels by surface transportation.

Standard B Outgoing Parcel Post

Standard B parcels destined for outbound ZIP Codes are massed and sent to the supporting BMC for processing. Outbound parcel post is often trapped on the dock during outgoing operations, containerized and dispatched to the BMC. It is important to verify that Express and Priority parcels are not accidentally mixed with this volume and thereby delayed.

Parcel post that originates and destines in the same P&D center/facility service area, is trapped upon receipt at the dock. These parcels are not sent to the BMC but are sorted to the 5-digit level and dispatched to the delivery units.

Some locally developed parcel post holdout options include other nearby 3-digit areas where transportation will support the overnight exchange and next day delivery of parcel post volumes. Each holdout relieves some of the burden placed upon the BMC network and helps to expedite parcels to their final destination.

Other Outgoing Mail Types

Express Mail pieces are trapped on the dock and in opening units, then forwarded to the Express Mail unit for expedited processing and routing. Routing is based upon the Express Mail distribution and transportation network.

Similar attention is given to outgoing Priority Mail. Machineable priority pieces are worked on the Small Parcel and Bundle Sorter (SPBS). Non-machineable pieces are worked in a pouching operation, based upon the Priority Mail distribution and transportation network. If a Priority Mail Processing Center (PMPC) exists in your area, then the mail flow will be different.

Like parcel post, locally destinating Express Mail and Priority Mail are often subject to holdout practices. This volume is staged and worked during the early morning hours for dispatch to the appropriate destinating office.

Registered Mail travels in the first-class network but is handled under secured conditions at all times. Signature of receipt must be recorded at each destinating processing point up to and including delivery to the customer.

Certified and postage due mail also travels in the first-class mailstream. Customer signatures verifying receipt (certified) and postage collection (postage due) are required at the final destination only.

International outbound mails are handled differently at each P&D center/facility based upon the geographic location of the facility and the volumes to be processed. Most facilities send raw international outbound letters/flats to International Service Centers (ISC). Each ISC then works consolidated mail volumes to the country or smaller level for dispatch via boat or air transportation.

We have concluded our review of outgoing mail processing and mail flow operations. We will now look at Managed Mail Processing (MMP) and incoming mail operations.

MANAGED MAIL PROGRAM (MMP) FLOWS

Managed Mail Program (MMP) addresses the exchange of first-class mails between origins and destinations where the established service standard goals fall into the two or three-day delivery criteria. MMP is outgoing mail volumes arriving at an intermediate processing location on their way to their final destination. The MMP volumes are normally worked during the day between 9:00 A.M. and 5:00 P.M. and/or in the early evening hours simultaneously with outgoing mail operations.

The MMP network is necessary because each origin cannot make the required separations on their outgoing mails to hit all of the 99,999, 5-digit ZIP Code possibilities. Therefore, outgoing facilities will mass multiple 3-digit ZIP Code areas into a common container and send it through the MMP network to the interim processing facility known as the Area Distribution Center (ADC). The ADC P&D center would then take those massed mails and process them to the 5-digit level (to the extent possible).

MMP mails processed for non-local destinations by the ADC would be dispatched to surrounding P&D centers for further processing and dispatch to the delivery units. Local turnaround mails generated during MMP processing are simply retained at the ADC for further processing. It is then dispatched to the local delivery units.

An Automated Area Distribution Center (AADC) network has been established to flow large volumes of automated (barcoded volumes only) mail between P&D facilities. By providing a greater depth of sort beyond the ADC level at origin, for automated mails, this network expedites mail volumes, by-passing the ADC distribution step.

AADC mail continues to travel in the ADC transportation network. It simply becomes a dock transfer at the destinating ADC facility to the nearby automated P&D locations.

For example, let's look at mail originating in San Francisco and destinating in the State of Connecticut. As an origin, San Francisco would mass non-barcoded letter mail into the ADC. In addition, San Francisco may break barcoded volumes (if volumes warranted) for Connecticut into the following ZIP Code ranges:

ADC Connecticut	ZIPs 060-069
AADC Hartford	ZIPs 060-062, 067
AADC New Haven	ZIPs 063-066
AADC Stamford	ZIPs 068-069

This mail would be placed onto the ADC transportation network (air network to Bradley AMC, CT) in the early morning hours of day one and arrive in Connecticut around 4:00-5:00 P.M. on day one.

As the ADC/AADC volumes arrive in Hartford, late on day one, the ADC mail would be held for processing during the day on day two, since the P&D center is now gearing up its processing equipment and staff to perform outgoing mail operations. On day two, these ADC mails would then be processed to the 5-digit level, dispatched to the supporting P&D facilities (or staged locally) and processed for delivery on day three.

However, Hartford's local AADC mail (ZIPS 060-062, 067), which have been segregated by San Francisco, may be processed on late day one in an attempt for early delivery on day 2.

New Haven and Stamford AADC mail is dock transferred upon receipt at Hartford (or directly from the Bradley AMC) and expedited to the respective P&D facilities. Not only has a processing step been eliminated but the mails have arrived on day one at the supporting P&D facility and we have an opportunity for day two delivery.

[illegible]

MMP LETTERS — INTERNAL MAIL FLOWS

Identify the MMP source input volumes that you would expect to see at the ADC facility.

It should be noted that the various depths of barcode sort (5, 9 or 11-digit) may be commingled in the trays upon arrival at the AADC facility.

The various MMP source input volumes are numerous and are flowed to different downstream processing operations. Each source input was generated by our originating mail processing facilities from across the country as well as customer prepared presort volumes. The source input volumes are:

1. ADC commingled 3-digit areas (ex: ADC Hart 060-069)
 - a. barcoded trays (minimal volumes at origin don't justify AADC splits)
 - b. non-barcoded trays
2. Trays of AADC commingles 3-digit areas (ex: Stamford 068-069)
 - a. barcoded only
3. Trays of single 3-digit areas (ex: Hartford 061)
 - a. barcoded
 - b. non-barcoded
4. Trays of single 5-digit areas (ex: Hartford 06103)
 - a. barcoded
 - b. non-barcoded

Tray labels do not identify if the letter contents have been through an MLOCR at the originating facility. However, it can be assumed that non-barcoded presort trays from our private mailers have not been processed by a MLOCR prior to receipt at the AADC facility.

OTHER MMP MAIL VOLUMES

There are other types of mail besides letters traveling in the MMP mailstream. These include first-class flats, and other expedited service which utilize common AADC transportation networks.

MMP flats are worked in a flow similar to that of MMP letters excluding the MLOCR spraying operation. Barcoded flat mail is usually run on the Model 881 MPFSM, in barcode mode, to the 5-digit or sometimes 9-digit level.

Most expedited service products are handled in their own respective work area at the ADC P&D facility and forwarded on to the next distribution operation or nearby supporting facility. Many of these products utilize unique labeling for easy dock transfer identification or unique transportation networks. This allows direct receipt at the proper destinating facility.

AREA DISTRIBUTION CENTER (ADC) FLOWS

The movement of third-class letter and flat mail is accomplished through the Bulk Mail Center (BMC) network and customer drop shipment capability.

Standard and parcel post mail are transported from originating BMCs to destinating BMCs via rail or tractor trailer. The destinating BMC then performs distribution to the Area Distribution Center (ADC) level and sends these volumes to the respective ADC P&D facility. In some cases, the destinating BMC may serve as the ADC for a defined geographical area.

Standard mail letters and flats in the ADC network follow mail flows that are very similar to those found in MMP operations.

Incoming City Primary, SCF and Incoming Secondary Flows

Incoming city primary, SCF and incoming secondary mail flows represent the final distribution operations prior to relinquishing the mails to the letter carriers for delivery. The incoming city primary operation takes 3-digit mail for the local city ZIP Code ranges and sorts it to the 5-digit zone level.

Sectional Center Facility (SCF) operations are similar to the incoming city primary sortation activities except that the mail being processed is for the surrounding post offices, not the city. The final product coming out of the SCF operation is 5-digit zone level mail.

The incoming city primary and SCF operations for first-class mail occur at the destinating support P&D facility in the early morning hours.

Incoming secondary operations take the 5-digit mail from the incoming city primary, SCF operations and other sources and sort it to the carrier route or PO box section level. This operation for first-class mails occurs in the early morning hours. The incoming secondary operation may be performed at the P&D center or at the delivery zone location (post office, station or branch).

Expansions of the secondary sortation processes have grown to include sector-segmenting and delivery point sequencing (DPS) for the barcoded portion of first and third-class letter mails. This unit will use the term "incoming secondary" generically to address all three options as downflows during our discussions of incoming primary and SCF operations.

HARTFORD, CT EXAMPLE

Let's look at an example of the incoming city primary, SCF and incoming secondary operations from the perspective of the Hartford, CT P&D center. The city of Hartford uses the ZIP range 061 for all mail that will destinate within the geographical limits of Hartford. Each destination is a delivery station, branch or PO Box section, with unique 5-digit ZIP Codes, all of which begin with the three digits 061.

As trays of mail with commingled 061 delivery areas are received at the Hartford P&D center, they are sent through the incoming city primary operation to be sorted to the 5-digit zone level. Once the incoming primary sortation is complete, the mail is sent on to the incoming secondary operation so that the mail for each zone can be distributed to the proper letter carrier or PO Box section for delivery.

In addition, the post offices surrounding the City of Hartford and supported by the Hartford P&D center all have ZIP Codes beginning with the three digits 060. As trays of mail with commingled 060 delivery areas are received at the Hartford P&D center, they are sent through the Sectional Center Facility (SCF) operation to be sorted to the 5-digit zone level. Once the SCF sortation is complete, the mail is sent to the incoming secondary operation. There, the mail for each zone can be distributed to the proper letter carrier or PO Box section for delivery.

In many instances, you will find that cities with less daily destinating, first-class volumes, have only been allocated one 3-digit ZIP Code range to cover the geographical area supported by the P&D center. For example, Waterbury, CT uses only the 067 ZIP range which includes the city delivery zones/PO Boxes (06701-06720) and SCF post offices (06721-06799). Mixed trays of 067 mails must be broken down to the 5-digit level under an incoming city primary or SCF operation number. Subsequent incoming secondary distribution to the carrier route and PO Box can now be performed.

Where does incoming primary, SCF and incoming secondary mail originate?

1.

2.

3.

4.

All three types of incoming mails (city primary, SCF and secondary) should be available prior to midnight. Processing incoming mail simultaneously with outgoing mail, during the processing window, offers an excellent opportunity to advance mail to its destination. Other benefits include maximizing equipment processing windows and minimizing capital expenditures for mail processing equipment.

Only through P&DC staff teamwork and support from the Customer Services group, will this work. The separation between P&D outgoing and incoming processing groups has been eliminated because incoming mail can be processed on more than one tour. Day-to-day management of processing operations over a 24 hour clock requires teamwork among all P&D operations.

What are the different mail types as they arrive at the destinating city and how are they prepped?

1. _____

a. _____

b. _____

2. _____

a. _____

— _____

— _____

b. _____

— _____

— _____

3. _____
 - a. _____
 - _____
 - _____
 - b. _____
 - _____
 - _____

1. 3-Digit Letters

a. 3-digit barcoded trays

As mentioned above, 3-digit trays of barcoded letters must be processed through an incoming primary or SCF barcode operation so that the mail may be broken down to the 5-digit zone level. (It is important to note that the depth of barcode on each piece for any given zone will be either 5, 9 or 11-digits.) The opportunity to trap 5-digit barcoded letters for automated zones and rerun them through the MLOCR for barcode upgrades to the 9 or 11-digit level also exists.

Operations 874/894(SCF) and 875/895 (incoming city primary) provide the distribution activity needed to get the mail to the 5-digit level. Since the downflow from these operations will be to the incoming secondary operations, the degree of sortation to the 5-digit level may be controlled during 874//894/875/895 to minimize downstream incoming secondary handlings and advance mail towards its final destination.

Let's look at an example. Waterbury City, ZIP Code 06704, the Plaza Station, is a candidate automated zone that is currently worked to the DPS level. To isolate 9-digit unique and 11-digit barcoded letters for the 06704 delivery area and pursue downstream DPS processing, the incoming city primary MPBCS 875/895 sort

plan may provide two stackers for the 06704 mail:

- Stacker 1 - all 5 and 9-digit (no improvement mail) barcoded letters
- Stacker 2 - all 9-digit unique and 11-digit barcoded letters

This early trapping process allows expedited incoming flows to capture five digit mail and process it through the RBCS. (ex: stacker 1). The same is true for expediting mail to the MPBCS/DBCS DPS operations (ex: stacker 2) for two passing to the carrier route level. Trapping also expands the number of DPS zones that can be processed on DBCS/MPBCS equipment since it has stopped the flow of non-DPS mail (and processing time required) into the DPS two-pass operation.

This early trapping may also be pursued, based upon stacker availability, during other MPBCS/DBCS operations, such as the outgoing secondary 872/892, MMP 873/893 and SCF 874/894 operations. Often, P&D centers in the overnight service area will negotiate the exchange of mail in this fashion to mutually benefit processing operations at both locations.

It should be noted that any rejected mail from the SCF or incoming city primary MPBCS/DBCS operations should be sent to a manual operation.

b. 3-digit non-barcoded trays

During the opening unit operations the 3-digit trays of non-barcoded letters are reviewed to determine machineability.

Trays of machineable letters that have good addressing hygiene and legibility are sent to the MLOC to have barcodes applied for downstream automated processing operations

Trays of machineable letters that are non-MLOCR readable, have their images lifted and sent to the servicing REC for resolution. These volumes are reprocessed on the OSS and rejected volumes are downflowed to the manual operations.

Non-machineable trays are directed to the manual distribution cases for the incoming city primary/SCF sortation to the 5-digit level. They eventually downflow to the manual, incoming secondary operations located at the P&D center or post office facility.

2. 5-digit letters

a. 5-Digit Barcoded Trays for Candidate Automated and Non-Automated Zones

Most barcoded trays of letters at the 5-digit presort level will contain 5, 9 and 11-digit barcoded pieces. Since the candidate automated zones will go through DPS operations, these trays are sent to the MPBCS/DBCS for two-pass DPS sortation. The non-DPS letters (5-digit and 9-digit no improvement) are stripped out on the first pass and downflowed to the manual operations for sortation to the carrier route level. Rejects from the first pass could be rerun at this time, with subsequent rejects downflowed with the non-DPS letters.

The respective letter carriers must case this non-DPS mail into delivery order upon receipt at the delivery units.

The DPS letters continue on to DPS pass #2 on the MPBCS or DBCS. After the second pass, rejects are downflowed similar to the non-DPS volumes noted above. Finalized letters to the DPS level are transported to the respective carrier routes but need not be cased.

Special handling mail (vacation hold, change of address and non-delivery day business mail) is pulled out separately during DPS two--pass processing and presented to the carrier for review and appropriate action. This mail type is identified by the sort plans. Delivery unit personnel can make these changes daily through their delivery unit computers to provide the next day's DPS sort plan.

When multiple zones are run consecutively on a DBCS/MPBCS during the incoming 876, 878/879 and 900 DPS operation, it is important to segregate each 5-digit zone's rejects so that they can be sorted in another operation to the carrier route level.

The 5-digit, barcoded trays for non-automated zones are sent to the manual incoming secondary operation (at the P&D center or post office) for sortation to the carrier route level. In the future, it may prove economical to process these smaller zones to the carrier route, sector-segment or DPS level on a MPBCS, DBCS or CSBCS as well.

- b. 5-digit non-barcoded trays for candidate automated and non-automated zones
 - During the opening unit operations the 5-digit trays of non-barcoded letters are reviewed to determine machineability.

The machineable, MLOCR readable trays for candidate automated zones, are sent to the MLOCR to be encoded for further downstream automated processing. The 5-digit or 9-digit no improvement, and MLOCR rejected pieces are downflowed to the manual operations. The DPS candidate mail from the MLOCR are downflowed to the MPBCS or DBCS for DPS processing.

All non-machineable trays are forwarded to the incoming secondary manual distribution cases.

All remaining mail (machineable, MLOCR readable and non-MLOCR readable trays) for non-automated zones follow the same mail flow as non-machineable letters.

3. Carrier Route Presort

- a. barcoded carrier route presort for automated and non-automated zones

The automation zone mail is sent to the MPBCS/DBCS DPS operations to be commingled with the other DPS source volumes. This eliminates the need for the carrier to case the mail.

The non-automated zone mail is given directly to the respective letter carrier for casing into delivery order.

- b. non-barcoded carrier route presort for automated and non-automated zones

The automated zone mail is sent to the MLOCR.

The non-automated zone mail is given directly to the respective letter carriers for casing into delivery order. Any non-machineable mail for the automated zone is also given to the carrier for casing.

Other Destinating Mail Types

Many types of mail that originate at a P&D facility will eventually destinate at a P&D facility and go through the incoming city primary, SCF and incoming secondary operations. Let's take a quick look at some of these mail types and their handling at destination.

Until recently, all barcodes on flats were mailer applied. Flat mailpieces follow similar flows to their letter mail counterparts.

The current corporate goal is to have all non-carrier route presort customers apply barcodes to their flats. The finest depth of sort that the Postal Service wishes to pursue at this time is to the carrier route level. There are plans to sector/segment and delivery point sequence flat mail on our automated Model 881 MPFSM operations.

Periodicals and Standard (A) mail (letters and flats) follow mail flows similar to first-class mail. Although first class and Standard (A) destinating mails have been processed independently in the past, we are finding that first and standard mail is being commingled during automated and mechanized processing.

This commingling offers processing economies of scale associated with high volume runs. It assists us in meeting our daily service commitment and customer satisfaction objectives.

Parcel post sortation to the 3-digit and 5-digit (high volume 5-digit only) levels is performed at the Bulk Mail Centers (BMCs). The P&D centers process some 3-digit parcels to the 5-digit level; however, all distribution from the 5-digit level to the carrier route level is performed by the P&D center or post office.

Final Comment On Destinating Mail And Mail Flow In General

It is possible for each Supervisor, Distribution Operations (SDO) to perform his/her duties in a professional and effective manner by processing mail according to the hierarchy of distribution. Sorting the maximum amount of mail through our automated equipment, minimizing the number of sorts and keeping mail out of manual operations to the extent possible.

UNIT 11

MAIL FLOW

LEARNING CHECK POINT

Explain where your mail is coming from and who your downstream customers are.

1. You work at a large AADC Plant. You are assigned to tour three, MLOCR area. _____

2. You work at a large AADC facility, assigned to tour one, MPFSM unit. _____

3. You are assigned to tour two in a manual flats distribution unit. _____

4. You work at a large AADC facility and you are assigned to tour three's mail preparation (010) unit. _____

UNIT 11

MAIL FLOW

KEY POINTS:

- Proper mail flows help meet operating plan, service and budget objectives.
- Customer Services and P&D together provide the mail flow system from collection point to delivery.
- Mailflows go beyond the tour operating concept. Flow overlaps tours and must be viewed as a 24 hour process.

PROCESSING & DISTRIBUTION WEEK 7 — ON-THE-JOB ASSIGNMENT MAIL FLOW MATRIX EXERCISE

This exercise is designed to determine if you understand how to read mail labels and how to translate that into mail flow.

Go to the incoming dock. Pull five containers of mail. Read and record the information on the mail container label. Identify the class and type of mail, i.e. First Class, 5-digit, machineable, SCF. Indicate the first operation that the mail should be sent to, including the operation number. Provide a brief reason (one or two sentences) for your decisions.

The second part of this exercise takes place in the automation unit, specifically, the OCR/ISS operation. Pull one letter from each of five different sort plans. Indicate the sort plan class and type of mail for each piece. Indicate the probable source of each piece, i.e. 3-digit SCF from Miami, 010 operation, etc. and the downflow operation for that mail piece. Provide a brief reason for your decisions.

<i>Class</i>	<i>Type</i>	<i>Op #</i>	<i>Reason</i>

<i>Class</i>	<i>Type</i>	<i>Sort Plan</i>	<i>Source & Downflow</i>	<i>Reason</i>

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WEEK 8

Unit 12

**Mail Condition Reporting System
(MCRS)**

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UNIT 12

MAIL CONDITION REPORTING SYSTEM (MCRS)

TERMINAL OBJECTIVE:

Upon completion of this unit, the trainees will be able to use the essential components of the Mail Condition Reporting System (MCRS).

ENABLING OBJECTIVES:

The trainee will be able to:

- Define the purpose of the MCRS.
- Identify on-hand and plan failure volumes.
- Explain the purpose of each line item.
- Determine if changes are required to improve overall efficiency.

NEW TERMS:

Labor Distribution Codes (LDC)

Mail Condition Reporting System (MCRS)

MAIL CONDITION REPORTING SYSTEM

The Mail Condition Reporting System (MCRS) is a national data collection system that generates reports in a variety of formats for the following users:

- _____
- _____
- _____
- _____
- _____
- _____

P&D MCRS DATA INPUT FORM

DESCRIPTION

The following forms contain the various line items and column data that are collected on a daily basis.

WHEN TO USE

Use these form to prepare data for input in the P&D MCRS.

HOW TO USE

1. Remove the page(s) you need
2. Photocopy the page(s)
3. Return the original page(s) to this guide
4. Enter the required data onto the copies of the form(s)

DO NOT USE THE ORIGINALS TO WRITE ON!

5. Give the form(s) to the data input clerk

[illegible]

[illegible]

[illegible]

Some of the terms that may be used in the MCRS are listed below:

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Conversion Factors or Rates

Mail inventories are determined by using the national conversion rates published in Handbook M-32, *Management Operating Data System for MOD I Offices*. Special situations for which standard conversion rates are not available from national publications may be addressed by local conversion rates, based on Area approval. Local conversion rates will be superseded by national publications if the national publications are updated and the relevant conversion rates or factors are included. All volumes will be reported in thousands (000s) unless otherwise noted.

Definition of Operations

The definitions of specific operations can be found in this unit and should be utilized to define the various line item operations for the Mail Condition Reporting System.

Critical Entry Time (CET)

The latest time that committed mail must be available to an operation, in accordance with the facility operating plan, if the mail is to complete the operations by its planned clearance time. Or more

simply, it is the latest time to get the mail in order to get it out on time. In terms of transportation, critical entry time is the time the vehicle must arrive at the facility to meet the service commitment of the mail it contains.

Clearance Time (CT)

The latest time that committed mail must complete an operation, in accordance with facility operating plan, if it is to meet the critical entry time for the next required operation or its planned dispatch of value. The facility clearance time is the time that the vehicle at the outbound dock is scheduled to leave the facility.

On-Hand (OH) Volumes

The total inventory of all available mail at the beginning of Tour 2, (this is normally defined as 0700 hours local time) by designated operation within the facility, regardless of service commitment. Available mail includes the following:

- Mail in the vehicle yard;
- Mail at the receiving dock waiting to be unloaded, in the process of unloading, or in staging areas;
- Mail on the workroom floor, in storage areas, ahead of, in, or between operations;
- All Managed Mail Program(MMP), area distribution (ADC/AADC) volume, regardless of commitment.

Plan Failure (PF) Volumes

A Plan Failure occurs when the total inventory of committed mail is entered into the line item operation prior to its Critical Entry Time (CET), but is not processed by the line item operation Clearance Time (CT).

The MODS Handbook, M-32, defines specific operations numbers to be used in determining what is included in each MCRS Line Item Definition. The Facility Operating Plan identifies the appropriate Critical Entry Time (CET) and Clearance Time (CT)

for each operation. The earliest critical entry time and latest clearance for the MODS operation numbers that are included in each line item, will determine the line item critical entry and clearance time.

Delayed Volume (DV)

Delayed volume occurs when mail is not processed and/or dispatched to meet its programmed (color code) delivery day. Delayed mail occurs when the mail is not dispatched on its designated dispatch of value (DOV) trip. This includes late arriving mail but not mail that makes the color code commitment.

In cases where delayed mail is commingled in a single container, the volume may be recorded on the line item that represents the last distribution operation process.

Date Of The Oldest Mail

This is the date the mail is received and becomes on-hand in the operation, not postmark or cancellation date, as it is often misinterpreted.

Date PF Clear

This is the date that the reported plan failure, as defined in this section, will be clear.

Outgoing Priority

- Line 1

Priority volumes which originate at the Plant are generally covered by MODS operation numbers 050-054 and 138. Volume will be reported in hundreds (00s) of pieces.

Incoming foreign (OGP)

- Line 2

Foreign volumes originate from a source other than the United States and/or its possessions, (i.e., Puerto

Rico is not foreign, Mexico is foreign), and destines in the United States. Incoming foreign is domestic once it is released by customs and/or other regulatory bodies.

Foreign volumes are generally worked under MODS operation numbers:

033, 063, 103, 108, 193, 344, 345, 347-352, 454, 545-546, 573-578, 580, 681, 932.

Outgoing Volumes

- Lines 3 through 6

Outgoing Primary/Secondary Letters/Flats –
Originating volumes generally covered by MODS operation numbers:

029 (site specific riffle), 030-031, 034-038, 040-042, 060-061, 064-068, 069 (site specific riffle), 070-072, 134, 141-142, 191, 801-802, 811-812, 821-822, 831-832, 841-842, 861-862, 871-872, 881-882, 891-892, 961-962, 971-972.

These lines DO NOT INCLUDE woodwork, missent or incoming foreign mail.

Outgoing volumes in pouching units cannot be assigned specific MODS operations numbers and is a site specific category.

Out (2C) Surf Pref

- Line 7

This category covers all articles normally classified as periodicals, which receive expedited service, due to the time sensitive nature of the material. This category covers ALL periodicals mail volumes.

The volume originates in the plant area and has the same general distribution area as outgoing letters and flats.

Out Parcel Post

- Line 8

This category covers all parcel mail originating from the post offices within that plant service area that is to be dispatched. The MODS operation numbers generally covered in this category include:

100-101, 104.

Volume will be reported in hundreds (00s) of pieces.

Woodwork

- Line 9

Mail that is recovered within the plant from downstream operations after clearance time.

Incoming Priority

- Line 10

Priority volumes which destinate at the Plant and/or AMC are generally covered by MODS operation numbers 055-058. These includes ADC, SCF and city operations. Volume will be reported in hundreds (00s) of pieces.

Operation 138 can be used for both incoming and outgoing priority, and, therefore, audit procedures need to be set up to identify each type.

Incoming Prim/Sec Ltrs/Flts

- Line 11 through 14

This category covers operations generally covered by MODS operation numbers.

136, 145, 146, 147, 148, 150-159, 160-169, 170-174, 175-179, 180-184, 195, 196, 197, 835, 836, 837, 865, 866, 867, 868, 869, 875, 876, 877, 878, 879, 885, 886, 887, 895, 896, 897, 898, 899, 965, 966, 967, 975, 976, 977, 978, 979, 805, 806, 807, 815, 816, 817, 820, 825, 826, 827, 828, 829.

These operation numbers are for letters and flats only. Parcels are reported as incoming parcel post on line 20.

SCF Ltrs/Flts

- Lines 15 and 16

This category covers operations generally covered by MODS operation numbers.

044, 074, 144, 194, 804, 814, 824, 834, 864, 874, 884, 894, 974.

MMP Ltrs/Flts

- Lines 17 and 18

This category covers operations generally covered by MODS operation numbers.

043, 073, 143, 803, 813, 823, 833, 873, 883, 893, 963, 973.

This operation generally requires distribution to a three digit level for a specific ADC or AADC area. Only ADC sites are authorized to use this group and set of line numbers. All other sites needing to use this group must first receive approval from the area coordinator.

Inc (2C) Surf Pref

- Line 19

This category covers all articles classified as periodicals which receive expedited service, due to the time sensitive nature of the material. This category covers ALL periodicals mail volumes.

This volume destines in the plant and has the same general distribution area as incoming letters and flats.

Inc Parcel Post

- Line 20

This category covers operations generally covered by the following MODS operation numbers:

105-106, 109, 130, 200-209, 240-339 (Parcel Post portion only)

Volume will be reported in hundreds (00s) of pieces.

Missent

- Line 21

Mail received at the plant due to missorting, misrouting, or mislabeling. This mail was not originally intended for distribution at this facility.

“Unworked” Pref to PO/Sta

- Line 22

All preferential mail not receiving the depth of sortation specified in the plant's operating plan, but sent instead to other offices or stations to complete the processing operation.

This includes mail sent to “AMPed” or “AAMPed” offices without the planned depth of sort normally required by that office;

The volumes reported here will not necessarily match those volumes that are reported by Customer Services.

These volumes must be recorded as plan failure or delayed volume by the plant sending the mail.

Facility Option

- Line 23

This line is made available for the use of the individual facilities that report in the Mail Condition Reporting System (MCRS).

Area Option

- Lines 24-28

These lines are made available for the use of the Area office.

HQ Option

- Line 29

This line is to be used at the discretion of the Headquarters staff to record the on-hand, plan failure, or delayed volumes of any operation that is directly related to the processing of mail in the P&D System that has not been covered by this program.

**Outgoing Std Ltrs/Flts Stated, Stated SDC BBM
Ltrs/Flts, Inc SCF Ltrs/Flts, Inc Prim Ltrs/Flts, Inc
Sec Ltrs/Flts**

- Lines 30-39

This category has very limited exclusive MODS coverage. These operation numbers include but are not limited to:

045-049, 075-079, 135, 137.

Standard A volumes generally cross over into the same operation numbers as preferential volumes. The same operation numbers which are used to describe the above categories for preferential mail, would also describe the standard volumes.

The only requirement here would be to identify the mail in each MODS operation as standard or preferential.

It should be understood that once standard mail is mixed with preferential, whether it is to upgrade or fill sort, all volume becomes preferential.

Vans (Pref & Standard)

- Line 40

This category is used to report on-hand, plan failure and delayed vans that are received at the processing facility.

Record in the on-hand column, all vans that are on-hand and not completely unloaded at the time of inventory, regardless of its origin.

Record in the plan failure column, vans that were available prior to critical entry time (CET) but not completely unloaded by the clearance time (CT).

Record in the delayed volume column, all vans that are received more than 30 minutes after scheduled arrival time and not completely unloaded within the schedule unloading window.

“Unworked” Standard to PO/Sta (Optional)

- Line 41

All standard mail not receiving the depth of sortation specified in the plant’s operating plan, but sent instead to other offices or stations to complete the processing operation.

This includes mail sent to AMP or AAMP offices without the planned depth of sort normally required by that office;

The volumes reported here will not necessarily match those volumes that are reported by Customer Services.

These volumes must be recorded as plan failure or delayed volume by the plant sending the mail.

Facility Option

- Lines 42-43

These lines are made available for the use of the individual facilities that report in the Mail Condition Reporting System (MCRS).

HQ Option

- Line 44

This line is to be used at the discretion of the Headquarters staff to record the on-hand, plan failure or delayed volumes of any operation that is directly related to the processing of mail in the P&D System that has not been covered by this program.

OTRs/GPMCs (Serviceable & Defective)

- Line 45 OH — Serviceable OTRs

Record all serviceable BMC OTR (Over-the-Road) containers that are On-Hand (empty or that will be emptied during the next processing tour) at the

beginning of Tour II. No distinction needs to be made as to the type of OTR (AMTRAK, Steel or Aluminum). Include in the comments section any problems with a shortage of empty containers during the processing day.

- Line 45 PF — Serviceable GPMCs

Record all serviceable Post Cons (PCs), General Purpose Mail Containers (GPMCs), Eastern Region Mail Containers (ERMCs) and All Purpose Containers (APCs) that are on-hand (empty or that will be emptied during the next processing tour) at the beginning of Tour II. No distinction needs to be made as to the type of container. Include in the comments section any problems with a shortage of empty containers during the processing day.

- Line 45 DV — Defective Containers

Record in this column all known tagged defective containers. Record actual number on-hand containers including OTR type container, GPMC, ERM, Large (1046) hamper, wire container and utility carts.

Serviceable Hampers/Pallets

- Line 46 OH — Serviceable Hampers

Record all serviceable LARGER (1046) Hampers that are on-hand (empty or that will be emptied during the next processing tour) at the beginning of Tour II. No distinction needs to be made as to the type of container. Include in this count all LARGE (1046) Hampers that have any MTE (mail transport equipment) awaiting processing. Include in the comments section any problems with a shortage of empty containers during the processing day.

- Line 46 PF — Serviceable Pallets

Record in this column all good, serviceable 48 x 40 four-way entry pallets that are available for use by plants and mailing customers at the beginning of Tour II. No distinction needs to be made as to the type of

pallet (wood, plastic, etc.). Include in the comments section any problems with a shortage of empty containers during the processing day.

- Line 46 DV

Reserved for future use; will not be used at this time.

MTE Trailers/Vans

- Line 47 OH — Storage Vans

Record in this column all rail vans or trailers that are on-hand and being used to store MTE (Mail Transport Equipment) at the beginning of Tour II. This would include trailers with unprocessed equipment and/or processed equipment awaiting instruction for pick up or deployment and that will not be moved during the next eight hour tour.

- Line 47 PF — Unprocessed Equipment Vans

Record in this column all trailers (owned, postal, rental, highway contract and rail) that are on-hand and contain unprocessed equipment including but not limited to, sacks, trays, sleeves, lids, pallets and loose/commingled equipment stored in containers. This number must include trailers at the reporting facility and all off site MTE processing or storage sites or parking lots. **ONLY** report trailers that include Mail Transport Equipment (MTE).

- Line 47 DV

Reserved for future use; will not be used at this time.

Late Arriving Mail

- Line 48 PF

This is the volume of first class programmed mail that is received after the critical entry time (CET) of the corresponding service commitment, regardless of its processing status.

This mail should be identified and counted at the receiving (inbound) dock. Mail which is dead upon receipt is classified as late arriving. Therefore, the count for all late arriving mail starts at 0700 each day and ends at 0659. The process for determining late arriving volume would include but not be limited to, stale meter dates, late arriving transportation (HCR or AIR).

Canceled by AO/1800

- Line 49 OH (Optional)

This is the volume of plant mail canceled by the Associate Office (AO). It is expressed in thousands (000s) of pieces.

- Line 49 PF

This is the volume of plant mail canceled by 1800 hours. It is expressed in thousands (000s) of pieces. It does not include any cancellation not performed by the reporting site.

Cancellation CT/Total

- Line 50 OH

This is the volume of cancellations reported in thousands (000s) of pieces through the 010 operation by the scheduled Clearance Time (CT).

- Line 50 PF

This is the total number of cancellations reported in thousands (000s) of pieces for the reporting site only. This includes damaged and nixie mail.

Area Option

- Lines 51-52

These lines are made available for the use of the Area Office.

Mode A/B

- Lines 53

Number of images processed in the A Mode or B Mode.

B mode processing requires comments on why B Mode was used.

Source - the RBCS "FINAL DAY STATISTICS - Mode A" report for Mode A number and "FINAL DAY STATISTICS - Mode B" report for the mode B number. Enter the "Images Processed" number under the "OSS" column.

IPU Images Orig/Dest

- Line 54 OH — IPU Images Originating

Report the number of Originating RBCS Images remaining to be processed through the Output Sub-System at the originating clearance time.

Source - the RBCS "System Status Report" at the originating clearance time.

	Total Pending Entries (DSU):	XXXXXX
+	Total Final Entries (DSU):	XXXXXX
=	Total Line 51	XXXXXXX

NOTE: The above formula assumes all "Low" and "High" priority images are originating images with the same clearance time. If a different type of mail has been entered into the system as "Low" priority then the following additional calculation would be required:

	Total Line 51 (from formula above)	XXXXXX
+	Total Unprocessed Images (Low Priority)	XXXXXX
=	Total Line 51	XXXXXXX

- Line 54 PF — IPU Images Destinating (Formerly Line 52)

Report the number of Destinating RBCS images remaining to be processed through OSS at destinating clearance time.

Source - the same origin and process as for Line 54 OH except that the information applies to MMP mail only!

OSS/IPU Images

- Line 55 OH- OSS Images

Report the total number of RBCS images processed through the Image Processing Unit (IPU) for the MODS day.

Source - the RBCS "FINAL DAY STATISTICS - Summary" report. Enter the "Images Processed" number under the "IPU" column.

Ltr Mail Label Mach

- Line 56

Report all OSS reject volumes processed through Letter Mail Labeling Machine (LMLM) system.

Source - meter reading from LMLM. If the LMLM is used for processing any mail other than OSS rejects then only the OSS reject volume should be reported on this line.

MANAGEMENT OPERATING DATA SYSTEM

What does MODS do? _____

What is its relevance to the day to day operation? ____

UNIT 12

MAIL CONDITION REPORTING SYSTEM

LEARNING CHECK POINT

Prepare each situation for rip chart presentation.

1. You work at a large AADC Plant. Your MDO requests that you prepare a report with documentation identifying the previous days on-hand volume, delayed volume and plan failure volume for outgoing priority, outgoing primary ltrs, incoming SCF flats, SCF ltrs and unworked standard to AO/Stations. What line items from the MCRS will have this information?

2. You are assigned to the automation unit of a large AADC Facility. The plant manager was in your area today requesting yesterday's volume figures for ISS/OSS images, originating and destinating mail volume processed through the LMLM and total volume canceled by the facility cut off. Your MDO has assigned this task to you for completion before your end-of-tour. What line items from the MCRS will give you this information?

UNIT 12

MAIL CONDITION REPORTING SYSTEM

KEY POINTS:

- MCRS is a national data collection system.
- You can monitor facility performance by operating plan, on-hand and plan failure volume conditions.
- MCRS and MODS can be useful reports for service performance analysis.

WEEK 8
Unit 13
Tracking and Reporting System

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UNIT 13

TRACKING AND REPORTING SYSTEM

TERMINAL OBJECTIVE:

Upon completion of this unit, the trainee will be able to identify and explain elements of the Management Operating Data System (MODS), including operation numbers, source type codes, conversion rates, and mail handling categories. The trainees will recognize the relationship between workload volumes and workhours and be able to work with applicable reporting systems to plan, budget, and forecast.

ENABLING OBJECTIVES:

The trainee will be able to:

- Explain the elements of the NWRS reports and the role and function of PSDS.
- Understand the Management Operating Data Systems (MODS) and the National Workhour Reporting System (NWRS) reports.
- Identify and explain mail flow, using the MODS Detail Listing.
- Explain the role the MODS/NWRS have in tracking employees, employees' hours, mail volume and/or operation hours.

NEW TERMS:

Postal Source Data System (PSDS)
Postal Data Center (PDC)
Electric Time Card (ETC)
Tray Management System (TMS)
National Workhour Reporting System (NWRS)
Cost Ascertainment Group (CAG)

TRACKING AND REPORTING SYSTEMS

POSTAL SOURCE DATA SYSTEM (PSDS)

The Postal Source Data System (PSDS) is a modern, high speed electronic data processing network. It gathers operational and administrative data from post office operations, processes the data at a computer complex, and disseminates the information. The Postal Source Data System (PSDS) is used by most of the nation's largest post offices.

What are timecard offices?

Answer: _____

What are PSDS Offices?

Answer: _____

The Postal Data Centers (PDC), in various locations, collect all clock rings, mail volumes and financial data from all PSDS sites. From this data, they generate various reports used by operations to assess performance, plan, budget and forecast.

Electronic Time Clock

The ETC system is an automated system for collecting time and attendance data and replaces the use of manual time cards. ETC will provide transaction data to support other external systems (i.e., the Decision Support Information System (DSIS) and the PC MOD System).

The differences between ETC and PSDS are outlined below.

ETC	PSDS
ETC is PC based.	PSDS is mainframe based.
Collection, correction, reporting and storage of payroll data is done locally.	Collection, correction and reporting of payroll data is done locally. Data is stored at a PDC.
Data is uploaded weekly for final payroll processing and printing.	Data is uploaded daily.
The local office corrects ETC time and attendance data, meaning local reporting is always fast and accurate.	PSDS corrections are uploaded to the PDC, separately. Therefore, reports are a snap shot of the data that has been uploaded.
Reports can be customized to meet local needs and are generated instantly.	Only standard reports can be requested and take up to several hours to print.

INPUT DEVICES

Badge Readers — Badge readers record employee workhours. They are located where employees can record clock rings and operation numbers pertaining to the activity they are performing. For each entry, the system automatically assigns time, referred to as system time, from an internally maintained master clock.

Scales — The floor scales transmit weights, in whole pounds, up to 6,250 pounds. The bench scales transmit weights to the nearest 10th of a pound up to 9.9 pounds. The in-motion scales are positioned on a conveyor line and weigh mail as it moves along the belt.

Tray Management System

The Tray Management System (TMS) is a flexible, modular, automated material handling system for the transportation, staging and collection of both letter and flat mail trays. It weighs and records information on each tray of mail as it is introduced into the system. The tray is labeled for its destination operation and automatically delivers the tray of mail to that operation when a request is made.

There are 5 main components of TMS:

1. Tilt Tray Sorter
2. Staging Towers - 3 Types
3. Vertical Lift Units
4. Power Roller Conveyer
5. Scales

There are many advantages to the Tray Management System. It eliminates the clutter of mail and rolling stock waiting to be processed, positively impacting safety. Since the system automatically dispatches mail to appropriate operations, it does not have to be

sorted or distributed by the mail handlers, increasing productivity. It gives the unit supervisor a computer count of mail volumes to be processed by operations which helps in determining work assignments.

The system allows the supervisor to call for stored mail, by operation, to a specific location, (i.e. DBCS 025, etc). It has reports available to show how much volume was processed by tours; if there is any First Class mail still in the system at CT and where that tray is located.

NATIONAL WORKHOUR REPORTING SYSTEM (NWRS)

Effective management in a large organization like the USPS, requires the division of all activities into distinctive functions. In order to control the activities in those functions, we must have the proper tools. We need to identify, plan, budget, track and control the resources used to execute the activities.

The National Workhour Reporting System is a service-wide system for planning, budgeting and reporting the use of labor resources. This is accomplished by dividing each postal organization into ten distinct functions which, in turn, can be subdivided into labor distribution areas. The system records, by functional categories, the hours worked, leave hours taken, hours paid and salary and benefit dollars spent throughout the postal fiscal year. The automated reporting of this information is accomplished through the assignment of two-digit LDCs to employee's timekeeping and personnel records.

To track the use of labor resources against a benchmark, NWRS requires the development and input of the operating plan on a pay period basis, by LDC.

NWRS provides plants, districts, areas, and headquarters with information on hours planned and hours worked, hours paid, salaries and benefits for current period, same period last year and year-to-

date. Detailed reports are generated to satisfy the need for information on the MOD I, MOD 2, CAG A-G and CAG H-L offices. Plants, districts, areas and headquarters receive reports with decreasing levels of detail, depending upon their management needs.

NWRS has the following basic elements:

- a. Function — there are ten NWRS functional categories as follows:
0 – _____
1 – _____
2 – _____
3 – _____
4 – _____
5 – _____
6 – _____
7 – _____
8 – _____
9 – _____
- b. Labor Distribution Codes — These are two-digit numbers that subdivide the functions and designate labor distribution categories for reporting actual and planned hours. The first digit (zero through nine) identifies the function within an office, while the second digit identifies the functional labor sub category that satisfies the specific needs to manage each functional area. The LDCs are the basic elements of NWRS and are the means by which all workhours are accumulated to meaningful groupings within each function.
- c. Pay Period Budget Plan — This Plan requires the development and input of the Budget Plan, by LDC weekly.

Workhour Report

Column descriptions:

- **ACTUAL** — Workhours by LDC taken from the pay data file generated through payroll processing.
- **PLAN** — Represents the approved budget plan for each LDC.
- **SPLY** — Actual hours, by LDC and functions, for the same period of the prior fiscal year plus adjustments generated.
- **+ or - %Plan** — Percent of actual hours to plan hours.
- **+ or - %SPLY** — Percent of actual hours to same period last year.
- **Category Descriptions** — the ten functional categories identified in NWRS and their associated LDCs.
- **Year-To-Date, Actual, Plan, SPLY, % Difference to Plan and SPLY.**
- **Adjustments — Prior Year** — These hours reflect adjustments generated during this pay period, applicable to the prior fiscal year and the cumulative totals of all adjustments processed during the year for the prior fiscal year.

Labor Utilization Report

Column Descriptions:

- **Function** — Identifies the LDCs and NWRS functions.
- **Workhours** — Workhours for each LDC and function and office total.
- **OT** — Overtime hours for each LDC and function and office total taken from the workhour report.
- **S/L-Sick leave** — The hours of sick leave used by all employees within an LDC and function.
- **A/L-Annual Leave** — The hours of annual leave used by all employees within an LDC and function.
- **Other Leave** — The hours of the remaining paid leave used by all employees within an LDC and function.
- **LWOP** — Leave Without Pay. The hours of leave without pay used by employees within an LDC function.
- **Hours Paid** — The total number of hours in each LDC and function.
- **Benefits** — The USPS contribution toward employee benefits.
- **Paid Hour Rate** — Calculated for each LDC and function by dividing the hours paid into the dollar expenditures for salaries and benefits.
- **Work Hour Rate** — Calculated for each LDC and function by dividing the workhours into the dollar expenditures for salaries and benefits.
- **Year-to-Date** — Year-to-date for all columns in (b) through (k) above is displayed.
- **Adjustments, Prior Period** — These hours represent adjustments included in the appropriate current period, YTD, LDC and function totals.
- **Adjustments, Prior Year** — These hours reflect adjustments generated during this pay period.

MANAGEMENT OPERATING DATA SYSTEM (MODS)

The Management Operating Data System provides local postal management with information necessary to plan and control activities within a post office. Designated MODS offices input workhour and workload data into the MOD System.

MODS is one of several systems using the PSDS network. The data collection devices and printers in each MOD I P&D Center are linked via communication lines to the Postal Data Center (PDC).

Using PSDS, the data is collected nationwide and transmitted to the Postal Data Center in Wilkes-Barre, Pennsylvania. There, the data is organized, interpreted and compiled into reports that are returned to post offices for use in planning and projecting workhours and mail volumes.

The MOD System has two basic components: MOD I and MOD II post offices. The decision as to whether an office is MOD I or MOD II is based on size, MOD I being larger than MOD II offices. In addition, until recently, all MOD I offices used the Postal Source Data System; while MOD II offices used other time keeping systems. With the deployment of Electric Time Cards (ETC), the difference in time keeping systems no longer exists, with some MOD I offices switching to ETC. All MODS offices will eventually switch to a new time keeping system called Time and Attendance Control (TACS). The migration to the new system should begin around 2001.

The basic elements of the MODS system are:

1. Standard three-digit operation numbers that designate all activities performed in post offices.
2. Two-digit source type codes that are used along with mail distribution and handling operations to identify the source, type, destination, and other characteristics of the mail.
3. The mail volume is recorded by machine meter, machine printouts, actual piece counts, or, if these methods are not feasible, by weight, feet or containers.
4. The use of national conversion rates to convert weight, containers or feet of mail to pieces.
5. The recording and reporting of actual workhours by operation.
6. Planned hours by labor distribution code as a requirement, and planned hours by operation on an optional basis.

MODS reports are compiled on a daily, weekly and accounting period (AP) basis. In order to use MODS for planning purposes, it is important to understand how MODS structures the day, week and AP.

May

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24/31	25	26	27	28	29	30

MOD Calendar Exercise

The calendar starts on Friday, May 1. Indicate on your calendar that AP 9 starts on Saturday, May 2. Does anyone know how long an AP is? _____

On what date will AP 9 end? _____

Why? _____

For our purposes, the MOD day will start at 7 a.m. What time does the AP end? _____

What date does Day 10, AP 9, fall on for tour III? _____

What about tour I? _____

MOD Accounting Period reports consolidate data for each of the 28 days of the AP.

FHP — First Handling Piece: A letter, flat or parcel that receives initial distribution within a postal facility and represents the number of pieces of mail received for distribution in the facility.

SHP — Subsequent Handling Piece: First handling pieces that require further distribution into subsequent or downstream operations are defined as SHP. This volume is based on local flow densities.

TPH — Total Pieces Handled: simply stated, $FHP + SHP = TPH$.

Definition: MOD operation numbers are: _____

You need to know another set of codes in order to understand how MOD operation numbers are used — namely, source-type codes.

Definition: Sources-Type codes (or S/T Codes) are:

Source-Type (S/T) Codes are used to identify FHPs, SHPs, and TPHs as mail is entered into the mailstream or processed through or out of the mailstream for delivery.

The S/T Codes are used in conjunction with the National Conversion Rates to produce the number of pieces. It is important to pay attention to the type and class of mail because the conversion rates are different for each. For instance, if machinable Standard A letter mail is entered as nonmachinable Standard A, you would lose 3.58 pieces per pound and affect your bottom line productivity. In all instances, you would either lose or gain volume which in turn affects the validity of reports.

National Conversion Rates

Description	Pieces Per Pound	Pieces Per Foot
Letter Mail		
Machine-Canceled	35.51	294
Hand-Canceled	21.42	92
Machinable Metered	27.88	214
Machinable Metered Bypass	28.25	219
Nonmachinable Metered	21.52	136
Nonmachinable Metered Bypass	15.07	112
Machinable Mixed Pref.	28.55	250
Nonmachinable Mixed Pref.	21.02	171
Machinable Mixed Standard A	18.11	191
Nonmachinable Mixed Standard A	13.57	156
Foreign Destinating (IMF)	30.98	311
Foreign Originating (IMF)	35.56	391
Flat Mail		
Canceled	4.72	115
Metered Pref.	4.18	99
Mixed Pref.	3.57	101
Originating Standard A	4.83	115
Destinating Standard A	4.36	110
Foreign Origin	4.59	115
Newspapers	2.78	--

UNITED STATES POSTAL SERVICE

FRANKLIN, VIRGINIA 23200-9998

Date:

Our Ref:

Subject: Mailflow

TO: Supervisors, Distribution Operations

The plant is surveying the mail flow in various operations. We have narrowed this survey down to the specific hours of 1300-1400 on Wednesday, day five of A/P 13.

You are to check each operation in the Detail Listing from 1300-1400 and determine the following:

1. Entries by Operation Number
2. Source Type Code Description (letters/flats)

After you have determined this information and determine the total amount of mail by piece count, separate your answer into two parts:

1. How much is letter mail?
2. How much is flat mail?

Be sure to take into account the additions and deletions.

Be prepared to explain fully how to read the Detail Listing and why it is so important to your operation.

Frank Jones

Manager, Distribution Operations

DETAIL LISTING 1300-1400

Operation #	Time	Mail Type	Conv. Rate	Lbs.	Rounded Pieces
038	1352	42	55.60	82	4559
038	1352	42	55.60	82	4559
038	1392	42	55.60	56	3114
044	1327	17	15.90	622	9890
073	1348	54	4.33	819	3546
081	1300	06	35.42	505	17887
081	1398	06	35.42	419	14841
083	1390	06	35.42	511	18100
143	1300	54	4.33	238	1031
143	1303	54	4.33	415	1797
143	1307	54	4.33	442	1914
143	1308	54	4.33	317	1373
143	1325	54	4.33	320	1386
143	1327	54	4.33	222	961
143	1328	54	4.33	237	1026
143	1332	54	4.33	281	1217
143	1335	54	4.33	254	1100
143	1342	54	4.33	239	1035
143	1345	54	4.33	272	1178
143	1348	54	4.33	819-	3546-
143	1362	54	4.33	338	1464
150	1377	17	15.90	433	6885
160	1328	17	15.90	319	5072
175	1365	55	2.22	90	200
833	1348	06	35.42	493	17462
833	1350	06	35.42	485	17179
833	1372	06	35.42	517	18312
834	1307	06	35.42	461	16329
834	1367	06	35.42	479	16966
834	1332	07	19.48	691-	13461-
835	1313	06	35.42	405	14345
835	1317	07	19.48	112	2182
835	1322	07	19.48	286	5571
873	1345	06	35.42	398	14097
873	1400	06	35.42	400	14168
875	1300	06	35.42	295	10449

36 Transactions

**TOTAL ENTRIES FOR PROJECT
BY OPERATION #**

Operation	Letters	Flats
------------------	----------------	--------------

038

044

073

081

083

143

150

160

175

833

834

835

873

875

36 ENTRIES

Total FHP Letters _____

Total FHP Flats _____

UNIT 13

TRACKING AND REPORTING SYSTEM

LEARNING CHECK POINT

1. MODS is a system that will provide you with information on the relationship between workloads and _____ versus _____ workhours.
2. The MODS day begins and ends at a specific time that is usually concurrent with the _____.
3. Distribution-related workhours include mail processing activities where volumes are not measured. List three:

4. Two-digit _____ codes are used along with the operation number to form mail identification codes.
5. Generally, mail distribution operations handle only one type of mail. Operations that handle one or more mail types (letters, flats and parcels) are designated as: _____.
6. The acronym LDC stands for _____.
7. The workhours in mail processing distribution operations include time for _____, as well as for pure distribution.
8. Mail volume is recorded into an operation where it will receive its first distribution. This is referred to as the _____

9. The _____ must be clearly and conspicuously marked on all rolling stock used to transport mail.
10. Three-digit numbers to designate uniquely defined activities performed within Post Offices are called _____.
11. When employees leave an operation for personal reasons, they remain on the clock in the operation where they are assigned. TRUE or FALSE?
12. As opposed to MOD I Offices, a MOD Day in a MOD II Office is _____.
13. Where automatic machine counters or meters are not available, it is the general practice to _____ letter and flat mail into operations, and the system converts the _____.
14. Name three types of information found on the Mail Processing Operation Report.

15. The total of the _____ and _____ volumes becomes the _____ for manual operations.
16. The report which shows percentage of mail by type flowing from one operation to another is called the _____.
17. The report which shows all volumes transacted, totaled by S/T code, within each operation is called the _____.
18. The MOD System converts 650 pounds of mixed First-Class non-machineable letters into _____ pieces.

UNIT 13

TRACKING AND REPORTING SYSTEM

KEY POINTS:

- The Postal Source Data System is a modern, high speed, electronic data processing network.
- It gathers operational and administrative data from the P&D Center operations, processes the data at a computer complex and disseminates the information.
- The purpose of NWRS is to provide information on hours used, leave used, etc. by function.
- Labor Distribution Codes (LDCs) are the basic elements of NWRS.
- There are 10 functional categories in NWRS:
 - 0 – Operations Support
 - 1 – Mail Processing
 - 2 – Delivery Services
 - 3 – Maintenance
 - 4 – Customer Services
 - 5 – Finance
 - 6 – Human Resources
 - 7 – Customer Services Support
 - 8 – Administration
 - 9 – Training
- The Management Operating Data System provides local postal management with information necessary to plan and control activities within a post office.

- The MOD System has two basic components: MOD I and MOD II post offices.
- Operation numbers are standard three-digit numbers that designate all activities performed in post offices.
- Source type codes are two-digit numbers that identify the source, type, destination and other characteristics of the mail.

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WEEK 8

Unit 14

**Forecasting Workloads and
Workweek Scheduling**

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UNIT 14

FORECASTING WORKLOADS AND WORKWEEK SCHEDULING

TERMINAL OBJECTIVE:

Trainees will be able to forecast workloads by examining: source/type codes of mail for the unit, mail volume and workhours from the MODS.

ENABLING OBJECTIVES:

The trainee will be able to:

- Forecast the workloads for a given operation.
- Determine staffing requirements.

FORECASTING WORKLOADS AND WORKWEEK SCHEDULING

Define:

Authorized Complement — _____

Workload Indicators — _____

Labor Distribution Codes (LDCs) — _____

All work units should have updated standard operating procedures (SOPs), through which, you can quickly get a grasp of expected volumes and staffing requirements.

Forecasting workloads can be accomplished by using same period last year (SPLY) column of MODS reports. From this report you can determine the source/type codes for mail, mail flow into the unit and mail flow densities into the unit. The production goals of each unit help to determine the estimated workload. Finally, you will need your Facility Operating Plan. It provides planned start times, critical entry times and clearance times for the operations.

FORECASTING WORKLOADS ANSWER SHEET

Situation: You have recently been assigned to the late end of Tour 3. You start at 1800 hours, and you are now in charge of three operations: Operation 150 (Primary Incoming Letters), Operation 160 (Secondary Incoming Letters), Operation 169 (Letter Box Section - Main Office Secondary). Frank Jones, Manager, Distribution Operations, has decided to encourage you to make decisions concerning placement of personnel.

The time frame is 2000 to 0150, and the employee time is expressed in units, not watch time.

Refer to the following worksheets titled "Work Estimate - Incoming Section" and "Employees on Duty." The Employees on Duty worksheet is needed to compute items 16 and 18 on the Work Estimate worksheet.

1. What other operations can either provide or use support from your units?

2. What might happen if we do not forecast workloads and adjust hours to fit volume?

3. Have you ever had far too many people to process your volume of mail?

4. What happened?

5. For a down-flow operation, which MODS report will give us our forecast volume?

Staffing Needs Worksheet

Take volume on hand

Add forecast volume +

=

Divide by productivity ÷ _____

Get work estimate = _____

PRACTICAL EXERCISE ANSWERS WORK ESTIMATE INCOMING SECTIONS

Date:

Our Ref: IG18-1

Subject: Forecasting Workloads

TO: Supervisors, Distribution Operations

For managers to use workhours properly, they must be able to match workload with employees available, to reduce a tendency to expand the time to match the workload. Therefore, it is the responsibility of the first-line supervisor to forecast the anticipated workload and make decisions concerning placement of personnel. I insist that all of my supervisors inspect their operations each day to forecast employee requirements.

Attached is a sample format that I have used in estimating my work level for a tour. To help you become familiar with the format, I have given you some information. I would like you to complete the blank spaces.

Frank Jones

Manager, Distribution Operations

WORK ESTIMATE — INCOMING SECTION

Date: Tour 3

Time: 2000 hours

Operation 150 (Primary)

1.	Volume on hand at 2000 hours	317,000 pcs
2.	Forecast volume to be received	120,000 pcs
3.	Total primary pieces	_____ pcs
4.	Total pieces divided by productivity (1,500 pph)	_____ hrs

Operation 160 (Secondary)

5.	Volume on hand at 2000 hours	573,000 pcs
6.	Down flow from Operation 150 (estimated at 80%)	_____ pcs
7.	Total secondary pieces	_____ pcs
8.	Total pieces divided by productivity (1,500 pph)	_____ hrs

Operation 169 (Box)

9.	Volume on hand at 2000 hours	36,000 pcs
10.	Down flow from Operation 150 (estimated at 17% of Operation 150)	_____ pcs
11.	Total Box Mail	_____ pcs
12.	Total pieces divided by productivity (1,000 pph)	_____ hrs
13.	Estimated hours required for allied labor in preferential flats	52 hrs

WORK ESTIMATE — INCOMING SECTION**Operation**

14. Miscellaneous work hours 26 hrs
15. Total time to complete distribution _____ hrs
16. Regular available to 0150 _____ hrs
17. Total flexible time required _____ hrs
18. Total flexible time available (from worksheet) _____ hrs
19. Total flexible time available minus total flexible time required (This figure represents the number of surplus flexible hours) _____ hrs
20. How many flexibles will be released, and at what time? (**various possibilities**)

Employees on Duty

Regular and PTFs are given half an hour for lunch.

Time Frame 20:00 – 01:50

Number of Full-Time Regulars	Reporting Time	Lunch Breaks	Number of Hours
65	1600	2000	_____
62	1800	2200	_____
12	2000	2400	_____
72	2300	0300	_____

Number of Part-Time Flexibles	Reporting Time	Lunch Breaks	Hours
26	1700	2100	_____
18	1725	2125	_____
39	1775	2175	_____

Total

(Note: Remind trainees to consider begin time and end time of the regular employees.)

After successfully forecasting the workload for a given operation, the next logical step is the determination of personnel requirements for a unit and scheduling days off for employees within the constraints of the National Agreement. When scheduling days off, particular attention should be given to the Labor Distribution Codes for the operation to ensure that workhours are properly charged. The authorized complement for the operation should be taken into account, as well as compliance with the National Agreement.

Workweek Computation Exercise Answers

Given the following volumes:

Day	Sat	Sun	Mon	Tue	Wed	Thu	Fri
Volumes	384000	259200	403200	499200	518400	537600	614400

and establishing the average productivity as 1200, divide each individual volume by the productivity figure to determine the hours required.

Day	Sat	Sun	Mon	Tue	Wed	Thu	Fri
Hours Required							

The final step is to determine the number of employees required on a given day. This is done by dividing the hours required by eight and rounding off to the nearest whole number.

Day	Sat	Sun	Mon	Tue	Wed	Thu	Fri
Employees Required							

By dividing volume by productivity, we can calculate how many hours it will take to work the mail. By dividing those hours by eight, we can calculate how many regulars we will need to work the mail. That is how many people we will have to schedule for work this Saturday.

Consecutive Days Off

The following example demonstrates the consecutive days-off scheduling technique. Suppose the daily manpower requirements have been determined and are as follows:

Day	Sat	Sun	Mon	Tue	Wed	Thu	Fri
Employees Required	40	27	42	52	54	56	64

Each number represents the number of workdays required on that day. The sum of all the workday requirements for the week equals 335. Since a normally scheduled workweek for a full-time employee consists of five workdays, the number of full-time employees needed to staff this operation is 67 ($335/5$).

The next calculation determines the number of full-time employees who can be off on each day. Subtract the number of employees required from the number of employees in the entire crew. The result is the number of employees who can be off each day.

Day	Sat	Sun	Mon	Tue	Wed	Thu	Fri
# Full-Time Employees	67	67	67	67	67	67	67
Employees Required	40	27	42	52	54	56	64
Employees Off							

Now we're going to use the answers you just calculated to develop a schedule for this crew. If we have a total of 67 employees, and we only need 40 to work on Saturday, we can give 27 people the day off. How many people can have both Saturday and Sunday off?

Answer: ____

Begin the procedure by allowing the maximum number of people to be off on Saturday and Sunday (in this case 27).

Thus, 13 more people should be off on Sunday than are off on Saturday/Sunday combination. Following the principle of consecutive days off, these 13 people receive the Sunday/Monday combination of days off.

Follow through by calculating the number of employees who will have each combination of days off.

Days off combination	Number with combination
Saturday/Sunday	27
Sunday/Monday	13
Monday/Tuesday	
Tuesday/Wednesday	
Wednesday/Thursday	
Thursday/Friday	
Saturday/Friday	

Remainder: _____

The remainder of 2 indicates an imbalance of employees scheduled off on Friday. Our remainder, 2 represents 2 workdays off. Divide the remainder by 1 to get one set of days off. After we include the one person with Saturday/Friday off, we have to readjust the rest of the week, making sure that we meet the requirements for each day. Note there is an alternating pattern of more/less than we had before.

Days off combination	Number with combination
Saturday/Sunday	
Sunday/Monday	
Monday/Tuesday	
Tuesday/Wednesday	
Wednesday/Thursday	
Thursday/Friday	
Saturday/Friday	

STAFF UTILIZATION

Advantages of Under Staffing

- _____
- _____
- _____

Disadvantages of Under Staffing

- _____
- _____
- _____
- _____
- _____

Advantages of Over Staffing

- _____
- _____
- _____
- _____

Disadvantages of Over Staffing

- _____
- _____
- _____
- _____

Advantages of Proper Staffing

- _____
- _____
- _____
- _____

UNIT 14

FORECASTING WORKLOADS AND WORKWEEK SCHEDULING

LEARNING CHECK POINT

1. Define the term “authorized complement”?

2. What are some of the advantages of proper staffing?

- ---
- ---
- ---
- ---

3. What are some advantages/disadvantages to under staffing?

Under staffing advantages:

- ---
- ---
- ---

Under staffing disadvantages:

- ---
- ---
- ---
- ---

UNIT 14

FORECASTING WORKLOADS AND WORKWEEK SCHEDULING

KEY POINTS:

- Match personnel to workload. Volume forecasts are a critical management tool.
- Productivity goals must be taken into account when matching personnel to workload.
- Personnel costs and service must be accounted for when scheduling the workforce.
- Compliance with Article 8 of the National Agreement and local Memorandum of Understanding (MOU) is a requirement that cannot be ignored.
- Good service and lower costs are the by-products of proper staffing.
- The ability to assign days off for personnel within a given operation is a critical skill for all supervisors.
- Good communications within your plant will facilitate proper staffing.

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WEEK 8

Unit 15

**Reporting Service Measurement
Systems**

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UNIT 15

REPORTING SERVICE MEASUREMENT SYSTEMS

TERMINAL OBJECTIVE:

The trainee will be familiar with our performance assessments received from: CSM, EXFC & PETE.

ENABLING OBJECTIVES:

The trainee will be able to:

- Understand the connection between the processing and Distribution function and the Customer Satisfaction measurement - Residential Program.
- Explain the procedures for EXFC & PETE measurement systems.
- Define the purpose and procedures for ODIS testing and the causes of ODIS failures.

NEW TERMS:

External First Class Measurement (EXFC)

Priority End-to-End (PETE)

Origin Destination Information System (ODIS)

Customer Satisfaction Measurement-Residential Program (CSM-R)

REPORTING SERVICE MEASUREMENT SYSTEMS

The United States Postal Service is a highly complex organization involving the processing of millions of pieces of mail daily. This process includes a number of weight and count systems to assist us in moving the mail through our plants. To see how effective our system is we must be willing to have our customers evaluate our performance.

Our customers provide feedback on how we measure up to their needs through external measurement systems. These measurement systems include: Customer Satisfaction Measurement-Residential Program (CSM-R), External First Class Measurement (EXFC) and Priority End-to-End (PETE). The internal system we use to monitor ourselves is the Origin Destination Information System (ODIS).

Feedback is key to performance. We can use these measurement systems to keep our performance on track.

It is measured by an independent, non-postal company. Measurement of residential customer satisfaction with the Postal Service began in 1990 as the Customer Satisfaction Index (CSI).

Surveys are sent to randomly selected households. Each calendar quarter, thousands of customers respond. They are asked to give their overall rating (Excellent/Very Good/Good/Fair/Poor) on various service aspects.

The Customer Satisfaction Measurement – Residential Survey (CSM-R) focuses on the following areas:

- Delivery — time of day, correct address, damaged mail, local/non-local mail
- Value of service for the price
- Security of the mail

- Lobby issues — wait in line, convenience of hours, service from clerks, parking, range of services offered
- Ease of getting through to the post office on the phone
- Prompt service
- Obtaining the information needed
- Forwarding issues — start-up delivery, receiving forwarded mail in a reasonable amount of time
- Ease of getting in touch with someone who can help
- Manner in which you were helped
- Speed of response to problem
- Overall performance

How do plants impact CSM-R?

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

CSM-R data is updated each accounting period in the Corporate Information System.

External First Class Measurement

What class of mail does EXFC focus on?

Answer: _____

Here's how it works. Price Waterhouse Coopers has been independently and objectively tracking and measuring how long it takes seeded pieces of First-Class mail to arrive at their destinations after they have been deposited in a collection box or building mail chute.

Six days a week, Price Waterhouse mails 24 different types of First-Class mail, including letters, cards and large envelopes. This mail is in various sizes, weights and shapes bearing computer-generated and hand-written addresses. EXFC mailpieces are seeded into the mailstream as single pieces.

Priority End-to-End

Another system is Priority End-to-End. The Postal Service contracted to measure Priority Mail service performance independently and objectively, beginning in A/P 5, FY97. Modeled closely after EXFC, PETE is an end-to-end service performance measurement system. It measures identified Priority Mail performance from the time mail enters our system until it is delivered to a household, small business or Post Office Box.

PETE measures service performance from a customer perspective and produces accurate, independent, externally generated results.

PETE is designed to provide quarterly estimates of service performance for destinating Priority Mail in 85 Performance Clusters, encompassing 288, 3-digit ZIP Codes. The Priority Mail comes from each cluster's overnight and two-day service commitment areas. This network represents about two-thirds of the nation's destinating Priority Mail Volume.

Our success or failure on CSM-R, EXFC, and PETE has direct and significant impact on your EVA bonus.

Origin Destination Information System (ODIS)

ODIS is an internal data collection system that reports mail volumes and service times between mail processing facilities. This information system presents a variety of report formats for use by all levels of postal management.

ODIS collects data for all classes of mail, incoming domestic and foreign mail, except for periodicals, mailgrams and Express Mail. This data provides official measurement of mail service for the U. S. Postal Service and it is also used for facility and transportation planning.

ODIS tests are conducted throughout the year on selected days. The techniques of probability sampling are used to select test days and the delivery units to be tested. Any activity that would compromise the perceived independence and integrity of the ODIS tests is expressly prohibited.

It is imperative that each supervisor be familiar with some of the things to look for that could cause an ODIS failure.

Possible causes of ODIS failure are:

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

- _____
- _____
- _____

UNIT 15

REPORTING SERVICE MEASUREMENT SYSTEMS

LEARNING CHECK POINT

1. What class of mail is tested by EXFC?

2. Is EXFC testing done by clerks or supervisors?

3. What types of mail are tested using the ODIS testing procedures?

4. EXFC tests mail from where to where?

5. ODIS tests mail from where to where?

6. What does the acronym PETE stand for and what does it measure?

UNIT 15

REPORTING SERVICE MEASUREMENT SYSTEMS

KEY POINTS:

- External service measurement systems are:
 - EXFC
 - CSM
 - PETE
- The internal measurement system is:
 - ODIS
- Recognizing the causes of service failures will enhance the SDOs ability to correct problem areas.

PROCESSING & DISTRIBUTION WEEK 8 — ON-THE-JOB ASSIGNMENT MEASUREMENT SYSTEMS

Complete a narrative report describing ODIS and EXFC. This narrative should be between 500 and 750 words in length and be written so that the reader of the report will understand the basic elements of both EXFC and ODIS and the differences in testing procedures between the two programs.

A typed report is strongly recommended. However, if the participant is unable to have the report typed, submission of a neatly handwritten report on lined 8 1/2 x 11" paper is acceptable.

This report must be completed for submission by the next classroom session.

Appendix A:
Processing and Distribution
Center Operating Plan

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UNITED STATES POSTAL SERVICE
Operating Plan System



PROCESSING & DISTRIBUTION CENTER
NORMAL

Prepared By: ***In Plant Support***
January 28, 1999

Current Plan Status : PENDING PLANT APPROVAL
Effective from 9/13/97 to 9/11/98



Table of Contents: REVISION CONTROL SHEET

No.	Section	Date Revised
COVER	PLAN INFORMATION	September 9, 1997
TOC	REVISION CONTROL SHEET	October 9, 1998
I	REVIEW AND APPROVAL	September 9, 1997
II	GENERAL INFORMATION	September 9, 1997
III	ANNEXES UTILIZED	September 9, 1997
IV	FACILITY TOUR HOURS	September 9, 1997
V	PROCESSING & DISTRIBUTION MANAGERS	September 9, 1997
VI	EQUIPMENT	September 9, 1997
VII	PLATFORM ATTRIBUTES	September 9, 1997
VIII	DISTRIBUTION PROFILE	September 9, 1997
IX	IN PLANT OPERATING PARAMETERS	October 9, 1998
X	POSTAL FACILITY PROFILE	October 29, 1997
XI	NON-POSTAL FACILITY PROFILE	September 12, 1997
XII	MAIL ARRIVAL PROFILE	September 15, 1997
XIII	DISTRIBUTION RESPONSIBILITIES	October 3, 1997
XIV	OVERNIGHT COMMITMENTS	September 8, 1997
XV	MAIL ARRIVAL VOLUME	November 5, 1997
XVI	PLANT COMMITMENT VOLUME	October 28, 1997

Section I: REVIEW AND APPROVAL

Approvers:

, VICE PRESIDENT, AREA OPERATIONS

Signature: _____

PENDING: _____

, MANAGER, OPERATIONS SUPPORT (AREA OFFICE)

Signature: _____

PENDING: _____

, PLANT MANAGER

Signature: _____

PENDING: _____

Section II: GENERAL INFORMATION

Facility:	Code:	CAG:
	Area:	Level:
	Cluster:	Finance:

Office:	Attn:
	Phone Nbrs: Fax:

Physical Location:

Workfloor Space in Sq. Ft.:

Operation Hours:	Mon - Fri	Saturday	Sunday	Holiday
	-	-	-	-

ZIP Range(s) Served:

Section III: ANNEXES UTILIZED

PMANX PRIORITY MAIL ANNEX

Type: YEAR ROUND
 Manager:
 Phone Nbrs: () -
 Fax:

Start/End:
 WorkFloor Space in Sq Ft: 16,000

Operation	<u>Mon-Fri</u>	<u>Saturday</u>	<u>Sunday</u>	<u>Holidays</u>
Hours:	11:30 - 02:30	14:30 - 24:00	-	-

Annex Distributions:

OUTGOING	PRIORITY MAIL	FLATS
OUTGOING	PRIORITY MAIL	PARCELS

Type: YEAR ROUND
 Manager:
 Phone Nbrs: () -
 Fax:

Start/End:
 WorkFloor Space in Sq Ft: 35,400

Operation	<u>Mon-Fri</u>	<u>Saturday</u>	<u>Sunday</u>	<u>Holidays</u>
Hours:	23:00 - 08:30	23:00 - 08:30	-	-

Annex Distributions:

INCOMING CITY	FIRST-CLASS	LETTERS
INCOMING CITY	STANDARD (A)	LETTERS

	Year Round Christmas	Other	Total
Annex space available :	51,400		51,400

Section IV: FACILITY TOUR HOURS

Frequency	Tour	Start	End	Tour Mgr Name	Tour Mgr Phone
DAILY	I	23:00	- 07:00		
	II	07:00	- 15:00		
	III	15:00	- 23:00		
SATURDAY	I	23:00	- 07:00		
	II	07:00	- 15:00		
	III	15:00	- 23:00		
SUNDAY	I	23:00	- 07:00		
	II	07:00	- 15:00		
	III	15:00	- 23:00		

Section V: PROCESSING & DISTRIBUTION MANAGERS

, *PLANT MANAGER*

Section VI: EQUIPMENT

Automation/Mechanization/Manual Equipment

Equipment Type	Description	Number
ADVANCED FACER/CANCELLER - ISS	AFCS/ISS - 5; AFCS - 1	6
MARK II/MICRO		2
FLYER CANCELLER		3
FLAT CANCELLER		1
MULTI LINE OCR - ISS		5
BAR CODE SORTER		1
BAR CODE SORTER - OSS		5
LMLM		2
RVE/VDT CONSOLE		96
DELIVERY BAR CODE SORTER		31
MULTI POSITION LSM		1
MULTI POSITION FSM	FSM 881 - 5; FSM 1000 - 1	6
CONTAINER UNLOADER		3
SMALL PARCEL AND BUNDLE SORTER		1
BULK CONVEYOR SYSTEM		1
LOOSE MAIL SYSTEM		1
DUAL-PASS ROUGH CULL SYSTEM		1
SPBS FEED SYSTEM		1

General Comments on this Section:

Last AFCS will be converted to AFC/ISS on 4/4/98.

One (1) FSM 1000 scheduled for deployment on 05/22/98.

Three (3) Container Unloader are attached to the SPBS Feed System.

The total DBCS requirements for is 41 machines. Ten (10) are still scheduled to be deployed.
The 31 machines includes the 16 DBCS at the

Section VIII: DISTRIBUTION PROFILE

- ✓ OUTGOING
- ✓ INCOMING ADC
- ✓ INCOMING SCF
- ✓ INCOMING CITY

General Comments on this Section:

Section IX: IN PLANT OPERATING PARAMETERS

OUTGOING DISTRIBUTION

PRIORITY MAIL FLATS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	12:30	0	19:30	0	20:00	0	8,400
MAIL PREPARATION	12:30	0	20:00	0	20:45	0	1,900
METERED MAIL	12:30	0	20:00	0	20:20	0	1,100
STAMPED MAIL	12:30	0	20:20	0	20:45	0	800
OUTBOUND DOCK	18:00	0	20:45	0	21:00	0	8,400

General Comments on this Flow:

Priority Mail is prepared at the Plant, transferred to the Priority Mail Annex for distribution and scanning, and then dispatched.

Section IX: IN PLANT OPERATING PARAMETERS

OUTGOING DISTRIBUTION

PRIORITY MAIL PARCELS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	12:30	0	19:30	0	20:00	0	70,600
MAIL PREPARATION	12:30	0	20:00	0	20:45	0	10,600
METERED MAIL	12:30	0	20:00	0	20:20	0	7,500
STAMPED MAIL	12:30	0	20:20	0	20:45	0	3,100
OUTBOUND DOCK	18:00	0	20:45	0	21:00	0	57,400

General Comments on this Flow:

Priority Mail is prepared, transferred to the Priority Mail Annex for distribution and scanning, and then dispatched.

Section IX: IN PLANT OPERATING PARAMETERS

OUTGOING DISTRIBUTION

FIRST-CLASS LETTERS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	12:30	0	19:30	0	20:00	0	1,155,500
MAIL PREPARATION	12:30	0	20:00	0	21:30	0	976,300
METERED MAIL	12:30	0	20:00	0	21:00	0	293,200
STAMPED MAIL	12:30	0	21:00	0	21:30	0	683,100
OUTGOING PRIMARY	12:30	0	21:30	0	00:15	1	1,642,700
BCS DISTRIBUTION	12:30	0	21:30	0	22:00	0	262,000
MLOCR/ISS (RBCS) DISTRIBUTION	12:30	0	22:00	0	22:30	0	795,500
LMLM	16:00	0	22:30	0	23:00	0	60,200
BCS/OSS (RBCS) DISTRIBUTION	16:00	0	23:00	0	23:30	0	392,000
MANUAL DISTRIBUTION	16:30	0	23:30	0	00:15	1	133,000
OUTGOING SECONDARY	16:30	0	23:30	0	01:00	1	443,100
BCS DISTRIBUTION	16:30	0	23:30	0	00:30	1	399,300
MANUAL DISTRIBUTION	17:00	0	00:15	1	01:00	1	43,800
OUTGOING DISPATCH	17:30	0	01:00	1	01:45	1	658,600
SCAN WHERE YOU BAND	17:30	0	01:00	1	01:25	1	295,600
CONTAINER CONSOLIDATIONS	17:30	0	01:25	1	01:45	1	658,600

Section IX: IN PLANT OPERATING PARAMETERS

OUTGOING DISTRIBUTION

FIRST-CLASS LETTERS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
OUTBOUND DOCK	18:00	0	00:15	1	02:00	1	658,600
OVERNIGHT	18:00	0	00:15	1	00:45	1	270,000
2-DAY	18:30	0	01:45	1	02:00	1	388,600

General Comments on this Flow:

Overnight mail flows directly from Outgoing Primary Distribution to the Outbound Dock, bypassing a Container Consolidation operation.

Unless otherwise noted, 2-day = 2- & 3-day data.

Section IX: IN PLANT OPERATING PARAMETERS

OUTGOING DISTRIBUTION

FIRST-CLASS FLATS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	12:30	0	19:30	0	20:00	0	99,100
MAIL PREPARATION	12:30	0	20:00	0	21:30	0	82,700
METERED MAIL	12:30	0	20:00	0	21:00	0	45,300
STAMPED MAIL	12:30	0	21:00	0	21:30	0	37,400
OUTGOING PRIMARY	15:30	0	21:30	0	00:15	1	93,900
MECHANIZED DISTRIBUTION	15:30	0	21:30	0	23:30	0	73,300
MANUAL DISTRIBUTION	16:30	0	23:30	0	00:15	1	20,600
OUTGOING SECONDARY	16:30	0	23:30	0	01:00	1	18,500
MECHANIZED DISTRIBUTION	16:30	0	23:30	0	00:15	1	13,200
MANUAL DISTRIBUTION	17:00	0	00:15	1	01:00	1	5,300
OUTGOING DISPATCH	17:30	0	01:00	1	01:45	1	66,800
SCAN WHERE YOU BAND	17:30	0	01:00	1	01:25	1	31,300
CONTAINER CONSOLIDATIONS	17:30	0	01:25	1	01:45	1	66,800
OUTBOUND DOCK	18:00	0	00:15	1	02:00	1	66,800
OVERNIGHT	18:00	0	00:15	1	00:45	1	27,400
2-DAY	18:30	0	01:45	1	02:00	1	39,400

General Comments on this Flow:

Overnight mail flows directly from Outgoing Primary Distribution to the Outbound Dock, bypassing a Container Consolidation operation.
Unless otherwise noted, 2-day = 2- & 3-day data.

Section IX: IN PLANT OPERATING PARAMETERS

OUTGOING DISTRIBUTION

FIRST-CLASS IRREGULAR PARCEL POST

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	12:30	0	19:30	0	20:00	0	5,800
MAIL PREPARATION	12:30	0	20:00	0	21:30	0	4,930
METERED MAIL	12:30	0	20:00	0	21:00	0	4,330
STAMPED MAIL	12:30	0	21:00	0	21:30	0	600
OUTGOING PRIMARY	16:30	0	21:30	0	00:15	1	5,800
OUTBOUND DOCK	18:00	0	00:15	1	02:00	1	4,500
OVERNIGHT	18:00	0	00:15	1	00:45	1	400
2-DAY	18:30	0	01:45	1	02:00	1	4,100

General Comments on this Flow:

Unless otherwise noted, 2-day = 2- & 3-day data.

Section IX: IN PLANT OPERATING PARAMETERS

OUTGOING DISTRIBUTION

FIRST-CLASS WOODWORK

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
OUTGOING PRIMARY	02:00	1	05:45	1	08:45	1	15,200
OUTGOING SECONDARY	03:00	1	08:45	1	09:15	1	2,500
OUTGOING DISPATCH	06:00	1	09:15	1	09:45	1	12,300
OUTBOUND DOCK	06:00	1	09:45	1	10:00	1	12,300

General Comments on this Flow:

Section IX: IN PLANT OPERATING PARAMETERS**REGISTERED ALL**

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	15:00	0	19:30	0	19:45	0	890
OUTGOING PRIMARY	16:00	0	19:45	0	00:15	1	890
OUTBOUND DOCK	17:00	0	00:15	1	02:00	1	490
OVERNIGHT	17:00	0	00:15	1	00:45	1	200
2-DAY	17:00	0	01:45	1	02:00	1	290

General Comments on this Flow:

Unless otherwise noted, 2-day = 2 & 3 day data.

Section IX: IN PLANT OPERATING PARAMETERS

OUTGOING DISTRIBUTION

STANDARD (A) LETTERS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	14:30	0	19:30	0	19:45	0	163,700
MAIL PREPARATION	15:30	0	19:45	0	21:25	0	163,700
OUTBOUND DOCK	16:30	0	21:25	0	21:45	0	114,600

General Comments on this Flow:

All Standard (A) Letter mail destined for 950/951 is set aside and all others are sent to San Francisco BMC.

Section IX: IN PLANT OPERATING PARAMETERS

OUTGOING DISTRIBUTION

STANDARD (A) FLATS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	14:30	0	19:30	0	19:45	0	69,800
MAIL PREPARATION	15:30	0	19:45	0	21:25	0	69,800
OUTBOUND DOCK	16:30	0	21:25	0	21:45	0	48,900

General Comments on this Flow:

All Standard (A) Flat mail destined for 950/951 is set aside and all others are sent to San Francisco BMC.

Section IX: IN PLANT OPERATING PARAMETERS

OUTGOING DISTRIBUTION

STANDARD (B) NON-MACHINABLE PARCELS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	14:30	0	19:30	0	19:45	0	1,400
MAIL PREPARATION	15:30	0	19:45	0	21:25	0	1,400
OUTBOUND DOCK	16:30	0	21:25	0	21:45	0	980

General Comments on this Flow:

All Standard (B) Machineable Parcels destined to 950/951 is set aside and all others are sent to San Francisco BMC.

Section IX: IN PLANT OPERATING PARAMETERS

INCOMING ADC DISTRIBUTION

PRIORITY MAIL FLATS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	12:30	0	19:00	0	19:15	0	1,200
OPENING UNIT	13:00	0	19:15	0	19:30	0	1,200
INCOMING PRIMARY	13:00	0	19:30	0	22:45	0	1,200
OUTBOUND DOCK	18:00	0	22:45	0	00:10	1	800

General Comments on this Flow:

Section IX: IN PLANT OPERATING PARAMETERS

INCOMING ADC DISTRIBUTION

PRIORITY MAIL PARCELS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	12:30	0	19:00	0	19:15	0	10,400
OPENING UNIT	13:00	0	19:15	0	19:30	0	10,400
INCOMING PRIMARY	13:00	0	19:30	0	22:45	0	10,400
OUTBOUND DOCK	18:00	0	22:45	0	00:10	1	6,200

General Comments on this Flow:

Section IX: IN PLANT OPERATING PARAMETERS

INCOMING SCF DISTRIBUTION

PRIORITY MAIL FLATS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	17:00	0	02:00	1	02:15	1	9,300
OPENING UNIT	20:30	0	02:15	1	02:30	1	9,300
INCOMING PRIMARY	20:30	0	02:30	1	04:45	1	10,700
MECHANIZED DISTRIBUTION	20:30	0	02:30	1	04:15	1	8,400
MANUAL DISTRIBUTION	22:00	0	04:15	1	04:45	1	2,300
OUTBOUND DOCK	23:00	0	04:45	1	05:30	1	10,700

General Comments on this Flow:

Incoming Primary Distribution includes mail flowed from Outgoing Distribution.

Section IX: IN PLANT OPERATING PARAMETERS

INCOMING SCF DISTRIBUTION

PRIORITY MAIL PARCELS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	17:00	0	02:00	1	02:15	1	7,300
OPENING UNIT	20:30	0	02:15	1	02:30	1	7,300
INCOMING PRIMARY	20:30	0	02:30	1	04:45	1	14,800
MECHANIZED DISTRIBUTION	20:30	0	02:30	1	04:15	1	3,400
MANUAL DISTRIBUTION	22:00	0	04:15	1	04:45	1	11,400
OUTBOUND DOCK	23:00	0	04:45	1	05:30	1	15,400

General Comments on this Flow:

Incoming Primary Distribution includes mail flowed from Outgoing Distribution.

Section IX: IN PLANT OPERATING PARAMETERS**INCOMING SCF DISTRIBUTION****FIRST-CLASS LETTERS**

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	07:30	0	02:00	1	02:15	1	528,200
OPENING UNIT	08:30	0	02:15	1	02:45	1	528,200
INCOMING PRIMARY	10:00	0	02:45	1	04:30	1	804,400
BCS DISTRIBUTION	10:00	0	02:45	1	03:00	1	624,300
MLOC/ISS (RBCS) DISTRIBUTION	10:00	0	03:00	1	03:20	1	61,100
LMLM	16:00	0	03:20	1	03:50	1	6,100
BCS/OSS (RBCS) DISTRIBUTION	16:00	0	03:50	1	04:10	1	25,500
MANUAL DISTRIBUTION	22:00	0	04:10	1	04:30	1	87,400
OUTGOING DISPATCH	22:00	0	04:30	1	04:45	1	162,500
OUTBOUND DOCK	23:00	0	04:45	1	05:30	1	162,500

General Comments on this Flow:

BCS Distribution is all Pre-Barcoded mail.

Section IX: IN PLANT OPERATING PARAMETERS

FIRST-CLASS FLATS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	07:30	0	02:00	1	02:15	1	52,100
OPENING UNIT	15:30	0	02:15	1	02:45	1	52,100
INCOMING PRIMARY	16:30	0	02:45	1	04:30	1	89,500
MECHANIZED DISTRIBUTION	16:30	0	02:45	1	04:00	1	69,800
MANUAL DISTRIBUTION	22:00	0	04:00	1	04:30	1	19,700
OUTGOING DISPATCH	22:00	0	04:30	1	04:45	1	57,300
OUTBOUND DOCK	23:00	0	04:45	1	05:30	1	57,300

General Comments on this Flow:

Section IX: IN PLANT OPERATING PARAMETERS**REGISTERED ALL**

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	07:30	0	02:00	1	02:15	1	450
INCOMING PRIMARY	23:00	0	02:15	1	04:45	1	850
OUTBOUND DOCK	03:00	0	04:45	1	05:30	1	850

General Comments on this Flow:

Section IX: IN PLANT OPERATING PARAMETERS

PERIODICALS FLATS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	15:00	0	19:00	0	22:00	0	93,400
OPENING UNIT	15:30	0	22:00	0	22:30	0	93,400
INCOMING PRIMARY	16:30	0	22:30	0	04:30	1	93,400
MANUAL DISTRIBUTION	16:30	0	22:30	0	04:00	1	66,300
MANUAL BOX DISTRIBUTION	22:00	0	04:00	1	04:30	1	27,100
OUTGOING DISPATCH	22:00	0	04:30	1	04:45	1	67,700
OUTBOUND DOCK	22:00	0	04:45	1	05:30	1	67,700

General Comments on this Flow:

Section IX: IN PLANT OPERATING PARAMETERS**STANDARD (A) LETTERS**

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	10:00	0	18:30	0	21:30	0	317,800
OPENING UNIT	10:00	0	21:30	0	00:30	1	317,800
INCOMING PRIMARY	23:00	0	00:30	1	12:30	1	397,800
BCS DISTRIBUTION	23:00	0	00:30	1	11:40	1	336,100
MLOC/ISS (RBCS) DISTRIBUTION	23:00	0	11:40	1	12:00	1	36,800
MANUAL DISTRIBUTION	23:00	0	12:00	1	12:30	1	24,900
OUTBOUND DOCK	07:00	0	12:30	1	13:15	1	76,400

General Comments on this Flow:

All Standard (A) Letters DPS candidate mail is worked together with the First Class letters.

Section IX: IN PLANT OPERATING PARAMETERS

STANDARD (A) FLATS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	10:00	0	18:30	0	21:30	0	200,900
OPENING UNIT	10:00	0	21:30	0	01:30	1	200,900
INCOMING PRIMARY	06:30	0	01:30	1	12:30	1	211,100
MECHANIZED DISTRIBUTION	06:30	0	01:30	1	11:30	1	148,400
MANUAL DISTRIBUTION	06:30	0	11:30	1	12:30	1	62,700
OUTBOUND DOCK	07:00	0	12:30	1	13:15	1	209,100

General Comments on this Flow:

Section IX: IN PLANT OPERATING PARAMETERS

STANDARD (B) NON-MACHINABLE PARCELS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	10:00	0	00:30	1	01:30	1	3,000
INCOMING PRIMARY	23:00	0	01:30	1	04:45	1	3,000
OUTBOUND DOCK	02:00	1	04:45	1	05:30	1	3,420

General Comments on this Flow:

Section IX: IN PLANT OPERATING PARAMETERS

PRIORITY MAIL FLATS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	17:00	0	02:00	1	02:15	1	9,900
OPENING UNIT	20:30	0	02:15	1	02:30	1	9,900
INCOMING PRIMARY	20:30	0	02:30	1	04:45	1	11,400
MECHANIZED DISTRIBUTION	20:30	0	02:30	1	04:15	1	8,900
MANUAL DISTRIBUTION	22:00	0	04:15	1	04:45	1	2,500
OUTBOUND DOCK	23:00	0	04:45	1	05:30	1	11,400

General Comments on this Flow:

Incoming Primary Distribution includes mail flowed from Outgoing Distribution.

Section IX: IN PLANT OPERATING PARAMETERS

PRIORITY MAIL PARCELS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	17:00	0	02:00	1	02:15	1	9,400
OPENING UNIT	20:30	0	02:15	1	02:30	1	9,400
INCOMING PRIMARY	20:30	0	02:30	1	04:45	1	19,300
MECHANIZED DISTRIBUTION	20:30	0	02:30	1	04:25	1	12,100
MANUAL DISTRIBUTION	22:00	0	04:25	1	04:45	1	7,200
OUTBOUND DOCK	23:00	0	04:45	1	05:30	1	19,300

General Comments on this Flow:

Incoming Primary Distribution includes mail flowed from Outgoing Distribution.

Section IX: IN PLANT OPERATING PARAMETERS

FIRST-CLASS LETTERS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	07:30	0	02:00	1	02:15	1	786,300
OPENING UNIT	08:30	0	02:15	1	02:45	1	786,300
INCOMING PRIMARY	10:00	0	02:45	1	08:00	1	828,100
BCS DISTRIBUTION	10:00	0	02:45	1	04:15	1	640,300
MLOCRISS (RBCS) DISTRIBUTION	10:00	0	04:15	1	04:45	1	80,900
LMLM	16:00	0	04:45	1	05:15	1	8,100
BCS/OSS (RBCS) DISTRIBUTION	16:00	0	05:15	1	05:30	1	19,700
MANUAL DISTRIBUTION	22:00	0	05:30	1	06:00	1	68,200
MANUAL BOX DISTRIBUTION	23:00	0	07:30	1	08:00	1	10,900
INCOMING SECONDARY	18:00	0	05:30	1	09:00	1	1,396,000
BCS DISTRIBUTION	18:00	0	05:30	1	06:00	1	409,300
BCS DISTRIBUTION (2 PASS)	18:00	0	05:30	1	06:00	1	149,600
BCS DISTRIBUTION (DPS)	18:00	0	05:30	1	07:15	1	556,100
MANUAL DISTRIBUTION	22:00	0	06:00	1	06:30	1	273,600
MANUAL BOX DISTRIBUTION	23:00	0	08:00	1	09:00	1	7,400

Section IX: IN PLANT OPERATING PARAMETERS**FIRST-CLASS LETTERS**

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
OUTBOUND DOCK	03:00	1	06:30	1	08:00	1	1,320,700
BCS DISTRIBUTION	03:00	1	06:30	1	07:00	1	376,600
BCS DISTRIBUTION (2 PASS)	03:00	1	06:30	1	07:00	1	142,200
MANUAL DISTRIBUTION	03:00	1	06:30	1	07:00	1	273,600
BCS DISTRIBUTION (DPS)	06:00	1	07:15	1	08:00	1	528,300

General Comments on this Flow:

Section IX: IN PLANT OPERATING PARAMETERS

FIRST-CLASS FLATS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	07:30	0	02:00	1	02:15	1	34,000
OPENING UNIT	15:30	0	02:15	1	02:45	1	34,000
INCOMING PRIMARY	22:00	0	02:45	1	08:00	1	17,500
MANUAL DISTRIBUTION	22:00	0	02:45	1	06:00	1	16,400
MANUAL BOX DISTRIBUTION	22:00	0	07:30	1	08:00	1	1,100
INCOMING SECONDARY	22:00	0	05:30	1	09:00	1	60,400
MECHANIZED DISTRIBUTION	22:00	0	05:30	1	06:00	1	39,700
MANUAL DISTRIBUTION	22:00	0	06:00	1	06:30	1	19,600
MANUAL BOX DISTRIBUTION	23:00	0	08:00	1	09:00	1	1,100
OUTBOUND DOCK	23:00	0	06:30	1	07:00	1	61,100

General Comments on this Flow:

Section IX: IN PLANT OPERATING PARAMETERS

PERIODICALS FLATS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	15:00	0	19:00	0	21:00	0	47,300
OPENING UNIT	15:30	0	21:00	0	21:30	0	47,300
INCOMING PRIMARY	21:00	0	21:30	0	08:00	1	28,100
MANUAL DISTRIBUTION	21:00	0	21:30	0	06:00	1	25,700
MANUAL BOX DISTRIBUTION	21:00	0	07:30	1	08:00	1	2,400
INCOMING SECONDARY	22:00	0	05:30	1	09:00	1	75,000
MECHANIZED DISTRIBUTION	22:00	0	05:30	1	06:00	1	42,500
MANUAL DISTRIBUTION	22:00	0	06:00	1	06:30	1	30,100
MANUAL BOX DISTRIBUTION	23:00	0	08:00	1	09:00	1	2,400
OUTBOUND DOCK	23:00	0	06:30	1	07:00	1	73,000

General Comments on this Flow:

Section IX: IN PLANT OPERATING PARAMETERS

STANDARD (A) LETTERS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	10:00	0	18:30	0	21:30	0	323,400
OPENING UNIT	10:00	0	21:30	0	00:30	1	323,400
INCOMING PRIMARY	23:00	0	00:30	1	13:00	2	273,300
BCS DISTRIBUTION	23:00	0	00:30	1	11:40	1	174,100
MLOC/ISS (RBCS) DISTRIBUTION	23:00	0	11:40	1	02:00	2	33,300
LMLM	16:00	1	02:00	2	03:00	2	3,500
BCS/OSS (RBCS) DISTRIBUTION	17:00	1	03:00	2	12:00	2	21,000
MANUAL DISTRIBUTION	23:00	1	12:00	2	12:30	2	36,700
MANUAL BOX DISTRIBUTION	23:00	1	12:30	2	13:00	2	4,700
INCOMING SECONDARY	07:30	2	12:00	2	15:00	2	486,000
BCS DISTRIBUTION	07:30	2	12:00	2	13:30	2	410,200
MANUAL DISTRIBUTION	07:30	2	13:30	2	14:30	2	74,100
MANUAL BOX DISTRIBUTION	07:30	2	14:30	2	15:00	2	1,700
OUTBOUND DOCK	08:30	2	14:30	2	15:15	2	438,600

General Comments on this Flow:

All Standard (A) letters DPS candidate mail is worked together with First Class.

Section IX: IN PLANT OPERATING PARAMETERS

INCOMING CITY DISTRIBUTION

STANDARD (A) FLATS

<u>Operation</u>	<u>Start</u>		<u>CET</u>		<u>CT</u>		<u>Avg Dly Vol</u>
INBOUND DOCK	10:00	0	18:30	0	21:30	0	309,000
OPENING UNIT	10:00	0	21:30	0	00:30	1	309,000
INCOMING PRIMARY	06:30	0	00:30	1	14:30	1	326,800
MECHANIZED DISTRIBUTION	06:30	0	00:30	1	13:00	1	228,500
MANUAL DISTRIBUTION	06:30	0	13:00	1	13:30	1	96,500
MANUAL BOX DISTRIBUTION	06:30	0	13:30	1	14:30	1	1,800
INCOMING SECONDARY	07:30	2	13:00	2	15:00	2	397,000
MECHANIZED DISTRIBUTION	07:30	2	13:00	2	13:30	2	321,200
MANUAL DISTRIBUTION	07:30	2	13:30	2	14:30	2	74,100
MANUAL BOX DISTRIBUTION	07:30	2	14:30	2	15:00	2	1,700

Section IX: IN PLANT OPERATING PARAMETERS**STANDARD (A) FLATS**

<u>Operation</u>	<u>Start</u>	<u>CET</u>	<u>CT</u>	<u>Avg Dly Vol</u>
OUTBOUND DOCK	08:30	0 14:30 1	15:15 1	321,700

General Comments on this Flow:

Section X: POSTAL FACILITY PROFILE

070 NEWARK NJ
2 FEDERAL SQUARE
NEWARK, NJ 07102-9997

Manager:
Phone Nbrs:
Fax:

Operation Mon-Fri Saturday Sunday Holidays
Hours: - - - -

ZIP Range(s):

072 ELIZABETH NJ
ELIZABETH, NJ

Manager:
Phone Nbrs:
Fax:

Operation Mon-Fri Saturday Sunday Holidays
Hours: - - - -

ZIP Range(s):

073 JERSEY CITY NJ
JERSEY CITY, NJ

Manager:
Phone Nbrs:
Fax:

Operation Mon-Fri Saturday Sunday Holidays
Hours: - - - -

ZIP Range(s):

074 PATERSON NJ
194 WARD STREET
PATERSON, NJ 07510-9998

Manager:
Phone Nbrs:
Fax:

Operation Mon-Fri Saturday Sunday Holidays
Hours: - - - -

ZIP Range(s):

Section X: POSTAL FACILITY PROFILE

076 HACKENSACK NJ
560 HUYLER STREET
SO HACKENSACK, NJ 07606-9998

Manager:
Phone Nbrs:
Fax:

Operation Mon-Fri Saturday Sunday Holidays
Hours: - - - -

ZIP Range(s):

07Z NEW JERSEY BMC
80 COUNTY ROAD
JERSEY CITY, NJ 07097-9998

Manager:
Phone Nbrs:
Fax:

Operation Mon-Fri Saturday Sunday Holidays
Hours: - - - -

ZIP Range(s):

103 STATEN ISLAND NY
550 MANOR ROAD
STATEN ISLAND, NY 10314-9997

Manager:
Phone Nbrs:
Fax:

Operation Mon-Fri Saturday Sunday Holidays
Hours: - - - -

ZIP Range(s):

Section X: POSTAL FACILITY PROFILE

EWR NEWARK AMC
NEWARK AMC
NEWARK, NJ 07114-9741

Manager:
Phone Nbrs:
Fax:

Operation Hours:	<u>Mon-Fri</u>	<u>Saturday</u>	<u>Sunday</u>	<u>Holidays</u>
	-	-	-	-

ZIP Range(s):

Section XI: NON-POSTAL FACILITY PROFILE

No data currently exists on this section.

Section XII: MAIL ARRIVAL PROFILE

Distribution: OUTGOING

Frequency: K7

Time	Express		Priority		1st Class		Registered		Periodicals		Standard (A)		Standard (B)	
01:00					16.5	1.31%								
02:00														
03:00														
04:00					3.8	0.30%								
05:00														
06:00														
07:00														
08:00														
09:00														
10:00														
11:00			0.2	0.58%	28.8	2.29%								
12:00					19.2	1.52%								
13:00			1.8	4.60%	69.5	5.51%								
14:00			2.3	5.91%	77.7	6.16%								
15:00			1.8	4.64%	53.7	4.26%								
16:00			2.6	6.67%	111.1	8.81%					12.5	5.33%		
17:00			5.3	13.71%	167.1	13.25%					21.5	9.20%	0.1	5.21%
18:00			8.5	21.84%	274.5	21.78%					50.1	21.46%	0.2	11.71%
19:00			8.2	21.06%	210.3	16.68%	0.6	64.27%			42.9	18.37%	0.3	23.36%
20:00			8.2	20.98%	193.4	15.34%	0.3	35.73%			106.6	45.63%	0.8	59.71%
21:00														
22:00					19.7	1.56%								
23:00														
24:00					15.3	1.21%								

Section XII: MAIL ARRIVAL PROFILE

Distribution: INCOMING ADC

Frequency: K7

Time	Express		Priority		1st Class		Registered		Periodicals		Standard (A)		Standard (B)	
01:00			0.5	3.92%										
02:00			1.1	9.15%										
03:00														
04:00			0.7	6.31%										
05:00			0.7	6.03%										
06:00														
07:00														
08:00														
09:00														
10:00														
11:00			0.7	6.40%										
12:00			0.6	5.05%										
13:00			1.9	16.24%										
14:00			0.3	2.35%										
15:00			1.2	9.94%										
16:00			0.5	3.92%										
17:00														
18:00			0.3	2.94%										
19:00			2.6	22.83%										
20:00			0.2	1.47%										
21:00														
22:00			0.2	1.47%										
23:00														
24:00			0.2	1.96%										

Section XIII: DISTRIBUTION RESPONSIBILITIES

No data currently exists in this plan for this action.

Section XIV: OVERNIGHT COMMITMENTS

Facility		Commitments To:	Commitments From:
939	SALINAS P&DF	939	939
940	SAN FRANCISCO P&DC	940, 941, 943, 944, 962, 963, 964, 965, 966	940, 941, 943, 944
945	OAKLAND P&DC	945, 946, 947, 948	945, 946, 947, 948
950	SAN JOSE CA	950, 951	950, 951

General Comments on this Section:

936 - 938 is overnight for the ADC operation.

Section XV: MAIL ARRIVAL VOLUME

POSTAL SUPPLIERS

Contact:

Phone:

Operation Mon-Fri Saturday Sunday Holidays
Hours: 00:01 -24:00 00:01 -24:00 00:01 -24:00 00:01 -24:00

Route	Trip	Transport By	Frequency	Leave	Arrive	DOV
90016	17	HCR	DLY	07:00	14:40	Yes

<u>Mail Class/Type</u>	<u>Avg Dly Vol</u>
FIRST-CLASS FLATS	2,100
FIRST-CLASS IRREGULAR PARCEL POST	70
FIRST-CLASS LETTERS	33,500
PERIODICALS FLATS	3,400
PRIORITY MAIL FLATS	400
PRIORITY MAIL PARCELS	600
STANDARD (A) FLATS	300
STANDARD (A) LETTERS	1,300
STANDARD (B) MACHINABLE PARCELS	50

Section XV: MAIL ARRIVAL VOLUME

POSTAL SUPPLIERS

Contact:
Phone:

Operation	<u>Mon-Fri</u>	<u>Saturday</u>	<u>Sunday</u>	<u>Holidays</u>
Hours:	00:01 -24:00	00:01 -24:00	00:01 -24:00	00:01 -24:00

Route	Trip	Transport By	Frequency	Leave	Arrive	DOV
94019	2	HCR	L17	02:30	12:50	Yes

<u>Mail Class/Type</u>	<u>Avg Dly Vol</u>
FIRST-CLASS FLATS	1,400
FIRST-CLASS IRREGULAR PARCEL POST	150
FIRST-CLASS LETTERS	23,200
PERIODICALS FLATS	2,300
PRIORITY MAIL FLATS	550
PRIORITY MAIL PARCELS	650

Section XVI: PLANT COMMITMENT VOLUME

POSTAL SUPPLIERS

LOS ANGELES P&DC

Contact:

Phone:

Operation Mon-Fri Saturday Sunday Holidays
 Hours: 00:01 -24:00 00:01 -24:00 00:01 -24:00 00:01 -24:00

Route	Trip	Transport By	Frequency	Leave	Arrive	DOV
90016	2	HCR	DLY	02:45	1:33	Yes

<u>Mail Class/Type</u>	<u>Avg Dly Vol</u>
FIRST-CLASS FLATS	550
FIRST-CLASS IRREGULAR PARCEL POST	50
FIRST-CLASS LETTERS	2,800
PERIODICALS FLATS	200
PRIORITY MAIL FLATS	300
PRIORITY MAIL PARCELS	650
STANDARD (A) FLATS	1,200
STANDARD (A) LETTERS	17,000
STANDARD (B) NON-MACHINABLE PARCELS	250

Route	Trip	Transport By	Frequency	Leave	Arrive	DOV
90016	10	HCR	DLY	08:15	18:05	No

<u>Mail Class/Type</u>	<u>Avg Dly Vol</u>
ALL ALL	

Route	Trip	Transport By	Frequency	Leave	Arrive	DOV
90016	18	HCR	DLY	08:05	15:45	No

<u>Mail Class/Type</u>	<u>Avg Dly Vol</u>
FIRST-CLASS FLATS	200
FIRST-CLASS LETTERS	3,200

Section XVI: PLANT COMMITMENT VOLUME

POSTAL SUPPLIERS

Contact:
Phone:

Operation Mon-Fri Saturday Sunday Holidays
Hours: 00:01 -24:00 00:01 -24:00 00:01 -24:00 00:01 -24:00

Route	Trip	Transport By	Frequency	Leave	Arrive	DOV
94019	1	HCR	L17	04:00	14:20	Yes

<u>Mail Class/Type</u>	<u>Avg Dly Vol</u>
FIRST-CLASS FLATS	800
FIRST-CLASS IRREGULAR PARCEL POST	200
FIRST-CLASS LETTERS	10,700
PERIODICALS FLATS	1,600
PRIORITY MAIL FLATS	400
PRIORITY MAIL PARCELS	2,100

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Section II

Management Instruction Loop Mail Program

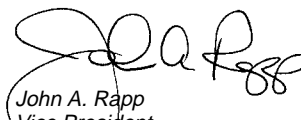
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Management Instruction

Loop Mail Program

The purpose of this Instruction is to establish policies and procedures for the identification, isolation, handling, tracking, and prevention of loop mail.

Date	March 31, 1999
Effective	Immediately
Number	PO-420-1999-1
Obsoletes	PO-420-94-1
Unit	Processing Operations


 John A. Rapp
 Vice President
 Field Operations Support

Introduction

Loop mail is incorrectly barcoded and/or ZIP Coded mail discovered at a destination for which it is not addressed, or discovered in a transit operation. Detection may occur at a carrier case, distribution case, box section, firm holdout, or distribution stacker.

Examples of loop mail are:

- Mail that has an incorrect barcode or ZIP Code.
- Philatelic mail (first day cancellations).
- Nixie, or "woodwork" mail.
- Bar Code Sorter (BCS)—Output Subsystem (OSS) "Old ID-Tag," "No ZIP Found" special sort codes.
- Return-to-sender (RTS) mail.
- BCS-rejected return-to-sender (RTS) mail barcoded on Computerized Forwarding System (CFS) terminals.

Responsibilities

Specific responsibilities for handling loop mail are broken out by organization as follows:

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Processing Operations

Headquarters

1. Establish a National Loop Mail Program that defines the procedures for identification, isolation, and handling of loop mail. This includes the use of a special loop mail facing slip, Label 230, *Loop Mail*, that permits easy identification of loop mail at the point of distribution. Label 230 (see Exhibit on page 15) can be obtained from the material distribution centers.
2. Provide technical guidance to the field on methods to improve readability and establish guidelines that enhance the coding accuracy of the Multiline Optical Character Reader (MLOCR) and the Remote Bar Coding System (RBCS).
3. Establish, if necessary, new policies and procedures to ensure the continued integrity of the Origin-Destination Information System (ODIS), including ODIS data collection. Performance Cluster

Performance Cluster

The manager of In-plant Support must perform the following tasks:

1. Implement loop mail procedures described in this management instruction.
2. Review sites on a regular basis to ensure compliance with established loop mail procedures.

The manager of Site Maintenance must monitor and control machine parameter settings to ensure optimal coding accuracy.

Marketing Systems

Headquarters

1. Develop and implement acceptance procedures that verify the accuracy of mailer-applied barcodes and ZIP Codes.
2. Establish pre-certification programs to ensure that mailer-applied barcodes and ZIP Codes are accurate.
3. Establish procedures for approval of Courtesy Reply and Business Reply mailpieces.
4. Provide mailers with information pertaining to automation-based rate requirements.

Performance Cluster

The manager of Business Mail Entry must perform the following tasks:

1. Provide the necessary resources to perform required verifications in Business Mail Entry Units (BMEU) as specified in the *Domestic Mail Manual* (DMM), Section E and the Handbook DM-102, *Bulk Mail Acceptance*.
2. Perform physical verification of mailings to determine obvious errors as they relate to barcodes and ZIP Codes.
3. Conduct seminars for customer groups such as printers, envelope manufacturers, advertising agencies, presort bureaus, etc., relating to proper mailpiece design and preparation.
4. Conduct customer contact and follow-up to solve problems regarding address hygiene and design of the mailpiece that contribute to loop mail.
5. Assist Account Representatives with premier accounts as necessary to ensure that problems regarding address hygiene and mailpiece design are corrected.
6. Assist in testing of letter mail on automated equipment including analysis of "Old ID-Tag" mail identified by the OSS.
7. Assist in determining whether missent mail was caught in a loop because of address hygiene deficiencies when a determination has first been made that the problem is unrelated to directory deficiencies or machine problems.
8. Advise customers on the proper use of FIM and barcodes for CRM and BRM pieces and review of customer's mailpiece before going to print.
9. Provide the correct FIM and barcode positive to customers for CRM and BRM after consultation with Address Management.

The account representatives and the customer service representatives, when appropriate, work with those mailers identified as not meeting requirements for a mailing that receives delivery point or prebarcoded discounts. This effort may require the assistance of the Mailpiece Design Analyst (MDA).

The in-plant support manager must perform the following tasks:

1. Support correction and prevention efforts as requested, including analysis of sort programs to ensure their accuracy.
2. The Directory Analysis Specialist (DAS) will analyze probable causes of loop mail, such as MLOC and RBCS directory deficiencies.
3. The Quality Improvement Specialist will perform the following tasks to minimize occurrences of loop mail:
 - a. Report loop mail problems detected during Quality Improvement testing.

- b. identifying specific causes of loop mail problems.
- c. Develop and provide reports (as necessary) that will assist operations in correcting loop mail problems.

The plant manager must perform the following tasks:

1. Develop local loop mail processing and distribution guidelines that conform to this management instruction.
2. Provide the necessary resources to identify and correct potential loop mail distribution problems in the mailstream.
3. Provide the resources necessary to correctly distribute loop mail.
4. Ensure that loop mail is isolated throughout the distribution process until it is distributed to the correct carrier route.

Maintenance

The maintenance manager must perform the following tasks:

1. Provide the necessary MLOCR machine time to assist in the identification and segregated handling of loop mail by the DAS and MDA.
2. Assist the DAS and MDA with the generation of diagnostic reports.
3. Maximize machine performance and equipment availability through adherence to regularly scheduled preventive maintenance routines.
4. Monitor and control machine parameter settings to ensure optimal coding accuracy.

Operations Programs Support

The manager, Operations Programs Support, must perform the following tasks:

1. Provide accurate Carrier Route, ZIP+4, and Delivery Point Sequencing information.
2. Modify the Address Management System (AMS) database, as needed, to resolve loop mail problems caused by incorrect ZIP Code usage.
3. Be responsible for accuracy of Business Reply Mail (BRM) ZIP+4, Firm Identification Mail (FIM), and barcode information provided to customers. Although Business Centers nationwide are providing camera-ready FIM and Barcode positives, all such correspondence must be verified by Address Management before being provided to customers.

Postmaster/Station Manager

The Postmaster/Station Manager must perform or delegate the following tasks:

1. Identify and dispatch loop mail in mail transport equipment properly labeled and readily recognizable as containing loop mail.
2. Ensure that all delivery units comply with loop mail program requirements for separating loop mail in the throwback case. This includes ensuring that loop mail remains isolated from the normal mailstream (using Label 230, the national loop mail label) when dispatched from the delivery unit.
3. Ensure that local delivery units provide accurate and current data to Address Management.
4. Establish report procedures that identify delivery units with high occurrences of loop mail so that in-depth diagnostics can be performed and corrective measures implemented.

Quantification and Analysis

Origin-Destination Information System (ODIS)

Nothing in this procedure is intended to, in any way, affect the manner in which ODIS sampling is conducted. The integrity of ODIS must be ensured; all offices must comply with policies and procedures in Handbook M-60, *Origin-Destination Information System Management Instructions*.

Local Reports

Postmasters/managers at delivery offices, stations, and branches must periodically monitor the loop mail case and develop reports that measure the amount of loop mail by type, which is returned by stations and/or branches to the processing and distribution center/facility for processing.

Quality Improvement Programs

Minimizing Loop Mail Volumes

While there is no quality tool devoted exclusively to loop mail, there are five diagnostic tools that can provide helpful information on loop mail. Identifying 3- or 5-digit areas where high concentrations of loop mail exist using these reports and performing diagnostic testing will minimize loop mail volumes.

Diagnostic Tests

Various Quality Improvement tests provide diagnostic information for processing and distribution and delivery unit operations as follows:

1. Delivery Quality Diagnostic (DQD) Test examines delivery point sequenced mail for proper sequencing and will identify loop mail (including RTS loop mail) resulting from incorrect barcodes.
2. Delivery Unit Secondary Quality (DUSQ) Test examines mail processing and distribution missorts to the carriers. It identifies the potential causes of incorrect ZIP Codes or barcodes. DUSQ is being replaced by an updated procedure named Sort It Right For Delivery (SIRFD). Continue to use DUSQ until SIRFD is available.
3. Sort It Right For Delivery (SIRFD) Test:
 - a. Identifies delivery units experiencing quality problems from DPS, and other letters, or flat distribution operations.
 - b. Evaluates distribution errors at these delivery units and identifies the sources and cause of the errors.
 - c. Provides detailed information to functional experts capable of eliminating or reducing distribution errors.
 - d. Provides feedback to the person who evaluated the error and delivery unit of the expected resolution date.
 - e. Firm Holdout Quality (FHQ) Test examines mail processing and distribution missorts to firms. It identifies loop mail problems caused by incorrect addresses, ZIP Codes, and barcodes.

Handling Procedures

DEFINITIONS

Missent — Mail sent to the wrong delivery unit, station, or branch.

Missorted — Mail sent to the correct zone but received by the wrong carrier for delivery.

Up-the-Ladder Processing — Procedure through which mail is moved from a non-automated process to an automated one.

Identification and Segregation

The identification and segregation of missent and missorted mail from the normal mailstream is one of the most important elements in the Loop Mail Program. Missent mail must be identified and returned to the processing center to be incorporated into the appropriate operation.

Delivery distribution units, associate offices, stations, and branches, with the participation of Processing and Distribution (P&D) operations, must implement procedures for the return of missent mail to the P&D center or facility. This procedure must include the following steps:

1. Uniquely identify missent mail and loop mail. Delivery must use the special loop mail facing slip when returning loop mail to the P&D center or facility.
2. Transport local loop mail using a standardized piece of equipment (e.g., APC/GPMC).

Note: *Trays containing loop mail should be labeled accordingly:*

MANAGER DISTRIBUTION OPERATIONS
ANYWHERE P & D CENTER/FACILITY
LOOP MAIL

3. Include on labels the date that the loop mail and/or missent mail is returned and information identifying the associate office, station, or branch. A registry stamp can be used for this purpose.
4. Separate missent mail (bundled or trayed) from loop mail to facilitate handling by P&D.
5. Hand off or segregate missorted mail and deposit it to the throwback case for distribution to the correct route.

Carrier Procedures

Carriers must perform the following tasks:

1. Make one separation for missent mail that has an incorrect ZIP Code and/or barcode and assume that the barcode on the mailpiece is incorrect. This avoids decoding barcodes on these mailpieces. The throwback case must contain a holdout for loop mail (incorrectly barcoded and/or miszipped mail). Bundle loop from the carrier case and place it in the holdout of the throwback case.
2. Return loop mail to the throwback case in a timely manner to ensure that all mail is dispatched on the next available transportation.
3. Notify the delivery unit supervisor of recurring errors so that diagnostics can be performed and corrective action initiated.

Distribution/Throwback Clerk Procedures

Obliteration of Barcodes

To prevent loop mail from reentering the automated mailstream, the barcode on the mailpiece must be obliterated. Barcodes should be obliterated by using a black felt tip marker to fill all the white spaces between the bars so that the barcode reader will not read the barcode causing the mail to be returned to the original address.

The distribution/throwback clerk must separate and identify loop mail (using a loop mail facing slip) for return to the P&D centers/facilities or the plant. The distribution/throwback clerk must separate loop mail found while distributing throwback mail.

Note: On those pieces that will be analyzed by the DAS and/or MDA, do not obliterate the barcode until a copy of the mailpiece is made. The DAS and MDA need the barcode information to perform a complete analysis of the mailpiece.

Incorrect ZIP Codes

The distribution/throwback clerk must cross out or slash through incorrect ZIP Codes on nonbarcoded as well as barcoded mailpieces. If known, the correct ZIP Code should be placed on the address side of the mailpiece.

Recurring Errors

The distribution/throwback clerk reviews loop mail for recurring errors and gives all such pieces to his or her supervisor for coordination of in-depth diagnostics with the MDA and DAS.

Foreign Mail

Foreign mail for destination outside the United States may contain a group of numbers that resemble a ZIP Code. Do not obliterate these numbers.

Customer Service Supervisor Procedures

When recurring problems are identified, the manager of Business Mail Entry records the correct address information pertaining to the mailpiece (such as ZIP Code and correct route) and sends a report, along with a copy of the mailpiece (ensure the barcode is not obliterated when copying), to the plant manager, DAS, MDA, Quality Improvement, or other locally designated individual for corrective action.

Distribution Operations Procedures

Loop Mail Received From Associate Offices, Stations and/or Branches

The manager of distribution operations must perform the following tasks:

1. Establish a loop mail log if offices are reporting excessive volumes of loop mail. Information from this log can be used to identify particular problem areas such as scheme changes that are not implemented. Reviewing the log book on a regular basis will also identify those offices that may not be returning loop mail in a timely fashion. It is suggested that the log contain the following information:
 - a. Delivery unit name, zone, and carrier route ID.
 - b. Date and time received.
 - c. Date on label.
 - d. Volume of mail by mail type (flats, letters, parcels, etc.).

2. Distribute all loop mail at specially designated manual cases or mechanized miszipped/unzipped mail (MUM) operations to prevent it from inadvertently being returned to the automated mailstreams.
3. Perform subsequent processing in the appropriate manual operation and identify with a loop mail facing slip when dispatched. Incorporate mail processed in the MUM operation into the incoming automated mailstream.
4. Process and dispatch loop mail on the next available transportation in accordance with the operating plan for the appropriate operation.

Loop Mail from Internal Processing and Distribution Centers and Facilities

Procedures for loop mail processed through Internal Processing and Distribution Centers and Facilities are as follows:

Manual Operations — Incoming

1. Process loop mail in a designated loop mail case(s) in the incoming distribution operation.
2. Identify loop mail by the facing slip and coordinate subsequent processing in manual or mechanized CFS/MUM city operations.

Note: *Once mail has been identified as loop mail and the MUM processing option is not chosen, "Up-the-Ladder" processing must not be attempted. Do not attempt to process on automation or mechanization.*

3. Process in designated cases all loop mail/missents from the 150 and 160 operations not processed on the CFS or classified as MUM.
4. Process miszipped/unzipped city mail not processed on MUM terminals including MUM not-found mailpieces (not in the local database) must be processed by a scheme-qualified clerk and distributed by street or box information (not by ZIP Code) in manual processing operations.
5. Process loop mail in accordance with the locally established operating plan guidelines.

Manual Operations — Outgoing

1. Process loop mail in designated cases. This includes outgoing primary operations such as are stipulated in Management Operating Data System (MODS) sections 030 and 060.

2. Attach the loop mail facing slip (Label 230) to bundles or place in full trays when loop mail is dispatched.

Note: *Bundles of loop mail may be placed in trays identified as being manually processed to reduce partially full loop mail trays; however, the loop mail facing slip must be securely fastened to each bundle in the tray.*

3. Loop mail flowed to downstream operations (e.g., MODS 044 or 074) must be identified using a loop mail facing slip and remain segregated in the manual mailstream for all subsequent processing. If volume merits, a specific tray can be used to identify this mail.

RTS Mail

1. *Forwarded mail with an RTS label* is a prime candidate for loop mail when mixed with mail processed through automation. As a preventive measure, generic barcodes are now printed on CFS-generated RTS mail. There are two barcode types—fee-due mail (accountable items) and non-fee-due mail as shown in the following examples:

00360-0001-00 RETURN-TO-SENDER (NO FEE DUE)

00360-0002-00 RETURN-TO-SENDER (POSTAGE DUE)

2. *Generic RTS barcode mail* will be sent to the unassigned stacker (default) on the BCS/DBCS. The use of generic barcodes is an interim fix until a method is developed to print a barcode for the return address on CFS-generated RTS mail.
 - a. The PC-based “Return-to-Sender” program utilizing CFS mechanized terminals to print barcodes for the return address can be used to reduce loop mail and enable automated processing of this mail. Mail processed through this program should be processed on the barcode sorter.
 - b. The Headquarters-authorized Return-to-Sender, Version 3.1 is available as a program option in the newly-deployed CFS mechanized terminals. A stand-alone version of this program software is also available for existing CFS mechanized terminals.
3. *Hand-stamped RTS mail* with an official return endorsement (see DMM F010, Exhibit 4.1) should be processed manually in designated loop mail cases.

Computerized Forwarding System (CFS)

1. Process barcoded CFS mail separately on the BCS to avoid mixing the rejects with other mail destined for the MLOCR. Do not process any CFS mail rejected on the BCS on the MLOCR.
2. As a preventive measure, print generic barcodes on the following CFS labels:

00360-0001-00 RETURN-TO-SENDER (NO FEE DUE)
00360-0002-00 RETURN-TO-SENDER (POSTAGE DUE)
00360-0003-00 FOREIGN DESTINATING FORWARDED MAIL

3. If volume warrants, sort program developers may generate a sort program to separate non-fee from fee-due RTS mail. This mail should be removed from the automated mailstream and processed manually or on the CFS RTS program.

Note: *CFS operational procedures are presently being updated to include measures to eliminate chances of loop mail.*

A Headquarters-authorized stand-alone RTS program designed to bar-code RTS mail using CFS mechanized terminals is available on the newly deployed CFS equipment. A special version of this software is also available for the existing CFS mechanized terminals.

Multiposition Letter Sorting Machine (MPLSM) Operations

1. When operationally feasible, identify miscoded mailpieces while sweeping the multiposition letter sorting machine (MPLSM) and segregate them from the mailstream. Supervisors must ensure that operators adhere to nationally and locally established procedures for the distribution of uncoded mailpieces and perform regular edit checks on all MPLSM operations.
2. Identify loop mail from incoming MPLSM using the loop mail facing slip and processed using either MUM terminals (city uncoded) or manually distributed in designated loop mail cases. Offices with RBCS have eliminated MUM operations and currently send this mail to the Remote Encoding Site for processing.
3. The MPLSM supervisor must perform bin checks on high-error firms daily. Firm separations are also a potential source for missorted mail. Because there may be no carrier review of the firm bundle or tray prior to delivery to the customer, accuracy of MPLSM firm separations is imperative.
4. Clerks must review high-error firm separations prior to dispatch. Verification procedures should continue until accuracy levels are acceptable.
5. Return-to-Sender mail processed on LSM operations is a chief contributor to loop mail. If practical, this mail should be processed on the Headquarters-authorized version of the Return-to-Sender program which utilizes CFS-mechanized terminals to print barcodes of the return address ZIP Code on RTS mailpieces.

Automation

The automation supervisor must:

1. Perform regular checks on high-error stackers, especially firms, to ensure that automated equipment is performing quality sortations. The accuracy of firm stacker mail is imperative. Recurring errors must be brought to the attention of the DAS or MDA so that diagnostics can be performed.
2. Identify mailpieces found with incorrect barcodes at the carrier cases, destinating offices, and customer firm directs.
3. Provide corrected information to the barcode source for future corrective action.

Remote Barcoding System (RBCS)

The remote barcoding system (RBCS) places a unique identification tag on mailpieces that includes the time and date the mailpiece was processed. The number of days that constitutes "Old ID-Tag" can be set on the OSS. The minimum default setting is 6 days.

Manual processing using loop mail handling and/or identification procedures is used for all subsequent processing of "Old ID-Tag" mail. Mail being returned to sender should be keyed to the return address as per Remote Encoding Site (RES) operator keying instructions. This mail must be officially endorsed with the reason for non-delivery. Presently, we do not recommend processing RTS accountable or postage due mail in the RBCS environment due to the inability to capture this mail in the delivery point sequencing environment. However, modification of RBCS keying rules to route this mail to the 5-digit or postmaster ZIP Code are being considered.

Mail that is hand-forwarded from non-CFS facilities will not contain an official forwarding label. This mail must be keyed to the forwarded address indicated on the mailpiece. However, incorrect Letter Mail Labeling Machine (LMLM) procedures could generate loop mail if CFS-processed mail is over-labeled. RBCS sites should review LMLM operations and update their LMLM standard operating procedure (SOP) to ensure loop mail is not generated.

Flat Sorting Machines (FSMs)

The recent optical character reader/barcode reader (OCR/BCR) enhancement to our FSM 881s and the BCR retrofit to the FSM 1000s has created another potential solution for loop mail as it enables placement of a unique identifier on CFS labels that would differentiate the forwarding label barcode from any customer-applied barcode. In the interim, CFS sites must apply forwarding labels over customer-applied barcodes when labeling flat mail.

However, the identified and captured loop mail flats in FSM operations, both barcoded and non-barcoded, should be isolated and processed in a manual flat operation. All preventive measures documented through-

out the management instruction, including proper labeling and mail flows, must be implemented to avoid captured loop mail flats from reentering the automation mailstream. Incorrect ZIP Codes and or/barcodes should be obliterated with a black marker.

Note: If the correct ZIP Code is known, it should be written on the address side of the mailpiece.

Package Bar Coding System (PBCS) and Parcels

The Package Bar Coding System (PBCS) is a national program that introduces barcodes to the processing of parcels at bulk mail centers (BMCs). The PBCS system automates the sortation of barcoded parcels.

The following procedures are to be implemented at delivery distribution units or when parcels are sorted to the carrier route level:

1. If a barcoded label from a package barcode sorter was applied over the address or addressee's name, peel off the barcode label. The parcel can then be delivered in the usual manner. Although these labels are designed for easy removal, peel them off carefully.
2. If the barcode was applied by an integrated retail terminal (IRT) or was applied by the mailer, obliterate the barcode.
3. If the parcel is addressed to a 5-digit ZIP Code with an incorrect barcode outside the general mail facility (GMF) service area, peel the PBCS barcode label off the parcel or totally obliterate the mailer or (PVI-applied barcode and return the parcel to BMC or sectional center facility (SCF) office for correct barcode application. If the parcel is destined for the local hold-out area, send it to the SCF office for overnight service instead of the BMC.
4. If the parcel has an incorrect ZIP Code, remove the barcoded label or totally obliterate the barcode and cross out the ZIP Code on the address. If the correct ZIP Code is known, add it to the address.
5. If the parcel is forwarded or returned to the sender, peel off the original address barcode label or totally obliterate the barcode.
6. Where operationally practical, parcels forwarded or returned to the sender that are too large to be processed in the CFS operation may be barcoded with a PVI. Use of a PVI to barcode the forwarding or return address allows the BMC to scan the parcel without searching for the return or the forwarding address.

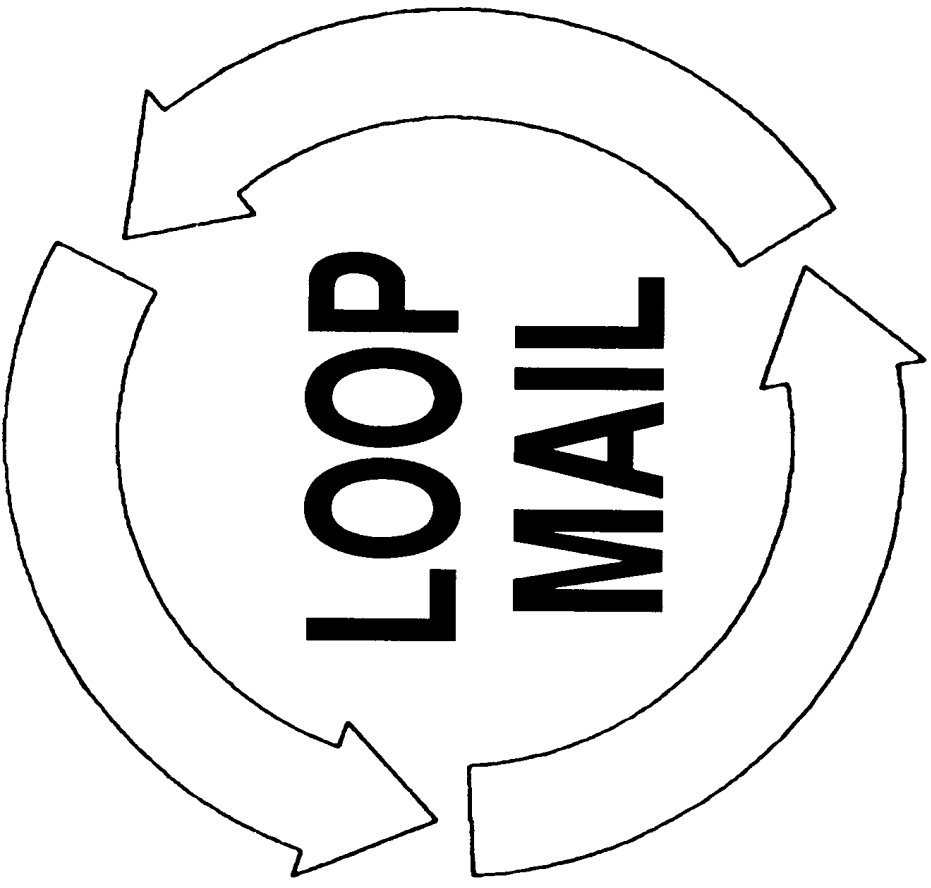
International Service Centers

International mail presents a unique challenge. Foreign mail bearing 5-digit postal codes may cause distribution problems at automated sites. International 5-digit postal codes are sometimes the same as valid U.S.

ZIP Codes; therefore, mailpieces encoded with those foreign postal codes may be misdirected through automated or mechanized processing to domestic destinations.

1. In instances where foreign mail is miscoded, give special attention to the MLOCR directory content and sort programs so that miscoded foreign mail can be minimized and captured. Stacker checks are a valuable tool for monitoring miscoded foreign mail.
2. Use loop mail handling and/or identification procedures must be used for subsequent processing of miscoded foreign mail.
3. In instances where mail is forwarded to a foreign address from a CFS site, the label will contain a generic barcode (00360-0003-00) to prevent loop mail. Send mail with this generic barcode to the unassigned stacker on the BCS.
4. Process manually CFS-forwarded mail addressed to a foreign country. Distribution clerks should not obliterate these postal codes.

Label 230, Loop Mail

	THIS MAIL MUST BE PROCESSED MANUALLY
TO _____	FROM _____
Label 230, March 1991	

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Appendix B:
Processing & Distribution
Forms

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APPENDIX B REQUIRED PROCESSING & DISTRIBUTION FORMS AND REPORTS

Unit 2

- PS Form 5398 Transportation Performance Record – Large Installations
- PS Form 5398-A Contract Route Vehicle Record
- PS Form 3607 Weighing and Dispatch Certificate
- ACT Tag

Unit 3

- PS Form 5500 Contract Route Irregularity Report
- PS Form 5398 Transportation Performance Record – Large Installations
- PS Form 5398-A Contract Route Vehicle Record

Unit 10

- PS Form 3974 Verification of Distribution Performed

Unit 13


- PS Form 1230 A Time Card – Week 1
- PS Form 1230 B Time Card - Week 2
- PS Form 1230C Time Card
- PS Form 1234 Utility Card
- PS Form 1236-A Weekly Loan, Transfer, and Training Hours

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PS Form 5398

USPS Supervisor's Signature_

Contract Route Vehicle Record						
Route No.		Trip	Frequency	Capacity		% Load
Schedule		Actual		Van No.		Destination
Dep.	Arr.	Dep.	Arr.			
MPL/FT LD		Time Sealed		No. Bars	No. Straps	Delay
Load Restraint Checked and Sealed By				Dispatching Facility		
Opened by						
Load Secure at Dest. <input type="checkbox"/> Yes <input type="checkbox"/> No		Date				
Comments (Contents, Special, etc.)				Driver's Name		
Seal Number(s)						
PS Form 5396-A, September 1992				1 - Dispatching Facility		

 UNITED STATES POSTAL SERVICE™		Weighing and Dispatch Certificate		Method of Postage Payment <input type="checkbox"/> Meter <input type="checkbox"/> Precanceled Stamp <input type="checkbox"/> Permit Imprint (<input type="checkbox"/> Company)	
Post Office of Mailing Permit No. _____ Federal Agency Cost Code _____ Permit Holder's Name & Address (Include ZIP Code) _____ Telephone Number _____ Authorized to use nonprofit rates? (DMM 625)* <input type="checkbox"/> Yes <input type="checkbox"/> No		Date _____ Mailing Statement Seq. No. _____ Receipt No. _____ No. Sacks _____ No. Trays _____ No. Pallets _____ No. Other _____ Weight of a Single Piece _____ pounds Total Pieces in Mailing _____ Total Weight of Mailing _____		Processing Category (DMM 128) <input type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Machinable Parcels <input type="checkbox"/> Irregular Parcels <input type="checkbox"/> Outside Parcels USPS Authorized Mailing ID Code(s) _____	
Name & Address of Individual or Organization for Which Mailing is Prepared (If other than the permit holder) Authorized to use nonprofit rates? (DMM 625)* <input type="checkbox"/> Yes <input type="checkbox"/> No		Name & Address of Mailing Agent (If other than the permit holder)		Check All That Apply (USPS Only) <input type="checkbox"/> Centralized Postage Payment <input type="checkbox"/> Plant Loaded to _____ <input type="checkbox"/> Plant Verified Drop Shipment to _____ <input type="checkbox"/> BMAJ Entry at _____ <input type="checkbox"/> Orig. _____ Dest. A/O ZIP _____ <input type="checkbox"/> Orig. _____ Dest. SCF 3D ZIP _____ <input type="checkbox"/> Orig. _____ Dest. BMC _____	
Total Postage _____				\$ _____	
Results of Presort Verification (Form 2866) _____ % Check One <input type="checkbox"/> Verif. Not Scheduled <input type="checkbox"/> Presort Verification Performed as Scheduled		Is this figure adjusted from mailer's entries? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes" Reason _____ Date Mailer Notified _____ Contact _____ By (Initials) _____			
(Check applicable boxes for corresponding mailing statement) <input type="checkbox"/> 3600-R <input type="checkbox"/> 3600-PC <input type="checkbox"/> 3602-R <input type="checkbox"/> 3602-N <input type="checkbox"/> 3602-PC <input type="checkbox"/> 3605-R <input type="checkbox"/> 3605-PC <input type="checkbox"/> 3608-R <input type="checkbox"/> 3608-PC <input type="checkbox"/> 3650 <input type="checkbox"/> 3651 <input type="checkbox"/> 3652					
Date and Time Released to Mail Processing <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; width: 40%;"> Round Stamp (Required) </div> <div style="border: 1px solid black; padding: 5px; width: 40%;"> Time A.M. P.M. </div> </div>			Date and Time Accepted by Mail Processing <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; width: 40%;"> (Date) </div> <div style="border: 1px solid black; padding: 5px; width: 40%;"> Time A.M. P.M. </div> </div>		
Signature of Weigher _____			Received for Processing by _____		

PS Forms 3607, June 1991



-> SHVHWY SHV
-> KH32006Z DFW
IND -> 4604601 HUB
WGT: 005 TOTAL: 00127
AP: SHV AT 08:00 ORG: IND: C3
LV: IND AT 06:45 03/14/00



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United States Postal Service

Contract Route Irregularity Report

Route Number	Route Title	Trip No.	Irregularity Date	Tractor-Trailer Nos.
Driver's Name		Point of Irregularity		
Employee Preparing Report		Office	Title	
Contractor's Name and Address (include Apt./Suite Number)				

Fold
Here**Section 1 – Irregularity in Service**Fold
Here

Prepare report on the spot when irregularity occurs. Report all irregularities. Report late operations of 15 minutes or less, **OR** those caused by legitimate reasons as *Information Only* (check box in Section 2, below.) Use ball point pen and distribute as indicated on the bottom of each copy.

- ☐ Failure to observe contract schedule
 ☐ Failure to Have Locks on Doors
 ☐ Unsatisfactory Vehicle (Explain below)

Actual arrival	Scheduled Arrival
Scheduled Departure	Actual Departure

- ☐ Safety Violation (Explain below)
 ☐ Other (Explain below)

Explanation:

Section 2 – Contractor's Reply (Use reverse if necessary)

Complete this section and return it to the Administrative Official within 10 DAYS. Failure to reply will be taken as admission that the facts as stated in Section 1, above, are correct.

- ☐ Information Only

Signature	Title	Date
-----------	-------	------

Section 3 – Postal Service Comments

Signature	Title	Date
-----------	-------	------

PS Form 5500, March 1995

Contractor - Copy 1

(Previous Editions Usable)

[illegible]

PS For 5398

USPS Supervisor's Signature _____

PS For 5398

Contract Route Vehicle Record						
Route No.		Trip	Frequency	Capacity		% Load
Schedule		Actual		Van No.		Destination
Dep.	Arr.	Dep.	Arr.			
MPL/FT LD		Time Sealed		No. Bars	No. Straps	Delay
Load Restraint Checked and Sealed By				Dispatching Facility		
Opened by						
Load Secure at Dest. <input type="checkbox"/> Yes <input type="checkbox"/> No		Date				
Comments (Contents, Special, etc.)				Driver's Name		
Seal Number(s)						
<div> PS Form 5398-A, September 1992 3 - Post Inside Vehicle </div>						

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1. Year	2. Employee Name (Last, First, MI)	3. Social Security No.
Scheme		5. Tour

[illegible][illegible]

A-B-13

PAY LOC	NAME	FLSA	D/A	FON	RSC	GRADE	LT	FINANCE NO.	SOCIAL SECURITY NO.	YR	PP	NK			
032	CORBETT	LF	N	519	8600	E	07	00	10-2032	213-15-7601	7	22	2		
7601	935	57	HOLIDAY WORK	58	HOLIDAY LEAVE	59	PART DAY LMOP	60	FULL DAY LMOP	61	COURT LEAVE	62	GUAR TIME	52	WORK HOURS
<div style="border: 2px solid black; padding: 5px; text-align: center;">WEEK 2</div>		43	PENALTY OVERTIME	65	MEETING TIME	66	CONVENTION LEAVE	67	MILITARY LEAVE	68	GUAR OVERTIME	53	OVERTIME		
		69	BLOOD DONOR LEAVE	70	STEWARDS DUTY TIME	71	CONTIN OF PAY	49	LMOP ON OWCP	73	OUT OF SCHEDULE	72	SUNDAY PREM HRS	54	NIGHT WORK
		74	CHRISTMAS WORK							76	NON-SCHED XFT HRS	55	ANNUAL LEAVE		
												98	PAYLOC CHANGE	99	FON CHANGE
U.S. POSTAL SERVICE TIME CARD		PS FORM 1230													
EMPLOYEE'S SIGNATURE (ONLY WHEN REQUIRED)													TIMEKEEPER'S INITIALS		

TOTALS													
	1 DS ALLOWED (REASON)	2 UNOP (REASON)	3 OL	4 SL	5 AL	6 OP	7 NW	8 OT	9 GUAR TIME	10 GUAR O T	11 CLOCK HRS	12 DISALLOWED HOURS	13 WORK HOURS
											INITIALS		
SCHED FRI													
	UNOP	OL	SL	AL	OP	NW	OT				INITIALS		
SCHED THU													
	UNOP	OL	SL	AL	OP	NW	OT				INITIALS		
SCHED WED													
	UNOP	OL	SL	AL	OP	NW	OT				INITIALS		
SCHED TUE													
	UNOP	OL	SL	AL	OP	NW	OT				INITIALS		
SCHED MON													
	UNOP	OL	SL	AL	OP	NW	OT				INITIALS		
SCHED SUN													
	UNOP	OL	SL	AL	OP	NW	OT				INITIALS		
SCHED SAT													
	UNOP	OL	SL	AL	OP	NW	OT				INITIALS		
TOTAL BY					VERIFIED BY					START			

EDM 7503

PAY LOC.	LAST NAME	INITIALS	D/A	LDC	RSC	GRADE	PDCLT	FINANCE NO.	SOCIAL SECURITY NO.	YR.	PP	WK.
CARD TYPE 1- NEW EMPLOYEE OR REPLACEMENT TIME CARD 2- HIGHER LEVEL CARD TYPE MUST BE ENTERED AT RIGHT U.S. POSTAL SERVICE TIME CARD			57 HOLIDAY WORK	58 HOLIDAY LEAVE	59 PART DAY LWOP	60 FULL DAY LWOP	61 COURT LEAVE	62 GUAR. TIME	63	52 WORK HOURS		
			43 PENALTY OR	65 MEETING TIME	66 CONVENTION LEAVE	67 MILITARY LEAVE	68 GUAR. OVERTIME	53 OVERTIME				
			65 BLOOD DONOR LEAVE	70 STEWARD'S DUTY TIME	71 CNT. PAY	49 LWOP OR OWCP	73 OUT OF SCHEDULE	72 SUNDAY PREM. HRS	54 NIGHT WORK			
			74 CHRISTMAS WORK					76 NON SCHED X-PT HRS	55 ANNUAL LEAVE			
			90 RSC GRADE	91 % INC	92 HUL L/D	93 DUAL D/A	94	95 PAY LOC CHANGE	96 LDC CHG	56 SICK LEAVE		
EMPLOYEE'S SIGNATURE (ONLY WHEN REQUIRED)			TIMEKEEPER'S INITIALS									

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

A. INITIAL	PAID LEAVE										OTHER PREM	NW	OT	GUAR TIME	GUAR	CLOCK HRS	INITIALS	TOTAL WORK HOURS	TOTAL LEAVE HOURS
	NO. ALLIES DESIGN	LWOP (REASON)	OL	SL	AL	OP													
SCHED																			
FRI		LWOP	OL	SL	AL	OP													
SCHED																			
TUE		LWOP	OL	SL	AL	OP													
SCHED																			
WED		LWOP	OL	SL	AL	OP													
SCHED																			
THU		LWOP	OL	SL	AL	OP													
SCHED																			
FRI		LWOP	OL	SL	AL	OP													
SCHED																			
SUN		LWOP	OL	SL	AL	OP													
SCHED																			
SAT		LWOP	OL	SL	AL	OP													
SCHED																			

TOTAL BY _____ VERIFIED BY _____ START

QT 00323-08

Utility Card											
Name _____											
SSN _____											
Check Appropriate <input type="checkbox"/> Loan <input type="checkbox"/> Training <input type="checkbox"/> STTD <input type="checkbox"/> Extra Clock Rings <input type="checkbox"/> Transfer (See boxes at right as necessary) <input type="checkbox"/> AL <input type="checkbox"/> HOS											
REGULAR ASSIGNED POSITION						TEMPORARY ASSIGNED POSITION					
Title _____				P/L _____		Title _____				P/L _____	
DES/ACT	FON (4)	YR	PP	WK	DES/ACT	FON (4)	YR	PP	WK		
NOTE: For reporting training hours, enter "TRAINING" in the temporary assigned position block.											
Disallowed (Reason)	LWOP	Paid Leave			Other From	NW	OT	Clock Hours			
		OL	SL	AL							
									Init. & Day		
									Guar. OT Guar Time		
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day			
									Guar. OT Guar Time		
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day			
									Guar. OT Guar Time		
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day			
									Guar. OT Guar Time		
DIS	LWOP	OL	SL	AL	OP	NW	OT	Init. & Day			
									Guar. OT Guar Time		

PS Form 1234, March 1992 START

Reason (Reason)	LWOP	Paid Leave			Other Prem	NW	OT	Clock Hours
		OL	SL	AL				
				RECALL			Int & Day	
							Guar OT	Guar Time
DIS	LWOP	OL	SL	AL	OP	NW	OT	Int & Day
							Guar OT	Guar Time
DIS	LWOP	OL	SL	AL	OP	NW	OT	Int & Day
							Guar OT	Guar Time
DIS	LWOP	OL	SL	AL	OP	NW	OT	Int & Day
							Guar OT	Guar Time
DIS	LWOP	OL	SL	AL	OP	NW	OT	Int & Day
							Guar OT	Guar Time
DIS	LWOP	OL	SL	AL	OP	NW	OT	Int & Day
							Guar OT	Guar Time
DIS	LWOP	OL	SL	AL	OP	NW	OT	Int & Day
							Guar OT	Guar Time
DIS	LWOP	OL	SL	AL	OP	NW	OT	Int & Day
							Guar OT	Guar Time

PS Form 1234, March 1992 (Reverse)

START

A-B-21

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Appendix C:

Color Coding

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458.3 Color Coding Procedures by Facility**458.31 Bulk Mail Centers****458.311 Application of Color Codes**

The application of color codes to STANDARD A is based upon the arrival of the mail being used with the facility critical entry time. Arrival at the facility is defined as the day and time the mail arrives on Postal Service property. BMCs must develop local procedures to ensure that they maintain the correct color code for all mail, based on its arrival on the premises, until it is dumped, and will also ensure that volume in the system is expedited as much as possible.

458.312 Standard Mail (A)

All outgoing Standard Mail (A) will be coded with a 1-day color code representing the day on which the mail is scheduled to be cleared. After processing is completed, the clearance day tags used in outgoing operations are to be removed prior to dispatch to downstream operations/facilities. (See [Exhibit 458.312](#) for the applicable color coding procedures.)

Exhibit 458.312**One-Day Clearance Matrix**

Receipt Day	Color Code	Clearance Day
Saturday	white	Sunday
Sunday	blue	Monday
Monday	orange	Tuesday
Tuesday	green	Wednesday
Wednesday	violet	Thursday
Thursday	yellow	Friday
Friday	pink	Saturday

458.313 Area Distribution Center or Sectional Center Facility Function

If a BMC either shares responsibility for completing an ADC or an SCF function (sometimes identified as the 115/185 operation) with another processing facility, or is itself a designated ADC or SCF, the mail processed in such an operation must be coded with a 1-day color code indicating the day the operation should be cleared. Such color code tagging must be consistent with the arrival of the mail on postal premises, and not when it is extracted or identified from a mechanized operation. After processing is completed, remove the clearance day tags used in the ADC/SCF operation prior to dispatch to downstream operations. If any further distribution is performed below the ADC/SCF level in the BMC, then the portion of these instructions applicable to a P&DC, ADC, delivery unit, etc., are to be applied, as appropriate. (See [Exhibit 458.312](#) for the applicable color coding procedures.)

458.314 Incorrectly Coded and Non-Color-Coded STANDARD A

When STANDARD A is discovered in a facility after its initial receipt without color codes or incorrectly identified with multiple color codes, and it cannot be reasonably determined what the color code should be, follow these procedures:

- a) If the mail is identified with multiple color codes, then the oldest color code is assumed to be correct, even if the clearance/delivery date has passed.
- b) If mail is observed without any color code at all, then it is to be color coded with the same clearance/delivery color code as the oldest mail in the unit at the time of its discovery.
- c) If mail is observed without any color code at all, and there is no other mail in the unit at the time of its discovery, then it is to be color coded with today's clearance/delivery color code and treated as if it were delayed.

458.33 Delivery Distribution Centers/Units (DDCs/DDUs)

458.331 Application of Color Codes

The application of color codes to STANDARD A mail is based upon the arrival of the mail being used with the facility critical entry time. Arrival at the facility is defined as the day and time the mail arrives on Postal Service property. All facilities must develop local procedures to ensure that they maintain the correct color code for all mail, based on its arrival on the premises. Whenever a delivery day color code is applied, it must remain on the mail until it is taken out by the carrier at the delivery unit.

458.332 Outgoing Standard A

- a) All outgoing mail received from a mailer and destinating carrier route mail must be color coded to indicate scheduled clearance 1 day after receipt at the facility (see [Exhibit 458.332a](#)). After processing is completed, the clearance day tags are removed prior to dispatch.
- b) All other destinating STANDARD A received at delivery distribution centers/units, including drop shipment mailings, must be color coded for 2-day delivery according to [Exhibit 458.332b](#).

Exhibit 458.332a

One-Day Clearance Matrix

Receipt Day	Color Code	Clearance Day
Saturday	white	Sunday
Sunday	blue	Monday
Monday	orange	Tuesday
Tuesday	green	Wednesday
Wednesday	violet	Thursday
Thursday	yellow	Friday
Friday	pink	Saturday

Exhibit 458.332b

Two-Day Delivery Matrix

Receipt Day	Color Code	Delivery Day
Saturday	orange	Tuesday
Sunday	orange	Tuesday
Monday	green	Wednesday
Tuesday	violet	Thursday
Wednesday	yellow	Friday
Thursday	pink	Saturday
Friday	blue	Monday

458.333 Secondary Distribution of Standard A

DDCs and DDU's that perform secondary distribution for delivery units must also apply a 2-day delivery color code to that mail upon its arrival from upstream facilities.

458.334 Incorrectly Coded and Non-Color-Coded Standard A

When STANDARD A is discovered in a facility, after its initial receipt, without color codes or incorrectly identified with multiple color codes, and it cannot be reasonably determined what the color code should be, follow these procedures:

- If mail is identified with multiple color codes, then the oldest color code is assumed to be correct, even if the clearance/delivery date has passed.
- If mail is observed without any color code at all, then it is to be color coded with the same clearance/delivery color code as the oldest mail in the unit at the time of its discovery.
- If mail is observed without any color code at all, and there is no other mail in the unit at the time of its discovery, then it is to be color coded with today's clearance/delivery color code and treated as if it were delayed.

458.34 Delivery Units, Including Post Offices, Stations, and Branches

458.341 Application of Color Codes

The application of color codes to STANDARD A is based upon the arrival of the mail being used with the facility critical entry time. Arrival at the facility is defined as the day and time the mail arrives on Postal Service property. All facilities must develop local procedures to ensure that they maintain the correct color code for all mail, based on its arrival on the premises. Whenever a delivery day color code is applied, it must remain on the mail until it is taken out by the carrier at the delivery unit.

458.342 Outgoing Standard A

- a) All outgoing mail received from a mailer must be color coded to indicate scheduled clearance 1 day after receipt at the facility (see [Exhibit 458.342](#)). After processing is completed, the clearance day tags used in outgoing operations are to be removed prior to dispatch. Delivery units not performing secondary distribution will receive STANDARD A from the distribution facility with a color code attached. This color code must remain on the mail until taken out for delivery.
- b) If a holiday falls on a scheduled delivery day, the delivery color code must remain unchanged, and must be used to properly sequence the mail on the next delivery day. On the day following the holiday, the mail color coded for the holiday is not considered delayed but is worked prior to the mail with the current day's color.
- c) Delivery units may receive STANDARD A with a mailer-requested delivery date later than the scheduled color-coded day. This mail is to be color coded or re-color coded at the delivery unit to match the last requested in-home delivery date, to comply with the mailer's request.
- d) Delivery units may receive STANDARD A with a mailer-requested delivery date earlier than the color-coded delivery day. Although this mail will remain color coded for delivery as outlined in these procedures, all reasonable efforts should be made to deliver this mail within the mailer's requested delivery window.
- e) Delivery units may receive STANDARD A with a mailer-requested delivery date that has already passed. Although this mail will remain color coded as outlined in these procedures, the decision regarding the delivery or disposition of this mail will be consistent with the current national policy on this subject.

Exhibit 458.342

One-Day Clearance Matrix

Receipt Day	Color Code	Clearance Day
Saturday	white	Sunday
Sunday	blue	Monday
Monday	orange	Tuesday
Tuesday	green	Wednesday
Wednesday	violet	Thursday
Thursday	yellow	Friday
Friday	pink	Saturday

458.343 **Secondary Distribution**

Delivery units receiving STANDARD A requiring secondary distribution (including drop shipment mailings and mail received directly from mailers) must apply 2-day delivery color codes upon receipt of the mail as outlined in [Exhibit 458.343](#). This color code must remain on the mail until taken out for delivery.

Exhibit 458.343

Two-Day Delivery Matrix

Receipt Day	Color Code	Delivery Day
Saturday	orange	Tuesday
Sunday	orange	Tuesday
Monday	green	Wednesday
Tuesday	violet	Thursday
Wednesday	yellow	Friday
Thursday	pink	Saturday
Friday	blue	Monday

458.344 **Procedures for Mailer-Prepared Carrier Route Mail Received in Delivery Units**

- a) When mailer-prepared carrier route mail is received in delivery units from upstream postal facilities (BMCs, P&DCs, DDUs, etc.), such mail has an advanced service commitment and must be color coded with a 1-day delivery color code, according to [Exhibit 458.344](#).
- b) When mailer-prepared carrier route mail is received in delivery units directly from mailers and has never been handled in a prior postal facility, use the 2-day color code matrix.

Exhibit 458.344

One-Day Delivery Matrix		
Receipt Day	Color Code	Delivery Day
Saturday	blue	Monday
Sunday	orange	Tuesday
Monday	orange	Tuesday
Tuesday	green	Wednesday
Wednesday	violet	Thursday
Thursday	yellow	Friday
Friday	pink	Saturday

458.345 Incorrectly Coded and Non-Color-Coded Standard A

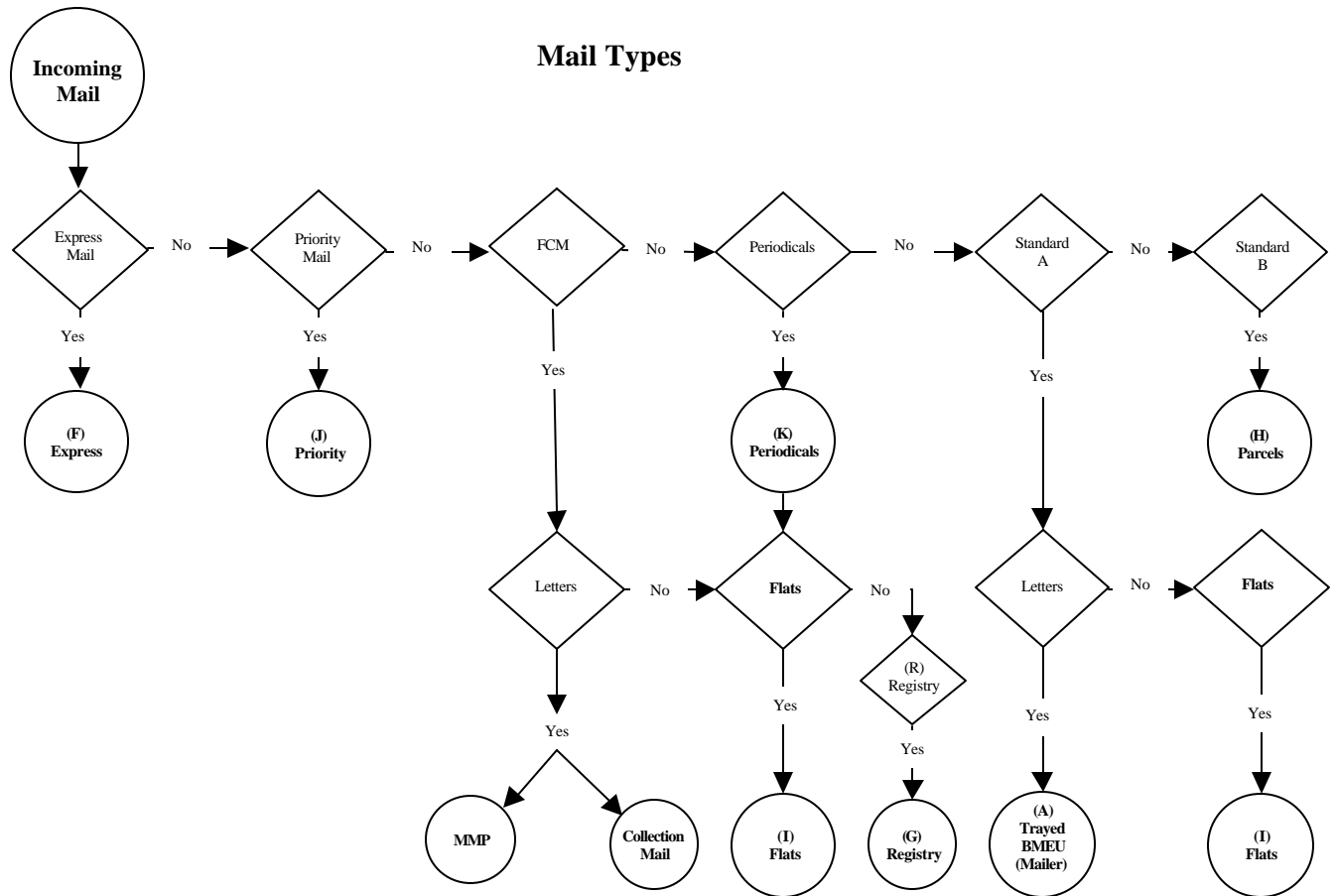
When STANDARD A is discovered in a facility after its initial receipt, without color codes or incorrectly identified with multiple color codes, and it cannot be reasonably determined what the color code should be, follow these procedures:

- a) If the mail is identified with multiple color codes, then the oldest color code is assumed to be correct, even if the clearance/delivery date has passed.
- b) If mail is observed without any color code at all, then it is to be color coded with the same clearance/delivery color code as the oldest mail in the unit at the time of its discovery.
- c) If mail is observed without any color code at all, and there is no other mail in the unit at the time of its discovery, then it is to be color coded with today's clearance/delivery color code and treated as if it were delayed.

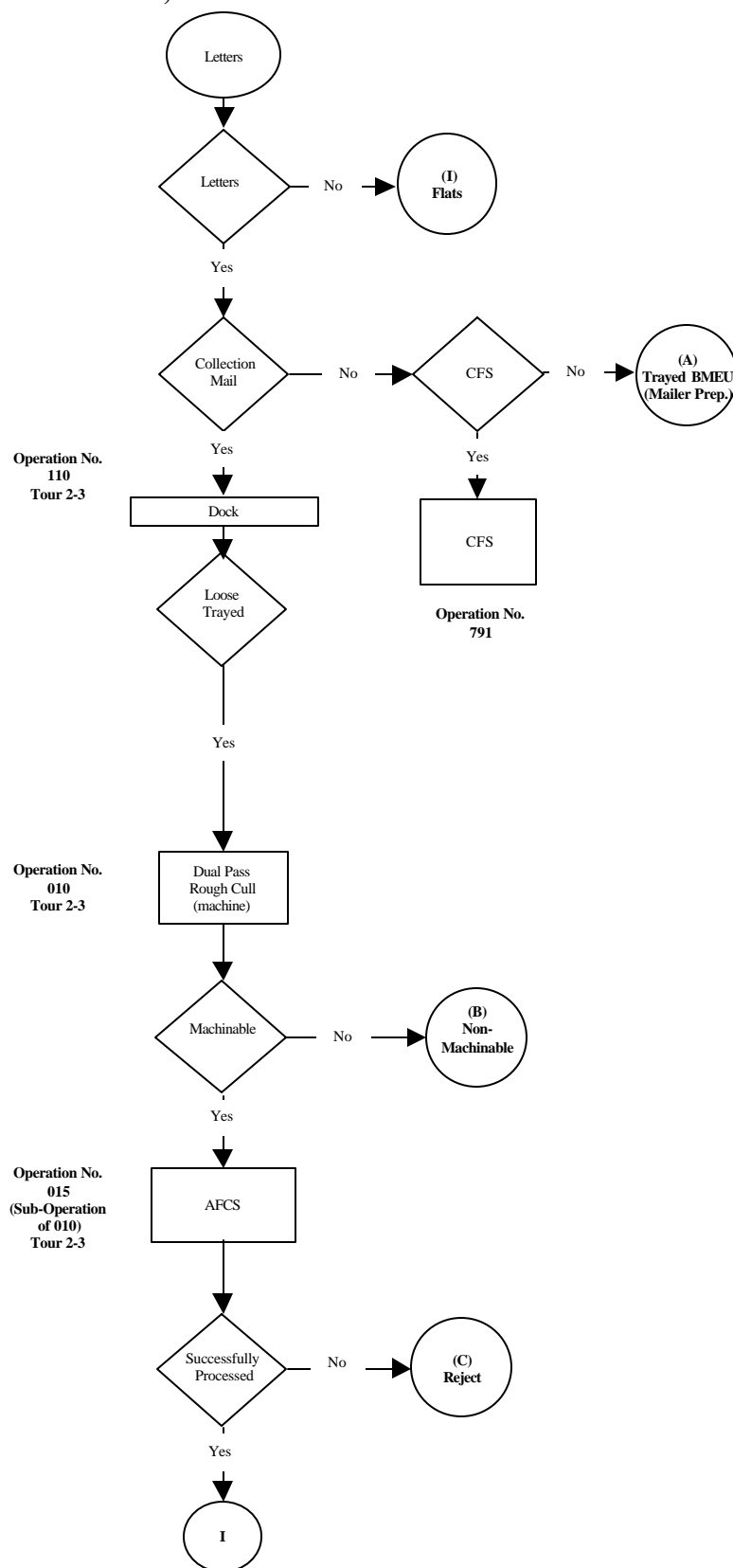
Appendix D:

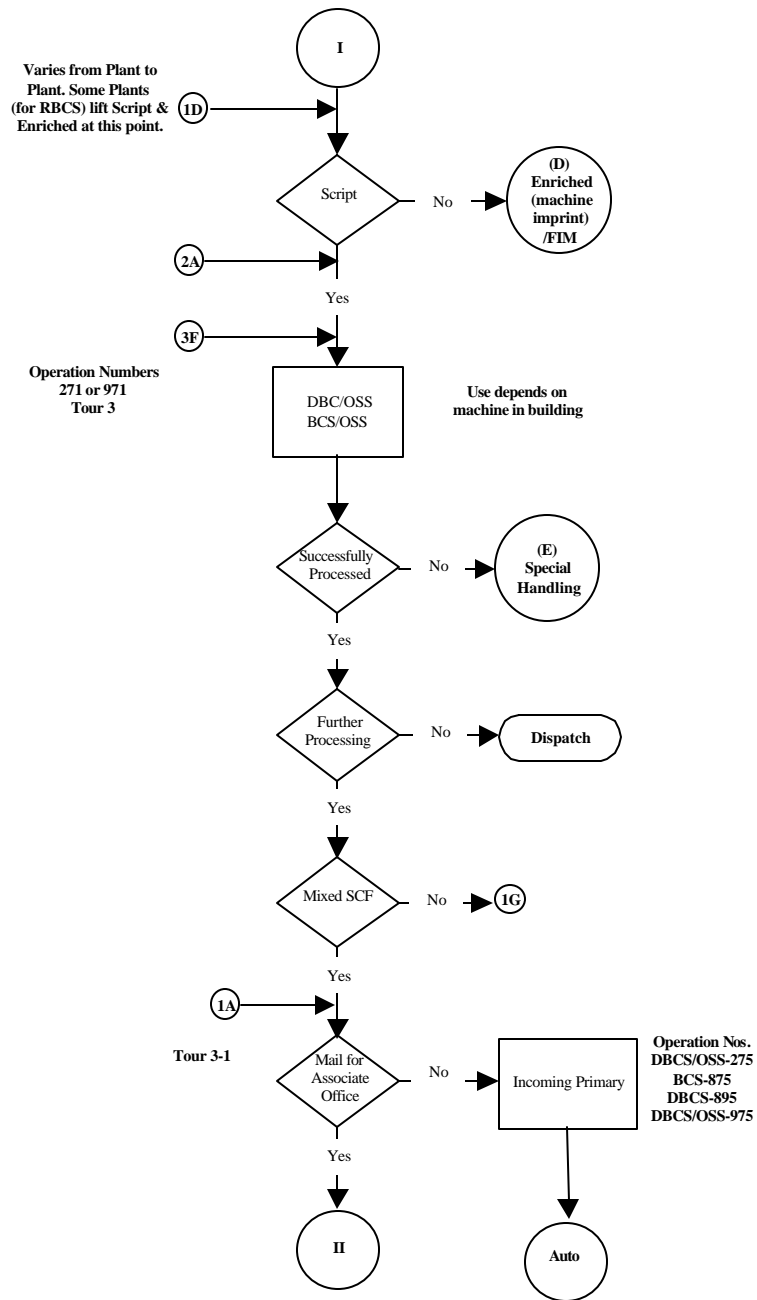
Flow Charts

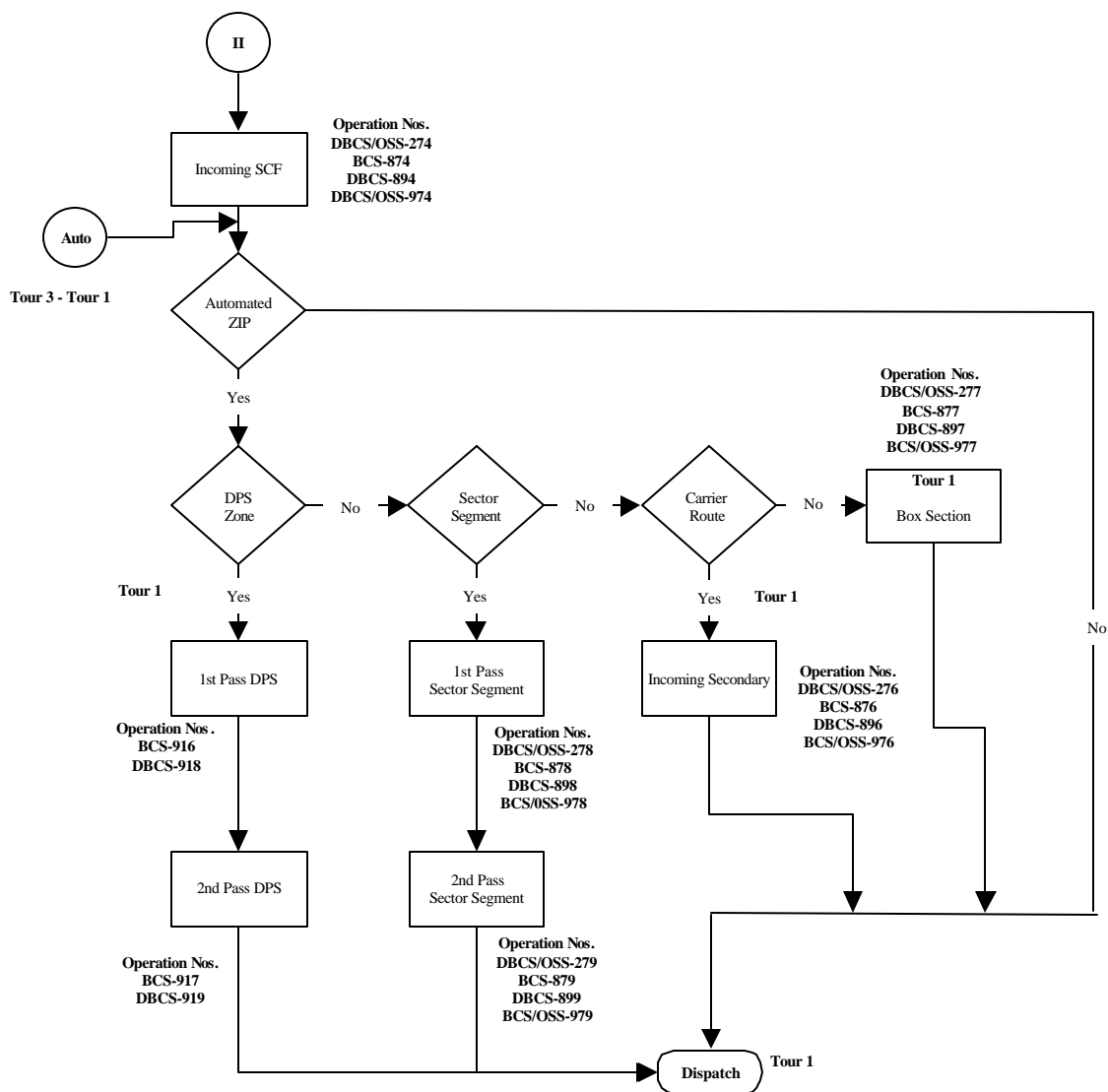
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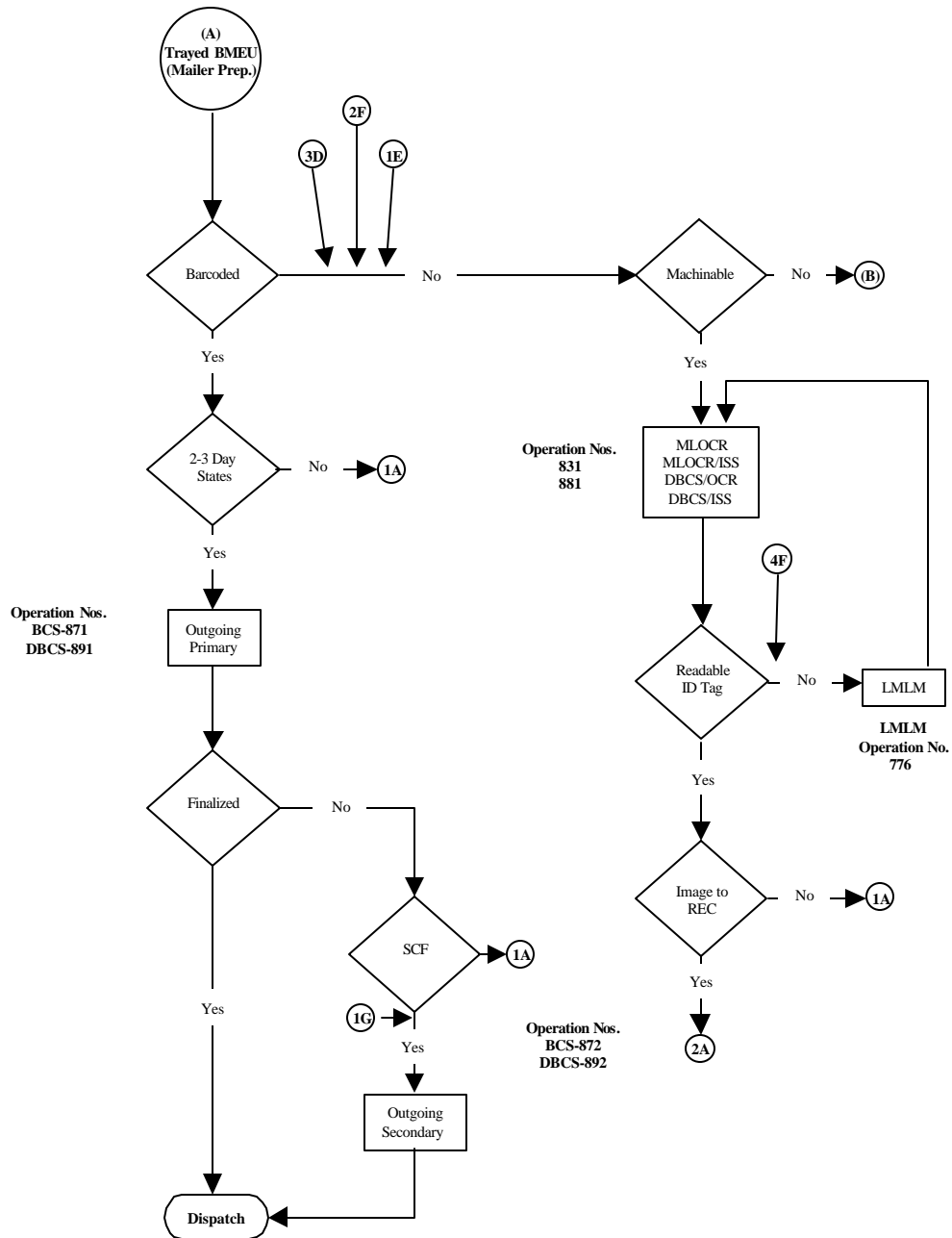


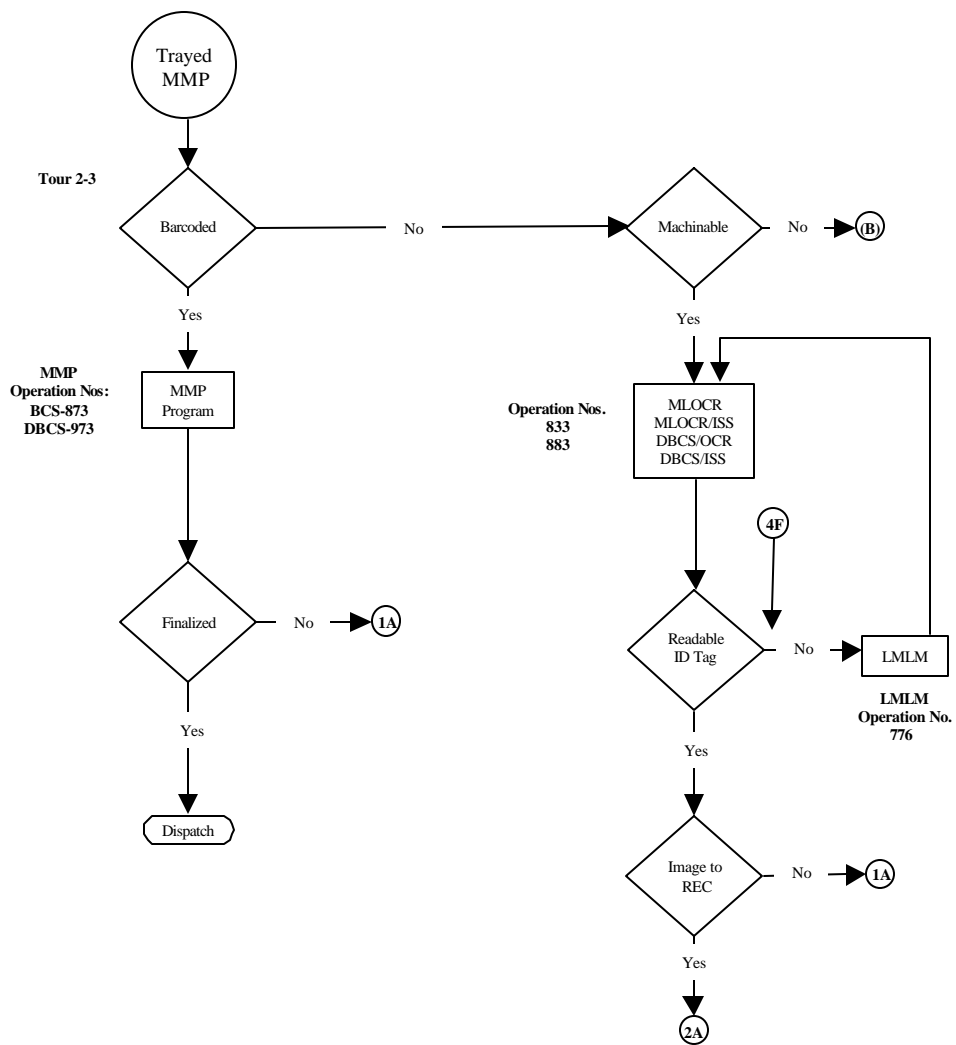
Starting Point of Mail - Post Office, Mail Box, or BMEU

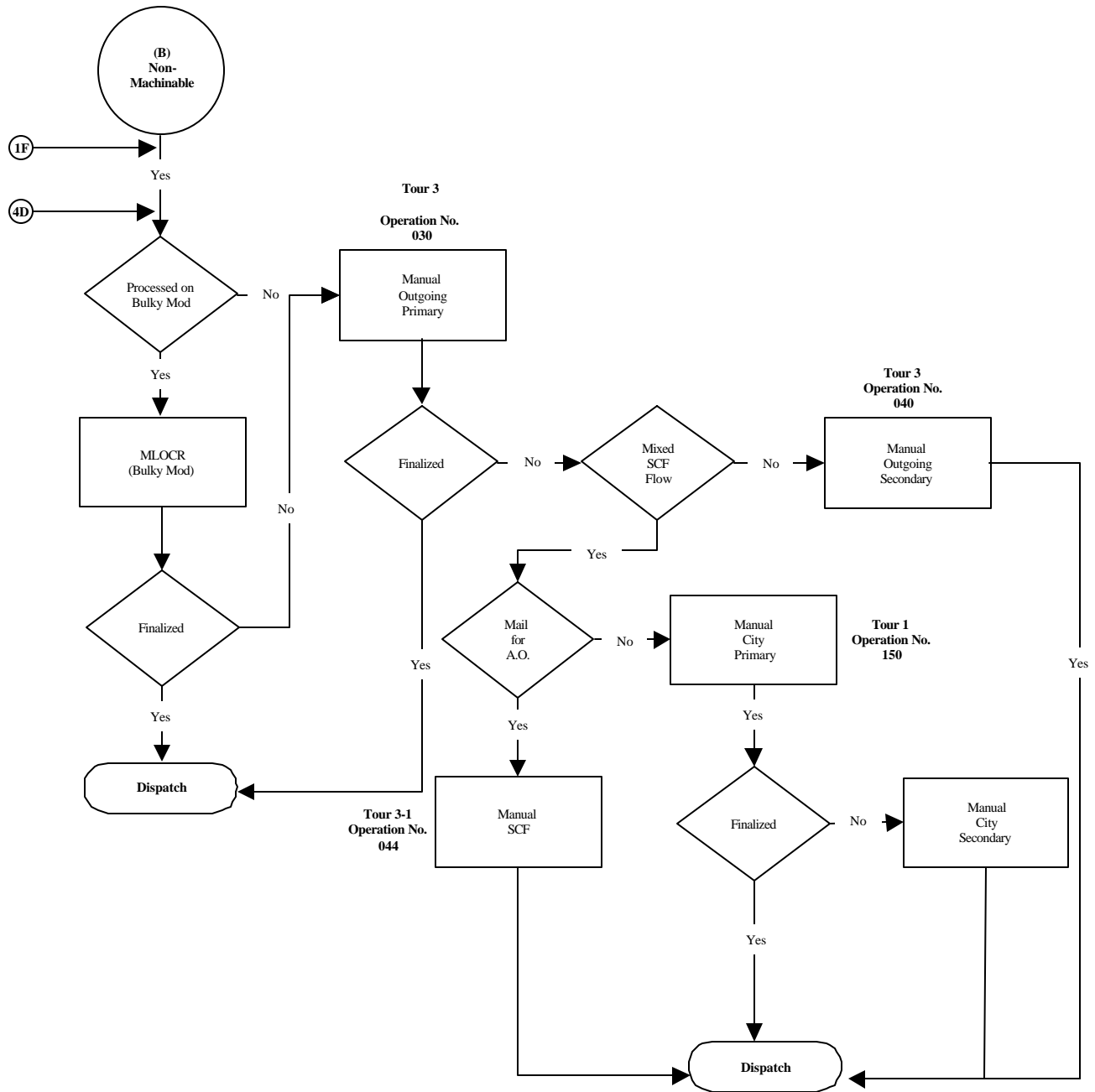


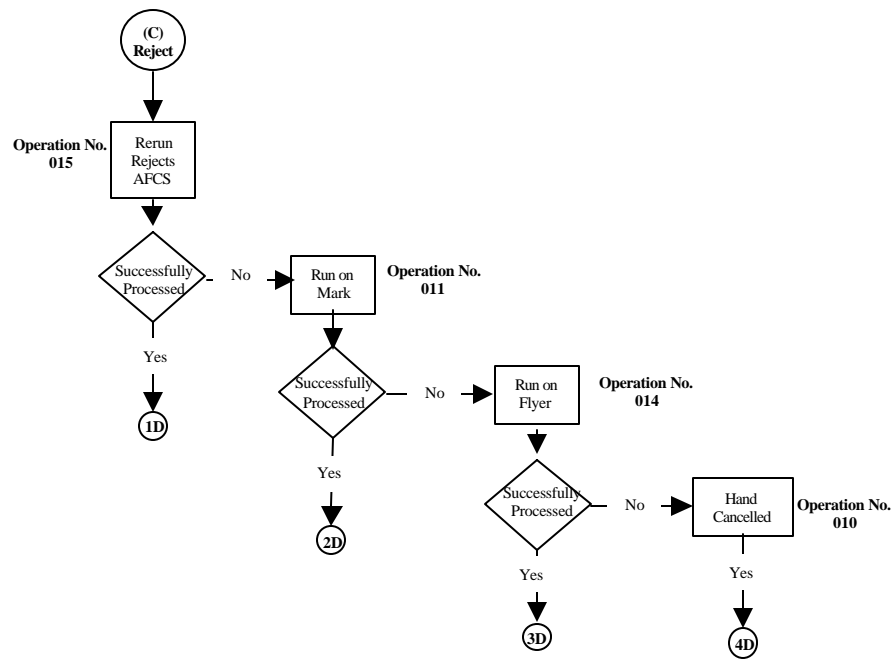


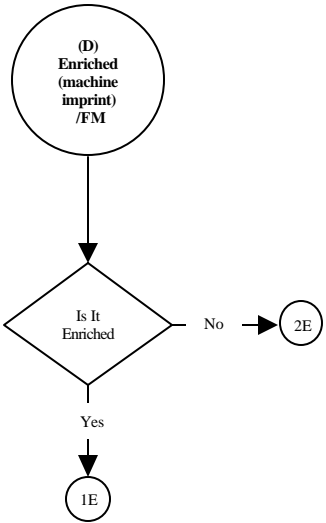


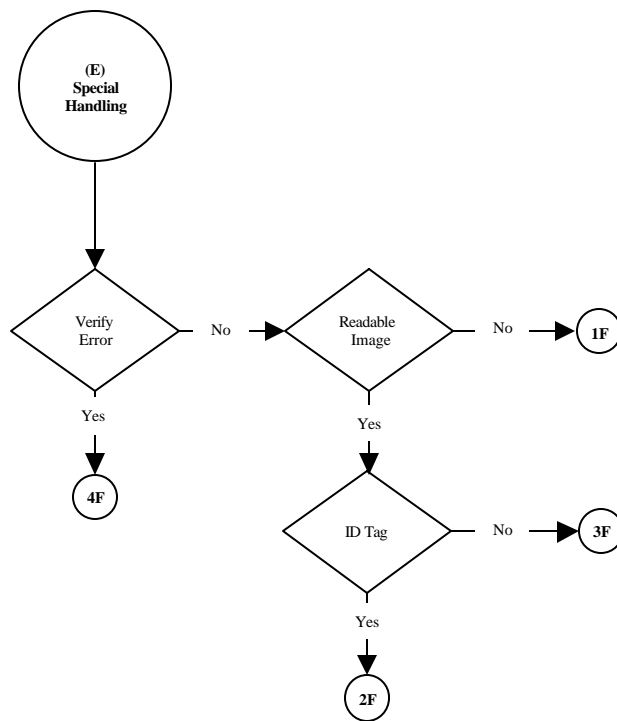


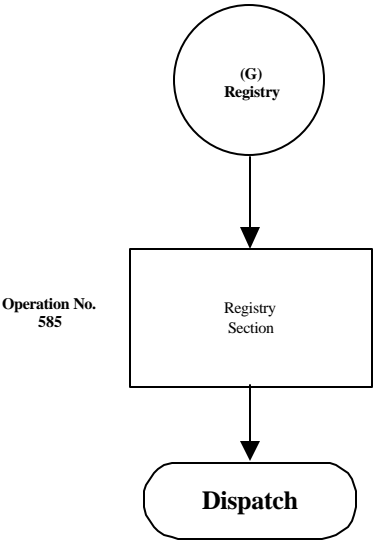


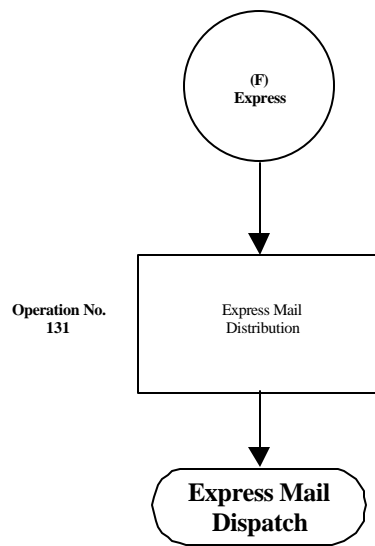


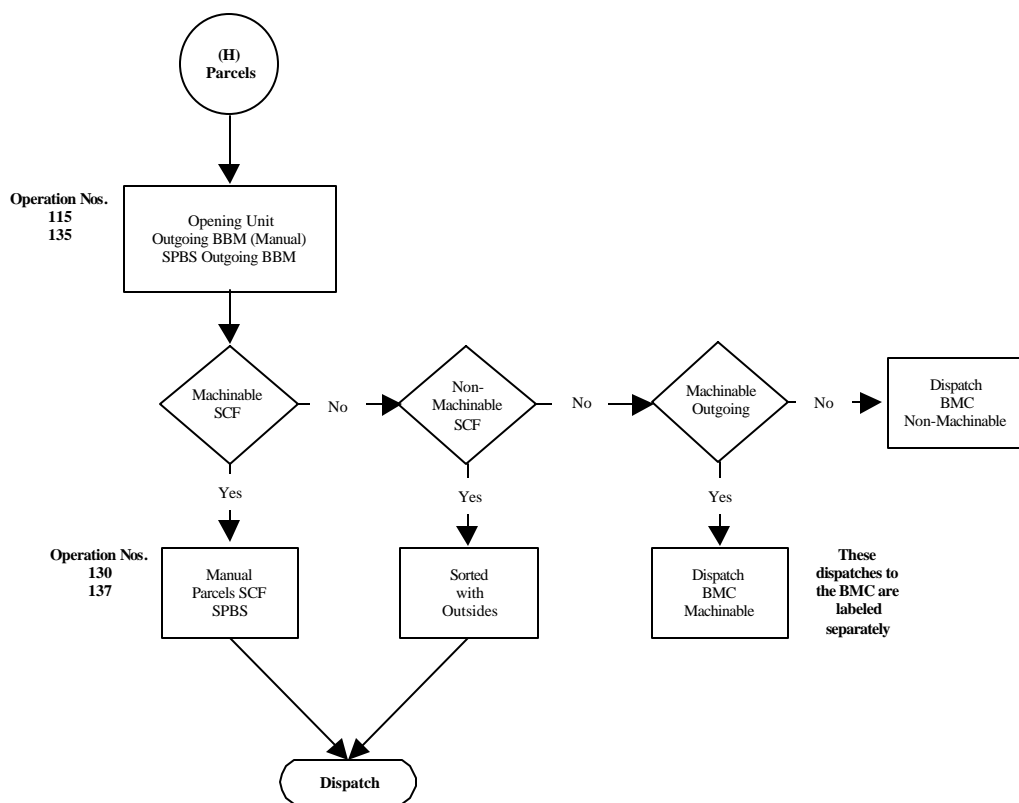


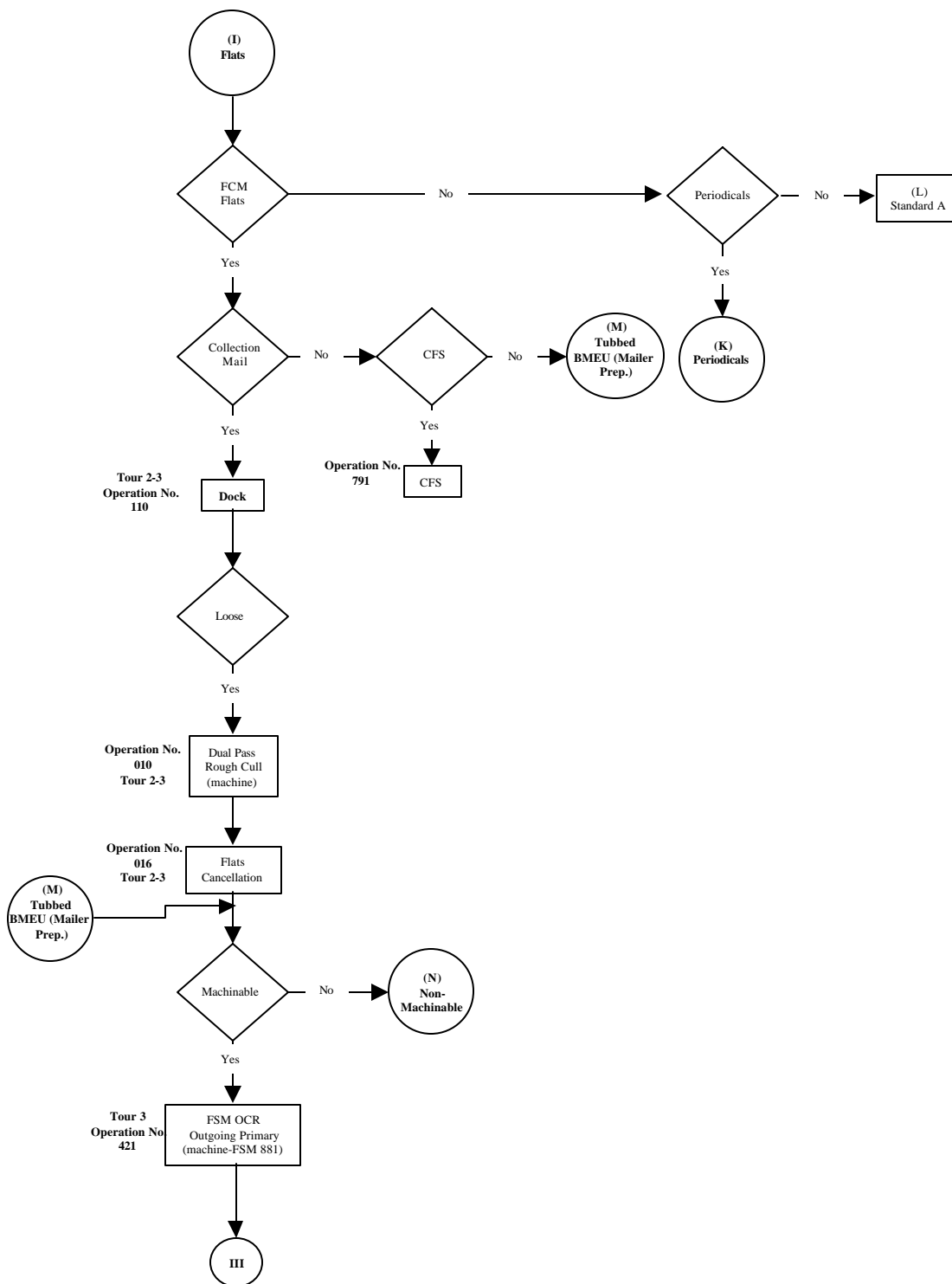


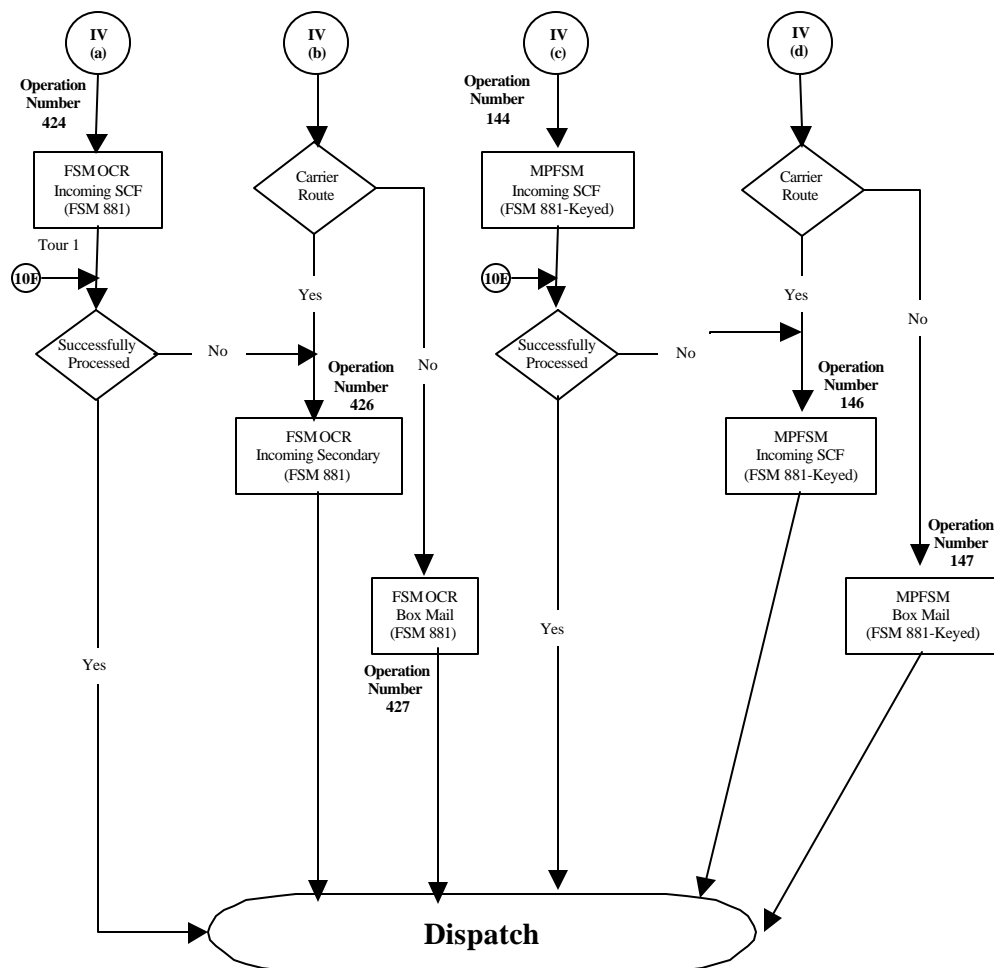


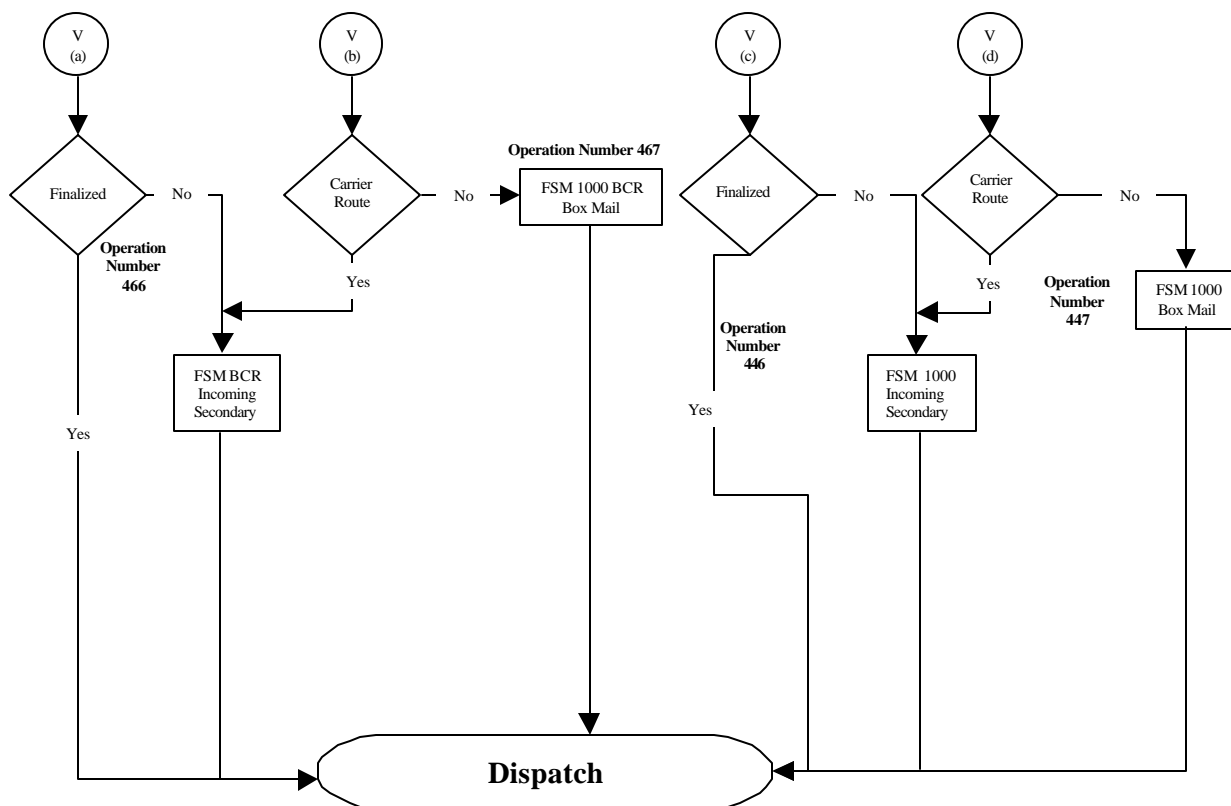


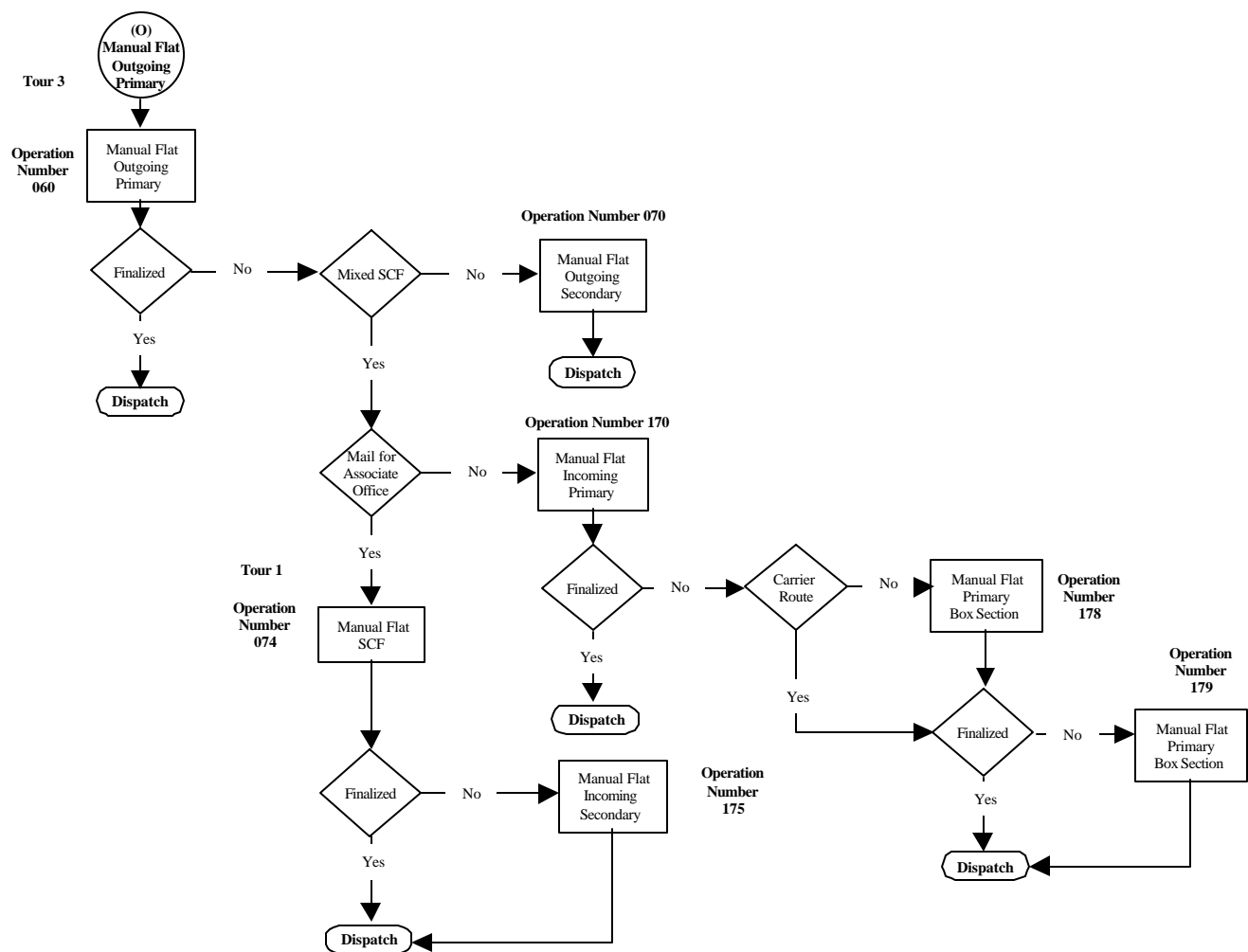


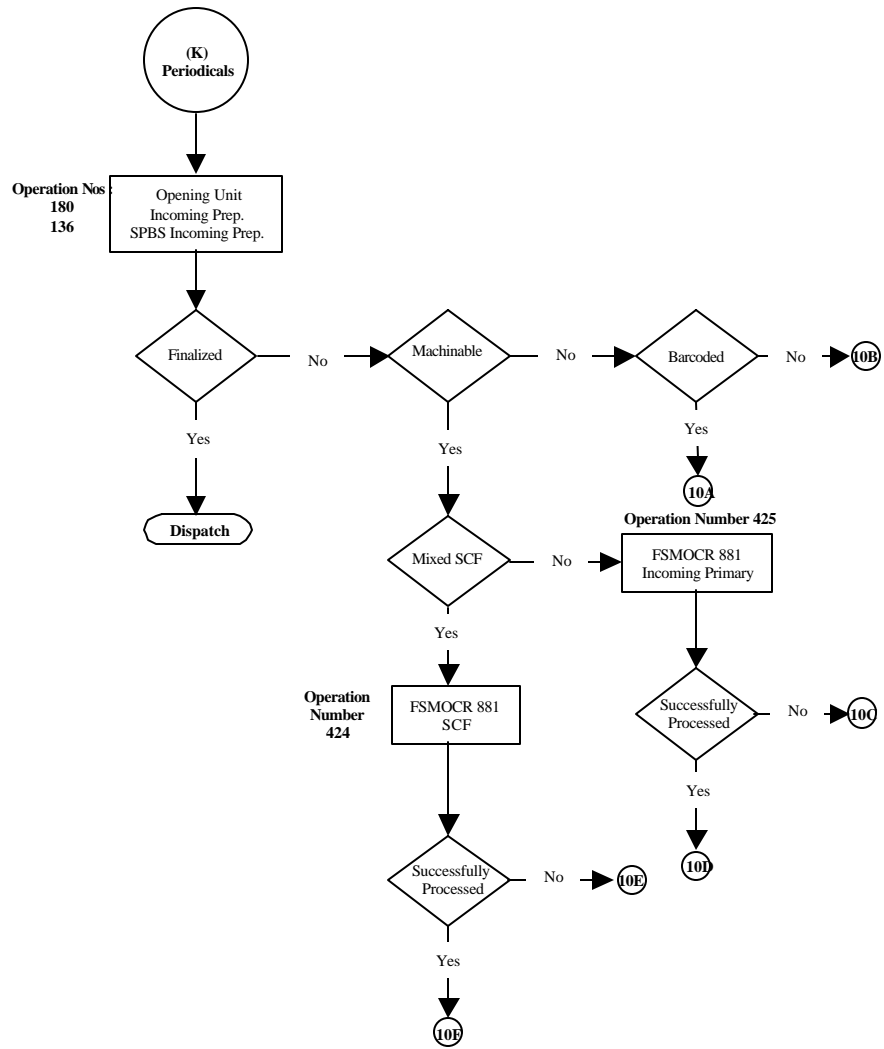












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Appendix E:
MODS Operation Numbers

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July 21, 1999

MODS OPERATION NUMBERS

LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION		
FUNCTION 0			<u>OPERATIONS SUPPORT</u>		
	03	581	INDUSTRIAL ENGINEER		
	02	582	QUALITY IMPROVEMENT		
01	07	593	ENVIRONMENTAL MANAGEMENT		
01	04	594	ZIP+4 ADDRESS INFO SYSTEM		
01	04	595	CRIS ADDRESS INFO SYSTEM		
	04	596	5 DIGIT ZIP INFO SYSTEM		
	05	645	PRODUCTION PLANNING		
	09	646	DELIVERY & RETAIL ANALYST		
	08	668	ADMIN & CLERICAL - OPERATIONS SUPPORT		
	05	672	ADMIN & CLERICAL - PRODUCTION PLANNING		
	03	673	ADMIN & CLERICAL - INDUSTRIAL ENGINEERING		
	04	674	ADMIN & CLERICAL - ADDRESS MANAGEMENT SYSTEM		
	09	675	ADMIN & CLERICAL - DELIVERY & RETAIL PROGRAMS		
01	08	900	TRAVEL - OPERATIONS SUPPORT		
01		920	MANAGER, OPERATIONS PROGRAMS SUPPORT		
01		922	MANAGER, IN-PLANT SUPPORT		
01		924	MANAGER, ADDRESS SYSTEMS		
FUNCTION 1			<u>MAIL PROCESSING</u>		
	17	002C	Consolidated for Presort		
	17	002	PRESORT PREF-CARRIER		
	17	003	PRESORT BULK-CARRIER/SATURATION		
	17	004	PRESORT PREF-3/5 DIGIT		
	17	005	PRESORT BULK-3/5 DIGIT/BASIC		
	17	006	PRESORT PREF-ZIP+4		
	17	007	PRESORT BULK-ZIP+4		
	17	008	PRESORT PREF-ZIP+4 BARCODED		
	17	009	PRESORT BULK-ZIP+4 BARCODED		
	17	010C	Consolidated Mail Preparation - Stamped		
	17	010	HAND CANCELLATIONS		
	17	011	MICRO MARK		
	17	012	M - 36		
	17	013	MARK II/HALF MARK		
	17	014	FLYER		
	17	015	ADVANCED FACER CANCELLER SYSTEM		
	17	016	FLAT CANCELLATIONS		
	17	017	ALLIED LABOR - CANCELLATIONS		
	17	018	ALLIED LABOR - CANCELLATIONS		
	17	019	ALLIED LABOR - CANCELLATIONS		
	17	020C	Consolidated Mail Preparation - Metered		
	17	021	MAIL PREPARATION-METERED		
	17	022	MAIL PREPARATION-METERED		
	17	023	MAIL PREPARATION-METERED		
	17	024	MAIL PREPARATION-METERED		
	17	025	MAIL PREPARATION-METERED		
	17	026	MAIL PREPARATION-METERED		
	17	027	MAIL PREPARATION-METERED		
	17	028	MAIL PREPARATION-METERED		
	14	029	RIFFLE LETTER MAIL	LTR	MANL
	17	029B	MAIL PREPARATION-METERED BYPASS		
	14	030	MANUAL LTR-OUTGOING PRIMARY	LTR	MANL

Version 1

Page 1

July 21, 1999

MODS OPERATION NUMBERS

LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION		
	14	032	MANUAL LTR-INTERNATIONAL OUTBOUND	LTR	MANL
	14	033	MANUAL LTR-INTERNATIONAL INBOUND	LTR	MANL
	14	033C	Consolidated - Manual LTR International		
	14	040	MANUAL LTR-OUTGOING SECONDARY	LTR	MANL
	14	043	MANUAL LTR-STATE DISTRIBUTION	LTR	MANL
	14	044	MANUAL LTR-SCF DISTRIBUTION	LTR	MANL
	14	045	MANUAL LTR-STANDARD	LTR	MANL
	11	046	Return to Sender ISS	LTR	AUTO
	11	047	Return to Sender OSS	LTR	AUTO
	14	050	PRIORITY - MANUAL, OUTGOING	LTR	MANL
	14	055	PRIORITY - MANUAL, INCOMING	LTR	MANL
	13	052	GPL-INTERNATIONAL EXPRESS OUTBND SPBS	MIX	MECH
	13	053	GPL-INTERNATIONAL STANDARD OUTBND SPBS	MIX	MECH
	13	054	GPL-INTERNATIONAL ECONOMY OUTBND SPBS	MIX	MECH
	13	056	GPL-INTERNATIONAL EXPRESS INBND SPBS	MIX	MECH
	13	057	GPL-INTERNATIONAL STANDARD INBND SPBS	MIX	MECH
	13	058	GPL-INTERNATIONAL ECONOMY INBND SPBS	MIX	MECH
	14	060	MANUAL FLT-OUTGOING PRIMARY	FLT	MANL
	14	062C	Consolidated - Manual FLT International		
	14	062	MANUAL FLT-INTERNATIONAL OUTBOUND	FLT	MANL
	14	063	MANUAL FLT-INTERNATIONAL INBOUND		
	14	069	RIFFLE FLAT MAIL	FLT	MANL
	14	070	MANUAL FLT-OUTGOING SECONDARY	FLT	MANL
	14	073	MANUAL FLT-STATE DISTRIBUTION	FLT	MANL
	14	074	MANUAL FLT-SCF DISTRIBUTION	FLT	MANL
	14	075	MANUAL FLT-BULK BUSINESS	FLT	MANL
	12	080C	Consolidated MPLSM		
	12	081	MPLSM-OUTGOING PRIMARY	LTR	MECH
	12	082	MPLSM-OUTGOING SECONDARY	LTR	MECH
	12	083	MPLSM-MANAGED MAIL	LTR	MECH
	12	084	MPLSM-SCF	LTR	MECH
	12	085	MPLSM-INCOMING PRIMARY	LTR	MECH
	12	086	MPLSM-INCOMING SECONDARY	LTR	MECH
	12	087	MPLSM-BOX SECTION	LTR	MECH
	12	088	MPLSM-BAR CODE READ, OUTGOING	LTR	MECH
	12	089	MPLSM-BAR CODE READ, INCOMING	LTR	MECH
	12	090C	Consolidated - LSM - International		
	12	090	LSM-INTERNATIONAL INBOUND	LTR	MECH
	12	091C	Consolidated SPLSM/DBCS KEYING		
	12	091	SPLSM/DBCS KEYING-OUTGOING	LTR	MECH
	12	092	LSM-INTERNATIONAL OUTBOUND	LTR	MECH
	12	093	SPLSM/DBCS KEYING-MANAGED MAIL	LTR	MECH
	12	094	SPLSM/DBCS KEYING-SCF	LTR	MECH
	12	095	SPLSM/DBCS KEYING-INCOMING PRIMARY	LTR	MECH
	12	096	SPLSM/DBCS KEYING-INCOMING SECONDARY	LTR	MECH
	12	097	SPLSM/DBCS KEYING-BOX SECTION	LTR	MECH
	12	098	SPLSM BAR CODE READ, OUTGOING	LTR	MECH
	12	099	SPLSM BAR CODE READ, INCOMING	LTR	MECH
	14	100	MANUAL PARCELS-OUTGOING	PP	MANL
	14	102C	Consolidated - Manual Parcels - International		
	14	102	MANUAL PARCELS-INTERNATIONAL OUTBOUND	PP	MANL
	14	103	MANUAL PARCELS-INTERNATIONAL INBOUND	PP	MANL
	13	104	Global Priority Mail - Outbound	MIX	MECH
	13	105	MECHANIZED PARCEL SORTER	PP	MECH
	13	106	Global Priority Mail - Inbound	MIX	MECH
	13	107C	Consolidated - Parcel Sorter - International		

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LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION		
	13	107	PARCEL SORTER-INTERNATIONAL OUTBOUND	PP	MECH
	13	108	PARCEL SORTER-INTERNATIONAL INBOUND	PP	MECH
	18	109	DAMAGED PARCEL REWRAP		
	17	110C	Consolidated - Opening Unit Outgoing		
	17	110	OPENING UNIT - OUTGOING PREF		
	17	111	OPENING UNIT - OUTGOING PREF		
	17	112	OPENING UNIT - OUTGOING PREF		
	17	113	OPENING UNIT - OUTGOING PREF		
	17	114	OPENING UNIT - OUTGOING PREF		
	17	115	OPENING UNIT - OUTGOING STANDARD		
	17	116	OPENING UNIT - OUTGOING STANDARD		
	17	117	OPENING UNIT - OUTGOING STANDARD		
	17	118C	Consolidated - Air Contract DCS		
	17	118	ACDCS OUTGOING		
	17	119	ACDCS INCOMING		
	17	120C	Consolidated Pouching Operations		
	17	120	POUCHING OPERATIONS		
	17	121	POUCHING OPERATIONS		
	17	122	POUCHING OPERATIONS		
	17	123	POUCHING OPERATIONS		
	17	124	POUCHING OPERATIONS		
	17	125	POUCHING OPERATIONS		
	17	126	POUCHING OPERATIONS		
	17	127	POUCHING OPERATIONS		
	17	128	POUCHING OPERATIONS		
	17	129	POUCHING OPERATIONS		
	14	130	MANUAL PARCELS-SCF	PP	MANL
	18	131C	Consolidated - Express Mail Distribution		
	18	131	EXPRESS MAIL DISTRIBUTION		
	18	132	INTELPOST		
	13	134C	Consolidated SPBS Outgoing		
	13	134	SPBS OUTGOING PREF		
	13	135	SPBS OUTGOING STANDARD		
	13	136C	Consolidated - SBPS Incoming		
	13	136	SBPS INCOMING PREF		
	13	137	SPBS INCOMING STANDARD		
	13	138C	Consolidated SPBS-Priority		
	13	138	SPBS-PRIORITY, OUTGOING	MIX	MECH
	13	139	SPBS-PRIORITY, INCOMING	MIX	MECH
	12	140C	Consolidated MPFSM		
	12	141	MPFSM-OUTGOING PRIMARY	FLT	MECH
	12	142	MPFSM-OUTGOING SECONDARY	FLT	MECH
	12	143	MPFSM-MANAGED MAIL	FLT	MECH
	12	144	MPFSM-SCF	FLT	MECH
	12	145	MPFSM-INCOMING PRIMARY	FLT	MECH
	12	146	MPFSM-INCOMING SECONDARY	FLT	MECH
	12	147	MPFSM-BOX SECTION	FLT	MECH
	12	148	MPFSM-INCOMING NON-SCHEME	FLT	MECH
	14	150	MANUAL LTR-INCOMING PRIMARY	LTR	MANL
	14	160	MANUAL LTR-INCOMING SECONDARY	LTR	MANL
	14	168C	Consolidated Manual Letters		
	14	168	MANUAL LTR-PRIMARY BOX	LTR	MANL
	14	169	MANUAL LTR-SECONDARY BOX	LTR	MANL
	14	170	MANUAL FLT-INCOMING PRIMARY	FLT	MANL
	14	175	MANUAL FLT-INCOMING SECONDARY	FLT	MANL
	14	178C	Consolidated - Manual Flats		

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LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION		
	14	178	MANUAL FLT-PRIMARY BOX	FLT	MANL
	14	179	MANUAL FLT-SECONDARY BOX	FLT	MANL
	17	180C	Consolidated - Opening Unit		
	17	180	OPENING UNIT-INCOMING,PREF		
	17	181	OPENING UNIT-INCOMING,PREF		
	17	182	OPENING UNIT-INCOMING,PREF		
	17	183	OPENING UNIT-INCOMING,PREF		
	17	184	OPENING UNIT-INCOMING,PREF		
	17	185	OPENING UNIT-INCOMING,STANDARD		
	17	186	OPENING UNIT-INCOMING,STANDARD		
	17	187	OPENING UNIT-INCOMING,STANDARD		
	17	188	OPENING UNIT-INCOMING,STANDARD		
	17	189	OPENING UNIT-INCOMING,STANDARD		
	12	190C	Consolidated - SPFSM		
	12	191	SPFSM-OUTGOING PRIMARY	FLT	MANL
	12	192C	Consolidated - FSM - International		
	12	192	FSM-INTERNATIONAL OUTBOUND	FLT	MANL
	12	193	FSM-INTERNATIONAL INBOUND	FLT	MANL
	12	194	SPFSM-SCF	FLT	MANL
	12	195	SPFSM-INCOMING PRIMARY	FLT	MANL
	12	196	SPFSM-INCOMING SECONDARY	FLT	MANL
	12	197	SPFSM-BOX SECTION	FLT	MANL
	14	200	MANUAL PARCELS-INCOMING	PP	MANL
	14	202	Global Package Link - Express - International Outbound		
	14	203	Global Package Link - Standard - International Outbound		
	14	204	Global Package Link - Economy - International Outbound		
	14	205	Global Package Link - Express - International Inbound		
	14	206	Global Package Link - Standard - International Inbound		
	14	207	Global Package Link - Economy - International Inbound		
	17	208C	Consolidated - Scan-Where-You-Band		
	17	208	SCAN-WHERE-YOU-BAND, OUTGOING		
	17	209	SCAN-WHERE-YOU-BAND, INCOMING		
	17	210C	Consolidated Platform Load/Unload		
	17	210	PLATFORM LOAD/UNLOAD		
	17	211	PLATFORM LOAD/UNLOAD		
	17	212	PLATFORM LOAD/UNLOAD		
	17	213	PLATFORM LOAD/UNLOAD		
	17	214	PLATFORM LOAD/UNLOAD		
	17	215	PLATFORM LOAD/UNLOAD		
	17	216	PLATFORM LOAD/UNLOAD		
	17	217	PLATFORM LOAD/UNLOAD		
	17	218	PLATFORM LOAD/UNLOAD		
	17	219	PLATFORM LOAD/UNLOAD		
	17	220	PLATFORM LOAD/UNLOAD		
	17	221	PLATFORM LOAD/UNLOAD		
	17	222	PLATFORM LOAD/UNLOAD		
	17	223	PLATFORM LOAD/UNLOAD		
	17	224	PLATFORM LOAD/UNLOAD		
	17	225	PLATFORM LOAD/UNLOAD		
	17	226	PLATFORM LOAD/UNLOAD		
	17	227	PLATFORM LOAD/UNLOAD		
	17	228	PLATFORM LOAD/UNLOAD		
	17	229	PLATFORM LOAD/UNLOAD		
	17	230C	Consolidated - Platform Miscellaneous		
	17	230	PLATFORM MISCELLANEOUS		
	17	231	PLATFORM MISCELLANEOUS		

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LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION		
	17	232	PLATFORM MISCELLANEOUS		
	17	233	PLATFORM MISCELLANEOUS		
	17	234	PLATFORM MISCELLANEOUS		
	17	235C	Consolidated MANUAL SORT-SACKS/OUTSIDES		
	17	235	MANUAL SORT-SACKS/OUTSIDES		
	17	236	MANUAL SORT-SACKS/OUTSIDES		
	17	237	MANUAL SORT-SACKS/OUTSIDES		
	13	238C	Consolidated MECHANIZED SORT-SACKS/OUTSIDES		
	13	238	MECHANIZED SORT-SACKS/OUTSIDES		
	13	239	MECHANIZED SORT-SACKS/OUTSIDES		
	11	241C	Composite for the Mail Cartridge System	LTR	AUTO
	11	241	Mail Cartridge System - Outgoing Primary	LTR	AUTO
	11	242	Mail Cartridge System - Outgoing Secondary	LTR	AUTO
	11	243	Mail Cartridge System - MMP	LTR	AUTO
	11	244	Mail Cartridge System - Incoming SCF	LTR	AUTO
	11	245	Mail Cartridge System - Incoming Primary	LTR	AUTO
	11	246	Mail Cartridge System - Incoming Secondary	LTR	AUTO
	11	247	Mail Cartridge System - Box Mail	LTR	AUTO
	11	248	Mail Cartridge System - Sector Segment, 1st Pass	LTR	AUTO
	11	249	Mail Cartridge System - Sector Segment, 2nd Pass	LTR	AUTO
	11	250	Mail Cartridge System - Delivery Point Sequence, 1st Pass	LTR	AUTO
	11	251	Mail Cartridge System - Delivery Point Sequence, 2nd Pass	LTR	AUTO
	13	254C	COMPOSITE INCLUDES OPERATIONS 254, 255		
	13	254	LINEAR INTEGRATED PARCEL SYSTEM -OUTGOING PREF		
	13	255	LINEAR INTEGRATED PARCEL SYSTEM - OUTGOING STANDARD		
	13	256C	COMPOSITE INCLUDES OPERATIONS 256,257		
	13	256	LINEAR INTEGRATED PARCEL SYSTEM - PREF		
	13	257	LINEAR INTEGRATED PARCEL SYSTEM - STANDARD		
	13	258C	COMPOSITE INCLUDES OPERATIONS 258,259		
	13	258	LIPS - PRIORITY OUTGOING	MIX	MECH
	13	259	LIPS -PRIORITY INCOMING	MIX	MECH
	11	260C	COMPOSITE DBCS-OCR INCLUDES 261 - 267		
	11	261	DBCS-OCR - OUTGOING PRIMARY	LTR	AUTO
	11	262	DBCS-OCR - OUTGOING SECONDARY	LTR	AUTO
	11	263	DBCS-OCR - MANAGED MAIL	LTR	AUTO
	11	264	DBCS-OCR - INCOMING SCF PRIMARY	LTR	AUTO
	11	265	DBCS-OCR - INCOMING PRIMARY	LTR	AUTO
	11	266	DBCS-OCR - INCOMING SECONDARY	LTR	AUTO
	11	267	DBCS -OCR - BOX SECTION	LTR	AUTO
	11	270C	COMPOSITE DBCS-OSS INCLUDES 270-279,925,926		
	11	271	DBCS-OSS - OUTGOING PRIMARY	LTR	AUTO
	11	272	DBCS-OSS - OUTGOING SECONDARY	LTR	AUTO
	11	273	DBCS-OSS - MANAGED MAIL	LTR	AUTO
	11	274	DBCS-OSS - INCOMING SCF PRIMARY	LTR	AUTO
	11	275	DBCS-OSS - INCOMING PRIMARY	LTR	AUTO
	11	276	DBCS-OSS - INCOMING SECONDARY	LTR	AUTO
	11	277	DBCS-OSS - BOX SECTION	LTR	AUTO
	11	278	DBCS-OSS - SECTOR/SEGMENT, 1ST PASS	LTR	AUTO
	11	279	DBCS-OSS - SECTOR/SEGMENT, 2ND PASS	LTR	AUTO
	11	280C	Composite DBCS - ISS		
	11	281	DBCS ISS - Outgoing Primary	LTR	AUTO
	11	282	DBCS ISS - Outgoing Secondary	LTR	AUTO
	11	283	DBCS ISS - Managed Mail	LTR	AUTO
	11	284	DBCS ISS - Incoming SCF	LTR	AUTO
	11	285	DBCS ISS - Incoming Primary	LTR	AUTO
	11	286	DBCS ISS - Incoming Secondary	LTR	AUTO

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LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION		
	11	287	DBCS ISS - Box Section	LTR	AUTO
	11	290C	Composite - DBCS-ISS/OSS MODE		
	11	291	DBCS-ISS/OSS MODE - Outgoing Primary	LTR	AUTO
	11	292	DBCS-ISS/OSS MODE - Outgoing Secondary	LTR	AUTO
	11	293	DBCS-ISS/OSS MODE - Managed Mail	LTR	AUTO
	11	294	DBCS-ISS/OSS MODE - Incoming SCF	LTR	AUTO
	11	295	DBCS-ISS/OSS MODE - Incoming Primary	LTR	AUTO
	11	296	DBCS-ISS/OSS MODE - Incoming Secondary	LTR	AUTO
	11	297	DBCS-ISS/OSS MODE - Box Section	LTR	AUTO
	11	298	DBCS-ISS/OSS MODE - Reserved	LTR	AUTO
	11	299	DBCS-ISS/OSS MODE - Reserved	LTR	AUTO
	11	300C	Composite MLOCR - ISS - International		
	11	301	MLOCR - ISS - International Outbound Primary	LTR	AUTO
	11	302	MLOCR - International Outbound Primary	LTR	AUTO
	11	303	MLOCR - ISS - International Inbound Primary	LTR	AUTO
	11	304	MLOCR - International Inbound Primary	LTR	AUTO
	11	305	International - Reserved		
	11	306	International - Reserved		
	11	307	International - Reserved		
	11	308	International - Reserved		
	11	309	International - Reserved		
	11	310C	Composite MPBCS/DBCS/OSS - International		
	11	311	MPBCS/OSS - International - Outbound Primary	LTR	AUTO
	11	312	MPBCS - International - Outbound Primary	LTR	AUTO
	11	313	DBCS - OSS - International - Outbound Primary	LTR	AUTO
	11	314	DBCS - International - Outbound Primary	LTR	AUTO
	11	315	MPBCS/OSS - International - Inbound Primary	LTR	AUTO
	11	316	MPBCS - International - Inbound Primary	LTR	AUTO
	11	317	DBCS/OSS - International Inbound Primary	LTR	AUTO
	11	318	DBCS - International - Inbound Primary	LTR	AUTO
	11	319	International - Reserved	LTR	AUTO
	12	330C	Composite AFSM100		
	12	331	AFSM100 - Outgoing Primary	LTR	AUTO
	12	332	AFSM100 - Outgoing Secondary	LTR	AUTO
	12	333	AFSM100 - Managed Mail	LTR	AUTO
	12	334	AFSM100 - Incoming SCF Primary	LTR	AUTO
	12	335	AFSM100 - Incoming Primary	LTR	AUTO
	12	336	AFSM100 - Incoming Secondary	LTR	AUTO
	12	337	AFSM100 - Box Mail	LTR	AUTO
	12	338	AFSM100 - Incoming Non-Scheme	LTR	AUTO
	12	339	AFSM100 - Reserved	LTR	AUTO
	18	340	STANDBY - MAIL PROCESSING		
10	18	341	QWL COORDINATOR-NONSUPERVISOR EMPLOYEES		
		342	QWL COORDINATOR-SUPERVISOR EMPLOYEES		
	17	343	OPENING UNIT-INTERNATIONAL OUTBOUND		
	17	344	OPENING UNIT-INTERNATIONAL INBOUND		
	17	345	POUCHING - INTERNATIONAL		
	13	346	SPBS INTERNATIONAL OUTBOUND		
	13	347	SPBS INTERNATIONAL INBOUND		
	17	348	MANUAL SACK SORT-INTERNATIONAL		
	13	349	MECH SACK SORT-INTERNATIONAL		
	17	350	OVERLABEL/DIRECT AO SACK - INTERNATIONAL		
	17	351	PLATFORM - INTERNATIONAL		
	17	352	LOAD/UNLOAD AT PIERS - INTERNATIONAL		
	17	358	Robotics - Pedestal Type		
	17	359	Robotics - Gantry Type		

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LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION		
	15	380C	Composite - VCS Keying		
	15	381	VCS Keying - Outgoing Primary		
	15	382	VCS Keying - Outgoing Secondary		
	15	383	VCS Keying - Managed Mail		
	15	384	VCS Keying - Incoming SCF		
	15	385	VCS Keying - Incoming Primary		
	15	386	VCS Keying - Incoming Secondary		
	15	387	VCS Keying - Box Section		
	15	388	VCS Keying - Reserved		
	15	389	VCS Keying - Reserved		
	12	420C	Composite FSMOCR		
	12	421	FSMOCR - Outgoing Primary	FLT	MECH
	12	422	FSMOCR - Outgoing Secondary	FLT	MECH
	12	423	FSMOCR - Managed Mail	FLT	MECH
	12	424	FSMOCR - Incoming SCF	FLT	MECH
	12	425	FSMOCR - Incoming Primary	FLT	MECH
	12	426	FSMOCR - Incoming Secondary	FLT	MECH
	12	427	FSMOCR - Box Mail	FLT	MECH
	12	428	FSMOCR - Reserved	FLT	MECH
	13	434C	Composite SPBS - BCR OUTGOING		
	13	434	SPBS - BCR - Outgoing Pref		
	13	435	SPBS - BCR - Outgoing Standard		
	13	436C	Composite SPBS - BCR - INCOMING		
	13	436	SPBS - BCR - Incoming Pref		
	13	437	SPBS - BCR - Incoming Standard		
	13	438C	Composite SPBS - BCR - PRIORITY		
	13	438	SPBS - BCR - Priority Outgoing	MIX	MECH
	13	439	SPBS - BCR - Priority Incoming	MIX	MECH
	12	440C	Consolidated - FSM 1000		
	12	441	FSM1000-OUTGOING PRIMARY	FLT	MECH
	12	442	FSM1000-OUTGOING SECONDARY	FLT	MECH
	12	443	FSM1000-MANAGED MAIL	FLT	MECH
	12	444	FSM1000-SCF	FLT	MECH
	12	445	FSM1000-INCOMING PRIMARY	FLT	MECH
	12	446	FSM1000-INCOMING SECONDARY	FLT	MECH
	12	447	FSM1000-BOX SECTION	FLT	MECH
	12	448	FSM1000-INCOMING NON-SCHEME	FLT	MECH
	12	450C	COMPOSITE INCLUDES OPERATIONS 450-451		
	12	450	FSM1000 - PRIORITY, OUTGOING	MIX	MECH
	12	451	FSM1000 - PRIORITY, INCOMING	MIX	MECH
	14	452	Global Priority Mail Outbound		
	14	453	Global Priority Mail Inbound		
	17	454	CODE/BILL/DISPATCH-INTERNATIONAL		
	12	460C	Composite FSM 1000 BCR		
	12	461	FSM 1000 BCR - Outgoing Primary	FLT	MECH
	12	462	FSM 1000 BCR - Outgoing Secondary	FLT	MECH
	12	463	FSM 1000 BCR - Managed Mail	FLT	MECH
	12	464	FSM 1000 BCR - Incoming SCF	FLT	MECH
	12	465	FSM 1000 BCR - Incoming Primary	FLT	MECH
	12	466	FSM 1000 BCR - Incoming Secondary	FLT	MECH
	12	467	FSM 1000 BCR - Boxed Mail	FLT	MECH
	12	468	FSM 1000 BCR - Incoming NonScheme	FLT	MECH
	12	469	FSM 1000 BCR - Reserved	FLT	MECH
	18	545	FOREIGN MAILS		
	18	546	FOREIGN MAILS		
	18	547	SCHEME EXAMINERS		

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LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION		
	18	548	DETAIL-MAIL ORDER/PUBLISHING HOUSE		
	18	549	EMPTY-EQUIPMENT PROCESSING		
	18	554	OFFICE WORK & RECORDKEEPING-MAIL PROCESSING		
	18	555	OFFICE WORK & RECORDKEEPING-MAIL PROCESSING		
	18	560	MISC ACTIVITY-MAIL PROCESSING		
	18	561	MISC ACTIVITY-MAIL PROCESSING		
	18	562	MISC ACTIVITY-MAIL PROCESSING		
	18	563	MISC ACTIVITY-MAIL PROCESSING		
	18	564	MISC ACTIVITY-MAIL PROCESSING		
	18	573	SHORT PAID & NIXIE - INTERNATIONAL		
	18	574	REPAIR & REWRAP-INTERNATIONAL		
	18	575	SURFACE AIRLIFT & EXPRESS MAIL - INTERNATIONAL		
	18	576	EMPTY EQUIPMENT-INTERNATIONAL		
	18	577	PREP & VERIFY DELIVERY BILLS - INTERNATIONAL		
	18	578	REGISTERED MAIL/DIPLOMATIC POUCHES - INTERNATIONAL		
	18	580	INSURED & RETURNED PARCELS		
	18	584	MAILGRAM		
	18	585	REGISTRY SECTION		
	18	586	REGISTRY SECTION		
	18	587	REGISTRY SECTION		
	18	588	REGISTRY SECTION		
	18	589	REGISTRY SECTION		
	18	590	REGISTRY SECTION		
	11	603	Mailer Validation Credits FHP, TPH	LTR	AUTO
	11	604	Mailer Validation No Volume Credits		
	18	607	STEWARDS - CLERKS - MAIL PROCESSING		
	18	612	STEWARDS-MAIL HANDLER-MAIL PROCESSING		
10	18	620	TRAVEL - MAIL PROCESSING		
10	18	630	MEETING TIME - MAIL PROCESSING		
	18	669	EXPRESS MAIL DISTRIBUTION		
	18	677	ADMIN & CLERICAL - PROCESSING & DISTRIBUTION		
	18	681	ADMIN & CLERICAL - PROCESSING & DIST, INTERNATIONAL		
10		698	SUPERVISOR, AUTOMATION-MP		
10		699	SUPERVISOR, MECHANIZATION-MP		
10		700	SUPERVISOR, MANUAL-MP		
10		701	SUPERVISOR, OTHER DIRECT-MP		
10		702	SUPERVISOR, INDIRECT-MP		
	18	755	DELIVERY BCS SERVICING		
10		770	SUPERVISOR, RBCS SYSTEMS ADMINISTRATOR		
	15	771	RBCS CONTRACTING OFFICERS REPRESENTATIVE		
	15	774	RBCS AUDIT MODULE		
	15	775	RBCS KEYING		
	15	776	LETTER MAIL LABELING MACHINE		
	15	779	RBCS GROUP LEADER		
	18	793	EXPRESS MAIL DISTRIBUTION		
	18	798	MISCODED/UNCODED MAIL		
	11	830C	Consolidated - MLOCR		
	11	831	MLOCR - OUTGOING PRIMARY	LTR	AUTO
	11	832	MLOCR - OUTGOING SECONDARY	LTR	AUTO
	11	833	MLOCR - MANAGED MAIL	LTR	AUTO
	11	834	MLOCR - INCOMING SCF	LTR	AUTO
	11	835	MLOCR - INCOMING PRIMARY	LTR	AUTO
	11	836	MLOCR - INCOMING SECONDARY	LTR	AUTO
	11	837	MLOCR - BOX SECTION	LTR	AUTO
	11	840C	Composite - Chunky MOD to ISS		
	11	841	CHUNKY MOD-OUTGOING PRIMARY	LTR	AUTO

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LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION		
	11	842	CHUNKY MOD-OUTGOING SECONDARY	LTR	AUTO
	11	843	CHUNKY MOD-MANAGED MAIL	LTR	AUTO
	11	844	CHUNKY MOD-INCOMING SCF	LTR	AUTO
	11	845	CHUNKY MOD-INCOMING PRIMARY	LTR	AUTO
	11	846	CHUNKY MOD-INCOMING SECONDARY	LTR	AUTO
	11	847	CHUNKY MOD-BOX SECTION	LTR	AUTO
	11	850C	Consolidated - Single Line OCR		
	11	851	SLOCR-OUTGOING PRIMARY	LTR	AUTO
	11	852	SLOCR-OUTGOING SECONDARY	LTR	AUTO
	11	853	SLOCR-MANAGED MAIL	LTR	AUTO
	11	854	SLOCR-INCOMING SCF	LTR	AUTO
	11	855	SLOCR-INCOMING PRIMARY	LTR	AUTO
	11	856	SLOCR-INCOMING SECONDARY	LTR	AUTO
	11	857	SLOCR-BOX SECTION	LTR	AUTO
	11	860C	Consolidated BCS ON OCR		
	11	861	BCS ON OCR-OUTGOING PRIMARY	LTR	AUTO
	11	862	BCS ON OCR-OUTGOING SECONDARY	LTR	AUTO
	11	863	BCS ON OCR-MANAGED MAIL	LTR	AUTO
	11	864	BCS ON OCR-INCOMING SCF	LTR	AUTO
	11	865	BCS ON OCR-INCOMING PRIMARY	LTR	AUTO
	11	866	BCS ON OCR-INCOMING SECONDARY	LTR	AUTO
	11	867	BCS ON OCR-BOX SECTION	LTR	AUTO
	11	868	BCS ON OCR-SECTOR/SEGMENT, 1ST PASS	LTR	AUTO
	11	869	BCS ON OCR-SECTOR/SEGMENT, 2ND PASS	LTR	AUTO
	11	870C	Consolidated - Mail Processing BCS		
	11	871	MPBCS-OUTGOING PRIMARY	LTR	AUTO
	11	872	MPBCS-OUTGOING SECONDARY	LTR	AUTO
	11	873	MPBCS-MANAGED MAIL	LTR	AUTO
	11	874	MPBCS-INCOMING SCF	LTR	AUTO
	11	875	MPBCS-INCOMING PRIMARY	LTR	AUTO
	11	876	MPBCS-INCOMING SECONDARY	LTR	AUTO
	11	877	MPBCS-BOX SECTION	LTR	AUTO
	11	878	MPBCS-SECTOR/SEGMENT, 1ST PASS	LTR	AUTO
	11	879	MPBCS-SECTOR/SEGMENT, 2ND PASS	LTR	AUTO
	11	880C	Consolidated MLOCR-ISS		
	11	881	MLOCR-ISS-OUTGOING PRIMARY	LTR	AUTO
	11	882	MLOCR-ISS-OUTGOING SECONDARY	LTR	AUTO
	11	883	MLOCR-ISS-MANAGED MAIL	LTR	AUTO
	11	884	MLOCR-ISS-INCOMING SCF	LTR	AUTO
	11	885	MLOCR-ISS-INCOMING PRIMARY	LTR	AUTO
	11	886	MLOCR-ISS-INCOMING SECONDARY	LTR	AUTO
	11	887	MLOCR-ISS-BOX SECTION	LTR	AUTO
	11	890C	Consolidated - Delivery Bar Code Sorter		
	11	891	DBCS-OUTGOING PRIMARY	LTR	AUTO
	11	892	DBCS-OUTGOING SECONDARY	LTR	AUTO
	11	893	DBCS-MANAGED MAIL	LTR	AUTO
	11	894	DBCS-INCOMING SCF	LTR	AUTO
	11	895	DBCS-INCOMING PRIMARY	LTR	AUTO
	11	896	DBCS-INCOMING SECONDARY	LTR	AUTO
	11	897	DBCS-BOX SECTION	LTR	AUTO
	11	898	DBCS-SECTOR/SEGMENT, 1ST PASS	LTR	AUTO
	11	899	DBCS-SECTOR/SEGMENT, 2ND PASS	LTR	AUTO
	11	908 C	CSBCS - Composite		
	11	908	CSBCS - Sector Segment	LTR	AUTO
	11	909	CSBCS - Incoming Secondary	LTR	AUTO
	11	910	CSBCS - Box Mail	LTR	AUTO

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MODS OPERATION NUMBERS

LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION		
	11	911	CSBCS - Delivery Point Sequence DPS	LTR	AUTO
	11	914	MPBCS - DELIVERY POINT SEQUENCE, 1ST PASS	LTR	AUTO
	11	915	MPBCS - DELIVERY POINT SEQUENCE, 2ND PASS	LTR	AUTO
	11	916	BCS-OSS - DELIVERY POINT SEQUENCE, 1ST PASS	LTR	AUTO
	11	917	BCS-OSS - DELIVERY POINT SEQUENCE, 2ND PASS	LTR	AUTO
	11	918	DBCS - DELIVERY POINT SEQUENCE, 1ST PASS	LTR	AUTO
	11	919	DBCS - DELIVERY POINT SEQUENCE, 2ND PASS	LTR	AUTO
	11	925	DBCS-OSS - DELIVERY POINT SEQUENCE, 1ST PASS	LTR	AUTO
	11	926	DBCS-OSS - DELIVERY POINT SEQUENCE, 2ND PASS	LTR	AUTO
10		927	MANAGER, DISTRIBUTION OPERATIONS		
10		928	SUPERVISOR, DISTRIBUTION OPERATIONS		
	18	930	BUSINESS REPLY/POSTAGE DUE		
10		932	SUPERVISOR, INTERNATIONAL		
	12	960C	Consolidated - Flat Mail Bar Code Reader		
	12	961	FMBCR-OUTGOING PRIMARY	FLT	MECH
	12	962	FMBCR-OUTGOING SECONDARY	FLT	MECH
	12	963	FMBCR-MANAGED MAIL	FLT	MECH
	12	964	FMBCR-INCOMING SCF	FLT	MECH
	12	965	FMBCR-INCOMING PRIMARY	FLT	MECH
	12	966	FMBCR-INCOMING SECONDARY	FLT	MECH
	12	967	FMBCR-BOX SECTION	FLT	MECH
	11	970C	Consolidated - Bar Code Output Sub System		
	11	971	BCS-OSS-OUTGOING PRIMARY	LTR	AUTO
	11	972	BCS-OSS-OUTGOING SECONDARY	LTR	AUTO
	11	973	BCS-OSS-MANAGED MAIL	LTR	AUTO
	11	974	BCS-OSS-INCOMING SCF	LTR	AUTO
	11	975	BCS-OSS-INCOMING PRIMARY	LTR	AUTO
	11	976	BCS-OSS-INCOMING SECONDARY	LTR	AUTO
	11	977	BCS-OSS-BOX SECTION	LTR	AUTO
	11	978	BCS-OSS SECTOR/SEGMENT, 1ST PASS	LTR	AUTO
	11	979	BCS-OSS SECTOR/SEGMENT, 2ND PASS	LTR	AUTO

FUNCTION 2

DELIVERY SERVICES

20	21	354	STANDBY - DELIVERY SERVICE
	21	613	STEWARDS - CARRIERS
	24	614	STEWARDS - SPECIAL DELIVERY MESSENGER
20	21	622	TRAVEL - DELIVERY SERVICES
20	21	632	MEETING TIME - DELIVERY SERVICES
20		705	MANAGER/SUPERVISOR - DELIVERY SERVICES
20		707	MANAGER/SUPERVISOR - ROUTE EXAMINATION
20		708	MANAGER/SUPERVISOR - OTHER DELIVERY/CUST SERV
	29	709	ROUTERS
	29	710	ROUTERS
	29	711	ROUTERS
20	22	713	VIM ROUTE - STREET
20	21	714	VIM ROUTE - OFFICE
20	22	715	2-TRIP BUSINESS - STREET
20	21	716	2-TRIP BUSINESS - OFFICE
20	22	717	1-TRIP BUSINESS - STREET
20	21	718	1-TRIP BUSINESS - OFFICE
20	22	719	RESIDENTIAL FOOT-STREET
20	21	720	RESIDENTIAL FOOT-OFFICE

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MODS OPERATION NUMBERS

LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION
20	22	721	RESIDENTIAL MOTOR-STREET
20	21	722	RESIDENTIAL MOTOR-OFFICE
20	22	723	2TRIP MIXED FOOT-STREET
20	21	724	2TRIP MIXED FOOT-OFFICE
20	22	725	2TRIP MIXED MOTOR-STREET
20	21	726	2TRIP MIXED MOTOR-OFFICE
20	22	727	1TRIP MIXED FOOT-STREET
20	21	728	1TRIP MIXED FOOT-OFFICE
20	22	729	1TRIP MIXED MOTOR-STREET
20	21	730	1TRIP MIXED MOTOR-OFFICE
20	27	731	COLLECTION STREET
20	27	732	COLLECTIONS OFFICE
20	23	733	PARCEL-POST-STREET
20	23	734	PARCEL-POST-OFFICE
20	23	735	RELAY-STREET
20	23	736	RELAY-OFFICE
20	23	737	COMBINATION-STREET
20	23	738	COMBINATION-OFFICE
20	23	739	CARRIER DRIVERS - STREET
20	23	740	CARRIER DRIVERS - OFFICE
	26	743	CARRIER CUSTOMER SUPPORT ACTIVITIES
20	24	744	SPECIAL DELIVERY MESSENGER
	25	757	CITY EMPLOYEE ON RURAL ROUTES
	28	768	CITY CARRIER - TERTIARY DISTRIBUTION

FUNCTION 3

MAINTENANCE

	31	615	STEWARDS - VMF
	39	616	STEWARDS - MTE
	31	617	STEWARDS - MVS
35	39	624	TRAVEL - PLANT & EQUIPMENT
35	39	634	MEETING TIME - PLANT & EQUIPMENT
	33	647	VOMA SUPPORT
35		676	ADMIN & CLERICAL - MAINTENANCE SUPPORT
30	31	679	ADMIN & CLERICAL - TRANSPORTATION & NETWORKS
	39	680	ADMIN & CLERICAL - PLANT & EQUIPMENT
	39	745	MAINTENANCE OPERATIONS SUPPORT
	39	746	TELEPHONE SWITCHBOARD
	38	747	BUILDING SERVICES
	38	748	BUILDING SERVICES
	38	749	BUILDING SERVICES
	36	750	POSTAL OPERATING EQUIPMENT
	36	751	POSTAL OPERATING EQUIPMENT
	36	752	POSTAL OPERATING EQUIPMENT
	37	753	BUILDING SYSTEMS EQUIPMENT
	37	754	BUILDING SYSTEMS EQUIPMENT
30		758	MANAGER, TRANSPORTATIONS & NETWORKS
30		759	SUPERVISOR, TRANSPORTATION OPERATIONS
30		760	MANAGER, VEHICLE MAINTENANCE
	32	761	REPAIR-GENERAL MAINTENANCE
	32	762	SERVICING-GENERAL MAINTENANCE
	31	763	VEHICLE MAINTENANCE FACILITY
	31	764	MOTOR VEHICLE SERVICE
	34	765	MOTOR VEHICLE OPERATORS
	34	766	TRACTOR TRAILER OPERATOR

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MODS OPERATION NUMBERS

LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION
	34	772	MOTOR VEHICLE OPERATOR - COLLECTIONS
	34	773	TRACTOR-TRAILER OPERATOR - COLLECTIONS
30	31	901	TRAVEL - VEHICLE SERVICE
35		933	MANAGER, MAINTENANCE OPERATIONS
35		951	SUPERVISOR, MAINTENANCE OPERATIONS
35		952	MANAGER/SUPERVISOR, MAINT. OPERATIONS SUPPORT
35		953	MANAGER, FIELD MAINTENANCE OPERATIONS

FUNCTION 4

CUSTOMER SERVICES

	41	048	ISS - Return to Sender	LTR	AUTO
	41	049	OSS-Return to Sender	LTR	AUTO
	43	240	MANUAL DISTRIBUTION STATION/BRANCH	MIX	MANL
	41	252	CSBCS - Outgoing Primary	LTR	AUTO
	41	253	CSBCS - Incoming Primary	LTR	AUTO
40	48	353	STANDBY-CUSTOMER SERVICES		
	45	355	WINDOW SERVICE-STATION/BRANCH		
	41	360C	COMPOSITE - DBCS-OSS INCLUDES OPERATIONS 316-367		
	41	361	DBCS-OCR - OUTGOING PRIMARY	LTR	AUTO
	41	362	DBCS-OCR - OUTGOING SECONDARY	LTR	AUTO
	41	363	DBCS-OCR - RESERVED		
	41	364	DBCS-OCR - INCOMING SCF PRIMARY	LTR	AUTO
	41	365	DBCS-OCR - INCOMING PRIMARY	LTR	AUTO
	41	366	DBCS-OCR - INCOMING SECONDARY	LTR	AUTO
	41	367	DBCS-OCR - BOX SECTION	LTR	AUTO
	41	368	DBCS-OCR - RESERVED		
	41	369	DBCS-OCR - RESERVED		
	41	370C	COMPOSITE INCLUDES OPERATIONS 371-379, 942, 943		
	41	371	DBCS-OSS - OUTGOING PRIMARY	LTR	AUTO
	41	372	DBCS-OSS - OUTGOING SECONDARY	LTR	AUTO
	41	373	DBCS-OSS - RESERVED	LTR	AUTO
	41	374	DBCS-OSS - INCOMING SCF PRIMARY	LTR	AUTO
	41	375	DBCS-OSS - INCOMING PRIMARY	LTR	AUTO
	41	376	DBCS-OSS - INCOMING SECONDARY	LTR	AUTO
	41	377	DBCS-OSS - BOX SECTION	LTR	AUTO
	41	378	DBCS-OSS - SECTOR/SEGMENT, 1ST PASS	LTR	AUTO
	41	379	DBCS-OSS - SECTOR/SEGMENT, 2ND PASS	LTR	AUTO
	42	400C	Composite FSMOCR		
	42	401	FSMOCR - Outgoing Primary	FLT	MECH
	42	402	FSMOCR - Outgoing Secondary	FLT	MECH
	42	403	FSMOCR - Managed Mail	FLT	MECH
	42	404	FSMOCR - Incoming SCF	FLT	MECH
	42	405	FSMOCR - Incoming Primary	FLT	MECH
	42	406	FSMOCR - Incoming Secondary	FLT	MECH
	42	407	FSMOCR - Box Mail	FLT	MECH
	42	408	FSMOCR - Reserved	FLT	MECH
	42	409	FSMOCR - Reserved	FLT	MECH
	41	410C	Composite - DBCS-ISS/OSS MODE		
	41	411	DBCS-ISS/OSS MODE - Outgoing Primary	LTR	AUTO
	41	412	DBCS-ISS/OSS MODE - Outgoing Secondary	LTR	AUTO
	41	413	DBCS-ISS/OSS MODE - Managed Mail	LTR	AUTO
	41	414	DBCS-ISS/OSS MODE - Incoming SCF	LTR	AUTO
	41	415	DBCS-ISS/OSS MODE - Incoming Primary	LTR	AUTO
	41	416	DBCS-ISS/OSS MODE - Incoming Secondary	LTR	AUTO
	41	417	DBCS-ISS/OSS MODE - Box Section	LTR	AUTO

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MODS OPERATION NUMBERS

LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION		
	41	418	DBCS-ISS/OSS MODE - Reserved	LTR	AUTO
	41	419	DBCS-ISS/OSS MODE - Reserved	LTR	AUTO
	49	539	ZIP+4 LOOKUP AT CMU/CFS		
	48	542	INSURED - COD - CUSTOMS		
	48	543	INSURED - COD - CUSTOMS		
	48	544	CAGES SERVING CARRIERS/SPECIAL DELIVERY MESSENGERS		
	48	558	OFFICE WORK & RECORDKEEPING-CUSTOMER SERVICES		
	48	559	OFFICE WORK & RECORDKEEPING-DELIVERY SERVICE		
	45	568	WINDOW SERVICE-MAIN OFFICE		
	48	583	EXPRESS MAIL-CUSTOMER SERVICE		
	41	605	Mailer Validation Credits FHP, TPH	LTR	AUTO
	41	606	Mailer Validation No Volume Credits		
	48	608	STEWARDS - CLERKS - CUSTOMER SERVICES		
40	48	621	TRAVEL - CUSTOMER SERVICES		
40	48	631	MEETING TIME - CUSTOMER SERVICES		
	48	678	ADMIN & CLERICAL - AREA STATIONS		
40		706	MANAGER/SUPERVISOR - CUSTOMER SERVICES		
	48	741	MISC ACTIVITY-DELIVERY SERVICES		
	48	742	MISC ACTIVITY-CUSTOMER SERVICES		
	44	769	STATION/BRANCH BOX SECTION		
	49	791	Computerized Forwarding System - Delivery Unit Nixes		
	49	792	Computerized Forwarding System - Return to Sender		
	48	794	MISC MARKUP ACTIVITIES - STATION/BRANCH		
	49	795	ADDRESS LABEL PREPERATION		
	49	796	MAIL MARKUP/FORWARDING		
	49	797	COMPUTER MAIL FORWARDING		
	42	800C	Composite - FSM- Station and Branch		
	42	801	FSM - OUTGOING PRIMARY	FLT	MECH
	42	802	FSM - OUTGOING SECONDARY	FLT	MECH
	42	803	FSM - MANAGED MAIL	FLT	MECH
	42	804	FSM - INCOMING SCF	FLT	MECH
	42	805	FSM - INCOMING PRIMARY	FLT	MECH
	42	806	FSM - INCOMING SECONDARY	FLT	MECH
	42	807	FSM - BOX SECTION	FLT	MECH
	42	810C	Consolidated - LSM - Station and Branch		
	42	811	LSM - OUTGOING PRIMARY	LTR	MECH
	42	812	LSM - OUTGOING SECONDARY	LTR	MECH
	42	813	LSM - MANAGED MAIL	LTR	MECH
	42	814	LSM - INCOMING SCF	LTR	MECH
	42	815	LSM - INCOMING PRIMARY	LTR	MECH
	42	816	LSM - INCOMING SECONDARY	LTR	MECH
	42	817	LSM - BOX SECTION	LTR	MECH
	42	818	LSM - BAR CODE READ - OUTGOING	LTR	MECH
	42	819	LSM - BAR CODE READ - INCOMING	LTR	MECH
	42	820C	Consolidated - Auto Letters		
	41	821	AUTOMATED LETTERS - OUTGOING PRIMARY	LTR	AUTO
	41	822	AUTOMATED LETTERS - OUTGOING SECONDARY	LTR	AUTO
	41	823	AUTOMATED LETTERS - MANAGED MAIL	LTR	AUTO
	41	824	AUTOMATED LETTERS - INCOMING SCF	LTR	AUTO
	41	825	AUTOMATED LETTERS - INCOMING PRIMARY	LTR	AUTO
	41	826	AUTOMATED LETTERS - INCOMING SECONDARY	LTR	AUTO
	41	827	AUTOMATED LETTERS - BOX SECTION	LTR	AUTO
	41	828	AUTOMATED LETTERS - SECTOR/SEGMENT, 1ST PASS	LTR	AUTO
	41	829	AUTOMATED LETTERS - SECTOR/SEGMENT, 2ND PASS	LTR	AUTO
	41	905	DELIVERY CS BCS DISTRIBUTION		
	41	906	CARRIER ROUTE SORTATION		

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MODS OPERATION NUMBERS

LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION		
	41	907	SERVICING THE CSBCS BY SENIOR MAIL PROCESS		
	41	912	AUTOMATED LETTERS - DPS, 1ST PASS	LTR	AUTO
	41	913	AUTOMATED LETTERS - DPS, 2ND PASS	LTR	AUTO
40		929	MANAGER, CUSTOMER SERVICES OPERATIONS		
	41	942	DBCS-OSS - DELIVERY POINT SEQUENCE, 1ST PASS	LTR	AUTO
	41	943	DBCS-OSS - DELIVERY POINT SEQUENCE, 2ND PASS	LTR	AUTO
40	46	980	SSPC TECH STA/BR - MAINTENANCE		
40	46	981	SSPC TECH STA/BR - MAINTENANCE TRAVEL		
40	46	982	SSPC TECH STA/BR - SERVICE		
40	46	983	SSPC TECH STA/BR - SERVICE TRAVEL		
40	46	984	SSPC TECH MAIN OFC-MAINTENANCE		
40	46	985	SSPC TECH MAIN OFC-MAINTENANCE TRAVEL		
40	46	986	SSPC TECH MAIN OFC-SERVICE		
40	46	987	SSPC TECH MAIN OFC-SERVICE TRAVEL		

FUNCTION 5**FINANCE**

50	56	540	MISC ACTIVITIES - FINANCE
50	56	556	OFFICE WORK & RECORDKEEPING-FINANCE
50	57	569	C/RA - NON FINANCE EMPLOYEE
50	57	579	ODIS - NON FINANCE EMPLOYEE
50	57	591	ODIS - FINANCE EMPLOYEE
50	57	592	C/RA - FINANCE EMPLOYEE
50		599	MANAGER, FINANCE
	56	610	STEWARDS - CLERKS - FINANCE
50	56	623	TRAVEL - FINANCE
	58	633	OTHER TIMEKEEPING
50		635	MEETING TIME - FINANCE - SUPERVISION
	56	636	MEETING TIME - FINANCE - NON SUPERVISION
	53	649	PSDS OPERATIONS
	54	650	BUDGET & FINANCIAL ANALYSIS
	56	651	ADMIN & CLERICAL - FINANCE
	52	683	ADMIN & CLERICAL - ACCOUNTING SERVICES
	54	684	ADMIN & CLERICAL - BUDGET & FINANCIAL ANALYSIS
	55	685	POSTAL SYSTEMS COORDINATOR
50		703	SUPERVISOR, FINANCE
	51	704	Revenue Assurance
50		923	STATISTICAL PROGRAMS COORDINATOR
50		936	SUPERVISOR, ACCOUNTING SERVICES
50		937	GENERAL SUPERVISOR, PSDS OPERATIONS
	52	968	EXCHANGE OFFICE RECORD UNIT - INTERNATIONAL
	57	969	STATISTICAL PROGRAMS-INTERNATIONAL

FUNCTION 6**HUMAN RESOURCES**

60	61	541	MISC HUMAN RESOURCE ACTIVITIES
	62	557	OFFICE WORK & RECORDKEEPING-HUMAN RESOURCES
	65	566	TRAINING SUPPORT
	62	572	PERSONNEL SECTION
60		600	MANAGER, HUMAN RESOURCES
	61	611	STEWARDS - CLERKS - HUMAN RESOURCES
60		641	MEETING TIME - HUMAN RESOURCES-SUPERVISION
	61	642	MEETING TIME - HUMAN RESOURCES - NON-SUPERVISION
60	66	643	INJURY COMPENSATION

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MODS OPERATION NUMBERS

LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION
60	61	652	LABOR RELATIONS
60	63	653	SAFETY & HEALTH
60	64	654	EEO
60	61	686	ADMIN & CLERICAL - LABOR RELATIONS
	64	687	ADMIN & CLERICAL - EEO
	62	689	ADMIN & CLERICAL - PERSONNEL SERVICES
	65	691	ADMIN & CLERICAL - TRAINING SUPPORT
	63	692	ADMIN & CLERICAL - SAFETY/HEALTH
60	61	902	TRAVEL - HUMAN RESOURCES
	69	958	REHABILITATION
	68	959	LIMITED DUTY
FUNCTION 7			<u>CUSTOMER SERVICES SUPPORT</u>
70	79	001	PLATFORM ACCEPTANCE & WEIGHERS UNIT
	79	550	PRESORT VERIFICATION
70	75	551	CLAIMS & INQUIRIES
70	75	552	CLAIMS & INQUIRIES
70		601	MANAGER, CUSTOMER SERVICES SUPPORT
70		655	SUPERVISOR, BUSINESS MAIL ENTRY
70	71	656	COMMERCIAL SALES & ACCOUNT MANAGEMENT
70	72	657	POSTAL BUSINESS CENTERS
70	73	658	EXPEDITED MAIL SERVICE
70	74	659	RETAIL MARKETING
70	79	660	MAILING REQUIREMENTS & BUSINESS MAIL ENTRY
70	76	661	CONSUMER AFFAIRS
70	77	662	ACCOUNTABLE PAPER
70	78	663	ADMIN & CLERICAL - CUSTOMER SERVICES SUPPORT
70	72	693	ADMIN & CLERICAL - POSTAL BUSINESS CENTERS
70	73	694	ADMIN & CLERICAL - EXPEDITED MAIL SERVICE
	74	696	ADMIN & CLERICAL - RETAIL MARKETING
	79	697	ADMIN & CLERICAL - MAILING REQUIRE. & BUS. MAIL ENTRY
70	78	903	TRAVEL - CUSTOMER SERVICES SUPPORT
70		946	MANAGER, POSTAL BUSINESS CENTERS
70		948	MANAGER, COMMERCIAL ACCOUNTS
70		949	MANAGER, CONSUMER AFFAIRS & CLAIMS
70		950	MANAGER, BUSINESS MAIL ENTRY
FUNCTION 8			<u>ADMINISTRATION</u>
88		455	AREA/DISTRICT PROJECTS - SUPERVISION
88		456	AREA/DISTRICT PROJECTS - SUPERVISION
88		457	AREA/DISTRICT PROJECTS - SUPERVISION
88		458	AREA/DISTRICT PROJECTS - SUPERVISION
88		459	AREA/DISTRICT PROJECTS - SUPERVISION
	89	470	AREA/DISTRICT PROJECTS - NON-SUPERVISION
88		471	HEADQUARTERS PROJECTS - SUPERVISION
88		472	HEADQUARTERS PROJECTS - SUPERVISION
88		473	HEADQUARTERS PROJECTS - SUPERVISION
88		474	HEADQUARTERS PROJECTS - SUPERVISION
88		475	HEADQUARTERS PROJECTS - SUPERVISION
88		476	HEADQUARTERS PROJECTS - SUPERVISION
88		477	HEADQUARTERS PROJECTS - SUPERVISION
88		478	HEADQUARTERS PROJECTS - SUPERVISION

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MODS OPERATION NUMBERS

LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION
88		479	HEADQUARTERS PROJECTS - SUPERVISION
88		480	HEADQUARTERS PROJECTS - SUPERVISION
88		481	HEADQUARTERS PROJECTS - SUPERVISION
88		482	HEADQUARTERS PROJECTS - SUPERVISION
88		483	HEADQUARTERS PROJECTS - SUPERVISION
88		484	HEADQUARTERS PROJECTS - SUPERVISION
88		485	HEADQUARTERS PROJECTS - SUPERVISION
88		486	HEADQUARTERS PROJECTS - SUPERVISION
88		487	HEADQUARTERS PROJECTS - SUPERVISION
88		488	HEADQUARTERS PROJECTS - SUPERVISION
88		489	HEADQUARTERS PROJECTS - SUPERVISION
88		490	HEADQUARTERS PROJECTS - SUPERVISION
88		491	HEADQUARTERS PROJECTS - SUPERVISION
88		492	HEADQUARTERS PROJECTS - SUPERVISION
88		493	HEADQUARTERS PROJECTS - SUPERVISION
88		494	HEADQUARTERS PROJECTS - SUPERVISION
88		495	HEADQUARTERS PROJECTS - SUPERVISION
88		496	HEADQUARTERS PROJECTS - SUPERVISION
88		497	HEADQUARTERS PROJECTS - SUPERVISION
88		498	HEADQUARTERS PROJECTS - SUPERVISION
88		499	HEADQUARTERS PROJECTS - SUPERVISION
88		500	HEADQUARTERS PROJECTS - SUPERVISION
88		501	HEADQUARTERS PROJECTS - SUPERVISION
88		502	HEADQUARTERS PROJECTS - SUPERVISION
88		503	HEADQUARTERS PROJECTS - SUPERVISION
88		504	HEADQUARTERS PROJECTS - SUPERVISION
	89	505	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	506	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	507	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	508	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	509	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	510	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	511	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	512	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	513	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	514	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	515	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	516	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	517	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	518	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	519	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	520	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	521	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	522	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	523	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	524	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	525	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	526	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	527	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	528	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	529	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	530	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	531	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	532	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	533	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	534	HEADQUARTERS PROJECTS - NON-SUPERVISION

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MODS OPERATION NUMBERS

LDC SUPV	LDC NON-SUPV	MODS OPER	DESCRIPTION
	89	535	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	536	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	537	HEADQUARTERS PROJECTS - NON-SUPERVISION
	89	538	HEADQUARTERS PROJECTS - NON-SUPERVISION
81	82	570	ADMIN SERVICES - SUPPLY
81	82	571	EXECUTIVE SECTION
81		602	MANAGER, ADMINISTRATIVE SERVICES
	84	648	INFORMATION SYSTEMS
	82	665	ADMIN & CLERICAL - ADMINISTRATION
	83	666	PURCHASING
	85	670	FACILITIES
80		671	POSTMASTER/INSTALLATION MANAGER
	84	682	ADMIN & CLERICAL - INFORMATION SYSTEMS
81	82	904	TRAVEL - ADMINISTRATION
81		934	MANAGER, INFORMATION SYSTEMS
FUNCTION 9			<u>TRAINING</u>
90	90	780	TRAINING - OPERATIONS SUPPORT
91	91	781	TRAINING - MAIL PROCESSING
92	92	782	TRAINING - DELIVERY SERVICES
93	93	783	TRAINING - PLANT & EQUIPMENT MAINTENANCE
94	94	784	TRAINING - CUSTOMER SERVICES
95	95	785	TRAINING - FINANCE
96	96	786	TRAINING - HUMAN RESOURCES
97	97	787	TRAINING - CUSTOMER SERVICES SUPPORT
98	98	788	TRAINING - ADMINISTRATION
93	93	789	TRAINING - VEHICLE SERVICES
			<u>SPECIAL OPERATIONS</u>
		777	INCOMING LETTERS FLOWED TO ROUTE/BOX
		778	INCOMING FLATS FLOWED TO ROUTE/BOX
		888	FLOWED AS FINALIZED
		988	LOANED AS OFFICER-IN-CHARGE
		989	LOANED TO HEADQUARTERS
		990	LOANED AS SUPERVISOR
		991	LOANED AS CLERK
		992	LOANED AS MAIL HANDLER
		993	LOANED AS CARRIER
		994	LOANED AS SPECIAL DELIVERY MESSENGER
		995	LOANED AS VMF MECHANIC
		996	LOANED AS MAINT BUILDING SERVICES
		997	LOANED AS RURAL CARRIER
50	53	998	TIME & ATTENDANCE CORRECTION
		999	INVALID OPERATIONS