

Management Instruction

Piece Count Recording System

This Management Instruction contains the national policies and procedures for recording and reporting daily workload information within post offices and station and branch operations.

Introduction

Purposes

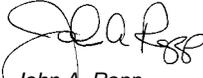
- To establish daily workloads by utilizing piece counts instead of linear volume. This will allow more accurate and applicable volume recording.
- To reduce the time a supervisor spends on measuring volume by maximizing the use of End-of-Run (EOR) data (pieces) automatically downloaded to Delivery Unit Computer (DUC) sites.
- To provide uniform procedures for counting, measuring, and converting mail volume for delivery and customer service clerical operations.
- To form the database for completion of PS Form 3930, *Operations Analysis* (attached).
- To assist managers in projecting workload trends for budget planning, scheduling, and staffing purposes.

Scope

This instruction supersedes all previous instructions on the Daily Unit Volume Recording System (DUVRS) and Piece Count Recording System. This covers all post offices, stations and branches, postal retail financial units, carrier annexes, and detached post office box units administered by delivery post offices. The following procedures must be used in those installations:

1. *City Delivery Units With DUC Support*. Use PS Form 3921, *Volume Recording Worksheet* (attached), only if the unit does not have a data collection device. Volume recording can be accomplished via direct input into this device. EOR volumes

Date	December 11, 2000
Effective	Immediately
Number	PO-610-2000-1
Obsoletes	PO-610-1998-3
Unit	Delivery


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downloaded to the DUC will also be included. Volumes, in pieces, will be shown on PS Form 3930.

2. *City Delivery Units Without DUC Support.* Use PS Form 3921 to convert linear measurements of volume to pieces for transfer to PS Form 3930.
3. *Customer Service Distribution Units and Post Office Box Distribution Units.* Use PS Form 3922, *Customer Services Volume Recording Worksheet* (attached).
4. *All Rural Delivery Offices.* Use PS Form 3921.

GLOSSARY

BMEU:	business mail entry unit
BCS:	barcode sorter
DPS:	delivery point sequence
DUC:	delivery unit computer
EOR:	end of run
IPP:	irregular parcels and pieces
NLM:	no linear measurement
SOP:	standard operating procedure

Division of Responsibility

Area Vice President

Responsible for the complete and continuing compliance with all provisions of this instruction.

District Manager

Responsible for arranging all necessary training, including the proper use of volume data gathered for decision-making purposes. The district manager must also provide support to subordinate managers in associate offices, as well as stations and branches to ensure that all levels of management comprehend and properly use the program, and that volume recording and posting procedures are consistent. *The district manager is responsible for approval of requests from reporting units to allow employees other than managers to measure and record mail volumes on a daily basis.*

Managers, Post Office Operations and Postmasters Who Report Directly to the District Manager

Responsible for consistent application of these instructions and ensuring the quality and integrity of daily unit-wide volume recording procedures, the posting, and the proper use of this data for decision-making purposes.

All Other Postmasters, Customer Service Operation Managers, Delivery Unit Managers, and Supervisors

Responsible for applying these volume recording procedures in the unit and using the system and volume data gathered for decision-making purposes to achieve the maximum benefit possible. These postmasters and managers are also responsible for the integrity of the data recorded

and the consistency of the procedures used to measure and record volumes. As a general rule, postmasters and managers are expected to participate in the daily volume recording process. It is recognized, however, that direct participation may not always be practical either for a specific receipt of mail or on a particular day. However, periodic checks should be performed to ensure compliance.

Use of Volume Information

General

1. Effective day-to-day management of a functional unit requires evaluation of the daily workload for the unit. Volume data is used on a daily basis to assess the workload for the functional areas of delivery, manual mail distribution, and post office box distribution. Analysis of this volume information assists local managers in determining the workhours needed on any given day.
2. In city delivery offices, accumulation of piece count information on a route-by-route basis assists local managers in determining daily workhours needed including overtime or undertime. Daily workload information for customer service distribution and post office box distribution can be established with the information contained in the EOR report and/or information from the daily PS Form 3922.
3. Daily piece counts, recorded in accordance with these procedures, will provide city delivery units a highly accurate record of daily volumes. These daily volumes will not constitute the sole basis for disciplinary action for failure to meet minimum casing standards by an individual letter carrier. However, daily piece counts, recorded in accordance with these procedures, may be used in conjunction with other management records and procedures to monitor letter carrier performance and assist supervisors in identifying and correcting performance deficiencies. Examples of other records and procedures are a 1-day office count conducted in accordance with Handbook M-39, *Management of Delivery Services*; PS Form 1840, *Carrier Delivery Route — Summary of Count and Inspection*; prior documented performance discussions; or other identified inefficiencies. In addition, these procedures will also assist management in identifying letter carriers who consistently perform daily tasks efficiently and require little supervision.
4. In rural delivery offices, piece count volume data will be gathered for use in workload evaluation of the carriers.

Daily

City Delivery Routes

1. The use of accurate daily piece counts for individual routes, router assignments, and units assists the delivery unit manager in determining daily workload/workhour variances that may require some form of management action. In addition, the knowledge of cased volume in pieces for individual routes, router assignments, and units will assist the manager in determining actual workhour needs.
2. When the manager has determined the appropriate action to be taken, the information recorded on PS Form 3921 and volume downloaded from EOR to the DUC can be used as supporting documentation to annotate PS Form 1571, *Undelivered Mail Report*, or PS Form 3996, *Carrier — Auxiliary Control*.
3. All volumes of mail that are handled by carriers in a given day that relate to the workhours for the same day will be recorded in pieces. In DUC sites, volumes will be accumulated by electronic transfer from EOR to the DUC, combined with volume recorded using a data collection device (or PS Form 3921), and entered into the DUC. Total volume includes A.M. cased volume, delivered sequenced volume, current day router cased volume, P.M. cased volume, and the delivery point sequence (DPS) mail. However, this does not include items such as Irregular Parcels and Pieces (IPP, a.k.a. SPRS) samples and parcel post.
4. In DUC sites, a Standard Operating Procedure (SOP) must be developed to eliminate the possibility of double-counting mail volumes. Electronic downloads from EOR to the DUC will include DPS mail, caseable letters, and caseable flats that have been processed and finalized on automated processing equipment. Trays and/or bundles of mail not requiring measurement must be clearly marked with "No Linear Measurement" (NLM) labels at the plant and during subsequent breakdowns within the unit. Barcode Sorter (BCS) bin assignments that are common examples of the type of mail that will not require linear counting are S999, M001, W001, COA1, and trays of DPS. Any linear measurement of these volumes will result in double-counting.

Rural Routes

City delivery offices having rural routes must record rural volume on a separate PS Form 3921.

Customer Service Mail Distribution

Accurate daily recording of volumes received in a manual mail distribution unit and knowledge of existing variables enable the manager to project the workhours needed to distribute that volume of mail.

Post Office Box Distribution

Accurate daily recording of volumes received for distribution into post office boxes and knowledge of existing variables enable the manager to project the required workhours on a given day to distribute that volume of mail.

Historical

The accumulation of volume data provides the customer services manager and postmaster with an historical trendline for comparison with subsequent mail volumes. Additional benefits are derived by using historical data to forecast periods of exceptionally high or low volume. This information may be used as a general guide to assist in scheduling employees in relation to predicted variations in workload.

Volume Recording

General

1. All volume that is received in the delivery unit, Customer Service Mail Distribution Unit, and Post Office Box section will be maintained in pieces. Mail received with EOR information, either hardcopy or electronic transfer in DUC sites, will not require linear measurement. In DUC sites, actual piece counts will be downloaded by route as DPS mail, caseable letters, and caseable flats. This will include BCS bins such as S999, M001, W001, COA1, etc. Non-automated volumes must be measured linearly and recorded. This can be accomplished utilizing a data collection device or volume entered on PS Form 3921. This linear measurement will then be converted to pieces in the DUC or must be converted manually in non-DUC sites. Sequenced mail will be recorded as "sets" and converted to pieces in the DUC (one piece per residential delivery) or manually converted in non-DUC sites. For proper linear measurement of letter and flat volumes, the mail must be compressed and recorded only as directed in these instructions. Refer to paragraph 4 under *City Delivery Routes* regarding the possibility of double-counting the mail.
2. Linear volume entries may be used only for cased letters and flats not included in EOR volumes. Linear volume entries are recorded in decimals in increments of one quarter-foot — e.g., .25, .50, and .75. Record volume to the nearest quarter-foot. Each functional area within a unit should use a separate worksheet. Complete one copy of the form daily, retain in the functional area, and submit duplicates if directed. Unit piece count totals are developed as prescribed by these instructions and transferred daily to PS Form 3930.

3. Use of a data collection device, in conjunction with the use of the EOR electronic download, is the preferred operational method for recording daily volumes. Units that use a data collection device with electronic downloads are not required to complete PS Form 3921. DUC program printouts along with posting of volume information on PS Form 3930 become the volume recording and reporting mechanism. In units where a data collection device is not available, PS Form 3921 must be completed daily.
4. The daily recording of volume is not required on most rural routes. Rural volume data is not accumulated nationally and is not included as part of any data performance formula. As locally required, offices with rural routes may record daily volume by route. However, daily volume recording by route must be conducted each day in the following circumstances:
 - a. When the route is involved in a national or special mail count.
 - b. During a contractually required route review period.
 - c. For routes receiving sector/segment or DPS mail.
 - d. As directed by district or area policy.

PS Form 3921

General

All units (except units with a data collection device) are required to complete PS Form 3921 daily. See instructions for specific volume recording procedures on PS Form 3921. City delivery routes and rural routes are entered on separate forms. A separate PS Form 3921, if required, should be completed for each 5-digit zone. With proper completion of this form, each unit will have the capacity to report its volumes in pieces.

Per these instructions, all cased letter and flat mail must be recorded separately and entered in linear measurement by rounding to the *nearest* quarter-foot increment. When identifying mail to be measured in DUC-supported units, it is critical to ensure that any mail that was finalized on automated equipment not be measured and recorded. To indicate that no linear measurement was needed, the plant should tag this mail (tray labels, placards, etc.) as "NLM" or by other means if further breakdown occurred locally. Measuring this mail will cause double-counting since this volume is electronically downloaded to the DUC.

Volume Types and Recording Procedures

Cased Letters

Record in feet, to the nearest quarter-foot increment, letter mail (ordinary letters, cards, circulars) that is to be cased into a letter case or a one-bundle case. In DUC-supported sites, caseable letters must be downloaded to the DUC for those pieces sorted to the route level

(Non-DPS mail, M000 volume) on automated equipment and require no measurement. If volume is collected by means of a data collection device, manual conversion to pieces is not necessary. All manual linear measurements recorded on PS Form 3921 will require conversion utilizing the standard conversion factors. In order to avoid double-counting, it is essential that the processing facility properly mark, and the delivery unit recognize, mail that was processed on automation that requires no linear measurement.

Exhibit 1 shows conversion rates for letter types and flat types. Exhibit 2 shows a conversion chart used to obtain accurate linear measurements for full coverage mailings that require casing. The rates in Exhibit 1 were used to determine the measurements in Exhibit 2, which are in linear feet for possible residential delivery. Utilizing possible residential deliveries increases the accuracy of workload information for each individual route.

Under this piece-count system, the linear measurement is determined by dividing the possible residential deliveries by the number assigned to the appropriate type of mail (total pieces per foot) shown in Exhibit 1. For example, if a unit received a Carol Wright mailing for a route with 500 possible deliveries, then as shown in Exhibit 2 the unit is credited with 2.25 feet of mail — 500 (the possible deliveries) divided by 227 (the total pieces per foot for the appropriate type of mail) yields a sum of 2.20 total feet, and when that sum is rounded to the nearest quarter-foot, then the route is credited with 2.25 feet of mail. (The linear measurement used under the prior system would have credited the route with anywhere between 5 and 8 feet.)

Once an accurate linear measurement is established for each route for the various mailings based on possible deliveries, those mailings do not require any further measurements, unless major operational changes happen within a unit. If such changes occur, a new possible delivery base would have to be established for each route. It is imperative that accurate possible deliveries per route be maintained to ensure that accurate conversions are utilized and proper piece count workloads are credited to routes. Local management will be held responsible to ensure the integrity of these counts.

Cased Flats

Record in feet, to the nearest quarter-foot increment, flat mail (magazines, newspapers, large circulars) intended for casing into horizontal flat cases, vertical flat cases, or one-bundle cases. This volume will be converted to pieces using the standard conversion rate for flats. In DUC-supported sites, caseable flat volumes will be automatically downloaded to the DUC for pieces sorted to the route level on Flat Sorting Machines (FSMs). It is essential that these instructions be followed in order to avoid double-counting.

Using the charts in Exhibit 1 and Exhibit 2, you can also determine the linear measurement for cased flats. For example, if a unit received a Wal-Mart mailing for a route with 500 possible deliveries, then as shown

in Exhibit 2 the unit is credited with 4.25 feet of mail — 500 (the possible deliveries) divided by 115 (the total pieces per foot for the appropriate type of mail) yields a sum of 4.35 total feet, and when that sum is rounded to the nearest quarter-foot, then the route is credited with 4.25 feet of mail. (The linear measurement used under the prior system would have credited the route with 1 foot of caseable flat mail.)

Other Piece Count Information

Additional mailer, business mail entry unit (BMEU), or ADVANCE mailing information may be used in lieu of a linear measurement. Consequently, if a unit receives a partial mailing and a mailer facing slip is attached to each bundle, that information can be used to determine the amount of credit for each route. For example, if a route receives a flat mailing with a facing slip indicating 75 pieces, the delivery unit supervisor would utilize the following formula to determine linear footage — 75 (the possible deliveries) divided by 115 (the total pieces per foot for the appropriate type of mail) yields a sum of 0.65 total feet, and when that sum is rounded to the nearest quarter-foot, then the route is credited with 0.75 foot of mail. The same formula should be applied toward other mailings received with facing slips, information supplied by the BMEU, or the number of pieces indicated in an ADVANCE mailing.

Sequenced Mail

Record full-coverage mailings, letters, and flats, in *sets*, which do not require casing. This will credit each route with one piece per residential delivery. If partial sets are delivered, enter the fraction (e.g., .25, .50) of the set delivered. The remaining portion should be credited on the day it is delivered. This section could include unaddressed marriage mail flats.

Delivery Point Sequence Volume

Record DPS volume in pieces from the delivered day's EOR Report. (Note: In DUC-supported sites, this information will be automatically downloaded to the DUC.) This volume includes mail designated to carrier routes and other bins as directed by station input — e.g., Window Call (W001), Change of Address (COA1), Non-Delivery Day (N001), and Temp Hold (T001). It also includes nine-digit finalized mail such as mail sorted to cluster box units (CBUs), neighborhood delivery and collection box units (NDCBUs), arrowlocks, etc. This does not include mail marked as nine-digit mail other than that described above or Multiple Delivery Point mail (M records). M records are considered cased volume.

Irregular Parcel Post, Parcel Post, and Priority Parcels

A periodic national count of Packages (PP) and Priority Mail Parcels may be required to determine volume changes and operational impacts. Package (parcel) volume must be recorded in pieces. Segmented volume that is taken directly to the street and that does not require further sortation in the office by a letter carrier is credited as one parcel.

Note: Conversion rates are subject to periodic updates, which will be published and disseminated when applicable.

Exhibit 1

Conversion Rate

Letter Type	Total Pieces Per Foot
Manual Letters	227
Automated Letters	215
Sequenced Letters	227

Flat Type	Total Pieces Per Foot
Manual Flats	115
Automated Flats	115
Sequenced Flats	115

Note: Conversion rates are subject to periodic updates, which will be published and disseminated when applicable.

Exhibit 2
Conversion Chart

Possible Deliveries	Measurement in Linear Feet	
	Letters	Flats
250	1.00	2.25
275	1.25	2.50
300	1.25	2.50
325	1.50	2.75
350	1.50	3.00
375	1.75	3.25
400	1.75	3.50
425	1.75	3.75
450	2.00	4.00
475	2.00	4.25
500	2.25	4.25
525	2.25	4.50
550	2.50	4.75
575	2.50	5.00
600	2.75	5.25
625	2.75	5.50
650	2.75	5.75
675	3.00	5.75
700	3.00	6.00
725	3.25	6.25
750	3.25	6.50
775	3.50	6.75
800	3.50	7.00
825	3.75	7.25
850	3.75	7.50

Instructions

I. GENERAL

- A. All offices with city delivery routes must record pieces daily. Offices with no city routes must report only total rural routes volume in pieces.
- B. Offices that utilize the Decision Support Information System (DSIS) may print the DSIS Report "Delivery Services 3930" in lieu of the manual 3930.
- C. All other offices must use data from PS Form 3997, *Unit Daily Record*, PS Form 3921, *Volume Recording Worksheet*, and PS Form 3922, *Customer Services Volume Recording Worksheet*. Convert linear volumes to pieces using standard conversion factors on PS Forms 3921 and 3922.

II. ID NUMBER

Offices with single or multiple ZIP Codes use primary ZIP Code with zero as the sixth digit. If two or more units share a ZIP Code, assign each a sixth digit from 1 to 9 to differentiate the offices.

III. SAME PERIOD LAST YEAR

Same period last year data is optional.

IV. SPECIFIC DATA ELEMENTS

1. Enter city letter route office workhours (including overtime), excluding router assignments and combination routes. Include union steward time and time for miscellaneous office support of letter route delivery (e.g., Address Management System [AMS] related delivery issues).
2. Enter total office workhours (including overtime) for routers on city letter routes. (Report router street hours on Line 3).
3. Enter all city letter route street workhours (including overtime). Exclude combination routes. Include street waiting time, travel time, and time for miscellaneous street duties in support of letter route delivery (which includes router street hours).
4. Enter all parcel post, relay, intra-/inter-city run, and combination route workhours (including overtime). Include letter delivery and collection portions of combination routes, miscellaneous support of "other" delivery (combination route vehicle breakdown, etc.) and Express Mail trips.
5. Enter collection workhours (including overtime), excluding collection hours on combination and city letter routes. Include miscellaneous support of collections (e.g., assisting in revision of collection schedules).
6. Enter total of Lines 1 through 5.
7. Enter total planned city delivery and collection workhours.

8. Subtract Line 7 from Line 6.
- 9-10. Enter total city carrier overtime (9) and sick leave (10) hours. Include router; exclude special delivery and rural carriers.
11. Enter total city letter carrier cased letters (pieces). Include router volume.
12. Enter total city letter carrier cased flats (pieces). Include router volume.
13. Enter total of Lines 11 and 12 (pieces).
14. Enter volume (pieces) delivered today which was prepared by the mailer in delivery sequence. Include simplified address mail.
15. Enter total Delivery Point of Sequence (DPS) volume received in the unit (city delivery only) in pieces. Use End of Run Report (EOR) totals, if available.
16. Enter total of Lines 13 through 15.
17. Enter total planned city letter route volume (in pieces).
18. Enter city volume (letter and flat pieces) available to the carrier, **committed** for today's delivery and not delivered.
19. Enter curtailed volume (letter and flat pieces) available to the carrier, **not** committed for delivery today, and not delivered.
20. Enter total rural route volume by adding Lines 11, 12, and 15 and box holders in pieces.
21. Enter total planned city possible deliveries.
22. Enter total actual city possible deliveries from PS Form 1621 and/or the Edit Book.
23. Enter the number of possible deliveries, multiplied by delivery days in the period, divided by the sum of Labor Distribution Codes (LDC) 21, 28, & 29.
24. Enter the number of possible deliveries, multiplied by delivery days in the period, divided by LDC 22.
25. Record the total LDC 26 office workhours utilized to support AMS related activities.
- 26-33. Optional lines, see local instructions, if any.
34. Enter number of planned window service workhours.
35. Enter total workhours (including overtime) for window, firm caller, general delivery, and other retail services.
36. Enter from PS Form 1412-A the sum of AICs 083, 090, 092, 093, 098, 101, 103, 106, 109, 110, 115, 126, and 129, less AIC 586.
37. Enter the planned unit distribution workhours.
38. Enter total workhours (including overtime) for distribution, including missorts, to carrier routes. Include distribution of box mail while distributing into a

- case with carrier route separations.
- 39-40. Enter the planned unit distribution volumes (pieces).
- 41-42. Enter the actual unit distribution volumes (pieces), including missorts.
43. Enter the total of Lines 41 and 42.
44. Enter the actual unit distribution parcel post volume (pieces).
45. Divide Line 43 by Line 38.
46. Enter the planned box distribution workhours.
47. Enter the total workhours (including overtime) for distribution to totally dedicated box mail distribution case, to PO boxes, or in detached box units by clerks/mailhandlers.
- 48-49. Enter the planned box distribution volumes (pieces only).
- 50-51. Enter the actual box distribution volume (pieces).
52. Enter the total of Lines 50 and 51.
53. Divide Line 52 by Line 47.
54. Enter the planned other clerk/mailhandler hours (not in CAG H-L offices).
55. Enter the total other clerk/mailhandler hours not included in Lines 35, 38, or 47 and **not** in CAG H-L offices. Include mark-up at non-CAG H-L offices **other than** CFS/CMU sites.
56. Enter the sum of Lines 34, 37, 46, and 54.
57. Enter the sum of Lines 35, 38, 47, and 55.
58. Subtract Line 56 from Line 57.
59. Enter the total clerk/mailhandler workhours (including overtime) in CAG H-L.
- 60-61. Enter the number of clerk/mailhandler overtime and sick leave hours.
62. Enter the committed volume (pieces) not distributed or failed to make cutoff time for delivery today.
63. Enter the curtailed volume (letter and flat pieces) available to the clerks, **not** committed for distribution today, and not distributed.
64. Enter the total pieces accepted (final pass) on automated equipment in Customer Services operations. Total final pieces accepted includes carrier route, sector/segment, DPS, box section, directs, etc.
65. Enter total LDC 41 workhours utilized to finalize the automated volume identified in Item 64.
66. Enter total pieces accepted (final pass) divided by total LDC 41 workhours (divide Line 64 by Line 65).

Instructions

General

All units that are required to complete a PS Form 3921, must complete the heading information and use the same identification number as is used on the PS Form 3930. City delivery routes and rural delivery routes must be reported on separate PS Forms 3921.

- Column 1 -** Enter the route numbers. When recording rural route volume, record the route numbers preceded by an "R" (e.g., R1, R2, R3).
- Column 2 -** Record all letter volume that was cased in the prior P.M. *Do not* include direct bundles of sequenced mail that *do not* require casing. These are recorded in Column 16.
- Column 3 -** Record in feet, to **nearest** quarter-foot increments, the letter mail volume subsequently available in the A.M., including prior curtailed letters. Also record, by linear measurement, detached labels which require casing. Record the associated mailing pieces under sequence volume in Column 16.
- Column 4 -** Enter the total of Column 3.
- Column 5 -** Record all flat volume that was cased in the prior P.M.
- Column 6 -** Record in feet, to **nearest** quarter-foot increments, the flat volume of mail subsequently available in the A.M., including prior curtailed flats.
- Column 7 -** Enter the total of Column 6.
- Column 8 -** Record the total linear volume of combined letters and flats available in the A.M. Column 4 plus Column 7 must equal Column 8.
- Column 9 -** In non-DUC sites, divide total DPS pieces by the appropriate conversion rate to determine accurate linear footage to be recorded on PS Form 3921. In DUC sites where electronic piece count volume transfer or EOR is available, linear measurement is not required. Transfer the total of the DPS piece count column to Line 15 on PS Form 3930 when required.
- Column 10 -** In Non-Expedited Preferential Mail (EPM) and EPM units, record by linear volume all letters approved for curtailment by management that **failed** to meet delivery standards that day (**Delayed**). Note reason(s) in comments section of PS Form 3921. Convert the total linear measurements in Columns 10 and 12 using the standard conversion factor for each mail type and transfer total pieces to Line 18 on PS Form 3930 when required.
- Column 11 -** In NON/EPM and EPM units, record by linear volume all letters approved for curtailment by management that **did not** fail to meet delivery standards that day (**Uncommitted**). Convert the total linear measurements in Columns 11 and 13 using the standard conversion factor for each mail type and transfer total pieces to Line 19 on PS Form 3930 when required.

EPM units and router offices only: Record in Columns 20 through 22 on PS Form 3921. (**Exception:** NON/EPM units may enter volume in Columns 20 through 22 if carriers case mail after returning to office in P.M., or if a router cases after assigned carrier leaves for street.)

Column 12 - In NON/EPM and EPM units, record by linear volume all flats approved for curtailment by management that **failed** to meet delivery standards that day (**Delayed**). Note reason(s) in comments section of PS Form 3921. Convert the total linear measurements in Columns 10 and 12 using the standard conversion factor for each mail type and transfer total pieces to Line 18 on PS Form 3930 when required.

Column 13 - In NON/EPM and EPM units, record by linear volume all flats approved for curtailment by management that **did not** fail to meet delivery standards that day (**Uncommitted**). Convert the total linear measurements in Columns 11 and 13 using the standard conversion factor for each mail type and transfer total pieces to Line 19 on PS Form 3930 when required.

EPM units and router offices only: Record in Columns 23 through 25 on PS Form 3921. (**Exception:** NON/EPM units may enter volume in Columns 23 through 25 if carriers case mail after returning to office in P.M., or if a router cases after assigned carrier leaves for street.)

Column 14 - Record the cased letter volume for that day as follows: NON/EPM units: Column 4 minus Column 10 minus Column 11 must equal Column 14. EPM units, router offices, or NON/EPM units which case in the P.M.: Column 4 minus Column 10 minus Column 11 plus Column 22 must equal Column 14. Convert the total line measurement in Column 14 using the standard conversion factor for letter mail and transfer total pieces to Line 11 on PS Form 3930.

Column 15 - Record the cased flat volume for that day as follows: NON/EPM units: Column 7 minus Column 12 minus Column 13 must equal Column 15. EPM units, router offices, or NON/EPM units which case in the P.M.: Column 7 minus Column 12 minus Column 13 plus Column 25 must equal Column 15. Convert the total linear measurement in Column 15 using the standard conversion factor for flat mail and transfer total pieces to Line 12 on PS Form 3930.

Column 16 - In DUC sites, record as "Sets" all mailings that are in delivery sequence and DO NOT require piece-by-piece casing. Either enter into the Volume Recording Device or DUC as a "Set." In non-DUC sites, divide total residential possible deliveries by the appropriate conversion rate to determine accurate linear footage for the PS Form 3921. *Rural routes make no entries in the sequence columns.*

NOTE: All sequence volumes are entered for the day on which they are delivered. This includes any sequence mail collated in prior P.M. or by router.

Column 17 - Record any linear volume entered in Column 16 that is approved for curtailment in A.M.

Column 18 - Record the linear volume of delivered sequence mail. Column 16 minus Column 17 must equal Column 18. For city delivery routes only, convert the total linear measurement in Column 18 using the standard conversion factor for each mail type or, if reporting on a full coverage mailing, utilize total possible deliveries resulting in one piece per delivery. Transfer total pieces to Line 14 on PS Form 3930.

Column 19 - Total of columns 2, 5, 8, 9, minus 10, 11, 12, 13 plus 18.

Column 20 - Record in feet, to **nearest** quarter-foot increments, the letter mail subsequently available in the P.M.

Column 21 - Record by linear measurement all letter mail which was approved for curtailment by management in the P.M. Mail in this column must be entered in Column 3 on PS Form 3921 for the following day.

Column 22 - Record the cased P.M. letter volume for the day. Column 20 minus Column 21 must equal Column 22. This could also include A.M. curtailed/delayed letters. Mail in this column will be entered in Column 2 of the next delivery day's PS Form 3921.

Column 23 - Record in feet, to **nearest** quarter-foot increments, the flat mail subsequently available in the P.M.

Column 24 - Record by linear measurement all flat mail approved for curtailment by management in the P.M. Mail in this column must be entered in Column 6 on PS Form 3921 for the following day.

Column 25 - Record the cased P.M. flat volume for the day. Column 23 minus Column 24 must equal Column 25. This could also include A.M. curtailed/delayed flats. Mail in this column will be entered in Column 5 of the next delivery day's PS Form 3921.

Comments Section - Note any unusual circumstances that directly impact the workload on that day and are not already defined in the columns. Rural routes ONLY must also enter appropriate boxholder information, i.e., number of sets of boxholders, type of mail, and routes covered.

Customer Services Volume Recording Worksheet

ID Number		Day	Week	A/P	FY	Reporting Unit and ZIP Code				Signature	
Unit Distribution						Post Office Box Distribution					
Letters		Flats		Parcel Post		Non-DPS Letters		Flats		Parcel Post	
Received	Missort	Received	Missort	Received	Missort	Received	Missort	Received	Missort	Received	Missort
<i>(Col. 1)</i>	<i>(Col. 2)</i>	<i>(Col. 3)</i>	<i>(Col. 4)</i>	<i>(Col. 5)</i>	<i>(Col. 6)</i>	<i>(Col. 7)</i>	<i>(Col. 8)</i>	<i>(Col. 9)</i>	<i>(Col. 10)</i>	<i>(Col. 11)</i>	<i>(Col. 12)</i>
13. Total Rcvd.	14. Total Msst.	21. Total Rcvd.	22. Total Msst.	29. Total Rcvd.	30. Total Msst.	37. Total Rcvd.	38. Total Msst.	45. Total Rcvd.	46. Total Msst.	53. Total Rcvd.	54. Total Msst.
15. Total Footage		23. Total Footage		31. Total Pieces		39. Total Footage		47. Total Footage		55. Total Pieces	
16. Carry-Over (Ft.)		24. Carry-Over (Ft.)		32.		40. Carry-Over (Ft.)		48. Carry-Over (Ft.)		56.	
17. Distributed (Ft.)		25. Distributed (Ft.)		33. Carry-Over (Pieces)		41. Distributed (Ft.)		49. Distributed (Ft.)		57. Carry-Over (Pieces)	
18. Total Pieces		26. Total Pieces		34. Distributed (Pieces)		42. Distributed Non-DPS (Pcs.)		50. Total Pieces		58. Distributed (Pieces)	
19. Unscheduled Letters (Ft.)		27. Unscheduled Flats (Ft.)		35. Total Unscheduled (Pcs.)		43. DPS (Pcs.)		51.		59.	
20. Delayed Letters (Ft.)		28. Delayed Flats (Ft.)		36. Total Delayed (Pcs.)		44. Total Pieces Distributed		52.		60.	
Comments						Missent Mail					
						Express Mail _____ (Pcs.)				Priority Mail _____ (Pcs.)	
Letters _____ (Pcs.)						Flats _____ (Pcs.)		Parcel Post _____ (Pcs.)			

GENERAL:

All units must complete heading information and use the same identification number as used on PS Form 3930. All letter and flat volumes must be entered in linear measurement to the quarter-foot. In the Comments Section, note any unusual circumstances which directly impact the workload for the distribution unit on that day.

Mail Distribution Units:

- Column 1** - Record the volume of letter mail received or on-hand for distribution in the unit. DO NOT include bypass or presort mail to routes.
- Column 2** - Record the volume of missorted letter mail that must be redistributed. Missort volume is derived from main office distribution and your own unit.
- Column 3** - Record the volume of flat mail received or on-hand for distribution in the unit. DO NOT include bypass or presort mail to routes.
- Column 4** - Record the volume of missorted flat mail that must be redistributed. Missort volume is derived from main office distribution and your own unit.
- Column 5** - Record the estimated piece count of parcel post received or on-hand for distribution in the unit.
- Column 6** - Record the estimated piece count of missorted parcel post that must be redistributed. Missort volume is derived from main office distribution and your own unit.
- Block 13** - Record the total of letter volumes entered in Column 1.
- Block 14** - Record the total of missorted letter volumes entered in Column 2.
- Block 15** - Enter the total of Block 13 plus Block 14.
- Block 16** - Record the portion of the total volume of letter mail recorded in Block 15 but was not distributed (carried-over). Convert to pieces using standard conversion factors and transfer to Line 63, PS Form 3930.
- Block 17** - Record the portion of the total volume of letter mail recorded in Block 15 that was distributed. Block 15 minus Block 16 must equal Block 17.
- Block 18** - Record the total pieces of letter mail distributed. Convert the total linear count in Block 17 using the standard conversion factor for letters and transfer total pieces to Line 41, PS Form 3930.
- Block 19** - Record the portion of the total available letter mail (Block 15) which was unscheduled distribution volume that the unit is normally not required to distribute and which is committed for distribution and delivery on the day of receipt (usually received on the last A.M. trip). Record in feet.
- Block 20** - Record the portion of the letter mail not distributed (Block 16) that was committed for delivery that day (Reference - Service Standards) but was not distributed to the letter routes and post office box unit in time for that day's delivery. Record in feet.
- Block 21** - Record the total of flat volumes entered in Column 3.
- Block 22** - Record the total of missorted flat volumes entered in Column 4.
- Block 23** - Enter the total of Block 21 plus Block 22.
- Block 24** - Record the portion of the total volume of flat mail recorded in Block 23 but was not distributed (carried-over). Convert to pieces using standard conversion factors and transfer to Line 63, PS Form 3930.

- Block 25** - Record the portion of the total volume of flat mail recorded in Block 23 and was distributed. Block 23 minus Block 24 must equal Block 25.
- Block 26** - Record the total pieces of flat mail distributed. Convert the total linear measurement in Block 25 using the standard conversion factor for flats and transfer total pieces to Line 42, PS Form 3930.
- Block 27** - Record the portion of the total available flat mail (Block 23) which was unscheduled distribution volume that the unit is normally not required to distribute and which is committed for distribution and delivery on the day of receipt (usually received on the last A.M. trip). Record in feet.
- Block 28** - Record the portion of the flat mail not distributed (Block 24) that was committed for delivery that day (Reference - Service Standards) but was not distributed to the letter routes and post office box unit in time for that day's delivery. Record in feet.
- Block 29** - Record the total parcel post entered in Column 5.
- Block 30** - Record the total of missorted parcel post pieces entered in Column 6.
- Block 31** - Enter the total of Block 29 plus Block 30.
- Block 32** - Leave blank.
- Block 33** - Record the portion of the total parcel post recorded in Block 31 that was not distributed (carried-over).
- Block 34** - Record the total parcel post distributed. Block 31 minus Block 33 must equal Block 34. Transfer total of Block 34 to Line 44, PS Form 3930.
- Block 35** - Record the total volume of letters and flats which was unscheduled distribution. Block 19 plus Block 27 must equal Block 35. Convert the total linear measurement in Block 35 using the standard conversion factor for each mail type and transfer total pieces to Line 43, PS Form 3930.
- Block 36** - Record the total volume of letters and flats delayed. Block 20 plus Block 28 must equal Block 36. Convert the total linear measurement in Block 36 using the standard conversion factor for each mail type and transfer total pieces to Line 62, PS Form 3930.
- Post Office Box Distribution Units:**
- Column 7** - Record the volume of letter mail received or on-hand for distribution in the post office box unit. This includes presort letters other than Delivery Point of Sequence (DPS) mail.
- Column 8** - Record the volume of missorted letter mail that must be redistributed. Missort volume is derived from main office distribution and your own unit.
- Column 9** - Record the volume of flat mail received or on-hand for distribution in the post office box unit.
- Column 10** - Record the volume of missorted flat mail that must be redistributed. Missort volume is derived from main office distribution and your own unit.
- Column 11** - Record the estimated parcel post received or on-hand for distribution in the post office box unit.
- Column 12** - Record the volume of missorted parcel post mail that must be redistributed. Missort volume is derived from main office distribution and your own unit.
- Block 37** - Record the total of letter volumes entered in Column 7.

- Block 38** - Record the total of missorted letter volumes entered in Column 8.
- Block 39** - Enter the total of Block 37 plus Block 38.
- Block 40** - Record the portion of the total volume of letter mail recorded in Block 39, that was not distributed (carried-over).
- Block 41** - Record the portion of the total non-DPS volume of letter mail recorded in Block 39 that was distributed. Block 39 minus Block 40 must equal Block 41.
- Block 42** - Record the total pieces of non-DPS letter mail distributed to post office boxes. Convert the total linear measurement in Block 41 using the standard conversion factor for letters.
- Block 43** - Record the portion of the total letter volume received for the post office box section which was DPS letter volume. All volume received in the delivery unit which is accompanied by an EOR will not require linear measurements. Piece counts from the EOR will be utilized. If EOR is not available, measure DPS mail in quarter-foot increments (i.e., .25, .50, .75, etc.) and convert into pieces using standard conversion for DPS letters.
- Block 44** - Record total pieces distributed into post office boxes. Block 42 plus Block 43 must equal Block 44. Transfer total pieces to Line 50, PS Form 3930.
- Block 45** - Record the total of flat volumes entered in Column 9.
- Block 46** - Record the total of missorted flat volumes entered in Column 10.
- Block 47** - Enter the total of Block 45 plus Block 46.
- Block 48** - Record the portion of the total volume of flat mail recorded in Block 47 that was not distributed (carried-over).
- Block 49** - Record the portion of the total linear volume of flat mail recorded in Block 47 that was distributed. Block 47 minus Block 48 must equal Block 49.
- Block 50** - Record the total pieces of flat mail distributed to post office boxes. Convert the total linear measurement in Block 49 using the standard conversion factor for flats and transfer total to Line 51, PS Form 3930.
- Block 51** - Leave blank.
- Block 52** - Leave blank.
- Block 53** - Record the total parcel post entered in Column 11.
- Block 54** - Record the total of missorted parcel post pieces entered in Column 12.
- Block 55** - Enter the total of Block 53 plus Block 54.
- Block 56** - Leave blank.
- Block 57** - Record the portion of the total parcel post recorded in Block 53 that was not distributed (carried-over).
- Block 58** - Record the total parcel post pieces distributed to post office boxes. Block 55 minus Block 57 must equal Block 58.
- Block 59** - Leave blank.
- Block 60** - Leave blank.