

Mail Counts and Route Inspections Under Chapter 2 of the M-39



NALC

73rd Biennial Convention



Code of Conduct

NALC is committed to providing an environment free from discrimination and harassment, regardless of an individual's race, ethnicity, religion, color, sex, age, national origin, sexual orientation, disability, gender identity or expression, ancestry, pregnancy, or any other characteristic prohibited by law. We ask you to embrace our values of equity and equality, and conduct yourself accordingly.

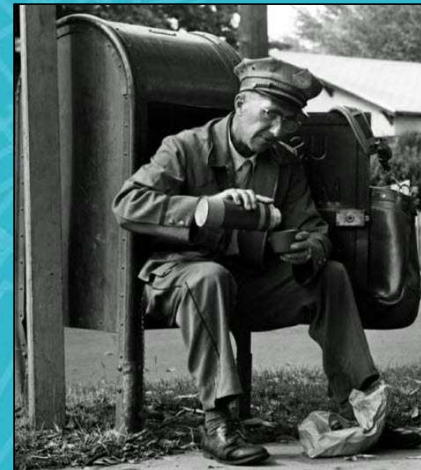
This meeting has a designated individual as the first point of contact for anyone who feels they have experienced discriminatory, harassing or otherwise unacceptable behavior. We urge you to contact them if you have any concerns.

Designee: Ken Raker, available in the Headquarters Office 160B/C



Overview

- Principals of Route Inspections
- Requirements Prior to the Week of Count and Inspection
- The Week of Count and Inspection
- Requirements After the Week of Count and Inspection
- Carrier Input in Consultations
- Route Adjustments (DOIS and COR)
- Forms Used in Count and Inspection
- Carrier Optimal Routing (COR)



Principals of Route Inspections

- Routes Must be Adjusted to as Near Eight Hours as Possible
- Only the Regular Carrier's Time is Used
- Vacant Routes
- Route Inspector Qualifications
- 52 Day Time Limit for Adjustments



Principals of Route Inspections

- Multiple Days of Inspection, PS-Form 1838-C and PS Forms 3999
- Exclude Saturday on Routes with Abbreviated or No Saturday Delivery
- Discipline for Not Making Standards
- Cancelling Inspection



Routes Must be Adjusted to as Near Eight Hours as Possible

- *“The proper adjustment of carrier routes means an equitable and feasible division of the work among all of the carrier routes assigned to the office. All regular routes should consist of as nearly 8 hours daily work as possible.”*
- *“The count of mail is used to gather and evaluate data to adjust routes fairly and equitably to insure that the workload for each route will be as near as possible to an 8-hour workday for the carrier.”*

Handbook M-39, Section 242.122, Handbook M-41, Section 911.2



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Vacant Routes

- Standard office time and 1840-B street time is used if a regular carrier is assigned but not present during the week of count.
- Vacant routes with no carrier assigned must have a qualified replacement carrier.

Handbook M-39, Section 241.3, 2018 NALC Guide to Route Inspections, Page 3



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Route Inspector Qualifications

- Any member of management team may be used.
- Must be familiar with inspection procedures.
- Local supervisors and station managers should perform normal duties when their assigned unit is being inspected.

Handbook M-39, Section 216



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Cancelling Adjustments

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

“Any cancellation made must be discussed with the carrier concerned, giving the reasons. When the cancellation is for the entire unit, the discussion must be with the unit steward.”

Handbook M-39, Section 233



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Before the Week of Count and Inspection

Management is required to take several initial steps before it conducts a route examination, these include:

- Management must complete an annual route and unit review.
- Management must provide certain notices in advance.
- Management must conduct a dry run with the letter carrier on the completion of PS Form 1838-C.



Unit and Route Reviews

- Before a route examination begins, management must have completed an annual route and unit review.
- Results of the review must be shared with the union and letter carriers prior to proceeding with a mail count and inspection.
- The review itself consists of identifying problems and correcting unsatisfactory conditions such as inadequate case labels, carrier case equipment, and the amount of mis-sent or mis-thrown mail distributed to the route.

Handbook M-39, Section 211.1



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Schedule the Count and Inspection Period in Advance

“The period selected for the mail count and route inspections should be determined as far in advance as possible, and the local union should be notified of this schedule. If it is necessary to change the period, the local union should be notified of the revised schedule as far in advance as practicable.”

Handbook M-39, Section 211.2



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Specific Notice Requirements Posting Schedules

- Five working days before the start of the count, management must post a notice giving the schedule of the count week and the day and date of inspection.
- You must be given one day advance notice if management changes the day of inspection to a different date.
- Not later than the Wednesday preceding the count week, carrier schedules shall be posted for those routes requiring an earlier start time to count the mail.

Handbook M-39, Sections 215.1 and 215.2, Handbook M-41, Sections 913 and 921.23




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Dry-Run Count

- Must be conducted within 21 days prior to the start of the count and route inspection.
- Management must teach carriers how to complete PS Form 1838-C.

Handbook M-39, Section 217

Instructions to Carrier for Dry-Run Count on Form 1838-C

 UNITED STATES POSTAL SERVICE

Our Ref: _____ DATE _____
 Subject: Instructions to Carrier for Dry Run on Form 1838-C
 Carrier's Count of Mail — Letter Carrier Routes Worksheet

To: All Carriers Concerned

A mail count and inspection is scheduled for your letter delivery route within a few days. In order that you might be more familiar with the accurate completion of Form 1838-C, a "Dry Run" count will be conducted in which you will complete the worksheet portion of the form to familiarize yourself with the procedures in its completion.

Record pieces and time items shown below on the worksheet in the proper spaces. Every carrier scheduled for route inspection (regular, carrier technician T-6, part-time flexible, and casual) is to complete a "Dry Run" form. Return the worksheet to your manager, who will review it and assist you when it appears there may be a misunderstanding in the correct method in making necessary entries. Review Chapter 9 of your Handbook M-41 for detailed instructions.

Count Items	Non-EPM	EPM	EPM
	Routes	Routes	Routes
	Pieces	AM	PM
Letter size	1,469	731	747
All other sizes - papers, flats, small parcels	361	95	266
Letter size - markups	121	41	80
All other paper for flat markups	24		24
Registered and certified	6	6	
Postage due	6	6	
Change of address	1		1
Parcels	18	18	
Sequenced and collated mail	400		400
DPS volume	963	963	

Actual Time Items	Non-EPM	EPM	EPM
	Routes	Routes	Routes
	Minutes	AM	PM
Show a beginning and ending time for each item.			
Inspecting vehicle	:03	:03	
Withdrawing mail	:06	:03	:03
Counting and filling out Form 1838-C	:36	:12	:12
Sequencing and collating by-pass mail	:13		:13
Registered, certified, keys, etc.	:04	:02	:02
Waiting for mail	:05	:05	

Manager (Signature) _____

Note: Local manager should develop an "Answer" Form 1838-C worksheet to assist in prompt review of the "Dry Run" Dry Run Forms 1838-C should be so endorsed to avoid their being confused with actual mail count forms.



Drawing Lots for 7-Week Random Time-Card Analysis PS Form 1840-B

- Commonly referred to as 1840-B street time.
- Consists of 7 randomly selected weeks prior to the count and the week following the count.
- Within the 4 weeks prior to the start of the count the union representative will make a random drawing of lots numbered 1 to 4 to determine weeks.

Handbook M-39, Section 242.323



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During the Week of Count and Inspection

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

Handbook M-39, Section 221.11



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During the Week of Count and Inspection

- Annual Leave During Count Week
- Overtime During Count Week
- Auxiliary Assistance During Count Week
- Multiple Days of Inspection
- Saturday Exclusion from the Count for Routes With Abbreviated or no Delivery on Saturday.
- No Changes to Clerk Operations During the Week of Count
- Discipline for Not Making Standards



During the Week of Count and Inspection

- Office Time:
 - Office Time Work Allowances
 - Completing the PS Form 1838-C
 - PS Form 1838-C Line Items
- Street Time:
 - Carriers Perform Duties the Same as They do Throughout the Year
 - All Mail Distributed to the Route Should be Delivered
 - Conduct of Examiners
 - Comfort Stops
 - PS-Form 3999
- Daily Totals: PS Form 1838



Annual Leave During Count Week

“All advance commitments for granting annual leave must be honored except in serious emergency situations.”

“Absences, for other than emergencies, will not be granted during the week of count and inspection. If it can be anticipated that there will be a count and inspection of the carrier routes at an installation, to the extent possible, planning for that inspection should normally be completed before annual leave bidding begins.”

Handbook M-39, Section 211.4, M-01105



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Overtime During Count Week

- Article 8 overtime provisions and associated Memorandums of Understanding remain in full effect during the week of count.
- Exceptions for Non-ODL Carriers:
 - Day of Inspection (DOI) when accompanied by route examiner.
 - On other days during the week of inspection for the amount of time to count mail.

Handbook M-39, Section 221.137, M-01106



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Auxiliary Assistance During Count Week

- Auxiliary assistance should not be granted during count week except in very limited circumstances.

“When auxiliary street assistance is given, add to the regular carrier’s street time the actual time that it took him or her to deliver that same portion of the route on the day of inspection. Do not use the replacement’s street time. Obtain actual time from Form 3999.”

Handbook M-39, Sections 221.138, 241.35



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Multiple Days of Inspection

- Management may schedule a route inspection on no more than three days during the week of route count and inspection.
- Management completes the PS Form 1838-C on only one day. Carrier can still verify the count.
- When local management elects to inspect on two or three days, the PS Form 3999 closest to the selected time on the PS Form 1840 Reverse will be used to transfer territory.

MOU Re: *Multiple Days of Inspection*, JCAM page 41-60, M-01777



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Saturday Excluded on Routes With Abbreviated or No Delivery

- Saturday is excluded from the count on routes that have abbreviated or no Saturday delivery.
- There is no requirement to exclude Monday when Saturday is excluded.
- It is not mandatory that counts begin on Saturday.

Handbook M-39, Section 221.11



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No Changes to Clerk Operations

“There should be no changes in normal distribution procedures or clerical schedules during the period of mail counts. The normal cutoff time for distribution should be observed.”

Handbook M-39, Section 221.132



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Discipline for Not Making Standards

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

Handbook M-39, Section 242.332



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Office Time Work Allowances

- 18 and 8 casing standards.
- 70 pieces per minute pull down.
- Lines 8-13 time credits for specific functions (mark-ups).
- Lines 14-21 minimum time allowances.
- Lines 22-23 time deducted.

Handbook M-39, Section 222

Exhibit 222.214a(4)
Time Allowances for Carrier Office Work

TIME ALLOWANCES FOR CARRIER OFFICE WORK		
Form 1838 Line No.	Work Function	Pieces Per Minute 1-Trip 2-Trip
1	Routing letter-size mail.	18 18
2	Routing all other size mail. (Use Notice 26, Maximum Time Allowance for Routing Mail, to convert pieces to minutes.)	8 8
Minutes		
4	Strapping mail in bundles or placing in trays, preparing relays and placing mail into satchels; for each 70 pieces regardless of character (minimum allowance 3 minutes). Strapping mail in bundles for markup at computerized forwarding unit. Lines 1-2-3 combined mail volume (strapping out pieces and markup pieces) is used in determining time allowance at 70 pieces per minute.	1
8	For each 10 pieces of all classes of mail separated for forwarding or return.	1
9	Periodicals marked up (for each 2 pieces handled for forwarding or return).	1
10	For each Form 3579, Undeliverable Periodical, Standard A & B or Controlled Circulation Matter.	2
11	For each 4 pieces marked up (mail marked Deceased, Temporary Away, Refused, Vacant (Occupant mail of obvious value) or No Mail Receiptable).	1
12	For each change of address, including Form 3546, recorded on Forms 1564-B and 3982.	2
13	Insured receipts turned in.	1
14	Registered, Certified, COD, Express Mail, Customs and Postage-Due; Keys, Form 3968, signing for, returning funds or receipts, and for partial completion of Form 3849 (name or address for identification). Base minimum allowance is 6 minutes.	*
15	Withdrawing mail where applicable (from distribution cases, trays, sacks, and/or hampers). Base minimum allowance is 5 minutes.	*
16	Sequencing and collating by-pass mail. (Representative time in minutes will be allowed for work function.)	
17	Strapping out time (when mail must be placed in order of delivery) see 922.51d. (Representative time in minutes will be allowed for the work function.)	
18	Break (local option).	
19	Vehicle inspection see 922.51f. Base minimum allowance is 3 minutes.	*
20	Personal needs, etc. (Time allowances are printed on the form for each trip, and must not be changed.)	
21	Office work not covered by form. (Work functions must be identified and approved as being necessary and of a continuing nature.) (Use "Comments" section.) Base minimum allowance is 9 minutes.	*
22	Waiting for mail (office) and all other office activities not performed on a continuing basis which are excluded in computing net office time. (Use "Comments" section.)	
23	Counting Mail and filling out Form 1838-C worksheet.	

Note: For piece items, grant the next higher allowance in minutes for fractional units. Use actual times for Lines 14 through 19 and Lines 21 through 23 when those functions are performed.

* Computing Standard Office Time Under Columns (a), (b), and (c) on Form 1838:
If the actual time for each of Lines 14, 15, 19, and 21 is less than the base minimum and the carrier performs the function the base minimum must be entered for the Line item in the appropriate column. If the actual time exceeds the base minimum, an adjustment to that time cannot be shown which is less than the base minimum.



PS Form 1838-C Carriers Count Mail – Letter Carrier Routes Worksheet

“The carrier should count and record the mail every day except on the day of inspection when the mail must be counted and recorded by a manager. On one or more days during the count week, each route will be inspected by a manager. When management performs the mail count the carrier serving the route, upon request, may verify the mail count.”

Handbook M-39, Section 221.31

Form 1838-C
1-14
United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet**

Post Office: _____ Delivery Unit: _____ Route No: _____

1. Letter Size	AM	PM	Carrier Marked-Up	CFS	EXPLANATION	Actual Piece Volume	
						Nov. 2007	Nov. 2008
2. Mail of All Other Sizes						E	
						B	
3. Accountable and Signature Mail						E	
						B	
Registered/Certified						E	
						B	
COD/Customs						E	
						B	
Overage Charge						E	
						B	
5. All Parcel Post over 2 lbs.						E	
						B	
6. Registered and Collected						E	
						B	
Letter Size						E	
						B	
Other Size						E	
						B	
8. First Class Marked up (includes Form 3876)						E	
						B	
10. Mail with Form 3879 attached						E	
						B	
12. Change of Address Recorded						E	
						B	
13. Insured Receipts Turned In						E	
						B	

Enter Line Number in Explanation Column

Registered Certified/COD/Customs (includes Form 3876 marking fee)	14	Comments	DPS Volume Pieces: (P) to be added in line 7a on PS Form 1838	Begin Here
Registered/Certified	15			
Registered/Certified/COD/Customs	16			
Registered/Certified/Overage Charge	17			
Registered/Certified/Parcel Post over 2 lbs.	18			
Registered/Certified/Registered and Collected	19			
Registered/Certified/Registered and Collected/Other Size	20			
Registered/Certified/Registered and Collected/First Class Marked up (includes Form 3876)	21			
Registered/Certified/Registered and Collected/First Class Marked up (includes Form 3879)	22			
Registered/Certified/Registered and Collected/Insured Receipts Turned In	23			

Signature of Carrier (or Examiner) _____

I certify the above information recorded by me is correct.

Day of Week: _____ Date: _____ Reg. Post: _____

TOTAL: _____

These Check Rings: _____

PS Form 1838-C Lines 1-13

Mail Volumes Recorded in AM/PM

- Letters
- Flats/SPRs
- Accountable Mail
- Parcels
- Sequenced Mail (Boxholders)
- 2nd Class Mail Markups
- Change of Addresses
- Insured Receipts
- DPS Volume

Exhibit 222.1 (p. 1)
PS Form 1838-C, Carrier's Count Mail — Letter Carrier Routes Worksheet

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet				Route No. 1357		
Post Office <i>Mytown</i>		Delivery Unit <i>Main Office</i>				
AM		PM		Actual Time Entries		
		Carrier Marked-up	CFS	EXPLANATION	TIME (GUICE)	ELAPSED TIME
1. Letter-Size						
	743					
	218					
	112	3	85			
	1073	3	85			
2. Mail of All Other Sizes						
	484					
	315					
	72		17			
	571		17			
3. Accountable and Signature Mail						
	Registered/Certified 5					
	COO/Customs 1					
	Postage Dues					
	Express Mail					
5. All parcel Post over 2 lbs.						
	19	1		23	2:53	1
				B	2:57	
				E	2:57	
				B	2:55	2
6. Sequenced and Collated						
	Letter Size 425					
	Other Size					
9. 2nd-Class Marked up (exclude Form 3579)						
				23	3:20	4
				B	3:16	1
				E	3:16	
10. Mail with Form 3579 attached						
				23	7:40	7
				B	7:33	
				E	7:32	
12. Change of Address Recorded						
	3			15	7:22	3
				B	7:22	
				E	7:22	
13. Insured Receipts Turned In						
				23	6:04	17
				B	6:04	
				E	6:04	
Enter Line Number		DPS Volume Pieces: (7a)				
In Explanation Column		To be added to line 7a on PS Form 1838		943		
LINE				19		



PS Form 1838-C Lines 14-23

- Line 14 - Accountable Mail: 6 Minute Minimum
- Line 15 - Withdrawal of Mail: 5 Minute Minimum
- Line 16 - Sequencing and Collating Mail: Actual Time
- Line 17 - Strapping Out Time: Actual Time, Seldom Used
- Line 18 - 10 Minute Office Break: Local Option
- Line 19 - Vehicle Inspection: 3 Minute Minimum
- Line 20 - Personal Time: 5 Minute Fixed (Not on the form)
- Line 21 - Recurring Office Work Not Covered by Other Line Items: 9 Minute Minimum
- Line 22 - Non-recurring Office Work: Time Deducted
- Line 23 - Counting Mail and Filling out PS-Form 1838-C: Time Deducted

Enter Line Number In Explanation Column	LINE
Registered-Certified-COD-Customs Postage Due-Form 3968-signing for, returning funds and receipts.	14
Withdrawal of mail	15
Sequencing and collating By-Pass Mail	16
Actual Strapping out time	17
Break (local option)	18
Vehicle inspection	19
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22
Counting mail and filling out form 1838 worksheet	23
Signature of Carrier(or Examiner)	

PS Form 1838-C, November 1997

Handbook M-39, Section 222



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Recording Line Items and Clock Rings

Actual Time Entries Recorded

United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet		Page 1
Post Office Denver, Colorado	Delivery Unit Sullivan Station	Route No. 4713
1. Letter Size 700 25 200 450 requested	AM PM	Carrier Marked-Up CFS
2. Mail of All Other Sizes 632 10 190		
3. Accountable and Signature Mail Registered/Certified 6 CDD/Questions 7 Postage Due 7 Express Mail 2		
4. All Parcel Post over 2 lbs.		
5. Sequenced and Collated Letter Size Other Size 450		
6. 2nd Class Marked up (use PS Form 3079)		
10. Mail with Form 3079 attached		
12. Change of Address Recorded		
13. Insured Receipts Turned In		
Enter Line Number In Explanation Column	LAZE	DPS Volume Pieces: (74) To be added in line 7a on PS Form 1838
Registered-Certified-CDD-Customs Postage Due Form 3000 requiring the returning funds and receipts	14	Comments
Retirement of mail	15	
Rescheduling and collecting By-Post Mail	16	
Actual Shipping not done	17	
Break (over option)	18	
Vehicle inspection	19	
Other work not covered by form (such as mail to be identified and approved as being necessary and of a carrying nature)	20	
Waiting for mail (allow) and other office activities not performed on a carrying basis which are necessary and of a carrying nature (Use Comments Section)	21	
Counting mail and filing out form 1838 worksheet	23	
Signature of Carrier (or Examiner)		
I certify the above information recorded by me is correct.		Day of Week Sat
		Date 10/29/05
		Reg. Rept. P
		Time Clock Rings E R L B E R L B 07:00

- Record beginning and end time (each event).
- Lines 21 and 22 require comments.
- Multiple entries of lines 21 and 22 (21a, 21b, etc.).
- All recorded times rounded up to nearest minute.
- Clock rings recorded in hundredths.

Handbook M-39, Section 222

Perform Duties the Same During the Week of Count

“In order that a fair and reasonable evaluation may be made by management, carriers must perform their duties and travel their routes in precisely the same manner on inspection day as they do throughout the year.”

Handbook M-41, Section 915



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Deliver All the Mail

- There should be no accumulation of mail on the day before the count starts.
- No mail should be curtailed on the last day of the count.
- All classes of mail available to the carrier must be routed and delivered.
- No casing of mail the day prior to the count.

Handbooks M-39, Section 221.134 and M-41, Section 921.11



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Conduct of Examiners

- Route examiners must not:
 - Supervise the carrier. They are there to observe.
 - Attempt to set the pace for the carrier. There are no street standards.
 - Suggest or forbid any rest or comfort stops.
 - Discuss on the day of inspection, mail volumes or potential evaluation of the route.
- Route examiners must:
 - Make notations and comments on the Day of Inspection (DOI) of items that need attention or improvement. (Including comments by the carrier). Comments and suggestions should be clear and detailed for later discussion with the carrier and to make adjustment decisions.



Comfort Stops

“Reasonable comfort stops will not be deducted from the carriers actual time.”

- Management may try to deduct time for reasonable comfort stops.
- Any deduction should be discussed with the carrier.
- “Reasonable” has no exact definition.
- Controlled by nature, geography, weather or personal circumstances.

Handbook M-39, Section 242.341, M-00242



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Editing The PS Form 3999

- Unedited PS Form 3999 is uploaded to Delivery Operations Information System (DOIS).
- Sources are:
 - Data Collection Device (DCD).
 - Mobile Delivery Device – Technical Refresh (MDD-TR) (Scanner).
 - Direct manual input into DOIS (AKA “manual 3999”).
- Editing the PS Form 3999 in DOIS leaves an audit trail.



3999 Audit Trail Report

- Data Capture Date is the day of the 3999.
- “1” is the initial entry on 3999.
- “2” is a change in time From “1”.
- “3” is a change to “2” and so on.
- A number “1” without a “2” is a deletion of the original entry.

3999 Audit Trail Report															
Zip Code: 33026 Route Number: 023 Data Capture Date: 01/10/2011															
RESTRICTED INFORMATION															
Ver Nbr	Del Met	Block Number & Street Name	Tvl Pat	Actual Time Used	Residential						Business			Det. PO Box or NPU	
					Other	Curb	NDCBU	Cent	Made	Other	Curb	NDCBU	Cent		Made
1	Othr	11400 - 11400 NW 13TH CT	E	0:00:56	0	3	0	0	3	0	0	0	0	0	0
2	Othr	11400 - 11400 NW 13TH CT	E	0:01:06	0	3	0	0	3	0	0	0	0	0	0
1	Othr	11500 - 11500 NW 13TH CT	E	0:00:08	0	1	0	0	1	0	0	0	0	0	0
2	Othr	11500 - 11500 NW 13TH CT	E	0:00:28	0	1	0	0	1	0	0	0	0	0	0
1	Othr	11600 - 11600 NW 13TH CT	E	0:00:02	0	1	0	0	1	0	0	0	0	0	0
2	Othr	11600 - 11600 NW 13TH CT	E	0:00:22	0	1	0	0	1	0	0	0	0	0	0
1	Othr	11800 - 11800 NW 13TH CT	B	0:01:22	0	1	0	0	1	0	0	0	0	0	0
2	Othr	11800 - 11800 NW 13TH CT	B	0:00:32	0	1	0	0	1	0	0	0	0	0	0
1	Othr	1801 - 1800 NW 118TH AVE	O	0:01:19	0	2	0	0	2	0	0	0	0	0	0
2	Othr	1801 - 1800 NW 118TH AVE	O	0:00:59	0	2	0	0	2	0	0	0	0	0	0
1	Othr	2000 - 2000 NW 114TH AVE	E	0:01:23	0	2	0	0	2	0	0	0	0	0	0
2	Othr	2000 - 2000 NW 114TH AVE	E	0:01:30	0	2	0	0	2	0	0	0	0	0	0
1	Othr	2001 - 2000 NW 118TH AVE	O	0:00:31	0	2	0	0	2	0	0	0	0	0	0
2	Othr	2001 - 2000 NW 118TH AVE	O	0:00:51	0	2	0	0	2	0	0	0	0	0	0
1		LUNCH BREAK		0:30:07	0	0	0	0	0	0	0	0	0	0	0
2		LUNCH BREAK		0:30:00	0	0	0	0	0	0	0	0	0	0	0
1		PERSONAL NEEDS		0:02:17	0	0	0	0	0	0	0	0	0	0	0
2		PERSONAL NEEDS		0:02:24	0	0	0	0	0	0	0	0	0	0	0
1		STREET BREAK TIME		0:10:00	0	0	0	0	0	0	0	0	0	0	0
1		TRAVEL WITHIN		0:00:05	0	0	0	0	0	0	0	0	0	0	0
1		VEHICLE LOAD		0:18:21	0	0	0	0	0	0	0	0	0	0	0
2		VEHICLE LOAD		0:26:21	0	0	0	0	0	0	0	0	0	0	0

See The 2018 NALC Guide to Route Inspections, page 157

3999 Data Capture Summary Screen



The screenshot displays the '3999 Data Capture / Summary' window. At the top, it shows 'Route Number: 26008', 'Data Capture Date: 01/10/2011', and 'Street Analysis Type: Full 3999'. Below this, there are three tabs: '3999 Data Capture', '3999 Data Summary', and '3999 Function Analysis'. The '3999 Data Summary' tab is active, showing two tables. The first table, 'Time Breakdown', lists various activities and their durations. The second table, 'Additional Detail Analysis', provides summary statistics for deliveries and street time.

Description	Time
Vehicle Load	0:24:33
Travel To	0:11:08
Travel From	0:16:46
Vehicle Unload	0:07:22
Relay Time	0:00:00
Other Street Time	1:14:25
Non Recuring Street Time	0:29:55
Total Allied Time	2:44:10
Total Delivery Time	4:45:08
Total Gross Time	7:29:17
Lunch Time	0:30:00

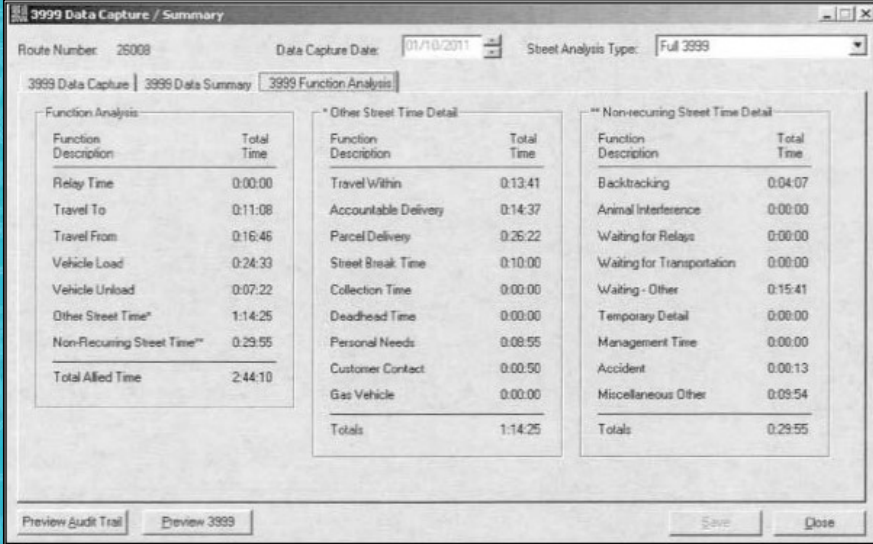
Additional Detail Analysis	
Total Possible Deliveries	861
Total Deliveries Made	840
% Deliveries Made (Total Deliveries Made/Total Possible Deliveries)	97.6%
Total Other Street Time less Break Time	1:04:25
Other Street Time Average per Delivery Made (sec)	4.60

- Screenshot only.
- Shows summary of major events.
- Shows Total Possible Deliveries and Total Deliveries Made.
- Data Capture Date.
- Identifies full or partial 3999.

See The 2018 NALC Guide to Route Inspections, page 160

3999 Function Analysis Screen

- Data Capture Date is the day of the 3999.
- Displays total allied times.
- Includes all non-recurring time.
- Miscellaneous Other is added back to the total (Replenish).



3999 Data Capture / Summary

Route Number: 25008 Data Capture Date: 01/10/2011 Street Analysis Type: Full 3999

3999 Data Capture | 3999 Data Summary | 3999 Function Analysis

Function Analysis		* Other Street Time Detail		** Non-recurring Street Time Detail	
Function Description	Total Time	Function Description	Total Time	Function Description	Total Time
Relay Time	0:00:00	Travel Within	0:13:41	Backtracking	0:04:07
Travel To	0:11:08	Accountable Delivery	0:14:37	Animal Interference	0:00:00
Travel From	0:16:46	Parcel Delivery	0:26:22	Waiting for Relays	0:00:00
Vehicle Load	0:24:33	Street Break Time	0:10:00	Waiting for Transportation	0:00:00
Vehicle Unload	0:07:22	Collection Time	0:00:00	Waiting - Other	0:15:41
Other Street Time*	1:14:25	Deadhead Time	0:00:00	Temporary Detail	0:00:00
Non-Recurring Street Time**	0:29:55	Personal Needs	0:08:55	Management Time	0:00:00
Total Allied Time	2:44:10	Customer Contact	0:00:50	Accident	0:00:13
		Gas Vehicle	0:00:00	Miscellaneous Other	0:09:54
		Totals	1:14:25	Totals	0:29:55

Preview Audit Trail Preview 3999 Save Close

See The 2018 NALC Guide to Route Inspections, page 162

After the Week of Count and Inspection

- 8th Week and the PS Form 1840-B
- PS Form 1840
- Office Time Selections
- Street Time Selections
- Carrier Consultations

United States Postal Service
Carrier Time Card Analysis
 Route No. 1515
 Carrier Name *R. Gallo*
 Period Used 5/17/97 to 5/17/97
 Post Office *Homestead*
 Delivery Unit *5110 RD*
 Carrier Station *5110 RD*

Day	Start	End	Off	Home	Street	Office	Other	Total	Standards	Actual	Diff
Schedule	6:00	8:59	8:59	14:50	5:00	14:50	17	7:00	5:00	480	473
5/17/97	6:00	8:59	8:59	14:50	5:00	14:50	17	7:00	5:00	480	473
Average	6:00	8:59	8:59	14:50	5:00	14:50	17	7:00	5:00	480	473

Quote in Box

United States Postal Service
Carrier Delivery Route - Summary of Count and Inspection
 Post Office *HOMESTEAD*
 Delivery Unit *5110 RD*
 Carrier Name *R. Gallo*

Day	Start	End	Off	Home	Street	Office	Other	Total	Standards	Actual	Diff
Schedule	6:00	8:59	8:59	14:50	5:00	14:50	17	7:00	5:00	480	473
5/17/97	6:00	8:59	8:59	14:50	5:00	14:50	17	7:00	5:00	480	473
Average	6:00	8:59	8:59	14:50	5:00	14:50	17	7:00	5:00	480	473

Quote in Box



8th Week PS Form 1840-B

- Week following the count week is included in 1840-B time.
- Review PS Forms 3996.
- Review auxiliary assistance for 8 weeks.

Carrier Time Card Analysis										Post Office		Delivery Unit		Station	
Block No.	Carrier's Name			Functions			Period Used		From		To		Station		
1318	K. Galla						3/17/79		3/17/80		3/10/80				
Schedule	Day	Begin	Leave	On	Return	Street	From	Office	Home	Home	Home	Home	Home	Home	Home
				Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time	Time
3/17/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	17	8:00						
3/18/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
3/19/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
3/20/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
3/21/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
3/22/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
3/23/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
3/24/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
3/25/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
3/26/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
3/27/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
3/28/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
3/29/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
3/30/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
3/31/79	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/1/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/2/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/3/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/4/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/5/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/6/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/7/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/8/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/9/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/10/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/11/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/12/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/13/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/14/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/15/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/16/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/17/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/18/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/19/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/20/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/21/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/22/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/23/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/24/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/25/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/26/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/27/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/28/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/29/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
4/30/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/1/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/2/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/3/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/4/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/5/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/6/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/7/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/8/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/9/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/10/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/11/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/12/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/13/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/14/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/15/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/16/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/17/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/18/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/19/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/20/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/21/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/22/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/23/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/24/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/25/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/26/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/27/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/28/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/29/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/30/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
5/31/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
6/1/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
6/2/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
6/3/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
6/4/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
6/5/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
6/6/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
6/7/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
6/8/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
6/9/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						
6/10/80	Sat	6:00	8:55	8:55	14:55	5:00	14:50	10	7:30						

PS Form 1840 Carrier Delivery Route – Summary of Count and Inspection

- Average daily office time.
- Average daily street time.
- 1840-B time.
- Average total time.
- Volume averages.
- Line-item averages.
- Percentage deliveries made.

United States Postal Service Carrier Delivery Route - Summary of Count and Inspection										Post Office DORNESTON		Delivery Unit NORTH OFFICE		Carrier Name R. J. BISH													
Route No. 1811										Type of Route <input type="checkbox"/> PM <input checked="" type="checkbox"/> AM		Type of Vehicle <input type="checkbox"/> LHD <input checked="" type="checkbox"/> RHD		Age 45		Length of Service 20 years											
Inclusive Dates From 3/27/97 To 3/27/97										Type of Mail <input type="checkbox"/> Reg. <input checked="" type="checkbox"/> Non-Reg. <input type="checkbox"/> Air		No. of Trips 1		Type of Mail <input type="checkbox"/> Reg. <input checked="" type="checkbox"/> Non-Reg. <input type="checkbox"/> Air		Length of Service on Route 10 years											
OFFICE TIME										Net Small Time Used		Net Total Time Used		Actual Auxiliary Time Used		Misses Driven											
Day										Hrs. Mins.		Hrs. Mins.		Hrs. Mins.		Hrs. Mins.											
Sat	2	59	3	10				11	4	33	7	34	7.1	1322	440	6	3		674	2430							
Sun	3	11	3	30				19	4	29	7	40	6.9	1034	656	2	7		517	2216							
Mon	3	22	3	40				15	4	17	7	39	7.2	1299	597	3	10		637	2551							
Tue	2	50	3	09				19	4	42	7	32	7.3	1370	357	4	19		575	2319							
Wed	2	54	3	26				32	4	44	7	33	6.8	1297	494	5	14	335	674	2302							
Thu	3	26	3	39				13	4	19	7	45	7.1	1417	377	5	5	325	525	2332							
Totals										15	58	17	25	1	33	22	24	45	48	32.1	7939	2345	33	66	333	3902	15170
Averages										3	10	3	29		19	4	29	7	33	7.0	1523	474	6	11	64	650	2523
1840-B Average Street Time												4		20													

Analysis of Office Work Functions and Actual Time Recordings										Route Examiner's Office and Street		H. Day of Inspection								
Day										Line		Coverage		Deliveries Made						
Sat	5	4	-	-	10	3	11	-	21	22	Sat		587	415						
Mon	6	5	-	-	10	4	9	-	18	Mon										
Tue	6	5	-	-	10	3	12	-	20	Tue										
Wed	7	4	-	-	10	5	10	-	24	Wed										
Thu	6	5	-	-	10	4	9	-	18	Thu										
Fri	6	5	-	-	10	3	9	-	16	Fri										
Rep. Times										6	5	-	-	10	3	9	-	-		

Route Examiner and Date: C Fisher 3/13/97

Delivery Service Manager (Signature and Title): T Gallo, Station Manager

Date Adjustment Made: 426/97

PS Form 1840, November 1997

PS Form 1840

Office Selections

Exception to office standards:

“An exception may be made for carriers who have served continuously for 25 years or more or are over 55 years of age. Before making an exception, determine that the carrier cannot meet the standard office time and that his or her conduct and performance are otherwise satisfactory. The office time allowed for an exempted carrier must be reasonable and be determined by management.”



PS Form 1840 Office Selections

Volume adjustments:

“No mail volume adjustments will be made to carrier office work (casing and strapping out functions) or street work evaluations unless the mail volume for the week of count and inspection is at least 13% higher or lower than the average mail volume for the period between the most recent regular and the current inspection (excluding the months of June, July, August, and December).”

Handbook M-39, Section 242.312



NALC 73rd Biennial
Convention

PS Form 1840 Office Selections

Total office time credit:

“Under normal conditions, the office time allowance for each letter route shall be fixed at the lesser of the carrier’s average time used to perform office work during the count period, or the average standard allowable office time.”

Handbook M-39, Section 242.311



NALC 73rd Biennial
Convention

PS Form 1840 Street Selections

Two street time selection choices:

- Average of 8-week 1840-B street time.
- Average street time for week of count.

Documentation required:

“The manager will note by explanatory comment on the reverse of Form 1840 or attachments thereto why the base street time allowance for the route was established at the time selected. The manager’s selection of the street time allowance cannot be based on the sole criterion that the particular time selected was the lower.”

Handbook M-39, Sections 242.321 and 242.322



NALC 73rd Biennial
Convention

PS Form 1840

Street Selections

- Improper deductions of street time:
 - Management may not make deductions for failure to finger mail or take shortcuts.
 - Local management (not the examiner), provides instruction.
 - An effort to reinspect the route prior to adjustment should be made.
- Deductions due to operational change claims:
 - Any changes to the carrier's base street time must be documented.
 - Any proposed changes must be discussed with the carrier.

Handbook M-39, Sections 242.344 and 242.345



NALC 73rd Biennial
Convention

Carrier Consultations

Two Consultations with Carrier

- Evaluation Consultation:
 - PS Forms 1838 and 1840 provided to the carrier.
 - Time disallowances on the PS Form 1840.
 - Days excluded from the PS Form 1840-B.
- Adjustment Consultations:
 - Consideration of relief or addition to the route.
 - Carrier's comments must be documented and considered.



Evaluation Consultation

- PS Forms 1838 provided to carrier 5 days prior to consult.
(M-39, 241.4)
- PS Form 1840 provided to carrier 1 day prior to consult.
(M-39, 241.4)
- All time disallowances on PS Form 1840 provided 1 day in advance.
(M-39, 242.347)
- Days excluded from the 1840-B (8-week analysis).
(M-39, 242.346)
 - Documented reasons provided to carrier within 7 days.
 - Exclusion is not allowed if documentation is not provided with 7 days.



Route Adjustment Consultation

- Discussion with carrier on proposed addition or relief.
- Carrier comments recorded on the PS Form 1840 Reverse.
- No carrier signature required.
- Carrier comments cannot be ignored.

See 2018 Route Inspection guide, page 62

Handbook M-39, Section 243.11

ASSIGNMENT APPROVED BY POSTMASTER OR DESIGNATE		Route Code	ZIP	OFFICE	STREET	ADDRESS RANGE	TRANS-FERRED TO FROM ROUTE NUMBER	DELAYS	OFFICE TIME	STREET TIME	STREET TIME	ADJUSTED ROUTE		
ITEM	HOURS AND MINUTES	NEW CONST. ADDRESS	RELIEF (X) ADDRESS			BEGINS	ENDS							
OFFICE TIME	01:25		A	40 80 ST		216	216	5000	0304	0	00:00	03:11	SUBJECT TO	00:00
STREET TIME	00:20		A	40 80 ST		216	216	5000	0304	1	00:00	03:11	SUBJECT TO	00:00
STREET TIME	07:40		R	1000 AVE		4820	4820	2724	0309	10	00:20	05:20	1000 AVE	00:00
STREET TIME	07:40		R	1000 AVE		4820	4820	2724	0309	2	00:20	05:20		
ADDITION			R	1000 AVE		4881	4888	2771	0309	2	00:27	05:20		
			R	1000 AVE		4891	4898	2772	0309	25	00:20	05:20		
			R	1000 AVE		5001	5008	2753	0304	19	00:20	05:20		
			R	1000 AVE		5101	5108	2794	0309	32	00:10	05:20		
			A	Relief Time: 0304 14:07 ADM 17:51		0	0			0	00:00	05:10		
			R	Transf. W/Rel: 0304 15:22 ADM 17:22		0	0			0	00:00	05:00		
				Mid Relief: 0304 17:51						0	00:10	00:00		
				New Relief: 216 45 N 1104						0	00:10	00:00		
				New Relief: 4820 1000 Ave 1104						0	00:10	00:00		
			A	Parcel/Station						0	00:00	02:00		

Comments:
 1. Office Hours Option chosen Yes or No
 2. Base Time Route Evaluation From CDMAAP is 6:25 (Hours and Minutes)
 3. Street Time for Adjustment 06:30 (Hours and Minutes)
 4. Reasons for selection of street time: The adjustment team mutually agrees that the actual average street time from the evaluation period is most representative of the route.
 Office Time Mode: Demonstrated Performance by Referenced Carrier

Route Adjustments (DOIS and COR)

- Route adjustments are made using one of two systems:
 - Delivery Operations Information System (DOIS)
 - Carrier Optimal Routing (COR)
- DOIS uses a more simplified method of transfer of delivery segments and re-sequencing of delivery order.
- COR is more complex and uses mapping data along with automatic calculations for both office and street time as well as allied functions.
- Differences in DOIS and COR 1840 Reverse:
 - DOIS: Uses whole minutes.
 - COR: Uses minutes and seconds.



COR Generated 1840

Route: C001 ZIP 00000 RECORD OF OFFICE AND STREET ADJUSTMENTS MADE Date: 06/01/11 Page 1 of 2													
ASSIGNMENT APPROVED BY POSTMASTER OR DESIGNEE				ADDRESS RANGE						ADJUSTED ROUTE			
ITEM	HOURS AND MINUTES	NEW CONST. MINUTES	RELIEF (R) ADDITION (A)	STREET	BEGIN	END	ZIP + 4 SECTOR/ SEGMENT	TRANS - FERRED TO / FROM ROUTE NUMBER	DELAYS	OFFICE TIME MM-SS	STREET TIME MM-SS	ITEM	HOURS AND MINUTES
OFFICE TIME	01:25		A	43RD ST	216	216	3202	C004	24	00:38	03:32	OFFICE TIME	01:27
STREET TIME	06:20		A	43RD ST	220	220	3225	C004	1	00:00	02:11	STREET TIME	06:35
TOTAL TIME	07:45		R	TODD AVE	4925	4925	2728	C019	11	00:25	03:23	TOTAL TIME	08:02
RELIEF			R	TODD AVE	4925	4925	2743	C019	2	00:26	03:24		
ADDITION			R	TODD AVE	4801	4899	2751	C004	2	00:27	03:25		
			R	TODD AVE	4901	4999	2752	C019	20	00:28	03:26		
			R	TODD AVE	5001	5099	2753	C034	19	00:29	03:27		
			R	TODD AVE	5101	5199	2754	C049	37	00:30	03:28		
			A	Relay Time: EXR 14:37 ADJ 17:51	0	0			0	00:00	03:34		
			R	Travel Withn: EXR 15:22 ADJ 12:22	0	0			0	00:00	03:00		

				Old Relay: BREW ST. - 01:33	9001	9999	3230		0	00:00	00:00		
				New Relay: 216 43rd St, 1:04	0	0			0	00:00	00:00		
				New Relay: 4925 Todd Ave. St, 1:04	0	0			0	00:00	00:00		
			A	Parcel Delivery	0	0			0	00:00	02:00		

Comments:

- Office break Option chosen Yes or No.
- Base Time Route Evaluation From _____ is _____ (Hours and Minutes)
- Street Time for Adjustment _____ (hours and minutes)
- Reasons for selection of street time:

Office Time Mode:

Relief or addition is shown in minutes and seconds.



Stewards Should Look For

- If the route was inspected more than 3 days, the 3999 closest to the selected street time is used in adjustment.
- Compare net street on PS Form 1840 to TACS Employee Everything Report.
- Verify auxiliary time is correctly recorded. Review PS Forms 3996.
- Review PS Forms 1838-C, 1838, 1840 for proper office time credit.
- Was proper street time selected (8 week or week of count)?
- Review PS Form 1840-B for exclusion of days.



Stewards Should Look For

- Look for “Waiting Street Time” on the PS Form 1838.
- Review PS Form 3999 for deducted time. Review examiner comments.
- Request original and edited 3999 along with examiners notes.
- Review the “3999 Audit Trail Report” for edits made to original 3999.
- Review DOIS “Function Analysis” and “Data Summary” screens.
- Look for manual or miscellaneous office/street adjustments on 1840 Reverse.



Territory Transfer

- “To determine the territory to be transferred to or from any route, consider that:*
- a. Scheme changes should be kept to a minimum and simplified where possible.*
 - b. Routes should be compact, avoiding dog-legs and should not cross ZIP Code boundaries except in unusual circumstances.*
 - c. Routes should begin and end as near as possible to the delivery unit or transportation.*
 - d. Excessive retracing or deadheading should be avoided.*
 - e. Adjustments should be made so that future growth may be absorbed by auxiliary routes.*
 - f. Variations in territory, mail volume and methods of delivery will affect the final adjustment.”*



Rules For Adjustments

- Routes more than 8 hours:

“Permanent relief may be provided by reducing carrier office or street time. Consider items such as additional segmentations, use of routers, hand-offs, relocating vehicle parking, withdrawal of mail by clerks or mailhandlers, providing a cart system for accountable items, etc.”

- Routes less than 8 hours:

“On routes where the evaluated time is less than 8 hours, make permanent additions by transferring territory through a realignment of the territory in the delivery unit. This realignment could reduce or eliminate an existing auxiliary route, reduce a regular route to auxiliary status, or eliminate it entirely.”

Handbook M-39, Sections 243.21 and 243.22



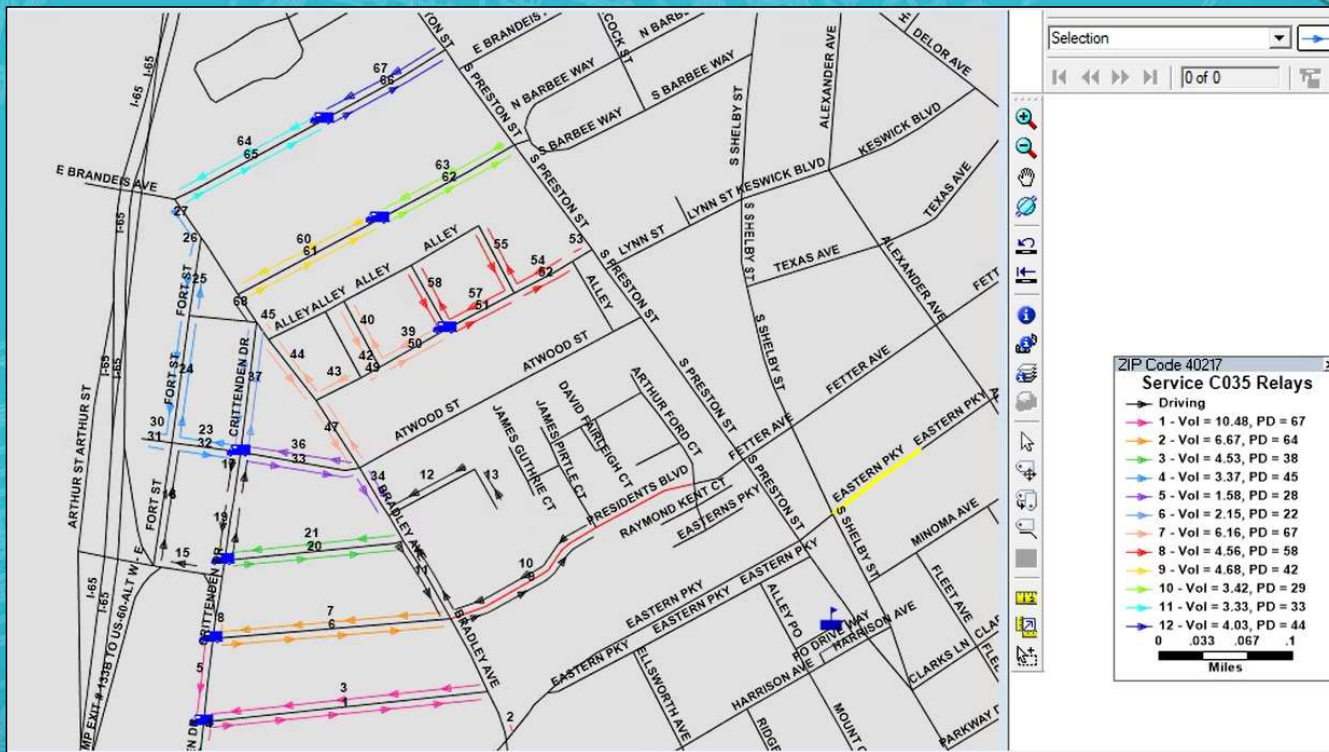
NALC 73rd Biennial
Convention

Forms Used In Count and Inspections

- PS Form 1840-B
- PS Form 1838-C
- PS Form 1838
- PS Form 1840
- PS Form 1840 Reverse (DOIS or COR)
- PS Form 3999
- 3999 Data Capture Summary Screen
- 3999 Audit Trail Report
- 3999 Function Analysis Screen

See 2018 NALC Guide to Route Inspections

Carrier Optimal Routing COR



Adjusting Territory The COR MOUs

- M-01766: A Guide for Using COR:
 - Detailed guide for knowing all the functions of the COR Program.
 - Includes signed agreement on the use of COR in routes adjustments. (07/30/2007)
 - Travel To, Travel From, and Travel Within must be validated, documented and discussed with the carrier during consultation.

A GUIDE FOR USING COR

Mr. William H. Young
President
National Association of Letter
Carriers, AFL-CIO
100 Indiana Avenue, N.W.
Washington, DC 20001-2144

Re: CD1N-4Q-C 05022605
Class Action
Washington DC 20260-4100

Dear Mr. Young:

Recently our representatives met in pre-arbitration discussion of the above-referenced grievance.

After reviewing this matter, the parties agree to the following:

The Carrier Optimal Routing (COR) process is a management tool to assist with the adjustment of letter carrier routes pursuant to Chapter 2 of Handbook M-39. No components of the COR program or application of the COR process will be inconsistent with the route inspection, evaluation, or adjustment process found in Chapter 2 of the M-39 Handbook.

Should the Postal Service develop COR for use in the minor route adjustment process, related components of the COR program or application of the COR process will be consistent with the specific minor route adjustment formula in Section 141.19 of Handbook M-39. Local parties that have established, by mutual agreement, an alternate route adjustment method may also use applications of COR consistent with their alternate route adjustment process.

To facilitate the practical application of this understanding, when transferring territory back of the PS Form 1840 will indicate, by sector segment, any change in street credit from the actual street time used in sector segment on PS Form 3999, including all relay, travel, allied time, etc. Any such adjustment to the carrier's actual street time must be documented and explained by appropriate comments on the reverse of PS Form 1840. Additionally, any time adjustment to the base street time, which must be selected pursuant to M-39 Section 242.321, will be documented and explained under the comments section on the reverse of PS Form 1840. Travel To, Travel From, and Travel Within times must be validated, documented, and discussed during carrier consultation. The actual time should be taken from the Inspection PS Form 3999, unless a new pattern is created during the route adjustment process. If a new travel pattern has been created, the new times must be validated.

Notwithstanding any disputes regarding documentation of and/or justification for time adjustments made, the intent of the previous paragraph is for the letter carrier to be made aware of any proposed time adjustment to the carrier's base street time and/or to the street time of the territory being transferred. Time adjustments for territory being transferred will be by sector segment, including all relay, allied, parcels, accountables, etc. Any time adjustment to a carrier's base street time must comply with the M-39 Sections 242.345 through 242.347.

Any grievance held pending a decision on this case will be resolved consistent with the principles of this agreement.

Please sign and return the enclosed copy of this decision as acknowledgment of your agreement to settle this grievance and remove it from the national arbitration docket.

Sincerely,

Doug Tulino
Vice-President
Labor Relations
U.S. Postal Service
Date: 7-30-07

William H. Young
President
National Association of
Letter Carriers, AFL-CIO

The terms of this settlement became effective September 11, 2007 with ratification of the 2006-2011 National Agreement.



NALC 73rd Biennial
Convention

Adjusting Territory The COR MOUs

- M-01859: Time credit for relays on routes adjusted using COR:
- Relays that remain unchanged are credited with actual 3999 time.
- New relays will be discussed and reviewed with the regular carrier.
- Adjustments to relay time are documented on the PS Form 1840 Reverse.

United States Postal Service
M-01859

Mr. Fredrick V. Richards
President
National Association of Letter Carriers, AFL-CIO
100 Indiana Avenue, NW
Washington, DC 20001-2144

Re: CORN-43-C 0040093
Class Action
Washington, DC 20004-1100

Dear Mr. Richards:

On several occasions our representatives met to prearrange discussion on the above-captioned grievance. Time limits were extended by mutual consent.

The basis of the case concerns time credit for relays on routes that are adjusted when using the Carrier Optimal Routing (COR) program.

Currently, the time credit attributable with relays stays the same on routes supported by PS Form 3999 and credited separately for each relay as "relay time". In the COR program, the actual relay time recorded on PS Form 3999 for a relay is reduced by the actual number of relays on the route prior to the route adjustment to determine an average relay time. When the COR program generates a proposed route adjustment, it assigns the average relay time for each relay on a route. After reviewing this matter, we mutually agree to resolve the grievance as follows:

- If any existing relays remain unchanged during the proposed adjustment, the actual relay times from PS Form 3999 will be used. This result is accomplished with a simultaneous street time adjustment on PS 1840 (Reverse) through the use of the street time editing process in COR.
- Any other relays created by COR will be reviewed and discussed with the regular city letter carrier assigned to the route during the route adjustment consultation. If the carrier believes the relay times are appropriate, no changes will be necessary. The supervisor and regular city letter carrier assigned to the route will be present at the route adjustment consultation and will use PS Form 1840 (Reverse) to record the relay times.
- When adjustments to relays are made as a result of the route adjustment, the amount of time to be added or deducted to the relay time will be recorded on the comment section of PS Form 1840 (Reverse). The supervisor and regular city letter carrier assigned to the route who are present at the route adjustment consultation will enter the time adjustment on the route to COR to the route before the route adjustment is finalized and implemented to reflect the agreement.

Albert M. Brown
Manager, Labor Relations
Policy and Programs
United States Postal Service

Fredrick V. Richards
President
National Association of Letter Carriers, AFL-CIO

Date: 5-8-15

COR Reports

- Existing Route Summary
- Adjusted Route Summary
- Allied Time Report
- Line of Travel Report
- Re-sequenced Delivery Points
- Route Summary Report
- Territory Transfer Summary Report
- Volumes
- PS Form 1840 Reverse (COR)



Existing Route Summary

U.S. POSTAL SERVICE
 Carrier Optimal Routing
 Existing Route Summary
 02/28/24 09:19:54

Zone: 26241

ROUTE ID	FOS DEL	STREET TIME		OFFICE TIME			ROUTE TIME
		ALLIED	DELIVERY	NET	STD	FACTOR	
C001	790	02:35	07:07	01:10	01:10	0.055	08:17
C002	894	02:31	07:56	01:04	01:04	0.077	09:00
C003	944	02:06	07:19	01:02	01:02	0.066	08:21
C004	829	02:22	07:30	01:06	01:06	0.079	08:36
C005	910	01:56	07:36	01:18	01:18	0.086	08:54
C007	0	00:00	00:00	00:00	00:00	0.000	00:00
S	4217	11:30	37:28	08:40	08:40	-----	43:08



Adjusted Route Summary

U.S. POSTAL SERVICE
Carrier Optimal Routing
Adjusted Route Summary
02/28/24 09:10:36

Zone: 26241

ROUTE ID	POS DEL	STREET TIME		OFFICE TIME		ROUTE TIME
		ALLIED	DELIVERY	SELECTED	FACTOR	
C001	680	02:35	06:57	01:05	0.089	08:02
C002	757	02:31	07:06	00:57	0.077	08:03
C003	877	02:06	06:50	01:06	0.066	07:56
C004	750	02:22	06:58	01:03	0.079	08:01
C005	769	01:56	06:50	01:12	0.086	08:02
C007	474	01:02	03:51	00:25	0.000	04:26
6	4917	12:32	28:32	08:58	-----	44:20



Allied Time Report

```

.....
* Allied Time
* Zone # 26241
*
* Wed Feb 20 09:16:04 2024
*
.....
* Existing Route C001 *
*
-----
Transferred Plus4s
-----
Plus4 NDS Address Range NDS Name Allied Time(sec) Model Route
-----
3504 101 - 199 10TH ST Parcel 627 C003
3524 1000 - 1098 S KERRY AVE Parcel 240 C003
-----
Non-transferred Plus4s
-----
Plus4 NDS Address Range NDS Name Allied Time(sec) Model Route
-----
3792 2 - 2 LOCUST ST Collection 276 C001
3910 100 - 198 EARLE ST Parcel 438 C001
4004 1 - 39 CHESTN ST Parcel 208 C001
4126 88 - 88 ELM ST Parcel 288 C001
3987 147 - 147 ELM ST Parcel 168 C001
3988 220 - 220 BUFFALO ST Parcel 120 C001
-----
* Existing Route C002 *
*
-----
Transferred Plus4s
-----
Plus4 NDS Address Range NDS Name Allied Time(sec) Model Route
-----
4105 201 - 201 MAIN ST Parcel 167 C007
3980 300 - 398 HARRISON AVE Parcel 191 C007
4612 1 - 99 HERBES HL Collection 84 C007
-----
Non-transferred Plus4s
-----
Plus4 NDS Address Range NDS Name Allied Time(sec) Model Route
-----
3119 200 - 398 CENTRAL ST Collection 371 C002
3202 600 - 698 CENTRAL ST Parcel 161 C002
3602 600 - 698 CAPITAL ST Parcel 101 C002
-----
* Existing Route C003 *
*
-----
Transferred Plus4s
-----
Plus4 NDS Address Range NDS Name Allied Time(sec) Model Route
-----
3978 220 - 220 2ND ST Parcel 100 C007
3946 401 - 499 RANDOLPH AVE Parcel 278 C007
3648 801 - 899 RANDOLPH AVE Collection 221 C007
3765 400 - 498 11TH ST Parcel 61 C001
3765 400 - 498 11TH ST Collection 103 C001
-----
Non-transferred Plus4s
-----
Plus4 NDS Address Range NDS Name Allied Time(sec) Model Route
-----
3804 100 - 198 2ND ST Collection 103 C003
3987 2 - 85 RAILROAD AVE Parcel 139 C003

```



Line of Travel Report

```

.....
* Date: Wed Feb 20      Line of Travel Report      Page: 1
* Zone 26241, Route C001
.....
Directions          STREET NAME          Route Deliv.
                    (Address Range)    Time  Mode
-----
Departs from post office along
Turn right onto     POST OFFICE DR      0:00
Continue along      HENRY AVE           0:01
Go straight onto   PARK ST             0:01
Continue along      BUFFALO ST          0:01
Turn left onto     SYCAMORE ST         0:01
Turn right onto    CAMPOS DR           0:02
----> Service on the right
Make a U-turn at the end of the block
Turn right onto    SYCAMORE ST         0:02
Continue along     (101-199)           0:02
----> Service on the right
Continue along     SYCAMORE ST         0:02
Turn left onto    RANDOLPH AVE        0:02
Continue along     RANDOLPH AVE        0:02
Park vehicle and begin walking
START RELAY 1
Leave park point and continue along RANDOLPH AVE      0:03
----> Service on the right
Turn around and return
Turn right onto   BUFFALO ST         0:07
----> Service on the right
Turn around and return
Turn right onto   RANDOLPH AVE       0:07
----> Service on the right
Turn around and return
----> Service on the right
END RELAY 1
Return to vehicle and resume driving
Leave park point and head onto   BUFFALO ST         0:14
Turn right onto   GUY ST             0:14
Continue along    GUY ST             0:14
Turn right onto   ELM ST            0:14
Turn right onto   GAY ST            0:14
Turn left onto    RANDOLPH AVE      0:14
Continue along    RANDOLPH AVE      0:14
Park vehicle and begin walking
START RELAY 2
Leave park point and continue along RANDOLPH AVE      0:15
----> Service on the right
Continue along    RANDOLPH AVE      0:24
----> Service on the right
Turn around and return
----> Service on the right
Continue along    RANDOLPH AVE      0:30
----> Service on the right
Continue along    RANDOLPH AVE      0:30
----> Service on the right
Continue along    RANDOLPH AVE      0:33
----> Service on the right
END RELAY 2
Return to vehicle and resume driving
START RELAY 3
Leave park point and head onto   S RANDOLPH AVE     0:35
----> Service on the left
Continue along    S RANDOLPH AVE     0:35

```



Re-Sequenced Delivery Points

```

.....
*                               Re-sequenced Delivery Points                               *
* Date: Wed Feb 28              Zone 0241, Route 0001                               Page: 1 *
.....
Route Deliv. Relay Tip# Addr. Unit Unit No
Seq. Mode Num. Code Num. Street Name Type Num. Stat
-----
1 Walk 9971 100 CAMPUS DR
2 Walk 9981 100 CAMPUS DR
3 Walk 9988 100 SYCAMORE ST
4 Walk 9988 108 SYCAMORE ST
5 Walk 4067 108 RANDOLPH AVE
6 Walk 4067 108 RANDOLPH AVE
7 Walk 4067 107 RANDOLPH AVE
8 Walk 4067 108 RANDOLPH AVE
9 Walk 4067 108 RANDOLPH AVE APT 2
10 Walk 4067 108 RANDOLPH AVE APT 1
11 Walk 4067 108 RANDOLPH AVE
12 Walk 4094 108 RANDOLPH AVE
13 Walk 4067 108 RANDOLPH AVE
14 Walk 9909 22 BUFFALO ST
15 Walk 9927 22 BUFFALO ST
16 Walk 9928 200 RANDOLPH AVE
17 Walk 9961 200 RANDOLPH AVE
18 Walk 9900 202 RANDOLPH AVE
19 Walk 9908 202 RANDOLPH AVE FRNT
20 Walk 9902 202 RANDOLPH AVE APT 6
21 Walk 9902 202 RANDOLPH AVE APT 5
22 Walk 9902 202 RANDOLPH AVE APT 4
23 Walk 9902 202 RANDOLPH AVE APT 3
24 Walk 9902 202 RANDOLPH AVE APT 2
25 Walk 9902 202 RANDOLPH AVE APT 1
26 Walk 9900 202 RANDOLPH AVE APT 7
27 Walk 9900 202 RANDOLPH AVE APT 8
28 Walk 9919 204 RANDOLPH AVE
29 Walk 9919 216 RANDOLPH AVE
30 Walk 9919 216 RANDOLPH AVE
31 Walk 9919 222 RANDOLPH AVE
32 Walk 9919 224 RANDOLPH AVE
33 Walk 9919 228 RANDOLPH AVE
34 Walk 9919 228 RANDOLPH AVE APT 1
35 Walk 9919 228 RANDOLPH AVE APT 2
36 Walk 9919 230 RANDOLPH AVE
37 Walk 9919 230 RANDOLPH AVE
38 Walk 9919 232 RANDOLPH AVE
39 Walk 9919 232 RANDOLPH AVE
40 Walk 9928 208 RANDOLPH AVE
41 Walk 9928 208 RANDOLPH AVE
42 Walk 9928 208 RANDOLPH AVE APT 2
43 Walk 9910 201 RANDOLPH AVE
44 Walk 4232 201 RANDOLPH AVE
45 Walk 4232 201 RANDOLPH AVE
46 Walk 4232 201 RANDOLPH AVE
47 Walk 9928 201 RANDOLPH AVE
48 Walk 9928 201 RANDOLPH AVE
49 Walk 0010 208 RANDOLPH AVE
50 Walk 4080 208 RANDOLPH AVE STE 1
51 Walk 9960 208 RANDOLPH AVE APT 9
52 Walk 9960 208 RANDOLPH AVE APT 7
53 Walk 9960 208 RANDOLPH AVE APT 6
54 Walk 9960 208 RANDOLPH AVE APT 5
55 Walk 9960 208 RANDOLPH AVE APT 8
56 Walk 9960 208 RANDOLPH AVE APT 4
57 Walk 9960 208 RANDOLPH AVE APT 3

```



Route Summary Report

```

.....
*                               Route Summary Report                               *
* Date: Wed Feb 23              Zone 20241                                     Page: 1 *
*-----*-----*-----*-----*-----*-----*-----*-----*-----*-----*
Office Transfer Mode: Demonstrated Performance by Relieved Carrier
Volume: Non Full Coverage

Possible Allied Street Office Priority Total
Route Deliveries Time Time Time Time Time
-----*-----*-----*-----*-----*-----*-----*-----*-----*-----*
C001  650 02:08 06:57 01:08 01:07 08:02
C002  757 02:31 07:06 00:57 00:51 08:03
C003  870 02:06 06:50 01:06 01:03 07:56
C004  760 02:22 06:58 01:03 00:58 08:01
C005  769 01:56 06:50 01:12 01:43 08:02
C007  474 01:02 03:51 00:38 01:32 04:26

```

Allied Time Details (MM:SS):

Route	Loading Time	Travel To Time	Travel From Time	Travel Within Time	Deadhead Time	Relay Time
C001	26:28	01:56	02:07	21:50	00:00	17:08
C002	28:50	01:56	01:29	47:08	00:00	25:03
C003	20:54	00:00	02:09	30:59	00:00	21:40
C004	32:25	02:22	04:29	24:14	00:00	16:48
C005	30:55	02:46	04:29	45:20	00:00	04:41
C007	16:00	00:00	01:23	24:06	00:00	14:02

Park Locations:

Route	Park Cnt	Relay Cnt
C001	21	28
C002	20	20
C003	19	14
C004	14	16
C005	7	7
C007	11	13

ROUTE C001

```

*****
** Park vehicle along RANDOLPH AVE between 201 & 289 **
Start relay 1 4067 111 RANDOLPH AVE
** Park vehicle along RANDOLPH AVE between 1 & 3 **
Start relay 2 0 RANDOLPH AVE
Start relay 3 8711 7 S RANDOLPH AVE
** Park vehicle along S RANDOLPH AVE between 101 & 127 **
Start relay 4 0 LOCUST ST
** Park vehicle along SUGAR HILL LN **
Start relay 5 301 DIAMOND ST
** Park vehicle along DIAMOND ST between 219 & 282 **
Start relay 6 2709 240 DIAMOND ST
** Park vehicle along WEESE ST between 101 & 149 **
Start relay 7 5711 107 WEESE ST
** Park vehicle along S RANDOLPH AVE between 101 & 127 **
Start relay 8 8710 18 LOCUST ST
** Park vehicle along BOYD ST **
Start relay 9 2709 28 BOYD ST
** Park vehicle along HIGH ST between 68 & 98 **
Start relay 10 4082 44 HIGH ST
** Park vehicle along BOYD ST between 98 & 1 **
Start relay 11 4009 102 HIGH ST
** Park vehicle along BEV ST between 2 & 98 **

```



Territory Transfer Summary Report

```
.....
*                               *
*      Territory Transfer Summary Report      *
*                               *
*      Zone = 26241                               *
*                               *
*      Wed Feb 28 09:20:11 2024                               *
*.....
```

Retained Possible Deliveries				Route Inspection Delivery Time		
Route	Model	Exist	Percent	Model	Exist	Percent
C001	582	790	69.9%	02:30	04:26	76.1%
C002	658	824	78.9%	04:27	05:49	77.5%
C003	473	544	50.1%	02:37	05:11	50.2%
C004	760	823	90.6%	04:53	05:25	90.1%
C005	769	910	84.5%	04:51	05:27	86.3%
C007	0	0	0%	00:00	00:00	0%



Volumes

U.S. POSTAL SERVICE
Carrier Optimal Routing
Volumes
02/26/24 07:52:26

Zone: 26241

ROUTE ID	CASED LETTERS	CASED FLATS
C001	92	285
C002	86	227
C003	108	212
C004	74	206
C005	90	296
Total	447	1312



PS Form 1840 Reverse (COR)

ADJUSTMENTS APPROVED BY POSTMASTER OR DESIGNER			RECORD OF OFFICE AND STREET ADJUSTMENTS MADE										Date: 02/28/24 Page 1 of 11	
ITEM	HOURS AND MINUTES	NEW CONST. MINUTES	RELIEF (R) ADDITION (A)	STREET	ADDRESS RANGES		SIP - 4 SECTOR/ SEGMENT	TRANS-FERRED TO/FROM ROUTE NUMBER	DLYS.	OFFICE TIME MM:SS	STREET TIME MM:SS	ADJUSTED ROUTE		
					BEGIN	END						ITEM	HOURS AND MINUTES	
OFFICE TIME	01:10		A	11TH ST	400	498	3765	CO03	1	00:01	01:13	OFFICE TIME	01:05	
STREET TIME	07:07		A	BUFFALO ST	2	98	3903	CO03	1	00:00	00:01	STREET TIME	06:57	
TOTAL TIME	08:17		A	HIGH ST	102	102	4085	CO03	1	00:00	01:00	TOTAL TIME	08:02	
RELIEF			A	PARK ST	1	99	3939	CO03	5	00:13	02:54			
ADDITION			A	RANDOLPH AVE	201	299	3928	CO03	5	00:00	01:25			
			A	RANDOLPH AVE	200	298	3929	CO03	14	00:17	02:20			
			A	RANDOLPH AVE	203	203	3960	CO03	9	00:08	01:10			
			A	RANDOLPH AVE	1	47	4011	CO03	8	00:42	04:21			
			A	RANDOLPH AVE	49	99	4059	CO03	1	00:00	00:01			
			A	RANDOLPH AVE	2	2	4063	CO03	3	00:42	03:16			
			A	RANDOLPH AVE	5	3	4066	CO03	6	00:00	01:33			
			A	RANDOLPH AVE	101	199	4067	CO03	8	00:17	03:58			
			A	RANDOLPH AVE	203	203	4080	CO03	1	00:00	00:09			
			A	RANDOLPH AVE	2	2	4091	CO03	1	00:00	01:38			
			A	RANDOLPH AVE	4	4	4092	CO03	6	02:18	04:03			

Comments

- Office break Option chosen Yes or No.
- Base Time for Route evaluation from Form is : (Hours and Minutes).
- Street Time for adjustment 07:07 (hours and minutes).
- Reasons for selection of street time:
Office Time Mode: Demonstrated Performance by Relieved Carrier

PS Form 1840 (Reverse) Facsimile



NALC 73rd Biennial Convention

Key Points For Discussion

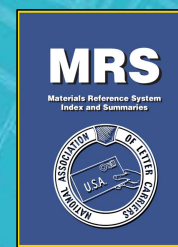
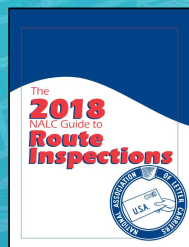
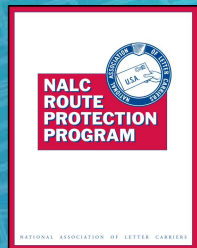
- Prior to territory movement in COR:
 - View the COR map for accuracy.
 - Verify correct PS Forms 3999 are used for each route.
 - Compare COR Existing Summary Report to times on PS Forms 1840.
- During territory adjustment:
 - Check for added or reduced relays (Ref: M-01859)
 - Though not mandatory, it is recommended to fully adjust one route at a time prior to moving all territory.
- Review all available COR reports.



Resources

- *NALC Route Protection Program, 2012*
- *The 2018 NALC Guide to Route Inspections*
- M-01766, *A Guide for Using COR*
- *Materials Reference System (MRS)*
- Handbook M-39, *Management of Delivery Services*
- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*

All resources are available at nalc.org



Questions?



NALC 73rd Biennial
Convention