

Route Protection Checklist

(This is a checklist intended for carriers to ensure that their overburdened routes get properly accounted for. You have the right to do the following below, unless specifically instructed not to. If you are instructed not to, you should contact a steward immediately to see if a grievance is necessary. All of our routes are overburdened and if we do our part in complying with everything the handbooks and manuals require of us, we will have proper adjustments and will have more routes. This process may be hard for individuals who want to rush and get off the clock as soon as possible, but keep in mind that there is a price to pay for that. You will get added to because management will never truly understand the burden of your route. Additionally we owe it to our customers to do our job correctly and as proficiently as possible. Please lets return this craft to one of service. It's the Postal Service, not the postal business. This is not all encompassing, and please, no matter what, follow management instructions and then grieve later if necessary.)

AM Office

- Do not work pre tour. This includes moving mail, and/or equipment. Do not inspect your vehicle pre tour. Do not grab your scanner pre tour. Every click should be included within your routes value. **(Article 41.3.K of the National Agreement)**
- Additionally, do not work during safety talks. Many stations have safety talks during your casing. Do not continue to case during these safety talks. Weekly Safety talks and other appropriate discussions are part of your route. Many stations have started doing these daily, but it still remains part of your route, unless it is a literal safety module which is usually taken online. **(M-00605 from the MRS)**
- Ensure you are switching to all functions properly. If you are casing on another persons route be sure to switch over to that persons route.**(Section 112.23 of the M-41)** Not only do we have to protect our own routes but we need to protect the routes around us. Also keep in mind, you cannot spell pivot without OT(overtime) Pivoting is a wet dream for management. These routes are supposed to be built to as close to 8hrs as possible **(Section 242.122 of the M-39)**, and most of the time they are over if you do everything you are supposed to be doing. Do not let management bully you into working unsafe.
- Full Vehicle Inspection. This takes a long time and will require help from others. **(Section 832 of the M-41)**
- Check your schedule if necessary. **(Section 112.22 of the M-41 and Section 122.12 of the M-39)**
- Accountable Check Out **(Section 261 of the M-41)**
- Usually prepare PS Form 3849 as you make delivery (for any certified mail). However, enter the address in the Delivery section on the barcoded side of the form, for identification, in the office at the time articles are issued. **(Section 262.1 of the M-41)**
- Necessary Route Maintenance **(Section 131.47 and 25 of the M-41)**
- Casing and Pull Down **(Section 22 of the M-41)**
- Process Undeliverable Mail **(Section 24 of the M-41)**
- Observe your mail/package volume and consider a projection for how long your day will take. Fill out 3996 if necessary (if your assignment goes beyond 8hrs that day). Fill the form out completely and retain a copy for this is the controlling documents for things that the union may need to prove. **(Section 28 of the M-41)**

- o Fill out 1571 if necessary. DO NOT curtail any mail on your own. We are to deliver every piece of mail given to us that day unless otherwise instructed by management. **(if instructed to curtail by management) (Section 131.46 of the M-41)**
- o Personal Needs **(5 minutes minimum allowance, only if necessary)(Part of the 1838c fixed office time)**
- o During loading vehicle, place packages in delivery order **(322.31 of the M-41)**
- o On your way out, record your vehicle begin miles as your office deems appropriate.
- o Ensure that your vehicle is properly fueled. Generally as a rule of thumb if you have less than a half a tank of gas than obtain a gas card and ensure to fill the vehicle while on the route. **(Section 841 of the M-41)**

During Delivery

- o Work at a safe and precise pace. You may want to rush to do your job, considering management is always asking us to, and you may want to get home at a reasonable time. Don't let these considerations work against our obligations to our safety and to the public. We need to deliver the mail safely, and correctly. This will also protect your route from being added to. If you rush and take short cuts you will not have a reasonable estimation of how long your route takes. We have no street standard for walking. **(Section 242.332 of the M-39 and M-01769 of the MRS)**
- o Do not cut lawns unless it is specifically safe to do so **(Article 41.3.N of the National Agreement)**
- o If you have mounted delivery and the box is blocked, the default action is to dismount. **(POM section 632.14)** do not bring the mail back for redelivery unless specifically instructed to and if you are, make sure to follow a grievance for improper instructions. It takes the district manager to approve withdraw of delivery service for this address for this reason.
- o Answer all customer communications, and take care of our customers. Do long linger unnecessarily, but do communicate when a customer would request you do so. Answer all inquiries courteously. If the inquiry or complaint cannot be answered or settled to the customer's satisfaction, or if it is contrary to instructions to give the information, courteously direct the person to the office of the official in charge for further attention. **(Section 35 of the M-41)**
- o Do not knock and drop packages unless given specific written instructions to. We cannot leave packages in an unsecure location, so if a package cannot fit in a mailbox we must leave a slip and take it back to the installation unless the customer has given specific written instructions otherwise or unless the mailer has left written instructions on the package to do so. **(Section 322.311 of the M-41)**
- o Endorse undelivered Certified mail Endorse the article with the reason for non-delivery, such as *No Response*; enter route number and the date; initial on article; and return it to the delivery unit. **(Section 335.2 of the M-41)**
- o If you discover a damaged parcel in the office, bring it to the attention of your manager. If you discover one on the street, make a notation on the damaged parcel; indicate — received in bad condition and cause of damage (if known). If contents are obviously damaged, return the parcel to your delivery unit for appropriate disposition. **(Section 625.2 of the M-41)**

- o Perform all necessary vehicle functions as instructed. Ect. Pull your brake and curb your tires at every park and loop. Take 3 turns rather than backing up unnecessarily. These are safe instructions that should be accounted for in your route times. It may take longer but it proves your burden that your route is overburdened. **(See your district vehicle policies and Section 81 of the M-41)**
- o Take all necessary reasonable comfort stops that would ensure your safety. Take all necessary bathroom breaks, however far your nearest bathroom may be. If you are overheated, sit in the shade until you feel safe. If you are too cold, sit in the vehicle until you are safe. The weather is only getting more and more unstable over time. This needs to be accounted for in our route times.
- o Accept all mail handed back by customers and pickup undeliverable mail. If undeliverable, return it to the delivery unit for proper handling. If the mail was misdelivered on the route, see that proper delivery is effected. **(Section 361 of the M-41)**
- o Provide customers with requested documents. **(Section 112.62 of the M-41)**

PM Office

- o Upon return to office unload to vehicle and then punch over to office pm time **(Section 112.29 of the M-41)**
- o Ensure your vehicle is parked and that there is no damage occurred while in your possession. Clean your vehicle out of everything. We are to take everything out of the vehicle, this includes any garbage and personal items. Record your ending vehicle miles as your office dictates is appropriate. **(Section 75 and 112.3 of the M-41)**
- o Return and receive receipt for any and all accountable mail and items in your possession with your accountable clerks. This includes collection box keys and vehicle keys. **(Section 432 of the M-41)**
- o Process undeliverable mail at your case, in accordance with **Section 44 of the M-41** which dictates that it must be processed the same way you did in the morning with your cases subsections.
- o Complete a 1571 for any undeliverable mail you had to return to the office. This is a must and we really need to be doing this every time. Add ANY mail that was not delivered but returned to the office. Retain your own copy because that is the controlling document for all returned mail. **(Section 442 of the M-41)**
- o Complete a wash up if necessary. Almost every day we should be washing our hands at the very least, this mail is very dirty to work with. **(Part of your daily fixed office time in the 1838c)**
- o Answer any official communications. If your supervisor isn't at the desk and your office requires them to clear you for the day, ensure to wait until they return.
- o Punch out for the day.