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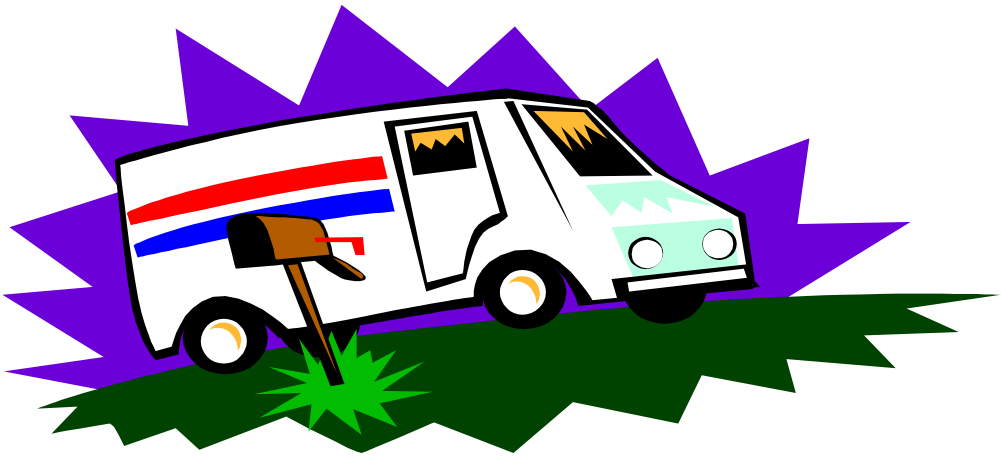
Edit Book Training



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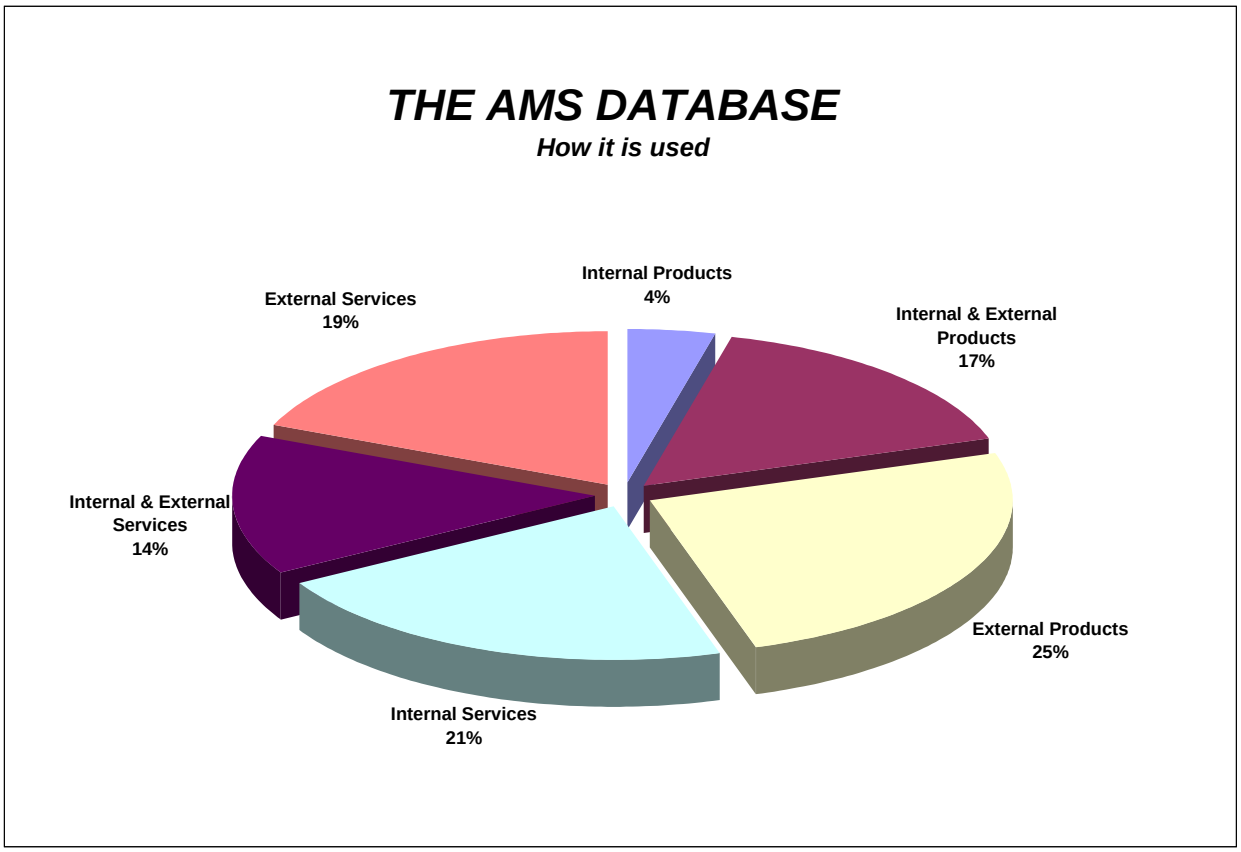
INTRODUCTION

The Edit Book is a source:
It is the primary contributor of information to the Address Management Systems database. The database is used to create every address product and service that the Postal Service offers to mailers. It is also the source of all of the address information used by our internal processes and equipment. The information in the Edit Book reaches far beyond the delivery unit. It has a direct impact on the quality of mail that is received each day from virtually every mail stream.

The Edit Book is a tool:
It is the primary means for delivery unit clerks and carriers to communicate with the Address Management Systems unit. It is the tool used to report new growth, additions, deletions, and changes, including line of travel changes that occur to addresses within the clerk or carriers' delivery territory.

The Edit Book is a product:
It is produced from the current data in AMS. Every carrier route and every PO box unit has an Edit Book. Each time a book is submitted to the AMS unit, the additions, deletions and changes are entered into the database. A new updated Edit Book is produced and distributed back to the delivery unit and the cycle continues.



POSSIBLE DELIVERIES cont.

Acronym	Products and Services	Internal Products	Internal & External Products	External Products	Internal Services	Internal & External Services	External Services
	CARRIER ROUTE HEADER FILE	X					
DPF	DELIVERY POINT FILE	X					
	EDIT BOOKS / ROUTE LISTING REPORT	X					
	5-DIGIT ZIP CODE PRODUCT		X				
	CARRIER ROUTE PRODUCT		X				
	CITY STATE PRODUCT		X				
CDS	COMPUTERIZED DELIVERY SEQUENCE PRODUCT		X				
DEL STATS	DELIVERY STATISTICS		X				
	DROP SHIP PRODUCT		X				
DSF2	DELIVERY SEQUENCE FILE, 2ND GENERATION		X				
eLOT	ENHANCED LINE OF TRAVEL PRODUCT		X				
	ZIP CODE DIRECTORIES		X				
	ZIP+4		X				
	ZONE CHARTS		X				
	GIS & MAPPING		X		X		
AMS API	ADDRESS MANAGEMENT SYSTEM APPLICATION PROGRAM INTERFACE			X			
	DELIVERY TYPE FILE			X			
	FASTFORWARD – MLOCR & MLC			X			
	LABELING LISTS			X			
LACS	LOCATABLE ADDRESS CONVERSION SYSTEM			X			
NDI	NATIONAL DELIVERABILITY INDEX			X			
RDI	RESIDENTIAL DELIVERY INDICATOR			X			
	SERVICE STANDARDS			X			
TIGER/ZIP+4	TOPOGRAPHICAL INTEGRATED GEOGRAPHIC CODING & REFERENCING/ZIP+4			X			
WCD	WEEKLY COMPUTERIZED DELIVERY SEQUENCE PRODUCT			X			
	Z4 CHANGE			X			
	ZIPMOVE			X			
CAN	CORRECT ADDRESS NOTIFICATION LETTERS			X	X		
DPV	DELIVERY POINT VALIDATION			X	X		
ICOA	INTERNET CHANGE OF ADDRESS			X	X		
MVL	MOVE VALIDATION LETTER			X	X		
	NCOALINK			X	X		
POS	POINT OF SERVICE			X	X		
DCDs	DATA COLLECTION DEVICES				X		
DOIS	DELIVERY OPERATIONS INFORMATION SYSTEM				X		
IMAQ	INTELLIGENT MAIL & ADDRESS QUALITY WEBPAGE				X		
MQC	MAILPIECE QUALITY CERTIFICATE				X		
MASS	MULTILINE ACCURACY SUPPORT SYSTEM				X		
	ZIP+4 INTERNET LOOK-UP				X		
FDB	FACILITY DATABASE				X		
	FACLINK				X		
CPMS	COLLECTION PROCESS MANAGEMENT SYSTEM				X		
	STREET REVIEW / NATIONAL STREET REVIEW				X		
ACS	ADDRESS CHANGE SERVICE					X	

Acronym	Products and Services	Internal Products	Internal & External Products	External Products	Internal Services	Internal & External Services	External Services
AEC	ADDRESS ELEMENT CORRECTION					X	
AEC2	ADDRESS ELEMENT CORRECTION, V2					X	
	ALMS WEB					X	
	CONFIRM					X	
DSAS	DROP SHIP APPOINTMENT SYSTEM					X	
DSMS	DROP SHIP MANAGEMENT SYSTEM					X	
EAS	ELECTRONIC ADDRESS SEQUENCE SERVICE					X	
EES	ELECTRONIC EDIT SHEET					X	
EUARS	ELECTRONIC UNCODED ADDRESS RESOLUTION SYSTEM					X	
DSW	DROP SHIP WEB / FAST					X	
	MOVERS GUIDE			X		X	
	PARCEL SELECT						X
	ADDRESS LIST SEQUENCE SERVICE						X
	ADVANCE						X
	CASS CERTIFICATION PROGRAM						X
CNL	CONFIRMATION NOTIFICATION LETTER						X
	DELIVERY CONFIRMATION						X
MAC	MANIFEST ANALYSIS & CERTIFICATION PROGRAM						X
	MERLIN						X
	MY POST OFFICE						X
PAGE	PERIODICALS ACCURACY GRADING & EVALUATION						X
PARS	POSTAL AUTOMATED REDIRECTION SYSTEM						X
PAVE	PRESORT ACCURACY, VALIDATION & EVALUATION						X
	FLASH						X
	ePUBWATCH						X

The Importance of the Address Database

- Contains information on EVERY ZIP Code and EVERY Delivery Point
- Allows barcoding of mail for sorting and sequencing
- Touches almost everyone in the organization
- Customers rely on the accuracy and our credibility hinges on it!

THE IMPORTANCE OF THE ADDRESS DATABASE

Our goal is to assist your Delivery Unit to achieve 100% Delivery Point Accuracy.

The database is a vast storehouse of information. It contains information for every ZIP Code and every delivery point where mail is delivered. It contains the data necessary for the Postal Service and customers to barcode, sort and sequence mail using automation. When the Edit Book is not accurate, our expenses increase due to additional handling of the mail and by the time spent dealing with unhappy customers. We lose revenue when volumes decrease due to dissatisfied customers.

Most importantly, it's our job. If we don't do our job to provide a quality product, at a reasonable rate, our customers will turn to those competitors who will. For every mail piece a mailer doesn't send, we lose the postage for that piece of mail plus every subsequent piece of mail that would have been generated by a response from the recipient. We incur increased handling for a piece of mail that we must discard and the mailer incurs increased costs that may drive him to a competitor.

The most critical element is the Route Listing Report. It is important that carriers have time to keep this information accurate. Adding and deleting addresses on the Route Listing Report and maintaining actual street delivery sequence to match the Route Listing Report supports all of our internal and external AMS products. These AMS products are used to develop sort plans and walk sequence bypass mailings. They also generate additional revenue and volume by adding addresses to the databases of our largest customers. Mailers using USPS products will use the address information you have provided for the database in their mail.

The database touches almost everyone in this organization in some way:

- Multi-line optical character readers use it to barcode mail
- Remote Encoding Centers (REC sites) use it to barcode mail
- Bar Code Sorters use it to direct mail to the correct ZIP Code and routes
- Processing and Distribution plants use it to make sort plans for the flat sorter and for carrier route mail
- Delivery Bar Code Sorters and Customer Service Bar Code Sorters use it to sequence mail for DPS (Delivery Point Sequencing)
- CFS (Computerized Forwarding Systems) uses it to apply ZIP+4s to mail being forwarded
- COR uses its data to make route adjustments.
- CDS and NDSS files for the DCD' s (hand-held computers used for route inspections) come from the database
- PEDC-SONIKS (Specialized Operations Network Integrated Keyboard Systems) schemes are pulled from the database
- FLASH Delivery statistics are taken from the database
- Route Statistics are used for equipment needs and other planning

Our customers rely on the accuracy of the database to apply ZIP+4s and pre-barcode their mail to qualify for discounts. Failure to have all addresses in our database may result in the customer software changing an address or maybe even a ZIP Code when trying to make a match. This causes mail to be delayed or returned.

Mailers rely on our database, both addresses and statistics, to prepare their walk-sequence mailings. Mailers do not want to miss any potential customers and they do not want to prepare a mail piece that we cannot deliver.

The City-State file is used to return a correct last line to an address.

The CRIS File is used by customers to carrier route presort their mail.

The LACS (Locatable Address Conversion System) file information is used by customers to match old addresses to newly converted 911 addresses.

Customers can use our Line of Travel product to sequence mail in sector segment order.

The Postal Service Web Page address is www.usps.com. Anyone with access to the Internet can look up a ZIP+4 for any address in the United States. They will see the county, the carrier route and delivery point information. The address will be standardized in the correct format. They can look up the acceptable last line for a ZIP Code. We want to insure the information people find on this page is accurate. Inaccurate information causes the public to have less faith in us as a company.

UBBM mail is discarded. The Postal Service has wasted time handling the mail; the mailer has wasted his supplies, postage and preparation time. Deliverable mail generates more revenue for the postal service and for the mailers.

CHAPTER REVIEW QUESTIONS

1. The Address Management Systems database contains the data necessary to barcode, _____, and _____ mail using _____.

2. Anyone with access to the internet can look up the correct ZIP+4 for an address on the Postal Service WEB page at www.usps.com. Circle the true statement:

   a) Data for this page comes from the address database.
   b) The Postal Service uses information from this page to provide data for the database.

3. Numerous problems may result when an address is not on a Route Listing Report and a ZIP+4 has not been assigned. List a few of them.

_____

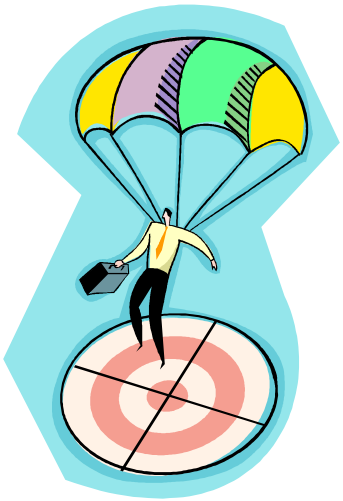
_____

_____

Database Accuracy

- Maintained from information submitted by delivery units on Route Listing Reports
- Street Reviews performed to validate database accuracy
- Edit Books must contain the most current and accurate Route Listing Reports

DATABASE ACCURACY



How Is The Database Kept Accurate And Up-To-Date?

Address Management Systems Specialists maintain the database from information submitted by delivery units. Each route in a delivery unit has a Route Listing Report, listing information on every possible delivery on that route, in delivery sequence.

An Edit Book provides a place for the Route Listing Report and includes instructions on keeping the Route Listing Report accurate. The Edit Book and Route Listing Report are important documents.

How Is The Database Checked For Accuracy?

Street Reviews are performed from time to time on selected routes in each district to validate delivery sequence information and to ensure that all possible delivery addresses are identified and included in the Address Management files. Internal reviews by trained local reviewers are conducted on an ongoing basis. A trained team of reviewers from outside the local district conducts National Street Reviews. The accuracy of this information is so important to our company that we have established and trained teams of reviewers who conduct the National Street Reviews exclusively.

Delivery Unit Responsibility

Make sure your Route Listing Report is accurate. Every route is provided with an Edit Book containing a current Route Listing Report. It is important to always use the current Route Listing Report to make changes and send it along with the Edit Book to AMS.

What Affects Accuracy?

- New growth, new deliveries or route extensions
- Deleted deliveries
- Firms with their own ZIP+4 Codes that move
- Delivery points vacant over 90 days
- Changes in delivery sequence
- Route adjustments
- Delivery customers who rent PO boxes and receive no delivery at the street address
- Corrections/changes to primary and secondary addresses
- Changes in Delivery Point Type (1621) code (Residential/Business)
- Change in relay location
- Changes to drops

CHAPTER REVIEW QUESTIONS

4. Each route in a Delivery Unit has an _____ _____, which lists information on every possible delivery on that route in _____ sequence.

5. The Edit Book contains instructions on keeping the Route Listing Report accurate and a place for the Route Listing Report.
   a) True
   b) False

6. How is database accuracy checked?_____

Who is Responsible

- Delivery units are responsible for the accuracy of the database and Edit Books
- Carrier handbooks say it is “absolutely essential” that the carriers keep it accurate and up-to-date

WHO IS RESPONSIBLE?

All routes nationwide must use the Edit Book process for updating the database. Delivery Units are responsible for the accuracy of their database and Edit Books.

Each individual carrier is responsible for keeping his or her Edit Book accurate. The carrier is the individual most familiar with a route and aware of changes as they occur.

> M-41 section 253.1 says….*since the Edit Book is an important document used by Delivery Service, it is absolutely essential that the carrier keep it accurate and up-to-date.*
>
> Handbook PO-603, Rural Carrier Duties and Responsibilities 541.45 says…*"once CLASS is introduced to a route, the carrier will begin recording necessary delivery data (boxes/stops, box number or address, res or bus type, etc.,) on the Edit Sheet (know known as a Route Listing Report) instead of on PS Form 1621, or the back of the PS Form 4240."*
>
> PMG Henderson wrote, *"Address management database quality update frequencies will be maintained to include timely performance of national AMS street quality reviews and full implementation of the uniform Edit Book management procedures."*
>
> OPERATIONS 2000 from SVP Jack Potter – *"Accurate Address Data: The Foundation of Moving Mail - The quality of our operational data systems starts today in the delivery unit with the Edit Book process, what used to be the 1621 or red book.* ***Address management has become the foundation of how we move the mail.*** *Delivery and distribution no longer rely on the memories of clerks and carriers.*
>
> *Automation compelled us to rethink how we do our business. OCR's, DBCS, RBCS, RCR require accurate data. Up-to-date accurate address information translates into service performance, cost-effective operations, and customer satisfaction. Major customers rely on our data, as well.* ***It drives their information that drives their businesses. It's the only source for accurate barcodes and presorting, which in turn reduces rehandlings.***

As a gateway to customers, we know when new housing or apartment developments open. We know too when new business parks open. Major mailers must have this information in order to build business. They want to reach every possible delivery, and they want to do it accurately. By improving mailing list barcode accuracy from 92 to 94 or 95 percent, cost savings in worksharing discounts can mean significant savings over the course of a year, perhaps enabling a direct marketer to make an extra mailing. That's more revenue for us.

As operational managers we need to make Address Management activities a priority. *Accuracy and timeliness in completing Edit Book changes should be done regularly.* ***It's simply good business****."*

The Edit Book is kept at the carrier case unless it has been submitted to AMS for updates. In some offices a special case or location has been designated for all of the unit's Edit Books.

Carriers, no one else knows your route like you do. It is your job to observe and be aware of all changes on your route and to record additions, deletions and changes in your Edit Book as they occur.

YOU HAVE THE KNOWLEDGE! ! !

IT'S OUR JOB!!!

CHAPTER REVIEW QUESTIONS

7. The Edit Book with the Route Listing Report is kept:

   a) Locked in the Supervisor's file.
   b) At the Supervisor's desk.
   c) At the Carrier's case.

8. According to the M-41 and Handbook PO-630, the person responsible for keeping a route's Route Listing Report accurate and up-to-date is:

   a) The Station Manager or Postmaster
   b) The Supervisor
   c) The Carrier

9. All delivery routes nationwide must use the Edit Book process for updating the database.

   a) True
   b) False

10. Where should the Edit Book be stored at the delivery unit?

   a) Carrier case
   b) File cabinet
   c) Supervisor desk/office
   d) None of the above

EDIT BOOK KEY

A Route Listing Report is a hardcopy printout of every delivery point on a route. The most current Route Listing Report should be used as a reference for all AMS updates. AMS updating is done by correcting the information listed on the Route Listing Report in ***RED*** and submitting the changes to the AMS office. A sample Route Listing Report can be found in the forms section of this book.

How To Read A Route Listing Report

SEQ # - *Sequence Number*

The numbers listed in the first column on the extreme left side of the page are the individual line numbers for each address record in delivery sequence. The “L” indicates the break between casing equipment. The “BC” indicates Blank Cells between deliveries (BC1, BC2, BC3).

PRIMARY ADDRESS # - *Primary Address Number*

The second column is where the street number, rural route box number or PO box number is listed. It could be blank if the previous delivery point uses the same number and they both share the same letter cell. This is the address number given to the delivery point as its OFFICIAL address.

COMPLETE STREET NAME

The next column is where the proper, official street name is placed. This includes all pre-directionals and post-directionals (these are the terms the Postal Service uses to refer to the part of the address that gives directional information) and suffixes. In areas that use rural box number addresses (for example RR 2 BOX 56) the rural route number will be found in this column. For the PO box addresses, PO box would be used as the complete street name.

SECY ABBR - *Secondary Abbreviation*

The column entitled "Secy Abbr" identifies the type of secondary address, when required. Some "Secy Abbr" items will require a corresponding "Unit No" (unit number). Abbreviations are used to identify the type of secondary address. See Pub 28 for a complete listing.

SECY UNIT # - *Secondary Unit Number*

The "Secy Unit #" column is used for the secondary address. Building management generally assigns secondary addresses. This can be an alpha (letter) or a numeric (number) value or a combination of both (alpha-numeric and numeric-alpha). This column is associated with the “Secy Abbr” column. Example: An apartment has secondary unit numbers of 100-104 running consecutively. The "Secy Abbr" would be "APT" for apartment, and the "Unit No" would be 100 on the first line, 101 on the second line, 102 on the next line, then 103 and 104.

Note: List each secondary address individually. A unit number of 100-104 for this example would not be accepted. These units must be listed individually to receive proper credit for all possible deliveries. Be sure that each individual line on the Route Listing Report represents a possible delivery for the carrier route.

While you must not inflate your Possible Delivery (PD) counts with false numbers, don't leave out any PDs for which your delivery unit should be receiving credit. Care must be taken to insure that the secondary unit numbers are correct. Duplicate addresses may not be assigned in AMS. In situations where separate living quarters or separate businesses exist at a single primary address and each receives mail in its' own receptacle, secondary designators must be used. In some cases, such as APT or STE, the correct designator is obvious. Generally, it is preferable to have the building owner or manager assign secondary addresses. In some locations secondary addresses are assigned by local planning authorities. Designators assigned should reflect the situation as accurately as possible. When entering a unit number, it must be the unit number actually assigned to the unit. Do not write in 1 - 8 when the actual apartment or suite numbers are 1014 - 1021 or A - H or 1A - 8C. If the building owner or manager declines to do so, local delivery unit management will need to assign a secondary designator and number for the purpose of separating mail.

1621

The 1621 code is a number that identifies the type and mode of delivery. Under certain delivery conditions, an alpha may follow the 1621 code (B=Throwback, V=Vacant, N=No-Stat) indicating an alternate status.

DROP

For drops enter the total number of families or businesses served at the drop.

L/F CEL *- Letter/flat Cell Sizes*

Every delivery point must have a cell size unless the primary or secondary addresses are to be cased together. The cell size is the number of inches assigned to each delivery point on the carrier case labels.

SI - *Seasonal Indicator*

A "Y" in this column indicates seasonal delivery. An "E" in this column indicates an educational seasonal address associated with college or university housing.

CONG - *Congressional District Number*

The congressional district number appears only on the first delivery point unless a route crosses into another congressional district.

RLY # *- Relay Number*

Relay designation is used on a Park and Loop portion of a route to indicate the first address of each relay.

BEST +4- ***Best ZIP+4 Code***

In a Standard Route Listing Report, only the finest ZIP+4 Code is shown for each address. In an Expanded Route Listing Report, all ZIP+4 Codes are shown in progressive order (the "S" or Street default record the "H" for building default record, the "H" for building exact record and the "F" for Firm unique record), with the finest to the right.

ADDITIONAL INFORMATION

Any additional information you wish to show up on the case label. If the secondary unit numbers are not in this column they will not print on the carrier case labels. Check with your district AMS office to learn if the Autofill option is used.

EXPANDED ROUTE LISTING REPORTS

The Expanded Route Listing Report contains all of the columns described previously, along with the following additional columns.

NON-DOW - ***Non-Delivery Day of the Week***

A day of the week when delivery is not made to the address.

STR-DEF - ***Street Default ZIP+4 Code***

The default ZIP+4 code assigned to the blockface of the street.

HI-DEF - ***Highrise Default ZIP+4 Code***

The default ZIP+4 code assigned to the highrise building at this address.

HI-EXA - ***Highrise Exact ZIP+4 Code***

The ZIP+4 assigned to a range of secondary addresses within a highrise building.

FIRM UNIQ - ***Firm Unique ZIP+4 Code***

The ZIP+4 code assigned to the firm. This is the best depth of sort for the address.

ALTERNATE ZIP/RTE - ***Alternate ZIP Code or Carrier Route***

The ZIP Code or Carrier Route this mail is "handed-off" to for delivery.

CHAPTER REVIEW QUESTIONS

11. Which tab in the Edit Book lists and explains each column on the Route Listing Report?

    a) Important Notes Tab
    b) Changing and Deleting Tab
    c) Edit Book Key Tab
    d) Maintenance Sheet Tab

12. Each address listed on the Route Listing Report has a corresponding sequence number.

    a) True
    b) False

13. The maximum number of congressional districts served is one per route.

    a) True
    b) False

Route Listing Report Accuracy

- It belongs to you!
- Your carrier case labels and your Edit Book should be **exactly** the same!
- You will receive your DPS mail in the same sequence as listed in your Edit Book

ROUTE LISTING REPORT ACCURACY

Accuracy is your responsibility.

- You must review the contents in all the columns on the Route Listing Report. Some columns don't change often, such as Del Type and Cong, but they can change.

- Your case labels reflect this book ***exactly.*** If you make changes to your case (write new address in, place a divider, use a post-it note, colored dot, etc.) be sure to make the same change in your Edit Book.

- Does your mail come in the sequence you deliver it? Your DPS mail will come in the same delivery sequence as listed in your Edit Book.

- Edit Book Maintenance does not mean reviewing and updating once a year. Edit Book Maintenance is making and submitting changes to the AMS Office ***as they occur.***

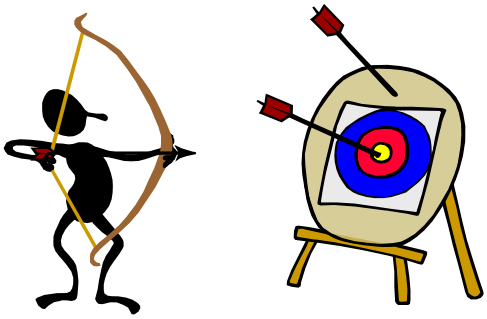
- Review changes made by AMS to ensure accuracy.

- Be sure every address where mail is delivered is accounted for by a line on the Route Listing Report.

- Examine every address on the Route Listing Report where mail is not currently delivered to determine if a change must be made.

- Are all your addresses in delivery sequence?

CHAPTER REVIEW QUESTIONS



14. How often should changes be made to the Edit Book?

    a) Once a month
    b) Once a week
    c) When a new carrier bids the route
    d) When changes occur

15. The sequence of the DPS mail is the same as the sequence of the delivery points on the Route Listing Report.

    a) True
    b) False

16. When the Edit Book is returned from the AMS Office - changes made by the AMS Office must be reviewed by the carrier for accuracy.

    a) True
    b) False

Address Basics

- City-style primary addresses are assigned by local addressing authorities
- Secondary addresses are normally assigned by property managers/owners
- It is important that you understand all elements of an address
- Duplicate address are forbidden on a Route Listing Report
- Rural box numbers are assigned by the USPS

ADDRESS BASICS

Who Assigns Addresses?

The Postal Services does not assign city-style primary addresses. The street name on the Route Listing Report must be the official street name assigned by the official local addressing authority. Occasionally a street name or number is changed and the Route Listing Report will need to be changed once that change is verified. If you notice a street sign or number different than identified on your Route Listing Report, notify your supervisor so the correct information can be verified. Always note on the Route Listing Report why a street name or number has been changed (official name change, misspelling, incorrect information received from resident).

What Are The Elements Of Primary And Secondary Addresses?

In order to keep the Route Listing Report accurate, it is important to understand the primary and secondary elements of an address. The elements of a primary street address are the street number, pre-directional (N, S, E, W, NE, NW, SE, SW), street name, suffix and post-directional (N, S, E, W, NE, NW, SE, SW). If a street name includes a pre or post-directional it must be used. Suffixes such as ST or AVE are not interchangeable. (See Pub 28.)

The elements of the secondary address are the secondary designator such as APT or STE, and the secondary unit number.

sample addresses: 1010 CLEAR ST APT 6

123456 STATE ROUTE 10 NW

Spanish street names and grid addressing: If you are from an area that includes Spanish street names (eg: 1234 Calle Aurora) or grid addressing (eg: N18W22604), see Pub 28 for Postal Addressing Standards.

Can Duplicate Addresses Be Listed On The Route Listing Report?

While you must not inflate your Possible Delivery (PD) counts with false numbers, don't leave out any PDs for which your delivery unit should be receiving credit. Care must be taken to insure that the secondary unit numbers are correct. Duplicate addresses may not be assigned in AMS. In situations where separate living quarters or separate businesses exist at a single primary address and each receives mail in its' own receptacle, secondary designators must be used. In some cases, such as APT or STE, the correct designator is obvious. Generally, it is preferable to have the building owner or manager assign secondary addresses. In some locations secondary addresses are assigned by local planning authorities. Designators assigned should reflect the situation as accurately as possible. When entering a unit number, it must be the unit number actually assigned to the unit. Do not write in 1 - 8 when the actual apartment or suite numbers are 1014 - 1021 or A - H or 1A - 8C. If the building owner or manager declines to do so, local delivery unit management will need to assign a secondary designator and number for the purpose of separating mail.

ADDRESS BASICS cont.

Secondary designators are listed in the Edit Book Key and Pub. 28. Some designators require a secondary unit number while others may be used alone. If a number is required, it must be correct. For instance, if a suite has a 1000A posted above the door, 1000A is the number that must be on the Route Listing Report. If an apartment has 1A posted, then 1A must be on the Route Listing Report - not A1 or just A or just 1. If the customer's mail is coming with different designators or numbers, attempt to find out from the customer which is correct and ask them to use it. Ask your supervisor to help resolve discrepancies if necessary.

Rural Route Box Number Addresses

Rural route box numbers are assigned by the Postal Service. A standardized rural box address includes a rural route number followed by a rural box number. A street name is not part of a rural box mailing address. Secondary addresses (APT, STE) are never used with rural box numbers. Each delivery point is assigned a separate box number.

Assigning Rural Box Numbers

Box numbers must be assigned in sequence with space between numbers for growth, such as 10, 20, 30, etc. Alpha characters and dashes must not be used.

Do not assign rural style box numbers to customers who already have an existing valid city-style address. When counties convert to E911 addressing, we change box numbers to city-style addressing. Do not create addresses that will need to be changed unnecessarily.

Once a box number has been deleted from the database because a house or box no longer exists at that location, do not reuse the number.

Box numbers are assigned in the sequence the carrier delivers the mail. Do not allow customers to move their box number with them if they move to another location on the route. Also, do not give a box number of an address that is vacant to another location. It is important that carriers understand these guidelines.

Exception: If the rural route number changes due to route adjustments and the box number will duplicate a box number already in existence, the Postal Service will change that box number.

Managing Rural Box Numbers

Your Route Listing Report can be used as a tool to manage your rural box numbers. Never delete a box number from the Route Listing Report (instead enter No-Stat) unless you are reasonably sure the delivery point will never be inhabited again. Leave Vacants over 90 days on your Route Listing Report as "No-Stat" records.

Make a list of unused box numbers to draw from when assigning new box numbers. This will keep you from reassigning a number that has been deleted from the Route Listing Report.

CHAPTER REVIEW QUESTIONS

17. For the address 8008 N MAIN ST STE 709, match each address element with its proper name.

a)	Suffix	_____	STE 709
b)	Pre-directional	_____	709
c)	Street Name	_____	ST
d)	Secondary designator	_____	N
e)	Secondary unit number	_____	8008 N MAIN ST
f)	Primary street number	_____	STE
g)	Complete primary address	_____	8008
h)	Complete secondary address	_____	MAIN

18. If the carrier notices that a street sign has a different street name than the Route Listing Report, the carrier should:

    a) Assume the sign is correct and change the street name on the Route Listing Report.
    b) Bring it to the supervisor's attention so the supervisor can verify the correct name. If a street name is changed on the Route Listing Report, note why the change was made.

19. The Postmaster, Station Manager or Supervisor can assign city-style primary addresses.

    a) True
    b) False

Possible Deliveries

- Every point where mail is delivered must be accounted for by a record on the Route Listing Report
- Every record on the Route Listing Report where delivery is not made should be closely examined for proper coding or deletion

POSSIBLE DELIVERIES

To be sure your Route Listing Report is accurate, remember two rules. First, every point where you deliver mail must be accounted for by a record/line on the Route Listing Report. If you have situations where more than one address goes into a receptacle, you may have more than one record/line for a delivery point. We'll discuss those later.

Second, every record/line on the Route Listing Report where mail is not delivered must be examined closely to determine if the address should be deleted, marked as a No-Stat, Vacant or Throwback or left as is.

Delivery Point Key – The Delivery Point Key is a unique 26 character code applied to each address record entered into the address database. The key is not seen and does not print on the Route Listing Report, but it is a vital part of the address record and must remain with the record until the record is deleted. The key is used by the postal service and by our customers who use and pay for address products. It is important for the validity and efficiency of the products that we offer that an address record not be deleted unless it no longer exists and no longer has the potential to exist in the future.

Deleting an address terminates all references to its Delivery Point Key. Re-adding the address creates a new Delivery Point Key. If there is potential that an address that no longer exists may be used again in the future, change that address to No Stat rather than deleting the address.

What Is A Possible Delivery?

City Routes - All primary addresses receiving delivery to a mail receptacle must be listed in the Edit Book. Each secondary address receiving delivery to its' own mail receptacle must be listed in the Edit Book.

Residences and businesses that choose to receive delivery through Post Office box addresses are considered possible deliveries even though no delivery is made to the street address. Normally street addresses should be put on the carriers' case because customers may receive mail addressed to the street address. Addresses identified as vacant are considered possible deliveries.

On a city route, when more than one primary address is delivered to one mail receptacle (ex. 103 MAIN ST, 105 MAIN ST etc.) each address must be counted as one possible delivery. When a company is located at multiple delivery points with mail addressed to each address and the carrier delivers mail for each address to one designated delivery point, the delivery point is to be coded as active and all other addresses should be coded as No-Stat.

Similarly, when a company is located at multiple delivery points and mail is picked up at Will Call, the designated company address should be coded as active and all other addresses coded as No-Stat. When secondary addresses share a receptacle, only one possible delivery may be counted for the address with a drop. The drop number will be the number of secondary addresses placed in the receptacle.

POSSIBLE DELIVERIES cont.

Centralized (Gang Boxes) and CBU (***for secondary addressing only***) - When one delivery point in a gang box becomes active, all delivery points in that gang box MAY be activated and counted as possible deliveries. However, any addresses still inactive after 90 days must be flagged as vacant addresses.

Rural and Highway Contract Routes - All addresses that are receiving delivery must be recorded in the Edit Book. Addresses where delivery has been established but are not currently receiving delivery must be flagged appropriately.

On a rural route, when more than one primary address is delivered to one mail receptacle (ex. 103 MAIN ST, 105 MAIN ST etc.), only the address of the receptacle owner must be counted as one possible delivery. The rest of the primary addresses sharing the receptacle are considered part of a drop and are marked No-Stat. The drop number will be the number of addresses placed in the receptacle.

All Routes:

Firm Holdouts - Addresses for firm holdouts (not Paid Caller Service) that are in a carrier's delivery territory but not delivered by the carrier must be listed as active possible deliveries. These addresses must not be flagged as Throwbacks or No-Stat.

Long Term Vacant - Review long term vacant delivery points to determine if they are truly vacant or if there has been a change to their possible delivery status. Review the vacant delivery point to see if it falls into a No Such Delivery Address category (absorbed by another address, converted to a warehouse or storage unit, part of a drop, condemned building, vacant pad in a trailer park, etc.) If the delivery point no longer qualifies as a possible delivery, replace the Vacant indicator with a No-Stat indicator.

What Is Not A Possible Delivery?

Any address in the Edit Book, including apartments and suites, that do not represent a possible delivery point is a No Such Delivery address. Addresses that no longer exist as possible deliveries may be flagged as No-Stat or deleted, depending on circumstances.

Absorbed by Another Address - When an address has expanded into another adjoining address and no space is available for another tenant to move in, the address must be flagged as a No-Stat or deleted. This situation frequently occurs in strip malls and business buildings.

Replaced by Another Entity – When an address has been dissolved and has been replaced by another entity, that, by its' nature, will never have an address (such as a lake, a highway, land claimed by eminent domain for entities such as runways, etc.) the address may be considered for deletion. If the address has no potential for delivery (i.e., no delivery now and high probability there will never be delivery) the address record may be deleted.

POSSIBLE DELIVERIES cont

Intended Use is Modified – When an existing address (such as a farmhouse) or a potential address (such as a platted address for a new development) is modified (for example, the farmhouse is razed and replaced by a subdivision; the platted house number is eliminated or re-aligned) and there is a high probability that the original address will not be used in the future, the address may be considered for deletion. Examples could include the assignment of 2 corner addresses and entered into the database prior to any structure being built. When the structure is completed only one address is used. The second address should be deleted. A second scenario may be multiple address records for businesses demolished and replaced with a parking lot.

Natural Disasters – When the long-term effects of a natural disaster (such as beach erosion, landslides, sinkholes, etc.) render the territory incapable of development the previous addresses occupying the territory may be deleted.

Warehouses and Storage Units - Delivery points converted into warehouses or storage units that no longer receive delivery must not be counted as possible deliveries and must be flagged as No-Stat.

Not Vacant / No PO box / Refuse Delivery - Delivery points that meet all three conditions (not vacant, not known to be a PO box throwback and the customers refuse mail delivery for the address) must be flagged as a No-Stat.

Drops - When secondary addresses share a receptacle, only one possible delivery may be counted for the address.

Buildings Undergoing Renovation - Only the primary address of vacant buildings undergoing renovation may be counted as a possible delivery. After 90 days, the primary address must be flagged Vacant on city routes and No-Stat on rural and highway contract routes. Secondary addresses in a vacant building undergoing renovation can not be counted as possible deliveries after 90 days. In vacant buildings undergoing renovation, secondary addresses must be flagged as No-Stat to avoid re-entering them upon completion of the renovation. If the addresses are flagged as No-Stat, the first secondary address should be flagged as Vacant on city routes and No-Stat on rural and highway contract routes.

Buildings Undergoing Demolition - Only the primary address of a vacant building undergoing demolition may be counted as a possible delivery. After 90 days, the primary address must be flagged Vacant on city routes and No-Stat on rural and highway contract routes. Secondary addresses in a vacant building undergoing demolition should be flagged as No-Stats.

Trailer Parks – A space (pad) in the trailer park that has been vacant (no trailer on pad) for over 90 days must not be counted as a possible delivery. The delivery point representing the empty space must be flagged as a No-Stat.

Delivery Not Established - All delivery points should be added to the Edit Book as soon as addresses are available. However, those addresses where delivery has not yet been established must be flagged as No-Stats. See exception described in the Centralized in What are Possible Deliveries section. Every possible delivery must be accounted for by a record/line on the Route Listing Report. When addresses are missing from the Route Listing Report and no ZIP+4 has been assigned, numerous problems may result. These may be, but are not limited to:

1) Central Forwarding System cannot find a ZIP+4.
2) Mail cannot be sorted by automation or an incorrect ZIP+4 is assigned and the mail is missorted and delayed.
3) Mailers cannot find a ZIP+4 for the address and Address Matching Software makes an incorrect match and incorrectly changes the customer's address.
4) Mail will not be sorted by carrier route or in delivery point sequence.
5) Mailpiece must be manually sorted.
6) Revenue is lost.

CHAPTER REVIEW QUESTIONS

20. All primary addresses receiving delivery to a mail receptacle must be listed in the Edit Book.

    a) True
    b) False

21. Which of the following is NOT a possible delivery?

    a) Trailer space (no trailer on pad greater than 90 days)
    b) Delivery point converted to a storage unit
    c) New delivery that is occupied but has never received delivery
    d) All of the above

22. Each primary address delivered in one mail receptacle on a rural route should be counted as a possible delivery.

    a) True
    b) False

When You Don't Make Delivery

- Sometimes address not receiving delivery will still be "possible deliveries"
  - Long-term Vacancy
  - PO Box Throwback
  - Paid Caller Service
  - Firm Holdout
  - Special Requests
  - Seasonal

WHEN YOU DON'T MAKE DELIVERY

Review the delivery points on your route that do not receive delivery. There will be times when you don't make delivery to an address but it is still considered a "possible delivery":

1. Long-term Vacancy
2. PO box Throwback
3. Paid Caller Service
4. Firm Holdout
5. Special Requests
6. Seasonal

When And How Is An Address Marked "Vacant"?

Addresses vacant over 90 days must be marked with a "V" in the 1621 column on the Route Listing Report for city routes and marked with an “N” in the 1621 column for the Rural and HC Routes

Delivery Resumes

When delivery resumes at the address marked vacant simply line through the "V" or “N” in the 1621 column.

When And How Is An Address Marked For PO Box Or Paid Caller Service?

PO box Throwbacks

PO box Throwbacks are delivery points that receive no street delivery and receive all of their mail in a PO box, or through Paid Caller Service.

Many customers on your route may rent a PO box. These addresses on your Route Listing Report must be marked with a “B" in the 1621 column if no mail is delivered at the street address. Listing the PO box number in the Additional Information column is recommended as a reference.

The key is whether or not mail is delivered to the street address. As an example, a church and house both rent a PO box. The church does not accept mail at the street address so the address is marked with a "B" (city route) or “N” (rural route) in the 1621 column. The house has a receptacle and accepts mail at the street so no "B" (city route) or “N” (rural route) is necessary. If you never make delivery to the street address you may mark the "B" or “N” in the 1621 column. It is recommended that you put “POB” in the additional information column so it will show up on the case label.

If you have an address that is marked with a "B" and you notice the address is now vacant, change the "B" to a "V" or “N” immediately whether or not the original resident still rents the PO box. If a new resident moves in and begins receiving delivery, remove the "V" or “N” by drawing a line though it.

Paid Caller Service

If a firm has a Paid Caller Service, treat it as you would a regular PO boxholder. If mail is not accepted at the street address, mark a "B" (city route) or “N” (rural route) in the 1621 column just as you would for a regular PO box, with PO box information in the additional information column. If mail is accepted at the street address, then do not mark a "B" in the 1621 column.

A receptacle includes a doorway if the delivery is in a business area and the normal mode of delivery requires the carrier to go inside the business.

What About Firm Holdouts And Special Requests?

Firm Holdout is mail that is held out by the carrier and then either picked up by the firm or delivered to the firm by a relay driver. In some cases the mail is held out further upstream by a sortation clerk or barcode sorter and bypasses the carrier altogether. List the address on the Route Listing Report as you would any other delivery.

Special Requests are situations such as when a customer requests that the carrier deliver mail for two separate delivery points into one mail receptacle. Examples; a) a request that mail addressed to a church at one location be delivered to the mail receptacle located at the minister’s residence around the corner or b) a request that mail addressed to the Town Hall be delivered to the Town Clerk who lives across town.

When both addresses are on the same route, put both records in the Edit Book (one after the other) at the location of the address where the mail is delivered. If the addresses are on two different routes and if the Special Request is approved by the delivery unit manager, move the address to the route that delivers the mail and put both records in the Edit Book (one after the other) at the location of the address where the mail is delivered.

What About Seasonal Addresses?

When you don’t make delivery because the dwelling is unoccupied as a result of it being “off-season” it may be considered a seasonal address. The seasonal indicator specifies whether or not a given address receives mail only during a specific season (a summer residence for example). The off-season may occur during winter for beach communities or during summer for snow skiing resort areas.

Please note that the seasonal indicator is only used at the destination site, not the home of record that will be temporarily unoccupied. The home of record remains an active address (not seasonal) while the destination site, which is also an active delivery, is tagged seasonal.

Y = Non-educational delivery point such as a summer cabin, a winter condo, etc.
E = Educational facility delivery point such as dormitories, sorority or fraternity houses, apartment buildings primarily used by students, etc.

The Delivery Unit checks all routes including PO box sections for seasonal delivery points. The seasonal delivery points are identified on the route listing report in the seasonal indicator column (SI).

- Insert a 'Y' for a non-educational seasonal delivery point
- Insert an 'E' for an educational seasonal delivery point.

In the additional information column of the route listing report, identify the seasons when delivery occurs using calendar months for all 'Y' seasonal addresses. The seasonal months are assumed for educational delivery points.

If both the home of record and destination site delivery points are occupied for approximately the same amount of time, you will have to made a determination as to which delivery point would be the home of record.

Review seasonal delivery points for status change. Remove the seasonal indicator if the delivery point is not longer seasonal. Example: Summer residence sold to new owners who receive mail at the delivery point year-round or a sorority house is sold and the new owners convert the house into apartments with year-round occupants.

CHAPTER REVIEW QUESTIONS

23. If you have an address marked with a "B" and you notice the address is now vacant:

    a) Change the "B" to a "V" or "N" even if the customer still receives their mail in a PO box.
    b) Make no change as long as the customer still receives mail at the PO box.

24. At 2275 200th ST, a new resident has moved in and removed the mail receptacle as they have rented a PO BOX at the Post Office. You would:

    a) Delete the address from the Route Listing Report since there is no place to put the mail.
    b) Place a "B" in the 1621 column and only write PO box in the additional information column if you want those words to print on your case labels.
    c) Write PO box in the additional information column so AMS will place a "B" in the 1621 column.

25. A family has moved into the house at 3056 INDUSTRIAL PKWY, which is listed on the Route Listing Report with a 1621 status code of "V" and the word "Vacant" in the additional information column. To update the Route Listing Report you would:

    a) Cross through the word "Vacant" in the additional information column.
    b) Write no longer vacant left of the 1621 column.
    c) Cross through the "V" in the 1621 column with a red pen.
    d) Both a and c.

26. 3061 INDUSTRIAL PKWY is listed on the Route Listing Report with a 1621 status code of "B" and the words "PO BOX" in the additional information column. The family no longer receives mail in the PO box. They have erected a mailbox at the curb. You would:

a) Cross through the words PO BOX in the additional information.
b) Cross though the "B" in the 1621 column with a red pen.
c) Ensure the 1621 code is a 2 since it is now a curb delivery.
d) All of the above.

27. A firm at 7600 NORTH BAY BLVD picks up their mail at the Post Office for convenience so the city carrier never delivers to the address. The Route Listing Report lists 7600 NORTH BAY BLVD on the Route Listing Report in the sequence where delivery normally would be made. There is only a 5 in the 1621 column. Is this listed correctly?

a) Yes
b) No

28. A firm at 9800 NORTH BAY LN is listed on the Route Listing Report as a possible delivery but the city carrier never sees their mail because it is held out by the clerks since the firm likes to pick up their mail early at the office. To update the Route Listing Report you would:

a) Do nothing. It is ok to list the address as a possible delivery.
b) Mark an "N" in the 1621 column since you never deliver to this address
c) Delete the address since you never deliver to the address anyway.

29. You have a customer on a city route who has a business at 709 STATE ST and lives at 907 MADISON RD. Both addresses are on your route. 709 STATE ST is line 75 and 907 MADISON RD is line 345. The customer requests that you deliver his personal mail to the business address. You would:

a) Move line 345 after line 75 where you are now leaving the mail.
b) Do nothing to the Route Listing Report.
c) Mark 907 MADISON RD with an “N" in the 1621 column since you are no longer leaving mail there.

Drops

- Delivery to more than one secondary address to one mailbox or delivery point
- A drop always has only one mail receptacle or delivery point
- Rural route drops are different from city drops
- CMRA drops must be flagged with a “C”

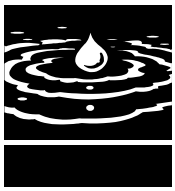
DROPS

Drops Involving Secondary Addresses

A drop involving secondary addresses is a delivery for more than one secondary address in one mail receptacle or delivered in bulk to one delivery point.

A drop always has only one mail receptacle or delivery point which can be a rural type box, a box on a house, a doorway where the carrier goes inside to deliver mail to one person or one individual separation in a CBU or bank of boxes.

Each delivery point must be identified on the Route Listing Report. More than one family or business name at the same apartment or residence does not constitute a drop.



The following must be flagged as drops if they meet the conditions above:

- Apartment houses, trailer courts, business buildings
- College or university dormitories, including fraternity and sorority houses
- Colleges or universities receiving mail at one delivery point for the entire student population
- Colleges or universities picking up mail at the post office (firm holdout) for the student population
- Retirement homes
- Assisted living communities
- Halfway houses

Remember, a drop involving secondary addresses is defined as multiple secondary addresses delivered at one mail receptacle.

Again, more than one living quarter or business at the same primary address receiving mail in one receptacle or at one delivery point is a drop.

Addresses that are marked as drops must have a drop count of at least two and the drop itself may never be marked as Vacant or No-Stat.

In another instance, you have a building housing six different businesses. The same primary address is used for all the businesses. Each business has a different secondary address but the mail for all businesses is left at one delivery point, which is the receptionist's desk. This would be a Drop 6 on the Route Listing Report with a 1621 code of 5 for business. However, if the mail is taken to each of the six individual secondary addresses, the addresses would be listed individually on the Route Listing Report and would not be a drop.

Drops Involving Primary Addresses

A drop involving primary addresses has different regulations for city versus rural routes.

As you read on keep in mind that fractional and alpha-numeric address are primary addresses.

Drops On Rural Routes

When multiple primary addresses are delivered into one mail receptacle, only one address should be counted as an active delivery point (code as a drop). Even though primary addresses 103 Main St, 105 Main St and 107 Main St are different, since all are delivered to the mail receptacle at 103 Main St, for rural routes, this situation is a drop. 103 is active and contains the drop information.

Drops On City Routes

When multiple primary addresses are delivered into one mail receptacle, each address should be counted as an individual possible delivery. Even though primary addresses 103 Main St, 105 Main St and 107 Main St are different, a drop situation does not exist for city routes.

What Are Other Rules For Drops?

Rural routes are different from city routes. Rural route customers who are assigned individual primary addresses (123 Apple Way vs. 136 Apple Way) should erect individual receptacles. Rural customers with individual primary addresses who wish to share a common receptacle must use the address of the receptacle's owner and have their mail addressed in the "care of" format:

JOHN DOE
C/O ROBERT SMITH
123 APPLE WAY

See Postal Bulletin 21989 dated 1/14/99.

Half (1/2) addresses incorrectly marked as drops are seen frequently. For instance, 217 and 217 1/2 Main St are considered different primary addresses, so no drop would occur on a city route, even if they are delivered to the same receptacle. It would be a drop on a rural route. However, if a 217 1/2, Apt 1 and 217 1/2, Apt 2 existed and received their mail in the same receptacle, then the 217 1/2 would be marked as a Drop 2.

When a drop is a Commercial Mail Receiving Agency (CMRA) note that fact on the Route Listing Report in the additional information field. At the request of the Inspection Service, CMRA's are specifically flagged in the database. The drop served number column must list the number of active PS Form 1583s on file in the delivery unit.

CHAPTER REVIEW QUESTIONS

30. Each of the following groups of addresses are delivered into one mail receptacle. Which groups would be a drop on a city route?

a) 401 MAIN ST APT 1
401 MAIN ST APT 2
401 MAIN ST APT 3
401 MAIN ST APT 4

b) 698 ELM ST STE 500
698 ELM ST STE 600
698 ELM ST STE 601
698 ELM ST STE 605
698 ELM ST STE 606

c) 412 MAIN ST
408 MAIN ST
406 MAIN ST

d) 1100 ½ MAIN ST APT 10
1100 ½ MAIN ST APT 11
1100 ½ MAIN ST APT 12
1100 ½ MAIN ST APT 13

e) 988 OAK ST
990 OAK ST
992 OAK ST

f) 201 LAZY DAZE ST
201 ½ LAZY DAZE ST

31. The mail for the three businesses at 3059, 3057 and 3055 INDUSTRIAL PKWY is left in one curbside box owned by 3057 INDUSTRIAL PKWY on a rural route. List the addresses on the Route Listing Report as:

a) 3057 INDUSTRIAL PKWY

b) 3057 INDUSTRIAL PKWY - DROP 3 with 1621 of 6
3059 INDUSTRIAL PKWY - with 1621 of 6N
3055 INDUSTRIAL PKWY - with 1621 of 6N

c) 3059 INDUSTRIAL PKWY with 1621 of 6
3057 INDUSTRIAL PKWY with 1621 of 6
3055 INDUSTRIAL PKWY with 1621 of 6

32. At 2006 R AVE the owner of the house has divided the house into three separate apartments, APT 1, 2 and 3. All three renters will be using the same mailbox, which is located next to the curb. The Route Listing Report would list the address as:

a) 2006 R AVE DROP 3 - with a 1621 code of 2

b) 2006 R AVE APT 1 - with a 1621 code of 2
2006 R AVE APT 2 - with a 1621 code of 2
2006 R AVE APT 3 - with a 1621 code of 2

c) 2006 R AVE DROP 3 - with a 1621 code of 2
2006 R AVE APT 1 - with a 1621 code of 2N
2006 R AVE APT 2 - with a 1621 code of 2N
2006 R AVE APT 3 - with a 1621 code of 2N

d) Either a or c

33. The Route Listing Report lists 7908 TINSMAN RD as a Drop 3. The address has APT 1, 2, and 3. The mail for all three apartments is delivered to one mail receptacle. Apartment 2 is vacant. To fix the Route Listing Report.

a) Place a "V" in the 1621 column.

b) Change the drop count to 2.

34. If you have a Commercial Mail Receiving Agency on your route, what would you do besides marking it as a drop?

_____

_____

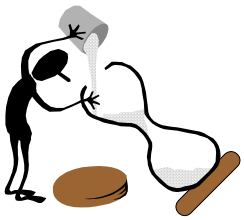
35. If mail is left at more than one delivery point on a primary address, it is okay to put the address on the Route Listing Report as a duplicate.

a) True
b) False

Adding Addresses

- All necessary information must be included on the Route Listing Report
- Diagrams and maps may be required to add streets correctly
- Make sure streets are spelled out completely and all information is correct before submitting to AMS
- Add new addresses before delivery begins

ADDING ADDRESSES



How Are New Addresses Added To The Route Listing Report?

Certain information must be provided to add new deliveries. A more in-depth look will be given on some of this information later.

Be sure to include all necessary information:

- Primary address number
- Complete correct street name, suffix and directional or rural route box number
- Any secondary designators/unit numbers/rural box numbers
- 1621 Delivery Point Type code
- Cell size
- Additional information, if any
- County and congressional district - if different than previous address
- Diagrams for new centralized deliveries
- Diagram for CBUs
- Maps for new street coding

Route Listing Reports that are sent with unclear or illegible information cause extra work and wastes everyone's time. If a supervisor or manager cannot understand what is on a Route Listing Report, AMS personnel probably can't understand it either. Make it clear before it is sent.

Maps are used to add streets correctly. Map sources include county and city municipalities, or other local planning authorities. Make sure that maps include references to the closest delivery territory. Plat maps from the building contractor are preferred, however, hand drawn maps, including all intersecting streets, may be submitted. Rural route maps are used to assign ZIP+4s to rural routes. Rural route maps show county lines, the line of travel the carrier uses to deliver the mail, box numbers assigned, and intersecting roads. It is important to get all new areas added as soon as possible. There is a lag time of 6 weeks to 2 months or more from the time a street is added until it is included in customer products. The quicker we get it in, the fewer problems we will encounter later.

Most additions can be made directly on the Route Listing Report and this is the preferred method. Simply list the complete primary address, secondary address, if any, the 1621 code, cell size, and any additional information. If you have several addresses to add, use an add sheet.

Take special care when adding new addresses when several street names appear close together on the Route Listing Report. Always include the entire street name, so the address is added with the correct street name.

City and Rural routes: Newly platted areas must be added to the Route Listing Report before delivery begins. Add the delivery point using an "N" (No-Stat) on 1621 code. When the delivery begins, line through the "N". City routes only: Adds that occur in gang boxes or CBU's should be added as No-Stat. Activate the bank of boxes as soon as any apartments are rented by

lining through the "N" for the whole bank of boxes. You also have the option of activating each individual delivery as it becomes active by lining though the "N" for each apartment rented. If an entire bank of boxes is activated and all apartments are not rented for 90 days, then those apartments not rented must be marked as Vacant by placing a "V" in the 1621 column.

CHAPTER REVIEW QUESTIONS

36. The carrier wants to add 501 MAIN ST to the Route Listing Report. It is not necessary to write the suffix on the Route Listing Report as AMS will just assume it is street.

    a) True
    b) False

37. The carrier wants to add 7898 WILLOW RD to the Route Listing Report as a curbside residential delivery with a cell size of 2 and the words "John Doe" printed on the case labels. It is in the same congressional district as the previous address. Write the address as it should be written to add it to the Route Listing Report.

    _____

    If the new address was in a different congressional district and county than the previous address, would you list its' congressional district and county also? _____YES _____NO

38. Mail is delivered to a primary address that is listed on the Route Listing Report. Another family moves in the basement and places a box by the basement entrance for their mail. Is it necessary to add another line to the Route Listing Report?

    a) Yes, every address where mail is delivered must be accounted for on the Route Listing Report. The address would be added with a secondary designator.
    b) No, the primary address is already on the Route Listing Report.

39. If several addresses are added, it may be necessary to list them on a separate sheet of paper or an Add Sheet.

    a) True
    b) False

40. Addresses for newly platted areas may be added before delivery begins. What 1621status code must be placed in the 1621 column?

    a) V
    b) B
    c) N
    d) None

Deleting Addresses

- Make sure your request is clear to AMS – mark through the entire line and write delete on it
- Take caution when removing secondary addresses so a duplicate address does not occur
- A No-Stat code may be used in place of deleting an address in the case of renovations, demolitions or expansions

DELETING ADDRESSES

When removing deliveries from the Route Listing Report, be sure to make your intentions clear. To delete an address line through the entire line and write delete on it.

If you want an apartment or suite to be removed because the delivery point is gone, cross through the entire line, including the secondary information. However, if you want the primary address to remain, only line through the secondary information.

Do not remove secondary information for primary addresses if a delivery point is still present and a duplicate address would result. For example, two separate receptacles exist for delivery points 100 MAIN ST and 100 MAIN ST, APT 1. The secondary information, APT 1, could not be deleted because duplicate addresses, 100 MAIN ST and 100 MAIN ST would result.

When a building is undergoing renovation or scheduled for demolition all secondary addressees must be removed as possible deliveries. For example, if a large business building with 30 suites is boarded up to undergo renovation, the suites would be marked as No-Stats and the primary address marked as vacant. To do this you would add the primary address with no secondary information and mark it vacant; then, place a "N" in the 1621 column of each of the 30 suites. If the building is going to be demolished, and no mail is being received for any unit numbers, delete the suites entirely; then, add the primary address with no secondary and mark it vacant. When the building is actually demolished remember to delete the primary address also. Use the same procedure for apartment buildings renovated or demolished. Note: Replace “V” with “N” on a rural route.

If a house is demolished or burns down, delete the address or place an "N" in the 1621 column unless a mail receptacle remains for delivery because the house is being rebuilt.

What Happens When One Address Expands Into Another Address?

Many instances where addresses must be deleted, or marked as a No-Stat record, occur in strip malls or in business buildings with suites. Examples:

1. The business in suite 2003 has expanded into suite 2005. Place an "N" in the 1621 column or delete the address.
2. The business at 1002 MAIN ST has taken over space occupied by 1004 MAIN ST. Place an "N" in the 1621 column or delete 1004 MAIN ST.

In both instances, if the business has merely moved, the address would be marked "V" for vacant after 90 days on a city route, “N” for vacant on a rural route.

Business routes will need to pay close attention to these areas as changes occur frequently.

When Are Addresses In Trailer Courts Removed As Possible Deliveries?

A space in a trailer court not occupied for over 90 days must be removed from the Route Listing Report as a possible delivery by deleting the address or placing an "N" in the 1621 column. The address must be removed or coded as a No-Stat even if a sewer or electrical hookup exists.

CHAPTER REVIEW QUESTIONS

41. At 1979 Q AVE the house has been torn down but the mail receptacle remains. Delivery to the receptacle has ceased. To update the Route Listing Report you would:

    a) Mark an "N" in the 1621 column
    b) Delete the address
    c) Either A or B would work

42. At 3000 INDUSTRIAL PKWY there are 6 suites listed on the Route Listing Report. The whole building is being renovated and all tenants have to move out. To correctly mark the Route Listing Report you would:

    a) Mark all 6 suites as No-Stats by placing an "N" in the 1621 columns and mark the 3000 INDUSTRIAL PKWY primary address with a "V" in the 1621 column on a city route and a “N” for rural route after 90 days
    b) Delete 3000 INDUSTRIAL PKWY completely
    c) Mark the 1621 column for all 6 suites with a "V" for vacant

43. At 800 N 7TH ST there are businesses listed on the Route Listing Report for suites 101,102,103,104. The business at STE 102 moved out four months ago. The proper way to mark the Route Listing Report would be:

    a) Mark STE 102 with a "V" in the 1621 column on a city route.
    b) Mark STE 102 with a "N" in the 1621 column on a rural route.
    c) Delete STE 102 entirely
    d) Both A & B are correct
    e) None of the above

44. At 790 INDUSTRIAL PKWY, Suites 102, 103, 104, 105 are listed on the Route Listing Report. The business at Suite 103 moved out and the business in Suite 104 needed the space so they expanded into Suite 103. What action would you take to correct the Route Listing Report?

    a) Since 90 days has not passed since the business vacated Suite 103, do nothing
    b) Do nothing because things change all the time in business buildings and you can't keep up with the changes
    c) Mark an "N" in the 1621 column of Suite 103 or delete it from the Route Listing Report

45. At SAND BEACH RD, 5 businesses at a strip mall are listed on the Route Listing Report. The addresses are 352, 353, 356, 358, and 360 SAND BEACH RD. Surfer's Delight moved out of 356 SAND BEACH RD over 90 days ago and there is a "V" in the 1621 column of the Route Listing Report. Seafood Cuisine next door at 358 is doing a booming business, so they decide to expand into the bay vacated by Surfer's Delight. What changes would you make to the Route Listing Report if any?

    a) Do nothing, since 356 SAND BEACH RD is already marked with a "V" for vacant
    b) Change the "V" in the 1621 column of 356 SAND BEACH RD to an "N"
    c) Wait and see if Seafood Cuisine is going to stay in both bays. You know from experience that businesses move in and out all the time

46. There is a trailer court at 700 LOST ACRES LN and the Route Listing Report lists trailers at LOTS 101-105 and 201-205 as possible deliveries. The only empty slabs are where Trailer 101 and Trailer 205 were, but there is still electric, water and sewer hookup. The trailers have been gone for at least 90 days. To correctly mark the Route Listing Report:

    a) Place a "V" in the 1621 column for trailers at LOTS 101 and 205
    b) Place an "N" in the 1621 column for trailers at LOTS 101 and 205
    c) Since the electric, water and sewer hookups are present, leave them as possible deliveries.
    d) Do nothing since another trailer could move in at any time. It is easier to wait and update the Route Listing Report right before an audit for trailer courts

Centralized Delivery

- Setting up delivery to a CBU or bank of boxes requires planning before it is added to the Edit Book
- Include layout, location, distance separating banks of boxes and the direction the doors open
- The sequence of delivery within a CBU or bank of boxes must match the way the carrier delivers the CBU

CENTRALIZED DELIVERY

If you have new apartments or businesses with secondary addressing receiving delivery in a bank of boxes*, CBU's or mailrooms, you must fill out a centralized delivery diagram. Show the apartment or suite numbers in each CBU and indicate if you can service more than one unit by standing in one place. Indicate whether the banks of boxes are on separate walls or if they are on the same wall, indicate how far apart they are and in which direction the doors open.

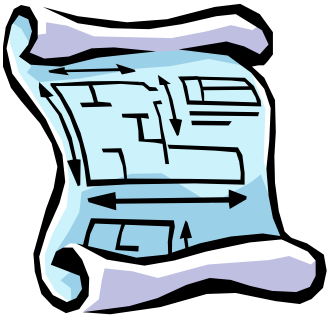
When you set-up delivery in a CBU, much planning is required before it is ever added to the Edit Book. Addresses within CBUs should be sequenced from the top to bottom and left to right, from the carriers' view. The Edit Book sequence of delivery within a CBU must match the way the carrier serves the CBU.

As in any other add, be sure to include the 1621 code and status code. If a new unit is not and has never been occupied, you may add the delivery to get it on your case label, with a status code of “N”. Status code of “N” stands for “No-Stat” and the unit is not considered a possible delivery. When a unit with the code of “N” becomes occupied cross off the "N" and submit the Edit Book to AMS immediately!

What Does AMS Need When Banks Of Boxes Are Converted To CBUs Or Replaced With New Units?

If you have situations where banks of boxes are being converted to CBU deliveries or where new units are replacing old ones, submit a diagram of the new delivery points to AMS. The ZIP+4s may change.

What Should Be Included On A Centralized Delivery Diagram?



Diagrams may be made using a Centralized Delivery Diagram form or drawn on a plain sheet of paper. Diagrams should always be from the carrier's view. Include the ZIP Code, Route, Building Name, and Street Address for the units. Include all APT or STE numbers served in each box.

*Banks of Boxes are also known as Arrow Locks, Gang Boxes, Wall Units, and Wall Boxes

CHAPTER REVIEW QUESTIONS

47. A building at 2196 LINCOLN WAY has been built with 18 apartments and 7 are occupied. Three arrow locks are being used for the 18 apartments. To add these to the Route Listing Report, which step will NOT be necessary?

    a) Send a diagram giving the complete primary address and show what apartments numbers are in each arrow lock
    b) Note if the arrow locks can be served without moving
    c) Mark which arrow locks are occupied and give the 1621 code and cell size
    d) Indicate where the new addresses are to be inserted on the Route Listing Report
    e) Have the supervisor take a photograph of the arrow locks to send to AMS

48. The four, six-unit arrow locks for the apartments at 900 8th ST on your route have been replaced with two 12-unit CBU's. AMS needs:

    a) A new diagram showing what apartment numbers are in which CBU and the 1621 codes should be changed to a CBU 1621 code
    b) Nothing since the apartment numbers did not change

49. A new unit in an apartment building is not and has never been occupied. You may add the delivery (so it will show up on your case labels) with a status code of _____.

1621 Codes – Mode and Type of Delivery

- Identifies the delivery mode
- Identifies the delivery point type as residential or business
- Include the correct alternate delivery status code if applicable

1621 CODES - MODE AND TYPE OF DELIVERY

The 1621 code is a number that identifies the delivery point type as a residential (1 – 4) or business (5 – 8) delivery and the delivery mode. The 1621 column shows the type and mode of delivery as it is recorded and ultimately totaled for delivery statistics. If the delivery is both residential and business on city, rural and highway contract routes, it should be coded as residential. Deliveries receiving both residential and business mail on PO box routes will be coded as business.

Delivery Type

Residential delivery type codes are 1 through 4. Business delivery type codes are 5 through 8.

"1" and "5" codes are generally assigned for door-to-door deliveries (called “Other” in the Edit Book).

"2" and "6" codes are used for curbline deliveries. Curbline is a method of delivery where carriers service mailboxes located at the curb, from within the vehicle.

"3" and "7" codes are used for CBU (Cluster Box Units). These are centralized, free standing, pedestal-mounted units of 8 or more individually locked mailboxes used for the delivery and collection of mail.

"4" and "8" codes are used for centralized mail deliveries for individually locked mailboxes to a wall mounted bank of boxes or mail room (referred to as "Rear Loaders").

"9" codes are Detached Post Office Boxes not located in a postal unit. Commonly found in grocery stores, or drug stores and delivered by a carrier.

"0" codes are small non-staffed post office station or post office branch that is served by a rural carrier in quarters provided by a contractor, which also provides custodial and security support. This facility provides, on a self-service basis, essential customer services such as the collection and delivery of mail and the sale of postage stamps.

A letter indicating an alternate delivery status may follow the 1621 code.

V = Vacant Over 90 Days - an address that has been vacant for over 90 days. Removing and adding "Vacants" should be one of the simplest and quickest changes on the Route Listing Report. The address counts as a possible delivery. Note: Rural route rule – use an “N” instead of a “V”. A long term vacant address does not count as a possible delivery on a rural route.

B = PO box Throwback - the customer receives all of their mail in a PO box and there is no delivery to the street ever. The address counts as a possible delivery on a city route. Note: Rural route rule – use an “N” instead of a “B”. A throwback does not count as a possible delivery on a rural route. Place “POB” in the additional information column.

N = No Delivery (No-Stat) - delivery has never been established to the address or the delivery point no longer exists as a possible delivery. The address does not count as a possible delivery.

1621 CODES cont.

H = indicates a handoff from one route to another and is counted as a possible delivery only on the ***delivering*** route.

When adding any new deliveries, you must include the correct 1621 code. When applicable, include the correct alternate delivery status codes also.

CHAPTER REVIEW QUESTIONS

50. Put the correct 1621 code to the left of each type of delivery.

_____ Business Curb
_____ Business Other
_____ Residential Central
_____ Residential CBU
_____ Business Central
_____ Business CBU
_____ Residential Other
_____ Residential Curb

51. Place the proper letter for the Secondary 1621 Alternate Delivery Status Code on the line to the left of its definition.

_____ PO BOX THROWBACK - the customer receives all of their mail in a PO box and there is no mail receptacle.

_____ VACANT OVER 90 DAYS - an address has been vacant over 90 days

_____ NO-DELIVERY (No-Stat) - delivery has never been initiated to the address or the delivery point no longer exists as a possible delivery.

52. If a residential customer conducts business out of his home or if a owner lives in the back of his business, the 1621 Delivery Type code should be:

a) Residential
b) Business

Changing Delivery Sequence

- Requires management approval
- Use the proper steps for resequencing
- Minor changes can be done on the Route Listing Report – major changes should be made using the Line of Travel worksheet
- Make sure you are using a current Route Listing Report to make your changes
- Your changes should appear in next week's refresh

CHANGING DELIVERY SEQUENCE

Delivery Unit Management must ensure that carriers deliver their routes in the exact the same sequence as they case the mail. Don't allow case labels to be cut and pasted - they must match the Edit Book! Send sequence changes into AMS now!

Delivery sequence is determined by management as safe and efficient. The delivery sequence of your route may only be changed with management approval. The Route Listing Report must list the route in the exact sequence it is delivered. Substitute carriers must also follow the approved delivery sequence.

Individual addresses that only need to be moved to another location must not be deleted and then re-added to the new location. They must be moved using approved resequencing methods. Minor resequencing may be done directly on the Route Listing Report. If you are moving several groups of addresses use the major resequencing method. For major resequencing use the line of travel worksheet located in the Edit Book.

Some important things to remember:

- Make sure your Route Listing Report is current. The current Route Listing Report must be in your Edit Book.
- Use sequence numbers located in the left column.
- Do not write out the route address by address. This is time consuming and AMS cannot resequence using this format.
- Do not try to determine new line numbers for addresses.
- Make sure all line numbers are accounted for and only used once.

Do not delete and add. This is not the proper way to resequence a line of travel.

To resequence, find the first group of addresses you will deliver. Draw a line at the first and last address. Label that Group 1 or Group A. Find the next group, draw the lines and label it Group 2 or Group B. For any group where all lines are to be reversed, draw the arrows upward. Continue in this fashion until the entire route is resequenced. Write the sequence using the line numbers in each group beginning with the first group. For any reversed group, write the numbers in reverse order. Example: 13-17, 22-18,1-12, 23-39, 44-40, 45-57.

After all the numbers are written, check to see if you have left out any line numbers or used some line numbers twice. To do this, find number 1. Look for the last number in this group. The next number in the new sequence would be the first number of the second group. Should the next group be reversed the last number of the group would be listed first. Continue until you have found all lines have been accounted for. If you have line numbers left that you haven't checked or if you have used some numbers twice, fix these errors before the route is submitted to AMS.

When Does A Sequence Change Take Effect And When Should New Addresses Appear In The DPS Mail?

When AMS makes changes to the database, the changes will not appear in a carrier's DPS mail until the sort plan is updated. Each week, In-Plant Support receives a refresh tape with new files from the database. Changes made to the database by Friday of one week by AMS are usually available on the next weeks refresh tape.

Changes will not be reflected in DPS mail until the delivery unit downloads the transactions file via EES/WinSSI. The file must be downloaded weekly.

If you have a CSBCS machine in your office the changes are automatically downloaded each week. If AMS makes changes by Friday of one week, you should notice the changes by the second Monday after.

If your mail is not coming in the correct sequence in this timeframe, notify your supervisor.

CHAPTER REVIEW QUESTIONS

53. The carrier can change his line of travel:

    a) as often as he wishes
    b) with management's approval

54. A substitute carrier does not have to follow the line of travel on the Route Listing Report if he thinks it is inefficient.

    a) True
    b) False

55. It is acceptable to rewrite all the addresses in the correct order to re-sequence a route.

    a) Yes
    b) No

Case Labels and Route Summary Report

- The Route Summary Report information determines the carrier case label format and appearance
- The Route Summary Report contains delivery counts by 1621 code

CASE LABELS AND ROUTE SUMMARY SHEET

The Route Summary Report, following the Route Listing Report contains valuable information about a carrier route. It is important that this information be accurate since this information determines your label format and appearance. You will find the delivery counts by 1621 type on this summary page. Near the bottom you will find and a place for Carrier, Postmaster/Delivery Manager, and MPOO/CS Manager signatures. The Edit Book should not be submitted without the carrier's signature. Let's go through the items on the summary page.

Section One Information

This section contains the data that will determine significant portions of the case and label configuration. 'Section One Information' errors are correctable. All changes must be made in red ink.

Bundle Type identifies the system used for casing and preparing mail, using codes "1", "2", "V", or "Z".

With a 'One Bundle' system (Code "1") letters and flats are placed in the same cell. Also includes modified two bundle, where letters and flats use the same cell, but are thrown separately, and tied out separately.

In a 'Two Bundle' system (Code "2") one case hold letters and another case holds flats. Flats for several addresses may be stored in a single flat cell (relay) and are normally thrown horizontally.

Code "V" – Two Bundle Vertical – one case holds letters and another case holds flats. Flats are thrown vertically.

Code "Z" - Two Bundle Modified - a modified two-bundle system that does not calculate flats. This casing option performs the same calculations as the two-bundle routes, except that all sections are left blank. This allows you to "free-form" enter customized flat sections using the Route View program. The flat sections provided by AMS should preclude any need to choose this casing option.

Route Type

- Delivery Route - the parent or primary route
- Phantom Route - a route created for sortation but not delivery or a route that delivers in more than one ZIP Code will be considered a Phantom route in the second ZIP
- Auxiliary Route - a route of less than 8 hours and not up for bid by full-time carriers

Delivery Mode identifies the mode of delivery used by the route.

- Foot - a city delivery route served by a carrier on foot. Transportation used to and from the route does not affect the status of a foot route.
- Curbline - motorized delivery route on which 50% or more of the possible deliveries are made to customer mailboxes at the curb.
- Park & Loop - route that uses a motor vehicle for transporting all class of mail to the route; a vehicle is driven to designated park points and the carrier then "loops" segments of the route on foot.

- Dismount - delivery routes on which 50% or more of the possible deliveries are made by dismount delivery to the door, Vertical Improved Mail (VIM) Room, CBU, Delivery Centers, etc.
- Other - and all other route types, such as Boat, Bicycle or other unusual methods

CFS Section to be determined by the local AMS office in conjunction with Delivery. Options are 8-20 cells in even increments.

CFS Location provides an option for placement of the CFS section when generating labels. The options are:
0 = None
1 = End shelf 1, 1st 124 case (End of 1st 124 case, row 1)
2 = Physical end, shelf 1 (End of row 1)
3 = End last shelf, 1st 124 (End of 1st 124 case, last row)
4 = Physical end, last shelf (End of last row)
5 = Beginning, last shelf, 1st case (Beginning of last row)
6 = Beginning, 1st shelf (Beginning of row 1)

Flat Section Size is the number of cells assigned for each flat section (two bundle horizontal routes). Section size can be 1 - 10 cells.

Last Updated provides the date that the database was saved. This will change automatically as the file is saved**.**

Labels Printed shows the last date labels were printed.

Case Equipment contains the number of letter/flat cases, type and placement of equipment in use on a route. If the labels don't fit the case, verify that the casing equipment is correct and listed in the proper layout for the route. There are three kinds of authorized equipment. The 124 case (with a ledge) will accommodate 1-7 shelves with 40 one-inch separations on each shelf. The 144 case (no ledge) used as a secondary or "wing" case will accommodate 1-7 shelves with 40 one-inch separations on each shelf. The 143 case (no ledge, ½ the size of the 144) is also used as a secondary or "wing" case, will accommodate 1-7 shelves with 20 one-inch separations on each shelf.

Allocated Case Cells indicates the total number of cells requested or used by this route and how many cells are on each row.

Delivery Counts by 1621 Type lists delivery counts by delivery type, possible deliveries, active deliveries, and active deliveries with drops. Also listed for the route is the number of drop stops, No-Stat, vacancies, PO box throwbacks, inbound and outbound and seasonal deliveries.

Case Labeling

Cell sizes/dividers should be adjusted to accommodate customers receiving large volumes of mail or to create separations for flats. Delivery addresses for the case labels are placed in the order the carrier delivers his route (walk sequence). The first delivery on the route is at the left side of the lowest shelf (city routes). The numbers run from left to right with the last delivery at the right side of the uppermost shelf for letters and flats. Rural routes may be configured differently.

Always verify the information in Section One of the Route Summary Report. The CFS location should be checked to make sure that the separations print where you want it.

Check all case equipment listed on the Route Summary Report. Labels will be printed according to the equipment listed on the Route Listing Report. List letter casing equipment first, followed by flat casing equipment.

The Edit Book lists some additional points to remember when adjusting cells, rows and equipment:

1. The delivery sequence of the Route Listing Report must follow the approved sequence of delivery for that route (Line of Travel derived from form PS 3999)
2. Row Markers are indicated by an asterisk "*" on the left line of the "Seq. No." column. If you would like to change the start of a row, identify the first address of the new row with an asterisk "*" and print "Begin Row #". The program supports up to 6 rows. The primary case (usually the letter case) determines the basic shelf configuration on the route. The flat column can only mirror the letter column. If the letter case (primary) has six shelves and the flat case (secondary) has five or less shelves, labels will be printed based on a six-shelf configuration.
3. Labels should not be cut or written on.
4. Although secondary address numbers are indicated in the unit number column, this information ***will not*** print on the labels unless it is in the "Additional Information" column.
5. It takes time and money to edit and print case labels. Please double check the cell sizes and other information prior to ordering labels.

What Are the Rules for Cell Sizes and Additional Information?

The cell size is the number of inches used by an address on the carrier case label. Cell sizes may be 0 to 10. The highest number of cells allowed is 10, which is indicated by an "F" in the cells size column.

Be careful when using 1/2 cells. Each 1/2 cell must be paired with another to make a full cell.

The information placed in the “Additional Information” column is the information that prints on the case labels. The cell size determines how many characters may be placed in this column. Eight characters per 1/2 inch are allowed with a maximum of 30. If more characters are used than allowed, AMS will have to truncate or change your additional information. If a zero cell size is used no additional information is allowed. The more letters used the smaller the type will be.

Secondary addresses will only print on case labels if they are placed in the “Additional Information” column.

LTR, FLAT

The total number of carrier case cells (1-inch separations) for a particular delivery point is placed in the Letter (L) or Flat (F) columns. Every delivery point must have a cell size unless the address is one of several consecutive deliveries having a secondary abbreviation. If the primary addresses are to be grouped together or with other addresses with secondary indicators, then the first address within that group must contain a cell size specification.

The maximum cell size separation per primary address is 10 (a 10-cell address is listed as a cell size "F" on the Route Listing Report). You also have the option of using a "Zero" ("0") cell size (remember that you will not be able to print any additional Information using a "0" or blank cell size). The Route Listing Report has a separate column to indicate a different cell size configuration for both letters and flats. The column for flats will be used only when using vertical flat casing (mirror casing).

New 80+ Cell Size Option:

AMS v3.0 allows you to manage non-delivery points using a new 80+ code as the cell size. By using the appropriate code, you can list your non-delivery points in actual line of travel sequence AND suppress them from printing on your carrier case labels if desired. This will eliminate the need to move non-delivery points to the end of the route with a cell size and back to actual delivery sequence as their delivery status changes. In addition, all known addresses can now be listed in line of travel sequence and suppressed as needed. The 80+ cell size code will also eliminate the need to add unnecessary case equipment. The 80+ cell size code will be indicated with the "#" sign in the cell size column on the Route Listing Report. However, you must use the appropriate 80+ cell size code to update your Route Listing Report. Your options are:
80 = Vacant Addresses / No-Stat Addresses
81 = PO box Throwbacks
82 = Internal Addresses (Gated Communities)
83 = Future Deliveries (New Construction)

Remember, if you want non-delivery points to print on the carrier case labels, you must assign an appropriate cell size (0.5 to 10).

Breaks, Blank Cells and Overflow

- The "L" indicates the break between casing equipment.
- The "BC" indicates Blank Cells between deliveries. The maximum number of blank cells that can be added between deliveries is nine. 'BC9' would indicate this on the Route Listing Report.
- An "O" to the left of the SEQ # on the Route Listing Report indicates a case label overflow.

To correct overflow issues, allow AMS to use the autofit option or the delivery unit will have to change case configuration.

DROP Column

If applicable, the total number of deliveries associated with a drop now print in a separate column.

Relay/Park Point Data

Enter a relay number or a “P” for park point at the delivery point your want identified. AMS lists the relay numbers in numerical sequence, it does not allow for alpha-numeric numbering (i.e., 1B, 1C, etc.) The relay will appear on the case labels as an upside down "L" just before the address that you have tagged as a relay. In addition to the red relay indicator that prints at the beginning of each relay, you will now see a green park point indicator (same design). In those cases where the relay and park point are at the same delivery point, the indicator will be striped red and green.

Additional Information Line

In this column the carrier may list any information needed to enhance casing ease, such as firm names, secondary unit numbers, PO box numbers, Collections, "delivery in rear", "bad dog at residence", etc.

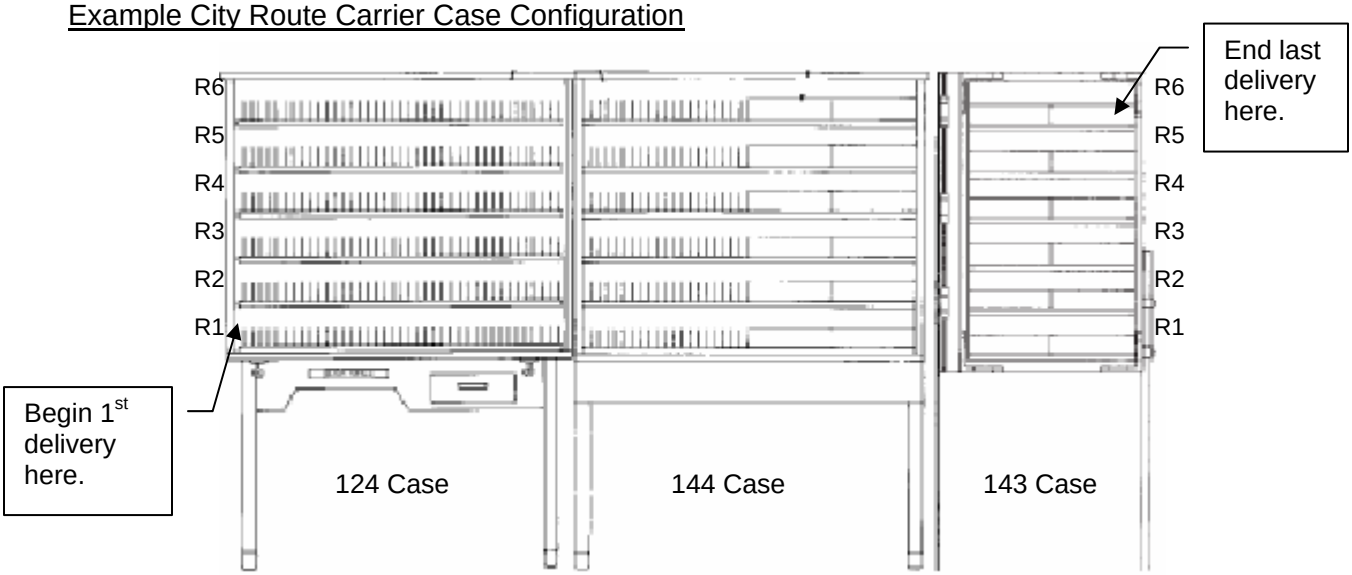
Any information that will assist in the sortation of mail may be included in this field and will be printed on the carrier case labels. Note that even though an apartment number is indicated in the "Unit No" column, this information will not print unless it is also noted in the "Additional Information Line" field. You may put up to 17 characters per 1 inch separation, with a maximum of 30 characters, but remember, the more information you put in this field, the smaller the print size.

NOTE: In order to use relay numbers and additional information, the address in question must contain a cell size greater than 0. Also, on routes that cross congressional district boundaries, a separate cell size must be utilized where the congressional district changes.

How Bundle Types Effect Carrier Case Labels

Carrier Case Labels: Carrier case labels are generated directly from the database and are based on the official line of travel reflected in the Edit Book. Carrier case labels are generated in 10-inch strips and can be ordered for all carrier case rows or individual rows. When installed, carrier case labels must proceed from left to right on each shelf. If the route contains multiple cases, each row will start at the beginning of the left most case and end at the right of the right most case. Carrier case labels are designed to fit on standard 124, 144 and 143 city carrier case shelves. Carrier case label format and appearance is based on bundle type, CFS selection and location, letter and flat cell size, carrier case equipment, number of rows, 3982 selection, lean-over cells selection and label print options.

Example City Route Carrier Case Configuration



1 Bundle: Letters and flats are placed in the same cell in the same case. Letters and flats are withdrawn and strapped out together in a single bundle. When using the 1 bundle method you may choose from zero to two lean-over cells. These empty cells are on the left side of the case which will make room for mail to lean.

Carrier case label format and appearance for a 1 Bundle route is based on CFS selection and location, letter cell size, carrier case equipment, number of rows, 3982 selection, lean-over cells selection and label print options. Because all mail is placed in the same cell in the same case, one set of labels are generated.

2 Bundle: Letters and flats are placed in separate cells in separate cases. Letters and flats are withdrawn and strapped out in separate bundles. Flats for several addresses may be stored in a single flat separation (1-10 cells wide), by relay and thrown horizontally.

Carrier case label format and appearance for a 2 Bundle route is based on CFS selection and location, letter and flat cell size (flat section size for 2 bundle horizontal routes can be 1-10), carrier case equipment, number of rows, 3982 selection and label print options. Intervals for horizontal flat sections can be set to print based on user entered relay points and new flat indicators only or to print every 35 deliveries in addition to relay points and new flat indicators. Because letters and flats are placed in separate carrier cases, two separate sets of labels are generated.

2 Bundle Modified: Letters and flats are placed in the same cell but at separate times. Flats are sorted first and then withdrawn and strapped out. Letters are then sorted, withdrawn and strapped out. This method is only used if 1st Class mail, including markups, will not be delayed. This method is also known as Z Bundle.

Carrier case label format and appearance for a Z Bundle route is based on CFS selection and location, letter cell size, carrier case equipment, number of rows, 3982 selection, lean-over cells selection and label print options. Because all mail is placed in the same cell in the same case but at separate times, one set of labels is generated.

2 Bundle Vertical: Letters and flats are placed in separate cells in separate cases. Letters and flats are withdrawn and strapped out in separate bundles. Flats are thrown vertically. This method is also known as Vertical Flat Case.

Carrier case label format and appearance for a 2 Bundle Vertical route is based on CFS selection and location, letter and flat cell size, carrier case equipment, number of rows, 3982 selection, lean-over cells selection and label print options. Because letters and flats are placed in separate carrier cases, two separate sets of labels are generated.

AUTO-FIT – The Auto-fit function reconfigures a carrier case label arrangement that is in an overflow condition (does not fit within the defined equipment parameters). If the requested cells allocated per delivery result in an overflow condition (based on carrier case configuration) the following options will be used to correct the overflow condition **before** carrier case labels are printed:

1. Adjust Row Beginnings – The AMS program will auto adjust row beginnings and available blank cells. If this corrects the overflow condition, carrier case labels will be printed.
2. Auto-Fit – If adjusting row beginnings does not correct the overflow condition and it is a small number of overflow cells, the Auto-Fit option will be used to reduce cells until the total cells required fit the case configuration. Then labels will be printed. An Auto-Fit Report will be sent notifying you of the cells that were changed (before and after results). If the overflow is excessive, the Edit Book will be returned with instructions to reduce cell sizes or add additional casing equipment before labels will be printed.

Case Label Reminders

- Verify the case equipment needs.
- List letter equipment first, then flat equipment.
- Specify exactly the number of rows that are being used in each piece of equipment for letters and for flats.
- Delivery addresses should not wrap around to another case.
- Include "3982" cell (1 inch) at the beginning of each row.
- Verify CFS location and size (8" to 20").
- Count the number of cells in each row.
- Indicate the number of blank cells needed and where they need to appear on the row.
- Update “Additional Information” as needed.
- Zero (0) cell size will not have Additional Information.

CHAPTER REVIEW QUESTIONS

56. If you want to change a relay location, it is best to write the new relay number:

    a) In its' proper location on the route
    b) Above the old number
    c) Below the old number

57. Alpha-numerics such as 3A or 3B are valid relay numbers.
    a) True
    b) False

58. The maximum number of characters (letters, numbers and spaces) Additional Information may have is:

    a) 8 per ½ " cell with 30 maximum
    b) as many as necessary
    c) 10 per 1" cell

59. If zero is entered as a cell size the number of characters that will appear in the Additional Information are:

    a) 8 per ½ " cell with 30 maximum
    b) as many as necessary
    c) none

60. If you don't want a delivery point to appear on a case label, you:

    a) put a zero in the cell size
    b) use "#" in the cell size
    c) cut the address off of the label
    d) use 80 in the cell size
    e) a or d

PO Boxes

- Each box section is assigned an ID number for sorting
- Notify AMS ASAP when adding new box sections
- Box numbering must be approved prior to implementation
- No alpha box numbers!

PO BOXES

Each PO box section is assigned an ID number for presorting mail (ex: B001, B002, etc.). All of the box sections for your delivery unit are usually found in one Edit Book. Make sure all your box numbers are included and are listed in the correct box section.

Boxes that have never been rented (activated) must be marked as No-Stat - 1621 status code "N". As the boxes are rented remove the "N".

Boxes that are vacant for over 90 days must be marked as "Vacant" (1621 status code "V"). When the box becomes active, remove the “V" and verify the 1621 delivery code “B” or ”R”.

Any of the following may be used to determine if a PO box should be marked as residential or business:

- the Box Clerks’ knowledge - preferred
- the name on the box label
- observing the mail
- the box application (PS Form 1093) or WinBATS/WebBATS

New Box Sections

Notify AMS as soon as possible! AMS must record the numbering of PO box sections prior to extension of service to the public. Remember, no alphabetical PO box addresses allowed! AMS will need a copy of the box section floor plan and a diagram (preferably with proposed numbering) of the incoming PO boxes. AMS will maintain a copy of this numbered diagram and return the original to the delivery unit.

Changes To Existing Box Sections - Remodeling/Renumbering

- Notify AMS prior to making changes.
- Do not make any changes to the numbering within a box section without first notifying AMS.
- Do not promise any customer that they will be able to keep their old PO box number when box sections are being remodeled or moved to a new facility.
- New alpha box numbers are not allowed (i.e., KICU, KARA, LPGA). When alpha boxes are closed they must be converted to numeric box numbers.

PO Box Zip+4 Codes

The PO box ZIP+4 codes do not always match the box number. Your Route Listing Report will contain the correct ZIP+4 code for each box.

CHAPTER REVIEW QUESTIONS

61. All PO boxes in a box section are considered a possible delivery even if some of the PO boxes have never been rented.

    a) True
    b) False

62. When must you identify PO boxes as vacant?

    a) When the box is closed
    b) Boxes vacant over 30 days
    c) Boxes vacant over 90 days
    d) None of the above

63. Which of the following is the "preferred" method in determining if a PO box should be marked as residential or business.

    a) Observing the mail
    b) The name on the box label
    c) The box application or WINBATS
    d) The Box Clerks' knowledge

Making Changes

- Make the changes to your Route Listing Report when they occur!
- Submit them at least once a month
- Use a red pen to make changes
- Make sure your changes are clear to the person who will be updating the database

MAKING CHANGES

Changes should be made when they occur, and should be submitted at least once a month. Do not wait for the last week of the month to submit changes. If a submission schedule is set up for your office, follow that schedule. Neglected Route Listing Reports take considerably more time to update and changes may be forgotten.

Report everything that is going on immediately - demolition, suites absorbed or subdivided, business name changes, address or street name changes, new CMRAs and bulk drops, Vacants, CBUs installed, changes in banks of boxes, cell size changes, hand-offs added or eliminated - you get the idea.

Use a **red** pen to make corrections on the Route Listing Report. Do not use white-out or obliterate the print, just cross through it. The changes you want must be clear to the person who will be updating the database.

CHAPTER REVIEW QUESTIONS

64. It is the responsibility of the carrier to update his Route Listing Report.

    a) As changes occur
    b) Just before an audit
    c) When he or she needs new labels

65. The best way to mark changes on a Route Listing Report is using:

    a) A red pen or pencil
    b) Black pen
    c) Number 2 lead pencil
    d) White-out

66. AMS prefers that the Edit Book be sent in only once a month.

    a) True
    b) False

Submitting Changes

- Changes must be legible and in red ink
- Review all pages for accuracy
- Get approval and signatures needed
- Submit changes at least once each month

SUBMITTING CHANGES

Prior to submitting the Edit Book to the AMS Office for processing, the carrier/clerk ensures all changes made on the Edit Book are legible and in **red** ink. Next the carrier/clerk signs the Route Summary Report, which follows the Route Listing Report in the back of the Edit Book, and completes the applicable columns under the Delivery Unit information of the Edit Book Cover Sheet. Submit the Edit Book to your designated employee for review and approval of all changes prior to sending the Edit Book to the AMS Office. The designated employee in your office may be your Supervisor, Manager, Postmaster, or local AMS Coordinator. After reviewing the Edit Book, the designated employee must sign the Route Summary Report, review the Edit Book Cover Sheet, and complete the Approval Signature columns as appropriate. Edit Books with changes should be submitted at least monthly.

Carrier case labels will not be sent automatically unless indicated on the Edit Book Cover Sheet. When your Edit Book is returned, review the Route Listing Report to ensure that all changes were made. Generally, AMS will process and return your Edit Book within 5 working days of receipt.

Edit Book Cover Sheet Column Key

This is the only authorized sequence of delivery for this route

ZIP Code: **59101**
Route ID: **C001**

59101 C001

Station: **Billings**
ZIP Code: **59101**
Linked Routes:

The enclosed edit sheet reflects the delivery information for this route. This information is provided to mailers for a fee and is used in the preparation of mailings. It is also used to generate sortation schemes and provides color-coded carrier case labels

No part of this information may be duplicated or redistributed!
This information is for internal use only!

Send this book with **RED** lined changes to Address Management Systems

Specialist: Manager:
Phone:
Fax:

A Delivery Unit									B Approval Signatures			C Address Management		
										LOT & Route				
Sent to AMS	New LOT *Yes/No	Case Label Requests							Verified Sup/PM	OPS	MPOO	Rec'd at AMS	Sent to Delv	AMS Signature
		All	1	2	3	4	5	6	7					
1	2				3					4	5	6	7	8

A Delivery Unit:

1 Sent To AMS: The date that the Edit Book is sent from the delivery unit to the AMS Office is placed in this column.

2 New LOT – Yes/No: Annotate whether a new delivery sequence (line-of-travel) is requested or not in this column.

3 Case Labels Request All-1-2-3-4-5-6-7: Indicate whether you are requesting a complete set of carrier case labels (All) or the individual rows being requested.

B Approval Signatures:

4 Verified – Sup/PM: The delivery unit supervisor or Postmaster must initial approval of changes requested to the Edit Book in this column.

5 LOT & Route – OPS/MPOO: When line-of-travel and route adjustments require approval from Operation Programs Support and/or Manager, Post Office Operations, their initials are placed in the appropriate column.

C Address Management:

6 Rec'd at AMS: The date the Edit Book is received in the AMS Office is placed in this column by AMS.

7 Sent to Delv: The date the Edit Book is returned from the AMS Office to the delivery unit is placed in this column by AMS.

8 AMS Signature: The AMS employee who reviews and processes the changes to the Edit Book will sign in this column.

CHAPTER REVIEW QUESTIONS

67. You have finished updating your Route Listing Report, which has 600 possible deliveries. You have 3 addresses deleted, 2 addresses to add, 6 Vacants removed and 4 Vacants added. Circle which actions you would take.

    a) Sign the Route Listing Report
    b) Give the Route Listing Report and the Edit Book to a supervisor and ask them to send it to AMS for changes
    c) Use a maintenance sheet for changes until your Edit Book is returned
    d) Keep the Route Listing Report until the week you normally send it in for changes
    e) Wait for the Supervisor or Postmaster to ask you for any changes and let them put them on the Route Listing Report

68. Case labels are automatically sent out with all Edit Book changes.

    a) True
    b) False

69. Which is the preferred color when making changes to the Edit Book?

    a) Black
    b) Blue
    c) Red
    d) Green

Maintenance Sheet

- Use this form to record changes when your Edit Book is away from the delivery unit

MAINTENANCE SHEET

Use the Maintenance Sheet to log new additions, deletions or changes occurring on a route, ONLY when the Edit Book is away from the delivery unit. When the Edit Book is returned to the delivery unit, the carrier may transfer the information from the Maintenance Sheet to the Edit Book or may submit the Maintenance Sheet along with the Edit Book to AMS. The changes you want must be obvious to the person who will be receiving your work.

CHAPTER REVIEW QUESTIONS

70. When the Route Listing Report is sent to AMS for changes, the carrier must keep track of changes on a Maintenance Sheet.

    a) True
    b) False

71. What should the carrier do if changes are made on a Maintenance Sheet while the Edit Book is in the AMS Office?

    a) When the Edit Book is returned, transfer the information from the maintenance sheet to the Edit Book and submit to the AMS Office
    b) Submit the maintenance sheet along with the Edit Book to the AMS Office
    c) Don't worry about changes while the Edit Book is in the AMS Office
    d) Either A or B

Reviewing for Accuracy

- Make sure the changes you wanted are the changes you received!

REVIEWING FOR ACCURACY

Upon return from the AMS Office, review the Route Listing Report to verify that AMS made all requested changes. If you have made changes on your maintenance sheet while the Edit Book was gone, transfer the data onto the Route Listing Reports or submit the maintenance sheet, along with the Edit Book to AMS.

CHAPTER REVIEW QUESTIONS

72. AMS has returned your updated Edit Book. What should you do?

    a) Put it back in its proper place without looking at it until you need to make a change.
    b) Check over the Route Listing Report to verify that AMS has made the requested changes.
    c) If changes were recorded on your maintenance sheet while the Edit Book was gone, resubmit the Edit Book to the AMS Office with changes
    d) B and C

FREQUENTLY ASKED QUESTIONS

1. **Why didn't AMS put in all the Additional Information I asked for? Why was it abbreviated?**

   Sometimes there is not room for all of the information. Additional Information is limited to 8 characters per 1/2" cell. Thirty is the maximum number of characters allowed. No additional information prints on the case labels for "0" cell size.

2. **Can I use alpha-numerics such as 1A or 1B for relay numbers?**

   No. Relays cannot contain letters. Note: There are routes that do not use relays.

3. **What is the correct way to change relay numbers? Frequently they are changed to the wrong line.**

   If you are changing a relay number and it is to remain on the same line, be sure to write the new number directly beside the old number, not above or below it. If the number is placed above or below the number AMS cannot determine which line you actually want the relay on.

4. **If my office has a regular submission schedule for Edit Books, should I wait if I have changes?**

   It depends on the changes and how many. For new adds, send the Route Listing Report in right away. If you only have cell size or additional information changes, you may wait until you need new labels or have other changes.

5. **Do I have to order a complete set of labels?**

   No. You may order one row at a time. For instance, if you need labels for ROW I and ROW 5, just request those rows. Do not order labels if you do not plan to install them.

6. **How long should it take to get my Edit Book back once it is sent in?**

   AMS should process the Edit Book within five working days of when it is received. Occasionally circumstances such as failure to include a diagram or pertinent information may delay the return.

7. **How can AMS determine the last time the Edit Book was sent in?**

   AMS uses a software program, called SEALOG, to log Edit Books when they are received and to log them out when they are sent back to the delivery unit. The program also indicates a date when a route was last updated.

8. **Can I send in my Edit Book to AMS for changes after my route has been selected for a street review?**

You can send the Edit Book but the document used for the review will be printed before the changes are made. That's why it is important to make changes as they occur and send the Route Listing Report in as often as necessary to keep it accurate. Once the local AMS office is notified of the selected ZIP Codes, no changes can be made to any route to improve the score.

9. **After my route has been selected for a street review, is it too late to make changes to my Edit Book?**

It is too late to make changes that will have an impact on the street review score. Once a route is selected, a snapshot has already been taken of the Route Listing Report and that snapshot will be used during the review. It is never too late to make changes that will have an impact on both our internal and external addressing products and services. Therefore, even if you have been selected for a street review, if you have any changes to submit you should make those changes immediately.

10. **What errors are usually highest during a review?**

Entering and removing Vacants and PO box Throwbacks usually accounts for the highest percentage of errors.

11. **Who picks the routes for a National Delivery/AMS Quality Street Review?**

Forty routes are picked at random by the National Customer Support Center in Memphis.

ADVANCED EDIT BOOK TRAINING

Record Types

"S" "S" records identify individual addresses on a sector/segment.

"H" "H" records are used to identify buildings, apartments, trailer parks, or shopping centers having a single primary street address with multiple deliveries.

"F" "F" records identify a firm with a street type address that receives a threshold minimum of 100* or more pieces of machineable letter size mail on a daily basis. (* minimum thresholds vary according to local operating conditions).

"P" “P” records identify a range of post office boxes sharing a sector/segment or individual PO boxes, each of which has its own individual sector/segment.

"R" "R" records identify a range of rural route box numbers or the rural route default record.

Firm Unique ZIP+4

Firms with high volumes of mail are sometimes assigned their own ZIP+4. This is known as a Firm Unique ZIP+4. For example, a firm is located in STE 5 where highrise exact records are assigned. A firm could also be at a regular address with no "H" records assigned.

When a firm moves it must be deleted from the database within 30 days. If the firm relocates, within the same ZIP Code, it may retain its' 4-digit add-on.

New Growth

Send street maps, showing all necessary information for any area not previously coded.

New Growth - Centralized

For example, in a 40-unit apartment building, record 40 possible deliveries when delivery actually begins for the first occupant to receive mail in the building. In new buildings with several hundred possible deliveries, where only a small number of tenants occupy units upon the initial opening of the building, and long term vacancies are anticipated, phase in the count of new deliveries. This may be accomplished by recording possible deliveries by sections or banks of boxes as tenants begin to receive mail in each mailbox section. Other boxes would remain coded as vacant deliveries on city routes.

Delivery Point Barcode (DPBC)

A POSTNET barcode that contains a ZIP+4 barcode plus two additional digits (10 additional bars) that designate a specific delivery point. It consists of 62 bars with beginning and ending frame bars and 5 bars each for the 9 digits of the ZIP+4, the last 2 digits of the primary street address (or post office box, etc.) and a correction digit. This type of barcode allows automated sortation of mail at the carrier route level in walk sequence.

CHARGING HOURS

The definition of LDC 26 taken from Postal Bulletin 21850, 9-16-93, is as follows:

ALL OFFICE HOURS USED BY CITY LETTER CARRIERS FOR ADDRESS MANAGEMENT THIS INCLUDES ADDRESS CORRECTION SERVICE (ACS), ADDRESS MANAGEMENT SYSTEMS (AMS), COMPUTERIZED DELIVERY SEQUENCE (CDS), COMPUTERIZED LABELING ADDRESS SEQUENCE SERVICE (CLASS), AND ANY OTHER FILE VERIFICATION PROCEDURES RELATED TO CREATING DELIVERY POINT SEQUENCING (DPS) SORT PLANS AND IMPROVING ADDRESS QUALITY.

Hours for this LDC are entered on Form 1236 in non-automated timekeeping systems. All CAG A through G carrier delivery offices may use LDC 26, Carrier Customer Support Activities, which is valid only for workhour transfers within the Loan, Transfer and Training Systems (LTATS). No employee will have LDC 26 as a base LDC. The only designation activity codes valid for transfer of workhours from LDC 26 are 13-4, 33-4, 43-4, 63-4 and 83-4. This situation is identical to the transfer of workhours from LDC 21 (City Delivery - Office Time) to LDC 22 (City Delivery - Street Time).

The following guidelines must be observed by all delivery supervisors when authorizing letter carriers to move onto Operation 743 or when transferring hours to LDC 26 (via form 1236):

1. CARRIER CASE LABEL MAINTENANCE: All time spent by a city carrier in keeping case labels correct must be charged to LDC 26. This includes time needed in adding, deleting, or verifying existing deliveries and in requesting line of travel changes by marking up the Route Listing Reports or filling out 1621s. On a route where minor changes are needed, an average of 15 to 20 minutes could be expected. Time spent by a city carrier in case label installation may also be charged to LDC 26. The time needed for case label installation could range from 10 to 90 minutes. The number of labels and the condition of casing equipment will impact the amount of time needed. The above time frames should be used as a reference for planning purposes.

2. DELIVERY POINT SEQUENCING (DPS) MAINTENANCE: The time that carriers spend performing ongoing maintenance of DPS sort plans, including gathering of information such as vacation holds and COAs for station input, performing the activity of station inputs, and quality verification of DPS sort plans, must also be charged to LDC 26. Average time will vary with the number of changes to input each week, and will be higher in those sites using carriers to do the computer input.

3. ADDRESS LIST CORRECTION SERVICE: All time spent by *a* city carrier in correcting addresses, as outlined in DMM A910.3 and DMM A910.4, are allowable LDC 26 activities. These infrequent requests are normally coordinated by the AMS Office. The time needed by a carrier, knowledgeable about his customers, will average only seconds per address. Contact the AMS office if you need guidance pertaining to specific List Correction requests.

4. ADDRESS SEQUENCE SERVICE: All time spent by a city carrier in processing address sequencing cards for customers, as outlined in DMM A920, must be charged to LDC 26. The time spent per route in processing sequence cards will average between 15 to 60 minutes.

The yearly "average" range for LDC 26 hours per route will be from 1 to 8 hours. All city delivery units should have some activity in address management charged to LDC 26. If your offices uses less than one (1) hour per route or more than eight (8) hours per route charged to LDC 26 on a yearly basis, you should review your LDC usage and be prepared to support your hours charged to LDC 26. It is important that we show an accurate baseline for LDC 26 hours. Future budgets could be allocated by LDC's based on historical trends.

ADDRESS CONVERSION

Address Conversion is the adoption of a physical location address system developed by a local government addressing agency for quick location of properties for all addressing purposes, including but not limited to; emergency services, mail delivery, private delivery services, municipal records, and utilities. Ideally, there should be one primary address per dwelling that can be used for all purposes. It is the responsibility of USPS to encourage the use of logical addressing conventions by local planning boards, utilities, developers, municipalities, and any other planning groups involved with the assignment of delivery addresses.

Simplified Process:

- Develop a working relationship with the local government addressing agency. The Postal Service's role in this relationship should be that of a consultant.
- Notify affected delivery units of the upcoming address conversions.
- Prepare and sign a confidentiality agreement with local government addressing agency.
- Supply the local government addressing agency with address information to assist with their addressing efforts.
- Local government addressing agency assigns city-style physical location address.
- Validate the new city-style address database received from the local government addressing agency.
- Submit an instructional packet to the affected delivery units including; instructions, samples of cross-referenced address listings, maps, and new physical location database.
- Delivery unit to provide a one-to-one relationship between old and new addresses.
- Upon receipt from the delivery unit, the AMS Office will create the new geosegs, delivery points, and link (LACS - Locatable Address Conversion System) the old and new addresses.
- Edit Book returned to delivery unit for validation.
- AMS Office processes any corrections and prints carrier case labels upon request.
- Coordinate customer notification with local government addressing agency and delivery units.
- Address product LACS becomes available for mailers who want to update their mailing lists from the old-style addresses to the converted addresses.
- Resolve questions as necessary.

ADDRESS SEQUENCE SERVICE - CARDS

Mailers who wish to receive postage discounts for preparing their mail in walk sequence must first ensure that they know the current and accurate sequence of delivery. The Postal Service offers a service, called Address Sequence Service, to help the mailer determine the correct sequence of delivery.

When a customer requests Address Sequence Service from the Postal Service they must prepare each address on an individual card. PO box addresses may be prepared on lists. The cards or lists must be separated by ZIP Code and by carrier route and sent to the delivery unit through the District AMS Unit.

There are three levels of service available, so carriers must listen closely to instructions when cards arrive at the delivery unit for processing. On city routes the customer may choose if he wants the service for residential only, business only or a combination of both. On rural routes and PO box sections they must request a combination of both business and residential.

The levels of service are:

1) Arrange the cards in delivery sequence and remove UAA cards.
2) Same as above, plus insert a blank card where an address is missing from the customer list.
3) Same as above, and add the address to the blank card. We can only add addresses if the mailers' cards represent at least 90% and no more than 110% of all possible deliveries within an address grouping (city, rural, po) in a ZIP Code. This level of service may be used to qualify customers for Computerized Delivery Sequence (CDS).

The DMM states that, except for 11/16 through 1/01, we will complete the service within 15 working days.

PS FORM 3999X - EXAMINATION OF LETTER CARRIER ROUTE

The 3999X, Examination of Letter Carrier Route forms are computer generated from the AMS program. The 3999X can be used by delivery management for physical route inspection and/or for street management. The 3999X are available for all types of routes; city routes, rural routes, and highway contract routes.

A 3999X can be requested from Address Management Systems (AMS) prior to the physical route inspection. These worksheets will identify the line of travel and all other information currently in the AMS program for the route.

Discrepancies observed during the inspections should be noted on the 3999X, transferred to the Edit Book, and submitted to the AMS Office for processing. The 3999X is an excellent tool for validating and updating a routes database.

STATION INPUT - EES/WinSSI

Station Input - EES/WinSSI allows the delivery unit to make changes to the way mail is sorted to itself using the Delivery Unit Computer or Station PC. These changes include applying the following holdouts:

- Change of Address
- Temporary Non-Delivery
- Non-Delivery Day
- Window Call

Any changes to records other than holdouts must be made through AMS or Electronic Edit Sheet in order to become permanent. These would include adding or deleting records, changing the sequence of records within a carrier route or moving records between carriers.

REPORTS

Reports can be produced from the database and used as tools to aid job performance and/or improve productivity.

A report can be targeted to a specific need. As a result, the user can identify potential problems quickly and without searching through unrelated data.

The X-Vacant and X-No-Stat reports are tools to help identify addresses that are listed as vacant or No-Stat in the Edit Book, but which are now receiving delivery. The X-Vacant and the X-No-Stat reports are generated by cross matching the addresses tagged “V” or “N” in the Edit Book to COA cards that have recently been submitted. The report contains only addresses that fill that parameter. If the address is occupied, as the COA suggests, the “V” (city) or the “N” (rural) is removed from the Edit Book.

The P-Vacant report is a tool to help identify addresses that formerly received delivery, but which are now potentially vacant. The P-Vacant report is generated by taking the “old address” portion of a COA (where somebody is moving from) and then determining if there is a subsequent COA filed “to” that address in the next 90 days. If this match indicates that no one has moved in to the address, then the database is checked to see if the address is marked vacant. If the address in question is not marked vacant, it gets placed on the P-Vacant report. If the carrier confirms that the address is vacant, as the report suggests, the “V” is added to the Edit Book.

A report can be produced for a specific record type; a specific delivery type or mode; or a specific address sort code. A delivery supervisor can, for example, request a report that contains only address sort code "B" records (PO box Throwback) and use the report to tag the Window Calls for Station Input/WinSSI. A Quality Specialist can request a report that contains only "H,” record types with a centralized delivery mode in order to analyze current M-bin holdouts.

ELECTRONIC UNCODED ADDRESS RESOLUTION SYSTEM (eUARS)

Uncoded Address Resolution (UARS) records are generated when customer completed change-of-address orders cannot be matched to the database. When COAs are received each night from CFS operations, they go through two different validation processes, a ZIP+4 match and a delivery point match. A failure at either of these levels generates a UARS record. A no match situation may occur for several reasons, including the normal cycle time from database to product, a missing delivery point, or other deficiencies such as incorrect or missing address elements.

The eUARS (eUARS) program electronically distributes UARS records to delivery units for resolution. Delivery units not able to receive the UARS records electronically will receive hardcopy records from their local AMS office.

Correcting these deficiencies is of extreme importance. The first operational impact on the Postal Service of deficient COA information is the inability to automate the forwarded mail. Due to the manual handling, these pieces may be delayed to the new location, causing a decrease in customer satisfaction with USPS forwarding services. In addition, these deficient addresses are included in the National Change of Address database and Address Change Service notifications to mailers. As mailers update their lists, un uncodable address may result in termination of the relationship between mailer and mail recipient. Additional manual handlings would be added if the address list is sold or traded to others. According to the Office of the Inspector General, NCOA processing alone is worth $1.2 billion in cost avoidance. Unresolved UARS records reduce this annual cost avoidance and increase operating costs.

Regular Edit Book maintenance is the first line of prevention in eliminating UARS records. Processing eUARS records when received will reduce costs and improve customer satisfaction.

POSTAL AUTOMATED REDIRECTION SYSTEM (PARS)

PARS identifies potential UAA mailpieces at their point of origin, rather than at their destination. PARS will process the carrier's forwardable letter mail that was processed at a Computer Forwarding System (CFS) Site. PARS has the power to intercept UAA at the first automated handling and redirect the mail piece to its final destination. This process saves numerous downstream handlings and transportation costs, plus improves service to customers.
In order for the Postal Service to realize the full benefits of PARS and reduce all extra handlings, the address database must be accurate and current so UAA letter mail can be directed to DPS.

EDIT BOOK CHANGES, THE LIFE CYCLE

Information from the Edit Book is rolled into two basic groups of products; ones used by the Postal Service and ones used by mailers to help prepare mailings.

How long will it take before the changes you make in the Edit Book are included in those products? There are two separate timelines, one for internal products, the other for external.

First the Edit Book has to travel to the AMS office which serves your delivery unit. That may be an overnight trip or it may take longer, depending on how close you are to the office. If your delivery unit has Electronic Edit Sheet capability, the changes you make in your Edit Book will be input to the DUC (Delivery Unit Computer) and transmitted to AMS electronically. When this EES method is used, the AMS office will receive your changes electronically the next day.

It is the goal of AMS to complete every Edit Book within 5 working days of its receipt. If the information in the book is incomplete or illegible, it may have to be returned for clarification before the work is completed. The volume of Edit Book submissions may delay your book, as may other work assignments, which have been given to your AMS Specialist. The goal is 5 days, and most of the time, books are completed within that timeframe.

This is when the time lines start to separate.

USPS automation directories and sortplans are generated each weekend, most of the year. If the work is completed by the AMS office by Friday, the changes will appear in the tapes created on Sunday. However, the tapes still have to travel from California (where they are created) to the plant, which services your delivery unit. Distance will determine how long that takes. Once they arrive, Maintenance has a set schedule on when they 'load' the tapes into the sorting machines and start the updates. Every plant determines its own schedule. Generally, it is safe to say that a week will pass before the tapes are loaded and the changes are available. Depending on the type of sorting done to your letter mail, there may be another step where your delivery unit has to download the changes from the machines at the plants. This also happens on a set schedule and your supervisor should be able to tell you when that happens.

Bottom line: it will always take a couple weeks before the changes appear in the mail coming to you from the plant.

The Postal Service creates the customer products from the same source, but the requirements for mailers implementing and using the products are different. The rules set up for customers have been designed to account for current technology along with what is possible and reasonable for mailers to accomplish. As an example, not all mailers have their lists on computers and are unable to meet all the requirements for automation mailings because they are unable to print barcodes on their mailpieces. It would also be impossible for a business not using computers to update list changes in a short period of time. Even so, there are certain preparation requirements that they still must meet to qualify for different rates.

Customer products are created monthly and bi-monthly and distributed to the users. It can take between 2-4 weeks for the products to be distributed to customers. Updating requirements for customers/users cover a timeframe that allows them to have sufficient time to update their lists,

but not negatively impact our operations for an extended period of time. They may be allowed from a week to weeks to implement the updated information, depending on the product. Depending on when the changes were made by AMS it can take between 4-8 weeks before the mailers receive the information about the change. We limit how long mailers can use each product to produce mailings or update lists and continue to qualify for discounts. More information on the product cycles and use dates can be found in DMM A950.

Another piece of the timeline involves the mailers' updating requirements. Many of the large and sophisticated mail preparers update their addresses as close to the time of mailing as possible. They have the technology and the production process to do so. Other mailers are not as advanced. For all carrier route mailings, mailers must have updated their carrier route codes and sequence information within 90 days of the date of mailing, using the product that is currently valid. This can add another 3 months, before the changes may be present in the mail you receive. A good rule of thumb is to expect about 6 months before the changes you have made are included in all the carrier route mailings. Many will be updated more quickly than that, but the current regulations allow that long for all the mail to be converted.

Hopefully, knowing how long it can take to get the changes you have made to your route out to the mailers will encourage you to make and submit your Edit Book changes when they occur!

CHAPTER REVIEW QUESTIONS

73. What office hours used by City Carriers are authorized to be transferred into LDC 26"?

a) Office time used for address correction lists
b) Office time used for address sequencing cards
c) Office time used for Edit Book maintenance and carrier case labels
d) All of the above
e) None of the above

74. Fill in the blank with the correct record type letter designation.

_____ Record identifies addresses on a street assigned to a particular sector/segment.
_____ Record is used to identify buildings, apartments, trailer parks, or shopping centers having a single primary street address with multiple deliveries.
_____ Record identifies a firm with a street type address that receives minimum designated threshold or more pieces of machineable letter size mail on a daily basis.
_____ Record type may describe post office boxes, each of which has its own individual sector/segment.
_____ Records identify rural route box numbers or the rural route default record.

75. Which of the following must be done prior to sharing address information with local addressing authorities conducting address conversions?

a) Notify affected delivery units of upcoming address conversions
b) Develop working relationship with local addressing authority
c) Notify customers of upcoming address conversions
d) Prepare and sign confidentiality agreement with local addressing authorities

76. How long will it take before changes you make and submit in the Edit Book appear in the mail coming to you from the plant?

a) Immediately
b) The Monday after you make the changes
c) A couple of weeks
d) A few months

DEFINITIONS

1621 Code - A one-digit numeric value that represents the delivery type and mode of delivery as follows:

1 - Residential, Other
2 - Residential, Curb
3 - Residential, CBU
4 - Residential, Central
5 - Business, Other
6 - Business, Curb
7 - Business, CBU
8 - Business, Central

Address Management System (AMS) This system administers the master database that serves as the USPS's official record of national 5-digit ZIP, ZIP+4 and carrier route codes and city state information. AMS's primary purpose is to provide the delivery and distribution information necessary to support addressing, preparation, and processing of mail and provide a variety of customer products. (formerly known as ADCS)

Address Sequence Service Cards - A process to sequence customer address cards so they can prepare their mail in walk sequence. There are three levels of service available.

Address Sequence Service Electronic (EAS) - An electronic process to sequence customer address cards so they can prepare their mail in walk sequence. There are three levels of service available.

Addressing Authorities - Planning Boards, Developers, Municipalities or Counties that have the responsibilities of assigning the physical addresses within their jurisdiction.

Alias - maintained at the ZIP Code level. It may be a name by which a street was formerly known, a commonly used nickname, or a "preferred presentation."

Alternate - Alternates are delivery point based only and are added when mail for a single delivery point is received in more than one way. Example may be a building name used as a street name with the suite number as the primary address.

AMS Tech/Coordinator - responsibilities for a specific delivery unit(s). The tech reviews Edit Books prior to submission to AMS to ensure that necessary information and documentation is attached; performs Edit Book log verification; performs self-audits (Street Reviews); conducts stand-up talks; assists carriers with Edit Book functions and report functions relating to AMS.

Auxiliary Route - regularly scheduled for completion in less than 8 hours and is not up for bid by full-time carriers.

Carrier Route Information System (CRIS) -The official city delivery scheme that lists all city and non-city delivery post offices, which is available to mailers in a standardized format. It contains schemes for city routes, rural routes, highway contract routes, post office box sections, and general delivery units. The data is formatted by ZIP Code, street name, and street number range.

Centralized - (see Gang Box)

Cluster Box Unit (CBU) - Individually free-standing mail receiving units containing locked compartments for the delivery of mail.

Commercial Mail Receiving Agency (CMRA) - A CMRA accepts delivery of mail for individuals, at their request, and holds it for pick-up or re-mails it to the addressee, prepaid with new postage. CMRAs must register with the post office responsible for delivery to the CMRA.

Computerized Delivery Sequence (CDS) – A delivery sequence address information file, by carrier delivery route for qualified customers through a computerized medium.

Computerized Forwarding System (CFS) - Centralized, computerized address label-generating operation that performs address correction and forwards or returns undeliverable as-addressed mail to customers who have moved and filed a Form 3575, *Change of Address Order.*

Correct Address Notification (CAN) - CAN is a notification process used to improve the automation readability of our mail by informing households and business, through letters from the USPS, of their correct and complete address and encouraging its consistent use. Each household and business is also being notified of their ZIP+4 code.

Customer Service Manager - The Manager in charge of a station. Also known as a Station Manager.

Delivery Supervisor - See Supervisor Customer Service.

Delivery Unit (DU) - A post office, post office station, or post office branch that has mail delivery functions.

Delivery Unit Summary (DUS) - A form used by postal service customers who request Address Sequence Service. Customer supplied information to be included on the form: requested level of service and number of addresses by route. The DUS is used for calculating charges for services.

Electronic Edit Sheet (EES) – Adds the capability to make and transfer an electronic version of Route Listing Report to AMS.

EES/WinSSI (Electronic Edit Sheets/Windows SPS Station Input) – enables a delivery unit to electronically transfer its address record changes to AMS for inclusion in the national address database.

Gang Box - A wall mounted centralized unit of individually locked compartments where the carrier has access to more than one individual customer's mail receptacle by opening one door or Arrow Lock. A Gang Box does not include a CBU and does not include curb deliveries.

Geoseg - A range of addresses on a street assigned to a particular sector/segment.

Local Planning Authority (LPA) – Planning Boards, Developers, Municipalities or Counties that have the responsibilities of assigning the physical addresses within their jurisdiction.

National Directory Support System (NDSS) - Encompasses the systems required to effectively move MLOCR directories from AMS to OCR.

No-Stat - An indicator flag at the delivery point level that can be set in AMS to indicate no delivery and the address is not to be counted as a possible delivery.

Phantom Route - If a route is created to sort mail and not to perform delivery it is known as a Phantom Route. Also, if a route delivers mail in more than one ZIP Code it will be deemed a Phantom Route in the second ZIP Code.

Postal Automated Redirection System (PARS) - is a comprehensive automated solution for handling undeliverable as addressed (UAA) mail. PARS will process carrier's forwardable letter mail, currently processed at a Computer Forwarding System (CFS) Site; and the Return to Sender (RTS) mail that is either processed by the plant or by the NIXIE clerks at the delivery units. Additionally PARS will have the power to intercept UAA at the first automated handling and redirect the mail piece to its final destination, saving numerous downstream handlings.

Postmaster (PM) - The manager in charge of a Post Office.

Residue - Mail that cannot be sorted by automated equipment and must be sorted manually. Also mail for small post offices that have no direct separation space in a case or rack.

Sort Plan System (SPS) - DPS sort programs are generated by a sort program developer using SPS and then transferred to either a Mail Processing Bar Code Sorter (MPBCS) or a Delivery Bar Code Sorter (DBCS). Station Input allows delivery units to create bundle splits, identify temporary non-deliveries, identify window calls, non-delivery days, etc. The carrier route ZIP+4 assignment, delivery sequence, and delivery point information used to drive this program are extracted from the database.

SPS Station Input (SSI) - Generated from the Delivery Point Files (DPF) and stored in SPS on the NDSS Alpha, the Delivery Point Barcode (DPB) files & the sequence files are commonly known as SSI files.

Station Manager - See Customer Service Manager.

Supervisor, Customer Service – Supervises the delivery and collection operations associated with a specific delivery unit. A delivery unit may have more than one supervisor. (Also known as a Delivery Supervisor).

Uncoded Address Resolution System (UARS and eUARS) - A process to attempt to correct addresses that fail to ZIP+4 match or delivery point match after a customer submits a change of address that can not be matched to the database. UARS records are generated and sent to the field electronically or through hard copy cards for resolution

WinSSI – Allows the delivery unit to make station input changes that affect the way mail is sorted.

ZIP+4 - a 9-digit ZIP Code. The first 5-digits identify the sectional center facility and delivery area associated with the address, followed by a hyphen; then the 4-digit expanded code; the first two additional digits designate the sector and the last two digits designate the segment.

TEST ANSWERS

1. Sort, Sequence, Automation
2. A
3. Increased expenses, lost revenue, inability to sort the mail, customers lose faith in our abilities, customer software changing an address or ZIP Code when trying to make a match.
4. Edit Book, Delivery
5. A
6. Street Reviews
7. C
8. C
9. A
10. A
11. C
12. A
13. B
14. D
15. A
16. A
17. H, E, A, B, G, D, F, C
18. B
19. B
20. A
21. D
22. B
23. A
24. B
25. D
26. D
27. A
28. A
29. A
30. A, B, D
31. B
32. D
33. B
34. The Drop Served field should contain the number of active PS form 1583's on file in the Delivery Unit.
35. B
36. B
37. 7898_WILLOW_RD 1621=2, l=2 JOHN_DOE YES
38. A
39. A
40. C
41. A

TEST ANSWERS cont.

42. A
43. D
44. C
45. B
46. B
47. E
48. A
49. 'N' (No-Stat)
50. 6, 5, 4, 3, 8, 7, 1, 2
51. B, V, N
52. A
53. B
54. B
55. B
56. A
57. B
58. A
59. C
60. E
61. B
62. C
63. D
64. A
65. A
66. B
67. A, B and C
68. B
69. C
70. A
71. D
72. D
73. D
74. S, H, F, P, R
75. D
76. C

SAMPLE EDIT BOOK PAGES

1621 CODE QUICK REFERENCE

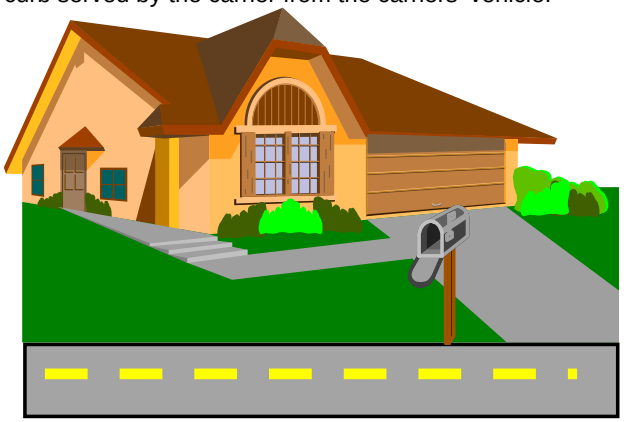
The 1621 code is a number that identifies the delivery point type as a residential or business delivery and the delivery mode. The 1621 column shows the type and mode of delivery as it is recorded and ultimately totaled for delivery unit statistics. A letter indicating an alternate delivery status may follow the 1621 code.

1 or 5

DOOR-TO-DOOR deliveries.

2 or 6

CURBLINE deliveries. Mailboxes located at the curb served by the carrier from the carriers' vehicle.



DELIVERY TYPES

Residential	1	2	3	4
Business	5	6	7	8

3 or 7

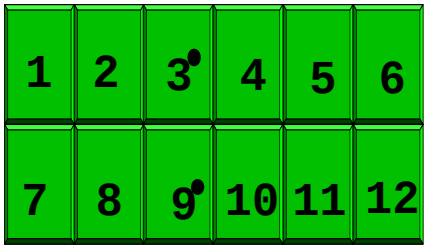
CBU (Cluster Box Units). Centralized, free standing, pedestal-mounted units of 8 or more individually locked mailboxes.

9 **DETACHED POST OFFICE BOXES** not located in a postal unit.

0 **NON-PERSONNEL UNIT** is a small non-staffed Post Office station or branch served by Rural

4 or 8

CENTRALIZED deliveries for individually locked mailboxes to a wall mounted bank of boxes or mail room ("Rear Loaders").



DELIVERY STATUS

V = Vacant Over 90 Days

An address that has been vacant for over 90 days. Rural routes only maintain active deliveries. Removing and adding "VACANTS" should be one of the simplest and quickest changes to the route listing report in the Edit Book.

B = PO Box Throwback

The customer receives all their mail in a PO Box and there is no delivery to the street ever. The address counts as a possible delivery.

N = No Delivery (No-Stat)

No delivery is currently made to the address. The address does not count as a possible delivery.