

## NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

*National Headquarters*  
1727 KING STREET, SUITE 400  
ALEXANDRIA, VA 22314-2753  
(703) 836-9660

October 20, 2021

### **Board Memo 087-2021: USPS Testing the Use of Carriers and PTFs to Pre-Load Vehicles**

Executive Board,

As a matter of general interest, the Postal Service recently began testing the use of City Carrier Assistants (CCA), Part-Time Flexible (PTF), and Unassigned Regular City Carriers to pre-load vehicles for city AMS routes. These tests will be conducted for approximately one month at eleven (11) locations—listed in the attached letter from USPS. Please see the attachment for more information and instructions for city carriers assigned to deliver pre-loaded LLV/FFV vehicles.

Please share this information with your membership. This memo will also be posted on the NAPS website [Bulletin Board](#).

Thank you and be safe.

NAPS Headquarters

OCT 05 2021

LABOR RELATIONS



October 1, 2021

Mr. Ivan D. Butts  
 President  
 National Association of Postal  
 Supervisors  
 1727 King Street, Suite 400  
 Alexandria, VA 22314-2753

Dear Mr. Butts:

As a matter of general interest, the Postal Service will test the use of City Carrier Assistants (CCA), Part-Time Flexible (PTF), and Unassigned Regular City Carriers to pre-load vehicles for city AMS routes.

During the test, CCAs, PTFs, and/or unassigned regular carriers will be assigned a group of city delivery letter routes to pre-load any Delivery Point Sequence (DPS), Flats Sequencing System (FSS) mail, and parcels into the LLV/FFV as outlined in the enclosed *Standard Work Instruction: City Carrier Pre-Loader LLV/FFV Vehicle*. The carrier assigned to deliver the route will report to the office as scheduled and perform their normal office activities and follow the instructions outlined on the enclosed *Standard Work Instruction: City Carrier Assigned to Deliver Pre-Loaded LLV/FFV Vehicle*. In addition, please find enclosed a copy of the City Carrier Flow Chart referenced in the *Standard Work Instruction: City Carrier Assigned to Deliver Pre-Loaded LLV/FFV Vehicle*.

The test is tentatively scheduled to begin on October 18 and run for approximately one month in the following locations:

Area	District	Office	ZIP Code
WestPac	California 3	Canoga, CA – West Station	91304
WestPac	California 4	Fullerton, CA – Sunny Hills	92834
WestPac	California 6	San Diego, CA – Ocean Beach	92107
Atlantic	Virginia	Arlington, VA – EADS Carrier Annex	22206
Atlantic	New York 3	Newburgh, NY	12550
Atlantic	New York 3	Wappinger Falls, NY	12590
Central	Kansas/Missouri	Belton, MO	64012
Central	IA-NE-SD	McCook, NE	69001
Central	Ohio 2	Gallipolis, OH	45631
Southern	Florida 1	Mary Esther, FL	32569
Southern	Texas 1	Plano, TX	75074

Please contact Bruce Nicholson at extension 7773, if you have questions concerning this matter.


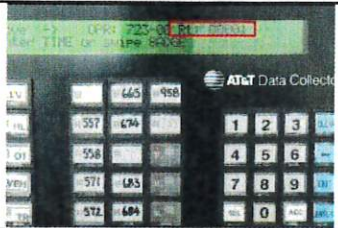


Sincerely,

David E. Mills  
 Director  
 Labor Relations Policies and Programs

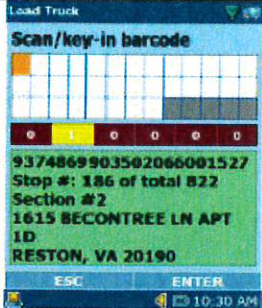


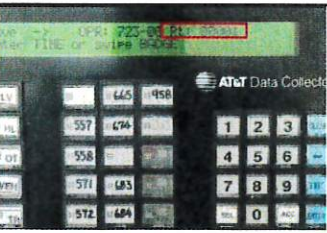

## Standard Work Instruction: City Carrier Pre-Loader LLV/FFV Vehicle




This is part of the Monday through Saturday Pre-Loading initiative instructions. These work instructions are for the City Carrier Assistants (CCA), Part-time Flexible (PTF), and Unassigned Regular city carriers that will Pre-Load vehicles for delivering carriers prior to their own vehicle for a given days delivery.

	Important Steps	Key Points	Reasons for Key Points
	1. Clock to the office operation on EBR	<ul style="list-style-type: none"> <li>Carrier should move to operation 7210 on EBR with LU99</li> <li>Loader will have an earlier start time, early enough to have time to load their group of routes</li> <li>Accountables, keys, scanner to be signed out for</li> </ul>	<ul style="list-style-type: none"> <li>Accountables/keys/scanner retrieval is conducted on office time</li> </ul>
	2. Clock to the street operation on EBR and enter Route number	<ul style="list-style-type: none"> <li>Carrier should move to operation 7220 in EBR, with LU99 and, with the route number matching first the AMS C Route number (Example C2 – 00002, C10 – 00010)</li> <li>Log into first route on scanner</li> </ul>	<ul style="list-style-type: none"> <li>All Load Time is on street time</li> <li>Ensures proper load time is allocated to the route</li> </ul>
	3. Retrieve parcels from distribution area	<ul style="list-style-type: none"> <li>Load should be leveled to prevent parcels from falling while moving equipment</li> <li>Carrier will grab 1<sup>st</sup> route from the group</li> </ul>	<ul style="list-style-type: none"> <li>This eliminates damaging parcels</li> <li>Carrier will load 1<sup>st</sup> route, then 2<sup>nd</sup> route, then 3<sup>rd</sup></li> </ul>
	4. Load FSS and DPS on top of Parcels	<ul style="list-style-type: none"> <li>Retrieve FSS and DPS from designated staging area</li> <li>Place on top of parcels to reduce trips loading</li> </ul>	<ul style="list-style-type: none"> <li>DPS should be staged by clerks for easy grabbing and quicker loading</li> <li>Ensure all FSS trays are grabbed</li> </ul>
	5. Push all mail out to vehicle	<ul style="list-style-type: none"> <li>Mail should be taken directly to the postal vehicle to be loaded ensuring that no mail falls out of equipment during travel</li> </ul>	<ul style="list-style-type: none"> <li>Employee must ensure that all parcels scheduled for delivery that day are loaded into the vehicle</li> </ul>

## Standard Work Instruction: City Carrier Pre-Loader LLV/FFV Vehicle

	<p>6. Load first DPS tray and FSS tray in front of vehicle</p> <p>7. Load remaining DPS and FSS as space permits</p>	<ul style="list-style-type: none"> <li>Mounted routes should have most DPS and FSS in the front of the vehicle</li> <li>Park and Loop should load DPS and FSS at the rear of the vehicle (middle channel)</li> </ul>	<ul style="list-style-type: none"> <li>Adjusting the placement to the route type reduced handling and time on the street</li> </ul>
	<p>8. Use MDD Load Truck Feature to determine package stop number</p> <p>9. Write returned number on package</p>	<ul style="list-style-type: none"> <li>MDD Load Truck feature will return the delivery sequence order of parcel on your route</li> <li>Apply the stop number to the package</li> </ul>	<ul style="list-style-type: none"> <li>Knowing the delivery sequence of parcels will help the carrier organize parcels in delivery order</li> </ul>
	<p>10. Load Parcel in vehicle</p> <p>11. Grab next parcel, repeat load scan, writing, and loading process</p>	<ul style="list-style-type: none"> <li>Visualize the vehicle in multiple columns, left to right, on wheel well, on floor left, middle, floor right, and wheel well right</li> <li>Place the package in the appropriate section based off of the returned stop number ensuring that in the end all packages are in order</li> <li>Large and oversized packages should be loaded down the middle starting at the front end of the vehicle's cargo space</li> </ul>	<ul style="list-style-type: none"> <li>This organizes mail in a way that is efficient and easy to retrieve while maintaining a standardized approach</li> </ul>
	<p>12. Load SPRS into hamper for casing</p> <p>13. Push empty equipment and missorted parcels back into building to noted location</p>	<ul style="list-style-type: none"> <li>Specifically case-able SPRs should be returned to allow casing</li> <li>All missorted parcels must be brought to the location designated by the delivery unit manager</li> <li>If mail is not ready, return hamper to distribution area that it was pulled from, otherwise stage at regular carrier case</li> </ul>	<ul style="list-style-type: none"> <li>Casing SPRs reduces handling of the package while on the street</li> <li>This ensures that all parcels scheduled for delivery that day get sorted to the correct route</li> </ul>
	<p>14. Return keys to assigned location</p> <p>15. Clock to next route number in assigned group</p>	<ul style="list-style-type: none"> <li>Carrier should move to operation 7220 in EBR, with LU99 and, with the route number matching first the AMS C Route number (Example C2 – 00002, C10 – 00010)</li> <li>Log into second route on scanner</li> </ul>	<ul style="list-style-type: none"> <li>This ensures proper load time is allocated to the route</li> </ul>
	<p>16. Repeat steps 3 through 15 for the additionally assigned routes</p>	<ul style="list-style-type: none"> <li>Follow all previously listed steps</li> </ul>	<ul style="list-style-type: none"> <li>This maximizes the time that the primary carriers can spend on the street</li> </ul>






## Standard Work Instruction: City Carrier Pre-Loader LLV/FFV Vehicle

	<p>17. Load any additionally sorted/available packages that have been identified since first load attempt</p>	<ul style="list-style-type: none"> <li>• Load any packages that have been sorted for the assigned routes since previously focusing on them</li> </ul>	<ul style="list-style-type: none"> <li>• This ensures all packages are in delivery order by using the same person loading</li> </ul>
	<p>18. Load assigned route following practices above</p>	<ul style="list-style-type: none"> <li>• Load the route that the pre-loader will be delivering for the day</li> <li>• Follow the practices listed above for this route as well</li> </ul>	<ul style="list-style-type: none"> <li>• Standardization of loading will greatly improve delivery performance</li> </ul>
	<p>19. Deliver Mail</p>	<ul style="list-style-type: none"> <li>• Follow normal practice for rest of day</li> </ul>	<ul style="list-style-type: none"> <li>• Safety must always be considered</li> </ul>

## Standard Work Instruction: City Carrier Assigned to Deliver Pre-Loaded LLV/FFV Vehicle



This is part of the Monday through Saturday Pre-Loading initiative instructions. These work instructions are for the assigned delivering carrier that had their vehicle Pre-Loaded.

	Important Steps	Key Points	Reasons for Key Points
	1. Follow carrier flow chart 5.5.21 steps 1 through 10 as written	<ul style="list-style-type: none"> <li>Carrier flow chart is the standard for all carriers to follow</li> </ul>	<ul style="list-style-type: none"> <li>Standard processes are critical to controlling the variation of everyday activities</li> </ul>
	2. Once the "Hot Case" MSP is scanned, load pulled down mail into staged hamper from your pre-loader	<ul style="list-style-type: none"> <li>The hamper should be staged to keep track of equipment and allow for bringing remaining mail and personal items to your vehicle efficiently</li> </ul>	<ul style="list-style-type: none"> <li>Keeping to one load trip helps with efficient loading</li> </ul>
	3. Clock to the street operation on EBR	<ul style="list-style-type: none"> <li>Carrier should move to operation 7220 in EBR</li> </ul>	<ul style="list-style-type: none"> <li>Carrier is to head directly to vehicle as route was preloaded</li> </ul>
	4. Load pulldown mail and personal items into vehicle	<ul style="list-style-type: none"> <li>With the loading of the pulldown mail all mail should now be loaded and the vehicle is ready for departure</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
	5. Return hamper to distribution area	<ul style="list-style-type: none"> <li>Return the hamper used to the assigned distribution area to allow for afternoon distribution</li> </ul>	<ul style="list-style-type: none"> <li>Returning the hamper allows the clerks to start sortation faster</li> </ul>
	6. Scan "Depart to Street" MPS 7. Depart for route	<ul style="list-style-type: none"> <li>Scan your assigned Depart to Street MSP to signify completion of loading</li> <li>Proceed as normally for the remainder of your day, departing to route and delivering mail</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that safe operations are observed to make it home at the end of the day</li> </ul>

## CITY CARRIER FLOW CHART

### FOLLOW POSTAL SAFETY REGULATIONS AT ALL TIMES:

- M-41 112.4** *Conduct your work in a safe manner so as not to endanger yourself or others*
- M-41 812.1** *Practice safety in the office and on the route*
- M-41 112.51** *Maintain a neat, clean and generally creditable appearance*
- M-41 112.25** *Attend quietly and diligently to work and refrain from loud talking and the use of profane language*
- M-41 112.21** *Obey the instructions of your manager*

Personal business, such as putting away coats and lunches, getting coffee, etc., must be done prior to clocking in. No lingering on premises before and after Begin and End Tours

### AM OFFICE FUNCTIONS:

1. Clock in at scheduled Begin Tour M-41 112.22
2. Promptly attend Stand-Up Talks and remain attentive
3. Conduct a proper vehicle inspection M-41 832.1  
\*\*Note: If necessary, complete Vehicle Repair Tag, PS Form 4565\*\* M-41 842.2
4. Retrieve & set up your handheld device and proceed directly to your case
5. Case flats first, then letters unless instructed otherwise by your supervisor
6. Leave/return for office break as scheduled (if applicable)
7. Complete PS Form 3996 Carrier-Auxiliary Control (if necessary)  
M-41 131.41, M-41 131.42 , M-41 131.43
8. When the Accountable Cart arrives, sign for accountable items, keys, and gas card (as necessary)  
M-41 261
9. Affix COARS labels onto PS Form 3982 M-41 241
10. After ALL Residual Mail and SPRS have been cased, endorse PARS, FPARS, CFS and RFS.  
When ready to pull down your route, take empty equipment, endorsed mail and misthrows to designated locations, withdraw hot case mail and scan MSP "hot case" barcode
11. Retrieve Parcel Hamper/Tub from parcel area and place at route.
12. Place residual mail in hamper/tub while pulling down route.  
Preferable loading is completed in one trip  
\*\*Note: Second trip may be necessary to prevent safety hazards\*\*
13. On Park & Loop and Walk Out routes, load first relay directly into satchel
14. Check case for sleepers M-41 121-24
15. Pull remaining mail from hot case and place hot case card in designated location for your route.  
M-41 291
16. Move to street operation to end pull down time and begin loading process

# CITY CARRIER FLOW CHART

## Cont'd

### STREET DUTIES:

**Follow M41- 81 Vehicle Regulations and Safety Practices at all times**

17. Clock to street operation and assigned route
18. Verify DPS/FSS at staging area and load onto your rolling equipment  
\*\*Note: If DPS/FSS is staged inside the office, this could be an office function\*\*
19. Load all mail, including parcels (utilizing MDD load truck feature), into vehicle
20. Return equipment to assigned area
21. Place all package Misthrows, PARS and Forwards in designated container/location
22. Scan MSP "depart to route" barcode; enter correct vehicle mileage if assigned a government vehicle
23. Follow your authorized line of travel. Only leave route for lunch. Take lunch and breaks at authorized location as designated on PS 1564-A M-41 251
24. Complete all package scans, SPM samplings, and CPMS scans as required
25. Separate undeliverable mail during delivery into the following categories:  
PARS / Hold Mail / UBBM / 3M / Other Undeliverable as addressed mail
26. Return to the delivery unit immediately upon completion of assigned street M-41 112.29
27. Unload vehicle
28. Complete all assigned/required collection separations into designated areas. This includes parcels, anonymous mail, and left notice mail. M-41 42  
\*\*Note: In some offices this may be an office function \*\*
29. Scan MSP "return to office" barcode; enter vehicle mileage into scanner

### PM OFFICE FUNCTIONS:

30. Clock to office
31. Place undeliverable mail, PARS / Hold Mail / UBBM / 3M / Other Undeliverable as addressed mail in the proper designated areas M-41 441
32. Clear accountable items, keys, and handheld scanner M-41 432
33. Complete PS Form 1571 for any mail that cannot be delivered with reason and give to management M-41 44
34. End Tour as scheduled M-41 411
35. Do not work overtime unless authorized



## APPENDIX - CITY CARRIER FLOW CHART

### Handbook M-41 City Delivery Carrier Duties and Responsibilities

- M-41 112.21** *Obey the instructions of your manager*
- M-41 112.22** *Report for work promptly as scheduled*
- M-41 121-24** *Check cases, vehicle, and equipment to make certain that no mail has been left behind, or fallen into or behind cases, under shelves, etc.*
- M-41 112.25** *Attend quietly and diligently to work and refrain from loud talking and the use of profane language*
- M-41 112.29** *Return to the delivery unit immediately upon completion of assigned street duties and promptly clock in on arrival...*
- M-41 112.4** *Conduct your work in a safe manner so as not to endanger yourself or others*
- M-41 131.41** *It is your responsibility to verbally inform management when you are of the opinion that you will be unable to case all mail distributed to the route, perform other required duties, and leave on schedule or when you will be unable to complete delivery of all mail*
- M-41 131.42** *Inform management of this well in advance of the scheduled leaving time and not later than immediately after the final receipt of mail. Management will instruct you on what to do*
- M-41 131.43** *Complete applicable items on PS Form 3996, Carrier-Auxiliary Control, if overtime or auxiliary assistance is authorized in the office or on the street*
- M-41 112.51** *Maintain a neat, clean and generally creditable appearance*
- M-41 241** *Recording Address Change Information*
- M-41 251** *Delivery Instructions (PS Form 1564-A...)*
- M-41 261** *Accountability Procedures*
- M-41 291** *Withdraw preferential mail from final case when leaving office on each trip. This mail is to be routed in delivery sequence as deliveries are made...*
- M-41 411** *Non-PSDS Offices*
- M-41 42** *Disposition of Collected Mail*
- M-41 432** *Registered and Certified*
- M-41 44** *Undelivered Mail*
- M-41 441** *Processing Undelivered Mail*
- M-41 81** *Vehicle Regulations and Safety Practices*
- M-41 812.1** *Practice safety in the office and on the route*
- M-41 832.1** *Expanded Vehicle Safety Check for deficiencies, body damage, or inoperable items*
- M-41 842.2** *Whenever a motor vehicle requires repairs, complete PS Form 4565...*