

City Carrier Standard Operating Procedures

Post Office

March 2019

Unless otherwise notified, the following are the written instructions of your daily sequence of responsibilities. Copies are to be placed in the Route Books, and a copy is to remain posted in the delivery unit.

Office Procedures (AM)

- Report for work promptly as scheduled. Do not report to cases or racks before tour of duty is scheduled to begin, or linger about cases or racks after the tour has ended. Ref. M-41, 112.22.
- Carriers are expected to be ready for work upon clocking in using the correct operation and route number.
- Tardiness is considered anything over eight hundredths (.08) or after time clock congestion has ended. Ref. F-21, 142.21; 145.12
- Be prompt, courteous and obliging in the performance of your duties. Maintain a neat, clean and generally creditable appearance. Ref. M-41, 112.51.
- Carriers must wear their ID badges when in the office, and have it with them on the street. They must report to management a lost ID badge, or whenever their state issued driver's license has been suspended/revoked. Ref. M-41, 111, and local instructions.
- After clocking in, attend the Plan 5 service/safety talk administered by your supervisor or designee. Perform expanded vehicle safety check
- Obtain vehicle keys and complete expanded vehicle checks, including gas level, and report any deficiencies on Form 4565, and give to supervisor.
- Before returning to your case riffle DPS.
- Report to case do not detour to break room, etc. Ref. M-39, 116.3
- Do not move mail from place to place on/or adjacent to your case. Do not engage in any time wasting practices before placing mail in the proper separation. Ref. M-41, 112.27.
- Route all first and second class (periodicals) flats and newspapers.
- Do not leave your case unnecessarily until you depart for break at 8:15

- Work any previous day's hold mail, Undeliverable as Addressed [UAA] or other mail, if applicable.
- Once the letters are distributed, all carriers are to case the manual letters and get any mis-throws immediately back to the mis-throw case. Retrieve all available mail for your route and Hot Case card.
- Upon returning from the Hot Case, continue casing all preferential flats first, then standard flats as instructed.
- If unable to case and carry mail distributed to your route (and perform other assigned duties) in 8 hours, complete form 3996 and submit to your supervisor no later than 10 minutes after receipt of the last dispatch. Overtime must be approved by your supervisor.
- Accountable items will be received at your case except for unforeseen circumstances at which the carrier will retrieve accountable mail from the accountable cart on the way to loading the vehicle. Prepare PS form 3849 as you make delivery; however, enter the name or address in the office for identification. M-41, 262.1
- Complete PS form 1571 when instructed to curtail mail. Estimate the number of pieces of mail. (Ex. Letters 227 pcs/ft, Flats 115 pcs/ft)
- A letter may be turned for a flat or SPR that will not fit in the flat case (i.e. checkbooks, x-rays, stiff flats, etc.) M-41, 225.16. Also if pivoting a route, MSP cards must be put in the case to mark where the MSP points are located on the route.
- After all authorized casing has been completed, take mail to the throwback case and withdraw any mail from the Hot Case.
- Carriers **unfamiliar** with the route will review PS forms 3982. Carrier technicians are required to maintain knowledge of COAs by regularly reviewing the 3982's. Regular carriers should check 3982's upon return from non-schedule day or leave, replacement carrier must check daily. Ref. M41, 121.3

Carriers are instructed to place 3982 label on Vacant Card and case the Vacant Card. During street duties carriers will remove name from mailbox. Once this has been completed the next day the carrier will replace the label on the 3982. Exception is a carrier generated PS3575Z the 3982 label should just be placed immediately on the 3982

Once a month carriers will make an "X" in the bottom right hand corner to indicate that the change is more than a year old or when a temporary has expired. Ref. M-41, 241.311

- Box full mail that was pulled on the street from the previous day will be placed on hold with and dated for 10 days from the date it was pulled. The carrier will fill out the DPS hold sheet in order for that mail to be pulled out of the DPS. After 10 days, the carrier will complete a PS3575Z and place a vacant card in the mail box.

Excessive Hold mail that needs to be kept in hods must be kept in route order

- Complete mark-ups and record all COAs. Check hold mail and notify supervisor of DPS holds.
- Make any appropriate changes in the route edit book as needed. The edit book will be submitted to your supervisor, after signing and dating the back page, at least once per month to insure compliance with M-41 -253.1
- Perform your duties quietly and diligently and refrain from loud talking and the use of profane language. Ref. M-41, 112.25.
- Conduct your work in a safe manner so as not to endanger yourself or others. Ref. M-41, 112.4.
- Carriers may expect to be supervised at all times while in the performance of their daily duties. Ref. M-41, 160.
- Obey the instructions of your supervisor and or manager. Ref. M-41, 112.24.
- Display a willing attitude and put forth a conscientious effort in developing skills to perform assigned duties. Ref. M-41, 112.24
- The accurate and speedy routing of mail is one of the most important duties of a carrier. You must be proficient at this task. Do not case DPS mail unless directed by management. Ref. M-41, 121.11.
- Do not place letters or other mail within the pages of magazines at any time. Ref. M-41, 131.22.
- Strapping out:
 - Park and Loop routes – Load the mail for the first loop into the satchel. M-39, 121.32 before leaving the office. Pull down the remainder of case as in edit book. Each loop should be pulled down separately with minimal rubber bands being used.
 - Mounted routes –Pull down case as in Edit book straight to trays. Rubber bands should not be used or used minimally for large bundles to prevent sliding in trays.
- Dismount delivery should be pulled down as Mounted Routes, using minimal rubber bands. Each individual business/dismount is not to be banded out separately, rather pulled down for each relay/loop.
- Bundle, initial and write "UBBM" on the top piece of all Undeliverable Business Bulk Mail and place in designated area.
- Check case to make certain that no mail has been left behind, or fallen into or behind case, under shelves, etc. Any mail that is left at the case after the carrier leaves must be placarded with a completed, signed 1571 and rubber banded with either "Leave For Carrier Review" or "Hold For Change ". There is to be NO other mail left at the carrier case after leaving for the route.
- Return empty equipment to its proper place. No empty equipment is to be left on the floor after leaving for the street. Ensure the case is orderly and clean. M-41;142

- While withdrawing mail from letter and flat trays immediately retrieve and dispose of the automation label.
- Pull Mark-ups and CFS.
- Obtain MMD Scanner from the cradle and verify time, date, and enter route information.
- An allowance of 5 minutes is permitted for personal needs.
- On the way to the time clock, withdraw Hot Case. M-41; 291 and scan MSP barcode. This mail is to be routed in delivery sequence and delivered within the Line of Travel. Place Hot Case Card in designated locations.
- Retrieve DPS mail.
- Move to street and ensure the proper route number is recorded in the Electronic Badge Reader.
- Transport mail to vehicle, using the most efficient method, equipment, etc. While loading, parcels must be arranged in delivery sequence. M-39; 125.1
- Return empty hamper to designated location in office.
- Scan MSP barcode (depart for route). Verify/Input mileage and truck number in the scanner.

Street Procedures

- Seat belts must be worn at all times.
- Gas vehicle if needed, write your name, route number, and vehicle number on the receipt, and upon returning to the office, place this receipt in the gas receipt receptacle or designated location.
- Proceed directly to your route via your authorized line of travel. M-39 -125.3. If you are assigned to carry a pivot from another route, you are required to carry that pivot first before proceeding to deliver your regular assignment.
- Deliver any Express Mail for the route first, unless you can deliver the Express in your line of travel before committed time of delivery.
- Follow authorized lines of travel as listed on Form 1564-A. Park and loop routes must park at designated locations.
- Carriers must use a satchel when delivering mail on foot, other than for those authorized dismount deliveries.
- Follow all regulations covered in the M-41 Handbook during delivery.
- Finger mail except when driving or when walking up or down steps or curbs, when crossing streets, or when this would create a safety hazard to yourself or the public. Do not hold mail in hands while driving.
- While performing curbside delivery, keep your foot on the brake at each box, deliver mail and retrieve any outgoing mail with one motion to the box, then continue to the next box.

- Cross lawns and take all obvious shortcuts while making deliveries if customers do not object and there are no particular hazards.
- All carriers must collect mail from collection boxes that are assigned to their routes according to the PS Form 1564A and scan the CPMS barcode.
- While on route, mail must be protected at all times. Lock the vehicle anytime you will not be in control of the vehicle. Ensure windows are up and locked.
- Carriers are instructed not to make any deliveries unless the names are listed in the box.
- Scan all designated MSP delivery points that are required of you on your assigned route. Also, when carrying pivots, all MSP delivery points must be made that are assigned to that particular pivot.
- While on street activity it is the carrier's responsibility to organize and maintain all Nixies, DPS errors, UBBM, etc. utilizing the partitioned tray that has been provided.
- While on street activity it is carriers' responsibility to maintain all vacant, potential vacant, and active deliveries.

When a mail box becomes full and the carrier suspects that delivery has become vacant, the carrier is to pull all the mail from the box and bundle it immediately. The carrier is instructed to leave a notice that mail will be returned in 10 days. Hold cards with stickers will be provided to the carriers for those notices. The name tag will be removed so that all carriers delivering will be alerted that the delivery is vacant and no deliveries will be made until the customer updates their information by filling out a vacant card.

- Return to delivery unit immediately on completion of assigned street duties.
- Assure all mail and empty equipment is out of vehicle – opening all doors to assure no mail has fallen out of sight. Leave back door open for supervisor inspection.
- Carriers may expect to be supervised at all times while in the performance of their daily duties. Ref. M-41, 160.
- Conduct your work in a safe manner so as not to endanger yourself or others. M-41,112.4
- Obey the instructions of your supervisor and or manager, Ref. ELM 666.51;M41,112.21
- The lap and shoulder belts must be worn whenever the vehicle is in motion. Exception: When the shoulder belts prevents the carrier from reaching to deliver to collect from curbside mailboxes the shoulder belt may be unfastened, but never the lap belt. Ref M41,812.3, EL-814
- When traveling to and from route, when moving between park and relay points, and when entering or crossing intersections roadways, all vehicles doors must be closed. Ref. M-41, 812.31;EL-814.
- Do not deviate from your route for meals or other purposes unless authorized by management. Ref M41, 131.31

Office Procedures (PM)

- Unload and return vehicle to designated parking area. Scan the Return to Office MSP barcode and input mileage. Move to office. If you have carried any routes other than your own, enter the route number and time spent on the route in EBR.
- Place the mail collected in designated separations.
- Return accountable items to the Accountable clerk for clearance. Return all equipment to its designated location. Ensure automation labels are removed from and disposed from DPS trays.
- Report any new buildings, hazards or special instructions to your supervisor or manager.
- Deposit DPS errors in the 3M case in the designated slots provided (mis-sent / mis-sequenced / mis-sorted) and record the numbers on the appropriate tracking sheet. Place undeliverable mail, after properly endorsing, in the RTS cage.
- Any mail that is returned from the street must be identified (dog, blocked, closed, etc.) with a completed, signed, 1571 and placed in appropriate container. Do not take mail back to your case in the PM.
- Adhere to the authorized PM office time of the route unless directed otherwise by your manager (normally 5 mins.)
- Carriers may expect to be supervised at all times while in the performance of their daily duties. Ref. M-41, 160.
- Conduct your work in a safe manner so as not to endanger yourself or others. M-41,112.4
- End tour and leave premises.