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UNITED STATES
POSTAL SERVICE

March 17, 2022

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

Certified Mail Tracking Number:
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Dear Ivan:

As a matter of general interest, the Postal Service has developed national training for General Expeditors titled, *5170-Expeditor Basics*.

The course is intended to provide General Expeditors a standardized and structured training the following topics: safety, surface visibility, scanning, MTEL, placards, labeling, managing processes and forms for Highway Contract Route (HCR) suppliers and drivers, platform operations, registry/security, mailflow, dispatch discipline, the 24-hour clock, and mailflow problem solving. Employees will be able to access this training through their HERO profile.

Enclosed on compact disc is a copy of the training course.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

Shannon Richardson
Director
Contract Administration (APWU)

Enclosure

(CA2022-043)

National Expeditor Basics

Facilitator

Dry Run

May 2022

Learning and Development

National Expeditor Basics

Facilitator Guide

United States Postal Service
Learning and Development
475 L'Enfant Plaza SW
Washington, DC 20260-4215

Use of Training Materials

These training course materials are intended to be used for training purposes only. They have been prepared in conformance with existing USPS policies and standards and do not represent the establishment of new regulations or policies.

A Commitment to Diversity

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce. Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences, and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive of everyone.

Course materials and lectures, classroom debates and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment, and harassment on any prohibited basis. Instructors and class participants are expected to support this commitment.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity, and growth, and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers, and suppliers, and to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.

Table of Contents

Module 1: Welcome and Safety

Objectives:

- Describe the components of National Expeditor Basics

- Identify the roles and responsibilities of an Expeditor

- Obtain eAccess for Mail Transport Equipment Labeler (MTEL) and Surface Visibility Web (SVweb)

- Review basic safety procedures for equipment used for dock operations: dock plates and levelers, scissor lifts, dock locks, forklift, Powered Industrial Trucks (PIT), pallet Jacks, etc.

- Utilize the red light/green light system to control dock traffic, if available.

- Follow local key control procedures, if locally implemented.

- Differentiate between safety violations requiring immediate intervention and those requiring escalation to the supervisor.

- Complete PS Form 1767, *Report of Hazardous, Unsafe Condition*, or Practice to report unsafe conditions.

- Participate in or perform safety stand up talks.

- Perform a safety walk and complete PS Form 4851, *Housekeeping Inspection*, as needed.

- Utilize PS Form 4707, *Out of Order,* (Red tag) to identify and remove defective equipment from the work area.

Time Allocated for Module:

- 2 hours

Instructional Methods:

- Discussion

- Hands-on practice

Participant Material Used:

- Computer

- Participant guide

- On-the-Job Training Checklist

Welcome

- Location of the fire extinguisher

- Location of the safety bulletin board

- Reporting of accidents

- The smoking policy

- Evacuation procedures

- Means of egress, keeping aisles clear

- Any asbestos and lead materials in the facility

Welcome to National Expeditor Basics

The goal of the National Expeditor Basics course is to provide a standardized and structured training for Expeditors. Topics include Safety, Surface Visibility, Scanning, MTEL, Placards, Labeling, Managing processes and forms for HCR suppliers and Drivers, Platform Operations, Registry/Security, Mailflow, Dispatch Discipline, Continuous Mail Process, and mailflow problem solving.

You should have completed 3 hours of pre-requisites prior to coming to this course.

Those pre-requisites include:

Moving the Mail: Product Lines

Dispatch Discipline

Mail Transport Equipment Labeler (MTEL)

Surface Visibility (SV)

Container Tracking System

We will meet for 5 days, 8 hours per day. The morning is direct training in this classroom. The afternoon is On-the-Job Training on the dock. You will need to attend all sessions and complete an on-the-job task checklist to complete the course. This course was developed differently than many courses that includes On-the-Job training. Content was purposely included only at the dock location so that participants experience learning first-hand with live examples. Group discussions have been included along with checklists of tasks to complete during training.

Facilitator: Are there any questions before we get started today?

Expeditor Duties

Facilitator: Show Slide 5. Click through the slide to review Expeditor duties. Review the duties listed on the slide.

The primary course material developed for the Expeditor Basics course is geared towards Platform Expeditors. However, there are many facilities where Expeditors cover positions not only on the Platform but also inside the facility. It is critical to understand each of these roles as there are many interdependencies between the two positions. We are reviewing general skills needed for both.

Refer to the duties and responsibilities of a general Expeditor found in the Appendix page A-20.

- **Ask for a different participant to read each duty or responsibility.**

The primary course material developed for the Expeditor Basics course is geared towards Platform Expeditors. However, there are many facilities where Expeditors cover positions not only on the Platform but also inside the facility. It is critical to understand each of these roles as there are many interdependencies between the two positions. We are reviewing general skills needed for both.

- Right trip, right mail, at the right time
- Ensuring trips are on time helps reduce or eliminate additional transportation costs associated with excess volume
- Expeditors must know the operating plan for their tour and facility
- Your job is to ensure the mail will make the assigned trip

- Every hour, you should know what's coming in, from where and what is on it

- Outbound - you need to know what is scheduled to go out, to where, on what transportation/trip, and coordinate with processing to ensure mail is pulled from the machine and sent to the dock 15 minutes prior to departure for loading

Required eAccess

Facilitator: Show Slide 6.

- **As an Expeditor and for the purposes of this course, you need eAccess to Mail Transport Equipment Labeler (MTEL) and Surface Visibility Web (SVweb).**

- **Remind participants to request MTEL and SVweb in eAccess and let them know that this access is necessary for classroom participation later in the course.**

As an Expeditor and for purposes of this course, you need access to Mail Transport Equipment Labeler (MTEL) and Surface Visibility Web (SVweb). Request in eAccess. This access is necessary for classroom participation later in the course.

Safety Introduction

Facilitator: Show Slide 7. Introduce Safety.

The Postal Service is committed to your safety and the safety of your coworkers. You play a key role in ensuring that employees are following safe practices and work methods while on the dock and in the yard environment.

It is the position of the Postal Service that any injury can be prevented. Preventing personal injuries on and off the job is good business practice. We want to make sure our employees are safe in their workplaces. Injuries cost money, reduce efficiency, and cause human suffering.

It is the position of the Postal Service™ that any injury can be prevented. Preventing personal injuries on and off the job is good business practice. We want to make sure our employees are safe in their workplaces. Injuries also cost money, reduce efficiency, and cause human suffering.

The Dock and Yard Safety Guide is available and is a good resource for understanding the potential hazards associated with various operations at processing plants. As each facility is unique, all outlined procedures may not occur in every facility. *The Dock and Yard Safety Guide* is available for all employees at:
https://networkops.blueshare5.usps.gov/sites/dn/Ops%20Best%20Practices/Forms/AllItems.aspx.

Facilitator: Show Slide 8. Click through the slide to review safety responsibilities.

Your responsibilities for safety include but are not limited to:

- Performing regular safety walks of your work area

- Performing a trailer inventory at the beginning of your tour

- Participating in Tour Expeditor meetings

- Returning outstanding paperwork that you have not yet closed

- Validating yard information

- Complying with Occupational Safety and Health Administration (OSHA) standards and regulations

- Attending annual safety and health training

Every trip through your workplace should be a safety inspection. You should always be on the look-out for safety hazards and unsafe conditions. You should know the proper safety procedures for each operation on the platform. As a resource consider teaming up with the Safety Ambassador or supervisor to conduct impromptu inspections. Inspections can assist you in recognizing safety issues and abating any serious issues. Frequent, short interactions about safety allow immediate response to hazards and provide opportunities to positively influence behavior.

Dock operations focus mainly on tasks associated with the arrival, staging, and dispatching of mail and equipment in Postal facilities. Activities such as mail transport and loading and unloading of trucks using Powered Industrial Trucks (PIT) as well as manual means has the potential for employee injuries. Workers must be aware of both manual handling safety concerns and safe PIT equipment operating techniques.

Dock and Yard Safety

Facilitator: Show Slide 9 and 10. Review Dock and Yard Safety.

- **Following safety guidelines prevents injuries**
- **The goal is zero accidents**
- **Employees' safety comes first**
- **Any injury can be prevented**
- **Identify and address safety hazards**

Dock and yard safety is important for any employee or contractor involved in dock operations. Following safety guidelines can prevent injuries while loading and unloading trucks manually or by using Powered Industrial Trucks (PITs). The United States Postal Service® is dedicated to a goal of zero accidents. Our position is that our employees' safety comes first, and any injury can be prevented. It is your responsibility to work safely and accept responsibility for preventing accidents by identifying and addressing safety hazards.

The dock is the area inside where trucks are loaded and unloaded and mail/equipment is staged. Safety is imperative in this busy location. The Postal Service is committed to safety and accidents must be proactively avoided.

A yard is the area outside the dock where the trucks are staged, loaded, and unloaded. This is an incredibly busy environment with vehicles and personnel, different weather conditions, traffic, and lighting. Because of congestion and traffic, caution and common sense must always prevail. Accidents can occur, and occasionally result in personal injuries or even death.

Dock and Yard Hazards

Facilitator: Show Slide 11. Review Dock and Yard Hazards.

Ask: What are some Dock and Yard Hazards. Note participant responses on a rip chart. Click through the slide to review possible answers.

Hazards in the loading dock and yard have the potential for serious injury or even death these include:

- Slips, trips, and falls
- Unsecured or unguarded machinery or dock edges
- Injuries from handling dock plates and containers manually
- Pedestrian injuries
- Employees being struck by equipment or vehicles
- Manual material handling injuries (lifting)
- Trailer separation
- Unsecured loads
- Debris on the floor
- Forklifts overturning
- Operating dock levelers

During this module, we review dock and yard safety procedures. While some equipment is used more often in the dock or in the yard, please be aware that equipment may be used in both areas. Regardless, safety procedures must be followed.

Yard Specific Safety

Facilitator: Show Slide 12. Click through the slide to review Yard Specific Safety.

As an Expeditor you must ensure:

- Make sure all drivers — Postal Service and contract — comply with posted yard speed limits. This includes drivers of private vehicles and yard hustlers.

- Make sure any parked trailer or vehicle has the wheels chocked or that dock locks are in use before any powered industrial truck enters the vehicle or trailer. Electric pallet jacks fall under the definition of powered industrial trucks.

- Keep unauthorized personnel out of yard areas. Vehicle traffic and limited visibility around trailers make these areas unsafe for unauthorized personnel.

- Determine whether jacks are needed to support a trailer and to prevent upending during loading or unloading when the trailer is not coupled to a tractor. When a trailer is uncoupled from the tractor unit and the landing legs are lowered, the trailer can be prone to tipping forward from the landing legs if too much weight is placed towards the front of the trailer. This can be caused by a heavy load or the use of heavy equipment, such as a forklift, within the trailer.

Yard Safety and Dock Operations Checklist:

Facilitator: Show Slide 13. Click through the slide to review Yard Safety and Dock Operations Checklist.

As an Expeditor, make sure to alert management if any of the following are not in place:

- Dock doors are operable

- Dock plates are operable

- All dock trailer lights work

- All the dock red/green lights work

- Safety vests are available for all required employees

- Flashlights are used in the yard

- Light poles in the yard are working

- Every dock door has a wheel chock

- All trucks are chocked

- No trucks are idling in the yard

- Yard Safety and Dock Operations Checklist are performed on all trucks prior to use

- Appropriate number of secure straps are available for use in both HCR (Highway Contract Route) and USPS vehicles

An example Yard Safety and Dock Operations Checklist can be found in the appendix on page A-23

Pedestrian Safety

Facilitator: Show Slide 14. Click through slide to review pedestrian safety.

Working outside around vehicles is dangerous. Pedestrians must protect themselves by ensuring they are visible. As Expeditor, make sure the following safeguards are followed:

- All pedestrians walking in the yard must be provided and instructed to wear reflective vests to improve visibility

- All yard pedestrians must be provided and required to utilize flashlight

- Expeditors should closely observe vehicles in the yard. If a vehicle has issues, report it to the driver and to their supervisor

- Ensure that drivers adhere to posted signage including speed limits

- Pedestrians should avoid vehicle blind spots

- Drivers sound horn prior to backing of any vehicle

Dock Entry and Exit

Facilitator: Show Slide 15. Review dock entry and exit.

Make sure that:

- **Painted lanes are visible for drivers.**

- **Trucks are situated in the lane correctly.**

- **Drivers back slowly to easily correct any steering errors and stop quickly if necessary.**

Safe driving requires that drivers control vehicle speed and direction. Because drivers cannot see everything behind the vehicle, the potential for damage is much greater when backing. Accidents can be prevented by making sure that drivers follow a few basic steps when backing into a bay or to a dock door.

When trucks are backing into dock doors/bays, Expeditors need to make sure that drivers are following proper procedures.

Make sure that:

- Painted lanes are visible for drivers

- Trucks are situated in the lane correctly
- Drivers back slowly to easily correct any steering errors and stop quickly if necessary

Water Ingress

Facilitator: Show Slide 16. Review water ingress.

Water entering the dock loading area can create a slipping hazard for both pedestrians and those using mechanical equipment. Most loading bays have canopies, curtains, or shelters to create a weather shield. However, they may be compromised by ill-fitting seals or differing vehicle and trailer designs.
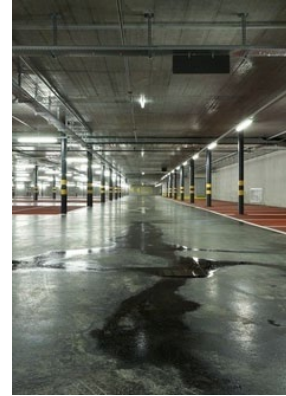
Safe Loading and Unloading

<u>Loading</u>

Facilitator: Show Slide 17. Click through the slide to review safe loading.

Expeditors must ensure that mail is loaded into trucks safely. If you notice mail is not loaded correctly, notify your supervisor to abate the safety hazard. The purpose of proper loading is to ensure safe and damage-free transport of the load. Proper loading of palletized Postal Service products in trailers is essential to prevent load shifting during transport.

The two primary causes of load failure during transport are:

1. Gaps in the load
2. Improper pallet stacking

Improperly loaded trailers in motion may produce side sway and forward and backward motion. Gaps in the load may cause improper shifting of the pallets or product contents. Load shifting can be avoided through proper load configuration and stacking of pallets for transport.

<u>Safe and Legal Loading</u>

Facilitator: Show Slide 18. Click through the slide for introduction to Safe and Legal Loading.

Ensure that vehicles are loaded in a safe and legal manner. As a resource, use the posted loading diagrams for truck loading.

Safely Loading Pallets into Trailers

Required Floor Loading Plan for Nestable Pallets (PSIN 3919)

Required Floor Loading Plan for Wood Pallets (PSIN 3919)
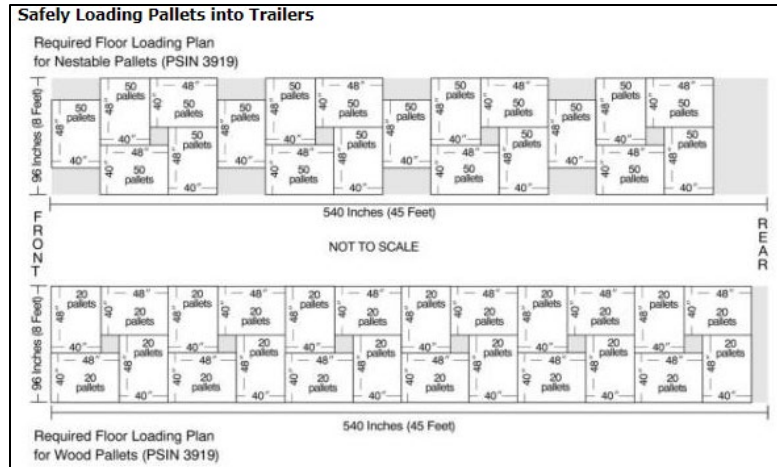
In vehicles fitted with side wall E-tracks, the load is secured with shoring straps and/or load bars.

Whenever containers with drop-down pins are loaded in a vehicle with floor pin stack pockets, each container's pin is filled in a floor pocket and container brake applied.

Pallet Arrangement

Facilitator: Show Slides 19 and 20. Click through the slides to discuss pallet arrangement.

Pallets are arranged in a pinwheel fashion, where pallets are loaded side by side in the vehicle with the long (48-inch) side of one next to the short (40-inch) side of the other, and the next row is loaded in the opposite direction. This interlocks the pallets and helps prevent them from sliding and the load shifting.

A Pinwheel Configuration: A Set of Four Pallets

Bed loaded sacks are brick-laid stacked in an orderly manner with the string side of the sack facing forward.

Bed loaded trays are stacked with the heaviest trays on the bottom and successive level placed in a crisscross manner.

Bed loaded parcels and nonmachinable outsides are brick-laid stacked in an orderly manner with the heaviest parcels and outsides on the bottom.

Mixed loads are arranged with Bed loaded trays stacked along the side walls and sacks located in the middle across the vehicle.

Vehicles are not to be loaded with more weight than the vehicle's specifications provide or law permits.

Additional cargo restraint methods are used for potentially unstable loads.

A Row of Pinwheel Configurations

Configuring Mixed Loads

Facilitator: Show Slide 21. Review process steps for configuring mixed loads.

Expeditors need to ensure mixed loads are configured correctly. The postal service uses a variety of equipment sizes that comes in various heights and widths. Loads may also be mixed with containers of various weights as well. Understanding how to safely configure loads reduces potential for damage and injuries. Standard Work Instructions for configuring Mixed Loads can be found in the Appendix on pages 30-31.

Process Steps

1. Configuring different types of containers for a secure load.

2. Securing and strapping tall and/or stacked pallets.

3. There is a way to combine different types of containers with an OTR (Over the Road container) for a secure load.

4. There is a way to combine different types of containers with a wire container for a secure load.

5. Do not combine equipment that cannot be physically supported.

6. Securely strap load every 10 feet.

Securing Loads

After checking configurations, Expeditors must make sure that the load is secured. Load instability is identified as a major contributor to accidents due to the shifting of containers. Proper load restraint is a function of vehicle structure, securing devices, and blocking or bracing equipment. The securement system chosen must be appropriate for the cargo's size, strength, and characteristics.

Secure rolling stock containers so they do not move when the vehicle is in transit. This includes setting the brake, setting pins, and securing the container with the proper number of shoring bars or straps. Do not dispatch a trailer under any circumstances if the load and integrity of pallets cannot be made secure.

Restraining Straps

Restraining straps are used to secure loads. Expeditors must make sure that the restraining straps are correctly positioned and the correct number of straps are being used as outlined in Label 62.If trailers do not have the straps, they are not properly equipped an action should be taken. We will discuss the procedures for completing a PS Form 5500, *Contract Route Irregularity Report* later in the course.

Label 62

Label 62 is a visual tool to reiterate proper positioning of restraining straps in E-tracks for load configurations. Expeditors should check to make sure that this label is placed on the inside wall near the door of all Postal Vehicle Service Route (PVS) trailers and HCR trailers that move mail. If Label 62 is not on the inside wall, a PS Form 5500 would need to be issued.

Positioning Restraining Straps in "E" Tracks For Typical Load Configuration

To Position the Straps:

Each end of the restraining strap must be connected into the "E" track at least 1 foot back of the edge of the container(s) being restrained. Properly position 2 restraining straps (1 for each set of "E" tracks) approximately every 10 feet to prevent fore, aft, and sideways movement of the load. Each load must have 2 restraints (1 for each set of "E" tracks) positioned at the end of the load.

Container Restraint Of Solid Load

Nose

Container	Container	Container
Container	Container	Container
Container	Container	Container
Container	Container

Restraint at approx. 10'

Restraining Straps

"E" Track   "E" Track

Door

Container Restraint Of Mixed Load

Nose

| Container | Container |
| Container | Container |

Restraint at approx. 10'

Container	Container	Container
Container	Container	Container
Container	Container	Container
Pallet	Pallet

Restraint at approx. 10'

Restraining Straps

"E" Track   "E" Track

Door

To Secure the Load:

Drape the assembly across the face of the load. **DO NOT** attempt to operate ratchet at this time. Hold the buckle at about the same level as the attached end fittings **AND** pull slack webbing through the buckle (Figure 1) until the straps and buckle are **SNUG** against the load. You can now operate the ratchet mechanism because there is **NO EXCESS SLACK** that could, if you wound up on the reel, cause jamming. Operate buckle handle back and forth to take up remaining slack and to set tension (Figure 2).

Continue ratcheting until enough tension is applied to hold the load securely. **DO NOT OVER-TIGHTEN** the shoring strap assembly. Too much tension may result in injury to you or damage to the shoring straps or "E" track hardware.

NEVER USE TOOLS TO OPERATE THE BUCKLE HANDLE.

To Release the Buckle:

Depress the release bar with the thumb (Figure 3) and swing handle as far as it will go from the buckle body (Figure 4). With the handle in this position, the spool will turn freely and unwind the webbing.

NO TOOLS ARE NECESSARY.

Figure 1

Figure 2

Figure 3

Figure 4

Label 62, July 2004
PSN 7690-02-000-7909

Positioning Restraining Straps

Facilitator: Show Slide 24. Review Positioning restraining straps. Click the on-slide link to play the "Secure that Load" video.

It is primarily the responsibility of the driver to ensure the proper loading and securing of the mail, however, when Postal Service personnel assist in loading mail, or pre-loads are performed, the responsibility to ensure the securing of the load is assumed by the dock personnel. A video depicting the updated instructions on restraining loads properly can be viewed at: https://blue.usps.gov/corpcomm/uspstv/safety-and-health/sdom-secure-that-load.htm.
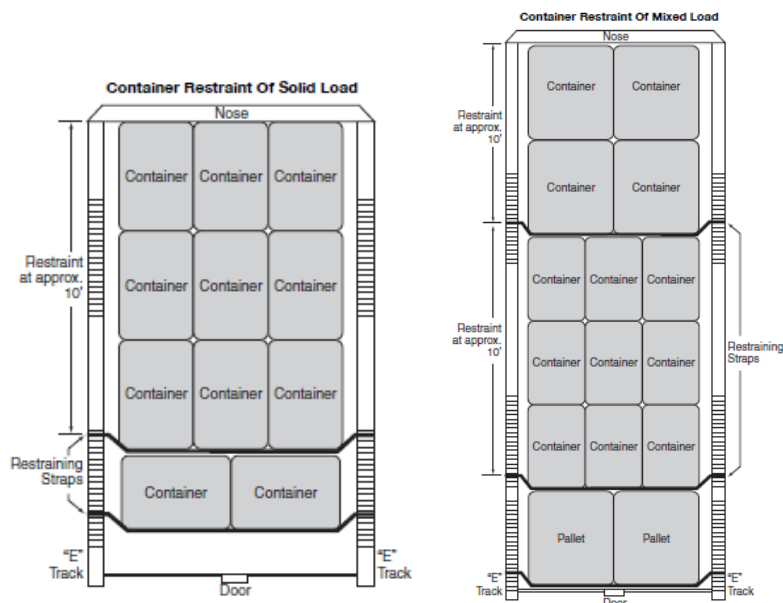
Shoring Bars

Facilitator: Show Slide 25. Review Shoring bars.

Shoring bars are sometimes used to secure loads. A shoring bar or hat section reinforcement must be permanently installed in the front cargo area of all 5- to 7-ton vehicles and trailers. Stack and secure sack loads to prevent shifting, either from side to side or from front to rear. Often, sack loads fall against the rear door and wedge so that the doors cannot open. Secure rolling loads so that there can be no movement in transit. Above all, securely close and lock the vehicle to prevent loss of mail and accidents enroute.

Opening Trailer Doors

Facilitator: Show Slide 26. Click through the slide to review opening trailer for swinging doors.

Expeditors must ensure that mail is unloaded from trucks safely. A driver or an unloader might approach you if they determine that their load might have shifted. Notify the supervisor to provide assistance before opening the trailer doors. Since drivers and unloaders cannot see the condition of the cargo before opening trailer doors and therefore cannot see if cargo has shifted during transportation, basic steps can be taken before opening a truck's trailer doors.

Swinging Doors

1. Crack the right-hand door and stay behind the door.

2. Pull the door toward you and latch it to the side of the trailer.

3. Recheck the cargo before unlatching the left-hand door.

4. If it appears the cargo has shifted and is against the left door, the driver should put a load lock in place or push the cargo into place.

5. Once secure, a driver should pull the left door towards their body, backing away and keeping the door between the cargo and their body.

Roll-up doors

Facilitator: Show Slide 27. Click through the slide to review opening trailer for roll-up doors.

Roll-up doors have the potential for a different set of problems than swinging doors and should be handled accordingly.

1. After reading the seal, the lock should engage and disengage easily without forcing. The door should not fly up or creep or rush down.

2. To operate, keep the door in full view and slowly raise the door using the manufacturer supplied handles and lower the door on the supplied pull-down rope. Never apply force in a manner that would cause the panels to disengage from the track. If the door has an automatic opener, remove the pull rope from door and follow the instructions supplied with the opener.

3. Most trailers are loaded from docks, but if they must be opened from the ground because no loading dock is available, a grab bar should be mounted to the back corner of the truck/trailer body and non-slip material should be placed on the Interstate Commerce Commission (ICC) bar or step.

4. When climbing up into the cargo area, the driver should have three parts of their body on the vehicle at all times to limit the possibility of a slip and fall accident.. This could be two feet and one hand or two hands and one foot.

Equipment Safety

Expeditors are responsible for ensuring employees are using equipment safely. Report any unsafe practices to management. The Dock and Safety Guide is being used as a resource for this section of the course. You can access the Standard Work Instructions (SWIs) in the Appendix for dock and yard equipment. We review basic equipment; however, your facility may not be equipped with all equipment shown.

Chocks

A Chock Block is a triangular wedge that is placed against truck tires to prevent a vehicle from rolling. Chocks must be used to prevent rollaways on all trailers that are parked. A rollaway refers to an incident where a vehicle rolls away with the engine off. In the area of the dock and yard properly securing and safeguarding trucks and trailers is imperative.

Expeditors must check daily that all dock doors are equipped with chocks and that they are being used. Chocks must be used even if an additional means to secure trucks or trailers to a loading dock is available. Always use the chocks!

OSHA 29 CFR 1910.178(k)(1), requires that "the brakes of highway trucks shall be set and wheel chocks placed under the rear wheels to prevent the trucks from rolling while they are boarded with powered industrial trucks."

OSHA 29 CFR 1910.178(m)(7), requires in part that "brakes shall be set and wheel blocks shall be in place to prevent movement of trucks, trailers, or railroad cars while losing or unloading when the trailer is not coupled to a tractor."

Alternative methods of preventing truck movement are allowed. These alternatives may include the use of dock lock mechanisms, dock monitoring systems, or other systems that prevents the unintentional movement of trucks and trailers while being boarded with powered industrial trucks.

- Verify that the trailer is properly parked against both dock bumpers.

- Drivers must chock wheels when trailers are docked at bay doors. Drivers must then verify with the Expeditor that the chocks are in place. Chock the front and back of the rear wheels.

- Chocks need to be suitable for the type of vehicle they are expected to restrain, for the type of surface they are being used on, and for anticipated/current weather conditions.

- Employees should never enter a trailer that has not been properly chocked. Make sure any parked trailer or vehicle has the wheels chocked or that dock locks are in use and functioning properly before any Powered Industrial Truck (PIT) enters the vehicle or trailer.

- It is important to implement a robust safe work system covering the use of wheel chocks. Workers who put chocks in place and remove them can potentially be at risk if working where there are moving vehicles. It may be necessary to control the movements of other vehicles in adjacent bays while chocks are put in place or removed.

- Properly store wheel chocks when not in use to avoid damage and a tripping hazard.

Dock Plates and Levelers

These ramps are used to bridge the gap between the truck trailer and the loading dock so that pallet jacks or forklifts may move product in and out of the trailer. Improperly secured dock plates and levelers can cause the forklift and/or loads to overturn.

Expeditors must make sure that dock plates and levelers are used safely. If your facility is equipped with dock plates and levelers, you should use them on every dock door. Some facilities are not equipped with dock plates or levelers. An SWI is available in the Appendix on page A-4.

<u>Safety Guidelines</u>

- In the normal (unused) position, the leveler should be in the down position and level to the walking surface.

- When a truck arrives and mail needs to be unloaded, the lip edge of a leveler is raised until it is higher than the bed of the trailer.

- As the leveler rises or lowers, the lip is extended to bridge the gap between the loading dock and the bed of the trailer.

- Levelers must be clear of equipment prior to raising or lowering.

- Keep hands and feet away from dock levelers while they are in motion.

- For electronic levelers, employees must not stand on the leveler while it is raising or lowering.

- When loading/unloading of the trailer is completed, return the dock leveler to the stored position, level to the walking surface.

Note: Dock levelers can be slippery when wet, so be aware of your footing. If needed, report slippery conditions to your supervisor.

Dock Scissor Lifts

Facilitator: Show Slide 34. Click through slide to review dock scissor lifts.

These ramps are used to bridge the gap between the truck trailer and the loading dock so that pallet jacks or forklifts may move product in and out of the trailer. Improperly secured dock scissor lifts can cause the forklift and/or loads to overturn, leading to injury.

Expeditors must notify supervisors if there is a problem with dock scissor lifts. Any scissor lifts in need of repair should be red tagged.

Unless employees are properly trained, do not allow them to use powered lifts. Check control cords frequently for broken insulation or frayed wiring. Use safety chains to prevent equipment from rolling off the open end of the lift. Only authorized personnel should service a dock or scissor lift. Remove or disable the lift's power source during non-business hours to prevent unauthorized use. An SWI is available in the Appendix on page A-6.

Process Steps

1. Inspect scissor lift daily, prior to use.

2. Ensure truck or trailer is in position and chocked.

3. Notify people in the area to make them aware that the dock scissor lift is about to be raised/lowered.

4. Raise dock scissor lift to level of trailer door.

5. Remove the safety chain.

6. Lower the dock plate (where applicable).

7. Unload equipment from truck onto dock scissor lift.

8. Unload equipment from dock scissor lift to dock.

Dock Locks

Dock locks are used to prevent forward movement of the truck/trailer, which may create an unsafe void between the dock and the truck/trailer as a forklift travels onto the trailer; or to create an obstruction noticeable (via outside lights) to the truck driver, should the driver accidentally try to pull the truck/trailer away while it is being used.

Dock locks help to prevent a drive-away. A drive-away is when a vehicle or trailer is moved away from the loading bay before the loading/unloading operation is complete. The vehicle loader, machinery, or goods can fall from the vehicle, posing a danger to the loader or anyone working in the vicinity.

Expeditors need to make sure that the dock locks are engaged properly. Sometimes the lights turn-on showing that the lock is engaged, but it is a false notice. You need to visually confirm that the lock is actually engaged. You can look down between the dock plate and the truck to make this confirmation. A SWI for Dock Locks can be found in the Appendix on page A-9.

Mail Transportation Equipment (MTE) Handling

Facilitator: Show Slide 36. Click through the slide to review Mail Transportation Equipment (MTE) handling.

Mail Transport Equipment (MTE) is used to consolidate, store, and transport mail. The improper loading, securing, or moving of MTE has the potential to create hazards for employees. Employees should always load, close, transport, and unload the MTE containers using the proper methods.

- Secure all loaded containers with 2 straps every 10 ft. to prevent the load from shifting and rolling free. Place OTR-container tow pins in the floor of trucks or vans.

- If a load has toppled against the mesh doors of an Eastern Region Mail Container (ERMC), get assistance when removing the restraining bar. When pressure is placed against the mesh door, restraining bar can be extremely dangerous because it acts like a spring when released.

Expeditors should make sure that unused MTE is removed from the dock and stored in the correct place. Every facility has an MTE plan. Failure to clear unused MTE can cause a safety hazard and impact operations.

Facilitator: Show Slide 37. Ask: What is some MTE in your facility?

On a rip chart, generate a list of MTE with the group. Then, click through the slide to supply example responses.

Review the SWI for Mail Transportation Equipment (MTE) handling in Appendix page A-3.

Pallet Jacks

A pallet jack, the most basic form of a forklift, is used to lift and move pallets. While using hand or electric jacks, employees must maintain control of the jack to avoid impact with stationary or moving objects as they move through the dock and passageways. Pallet jacks are used to make it easy to move loads that would otherwise be multiple person jobs. Pallet jacks help transport loads from point A to point B by eliminating strain while also saving time.

Expeditors might periodically assist in loading/unloading trucks using these pallet jacks to ensure that trips are dispatched timely. Using the jacks safely is important. Additional information can be found in the Appendix on page A-31.

Do not place feet under jack	→	Alway inspect hydraulic fluid lines	→	Never exceed capacity	→	Observe push/ pull methods when possible

Process Tips

- Never place your feet under a machine

- Never exceed the advised weight capacity

- Use proper lifting techniques when loading/unloading and operating the pallet jack

- Move the load slowly to ensure safety in case your surroundings change

- Whenever possible, push the load

- Be wary of pinch points to avoid injuries to your hands

- Store properly to avoid the jack becoming a tripping hazard

Safety Walk

Facilitator: Show Slide 40. Click through the slide to discuss Safety walks.

Expeditors should perform a safety walk at the beginning of every tour. This ensures that housekeeping and safety measures are implemented and employees are safe. Expeditors are responsible for completing necessary forms and paperwork. Immediately abate any issues you can address or if you cannot abate the issue, complete the PS Form 1767, *Report of Hazardous, Unsafe Condition, or Practice.*

Hazardous Conditions

Facilitator: Show Slides 41 and 42. Click through the slides to discuss PS Form 1767, *Report of Hazardous, Unsafe Condition, or Practice.*

PS Form 1767, *Report of Hazardous, Unsafe Condition, or Practice.* Condition is designed to provide a means of communication between employees and management with prompt corrective action and response to reports of alleged hazards, unsafe conditions, or unsafe practices.

Expeditors who identify an unsafe or hazardous condition complete the PS Form 1767 and turn in to their supervisor.

Supervisors must supply of PS Forms 1767s in the workplace in a location that both easy and (if an employee so chooses) anonymous access. Employees should be able to report hazards anonymously and without fear of reprisal. PS Form 1767, *Report of Hazardous, Unsafe Condition, or Practice* can be found on the next page and on Appendix page A-16.

UNITED STATES POSTAL SERVICE ®

Report of Hazard, Unsafe Condition or Practice

Hazard Control Number
(Assigned by Safety Officer)

____ ____ ____ ____ ____

I. EMPLOYEE'S ACTION

Area (Specify Work Location)

Describe hazard, unsafe condition or practice. Recommended corrective action.

Employee	Print and Sign	Date and Tour

II. SUPERVISOR'S ACTION

Recommend or describe action taken to eliminate the hazard, unsafe condition or practice. *(If corrective action has been taken, indicate the date of abatement.)*

Supervisor	Print and Sign	Date

III. APPROVING OFFICIAL'S ACTION (Check One and Complete)

	The following corrective action was taken to eliminate the hazard, unsafe condition or practice (indicate date of abatement):
	A work order has been submitted to the manager, plant maintenance to effect the following change:
	There are no reasonable grounds to determine such a hazard exists. This decision is based upon:

Approving Official	Print and Sign	Date	Date Employee Notified

IV. MAINTENANCE ACTION (Complete if Necessary)

Maintenance Supervisor	Print and Sign	Date	Date Hazard Abated

PS Form **1767**, March 2017   PSN 7530-01-000-9422

WHITE – Local Safety Office *(After Abatement)*
YELLOW – Approving Official

PINK – Local Safety Official *(Initial Notice)*
BLUE – Employee

Any employee, or the representative of any employee, who believes that an unsafe or unhealthful condition exists in the workplace may file a report of the condition on PS Form 1767 with the immediate supervisor and request an inspection of the alleged condition or submit PS Form 1767 anonymously to the District's safety personnel. The form can also be turned it in to interoffice mail so that the submission is anonymous. District Safety forwards forms submitted anonymously to the employee's supervisor for action Safety personnel must not disclose the name of the individual making the report.

Throughout the workday, Expeditors should be making general observations of safety. Be aware of your surroundings and proper procedures such as handling and lifting, use of equipment, and vehicle operations, including powered industrial trucks. As you make your observations, communicate with the employees on the safe practices that you see, as well as areas in need of improvement. The best time to stop an unsafe act is before an accident occurs. As a resource, use the Yard Safety and Dock Operations Checklist in the appendix on page A-23. Other resources include Safety Ambassadors, Safety Captains, and Safety and Health Committee members.

Escalation of Safety Violations

Facilitator: Show Slides 43. Click through the slide to show situation 1. Ask participants to determine if the situation requires intervention, escalation, or documentation.

- **Let's look at a few situations and determine whether you could abate the situation, or whether you would need to escalate by filling out a PS Form 1767, or immediately notify a supervisor.**

Situation 1

- **Ask: What do you notice about this situation?**

  Possible Responses: Fire extinguisher is blocked, the webbing from the ERMC container should be placed inside to eliminate the slip, trip, or fall hazard. Excess parcels in the Gaylord are a hazard for falling on employees. Excess parcels in the All-purpose mail container (APC) are a hazard for falling on employees.

- **Ask: What should you do to resolve this situation?**

  Possible Responses: General housekeeping needs to be performed; however, in this case a PS Form 1767 needs to be completed for all of the issues. This situation needs a clear path to the fire extinguisher. Additional equipment is needed to handle the volume of excess parcels in the Gaylord, APCs, and ERMC. Also, the webbing from the ERMC container should be placed inside to eliminate the slip, trip, or fall hazard.

- **Ask: Does this description adequately describe the hazard?**

Ask participants to improve the description of the hazard.

What do you notice about this situation?

What should you do to resolve this situation?

<u>Situation 2</u>

Facilitator: Show Slide 44. Click through the slide to show situation 2. Ask participants to determine if the situation requires intervention, escalation, or documentation.

- **Ask: What do you notice about this situation?**

  Possible Responses: The extra person in the trailer runs the risk of being injured from a load shifting, getting pinned against the trailer or load, or being struck by the PIT. No personal items should be stored on the PIT.

- **Ask: What should you do to resolve this situation?**

  Possible Responses: This situation requires that a PS Form 1767 is completed so that your supervisor is alerting management to the practice of employees being in the trailer while PIT equipment is being used to unload.

- **Ask: Does this description adequately describe the hazard?**

Ask participants to improve the description of the hazard.

What do you notice about this situation?

What should you do to resolve this situation?

Safety Stand-up Talks

Facilitator: Show Slides 45. Review Safety Stand-up Talks. Explain that they will be participating in a safety stand-up talk during the On-the-Job portion of the training.

Supervisors conduct Safety Stand-up talks. As an employee, you are encouraged to participate as a presenter and discuss topics that are relevant and of interest to you and your team. Always keep the most current Safety talk in mind and highlight the presentation during the workday. You will participate in a stand-up talk during the On-the-Job portion of this training.

Module Review

Facilitator: Show Slides 46. Click through the slide to review the module.

During Module 1, we discussed safety for the dock and yard. Expeditors must be diligent in following and promoting safety protocols and procedures. An active and proactive approach is imperative to significantly reduce accidents. As an Expeditor, you are responsible for a safe dock. This means that you are actively aware of when hazardous conditions exist and take direct action to resolve issues.

In Module 2 we discuss Mailflow and basic information needed by Expeditors for moving the mail on the dock.

Module 2: Mailflow

Objectives:

- Define Clearance Time (CT), Critical Entry Time (CET), and Dispatch of Value (DOV).

- Identify the CT, CET, and DOV for each mail process and trip.

- Differentiate between originating, turnaround, and destinating mail.

- Describe the national color code policy and how it is used to meet delivery standards.

- Identify Postal Vehicle Service Routes (PVS), Highway Contract Routes (HCR), and Dynamic Routing Optimization (DRO) Routes.

- Differentiate between Processing and Distribution Center (P&DC), Network Distribution Center (NDC), Hub and Spoke, Surface Transfer Centers (STC) facilities and the type of mail each facility in your network processes.

- Monitor CET, CT, and DOV times to ensure transportation meets each dispatch.

- Explain the First In – First Out (FIFO) staging process.

- Define the continuous mail process

Time Allocated for Module:

- 2 hours

Instructional Methods:

- Discussion

- Hands-on practice

Participant Material Used:

- Participant guide

- On-the-Job Training Checklist

Mailflow Principles

Facilitator: Show Slides 1, 2, and 3 and review objectives.

Show Slide 4 and introduce the module.

In this module we will provide an overview of foundational concepts in mailflow.

It is important that you understand these principles, terms, and concepts in order to build a strong foundation of knowledge that will allow you to successfully fulfill your role as an Expeditor.

Mailflow includes the process from induction to dispatch.

The Expeditor is responsible for ensuring the right mail is on the right truck at the right time.

As an Expeditor your role is to ensure that the right mail is on the right transportation at the right time. In order to accomplish this, it is important for you to be familiar with the mail flow in your facility, to understand how your facility sends and receives mail from other facilities, and to be able to plan for changes that affect dispatch. To effectively expedite the mail, you must know several foundational concepts, key terminology, and several mailflow processes.

Mailflow in a processing facility covers mail induction through dispatch. There are many types of processing facilities throughout the country and separate mailflow for each type of product in a facility.

Mailflow: Induction to Delivery

Facilitator: Show Slide 5.

Review general mailflow from induction to delivery.

- **Mail is collected from retail windows, lobbies, APC kiosks, blue collection boxes, individual businesses and residences, and Bulk Mail units**

- **Each mailpiece is prioritized based on a committed delivery window, called a service standard**

- **Each processing facility has a service area they send mail to for delivery**

- **Service Area is denoted by the first three digits of the Zone Improvement Plan (ZIP) Code ™**

- **Any mail not in the service area is forwarded for processing to the facility that services that area**

- **Mail is further refined to determine the delivery location and sometimes sorted to a specific route**

- **Mail is then transported to the delivery facility**

- **Carriers deliver the mail to the final residence or business.**

Generally, mail is collected from Post Office™ retail windows, drop off boxes in lobbies, from automated mail processing center kiosks in Post Office lobbies, and by carriers from blue collection boxes and individual businesses and residences. Bulk Mail Units also collect business mail in bulk. These sources send their mail to a processing facility.

Each mailpiece has a specific window that we have committed to deliver it within, called a service standard. This helps us prioritize the mail as we process and deliver it.

Each processing facility has a service area that consist of local Post Offices and facilities that they send mail to for delivery. The service area is usually denoted by the first three digits of the Zone Improvement Plan (ZIP) Code ™. For example: Oklahoma City would service all ZIP Codes starting with 730-731, 734-738, and 748. Any mail that is not serviced by that facility, is forwarded to the plant that services that area for final processing.

Once the mail is at the facility that services that ZIP Code, the mail is further sorted to its finest depth-of-sort to its delivery location, usually a Post Office. Often letter mail and some flats are sorted to the delivery sequence of the carrier's route.

The mail is transported to the delivery facility. Some mail is sorted manually for the carrier route in delivery sequence. The carriers then deliver the mail to the final residence or business.

Key Concepts and Terminology

Facilitator: Show Slide 6 and discuss key concepts and terminology. Review originating, turnaround and destinating mail.

We use the terms originating and destinating to describe where mail is coming from and where it is going, based on its service area.

Originating: Mail generated from a facility's service area going out to the world.

- **Originates with your service area and goes to another facility**

- **Usually processed to 3-digit depth-of-sort and sent out to the world to another processing facility's service area**

It is important that you establish a working knowledge of several key concepts and terminology in order to effectively manage your work. These include how mail is moved and when, how we keep track of which mail has the highest priority, how mail is prioritized, where mail is from, and where it is going.

Originating, Turnaround, and Destinating Mail

We use the terms originating and destinating to describe where mail is coming from and where it is going. Each processing facility has a service area that consists of local Post Offices and facilities that they serve directly.

Originating - Mail generated from a facility's service area going out to the world.

There are several facilities that generate originating mail:

- Entered through a Business Mail Entry Unit (BMEU)

- Received at a Detached Mail Unit (DMU) from USPS® or mailer

- Entered at a Destination Delivery Unit (DDU)

Facilitator: Show Slide 7 and review destinating mail.

Destinating: Mail coming from the world and being delivered in that facility's service area.

- **Your service area is its final destination**

- **Uses a 5-digit depth-of-sort**

- **Can include cross-docking the mail to another facility in your area or processing it for dispatch and delivery**

Destinating - Mail coming from the world and being delivered in that facility's service area.

You receive this mail on a trailer and will either:

Cross-dock the mail for another facility by taking the incoming mail and transporting it directly to the outgoing dock to be sent to another facility.

Process for dispatch to a local facility, usually a delivery unit.

Facilitator: Show Slide 8 and review turnaround mail.

Turnaround: Mail that comes from your service area and is being delivered to your service area. It is essentially both originating and destinating mail.

Turnaround mail is mail that is originating and destinating in the same service area. You will receive from your service area, process it, and dispatch it to your service area.

Activity Originating and Destinating

Facilitator: Show Slide 9. Allow 3 minutes for participants to respond to scenarios on the slide.

- **Review the examples, discuss, and determine if the example is originating, destinating, or turnaround**

Click to reveal answers.

Debrief responses.

In this activity you will determine if the following mailpieces are originating, destinating, or turnaround mail for Oklahoma City's service area: 730-731, 734-738, and 748.

If you are at Oklahoma City P&DC, what type of mail is:

Received from California, 90210? _____

(Destinating)

Received from Oklahoma City, 73069? _____

(Turnaround)

Being sent to Florida, 31321? _____

(Originating)

<u>Depth-of-Sort</u>

Facilitator: Show Slide 10. Review 3-digit and 5-digit depth-of-sort.

The depth-of-sort indicates how refined the sortation is for a container of mail.

- **ZIP Code indicates the mailpiece destination**
- **First three digits indicate the service area for that mail and:**
    – **Is faster and more efficient**
    – **Identifies that mail's destination ZIP Code and mail is routed to that service area**

Once the processing facility has dispatched all mail for other service areas, it can process mail for its service area and send that mail to the delivery units it serves.

- **In order to sort mail for delivery, the mail is processed to a 5-digit depth-of-sort**
    – **The last two digits of the ZIP Code allows mail to be routed to the specific post office that will deliver that mailpiece.**

Depending on the mailpiece, machinery available, and time constraints, the mail may be refined even further.

    – **It is possible for the processing facility to put some mail in walk sequence**

Depth-of-sort is used to refer to how refined the sortation is for a container of mail. The ZIP Code indicates the mailpiece destination. The first three digits indicate the service area for that mail. Every service area is assigned to a facility.

Sorting mail just enough to determine the first three digits is faster and more efficient than trying to sort to every destination in the U.S. at every facility. The three-digit sort identifies that mail's destination ZIP Code and the mail is routed to the processing facility for that service area.

Once the processing facility has dispatched all mail for other service areas, it can process mail for its service area and send that mail to the delivery units it serves.

In order to sort mail for delivery, the mail is processed to a 5-digit depth-of-sort. The last two digits of the ZIP Code indicate where the mail needs to be routed within that service area. Using a 5-digit depth-of-sort allows mail to be routed to the specific Post Office that will deliver that mailpiece.

Depending on the mailpiece, machinery available, and time constraints, the mail may be refined even further. It is possible for the processing facility to put some mail in order so that as a specific carrier delivering a particular route in an individual Post Office delivers the mail, it is already in walk sequence.

<u>Classes of Mail</u>

Facilitator: Show Slide 11 and discuss classes of mail.

There are three types of mail: Letters, flats, and parcels, each has a service standard based on the class of mail the customer purchased at induction.

Classes of mail are products that we sell to our customers that establish the level of service that mailpiece receives, how long it takes to deliver, and under what circumstance.

The classes of mail are:

- **Priority Mail Express®: on-time 1-day or 2-day delivery and must be processed and dispatched as high priority**

- **Priority Mail®: For letters, flats, and packages with expedited 1-day, 2-day, or 3-day through 5-day service depending on the package destination**

- **First-Class Mail®: Not guaranteed within a specified time, 2-day, 3-day through 5-day service**

  - **No overnight standard on single-piece mailings**

  - **Process as a higher priority than USPS Marketing Mail®**

- **Periodicals: Letters or flats. Mail receives a service standard when inducted reflecting destination, available transportation, and mail entry time and location**

- **USPS Marketing Mail®: Letters, flats, or packages. Mail receives a service standard when inducted**

reflecting destination, available transportation, and mail entry time and location

> – **Includes advertisements, circulars, newsletters, small parcels, and merchandise**

- **Package Services: Include USPS Retail Ground®, Bound Printed Matter®, Media Mail®, Parcel Select®, Metro-Post, and Library Mail**

> – **Each receives a service standard when inducted reflecting destination, available transportation, and mail entry time and location**

The Postal Service processes and sorts millions of mailpieces every day. There are three types of mail: letters, flats, and parcels. The classes of mail are:

Priority Mail Express® -Premium service provides mail delivery overnight, or on the second day. Guaranteed delivery time or the postage is refunded for 1-day or 2-day delivery, 365 days per year, with expedited handling. The mail is insured against loss or damage. Priority Mail Express must be processed and dispatched as high priority in order to meet service standards.

Priority Mail ® - Includes letters, flats, and packages and weighs between 13 ounces and 70 pounds. Priority Mail offers expedited 1-day, 2-day, or 3-day through 5-day service depending on the package destination.

First-Class Mail®-This mail includes bills, postcards, large envelopes, and small packages. The mail is sealed from postal inspection. First-Class Mail is not guaranteed within a specified time and cannot weigh more than 13 ounces. Process First-Class Mail as a higher priority than USPS Marketing Mail.

Periodicals- Periodicals are either letters or flats. Includes newspapers and magazines. Mail receives a service standard when inducted reflecting destination, available transportation, and mail entry time and location.

USPS Marketing Mail®- Can be letters, flats, or packages. Includes advertisements, circulars, newsletters, small parcels, and merchandise. This mail must weigh under 16 ounces. Service standards depend on the entry location and entry time, transportation constraints, and distance to delivery destination.

Packaging Services- USPS Retail Ground®, Bound Printed Matter®, Media Mail®, Parcel Select®, Metro-Post, and Library Mail. Each has separate service standards.

	Priority Mail Express	Priority Mail	First Class Mail	Periodicals	USPS Marketing Mail	Package Services
Service Standard	1-Day, 2-Day	1-Day, 2-Day, 3-5 Day	1-Day, 2-Day, 3-5 Day	Various	Various	Various
Letters	X	X	X	X	X	
Flats	X	X	X	X	X	
Packages	X	X	X		X	X

Prioritization

Facilitator: Show Slide 12. Conduct a discussion with the group and have them determine the prioritization of the mail classes. Click through the slide to display correct answers.

Look at these classes of mail. How should they be prioritized?

Correct answers:

1. **Priority Mail Express.**

2. **Priority Mail and First-Class Mail (2-day)**

3. **First-Class Mail (3-day).**

4. **Newspaper treatment and Periodicals.**

5. **USPS Retail Ground.**

6. **Package Services.**

Look at these classes of mail. How should they be prioritized?

Newspaper treatment and Periodicals

USPS Retail Ground

Priority Mail Express

Priority Mail and First-Class Mail (2-day)

Package Services

First-Class Mail (3-day)

The following are the processing, dispatch, and delivery priorities:

1. Priority Mail Express
2. Priority Mail and First-Class Mail (2-day)
3. First-Class Mail (3-day)
4. Periodicals and newspaper treatment
5. USPS Retail Ground
6. Package Services and USPS Marketing Mail

Note: Those Priority Mail destinations designated as 3-day commitments in the Priority Mail directory must continue to maintain the same origin processing and dispatch criteria as other Priority Mail.

CT, CET, DOV, and Planned Start

Facilitator: Facilitator: Show Slide 13. Ask participants to provide definitions for each key term and review definition. Click through the slide to provide correct answers.

- **We use several terms that support the continuous mail process.**

- **These terms set established time frames for when mail must be inducted to the processing facility, be processed, and be dispatched to downstream operations.**

Dispatch of Value (DOV) – The latest designated dispatch for a class of mail that will make service standards. DOV applies to all classes of mail.

DOVs are calculated based on travel time and when mail must arrive at a destination facility with enough time for it to complete downstream operations.

If I send mail to a plant two hours away, and they must have the mail by 2000, the mail must leave my facility no later than 1800. DOVs are determined for every facility that you service.

Critical Entry Time (CET) – In terms of transportation, it is the latest time a vehicle must arrive at the facility in order to meet the service commitment of the mail it contains.

For an operation, it is the latest time mail must be available to an operation if the mail is to complete the operation in time for dispatch.

Clearance Time (CT) – In terms of transportation, the time that the first Dispatch of Value (DOV) for a particular class or type of mail can be scheduled to leave the facility. Generally, Clearance Time determines transportation.

For operations, it is the latest time mail must complete an operation if it is to meet the critical entry time for the next required operation or its planned dispatch of value.

Planned Start – The time at which an operation should normally be started given expected average volumes of mail. Operating plans are a formal record of how mail should enter and leave your facility.

Each operation in your plant has its own start time, CET, and CT. In order to ensure that you meet the required windows for mail delivery to other processing and consolidation facilities, you must meet the Dispatch of Value (DOV).

Area Distribution Center (ADC)/Automated Area Distribution Center (AADC)

Facilitator: Facilitator: Show Slide 14.

ADC/AADC is a designation used to reflect the type of mail processed in a specific facility. The goal is to increase mail processing capacity.

- **AADC: Letter mail processing for a specific ZIP Code, with a pre-defined depth-of-sort.**

- **ADC: Does not include automated letter mail. A plan to sort to 3-digit depth-of-sort for a defined geographic area.**

These facilities are identified for processing specific types of mail. We send mail to these facilities to take advantage of additional processing capacity.

Automated Area Distribution Center (AADC) - AADC describes facilities that are designated to take a specific ZIP™ depth-of-sort for letters for automation so that we can consolidate mail sooner in the process and utilize full processing capabilities. This mail has been sorted and identified as for delivery in that facility's service area.

Area Distribution Center (ADC)/Sectional Center Facility (SCF) - ADC describes a 3-digit depth-of-sort for all mail except automated letters. ADCs can service multiple 3-digit ZIP Codes for a geographic/defined area. Once the mail is at the facility, they continue sortation to final depth-of-sort. They will also receive AADC letters that have been sorted to 3-digit depth of sort.

<u>First In-First Out (FIFO)</u>

Facilitator: Show Slide 15. Explain FIFO staging order.

All mail in a facility is staged in First in First Out, or FIFO order. The oldest mail is positioned first in a staging lane or area, so that it is the first to be processed, moved, transported, etc. All incoming mail is staged in FIFO order and retains that order as it is sent to processing.

Route Types

Facilitator: Show Slide 16 and 17. Click through the slides to discuss the types of routes.

There are two main types of routes:

- Postal Vehicle Service Routes, or PVS routes, are routes that are serviced by postal employees. Employees use postal vehicles and primarily serve facilities in the local service area.

- Highway Contract Routes, or HCRs, are routes serviced by contractors. HCRs are typically routes that travel to facilities outside the local service area.

  - Dynamic Routing Optimization routes, or DROs, are routes held by an HCR contractor.

    – Typically, smaller sites, with HCR only routes

    – They are flexible allowing for dynamic routing based on the projected processing times and delivery unit constraints

    – All DRO routes are serviced by one or two suppliers for a given facility. Every week, a manifest is created that outlines the schedule for these routes

      o DROs recognize that delivery needs are constantly changing, and that static contracts do not address fluctuating needs. DRO routes allow deliveries to change weekly based on need and volume

You cannot use PVS drivers to drive HCRs, or HCRs to drive PVS routes, except in emergency situations. If you have a contractor failure, report this to your supervisor immediately so that they can determine how to move that mail.

Reading an HCR Plate

Facilitator: Show Slides 18 and 19. Click through the slides to describe reading a plate and discuss the sections of the document.

Using the on-screen plate, have participants identify the trip order.

Every HCR route, except for DROs, is recorded in the HCR Plate Book. The book compiles the details about each route that is serviced by a contractor. The Plate book provides more information than you can access in SV.

The plate outlines a single contractor and all the trips for a specific route.

- At the top is the trip number. The book is typically organized in numeric order.

- Time is listed on the left side.

- Action, leave/arrive, the facility, and the time zone are also on the left.

- Read the plate in a U down the left side, then back up from the bottom on the right side to see the sequence of times and facilities.

- Frequency is defined at the bottom of the plate.

- Vehicle requirements outlines the provisions of the contract. If the contractor shows up with a vehicle that is not listed in this section, document the failure to meet the requirements of the contract on SV scanner, using PS Form 5500, *Contract Route Irregularity Report.*

- Schedule notes indicates any additional information.

```
                        HCR SCHEDULE INFORMATION

HCR: 05040, WHITE RIVER JUNCTION P&DC, VT - NEWPORT, VT          EFFECTIVE DATE:
CONTRACT TERM:      02-01-22 TO 01-31-25                            02/01/22
ADMINISTRATIVE OFFICIAL:  WHITE RIVER JUNCTION P&DC, VT
ESTIMATED ANNUAL SCHEDULE HOURS:   6,368
ESTIMATED ANNUAL SCHEDULE MILES:   204,496.2

                                                                PHONE:
SUPPLIER NAME AND ADDRESS:       DDA TRANSPORT INC              603-647-4838
                                 11 NAVIGATOR RD
                                 LONDONDERRY NH 03053-2004


     A      A        PART                                    A      A
     3      1        TRIP                      TIME   NASS   2      6
     JJ7    K7       FREQUENCY                 ZONE   CODE   K7     JJ7
     ----------------------------------------------------------------------
     0400   0230     LOAD/UNLOAD/CASE                                1000
     ----------------------------------------------------------------------
     0415   0245     Lv WHITE RIVER JUNCTION P&DC,VT   ET Ar  050   --     0945
     0530   0400     Ar SAINT JOHNSBURY,VT            ET Lv  05819  --     0830
     0545   0415     Lv SAINT JOHNSBURY,VT            ET Ar  05819  --     0815
     --     --       Lv DERBY LINE,VT                 ET Ar  05830  1700   --
     0645   0515     Ar NEWPORT,VT                    ET Lv  05855  1630   0715
     ----------------------------------------------------------------------
     0700   0530     LOAD/UNLOAD/CASE                              1620   0700
     ----------------------------------------------------------------------
     TT45   TT45     VEHICLE REQMT                                TT45   TT45
     104.2  110.4    MILEAGE                                      10.0   110.4
```

```
     A       A       PART                                      A       A
     9       7       TRIP                       TIME    NASS   8       10
     K7      K7      FREQUENCY                  ZONE    CODE   K7      K7
     ------------------------------------------------------------------------
     1700    1105    LOAD/UNLOAD/CASE                                 1710    2025
     ------------------------------------------------------------------------
     --      1120    Lv WHITE RIVER JUNCTION P&DC,VT   ET Ar  050    1700    2010
     --      1235    Ar SAINT JOHNSBURY,VT             ET Lv  05819  1545    1855
     --      1245    Lv SAINT JOHNSBURY,VT             ET Ar  05819  1450    1840
     --      1315    Ar LITTLETON,NH                   ET Lv  03561  1420    --
     --      1325    Lv LITTLETON,NH                   ET Ar  03561  1410    --
     --      1340    Ar LITTLETON COIN CO,NH           ET Lv  035LC  1355    --
     1705    --      Lv DERBY LINE,VT                  ET Ar  05830  --      --
     1720    --      Ar DERBY,VT                       ET Lv  05829  --      --
     1725    --      Lv DERBY,VT                       ET Ar  05829  --      --
     1735    --      Ar NEWPORT,VT                     ET Lv  05855  --      1745
     ------------------------------------------------------------------------
             1350    LOAD/UNLOAD/CASE                                 1350    1735
     ------------------------------------------------------------------------
     TT45    TT45    VEHICLE REQMT                                   TT45    TT45
     10.0    84.9    MILEAGE                                         84.9    110.4


             A       PART                                      A
             11      TRIP                       TIME    NASS   12
             B7      FREQUENCY                  ZONE    CODE   B7
             -----------------------------------------------------------
             1055    LOAD/UNLOAD/CASE                                 1625
             -----------------------------------------------------------
             1105    Lv WHITE RIVER JUNCTION P&DC,VT   ET Ar  050    1615
             1220    Ar SAINT JOHNSBURY,VT             ET Lv  05819  1500
             1235    Lv SAINT JOHNSBURY,VT             ET Ar  05819  1445
             1335    Ar NEWPORT,VT                     ET Lv  05855  1345
             -----------------------------------------------------------
             1345    LOAD/UNLOAD/CASE
             -----------------------------------------------------------
             TT45    VEHICLE REQMT                                   TT45
             110.4   MILEAGE                                         110.4

FREQUENCY   IDENTIFICATION:                                     ANNUAL TRIPS:
     B7     Sundays and holidays                                     62.18
```

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HCR: 05040                    EFFECTIVE: 01-FEB-22              PAGE   3

FREQUENCY  IDENTIFICATION:

    JJ7      Daily except Sundays, New Year's Day,                 309.07
             Independence Day, Thanksgiving Day and
             Christmas Day

    K7       Daily except Sundays and holidays                     303.07

VEHICLE REQUIREMENTS:
                                              LENGTH    CUBES    PAYLOAD
QTY       DESCRIPTION
2         Single Axle Tractor                                      32500
2         45 Foot Single Axle Trailer          45      2650       32500

SCHEDULE NOTES:

"J" Hooks are required in all vehicles on this route.
.
Drivers are responsible to open and close (secure) their own rear vehicle doors.
.
If for any reason the USPS cancels a trip(s), the supplier agrees to one fourth
(1/4) compensation of the prevailing rate for the cancelled trip(s)
.
All drivers on this route are encouraged to ewaran ANSI Standard 107 reflective
outer garment at all times while in the truck maneuvering areas.
.
Supplier will be paid at the negotiated rate for yard moves.




PHYSICAL LOCATION OF POINTS SERVED:

  WHITE RIVER JUNCTION P&DC
  US POSTAL SERVICE
  195 SYKES MOUNTAIN AVE
  WHITE RIVER JUNCTION VT 05001-9997
  802-296-3249

  LITTLETON
  US POSTAL SERVICE
  134 MAIN ST STE 100
  LITTLETON NH 03561-9998
  603-444-7787
```

Facilities

Facilitator: Show Slide 20 and discuss facilities.

There are many types of facilities that process mail. Each has their own internal flow that support service standards.

- **P&DC: Sorts and processes all types of mail. Main facility used to process letter mail.**
- **STC: A centralized location that combines smaller trips from multiple trailers to create full trips to each destination.**
  - **First-Class Mail**
  - **Priority Mail**
  - **Periodicals**
  - **Part of a Hub and Spoke network**
- **NDC: A highly mechanized and automated centralized processing and transfer point for a specific geographic area handling:**
  - **Periodicals**
  - **USPS Marketing Mail**
  - **Package Services**
  - **Both originating and destinating mail**

Processing and Distribution Center (P&DC)

The Processing and Distribution Centers (P&DC) sort and process ALL types of mail. Mail is distributed nation-wide for further processing and delivery. The P&DCs are the main facilities for sorting letter mail.

Surface Transfer Centers (STC)

A Surface Transfer Center (STC) is a dedicated transfer facility. It transports First-Class Mail, Priority Mail, and residual Periodicals.

STCs are in centrally located areas. The purpose of an STC is to combine small mail trips from multiple facilities to create a single full trip to the final destination. For example, The feeder sites for Denver all have a quarter of a trailer of mail volume. By using an STC, all the quarter trips are combined, and a single full trailer is sent to Denver rather than four partially full ones. This allows full utilization of surface transportation and reduction of trips sent via air.

Using this process provides several benefits:

- Originating sites can dispatch volume to the STC on earlier trips, without a full truck and the STC can consolidate that mail into a container with other volume to make a full trip, which can be dispatched earlier.

- Recapturing work floor space and avoiding work hours at origin because sortation work is handled by the STC.

STCs are a part of a Hub and Spoke network. This refers to local networks that feed into a central location which then transfers that mail to smaller locations.

<u>Network Distribution Center (NDC)</u>

A Network Distribution Center (NDC) is a sortation and processing facility. It is highly mechanized and automated. NDCs are centralized processing and transfer points for a specific geographic area.

NDCs handle:

- Periodicals

- USPS Marketing Mail

- Packages

NDCs handle originating and destinating mail. Mail is sorted to go to other NDCs and the remainder of the mail is processed separately for the local service area.

National Color Code Policy

Facilitator: Facilitator: Show Slide 21 and discuss the national color code policy.

Color codes are placards on the mail that identify the day the mail must be delivered.

Your role is to ensure mail has the correct color code.

- **Mail inbound from other facilities is already color coded**

- **If you discover mail without a color code, notify your supervisor**

- **Ensure the correct color code is applied to all drop shipments received on the dock**

- **Color codes are determined based on arrival time date, and location**

- **Holidays do not change the application of color codes**

The color code matrix is posted throughout the facility.

When mail arrives on a dock it will either already have a color code or your facility will assign one based on the mail entry time. Ensure the correct color code is applied to all drop shipments as they are received from the mailer.

The color code must remain with the mail until it is processed for delivery or cross-docked to delivery. You must abide by the color code for all mail classes and service standards.

The application of color code tags is based upon the date and time of receipt in relation to the facility's approved operating plan. In all color code applications, the actual calendar date and time of arrival is recorded on each tag.

Color codes are applied based on:

- Arrival time and date
- Entry location
- The day of arrival is defined as day "zero"

Color codes are not based on time of extraction and holidays do not change the application of color codes.

Standardized Clearance, Delivery, and Processing Tags

| RECEIPT DATE: ___ TIME: ___ MARKETING MAIL FOR CLEARANCE MONDAY (BLUE) Jacksonville P&DC Jacksonville FL 32099 | RECEIPT DATE: ___ TIME: ___ MARKETING MXD MAIL FOR PROCESSING TUESDAY (ORANGE) Jacksonville P&DC Jacksonville FL 32099 | RECEIPT DATE: ___ TIME: ___ MARKETING MAIL FOR DELIVERY ON THURSDAY (VIOLET) Jacksonville NDC Jacksonville FL 32099 | BBM SCHEDULED FOR FRIDAY DELIVERY For use on Bulk Business Mail in conjunction with the National BBM Color Code Policy PLEASE CONSULT THE MOST RECENT BBM COLOR CODE INSTRUCTIONS FOR SPECIFIC PROCEDURES REGARDING THE PROPER USE OF THIS TAG THIS TAG IS INTENDED FOR REUSE 01250E |

Have participants fill in information in participant guide as it is discussed in class.

Hand out color code job aid/badge insert.

There are two types of color codes, processing clearance color codes and delivery color codes.

- **Clearance color codes depend on the type of facility NDC or P&DC.**

- **The color codes are in effect from 1600-1559. At 1600 color codes roll over to the next day's color.**

Originating Clearance Color Codes

Facilitator: Show Slide 22. For originating mail, use a clearance color code.

- **Your facility's clearance color code CET is: _____**

  - **If mail arrives after the cutoff point, it is coded for the next day.**

There are two types of color codes, processing clearance color codes and delivery color codes.

The color codes are in effect from 1600-1559. At 1600 color codes roll over to the next day's color.

If you are in an NDC, you use the chart of clearance color codes on the left, P&DC use the second chart below.

Clearance Color Code Matrix for NDCs

MARKETING MAIL COLOR CODE		
NDC	**OUTGOING** **CLEARANCE MATRIX**	
DAY OF RECEIPT	COLOR CODE APPLIED	CLEARANCE DAY
SAT	PINK	SAT
SUN	WHITE	SUN
MON	BLUE	MON
TUE	ORANGE	TUE
WED	GREEN	WED
THU	VIOLET	THU
FRI	YELLOW	FRI

Clearance Color Code Matrix for Plants

MARKETING MAIL COLOR CODE		
P&DC/P&DF/ASF MPC/MPF/CSPC CSPF	**OUTGOING CLEARANCE MATRIX**	
DAY OF RECEIPT	COLOR CODE APPLIED	CLEARANCE DAY
SAT	WHITE	SUN
SUN	BLUE	MON
MON	ORANGE	TUE
TUE	GREEN	WED
WED	VIOLET	THU
THU	YELLOW	FRI
FRI	PINK	SAT

Originating marketing mail receives a clearance color code, indicating the day primary processing must be complete. Any drop shipment scanned "Arrived" prior to midnight receives a color code commitment for that day's entry. The midnight time is specifically for drop shipment color coding.

When inducting originating mail, if it is coming from another facility and does not have a color code, notify your supervisor. For incoming drop shipments, affix the correct color code to the mail as you accept it.

Your facility's clearance color code CET is _____.

If you do not have a BMEU on site, you will typically not receive originating standard volume.

Destinating Delivery Color Codes

Facilitator: Show Slide 23. For destinating mail, use a delivery color code.

Destinating marketing mail receives a delivery color code.

Delivery Color Code is based upon arrival date and time.

Once applied, the Delivery Color Code commitment stays with the mail until delivery.

P&DC Delivery Color Code Matrix

MARKETING MAIL COLOR CODE		
P&DC/P&DF/ASF MPC/MPF/CSPC CSPF	DESTINATION ENTRY DSCF, 3-DIGIT, 5-DIGIT, CRT DELIVERY MATRIX	
DAY OF RECEIPT	COLOR CODE APPLIED	DELIVERY DAY
SAT	GREEN	WED
SUN	GREEN	WED
MON	VIOLET	THU
TUE	YELLOW	FRI
WED	PINK	SAT
THU	BLUE	MON
FRI	ORANGE	TUE

NDC Delivery Code Matrix

MARKETING MAIL COLOR CODE		
NDC	DESTINATING DNDC, AADC, ADC, SCF, 3-DIGIT, 5-DIGIT, CRT DELIVERY MATRIX	
DAY OF RECEIPT	COLOR CODE APPLIED	DELIVERY DAY
SAT	VIOLET	THU
SUN	YELLOW	FRI
MON	PINK	SAT
TUE	BLUE	MON
WED	BLUE	MON
THU	ORANGE	TUE
FRI	GREEN	WED

Turnaround Color Codes

Facilitator: Show Slide 24. Once identified, the turnaround volume carries with it the established delivery commitment according to the original entry date and time of the mail, not the extraction date or time.

The clearance color code is removed from turnaround volume and outgoing containers for delivery from an NDC. It is replaced with a delivery tag when dispatched.

Once identified, the turnaround volume carries with it the established delivery commitment according to the original entry date and time of the mail, not the extraction date or time.

<u>Color Code General Principles</u>

Facilitator: Show Slide 25. Review general principles that apply to color codes.

Expeditors must follow the following general principles when working with color codes.

Marketing mail:

When mixed with a higher class of mail (periodicals, First-Class Mail, or Priority Mail), this mixed mail is considered upgraded and treated as the higher class of mail.

- Do not take the time to sort these mailpieces out. If you get mixed volume, process it to dispatch for the earlier day

Will be processed in sequence according to the color code commitment.

- Oldest mail is processed first

- Delayed from upstream is processed in front of Marketing Mail with a later commitment

- Sent back upstream for Delivery Point Sequencing or other processing, must retain the original color code and delivery schedule

When Marketing Mail is discovered in a facility without a color code or incorrectly identified with multiple color codes and it cannot be reasonably determined what the color code should be, the following procedures must be followed:

- Scan the 99M placard if there is one. The scanner indicates the correct color code. Inform a supervisor to have the correct color code applied

- Multiple color codes: the oldest color code is assumed to be correct, even if the clearance, processing, or delivery date has passed

- No color code: Color coded with the same color code as the oldest mail in the unit at the time of its discovery

- No color code and there no other mail in the unit: Color coded with the current day's color code and treated as if it were delayed

- Arrived with color code already passed: Inform the supervisor so that they can prioritize that mail for processing and dispatch

Color Code Scenarios

Facilitator: Show Slide 26. Click through the slide to guide a discussion about each Scenario.

Scenario 1.- A trailer arrival scan was completed at 11:30 at a PD&C on a Tuesday. What color code/day of week would you use? Why did you choose that color code?

> **Response: Yellow/Friday because it arrived before 16:00.**

Scenario 2.-Mail arrived at an NDC at 16:30 on Friday. What is color code/day of week?

> **Response: Violet/Thursday because it arrived after the 16:00 cut-off.**

Scenario 3.- You discover Marketing mail with multiple color codes. What color code should you choose?

> **Response: The oldest color code is assumed to be correct.**

Scenario 4.- At your P&DC, you receive a drop shipment at 11:30 on a Wednesday. The tour changes over and the mail is not unloaded until 12:30. What color code/day of week would be correct? Why did you choose that color code?

> **Response: Pink/Saturday. Color Codes are assigned based on the Arrival scan, not the unload scan. Drop Shipment color code cut-off is 12:00.**

Review each scenario to determine the correct color code.

Scenario 1.- A trailer arrival scan was completed at 11:30 at a PD&C on a Tuesday. What color code/day of week would you use? Why did you choose that color code?

Scenario 2.-Mail arrived at an NDC at 16:30 on Friday. What is color code/day of week?

Scenario 3.- You discover Marketing mail with multiple color codes. What color code should you choose?

Scenario 4.- At your P&DC, you receive a drop shipment at 11:30 on a Wednesday. The tour changes over and the mail is not unloaded until 12:30. What color code/day of week would be correct? Why did you choose that color code?

Processing Mailflow

Facilitator: Show Slide 27 and discuss processing mailflow.

Each facility is unique and how mail is processed depends on the mail that facility processes, the machinery and equipment available, and that facility's role in the process.

However, there are general mailflow patterns for letters, flats, and packages, that hold for most facilities.

- **Mail arrives at the dock and is unloaded, scanned, and sorted for each operation**
- **Mail is sent to processing whether by machine or manually**
- **Sorted mail is sent back to the dock and is dispatched on transportation to another facility to a delivery unit**

Your role is to ensure mail is unloaded and scanned correctly in a timely manner and that the right mail is on the right truck at the right time to make outgoing transportation schedules.

Each facility is unique and how mail is processed depends on the mail that facility processes, the machinery and equipment available, and that facility's role in the process.

However, there are general mailflow patterns for letters, flats, and packages, that hold for most facilities. Mail arrives at the dock and is unloaded, scanned, and sorted for each operation in that facility. It is sent for processing whether by machine or manually. The sorted mail is sent back to the dock, and it is dispatched on transportation to another facility to a delivery unit.

Your role is to ensure mail is unloaded and scanned correctly in a timely manner and that the right mail is on the right truck at the right time to make outgoing transportation schedules.

Knowledge of mailflow will help you as you ensure mail is leaving the dock to the correct operation and to know where mail is coming from for upcoming trips. You must notify operations of upcoming trips in time to get the mail from processing to the dock in time for dispatch.

Inbound Dock

Facilitator: Show Slide 28 and discuss the inbound dock.

Mail arrives on the dock via transportation. Much of it is pre-sorted, but some is handled manually.

- **Collection mail: From delivery units, carriers, retail units, or centralized collection hubs.**

- **Drop Shipments: From a mailer. Mailers bring mail to the facility in order to reduce processing time and cost.**

- **Managed Mail Program (MMP): Destinating mail from other facilities throughout the country: it can be transported via surface or air.**

Originating mail from all sources is separated according to:

- **Shape (i.e., letters, flats, packages)**

- **Class of mail (i.e., Priority Mail Express, First-Class Mail, Periodicals)**

- **Configuration (i.e., bundles, loose, faced)**

- **Postage payment method (i.e., mail that needs to be canceled and permit or meter mail which does not need to be canceled)**

Destinating mail has already been sorted and is moved directly to the operation.

Color codes are confirmed or applied, as needed.

Mail is then staged or directed to the next unit or processing operation.

1. Mail arrives on the dock via transportation. Much of it is pre-sorted, but some is handled manually. There are several types of originating mail that enter the facility.

- Collection mail is brought to the dock from delivery units and carriers, retail units, or centralized collection hubs.

- Drop Shipments consist of mail that a mailer brings to the facility in order to reduce processing time and cost.

- Managed Mail Program (MMP), is destinating mail to your facility from other facilities throughout the country it can be transported via surface or air.

2. Origin mail is separated. Pouches, sacks, hampers, and containers of originating mail from all sources are separated according to:

- Shape (i.e., letters, flats, and packages)

- Class of mail (i.e., Priority Mail Express, First-Class Mail, Periodicals)

- Configuration (i.e., bundles, loose, faced)

- Postage payment method (i.e., mail that needs to be canceled and permit or meter mail which does not need to be canceled).

3. Color codes are confirmed or applied, as needed, to indicate the day the mail must be processed and dispatched and to ensure everyone is aware of how the mail should be prioritized.

- There are letters, flats, and packages in each service standard: overnight, 2-day, 3-day through 5-day, up to 26-day delivery.

- Mail must be processed, dispatched, and delivered to meet service standards.

4. Mail is then staged for the next unit or processing operation. The next operation will depend upon the origin of the mail and where it is going.

Each facility has a unique mix of mail that it processes, and your facility may not handle all types of mail.

Letters

Facilitator: Show Slide 29. Discuss letter mailflow.

Once letter mail is sorted for automation or manual operations on the dock, it is taken to that operation.

A letter would be sent to manual processing if it is non-machinable. This mail cannot be processed on present mechanization due to physical characteristics not compatible with respective machine design capabilities. The letter may be too tall, too thick, or too wide. An effort is made to reduce the volume of manual processing.

Automated letter mail is sorted by postage payment method.

If it is already canceled and faced when the mail arrives on the dock, it is sent directly to the Delivery Barcode Sorter (DBCS).

If it needs to be canceled, it is sent to an Advanced Facer Canceller System (AFCS) so the mail can be faced the same direction and any postage canceled, prior to additional sorting. The mail is then sent to the Delivery Barcode Sorter (DBCS).

Facilitator: Show Slide 30. Discuss DBCS operations.

Processes mail to several depths of sort.

The first pass sorts to the first three digits of the ZIP Code.

If the mail is originating, it can be dispatched to the processing facility that handles that mail for further refinement.

The second pass is for local mail sorted to carrier walk sequence.

Sort plans identify which route delivers to that address and sort to a bin for that route.

- **It does not require any additional sorting before a carrier can deliver it.**

The DBCS machine processes mail to several depths of sort. The first pass on the machine will sort mail to the first three digits of the ZIP Code. At this point, we know where it is going. If the mail is originating mail, mail begin sent from this facility out to the world, after the first pass, it can be dispatched to the processing facility that handles that mail for further refinement.

The second pass on the machine is for local mail, mail for this facility's service area. The DBCS can sort the mail to carrier walk sequence. Sort plans identify which route delivers to that address and group the letter mail into a bin for that route in delivery order as it processes. The advantage of this type of mail is that it does not require any additional sorting before a carrier delivery.

Flats

Facilitator: Show Slide 31.

Flats are too large to be processed on letter mail machines.

Some flats machines sort to Delivery Point Sequence (DPS) and some don't.

- **DPS mail does not require additional work at the delivery unit.**
- **Mail that is not in DPS order is sorted at the delivery location and is called working mail.**

- **Must be sorted into carrier sequence by hand once it reaches the unit.**

- **When prioritizing mail, often it is processed and transported first.**

Flats are mailpieces that are too large to be processed on letter mail machines (greater than .007 thickness.) There are separate flats operations in a facility. Some flats machines sort to delivery-point sequence and some do not. When you have mail that is in Delivery Point Sequence (DPS), it requires not work at the delivery unit to put it in order. Mal that is sorted to the location/Post Office is called working mail because the carriers and clerks at the delivery unit must sort them into carrier sequence by hand once reaching the unit. When prioritizing mail, often working mail is processed and transported first, if a location's mail is split between transportation trips.

Packages

Facilitator: Show Slide 32.

Packages are generally processed manually when they are small, too large, or are non-machinable.

Automated Originating packages are processed to the 3-digit depth of sort then dispatched to another processing facility.

Destinating packages are processed to the final location and dispatched. These are packages for your delivery area.

At the delivery unit, they are sorted by carrier route.

Packages are processed manually or via mechanized operations. Generally, packages too small, too large, or that are non-machinable are processed manually. Originating packages are processed to the 3-digit ZIP Code then dispatched to another processing facility. Destinating packages are processed to the final location and dispatched. These are packages for your delivery area. At the delivery unit, they may need additional sorting for carrier route.

Continuous Mail Process

Facilitator: Show Slide 33.

Ask: Why is it important to follow your site's operating plan?

- **Possible responses: Keeps operations working smoothly, connects operations, and outlines performance expectations.**

If you don't follow your site's plan, people that are receiving mail from you are affected. Your delays have impacts across the organization and for our customers.

Facilitator: Show Slide 34 and review Continuous Mail Process.

- **Every facility has their own plan for meeting downstream obligations.**

- **All Postal Service operations are connected, each impacting the success of the next.**

- **Mailflow is cyclical and each facility has a plan for when key activates must occur for success.**

- **Delays impact every subsequent operation and must be mitigated to get back on track.**

- **Holiday plans may differ.**

The Continuous Mail concept is an end-to-end process to ensure mail is collected, distributed, and delivered throughout the postal service. Mailflow is cyclical, and actions should occur at predetermined times every day. There may be situations that occur that affect your ability to adhere to the expectations, such as holidays, weather, facility damage, etc.

Every facility has their own plan for meeting their downstream obligations that ensures timely mailflow between all postal functions from delivery to operations to transportation. When there is a delay in any step it impacts every other process downstream. Once a delay is realized, that time must be made up somewhere in order to avoid cascading consequences across all operations.

The Postal Service™ has several key indicators for First-Class Mail® and Priority Mail® that ensure our highest priority mailpieces are inducted, processed, dispatched, transported, and delivered smoothly and within committed service performance.

First-Class® Mail Indicators

Facilitator: Show Slide 35 and review First-Class Mail indicators.

Facilitator: Ensure you have the correct times for each step listed for your facility.

Discuss each with the participants: describe the indicator and ensure they record the correct time for that indicator in their participant guide.

- **In order to stay on track there are eight key indicators for First-Class Mail and six for Priority Mail. Review indicators and describe each step.**

- **Each of these steps is critical to the timely delivery of mail.**

- **Your job is to ensure the right mail is on the right transportation at the right time.**

- **First-Class Mail indicators include that all carriers return back by a specified time.**

Eight key indicators for First-Class Mail:

All carriers back _____.

- Carriers back at a specified time. Lags in any step affect service to downstream facilities.

Cancel ____% of collection mail by _____.

- This is the percentage that has been calculated that your facility can process by a specified time, and still meet your downstream transportation to the network to meet required times.

Process outgoing primary-sort mail by _____.

- Outgoing volume is mail going to other facilities not in your service area.

- Primary-Volume to the network-mail that must be put on a plane or truck or other transport to go to other facilities for processing or routing to destinations outside your local delivery area.

Outgoing secondary completed_____.

- Volume not finalized on a primary sort program. Each facility sets these programs up to meet their transportation and volume needs.

Assign commercial air/FedEx outgoing mail by _____.

– Commercial Air (CAIR) and FedEx® volume is sent via airplane. When you have this volume, you must meet the time frames set by the carrier, minus Tender time, the time we have to provide the mail in order to meet the carriers flight time.

– As an Expeditor, you must know the departure times required for each trailer intended for transport by plane.

– Third-Party Handling Service (THS)- a non-postal company separates the mail and prepares it to meet airplane requirements for transportation.

Clear Managed Mail Program (MMP) mail by _____.

– Presort letter mail

– First-Class Mail and USPS Marketing Mail letters and flats

  ▪ AADC is inbound destinating volume for automated letter processing mail for the local delivery area.

  ▪ ADC mail is manually processed inbound destinating volume mail, letter, flats, or parcels for local delivery area.

– Drop Shipments - can include MMP or not.

  ▪ MMP volume consist of drop shipments that are AADC, ADC, and 5-digit presort volume.

Process all Delivery Point Sequence (DPS) second-pass mail by _____.

– Delivery Point Sequence (DPS) is mail sorted via automation so it is already in sequence for the carrier. DPS reduces the amount of time that a carrier must case mail.

Trips on Time: Dispatch mail on time from plants to delivery units between the hours of _____.

Coordinate to ensure mail is on the dock ready for dispatch.

– 15 minutes before scheduled departure time, mail should be staged on the dock.

– Ensure it is in the right order for loading.

– Ensure the right trailer is positioned for loading.

– Notify transportation or supervisor in the case of missing drivers, late mail, not enough equipment or personnel, too much mail for scheduled trip etc.

Priority Mail Indicators

Facilitator: Ensure you have the correct times for each step listed for your facility.

Discuss each with the participants: describe the indicator and ensure they record the correct time for that indicator in their participant guide.

In addition, there are six key indicators for Priority Mail.

Priority Mail is a service standard paid for by our customers for delivery within a certain number of days. To ensure you can meet the expectations, look at the processing clearance times and prepare for that mail on the dock. Look at your operating plan and coordinate the trips with the standards for Priority Mail.

Retail accepted by noon, processed at plant by 2100 (9:00 PM).

Outgoing distribution cleared by 0115 (1:15 AM).

Turn-around cleared by 0200 (2:00 AM).

Priority Mail Assigned by 0200 (2:00 AM).

Destinating distribution clearance by 0400 (4:00 AM).

AAU scans arrived at unit by 0730 (7:30 AM).

The Expeditor has a key role in supporting and aligning efforts with other tours to ensure success of the process.

Module Review

In Module 2 we reviewed Mailflow. We discussed Clearance Time (CT), Critical Entry Time (CET), and Dispatch of Value (DOV). We differentiated between originating, turnaround, and destinating mail. We discussed the Continuous Mail Process when working with mailflow. We examined Postal Vehicle Service Routes (PVS), Highway Contract Routes (HCR), and Dynamic Routing Optimization (DRO) Routes and Processing and Distribution Center (P&DC), Network Distribution Center (NDC), Hub and Spoke, Surface Transfer Centers (STC).

Module 3: Surface Visibility (SV)

Objectives:

- Explain the purpose of scanning and the role of the SV scanner in surface visibility.

- Locate the SV scanner and log in or scan in.

- Confirm scans: Arrive, Load, Unload, Assign, Close, Depart using the SV scanner.

- Using the SV system, locate Trips.

- Utilize the SV system to record reason codes for late arriving, late departing, and extra trips.

- Use Bulk features to work more efficiently when performing scans.

- Utilize the SV application for container nesting and handling unit tracking.

- Recognize situations and chargeable offenses calling for a PS Form 5500, *Contract Route Irregularity Report;* PS Form 5466, *Late Slip;* PS Form 5398-A, *Contract Route Vehicle Record;* or PS Form 5397, *Contract Route Extra Trip Authorization*.

- Document driver non-compliance/irregularity by using Surface Transportation Automated Forms (STAF) to generate PS Form 5500, *Contract Route Irregularity Report,* on the SV scanner.

- Document late trips caused by the Postal Service using STAF to generate PS Form 5466, *Late Slip*.

- Document all outbound trips by using STAF to generate PS Form 5398-A, *Contract Route Vehicle Record.*

- Document all extra trips by using STAF to generate PS Form 5397, *Contract Route Extra Trip Authorization*.

- Ensure HCR drivers comply with postal policy and intervene when appropriate.

- Demonstrate professional interactions with drivers and dock personnel at all times.

- Use SVweb to locate drivers and cancel or omit trips.

Time Allocated for Module:

- 2 hours

Instructional Methods:

- Discussion

- Hands-on practice

Participant Material Used:

- Participant guide

- On-the-Job Training Checklist

Surface Visibility Scanning

Facilitator: Show Slides 1, 2, and 3 and review objectives and introduce the module.

In this module we will provide an overview Surface Visibility Scanning.

- **Purpose of scanning and the role of the SV scanner**

- **Confirm scans: Arrive, Load, Unload, Assign, Close, Depart using the SV scanner**

- **Locate Trips and drivers**

- **Record reason codes for late arriving, late departing, and extra trips**

- **Use Bulk features to perform scans**

- **Utilize the SV application for container nesting and handling unit tracking**

- **Use forms properly: PS Form 5500, *Contract Route Irregularity Report;* PS Form 5466, *Late Slip;* PS Form 5398-A, *Contract Route Vehicle Record;* or PS Form 5397, *Contract Route Extra Trip Authorization***

- **Document driver non-compliance/irregularity**

- **Ensure HCR drivers comply with postal policy**

- **Demonstrate professional interactions with drivers and dock personnel**

- **Cancel or omit trips**

Facilitator: Show Slide 4. Click through the slide to introduce Surface Visibility scans.

- **Next, we cover Surface Visibility.**

Ask: When you order something online, is the ability to track the order important to you?

Ask: Is it important to our customers?

Possible answer: Tracking is a current standard for most companies, including USPS®.

- **Remember, you are a customer too.**

Ask: How does surface visibility improve our service?

Possible answers: Surface Visibility (SV) scans help determine trailer utilization, allow us to see mailflow, and are helpful for diagnosing service issues. Provide visibility for the mailpieces within our system for both internal and external customers.

Facilitator: Show Slide 5. Review the Mission for Surface Visibility.

The Mission statement for Surface Visibility:

Collect end-to-end data by linking multiple scans of a single asset to create visibility data to support planning, management, and optimization of the surface transportation network.

Facilitator: Show Slide 6. Click through the slide to review Surface Visibility.

Mobile-scanning application:

- **Enables scanning of trays, tubs, and sacks of mail into containers and onto trailers**
- **Tracks the mail across the surface network**
- **Uses a handheld Intelligent Mail Device (IMD) that has a touch screen and an integral barcode scanner/2D imager**
- **This provides greater visibility into the mail that has been processed and is ready for dispatch and transport to other facilities. District Leadership and managers also have the ability to review the data**

Employees can:

- **View scheduled arrivals and departures**
- **View mail volumes**
- **Enter information about the trips**
- **View information entered by upstream facilities**

Note: All data that is scanned or captured is permanent in the system, so make sure you are using the device only for business purposes.

Surface Visibility (SV) is a mobile-scanning application enabling Postal Service™ personnel to scan trays, tubs, and sacks of mail into containers and onto trailers and to track the mail across the surface network. The SVmobile TC77 scanning device is a wireless, handheld scanner housing the SVmobile and Customer Services and Sales (CSS) applications.

Employees can view scheduled arrivals and departures from their facility, enter information about the trips, and view information entered by upstream facilities. This provides greater visibility into the mail that has been processed and is ready for dispatch and transport to other facilities. Employees can also view mail volumes coming into the facility. District Leadership and managers also have the ability to review the data.

Note: All data that is scanned or captured is permanent in the system, so make sure you are using the device only for business purposes.

Surface Visibility (SV) helps the Postal Service determine trailer utilization and allows us to see mailflow through the postal network. This visibility helps to diagnose service issues. SV data shows how full each trailer is and how much capacity is left to fill a truck. SV tells us how many containers are on the truck and the contents of the containers. By using Surface Visibility, we are able to better utilize trailers and that helps the Postal Service cut costs.

SV also allows us to see the path a mailpiece took, what facilities had it, the length of time at that facility, transit time, and if it was unloaded and loaded correctly. Scanning can also be used to determine if mail is lost within the facility. Problem solving is made a lot easier.

Scanners alert employees if they put the wrong container on the wrong transportation.

Data Collection

Facilitator: Show Slide 7. Click through the slide to review data collection.

When you scan different barcoded labels with the SV Scanner, data is collected. This documentation allows for better use of our resources.

SV collects end-to-end data by linking multiple scans of a single asset to create visibility data to support planning, management, and optimization of the surface transportation network.

Data is collected by using different types of barcoded labels including:

Enhanced Distribution Label (EDL)

Container license plate

MTEL placard

Assigned to containers

Trailer barcode
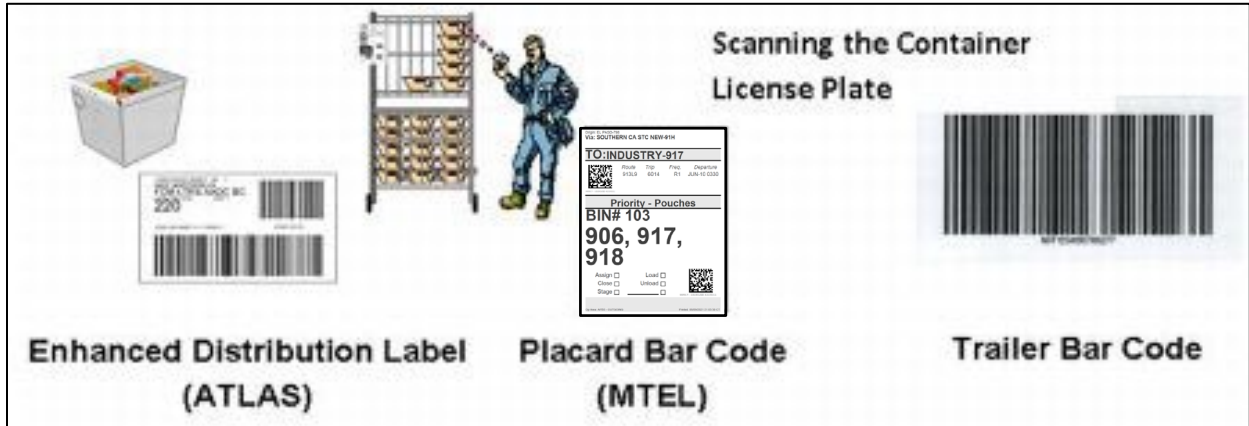
Surface Visibility Benefits

Facilitator: Show Slide 8. Review surface visibility benefits.

Surface Visibility allows for a smarter, more efficient use of resources by:

SV Scanner

Facilitator: Check out SV scanners to participants.

Show Slide 9. Have participants become familiar with the scanner. Click through the slide to provide an overview.

Login to SV Scanner

Facilitator: Show Slide 10. Use the slide to assist participants in logging-into their scanner.

After checking/signing out an SV scanning device:

1. Press the Power button to turn on the device.

2. Tap on the SV icon to launch the SV application.

3. Scan the barcode on your badge or manually enter your EIN.

Date and Time

Facilitator: Show Slide 11. Click through slide to review the importance of the correct date and time.

Upon logging into SV mobile, if the date and time of the device differs from the SV server time by more than 5 minutes, you are prompted to cradle the device to correct the device date and time. You will not be able to log into SV mobile on that scanner until the device date and time has been corrected. Using a scanner with the incorrect date and time can have a significant impact on scan visibility.

Verify Correct Site

Facilitator: Show Slide 12. Review verifying site.

After logging into a device, verify the device you are using is logged in at the correct site:

1. Select the Navigation button or swipe right on any screen

2. At the top of the navigation panel, appended to the end of your name, is the device site. If the site displayed on the device is not the site you are at, cradle the device and notify a site supervisor.
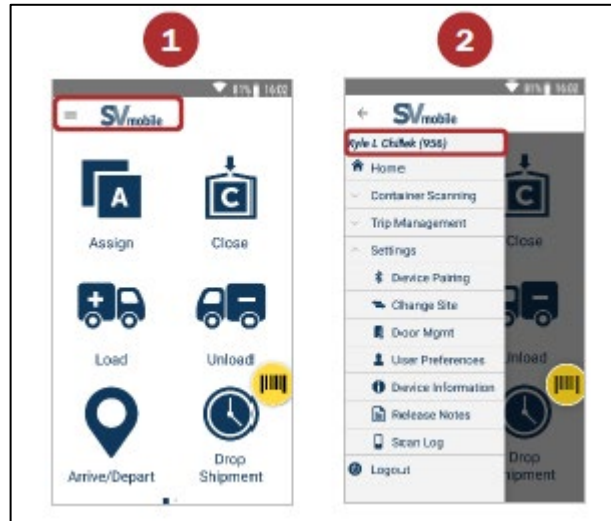
Logout of SVmobile

Facilitator: Show Slide 13. Click through the slide to review logging out of SVmobile.

- **Each person should logout of SVmobile on their scanner.**

When finished with using the SVmobile device or when leaving the device behind, Logout to protect your credentials.

From any SVmobile screen:

1. Select the **Navigation** button in the top-left corner.

2. Select the **Logout** button.

3. Select **Confirm** to log out.
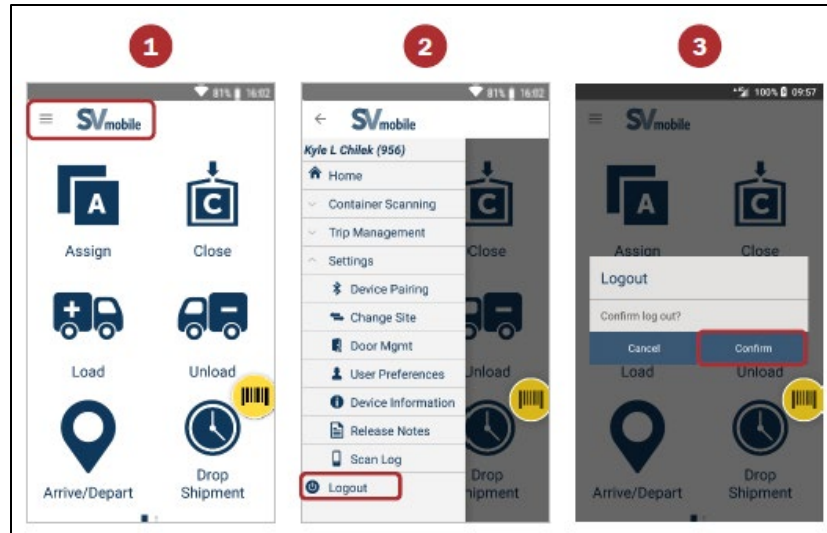
Scan Indicators

Facilitator: Show Slide 14. Review the scan indicators.

An SVmobile device produces auditory and physical indicators to notify users of acceptable and non-acceptable scans.

	Auditory Indicator	Physical Indicator
Acceptable Scan	One beep	Vibrate once
Non-acceptable Scan	Two beeps	Vibrate twice

Locate Trips

Facilitator: Show Slide 15. Review locate Trips. Have participants find and review Trips in the training application.

To locate and view scheduled trips on the SV Scanner, at the Navigation Screen you can select:
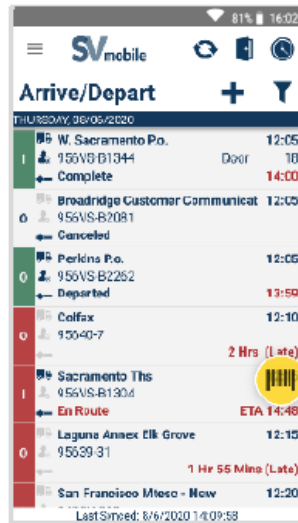
Arrive/Depart   Drop Shipments
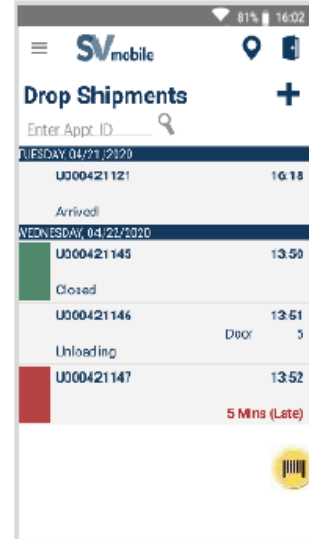
Confirm Scans

Facilitator: Show Slide 16. Review the six required scans for Surface Visibility as shown on slide.

There are six required scans for Surface Visibility:

Scan	Location
Arrive	Dock
Unload	Dock
Assign	Automation or Manual Operation
Close	Automation or Manual Operation
Load	Dock
Depart	Dock

Outbound and Inbound Process Flow

Facilitator: Show Slide 17. Click through the slide to review the outbound and inbound scan process flow.

- **The outbound scanning process consists of four required scans, which must be performed in the correct order.**

- **The inbound scanning process in SV consists of two required scans, which must be performed in the correct order.**

Ask: What happens if one of the inbound scans are not performed?

> **Response: If either of the two scans are not performed, mail visibility suffers. Arrival time is not recorded. Ability to redirect a trailer not available.**

- **Any containers unloaded at their final destination undergo final processing while containers at a via site must be loaded onto an outbound trip.**

The outbound scanning process in SV consists of four required scans, which must be performed in the correct order to ensure 100% mail visibility.

Outbound Scanning Process

Operations Scanning			Dock Scanning	
Assign	Build / Auto Build / Machine Nesting	**Close**	**Load**	**Trailer Depart**
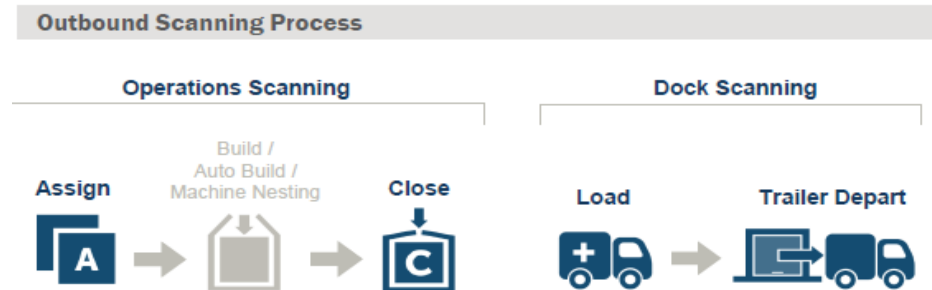
The inbound scanning process in SV consists of two required scans, which must be performed in the correct order to ensure 100% mail visibility.

Any containers unloaded at their final destination undergo final processing while containers at a via site must be loaded onto an outbound trip.

Ask: What happens if one of the outbound scans are not performed?

> **Response: The 4 outbound SV scans must be performed in the correct order to ensure 100% mail visibility. Trailer utilization**

and destination validation is not available. Downstream site(s) will not receive container, trailer, and trip information.
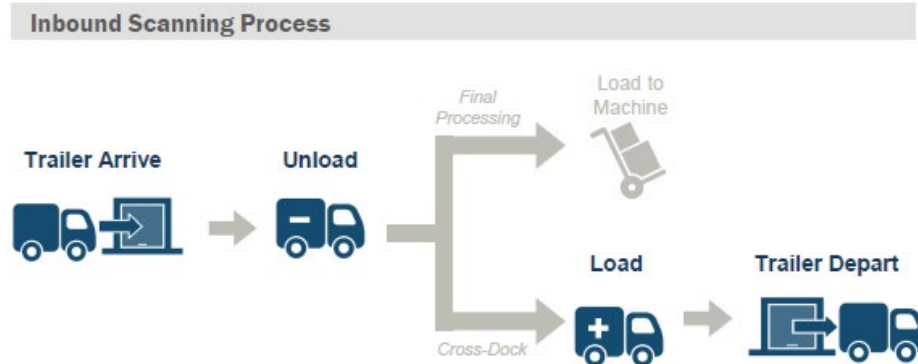
Arrive Scan

Facilitator: Show Slide 18. Review Arrive Scan. When processed the trip turns green.

Use an SV scanner to scan mocked-up barcodes for the arrive scan.

- **Records arrival time**
- **When processed, the trip turns green**
- **If a red indicator light displays, the trip is late. A pop-up appears for the delay reason.**
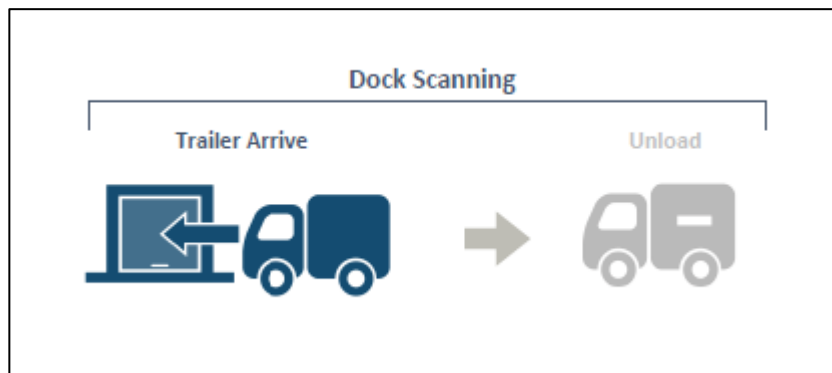
The Trailer Arrive scan is performed to record the arrival time. Users have the ability to view any comments entered at the origin and to add any comments. They may also use the pen icon on the Inbound Details Screen.

Performing a Trailer Arrive

Facilitator: Show Slide 19. Lead participants in performing a trailer arrive scan.

Ask participants to scan the barcodes in this section.

Select Arrive/Depart button from the Home or Navigation menu:

1. Double tap an inbound route-trip to process.

2. Scan the Dock Door barcode. This is not needed if the trailer is departing from the yard.

3. Scan the Trailer barcode. Scan the 99V when the trailer has only 99V or both 99V and 99T. Scan 99T when the trailer only has 99T.

   Tap the Trailer icon to indicate if the trailer is Empty or Bobtail.

   Tap the Trailer icon to enter the number of containers without mail under MT Counts.

   Tap the Trailer icon to enter Load % (Only for trips from non-SV sites).

   Tap the Trailer icon to view containers loaded on to the trailer.

   Containers without MTEL placards- Tap the manual counts button and enter the correct equipment count.

   Tap the Trailer icon for more action.

4. Scan the Driver barcode. If the Driver barcode is unavailable, tap the Driver icon to check the No Driver checkbox.

5. Scan the Seal barcode for HCR trips. If the Seal barcode is unavailable, tap the Seal icon to check the No Seal checkbox. For PVS trips, the Seal field automatically populates with Not Required.

6. Select the pen icon to input and view comments.

7. Select the camera icon to capture vehicle or contractor issues.

8. Select a delay reason if the trip is late.

Note: As users perform scans, the icons on the screen populates. Tap the icon for more information.

Steps 2 – 8 can be performed in any order.

Users can capture up to 3 images for each trip when processing trip arrivals and departures.

Unload Scan

Facilitator: Show Slide 20. Review the unload scan.

- **The Unload scan records the unloading of a container or handling unit off of a trailer.**

- **The SV system compares the container's destination and via points, when a trailer is already assigned to a route-trip, with the facility performing the Unload scan to ensure containers are not mis-shipped.**

If scan is completed as <u>expected</u>:

- **Your facility gets credit for the unload scan**

- **It increases visibility for your site**

- **It creates documentation for workload**

If scan is not completed:

- **Your facility does not get credit for unload**
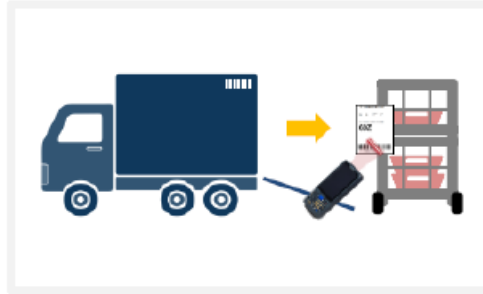
- **Workload data is skewed**

The Unload scan records the unloading of a container or handling unit off of a trailer. The SV system compares the container's destination and via points, when a trailer is already assigned to a route-trip, with the facility performing the Unload scan to ensure containers are not mis-shipped.

Performing an Unload Scan

Facilitator: Show Slide 21. Lead participants through performing an unload scan.

- **Refer participants the Appendix page X (for MTEL placards). Have participants scan the MTEL placards to document trip's unload scan.**

Select the **Unload** button from the Home or Navigation screen.

1. Scan the Trailer barcode.

2. Scan the MTEL placard.

 Tap the Manual Counts and input the number of empty containers or unscannable equipment loaded to the trailer.

3. Continue scanning containers and handling units off of the trailer.

4. Tap the top right icon to change views.

Note:

There is no need to re-scan the trailer before each Unload scan if unloading from the same trailer.

The route-trip appears on the screen if the trailer has been arrived.

Users can also Unload drop shipment pallets on the Unload screen.

Assign Scan

Facilitator: Show Slide 22. Review the Assign Scan.

The Assign scan begins the outbound scan for originating mail and the nesting process to provide visibility to customers.

- **The MTEL placard barcode contains important routing and mail class information**
- **Assign scan associates the container type with the routing information**
- **Assign scans are most often performed at automation or at manual operations**

The Assign scan begins the outbound scan for originating mail and the nesting process to provide visibility to customers. The unique MTEL placard barcode contains important routing and mail class information. The Assign scan associates the container type with the routing information for trailer utilization and destination validation. Assign scans are most often performed at automation or at manual operations.

Performing an Assign at Bullpens, Machine Bullpens, or Machines without Bins

Facilitator: Show Slide 23. Lead participants through performing an assign scan.

- **Refer participants to_____. Participants should practice performing an assign scan.**

Select the Assign button from the Home or Navigation screen:

1. Select a location.
2. Select the approximate container size.
3. Scan the 99P MTEL placard barcode.
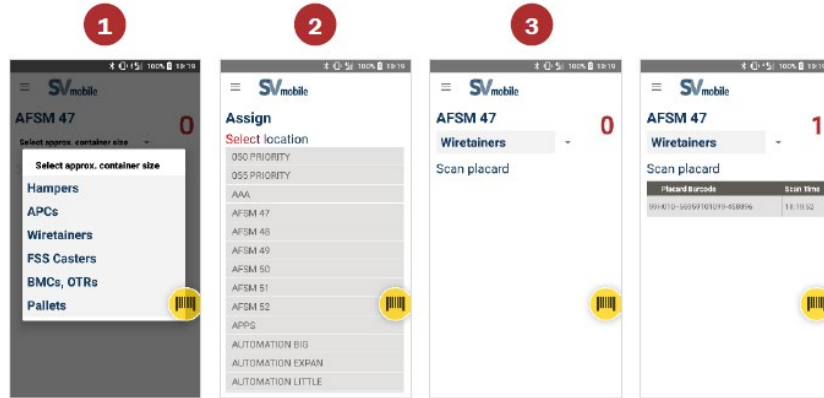
Note:

The number in the top right of the screen increases with each successful scan. The counter resets when you navigate away.

If you need to change the Location and/or container size, tap the populated field. For example, when the next container is an All-purpose mail container (APC) and not a wiretainer, tap wiretainer to make the change.

Facilitator: Have participants scan the MTEL placards to assign to a specific container.

We will complete nesting and handling unit tracking later in the course.

Nesting and Handling Unit Tracking

Facilitator: Show Slide 24. Introduce nesting and handling unit tracking.

When an Assign scan is performed at mail processing equipment, the container is now associated to a bin. The SV system receives information on the packages or bundles that fall from the bin to the container. This process to track packages or bundles is called Nesting.

- **Nesting is a process that tracks mailpieces into bins, containers, or transportation based on MTEL placard scans**

- **Nesting is used to record where a mailpiece is expected to be. SV tracks specific mailpieces assigned to an MTEL placard in a specific identified container**

- **Once the container is filled, perform a single Close scan**

- **If you assign a second container with the same destination, it forces Close the first container**

- **When the operation has finished processing mail and all containers are to be dispatched, perform a bulk Close scan**

Note: If containers are incorrectly assigned to an operational area, a bulk close prematurely prevents additional nesting. It indicates that the container is ready for dispatch, in error.

When an Assign scan is performed at mail processing equipment, the container is now associated to a bin. The SV system receives information on the packages or bundles that fall from the bin to the container. This process to track packages or bundles is called Nesting.

Nesting is a process by which postal systems track mailpieces into bins, containers, or transportation based on MTEL placard scans. MTEL placards are assigned, mail is processed, and the placard is Closed. This tells the system that the mail that was processed in between the Open/Assign scan and Close scan are a single unit for aggregate tracking purposes. A rapid assign/close scan prevents nesting from occurring resulting in complete loss of visibility.

Nesting can be used to record where a mailpiece is expected to be. SV tracks specific mailpieces assigned to an MTEL placard in a specific identified container.

Once the container is filled, perform a single Close scan, or assign a second container with the same destination, which will force close the first container. When the operation has finished processing mail and all containers are to be dispatched, perform a bulk Close scan. If containers are incorrectly assigned to an operational area, a bulk close prematurely prevents additional nesting. It will indicate that the container is ready for dispatch, in error.

If you miss an Assign scan, tracking is inaccurate. All mailpieces between the Assign scans are nested to the original MTEL placard.

Close Scan

Facilitator: Show Slide 25. Review the close scan.

- **The Close scan signals a container is ready for dispatch**

- **Any container assigned in a bull pen operation must also receive a close scan when it is ready to be moved to the dock**

- **However, at mail processing equipment, the close scan has been automated and occurs when a new container is assigned at a bin**

Most close scans are completed at bull pen operations and mail processing equipment. An expeditor should check every MTEL being loaded to ensure it has the basic scans and make the load scan. If it does not have a close scan, they are expected to make the close scan prior to making the load scan then load the equipment.

The Close scan signals a container is ready for dispatch. Any container assigned in a bull pen operation must also receive a close scan when it is ready to be moved to the dock. However, at mail processing equipment, the close scan has been automated and occurs when a new container is assigned at a bin. A list of all 99s are listed in the Appendix.

Performing a Single Close Scan

Facilitator: Show Slide 26. Lead participants through performing a single close scan.

Select the Close button from the Home or Navigation screen:

1. Scan a **99P** placard or **Sack** barcode.
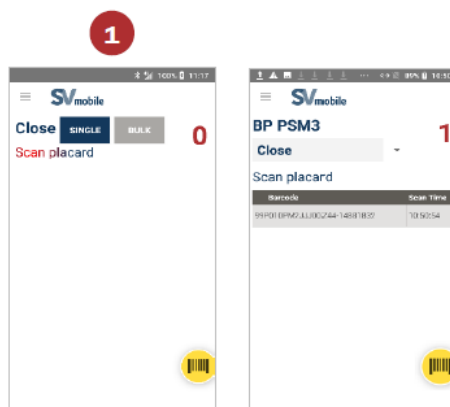
Note: The number on the top right of the screen increases with each successful scan. The counter resets when you navigate away.

Load Scan

Facilitator: Show Slide 27. Review the load scan.
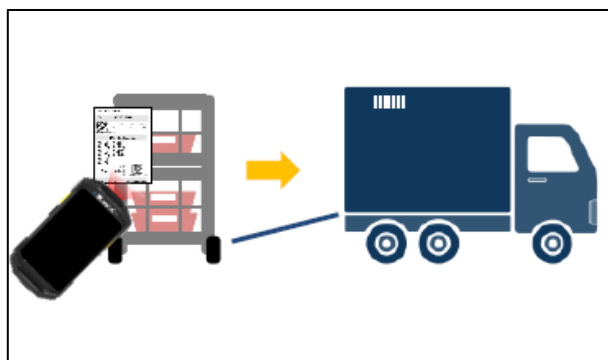
The Load scan records the loading of a container or handling unit onto a trailer and helps calculate the trailer utilization. The SV system compares the container destination and via points with the trip's destination, when a trailer is already assigned to a route-trip, and to identify potential mis-shipped containers.

Performing a Load Scan

Facilitator: Show Slide 28. Lead participants through performing a load scan.

Select the **Load** button from the Home or Navigation screen:

1. Scan the **Trailer** barcode.
2. Scan the MTEL placard, IMTL, PMOD barcode or D&R tag.

Tap the Manual Counts and input the number of empty containers or unscannable equipment loaded to the trailer.

3. Continue scanning containers and handling units on to the trailer.
4. Tap the top right icon to change views.
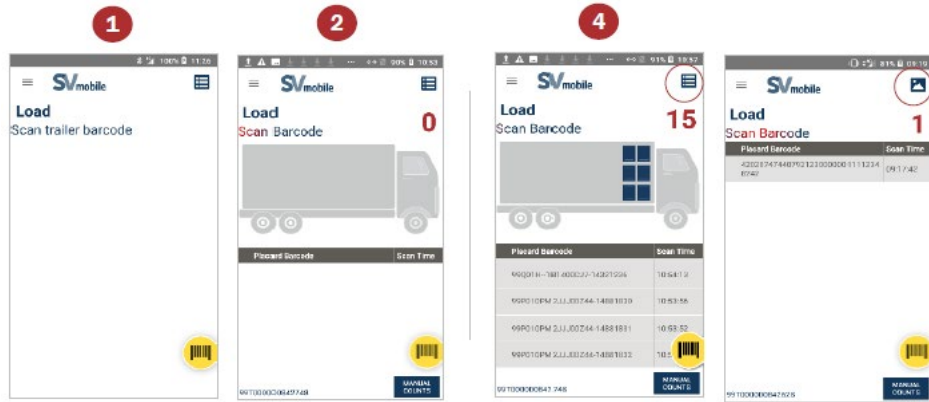
Note:

There is no need to re-scan the trailer before each Load scan if loading to the same trailer.

The route-trip appears on the screen if the trailer has been assigned to a route-trip.

Use Ctr Redirect scan mode to load redirected containers.

Loading Empty Equipment

Facilitator: Show Slide 29. Review scanning empty equipment.

When empty equipment is loaded on the trailer, it is important to enter it into Surface Visibility. Since this equipment does not have an MTEL placard, this information must be entered manually. Enter the information to receive accurate trailer utilization credit.

Lead participants in scanning empty Equipment.

1. Select the Load/Unload button from the Home or Navigation screen:

2. Scan the Trailer barcode.

3. Select the Manual Counts button.

4. Choose Manual Counts type, MT Counts or Unscannable Counts, and select the button.

5. Enter the count next to each container type and select Save.
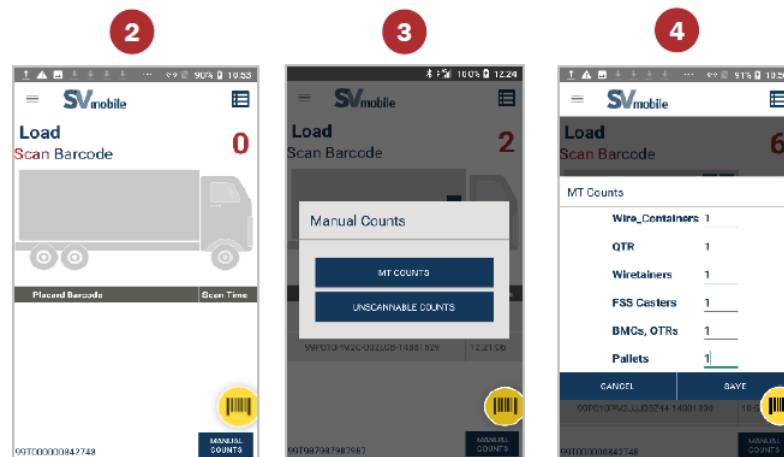
Note:

Scan count on the screen increments for both scanned barcodes and manually entered counts.

Scan count on the screen resets once user navigates away from the screen.
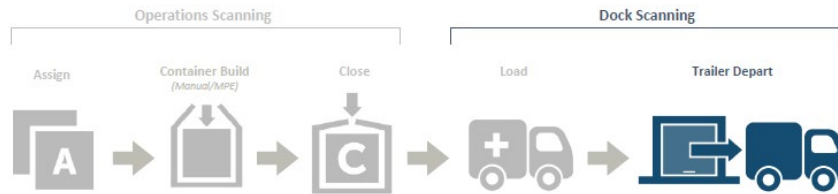
Depart Scan

Facilitator: Show Slide 30. Review Depart Scan.

- **The Trailer Depart scan is performed when the trailer is ready for dispatch**
- **Records the departure time and if new load scans are performed**
- **The depart time updates to the last load scan time**
- **The downstream site receives container, trailer, and trip information**

The Trailer Depart scan is performed when the trailer is ready for dispatch. This scan event records the departure time and if new load scans are performed. The depart time updates to the last load scan time. The downstream site receives container, trailer, and trip information.
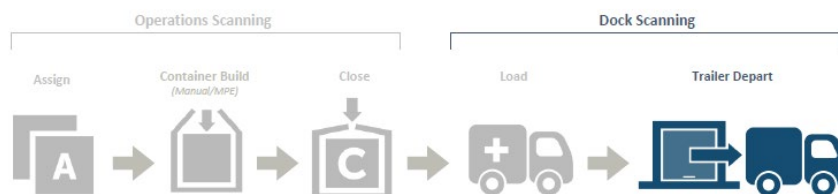
Performing a Trailer Depart Scan

Facilitator: Show Slide 31.

Click through the slide to lead participants in completing a depart scan.

Refer participants to participant guide. Have them complete Depart Scans.

On the Arrive/Depart screen:

1. Double tap an outbound route-trip to process.

2. Scan the **Dock Door** barcode. this is not necessary if the trailer is departing from the yard.

3. Scan the **Trailer** barcode.

   Scan the 99V when the trailer has only 99V or both 99V and 99T.

   Scan 99T when the trailer only has 99T.

   Tap the Trailer icon for more actions.

4. Scan the **Driver** barcode. If the **Driver** barcode is unavailable, tap the Driver icon to check the **No Driver** checkbox.

5. Scan the **Seal** barcode for HCR trips.

   If the Seal barcode is unavailable, tap the Seal Icon to check the **No Seal** checkbox.

   For PVS trips, the Seal field automatically populates with **Not Required**.

6. Select the pen icon to input and view comments.

7. Select the camera icon to capture vehicle or contractor issues.

8. Select a delay reason if the trip is late.

9. Select the **Depart** button.

Note:

As users perform scans, the icons on the screen populate. Tap the icon for more information

Steps 2-8 can be performed in any order.

If a trip was departed prematurely, it can be re-departed by selecting the **Depart** button again.

Bulk Depart Scan

Facilitator: Show Slide 32. Discuss the process for mail scans and how bulk features work. Review the Bulk Depart Criteria.

Have participants complete Bulk Depart Scan.

The Bulk Depart scan allows users to depart multiple trips at the same time. This saves the Expeditor time. It is performed when you are understaffed and unable to scan all of the trucks on time. However, an additional load scan adjusts the depart time to one minute later than the final load scan.

Bulk Depart Criteria

Trips must meet the following criteria in order to be eligible for Bulk Depart.

- Bulk Departures can be performed within 15 minutes of the trips' scheduled departure time

- The trip cannot be late

- The trip status must be Ready to Depart

Performing a Bulk Depart

Facilitator: Show Slide 33. Demonstrate the steps for bulk features on scanners.

Select Bulk Depart from the Navigation menu:

1. Select the trips to Bulk Depart or check **Select All**. Select all trips eligible for Bulk Depart.

2. Select **Depart**.

3. Select **Yes** to confirm.
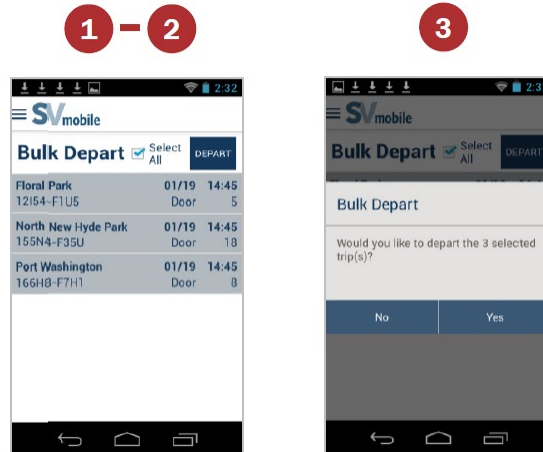
Additional Scanning

Facilitator: Show Slide 34. Discuss Additional Scanning.

Container scans available include Placard Terminate, Stage, Container Consolidate, Trailer Consolidate, Container Details, and PRS. As an Expeditor you most often use the terminate, consolidate, and Trailer consolidate.

Placard Terminate

Facilitator: Show Slide 35. Review placard terminate and when and why it should be performed.

The Placard Terminate scan ends the life of the Placard. The Placard Terminate scan can be performed if an incorrect Assign scan was performed, or if the assigned container will not be used for further processing.

- Origin facilities can use the Terminate scan if an incorrect Placard has been Assigned.

- Origin facilities can use the Terminate scan if the Placard was Assigned and/or Closed but will not be used for further processing.

- Transfer facilities can use the Terminate scan after the Unload scan to indicate the container is processed at the transfer facility and not at the Final Destination facility listed on the Placard.

Performing a Placard Terminate Scan

Facilitator: Show Slide 36. Demonstrate the steps for performing a placard terminate scan.

1. Select **Terminate** from the Navigation menu:

2. Scan the **MTEL placard** barcode.

Note: Printed placards with no scan do not need to be Terminated. A placard is only introduced into SV once scanned.
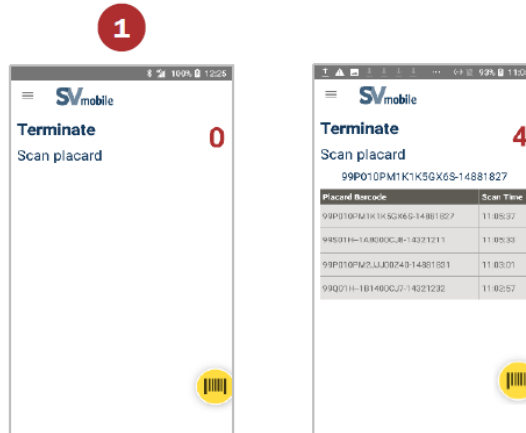
Container Consolidate Scan

Facilitator: Show Slide 37. Review container consolidate scan and when this scan is performed.

The Container Consolidate scan is only used when two partially filled containers of mail (with Assign scans) need to be combined into a single container. The Placard on the empty container is automatically terminated. Container Consolidate Scans most often occur on the dock.

An example would be two containers, one with letters and one with flats can be consolidated. The placards should be identical regarding destination.

Facilitator: Show Slide 38. Look at these examples. Could you consolidate these containers?

Response: These cannot be consolidated. The destination line shows three different facilities.

When these 3 containers arrive in St. Paul 550 the Minneapolis-553 and Minneapolis/Saint Paul NDC 55Z will be cross-docked and loaded onto 2 different trucks. If mail is consolidated into any one of these placards, the mail will be missent and delayed. The Saint Paul mail will be taken in for processing, and if there is other mail in the container, it may miss the outbound truck before it is discovered causing it to be delayed.

Performing a Container Consolidate Scan

Facilitator: Show Slide 39. Demonstrate the steps for performing a container consolidate scan.

Select **Consolidate** from the Navigation menu:

1. Scan the MTEL placard of the container being emptied.

2. Scan the MTEL placard of the container being filled.

Note:

Select the **CLEAR** button to remove the incorrectly scanned container barcode in the From field.

The placard scanned first in the "From" field is automatically Terminated.

Trailer Consolidate

Facilitator: Show Slide 40. Click through slide to review trailer consolidate scan and when this scan is performed.

The Trailer Consolidate scan transfers all mail previously Load scanned from one trailer to another trailer. Check with your supervisor for guidance before consolidating trailers.

The scan is useful when:

- Two trailers going to same destination are less than half full.

- One trailer breaks down and all content has to be moved to another.

Performing a Container Consolidate Scan

Facilitator: Show Slide 41. Demonstrate the steps for performing a container consolidate scan.

Select **Trailer Consolidate** from the Navigation menu:

1. Scan the Trailer barcode for the trailer being emptied.

2. Then scan the Trailer barcode for the trailer being filled.

3. Select YES to confirm Trailer Consolidate.
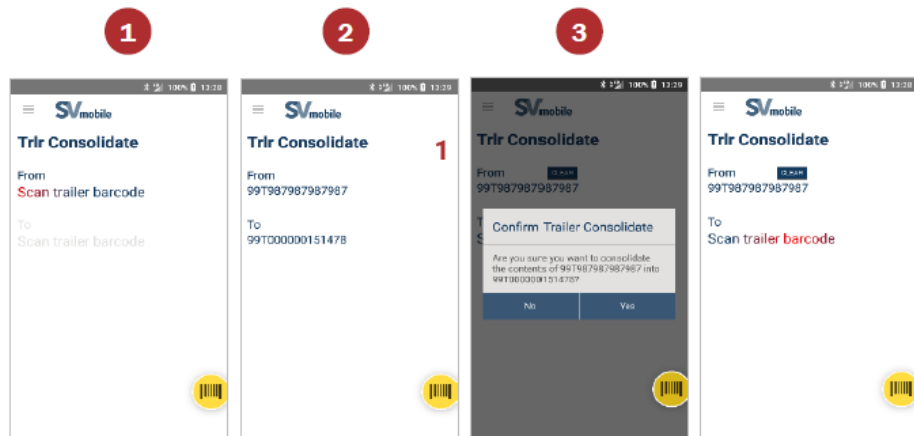
Manual Counts

Facilitator: Show Slide 42. Review manual counts and when you would need to enter this type of information.

Use the Manual Counts button to manually record the number of containers without a barcode, empty containers without mail, or containers with unscannable/damaged barcodes.

For example, you would use this feature if a placard fell off a container or the load was not placarded. You use this feature to ensure proper trip utilization.

Entering Manual Counts

Facilitator: Show Slide 43. Demonstrate the steps for entering manual counts.

On the trip's Outbound Details or Inbound Details screen:

1. First make sure the trailer information has been captured.

2. Select the trailer icon.

3. Select the Manual Counts button.

4. Choose MT Counts or Unscannable Counts.

5. Next to each equipment size, enter the number of containers.

6. Select Save.
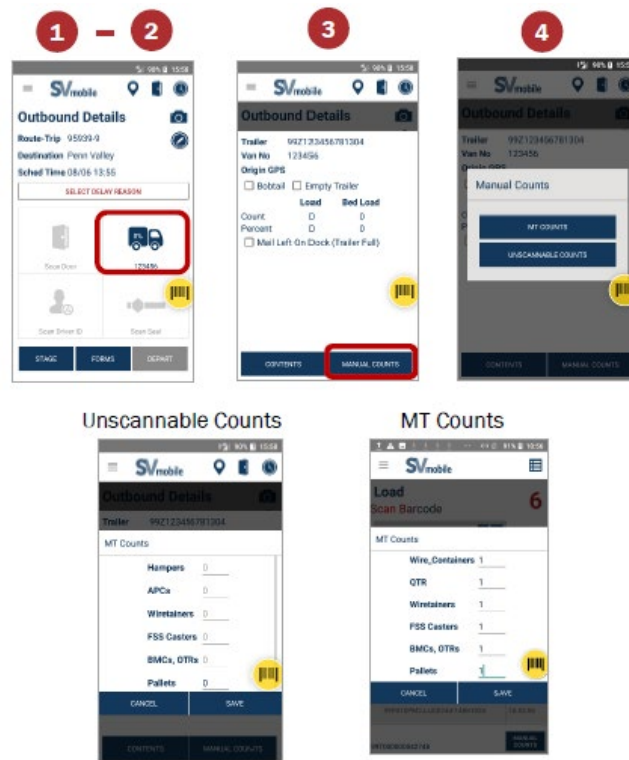
Note:

Scan count on the screen increments for both scanned barcodes and manually entered counts.

Scan count on the screen resets once user navigates away from the screen.

Missent Containers

Facilitator: Show Slide 44. Review missent containers feature and when and why it is available.

The missent containers feature is automatically available when the destination a for placard does not match the trip destination. An Expeditor needs to verify that the container does not truly need to be on that trip. If you are unsure about the container, ask your supervisor.

SV checks if containers are loaded onto the correct trailer and unloaded at the correct destination facility by performing destination validation. A trailer must be assigned to a trip for the validation to occur.

Potentially missent containers will appear on the application with an indicator.

Performing a Missent Container

Facilitator: Show Slide 45. Demonstrate the steps for performing a missent container.

From the Load or Unload Picture or List View:

1. Swipe the missent container to the left.
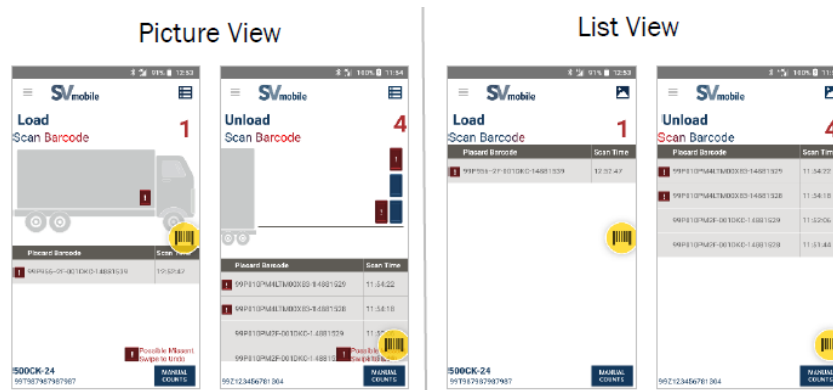
Note: If the container is not missent, do not swipe.

Stage Scan

Facilitator: Show Slide 46. Review the Stage Scan.

The Stage scan is not a required scan but can be used when a container is moved to a new location. This helps to identify containers ready for dispatch or ready for processing within the facility.

Performing a Stage Scan

Facilitator: Show Slide 47. Demonstrate the steps for performing a stage scan.

Select **Stage** from the Navigation menu:

1. Select the staging location.

2. Scan the MTEL placard or PMOD barcode.
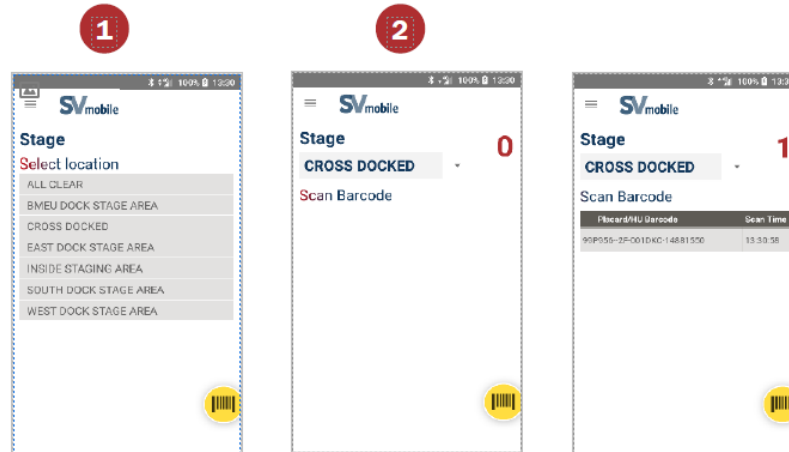
Parcel Return Service (PRS)

Facilitator: Show Slide 48. Review Parcel Return Service (PRS).

- **Offers a way for customers to return items**

- **Returned parcels are retrieved from designated locations**

- **Increases visibility**

- **Implements the package nesting process**

- **Creates Change of Possession scan**

- **Identifies parcels to be returned to a mailer and picked up on the dock**

- **This scan is associated to a 569 placard**

- **Once scanned, it is assigned back to a mailer**

- **Once a day, these parcels are picked up and the mail is then handed off to them**

Parcel Return Service (PRS) is a work share discount program from the USPS® that offers an easy and convenient way for customers to return items to merchants. With PRS, a merchant or their agent retrieves returned parcels from designated Post Office locations or from designated Bulk Mail Centers, helping to reduce processing and transportation expenses. The merchant benefits from improved customer satisfaction and the cost-savings associated with this "first mile" work share program.

The PRS application in SV increases visibility for the retail and PRS partner on two levels. First, by implementing the package nesting process and second, creating the Change of Possession scan. Payment issues are reduced and customer satisfaction is increased. This feature identifies parcels that are returned to a pre-established set of mailers and picked-up on the dock.

This scan is associated to a 569 placard. Once scanned it is assigned back to a mailer. Once a day, these parcels are picked up and the mail is then handed off to them. This scan allows for customer visibility. As an Expeditor, you will perform the handoff.

Performing a Placard PRS Tender

Facilitator: Show Slide 49. Demonstrate the steps for performing a Placard PRS Tender.

The PRS application allows the user to Tender 99H In-House placards that are done with the Sort process. The tender scan is completed by the Expeditor at the time of hand-off.

From PRS screen:

1. Select Tender

2. Scan the 99H In-House placard to tender to the partner
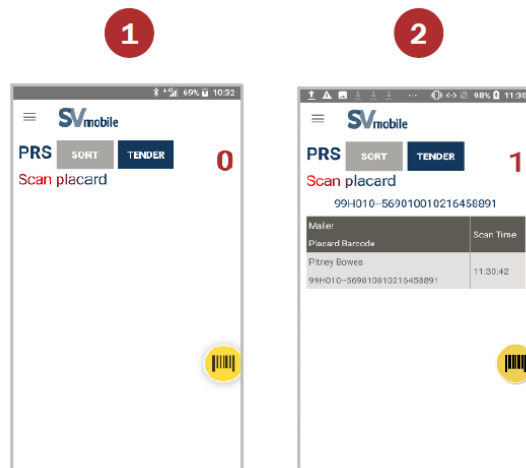
Note:

Scanning a placard populates the grid with the name, barcode, and scan time

Navigate to Scan Details to see the actions taken on the placard

Exception Messages

Facilitator: Show Slide 50. Review exception messages shown on the slide.

Message boxes and alerts may show up when sorting packages:

Messages Include:

1. Invalid Partner Code alert box, which displays when trying to sort a NON-PRS Partner code placard.

2. Placard Already Assigned Message box, which displays when scanning a 99H In-House placard that has been previously scanned.

3. Confirm Placard Close message box, which displays when selecting CLOSE on a placard

4. No Placard Associated Alert, which displays when scanning a package that no longer has a 99H In-House placard associated to your location.

5. An Expired Partner Code alert box, which displays when a partner is expired and should no longer be used.
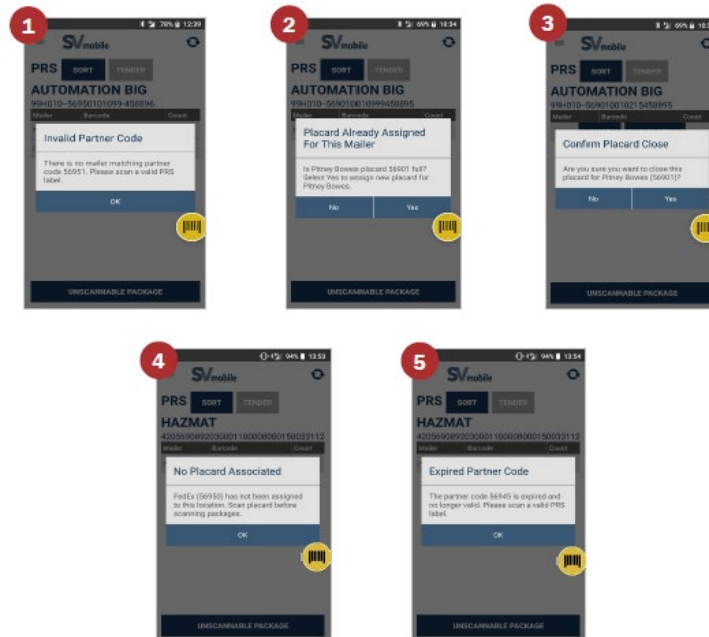
Transportation Management

Facilitator: Show Slide 51. Review transportation management.

SV scanners can also help you, as an Expeditor, in managing trips. You can assign trailers, view trip details, view current dock door status and the trips being processed and record reason codes.

Trailer Assign

Facilitator: Show Slide 52. Review trailer assign.

- **Once the Trailer Arrive process is complete, the Trailer Action button on the Inbound Details screen activates and allows users to assign the trailer to an outbound route-trip.**

- **Trailer, driver, and door information will carry over to the outbound trip upon Assign.**

Once the Trailer Arrive process is complete, the Trailer Action button on the Inbound Details screen activates and allows users to assign the trailer to an outbound route-trip. Trailer, driver, and door information will carry over to the outbound trip upon Assign.

Assigning a Trailer to an Outbound Route-Trip

Facilitator: Show Slide 53. Demonstrate the steps for assigning a trailer to an outbound route-trip.

Have participants Arrive the following trip. The trailer action button should automatically appear.

From the *Inbound Details* screen:

1. Arrive the trip and the Trailer Action button enables.
2. Tap on the Trailer Action button
3. Select Assign to Outbound Trip
4. Double tap an outbound route-trip to assign the trailer.
5. Select Yes on the Confirm Trailer Assign message box.
6. Trailer, Driver, and door information auto-populates for the selected outbound trip.
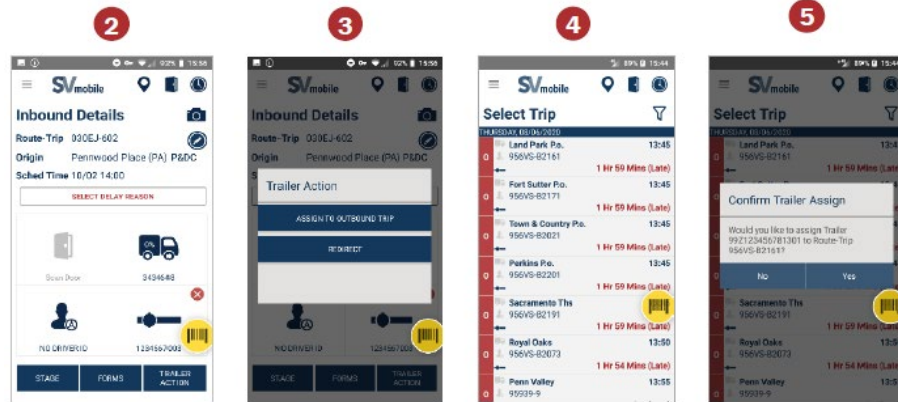
- • **Have participants Arrive the following trip. The trailer action button should automatically appear.**

- • **Have participants assign the trip to this trailer.**

Extra Trips

Facilitator: Show Slide 54. Review Extra Trips.

- • **Extra trips can be created for an unexpected outbound trip or round-trip route**

- • **There are two methods to create an unexpected outbound trip or round-trip route:**

   - – **Copy an existing scheduled trip**

   - – **Create a free-form trip**

- • **Expeditors should not create extra trips without preapproval from management/planner**

- • **The planner is a designated person from HQ who choreographs the trips from point of origin to final destination**

Extra trips can be created for an unexpected outbound trip or round-trip route. There are two methods to create an unexpected outbound trip or round-trip route. The first option is to copy an existing scheduled trip and the second option is to create a Free-Form trip.

All extra trips must be approved by a network specialist or a manager. Expeditors should not create extra trips without preapproval. Preapproval should be through management/planner. The planner is a designated person from HQ who choreographs the trips from point of origin to final destination.

The initial trip origin will be able to create an extra trip by copying an existing scheduled trip and still maintain the same departure and arrival times for all legs. This helps reduce time to identify those times manually.

Copying an Existing Trip

Facilitator: Show Slide 55. Review and demonstrate the steps for Copying an Existing Trip.

- **The origin facility creates an extra trip by copying an existing scheduled trip, which maintains the same departure and arrival times**

- **The trip identifier starts with an F for extra trips**

The origin facility creates an extra trip by copying an existing scheduled trip. This maintains the same departure and arrival times for all legs. This reduces the necessity to manually identify the route times. The trip identifier always starts with an F for extra trips.

From the *Arrive/Depart* screen:

1. Swipe left on a trip.

2. Select Copy Trip.

3. Choose an Operation Date and select Done.

4. Review information and update as needed. All information but the origin site can be changed.

5. Select Extra Trip Category and Extra Trip Reason from the dropdown.

6. Select Save.

7. Select Yes to create a return trip. If no return trip is needed, select No.
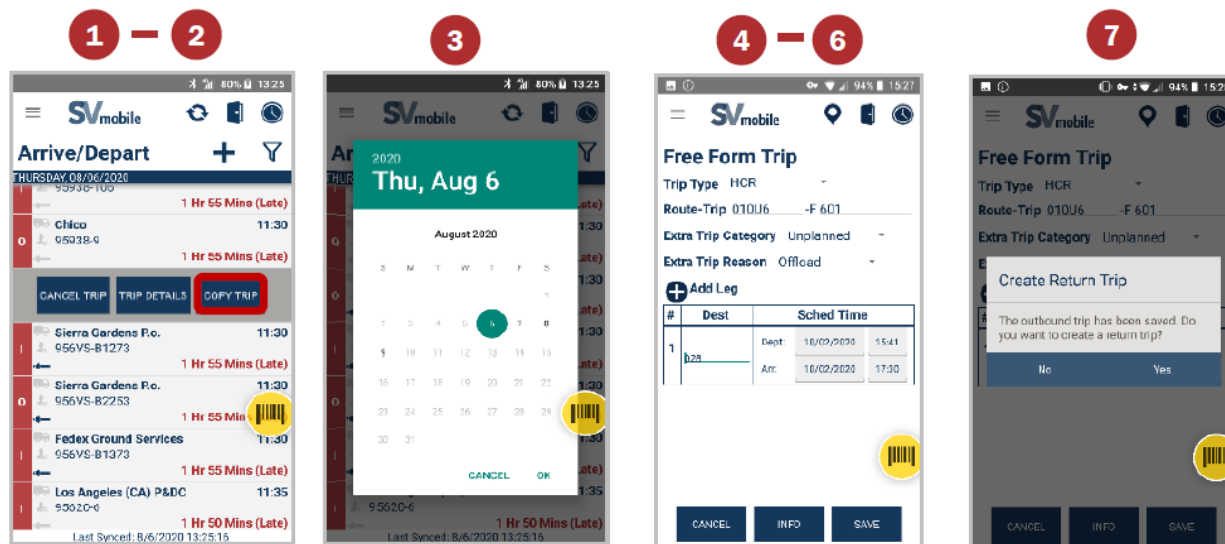
Note: Canceled trips cannot be copied but can be restored.

Creating a Free-Form Trip

Facilitator: Show Slide 56. Review and demonstrate the steps for creating a Free-Form Trip.

Free-Form Trips are used for creating an unexpected outbound trip or round-trip route. Expeditors will create a Free-Form Trip when an extra trip has been authorized by management and there is not a trip already in SV.

From the Arrive/Depart screen:

1. Select the Create Trip icon.

2. Select Outbound.

3. Select a Trip Type.

4. Enter the Route-Trip information.

5. Select Extra Trip Category and Extra Trip Reason from the drop-down.

6. Enter the Destination ID and Scheduled Date/Time for each leg of the trip.

7. Select Save.

8. Select Yes to create a return trip or if no return trip is needed, select No.

Note:

Users can only create HCR extra trips using Routes that have valid and active contracts in TCSS.

Time zone validations are performed to ensure trips cannot be scheduled to arrive at the downstream site before the scheduled departure time.

Creating an Unscheduled Trip

Facilitator: Show Slide 57. Review and demonstrate the steps for creating an Unscheduled Trip.

Unscheduled Trips are used for creating unexpected inbound tips. If you receive an inbound truck not on your schedule, you need to create an unscheduled Trip. Management approval is necessary.

From the Arrive/Depart screen:

1. Select the Create Trip icon.
2. Select Inbound.
3. Select a Trip Type.
4. Enter the Route-Trip information.
5. Enter the Origin Site ID and Scheduled Arrival time.
6. Select Save.
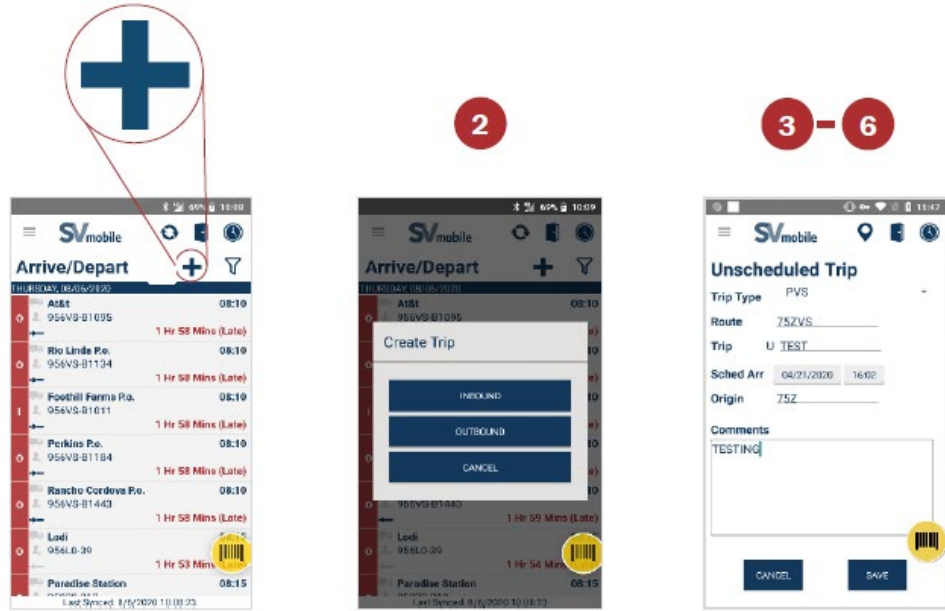
Trip Images

Facilitator: Show Slide 58. Review Trip Images.

- **Users can capture up to 3 images for each trip**
- **Users can view images captured, by selecting the camera icon**
- **Expeditors use this for memorializing that the trip was created and sent**
- **Note: Do not take inappropriate images with this camera. Images stay in memory and cannot be removed.**

Ask: Why would the trip images feature be used?

> Possible responses: contents of the trailer, trailer number, a load not secured properly, damaged goods, MTEL placard, seal of the trailer, safety variances.

Users can capture up to three images for each trip through the Arrive/Depart Outbound Details and inbound Details screens for trips with vehicle or contractor issues.

Once an image has been captured, users can view images captured, by selecting the camera icon. Expeditors would use this for memorializing that the trip was created and sent.

Note: Be careful to not take inappropriate images with this camera. Images stay in memory and cannot be removed.

<u>Capturing an Image</u>

Facilitator: Show Slide 59. Demonstrate the steps for Trip Images.

On the trip's Outbound Details or Inbound Details screen:

1. Select the camera icon.

2. Click the center blue button to take the picture.

3. Click the 'check' button to confirm that is the image you wish to save.

    - Select the 'x' button to cancel and not save the image.

    - Select the refresh button to retake an image.

4. Image is saved.

    - Pressing on the image for 3 seconds prompts an option to delete the image.
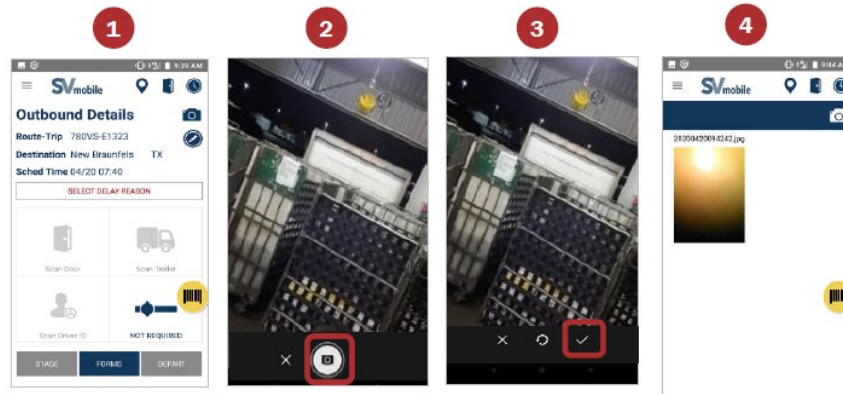
Trailer Barcode

Facilitator: Show Slide 60. Review Installing Trailer Barcode.

Trailer Barcode feature is used for installing the barcode.

- **The first time a 99T trailer barcode is scanned, the SVmobile application prompts to install the barcode**

- **Used when a trailer barcode is missing, damaged, or when an extra trip brings their own trailer**

Enter:

- **Van number**

- **Trailer length**

The first time a 99T trailer barcode is scanned in the Inbound or Outbound Details screen, the SVmobile application prompts the user to install the barcode by entering the van number and trailer length. Trailers can also be added through SVweb. Expeditors would need to install a trailer barcode when it is missing, damaged beyond recognition, or when an extra trip brings their own trailer.

Apply three identical 99T barcodes to each trailer requiring new barcodes:

- One on the outside of the back door.

- One on each wall inside the trailer.
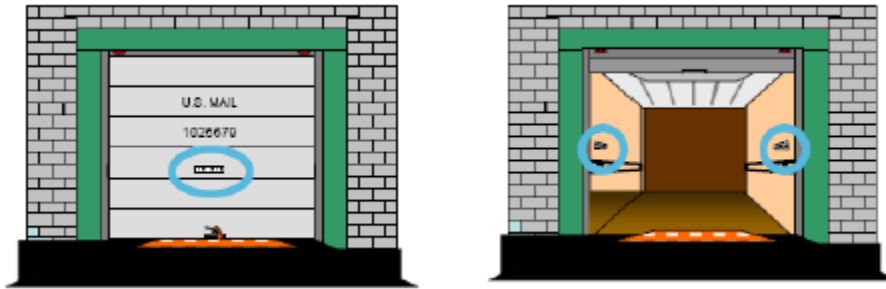
Install Trailer Barcode

Facilitator: Show Slide 61. Demonstrate the steps for installing a trailer Barcode.

From the Arrive/Depart screen:

1. Double tap a route-trip to open the trip details screen.
2. Scan the new trailer barcode to prompt the Trailer Not Installed message box.
3. Enter the Van Number.
4. Enter the Trailer Length.
5. Enter the Supplier (optional).
6. Select Save.
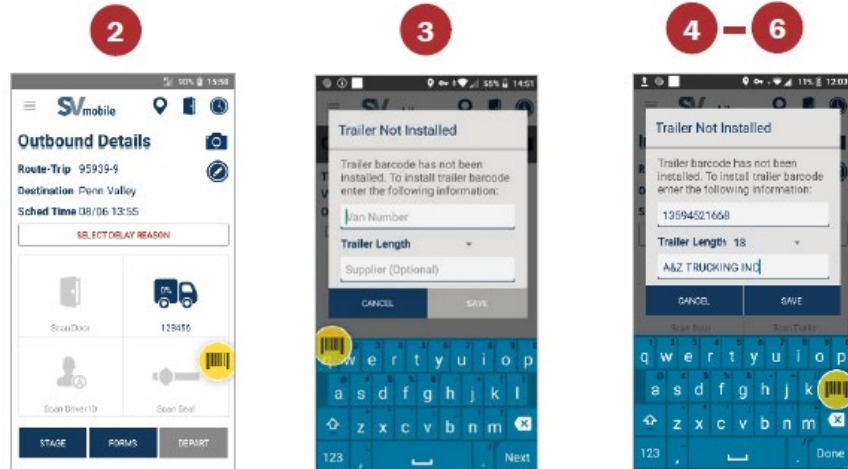
Omitted Trips vs. Canceled Trips

Facilitator: Show Slide 62. Review Omitted Trips vs. Canceled Trips.

It is important for an Expeditor to understand the difference between omitted and canceled trips.

Expeditors should cancel or omit a trip only when instructed to do so by Postal Management.

It is important for an Expeditor to understand the difference between omitted and canceled trips.

Expeditors should cancel or omit a trip only when instructed to do so by Postal Management.

Omitted Trips

Since omitted service is due to contractor failure, it is only available for HCR Trips. An omitted trip is used when a stop or entire trip was not run due to failure by the contractor. Omitting a trip omits only that direction of the leg. Once a trip has been arrived, the user can no longer Omit the trip.

A PS Form 5500 is required. After omitting a trip, a PS Form 5500 for Omitted Service is created in STAF. This PS Form 5500 is not given to the driver but is distributed to the supplier. Management handles the actions regarding the 5500.

Canceled Trips

Canceled trips can only occur when a manager or supervisor has instructed you to cancel a trip. Canceling a trip cancels both the outbound and inbound legs. When a user cancels a trip, a reason no longer needs to be selected. The Cancel Reason defaults to Canceled by Postal Management. Once a trip has been arrived, the user can no longer Cancel the trip.

Performing an Omit Trip

Facilitator: Show Slide 63. Demonstrate the steps for performing an Omit trip.

Individual directions of a trip can be omitted in order to clearly identify instances in which the contractor failed to show. Omitted functionality is only available for HCR transportation. Omitting the outbound trip from the initial origin omits the entire trip. Omitting a trip at a site other than the origin for a multileg trip omits only that direction of the leg.

From the Arrive/Depart screen:

1. Swipe a trip to the left to omit.

2. Select the Cancel/Omit button.

3. Select Omit Trip button.

4. Select Yes to omit the trip.

5. Select Yes to print the PS Form 5500 and/or add any additional irregularities.

Note: If the trip has already departed or arrived, a message appears stating the trip cannot be omitted.

Performing a Cancel Trip

Facilitator: Show Slide 64. Demonstrate the steps for performing a Cancel trip.

Multi-leg trips can be canceled and restored at the origin facility or any via point. If the trip is canceled at the origin facility, then all subsequent downstream legs are canceled as well. However, if the trip is canceled at a via site, only that leg is canceled. Single leg trips cannot be canceled enroute.

From the Arrive/Depart screen:

1. Swipe a trip to cancel to the left.

2. Select the Cancel/Omit button.

3. Select Cancel Trip button.

4. Select Yes to cancel the trip.

Note: If the trip has already departed, a message appears stating the trip cannot be canceled.

Restore Trips

Facilitator: Show Slide 65. Click through the slide to review restore trips.

- **When an origin facility restores a canceled or omitted trip, all subsequent legs are restored**

- **When a multi-leg trip is canceled or omitted and then restored at one of the middle legs, only the next leg of the trip is restored**

- **Any additional downstream site must restore that leg of the trip**

- **Expeditors use this process if a trip is accidently canceled or omitted**

Canceled and omitted trips can be restored. If the origin facility restores a canceled or omitted trip, it will restore all subsequent legs of the trip as well.

When a multi-leg trip is canceled or omitted and then restored at one of the middle legs, only the next leg of the trip is restored. If there are additional downstream sites, each facility must restore that leg of the trip.

Expeditors would use this process if they accidently canceled or omitted a trip.

Perform Restore Trips

Facilitator: Show Slide 66. Demonstrate the steps for performing a Restore Trip.

From the Arrive/Depart screen:

1. Swipe a trip to the left.

2. Select the Restore Trip button.

3. Select Yes to restore the trip.
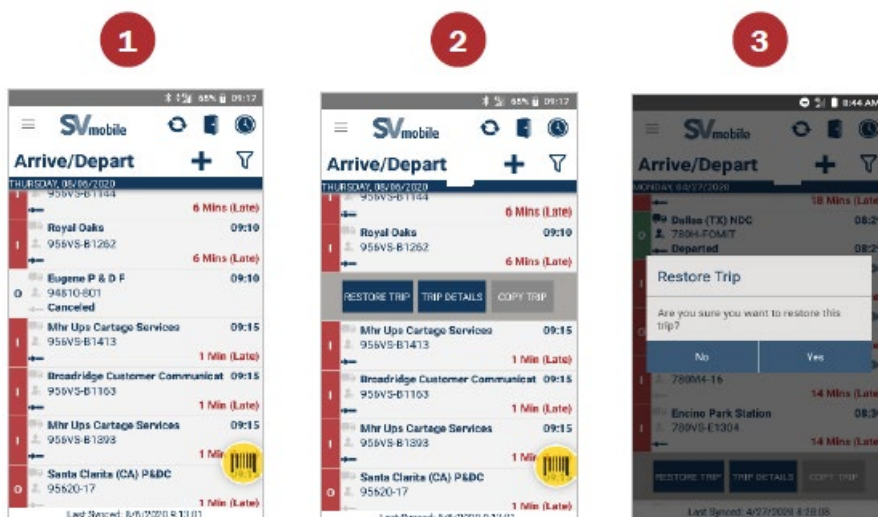
Note:

> Use Trailer Consolidate to move the containers on a canceled trip to a different trailer or assign the trailer to a new route-trip.

> A Form 5500 is automatically created when you omit a trip. Restoring an omitted trip will not remove the 5500 from ServiceNow. It is the responsibility of the Admin Official to properly adjudicate the form.

View Trip Details

Facilitator: Show Slide 67. Review and demonstrate the steps for viewing trip details.

Trip details would be used to establish the estimated time of arrival for trailers. This helps you with dock planning.

From the Arrive/Depart screen:

1. Swipe to the left.

2. Select the Trip Details button.

3. Detailed trip information appears.
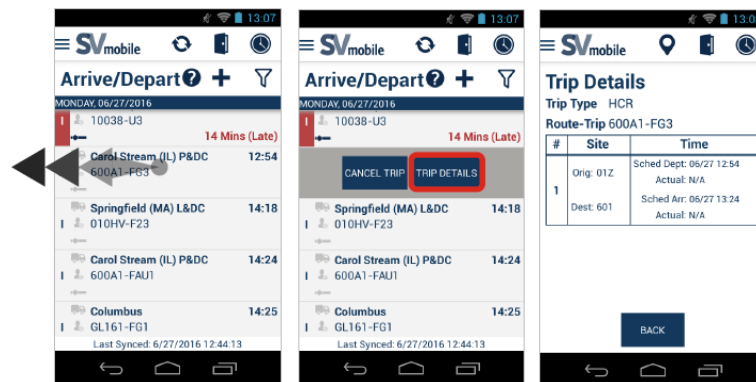
Dock Doors/My Doors

Facilitator: Show Slide 68. Review and demonstrate the steps for viewing Dock Doors/My Doors.

On the Dock Doors screen, users can view current status of each dock door and trip being processed. Double tap the door for more information on the assigned trip. Users can also set certain dock doors to be visible under My Doors.

If the dock door barcode is damaged or the user is not near the door, selecting an empty door allows users to associate a trailer to the dock door.

Select Dock Doors from the Navigation menu:

A. Double tap a door with a route-trip to open the Inbound or Outbound Details screen.

B. Select the My Doors button to set certain dock doors.

    1. Select the Filter icon.

    2. Select the dock doors you would like to view.

    3. Select Confirm to save the selected dock doors.

Note: Users can clear up occupied dock doors by tapping the door and selecting the red X icon.

Recording Reason Codes

Facilitator: Show Slide 69. Review recording reason codes.

Recording reason codes must be accurate.

- **Accurate documentation needed to properly pay our contractors and address performance**
- **Falsifying records can lead to corrective action up to or including termination**

Recording reason codes must be accurate. We need accurate documentation so that we can properly pay our contractors and address performance.

- Delays may be related to operational issues that can only be identified with accurate reporting.
- Falsifying records can lead to corrective action up to or including termination.

HCR Reason Codes

Contractor Delay Reasons PS Form 5500	Postal Delay Reasons PS Form 5466	Irregularities PS Form 5500
Contractor Failure	Dock Congestion	No Driver ID/Badge
Equipment Failure	Dock Operations	No E-tracks
Inclement Weather	Dock Personnel Issues	No locks
Mechanical Failure	Late Inbound with 5466	No straps
Road Construction/Detour	Late Processing	No team drivers
Vehicle Accident	Mail not on dock	Omitted Service
	Mail Processing	Other (Unsatisfactory Vehicle)
	Trip Canceled	Rear Door Damage
		Tires
		Trailer Wall/Floor Damage

PVS Delay Reasons

PVS Delay Reasons		
Dock Congestion	Dock Operations	Dock Personnel Issues
Inclement Weather	Late Processing	Mail Not on dock
Mail Processing	Mailer/Customer Delay	Mechanical Failure
No Driver Available	PVS Schedule Failure	Road Construction/Detour
Station/Customer Service Ops	Trip Canceled	Vehicle Accident

Late Trips

Facilitator: Show Slide 70. Review Late Trips.
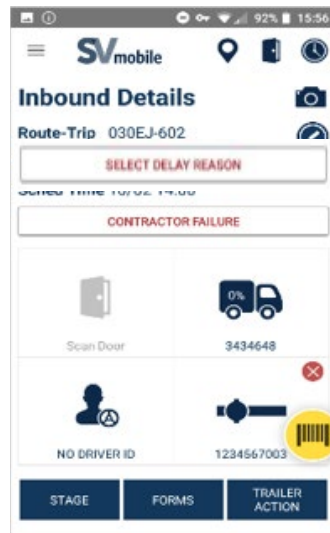
Late trips can be processed through Outbound Details and Inbound Details screens using the Select Delay Reason button. Inputting Delay Reasons for Late Trips provides visibility for our customers and accurately reflects the root cause of why a trip is delayed.

Late HCR Trip Processing (Inbound)

Facilitator: Show Slide 71. Click through the slide to demonstrate the steps for Late HCR Trip Processing (Inbound) and HCR Delay Reasons.

Select late HCR trip on the Arrive/Depart Screen.

1. Select the Select Delay Reason button.

2. Identify if the trip is delayed due to Postal Delays or Contractor Delays.

3. Select and then Save a delay reason from either the:

- Postal Delay Reasons menu
- Contractor Delay Reasons Menu

Note: When utilizing the SV Scanner, a PS Form 5500, *Contract Route Irregularity Report* is auto-generated when "Contractor" is selected. The PS Form 5500 is sent to the **Supplier.**
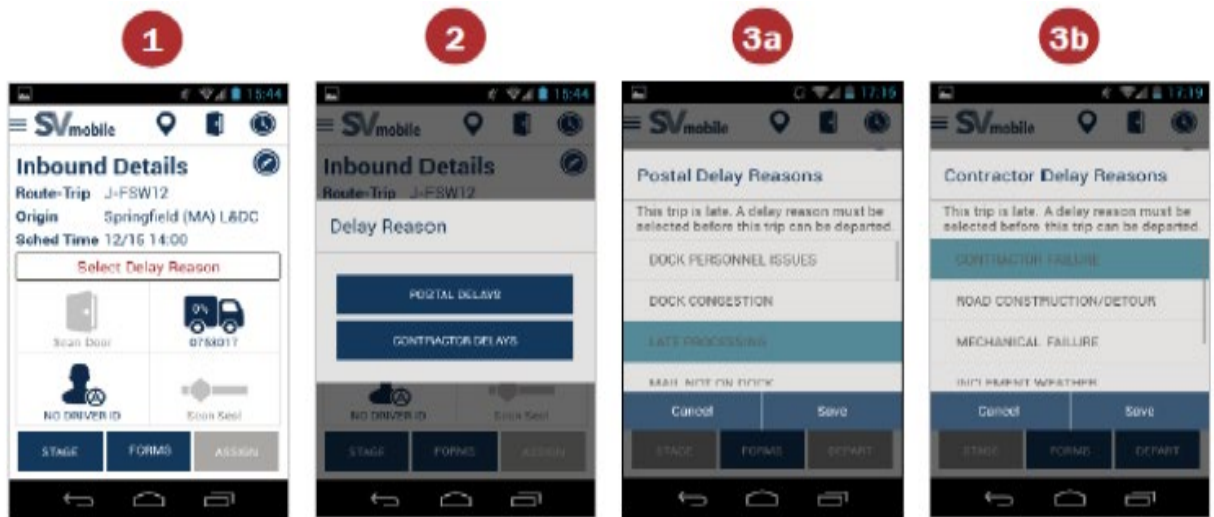
Late PVS Trip Processing (Outbound)

Facilitator: Show Slide 72. Demonstrate the steps for Late PVS Trip Processing (Outbound).

Once a late HCR trip is selected on Arrive/Depart screen.

1. Select Delay Reason button.

2. Select and then Save a delay reason from the Postal Delay Reasons menu.
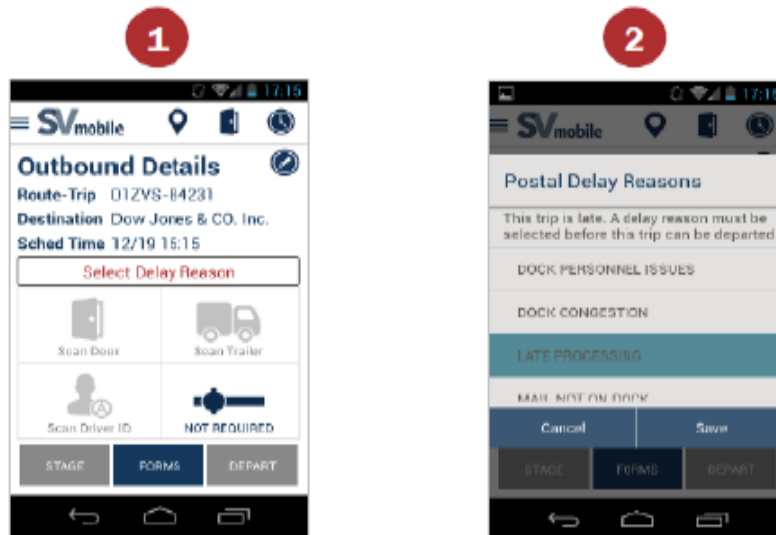
Note: A PS Form 5466, *Late Slip* is auto generated when "Postal" is selected as the reason. After printing this form, you must give a copy of the 5466 to the **driver.** The driver will must show this document at each stop to tell them why he is late. This is being recorded along the way.

Late Departing

Facilitator: Show Slide 73. Review late departing.

Late Departing scans are recorded during the depart scan. You must make sure that you choose a delay reason on the SV screen. Recording the Delay reason is important because it identifies the root cause of the delay.
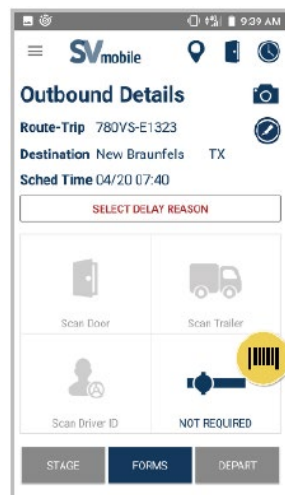
Cancel Trips

Facilitator: Show Slide 74. Click through the slide to review cancel and restore trips and to lead them through cancel trips.

Multi-leg trips can be canceled at the origin facility or any via point. If the trip is canceled at the origin facility, then all subsequent downstream legs are canceled as well. However, if the trip is canceled at a via site, only that leg is canceled. Single leg trips cannot be canceled enroute. If an inbound trip is canceled, users should create a PS Form 5500, *Contract Route Irregularity Report.*

Expeditors should only cancel trips at the direction of USPS management.

From the Arrive/Depart screen:

1. Swipe a trip to the left to cancel.

2. Select the Cancel/Omit button.

3. Select Cancel Trip button.

4. Select Yes to cancel the trip.

Surface Transportation Automated Forms (STAF)

Forms 5398-A, 5466, 5500, and 5397 can be printed from the SVmobile application using a network printer or a wireless printer.

Documenting Outbound Trips

PS Form 5398-A, Contract Route Vehicle Record

Facilitator: Show Slide 75. Review documenting Outbound Trips.

- **An imprinter is used to document the local unit origin and seal number.**

- **Place the form inside the vehicle prior to closing and sealing the rear door.**

- **A copy is given to the driver when the outgoing vehicle is loaded and secured.**

Outbound trips can be automatically documented by using STAF to generate a PS Form 5398-A, Contract Route Vehicle Record. After inputting the Delay Reason, select Forms from the Outbound Details screen to view and print forms. Only forms applicable to the trip are selectable.

PS Form 5398-A, *Contract Route Vehicle Record*, documents all outbound trips. The form must be legible, and all applicable items completed. An imprinter is used to document the local unit origin and seal number. You will use STAF to generate the form. Forms are dispersed to the dispatching facility by placing the form inside the vehicle prior to closing and sealing the rear door. A copy is given to the driver when the outgoing vehicle is loaded and secured.

Documenting Late Trips

PS Form 5466, Late Slip

Facilitator: Show Slide 76. Review documenting Late Trips.

A late slip is issued anytime the HCR departure is delayed by the USPS. There is no such thing as a "Grace Period" where the USPS can delay the HCR departure without issuing a late slip. Most suppliers will not demand a late slip for a 2-3 minute delay if the USPS is not issuing 5500's for 2-3 minutes late.

Late outbound trips that are delayed by the USPS can be automatically documented by using STAF to generate a PS Form 5466, *Late Slip*.

After inputting the Postal Delay Reason, select Forms from the Outbound Details screen to view and print forms. Only forms applicable to the trip are selectable.

Incorrect Late Slip Examples:

Facilitator: Show Slide 77.

Ask: What makes these reasons for delay incorrect?

Ask participants to identify the errors.

Possible Responses:

> **Mechanical Failure - Anything that causes the truck not to operate or safely make the trip. Flat tire, won't start, etc.**

Adverse Weather - Any weather condition that would cause a trip to be late. These are not charged against the supplier, but, need to be annotated to prevent the Post Office from being financially responsible for a delay that was not caused by the USPS.

Contractor Failure - Large bucket that causes a trip to be late outside of a breakdown. Traffic, accident both driver and non-driver related. Wrong equipment for the contract, i.e., using a 45' trailer when the contract specifies a 53' trailer.

Chargeable Offenses

Facilitator: Show Slide 78. Click through the slide to review non-chargeable and chargeable offenses.

Chargeable offenses are issues that need to be documented using PS Forms 5500 or 5398. Offenses must be irregularities which are in direct control of the contractor. Examples of chargeable offenses include driver stopped outside of schedule, holes in roof, unsafe practices, damaged equipment, or arrived at station late.

Chargeable offenses cannot be issues outside of the contractor's control. Non-chargeable offenses include adverse weather, traffic, vehicle accidents, construction, or detours.

Documenting Driver Non-compliance/Irregularity

Driver non-compliance/irregularity is documented by using Surface Transportation Automated Forms (STAF) to generate PS Form 5500, *Contract Route Irregularity Report,* on the SV scanner.

PS Form 5500, Contract Route Irregularity Report

Facilitator: Show Slide 79. Click through the slide to review PS Form 5500, *Contract Route Irregularity Report* and discuss irregularities.

Ask: What are some examples of chargeable irregularities?

Facilitator: Show Slide 80. Review examples of irregularities.

A PS Form 5500, *Contract Route Irregularity Report* is used to monitor contractor performance and to document unsatisfactory performance by a contractor.

Examples of chargeable irregularities include:

- Safety Violations

- Late Arrival or departure (not Postal caused)

- Mis-deliveries

- Disorderly conduct

- Dirty Unkept Appearance

- Under the influence of drugs or alcohol

- Failure to keep the mail secured

- Failure to sign for registered mail or failure to sign dispatch logs as required

- Failure to follow a reasonable operational instruction (within the scope of the contract)

- Failure to follow the HCR Plate

- No deviation on any trip

- Communication

- Vehicle breakdowns

- Vehicle does not meet the required specification (E-tracks/Pin holes)

- Vehicle appearance does not give a positive image to the USPS

- Inadequate/No insurance

- Unauthorized Passengers

  – All passengers need to be screened if touching mail

  – Passengers riding with contractor and does not touch the mail does not have to be screened

Examples of non-chargeable irregularities include:

- Bridge out

- Road closure

- Late departure due to Postal caused delay

- Extreme weather conditions

- Acts of God

Facilitator: Show Slide 81. Review the automatic creation of PS Form 5500 in SV. Emphasize that correct reason codes must be chosen for documentation purposes.

PS Form 5500 is created when specific reason codes are selected. It communicates to a supplier that there is a contractor irregularity.

Facilitator: Show Slide 82. Click through the slide and lead a discussion about chargeable offenses.

Ask: Is this a chargeable offense?

Documenting Extra Trips

PS Form 5397, Contract Route Extra Trip Authorization

Facilitator: Show Slide 83. Review PS Form 5397, *Contract Route Extra Trip Authorization.*

Extra trips are documented manually on PS Form 5397, *Contract Route Extra Trip Authorization*. All offices must record any extra trips dispatched or received in the appropriate computer system. In addition, offices must complete required postal forms. When a driver arrives, they present a hard copy of the PS Form 5397, *Contract Route Extra Trip Authorization,* to the staff member at the receiving facility.

The staff member would enter site information, retain the appropriate copy of the form, and return it back to the driver. If it is the last leg of the service performed, the driver is given the Contractor (yellow) copy. At some sites, the Expeditor may be the person who processes the PS Form 5397.

Manual completion of PS Form 5397

Facilitator: Show Slides 84 and 85. Click through the slides to review filling out PS Form 5397 manually.

For a one-way trip:

Office of Origin – Complete blocks 1-9, 14, and 30. Obtain driver signature in block 31. Retain Copy 4 (green). Give the other three copies to the driver to accompany mail.

Office of Destination – Complete blocks 10-13, 16, 17, and 26. Retain Copy 3 (Pink). Give Copy 2 (yellow) to the driver. Forward Copy 1 (White) to Administrative Official.

For a round trip:

Office of Origin – Complete blocks 1-9, 14, and 30. Obtain driver signature in block 31. Retain Copy 4 (green) for your files. Give the other three copies to the driver to accompany mail.

Office of Destination – Complete blocks 10-13, 15-21, and 27. Retain Copy 3 (Pink) for your files. Give Copy 1 (white) and Copy 2 (yellow) to the driver to accompany mail to office of origin.

Office of Origin – Complete blocks 22-25 and 28. Give Copy 2 (yellow) to the driver for the contractor's records. Complete information on your file copy No. 4 (green), and forward Copy 1 (White) to Administrative Official.

Postal Policy Compliance

Facilitator: Show Slide 86. Review Postal policy compliance.

Ensure drivers comply with postal policy. If an Expeditor feels that postal policy is being violated, inform appropriate management for intervention.

Professional Interactions

Facilitator: Show Slide 87.

As an Expeditor, you interact with many different people. It is important that you remain professional. Any issues with drivers or workers should be referred to a supervisor before getting into an explosive or negative conversation. Your role is not to correct or change circumstances, management should be notified of any situations that require attention.

SVweb

Facilitator: Show Slide 88. Review SVweb.

SVweb is a website dedicated to the Surface Visibility program. Within the program you can complete some of the same tasks that you are able to do with the SV scanner. Real time transportation updates and reporting on the movement of trailers in the surface network are available.

SVweb provides the following functions:

- Process network trips and drop shipments

- Create/Cancel/Restore network trips and appointments

- View and download transportation and scanning reports

- Monitor current dock and automated MPE bin activity

- Push messages to active SVmobile users

- Add/Delete/Update site information

To access SVweb, from the blue page type SVweb into the browser bar. Once at the SVweb site, you sign on using ACE credentials.

Locate Drivers

Facilitator: Show Slide 89. Click through the slide to review using SVweb to locate drivers.

HCR contact information can be found on SVweb by right clicking on the appropriate trip. A drop-down appears. Select Supplier Details so that you can contact them about drivers.

Cancel/Omit Trips

Facilitator: Show Slide 90. Click through the slide to review Omit Trips.

Complete a demonstration of the steps in SVweb.

Expeditors have the option to omit trips in order to clearly identify instances in which the contractor failed to show. This option is available through both the SVmobile and SVweb applications. Omitted functionality is available for HCR transportation only. Once a trip has been Omitted, its status will display as Omitted in SV. Omitted trips are excluded from SVweb Scan Compliance, Trips On Time, TDNA, Unrecorded/Incomplete, and Extra/Unscheduled reporting.

In SVweb:

1. Select Facility Management

2. Select Arrive/Depart

3. Right click on an HCR trip to open the Context Menu

4. Select Omit Trip, Select Yes to Confirm

5. Select No or Yes on Trip Omitted prompt
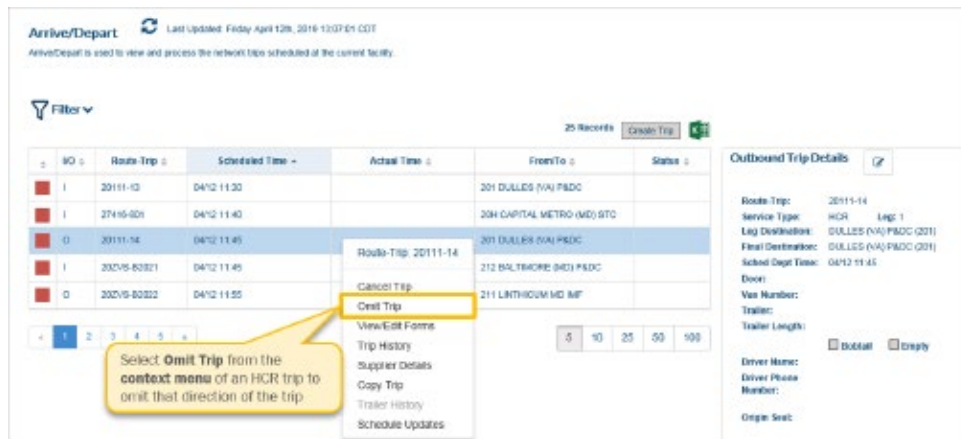
Module Review

Facilitator: Show Slide 91.

Module 3, Surface Visibility reviewed how to properly use the MDD Scanner. As an Expeditor, Surface Visibility (SV) helps to determine trailer utilization, monitor mailflow through the postal network, and diagnose service issues. SV data shows how full each trailer is and how much capacity is left to fill a truck. SV tells us how many containers are on the truck and the contents of the containers. By using Surface Visibility, we are able to better utilize trailers and that helps the Postal Service™ cut costs.

To be effective, ALL scans must be completed correctly. Next, in Module 4, we will review Mail Transport Equipment Labeler (MTEL).

Module 4: Mail Transport Equipment Labeler (MTEL)

Objectives:

- Confirm access to Mail Transport Equipment Labeler (MTEL) system.

- Recall the purpose and capabilities of the MTEL system.

- Utilize the MTEL system to generate and print placards.

- Interpret route, trip, and destination information printed on MTEL placards.

- Access and adhere to MTEL contingency procedures during emergencies.

Time Allocated for Module:

- 2 hours

Instructional Methods:

- Discussion

- Hands-on practice

Participant Material Used:

- Participant guide

- On-the-Job Training Checklist

Mail Transport Equipment Labeler (MTEL)

Facilitator: Show Slides 1, 2, 3, and 4. Review the objectives.

Facilitator: Show Slide 5. Introduce Module 4, Mail Transport Equipment Labeler (MTEL).

MTEL is a web-based application that provides standardized placards containing updated distribution and dispatch information

- **Expeditors can print placards on demand placards based on dispatch and routing requirements**
- **A set or a single placard can be generated specific to origin needs by time of day, by bullpen location, and by mail class and type**
- **A barcode is included for surface scanning**

MTEL allows you to route a container then SV tracks specific mailpieces assigned to the MTEL placard in a specific identified container.

Mail Transport Equipment Labeler (MTEL) is a web-based application that provides standardized placards containing updated distribution and dispatch information. If needed, Expeditors can print placards on demand based on dispatch and routing requirements. A set of placards or a single placard can be generated specific to origin needs by time of day, by bullpen location, and by mail class and type. A barcode is included for surface scanning.

MTEL allows you to route a container. SV tracks specific mailpieces assigned to an MTEL placard in a specific identified container.

MTEL Access

Facilitator: Show Slide 6. Make sure everyone has eAccess to MTEL. If this step was not completed on day one, or if approval for MTEL has not been obtained, pair the person with another participant so that they can join in the activities.

Confirm your access to Mail Transport Equipment Labeler (MTEL) system.

- Legacy MTEL is being discontinued. MTEL 2.0 is the replacement.

Login to MTEL through the following:

- Legacy CAT -https://networkscat

- MTEL 2.0 CAT -https://mtel-cat.usps.gov

MTEL Capabilities

Facilitator: Show Slide 7. Click through the slide to lead a discussion about MTEL capabilities.

Ask: What is the purpose of MTEL?

> **Possible Response: Provides standardized placards containing updated distribution and dispatch information.**

Ask: What are the capabilities of the MTEL System?

> **Possible Responses: Generates up-to-date standardized placard containing accurate distribution and routing information, print unique on-demand placards based on dispatch and routing requirements, print either a set of placards or a single placard specific to origin needs based on: Time of day, bullpen location, and mail class and type.**

Facilitator: Show Slide 8. Review the purpose and capabilities of the MTEL System as shown on the slide.

MTEL has the capability to:

- **Generate up-to-date standardized placard containing accurate distribution and routing information**

- **Print unique on-demand placards based on dispatch and routing requirements**

- **Print either a set of placards or a single placard specific to origin needs based on:**

    - **Time of day**

    - **Bullpen location**

    - **Mail class and type**

MTEL has the capability to:

- Generate up-to-date standardized placard containing accurate distribution and routing information

- Print unique on-demand placards based on dispatch and routing requirements

- Print either a set of placards or a single placard specific to origin needs based on:

  - Time of day

  - Bullpen location

  - Mail class and type

Placards

Facilitator: Show Slide 9. Click through the slide to describe an MTEL placard.

MTEL placards enhance the quality dispatch process within a service network.

- **A placard is an 8 1/2" x 11" label with a barcode identifying transportation information for the mail in a container**

- **Each placard has a unique barcode that contains all the human readable information contained on the placard**

- **This QR code is used to track scan history**

Let's look at an MTEL placard.

An MTEL placard is a logistics tool that enhances the Quality Dispatch Process within a service network. The placard is an 8-½" x 11" label with a barcode that identifies transportation information for the mail in the container. Each MTEL placard has a unique barcode that contains all the human readable information contained on the placard. This unique MTEL placard QR code is used to track scan history.

Facilitator: Show Slides 10, 11, and 12. Click through the slides to guide a discussion about the MTEL Placard.

- **First display question**
- **Wait for participants to answer the question**
- **Display the highlight showing where they determine the information**

Ask: What is the origin of this placard?

   Response: Cape Girardeau-637

Ask: What is the transfer point (vias)?

   Response: Popular Bluff MO-639

Ask: What is the mail class and mail type?

   Response: Mixed - Parcels

Ask: What operational area generated the placard?

   Response: Op Area: Breakdown Mix

Ask: What is the timestamp when the placard was printed and what time zone?

   Response: 6/9/2021, 10:24:23, Central Time

Ask: What do the two Scannable barcodes tell you?

   Response: Contains all the human readable information contained on the placard. Tracks scan history.

Ask: What are the three route/trips listed on this MTEL placard?

   Response: Route 632U/Trip 803, Route 637L1 /Trip 43, Route 637A5/Trip 1.

Ask: What are the comments and ZIP™ range of this Placard?

Response: Breakdown – Van Buren, Freemont, Ellsinore, Grandin. ZIP range- 63937, 63941, 63943,63965.

Types of Placards

Facilitator: Show Slide 13. Click through the slide to review types of placards.

There are several types of placards. Expeditors will most often generate a network placard but might also create a dynamic placard.

There are several types of placards. Expeditors will most often generate a network placard but might also create a dynamic placard.

Retail Placard - Retail Placards are for mail sorted by RDC (Retail Distribution Code).

Network Placard - Network Placards are for surface transportation (plant to plant.) Expeditors will generate this type of placard most often.

AO Placard - AO/DU Placards are for Associate Offices and Delivery Units. Expeditors may generate this type of placard.

Dynamic Placard - Dynamic Placards are for transportation optimized by the eDRO/ILE program. Expeditors may generate this type of placard.

In-House Placard - In-House placards are for moving containers within a facility.

Ext In-House Placard - Extended In-House placards are for moving containers within a facility or from the main facility to a co-located facility and have more information than an In-House Placard.

Generate and Print Placards

Facilitator: Show Slides 14, 15, 16, and 17. Follow on-slide directions to demonstrate generating and printing an MTEL placard.

We will do a quick walkthrough for generating an MTEL placard this morning, but you will actually generate an MTEL placard on the dock this afternoon.

- **Guide them through logging on to MTEL and generating an MTEL placard.**

Go to: https://mtel.usps.gov

1. To generate MTEL placards type https://mtel.usps.gov into your browser. This brings up the MTEL 2.0 homepage.

2. Select MTEL National and click the I Agree button.

3. Enter your ACE ID and Password and click the Log On button.

4. Click the Generate Placards link to open the menu.

5. Select origin for generating placards.

For more than 500 sites: Use the search interface to find the site by code or name and click the Select button.

For less than 500 sites: Select the site from the dropdown and click the Continue button.

(If you have access to only one site, this step is not necessary.)

6. Select the type of Placard to Generate.

Generate Network, AO, or Dynamic Placard

Facilitator: Show Slides 18, 19, and 20. Click through the slides to demonstrate how to generate network, AO, or dynamic placards.

Since Expeditors most often will need to generate Network, AO, or Dynamic Placards, we will practice generating these on the dock this afternoon.

Since Expeditors most often will need to generate Network, AO, or Dynamic Placards we will practice generating these on the dock this afternoon. The directions for producing these types of placards are below.

Network, AO, or Dynamic Placards are generated the same. The only difference is the list of operational areas available.

1. The selected date defaults to the current date.

2. The selected time range defaults to 0000 to 2359.

3. Select the appropriate criteria to generate the desired placards and click the Submit button.

Select the desired placards by marking the checkboxes.

4. To set a HAZMAT label, click the box and select HAZMAT.

5. After all desired placards are selected, click the **Print** button.

6. Verify all selections are correct.

7. If multiple copies are needed, use the copies box on this screen.

8. Select how to sort the generated PDF.

9. Select the Print button to generate placards.

10. The PDF opens in a separate application.

11. Select print from inside the PDF application.

Note: Never print multiple copies from this screen. This duplicates barcodes.

12. Select Print to print placards.

Interpret Placards

Facilitator: Show Slides 21, 22, 23, and 24. Click through the slides to lead participants through each MTEL placard.

Participants identify and notate answers in their participant guide. Have them circle where the information is found on each placard.

For each MTEL placard, ask the group to identify: Route, Trip, Destination, and Date Placard was Printed.

For each MTEL placard identify: Route, Trip, Destination, and Date Placard was Printed.

Identify and notate answers in your participant guide. Circle where the information is found on each placard.

Origin: BOSTON-021 **Via: CENTRAL-015** **Via: SOUTHERN AREA STC-75H** **TO:LITTLE ROCK-720** Route 02190 Trip 305 Freq. X1 Departure MAY-15 0315 99P720--1717397QD-18184618 **First Class SPRs - Parcels** **BIN# 108** **716, 717,** **719-722, 725,** **728** Assign ☐ Load ☐ Close ☐ Unload ☐ Stage ☐ _____ ☐ 99P720--1717397QD-18184618 Op Area: 373-OG-FC-WEST - APPS-OG-FC-WEST Printed: 05/14/2021 13:08:09 CT	**Route _____** **Trip _____** **Destination _____** **Date Printed _____**

Origin: SAINT LOUIS NDC-63Z

TO:WASHINGTON-63090

Route	Trip	Freq.	Departure
630P1	109	N17	MAY-15 0340

99P630902JD000TXY-28187898

Mixed - Mixed

WASHINGTON CONN#2 AUGUSTA....63332 DEFIANCE...63341 DUTZOW....63342 NEW MELLE...63365 | 63090

Assign ☐   Load ☐
Close ☐   Unload ☐
Stage ☐   _____ ☐

99P630902JD000TXY-28187898

Op Area: 512 DOCK - STAR ROUTES   Printed: 05/14/2021 13:29:25 CT

Route _____

Trip _____

Destination _____

Date Printed _____

Origin: DES MOINES-500

TO:SOUTH DES MOINES-50315

Route	Trip	Freq.	Departure
500VS	B1515	K7	MAY-15 0600

99P50315SED001CLV-38185653

Standard - Flats

BIN# 150, 152

50315, 50320 50321

Assign ☐   Load ☐
Close ☐   Unload ☐
Stage ☐   _____ ☐

99P50315SED001CLV-38185653

Op Area: APBS - 437 SASCF Even   Printed: 05/14/2021 13:17:41 CT

Route _____

Trip _____

Destination _____

Date Printed _____

Origin: KELLOGG-50135
Via: DES MOINES-500

TO:DES MOINES NDC-50Z

DATE: 05/14/2021

Route	Trip	Freq.	Departure
NO	TRAN	FRI	MAY-14 9999

99S50Z--RE0130CHZ020918818

RDC 02 - Network NDC Pkgs[006]

005-098, 100-499, 530-568, 576, 580-611, 613-679, 690-999

Assign ☐   Load ☐
Close ☐   Unload ☐
Stage ☐   _____ ☐

99S50Z--RE0130CHZ020918818

Retail Unit Placard   ** 501 **
Printed: 05/14/2021 13:40:41 CT

Route _____

Trip _____

Destination _____

Date Printed _____

Emergency Contingency Procedures

Facilitator: Show Slide 25. Review MTEL emergency contingency procedures.

Ask: What should you do if your MTEL system goes down?

> **Response: There should be a contingency plan for the unit.**

Ask: What are some examples of contingency procedures?

> **Response: Binder with sections for each bullpen. Photocopied examples of each placard to be used in an emergency. Thumb drive with all copied placards made available.**

Access and adhere to MTEL contingency procedures during emergencies.

If the MTEL system goes down, there should be a contingency plan for your unit. Expeditors should discuss this with their immediate supervisor or management team. For example, a binder could be provided with a section for each bullpen. Photocopied examples of each placard could be placed in the binder to be used in an emergency. Also, a thumb drive with all copied placards could be made available for the unit.

Module Review

Facilitator: Show Slide 26. Review the module.

In Module 4 we reviewed Mail Transport equipment Labeler (MTEL). You should now be able to:

- Confirm access to Mail Transport Equipment Labeler (MTEL) system.

- Recall the purpose and capabilities of the MTEL system.

- Utilize the MTEL system to generate and print placards.

- Interpret route, trip, and destination information printed on MTEL placards.

- Access and adhere to MTEL contingency procedures during emergencies.

The next Module is Plant Verified Dropped Shipment (PVDS). We will discuss using PVDS and processing drop shipments.

Module 5: Plant Verified Dropped Shipment (PVDS)

Objectives:

- Define Plant Verified Dropped Shipment (PVDS) and the Facility Access and Shipment Tracking (FAST®) scheduler system.

- Determine when a shipment is scheduled and use the SV scanner and to accept a drop shipment.

- Review the FAST Daily Drop Ship Report.

- Follow the procedure to accept a drop shipment without a FAST scheduler ID or appointment number.

- Differentiate anomalies addressed by BMEU or requiring helpdesk support.

- Scan the 99M barcode for eInduction using the SV scanner.

- Locate and confirm counts for eInduction drops using the SV scanner.

- Ensure PVDS documentation is filed at the end of the tour.

Time Allocated for Module:

- 2 hours

Instructional Methods:

- Discussion

- Hands-on practice

Participant Material Used:

- Participant guide

- On-the-Job Training Checklist

Plant Verified Dropped Shipment (PVDS)

Facilitator: Show Slides 1, 2, and 3. Review objectives.

Facilitator: Show Slide 4 and discuss Plant Verified Dropped Shipments (PVDS).

- **Shipments arranged in advance by mailers**

- **Discounts apply if the customer qualifies**

- **Shipments transported at the mailer's expense using mailer's vehicle**

- **Shipments accepted and processed by Expeditors on the dock**

- **Processed differently than other load acceptance and must be processed correctly so that USPS® may collect payment**

- **PVDS is destination entry of USPS Marketing Mail®, Periodicals, and Package Services**

- **PVDS tracked by Facility Access and Shipment Tracking (FAST)**

Plant Verified Dropped Shipments (PVDS) are shipments that have been arranged for in advance by mailers. This type of mailing allows for discounts if the customer qualifies. Shipments are transported at the mailer's expense using the mailer's personal or contracted vehicle. Plant Verified Dropped Shipments are accepted and processed by Expeditors or other assigned personnel on the dock. PVDS or "drop shipments" are processed differently than other load acceptance and must be processed correctly so that USPS® may collect payment. PVDS allows for destination entry of USPS Marketing Mail®, Periodicals, and Package Services. Each mailing claimed at a destination rate must be deposited at the time and location specified by the Postal Service. Publication 804, *Drop Shipment Procedures for Destination Entry,* provides instruction to destination entry offices on the receipt of drop shipments.

PVDS is tracked by Facility Access and Shipment Tracking (FAST). FAST is an electronic appointment scheduling system that allows for checking the mailing parameters. An Expeditor's role is to verify that the mailer is following the contract stipulations upon acceptance at the dock.

Facility Access and Shipment Tracking (FAST®)

Facilitator: Show Slide 5 and discuss Facility Access and Shipment Tracking (FAST).

- **Electronic appointment scheduling system that allows checking of mailing parameters and the collection and monitoring of drop shipment data**

- **Improves dock efficiency**

- **PVDS information is viewed and updated using Surface Visibility (SV) scanner**

- **A Daily Drop Ship Report provides information for all drop shipments for the day**

Facility Access and Shipment Tracking (FAST®) allows the Postal Service™ to collect and monitor data about drop shipments. The main objective of FAST® is to improve the dock efficiency time. Most drop shipment information is viewed and updated using the Surface Visibility (SV) scanner. Each day, Expeditors are provided a Daily Drop Ship Report which gives information for all drop shipments for the day.

Daily Drop Ship Report

Facilitator: Show Slide 6. Click through the slide to discuss the Drop Ship Report.

- **Facility FAST coordinator provides the Daily Drop Ship Report to dock personnel**

- **Report provides all appointment numbers, scheduled arrival times, and information for all drop shipments expected to arrive**

- **Facility Schedule Report may change after initial printing due to creation or modification of appointments up to one hour prior to the scheduled appointment time**

- **Unexpected drop shipments must be verified**

- **Information in the report can help you make decisions about MTE, personnel, and door assignments**

Each facility FAST coordinator provides the Facility Schedule Report or Daily Drop Ship Report to dock personnel who receive drop shipments. This report provides all appointment numbers, scheduled arrival times, and information for all drop shipments expected to arrive at the facility for which the facility has oversight. The Facility Schedule Report is subject to change after its initial printing as appointments may be created or modified up to one hour prior to the scheduled appointment time for that day. Because this report may change, unexpected drop shipments must be verified.

Expeditors use this report to verify specific information for appointments for the day. The report tells you what is coming in for each truck, appointment numbers, scheduled arrival times, and information for all drop shipments expected to arrive. This information can help you make decisions about MTE, personnel, and door assignments.

FAST Drop Ship Appointments

Facilitator: Show Slide 7 and discuss appointments.

Early: arrival more than 30 minutes before scheduled appointment

- **If feasible, accept early arrival using assigned appointment number and do not create an unscheduled arrival**

On-Time: arrival less than 30 minutes after scheduled appointment time

Late: arrival 30 minutes or more after scheduled appointment time

- **USPS Marketing Mail® and Package Services may have delayed or refused platform access due to facility capacity or hours of operation restrictions**

- **Periodicals must be received within facility hours of operation and unloaded as soon as possible after Periodicals appointments that arrive on time or early**

FAST drop shipment appointments are categorized as early, on time, or late.

Early: When the appointment arrival time is 3 hours to 30 minutes before the FAST scheduled appointment time. If operationally feasible, accept an early arrival. Otherwise, the mailer may be required to return at the scheduled appointment time. If a drop shipment is accepted early, it must be accepted using the assigned appointment number; an unscheduled arrival must not be created.

On Time: When the appointment arrival time is less than 30 minutes after the FAST scheduled appointment time.

Late: When the appointment arrival time is 30 minutes or more after the FAST scheduled appointment time.

- For USPS Marketing Mail® and Package Services, platform access may be delayed or in some cases refused due to facility capacity or hours of operation restrictions. Every effort will be made to accept the drop shipment when operationally feasible. Surface Visibility (SV) sites must capture the reason for rejection of an appointment.

- For Periodicals, drop shipments must be received within the facility hours of operation. Late-arriving Periodicals appointments are unloaded as soon as possible after Periodicals appointments that arrive on schedule or early. Late-arriving Periodicals appointments are placed in queue behind other Periodicals shipments, but not behind USPS Marketing Mail or Package Services shipments.

Locate Drop Shipments

Facilitator: Show Slide 8 and discuss locating individual appointments and drop shipments.

Aside from using the Daily Drop Ship Report, you can locate individual appointments and drop shipments using SVweb. If a shipment comes in without paperwork, SVweb can be used to locate the information needed to process the shipment correctly.

If you need to access appointments any time during the day, the information is available on SVweb. You must obtain eAccess for SVweb. Once access is obtained go to: https://svweb.usps.gov/sv-web/ or, from the blue page type SVweb into the browser bar.

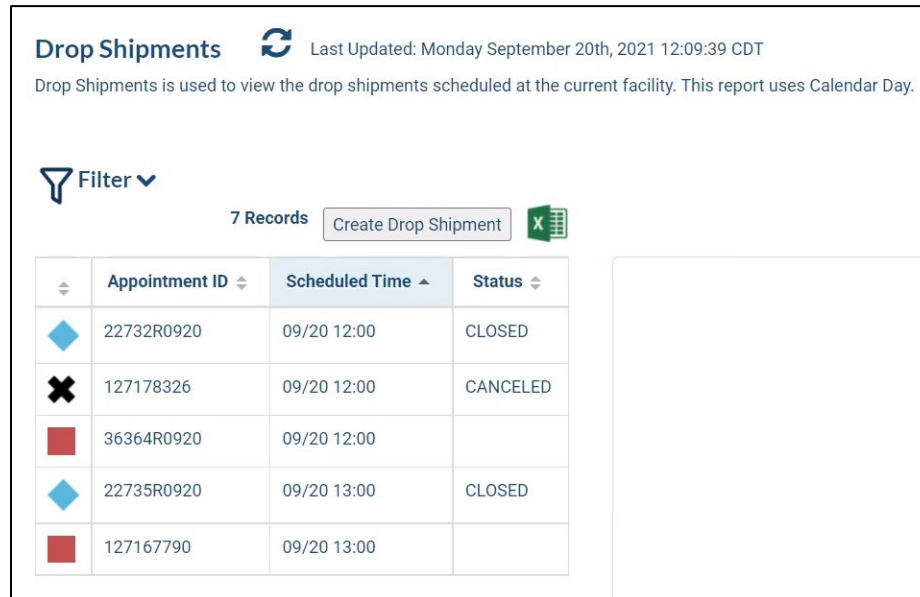## Accessing Drop Shipment Appointments in SVweb

Facilitator: Show Slide 9. Demonstrate how to access drop shipment appointments in SVweb.
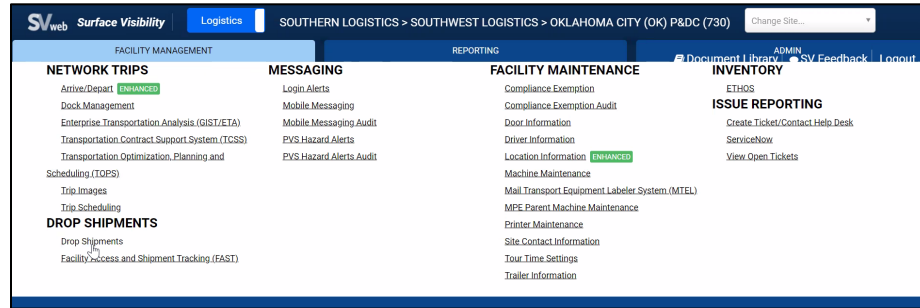
1. From SVweb home screen, select Drop Shipments.

2. Use filters to view drop shipments for the selected time period.

PVDS Forms

PS Form 8125, *PVDS Verification and Clearance*

Facilitator: Show Slide 10 and discuss PS Form 8125.

- **Provides evidence that postage on drop shipped mailings was verified and paid for at the origin Post Office**

- **Form reconciles volume and document load irregularities at destination**

- **Form may contain a postal barcode required for certain products, such as USPS Tracking®**

Note: All shipments may not have this documentation.

PS Form 8125, *PVDS Verification and Clearance* provides evidence that postage on mailings drop shipped to destination offices was verified and paid for at the origin Post Office. The form also serves to reconcile volume and document load irregularities at destination. Additionally, the form may contain a Postal Service™ barcode required for certain Postal Service products, such as USPS Tracking®. There may be times that PS Form 8125C, PS Form 8125CD and PS Form 8125CP might be submitted by the driver. Note that all shipments may not have this documentation.

PS Form 8017, *Expedited Plant-Load Shipment Clearance*

Facilitator: Show Slide 11 and discuss PS Form 8017, *Expedited Plant-Load Shipment Clearance*.

- **Proves to the destination facility that the mailing being presented by the mailer or mailer's agent was verified and paid for at origin**

- **The Postal Service verifies and receives postage payment for mailable matter at the mailer's plant**

- **The mailer then transports the shipment (at the mailer's expense) to a destination facility**

- **The origin Post Office™ serving the mailer's plant (i.e., the verifying office) verifies the mailing for classification, rate eligibility, preparation, and presort**

- **Expedited plant load mailings do not qualify for destination entry discount postage rates**

PS Form 8017, *Expedited Plant-Load Shipment Clearance,* proves to the destination USPS® facility that the mailing being presented by the mailer or mailer's agent was verified and paid for at origin. Under an expedited plant load shipment clearance, the Postal Service verifies and receives postage payment for mailable matter at the mailer's plant, after which the mailer transports the shipment (at the mailer's expense) to a destination Postal Service facility. The origin Post Office™ serving the mailer's plant (i.e., the verifying office) verifies the mailing for classification, rate eligibility, preparation, and presort. Expedited plant load mailings do not qualify for destination entry discount postage rates.

Sarbanes-Oxley Act (SOX)

Facilitator: Show Slide 12. Introduce Sarbanes-Oxley Act (SOX).

PVDS paperwork must be processed correctly. Errors can affect payment and SOX compliance.

- **SOX aims to improve corporate governance and enhance the accuracy of financial reporting.**
- **SOX compliance is monitored monthly and reflects whether we are following procedures.**

As an Expeditor, it is important that PVDS paperwork is processed correctly because errors can affect payment and Sarbanes-Oxley Act (SOX) compliance. SOX aims to improve corporate governance and enhance the accuracy of financial reporting.

SOX compliance is monitored monthly and reflects whether we are following procedures.

PVDS Variations

Facilitator: Show Slide 13. Review the three variations on the PVDS process.

A mailer may drop shipments using one of three variations on the PVDS process. These include:

- **Non-eInduction (Paper 8125) effect**
- **Mixed (Both paper 8125 and eInduction containers on the same load)**
- **eInduction (No paper 8125)**

A mailer may drop shipments using one of three variations on the PVDS process.

These include:

- Non-eInduction (hardcopy PS Form 8125) effect

- Mixed (both hardcopy PS Form 8125 and eInduction containers on the same load)

- eInduction (no hardcopy PS Form 8125)

Processing PVDS

Facilitator: Show Slide 14 and review the major steps for processing drop shipment appointments.

The major steps required when processing drop shipment appointments are:

1. Attain and Review PS Form 8125/8017.
2. Arrive appointment with SV scanner.
3. Assign appointment to dock.
4. Unload Shipment.
5. Resolve unexpected, Duplicate, or Mis-Shipped containers.
6. Close the appointment.

Step 1: Review PS Form 8125 or 8017

Facilitator: Show Slides 15, 16, 17, 18, and 19.

Most often you will be handed a PS Form 8125, *Plant-Verified Drop Shipment (PVDS) Verification and Clearance* **or a PS Form 8017,** *Expedited Plant-Load Shipment Clearance.* **We will review all of the versions of the PS Form 8125.**

Using on screen cues, review the critical fields for each of the following PS Forms.

- **PS Forms 8125,** *Plant-Verified Drop Shipment (PVDS) Verification and Clearance*

- **PS Forms 8125-C,** *Plant-Verified Drop Shipment (PVDS) CONSOLIDATED Verification and Clearance*

- **PS Forms 8125-CD,** *Plant-Verified Drop Shipment (PVDS) CONSOLIDATED Verification and Clearance-DSMS*

- **PS Forms 8125-CP,** *Plant-Verified Drop Shipment (PVDS) Verification and Clearance for Periodicals Paid Under Centralized Postage Payment (CPP)*

- **PS Form 8017,** *Expedited Plant-Load Shipment Clearance*

- **Irregularities in paperwork must be resolved before unloading the truck**

Critical fields of a PS Form 8125, *Plant-Verified Drop Shipment (PVDS) Verification and Clearance,* and PS Form 8017, *Expedited Plant-Load Shipment Clearance,* must be reviewed for irregularities before unloading the shipment. If you find an irregularity in any of the below fields, notify a supervisor. A critical fields job aid is located in the Appendix on page A-26.

PS Form 8125 *PVDS Verification and Clearance*	PS Form 8017 *Expedited Plant-Load Shipment Clearance*
Entry Office	Destination Office
Class of Mail	Class of Mail
Mail Processing Category	Mail Processing Category
Number of Pallets	Number of Pallets
Entry Discounts Claimed	
Origin Post Office	Origin Post Office
Signature of Verifying Employee	Signature of Verifying Employee
Round Stamp	Round Date Stamp
PS Forms 8125-C, 8215-CD, 8125-CP Do not have a round stamp or origin information.	

Irregularities in paperwork must be resolved before unloading the truck.

<u>To resolve:</u>

Facilitator: Show Slide 20 and review actions to resolve irregularities.

Missing Fields- Driver must contact dispatch office and/or destination supervisor must contact origin office to resolve.

Altered Fields- Destination supervisor must contact origin office to resolve.

Copies- If it is a photocopy of a PVDS, you must call the BMEU for verification. You can tell that it is a copy if the round stamp is black. Also, a "canned" date is used. This means that it is an 8125 that has been pre-signed and then copies are made before details are added.

Number of Pallets- If the load is different than the list on 8125/8017, you will need to look see which are on the manifest.

1. You do this by first scanning the 8125/8017.

2. Then scan the 99M placards on the pallet. If there are any irregularities, you will get an error message.

3. Any pallets with error messages cannot be accepted because it is not on the manifest. (This means that we cannot validate that postage has been paid.) See resolution process.

4. Inform the driver that the pallets are not being accepted.

Facilitator: Show Slide 21 and discuss container count resolution.

If the container count is greater than what is claimed on PS Forms 8125/8017:

- Mailer/consolidator has the option to contact the origin office to resolve the issue and adjust postage as necessary. Then the origin office must advise the destination office to receive the mailing. If the mailer/consolidator and/or origin office is closed, the driver can return to the destination facility when offices are open.

- Any portion of the load that cannot be reconciled must be returned to the driver.

- During the resolution process, it may be necessary to move the vehicle away from the dock to make space for other shipments.

If the container count is less than what is claimed on the 8125/8017:

- Receive the load.

- The mailer/consolidator contacts the origin office to resolve the issue, and the origin office will adjust postage as necessary.

Note: Any residual containers brought to your facility after the original load has been received should have their own PS Form 8125. The residual containers cannot be claimed as a portion of a load for a PS Form 8125 or 8017 that has already been accepted and filed.

Other Load Irregularities- Be cognizant of these situations in the load.

Facilitator: Show Slide 22 and review other Load Irregularities.

If a load appears to be **unstable or unsafe:**

- As long as the safety of Postal Service personnel and the driver is not compromised, this shipment may be received with the driver required to perform the unload process (with Postal Service assistance).

- If the load is deemed unsafe, the destination supervisor must refuse the load and the mailer given the option to rebuild the shipment (off site) to match original preparation.

- If there is damaged mail on the load, return the damaged mail to the driver and unload the remaining load. 'Damaged' mail is defined as mail that is unable to be processed due to its condition upon arrival at your facility.

- If the load is **not physically separated by destination**: a) The driver must reconcile the load. b) The mailer is given the option to rebuild the shipment (off site) to match original preparation. c) If the load is unable to be reconciled, the destination supervisor must refuse the load.

- A Standard Work Instruction for Plant Verified Drop shipment (PVDS) Critical Fields is available in Appendix page A-26.

Facilitator: Show Slide 23. Using the on-screen PS Form 8125 and 8017, have participants find the errors.

Possible Responses: Errors on the PS Form 8017 are in blocks 6 and 8. Errors on the PS Form 8125 are in blocks 13 and 14.

Facilitator: Discussion using forms and looking for missing information and what Expeditors need to do to resolve.

Step 2: Arrive Drop Shipment

Facilitator: Show Slide 24. Display slide and allow participants to perform an Arrive a Drop Shipment in the SV scanner.

Select Drop Shipment button from the Home or Navigation menu:

1. Double tap on the appointment to arrive.

2. Choose Arrive from the options.

3. Select Yes to arrive the appointment and record the arrival time.
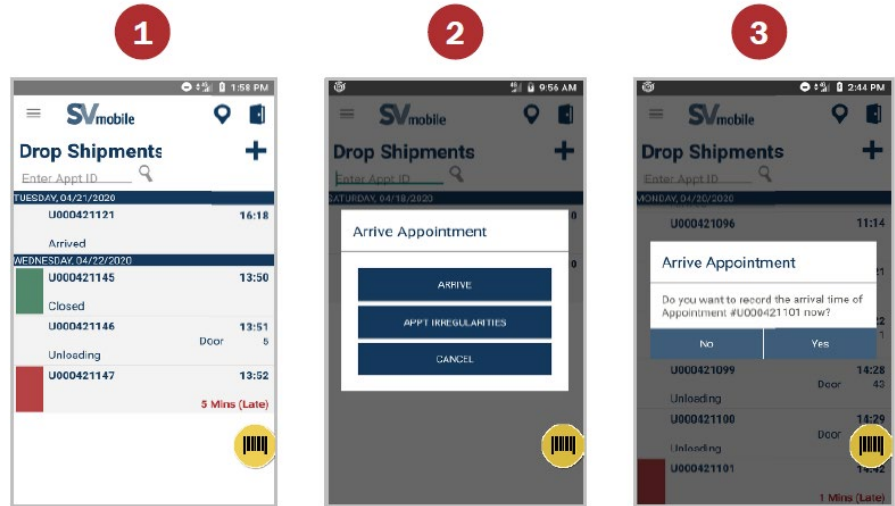
Note: All Drop Shipment appointments must be closed in order to provide business mailers with information on the containers and appointment.

An SWI for Drop Shipment Arrivals is located in the Appendix page A-15.

Resolve No Appointment Number

Facilitator: Show Slide 25 and review how to resolve a drop shipment without an appointment number.

To resolve a drop shipment without an appointment number:

- **Driver must contact the dispatch office to obtain the appointment number or the scheduler ID number**

- **Once appointment number is obtained, write it on PS Form 8125 and continue with the process.**

- **If no appointment was made:**

  − **Destination office receives the drop shipment as an unscheduled arrival (when operationally feasible) using the scheduler ID number and continues with the drop shipment process**

 − **See Creating an Unscheduled Trip in Surface Visibility module**

The driver must contact the dispatch office to obtain the appointment number or the scheduler ID number. When the appointment number is obtained, write it on PS Form 8125 and continue with the process. If no appointment was made, the destination office will receive the drop shipment as an unscheduled arrival (when operationally feasible) using the scheduler ID number and continue with the drop shipment process.

Step 3: Assign Appointment to Dock Door

Facilitator: Show Slide 26. Review step to assign to a dock door. Have participants assign a trip to a dock door using their SV scanner.

Once on the Dock Assign screen:

1. Scan or select dock door.

2. Scan trailer barcode if available; if not, select the No trailer barcode check box.

3. Select the Next button to proceed.
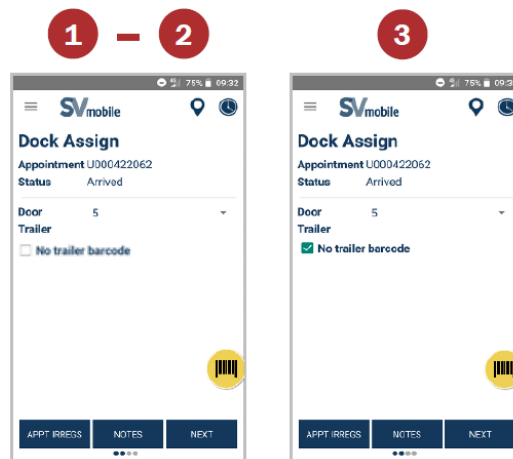
Step 4: Unload Shipment

Facilitator: Show Slide 27. Review unload shipment.

Once on the Container Scanning screen:

1. Scan or enter the 99M mailer barcodes from the shipment.
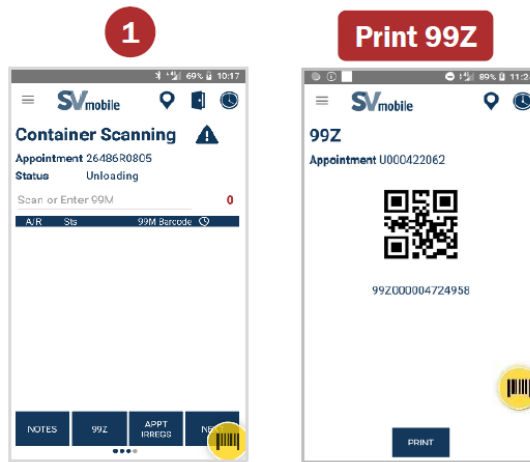
Note: 99Ms scan also be scanned through the Unload screen with the 99Z barcode associated to the appointment. Select the 99Z button on the Container Scanning screen to print a 99Z.

Step 5: Resolve Unexpected, Duplicate, or Mis-Shipped Containers

Facilitator: Show Slide 28. Review resolving unexpected, Duplicate, or Mis-shipped containers.

As Unloads are performed, SV will perform validations.

Based on the various container statuses, users may need to resolve some containers. Depending on the container status, users may need to resolve some containers by contacting the FAST Helpdesk 1-877-569-6614.

Mailer Container Statuses:

Facilitator: Show Slide 29. Review mailer container statuses.

While scanning 99M mailer barcodes, if the scanned barcode is Not Expected, Mis-Shipped, or Duplicate, a message box appears; take appropriate actions to resolve the container.

Icon	Status	Description	Action
✓	**Expected**	Unloaded container expected for the current facility.	No further action.
✗	**Not Expected**	Unloaded container not included on an eDoc arrives at any facility.	Call the FAST Help Desk and Hold Container for Resolution.
🟨	**Mis-Shipped**	Unloaded container expected at a different facility. Misshipped containers will be automatically accepted/rejected based on mailer settings.	Call the FAST Help Desk and Hold Container for Resolution.
◆	**Duplicate**	Unloaded container with a duplicate barcode/placard.	If the container was accidently scanned twice, select "No". If the barcode was a duplicate, select "Yes". Then, Call the FAST Help Desk and Hold Container for Resolution.

<u>Reconciling Unresolved Containers</u>

Facilitator: Show Slide 30. Click through the slide to review when Expeditors would need to reconcile unresolved containers using the PS Form 8125.

All unresolved containers must be reconciled to paper PS Form 8125(s), *PVDS Verification and Clearance* and in SV.

This includes:

- Containers identified as Not Expected during unloading scans

- Containers with no pallet placard or no barcode

- Containers with unreadable or destroyed placards

Reconciling Using PS Form 8125[HJL-WD1]

To reconcile containers:

Facilitator: Show Slide 31. Click through the slide to review reconciling unresolved containers. Then show Slide 32 to review actions to take with different types of statuses.

- **Let's look at this example PS Form 8125.**

- **Go through the steps for reconciling as shown on the slide.**

1. Add container counts on the PS Form 8125.

2. Add the number of unresolved containers by adding the number of not expected containers with the number of containers with an unreadable placard with the number of containers that are missing a pallet placard.

3. Compare the two totals.

4. If the total number of unresolved containers is less than or equal to the total number on PS Form 8125, then the containers can be resolved without contacting the FAST Helpdesk. Your supervisor will contact the FAST Helpdesk.

5. If the total number of unresolved containers is greater than the total number on PS Form 8125, then the containers can only be resolved by contacting the FAST Helpdesk. Your supervisor contacts the FAST Helpdesk.

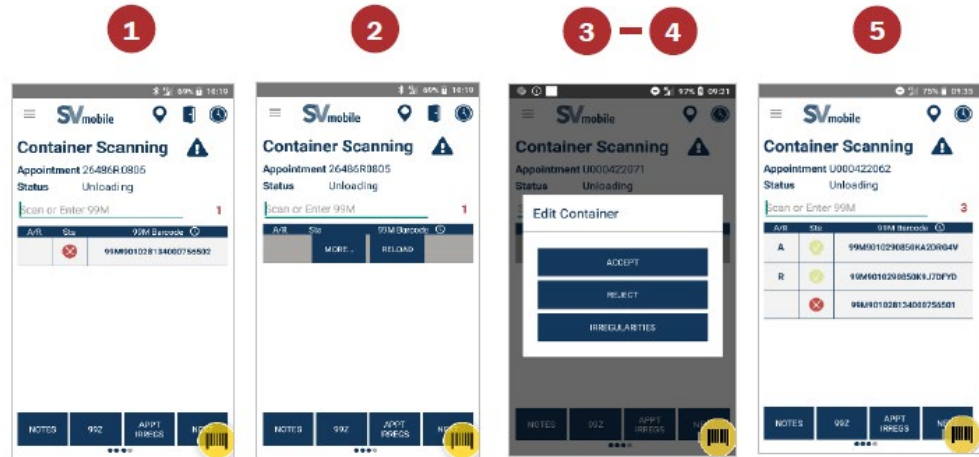| Status	Action	Accept/Reject
Mis-shipped (Reject)	1. Notify supervisor 2. Confirm Reject status 3. Reload container (return to driver)	Reject
Duplicate on Appointment	1. Notify supervisor 2. Confirm Reject status 3. Reload container	Reject
Unresolved Container Counts = PS Form 8125	1. Accept all Not Expected containers from the Resolve Containers message box 2. Induct containers	Accept
Unresolved Container Counts < PS Form 8125	1. Accept all Not Expected containers from the Resolve Containers message box 2. Record appointment irregularity on the Appointment Irregularity Reporting Screen 3. Annotate the PS Form 8125 with # containers inducted 4. Induct containers	Accept
Unresolved Container Counts > PS Form 8125 <u>or</u> No PS Form 8125	1. Notify supervisor 2. Begin FAST Helpdesk process	TBD

Unexpected Containers

Facilitator: Show Slide 33. Click through the slide to review resolving unexpected containers.

Unexpected containers for Drop Shipment appointment are containers that were not on the electronic manifest associated to the appointment. Use the following steps to resolve the unexpected containers. If the status is incorrect or action is uncertain, call the FAST helpdesk. Unexpected containers can be reconciled using an SV scanner.

Resolving Unexpected Containers in SV:

From the Container Scanning screen of Drop Shipment:

1. Swipe left on any container with the status of a red X, unexpected containers.

2. Select More…

3. Edit Container message box appears.

4. Select Accept to accept the container. To reject the container, select Reject.

5. An A appears in Accept/Reject (A/R) column indicating that the container was accepted.

Note: Users can sort by scanned/manually entered 99M barcode by tapping the clock icon to sort by ascending/descending alphanumeric order. The clock icon changes to an arrow icon.

Record Appointment Irregularities

Facilitator: Show Slide 34. Click through the slide to review recording appointment irregularities.

Users can document any appointment irregularities such as damaged pallets, unsafe/unsecure loads, and many more. A camera function is also available to allow users to capture irregularities visually. Users can take up to 20 photos per appointment.

1. Select the Appt Irreg button from the Dock Assign screen.

2. Select the check box next to the irregularities that apply to the appointment. To capture irregularities visually, select the camera icon.

3. Press the blue circular button on the bottom center of the screen to capture the photo or press X to dismiss the camera function.

4. After taking the photo, press ✓ to save the photo, press the refresh button to retake the photo, or press the X discard the photo.

5. The saved photo(s) are shown.

Press down on a photo to remove the photo.

Select the camera icon to take more photos.

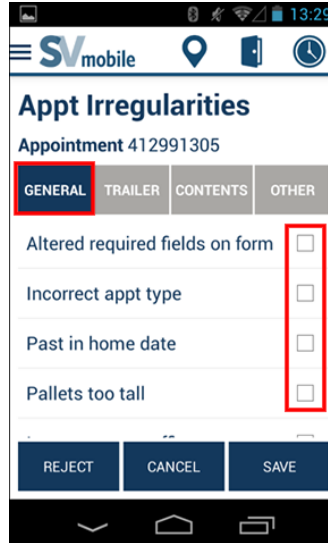Select the back button to go back to the Appointment Irregularity screen.

Appointment Irregularity Categories

Facilitator: Show Slide 35. Review Appointment Irregularity Categories.

You will select an Irregularity category: General, Trailer, Contents, and Other. Some irregularities prompts the resolution reason message box. As shown on the chart, most irregularities must be resolved. If necessary, contact your supervisor to resolve.

Category	Appointment Irregularity	Resolution Required
Contents	BROKEN PALLETS	Yes
	CTR CNTS DO NOT MATCH FORM	
	DAMAGED MAIL	
	INCORRECT CLASS OF MAIL	
General	INCORRECT APPT TYPE	No
	MULTIPLE APPTS ASSOCIATED TO LOAD	
	PAST IN HOME DATE	
	ALTERED REQUIRED FIELDS ON FORM	Yes
	INCORRECT ENTRY OFFICE	
	INCORRECT PROCESSING CATEGORY	
	MAILINGS NOT SEPARATED BY DESTINATION	
	MISSING APPOINTMENT NUMBER	
	MISSING ORIGIN SIG AND/OR ROUND STAMP	
	MISSING REQUIRED MAILER FIELD ON FORM	
	NO FORM WITH SHIPMENT	
	PALLETS TOO TALL	
	PHOTOCOPY OF PS FORM	
Other	OTHER	No
Trailer	DRIVER REFUSED TO ASSIST	No
	VEHICLE SIZE	
	LOAD UNSAFE	Yes

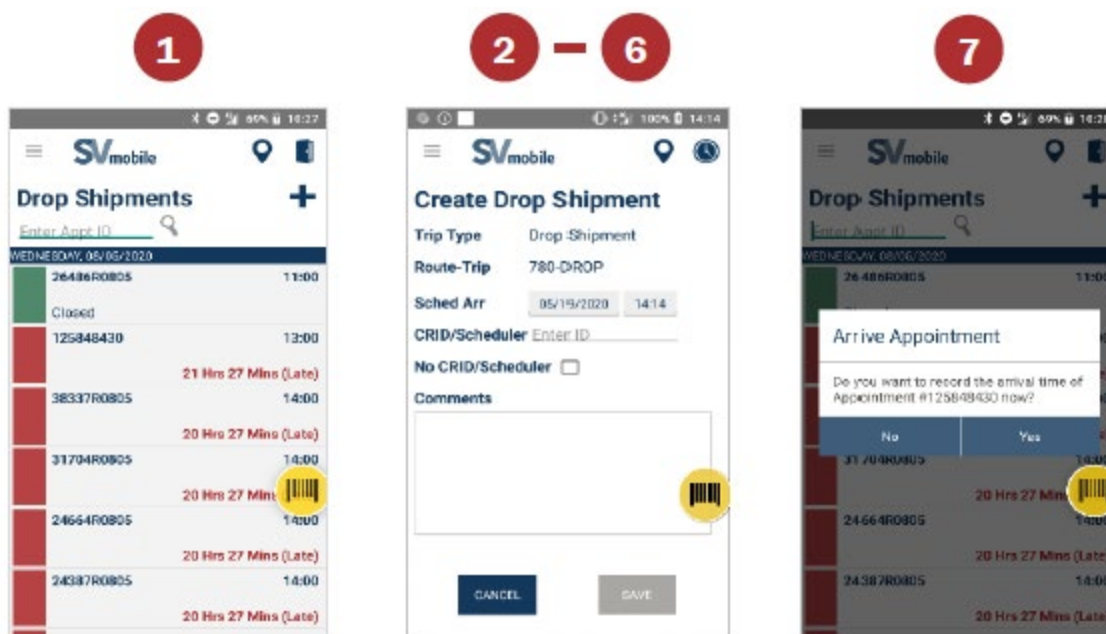Unscheduled Drop Shipment Appointment

Facilitator: Show Slide 36. Click through the slide to record an unscheduled drop shipment appointment.

If an unscheduled drop shipment appointment arrives at the site, the site can create an unscheduled appointment using the SVmobile device.

From the Drop Shipments screen:

1. Select + to create an unscheduled appointment.

2. The Create Drop Shipment screen will appear.

3. Enter scheduled arrival time. Tap the fields to update the default value.

4. Enter CRID or Scheduler ID. The ID can be obtained by asking the driver. The driver will then contact the mailer to obtain this information. If no CRID/Scheduler ID is available, select the No CRID/Scheduler checkbox. A message box appears to confirm that no CRID/Scheduler is available if the checkbox was selected.

5. Enter any comments in regards to the unscheduled appointment.

6. Once all required information is entered, the SAVE button activates. Select SAVE to create the unscheduled appointment.

7. The Arrive Appointment message box appears asking if you want to arrive the created appointment. The appointment number is also shown at this time. Select Yes to arrive the appointment, otherwise select No and process the appointment at a later time.

   Note: Appointment ID is a default value that users are not able to change.

Step 6: Close the Appointment

Facilitator: Show Slide 37 and discuss closing the appointment.

Ensure all Drop Shipment appointments that have arrived are Closed.

- **Close scan is crucial as it triggers to send data to other systems to provide business mailers with information on the containers and appointment.**

- **Resolve all outstanding containers before closing the appointment.**

Ensure all Drop Shipment appointments that have arrived are Closed. The Close scan is crucial as it triggers to send data to other systems to provide business mailers with information on the containers and appointment.

You must resolve all outstanding containers before closing the appointment.

Performing a Close Appointment

Facilitator: Show Slide 38. Lead participants through performing a close appointment scan.

From Appointment Summary screen of Drop Shipment:

1. Enter the number of containers with unscannable barcode or no barcodes.

2. If Resolve button is visible, select the button to resolve outstanding unresolved containers.

3. The Resolve Containers message box appear.

4. Select Reject to reject the containers or select Accept to accept the containers.

   Select the checkboxes next to each container or select all containers by selecting the checkmark at the very top.

5. Once all containers have been resolved, the Close button becomes visible. Select Close button.

6. Select Yes to close the appointment; otherwise, select No.

Note:

Users can update Closed appointments by double tapping the appointment from the Drop Shipment screen.

Ensure completed appointments are closed.

99P to 99M Assignment

Facilitator: Show Slide 39. Review 99P to 99M assignment.

99P to 99M helps to increase the visibility of 99M Mailer pallets travelling on network trips. Users must create an association to an MTEL placard as it contains network routing information.

Anything going through the network must have an MTEL placard or we do not have visibility. Expeditors use this scan when a drop shipment comes in. A pallet comes in with an MTEL placard from a mailer (99M). We will reassign the 99M to a 99P.
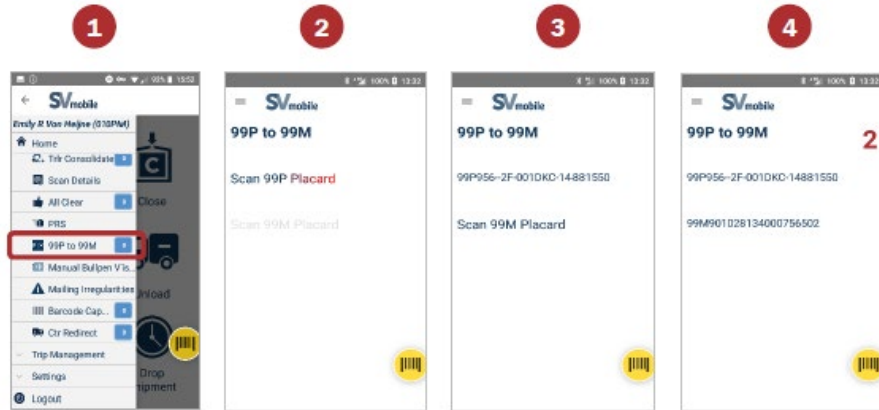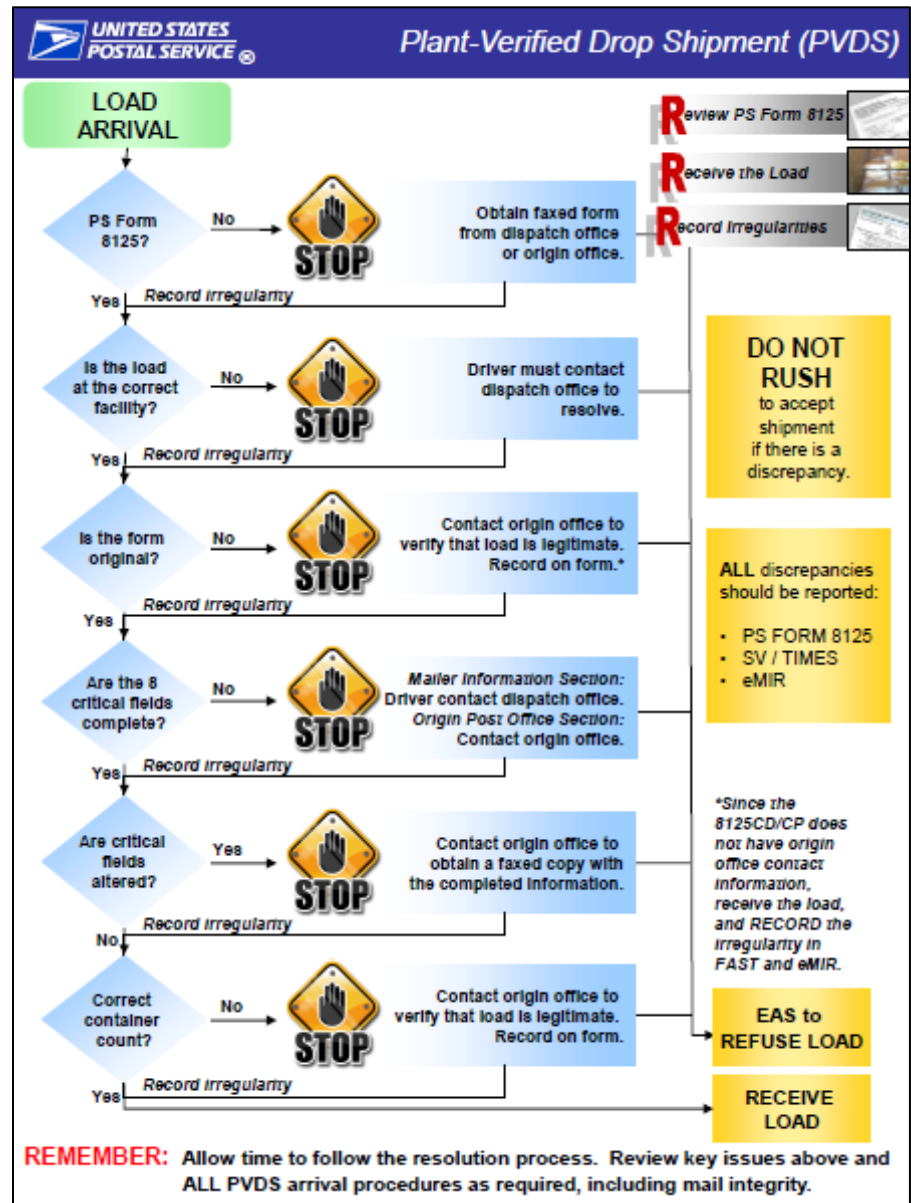
PVDS Process

Facilitator: Show Slide 40. Discuss the importance of following the drop shipment process.

A PVDS Job Aid has been developed and is located in the Appendix on page A-22.

It is important to follow the major steps required when processing drop shipment appointments. A PVDS Job Aide has been developed to assist you. If not already posted, you may post the Job Aid located in the Appendix at your unit.

Mail Irregularity Reporting

Electronic Mail Improvement Reporting (eMIR) is a system of reporting customer prepared mail that has quality issues. Expeditors use this feature when any irregularity is identified, including over stacked pallets, label issues that may misdirect, and bundles that the Expeditor believes will break apart easily. This feature informs facility In-Plant Support as well as mailer representatives within the USPS®.

Users access the Mailing Irregularities scan mode from SVmobile in two ways: through Drop Shipment or through the Navigation menu.

Navigating to Mailing Irregularities

Accessing Mailing Irregularities for Drop Shipment

Users can access the Mailing Irregularities scan mode when processing a Drop Shipment. After Arriving and Dock Assigning the appointment, the Mailing Irregularities icon shows on the Container Scanning screen. Selecting the Mailing Irregularities icon takes the user to the Mailer Irregularities screen.

Note: When the Mailing Irregularities screen is accessed through the Drop Shipment process, the door number and appointment number populates on the screen.

<u>Accessing Mailing Irregularities from Navigation Menu</u>

Facilitator: Show Slide 43. Review accessing mailing irregularities from navigation menu.

Accessing Mailer Irregularities from the Navigation drop-down menu requires users to first tap the location the placard barcode was assigned at. Users can then scan or manually enter the placard barcode.
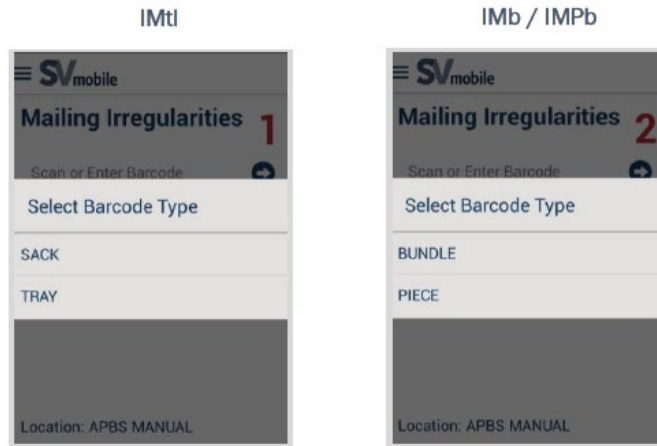

Note: When the Mailing Irregularities screen is accessed through the navigation menu, the selected location populates on the screen.

<u>Using Mailing Irregularities</u>

Facilitator: Show Slide 44, 45, 46, 47, and 48. Review using mailing irregularities.

1. Scan a 99M, IMtI, IMb® or IMPb® barcode and choose barcode type if prompted.

   Irregularities can be recorded for 99M, IMtI, IMb and IMPb barcodes. For IMtl, IMb, and IMPb barcodes, users may be prompted to select the barcode type.
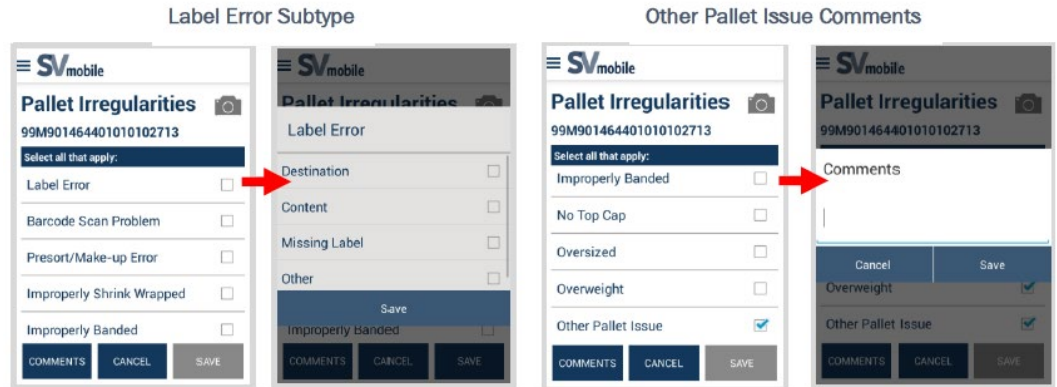
IMtl   IMb / IMPb

2. Respond to "Bundle Breakage" message box.

    Once the type of barcode has been identified, a message box
    appears asking "Is this barcode associated to or does it have any
    broken bundles?" Select Yes or No.

3. Choose all irregularities that apply to the scanned barcode.

    Once a user scans a barcode, different irregularity options will
    display dependent on the barcode type (Pallet, Sack, Tray,
    Bundle or Piece). Upon selection, several irregularities will
    prompt the user to select a specific sub type or require users to
    enter additional comments. A full list of irregularity options is
    located in the appendix on page A-27. Below are few examples:

Label Error Subtype   Other Pallet Issue Comments

Users can select the Comments button to add additional information on the barcode irregularities.

4. Select the Save button.

   Once all applicable irregularities have been selected, select the Save button. No updates can be made to the irregularities or comments once the form has been saved.
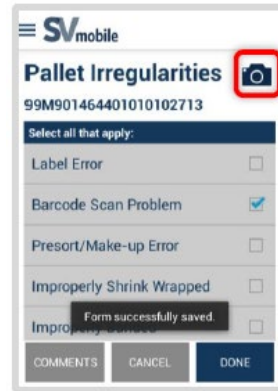
5. Confirm to save the information.

   Upon selecting the Save button, a confirmation message appears asking if the user wants to save the form with the total number of irregularities selected. Select Confirm to proceed or Cancel to return to the form.

6. Capture images associated to the barcode by tapping the camera icon.

   Once the Irregularity Form has been saved, the camera icon becomes enabled allowing users to capture photos of irregularities associated with the barcode. Users can select the camera icon in the top right corner of the screen. Users are able to capture up to three photos per barcode scanned.
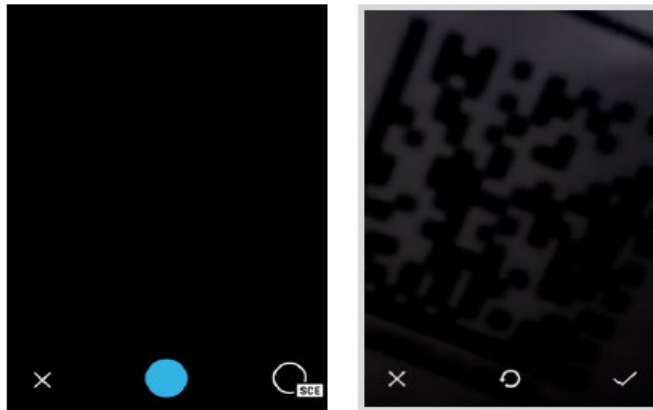
SVmobile Mailer Barcode Irregularity

Facilitator: Show Slide 49. Click through the slide to review mailer barcode irregularity.

To document barcode irregularities:

Select the blue button at the bottom of the screen to capture the image. Select the X to retake an image or select the ✓ to save the image.

Long pressing an image prompts the users to delete images. Images are not saved until the user has selected Done on the Irregularity Form screen.
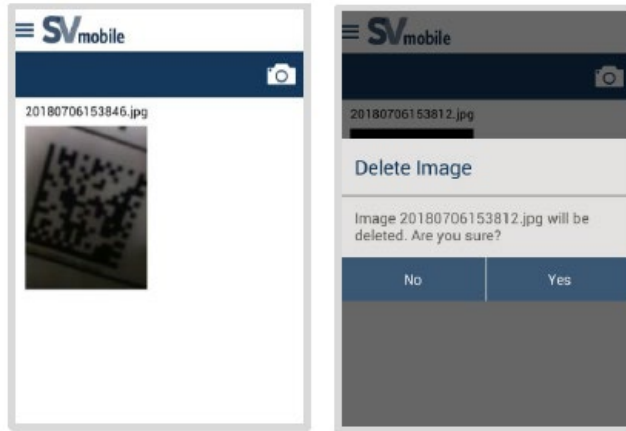
Mailer Irregularity Capture Report in SVweb

Facilitator: Show Slide 50. Review Mailer Irregularity Capture Report in SVweb.

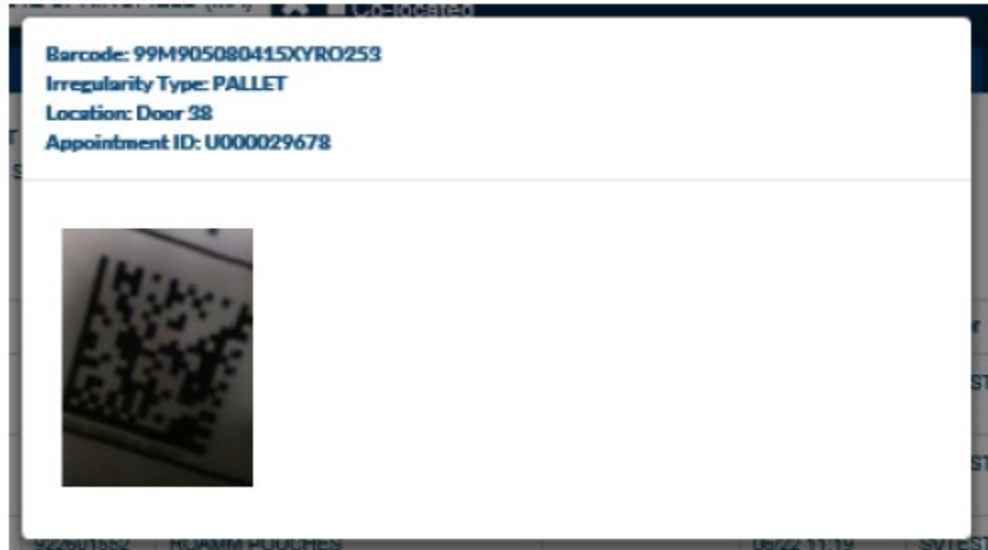The Mailer Irregularity Capture report in SVweb displays irregularities and images captured on the device and can be filtered at the Area, District and Site level. On SVweb, select the Reporting menu and locate the Mailer Irregularity Capture report under the Container Scanning section.

Users have the ability to filter by Appointment ID, MID, Barcode, Location MPE and Irregularity types. Clicking a record opens a drop-down to show all irregularities associated with that barcode. If there are images associated with the barcode, the number of images appears under Image Count and a camera icon is available under Image.

Select the camera icon and a pop-up screen with images appears. Right click on the image to download.

Accepting Drop Shipments Without FAST Appointment Number

Facilitator: Show Slide 51 and discuss accepting drop shipments without a FAST Schedule ID or Appointment number. After obtaining response from participants, click through the slide to display answers.

Ask: What should you do if a load arrives without an appointment number?

Response: The driver must contact the dispatch office to obtain the appointment number or the scheduler ID number. When the appointment number is obtained, write it on PS Form 8125 and continue with the process. If no appointment was made, the destination office will receive the drop shipment as an unscheduled arrival, when operationally feasible, using the scheduler ID number and then continue with the drop shipment process.

In a load arrives without an appointment number:

1. The driver must contact the dispatch office to obtain the appointment number or the scheduler ID number.

2. When the appointment number is obtained, write it on PS Form 8125 and continue with the process.

3. If no appointment was made, the destination office will receive the drop shipment as an unscheduled arrival when operationally feasible, using the scheduler ID number and then continue with the drop shipment process.

Business Mail Entry Unit (BMEU) and Helpdesk

Facilitator: Show Slide 52. Review reasons to contact the Business Mail Entry Unit (BMEU) or Helpdesk.

- **Differentiate anomalies addressed by Business Mail Entry Unit (BMEU) or requiring Helpdesk.**

As an Expeditor you may need to contact the BMEU and the FAST Helpdesk. Anything that prevents the proper receipt of the mail could be a reason for a call to them.

The typical reason for calling either resource would be when you have an appointment number with no paperwork, or perhaps a pallet without a 99M. Depending on the container status, users may need to resolve some containers by contacting your local BMEU or FAST Helpdesk at 1-877-569-6614.

eInduction

Facilitator: Show Slide 53. Review eInduction.

eInduction is an electronic process for verification of payment.

- **Allows the USPS to determine if PVDS containers are paid for and shipped to the correct facility without the use of PS Form 8125 or PS Form 8017**

- **eInduction containers are not included on paper forms**

- **Payment is verified beforehand so loads come in without any paperwork**

- **The mailers have an account with BMEU**

- **When Expeditors scan in the containers, they will only need an appointment number**

Note: Only eInduction shipments are allowed to be accepted without paper documentation.

eInduction is an electronic process for verification of payment. eInduction allows the USPS to determine if PVDS containers are paid for and shipped to the correct facility without the use of PS Form 8125 or PS Form 8017. eInduction containers are not included on paper forms. Payment is verified beforehand so loads come in without any paperwork. The mailers have an account with BMEU. When Expeditors scan in the containers, they will only need an appointment number. Further information is available on the eInduction page on blue at: https://blue.usps.gov/mail-acceptance/einduction.htm.

Note: Only eInduction shipments are allowed to be accepted without paper documentation.

Processing eInduction

Facilitator: Show Slide 54 and review processing eInduction.

Arrive

1. Obtain appointment number from driver.

2. Arrive appointment in the SV-IMD.

3. Review 8125 form(s) for critical fields, if applicable.

Receive

1. Check for unstable or unsafe load.

2. Check for damaged mail.

3. Unload and Scan containers.

4. Induct Expected containers.

5. Hold not expected, duplicate, and mis-shipped (reject) containers for resolution.

Resolve

Facilitator: Show Slide 55. Click through the slide to review resolving irregularities and recording eInduction.

1. Determine the total number of containers on 8125 forms, if applicable.

2. Determine the total number of unresolved containers on the SV-IMD + containers with unreadable placards/barcodes + containers with no placard barcode.

If total number of containers on PS Form 8125(s) is **less than** or equal to the total number of unresolved containers, then **induct containers.**	If total number of containers on PS Form 8125(s) is **greater than** total number of unresolved containers, then additional **resolution is required**.
	Notify Supervisor that Helpdesk needs to be contacted. **Provide appointment number and not expected container barcodes to Supervisor.
	Helpdesk determines if not expected container should be accepted or rejected. **Confirm container status on SV-IMD.
	Confirm with Supervisor that duplicate and mis-shipped (reject) containers need to be rejected.

Record

1. Update the status of all unresolved containers on the SV-IMD.
2. Reload any rejected containers on the SV-IMD.
3. Return rejected containers to the driver.
4. Record appointment irregularities on the SV-IMD.
5. Close appointment on the SV-IMD.
6. Sign 8125 form(s), if applicable.

Completing PVDS Documentation

Facilitator: Show Slide 56.

Ask: What is the last step in finalizing paperwork at the end of the tour?

Possible Responses: At the end of the shift, make sure all forms are accounted for.

An assigned employee collects the 8125s and 8017s to verify that documentation is correct. Additional checks are made to ensure all paperwork is accurate.

Ensure PVDS documentation is filed at end of the tour. An assigned employee collects the 8125s and 8017s to verify that documentation is correct. Additional checks are made to ensure all paperwork is accurate.

PVDS Best Practice

Visual Cues

Facilitator: Show Slide 57. Review visual cues.

1. Place visual cues around the perimeter of area where equipment operator will be unloading containers from a PVDS trailer.

2. Verify PS Forms 8125.

3. Complete acceptance procedures in SV/FAST.

4. Equipment Operator unloads containers.

5. Expeditor/Dock Clerk and Equipment Operator compare container counts.

6. PVDS resolution process if discrepancy is found.

7. If counts match, or after discrepancy resolution, Expeditor/Dock Clerk and Equipment Operator ensure all containers have received proper color codes and placards.

8. Expeditor/Dock Clerk removes Stop Signs/cones allowing Equipment Operators to move containers to required operation area.

Verified Stickers/Placards

Facilitator: Show Slide 58. Review verified stickers/placards.
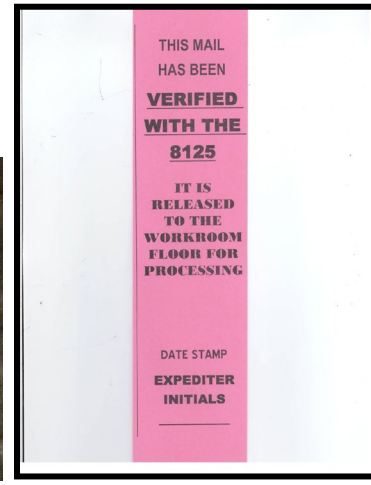
- All PVDS steps are completed

- Verified stickers or Verified Placard placed on containers

- Equipment Operators move containers with Verified sticker or Verified Placard to required operational area

- Order "Verified" sticker from Postal Products **(eBuy 2 number: N1020476)**

9020 Placards

Facilitator: Show Slide 59. Review 9020 Placards.

- All PVDS steps are completed

- 9020 Placard placed on containers

- Equipment Operators move containers with 9020 Placard to required operational area

Module Review

In Module 5 we discussed PVDS, FAST, and how SV scanners are used together as Expeditors process drop shipments.

You should now be able to:

- Define Plant Verified Dropped Shipment (PVDS) and the Facility Access and Shipment Tracking (FAST) scheduler system

- Determine when a shipment is scheduled and use the SV scanner and to accept a drop shipment

- Review the FAST Daily Drop Ship Report

- Follow procedure to accept a drop shipment without a FAST scheduler ID or appointment number

- Differentiate anomalies addressed by BMEU or requiring helpdesk support

- Scan the 99M barcode for eInduction using the SV scanner

- Locate and confirm counts for eInduction drops using the SV scanner

- Ensure PVDS documentation is filed at the end of the tour

Module 6: Platform Operations

Objectives:

- Access resources and personnel to resolve situations as they arise.

- Define Dispatch Discipline.

- Access trip schedules in SVweb using Future 5398 Report.

- Monitor CTS to locate containers not on dock for dispatch.

- Use Container Tracking System (CTS) to forecast truck load capacity.

- Determine the trailers, trips, and dispatch times used to transport originating mail.

- Ensure originating and destinating mail are loaded to the correct trailers/trips.

- Ensure HCR drivers comply with postal policy and intervene when appropriate.

- Align trips with the right-sized vehicle for the mail by interpreting the schedule.

- Perform a sweep to ensure mail is properly staged in anticipation of dispatch windows.

- Assign and monitor dock personnel to ensure tasks are completed on time.

- Plan resources for all inbound trips to ensure dock is functional.

- Manage trailer and yard moves by planning for mailflow

- Ensure mail is staged and trailers in place for inbound trips.

- Follow procedures for inbound mail: receive trailer, check trailer number, validate the door, unseal truck, open for mail handler, collect paper 5398-A, scan Arrived.

- Follow protocol for inbound registered mail.

- Recognize and correct optimal load configurations.

- Change loading order to meet service standards based on time of day, service standards, and facility.

- Ensure mail is staged in correct sequence for loading and trailers in place for outbound trips, including aggregate/multi-stop mail.

- Interpret the plate and Highway Contract Route (HCR) schedule information.

- Follow protocol for collection and deposit mail on tour three.

- Follow process for outbound mail: Verify trailer number and trip, validate mail on right trailer, ensure trailer safe and shoring bar secure, close door, seal truck, print 5398-A and provide to driver, verify Express is loaded, verify Load scan, scan Depart.

- Identify and record sealing irregularities on PS Form 5398, *Transportation Performance Record*, or PS Form 5398-A, *Contract Route Vehicle Record*.

- Ensure mail sent to the STC meets processing and STC network requirements.

- Explain how mail is cross-docked at an STC.

- Identify opportunities to use Surface Transportation Center (STC) to avoid running extra trips or trailers with less than 50% load.

- Recognize individual adjustments and opportunities to capture time savings that positively impact the continuous

Time Allocated for Module:

- 2 hours

Instructional Methods:

- Discussion

- Hands-on practice

Participant Material Used:

- Participant guide

- On-the-Job Training Checklist

Platform Operations

Facilitator: Show Slides 1, 2, and 3. Click through the slide to introduce the module.

Platform operations refers to how to coordinate inbound mail arrival and outbound mail departures throughout the facility, including:

- **Loading and unloading mail trucks on the dock**

- **Handling of empty equipment**

- **Distributing mail on machines, platforms, slides, chutes, conveyors, and in manual bullpen sortation operations**

- **Distribution of non-machinable parcels**

- **Inbound and outbound management of Priority Mail Express and Registered Mail service**

- **Handling Drop shipments and accountables**

Platform operations refers to how to coordinate inbound mail arrival and outbound mail departures through the facility, including:

- Loading and unloading mail trucks on the dock

- Handling of empty Mail Transport Equipment (MTE)

- Distributing mail on machines, platforms, slides, chutes, conveyors, and in manual bullpen sortation operations

- Distribution of non-machinable parcels

- Inbound and outbound management of Priority Mail Express and Registered Mail service

- Handling Drop shipments and accountables

Platform Duties

Facilitator: Show Slide 4. Lead a discussion about Expeditor platform duties.

Ask: What do Expeditors do on the platform?

Note participant responses on a rip chart.

Debrief: Discuss duties and show the list of Expeditor tasks on slide 5.

What do Expeditors do?

- Arrive and Depart SV scan

- Seal and unseal trucks

- Ensure vehicles in the security seal program are properly sealed and recorded

- Validate that vehicles are properly locked on departure.

- Perform mail sweeps prior to trailer departure

- Monitor and make a plan for tour MTE

- Enforce/adhere to proper safety for trailers. When trailers are being unloaded wheels chocked, engines off, etc.

- Trailer inventory (Example Appendix A-28)

- Ensure optimal load configurations

- Check for proper load security

- Ensure smooth inbound and outbound mailflow including empty MTE, trailer moves, door management, and personnel

- Implement strategies to mitigate late arriving/departing trailers, late mail

Dispatch Discipline

Facilitator: Show Slide 6 and 7. Click through the slide to review dispatch discipline.

Dispatch Discipline is the USPS process designed to assure the timely dispatch of mail in accordance with your facility's site plan.

Each operation must be coordinated:

- **Inbound dock**

- **Opening unit**

- **Distribution**

- **Dispatch points**

- **Outbound dock connections to or arrival from scheduled transportation**

Dispatch discipline ensures that:

- **Processed volumes are actually moved as planned**

- **Intended transportation is met that fits the transportation window and achieves the best possible service at the most cost-effective rate**

The goal is to get the right mail, on the right truck, at the right time.

Dispatch Discipline is the USPS process designed to assure the timely dispatch of mail. Dispatch discipline is the key element to a successful processing and distribution implementation. A well-developed mailflow must address each operation: inbound docks, opening units, distribution, dispatch points, and the outbound docks for connection to, or arrival from, scheduled transportation. All these elements are considered in the dispatch plan and monitored to ensure appropriate dispatch discipline and mail flow patterns.

For dispatch discipline, policies and procedures are to be followed once the mail has been distributed. It is the process of sweeping, labeling, containerizing, loading, and dispatching mail on the correct transportation. Effective dispatch operations are essential in fulfilling USPS® obligations.

Dispatch discipline ensures that processed volumes are actually moved as planned to meet intended transportation that fits the transportation window and achieves the best possible service at the most cost-effective rate. Failure to follow dispatch discipline guidelines results in a degradation of service.

An important factor in dispatch discipline is surface visibility scanning. Scanning is not optional; it is a job requirement. SV scanning provides the visibility, reliability, and product assurance essential to dispatch discipline. Dispatch Discipline enables logistics excellence.

Take ownership for dispatch responsibilities. The term Right Mail, Right Truck, Right Time describes basic job priorities.

Inbound and Outbound Schedules

Facilitator: Show Slide 8. Click through the slide to review inbound and outbound schedules.

In order to adhere to dispatch discipline, you must know the critical times for your operations as well as the inbound and outbound schedules for your facility. This allows you to keep everything moving, predict issues, and make contingency plans. Critical times and schedules are:

- **Listed in your facility**

- **Posted on the dock. Each bay door should have information about the trips that departed from that bay**

- **Listed in the Future 5398 report in SV Web**

- **Listed using Container Tracking System, or CTS**

- **Available in the SV scanner, listing upcoming trip times and details**

Critical times are listed in your facility and posted on the dock. Each bay door should have information about the trips that departed from that bay.

Some facilities also use monitors on the dock to post this information in anticipation of upcoming trips using Container Tracking System, or CTS. You can also find upcoming trip times and details using your Surface Visibility Scanner.

As you monitor the inbound and outbound trips on the dock, there are several systems and processes you can use to keep everything moving, predict issues, and make contingency plans.

Future 5398 Report

Facilitator: Show Slide 9. In order to conveniently see the inbound and outbound trips for facility by tour, time span, or for a specific date, access Informed Visibility and choose SV web.

Demonstrate how to access trip schedules.

Access the Future 5398 by at https://svweb.usps.gov/sv-web/ or, from the blue page type SVweb into the browser bar. (You must have access to SVweb for this link to work.) Once at the SVweb site, you sign on using ACE credentials.

- From the IV® home page, select the reporting tab

- Under Transportation select Future 5398

- Enter the inbound and outbound trips

- Select a date from the drop-down

- Choose the tour times you want to view

- And then, for route:

  o Click apply date and time filters

  o Trips selected display

o   Click to export to Excel

Facilitator: Show Slide 10. Click through the slide to review the example Future 5398 Excel sheet.

Say: Each line has the destination (The first stop for outbound trips, for inbound trips you see the origin.)

Ask: What information can you see on this report?

Possible Responses: Three outbound 1:41 and 3:07. There is the route, trip, and Scheduled time. The first inbound is at 3:15. Call attention to information displayed.

Ask: What information can you see for Trip 726CC?

Ask: What information can you see for 72B96?

Future 5398

Exported Time: Wed, 17 Nov 2021 21:40:28 GMT
Currently Viewing: 050 WHITE RIVER JCT VT P&DC

Date/Time Range: 11/18/2021 00:00 - 11/18/2021 23:59

Route ID: 050L8	Direction: Outbound, Inbound
Trip ID: N/A	Service Type: HCR, PVS, Rail, Periodicals
Leg Origin: N/A	Peak 500 HCR Only: N
Leg Destination: N/A	6500 HCR Only: N

103 Report Record Count

From/To	I/O	Route	Trip	Scheduled Time	Service Type
03561 LITTLETON	O	050L8	730F5	11/18 01:41	HCR
05255 MANCHESTER CENTER	O	050L8	72AF6	11/18 02:49	HCR
05819 SAINT JOHNSBURY	O	050L8	730E9	11/18 03:07	HCR
030PM NASHUA L&DC	I	050L8	72C01	11/18 03:15	HCR
05701 RUTLAND VT	O	050L8	72989	11/18 03:40	HCR
05156 SPRINGFIELD	O	050L8	72672	11/18 03:45	HCR
03561 LITTLETON	O	050L8	72AE8	11/18 03:45	HCR
05701 RUTLAND VT	O	050L8	7338C	11/18 03:45	HCR
05201 BENNINGTON	O	050L8	72B0F	11/18 04:00	HCR
03753 GRANTHAM	O	050L8	729A8	11/18 04:20	HCR
05819 SAINT JOHNSBURY	O	050L8	7294F	11/18 04:33	HCR
030PM NASHUA L&DC	I	050L8	72B96	11/18 05:15	HCR
05068 SOUTH ROYALTON	O	050L8	72661	11/18 05:35	HCR
037CA LEBANON CARRIER ANNEX (DMU)	O	050L8	726CC	11/18 05:35	HCR
05088 WILDER	O	050L8	73605	11/18 05:35	HCR
05060 RANDOLPH	O	050L8	73687	11/18 05:35	HCR
03773 NEWPORT	I	050L8	727D7	11/18 05:45	HCR
03603 CHARLESTOWN	O	050L8	72AB7	11/18 05:45	HCR
05156 SPRINGFIELD	O	050L8	72B03	11/18 05:45	HCR
05033 BRADFORD	O	050L8	72BE7	11/18 05:45	HCR

Container Tracking System (CTS)

Facilitator: Show Slide 11.

Another system you can use to track containers and container routes is CTS.

CTS monitors are located on the dock and use scan information from Surface Visibility (SV).

- **Updated every 90 seconds; drop ship reports update every five minutes**

- **Desktop users can view CTS data to drill down to container specific information**

  - **ALL columns on ALL reports can be sorted by clicking on the column header**

  - **Clicking the header again reverses the sort order**

- **Color coding indicates trip and scan status**

CTS is used to track containers and container routes using information that is scanned from Surface Visibility (SV). These are surface routes. All CTS reports refresh every 90 seconds with the exception of the Dropship Report which refreshes every FIVE minutes. ALL columns on ALL reports can be sorted by clicking on the column header. Clicking the header again reverses the sort order.

The CTS Workstation Application allows the user the ability to select and view CTS data and drill down to get container specific information. Some of the reports on the Workstation application mirror the data that is available to be displayed on the Informed Facility display screens. Color coding is used to indicate trip and scan status. The color coding is the same as used on the Display Screens on the workroom floor.

Inbound Trips Schedule

Facilitator: Show Slide 12.

The Inbound Trips Schedule is a report that displays all trips scheduled to arrive within the next two hours.

- **Green indicates trips arriving on time**
- **Yellow indicates trips scheduled to arrive within the next 30 minutes**
- **Red indicates trips where the time is past the arrival time, but they have not arrived**

Facilitator: Show Slide 13.

Use Container Tracking System (CTS) to forecast truck load capacity.

- **Monitors toggle between inbound and outbound view (discussed next)**
- **You see the same dock door at different times in both views**
- **Actual arrival time is determined by the Arrive SV scan**
- **If the scan time is late, the box is color coded red**

Use the Inbound Trips Schedule in conjunction with the schedules at each bay door to determine where the trip is incoming. There should be signs.

Inbound Trips Schedule   Search:

I/O	Date	Scheduled Arrival	Actual Arrival	Route ID	Trip ID	Leg Origin	Site Name
I	9/13/2021	13:40	13:28	180VS	B3121	18091	WINDGAP PA
I	9/13/2021	13:40	13:26	180VS	B3151	180CB	CARBEL
I	9/13/2021	14:00	12:53	180VS	B3071	18016	BETHLEHEM
I	9/13/2021	15:00		18090	812	19Z	PHILADELPHIA (PA) NDC
I	9/13/2021	17:45		110L3	3012	240	ROANOKE (VA) P&DC
I	9/13/2021	18:00		117MJ	6008	48Z	DETROIT (MI) NDC

Rows 1-6 of 6 | Show 25 ⌄ Rows   First   Previous   1   Next   Last

The Inbound Trips Schedule is a report that displays ALL trips scheduled to arrive within the next two hours. Green indicates trips arriving on time. Yellow indicates trips scheduled to arrive within the next 30 minutes. Red indicates trips where the time is past the arrival time, but they have not arrived.

- Use Container Tracking System (CTS) to forecast truck load capacity.

- The monitors will toggle between an inbound and outbound view. So you may see the same dock door, at different times in both views.

The actual arrival time is determined by the Arrive SV scan. If the scan time is late, the box is red.

Use this in conjunction with the schedules at each bay door to determine where the trip will be incoming. There should be signs.

Outbound Trips Schedule

Facilitator: Show Slide 14.

The Outbound Trips Schedule displays the outbound trips schedule and indicates departure time. You will use this to familiarize yourself with your schedule for the day and the order for loading the trucks.

Ensure the bay is open and mail can be unloaded there. If there is already a trip in place that has not yet departed, you will need to plan for a bay for that incoming trip.

- **Notify mailhandlers to shift to the correct bay to unload**

- **Notify supervisor of bay or dock shifts**

- **Notify yard personnel of any dock changes so they can inform the driver of the correct alternate bay**

- **In some facilities drivers check in with the Expeditor to determine the correct bay**

CTS - DENVER (CO) NDC

Outbound Trips Schedule

I/O	Date	Sched Depart	Actual Depart	Route ID	Trip ID	Final Dest	Site Name
O	4/22/2019	08:35	07:51	80117	9	81601	GLENWOOD SPRINGS
O	4/22/2019	08:50		80216	827	870	ALBUQUERQUE PDC
O	4/22/2019	09:00		80215	843	840AN	SALT LAKE CITY (UT) ASF
O	4/22/2019	09:30		80216	891	852	PHOENIX (AZ) P&DC
O	4/22/2019	09:30		80218	801	98Z	SEATTLE (WA) NDC
O	4/22/2019	10:45		80123	61	808	COLORADO SPRINGS P&DC
O	4/22/2019	11:30		80216	893	852	PHOENIX (AZ) P&DC
O	4/22/2019	11:40		80123	147	808	COLORADO SPRINGS P&DC

Rows 1-8 of 8 | Show 25 Rows

The Outbound Trips Schedule displays the outbound trips schedule and indicates departure time. You will use this to familiarize yourself with your schedule for the day and the order for loading the trucks.

To make sure you are ready, ensure the bay is open and mail can be unloaded there. If there is already a trip in place that has not yet departed, you will need to plan for a bay for that incoming trip. Notify the mailhandlers so they can prepare to shift to the correct bay to unload. Notify a supervisor of any bay or dock shifts.

Some facilities have personnel in the yard that facilitate trailer movement, notify them of any dock changes so that they can ensure the driver pulls into the correct alternate bay. In some facilities the drive will check in with the Expeditor to determine the correct bay.

Outbound Trips (Departed & Non-Departed)

Facilitator: Show Slide 15.

- **Use to view trips and to troubleshoot loading issues**
- **Scan status is shown**
- **Highlighted pink data indicates an error with data that needs to be resolved**
- **As an Expeditor, you need to find the missing mail before departure**

Columns indicate:

Close-the number of containers in the building that have been closed and are available for that trip.

- **Check the mail staged for loading to ensure that you have the number indicated ready on the dock for dispatch**

- **If not, locate the mail to expedite its delivery**

- **Your STO can access this report on their computer, click on this field, and determine what operation closed that container**

Stage-If your facility uses Stage scans, this column indicates mail staged on the dock and ready for loading

XDock (Cross-dock)-If you have unloaded pallets from another trip that dispatch on this trip, they are tabulated here.

- **Ensure this mail makes in on the trailer**

99MLD-Indicates drop shipments for which the mailer applied the placard to that should be included on this trailer.

- **This mail may be tabulated into the XDock field, if the mail was scanned unloaded and is a cross-docked to this trip**

99PLD-Indicates mail that the Postal Service™ applied the placard that should be included on this trailer.

- **This mail may be tabulated into the XDock field if the mail was scanned unloaded and is a cross-docked to this trip**

- **If the mail was processed in your facility and was closed, it is tabulated here and in the Close column**

MTLD-MTE loaded-This indicates empty equipment being sent to another facility.

Load-Number of containers that have a load scan. This should match your close column.

Let's look at the example on the screen.

Ask: Why is this highlighted pink? What would you need to resolve?

Response:40 containers have been closed, but only 36 were loaded. You must find the other 4 containers.

CTS - LEHIGH VALLEY (PA) P&DC - [CHESAPEAKE]

Outbound Trips (Departed & Non Departed)

Schd	Depart	Door	Leg	Route	Trip	Destination	Asgn	Close	Stage	XDock	99MLD	99PLD	MTLD	Load	Load%	Total	
14:00	13:10		184	18015	15	SCRANTON P&DF	2	40	0	0	0	36	0	36	96%	76	Details
15:30			184	18015	3	SCRANTON P&DF	0	0	0	0	0	0	0	0	0%	0	
16:15			19Z	18090	601	PHILADELPHIA (PA) NDC	4	8	0	1	0	0	0	0	0%	9	Details
16:30			184	18015	9	SCRANTON P&DF	0	0	0	0	0	0	0	0	0%	0	
17:15			19Z	18090	603	PHILADELPHIA (PA) NDC	0	0	0	0	0	0	0	0	0%	0	
18:00			07H	110L3	3012	NORTHERN NJ (NJ) STC	0	0	0	0	0	0	0	0	0%	0	

Rows 1-6 of 6 | Show 25 ∨ Rows   First Previous 1 Next Last

Facility Time: 14:08:17 ET

Search: _____

Use the Outbound Trips (Departed & Non-Departed) to view trips and to troubleshoot loading issues. Scan status is shown on this display. Highlighted pink data indicates an error with data than needs to be resolved. As an Expeditor, you must find the missing mail before departure.

Close-the number of containers in the building that have been closed and are available for that trip. Check the mail ready for loading to ensure that you have the number indicated ready on the dock for dispatch.

If not, locate the mail to expedite its delivery. Your STO can access this report on their computer, click on this field, and determine what operation closed that container.

Stage-If your facility uses Stage scans, this column indicates mail staged on the dock and ready for loading.

XDock (Cross-dock)-If you have unloaded pallets from another trip that dispatch on this trip, they are tabulated here. Ensure this mail makes in on the trailer.

99MLD-This column indicates drop shipments for which the mailer applied the placard that should be included on this trailer. This mail may be tabulated into the XDock field, if the mail was scanned unloaded and is a cross-docked to this trip.

99PLD-This column indicates mail for which the Postal Service applied the placard that should be included on this trailer. This mail may be tabulated into the XDock field if the mail was scanned unloaded and is a cross-docked to this trip. If the mail was processed in your facility and was closed, it is tabulated here and in the Close column.

MTLD-MTE loaded-This indicates empty equipment being sent to another facility.

Load-Number of containers that have a load scan. This should match your close column.

Inbound Trips

Preparing for Inbound Trips

Facilitator: Show Slide 16.

To prepare for inbound mail:

- Look at the load details in SV to determine the mail quantity and load mix to ensure you have:

  - Enough people

  - The right equipment to unload incoming mail

- Coordinate with the group leader for personnel

- Ensure dock doors are unobstructed

- Ensure everyone has a clear understanding of who is responsible for each task

Inbound Planning

Facilitator: Show Slide 17. Discuss planning and loading Inbound mail.

Use the Future PS Form 5398 to review:

- **Dates for from/to for the trip location**

- **The route number for plate look-up**

- **The scheduled expected time**

- **Service type**

Each driver/trip has a normally assigned bay or door. This information is listed on the dock signage and CTS monitors.

For inoperable doors, make plans for where that trip needs to go and communicate the change to the group leaders and drivers.

Pre-planning:

- **Unload - You need space to unload mail, a scanner, cutter, and sufficient mailhandlers to unload**

- **Drop Shipments – use your list of drop shipment appointments to plan for space and personnel to process the shipment**

- **Trailer placement**

The date range and time are listed. Look at the from/to for the trip location. The route number is listed in case you need to trouble shoot or look up the plate. The scheduled time lists when you need to expect it. And the service type is listed.

Each driver/trip has a normally assigned bay or door. They are listed on the dock signage and on CTS monitors so that you can plan. If there are inoperable doors or other issues that prevent a door form being use, make plans for where that trip will need to go and communicate the change to the group leaders and drivers to ensure smooth operations.

For unloading, you need space to unload mail, a scanner, cutter, and sufficient mailhandlers to unload.

You will usually have a list of drop shipment appointments that you receive from your supervisor. If your facility does not have a dedicated bay for drop shipment you will need to plan for incoming mail at the listed times.

Dock Personnel

Facilitator: Show Slide 18.

As you complete Expeditor duties, you interact with personnel in several roles.

Ask: Who do you work with on the dock?

Document participant responses on a rip chart.

As you complete the discussion:

- **Supply facility-specific information for participants to note in the participant guide**

- **Define each role in your facility**

- **Inform participants who they report to in your facility structure**

Facilities have different structures based on personnel availability. Ask your local facilitator to define roles for your facility.

- Mailhandlers (MHAs)- Employees who load, unload, and move the mail.

- Group leaders- Mailhandlers that help direct other mailhandlers to balance the workload.

- Supervisor, Distribution Operations (SDO)- the supervisor in charge of dock operations. Request additional mailhandlers from SDOs.

  My facility:_____

- Manager, Distribution Operations (MDO)- Manager responsible for facility mailflow on a tour.

- When working the mail and you need additional personnel or resources to load or unload a truck, work with the SDO, or MDO if the SDO is unavailable.

  My facility:_____

- Supervisor Transportation Operations (STO)- Supervises transportation operations. Escalate driver issues and documentation/ routes not covered.

  My facility:_____

- Network Specialist (NETSPEC)- Resource for transportation-related issues, including driver interactions.

  My facility:_____

- Transportation Manager- Manages all transportation-related matters.

  My facility:_____

- Postal Vehicle Service (PVS)- Routes that are transported by Postal employees with postal vehicles.

- Highway Contract Route (HCR)- Routes that are transported by contract drivers.

Coordinating Personnel

Facilitator: Show Slide 19. Discuss roles on the dock and how to coordinate needed personnel.

Coordinate with group leaders to discuss trailer moves and drop shipments. You will alert operations to missing or inadequate personnel. Group leaders coordinate with dock supervisor to ensure staffing is adequate and in the right place.

Your role is to ensure that operations personnel, SDO, MDO, and Group leaders know the needs. You do not move, assign, or direct mailhandlers.

Stop and Go Routes-Inbound

Facilitator: Show Slide 20.

When you have mail that is a stop and go route, mail has been staged in sections in the trailer so that it can be unloaded in a specific order.

- **First stop at the back of the trailer**
- **Last stop at the front**

You may need to put mail on that trailer from your facility to one of its downstream stops.

- **You also must stage any outgoing mail at that bay for loading**
- **Ensure you have enough equipment and personnel to unload and load your mail**

When you have mail that is a stop and go route, mail has been staged in sections in the trailer so that it can be unloaded in a specific order, first stop at the back of the trailer, last stop at the front. You may have a trailer for which you are one of its stops. It will unload your mail and then proceed to another facility.

You may need to put mail on that trailer from your facility to one of its downstream stops. In these cases, ensure you know how much mail for your facility is on the trailer to ensure you have enough equipment and personnel to unload your mail. You also stage any outgoing mail at that bay for loading. Ensure you have the mail, personnel, and equipment to complete the load.

Expeditor Turnover Meetings

Facilitator: Show Slide 21. At the beginning of the tour the Expeditor meets with the outgoing Expeditor and at end of a tour meets with the incoming Expeditor.

Together, they discuss the current state, outstanding mail or trailers, and any necessary operational adjustments.

This helps ensure a smooth transfer between tours.

At the beginning of the tour, the Expeditor meets with the outgoing Expeditor and at end of a tour, meets with the incoming Expeditor.

Together, they discuss the current state, outstanding mail or trailers, and any necessary operational adjustments. This helps ensure a smooth transfer between tours.

<u>Expediter Supplies and Materials - Begin Tour</u>

Facilitator: Show Slide 22. At the beginning of the tour, ensure you have the supplies and materials needed.

Review everyday tour requirements.

At the beginning of the tour, ensure you have the supplies and materials needed:

- Trailer Inventory from the prior tour
- Yard Safety and Dock Operations Checklist (Appendix A-23)
- Check that no mail is left on trailer/in yard
- Count empty trailers available for use, both fleet and non-fleet trailers
- Ensure you have a supply of numbered tin band seals.
- Locate the dispatch Plate book and PVS schedules.
- Phone or radio communication capability.
- An SV scanner and Wireless Printer
- A list of the FAST® Appointments for the day
- Access to a computer

Inbound Mail Procedures

Facilitator: Show Slide 23. Once you have prepared for the tour, when handling inbound mail, you will follow these procedures.

Provide an overview of the steps.

Follow procedures for inbound mail:

1. Receive Trailer.
2. Check Trailer Number.
3. Validate the Door.
4. Unseal/unlock Truck.

5. Open for mailhandlers.

6. Collect hardcopy PS Form 5398-A.

7. Scan Arrived.

8. Follow protocol for inbound registered mail.

1. Receive Trailer

Facilitator: Show Slide 24. Review procedure for receiving trailer.

1. Go to the assigned bay door.

2. Ask driver for their keys according to local key control procedures. A Standard Work Instruction for Key Control can be found in the Appendix on page A-10.

3. Ask if the wheels are chocked on the trailer.

4. Inspect vehicle and trailer.

Facilitator: Show Slide 25. Ask question and then click through the slide to display Possible answers.

Ask: What should you inspect for each vehicle?

> **Possible Responses: lights working, equipment in place, padlocked back door, safety chain on door, no holes in trailer, etracks in place, appropriate number of straps for the trailer load (8 straps), road worthy, seal in place and unbroken, and arriving HCR vehicles must be locked.**

2. Check Trailer Number

Facilitator: Show Slide 26. Review procedure for checking trailer number.

Ask participants to demonstrate how to look up an inbound trip on the SV scanner.

- Look up inbound trips in SV scanner

- Visual confirmation of trailer number

- Visual confirmation that wheels are chocked

3. Validate the Door

Facilitator: Show Slide 27. Review procedure for Validating the door.

- Confirm bay door with list in SV scanner

- Engage dock lock

- Open dock door

4. Unseal/Unlock truck

Facilitator: Show Slide 28. Review procedure for unsealing/unlocking truck.

- Check that the trailer is properly sealed and that seal matches what is recorded in SV

- Unseal/unlock the trailer

Broken Seals

Facilitator: Show Slide 29. Review completing a PS Form 5398-A for broken seals.

Any employee who breaks the seal at the point of destination must process PS Form 5398–A as follows:

- Enter name of employee breaking seal.

- Identify any discrepancies

- Submit forms and seals for retention.

  Retention

- PS Forms 5398–A and related numbered seals must be filed and kept at the receiving facility for 31 days/1 month.

- Enter appropriate data into SV system comments block.

- Document all irregularities on PS Form 5500.

Sealing Irregularities

Facilitator: Show Slide 30. Discuss what is considered a sealing irregularity, what must be sealed vs. locked, and what to do when sealing irregularities occur.

Ask: What is a sealing irregularity?

Possible Answer: Sealing irregularities include any discrepancy in a seal number on 5398-A or a broken or missing seal.

Any employee who notices a sealing irregularity must notify a supervisor. Then, initial the related PS Form 5398-A.

- **For a discrepancy involving a relay driver, determine the drivers name and enter it on the PS Form 5398-A**

- **PS Form 5398-A must be completed by all facilities for each highway contract route vehicle and rail intermodal vehicle, sealed with a numbered tin band seal**

- **Retain the seal and related form until the investigating postal inspector authorizes its release**

- **If employee notices a replacement seal from HWY State Patrol, inform the supervisor but there is no need for a PS Form 5398-A**

- **Alert the supervisor, who notifies the local Postal Service inspector-in-charge**

- **Following initial report, the employee provides a written report to the local Postal Service inspector-in-charge and sends a copy to the Manager, Postal Inspection Service, Security office at Headquarters**

Tractor trailers carrying mail and point-to-point routes must be sealed. Sealing consists of twist-wire seals and numbered tin-band seals applied on all doors for security.

HCR routes, stop and go routes, and air mail must be locked. On highway (non-rail) vehicles, the trailer door-locking hasp must be secured with a high-security padlock approved by the Postal Inspection Service (a casehardened, steel-cased padlock with a positive locking/non-spring loaded, one-half inch, casehardened shackle).

Sealing irregularities include any discrepancy in a seal number on 5398-A or a broken or missing seal.

1. Any employee who notices a sealing irregularity must notify a supervisor. Then, initial the related PS Form 5398-A.

   a. For a discrepancy involving a relay driver (a driver other than the one who drove the first segment of the route), the employee discovering the discrepancy must determine the driver's name and enter it on the PS Form 5398-A.

    b. PS Form 5398-A must be completed by all facilities (including NDCs) for each highway contract route vehicle and rail intermodal vehicle, that is sealed with a numbered tin band seal.

    c. Retain the seal and related form until the investigating postal inspector authorizes its release.

    d. If employee notices a replacement seal from HWY State Patrol, inform a supervisor but no need for a PS Form 5398-A.

2. Alert the supervisor, who immediately notifies the local Postal Service inspector-in-charge.

3. Following the initial report, the employee should provide a written report to the local Postal Service inspector-in-charge and send a copy to the Manager, Postal Inspection Service, Security office at Headquarters.

5. <u>Opening Trailers for Mailhandlers</u>

Facilitator: Show Slide 31. Review procedure for opening trailers for mailhandlers. Discuss the procedure in the local facility.

1. Driver unlocks any locks

2. Open trailer door

3. Look for any unsafe conditions (e-tracks, holes in trailers, road worth, equipment in place) Make a visual check to verify that container loads are properly restrained by straps. Report all non-complying offices to the supervisor.

Place the HCR- PS Form 5500 in SV to fix any identified issues. If the trailer is missing straps, be sure that the right numbers of straps are in place if the trailer is leaving with mail.

Postal- Red tag for damage. If missing straps, be sure that we put the right numbers of straps if the trailer is leaving with mail.

6. <u>Collect Hardcopy PS Form 5398-A</u>

Facilitator: Show Slide 32. Review importance of collecting the paper PS Form 5398-A.

Get PS Form 5398-A, normally in the e-track

7. Scan Arrived

Facilitator: Show Slide 33. Review procedure for scanning the trailer as arrived.

1. Scan Arrived with SV scanner.

2. Inform mailhandlers the trailer is available.

8. Follow protocol for inbound registered mail

Facilitator: Show Slide 34. Click through the slide to review protocol for inbound registered mail.

Registered Mail is hand to hand accountable and must accounted for at every stage. Place rotary lock and numbered sealed pouches and any outside registered articles collected at the platform in a secured locked container. These containers and articles must be kept under the immediate control of the designated employee until transfer is made to the registry section. When more than one employee is designated to receive Registered Mail on the platform, each employee must have his or her own locked container.

1. The highway contract route (HCR) or postal vehicle service (PVS) driver must provide the registered rotary locked or numbered tin band sealed pouches and outsides with the original and copy of PS Form 3854 or 3854-A, *Manifold Registry Dispatch Book* bill, to the platform Registered Mail receiver employee or to the registry clerk on the platform. An HCR driver is not permitted on the workroom floor.

2. When an HCR truck is sealed, the driver unlocks the back of the truck and the Postal Service employee cuts the orange numbered tin band seal from the truck. The Postal Service employee immediately locates PS Form 5398-A, *Contract Route Vehicle Record,* and verifies the identification number on the orange numbered tin band seal on PS Form 5398-A. If the truck has been sealed, the HCR driver must be present when the seal on the back of the truck door is cut, removed, and verified.

PS Form 3854, Manifold Registry Dispatch Book (Sheet)

Facilitator: Show Slide 35. Click through the slide to review PS Form 3854, *Manifold Registry Dispatch Book*.

The HCR driver presents Registered Mail pouches and outsides to the platform Registered Mail receiver or to the registry clerk on the platform with the original and the copy of PS Form 3854 or 3854-A, *Registry Pouch Check-Off Sheet.* The receiving employee checks the condition of each Registered Mail pouch or outside for any visual damage and verifies the headings, rotary lock number, rotary number or numbered tin band seal, and the round date as entered on PS Form 3854 or 3854-A.

The receiving employee enters the total and legibly signs their name on both copies of PS Form 3854 or 3854-A in the bottom postmaster area block (top line). The receiving employee postmarks the form by round dating (in the postmark of receiving office block) and enters the actual time received. A copy is provided to the driver and the original is kept on file for 2 years. Once completed, the accountability of the Registered Mail transfers from the HCR driver to the platform Registered Mail receiver or to the registry clerk.

Registry Pouch Check-Off Sheet

Facilitator: Show Slide 36. Review the Registry Pouch Check-Off Sheet.

The platform Registered Mail receiver must maintain a Registry Pouch Check-Off Sheet at the platform area. As the registry pouches and outsides arrive, the receiver records receipt by initialing their name beside the name of the dispatching office. Each office is required to send a Registered Mail pouch each business day. The Registered Pouch Check-Off Sheet must be provided to the registry section for filing.

Registry Pouch Check–Off Sheet

Monday-Friday
MVS Registered Mail Arrival Log Sheet

Run	Station	Scheduled Arrival	Tiome Received	Pouches	Outsides	Clerk's Initial
	Contract Stations					
GMF 20	CS#1 Linda's Hallmark 85022	1715				
GMF 20	CS#3 Michelle's Hallmark 85016	1715				
GMF 15	CS#4 Cornerstone Pharmacy 85018	1815				
GMF 3	CS#5 hallmark Creations 85044	1730				
GMF 14	CS#6 Camelback Village Pharmacy 85018	1830				
GMF 25	CS#8 Monty's Hallmark 85053	1745				
GMF 20	CS#11 Martins Hallmark 85051	1715				
GMF 7	CS#15 John & Kathy's Smoke Shop 85003	1815				

PS Form 3826, Registry Irregularity Report

Facilitator: Show Slide 37. Review the PS Form 3826, *Registry Irregularity Report*

Complete a PS Form 3826, <u>Registry Irregularity Report,</u> for all identified irregularities.

Irregularities include:

- **Improperly sealed pouch**

- **Two or more articles registered as one**

- **Items not numbered**

- **Illegible endorsing or numbering**

- **Improper postmarking**

- **Torn or damaged Registered Mail pouch**

- **Registered article received not listed**

- **Missing dispatch**

- **Improper carrying of the Registered Mail pouch inside the HCR cab**

A PS Form 3826, *Registry Irregularity Report,* must also be completed for all identified irregularities. Irregularities may include an improperly sealed pouch, two or more articles registered as one, items not numbered (without a registered label number), illegible endorsing or numbering, improper postmarking, a torn or damaged Registered Mail pouch, a registered article received not listed, a missing dispatch, and improper carrying of the Registered Mail pouch inside the HCR cab.

Platform Log Sheet

Facilitator: Show Slide 38. Review the Platform Log Sheet.

A log sheet describing irregularities must be kept by the platform Registered Mail receiver for further investigation or action by management.

Log Sheet

Missing Registered Mail

Facilitator: Show Slide 39. Review missing registered mail protocol.

For missing Registered Mail, notify the MDO immediately so that an interview can be conducted with the driver before leaving the facility.

- **The MDO contacts the postmaster or supervisor at the dispatching office to determine whether a pouch was dispatched**

- **A physical search of the P&DC and origin office is required as appropriate**

- **If the Registered Mail pouch is located at the origin office, an irregularity report must be submitted**

- **If the Registered Mail pouch is not found, the MDO notifies the Postal Inspection Service and the district finance manager**

If any Registered Mail pouch or outside is missing, the MDO must be notified immediately so they can interview the HCR/PVS driver before the driver leaves the facility. The MDO or their representative must contact the postmaster or supervisor at the dispatching office to determine whether a pouch was dispatched. A physical search of the P&DC and origin office is required as appropriate. If the Registered Mail pouch is located at the origin office, an irregularity report must be submitted. If the Registered Mail pouch was not found, the MDO must immediately notify the Postal Inspection Service. The district finance manager should also be notified as soon as possible.

Note: On the next business day, the Tour 2 registry acceptance clerk is responsible for checking with platform operations and contacting all offices (by telephone) cited with an irregularity. A log sheet describing all irregularities must be kept and updated by the receiving office until resolution has been made.

Collection And Deposit Mail

Facilitator: Show Slide 40. Review collection and deposit mail.

Understanding your dispatch plan of inbound trips will help you as an Expeditor. There are a group of trips that bring in collection mail, Registered Mail, and Priority Mail Express at an inbound collection dock. Each of those trips will contain a deposit from a post office for their sales for the day or a Nil Bill if no deposit exists for the day. The deposit or the Nil Bill are collected and accounted for by the registry clerk.

The collection mail is all of the incoming mail that needs to be processed. It is the primary mail. Typically, this is handled by the group leader and mail-handlers for unloading the trucks.

Priority Express Mail is the incoming express mail that is in a blue and gold bag, hanging over the side of a container, close to the doors. It should be the first thing off the truck. Expeditors may gather this mail and expedite it to the next leg of transportation.

Registry mail is in a locked canvas bag or pouch. If it is a hand-to- hand transfer, the bag may not be locked. An Expeditor's role with registry mail is to report any anomalies with the trip that is bringing in the Registered mail. If the driver reports to you that the register was missing at one of the stations, you must alert your supervisor so that they can notify the Postmaster and the Inspection Service.

Other Inbound Tasks

Facilitator: Show Slide 41. Review other inbound tasks.

Make sure you complete the following additional tasks:

- Take accountables to appropriate location.

- If the trip was delayed/late, ask the driver why they are late, if unknown. Document in SV scanner, Complete the PS Form 5500 and enter proper reason code.

- Once mailhandlers have sorted mail to operations, ensure all the mail is off the dock and sent to processing.

- Sweep BMEUs and other locations with collection mail to ensure this mail is added to the processing queue.

Outbound Trips

Preparing for Outbound Trips

Trailer and Yard Moves

Facilitator: Show Slide 42.

After meeting with the outgoing Expeditor, determine if there are any trailer or yard moves that need to be made to accommodate incoming or outgoing mail volume.

- **You must use the right personnel to make these moves**

- **Communicate any bay moves to the drivers**

** Inform participants where the list of personnel authorized to make yard moves is located in your facility.

**Local procedure for making yard moves. Demonstrate how to fill out a Yard Move sheet and who to submit it to.

Once you have determined if you need to move bays for a trip, you need to communicate that to the drivers. Drivers typically know the location of their normal bay.

If there is mail accumulating on the dock and you need to put a trailer in place to pre-load it, you need to know which trailer and which bay to put them in. Follow local procedure when you have trailers staged in the yard and they need to be put in place for loading.

On the dock there should be a list of who can make yard moves. USPS uses Postal employees and contractors to move trailers and you must use the right personnel to make these moves.

In some facilities, you inform the STO or yard personnel and they will work with the driver to make yard moves. You will fill out a Yard Move sheet. Fill it out, and perform a trailer check to ensure the trailer doors are down, the dock plate is disengaged, and check for a green light.

PVS and HCR Trailer Moves

Facilitator: Show Slide 43. Discuss using PVS and HCRs to move trailers.

PVS: There is often a yard jockey who make these moves for you.

HCR: If you do not have a PVS person assigned, there may be an HCR contractor that moves trailers as part of their contract. We pay for every yard move, so you must document trailer moves to ensure proper compensation.

Documenting Yard Moves
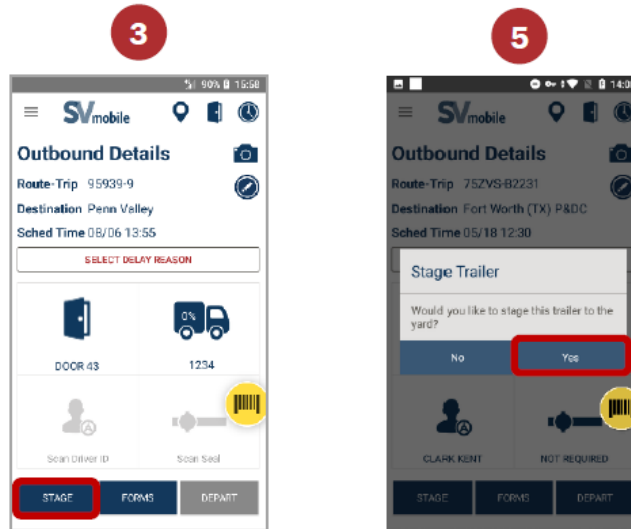
Facilitator: Show Slide 44. Demonstrate completing a yard move using an SV scanner. A PS Form 5397 must be completed for each yard move.

Fill out a 5397 for each yard move. You can fill out and submit a 5397 in your SV scanner.

In SV, you can stage trailers to the yard. Trailers can only be moved if they are assigned to a Route-Trip. Trailers with a Departed or Canceled status cannot be staged.

From the Arrive/Depart screen:

1. Select a trip.

2. Scan a dock door barcode.

3. Scan a trailer barcode.

4. Select the Stage button.

5. Select Yes to confirm.

Note: To move a trailer from the yard back to a dock door, open the trip details screen and scan a dock door barcode.

For any cross-docked inbound containers, promptly unload and move the mail to the outbound dock for dispatch.

Outbound Mail Procedures

Facilitator: Show Slide 45. Review Outbound mail procedures.

1. Check staging area to ensure mail for that trip is staged fully and correctly.

2. Verify trailer number and trip.

3. Visual Trailer Check

4. Unload the truck.

5. Inspect the trailer to ensure it is safe.

6. Ensure Load scans are complete.

7. Load trailer.

8. Check load for correct configuration (Label 62).

9. Check straps as loaded and after loading complete.

10. Ensure driver checks that load is secure.

11. Print 5398-A and provide to driver, Expeditor puts a copy in back of trailer, one copy to driver, and one copy kept at departing facility.

12. Sealing.

13. Depart Trip.

    a.   Live Load/Live hook.

    b.   Pre-loaded containers.

1. <u>Check Mail is Staged Fully and Correctly</u>

Facilitator: Show Slide 46. In order to ensure mail is staged fully and correctly, you need to call for mail prior to dispatch and perform a sweep for any mail that belongs on that trip.

In order to ensure mail is staged fully and correctly, you need to call for mail prior to dispatch and perform a sweep for any mail that belongs on that trip.

Dispatch Times

Facilitator: Show Slide 47. Click through the slide to discuss dispatch times.

- **As you approach your dispatch times, call for any last mail from processing**

- **For tours 3 and 1, you may need to know the DOV for the trips that are departing.**

  – **The DOV (Dispatch of Value) tells you the last time that a trip can leave and still make the connections and critical entry times at the next stop**

- **For late trips, document in SV with a reason code for the delay**

    – **Discuss with your supervisor**

- **Focus on when originating mail is processed and available for dispatch. The more quickly mail is processed and cleared, the greater the opportunity to meet service standards**

As you approach your dispatch times, be sure that you start to call for any last mail from processing in time to get it to the dock by the dispatch time.

If you are on tours 3 and 1, you may also need to know the DOV for the trips that are departing. The DOV (Dispatch of Value) tells you the last time that a trip can leave and still make the connections and critical entry times at the next stop.

Focus on when originating mail is processed and available for dispatch. The more quickly mail is processed and cleared, the greater the opportunity to meet service standards.

Performing a Sweep

Facilitator: Show Slide 48. Discuss performing a sweep.

When a trip is approaching dispatch, coordinate a sweep of the facility for any mail that is not on the dock that goes on that trip.

- **Often this includes an announcement over the PA system to announce upcoming trips to ensure processing and mailhandlers know the mail must be sent to the dock**

    – **For example: "Last call for mail to dock 38 for Philadelphia."**

- **Another way to find mail scheduled for dispatch is to use the SV scanner to see where specific mail is staged**

When a trip is approaching dispatch, you need to coordinate a sweep of the facility for any mail that is not on the dock that goes on that trip. Often this includes an announcement over the PA system to announce upcoming trips to ensure processing and mailhandlers know the mail must be sent to the dock. For example: "Last call for mail to dock 38 for Philadelphia."

Another way to find mail scheduled for dispatch is to use the SV scanner to see where specific mail is staged.

2. <u>Verify trailer number and trip</u>

Facilitator: Show Slide 49.

Once you have all mail staged and ready for loading, you need to verify the trailer number, seal number, and trip with the 5398-A presented by the driver and in SV and ensure they match the trailer.

Ensure the driver presents a PS Form 5398-A, *Contract Route Vehicle Record* and validate the trailer number and seal matches documentation

3. <u>Visual Trailer Check and Unload the truck</u>

Facilitator: Show Slide 50.

Visually ensure that the trailer is safe and the shoring bar is secure prior to opening the trailer.

Ensure the trailer is safe and the shoring bar is secure – visually check to ensure the load has not shifted. Unload the truck.

4. <u>Trailer Safety Inspection</u>

Facilitator: Show Slide 51. Discuss procedures for inspecting trailers to ensuring safety.

Ask: Why do we inspect trailers prior to loading?

> **Response: Trailers that do not conform to Postal safety requirements are not useable.**

Ask: What are some common safety issues?

> **Response: Common issues include a lack of e-tracks, holes in the trailer, no lock, not meeting contract requirements.**

Red tag the trailer and notify the supervisor if it is Postal.

If it is HCR, notify the supervisor so that they can contact the contractor.

Dock personnel must inspect each vehicle completely prior to loading.

*   Cargo compartment must be waterproof, clean, and devoid of matter damaging to mail/personnel

*   Trailers must meet stated contract requirements

- Load restraints and interior lighting available as required by contract provisions
- Door equipped with locking device/lock
    - HCR: If there is no lock or if incorrectly used, PS Form 5500, *Contract Route Irregularity Report,* is issued
    - PVS: Inform STO if no lock being used

Present all mail to contractor for loading and arrange for assistance when required.

Remember, trailers that do not conform to Postal safety requirements are not useable. Common issues include a lack of e-tracks, holes in the trailer, etc. Red tag the trailer and notify the supervisor if it is Postal. If it is HCR, notify the supervisor so that they can contact the contractor.

5. <u>Ensure Load scans are complete</u>

Facilitator: Show Slide 52. It is essential that all trailers receive a Load scan in SV.

**Review procedure for completing a Load scan and manually entering MTE if there is no MTEL placard.

**Discuss who completes the scan in your facility.

It is essential that all trailers receive a Load scan in SV. In order to remain competitive in the market, we must provide transparency to customers on the status of their mail delivery. In addition, the Load scan is used throughout the Postal Service to track compliance with service standards and is a key metric in our performance service wide.

This may be your duty or may be a mailhandlers duty depending on the facility. If there is no MTEL placard, you will manually input the number of MTE that is loaded on the trailer in SV.

6. <u>Load Trailer</u>

Facilitator: Show Slide 53.

- **Mail must be staged for dispatch, and you must have a scanner**
- **Ensure you have sufficient mailhandlers to load the mail and seal trailers.**
- **Coordinate with supervisor and/or group leaders if you need additional help to move the mail**

- **Ensure you load the trailer to accommodate the type of trip**

To load, you need to ensure the mail for that trip is staged for dispatch, you have a scanner, sufficient mailhandlers to load the mail, and seals. Coordinate with supervisor or group leaders if you need additional help to move the mail. Ensure you load the trailer to accommodate the type of trip

Stop and Go

Facilitator: Show Slide 54.

Stop and Go routes: Routes with mail for multiple stops.

Mail is loaded with the furthest location that the truck is going to loaded first.

You need to know mail sequence to ensure that the mail is staged correctly for drop offs.

- **Look at the plate, it shows the number and order of the stops.**
- **Load in reverse order.**
- **The first stop should be the last mail on the truck.**

The driver assists mailhandlers to load the mail in order.

Stop and Go routes are routes that transport mail for multiple stops. Mail is loaded with the furthest location that the truck is going to loaded first. You need to know mail sequence to ensure that the mail is staged correctly for drop offs.

Look at the plate, it shows the number and order of the stops. Load in reverse order. The first stop should be the last mail on the truck. The driver assists mailhandlers to load the mail in order.

Processing and STC Network Requirements

Facilitator: Show Slide 55. Review Processing and STC Network. Follow the MTEL placards.

Surface Transfer Centers (STCs) are mail consolidation and re-distribution facilities that combine small mail trips from multiple facilities to create a single full trip. STCs receive mail containerized by product type or by ZIP Code™ range for cross-dock transfer. Mixed mail volume is sorted for dispatch to the appropriate destination.

Ensure mail sent to the Surface Transportation Center (STC) meets processing and STC network requirements. The MTEL placards routes mail to the correct STC.

Extra Trips and Overflow

Facilitator: Show Slide 56. Review Avoiding Extra Trips.

Avoiding extra trips helps to save the Postal Service time, money, and resources.

- **Extra Trips to local delivery units are scheduled with the local Transportation and Networks Specialist (TANS) manager or NETSPEC**

- **This occurs when operation is running late or there is an overflow of volume or a contractor failure**

- **As soon as you identify an overflow (more volume than you can fit on the truck) or that operations is late, notify the supervisor**

With an overflow:

- **Send mail when the trailer is scheduled to depart**

- **Make plans for the additional volume that needs to be transported**

Priorities:

- **Working volume is mail that is only sorted to the Post Office location depth-of-sort. When this mail gets to the unit, it requires additional sorting. This mail is often sent first**

- **Delivery Point Sequence (DPS) and Flats Sequencing System (FSS) can be sorted to the carrier walk sequence at the plant. This mail does not require additional sorting at the delivery unit so, it is often sent later**

The Postal Service transportation goal is to incur the least cost for the most value. A key component of this strategy is to avoid extra trips. Each extra trip scheduled costs time, money and resources better focused on meeting service standards.

Extra Trips to local delivery units are scheduled with the local Transportation and Networks Specialist (TANS) manager or NETSPEC. This occurs when operations are running late or there is an overflow of volume or a contractor failure.

As soon as you identify there is overflow (more volume than you can fit on the truck) or that operations is late, notify the supervisor.

When overflows occur, send the mail you have when the trailer is scheduled to depart. Then make plans for the additional volume that needs to be transported.

When the supervisor consider priorities, they take into account the type of volume is being transported. Working volume is mail that is only sorted to the Post Office location depth-of-sort. When this mail gets to the unit, it requires additional sorting in order to get it to the right carrier and route.

Delivery Point Sequence (DPS) and Flats Sequencing System (FSS) can be sorted to the carrier walk sequence at the plant. This mail does not require additional sorting at the delivery unit. So, it is often sent later in these situations because the carriers do not require time to sort it before it can be delivered. The trays can be taken off the truck and given straight to the carriers for delivery.

Avoiding Extra Trips

Facilitator: Show Slide 57.

Extra trip causes include:

- **Mail still in the facility that belongs on a trip that just departed**
- **Mail staged improperly**
- **Mail being sent to the dock late**

To avoid these situations:

- **Announce to operations upcoming departing trips**
- **Sweep for mail for upcoming trips**
- **Use FIFO staging**
- **Keep staging lanes neat**
- **Look at nearby mail to ensure containers have not been bumped**
- **Verify mail volume at dock**
- **Ensure time to get mail from operations to the dock**

- **Verify expected mail in CTS against what is on the truck**

- **Look in SV for open or closed containers that are not closed/loaded.**

Situations that contribute to extra trips include locating mail still in the facility that belongs on a trip that just departed, mail staged improper, mail being sent to the dock late.

To avoid these situations, do an all call for upcoming departing trips, do a mail sweep for any mail that should depart on upcoming trips, follow FIFO staging and keep your staging lanes neat, look at nearby mail to ensure containers have not been bumped, verify mail volume at dock, ensure time to get mail from operation to the dock, verify expected mail in CTS against what is on the truck, and look in SV for open or closed containers that are not closed/loaded.

7. <u>Check Load Configuration</u>

Facilitator: Show Slide 58. In order to ensure proper configuration, you must use the trailers and MTE in the most efficient and safe manner possible.

In order to ensure proper configuration, you must use the trailers and MTE in the most efficient and safe manner possible.

- Monitor all loads to ensure good loading habits for maximum space utilization.

- Periodically check loads for proper routing and separation.

Types of Trailers

Facilitator: Show Slides 59 and 60. Review types of trailers used and vehicle numbers.

The Postal Service™ uses many types and sizes of trailers to move the mail.

The truck size determines the volume of the load.

Vehicle Numbers are assigned to each trailer

- **First digit (5) designates it as a trailer.**

- **The second digit (7) is the last digit of the fiscal year the vehicle was purchased.**

  When was this vehicle purchased? (2017.)

- **The third and fourth digit tells the length of the trailer What is the length of this trailer? (28)**

- **The last three numbers represent the vehicle serial number.**

Facilitator: Show Slide 61. Conduct a discussion about vehicle numbers. Click through the slide to reveal answers.

Facilitator: Let's look at some vehicle numbers.

Ask: For each of the Vehicle Numbers: What is the length of this trailer?

The Postal Service™ uses many types and sizes of trailers to move the mail. The truck size determines the volume of the load. Vehicle Numbers are assigned to each trailer and supplies important information to the expeditor. As shown in the graphic, the First digit (5) designates it as a trailer. The second digit (7) is the last digit of the fiscal year the vehicle was purchased. So for this example, the trailer was purchased in 2017. The third and fourth digit tells the length of the trailer (28). The last three numbers represent the vehicle serial number.

Mail-Hauling Vehicle Numbers
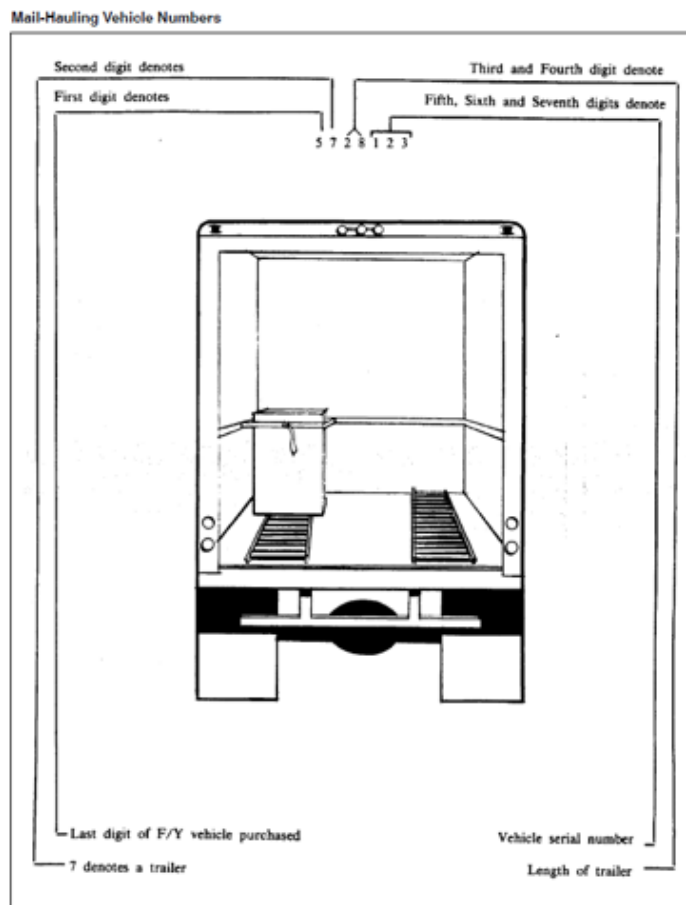
Trailer Constraints

Facilitator: Show Slide 62.

You will receive mail on trailers that are assigned between facilities and that belong to certain contractors.

- **You cannot use most trailers for destinations or routes other than the originating facility**

- **You cannot mix trailers that belong to one contractor with that of another**

- **Become familiar with the configurations and requirements of your feeder locations, do not send trailers to facilities that cannot service them**

You will receive mail on trailers that are assigned between facilities and that belong to certain contractors.

For example, you may receive mail from Philadelphia NDC on route 18092 that comes into your facility at 10:00 on trip 11012. The outbound trip 11013 is not scheduled to leave until 0200.

You will unload the mail and stage that trailer in the yard until it is time to load that trip and return it to the Philadelphia NDC. You cannot use that trailer for other destinations or other routes, it belongs to the Philly NDC Route 18092.

You cannot mix trailers that belong to one contractor with that of another. You need to know what trailer belongs to what contractor and only send trips assigned to that contractor on their trailers. You can reference trips numbers and contractors in the HCR Plate book.

You need to become familiar with the configurations and requirements of your feeder locations to ensure that you do not send trailers to facilities that cannot service them.

For example, you may have a facility with a low dock, they cannot use trailers that have a high clearance because they will not match correctly with the dock bays. Common constraints include trailer size in small yards and high or low docks,

Trailers Mail Container Capacity

Facilitator: Show Slide 63. Discuss trailer capacity.

- **Each type of trailer has a capacity for mail. You need to know at a glance which types and how much MTE fits in a given trailer**

- ## **Explain how to read the chart**

TRAILER CONTAINERIZATION % CHART

NUMBER OF CONTAINERS

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43
T	53	2	5	7	9	12	14	16	19	21	23	26	28	30	33	35	37	40	42	44	47	49	51	54	56	58	61	63	65	68	70	72	75	77	79	82	84	86	89	91	93	96	98	100
R	48	3	5	8	10	13	15	18	20	23	26	28	31	33	36	38	41	44	46	49	51	54	56	59	61	64	67	69	72	74	77	79	82	84	87	90	92	95	97	100				
U	45	3	6	8	11	14	17	19	22	25	28	31	33	36	39	42	44	47	50	53	56	58	61	64	67	70	72	75	78	81	83	86	89	92	95	97	100							
C	42	3	6	9	12	15	18	21	24	27	30	33	36	39	42	45	48	52	55	58	61	64	67	70	73	76	79	82	85	88	91	94	97	100										
K	40	3	6	9	13	16	19	22	25	28	31	34	38	41	44	47	50	53	56	59	63	66	69	72	75	78	81	85	88	91	94	97	100											
	24	6	11	17	22	28	33	39	44	50	56	61	67	72	78	83	89	95	100																									
S	22	6	12	18	24	29	35	41	47	53	59	65	71	76	82	88	94	100																										
I	20	7	13	20	27	33	40	47	53	60	67	73	80	87	93	100																												
Z	18	8	15	23	31	38	46	54	62	69	77	85	92	100																														
E	16	8	17	25	33	42	50	58	67	75	83	92	100																															

THE GMPC IS USED AS THE BASIS FOR THE CONTAINER COUNT

1 GMPC = 1 CONTAINER
1 OTR = 2 CONTAINERS
1 HAMPER = 1 CONTAINER
1 PALLET = 1 1/2 CONTAINERS

Mail Transport Equipment

Facilitator: Show Slide 64. Review the types of MTE in your facility and in what situations each is used. Note the container size.

Mail is moved on pallets or in what we refer to as rolling stock. There are many types.

- Postal Pack – 1½ containers

- Gaylord - cardboard box used for flat bundles or parcels – 1½ containers

- General Purpose Mail Container (GPMC)/All-purpose mail container (APC)/Post Con – 1 container

- Eastern Region Mail Container (ERMC) – 1 container

- Rigid wire container (must include two pockets) – 1½ container

- Bulk Mail Center or Over-the-Road container (BMC/OTR) – 2 containers

- Plastic (Orange) hamper – 1 container

- Canvas Hampers – 1 container

Facilitator: Show Slides 65, 66, and 67. Click through the on-slide questions and have participants determine if containers can be added to a load.

Ask: How many GMPCs will fit on a 24-foot trailer at 100% (without double stacking)?

Response: 18

Ask: You have a 45-foot truck that is 75% full, can you add 6 OTRs?

    Response: No, the truck only holds 36 containers.

Ask: You have a 20-foot truck that is 40% full, can you add 4 OTRs?

    Response: Yes, the truck holds 15 containers.

Configuration Recommendations

Facilitator: Show Slide 68. Click through the slide to review configuration recommendations for MTE in trailers.

Keep in mind:

Use rolling stock to help secure a load by providing a solid base to strap on and to hold pallets in place. Pay attention to height and solidity of pallets to determine which type of rolling stock to use. Strapping directly on pallets will make for an unstable load causing the load to spill, break apart and cause damage.

Two hampers or two GPMCs (or a combination of the two) can be loaded sideways, one in front of the other, to accommodate one OTR loaded straight in. The load will then have the correct dimensions to be securely strapped without any gaps.

A wire container and a pallet have the same size footprint and can be combined. A wire container can be turned sideways and loaded with either a GPMC or hamper loaded straight in next to it.

Do not load top heavy equipment next to equipment that cannot support the weight distribution.

Double Stacking

Facilitator: Show Slide 69. Discuss double stacking.

- **Double stacking allows better utilization of trailers**
- **Gaylords and wire containers can be double stacked**
- **Carts cannot be double stacked**
- **Double stacking requires strapping on each stack upper and lower every 10 feet**
- **Be mindful that load order must be maintained**

We only fill a trailer to 98% capacity. You can put 11 gaylords on a 22-foot trailer. However, you are only using 50% of available space because gaylords are only 4-feet tall and the trailer is usually 10-feet. To use the unused space, put lids on those boxes and stack them to create another layer. This utilizes 100% of the space and send 22 boxes. Gaylords must not be overfilled and bulging. Ensure the MTEL placard is taped to the outside of the gaylord.

You cannot double stack carts, but you can double stack wire containers which lock into each other. Any double stacking requires strapping on each stack upper and lower, one across the bottom, one across the top, every 10 feet.

Often you will have mixed loads, be mindful that you can double stack the parts of the load that are comprised of gaylords or wire containers. irrespective of double stacking, you must maintain your load order. Mixed loads require strapping every 10 feet on every level used. A Standard Work Instruction is available in the appendix on pages A-29 and A-30.

Loading Considerations

Facilitator: Show Slide 70. Review loading considerations.

To an STC, load all like containers together and strap.

Load other facilities sequentially to accommodate stops on route.

Tailgate Registered, HAZMAT, or Express Mail at the end of the trailer.

8. Check Straps During and After Loading

Facilitator: Show Slide 71. Review proper strapping.

Once you have confirmed the load is properly secured, ensure that the driver checks as well.

- Determine that all container loads are securely restrained by straps (2 Straps every 10 feet to be Label 62 compliant).

- Mixed loads require strapping every 10 feet on every level used.

- Any double stacking requires strapping on each stack, upper and lower, one across the bottom, one across the top, every 10 feet.

9. Driver Check on Secure Load

Facilitator: Show Slide 72.

Once you have checked that all MTE and mail in the trailer is properly secured, the driver must also check. The driver is also responsible for ensuring that the load is secured before it can be dispatched.

10. PS Form 5398-A, Contract Route Vehicle Record

Facilitator: Show Slide 73. Review 5398-A procedures.

Print three copies of the PS Form 5398-A, *Contract Route Vehicle Record* Provide one to the driver. Put a copy of the form in the back of the trailer. Keep one copy at the departing facility.

11. Sealing

Facilitator: Show Slide 74. Click through the slide to review sealing procedures.

Ensure that vehicles are properly locked on departure. Vehicles in the Security Seal Program must be properly sealed and recorded.

Attaching Seals

The designated platform employees at a loading point must:

1. Identify vehicles that must be sealed-depends on circumstances

    a. Network trips or point-to-point processing facilities get locks and sealed

    b. Trips to local delivery units have a lock

2. Complete PS Form 5398–A and insert the appropriate copy into the vehicle, keep a copy, and give the driver a copy

The dispatching employee must include:

- Name of the employee sealing the vehicle.

- Destination of the next facility to be served by the vehicle. (This may be an intermediate stop enroute.)

- Driver's name and Departure Time and Date. When sealing rail vehicles in advance of the dispatch, write the sealing time and date rather than the departure time and date.

  - Registered Mail is not identified or recorded on PS Form 5398-A.

- Apply numbered tin band and secure seal.

  - A security seal imprinter is used to automatically record the date, name, and ZIP Code of the dispatching facility and the serial number(s) of the tin ban seal(s) on the PS Form(s) 5398–A. The imprinter can accommodate three tin band seals.

- Give 5398-A(s) to transportation for filing.

  13. Departing Trip

Facilitator: Show Slide 75. Discuss procedures for departing live loads and pre-loaded trips.

Live Load/Live hook

1. Ensure that driver closes door.

2. Seal door.

3. Perform Depart scan.

Pre-load

1. Expeditor closes door for pre-loaded containers.

2. Stage trailer in yard if not being picked up now.

Strategies for Addressing Common Dock Situations

Dock Congestion

Facilitator: Show Slide 76. Click through the slide to discuss causes and remedies for dock congestion.

Dock congestion can be caused by:

1. **Not enough people**

- **Clearly communicate staffing needs to the supervisor and group leaders ahead of anticipated arrivals and departures**
- **Work with the supervisor to determine how to prioritize trips with the staffing on hand**

2. **Too much mail/not enough floorspace**

- **Move arrival and departure locations to work around the volume**
- **Ensure mailhandlers, drivers, supervisors and all affected personnel are alerted to any changes so that:**
  - **Driver goes to the correct door**
  - **Mail is staged to the new location**

3. **Empty MTE**

- **Follow your local MTE SWI for storage of employee mail transport equipment**
- **Work with operations to ensure that Mail Transport Equipment Center (MTEC) trailers are fully utilized**

4. **Slow unloading and loading times**

- **Work with supervisors, note any time-wasting practices**
- **Look at dock organization to see if you can make it smoother to load/unload**
  - **Ensure signage is in place**
  - **Ensure scanners are charged**
  - **Supplies are available**
  - **Communicate staffing needs to supervisor and group leaders**

5. **Maintenance issues**

- **Work with supervisor to communicate needs to maintenance then plan to mitigate impacts**

6. **Emergency situations**

- **Work with supervisor to prioritize trips considering any limitations imposed**

- **Keep manual forms on hand**

Dock congestion can be caused by several things: not enough people, too much mail, empty MTE, slow unloading and loading times, maintenance issues, and emergency situations.

If you are short people, clearly communicate staffing needs to supervisor and group leaders ahead of anticipated arrivals and departures. Communicate the shortage to the supervisor as soon as you are aware of it. Work with the supervisor to determine how to prioritize trips with the staffing on hand.

You may mitigate clogged floor space by moving arrival and departure locations to work around the volume. If you do this, you must ensure that mailhandlers, drivers, supervisors, and all affected personnel are alerted to the change, so the driver goes to the correct door and the mail is staged to the new location.

MTE- Follow your local MTE SWI for storage of employee mail transport equipment. Work with operations to ensure that MTEC (Mail Transport Equipment Center) trailers are fully utilized.

There is a plan in place for how you and your offices handle empty MTE being transported back and forth between facilities. We will examine an MTE plan during On-the-Job training.

You may receive unprocessed MTE in trailers. When you receive it, have a plan to move it so that it does not interfere with operations. There is often a staging area that holds MTE.

Slow unloading and loading: Work with supervisors, note any time-wasting practices, look at your dock organization to see if you can make it smoother to load/unload, ensure signage is in place, ensure scanners are charged, ensure that you have the supplies you need near at hand, and communicate staffing needs to supervisor and group leaders ahead of anticipated arrivals and departures.

Emergency/Systems down – Follow your local emergency action plans. Work closely with the supervisor to determine how to prioritize trips considering any limitations imposed; keep manual forms on hand.

Late Processing

Facilitator: Show Slide 77. Discuss procedures for late mail to STCs, NDCs, and delivery units.

- **For an STC to either a local delivery, or two-day processing P&DC, send the trip with the mail that is processed so that they can start to process the mail on time**

- **For mail still being processed when it needs to be loading for departure, notify the supervisor. Supervisors determine if a truck is held or sent out**

- **Discuss the remedy for any remaining mail**

- **For NDCs, there are often multiple trips going back and forth between facilities.**

  - **Send the mail that is processed**

  - **Notify the supervisor for remedies for any remaining volume**

- **For delivery units, determinations depend on the proximity to the facility, and where in the process their mail is**

  - **Priority is usually given to non-DPS mail first, and then alternate arrangements are made for DPS mail later**

Late Processing - If the trip is going for an STC, to either a local delivery, or two-day processing P&DC, send the trip with the mail that is processed so that they can start to process the mail on time. When you see that there is mail that is still being processed when it needs to be loading for departure, notify the supervisor. Supervisors determine if you will hold the truck or go ahead and send it out. Discuss with them the remedy for any remaining mail.

For NDCs, there are often multiple trips going back and forth between facilities. Send the mail that is processed. Notify the supervisor for remedies for any remaining volume.

For delivery units, this may change depend on the proximity of the facility, and where in the process their mail is. Priority is usually given to sending out non-DPS mail to the delivery units first and then making alternate arrangements for DPS mail later. Every office must receive volume so there are many variables that must be considered. Discuss with your supervisor.

When you have a late trip, you must document it in SV and input a reason code for the delay.

Contractor/Driver Responsibilities

Facilitator: Show Slide 78. Discuss driver responsibilities.

- Ensure contractor/driver reporting time is sufficient to load all mail. Written in the contract, generally 15-30 minutes, noted on HCR plate.

- Handle and load mail to prevent damage and maximize cargo compartment utilization. Separate mail by stop sequence. Depends on the contract and facility. Be familiar with the provisions for that contractor and trip. May help, may observe.

- Contractor/driver should check with Expeditor to make sure all mail has been received and loaded. Expeditor informs driver when trip is ready to go. CTS lists the closed containers. Staging lanes should be clear.

- Ensure that loads are properly restrained and vehicles are locked upon departure and during route stops. Driver and Expeditor should check straps.

- Observe no smoking regulations in compartment. Ask personnel to put it out or step outside. If they do not comply, issue PS Form 5500 in SV and notify supervisor.

- Notify Administrative Official for their contract in case of breakdown and/or delay.

  - Provides detailed/factual data.

  - Expeditor or transportation notifies the next destination of the delay. Begin mitigation plans.

Driver Delays/Breakdowns

Facilitator: Show Slides 79 and 80. Discuss procedures in the event of a driver breakdown or delay.

Drivers facing in-route delays of more than 15 minutes should notify the nearest large plant advising of the reason for delay and the expected time of arrival. Expeditors may take these calls and ensure communication to supervisor and/or transportation management.

When routes are delayed in-dispatch more than 15 minutes or omitted, Expeditors will notify the next stop of the delay details and have that office notify the next in line and so on.

In cases where a driver may be injured and/or an HCR vehicle is disabled, a Postal employee should be dispatched to the scene to secure the mail. Notify all concerned offices.

In cases where a truck has broken down, been in an accident, or otherwise delayed, no call has been received and a trip is over fifteen minutes delayed, the office where the trip is overdue calls the previous stop, who will in turn call the preceding office until the truck whereabouts and reason for delay has been determined. Personnel answering phones should be aware of this process.

Who Should you Call?

Facilitator: Show Slides 81, 82, 83, 84, 85, 86, and 87. Review the following situations to determine who you should call to solve each issue.

Situation 1: A Postal driver is not following the speed limits posted in the yard. Who should you contact?

Response: Your supervisor

Situation 2: Who should you maintain close contact with to assure close coordination of all mail handling operations?

Response: Supervisor in the distribution and vehicle service units

Situation 3: An HCR trailer does not conform to Postal safety requirements. Who should you contact?

Response: Your supervisor

Situation 4: Two dock doors are inoperable. With whom should you communicate?

Response: Communicate dock door changes with group leaders and drivers

Situation 5: You are short people on the dock. Who do you contact?

Response: Communicate staffing needs to supervisor, group leaders, SDO, or MDO.

Situation 6: You need extra trips to local delivery units. With whom should you communicate?

Response: Local TANS manager or NETSPEC

Situation 7: You need to make yard moves. With whom should you communicate?

Response: Inform the STO or yard personnel and they will work with the driver to make yard moves.

<u>Expediter Supplies and Materials - End of Tour Turn In</u>

Facilitator: Show Slide 88. At the end of the tour there are several housekeeping and paperwork tasks that must be completed.

At the end of the tour each day, turn in:

- Yard Inventory Sheet – (Completed) Example, Appendix A-32.

- Numbered Tin Band Seals. (Accountable item)

- Inbound/Outbound Trips PS-5398-A card and paper copies with Seal applied (bundled)

- PS Form 5397, *Exceptional Service*, FAST appointment close-outs log

Module Review

Facilitator: Show Slide 89. Review the module.

In Module 6, we reviewed Platform Operations. You should now be able to access resources and personnel to resolve situations as they arise, define Dispatch Discipline, access trip schedules in SVweb using the Future 5398 Report, monitor CTS to locate containers not on the dock and forecast truck load capacity, determine the trailers, trips, and dispatch times used to transport originating mail, and ensure originating and destinating mail are loaded to the correct trailers/trips.

You also reviewed interactions with dock personnel and drivers including their compliance with postal policy and assigning and monitoring dock personnel to ensure tasks are completed on time.

Management of trips and loads to align trips with the right-sized vehicle, performing sweeps, planning resources for dock functionality, managing trailer and yard moves, staging mail, optimal load configurations, changing load order, sealing irregularities, and cross docking mail were also discussed.

You also reviewed procedures for inbound and outbound mail and collection and deposit mail.

Module 7: Daily Tasks

OJT- Day 5:

Objectives:

- Complete Yard Safety and Dock Operations Checklist.

- Take inventory to ensure required tools are available and operational at start of tour.

- Participate in tour turnover meetings to discuss current state, outstanding mail or trailers, and any necessary operational adjustments.

- Check supplier trailers in yard against schedule and direct to correct dock door.

- Check supplier trailers for operational readiness and report any deficiencies.

- Communicate with supervisor for operational needs.

- Escalate issues appropriately.

- Ensure PVDS documentation is filed at end of Tour.

- Return all resources and tools to their proper location at the end of your tour.

Time Allocated for Module:

- 2 hours

Instructional Methods:

- Discussion

- Hands-on practice

Participant Material Used:

- Participant guide

- On-the-Job Training Checklist

All Module 7 content is completed in On-the-Job Training.

Appendix:

SWI: Mail Transportation Equipment Handling

Mail Transport Equipment (MTE) is used to consolidate, store, and transport mail. Various types and sizes of MTE are used to accommodate the wide range of operations within the postal network. The improper loading, securing, or moving of MTE has the potential to create hazards for employees. Employees should always load, close, transport, and unload the MTE containers using the proper methods.

Key Points
• Containers may refer to general purpose mail Containers (GPMC), Eastern Region Mail Containers (ERMC), BMC over-the-road Containers (BMC-OTR), etc.   • Secure all containers that are loaded onto vehicles with 2 straps every 10 ft. to prevent the load from shifting and rolling free. Place OTR-container tow pins in the floor of trucks or vans.   • If a load has toppled against the mesh doors of an ERMC, get assistance when removing the restraining bar. When pressure is placed against the mesh door, the restraining bar can be extremely dangerous because it acts like a spring when released.   • Always hold restraining bars, doors, and shelves with one hand to prevent them from falling when released. and stand to one side.   • When moving an ERMC or GPMC, make sure that the center shelf is in the down position. Check the gate latch and shelf latch before loading or moving a container.   • To control the movement of MTE, containers should be pushed from the swivel-wheel end. Watch constantly for obstructions on both sides of the container.   • Damaged containers are hazardous. All unsafe or unserviceable equipment should be red tagged by tying a PS Form 4707, Out of Order (tag), on the equipment. Red tagged equipment must be removed from service and dispatched without delay to the appropriate repair center.   • Do not remove tags until repairs are completed. Do not allow anyone to place a defective piece of equipment back into service until appropriate repairs are completed.

SWI: Dock Plates and Levelers

Dock Leveler

Dock Leveler

<u>Dock levelers</u>

Dock levelers move up or down to meet the trailer bed, so that the forklift or pallet jack can make a smooth transition into and out of the trailer.

In the normal (unused) position, the leveler should be in the down position.

When a truck arrives and product needs to be unloaded, the lip edge of a leveler is raised until it is higher than the bed of the trailer.

As the leveler rises or is lowered, the lip is extended to bridge the gap between the loading dock and the bed of the trailer.

Levelers must be clear of equipment prior to raising or lowering.

Keep hands and feet away from any dock levelers while in motion.

For electronic levelers, the employee must be sure not to stand on the leveler while it is lowering or being raised.

When loading/unloading of the trailer is completed, return the dock leveler to the stored position.

Dock Plate	<u>Dock Plates</u> General purpose dock plates are ideal for use with rolling MTE, hand truck, and pallet jack traffic. Only use high capacity steel dock plates for powered equipment. When a truck arrives and the product needs to be unloaded, securely place the dock plate between the trailer and the dock to bridge the gap. Avoid pinch points with hands and feet when placing dock plates into position. When loading/unloading of the trailer is completed, return the dock plate to the stored position. Slips, trips, and falls are the most common cause of injuries on docks. Liquids can make any surface unsafe. Floors must be kept dry. Note: Dock plates and levelers can be slippery when wet, so be aware of your footing.
These steel, aluminum, or polyethylene ramps are used to bridge the gap between the truck trailer and the loading dock so that pallet jacks or forklifts may move product in and out of the trailer. Improperly secured dock plates and levelers can cause the forklift and/or loads to overturn.	

SWI: Dock Scissor Lifts

Unless employees are properly trained, do not allow them to use powered lifts.

Important Steps

- Check control cords frequently for broken insulation or frayed wiring.
- Use safety chains to prevent equipment from rolling off the open end of the lift.
- Allow only trained personnel to service a dock or scissors lift.
- Remove or disable the lift's power source during non-business hours to prevent unauthorized use.

Potential Hazards

Falling Hazards:

- Workers who do not observe rules governing behavior on the platform may fall out of it.
- Leaning out or climbing up on the guard rails is the main cause of falling.
- Workers may be thrown out if the lift hits against something while it is moving.
- Faulty or unsecured guard rails may give way, allowing a fall.
- Crushing Hazards:
- Crushing hazards are also present in the lifting mechanism as the scissor mechanism moves.
- Failure Hazards:
- Some part of the lift could fail, leading to an injury. For example, the hydraulics could fail, or a scissor bolt could come undone, causing a fall or worse.

Third Party Hazards:

- Hazards may also be created by third parties who are unaware of the lift's presence. A truck, for example, could run into the lift. A lift could cause injury to other people and property on the ground. For example, tools or other items could fall from the lift, or a person leaning on the lift could get caught as the lift changes heights.

Dos and Don'ts for Safe Operation

General Rules
- Do continually observe the operation of the equipment and if you detect any deficiencies, cease operation of the lift. Report problems or malfunctions to the supervisor as soon as possible. Problems or malfunctions should be repaired before using the platform.
- Do use the guardrail system as per manufacturer's specifications. Do close and secure gates or chains before operating the lift.
- Do secure the lift when unattended.
- Do not place or attach overhanging loads to any part of the machine.
- Do not alter safety devices.

Raising and Lowering

- Do check overhead and use PPE for safety
- Do not overload.
- Do check stability after reaching desired height.
- Do check to see that all is clear below before lowering.
-
- Do check to see that no equipment is entangled up above before lowering.
- Do keep hands and feet away from any dock scissor lift while they are in motion.

Rules for Proper Use

- Do not use the lift in an unauthorized manner.
- Do not sit, stand, or climb on the platform guardrails. Do maintain a firm footing on the platform floor at all times.
  Do not use your lift as a ground for welding.

SWI: Dock Locks

| Verify Trailer is Parked | → | Ensure Power in On Position | → | Green – Enter Red – Do not Enter |

Dock locks are used to prevent forward movement of the truck/trailer, which may create an unsafe void between the dock and the truck/trailer as a forklift travels onto the trailer, or to create an obstruction noticeable (via outside lights) to the truck driver should the driver accidentally try to pull the truck/trailer away while it is being used.

	Important Steps
	1. Verify that the trailer is parked against both dock bumpers. 2. Chock trailer wheels. Issue PS Form 5500, *Contract Route Irregularity Report,* for failure to chock wheels. 3. Ensure that the power switch is in the on position. 4. Engage dock lock. **Lights** **Green Light–**Lock is engaged/enter; viewed from the dock worker's perspective. **Red Light–**Lock is not engaged/do not enter. Note: If the green light does not turn on, the dock lock is not engaged; call maintenance before using. If neither light is working, call maintenance for assistance and identify door as out-of-service. A safe workplace requires all lights to be working properly. DO NOT use dock locks if parts are broken or missing. 5. Once the dock lock is successfully engaged, loading or unloading may begin. 6. Make sure any parked trailer or vehicle has the wheels chocked or that dock locks are in use before any powered industrial truck (PIT) enters the vehicle or trailer. 7. When loading/unloading of the trailer is completed, close the truck door and overhead dock door before disengaging the dock lock.

SWI: Bay Door Safety and Key Control

The use of key control procedures provides an added level of protection from dock door drive-away incidents. In facilities where key control system is in place, the following procedures should be used to maintain the integrity of the system.

	Important Steps
	Key Control 1. Upon arrival, the tractor driver should provide the tractor keys to the designated key control employee. 2. Employee then locks keys in lock box–the only exception being if tractor is not hooked to trailer. 3. Prior to unloading trailer, employees should ensure keys are in designated lock box, driver is present, and green light is on before engaging dock plate and proceeding with driver assisted load/unload. 4. Upon completion of load/unload, employee will disengage dock plate. 5. Driver will close, safety chain, and lock truck/trailer door. 6. Designated key control employee will close overhead door, disengage lock, and release keys to driver. Key Control with Lock Boxes 1. Driver retrieves dock door number fob for the assigned door on the outside hook located below the dock door numbers. 2. Driver reports to designated key control employee with dock door fob in hand. 3. Key control employee opens bay door. 4. Key control employee secures ignition keys and dock door fob. 5. Prior to entering trailer, dock employees should verify security of ignition keys and dock door number fob. 6. Upon completion of load/unload, employee should disengage dock plate. 7. Driver will close, safety chain, and lock truck/trailer door. 8. Following the completion of the load/unload, the key control employee returns ignition keys to the driver and retrieves the dock door number fob from the driver.

SWI: Powered Industrial Equipment

Never Exceed Capacity	Sound Horn for Warning	Travel at Safe Speeds	Wear Safety Belt

Trained forklift and tow motor operators must follow safe operating rules at all times. Operators must always maintain control of their PIT, keep a proper lookout, and operate their PIT at speeds safe for the particular operation and worksite conditions. PIT equipment is used in numerous work settings, primarily to load and unload materials. Forklift overturns are the leading cause of fatalities involving forklifts and they represent about 25% of all forklift-related deaths.

	Key Points
  Forklift	- Forklifts - Powered equipment operators are required to conduct a safety inspection prior to using PIT. - Defective PIT should be put out of service and maintenance notified. - Do not exceed rated capacity. Check unit capacity if attachments are installed. - Always wear the seat belt provided any time a PIT is in motion. - Never disengage, cover up, or bypass any audible or visual warning device. - Sound horn or other warning devices at all cross aisles, exits, elevators, sharp corners, ramps, blind spots, and when approaching pedestrians. - Do not carry riders at any time. - When traveling in congested areas or following other forklifts, maintain a safe distance behind other vehicles. - Carry loads close to the floor with the mast tilted slightly back. - Do not operate unit in high stacking areas without overhead guard in place. - Do not allow industrial lift trucks to be operated with the overhead guard or load backrest removed. - Check bridge or dock plates for proper stability before driving across them. - Always determine that there is adequate clearance before driving under any overhead obstruction. - Travel at safe speeds and on designated routes. Slow down for cross aisles, turns, and congested areas. Avoid loose objects and uneven surfaces.

Tow Motor	• Travel with load facing uphill on inclines and downgrades. • Park with load fully lowered, set brakes, shut off power, remove key, and block wheels if on an incline. • If you cannot see around the load, drive backwards for better visibility. • Watch rear end swing and be careful when handling long, high, or wide loads. • Never permit anyone to stand, walk, or work under the elevated portion of the mast or attachment. • Always remain in the seat when operating a tow truck and do not allow your arms, legs, or any other part of your body to extend beyond the frame/protective cage on the truck during operation. • Tow Motors • Make sure to be in the operator position before operating any controls. • Before using a PIT, check the brakes, steering apparatus, horn, and other components, report defects immediately. • Never disengage, cover up, or bypass any audible or visual warning device. • If applicable, always wear the seat belts provided any time a PIT is in motion. • Never ride with any part of your body protruding from the truck. • If seating is available, sit properly in the seat when operating the tow truck. • Passengers may ride on a PIT only if: (1) transporting passengers has been approved; (2) securely attached seating is provided; and (3) the seating capacity of the unit is not exceeded. • Do not wear headsets or ear inserts or listen to radio, tape, phone, CD, etc. while operating PITs. • Observe traffic patterns. Do not travel faster than a brisk walking pace indoors. Drive in forward and reverse only to maneuver around loads. Look in direction of travel. Do not talk with pedestrians as you drive. Maintain a safe distance from other traffic. Yield to pedestrians. Do not pass a forklift or tug traveling in the same direction. Slow down at intersections, blind spots, for slippery surfaces, and for other dangers. • Sound horn or other warning devices at all cross aisles, exits, elevators, sharp corners, ramps, blind spots, and when approaching pedestrians. • Do not drive up to a worker standing in front of an object.

	• Always maintain a safe distance from the edge of ramps, platforms, or other elevated surfaces. • Slow down to a slow walking pace when driving in crowded areas and where barriers, MTEs or other objects block visibility. Also, slow down to a slow walking pace before driving over a ramp, threshold, bump, or other obstacle that could cause the truck to bounce. • Check bridge or dock plates for proper stability before driving across them. • To avoid sudden jerking, accelerate smoothly. Check MTE to make sure it did not detach and that it stays in the pathway. • Brake smoothly when possible. Slow down before making the stop. Do not use the reverse control as a brake. • Never exceed a brisk walking speed. • Look in the direction of travel and the intended pathway. Anticipate and avoid hazards in the intended travel path. Slow down before reaching blind corners, intersections, or other areas where visibility is reduced. • Before dismounting stop completely, place directional controls in neutral, and apply parking brake. • Use the proper tow bar for the equipment being moved.
	Key Points

Chamfered Intersection
 	
4'-0"
4'-0"
	Make sure that operators towing wheeled equipment follow the safe procedures listed in a. through c. below.
	
	    a. Use only approved tow bars or coupling devices while towing wheeled equipment. Operators are prohibited from using their hands to hold equipment while it is being towed.
	
	    b. Tow no more than three platform trucks, hampers, or containers (whether loaded or empty) at one time. Container types include the general purpose mail container (GPMC), the Eastern Region mail container (ERMC), and the bulk mail center over-the-road container (BMC-OTR).
	
	    c. Attach no more than five containers to a driverless tractor unit.
	
	<u>Towing Wheeled Equipment in 12-Foot Aisle Facilities (for L&DC facilities only)</u>
	
	This section applies only to the following Logistics and Distribution Centers (L&DCs) at the following locations:

Phoenix, Arizona	Northern New Jersey
Jacksonville, Florida	Bethpage, New York
Miami, Florida	Rochester, New York
Orlando, Florida	Philadelphia, Pennsylvania
Springfield, Massachusetts	Pittsburgh, Pennsylvania

Folding Tow Bar	Nashua, New Hampshire	
	A maximum of 7 GPMCs and/or ERMCs may be towed at any given time, provided that the criteria in a. through h. below are met:	

a. All aisles are clearly marked.

b. The aisle width is a minimum of 12 feet to allow two-way traffic to pass; any aisle less than 12 feet wide requires one-way traffic or no passing of container trains.

c. All 90-degree intersections are chamfered by 4 feet at a minimum.

d. All L&DC sites are required to purchase and install electronic speed control (ESC) programmers on all existing PIT vehicles before they allow towing of more than 3 mail containers at a time within the facility. Adjust the ESC setting to approximately 80 percent, not to exceed 5 mph with the Powered Industrial Truck (PIT).

e. All newly purchased PITs must have the ESC devices installed by the manufacturer according to the specifications mentioned in d. above.

f. When towing more than 3 GPMC and/or ERMC containers at one time, the PIT operator must place a folding tow bar between the third and fourth container.

g. When towing a train of 7 containers at one time, the PIT operator must use two folding tow bars. One is placed between the third and fourth container and the other is placed between the fifth and sixth container (in a 3-2-2 pattern).

h. When towing containers, the PIT operator must use the brake levers to prevent jackknifing or loss of containers in the train.

SWI: Drop Shipment Appointment Arrival

The purpose of this standard work flow is to provide visibility of dock arrival times. This system of recording the arrival times provides valuable information to the industry and USPS regarding appointment schedules and Drop Shipment time. The SVmobile Appointment data is intended to record actual Drop Shipment yard arrival time, which is seperate from the trailer unload scan and acceptance process.

	Important Steps	Key Points	Reasons for Key Points
Shipment Arrival			
	1. Drop Shipment driver checks in at Drop Shipment / Expediter desk	• Verify Drop Shipment entry location	• Confirm driver is at the correct location
Appointment Summary Appointment U000009513	2. Driver must provide USPS with proper Appointment Number	• Check mail class • If the driver does not have the proper appointment number, and it is operationally feasible to accept the mailing; it can be accepted using a valid FAST Scheduler ID	• Determines placement in queue/line for unloading
Appointment is recorded on SV Scanner			
	3. The USPS Expediter records information on the SV Scanner Drop Shipment Appointment Log	• Record arrival time	• Provides visibility and valuable information to the industry and USPS regarding appointment schedules and Drop Shipment times
	4. USPS advises driver of status position in queue or provides a door assignment to a designated Drop Shipment dock door	• Sites must have designated dock doors specifically for Drop Shipments	• Designated Drop Shipment dock doors will ensure the availability of dock doors for Drop Shipments and aid in timely unloading of trailers

PS Form 1767, Report of Hazardous Condition

	UNITED STATES POSTAL SERVICE ®	Report of Hazard, Unsafe Condition or Practice	SAVE ME	Hazard Control Number (Assigned by Safety Officer)

I. EMPLOYEE'S ACTION

Area (Specify Work Location)

Describe hazard, unsafe condition or practice. Recommended corrective action.

Employee	Print and Sign	Date and Tour

II. SUPERVISOR'S ACTION

Recommend or describe action taken to eliminate the hazard, unsafe condition or practice. (If corrective action has been taken, indicate the date of abatement.)

Supervisor	Print and Sign	Date

III. APPROVING OFFICIAL'S ACTION (Check One and Complete)

The following corrective action was taken to eliminate the hazard, unsafe condition or practice (indicate date of abatement):

A work order has been submitted to the manager, plant maintenance to effect the following change:

There are no reasonable grounds to determine such a hazard exists. This decision is based upon:

Approving Official	Print and Sign	Date	Date Employee Notified

IV. MAINTENANCE ACTION (Complete if Necessary)

Maintenance Supervisor	Print and Sign	Date	Date Hazard Abated

PS Form **1767**, March 2017   PSN 7530-01-000-9422

WHITE – Local Safety Office (After Abatement)   PINK – Local Safety Official (Initial Notice)
YELLOW – Approving Official   BLUE – Employee

Commercial Driver Arrival Procedures

PROCESSING AND LOGISTICS OPERATIONS
HEADQUARTERS
UNITED STATES POSTAL SERVICE
Transportation Operations Management Order

SUBJECT: Commercial Driver Arrival Procedure

DATE: March 2, 2021

NO: TOMO-006-17

TO: Logistic Division Directors, TANS Managers, and Network Specialists

Policy Tracking Number: TLO-003-01292021

This Logistics Operations Management Order (TOMO) provides the instructions for communicating the Commercial Driver Arrival Procedure to USPS employees and commercial drivers. The content of this TOMO is intended to provide guidance to the field on the specific guidelines and distribution plan associated with this process. This TOMO's order is effective immediately.

To better communicate the proper Commercial Driver Arrival Procedure, all Plants are required to post the attached SWI onto the entry and exit doors where commercial drivers enter and exit the dock, post at the Expeditors desk, and post at any other spot you believe will help generate engagement and compliance with the procedure. The Expeditors and Supervisors must keep copies on hand to physically hand to any driver(s) that do not follow the process to check-in when they arrive at the facility. Likewise, expeditors must utilize the SVmobile Appointment Check-In process when a driver first arrives to document the actual arrival time. Accurate visibility is imperative to providing excellent service to all stakeholders.

Note: Any USPS party affiliated with FAST Appointments, must have completed the required PVDS training; "Plant Verified Drop Shipments (PVDS) – Destination Site User and EAS Training".

FAST Appointments must be unloaded within the following time frames to specific assigned Dock Doors:

Appointment Type	Unload Time for DSCF or DADC Mailings	Unload Time for DNDC Mailings
Speedline	1 hour	1.5 hours
Palletized	2 hours	3 hours
Bedload	8 hours	8 hours
Drop-and-Pick	N/A	8 or 12 hours (based on critical entry time)

Please direct any questions specific to this process to Alessandra Hammock, HQ Logistics Operations (214) 819-8852, Alessandra.Hammock@usps.gov.

TANS Managers must certify that they understand the requirements of this TOMO and provide acknowledgement that this document has been shared with all dock / transportation employees in their facility. *Certification to be completed by 3/9/2021 by utilizing the link depicted below.*

Certification Link

X _____
E-SIGNED by Brent.A Raney
on 2021-03-05 13:55:28 CST

Brent Raney
Sr Director Surface Transportation

Attachment: Drop Shipment Appointment Arrival Standard Workflow or the Mailing Industry.pdf

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Types of Tags

CAIR D&R Tag

MQW F **CY09** BR **02**

Actual Mail Handling Code

Weight of the Mail Piece

2nd Leg

Origin Ramp/Origin Airstop/1st Leg

Airline Code
AA – American
AS – Alaska Airlines
DL – Delta Airlines
HA- Hawaiian Airlines
SY – Sun Country
UA – United Airlines

This barcode information includes the weight, and, when scanned, is the basis for payment to Air Network Supplier/Operations

Flight #/Trip#

Final Destinating Airstop

Mail Class

This cross section of barcode information includes the zip code and BIN number, but not the weight.

BIN Number (maintained in the Outbound Sort Table in S-AMS)

Destination ZIP CODE

UPS D&R Tag

CBJ P **KCB0** CA **11**

Actual Mail Handling Code

Weight of the Mail Piece

Origin Ramp/Origin Airstop

Airline Code
UPS

This barcode information includes the weight, and, when scanned, is the basis for payment to Air Network Supplier/Operations

Flight #/Trip# (This is not the location where mail is tendered)

Final Destinating Airstop

Mail Class

This cross section of barcode information includes the zip code and BIN number, but not the weight.

BIN Number (maintained in the Outbound Sort Table in S-AMS)

Destination ZIP CODE

FedEx D&R Tag

Label	Description
3VEEBC1CBC01	
Actual Mail Handling Code	
Weight of the Mail Piece	
Origin Ramp/Origin Airstop	
Airline Code - FedEx	
Mail Class	
This cross section of barcode information includes the zip code and BIN number, but not the weight.	

- This barcode information includes the weight, and, when scanned, is the basis for payment to Air Network Supplier/Operations
- Parent AirStop
- **URSA Routing**
  - 3 Main URSA Code
  - S – Memphis Hub
  - C – Oakland Hub
  - T – Indy Hub
- **Destinating Airstop** ("CHILD AIRSTOP")
- BIN Number (maintained in the Outbound Sort Table in S-AMS)
- Destination ZIP CODE

SAN -> FX   SE   BOS

FOX
E
25
018

Surface D&R Tag

FBYFCY09BC06

Label	Description
Actual Mail Handling Code	
Weight of the Mail Piece	
2nd Leg	
Origin NASScode/1st Leg	
Final Destinating Nasscode	
Mail Class	
This cross section of barcode information includes the zip code and BIN number, but not the weight.	
BIN Number (maintained in the Outbound Sort Table in S-AMS)	
Destination ZIP CODE	

91H -> 917L6011
920 -> 917149

870
F
00
87000

- This barcode information includes the weight, and, when scanned, is the basis for payment to Air Network Supplier/Operations

Route #/Trip #

(maximum 8 alphanumeric, always takes the full trip number and the rest will be the route number – see samples below)

917L0	6011	(917L6011)
91714	9	(917149)
913L9	6013	(913L6013)
92011	203	(92011203)
80213	3002	(80213002)
980GE	227	(980GE227)

- Actual Route
- Actual trip
- Route and trip display on D & R Tag

General Expeditor

FUNCTIONAL PURPOSE:

Arranges for the proper transfer for mail which may require the knowledge of incoming and/or outgoing schemes, transportation schedules, and receipt and dispatch information in performing mail distribution between highway contract routes, mail messengers and truck routes, and other mail units; and the separating, loading, and unloading of railway storage cars, flexi-vans and piggy-back trailers, by contractors and postal employees to ensure proper and expeditious handling.

DUTIES AND RESPONSIBILITIES:

1. Expedites the distribution and dispatch of all mails processed in the assigned work areas.

2. Coordinates the dispatch of mail from cases, registry section, and/or other areas by giving timely notice of regular and emergency dispatches to ensure expeditious handling of mail. Coordinates the movement of mails from the platform (or related receipt point) to processing areas or from cases to pouches, and pouches to dispatch points or platform.

3. Recommends changes in pouch and sack racks, pouch authorization, and work assignments as changes in distribution and dispatch schedules dictate.

4. Assists supervisor in carrying out special assignments, such as, mail volume counts, information for surveys, observing handling of selected mail matter, and other similar duties. May maintain records of mail volumes, work hours, and other record keeping; assists with on-the-job training.

5. Ensures proper labeling, timely closing, routing and dispatch of all pouches and sacks within the assigned work area; arranges for equipment.

6. Keeps informed on contract provisions for routes serving the facility such as, loading agreements, correct sized vehicles, proper protection of the mail and other special conditions. Periodically inspects contract vehicles and reports deficiencies or irregularities to supervisor.

7. Keeps informed of all scheduled arrivals and departures at the duty station and has knowledge of the most expeditious dispatches to ensure an alternative rerouting of preferential mails due to unusual circumstances; determines whether mail should be held for alternate connections.

8. Examines outgoing and incoming vehicles to determine degree of utilization and adherence to highway safety regulations and reports irregularities to supervisor.

9. Recommends arrangements for extra trips of service when necessitated by volume or unusual circumstances.

10. Oversees the loading and unloading of storage cars, flexi- vans, piggy-back trailers, or other mail containers intended for transportation by rail when such activities are performed at the facility.

11. Maintains close contact with supervisor in the distribution and vehicle service units to assure close coordination of all mail handling operations.

12. Performs manual distribution of all classes of mail.

13. Performs other job related tasks in support of primary duties.

PVDS Job Aid

Yard Safety and Dock Operations Checklist

Yard Safety and Dock Operations Checklist	
DISTRICT:	
PLANT/HUB:	
DATE AND TIME OF OBSERVATION:	
OBSERVER NAME:	
Pedestrians	**Answer/Comment**
1 Are all pedestrians observed wearing reflective safety vests while in truck yard?	
2 Are all pedestrians using flashlights at night while in the yard?	
3 Are pedestrians using designated walkways while in the yard?	
4 Is pedestrian foot traffic kept to a minimum in the truck yard?	
Drivers	
5 Are drivers observed obeying all posted yard signs? Maximum yard speed limit is 10 mph; immediate dock area (within 150 feet) is 5 mph?	
6 Are drivers yielding to pedestrians?	
7 Are drivers observed wearing reflective safety vests while in truck yard?	
8 Are all drivers blowing horn prior to backing?	
9 If the facility has a dock/door light system, are drivers observed verifying the green light is on before placing the trailer. If the lights are not functioning, are drivers contacting the expeditor/platform supervisor?	
10 Upon arrival at the dock, are drivers engaging brakes and chocking the wheels when a trailer is in the dock?	
11 If the chock block is missing, do driver's notify the expeditor/platform personnel?	
12 Are tractors or trucks turned off while at a bay (no idling)?	
13 For trailer drops, are drivers lowering the legs and pulling from under the trailer before reporting to the inbound expeditor/dock clerk?	
14 Are drivers reporting to the inbound expeditor/dock clerk before the trailer door is opened?	

	If a trailer requires relocating to a dock door for loading, does the driver back the vehicle to the door or platform space, set the brake, shut off the engine, and affix chock block(s)?	
15	Prior to removing chock block(s) are drivers inspecting the back of trailer to ensure the trailer door is locked, sealed and secure?	
16	Are drivers observed wearing seatbelts while seated in the vehicle?	
17	In the case of swinging or "barn" type doors, are drivers stopping the trailer away from the dock, setting the brakes, turning off the engine, and exiting	
Expeditor/Platform Personnel		
18	Are expeditor/platform personnel returning to the dock and observing the trailer being placed?	
19	Are expeditor/ platform personnel removing the lock and/or seal, opening the doors and securing each door to the outside trailer wall using the vehicle's door fasteners?	
20	Do Postal Service personnel inspect the vehicle for damage and/or unsafe condition, determine roadworthiness, inspect the E-track, and ensure a proper number of securing devices (minimum 2 straps for every 10 feet) are on board?	

Critical Fields Job Aid

CRITICAL fields on PS Form 8125:

CRITICAL FIELD = required field on PS Form 8125

If any of these 8 critical fields are MISSING or ALTERED, follow the resolution steps in the PVDS Process Guide. If an irregularity with one or more of these fields cannot be resolved, contact a supervisor to escalate the issue.

REMEMBER: Missing or altered information in NON-CRITICAL fields does not warrant load refusal.

PS Form 8125 Critical Field with Irregularity	How do I resolve if the information is missing?	How do I resolve if the information is altered?
① Entry Office	1) Driver contacts dispatch office with two options: a) Take load to correct destination b) Contact origin office to resolve/adjust postage 2) Origin office must advise to accept the mailing 3) Supervisor must refuse load if issue cannot be resolved	1) Destination supervisor contacts origin office to fax legible copy with the correct information 2) Supervisor must refuse load if alteration cannot be resolved
② Class of Mail	1) Driver contacts dispatch office to fax legible copy with the missing information 2) Destination supervisor contacts origin office to fax copy with completed fields 3) Supervisor must refuse load if issue cannot be resolved	
③ Mail Processing Category		
④ Number of Pallets		
⑤ Entry Discounts Claimed	1) Destination supervisor contacts origin office to fax legible copy with the missing information 2) Supervisor must refuse load if issue cannot be resolved	
⑥ Origin Post Office		
⑦ Signature of Verifying Employee		
⑧ Round Stamp		NOTE: PS Form 8125 CD and CP do not have the Origin Post Office section; they will have an approved printed legend.

United States Postal Service
Plant-Verified Drop Shipment (PVDS)
Verification and Clearance

PS Form 8125

Irregularity Options

IMB — Piece

Category	Sub-category	Detail
Piece	Label	Missing Label
		Incomplete
		Lables Sticking Together
		Placement
		Other (required comments)
	Barcode	Non Readable / Scan Problem
		Non Visible Barcode (window envelope)
		Incorrect Barcode
		Placement
		Other (required comments)
	Format	Improper Permit Indicia
		Improper BRM Format
		Improper/Illegible Meter
		Required Endorsement Missing
		Other (required comments)
	Addressing	No ZIP Code
		Incorrect ZIP Code
		Other (required comments)
	Incorrect Line of Travel	
	Incorrect Walk Sequence (CRRT)	
	Mailpiece Design	Construction/Integrity - Sealing
		Perforation, Stock Weight
		Window
		Other (required comments)
	Parcel	Improper Fit of Carton
		Leakage
		Overweight
		Hazmat (removed from mailstream)
		Other (required comments)
	Wrapping	Polywrap Not Sufficient Strength
		Paperstock Not Sufficient Strength
		Not Sealed
		Improper Fit of Wrapper
		Other (required comments)
	Postage	Insufficient Postage
		Surcharge Not Paid
		Ineligible For Rate Paid
	Other Piece Issue	

Bundle

Category	Detail
Label Error	Destination
	Content
	Missing Label
	Other (required comments)
Barcode Scan Problem	
Presort/Make-up Error	
Read Problems	Address/OEL Blocked by strapping
	Address/OEL Blocked by shrink wrap
Stapping/Banding Missing	
Shrinkwrap	Ripped
	Insufficient Amount
	Insufficient Strength
	Broken at Seam
	Loose Fitting
	Other (required comments)
Plastic Strap	Slipped Off
	Broken
	Insufficient Amount
	Other (required comments)
Rubber Bands	Slipped Off
	Broken
	Insufficient Amount
	Other (required comments)
String	Slipped Off/Poorly Tied
	Broken
	Insufficient Amount
	Other (required comments)
Size Issue	Exceeds Maximum (DMM)
	Below Minimum (DMM)
	Other (required comments)
Overweight Bundle	
Other Bundle Issue	

99M

Category	Detail
Label Error	Destination
	Content
	Missing Label
	Other (required comments)
Barcode Scan Problem	
Presort/Make-up Error	
Improperly Shrink Wrapped	
Improperly Banded	
No Top Cap	
Oversized	
Overweight	
Other Pallet Issue	

IMTI

Category	Sub-category	Detail
Sack	Label Error	Destination
		Content
		Missing Label
		Other (required comments)
	Barcode Scan Problem	
	Presort/Make-up Error	
	Incorrect Sack Type	
	Contains Loose Mail	
	Overweight	
	Other Sake Issue	
Tray	Label Error	Destination
		Content
		Missing Label
		Other (required comments)
	Barcode Scan Problem	
	Presort/Make-up Error	
	Incorrect Tray Type	
	Contains Loose Mail	
	Overweight	
	Other Sake Issue	

Trailer Inventory – Example

PLANT		DE P&DC		SIGNATUR		*Michael Hannah*		
DATE		9/13/2021		TOUR		3		
TRAILER LOCATION	TRAILER NUMBER	OWNER	MAIL CLASS	CONTENTS	% Load	COMMENTS		DATE STAGED ON
			MWH			MWH		MWH
40	lpvs197m02	mvs		empty	0%			
41	lpvs197m07	mvs		empty	0%			
43	197nji	emt		empty	0%			
North Yard	604708	emt		empty	0%			
North Yard	604730	emt		empty	0%			
North Yard	604710	emt		empty	0%			
North Yard	728608	mvs		empty	0%			
North Yard	604716	emt		empty	0%			
North Yard	604703	emt		empty	0%			
North Yard	19748m0002	mvs		empty	0%			

Configuring Mixed Loads Standard Work Instruction

	Important Steps	Key Points	Reasons for Key Points
	1. Configuring different types of containers for a secure load.	Identify containers to be loaded on truck.	By being aware of the type and number of pieces of equipment you can configure the load to be solid and secure.
	2. Securing and strapping tall and/or stacked pallets	Use rolling stock to help secure load by providing a solid base to strap on and to hold pallets in place. Pay attention to height and solidity of pallets to determine which type of rolling stock to use.	Strapping directly on pallets will make for an unstable load causing the load to spill, break apart and cause damage.
	3. There is a way to combine different types of containers with an OTR (Over the Road container) for a secure load.	Two hampers or two GPMCs (or a combination of the two) can be loaded sideways, one in front of the other, to accommodate one OTR loaded straight in.	The load will then have the correct dimensions to be securely strapped without any gaps.

Configuring Mixed Loads Standard Work Instruction Continued

	Important Steps	Key Points	Reasons for Key Points
	4. There is a way to combine different types of containers with a wire container for a secure load.	A wire container and a pallet have the same size footprint and can be combined. A wire container can be turned sideways and loaded with either a GPMC or hamper loaded straight in next to it.	The load will then have the correct dimensions to be securely strapped without any gaps.
	5. Do not combine equipment that cannot be physically supported.	Do not load top heavy equipment next to equipment that cannot support the weight distribution.	Following this guideline stops the potential for damage, harm and injury.
	6. Securely strap load every 10 feet	The straps must be placed one foot back to properly restrain the load. Straps must be tight and secure against the load to properly restrain the containers.	Ensuring containers are snug ensures load is safely secured once restraining straps are in place. Securing containers properly is critical to public safety and protection of the mail.

Pallet Jack Standard Work Instruction

Important Steps	Key Points	Reasons for Key Points
1. Always inspect for leaking hydraulic fluid, frayed lines, and freely turning wheels before use. Tag with a PS Form 4707 and do not use if any defects are found. 2. Never exceed the advised weight capacity. 3. Make sure the lift arms are centered beneath the pallet or wiretainer before lifting. Lift the load slowly and make sure it is balanced and stable. 4. Limit speed to a walking pace. Pedestrians have the right of way. Stop at stop markings and signs. 5. Don't wear audio headsets. Warn workers when approaching from behind. 6. Make sure the pallet arms are raised enough to clear bumps in uneven floors. 7. Whenever possible, push the load 8. Stop and start gradually. Don't use reverse to stop movement. 9. Ensure the offloading area is clear and free of debris. 10. Lower the load slowly to keep it stable.	Make sure access to aisles, stairways, and fire equipment isn't blocked during use. Return the jack to its proper storage location upon completion of task. Before leaving the pallet jack, lower the forks fully and ensure it is stable.	Need aisles clear in the event of fire or equipment malfunction. Could cause jack to tip over and lose load; injuries or damage could occur. Tripping hazard. Pedestrians may be inattentive; need to go slow.

Example Yard Inventory

PLANT		DE P&DC	SIGNATUR			*Michael Hannah*		
DATE		9/13/2021	TOUR			3		
TRAILER LOCATION	**TRAILER NUMBER**	**OWNER**	**MAIL CLASS**	**CONTENTS**	**% Load**	**COMMENTS**		**DATE STAGED ON**
			MWH			MWH		MWH
40	lpvs197m02	mvs		empty	0%			
41	lpvs197m07	mvs		empty	0%			
43	197nji	emt		empty	0%			
North Yard	604708	emt		empty	0%			
North Yard	604730	emt		empty	0%			
North Yard	604710	emt		empty	0%			
North Yard	728608	mvs		empty	0%			
North Yard	604716	emt		empty	0%			
North Yard	604703	emt		empty	0%			
North Yard	19748m0002	mvs		empty	0%			

UNITED STATES POSTAL SERVICE

National Expeditor Basics

On-the-Job Training Guide

May 2022

National Training

UNITED STATES
POSTAL SERVICE

Expeditor Basics

On-the-Job Training Guide

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Use of Training Materials

These training course materials are intended to be used for training purposes only. They have been prepared in conformance with existing USPS policies and standards and do not represent the establishment of new regulations or policies.

A Commitment to Diversity

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce. Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences, and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation, and in formal meetings, employees and facilitators are asked to encourage an open learning environment that is supportive of everyone.

Course materials and lectures, classroom debates, and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment, and harassment on any prohibited basis. Instructors and class participants are expected to support this commitment.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles, please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity, and growth and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers, and suppliers and to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.

Table of Contents

On-the-Job Training Guide

Preface

National Expeditor Basics Training is the result of collaboration between many stakeholders, including American Postal Workers Union (APWU), Safety, Labor Relations, Surface and Air Logistics, and Transportation and Networks.

Total course length is 43 hours. Three hours of Prerequisites are required, including: Moving the Mail Product Lines, Dispatch Discipline, Mail Transport Equipment Labeler (MTEL), Surface Visibility (SV), and Container Tracking system (CTS).

The instructor-based program provides 22 hours of classroom instruction and 18 hours of On-the-Job training in Dock and Yard Safety, mailflow, classes of mail, distribution priorities, Surface Visibility, Mail Transport Equipment Labeler (MTEL), platform operations, Container Tracking System (CTS), inbound and outbound trips, Plant Verified Dropped Shipment (PVDS), and daily tasks.

On-the-Job training includes procedures demonstration, directed practice, and coaching. The design of this course is to provide newly hired Expeditors with the basic skills and knowledge necessary to perform their duties.

Module 1: Introduction to On-the-Job Training

Instructional Methods:

- Demonstration
- Observation
- Coaching

Introduction to On-the-Job Training

The goal of the National Expeditor Basics course is to provide a national, standardized, and structured training for expeditors. Topics include safety, surface visibility, scanning, MTEL, placards, labeling, managing processes and forms for HCR suppliers and drivers, platform operations, registry/security, mailflow, dispatch discipline, Continuous Mail Process, and mailflow problem solving.

Program duration: five days, eight hours a day, with two 15-minute breaks and a 30-minute lunch daily.

The format for this course is a blend of online pre-requisites, instructor-led classroom training (ILT), and on-the-job training (OJT) practicing in a processing facility, primarily on the dock. Level 2 assessment consists of on-the-job demonstrations of key course procedures. Participants repeat the activity until they are able to demonstrate proficiency.

The Instructor Led course and On-the-Job Training uses instructional methodologies, such as discussions, demonstrations, and real-life experiences. Training elements will be presented in the classroom and on the dock to provide hands-on practice.

The advantage of on-the-job training following the instructor-led portion of training is to facilitate transference of learning from classroom to the work unit. As an On-the-Job Instructor, you play an important role in this training. Your willingness to share information, demonstrate how to perform tasks, and answer questions is essential to the success of the training process.

On-the-Job Instructor Expectations

As an On-the-Job Instructor, you should show a caring attitude and encourage learners to ask questions and to share experiences and information. This creates an environment of trust in which learners are more likely to learn and apply the information. Your goal is to help learners understand the tasks and apply them to the job. Allow the learner to provide feedback and share what they see as obstacles in completing a task. Use this feedback to determine if further instruction is needed.

Remember, OJT is critical to the success of this training program. The On-the-Job Instructor is also the copresenter for the Instructor Led Training. This ensures reinforcement of the same general messages as the classroom training. Copresenters are urged to take an active part in the ILT sessions.

Use this On-the-Job Training Guide to provide learners with the appropriate on-the-job training, and to closely monitor the complete on-the-job training process. Adapt your training techniques to meet the needs of the learners. For instance, some learners will be able to perform the tasks with very little assistance and others may need much more practice and guidance.

Personal safety is paramount. As an expeditor, put safety first. Be aware of your surroundings to ensure your safety and the safety of your coworkers.

You will:

- Follow scripts and discussions within this guide

- Show learners how to perform a task using the Standard Work Instructions found in the Appendix

- Observe learners performing the task

- Complete the task checklist for each item or activity

- Use this process for each of the on-the-job task of a new Expeditor

- Complete OJT Certification of completion and submit to the district Senior Field Employee Development Specialist

On-the-Job Instructor Selection and Certification

On-the-Job Instructors should have a minimum of 2-years' experience as an expeditor.

Prior to serving as an OJI, candidates must complete certification:

- On-the-Job Instructor (OTJI)- Offered as Instructor Led and Virtual

  This 5-hour course provides prospective On-the-Job instructors with the necessary tools and techniques to successfully deliver on-the-job training required for the specific functional area. In order to maintain the employee's ability to serve as an OJI, this course must be completed every three years.

Module 2: Roles and Responsibilities

Instructional Methods:

- Demonstration

- Observation

- Coaching

Materials Required:

- Expeditor Basics Facilitator Guide

- Expeditor Basics Participant Guide

Roles and Responsibilities

All administrators and instructors should review Expeditor On-the-Job Training Guide, Expeditor Basics Facilitator Guide, and Expeditor Basics Participant Guide to become familiar with the materials.

Duties of Facility Manager and/or Senior Field Employee Development Specialist

Have the learner report to the On-the-Job Instructor (OJI) and explain that the OJI will conduct on-the-job training. The Facility Manager and/or the Senior Field Employee Development Specialist will:

- Obtain multiple copies of Facilitator and Participant Guides

- Ensure the expeditor facilitating OJT has a relief person in their role as expeditor so that they are free to teach the course

- Arrange for new expeditors' shift to be covered

- Ensure that new OJIs have ample time to review materials to become familiar with the course expectations. New OJI should be allowed a minimum of 4 hours.

Duties of the On-the-Job Instructor

The On-the-Job Instructor is also cofacilitator of the Instructor Led Training. Each day, the On-the-Job Instructor will assist facilitation of the course by:

- Assisting with group activities and discussions

- Adding personal knowledge of subjects

- Noticing possible need for further clarification of content during the OJT

The On-the-Job Instructor will lead or instruct participants to the dock location on the first day prior to release for lunch. OJT instruction will take place in the afternoon each day after the lunch break.

During the OJT, the On-the-Job Instructor will:

- Follow the On-the-Job Training Guide and complete discussions, demonstrations, and observations as outlined

- Sign-off on the OJT checklist in each section of this guide as participants complete each task

- Participants may indicate items for which they would like supplementary coaching in the additional assistance column

- Provide additional instruction or demonstration for participants who are unable to attain completion on individual tasks or if additional assistance in notated on the skills task list

As the On-the-Job Instructor, you introduce new expeditors to the daily duties and responsibilities of their position. For some OJT tasks, there are specific directions or Standard Work Instructions (SWI) for demonstration of each skill. This is necessary to ensure that all participants receive comparable training nationally.

Other tasks require you to describe the task, provide instruction on each step of the task, or have the new expeditor observe as you complete the task. These tasks do not have specific course scripts.

Once demonstrated, allow the participant to perform the same task with coaching as needed. While observing the participant performing tasks, encourage questions to obtain feedback and verify the participant's understanding of the task. Repeat this process as needed throughout the entire On-the-Job training. Complete the OJT Task Checklist with each participant during each day of OJT.

Upon completion of On-the-Job training, file the completed OJT Task Checklist with the participant's PS Form 2548, *Individual Training Record-Supplemental Sheet*.

Complete the OJT Certification page and submit to the district Senior Field Employee Development Specialist.

Module 3: On-the-Job Training (OJT) Tasks

Time Allocated:

- 24 hours

Instructional Methods:

- Demonstration

- Practice

- Observation

- Coaching

Materials Required:

- Expeditor Basics Facilitator Guide

- Expeditor Basics Participant Guide

Setting the Stage for OJT

This course was developed so that expeditors experience some content in the classroom and other content on the dock. Because of this, any content or discussions in the OJT guide should be presented as developed. This will ensure that participants have been presented all of the material necessary for success. Some OJT experiences will be reinforcement of classroom presentation and for practical experience. Explain that you will demonstrate tasks and observe them in performing expeditor duties. Provide appropriate coaching, feedback, and positive reinforcement.

Safety

Provide the following materials for this section:

- One PS Form 1767, *Report of Hazard, Unsafe Condition or Practice*, per participant
- Safety talks. Use Safety Talks in the Appendix on pages A-3 to A-6
- Red Tag Equipment examples on the dock for discussion
- Trailer Inventory Sheets. Example on Appendix page A-15

Safety - Personal Protective Equipment (PPE)

For this section, you will demonstrate basic safety PPE for the Dock and Yard. Ensure all participants are equipped with necessary PPE for the dock and yard. Do not proceed until each day participant is properly equipped.

It is critical that you wear the correct protective equipment to ensure your safety. The Dock and Yard are both busy work environments.

During the demonstration, you will explain the importance of PPE.

Specifically mention:

- Appropriate shoes
- Reflector Vests
- Flashlights
- Optional PPE for weather (Cleats, rain gear, gloves)

Basic Equipment - Safety Procedures

For this section, you will review the Safety Work Instructions (SWIs) found in the appendix and demonstrate basic safety procedures for equipment used on the workroom floor.

- Ask: What results from improperly placed dock plates and levelers?

- Ask: What are common safety issues with scissor lifts?

- Ask: What results from improperly used door locks?

- Ask: How do you identify pallet jacks improperly used?

Your demonstration will include the following elements:

- Chocks: Place and remove chocks

- Dock Plates and Levelers: Observe participants correctly placing dock plates and levelers

- Dock Scissor Lifts: Use SWI in the Appendix on pages 7-9

- Dock Locks: Use SWI in the Appendix on pages 10-13

- Mail Transport Equipment (MTE): Review equipment used for dock operations at your location. Equipment will vary at each site

- Pallet Jacks: Use SWI in the Appendix on page 14

Red Light/Green Light System

Signals, such as red/green traffic lights, are commonly used at loading bays to indicate when it is safe (green) or not safe (red) to move a vehicle. This helps to reduce drive-aways. A drive-away is when a vehicle or trailer is moved away from the loading bay before the loading/unloading operation is complete. The vehicle loader, machinery, or goods can fall from the vehicle, posing a danger to the loader or anyone working in the vicinity.

During your demonstration and observation, utilize the red light/green light system to control dock traffic, if available and demonstrate how to use it properly.

- Demonstrate how the lights work

- Describe how the System provide safety for workers

- Refer to the SWI in the Yard and Safety Guide

- Explain what to do if the system is not working

Key Control

Follow local key control procedures, if locally implemented. Review the directions for key control with and without lock boxes. There are two different types of key control - with and without lock boxes.

With lock box:

- Upon arrival, the tractor driver provides the tractor keys to the designated key control employee.

- Employee then locks keys in lock box – the only exception being if the tractor is not hooked to the trailer.

- Prior to unloading the trailer, employees should ensure keys are in the designated lock box, driver is present, and the green light is on before engaging dock plate and proceeding with driver assisted load/unload.

- Upon completion of load/unload, the employee disengages the dock plate.

- Driver closes, safety chains, and locks truck/trailer door.

- Designated key control employee closes overhead door, disengages lock, and releases keys to the driver.

Without lock box:

- Driver retrieves dock door number fob for the assigned door on the outside hook located below the dock door numbers.

- Driver reports to designated key control employee with dock door fob in hand.

- Key control employee opens bay door.

- Key control employee secures ignition keys and dock door fob.

- Prior to entering trailer, dock employees verify security of ignition keys and dock door number fob.

- Upon completion of load/unload, employee should disengage dock plate.

- Driver closes, safety chains, and locks truck/trailer door.

- Following the completion of the load/unload, the key control employee returns ignition keys to driver and retrieves dock door number fob from the driver.

Trailer Inventory and Wheel Chock Inspections

Perform trailer inventory and wheel chock inspections. Review the trailer inventory, Appendix page A-15.

- Demonstrate a trailer inventory (A-15) and wheel chock inspection
- Participants then complete the trailer inventory and wheel chock inspections

Dock Plates

Ensure dock plates are out of the trailer and engaged correctly.

- Demonstrate how to engage dock plates correctly
- Observe participants engage dock plates

Vehicle Check

Always check to ensure that vehicles are not left running during loading. Explain the safety of ensuring that drivers do not leave trucks running.

- Check vehicle(s) to ensure that drivers do not leave trucks running. Refer to the Vehicle Safety Checklist in the Appendix on Page A-18

Opening Trailer Doors

Safely Opening Swing Doors

Since drivers and unloaders cannot see the condition of cargo before opening doors, basic steps can be taken to safely open the truck's trailer doors. Use the SWI on Appendix page A-19.

Demonstrate how to safely open trailer swing doors.

- Observe each participant to correctly open swing doors

Tips

- Wear proper work gloves that protect you from rough surfaces and minor cuts
- Always walk the door with your body outside the swing path
- Ensure no one is in the range of motion when opening the door
- Do not attempt to catch cargo falling from the trailer
- Always ask if you need assistance

Safely open roll-up door.

- Roll-up doors have the potential for a different set of problems than swinging doors. This type of door is most often used with our trucks. Use the SWI on Appendix page A-20

- Demonstrate how to correctly open roll-up doors

- Observe each participant correctly opening roll-up doors

Tips

- Push against the door before opening to detect load shifting

- Do not strain to lift a door that cannot be raised

- Ask a supervisor or co-worker for assistance

- Do not use power industrial trucks (forklift\pallet jack) to open trailer doors

- Move as close as possible to the latch and the door strap before pulling it

- Keep back as straight as possible and use your legs and arms rather than your back to pull

- Lift like an elevator rather than a crane

Securing Container Loads

Determine if container loads are securely restrained by shoring bars or straps in the proper positions. Take participants into several trucks to determine if container loads are securely restrained by shoring bars or straps in the proper positions. Use SWI in the Appendix on pages 21-22 and follow Label 62 instructions. Demonstrate how to determine where and how a load should be secured

- Call attention to Label 62 in PVS and HCR trailers and if the Label 62 is not on the inside wall, tell them that PS Form 5500 would need to be issued

- Observe each participant determining where and how a load should be secured

Participate/Perform Safety Talks

In this section you will demonstrate how to participate in or perform safety stand-up talks.

- Demonstrate how to perform a Safety Talk

- Provide participants with different safety talks and observe them performing a Safety Talk. Use Safety Talks in the Appendix pages A-3 to A-6

Participate/Perform Safety Walk

As you perform a safety walk, describe any safety violations that you see. Ask participants what they would do for each identified safety violation.

- Demonstrate how to perform a safety walk and identify safety violations.

- Observe participants perform a safety walk and identify safety violations.

PS Form 1767, *Report of Hazard, Unsafe Condition or Practice*

Describe a safety violation that would require the completion of PS Form 1767. You may also use any safety identified violations during the safety walk to complete the form.

- Demonstrate how to complete PS Form 1767, *Report of Hazard, Unsafe Condition or Practice*

- Distribute PS Form 1767, *Report of Hazard, Unsafe Condition or Practice,* to each participant, and have them complete it and return for review

Out of Order (Red Tag)

Defective equipment must be identified and removed from the work area. Make sure to utilize PS Form 4707, *Out of Order*, (Red tag) to identify and remove defective equipment from the work area. Do not use tagged equipment until it has been properly repaired.

Demonstrate how to use PS Form 4707, *Out of Order*, (Red tag) to identify and remove defective equipment from the work area. Take participants to the Red Tag area and review Red Tag procedures.

Red Tag Procedures:

1. Identify Defective or inoperative equipment.
2. Tag equipment with a PS Form 4707, *Out of Order.*

3. Report the identified hazard to the appropriate official.

4. Remove and abate hazard.

Expeditor OJT Trainee Task Checklist – Day 1

1. Initial all items as completed.
2. Indicate any tasks needing additional assistance from the On-the-Job Instructor in the Additional Assistance column.

Day One: Safety and Mailflow				
Expeditor Skills	**Date Completed**	**Participant Initials**	**OJT Initials**	**Additional Assistance**
Module 1 Safety				
Demonstrate basic safety PPE for the Dock and Yard.				
Demonstrate basic safety procedures for equipment used on the workroom floor:				
Chocks				
Dock Plates and Levelers				
Dock Scissor Lifts				
Dock Locks				
MTE				
Pallet Jacks				
Utilize the red light/green light system to control dock traffic, if available.				
Follow local key control procedures, if locally implemented.				
Perform Trailer Inventory and wheel chock inspections.				
Ensure dock plates are out of the trailer and engaged correctly.				
Check vehicle to ensure that drivers do not leave trucks running.				
Safely open Trailer Swinging Doors.				
Safely open Roll-Up Doors.				
Determine if container loads are securely restrained by shoring bars or straps in the proper positions.				
Participate in or perform safety stand-up talks.				
Perform a safety walk and identify safety violations.				
Complete a PS Form 1767, *Report of Hazard, Unsafe Condition or Practice*.				
Utilize PS Form 4707, *Out of Order*, (Red tag) to identify and remove defective equipment from the work area.				

Mailflow[HJL-WD1]

<u>Facility Tour</u>

In this section, you will conduct a tour of the facility.

Critical Dock Areas

During your facility tour, locate each critical area on the dock.

Have participants locate:

- Inbound and outbound doors
- Staging lines and signs
- Computer Station
- Radio pick up
- Supervisor desk
- Light controls
- Leveler controls
- MTE
- Printers

Inbound Dock

- Demonstrate the application of color codes or fixing an issue

Ensure participants view:

- Signage for inbound trips
- Location for PVDS shipments
- Color code placards on incoming mail
    - Correlate to color code signage
    - Point out any incorrect or missing color codes
- Staging areas for each operation
- First In, First Out (FIFO) order: identify any mail not in FIFO order

Select a container of First-Class Mail®.

- Ask: If this container also contained USPS Marketing Mail®, how would you color code it?

Breakdown process

- Locate the staging areas for each process: letters, flats, parcels, and manual.

Letter Automation

Locate the area where automation letters are processed.

Have participants view:

- Facing and canceling letters
- DBCS operations
- Letter mail staged for transport to dock/dispatch

Flats Mechanization

Locate the area where flats are processed.

Have participants view:

- Machine induction
- Machines that order flats in carrier walk sequence, if applicable
- Flats staged for transport to dock/dispatch

Parcel Mechanization

Locate the area where parcels are processed.

Have participants view:

- Machine induction
- Packages staged for transport to dock/dispatch

Manual sortation

Describe the process for manual letters, flats, and packages.

Have participants view:

- Mail staged for transport to dock/dispatch
- Locate the outbound dock

Continuous Mail Process

Define Continuous Mail Process and how delays affect down-stream facilities.

- Point out any Continuous Mail Process signage and discuss the importance of meeting deadlines

Mail Transport Equipment

Identify different types of Mail Transport Equipment (MTE) in the facility and review the MTE plan.

- Review the site MTE plan

First In-First Out (FIFO)

Explain the First In-First Out (FIFO) staging process. Show several instances where staging is completed using FIFO.

- Demonstrate the FIFO process

Classes of Mail

Show several classes of mail are staged on the dock, and then, have participants identify different classes of mail found on the dock.

- Demonstrate staging on the dock

Processing Step

Once the class of mail is identified, discuss the next processing step for each class of mail.

- Identify the next processing step for each class of mail

Expeditor OJT Trainee Task Checklist

1. Initial all items as completed.
2. Indicate any tasks needing additional assistance from the On-the-Job Instructor in the Additional Assistance column.

Day One: Safety and Mailflow				
Expeditor Skills	**Date Completed**	**Participant Initials**	**OJT Initials**	**Additional Assistance**
Module 2 Mailflow				
Tour plant showing the different operations in your facility.				
• Breakdown Process				
• Letter Automation				
• Flats Mechanization				
• Parcel Mechanization				
• Manual Sortation				
Recognize critical areas on the dock.				
• Inbound and outbound doors				
• Staging lines and signs				
• Recognize different classes of mail staged on the dock.				
• Computer station				
• Radio pick up				
• Supervisor desk				
• Printers				
• Light controls				
• Leveler controls				
• MTE				
Identify the types of Mail Transport Equipment (MTE).				
Review the site MTE plan.				
Define Continuous Mail Process and how delays affect down-stream facilities.				

Identify the next processing step for each class of mail.				
Explain the First In – First Out (FIFO) staging process.				
<mark>Interpret the facility Dispatch Schedule to track mailflow in the facility.</mark>				

Evaluate Color Code

In this section, you will discuss how to recognize improperly placed color code placards and ensure the color code policy is followed.

- Demonstrate how to evaluate color code placards to ensure color code policy is followed
- Observe participants evaluating color code placards to ensure color code policy is followed

Prioritize by Color Code

In this section, discuss how to prioritize unloaded mail by color code.

- Demonstrate how to prioritize unloaded mail by color code
- Observe participants prioritizing unloaded mail by color code

Dock Signage

For this task, participants will interpret dock signage to identify the correct operation and route for each dock door.

- Demonstrate how to use dock signage to identify the correct operations and route for each dock door
- Observe participants use dock signage to identify the correct operations and route for each dock door

FIFO Order

Take participants to the dock and review staged mail to check for FIFO order. If errors are located demonstrate how to correct. If no errors are found, present hypothetical situations and discuss corrective measures.

- Demonstrate how to identify mail that is not staged in FIFO order and what corrective measures to take
- Observe participants identify mail that is not staged in FIFO order and discuss corrective measures

Inbound Mail Staging

Take participants to the dock and review the inbound dock staging area. Check for mail that is not staged for the correct operation.

- Demonstrate how to ensure inbound mail is staged for the correct operation

- Observe Participants checking the inbound mail staging area to ensure mail is staged for the correct operation

Expeditor OJT Trainee Task Checklist – Day 2

Expeditor OJT Trainee Task Checklist				
1. Initial all items as completed.				
2. Indicate any tasks needing additional assistance from the On-the-Job Instructor in the Additional Assistance column.				
Day Two: Mailflow and Surface Visibility				
Expeditor Skills	**Date Completed**	**Participant Initials**	**OJT Initials**	**Additional Assistance**
Evaluate color code placards to ensure color code policy is followed.				
Prioritize unloaded mail by color code.				
Interpret dock signage to identify the correct operation and route for each dock door.				
Identify mail that is not staged in FIFO order and how to correct it.				
Ensure inbound mail is staged for the correct operation.				

Surface Visibility

Utilize the SV scanner and training barcodes (as appropriate) to complete the tasks below.

Locate SV Scanner

For this task, assist participants in locating the scanner, logging in, setting the date and time, and verifying that the scanner is set to the correct site.

- Demonstrate how to locate the SV scanner, log in, set the date and time, and verify it is set to the correct site

- Observe participants locate the SV scanner, log in, set the date and time, and verify it is set to the correct site

Check Scan Status

For this task, assist participants in using the SV scanner to check scan status, input reason codes, and locate trips. Use training barcodes as needed.

- Demonstrate how to use the SV scanner to check scan status, input reason codes, and locate trips

- Observe participants use the SV scanner to check scan status, input reason codes, and locate trips

View current status of a Dock Door and Trip

On the Dock Doors screen, view the current status of a dock door and trip being processed.

- Demonstrate using the SV scanner to view the current status of a dock door and trip being processed

- Observe participants using the SV scanner to view the current status of a dock door and trip being processed

View Trip Details

From the Arrive/Depart screen: Swipe to the left and select the Trip Details button.

- Demonstrate the steps for viewing trip details

- Observe participants viewing trip details

Take Trip Images

On the trip's Outbound Details or Inbound Details screen, select the camera icon. Click the center blue button to take a picture. Click the 'check' button to confirm that is the image you wish to save.

- Demonstrate the steps for Trip Images

- Observe participants perform the steps to take Trip Images

Cancel/Omit Trips

Review Cancel/Omit Trips stressing that Omit trips is used to clearly identify instances in which the contractor failed to show. Omitted functionality is available for HCR transportation only. Once a trip has been omitted, its status is displayed as omitted in SV. Careful use of omit should be stressed as it affects payment to USPS. Use Omit Trip Directions in the Appendix A-22 to:

- Demonstrate how to omit a trip

- Observe participants walk through the steps in omitting a trip

Complete Confirm Scans

- Review scans for participants, then allow participants to complete the following confirm scans: Arrive, Load, Unload, Assign, Close, Depart using the SV scanner. Provide assistance as needed.

Scan Audits

On the dock, assist participants in scanning mail according to local auditing procedures. Use training barcodes as needed.

- Demonstrate performing scan audits of mail on the dock
- Observe participants performing scan audits of mail on the dock

Radio Etiquette

Focus on the information that must be shared. Refrain from personal conversations, inappropriate language, or inappropriate conversations, like telling jokes. Drama should not be happening on the radio.

- Demonstrate using proper radio etiquette
- Observe participants using proper radio etiquette

Expeditor OJT Trainee Task Checklist – Day 2

1.	Initial all items as completed.
2.	Indicate any tasks needing additional assistance from the On-the-Job Instructor in the Additional Assistance column.

Surface Visibility				
Expeditor Skills	Date Completed	Participant Initials	OJT Initials	**Additional Assistance**
Locate SV scanner: • Log in • Set date and time • Verify Correct Site				
Use the SV scanner to: • Check scan status • Input reason codes • Locate trips • Cancel/Omit a trip				
Complete confirm scans: • Arrive				
• Load				

• Unload				
• Assign				
• Close				
• Depart				
Perform scan audits of mail on the dock				
View the current status of a dock door and trip being processed.				
Perform the steps for viewing trip details.				
Perform the steps to take Trip Images.				
Listen to radio communication and interpret activities.				

Mail Transport Equipment Labeler (MTEL)

Provide a printed Dispatch Schedule for each participant. Then, demonstrate the following activities and observe participants completing each task with coaching.

Generate Placard

In this section, participants generate a placard using the in-house placard menu option. Interpret the placard, then nest a container using the placard.

- Show examples of each type of placard

- Demonstrate how to generate a placard using the in-house placard menu option, interpret it, and nest a container using it

- Observe participants generating a placard using the in-house placard menu option, interpreting it, and nest a container using it

Printed Dispatch Schedule

For this task, review the dispatch schedule with participants. Call attention to how the schedule correlates to dock actions. Highlight any concerns or changes that might need to be made or requested.

- Demonstrate how to interpret a printed dispatch schedule

- Observe participants interpreting a printed dispatch schedule

Stage Inbound Mail

For this task, review mail on the inbound dock and ensure it is staged for the correct operation. Identify staging areas for flats, letters, packages, manual and any local procedures for specific operations. Note specific lanes/areas for pallets, packages, etc. Provide mitigation steps for mail staged for the wrong operation.

- Demonstrate how to ensure mail is staged for the correct operation as it is unloaded from the trailer

- Observe participants ensuring mail is staged for the correct operation as it is unloaded from the trailer

Late Arriving Mail

Provide a group demonstration with scenarios of late mail situations and their resolutions in that facility.

- Use scenarios to demonstrate how to locate mail scheduled for dispatch that is not staged on the dock within the 15-minute dispatch window. Demonstrate the procedure for getting the mail to the dock

- Use scenarios to have participants locate mail scheduled for dispatch that is not staged on the dock within the 15-minute dispatch window and have them perform the procedure for getting the mail to the dock

Stage Outbound Mail

Review the Dispatch Schedule, identify an outbound trip, and discuss how outgoing mail should be staged for loading and the resources needed to stage it.

- Demonstrate how to check the staged outbound mail for each trailer load and ensure mail is staged correctly for each trailer load

Incorrectly Staged Mail

After checking staged mail for each trailer load, provide a group identification to correct any identified staging errors.

Contingency Plans

Demonstrate where to Locate the Emergency Contingency Plan for your site. Discuss actions required to continue operations. Describe reasons that the contingency plan would be used. For example: SV or MTEL outages.

Container Tracking System (CTS)

Go to computer and display the Container Tracking System (CTS). Demonstrate how to identify upcoming trailers and compare with staged mail. Indicate if CTS communicates staffing needs or dock issues.

Locate Containers Not on the Dock

Use displayed Container Tracking System (CTS) to discuss how CTS can help locate containers not on the dock for dispatch.

Expeditor OJT Trainee Task Checklist – Day 3

Expeditor OJT Trainee Task Checklist

1. Initial all items as completed.

2. Indicate any tasks needing additional assistance from the On-the-Job Instructor in the Additional Assistance column.

MTEL

Expeditor Skills	Date Completed	Participant Initials	OJT Initials	Additional Assistance
Review each type of placard.				
Generate placard using the in-house placard menu option. Interpret the placard and nest a container using it.				
Interpret printed dispatch schedule.				
Ensure inbound mail is staged for the correct operation.				
Locate mail scheduled for dispatch that is not staged on the dock within the 15-minute dispatch window.				
Ensure outbound mail is staged for each trailer load.				
Ensure mail is staged in correct sequence in preparation for loading, including aggregate and multi-stop mail.				
Recognize incorrectly staged mail and restage to correct location.				
Discuss Emergency Contingency Plan during emergency situations.				
Use Container Tracking System (CTS) to monitor upcoming trailers.				
Monitor CTS to locate containers not on dock for dispatch.				

Plant Verified Drop Shipments

Facility Schedule Report

The Facility Schedule Report tells you what is coming in for each truck, appointment numbers, scheduled arrival times, and information for all drop shipments expected to arrive.

- Demonstrate how to review Facility Schedule Report and identify dock doors for PVDS shipment arrival

- Observe participants reviewing the Facility Schedule Report and identifying dock doors for PVDS shipment arrival

PVDS Acceptance

Major steps required to process drop shipment appointments are: Attain and Review PS Form 8125/8017, Arrive appointment with SV scanner, assign appointment to dock, Unload Shipmen, resolve unexpected, duplicate, or mis-shipped containers, and Close the appointment.

- Demonstrate how to follow procedures for PVDS acceptance

- Observe participants following procedures for PVDS acceptance

Review Critical Areas of a PS Form 8125

Locate a PS Form 8125 from a drop shipment from the day. Review the critical areas that need to be completed.

Inspect Supplier Trailers

Drivers must follow basic safety guidelines. Supplier trailer drivers must chock wheels, use a safety chain for the door, wear proper footwear, and perform safe backing Stable loads are unloaded by USPS®. Unstable loads must follow reconciliation guidelines.

- Demonstrate how to inspect supplier trailers for operational readiness and safety. Report any deficiencies

- Observe participants inspecting supplier trailers for operational readiness and safety and reporting any deficiencies

Expeditor OJT Trainee Task Checklist

1. Initial all items as completed.

2. Indicate any tasks needing additional assistance from the On-the-Job Instructor in the Additional Assistance column.

PVDS				
Expeditor Skills	**Date Completed**	**Participant Initials**	**OJT Initials**	**Additional Assistance**
Review Facility Schedule Report and identify dock doors for PVDS shipment arrival.				
Follow procedures for PVDS acceptance.				
Review the critical areas of a PS Form 8125.				
Inspect supplier trailers for operational readiness and safety. Report any deficiencies.				

Platform Operations

Follow Procedures to Accept and Depart Mail

On the dock, explain acceptance and depart PVDS mail procedures for different types of transportation.

Accept

1. Attain and review PS Forms 8125/8017
2. Arrive appointment with SV scanner
3. Assign appointment to dock
4. Unload Shipment
5. Resolve unexpected, Duplicate, or Mis-Shipped containers
6. Close the appointment

Depart:

1. Place visual cues around the perimeter of area where unloading containers from a PVDS trailer
2. Verify PS Form 8125s
3. Complete acceptance procedures in SV/FAST®
4. Equipment Operator unloads containers
5. Expeditor/Dock Clerk and Equipment Operator compare container counts

6. PVDS resolution process if discrepancy is found

7. If counts match, or after discrepancy resolution, Expeditor/Dock Clerk and Equipment Operator ensure all containers have received proper color codes and placards

8. Expeditor/Dock Clerk removes Stop Signs/cones allowing Equipment Operators to move containers to required operation area

Late Arriving Mail

Modify dock operations to accommodate late arriving mail. Have participants respond to several hypothetical situations based on your mail trips.

Perform a Sweep

Perform a sweep to ensure mail is properly staged in anticipation of dispatch windows. Expeditors should perform a sweep several times during a tour to ensure that mail is properly staged in anticipation of dispatch windows.

- Demonstrate proper sweep and mail staging

- Ask participants to identify procedures

Follow Procedures for Inbound Mail

Review Inbound Mail Procedures. Walk through the procedure on the dock describing and showing tools needed for each procedure. Procedures for inbound mail include receive trailer, check trailer number, validate dock door, unseal truck, open door for mail handler, collect hardcopy PS Form 5398-A, and scan Arrived.

- Demonstrate Inbound Mail procedures on the dock. Describe and show tools needed for each procedure

- Ask participants to identify procedures

Recognize and Correct Optimal Load Configurations

Identify outbound trips and discuss optimum load configurations. Provide a scenario for participants to use to calculate the optimum configuration for the information provided.

- Demonstrate how to calculate optimum load configuration using an outbound trip on the dock, or a configuration scenario

- Observe participants calculating the optimum configuration for the information provided

Recognize MTE Capacity

Recognize Mail Transport Equipment (MTE) capacity for each type of transportation.

- Demonstrate how to calculate capacity for each type of MTE and combinations for each trailer type

- Observe participants calculating capacity for each type of MTE and combinations for each trailer type

Monitor Dock Door Status for Availability

Expeditors must monitor dock door status for availability to meet departure times and service standards, to accommodate local workflow, and position for cross-dock operations, and to adapt to drop shipments, out of service doors, and late mail.

- Demonstrate how to monitor dock door status for availability

- Ask participants to identify procedures

Follow Process for Outbound Mail

Review process for outbound mail: verify trailer number and trip, validate mail on right trailer, ensure trailer is safe and shoring bar is secure, close door and seal truck, print PS Form 5398-A and provide to driver, verify Priority Mail Express® is loaded, verify Load scan, and scan Depart.

- Demonstrate outbound mail process. Describe and show tools needed for each step

- Ask participants to identify process steps

Record Container Irregularities

Review recording container irregularities on PS Form 5398, *Transportation Performance Record*, or PS Form 5398-A, *Contract Route Vehicle Record*. Perform an inspection on the dock. If no irregularities are found, provide an irregularity scenario, and have participants use the proper form to record the irregularity.

- Demonstrate an inspection on the dock and how to record container irregularities on PS Form 5398 or 5398-A

- Have participants use the proper form to record the identified or provided irregularity

Expeditor OJT Trainee Task Checklist – Day 4

1. Initial all items as completed.

2. Indicate any tasks needing additional assistance from the On-the-Job Instructor in the Additional Assistance column.

Platform Operations

Expeditor Skills	Date Completed	Participant Initials	OJT Initials	Additional Assistance
Follow procedures to accept and depart mail for different types of transportation.				
Modify dock operations to accommodate late arriving mail.				
Perform sweep to ensure mail is properly staged in anticipation of dispatch windows.				
Follow procedures for inbound mail: • Receive trailer • Check trailer number • Validate the door • Unseal truck • Open for mail handler • Collect hardcopy PSD Form 5398-A • Scan Arrived				
Recognize and correct optimal load configurations.				
Recognize the Mail Transport Equipment (MTE) capacity for each type of transportation.				
Monitor dock door status for: • Availability • Meeting departure times, service standards • Accommodating local workflow • Positioning for cross-dock operations • Adapting to drop ships, out of service doors, and late mail.				
Follow process for outbound mail: • Verify trailer number and trip • Validate mail on right trailer • Ensure trailer safe and shoring bar secure • Verify Priority Mail Express is loaded • Close door • Seal truck				

• Print PS Form 5398-A and provide to driver • Verify Load scan • Scan Depart				
Record container irregularities on PS Form 5398, *Transportation Performance Record*, or PS Form 5398-A, *Contract Route Vehicle Record*.				

Daily Tasks

Inspect Supplier Trailers

Have participants complete an on the dock inspection and explain any safety issues or deficiencies that they notice. Supply participants with Yard Safety and Dock Operations Checklist for them to complete for trucks located at the dock or in the yard.

Validate that Vehicles are Properly Locked, Sealed, and Recorded

- Have participants complete an on the dock inspection to validate that vehicles are properly locked, sealed, and recorded.

- Validate that vehicles are properly locked on departure and vehicles in the security seal program are properly sealed and recorded.

Intervene if Trailer Load Unsafe

- Provide scenarios[HJL-WD2] (below) and ask participants what they would need to do to intervene

  - What should you do if you open a postal vehicle and find that the load was not secured properly?

  - What should you do if you open an HCR vehicle and find that the load was not secured properly?

- Have participants inspect at least two trailers and verbalize the safety guidelines observed. They should verbalize both safe and unsafe practices

Take Inventory of Required Tools

Review how to take inventory of required tools to ensure they are available and that they are operational at the start of the tour. Ask participants to list the tools they need to start the day. Describe procedures for obtaining tools and then locate:

- SV Scanner - (must have eAccess)

- Location of Cargo Tin Band Seals

- Printer paper

- Spare batteries for scanners and printers

- Radios

- HCR Plate Books

- MTEL Contingency Book

- List of emergency phone numbers

- List of internal numbers

- Copy of Drop Shipments

- Flashlights

- Clipboards and general supplies

- Hardcopy PS Forms 5397 and 5500

- Manual PS Form 5398 Cards

- PS Form 4707

Expeditor Turnover Meetings

The purpose of an expeditor turnover the meeting is to inform the next tour of need-to-know information. Review list of items to share during the meeting.

- Current state

- Outstanding mail or trailers

- Late Trips

- Operational adjustments

- Yard conditions (mail staged)

- Inbound Extras Transportation

- Issues on the platform (inoperable dock doors, dock plates, red/green lights, etc.)

- Demonstrate how to hold a turnover meeting

- Break participants into groups of two and conduct a mock expeditor turnover meeting. Take turns to participate in and then, conduct an expeditor turnover meeting

<u>Check Supplier Trailers</u>

Allow each participant to demonstrate reading a schedule and directing to the correct dock.

- Demonstrate how to read a schedule and direct to the correct dock

- Each participant demonstrates reading a schedule and directing to the correct dock

  - Pick a trip that has no problems. Which dock? Explain rationale

  - Pick a trip that is running late and conflicting with another trip. Which dock? Explain rationale

  - Dock malfunctioning. Which dock? Explain rationale

  - Trailer type. Does the trailer go to the correct destination? Which dock? Explain rationale

<u>Which Trailer for Which Trip?</u>[HJL-WD3]

<u>Communicate with Supervisor</u>

Provide different scenarios and ask participants to demonstrate how they would communicate their operational needs with the supervisor. Communication should include:

  - Current conditions that affect operations shared in Tour Turnover

  - Nonfunctional equipment

  - Any safety related issues

  - Problems with trip (driver no shows, driver late, escalation of problems, drop-shipment issues)

  - Staffing needs on the dock

  - Operational needs (go/no go, extra trips, hold the truck)

  - Conflicts on the dock

- Demonstrate the ability to communicate with supervisor for operational needs

- Observe participants communicating with supervisor for operational needs

Escalate Issues Appropriately

Ask participants what issues should be escalated. Then ask what would need to be done to escalate the issue appropriately.

Possible answers:

Issue	Procedure
Dock Safety	Notify the supervisor immediately.
Overloaded OTR	Take out some of the load.
Dock Door out of order	Place cones. Notify supervisor.
Broken seals on doors, Broken Dock levelers/plates	Notify Supervisor.
Driver late, no show, driver fitness for duty	Notify Supervisor.
Mail anomalies: Color Code, damaged, dead-on-arrival, missent	Notify Supervisor.
Mail still on the BMEU Dock after all mail has cleared	Notify Supervisor.

- Provide issues for participants to escalate and ask them for the appropriate procedure for that issue

- Participants demonstrate the ability to escalate issues appropriately by providing the procedure for various issues

Ensure PVDS documentation is Complete and Filed at end of Tour

Expeditors ensure that PVDS documentation is complete and filed at the end of their tour. Provide mock PVDS scanner bars. Have participants complete missing information and file appropriately.

- Demonstrate how to ensure PVDS documentation is filed at the end of the Tour

- Observe participants following the procedure to ensure PVDS documentation is filed at the end of the Tour

Return Resources and Tools

- Demonstrate how to return all resources and tools to their proper location at end of the tour

- Observe participants return all resources and tools to their proper location at end of the tour

Expeditor OJT Trainee Task Checklist - Day 5				
1. Initial all items as completed.				
2. Indicate any tasks needing additional assistance from the On-the-Job Instructor in the Additional Assistance column.				
Daily Tasks				
Expeditor Skills	**Date Completed**	**Participant Initials**	**OJT Initials**	**Additional Assistance**
Take inventory to ensure required tools are available and operational at start of tour.				
Participate in Expeditor turnover meetings to discuss current state, outstanding mail or trailers, and any necessary operational adjustments.				
Check supplier trailers in yard against schedule and direct to correct dock door.				
Check supplier trailers for operational readiness and report any deficiencies.				
Communicate with supervisor for operational needs.				
Escalate issues appropriately.				
Ensure PVDS documentation is filed at end of Tour.				
Return all resources and tools to their proper location at end of your tour.				

Closeout On-the-Job Training

Complete the OJT Task Checklist during each day of the OJT and keep it with the participant's PS Form 2548, *Individual Training Record-Supplemental Sheet*

Ensure that you complete the OJT Certification section and submit to Senior Field Employee Development Specialist for the district.

Certification of Completion
Expeditor On-the-Job (OJT)

_____ has demonstrated and provided instructions on the applicable on-the-job tasks of a new expeditor, and I, _____ have experienced all applicable on-the-job tasks within 24 hours of on-the-job training.

_____   _____

Trainee   Trainer

_____   _____

Postmaster, Manager, or Supervisor   Union Steward

District Name: _____

Office where OJT completed: _____

Expeditor Trainee (Print Name): _____

On Job Instructor (Print Name): _____

OJT Start Date: _____/_____/_____   OJT End Date: _____/_____/_____

Training Department Instructions: Submit this page only to the Senior Field Employee Development Specialist and local APWU Branch President.

District Senior Field Employee Development Specialist Instructions: **Record completed training in HERO**.

OJT Checklists

Expeditor OJT Trainee Task Checklist – Day 1

1. Initial all items as completed.
2. Indicate any tasks needing additional assistance from the On-the-Job Instructor in the Additional Assistance column.

Day One: Safety and Mailflow

Expeditor Skills	Date Completed	Participant Initials	OJT Initials	Additional Assistance
Module 1 Safety				
Demonstrate basic safety PPE for the Dock and Yard.				
Demonstrate basic safety procedures for equipment used on the workroom floor:				
• Chocks				
• Dock Plates and Levelers				
• Dock Scissor Lifts				
• Dock Locks				
• MTE				
• Pallet Jacks				
Utilize the red light/green light system to control dock traffic, if available.				
Follow local key control procedures, if locally implemented.				
Perform Trailer Inventory and wheel chock inspections.				
Ensure dock plates are out of the trailer and engaged correctly.				
Check vehicle to ensure that drivers do not leave trucks running.				
Safely open Trailer Swinging Doors.				
Safely open Roll-Up Doors.				
Determine if container loads are securely restrained by shoring bars or straps in the proper positions.				
Participate in or perform safety stand-up talks.				
Perform a safety walk and identify safety violations.				
Complete a PS Form 1767, *Report of Hazardous Condition*.				

	Date Completed	Participant Initials	OJT Initials	
Utilize PS Form 4707, *Out of Order*, (Red tag) to identify and remove defective equipment from the work area.				

Expeditor OJT Trainee Task Checklist – Day 2

1. Initial all items as completed.

2. Indicate any tasks needing additional assistance from the On-the-Job Instructor in the Additional Assistance column.

Day Two: Mailflow and Surface Visibility				
Expeditor Skills	**Date Completed**	**Participant Initials**	**OJT Initials**	**Additional Assistance**
Evaluate color code placards to ensure color code policy is followed.				
Prioritize unloaded mail by color code.				
Interpret dock signage to identify the correct operation and route for each dock door.				
Identify mail that is not staged in FIFO order and how to correct it.				
Ensure inbound mail is staged for the correct operation.				

Surface Visibility				
Expeditor Skills	**Date Completed**	**Participant Initials**	**OJT Initials**	**Additional Assistance**
Locate SV scanner: • Log in • Set date and time • Verify Correct Site				
Use the SV scanner to: • Check scan status • Input reason codes • Locate trips				
Complete confirm scans: • Arrive				
• Load				
• Unload				
• Assign				

	Date Completed	Participant Initials	OJT Initials	Additional Assistance
• Close				
• Depart				
Perform scan audits of mail on the dock				
View the current status of a dock door and trip being processed.				
Record reason codes for HCR and PVS Delay				
Perform the steps for viewing trip details.				
Perform the steps to take Trip Images.				
Listen to radio communication and interpret activities.				

MTEL				
Expeditor Skills	**Date Completed**	**Participant Initials**	**OJT Initials**	**Additional Assistance**
Review each type of placard.				
Generate placard using the in-house placard menu option. Interpret the placard and nest a container using it.				
Interpret printed dispatch schedule.				
Ensure inbound mail is staged for the correct operation.				
Locate mail scheduled for dispatch that is not staged on the dock within the 15-minute dispatch window.				
Ensure outbound mail is staged for each trailer load.				
Ensure mail is staged in correct sequence in preparation for loading, including aggregate and multi-stop mail.				
Recognize incorrectly staged mail and restage to correct location.				
Discuss Emergency Contingency Plan during emergency situations.				
Use Container Tracking System (CTS) to monitor upcoming trailers.				
Monitor CTS to locate containers not on dock for dispatch.				

Expeditor OJT Trainee Task Checklist- Day 3

1. Initial all items as completed.

2. Indicate any tasks needing additional assistance from the On-the-Job Instructor in the Additional Assistance column.

PVDS

Expeditor Skills	Date Completed	Participant Initials	OJT Initials	Additional Assistance
Review Facility Schedule Report and identify dock doors for PVDS shipment arrivals.				
Follow procedures for PVDS acceptance.				
Review the critical areas of a PS Form 8125.				
Inspect supplier trailers for operational readiness and safety. Report any deficiencies.				

Expeditor OJT Trainee Task Checklist – Day 3/4

3. Initial all items as completed.

4. Indicate any tasks needing additional assistance from the On-the-Job Instructor in the Additional Assistance column.

Platform Operations

Expeditor Skills	Date Completed	Participant Initials	OJT Initials	Additional Assistance
Follow procedures to accept and depart mail for different types of transportation.				
Modify dock operations to accommodate late arriving mail.				
Perform sweep to ensure mail is properly staged in anticipation of dispatch windows.				
Follow procedures for inbound mail: • Receive trailer • Check trailer number • Validate the door • Unseal truck • Open for mail handler • Collect hardcopy PSD Form 5398-A • Scan Arrived				
Recognize and correct optimal load configurations.				
Recognize the Mail Transport Equipment (MTE) capacity for each type of transportation.				
Monitor dock door status for: • Availability • Meeting departure times, service standards				

• Accommodate local workflow • Positioned for cross-dock operations • Adapt to drop ships, out of service doors, and late mail.				
Follow process for outbound mail: • Verify trailer number and trip • Validate mail on right trailer • Ensure trailer safe and shoring bar secure • Verify Priority Mail Express is loaded • Close door • Seal truck • Print PS Form 5398-A and provide to driver • Verify Load scan • Scan Depart				
Record container irregularities on PS Form 5398, *Transportation Performance Record*, or PS Form 5398-A, *Contract Route Vehicle Record*.				
Explain acceptance and depart mail for different trips.				

Expeditor OJT Trainee Task Checklist - Day 5

1. Initial all items as completed.
2. Indicate any tasks needing additional assistance from the On-the-Job Instructor in the Additional Assistance column.

Daily Tasks				
Expeditor Skills	**Date Completed**	**Participant Initials**	**OJT Initials**	**Additional Assistance**
Take inventory to ensure required tools are available and operational at start of tour.				
Participate in Expeditor turnover meetings to discuss current state, outstanding mail or trailers, and any necessary operational adjustments.				
Check supplier trailers in yard against schedule and direct to correct dock door.				
Check supplier trailers for operational readiness and report any deficiencies.				
Communicate with supervisor for operational needs.				
Escalate issues appropriately.				
Ensure PVDS documentation is filed at end of Tour.				
Return all resources and tools to their proper location at end of your tour.				

Appendix

Dock Locks and Red/Green Light Procedures Safety Talk

Standard Operating Procedures: Red and Green Light procedures for Transportation PVS and HCR Drivers

Drivers may only back into or pull out of any bay when the green light is illuminated. Translation: ONLY MOVE ON GREEN.

If a driver is instructed to move either into or away from a bay, and the light is RED, YOU MUST IMMEDIATELY notify the expediter or supervisor of this condition. Translation: NEVER MOVE ON RED.

Once you have been directed to move your vehicle away from the dock, prior to movement, you must:" Check the rear of your trailer/truck, ensure the dock plate has been removed from the vehicle, and the bay door is closed. You must then remove the chock. Prior to moving you must again check the light, making certain it is GREEN. Only when all these steps are complete, may you move your vehicle.

Parking Lot Safety Talk

Ensuring parking lot pedestrian safety is the responsibility of all employees, coming and going out of a Postal facility. Reducing the number of pedestrian-related injuries in parking lots will mean that employees will reach their destination safely. Employees play a crucial role in ensuring pedestrian parking lot safety by adhering to several basic safety tips.

Following these basic safety tips will prevent the occurrence of parking lot pedestrian accidents.

- A safety talk on Yard/Parking lot safety is to be given on a quarterly basis. The frequency of the talks will elevate the safety awareness of employees.
- Requirements for All Postal Employees
- Use caution in Postal Service parking lots.
- Unauthorized passengers are prohibited from traveling in any Postal vehicle.
- Stay alert when walking or driving in the parking lot.
- Use designated traffic lanes and pedestrian walkways only.
- Follow one–way directional signs in traffic lanes
- Obey posted speed limits. Unless posted otherwise stated, the maximum speed in Postal Service lots is 10 mph.
- Obey traffic signals when entering and leaving Postal Service premises.
- Dispose of all wire twist-ties, cables, and bolts in the proper receptacle.
- Dock personal taking a vehicle on the road you must perform a safety check. If you find that the vehicle has missing or defective equipment, complete PS 5500 and report it to the Administrative Official
- Do not assume drivers can see you as you walk across parking lots. In many instances, pedestrians see or hear the vehicle before the driver can see them.
- Avoid backing up. If you must back up, check carefully and, when possible, get help.
- Treat parking lots like streets, look both ways twice before proceeding.
- Remember, Crosswalk safety means that drivers and pedestrians must,
- Stop, Look and be Aware of your surroundings.

Secure the Load Safety Talk

To Position the Straps:

- Each end of the restraining strap must be connected into the "E" track at least 1 foot back of the edge of the container(s) being restrained. Properly position 2 restraining straps (1 for each set of "E" tracks) approximately every 10 feet to prevent fore, aft, and sideways movement of the load. Each load must have 2 restraints (1 for each set of "E" tracks) positioned at the end of the load.

To Secure the Load:

- Drape the assembly across the face of the load. DO NOT attempt to operate ratchet at this time. Hold the buckle at about the same level as the attached end fittings AND pull slack webbing through the buckle (Figure 1) until the straps and buckle are SNUG against the load. You can now operate the ratchet mechanism because there is NO EXCESS SLACK that could, if you wound up on the reel, cause jamming. Operate buckle handle back and forth to take up remaining slack and to set tension (Figure 2).

Applying The Ratchet Mechanism

- Drape the assembly across the face of the load. DO NOT attempt to operate ratchet at this time. EXCESS SLACK could, if you wound up on the reel, cause it to jam. Hold the buckle at about the same level as the attached end fittings AND pull slack webbing through the buckle (Figure 1) until the straps and buckle are SNUG against the load. You can now operate the ratchet mechanism. Move buckle handle back and forth to take up remaining slack and to set tension (Figure 2). Never use tools to operate the buckle handle.
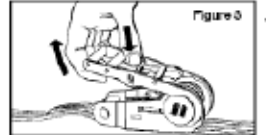
To Release the Buckle:

- Depress the release bar with the thumb (Figure 3) and swing handle as far as it will go from the buckle body (Figure 4). With the handle in this position, the spool will turn freely and unwind the webbing.

- Continue ratcheting until enough tension is applied to hold the load securely. DO NOT OVER-TIGHTEN the shoring strap assembly. Too much tension may result in injury to you or damage to the shoring straps or "E" track hardware.

- Figures 3 and 4: Illustrations of Releasing Buckle

- No tools are necessary.
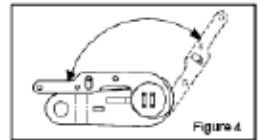
It is primarily the responsibility of the driver to ensure the proper loading and securing of the mail, however when Postal Service personnel assist in loading mail, or pre-loads are performed the responsibility to ensure the securing of the load is assumed by the dock personnel.

Note: A video depicting the updated instructions on restraining loads properly can be viewed under "Secure that Load" http://blue.usps.gov/corpcomm/uspstv/safety-and-health/secure-that-load.htm
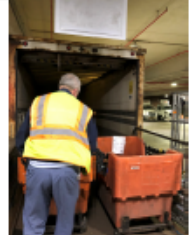
Scissor Lift Standard Work Instruction

	Important Steps	**Key Points**	**Reasons for Key Points**
	1. Inspect scissor lift daily, prior to use.	Inspect to ensure barrier or protective chains are in place.	Ensures worker or equipment does not fall off the lift.
		Inspect to ensure all warning labels and identifying placards (weight capacity or load) are in position and legible.	Ensures maximum rated load capacity is not exceeded.
		Inspect to ensure control cords don't have frayed wiring or broken insulation.	Ensures scissor lift does not fail.
		Ensure proper footwear is worn on scissor lift surface.	Diamond plate surfaces can be slippery especially when wet.
		Any damage, unusual noise, needed repair, or a malfunctioning scissor lift must not be used and taken out of service.	Notify your supervisor or maintenance if any issues are identified during the review.
	2. Ensure truck or trailer is in position and chocked.	Check to see the dock scissor lift is level and secure.	To ensure equipment does not fall and strike an employee. Per OSHA 1910.178 (7), Brakes shall be set, and wheel blocks shall be in place to prevent movement of trucks, trailers, or railroad cars while loading or unloading.
		Placement prevents roll-away, run-away accidents.	
		Prevents trailer separation from dock	

Scissor Lift Standard Work Instruction Continued

	Important Steps	Key Points	Reasons for Key Points
	3. Notify people in area to make them aware that the dock scissor lift is about to be raised/lowered.	Do not operate the dock scissor lift until people in the area are aware that the lift is about to be operated.	Ensures moving dock scissor lift does not strike a worker.
	4. Raise dock scissor lift to level of trailer door.	Ensure barrier or protector chains are kept across open ends of the handrails when the platform is raising or lowering. Ensure scissor lift operator is on the side with lift controls.	Ensures employee does not step or fall off lift. Ensures employee has access to controls for emergency stop if needed.
	5. Remove the safety chain.	Ensure all equipment and objects have been cleared from the area.	Ensures striking object does not hit employee. Ensures equipment is not damaged by dock plate.

<u>Scissor Lift Standard Work Instruction Continued</u>

	Important Steps	**Key Points**	**Reasons for Key Points**
	6. Lower the dock plate (where applicable).	Test the stability of the dock plate, ramp, and lift to make sure it's level. Ensure dock plate flange engages properly. Ensure pathway onto truck/trailer is clear	Ensures unstable surface does not cause slips, trips or falls. Ensures dock plate does not give away under the weight of a tug or forklift.
	7. Unload equipment from truck onto dock scissor lift.	Position equipment squarely on lift allowing adequate clearance for your body while operating lift. Only stand on the work platform, never stand on the guard rails. Avoid spinning or maneuvering equipment while on the lift.	To ensure employee is not struck by equipment. To ensure employee does not fall off lift
	8. Unload equipment from dock scissor lift to dock.	Use two workers to control heavy equipment when moving down a steep incline. Leather or fabric gloves may be worn for comfort.	To prevent loss of control, equipment striking a worker, other equipment, or a stationary object.

Dock and Lock Standard Work Instruction

		Important Steps	Key Points	Reasons for Key Points
	1.	Verify that the trailer is parked against both dock and bumpers.	Inspect to ensure the dock lock will secure the trailer to the dock.	Ensures dock lock mechanism engages with the trailer.
	2.	Make sure the trailer engine is turned off.	Prevents roll/away run/away accidents.	Prevents movement of unattended vehicle, truck, or trailer.
	3.	Chock trailer wheels.	Place to prevent roll-away, run-away accidents. Prevents trailer separation from the dock.	**OSHA 1910.178 (7)** brakes shall be set and wheel blocks shall be in place to prevent movement of trucks, trailers, or railroad cars while loading or unloading.

Dock and Lock Standard Work Instruction Continued

		Important Steps	**Key Points**	**Reasons for Key Points**
PS Form 5500	4.	Issue PS Form 5550 for failure to chock wheels.	Mechanism to ensure corrective action for noncompliance.	Tracks noncompliance with OSHA 1910.178. Ensures follow-up for corrective action.
	5.	Ensure that the power switch is in the "on" position.	Ensures that the dock lock mechanism is operating.	Provides the appropriate visual cue for dock personnel.
	6.	If the green light does not turn on, dock lock is not engaged; call maintenance before further use.	No visual cue for dock personnel.	Ensures dock personnel do not enter vehicle or trailer. **29CFR1910.178 A (3)** any damaged mechanical equipment will be removed from service immediately.
	7.	Make sure any parked trailer or vehicle has the wheels chocked and that dock locks are in use before any powered industrial truck or person(s) enters the vehicle or trailer.	Vehicle restraints help prevent all types of trailer separation accidents.	**29CFR 1910.178 Mechanical Means to Secure Trucks**. The system must be used in a manner that prevents movement of truck and trailers during loading, unloading, and boarding by hand trucks and powered industrial equipment.

Dock and Lock Standard Work Instruction Continued

		Important Steps	Key Safety Point	Reason for Key Points
		8. Once the dock lock is successfully engaged and green light is on inside the building, loading or unloading may begin. The outside light is red.	Safe to begin loading vehicle or trailer.	Prevents movement of trucks and trailers, during loading, unloading, and boarding.
		9. **Green** – lock engaged/ safe for dock worker to enter the trailer. **Red** – lock not engaged/dock worker should never enter the trailer.	Ensure the safety of dock personnel. Prevents premature departure.	Prevents movement of vehicles, trucks, and trailers during loading, unloading, and boarding.
		10. Check the rear of the trailer/truck, ensure the dock plate has been removed from the vehicle and the bay door is closed.	Prevents premature departure.	Prevents driver from mistakenly driving away while dock personnel are entering, leaving, or inside the trailer.

Dock and Lock Standard Work Instruction Continued

	Important Steps	Key Safety Points	Reasons for Key Points
	11. When loading/unloading of the trailer is completed, truck door is closed, and overhead dock door is closed before disengaging the dock lock.	Prevents premature departure. Ensures dock personnel are not in the trailer.	Prevents driver from mistakenly driving away while dock personnel are entering, leaving, or inside the trailer.
	12. Remove the Chock	Ensures Driver is visually inspecting vehicle prior to departure. Stops Driver from driving over chocks.	Ensure adherence to all dock safety protocol for Roll/away, run/away prevention and premature dock separation.
	13. Prior to moving vehicle, check the light, making certain it is GREEN. Never move vehicle on RED.	Prevents premature departure. Ensures no dock personnel are in the trailer.	Ensures driver is aware to never back in or pull out unless the light is Green.
	14. If at any time neither light is working, call maintenance for assistance and identify door as out of service.	No visual safety cue for driver and dock personnel.	Ensures Driver does not use non-functioning dock door and that dock personnel do not enter vehicle or trailer. 29CFR1910.178 A (3) Any damaged mechanical equipment will be removed from service immediately.

Pallet Jack Standard Work Instruction

	Important Steps	Key Points	Reasons for Key Points
	1. Always inspect for leaking hydraulic fluid, frayed lines, and freely turning wheels before use. Tag with a PS Form 4707 and do not use if any defects are found.	Make sure access to aisles, stairways, and fire equipment isn't blocked during use.	Need aisles clear in the event of fire or equipment malfunction.
	2. Never exceed the advised weight capacity.		
	3. Make sure the lift arms are centered beneath the pallet or wiretainer before lifting. Lift the load slowly and make sure it is balanced and stable.	Return the jack to its proper storage location upon completion of task.	Could cause jack to tip over and lose load; injuries or damage could occur.
	4. Limit speed to a walking pace. Pedestrians have the right of way. Stop at stop markings and signs.	Before leaving the pallet jack, lower the forks fully and ensure it is stable.	Tripping hazard.
	5. Don't wear audio headsets. Warn workers when approaching from behind.		
	6. Make sure the pallet arms are raised enough to clear bumps in uneven floors.		Pedestrians may be inattentive; need to go slow.
	7. Whenever possible, push the load		
	8. Stop and start gradually. Don't use reverse to stop movement.		
	9. Ensure the offloading area is clear and free of debris.		
	10. Lower the load slowly to keep it stable.		

Trailer Inventory – Example

PLANT		DE P&DC		SIGNATUR					*Michael Hannah*	
DATE		9/13/2021		TOUR					3	
TRAILER LOCATION	TRAILER NUMBER	OWNER		MAIL CLASS	CONTENTS	% Load	COMMENTS			DATE STAGED ON
				MWH			MWH			MWH
40	lpvs197m02	mvs			empty	0%				
41	lpvs197m07	mvs			empty	0%				
43	197nji	emt			empty	0%				
North Yard	604708	emt			empty	0%				
North Yard	604730	emt			empty	0%				
North Yard	604710	emt			empty	0%				
North Yard	728608	mvs			empty	0%				
North Yard	604716	emt			empty	0%				
North Yard	604703	emt			empty	0%				
North Yard	19748m0002	mvs			empty	0%				

Yard Safety and Dock Operations Checklist

Yard Safety and Dock Operations Checklist	
DISTRICT:	
PLANT/HUB:	
DATE AND TIME OF OBSERVATION:	
OBSERVER NAME:	
Pedestrians	**Answer/Comment**
1 Are all pedestrians observed wearing reflective safety vests while in truck yard?	
2 Are all pedestrians using flashlights at night while in the yard?	
3 Are pedestrians using designated walkways while in the yard?	
4 Is pedestrian foot traffic kept to a minimum in the truck yard?	
Drivers	
5 Are drivers observed obeying all posted yard signs? Maximum yard speed limit is 10 mph; immediate dock area (within 150 feet) is 5 MPH.	
6 Are drivers yielding to pedestrians	
7 Are drivers observed wearing reflective safety vests while in truck yard.	
8 Are all drivers blowing horn prior to backing.	
9 If the facility has a dock/door light system, are drivers observed verifying the green light is on before placing the trailer. If the lights are not functioning, are drivers contacting the expeditor/platform supervisor?	
10 Upon arrival at the dock, are drivers engaging brakes and chocking the wheels when a trailer is in the dock	
11 If the chock block is missing, do driver's notify the expeditor/platform personnel?	
12 Are tractors or trucks turned off while at a bay (no idling)?	
13 For trailer drops, are drivers lowering the legs and pulling from under the trailer before reporting to the inbound expeditor/dock clerk?	
14 Are drivers reporting to the inbound expeditor/dock clerk before the trailer door is opened?	

	If a trailer requires relocating to a dock door for loading, does the driver back the vehicle to the door or platform space, set the brake, shut off the engine, and affix chock block(s).?	
15	Prior to removing chock block(s) are drivers inspecting the back of trailer to ensure the trailer door is locked, sealed and secure?	
16	Are drivers observed wearing seatbelts while seated in the vehicle?	
17	In the case of swinging or "barn" type doors, are drivers stopping the trailer away from the dock, setting the brakes, turning off the engine, and exiting the	
Expeditor/Platform Personnel		
18	Are expeditor/platform personnel returning to the dock and observing the trailer being placed at the	
19	Are expeditor/ platform personnel removing the lock and/or seal, opening the doors and securing each door to the outside trailer wall using the vehicle's door fasteners	
20	Do Postal Service personnel inspect the vehicle for damage and/or unsafe condition, determine roadworthiness, inspect the E-track, and ensure a proper number of securing devices (minimum 2 straps for every 10 feet) are on board?	

Vehicle Safety Checklist

Highway Contract Route/Trip Number: _____

Postal Vehicle Service Trip Number: _____

Trailer or Truck Number: _____

OVERHEAD DOORS
  Are doors damaged?Yes   No   If Yes, describe: _____

  Do doors close properly?   Yes   No   If No, describe: _____

Are there Door Savers?   Yes   No
E TRACKS
  Are there single tracks?   Yes   No
  Are there double tracks?   Yes   No   (New requirement for most vehicles)
Is the bottom row 26 inches from the floor? Yes   No
Is the top row 60 inches from floor?   Yes   No

SHORING STRAPS/BEAMS
Number of straps _____   Straps are required for every 10-ft of load, top and bottom. For example, a 40-ft trailer would
                               Require 8 straps.

Condition of straps   Good Poor   Good = straps not frayed, mechanisms working
Number of beams _____

Are shoring beams permanently affixed to the interior nose of the vehicle?   Yes   No

    Is the door SEALED?   Yes   No

    Is the door LOCKED?   Yes   No

    Is there a SAFETY CHAIN? Yes   No

    Is the chain affixed?   Yes   No

COMMENTS:
_____
_____
_____
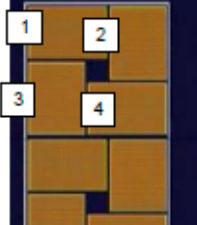
Opening Trailer Swing Doors Standard Work Instruction

	Important Steps	Key Points	Reasons for Key Points
	1. Push into the door with all your weight when opening. Crack the right-hand door and stay behind the door.	Be prepared for the possibility the load within may have shifted. Opening a crack to check load. If possible, get assistance.	To prevent damage or injury. Loads that have shifted can be unstable and heavy and spill out onto the ground or dock. Use the door as a barrier to prevent this from happening.
	2. Pull the door toward you and latch it to the side of the trailer.	Ensure safety chain is long enough to secure door.	This will prevent the door from closing or striking employees or equipment while entering the trailer.
	3. Recheck the cargo before unlatching the left-hand door.	Double check load for shifting before attempting to open door.	Loads that have shifted can be unstable and heavy and spill out onto the ground or dock. Use the door as a barrier to prevent this from happening.
	4. If it appears the cargo has shifted and is against the left door, the driver should put a load lock in place or push the cargo into place.	The goal is to prevent load from shifting. If the load has shifted strap or pin any rolling stock if anything has become unstable. Redistribute weight as necessary.	Prevents injury or damage to equipment or employees.
	5. Once secure, a driver should pull the left door towards their body, backing away and keeping the door between the cargo and their body.	The door acts as a barrier and protection in case of additional shift.	Ensure that door is secured using the safety chain provided.

Roll-up Doors Standard Work Instruction

	Important Steps	Key Points	Reasons for Key Points
	1. After breaking the seal, the lock should engage and disengage easily without forcing. 2. The door should not fly up, creep, or rush down. 3. To operate, keep door in full view and slowly raise door using manufacturer supplied handles, and lower door on supplied pull-down rope. 4. Never apply force in a manner that would cause the panels to disengage from the track. If the door has an automatic opener, remove pull rope from door and follow instructions supplied with the opener. 5. Most trailers are loaded from docks, but if they must be opened from the ground because no loading dock is available, a grab bar should be mounted to the back corner of the truck/trailer body and non-slip material should be placed on the ICC bar or step. 6. When climbing up into the cargo area, the driver should always have three parts of their body on the vehicle to limit the possibility of a slip and fall accident. This could be two feet and one hand or two hands and one foot.	Push against the door before opening to detect load shifting. Don't strain to lift a door that cannot be raised. Ask a supervisor for assistance. Do not use power industrial trucks (forklift\pallet jack) to open trailer doors. Move as close as possible to the latch and the door strap before pulling it.	Prevents damage and injuries to employees and equipment.

Securing Trailer Load with Restraining Straps Standard Work Instruction

	Important Steps	Key Points	Reasons for Key Points
	1. Inspect "E" tracks	Visually inspect "E" tracks and verify they are in good repair and firmly secured to trailer walls Notify Supervisor if "E" tracks are damaged or not secured to trailer walls	"E" tracks along with restraining straps are used to safely secure the load and hold it in place inside the trailer
	2. Load containers on trailer	Check to be sure containers are snug up against the nose of the trailer or against each other	Ensuring containers are snug will help ensure load is safely secured once restraining straps are in place Securing containers properly is critical to public safety and protection of the mail
	3. Containers utilizing pallets should be loaded in a "Pinwheel" configuration	Gaylords, postal paks and other mail that use pallets as their base should be loaded in a pinwheel configuration One pallet is loaded with the long side against the nose The adjacent pallet is loaded with the short side against the nose & 4. Next row of pallets is reversed Every two sets of pinwheels require two restraining straps	Pinwheel configuration locks the pallets in a square and holds the load more securely Two restraining straps, one for each set of "E" tracks, must be used approximately every ten feet to safely secure the load Securing containers properly is critical to public safety and protection of the mail
	4. Approximately every ten feet use two restraining straps	For every nine GPMCs, or three rows of three, use two restraining straps For every four OTRs, or two rows of two, use two restraining straps Containers may not measure exactly ten feet, place restraints as close to ten feet as possible	Two restraining straps, one for each set of "E" tracks, must be used approximately every ten feet to safely secure the load Securing containers properly is critical to public safety and protection of the mail

Securing Trailer Load With Restraining Straps Standard Work Instruction Continued

	Important Steps	Key Points	Reasons for Key Points
	5. With containers in place put one end of restraining strap in "E" track and repeat with other end on opposite side of trailer	The strap must be placed one foot back from the front of the container Make sure the clip release mechanism is facing up	The strap must be placed one foot back to properly restrain the load
	6. Take up the strap slack by hand then ratchet the strap tight	Pull on the strap to make sure it is tight and secure against the load Do not over ratchet the strap	Strap must be tight and secure against the load to properly restrain the containers Over ratcheting can lead to damaged containers
	7. Repeat with second strap and approximately every ten feet of loaded containers	Pull on the strap to make sure it is tight and secure against the load Do not over ratchet the strap Two sets of straps must be used approximately every 10 feet	Two sets of restraining straps must be used approximately every 10 feet to safely secure the load

Omit Trip Directions

Users will have the option to omit trips in order to clearly identify instances in which the contractor failed to show. This option will be available through both the SVmobile and SVweb applications. Omitted functionality will be available for HCR transportation only. Once a trip has been Omitted, its status will display as Omitted in SV. Omitted trips will be excluded from SVweb Scan Compliance, Trips On Time, TDNA, Unrecorded/Incomplete, and Extra/Unscheduled reporting.

- SVmobile > Arrive/Depart > Swipe left on an HCR trip > Select Cancel/Omit > Select Omit Trip > Select Yes on Omit Trip prompt > Select No or Yes on Trip Omitted Form 5500 Created

- SVweb > Facility Management > Arrive/Depart > Right click on an HCR trip to open the Context Menu > Omit Trip > Select Yes on Confirm Omit > Select No or Yes on Trip Omitted prompt
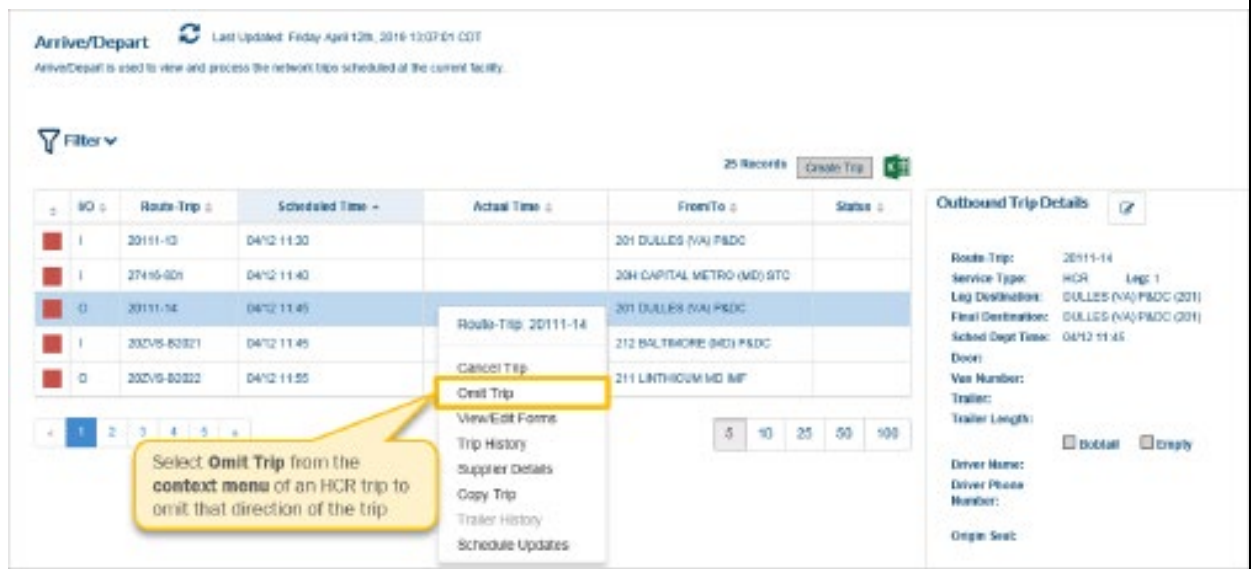
National Expeditor Basics

Participant Guide

Course 2022NTWK5170CC01

May 2022

Learning and Development

National Expeditor Basics

Participant Guide

United States Postal Service
Learning and Development
475 L'Enfant Plaza SW
Washington, DC 20260-4215

Use of Training Materials

These training course materials are intended to be used for training purposes only. They have been prepared in conformance with existing USPS policies and standards and do not represent the establishment of new regulations or policies.

A Commitment to Diversity

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce. Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences, and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive of everyone.

Course materials and lectures, classroom debates and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment, and harassment on any prohibited basis. Instructors and class participants are expected to support this commitment.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity, and growth, and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers, and suppliers, and to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.

Table of Contents

Module 1: Welcome and Safety

Objectives:

- Describe the components of National Expeditor Basics

- Identify the roles and responsibilities of an Expeditor

- Obtain eAccess for Mail Transport Equipment Labeler (MTEL) and Surface Visibility Web (SVweb)

- Review basic safety procedures for equipment used for dock operations: dock plates and levelers, scissor lifts, dock locks, forklift, Powered Industrial Trucks (PIT), pallet Jacks, etc.

- Utilize the red light/green light system to control dock traffic, if available.

- Follow local key control procedures, if locally implemented.

- Differentiate between safety violations requiring immediate intervention and those requiring escalation to the supervisor.

- Complete PS Form 1767, *Report of Hazardous, Unsafe Condition*, or Practice to report unsafe conditions.

- Participate in or perform safety stand up talks.

- Perform a safety walk and complete PS Form 4851, *Housekeeping Inspection*, as needed.

- Utilize PS Form 4707, *Out of Order,* (Red tag) to identify and remove defective equipment from the work area.

Time Allocated for Module:

- 2 hours

Instructional Methods:

- Discussion

- Hands-on practice

Participant Material Used:

- Computer

- Participant guide

- On-the-Job Training Checklist

Welcome

- Location of the fire extinguisher

- Location of the safety bulletin board

- Reporting of accidents

- The smoking policy

- Evacuation procedures

- Means of egress, keeping aisles clear

- Any asbestos and lead materials in the facility

Welcome to National Expeditor Basics

The goal of the National Expeditor Basics course is to provide a standardized and structured training for Expeditors. Topics include Safety, Surface Visibility, Scanning, MTEL, Placards, Labeling, Managing processes and forms for HCR suppliers and Drivers, Platform Operations, Registry/Security, Mailflow, Dispatch Discipline, Continuous Mail Process, and mailflow problem solving.

You should have completed 3 hours of pre-requisites prior to coming to this course.

Those pre-requisites include:

Moving the Mail: Product Lines

Dispatch Discipline

Mail Transport Equipment Labeler (MTEL)

Surface Visibility (SV)

Container Tracking System

We will meet for 5 days, 8 hours per day. The morning is direct training in this classroom. The afternoon is On-the-Job Training on the dock. You will need to attend all sessions and complete an on-the-job task checklist to complete the course. This course was developed differently than many courses that includes On-the-Job training. Content was purposely included only at the dock location so that participants experience learning first-hand with live examples. Group discussions have been included along with checklists of tasks to complete during training.

Expeditor Duties

The primary course material developed for the Expeditor Basics course is geared towards Platform Expeditors. However, there are many facilities where Expeditors cover positions not only on the Platform but also inside the facility. It is critical to understand each of these roles as there are many interdependencies between the two positions. We are reviewing general skills needed for both.

- Right trip, right mail, at the right time

- Ensuring trips are on time helps reduce or eliminate additional transportation costs associated with excess volume

- Expeditors must know the operating plan for their tour and facility

- Your job is to ensure the mail will make the assigned trip

- Every hour, you should know what's coming in, from where and what is on it

- Outbound - you need to know what is scheduled to go out, to where, on what transportation/trip, and coordinate with processing to ensure mail is pulled from the machine and sent to the dock 15 minutes prior to departure for loading

Required eAccess

As an Expeditor and for purposes of this course, you need access to Mail Transport Equipment Labeler (MTEL) and Surface Visibility Web (SVweb). Request in eAccess. This access is necessary for classroom participation later in the course.

Safety Introduction

It is the position of the Postal Service™ that any injury can be prevented. Preventing personal injuries on and off the job is good business practice. We want to make sure our employees are safe in their workplaces. Injuries also cost money, reduce efficiency, and cause human suffering.

The Dock and Yard Safety Guide is available and is a good resource for understanding the potential hazards associated with various operations at processing plants. As each facility is unique, all outlined procedures may not occur in every facility. *The Dock and Yard Safety Guide* is available for all employees at: https://networkops.blueshare5.usps.gov/sites/dn/Ops%20Best%20Practices/Forms/AllItems.aspx.

Your responsibilities for safety include but are not limited to:

- Performing regular safety walks of your work area

- Performing a trailer inventory at the beginning of your tour

- Participating in Tour Expeditor meetings

- Returning outstanding paperwork that you have not yet closed

- Validating yard information

- Complying with Occupational Safety and Health Administration (OSHA) standards and regulations

- Attending annual safety and health training

Every trip through your workplace should be a safety inspection. You should always be on the look-out for safety hazards and unsafe conditions. You should know the proper safety procedures for each operation on the platform. As a resource consider teaming up with the Safety Ambassador or supervisor to conduct impromptu inspections. Inspections can assist you in recognizing safety issues and abating any serious issues. Frequent, short interactions about safety allow immediate response to hazards and provide opportunities to positively influence behavior.

Dock operations focus mainly on tasks associated with the arrival, staging, and dispatching of mail and equipment in Postal facilities. Activities such as mail transport and loading and unloading of trucks using Powered Industrial Trucks (PIT) as well as manual means has the potential for employee injuries. Workers must be aware of both manual handling safety concerns and safe PIT equipment operating techniques.

Dock and Yard Safety

Dock and yard safety is important for any employee or contractor involved in dock operations. Following safety guidelines can prevent injuries while loading and unloading trucks manually or by using Powered Industrial Trucks (PITs). The United States Postal Service® is dedicated to a goal of zero accidents. Our position is that our employees' safety comes first, and any injury can be prevented. It is your responsibility to work safely and accept responsibility for preventing accidents by identifying and addressing safety hazards.

The dock is the area inside where trucks are loaded and unloaded and mail/equipment is staged. Safety is imperative in this busy location. The Postal Service is committed to safety and accidents must be proactively avoided.

A yard is the area outside the dock where the trucks are staged, loaded, and unloaded. This is an incredibly busy environment with vehicles and personnel, different weather conditions, traffic, and lighting. Because of congestion and traffic, caution and common sense must always prevail. Accidents can occur, and occasionally result in personal injuries or even death.

Dock and Yard Hazards

Hazards in the loading dock and yard have the potential for serious injury or even death these include:

- Slips, trips, and falls
- Unsecured or unguarded machinery or dock edges
- Injuries from handling dock plates and containers manually
- Pedestrian injuries
- Employees being struck by equipment or vehicles
- Manual material handling injuries (lifting)
- Trailer separation
- Unsecured loads
- Debris on the floor
- Forklifts overturning
- Operating dock levelers

During this module, we review dock and yard safety procedures. While some equipment is used more often in the dock or in the yard, please be aware that equipment may be used in both areas. Regardless, safety procedures must be followed.

Yard Specific Safety

As an Expeditor you must ensure:

- Make sure all drivers — Postal Service and contract — comply with posted yard speed limits. This includes drivers of private vehicles and yard hustlers.

- Make sure any parked trailer or vehicle has the wheels chocked or that dock locks are in use before any powered industrial truck enters the vehicle or trailer. Electric pallet jacks fall under the definition of powered industrial trucks.

- Keep unauthorized personnel out of yard areas. Vehicle traffic and limited visibility around trailers make these areas unsafe for unauthorized personnel.

- Determine whether jacks are needed to support a trailer and to prevent upending during loading or unloading when the trailer is not coupled to a tractor. When a trailer is uncoupled from the tractor unit and the landing legs are lowered, the trailer can be prone to tipping forward from the landing legs if too much weight is placed towards the front of the trailer. This can be caused by a heavy load or the use of heavy equipment, such as a forklift, within the trailer.

Yard Safety and Dock Operations Checklist:

As an Expeditor, make sure to alert management if any of the following are not in place:

- Dock doors are operable
- Dock plates are operable
- All dock trailer lights work
- All the dock red/green lights work
- Safety vests are available for all required employees
- Flashlights are used in the yard
- Light poles in the yard are working
- Every dock door has a wheel chock
- All trucks are chocked
- No trucks are idling in the yard

- Yard Safety and Dock Operations Checklist are performed on all trucks prior to use

- Appropriate number of secure straps are available for use in both HCR (Highway Contract Route) and USPS vehicles

An example Yard Safety and Dock Operations Checklist can be found in the appendix on page A-23

Pedestrian Safety

Working outside around vehicles is dangerous. Pedestrians must protect themselves by ensuring they are visible. As Expeditor, make sure the following safeguards are followed:

- All pedestrians walking in the yard must be provided and instructed to wear reflective vests to improve visibility

- All yard pedestrians must be provided and required to utilize flashlight

- Expeditors should closely observe vehicles in the yard. If a vehicle has issues, report it to the driver and to their supervisor

- Ensure that drivers adhere to posted signage including speed limits

- Pedestrians should avoid vehicle blind spots

- Drivers sound horn prior to backing of any vehicle

Dock Entry and Exit

Safe driving requires that drivers control vehicle speed and direction. Because drivers cannot see everything behind the vehicle, the potential for damage is much greater when backing. Accidents can be prevented by making sure that drivers follow a few basic steps when backing into a bay or to a dock door.

When trucks are backing into dock doors/bays, Expeditors need to make sure that drivers are following proper procedures.

Make sure that:

- Painted lanes are visible for drivers

- Trucks are situated in the lane correctly

- Drivers back slowly to easily correct any steering errors and stop quickly if necessary

Water Ingress

Water entering the dock loading area can create a slipping hazard for both pedestrians and those using mechanical equipment. Most loading bays have canopies, curtains, or shelters to create a weather shield. However, they may be compromised by ill-fitting seals or differing vehicle and trailer designs.

Safe Loading and Unloading

Loading

Expeditors must ensure that mail is loaded into trucks safely. If you notice mail is not loaded correctly, notify your supervisor to abate the safety hazard. The purpose of proper loading is to ensure safe and damage-free transport of the load. Proper loading of palletized Postal Service products in trailers is essential to prevent load shifting during transport.

The two primary causes of load failure during transport are:

1. Gaps in the load
2. Improper pallet stacking

Improperly loaded trailers in motion may produce side sway and forward and backward motion. Gaps in the load may cause improper shifting of the pallets or product contents. Load shifting can be avoided through proper load configuration and stacking of pallets for transport.

Safe and Legal Loading

Ensure that vehicles are loaded in a safe and legal manner. As a resource, use the posted loading diagrams for truck loading.

In vehicles fitted with side wall E-tracks, the load is secured with shoring straps and/or load bars.

Whenever containers with drop-down pins are loaded in a vehicle with floor pin stack pockets, each container's pin is filled in a floor pocket and container brake applied.

<u>Pallet Arrangement</u>

Pallets are arranged in a pinwheel fashion, where pallets are loaded side by side in the vehicle with the long (48-inch) side of one next to the short (40-inch) side of the other, and the next row is loaded in the opposite direction. This interlocks the pallets and helps prevent them from sliding and the load shifting.

A Pinwheel Configuration: A Set of Four Pallets

Bed loaded sacks are brick-laid stacked in an orderly manner with the string side of the sack facing forward.

Bed loaded trays are stacked with the heaviest trays on the bottom and successive level placed in a crisscross manner.

Bed loaded parcels and nonmachinable outsides are brick-laid stacked in an orderly manner with the heaviest parcels and outsides on the bottom.

Mixed loads are arranged with Bed loaded trays stacked along the side walls and sacks located in the middle across the vehicle.

Vehicles are not to be loaded with more weight than the vehicle's specifications provide or law permits.

Additional cargo restraint methods are used for potentially unstable loads.

A Row of Pinwheel Configurations

Configuring Mixed Loads

Expeditors need to ensure mixed loads are configured correctly. The postal service uses a variety of equipment sizes that comes in various heights and widths. Loads may also be mixed with containers of various weights as well. Understanding how to safely configure loads reduces potential for damage and injuries. Standard Work Instructions for configuring Mixed Loads can be found in the Appendix on pages 30-31.

Process Steps

1. Configuring different types of containers for a secure load.

2. Securing and strapping tall and/or stacked pallets.

3. There is a way to combine different types of containers with an OTR (Over the Road container) for a secure load.

4. There is a way to combine different types of containers with a wire container for a secure load.

5. Do not combine equipment that cannot be physically supported.

6. Securely strap load every 10 feet.

Securing Loads

After checking configurations, Expeditors must make sure that the load is secured. Load instability is identified as a major contributor to accidents due to the shifting of containers. Proper load restraint is a function of vehicle structure, securing devices, and blocking or bracing equipment. The securement system chosen must be appropriate for the cargo's size, strength, and characteristics.

Secure rolling stock containers so they do not move when the vehicle is in transit. This includes setting the brake, setting pins, and securing the container with the proper number of shoring bars or straps. Do not dispatch a trailer under any circumstances if the load and integrity of pallets cannot be made secure.

Restraining Straps

Restraining straps are used to secure loads. Expeditors must make sure that the restraining straps are correctly positioned and the correct number of straps are being used as outlined in Label 62.If trailers do not have the straps, they are not properly equipped an action should be taken. We will discuss the procedures for completing a PS Form 5500, *Contract Route Irregularity Report* later in the course.

Label 62

Label 62 is a visual tool to reiterate proper positioning of restraining straps in E-tracks for load configurations. Expeditors should check to make sure that this label is placed on the inside wall near the door of all Postal Vehicle Service Route (PVS) trailers and HCR trailers that move mail. If Label 62 is not on the inside wall, a PS Form 5500 would need to be issued.

Positioning Restraining Straps in "E" Tracks For Typical Load Configuration

To Position the Straps:

Each end of the restraining strap must be connected into the "E" track at least 1 foot back of the edge of the container(s) being restrained. Properly position 2 restraining straps (1 for each set of "E" tracks) approximately every 10 feet to prevent fore, aft, and sideways movement of the load. Each load must have 2 restraints (1 for each set of "E" tracks) positioned at the end of the load.

To Secure the Load:

Drape the assembly across the face of the load. **DO NOT** attempt to operate ratchet at this time. Hold the buckle at about the same level as the attached end fittings **AND** pull slack webbing through the buckle (Figure 1) until the straps and buckle are **SNUG** against the load. You can now operate the ratchet mechanism because there is **NO EXCESS SLACK** that could, if you wound up on the reel, cause jamming. Operate buckle handle back and forth to take up remaining slack and to set tension (Figure 2).

Container Restraint Of Solid Load

Container Restraint Of Mixed Load

Continue ratcheting until enough tension is applied to hold the load securely. **DO NOT OVER-TIGHTEN** the shoring strap assembly. Too much tension may result in injury to you or damage to the shoring straps or "E" track hardware.

NEVER USE TOOLS TO OPERATE THE BUCKLE HANDLE.

To Release the Buckle:

Depress the release bar with the thumb (Figure 3) and swing handle as far as it will go from the buckle body (Figure 4). With the handle in this position, the spool will turn freely and unwind the webbing.

NO TOOLS ARE NECESSARY.

Figure 1

Figure 2

Figure 3

Figure 4

Label 62, July 2004
PSN 7690-02-000-7909

Positioning Restraining Straps

It is primarily the responsibility of the driver to ensure the proper loading and securing of the mail, however, when Postal Service personnel assist in loading mail, or pre-loads are performed, the responsibility to ensure the securing of the load is assumed by the dock personnel. A video depicting the updated instructions on restraining loads properly can be viewed at: https://blue.usps.gov/corpcomm/uspstv/safety-and-health/sdom-secure-that-load.htm.

Shoring Bars

Shoring bars are sometimes used to secure loads. A shoring bar or hat section reinforcement must be permanently installed in the front cargo area of all 5- to 7-ton vehicles and trailers. Stack and secure sack loads to prevent shifting, either from side to side or from front to rear. Often, sack loads fall against the rear door and wedge so that the doors cannot open. Secure rolling loads so that there can be no movement in transit. Above all, securely close and lock the vehicle to prevent loss of mail and accidents enroute.

Opening Trailer Doors

Expeditors must ensure that mail is unloaded from trucks safely. A driver or an unloader might approach you if they determine that their load might have shifted. Notify the supervisor to provide assistance before opening the trailer doors. Since drivers and unloaders cannot see the condition of the cargo before opening trailer doors and therefore cannot see if cargo has shifted during transportation, basic steps can be taken before opening a truck's trailer doors.

Swinging Doors

1. Crack the right-hand door and stay behind the door.

2. Pull the door toward you and latch it to the side of the trailer.

3. Recheck the cargo before unlatching the left-hand door.

4. If it appears the cargo has shifted and is against the left door, the driver should put a load lock in place or push the cargo into place.

5. Once secure, a driver should pull the left door towards their body, backing away and keeping the door between the cargo and their body.

Roll-up doors

Roll-up doors have the potential for a different set of problems than swinging doors and should be handled accordingly.

1. After reading the seal, the lock should engage and disengage easily without forcing. The door should not fly up or creep or rush down.

2. To operate, keep the door in full view and slowly raise the door using the manufacturer supplied handles and lower the door on the supplied pull-down rope. Never apply force in a manner that would cause the panels to disengage from the track. If the door has an automatic opener, remove the pull rope from door and follow the instructions supplied with the opener.

3. Most trailers are loaded from docks, but if they must be opened from the ground because no loading dock is available, a grab bar should be mounted to the back corner of the truck/trailer body and non-slip material should be placed on the Interstate Commerce Commission (ICC) bar or step.

4. When climbing up into the cargo area, the driver should have three parts of their body on the vehicle at all times to limit the possibility of a slip and fall accident.. This could be two feet and one hand or two hands and one foot.

Equipment Safety

Expeditors are responsible for ensuring employees are using equipment safely. Report any unsafe practices to management. The Dock and Safety Guide is being used as a resource for this section of the course. You can access the Standard Work Instructions (SWIs) in the Appendix for dock and yard equipment. We review basic equipment; however, your facility may not be equipped with all equipment shown.

Chocks

A Chock Block is a triangular wedge that is placed against truck tires to prevent a vehicle from rolling. Chocks must be used to prevent rollaways on all trailers that are parked. A rollaway refers to an incident where a vehicle rolls away with the engine off. In the area of the dock and yard properly securing and safeguarding trucks and trailers is imperative.

Expeditors must check daily that all dock doors are equipped with chocks and that they are being used. Chocks must be used even if an additional means to secure trucks or trailers to a loading dock is available. Always use the chocks!

OSHA 29 CFR 1910.178(k)(1), requires that "the brakes of highway trucks shall be set and wheel chocks placed under the rear wheels to prevent the trucks from rolling while they are boarded with powered industrial trucks."

OSHA 29 CFR 1910.178(m)(7), requires in part that "brakes shall be set and wheel blocks shall be in place to prevent movement of trucks, trailers, or railroad cars while losing or unloading when the trailer is not coupled to a tractor."

Alternative methods of preventing truck movement are allowed. These alternatives may include the use of dock lock mechanisms, dock monitoring systems, or other systems that prevents the unintentional movement of trucks and trailers while being boarded with powered industrial trucks.

- Verify that the trailer is properly parked against both dock bumpers.
- Drivers must chock wheels when trailers are docked at bay doors. Drivers must then verify with the Expeditor that the chocks are in place. Chock the front and back of the rear wheels.

- Chocks need to be suitable for the type of vehicle they are expected to restrain, for the type of surface they are being used on, and for anticipated/current weather conditions.

- Employees should never enter a trailer that has not been properly chocked. Make sure any parked trailer or vehicle has the wheels chocked or that dock locks are in use and functioning properly before any Powered Industrial Truck (PIT) enters the vehicle or trailer.

- It is important to implement a robust safe work system covering the use of wheel chocks. Workers who put chocks in place and remove them can potentially be at risk if working where there are moving vehicles. It may be necessary to control the movements of other vehicles in adjacent bays while chocks are put in place or removed.

- Properly store wheel chocks when not in use to avoid damage and a tripping hazard.

Dock Plates and Levelers

These ramps are used to bridge the gap between the truck trailer and the loading dock so that pallet jacks or forklifts may move product in and out of the trailer. Improperly secured dock plates and levelers can cause the forklift and/or loads to overturn.

Expeditors must make sure that dock plates and levelers are used safely. If your facility is equipped with dock plates and levelers, you should use them on every dock door. Some facilities are not equipped with dock plates or levelers. An SWI is available in the Appendix on page A-4.

Safety Guidelines

- In the normal (unused) position, the leveler should be in the down position and level to the walking surface.

- When a truck arrives and mail needs to be unloaded, the lip edge of a leveler is raised until it is higher than the bed of the trailer.

- As the leveler rises or lowers, the lip is extended to bridge the gap between the loading dock and the bed of the trailer.

- Levelers must be clear of equipment prior to raising or lowering.

- Keep hands and feet away from dock levelers while they are in motion.

- For electronic levelers, employees must not stand on the leveler while it is raising or lowering.

- When loading/unloading of the trailer is completed, return the dock leveler to the stored position, level to the walking surface.

Note: Dock levelers can be slippery when wet, so be aware of your footing. If needed, report slippery conditions to your supervisor.

Dock Scissor Lifts

These ramps are used to bridge the gap between the truck trailer and the loading dock so that pallet jacks or forklifts may move product in and out of the trailer. Improperly secured dock scissor lifts can cause the forklift and/or loads to overturn, leading to injury.

Expeditors must notify supervisors if there is a problem with dock scissor lifts. Any scissor lifts in need of repair should be red tagged.

Unless employees are properly trained, do not allow them to use powered lifts. Check control cords frequently for broken insulation or frayed wiring. Use safety chains to prevent equipment from rolling off the open end of the lift. Only authorized personnel should service a dock or scissor lift. Remove or disable the lift's power source during non-business hours to prevent unauthorized use. An SWI is available in the Appendix on page A-6.

Process Steps

1. Inspect scissor lift daily, prior to use.
2. Ensure truck or trailer is in position and chocked.
3. Notify people in the area to make them aware that the dock scissor lift is about to be raised/lowered.
4. Raise dock scissor lift to level of trailer door.
5. Remove the safety chain.
6. Lower the dock plate (where applicable).
7. Unload equipment from truck onto dock scissor lift.
8. Unload equipment from dock scissor lift to dock.

Dock Locks

Dock locks are used to prevent forward movement of the truck/trailer, which may create an unsafe void between the dock and the truck/trailer as a forklift travels onto the trailer; or to create an obstruction noticeable (via outside lights) to the truck driver, should the driver accidentally try to pull the truck/trailer away while it is being used.

Dock locks help to prevent a drive-away. A drive-away is when a vehicle or trailer is moved away from the loading bay before the loading/unloading operation is complete. The vehicle loader, machinery, or goods can fall from the vehicle, posing a danger to the loader or anyone working in the vicinity.

Expeditors need to make sure that the dock locks are engaged properly. Sometimes the lights turn-on showing that the lock is engaged, but it is a false notice. You need to visually confirm that the lock is actually engaged. You can look down between the dock plate and the truck to make this confirmation. A SWI for Dock Locks can be found in the Appendix on page A-9.

Mail Transportation Equipment (MTE) Handling

Mail Transport Equipment (MTE) is used to consolidate, store, and transport mail. The improper loading, securing, or moving of MTE has the potential to create hazards for employees. Employees should always load, close, transport, and unload the MTE containers using the proper methods.

- Secure all loaded containers with 2 straps every 10 ft. to prevent the load from shifting and rolling free. Place OTR-container tow pins in the floor of trucks or vans.

- If a load has toppled against the mesh doors of an Eastern Region Mail Container (ERMC), get assistance when removing the restraining bar. When pressure is placed against the mesh door, restraining bar can be extremely dangerous because it acts like a spring when released.

Expeditors should make sure that unused MTE is removed from the dock and stored in the correct place. Every facility has an MTE plan. Failure to clear unused MTE can cause a safety hazard and impact operations.

Pallet Jacks

A pallet jack, the most basic form of a forklift, is used to lift and move pallets. While using hand or electric jacks, employees must maintain control of the jack to avoid impact with stationary or moving objects as they move through the dock and passageways. Pallet jacks are used to make it easy to move loads that would otherwise be multiple person jobs. Pallet jacks help transport loads from point A to point B by eliminating strain while also saving time.

Expeditors might periodically assist in loading/unloading trucks using these pallet jacks to ensure that trips are dispatched timely. Using the jacks safely is important. Additional information can be found in the Appendix on page A-31.

Do not place feet under jack → Alway inspect hydraulic fluid lines → Never exceed capacity → Observe push/ pull methods when possible

Process Tips

- Never place your feet under a machine
- Never exceed the advised weight capacity

- Use proper lifting techniques when loading/unloading and operating the pallet jack

- Move the load slowly to ensure safety in case your surroundings change

- Whenever possible, push the load

- Be wary of pinch points to avoid injuries to your hands

- Store properly to avoid the jack becoming a tripping hazard

Safety Walk

Expeditors should perform a safety walk at the beginning of every tour. This ensures that housekeeping and safety measures are implemented and employees are safe. Expeditors are responsible for completing necessary forms and paperwork. Immediately abate any issues you can address or if you cannot abate the issue, complete the PS Form 1767, *Report of Hazardous, Unsafe Condition, or Practice.*

Hazardous Conditions

PS Form 1767, *Report of Hazardous, Unsafe Condition, or Practice.* Condition is designed to provide a means of communication between employees and management with prompt corrective action and response to reports of alleged hazards, unsafe conditions, or unsafe practices.

Expeditors who identify an unsafe or hazardous condition complete the PS Form 1767 and turn in to their supervisor.

Supervisors must supply of PS Forms 1767s in the workplace in a location that both easy and (if an employee so chooses) anonymous access. Employees should be able to report hazards anonymously and without fear of reprisal. PS Form 1767, *Report of Hazardous, Unsafe Condition, or Practice* can be found on the next page and on Appendix page A-16.

UNITED STATES POSTAL SERVICE ®

Report of Hazard, Unsafe Condition or Practice

SAFETY DEPENDS ON ME

Hazard Control Number
(Assigned by Safety Officer)

___ ___ ___ ___ ___ ___

I. EMPLOYEE'S ACTION

Area (Specify Work Location)

Describe hazard, unsafe condition or practice. Recommended corrective action.

Employee	Print and Sign		Date and Tour

II. SUPERVISOR'S ACTION

Recommend or describe action taken to eliminate the hazard, unsafe condition or practice. (If corrective action has been taken, indicate the date of abatement.)

Supervisor	Print and Sign	Date

III. APPROVING OFFICIAL'S ACTION (Check One and Complete)

	The following corrective action was taken to eliminate the hazard, unsafe condition or practice (indicate date of abatement):
	A work order has been submitted to the manager, plant maintenance to effect the following change:
	There are no reasonable grounds to determine such a hazard exists. This decision is based upon:

Approving Official	Print and Sign	Date	Date Employee Notified

IV. MAINTENANCE ACTION (Complete if Necessary)

Maintenance Supervisor	Print and Sign	Date	Date Hazard Abated

PS Form **1767**, March 2017   PSN 7530-01-000-9422

WHITE – Local Safety Office (After Abatement)
YELLOW – Approving Official

PINK – Local Safety Official (Initial Notice)
BLUE – Employee

Any employee, or the representative of any employee, who believes that an unsafe or unhealthful condition exists in the workplace may file a report of the condition on PS Form 1767 with the immediate supervisor and request an inspection of the alleged condition or submit PS Form 1767 anonymously to the District's safety personnel. The form can also be turned it in to interoffice mail so that the submission is anonymous. District Safety forwards forms submitted anonymously to the employee's supervisor for action Safety personnel must not disclose the name of the individual making the report.

Throughout the workday, Expeditors should be making general observations of safety. Be aware of your surroundings and proper procedures such as handling and lifting, use of equipment, and vehicle operations, including powered industrial trucks. As you make your observations, communicate with the employees on the safe practices that you see, as well as areas in need of improvement. The best time to stop an unsafe act is before an accident occurs. As a resource, use the Yard Safety and Dock Operations Checklist in the appendix on page A-23. Other resources include Safety Ambassadors, Safety Captains, and Safety and Health Committee members.

Escalation of Safety Violations

<u>Situation 1</u>

What do you notice about this situation?

What should you do to resolve this situation?

What do you notice about this situation?

What should you do to resolve this situation?

Safety Stand-up Talks

Supervisors conduct Safety Stand-up talks. As an employee, you are encouraged to participate as a presenter and discuss topics that are relevant and of interest to you and your team. Always keep the most current Safety talk in mind and highlight the presentation during the workday. You will participate in a stand-up talk during the On-the-Job portion of this training.

Module Review

During Module 1, we discussed safety for the dock and yard. Expeditors must be diligent in following and promoting safety protocols and procedures. An active and proactive approach is imperative to significantly reduce accidents. As an Expeditor, you are responsible for a safe dock. This means that you are actively aware of when hazardous conditions exist and take direct action to resolve issues.

In Module 2 we discuss Mailflow and basic information needed by Expeditors for moving the mail on the dock.

Module 2: Mailflow

Objectives:

- Define Clearance Time (CT), Critical Entry Time (CET), and Dispatch of Value (DOV).

- Identify the CT, CET, and DOV for each mail process and trip.

- Differentiate between originating, turnaround, and destinating mail.

- Describe the national color code policy and how it is used to meet delivery standards.

- Identify Postal Vehicle Service Routes (PVS), Highway Contract Routes (HCR), and Dynamic Routing Optimization (DRO) Routes.

- Differentiate between Processing and Distribution Center (P&DC), Network Distribution Center (NDC), Hub and Spoke, Surface Transfer Centers (STC) facilities and the type of mail each facility in your network processes.

- Monitor CET, CT, and DOV times to ensure transportation meets each dispatch.

- Explain the First In – First Out (FIFO) staging process.

- Define the continuous mail process

Time Allocated for Module:

- 2 hours

Instructional Methods:

- Discussion

- Hands-on practice

Participant Material Used:

- Participant guide

- On-the-Job Training Checklist

Mailflow Principles

As an Expeditor your role is to ensure that the right mail is on the right transportation at the right time. In order to accomplish this, it is important for you to be familiar with the mail flow in your facility, to understand how your facility sends and receives mail from other facilities, and to be able to plan for changes that affect dispatch. To effectively expedite the mail, you must know several foundational concepts, key terminology, and several mailflow processes.

Mailflow in a processing facility covers mail induction through dispatch. There are many types of processing facilities throughout the country and separate mailflow for each type of product in a facility.

Mailflow: Induction to Delivery

Generally, mail is collected from Post Office™ retail windows, drop off boxes in lobbies, from automated mail processing center kiosks in Post Office lobbies, and by carriers from blue collection boxes and individual businesses and residences. Bulk Mail Units also collect business mail in bulk. These sources send their mail to a processing facility.

Each mailpiece has a specific window that we have committed to deliver it within, called a service standard. This helps us prioritize the mail as we process and deliver it.

Each processing facility has a service area that consist of local Post Offices and facilities that they send mail to for delivery. The service area is usually denoted by the first three digits of the Zone Improvement Plan (ZIP) Code ™. For example: Oklahoma City would service all ZIP Codes starting with 730-731, 734-738, and 748. Any mail that is not serviced by that facility, is forwarded to the plant that services that area for final processing.

Once the mail is at the facility that services that ZIP Code, the mail is further sorted to its finest depth-of-sort to its delivery location, usually a Post Office. Often letter mail and some flats are sorted to the delivery sequence of the carrier's route.

The mail is transported to the delivery facility. Some mail is sorted manually for the carrier route in delivery sequence. The carriers then deliver the mail to the final residence or business.

Key Concepts and Terminology

It is important that you establish a working knowledge of several key concepts and terminology in order to effectively manage your work. These include how mail is moved and when, how we keep track of which mail has the highest priority, how mail is prioritized, where mail is from, and where it is going.

Originating, Turnaround, and Destinating Mail

We use the terms originating and destinating to describe where mail is coming from and where it is going. Each processing facility has a service area that consists of local Post Offices and facilities that they serve directly.

> Originating - Mail generated from a facility's service area going out to the world.

> There are several facilities that generate originating mail:

- Entered through a Business Mail Entry Unit (BMEU)
- Received at a Detached Mail Unit (DMU) from USPS® or mailer
- Entered at a Destination Delivery Unit (DDU)

Destinating - Mail coming from the world and being delivered in that facility's service area.

You receive this mail on a trailer and will either:

> Cross-dock the mail for another facility by taking the incoming mail and transporting it directly to the outgoing dock to be sent to another facility.

> Process for dispatch to a local facility, usually a delivery unit.

Turnaround mail is mail that is originating and destinating in the same service area. You will receive from your service area, process it, and dispatch it to your service area.

Activity Originating and Destinating

In this activity you will determine if the following mailpieces are originating, destinating, or turnaround mail for Oklahoma City's service area: 730-731, 734-738, and 748.

If you are at Oklahoma City P&DC, what type of mail is:

Received from California, 90210? _____

Received from Oklahoma City, 73069? _____

Being sent to Florida, 31321? _____

Depth-of-Sort

Depth-of-sort is used to refer to how refined the sortation is for a container of mail. The ZIP Code indicates the mailpiece destination. The first three digits indicate the service area for that mail. Every service area is assigned to a facility.

Sorting mail just enough to determine the first three digits is faster and more efficient than trying to sort to every destination in the U.S. at every facility. The three-digit sort identifies that mail's destination ZIP Code and the mail is routed to the processing facility for that service area.

Once the processing facility has dispatched all mail for other service areas, it can process mail for its service area and send that mail to the delivery units it serves.

In order to sort mail for delivery, the mail is processed to a 5-digit depth-of-sort. The last two digits of the ZIP Code indicate where the mail needs to be routed within that service area. Using a 5-digit depth-of-sort allows mail to be routed to the specific Post Office that will deliver that mailpiece.

Depending on the mailpiece, machinery available, and time constraints, the mail may be refined even further. It is possible for the processing facility to put some mail in order so that as a specific carrier delivering a particular route in an individual Post Office delivers the mail, it is already in walk sequence.

Classes of Mail

The Postal Service processes and sorts millions of mailpieces every day. There are three types of mail: letters, flats, and parcels. The classes of mail are:

Priority Mail Express® -Premium service provides mail delivery overnight, or on the second day. Guaranteed delivery time or the postage is refunded for 1-day or 2-day delivery, 365 days per year, with expedited handling. The mail is insured against loss or damage. Priority Mail Express must be processed and dispatched as high priority in order to meet service standards.

Priority Mail ® - Includes letters, flats, and packages and weighs between 13 ounces and 70 pounds. Priority Mail offers expedited 1-day, 2-day, or 3-day through 5-day service depending on the package destination.

First-Class Mail®-This mail includes bills, postcards, large envelopes, and small packages. The mail is sealed from postal inspection. First-Class Mail is not guaranteed within a specified time and cannot weigh more than 13 ounces. Process First-Class Mail as a higher priority than USPS Marketing Mail.

Periodicals- Periodicals are either letters or flats. Includes newspapers and magazines. Mail receives a service standard when inducted reflecting destination, available transportation, and mail entry time and location.

USPS Marketing Mail®- Can be letters, flats, or packages. Includes advertisements, circulars, newsletters, small parcels, and merchandise. This mail must weigh under 16 ounces. Service standards depend on the entry location and entry time, transportation constraints, and distance to delivery destination.

Packaging Services- USPS Retail Ground®, Bound Printed Matter®, Media Mail®, Parcel Select®, Metro-Post, and Library Mail. Each has separate service standards.

	Priority Mail Express	Priority Mail	First Class Mail	Periodicals	USPS Marketing Mail	Package Services
Service Standard	1-Day, 2-Day	1-Day, 2-Day, 3-5 Day	1-Day, 2-Day, 3-5 Day	Various	Various	Various
Letters	X	X	X	X	X	
Flats	X	X	X	X	X	
Packages	X	X	X		X	X

Prioritization

Look at these classes of mail. How should they be prioritized?

Newspaper treatment and Periodicals

USPS Retail Ground

Priority Mail Express

Priority Mail and First-Class Mail (2-day)

Package Services

First-Class Mail (3-day)

The following are the processing, dispatch, and delivery priorities:

1. Priority Mail Express
2. Priority Mail and First-Class Mail (2-day)
3. First-Class Mail (3-day)
4. Periodicals and newspaper treatment
5. USPS Retail Ground
6. Package Services and USPS Marketing Mail

Note: Those Priority Mail destinations designated as 3-day commitments in the Priority Mail directory must continue to maintain the same origin processing and dispatch criteria as other Priority Mail.

CT, CET, DOV, and Planned Start

Dispatch of Value (DOV) – The latest designated dispatch for a class of mail that will make service standards. DOV applies to all classes of mail.

DOVs are calculated based on travel time and when mail must arrive at a destination facility with enough time for it to complete downstream operations.

If I send mail to a plant two hours away, and they must have the mail by 2000, the mail must leave my facility no later than 1800. DOVs are determined for every facility that you service.

Critical Entry Time (CET) – In terms of transportation, it is the latest time a vehicle must arrive at the facility in order to meet the service commitment of the mail it contains.

For an operation, it is the latest time mail must be available to an operation if the mail is to complete the operation in time for dispatch.

Clearance Time (CT) – In terms of transportation, the time that the first Dispatch of Value (DOV) for a particular class or type of mail can be scheduled to leave the facility. Generally, Clearance Time determines transportation.

For operations, it is the latest time mail must complete an operation if it is to meet the critical entry time for the next required operation or its planned dispatch of value.

Planned Start – The time at which an operation should normally be started given expected average volumes of mail. Operating plans are a formal record of how mail should enter and leave your facility.

Each operation in your plant has its own start time, CET, and CT. In order to ensure that you meet the required windows for mail delivery to other processing and consolidation facilities, you must meet the Dispatch of Value (DOV).

<u>Area Distribution Center (ADC)/Automated Area Distribution Center (AADC)</u>

These facilities are identified for processing specific types of mail. We send mail to these facilities to take advantage of additional processing capacity.

Automated Area Distribution Center (AADC) - AADC describes facilities that are designated to take a specific ZIP™ depth-of-sort for letters for automation so that we can consolidate mail sooner in the process and utilize full processing capabilities. This mail has been sorted and identified as for delivery in that facility's service area.

Area Distribution Center (ADC)/Sectional Center Facility (SCF) - ADC describes a 3-digit depth-of-sort for all mail except automated letters. ADCs can service multiple 3-digit ZIP Codes for a geographic/defined area. Once the mail is at the facility, they continue sortation to final depth-of-sort. They will also receive AADC letters that have been sorted to 3-digit depth of sort.

<u>First In-First Out (FIFO)</u>

All mail in a facility is staged in First in First Out, or FIFO order. The oldest mail is positioned first in a staging lane or area, so that it is the first to be processed, moved, transported, etc. All incoming mail is staged in FIFO order and retains that order as it is sent to processing.

Route Types

There are two main types of routes:

- Postal Vehicle Service Routes, or PVS routes, are routes that are serviced by postal employees. Employees use postal vehicles and primarily serve facilities in the local service area.

- Highway Contract Routes, or HCRs, are routes serviced by contractors. HCRs are typically routes that travel to facilities outside the local service area.

  - Dynamic Routing Optimization routes, or DROs, are routes held by an HCR contractor.

    - Typically, smaller sites, with HCR only routes

    - They are flexible allowing for dynamic routing based on the projected processing times and delivery unit constraints

- All DRO routes are serviced by one or two suppliers for a given facility. Every week, a manifest is created that outlines the schedule for these routes

  o DROs recognize that delivery needs are constantly changing, and that static contracts do not address fluctuating needs. DRO routes allow deliveries to change weekly based on need and volume

You cannot use PVS drivers to drive HCRs, or HCRs to drive PVS routes, except in emergency situations. If you have a contractor failure, report this to your supervisor immediately so that they can determine how to move that mail.

Reading an HCR Plate

Every HCR route, except for DROs, is recorded in the HCR Plate Book. The book compiles the details about each route that is serviced by a contractor. The Plate book provides more information than you can access in SV.

The plate outlines a single contractor and all the trips for a specific route.

- At the top is the trip number. The book is typically organized in numeric order.

- Time is listed on the left side.

- Action, leave/arrive, the facility, and the time zone are also on the left.

- Read the plate in a U down the left side, then back up from the bottom on the right side to see the sequence of times and facilities.

- Frequency is defined at the bottom of the plate.

- Vehicle requirements outlines the provisions of the contract. If the contractor shows up with a vehicle that is not listed in this section, document the failure to meet the requirements of the contract on SV scanner, using PS Form 5500, *Contract Route Irregularity Report.*

- Schedule notes indicates any additional information.

```
                         HCR SCHEDULE INFORMATION

HCR: 05040, WHITE RIVER JUNCTION P&DC, VT - NEWPORT, VT          EFFECTIVE DATE:
CONTRACT TERM:      02-01-22 TO 01-31-25                            02/01/22
ADMINISTRATIVE OFFICIAL:  WHITE RIVER JUNCTION P&DC, VT
ESTIMATED ANNUAL SCHEDULE HOURS:   6,368
ESTIMATED ANNUAL SCHEDULE MILES:   204,496.2
                                                                PHONE:
SUPPLIER NAME AND ADDRESS:      DDA TRANSPORT INC               603-647-4838
                                11 NAVIGATOR RD
                                LONDONDERRY NH 03053-2004


    A       A       PART                                    A       A
    3       1       TRIP                      TIME    NASS  2       6
    JJ7     K7      FREQUENCY                 ZONE    CODE  K7      JJ7
    ----------------------------------------------------------------------
    0400    0230    LOAD/UNLOAD/CASE                               1000
    ----------------------------------------------------------------------
    0415    0245    Lv WHITE RIVER JUNCTION P&DC,VT   ET Ar  050    --     0945
    0530    0400    Ar SAINT JOHNSBURY,VT            ET Lv  05819  --     0830
    0545    0415    Lv SAINT JOHNSBURY,VT            ET Ar  05819  --     0815
    --      --      Lv DERBY LINE,VT                 ET Ar  05830  1700   --
    0645    0515    Ar NEWPORT,VT                    ET Lv  05855  1630   0715
    ----------------------------------------------------------------------
    0700    0530    LOAD/UNLOAD/CASE                               1620   0700
    ----------------------------------------------------------------------
    TT45    TT45    VEHICLE REQMT                                  TT45   TT45
    104.2   110.4   MILEAGE                                        10.0   110.4
```

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   A      A      PART                                      A      A
   9      7      TRIP                     TIME    NASS     8      10
   K7     K7     FREQUENCY                ZONE    CODE     K7     K7
   ----------------------------------------------------------------------
   1700   1105   LOAD/UNLOAD/CASE                          1710   2025
   ----------------------------------------------------------------------
   --     1120   Lv WHITE RIVER JUNCTION P&DC,VT  ET Ar 050    1700   2010
   --     1235   Ar SAINT JOHNSBURY,VT           ET Lv 05819  1545   1855
   --     1245   Lv SAINT JOHNSBURY,VT           ET Ar 05819  1450   1840
   --     1315   Ar LITTLETON,NH                 ET Lv 03561  1420   --
   --     1325   Lv LITTLETON,NH                 ET Ar 03561  1410   --
   --     1340   Ar LITTLETON COIN CO,NH         ET Lv 035LC  1355   --
   1705   --     Lv DERBY LINE,VT                ET Ar 05830  --     --
   1720   --     Ar DERBY,VT                     ET Lv 05829  --     --
   1725   --     Lv DERBY,VT                     ET Ar 05829  --     --
   1735   --     Ar NEWPORT,VT                   ET Lv 05855  --     1745
   ----------------------------------------------------------------------
          1350   LOAD/UNLOAD/CASE                          1350   1735
   ----------------------------------------------------------------------
   TT45   TT45   VEHICLE REQMT                             TT45   TT45
   10.0   84.9   MILEAGE                                   84.9   110.4


          A      PART                                      A
          11     TRIP                     TIME    NASS     12
          B7     FREQUENCY                ZONE    CODE     B7
          --------------------------------------------------------------
          1055   LOAD/UNLOAD/CASE                          1625
          --------------------------------------------------------------
          1105   Lv WHITE RIVER JUNCTION P&DC,VT  ET Ar 050    1615
          1220   Ar SAINT JOHNSBURY,VT           ET Lv 05819  1500
          1235   Lv SAINT JOHNSBURY,VT           ET Ar 05819  1445
          1335   Ar NEWPORT,VT                   ET Lv 05855  1345
          --------------------------------------------------------------
          1345   LOAD/UNLOAD/CASE
          --------------------------------------------------------------
          TT45   VEHICLE REQMT                             TT45
          110.4  MILEAGE                                   110.4
FREQUENCY  IDENTIFICATION:                              ANNUAL TRIPS:
    B7     Sundays and holidays                              62.18
```

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HCR: 05040                    EFFECTIVE: 01-FEB-22                    PAGE   3

FREQUENCY   IDENTIFICATION:

    JJ7      Daily except Sundays, New Year's Day,                   309.07
             Independence Day, Thanksgiving Day and
             Christmas Day

     K7      Daily except Sundays and holidays                      303.07

VEHICLE REQUIREMENTS:
                                              LENGTH     CUBES    PAYLOAD
QTY       DESCRIPTION
2         Single Axle Tractor                                       32500
2         45 Foot Single Axle Trailer          45        2650      32500

SCHEDULE NOTES:

"J" Hooks are required in all vehicles on this route.
.
Drivers are responsible to open and close (secure) their own rear vehicle doors.
.
If for any reason the USPS cancels a trip(s), the supplier agrees to one fourth
(1/4) compensation of the prevailing rate for the cancelled trip(s)
.
All drivers on this route are encouraged to ewaran ANSI Standard 107 reflective
outer garment at all times while in the truck maneuvering areas.
.
Supplier will be paid at the negotiated rate for yard moves.




PHYSICAL LOCATION OF POINTS SERVED:

 WHITE RIVER JUNCTION P&DC
 US POSTAL SERVICE
 195 SYKES MOUNTAIN AVE
 WHITE RIVER JUNCTION VT 05001-9997
 802-296-3249

 LITTLETON
 US POSTAL SERVICE
 134 MAIN ST STE 100
 LITTLETON NH 03561-9998
 603-444-7787
```

Facilities

Processing and Distribution Center (P&DC)

The Processing and Distribution Centers (P&DC) sort and process ALL types of mail. Mail is distributed nation-wide for further processing and delivery. The P&DCs are the main facilities for sorting letter mail.

Surface Transfer Centers (STC)

A Surface Transfer Center (STC) is a dedicated transfer facility. It transports First-Class Mail, Priority Mail, and residual Periodicals.

STCs are in centrally located areas. The purpose of an STC is to combine small mail trips from multiple facilities to create a single full trip to the final destination. For example, The feeder sites for Denver all have a quarter of a trailer of mail volume. By using an STC, all the quarter trips are combined, and a single full trailer is sent to Denver rather than four partially full ones. This allows full utilization of surface transportation and reduction of trips sent via air.

Using this process provides several benefits:

- Originating sites can dispatch volume to the STC on earlier trips, without a full truck and the STC can consolidate that mail into a container with other volume to make a full trip, which can be dispatched earlier.

- Recapturing work floor space and avoiding work hours at origin because sortation work is handled by the STC.

STCs are a part of a Hub and Spoke network. This refers to local networks that feed into a central location which then transfers that mail to smaller locations.

Network Distribution Center (NDC)

A Network Distribution Center (NDC) is a sortation and processing facility. It is highly mechanized and automated. NDCs are centralized processing and transfer points for a specific geographic area.

NDCs handle:

- Periodicals

- USPS Marketing Mail

- Packages

NDCs handle originating and destinating mail. Mail is sorted to go to other NDCs and the remainder of the mail is processed separately for the local service area.

National Color Code Policy

When mail arrives on a dock it will either already have a color code or your facility will assign one based on the mail entry time. Ensure the correct color code is applied to all drop shipments as they are received from the mailer.

The color code must remain with the mail until it is processed for delivery or cross-docked to delivery. You must abide by the color code for all mail classes and service standards.

The application of color code tags is based upon the date and time of receipt in relation to the facility's approved operating plan. In all color code applications, the actual calendar date and time of arrival is recorded on each tag.

Color codes are applied based on:

- Arrival time and date

- Entry location

- The day of arrival is defined as day "zero"

Color codes are not based on time of extraction and holidays do not change the application of color codes.

Standardized Clearance, Delivery, and Processing Tags

RECEIPT DATE: _____
TIME: _____
MARKETING MAIL FOR *CLEARANCE* MONDAY (BLUE)
Jacksonville P&DC Jacksonville FL 32099

RECEIPT DATE: _____
TIME: _____
MARKETING MXD MAIL FOR *PROCESSING* TUESDAY (ORANGE)
Jacksonville P&DC Jacksonville FL 32099

RECEIPT DATE: _____
TIME: _____
MARKETING MAIL FOR *DELIVERY* ON THURSDAY (VIOLET)
Jacksonville NDC Jacksonville FL 32099

BBM SCHEDULED FOR FRIDAY DELIVERY

For use on Bulk Business Mail in conjunction with the National BBM Color Code Policy

PLEASE CONSULT THE MOST RECENT BBM COLOR CODE INSTRUCTIONS FOR SPECIFIC PROCEDURES REGARDING THE PROPER USE OF THIS TAG

THIS TAG IS INTENDED FOR REUSE

0125OE

Originating Clearance Color Codes

There are two types of color codes, processing clearance color codes and delivery color codes.

The color codes are in effect from 1600-1559. At 1600 color codes roll over to the next day's color.

If you are in an NDC, you use the chart of clearance color codes on the left, P&DC use the second chart below.

Clearance Color Code Matrix for NDCs

MARKETING MAIL COLOR CODE		
NDC	**OUTGOING CLEARANCE MATRIX**	
DAY OF RECEIPT	**COLOR CODE APPLIED**	**CLEARANCE DAY**
SAT	PINK	SAT
SUN	WHITE	SUN
MON	BLUE	MON
TUE	ORANGE	TUE
WED	GREEN	WED
THU	VIOLET	THU
FRI	YELLOW	FRI

Clearance Color Code Matrix for Plants

MARKETING MAIL COLOR CODE		
P&DC/P&DF/ASF MPC/MPF/CSPC CSPF	**OUTGOING CLEARANCE MATRIX**	
DAY OF RECEIPT	**COLOR CODE APPLIED**	**CLEARANCE DAY**
SAT	WHITE	SUN
SUN	BLUE	MON
MON	ORANGE	TUE
TUE	GREEN	WED
WED	VIOLET	THU
THU	YELLOW	FRI
FRI	PINK	SAT

Originating marketing mail receives a clearance color code, indicating the day primary processing must be complete. Any drop shipment scanned "Arrived" prior to midnight receives a color code commitment for that day's entry. The midnight time is specifically for drop shipment color coding.

When inducting originating mail, if it is coming from another facility and does not have a color code, notify your supervisor. For incoming drop shipments, affix the correct color code to the mail as you accept it.

Your facility's clearance color code CET is _____ .

If you do not have a BMEU on site, you will typically not receive originating standard volume.

Destinating Delivery Color Codes

Destinating marketing mail receives a delivery color code.

- Delivery Color Code is based upon arrival date and time.

- Once applied, the Delivery Color Code commitment stays with the mail until delivery.

P&DC Delivery Color Code Matrix

MARKETING MAIL COLOR CODE		
P&DC/P&DF/ASF MPC/MPF/CSPC CSPF	DESTINATION ENTRY DSCF, 3-DIGIT, 5-DIGIT, CRT DELIVERY MATRIX	
DAY OF RECEIPT	COLOR CODE APPLIED	DELIVERY DAY
SAT	GREEN	WED
SUN	GREEN	WED
MON	VIOLET	THU
TUE	YELLOW	FRI
WED	PINK	SAT
THU	BLUE	MON
FRI	ORANGE	TUE

NDC Delivery Code Matrix

MARKETING MAIL COLOR CODE		
NDC	DESTINATING DNDC, AADC, ADC, SCF, 3-DIGIT, 5-DIGIT, CRT DELIVERY MATRIX	
DAY OF RECEIPT	COLOR CODE APPLIED	DELIVERY DAY
SAT	VIOLET	THU
SUN	YELLOW	FRI
MON	PINK	SAT
TUE	BLUE	MON
WED	BLUE	MON
THU	ORANGE	TUE
FRI	GREEN	WED

Turnaround Color Codes

The clearance color code is removed from turnaround volume and outgoing containers for delivery from an NDC. It is replaced with a delivery tag when dispatched.

Once identified, the turnaround volume carries with it the established delivery commitment according to the original entry date and time of the mail, not the extraction date or time.

Color Code General Principles

Expeditors must follow the following general principles when working with color codes.

Marketing mail:

When mixed with a higher class of mail (periodicals, First-Class Mail, or Priority Mail), this mixed mail is considered upgraded and treated as the higher class of mail.

- Do not take the time to sort these mailpieces out. If you get mixed volume, process it to dispatch for the earlier day

Will be processed in sequence according to the color code commitment.

- Oldest mail is processed first

- Delayed from upstream is processed in front of Marketing Mail with a later commitment

- Sent back upstream for Delivery Point Sequencing or other processing, must retain the original color code and delivery schedule

When Marketing Mail is discovered in a facility without a color code or incorrectly identified with multiple color codes and it cannot be reasonably determined what the color code should be, the following procedures must be followed:

- Scan the 99M placard if there is one. The scanner indicates the correct color code. Inform a supervisor to have the correct color code applied

- Multiple color codes: the oldest color code is assumed to be correct, even if the clearance, processing, or delivery date has passed

- No color code: Color coded with the same color code as the oldest mail in the unit at the time of its discovery

- No color code and there no other mail in the unit: Color coded with the current day's color code and treated as if it were delayed

- Arrived with color code already passed: Inform the supervisor so that they can prioritize that mail for processing and dispatch

Color Code Scenarios

Review each scenario to determine the correct color code.

Scenario 1.- A trailer arrival scan was completed at 11:30 at a PD&C on a Tuesday. What color code/day of week would you use? Why did you choose that color code?

Scenario 2.-Mail arrived at an NDC at 16:30 on Friday. What is color code/day of week?

Scenario 3.- You discover Marketing mail with multiple color codes. What color code should you choose?

Scenario 4.- At your P&DC, you receive a drop shipment at 11:30 on a Wednesday. The tour changes over and the mail is not unloaded until 12:30. What color code/day of week would be correct? Why did you choose that color code?

Processing Mailflow

Each facility is unique and how mail is processed depends on the mail that facility processes, the machinery and equipment available, and that facility's role in the process.

However, there are general mailflow patterns for letters, flats, and packages, that hold for most facilities. Mail arrives at the dock and is unloaded, scanned, and sorted for each operation in that facility. It is sent for processing whether by machine or manually. The sorted mail is sent back to the dock, and it is dispatched on transportation to another facility to a delivery unit.

Your role is to ensure mail is unloaded and scanned correctly in a timely manner and that the right mail is on the right truck at the right time to make outgoing transportation schedules.

Knowledge of mailflow will help you as you ensure mail is leaving the dock to the correct operation and to know where mail is coming from for upcoming trips. You must notify operations of upcoming trips in time to get the mail from processing to the dock in time for dispatch.

<u>Inbound Dock</u>

1. Mail arrives on the dock via transportation. Much of it is pre-sorted, but some is handled manually. There are several types of originating mail that enter the facility.

- Collection mail is brought to the dock from delivery units and carriers, retail units, or centralized collection hubs.

- Drop Shipments consist of mail that a mailer brings to the facility in order to reduce processing time and cost.

- Managed Mail Program (MMP), is destinating mail to your facility from other facilities throughout the country it can be transported via surface or air.

2. Origin mail is separated. Pouches, sacks, hampers, and containers of originating mail from all sources are separated according to:

- Shape (i.e., letters, flats, and packages)

- Class of mail (i.e., Priority Mail Express, First-Class Mail, Periodicals)

- Configuration (i.e., bundles, loose, faced)

- Postage payment method (i.e., mail that needs to be canceled and permit or meter mail which does not need to be canceled).

3. Color codes are confirmed or applied, as needed, to indicate the day the mail must be processed and dispatched and to ensure everyone is aware of how the mail should be prioritized.

- There are letters, flats, and packages in each service standard: overnight, 2-day, 3-day through 5-day, up to 26-day delivery.

- Mail must be processed, dispatched, and delivered to meet service standards.

4. Mail is then staged for the next unit or processing operation. The next operation will depend upon the origin of the mail and where it is going.

Each facility has a unique mix of mail that it processes, and your facility may not handle all types of mail.

Letters

Once letter mail is sorted for automation or manual operations on the dock, it is taken to that operation.

A letter would be sent to manual processing if it is non-machinable. This mail cannot be processed on present mechanization due to physical characteristics not compatible with respective machine design capabilities. The letter may be too tall, too thick, or too wide. An effort is made to reduce the volume of manual processing.

Automated letter mail is sorted by postage payment method.

If it is already canceled and faced when the mail arrives on the dock, it is sent directly to the Delivery Barcode Sorter (DBCS).

If it needs to be canceled, it is sent to an Advanced Facer Canceller System (AFCS) so the mail can be faced the same direction and any postage canceled, prior to additional sorting. The mail is then sent to the Delivery Barcode Sorter (DBCS).

The DBCS machine processes mail to several depths of sort. The first pass on the machine will sort mail to the first three digits of the ZIP Code. At this point, we know where it is going. If the mail is originating mail, mail begin sent from this facility out to the world, after the first pass, it can be dispatched to the processing facility that handles that mail for further refinement.

The second pass on the machine is for local mail, mail for this facility's service area. The DBCS can sort the mail to carrier walk sequence. Sort plans identify which route delivers to that address and group the letter mail into a bin for that route in delivery order as it processes. The advantage of this type of mail is that it does not require any additional sorting before a carrier delivery.

<u>Flats</u>

Flats are mailpieces that are too large to be processed on letter mail machines (greater than .007 thickness.) There are separate flats operations in a facility. Some flats machines sort to delivery-point sequence and some do not. When you have mail that is in Delivery Point Sequence (DPS), it requires not work at the delivery unit to put it in order. Mal that is sorted to the location/Post Office is called working mail because the carriers and clerks at the delivery unit must sort them into carrier sequence by hand once reaching the unit. When prioritizing mail, often working mail is processed and transported first, if a location's mail is split between transportation trips.

<u>Packages</u>

Packages are processed manually or via mechanized operations. Generally, packages too small, too large, or that are non-machinable are processed manually. Originating packages are processed to the 3-digit ZIP Code then dispatched to another processing facility. Destinating packages are processed to the final location and dispatched. These are packages for your delivery area. At the delivery unit, they may need additional sorting for carrier route.

Continuous Mail Process

The Continuous Mail concept is an end-to-end process to ensure mail is collected, distributed, and delivered throughout the postal service. Mailflow is cyclical, and actions should occur at predetermined times every day. There may be situations that occur that affect your ability to adhere to the expectations, such as holidays, weather, facility damage, etc.

Every facility has their own plan for meeting their downstream obligations that ensures timely mailflow between all postal functions from delivery to operations to transportation. When there is a delay in any step it impacts every other process downstream. Once a delay is realized, that time must be made up somewhere in order to avoid cascading consequences across all operations.

The Postal Service™ has several key indicators for First-Class Mail® and Priority Mail® that ensure our highest priority mailpieces are inducted, processed, dispatched, transported, and delivered smoothly and within committed service performance.

First-Class® Mail Indicators

Eight key indicators for First-Class Mail:

All carriers back _____.

- Carriers back at a specified time. Lags in any step affect service to downstream facilities.

Cancel ____% of collection mail by _____.

  - This is the percentage that has been calculated that your facility can process by a specified time, and still meet your downstream transportation to the network to meet required times.

Process outgoing primary-sort mail by _____.

  - Outgoing volume is mail going to other facilities not in your service area.

  - Primary-Volume to the network-mail that must be put on a plane or truck or other transport to go to other facilities for processing or routing to destinations outside your local delivery area.

Outgoing secondary completed_____.

  - Volume not finalized on a primary sort program. Each facility sets these programs up to meet their transportation and volume needs.

Assign commercial air/FedEx outgoing mail by _____.

  - Commercial Air (CAIR) and FedEx® volume is sent via airplane. When you have this volume, you must meet the time frames set by the carrier, minus Tender time, the time we have to provide the mail in order to meet the carriers flight time.

- As an Expeditor, you must know the departure times required for each trailer intended for transport by plane.

- Third-Party Handling Service (THS)- a non-postal company separates the mail and prepares it to meet airplane requirements for transportation.

Clear Managed Mail Program (MMP) mail by _____.

- Presort letter mail

- First-Class Mail and USPS Marketing Mail letters and flats

  - AADC is inbound destinating volume for automated letter processing mail for the local delivery area.

  - ADC mail is manually processed inbound destinating volume mail, letter, flats, or parcels for local delivery area.

- Drop Shipments - can include MMP or not.

  - MMP volume consist of drop shipments that are AADC, ADC, and 5-digit presort volume.

Process all Delivery Point Sequence (DPS) second-pass mail by _____.

- Delivery Point Sequence (DPS) is mail sorted via automation so it is already in sequence for the carrier. DPS reduces the amount of time that a carrier must case mail.

Trips on Time: Dispatch mail on time from plants to delivery units between the hours of _____.

Coordinate to ensure mail is on the dock ready for dispatch.

- 15 minutes before scheduled departure time, mail should be staged on the dock.

- Ensure it is in the right order for loading.

- Ensure the right trailer is positioned for loading.

- Notify transportation or supervisor in the case of missing drivers, late mail, not enough equipment or personnel, too much mail for scheduled trip etc.

Priority Mail Indicators

In addition, there are six key indicators for Priority Mail.

Priority Mail is a service standard paid for by our customers for delivery within a certain number of days. To ensure you can meet the expectations, look at the processing clearance times and prepare for that mail on the dock. Look at your operating plan and coordinate the trips with the standards for Priority Mail.

Retail accepted by noon, processed at plant by 2100 (9:00 PM).

Outgoing distribution cleared by 0115 (1:15 AM).

Turn-around cleared by 0200 (2:00 AM).

Priority Mail Assigned by 0200 (2:00 AM).

Destinating distribution clearance by 0400 (4:00 AM).

AAU scans arrived at unit by 0730 (7:30 AM).

The Expeditor has a key role in supporting and aligning efforts with other tours to ensure success of the process.

Module Review

In Module 2 we reviewed Mailflow. We discussed Clearance Time (CT), Critical Entry Time (CET), and Dispatch of Value (DOV). We differentiated between originating, turnaround, and destinating mail. We discussed the Continuous Mail Process when working with mailflow. We examined Postal Vehicle Service Routes (PVS), Highway Contract Routes (HCR), and Dynamic Routing Optimization (DRO) Routes and Processing and Distribution Center (P&DC), Network Distribution Center (NDC), Hub and Spoke, Surface Transfer Centers (STC).

Module 3: Surface Visibility (SV)

Objectives:

- Explain the purpose of scanning and the role of the SV scanner in surface visibility.

- Locate the SV scanner and log in or scan in.

- Confirm scans: Arrive, Load, Unload, Assign, Close, Depart using the SV scanner.

- Using the SV system, locate Trips.

- Utilize the SV system to record reason codes for late arriving, late departing, and extra trips.

- Use Bulk features to work more efficiently when performing scans.

- Utilize the SV application for container nesting and handling unit tracking.

- Recognize situations and chargeable offenses calling for a PS Form 5500, *Contract Route Irregularity Report;* PS Form 5466, *Late Slip;* PS Form 5398-A, *Contract Route Vehicle Record;* or PS Form 5397, *Contract Route Extra Trip Authorization*.

- Document driver non-compliance/irregularity by using Surface Transportation Automated Forms (STAF) to generate PS Form 5500, *Contract Route Irregularity Report,* on the SV scanner.

- Document late trips caused by the Postal Service using STAF to generate PS Form 5466, *Late Slip*.

- Document all outbound trips by using STAF to generate PS Form 5398-A, *Contract Route Vehicle Record.*

- Document all extra trips by using STAF to generate PS Form 5397, *Contract Route Extra Trip Authorization*.

- Ensure HCR drivers comply with postal policy and intervene when appropriate.

- Demonstrate professional interactions with drivers and dock personnel at all times.

- Use SVweb to locate drivers and cancel or omit trips.

Time Allocated for Module:

- 2 hours

Instructional Methods:

- Discussion

- Hands-on practice

Participant Material Used:

- Participant guide

- On-the-Job Training Checklist

Surface Visibility Scanning

The Mission statement for Surface Visibility:

Collect end-to-end data by linking multiple scans of a single asset to create visibility data to support planning, management, and optimization of the surface transportation network.

Surface Visibility (SV) is a mobile-scanning application enabling Postal Service™ personnel to scan trays, tubs, and sacks of mail into containers and onto trailers and to track the mail across the surface network. The SVmobile TC77 scanning device is a wireless, handheld scanner housing the SVmobile and Customer Services and Sales (CSS) applications.

Employees can view scheduled arrivals and departures from their facility, enter information about the trips, and view information entered by upstream facilities. This provides greater visibility into the mail that has been processed and is ready for dispatch and transport to other facilities. Employees can also view mail volumes coming into the facility. District Leadership and managers also have the ability to review the data.

Note: All data that is scanned or captured is permanent in the system, so make sure you are using the device only for business purposes.

Surface Visibility (SV) helps the Postal Service determine trailer utilization and allows us to see mailflow through the postal network. This visibility helps to diagnose service issues. SV data shows how full each trailer is and how much capacity is left to fill a truck. SV tells us how many containers are on the truck and the contents of the containers. By using Surface Visibility, we are able to better utilize trailers and that helps the Postal Service cut costs.

SV also allows us to see the path a mailpiece took, what facilities had it, the length of time at that facility, transit time, and if it was unloaded and loaded correctly. Scanning can also be used to determine if mail is lost within the facility. Problem solving is made a lot easier.

Scanners alert employees if they put the wrong container on the wrong transportation.

Data Collection

SV collects end-to-end data by linking multiple scans of a single asset to create visibility data to support planning, management, and optimization of the surface transportation network.

Data is collected by using different types of barcoded labels including:

Enhanced Distribution Label (EDL)

Container license plate

MTEL placard

Assigned to containers

Trailer barcode

Enhanced Distribution Label
(ATLAS)

Placard Bar Code
(MTEL)

Trailer Bar Code

Surface Visibility Benefits

Surface Visibility allows for a smarter, more efficient use of resources by:

Improving customer service in a competitive market	Providing revenue protection through eInduction	Improving dispatch management	Identifying unnecessary transportation
Reducing missent volume	Identifying containers for dispatches	Nesting mail (linking a mailpiece to a container)	Sending mail volume and type to downstream facilities

SV Scanner

SV/PVS Faceplate
Use to easily identify SV/PVS TC77s.

Physical Scan Button
Select to activate the internal scanner.

PTT Button
Push-To-Talk button. Not used at this time.

Virtual Scan Button
Select to activate the internal scanner.

Back Button
Displays previous screen.

Power Button
Press to turn on the scanner.

Physical Scan Button
Select to activate the internal scanner.

Volume Button
Use to adjust volume while logged in.

Keyboard
Displays only when manual entry fields are selected.

Home Button
Displays device Home Screen.

Login to SV Scanner

After checking/signing out an SV scanning device:

1. Press the Power button to turn on the device.

2. Tap on the SV icon to launch the SV application.

3. Scan the barcode on your badge or manually enter your EIN.

Date and Time

Upon logging into SV mobile, if the date and time of the device differs from the SV server time by more than 5 minutes, you are prompted to cradle the device to correct the device date and time. You will not be able to log into SV mobile on that scanner until the device date and time has been corrected. Using a scanner with the incorrect date and time can have a significant impact on scan visibility.

Verify Correct Site

After logging into a device, verify the device you are using is logged in at the correct site:

1. Select the Navigation button or swipe right on any screen

2. At the top of the navigation panel, appended to the end of your name, is the device site. If the site displayed on the device is not the site you are at, cradle the device and notify a site supervisor.

Logout of SVmobile

When finished with using the SVmobile device or when leaving the device behind, Logout to protect your credentials.

From any SVmobile screen:

1. Select the **Navigation** button in the top-left corner.

2. Select the **Logout** button.

3. Select **Confirm** to log out.

Scan Indicators

An SVmobile device produces auditory and physical indicators to notify users of acceptable and non-acceptable scans.

	Auditory Indicator	Physical Indicator
Acceptable Scan	One beep	Vibrate once
Non-acceptable Scan	Two beeps	Vibrate twice

Locate Trips

To locate and view scheduled trips on the SV Scanner, at the Navigation Screen you can select:

Arrive/Depart   Drop Shipments

Confirm Scans

There are six required scans for Surface Visibility:

Scan	Location
Arrive	Dock
Unload	Dock
Assign	Automation or Manual Operation
Close	Automation or Manual Operation
Load	Dock
Depart	Dock

Outbound and Inbound Process Flow

The outbound scanning process in SV consists of four required scans, which must be performed in the correct order to ensure 100% mail visibility.

Outbound Scanning Process

The inbound scanning process in SV consists of two required scans, which must be performed in the correct order to ensure 100% mail visibility.

Any containers unloaded at their final destination undergo final processing while containers at a via site must be loaded onto an outbound trip.

Inbound Scanning Process

Arrive Scan

The Trailer Arrive scan is performed to record the arrival time. Users have the ability to view any comments entered at the origin and to add any comments. They may also use the pen icon on the Inbound Details Screen.

Performing a Trailer Arrive

Select Arrive/Depart button from the Home or Navigation menu:

1. Double tap an inbound route-trip to process.

2. Scan the Dock Door barcode. This is not needed if the trailer is departing from the yard.

3. Scan the Trailer barcode. Scan the 99V when the trailer has only 99V or both 99V and 99T. Scan 99T when the trailer only has 99T.

Tap the Trailer icon to indicate if the trailer is Empty or Bobtail.

Tap the Trailer icon to enter the number of containers without mail under MT Counts.

Tap the Trailer icon to enter Load % (Only for trips from non-SV sites).

Tap the Trailer icon to view containers loaded on to the trailer.

Containers without MTEL placards- Tap the manual counts button and enter the correct equipment count.

Tap the Trailer icon for more action.

4. Scan the Driver barcode. If the Driver barcode is unavailable, tap the Driver icon to check the No Driver checkbox.

5. Scan the Seal barcode for HCR trips. If the Seal barcode is unavailable, tap the Seal icon to check the No Seal checkbox. For PVS trips, the Seal field automatically populates with Not Required.

6. Select the pen icon to input and view comments.

7. Select the camera icon to capture vehicle or contractor issues.

8. Select a delay reason if the trip is late.

Note: As users perform scans, the icons on the screen populates. Tap the icon for more information.

Steps 2 – 8 can be performed in any order.

Users can capture up to 3 images for each trip when processing trip arrivals and departures.

Unload Scan

If scan is not completed:

The Unload scan records the unloading of a container or handling unit off of a trailer. The SV system compares the container's destination and via points, when a trailer is already assigned to a route-trip, with the facility performing the Unload scan to ensure containers are not mis-shipped.

Performing an Unload Scan

Select the **Unload** button from the Home or Navigation screen.

1. Scan the Trailer barcode.

2. Scan the MTEL placard.

   Tap the Manual Counts and input the number of empty containers or unscannable equipment loaded to the trailer.

3. Continue scanning containers and handling units off of the trailer.

4. Tap the top right icon to change views.

Note:

> There is no need to re-scan the trailer before each Unload scan if unloading from the same trailer.

> The route-trip appears on the screen if the trailer has been arrived.

> Users can also Unload drop shipment pallets on the Unload screen.

Assign Scan

The Assign scan begins the outbound scan for originating mail and the nesting process to provide visibility to customers. The unique MTEL placard barcode contains important routing and mail class information. The Assign scan associates the container type with the routing information for trailer utilization and destination validation. Assign scans are most often performed at automation or at manual operations.

Performing an Assign at Bullpens, Machine Bullpens, or Machines without Bins

Select the Assign button from the Home or Navigation screen:

1. Select a location.

2. Select the approximate container size.

3. Scan the 99P MTEL placard barcode.
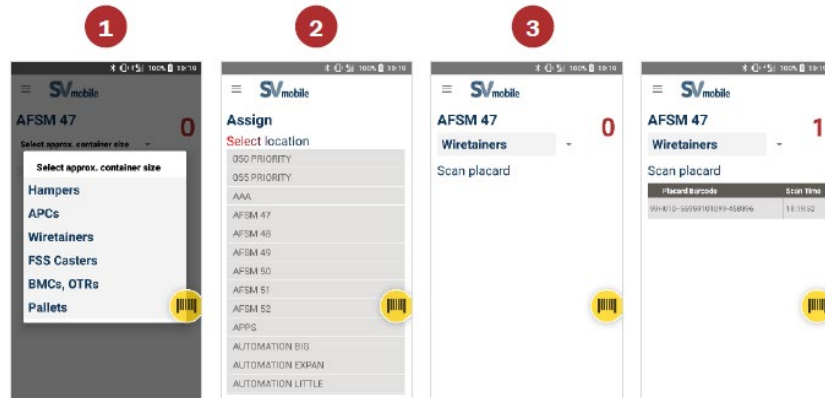
Note:

The number in the top right of the screen increases with each successful scan. The counter resets when you navigate away.

If you need to change the Location and/or container size, tap the populated field. For example, when the next container is an All-purpose mail container (APC) and not a wiretainer, tap wiretainer to make the change.

Nesting and Handling Unit Tracking

When an Assign scan is performed at mail processing equipment, the container is now associated to a bin. The SV system receives information on the packages or bundles that fall from the bin to the container. This process to track packages or bundles is called Nesting.

Nesting is a process by which postal systems track mailpieces into bins, containers, or transportation based on MTEL placard scans. MTEL placards are assigned, mail is processed, and the placard is Closed. This tells the system that the mail that was processed in between the Open/Assign scan and Close scan are a single unit for aggregate tracking purposes. A rapid assign/close scan prevents nesting from occurring resulting in complete loss of visibility.

Nesting can be used to record where a mailpiece is expected to be. SV tracks specific mailpieces assigned to an MTEL placard in a specific identified container.

Once the container is filled, perform a single Close scan, or assign a second container with the same destination, which will force close the first container. When the operation has finished processing mail and all containers are to be dispatched, perform a bulk Close scan. If containers are incorrectly assigned to an operational area, a bulk close prematurely prevents additional nesting. It will indicate that the container is ready for dispatch, in error.

If you miss an Assign scan, tracking is inaccurate. All mailpieces between the Assign scans are nested to the original MTEL placard.

Close Scan

The Close scan signals a container is ready for dispatch. Any container assigned in a bull pen operation must also receive a close scan when it is ready to be moved to the dock. However, at mail processing equipment, the close scan has been automated and occurs when a new container is assigned at a bin. A list of all 99s are listed in the Appendix.

Performing a Single Close Scan

Select the Close button from the Home or Navigation screen:

1. Scan a **99P** placard or **Sack** barcode.

Note: The number on the top right of the screen increases with each successful scan. The counter resets when you navigate away.

Load Scan

The Load scan records the loading of a container or handling unit onto a trailer and helps calculate the trailer utilization. The SV system compares the container destination and via points with the trip's destination, when a trailer is already assigned to a route-trip, and to identify potential mis-shipped containers.

Performing a Load Scan

Select the **Load** button from the Home or Navigation screen:

1. Scan the **Trailer** barcode.

2. Scan the MTEL placard, IMTL, PMOD barcode or D&R tag.

Tap the Manual Counts and input the number of empty containers or unscannable equipment loaded to the trailer.

3. Continue scanning containers and handling units on to the trailer.

4. Tap the top right icon to change views.

Note:

There is no need to re-scan the trailer before each Load scan if loading to the same trailer.

The route-trip appears on the screen if the trailer has been assigned to a route-trip.

Use Ctr Redirect scan mode to load redirected containers.

Loading Empty Equipment

When empty equipment is loaded on the trailer, it is important to enter it into Surface Visibility. Since this equipment does not have an MTEL placard, this information must be entered manually. Enter the information to receive accurate trailer utilization credit.

1. Select the Load/Unload button from the Home or Navigation screen:

2. Scan the Trailer barcode.

3. Select the Manual Counts button.

4. Choose Manual Counts type, MT Counts or Unscannable Counts, and select the button.

5. Enter the count next to each container type and select Save.
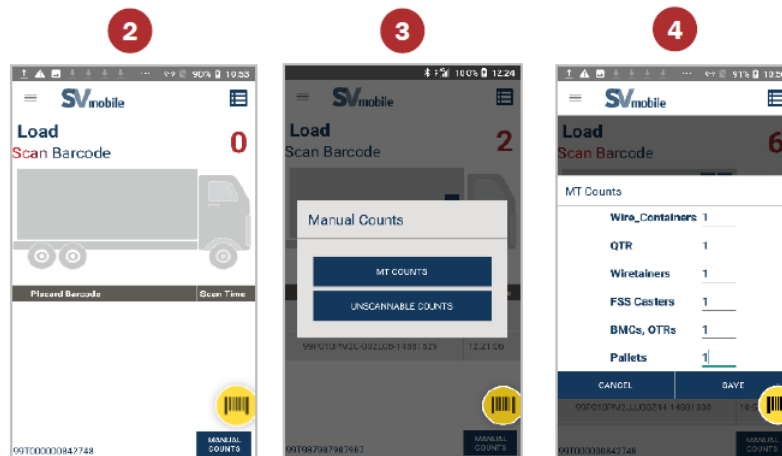
Note:

Scan count on the screen increments for both scanned barcodes and manually entered counts.

Scan count on the screen resets once user navigates away from the screen.

Outbound Scan Process: Trailer Depart
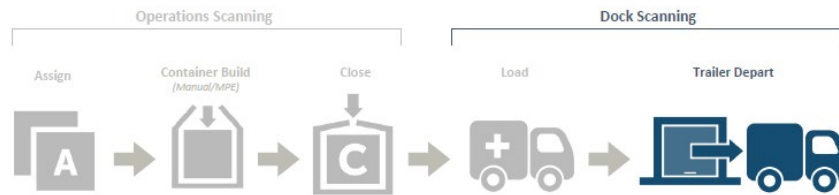
Depart Scan

The Trailer Depart scan is performed when the trailer is ready for dispatch. This scan event records the departure time and if new load scans are performed. The depart time updates to the last load scan time. The downstream site receives container, trailer, and trip information.

Outbound Scan Process: Trailer Depart
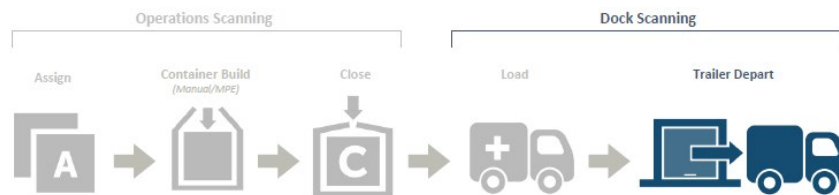
Performing a Trailer Depart Scan

On the Arrive/Depart screen:

1. Double tap an outbound route-trip to process.

2. Scan the **Dock Door** barcode. this is not necessary if the trailer is departing from the yard.

3. Scan the **Trailer** barcode.

   Scan the 99V when the trailer has only 99V or both 99V and 99T.

   Scan 99T when the trailer only has 99T.

   Tap the Trailer icon for more actions.

4. Scan the **Driver** barcode. If the **Driver** barcode is unavailable, tap the Driver icon to check the **No Driver** checkbox.

5. Scan the **Seal** barcode for HCR trips.

   If the Seal barcode is unavailable, tap the Seal Icon to check the **No Seal** checkbox.

For PVS trips, the Seal field automatically populates with **Not Required**.

6. Select the pen icon to input and view comments.

7. Select the camera icon to capture vehicle or contractor issues.

8. Select a delay reason if the trip is late.

9. Select the **Depart** button.

Note:

As users perform scans, the icons on the screen populate. Tap the icon for more information

Steps 2-8 can be performed in any order.

If a trip was departed prematurely, it can be re-departed by selecting the **Depart** button again.

Bulk Depart Scan

The Bulk Depart scan allows users to depart multiple trips at the same time. This saves the Expeditor time. It is performed when you are understaffed and unable to scan all of the trucks on time. However, an additional load scan adjusts the depart time to one minute later than the final load scan.

Bulk Depart Criteria

Trips must meet the following criteria in order to be eligible for Bulk Depart.

- Bulk Departures can be performed within 15 minutes of the trips' scheduled departure time
- The trip cannot be late
- The trip status must be Ready to Depart

Performing a Bulk Depart

Select Bulk Depart from the Navigation menu:

1. Select the trips to Bulk Depart or check **Select All**. Select all trips eligible for Bulk Depart.

2. Select **Depart**.

3. Select **Yes** to confirm.

Additional Scanning

Container scans available include Placard Terminate, Stage, Container Consolidate, Trailer Consolidate, Container Details, and PRS. As an Expeditor you most often use the terminate, consolidate, and Trailer consolidate.

Placard Terminate

The Placard Terminate scan ends the life of the Placard. The Placard Terminate scan can be performed if an incorrect Assign scan was performed, or if the assigned container will not be used for further processing.

- Origin facilities can use the Terminate scan if an incorrect Placard has been Assigned.

- Origin facilities can use the Terminate scan if the Placard was Assigned and/or Closed but will not be used for further processing.

- Transfer facilities can use the Terminate scan after the Unload scan to indicate the container is processed at the transfer facility and not at the Final Destination facility listed on the Placard.

Performing a Placard Terminate Scan

1. Select **Terminate** from the Navigation menu:

2. Scan the **MTEL placard** barcode.

Note: Printed placards with no scan do not need to be Terminated. A placard is only introduced into SV once scanned.

Container Consolidate Scan

The Container Consolidate scan is only used when two partially filled containers of mail (with Assign scans) need to be combined into a single container. The Placard on the empty container is automatically terminated. Container Consolidate Scans most often occur on the dock.

An example would be two containers, one with letters and one with flats can be consolidated. The placards should be identical regarding destination.

Performing a Container Consolidate Scan

Select **Consolidate** from the Navigation menu:

1. Scan the MTEL placard of the container being emptied.

2. Scan the MTEL placard of the container being filled.

Note:

Select the **CLEAR** button to remove the incorrectly scanned container barcode in the From field.

The placard scanned first in the "From" field is automatically Terminated.

Trailer Consolidate

The Trailer Consolidate scan transfers all mail previously Load scanned from one trailer to another trailer. Check with your supervisor for guidance before consolidating trailers.

The scan is useful when:

- Two trailers going to same destination are less than half full.

- One trailer breaks down and all content has to be moved to another.

Performing a Container Consolidate Scan

Select **Trailer Consolidate** from the Navigation menu:

1. Scan the Trailer barcode for the trailer being emptied.

2. Then scan the Trailer barcode for the trailer being filled.

3. Select YES to confirm Trailer Consolidate.
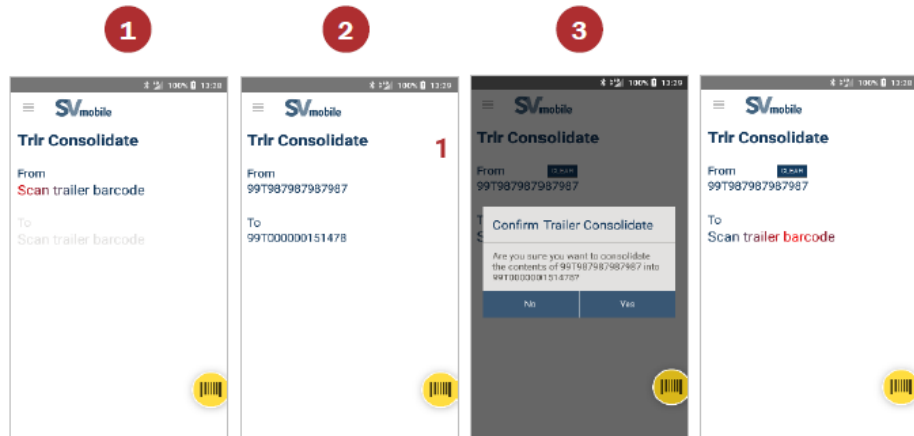
Manual Counts

Use the Manual Counts button to manually record the number of containers without a barcode, empty containers without mail, or containers with unscannable/damaged barcodes.

For example, you would use this feature if a placard fell off a container or the load was not placarded. You use this feature to ensure proper trip utilization.

Entering Manual Counts

On the trip's Outbound Details or Inbound Details screen:

1. First make sure the trailer information has been captured.

2. Select the trailer icon.

3. Select the Manual Counts button.

4. Choose MT Counts or Unscannable Counts.

5. Next to each equipment size, enter the number of containers.

6. Select Save.

Note:

Scan count on the screen increments for both scanned barcodes and manually entered counts.

Scan count on the screen resets once user navigates away from the screen.

Missent Containers

The missent containers feature is automatically available when the destination a for placard does not match the trip destination. An Expeditor needs to verify that the container does not truly need to be on that trip. If you are unsure about the container, ask your supervisor.

SV checks if containers are loaded onto the correct trailer and unloaded at the correct destination facility by performing destination validation. A trailer must be assigned to a trip for the validation to occur.

Potentially missent containers will appear on the application with an indicator.

Performing a Missent Container

From the Load or Unload Picture or List View:

1. Swipe the missent container ![indicator] to the left.

Note: If the container is not missent, do not swipe.

Stage Scan

The Stage scan is not a required scan but can be used when a container is moved to a new location. This helps to identify containers ready for dispatch or ready for processing within the facility.

Performing a Stage Scan

Select **Stage** from the Navigation menu:

1. Select the staging location.
2. Scan the MTEL placard or PMOD barcode.

Parcel Return Service (PRS)

Parcel Return Service (PRS) is a work share discount program from the USPS® that offers an easy and convenient way for customers to return items to merchants. With PRS, a merchant or their agent retrieves returned parcels from designated Post Office locations or from designated Bulk Mail Centers, helping to reduce processing and transportation expenses. The merchant benefits from improved customer satisfaction and the cost-savings associated with this "first mile" work share program.

The PRS application in SV increases visibility for the retail and PRS partner on two levels. First, by implementing the package nesting process and second, creating the Change of Possession scan. Payment issues are reduced and customer satisfaction is increased. This feature identifies parcels that are returned to a pre-established set of mailers and picked-up on the dock.

This scan is associated to a 569 placard. Once scanned it is assigned back to a mailer. Once a day, these parcels are picked up and the mail is then handed off to them. This scan allows for customer visibility. As an Expeditor, you will perform the handoff.

Performing a Placard PRS Tender

The PRS application allows the user to Tender 99H In-House placards that are done with the Sort process. The tender scan is completed by the Expeditor at the time of hand-off.

From PRS screen:

1. Select Tender

2. Scan the 99H In-House placard to tender to the partner

Note:

> Scanning a placard populates the grid with the name, barcode, and scan time

> Navigate to Scan Details to see the actions taken on the placard

Exception Messages

Message boxes and alerts may show up when sorting packages:

Messages Include:

1. Invalid Partner Code alert box, which displays when trying to sort a NON-PRS Partner code placard.

2. Placard Already Assigned Message box, which displays when scanning a 99H In-House placard that has been previously scanned.

3. Confirm Placard Close message box, which displays when selecting CLOSE on a placard

4. No Placard Associated Alert, which displays when scanning a package that no longer has a 99H In-House placard associated to your location.

5. An Expired Partner Code alert box, which displays when a partner is expired and should no longer be used.

Transportation Management

SV scanners can also help you, as an Expeditor, in managing trips. You can assign trailers, view trip details, view current dock door status and the trips being processed and record reason codes.

Trailer Assign

Once the Trailer Arrive process is complete, the Trailer Action button on the Inbound Details screen activates and allows users to assign the trailer to an outbound route-trip. Trailer, driver, and door information will carry over to the outbound trip upon Assign.

Assigning a Trailer to an Outbound Route-Trip

From the *Inbound Details* screen:

1. Arrive the trip and the Trailer Action button enables.

2. Tap on the Trailer Action button

3. Select Assign to Outbound Trip

4. Double tap an outbound route-trip to assign the trailer.

5. Select Yes on the Confirm Trailer Assign message box.

6. Trailer, Driver, and door information auto-populates for the selected outbound trip.

Extra Trips

Extra trips can be created for an unexpected outbound trip or round-trip route. There are two methods to create an unexpected outbound trip or round-trip route. The first option is to copy an existing scheduled trip and the second option is to create a Free-Form trip.

All extra trips must be approved by a network specialist or a manager. Expeditors should not create extra trips without preapproval. Preapproval should be through management/planner. The planner is a designated person from HQ who choreographs the trips from point of origin to final destination.

The initial trip origin will be able to create an extra trip by copying an existing scheduled trip and still maintain the same departure and arrival times for all legs. This helps reduce time to identify those times manually.

Copying an Existing Trip

The origin facility creates an extra trip by copying an existing scheduled trip. This maintains the same departure and arrival times for all legs. This reduces the necessity to manually identify the route times. The trip identifier always starts with an F for extra trips.

From the *Arrive/Depart* screen:

1. Swipe left on a trip.

2. Select Copy Trip.

3. Choose an Operation Date and select Done.

4. Review information and update as needed. All information but the origin site can be changed.

5. Select Extra Trip Category and Extra Trip Reason from the dropdown.

6. Select Save.

7. Select Yes to create a return trip. If no return trip is needed, select No.

Note: Canceled trips cannot be copied but can be restored.

Creating a Free-Form Trip

Free-Form Trips are used for creating an unexpected outbound trip or round-trip route. Expeditors will create a Free-Form Trip when an extra trip has been authorized by management and there is not a trip already in SV.

From the Arrive/Depart screen:

1. Select the Create Trip icon.

2. Select Outbound.

3. Select a Trip Type.

4. Enter the Route-Trip information.

5. Select Extra Trip Category and Extra Trip Reason from the drop-down.

6. Enter the Destination ID and Scheduled Date/Time for each leg of the trip.

7. Select Save.

8. Select Yes to create a return trip or if no return trip is needed, select No.

Note:

Users can only create HCR extra trips using Routes that have valid and active contracts in TCSS.

Time zone validations are performed to ensure trips cannot be scheduled to arrive at the downstream site before the scheduled departure time.

Creating an Unscheduled Trip

Unscheduled Trips are used for creating unexpected inbound tips. If you receive an inbound truck not on your schedule, you need to create an unscheduled Trip. Management approval is necessary.

From the Arrive/Depart screen:

1. Select the Create Trip icon.
2. Select Inbound.
3. Select a Trip Type.
4. Enter the Route-Trip information.
5. Enter the Origin Site ID and Scheduled Arrival time.
6. Select Save.

Trip Images

> Possible responses: contents of the trailer, trailer number, a load not secured properly, damaged goods, MTEL placard, seal of the trailer, safety variances.

Users can capture up to three images for each trip through the Arrive/Depart Outbound Details and inbound Details screens for trips with vehicle or contractor issues.

Once an image has been captured, users can view images captured, by selecting the camera icon. Expeditors would use this for memorializing that the trip was created and sent.

Note: Be careful to not take inappropriate images with this camera. Images stay in memory and cannot be removed.

Capturing an Image

On the trip's Outbound Details or Inbound Details screen:

1. Select the camera icon.
2. Click the center blue button to take the picture.
3. Click the 'check' button to confirm that is the image you wish to save.
   - Select the 'x' button to cancel and not save the image.
   - Select the refresh button to retake an image.
4. Image is saved.

- Pressing on the image for 3 seconds prompts an option to delete the image.

Trailer Barcode

The first time a 99T trailer barcode is scanned in the Inbound or Outbound Details screen, the SVmobile application prompts the user to install the barcode by entering the van number and trailer length. Trailers can also be added through SVweb. Expeditors would need to install a trailer barcode when it is missing, damaged beyond recognition, or when an extra trip brings their own trailer.

Apply three identical 99T barcodes to each trailer requiring new barcodes:

- One on the outside of the back door.

- One on each wall inside the trailer.

Install Trailer Barcode

From the Arrive/Depart screen:

1. Double tap a route-trip to open the trip details screen.
2. Scan the new trailer barcode to prompt the Trailer Not Installed message box.
3. Enter the Van Number.
4. Enter the Trailer Length.

5. Enter the Supplier (optional).

6. Select Save.

Omitted Trips vs. Canceled Trips

It is important for an Expeditor to understand the difference between omitted and canceled trips.

Expeditors should cancel or omit a trip only when instructed to do so by Postal Management.

Omitted Trips

Since omitted service is due to contractor failure, it is only available for HCR Trips. An omitted trip is used when a stop or entire trip was not run due to failure by the contractor. Omitting a trip omits only that direction of the leg. Once a trip has been arrived, the user can no longer Omit the trip.

A PS Form 5500 is required. After omitting a trip, a PS Form 5500 for Omitted Service is created in STAF. This PS Form 5500 is not given to the driver but is distributed to the supplier. Management handles the actions regarding the 5500.

Canceled Trips

Canceled trips can only occur when a manager or supervisor has instructed you to cancel a trip. Canceling a trip cancels both the outbound and inbound legs. When a user cancels a trip, a reason no longer needs to be selected. The Cancel Reason defaults to Canceled by Postal Management. Once a trip has been arrived, the user can no longer Cancel the trip.

Performing an Omit Trip

Individual directions of a trip can be omitted in order to clearly identify instances in which the contractor failed to show. Omitted functionality is only available for HCR transportation. Omitting the outbound trip from the initial origin omits the entire trip. Omitting a trip at a site other than the origin for a multileg trip omits only that direction of the leg.

From the Arrive/Depart screen:

1. Swipe a trip to the left to omit.

2. Select the Cancel/Omit button.

3. Select Omit Trip button.

4. Select Yes to omit the trip.

5. Select Yes to print the PS Form 5500 and/or add any additional irregularities.

Note: If the trip has already departed or arrived, a message appears stating the trip cannot be omitted.

Performing a Cancel Trip

Multi-leg trips can be canceled and restored at the origin facility or any via point. If the trip is canceled at the origin facility, then all subsequent downstream legs are canceled as well. However, if the trip is canceled at a via site, only that leg is canceled. Single leg trips cannot be canceled enroute.

From the Arrive/Depart screen:

1. Swipe a trip to cancel to the left.

2. Select the Cancel/Omit button.

3. Select Cancel Trip button.

4. Select Yes to cancel the trip.

Note: If the trip has already departed, a message appears stating the trip cannot be canceled.

Restore Trips

Canceled and omitted trips can be restored. If the origin facility restores a canceled or omitted trip, it will restore all subsequent legs of the trip as well.

When a multi-leg trip is canceled or omitted and then restored at one of the middle legs, only the next leg of the trip is restored. If there are additional downstream sites, each facility must restore that leg of the trip.

Expeditors would use this process if they accidently canceled or omitted a trip.

Perform Restore Trips

From the Arrive/Depart screen:

1. Swipe a trip to the left.

2. Select the Restore Trip button.

3. Select Yes to restore the trip.

Note:

Use Trailer Consolidate to move the containers on a canceled trip to a different trailer or assign the trailer to a new route-trip.

A Form 5500 is automatically created when you omit a trip. Restoring an omitted trip will not remove the 5500 from ServiceNow. It is the responsibility of the Admin Official to properly adjudicate the form.

View Trip Details

Trip details would be used to establish the estimated time of arrival for trailers. This helps you with dock planning.

From the Arrive/Depart screen:

1. Swipe to the left.

2. Select the Trip Details button.

3. Detailed trip information appears.

Dock Doors/My Doors

On the Dock Doors screen, users can view current status of each dock door and trip being processed. Double tap the door for more information on the assigned trip. Users can also set certain dock doors to be visible under My Doors.

If the dock door barcode is damaged or the user is not near the door, selecting an empty door allows users to associate a trailer to the dock door.

Select Dock Doors from the Navigation menu:

A. Double tap a door with a route-trip to open the Inbound or Outbound Details screen.

B. Select the My Doors button to set certain dock doors.

1. Select the Filter icon.

2. Select the dock doors you would like to view.

3. Select Confirm to save the selected dock doors.

Note: Users can clear up occupied dock doors by tapping the door and selecting the red X icon.

Recording Reason Codes

Recording reason codes must be accurate. We need accurate documentation so that we can properly pay our contractors and address performance.

- Delays may be related to operational issues that can only be identified with accurate reporting.

- Falsifying records can lead to corrective action up to or including termination.

HCR Reason Codes

Contractor Delay Reasons PS Form 5500	Postal Delay Reasons PS Form 5466	Irregularities PS Form 5500
Contractor Failure	Dock Congestion	No Driver ID/Badge
Equipment Failure	Dock Operations	No E-tracks
Inclement Weather	Dock Personnel Issues	No locks
Mechanical Failure	Late Inbound with 5466	No straps
Road Construction/Detour	Late Processing	No team drivers
Vehicle Accident	Mail not on dock	Omitted Service
	Mail Processing	Other (Unsatisfactory Vehicle)
	Trip Canceled	Rear Door Damage
		Tires
		Trailer Wall/Floor Damage

PVS Delay Reasons

PVS Delay Reasons		
Dock Congestion	Dock Operations	Dock Personnel Issues
Inclement Weather	Late Processing	Mail Not on dock
Mail Processing	Mailer/Customer Delay	Mechanical Failure
No Driver Available	PVS Schedule Failure	Road Construction/Detour
Station/Customer Service Ops	Trip Canceled	Vehicle Accident

Late Trips

Late trips can be processed through Outbound Details and Inbound Details screens using the Select Delay Reason button. Inputting Delay Reasons for Late Trips provides visibility for our customers and accurately reflects the root cause of why a trip is delayed.

Late HCR Trip Processing (Inbound)

Select late HCR trip on the Arrive/Depart Screen.

1. Select the Select Delay Reason button.

2. Identify if the trip is delayed due to Postal Delays or Contractor Delays.

3. Select and then Save a delay reason from either the:

- Postal Delay Reasons menu
- Contractor Delay Reasons Menu

Note: When utilizing the SV Scanner, a PS Form 5500, *Contract Route Irregularity Report* is auto-generated when "Contractor" is selected. The PS Form 5500 is sent to the **Supplier.**

Late PVS Trip Processing (Outbound)

Once a late HCR trip is selected on Arrive/Depart screen.

1. Select Delay Reason button.

2. Select and then Save a delay reason from the Postal Delay Reasons menu.

Note: A PS Form 5466, *Late Slip* is auto generated when "Postal" is selected as the reason. After printing this form, you must give a copy of the 5466 to the **driver.** The driver will must show this document at each stop to tell them why he is late. This is being recorded along the way.

Late Departing

Late Departing scans are recorded during the depart scan. You must make sure that you choose a delay reason on the SV screen. Recording the Delay reason is important because it identifies the root cause of the delay.

Cancel Trips

Multi-leg trips can be canceled at the origin facility or any via point. If the trip is canceled at the origin facility, then all subsequent downstream legs are canceled as well. However, if the trip is canceled at a via site, only that leg is canceled. Single leg trips cannot be canceled enroute. If an inbound trip is canceled, users should create a PS Form 5500, *Contract Route Irregularity Report.*

Expeditors should only cancel trips at the direction of USPS management.

From the Arrive/Depart screen:

1. Swipe a trip to the left to cancel.

2. Select the Cancel/Omit button.

3. Select Cancel Trip button.

4. Select Yes to cancel the trip.

Surface Transportation Automated Forms (STAF)

Forms 5398-A, 5466, 5500, and 5397 can be printed from the SVmobile application using a network printer or a wireless printer.

Documenting Outbound Trips

PS Form 5398-A, Contract Route Vehicle Record

Outbound trips can be automatically documented by using STAF to generate a PS Form 5398-A, Contract Route Vehicle Record. After inputting the Delay Reason, select Forms from the Outbound Details screen to view and print forms. Only forms applicable to the trip are selectable.

Contract Route Vehicle Record

Route No.		Trip	Frequency	Capacity			% Load	
Schedule		Actual		Van No.			Destination	
Dep.	Arr.	Dep.	Arr.					
				No. Bars	No. Straps	Delay		
MPL/FT LD		Time Sealed		Dispatching Facility				
Load Restraint Checked and Sealed By								
Opened by								
Load Secure at Dest. ☐ Yes ☐ No	Date							
Comments (Contents, Special, etc.)				Driver's Name				
Seal Number(s)								

PS Form **5398-A**, September 1992   3 - Post Inside Vehicle

Contract Route Vehicle Record

Route No. 84119		Trip 13	Frequency 0000	Capacity 1473		Ttl Sq Ft% 76	Cu Ft Ld% 47
Schedule				Van No. 4838		Destination 832 - POCATELLO MAI	
Dep. 02/17 12:15		Arr. 02/17 15:30		Etracks 2	Restraints 0	Delay	
Actual				Dispatch. Fac. SALT LAKE CITY (UT) P&DC			
Dep. 02/17		Arr.		Opened By			
MPL/FT LD		Time Sealed 02/17 12:12					
Load Restraint Checked and Sealed By				Load Secure at Dest. ☐ Yes ☐ No		Date 02/17/2016 12:06	
Comments (Contents, Special, etc.)				Driver's Name ELMER, DAVID (801)580-8058			
Seal Number(s) 0015527619							

PS Form **5398-A**, September 1992

PS Form 5398-A, *Contract Route Vehicle Record*, documents all outbound trips. The form must be legible, and all applicable items completed. An imprinter is used to document the local unit origin and seal number. You will use STAF to generate the form. Forms are dispersed to the dispatching facility by placing the form inside the vehicle prior to closing and sealing the rear door. A copy is given to the driver when the outgoing vehicle is loaded and secured.

Documenting Late Trips

PS Form 5466, Late Slip

A late slip is issued anytime the HCR departure is delayed by the USPS. There is no such thing as a "Grace Period" where the USPS can delay the HCR departure without issuing a late slip. Most suppliers will not demand a late slip for a 2-3 minute delay if the USPS is not issuing 5500's for 2-3 minutes late.

Late outbound trips that are delayed by the USPS can be automatically documented by using STAF to generate a PS Form 5466, *Late Slip*.

After inputting the Postal Delay Reason, select Forms from the Outbound Details screen to view and print forms. Only forms applicable to the trip are selectable.

Incorrect Late Slip Examples:

Chargeable Offenses

Chargeable offenses are issues that need to be documented using PS Forms 5500 or 5398. Offenses must be irregularities which are in direct control of the contractor. Examples of chargeable offenses include driver stopped outside of schedule, holes in roof, unsafe practices, damaged equipment, or arrived at station late.

Chargeable offenses cannot be issues outside of the contractor's control. Non-chargeable offenses include adverse weather, traffic, vehicle accidents, construction, or detours.

Documenting Driver Non-compliance/Irregularity

Driver non-compliance/irregularity is documented by using Surface Transportation Automated Forms (STAF) to generate PS Form 5500, *Contract Route Irregularity Report,* on the SV scanner.

PS Form 5500, Contract Route Irregularity Report

A PS Form 5500, *Contract Route Irregularity Report* is used to monitor contractor performance and to document unsatisfactory performance by a contractor.

Examples of chargeable irregularities include:

- Safety Violations
- Late Arrival or departure (not Postal caused)
- Mis-deliveries
- Disorderly conduct
- Dirty Unkept Appearance
- Under the influence of drugs or alcohol
- Failure to keep the mail secured
- Failure to sign for registered mail or failure to sign dispatch logs as required
- Failure to follow a reasonable operational instruction (within the scope of the contract)
- Failure to follow the HCR Plate
- No deviation on any trip
- Communication
- Vehicle breakdowns

- Vehicle does not meet the required specification (E-tracks/Pin holes)

- Vehicle appearance does not give a positive image to the USPS

- Inadequate/No insurance

- Unauthorized Passengers

  – All passengers need to be screened if touching mail

  – Passengers riding with contractor and does not touch the mail does not have to be screened

Examples of non-chargeable irregularities include:

- Bridge out

- Road closure

- Late departure due to Postal caused delay

- Extreme weather conditions

- Acts of God

PS Form 5500 is created when specific reason codes are selected. It communicates to a supplier that there is a contractor irregularity.

<u>Documenting Extra Trips</u>

PS Form 5397, Contract Route Extra Trip Authorization

Extra trips are documented manually on PS Form 5397, *Contract Route Extra Trip Authorization*. All offices must record any extra trips dispatched or received in the appropriate computer system. In addition, offices must complete required postal forms. When a driver arrives, they present a hard copy of the PS Form 5397, *Contract Route Extra Trip Authorization,* to the staff member at the receiving facility.

The staff member would enter site information, retain the appropriate copy of the form, and return it back to the driver. If it is the last leg of the service performed, the driver is given the Contractor (yellow) copy. At some sites, the Expeditor may be the person who processes the PS Form 5397.

Manual completion of PS Form 5397

For a one-way trip:

Office of Origin – Complete blocks 1-9, 14, and 30. Obtain driver signature in block 31. Retain Copy 4 (green). Give the other three copies to the driver to accompany mail.

Office of Destination – Complete blocks 10-13, 16, 17, and 26. Retain Copy 3 (Pink). Give Copy 2 (yellow) to the driver. Forward Copy 1 (White) to Administrative Official.

For a round trip:

Office of Origin – Complete blocks 1-9, 14, and 30. Obtain driver signature in block 31. Retain Copy 4 (green) for your files. Give the other three copies to the driver to accompany mail.

Office of Destination – Complete blocks 10-13, 15-21, and 27. Retain Copy 3 (Pink) for your files. Give Copy 1 (white) and Copy 2 (yellow) to the driver to accompany mail to office of origin.

Office of Origin – Complete blocks 22-25 and 28. Give Copy 2 (yellow) to the driver for the contractor's records. Complete information on your file copy No. 4 (green), and forward Copy 1 (White) to Administrative Official.

Postal Policy Compliance

Ensure drivers comply with postal policy. If an Expeditor feels that postal policy is being violated, inform appropriate management for intervention.

Professional Interactions

As an Expeditor, you interact with many different people. It is important that you remain professional. Any issues with drivers or workers should be referred to a supervisor before getting into an explosive or negative conversation. Your role is not to correct or change circumstances, management should be notified of any situations that require attention.

SVweb

SVweb is a website dedicated to the Surface Visibility program. Within the program you can complete some of the same tasks that you are able to do with the SV scanner. Real time transportation updates and reporting on the movement of trailers in the surface network are available.

SVweb provides the following functions:

- Process network trips and drop shipments

- Create/Cancel/Restore network trips and appointments

- View and download transportation and scanning reports

- Monitor current dock and automated MPE bin activity

- Push messages to active SVmobile users

- Add/Delete/Update site information

To access SVweb, from the blue page type SVweb into the browser bar. Once at the SVweb site, you sign on using ACE credentials.

Locate Drivers

HCR contact information can be found on SVweb by right clicking on the appropriate trip. A drop-down appears. Select Supplier Details so that you can contact them about drivers.

Cancel/Omit Trips

Expeditors have the option to omit trips in order to clearly identify instances in which the contractor failed to show. This option is available through both the SVmobile and SVweb applications. Omitted functionality is available for HCR transportation only. Once a trip has been Omitted, its status will display as Omitted in SV. Omitted trips are excluded from SVweb Scan Compliance, Trips On Time, TDNA, Unrecorded/Incomplete, and Extra/Unscheduled reporting.

In SVweb:

1. Select Facility Management

2. Select Arrive/Depart

3. Right click on an HCR trip to open the Context Menu

4. Select Omit Trip, Select Yes to Confirm

5. Select No or Yes on Trip Omitted prompt

Module Review

Module 3, Surface Visibility reviewed how to properly use the MDD Scanner. As an Expeditor, Surface Visibility (SV) helps to determine trailer utilization, monitor mailflow through the postal network, and diagnose service issues. SV data shows how full each trailer is and how much capacity is left to fill a truck. SV tells us how many containers are on the truck and the contents of the containers. By using Surface Visibility, we are able to better utilize trailers and that helps the Postal Service™ cut costs.

To be effective, ALL scans must be completed correctly. Next, in Module 4, we will review Mail Transport Equipment Labeler (MTEL).

Module 4: Mail Transport Equipment Labeler (MTEL)

Objectives:

- Confirm access to Mail Transport Equipment Labeler (MTEL) system.

- Recall the purpose and capabilities of the MTEL system.

- Utilize the MTEL system to generate and print placards.

- Interpret route, trip, and destination information printed on MTEL placards.

- Access and adhere to MTEL contingency procedures during emergencies.

Time Allocated for Module:

- 2 hours

Instructional Methods:

- Discussion

- Hands-on practice

Participant Material Used:

- Participant guide

- On-the-Job Training Checklist

Mail Transport Equipment Labeler (MTEL)

Mail Transport Equipment Labeler (MTEL) is a web-based application that provides standardized placards containing updated distribution and dispatch information. If needed, Expeditors can print placards on demand based on dispatch and routing requirements. A set of placards or a single placard can be generated specific to origin needs by time of day, by bullpen location, and by mail class and type. A barcode is included for surface scanning.

MTEL allows you to route a container. SV tracks specific mailpieces assigned to an MTEL placard in a specific identified container.

MTEL Access

Confirm your access to Mail Transport Equipment Labeler (MTEL) system.

- Legacy MTEL is being discontinued. MTEL 2.0 is the replacement.

Login to MTEL through the following:

- Legacy CAT -https://networkscat

- MTEL 2.0 CAT -https://mtel-cat.usps.gov

MTEL Capabilities

Possible Response: Provides standardized placards containing updated distribution and dispatch information.

MTEL has the capability to:

- Generate up-to-date standardized placard containing accurate distribution and routing information

- Print unique on-demand placards based on dispatch and routing requirements

- Print either a set of placards or a single placard specific to origin needs based on:

  - Time of day

  - Bullpen location

  - Mail class and type

Placards

An MTEL placard is a logistics tool that enhances the Quality Dispatch Process within a service network. The placard is an 8-½" x 11" label with a barcode that identifies transportation information for the mail in the container. Each MTEL placard has a unique barcode that contains all the human readable information contained on the placard. This unique MTEL placard QR code is used to track scan history.

The placard diagram callouts:

- Displays the origin of the placard
- Displays the destination of the placard, where the mail container is going to
- Scannable Barcode
- Displays the mail class and mail type
- Displays the comments and ZIP range contents of the placard
- Displays the operational area used to generate the placard
- Displays up to two transfer points (vias) for the route/trip(s) shown on the placard
- Displays up to three route/trips with the frequency information
- Second scannable barcode
- Check boxes to be checked upon completion of the scan
- Displays the timestamp when the placard was printed (Central Time)

Placard content:

Origin: CAPE GIRARDEAU-637
Via: POPLAR BLUFF MO-639

TO:VAN BUREN-63965

Route	Trip	Freq.	Departure
632U9	803	DAIL	JUN-10 0310
637L1	43	K7	JUN-10 0610
637A5	1	K7	JUN-10 0630

Mixed - Parcels

BREAKDOWN - Van Buren, Freemont, Ellsinore, Grandin | 63937, 63941, 63943, 63965

Assign ☐   Load ☐
Close ☐   Unload ☐
Stage ☐   _____ ☐

Op Area: BREAKDOWN MIX - BREAKDOWN MIX   Printed: 06/09/2021 10:24:23 CT

Types of Placards

There are several types of placards. Expeditors will most often generate a network placard but might also create a dynamic placard.

Retail Placard - Retail Placards are for mail sorted by RDC (Retail Distribution Code).

Network Placard - Network Placards are for surface transportation (plant to plant.) Expeditors will generate this type of placard most often.

AO Placard - AO/DU Placards are for Associate Offices and Delivery Units. Expeditors may generate this type of placard.

Dynamic Placard - Dynamic Placards are for transportation optimized by the eDRO/ILE program. Expeditors may generate this type of placard.

In-House Placard - In-House placards are for moving containers within a facility.

Ext In-House Placard - Extended In-House placards are for moving containers within a facility or from the main facility to a co-located facility and have more information than an In-House Placard.

Generate and Print Placards

1. To generate MTEL placards type https://mtel.usps.gov into your browser. This brings up the MTEL 2.0 homepage.

2. Select MTEL National and click the I Agree button.

3. Enter your ACE ID and Password and click the Log On button.

4. Click the Generate Placards link to open the menu.

5. Select origin for generating placards.

    For more than 500 sites: Use the search interface to find the site
    by code or name and click the Select button.

    For less than 500 sites: Select the site from the dropdown and
    click the Continue button.

    (If you have access to only one site, this step is not necessary.)

6. Select the type of Placard to Generate.

◢ **Generate Placards**

Origin Select

Generate Retail Placard

Generate Network Placard

Generate AO Placard

Generate Dynamic Placard

Generate In-House Placard

Generate Ext In-House Placard

Maintain In-House Placard

▶ **Maintain Facility Data**

Generate Network, AO, or Dynamic Placard

Since Expeditors most often will need to generate Network, AO, or Dynamic Placards we will practice generating these on the dock this afternoon. The directions for producing these types of placards are below.

Network, AO, or Dynamic Placards are generated the same. The only difference is the list of operational areas available.

1. The selected date defaults to the current date.

2. The selected time range defaults to 0000 to 2359.

3. Select the appropriate criteria to generate the desired placards and click the Submit button.

Select the desired placards by marking the checkboxes.

4. To set a HAZMAT label, click the box and select HAZMAT.

5. After all desired placards are selected, click the **Print** button.

6. Verify all selections are correct.

7. If multiple copies are needed, use the copies box on this screen.

8. Select how to sort the generated PDF.

9. Select the Print button to generate placards.

10. The PDF opens in a separate application.

11. Select print from inside the PDF application.

Note: Never print multiple copies from this screen. This duplicates barcodes.

12. Select Print to print placards.

<u>Interpret Placards</u>

For each MTEL placard identify: Route, Trip, Destination, and Date Placard was Printed.

Identify and notate answers in your participant guide. Circle where the information is found on each placard.

Emergency Contingency Procedures

Response: There should be a contingency plan for the unit.

Response: Binder with sections for each bullpen. Photocopied examples of each placard to be used in an emergency. Thumb drive with all copied placards made available.

If the MTEL system goes down, there should be a contingency plan for your unit. Expeditors should discuss this with their immediate supervisor or management team. For example, a binder could be provided with a section for each bullpen. Photocopied examples of each placard could be placed in the binder to be used in an emergency. Also, a thumb drive with all copied placards could be made available for the unit.

Module Review

In Module 4 we reviewed Mail Transport equipment Labeler (MTEL). You should now be able to:

- Confirm access to Mail Transport Equipment Labeler (MTEL) system.

- Recall the purpose and capabilities of the MTEL system.

- Utilize the MTEL system to generate and print placards.

- Interpret route, trip, and destination information printed on MTEL placards.

- Access and adhere to MTEL contingency procedures during emergencies.

The next Module is Plant Verified Dropped Shipment (PVDS). We will discuss using PVDS and processing drop shipments.

Module 5: Plant Verified Dropped Shipment (PVDS)

Objectives:

- Define Plant Verified Dropped Shipment (PVDS) and the Facility Access and Shipment Tracking (FAST®) scheduler system.

- Determine when a shipment is scheduled and use the SV scanner and to accept a drop shipment.

- Review the FAST Daily Drop Ship Report.

- Follow the procedure to accept a drop shipment without a FAST scheduler ID or appointment number.

- Differentiate anomalies addressed by BMEU or requiring helpdesk support.

- Scan the 99M barcode for eInduction using the SV scanner.

- Locate and confirm counts for eInduction drops using the SV scanner.

- Ensure PVDS documentation is filed at the end of the tour.

Time Allocated for Module:

- 2 hours

Instructional Methods:

- Discussion

- Hands-on practice

Participant Material Used:

- Participant guide

- On-the-Job Training Checklist

Plant Verified Dropped Shipment (PVDS)

Plant Verified Dropped Shipments (PVDS) are shipments that have been arranged for in advance by mailers. This type of mailing allows for discounts if the customer qualifies. Shipments are transported at the mailer's expense using the mailer's personal or contracted vehicle. Plant Verified Dropped Shipments are accepted and processed by Expeditors or other assigned personnel on the dock. PVDS or "drop shipments" are processed differently than other load acceptance and must be processed correctly so that USPS® may collect payment. PVDS allows for destination entry of USPS Marketing Mail®, Periodicals, and Package Services. Each mailing claimed at a destination rate must be deposited at the time and location specified by the Postal Service. Publication 804, *Drop Shipment Procedures for Destination Entry,* provides instruction to destination entry offices on the receipt of drop shipments.

PVDS is tracked by Facility Access and Shipment Tracking (FAST). FAST is an electronic appointment scheduling system that allows for checking the mailing parameters. An Expeditor's role is to verify that the mailer is following the contract stipulations upon acceptance at the dock.

Facility Access and Shipment Tracking (FAST®)

Facility Access and Shipment Tracking (FAST®) allows the Postal Service™ to collect and monitor data about drop shipments. The main objective of FAST® is to improve the dock efficiency time. Most drop shipment information is viewed and updated using the Surface Visibility (SV) scanner. Each day, Expeditors are provided a Daily Drop Ship Report which gives information for all drop shipments for the day.

Daily Drop Ship Report

Each facility FAST coordinator provides the Facility Schedule Report or Daily Drop Ship Report to dock personnel who receive drop shipments. This report provides all appointment numbers, scheduled arrival times, and information for all drop shipments expected to arrive at the facility for which the facility has oversight. The Facility Schedule Report is subject to change after its initial printing as appointments may be created or modified up to one hour prior to the scheduled appointment time for that day. Because this report may change, unexpected drop shipments must be verified.

Expeditors use this report to verify specific information for appointments for the day. The report tells you what is coming in for each truck, appointment numbers, scheduled arrival times, and information for all drop shipments expected to arrive. This information can help you make decisions about MTE, personnel, and door assignments.

FAST Drop Ship Appointments

FAST drop shipment appointments are categorized as early, on time, or late.

Early: When the appointment arrival time is 3 hours to 30 minutes before the FAST scheduled appointment time. If operationally feasible, accept an early arrival. Otherwise, the mailer may be required to return at the scheduled appointment time. If a drop shipment is accepted early, it must be accepted using the assigned appointment number; an unscheduled arrival must not be created.

On Time: When the appointment arrival time is less than 30 minutes after the FAST scheduled appointment time.

Late: When the appointment arrival time is 30 minutes or more after the FAST scheduled appointment time.

- For USPS Marketing Mail® and Package Services, platform access may be delayed or in some cases refused due to facility capacity or hours of operation restrictions. Every effort will be made to accept the drop shipment when operationally feasible. Surface Visibility (SV) sites must capture the reason for rejection of an appointment.

- For Periodicals, drop shipments must be received within the facility hours of operation. Late-arriving Periodicals appointments are unloaded as soon as possible after Periodicals appointments that arrive on schedule or early. Late-arriving Periodicals appointments are placed in queue behind other Periodicals shipments, but not behind USPS Marketing Mail or Package Services shipments.

Locate Drop Shipments

Aside from using the Daily Drop Ship Report, you can locate individual appointments and drop shipments using SVweb. If a shipment comes in without paperwork, SVweb can be used to locate the information needed to process the shipment correctly.

If you need to access appointments any time during the day, the information is available on SVweb. You must obtain eAccess for SVweb. Once access is obtained go to: https://svweb.usps.gov/sv-web/ or, from the blue page type SVweb into the browser bar.

Accessing Drop Shipment Appointments in SVweb

1. From SVweb home screen, select Drop Shipments.

2. Use filters to view drop shipments for the selected time period.

PVDS Forms

PS Form 8125, *PVDS Verification and Clearance*

PS Form 8125, *PVDS Verification and Clearance* provides evidence that postage on mailings drop shipped to destination offices was verified and paid for at the origin Post Office. The form also serves to reconcile volume and document load irregularities at destination. Additionally, the form may contain a Postal Service™ barcode required for certain Postal Service products, such as USPS Tracking®. There may be times that PS Form 8125C, PS Form 8125CD and PS Form 8125CP might be submitted by the driver. Note that all shipments may not have this documentation.

PS Form 8017, *Expedited Plant-Load Shipment Clearance*

PS Form 8017, *Expedited Plant-Load Shipment Clearance,* proves to the destination USPS® facility that the mailing being presented by the mailer or mailer's agent was verified and paid for at origin. Under an expedited plant load shipment clearance, the Postal Service verifies and receives postage payment for mailable matter at the mailer's plant, after which the mailer transports the shipment (at the mailer's expense) to a destination Postal Service facility. The origin Post Office™ serving the mailer's plant (i.e., the verifying office) verifies the mailing for classification, rate eligibility, preparation, and presort. Expedited plant load mailings do not qualify for destination entry discount postage rates.

Sarbanes-Oxley Act (SOX)

As an Expeditor, it is important that PVDS paperwork is processed correctly because errors can affect payment and Sarbanes-Oxley Act (SOX) compliance. SOX aims to improve corporate governance and enhance the accuracy of financial reporting.

SOX compliance is monitored monthly and reflects whether we are following procedures.

PVDS Variations

A mailer may drop shipments using one of three variations on the PVDS process.

These include:

- Non-eInduction (hardcopy PS Form 8125) effect

- Mixed (both hardcopy PS Form 8125 and eInduction containers on the same load)

- eInduction (no hardcopy PS Form 8125)

Processing PVDS

The major steps required when processing drop shipment appointments are:

1. Attain and Review PS Form 8125/8017.

2. Arrive appointment with SV scanner.

3. Assign appointment to dock.

4. Unload Shipment.

5. Resolve unexpected, Duplicate, or Mis-Shipped containers.

6. Close the appointment.

Step 1: Review PS Form 8125 or 8017

Critical fields of a PS Form 8125, *Plant-Verified Drop Shipment (PVDS) Verification and Clearance,* and PS Form 8017, *Expedited Plant-Load Shipment Clearance,* must be reviewed for irregularities before unloading the shipment. If you find an irregularity in any of the below fields, notify a supervisor. A critical fields job aid is located in the Appendix on page A-26.

PS Form 8125 *PVDS Verification and Clearance*	PS Form 8017 *Expedited Plant-Load Shipment Clearance*
Entry Office	Destination Office
Class of Mail	Class of Mail
Mail Processing Category	Mail Processing Category
Number of Pallets	Number of Pallets
Entry Discounts Claimed	
Origin Post Office	Origin Post Office
Signature of Verifying Employee	Signature of Verifying Employee
Round Stamp	Round Date Stamp

PS Forms 8125-C, 8215-CD, 8125-CP

Do not have a round stamp or origin information.

Irregularities in paperwork must be resolved before unloading the truck.

<u>To resolve</u>:

Missing Fields- Driver must contact dispatch office and/or destination supervisor must contact origin office to resolve.

Altered Fields- Destination supervisor must contact origin office to resolve.

Copies- If it is a photocopy of a PVDS, you must call the BMEU for verification. You can tell that it is a copy if the round stamp is black. Also, a "canned" date is used. This means that it is an 8125 that has been pre-signed and then copies are made before details are added.

Number of Pallets- If the load is different than the list on 8125/8017, you will need to look see which are on the manifest.

1. You do this by first scanning the 8125/8017.

2. Then scan the 99M placards on the pallet. If there are any irregularities, you will get an error message.

3. Any pallets with error messages cannot be accepted because it is not on the manifest. (This means that we cannot validate that postage has been paid.) See resolution process.

4. Inform the driver that the pallets are not being accepted.

   If the container count is greater than what is claimed on PS Forms 8125/8017:

   - Mailer/consolidator has the option to contact the origin office to resolve the issue and adjust postage as necessary. Then the origin office must advise the destination office to receive the mailing. If the mailer/consolidator and/or origin office is closed, the driver can return to the destination facility when offices are open.

   - Any portion of the load that cannot be reconciled must be returned to the driver.

   - During the resolution process, it may be necessary to move the vehicle away from the dock to make space for other shipments.

If the container count is less than what is claimed on the 8125/8017:

- Receive the load.

- The mailer/consolidator contacts the origin office to resolve the issue, and the origin office will adjust postage as necessary.

Note: Any residual containers brought to your facility after the original load has been received should have their own PS Form 8125. The residual containers cannot be claimed as a portion of a load for a PS Form 8125 or 8017 that has already been accepted and filed.

Other Load Irregularities- Be cognizant of these situations in the load.

If a load appears to be **unstable or unsafe:**

- As long as the safety of Postal Service personnel and the driver is not compromised, this shipment may be received with the driver required to perform the unload process (with Postal Service assistance).

- If the load is deemed unsafe, the destination supervisor must refuse the load and the mailer given the option to rebuild the shipment (off site) to match original preparation.

- If there is damaged mail on the load, return the damaged mail to the driver and unload the remaining load. 'Damaged' mail is defined as mail that is unable to be processed due to its condition upon arrival at your facility.

- If the load is **not physically separated by destination**: a) The driver must reconcile the load. b) The mailer is given the option to rebuild the shipment (off site) to match original preparation. c) If the load is unable to be reconciled, the destination supervisor must refuse the load.

- A Standard Work Instruction for Plant Verified Drop shipment (PVDS) Critical Fields is available in Appendix page A-26.

Step 2: Arrive Drop Shipment

Select Drop Shipment button from the Home or Navigation menu:

1. Double tap on the appointment to arrive.

2. Choose Arrive from the options.

3. Select Yes to arrive the appointment and record the arrival time.

Note: All Drop Shipment appointments must be closed in order to provide business mailers with information on the containers and appointment.

An SWI for Drop Shipment Arrivals is located in the Appendix page A-15.

<u>Resolve No Appointment Number</u>

The driver must contact the dispatch office to obtain the appointment number or the scheduler ID number. When the appointment number is obtained, write it on PS Form 8125 and continue with the process. If no appointment was made, the destination office will receive the drop shipment as an unscheduled arrival (when operationally feasible) using the scheduler ID number and continue with the drop shipment process.

Step 3: Assign Appointment to Dock Door

Once on the Dock Assign screen:

1. Scan or select dock door.

2. Scan trailer barcode if available; if not, select the No trailer barcode check box.

3. Select the Next button to proceed.

Step 4: Unload Shipment

Once on the Container Scanning screen:

1. Scan or enter the 99M mailer barcodes from the shipment.

Note: 99Ms scan also be scanned through the Unload screen with the 99Z barcode associated to the appointment. Select the 99Z button on the Container Scanning screen to print a 99Z.

Step 5: Resolve Unexpected, Duplicate, or Mis-Shipped Containers

As Unloads are performed, SV will perform validations.

Based on the various container statuses, users may need to resolve some containers. Depending on the container status, users may need to resolve some containers by contacting the FAST Helpdesk 1-877-569-6614.

Mailer Container Statuses:

While scanning 99M mailer barcodes, if the scanned barcode is Not Expected, Mis-Shipped, or Duplicate, a message box appears; take appropriate actions to resolve the container.

Icon	Status	Description	Action
✓	**Expected**	Unloaded container expected for the current facility.	No further action.
✗	**Not Expected**	Unloaded container not included on an eDoc arrives at any facility.	Call the FAST Help Desk and Hold Container for Resolution.
🟨	**Mis-Shipped**	Unloaded container expected at a different facility. Misshipped containers will be automatically accepted/rejected based on mailer settings.	Call the FAST Help Desk and Hold Container for Resolution.
◆	**Duplicate**	Unloaded container with a duplicate barcode/placard.	If the container was accidently scanned twice, select "No". If the barcode was a duplicate, select "Yes". Then, Call the FAST Help Desk and Hold Container for Resolution.

<u>Reconciling Unresolved Containers</u>

All unresolved containers must be reconciled to paper PS Form 8125(s), *PVDS Verification and Clearance* and in SV.

This includes:

- Containers identified as Not Expected during unloading scans

- Containers with no pallet placard or no barcode

- Containers with unreadable or destroyed placards

Icon	Container
[yellow square]	Mis-shipped
[gray diamond]	Duplicate
[red circle with X]	Not Expected

Reconciling Using PS Form 8125[HJL-WD1]

To reconcile containers:

1. Add container counts on the PS Form 8125.

2. Add the number of unresolved containers by adding the number of not expected containers with the number of containers with an unreadable placard with the number of containers that are missing a pallet placard.

3. Compare the two totals.

4. If the total number of unresolved containers is less than or equal to the total number on PS Form 8125, then the containers can be resolved without contacting the FAST Helpdesk. Your supervisor will contact the FAST Helpdesk.

5. If the total number of unresolved containers is greater than the total number on PS Form 8125, then the containers can only be resolved by contacting the FAST Helpdesk. Your supervisor contacts the FAST Helpdesk.

Status	Action	Accept/ Reject
Mis-shipped (Reject)	1. Notify supervisor 2. Confirm Reject status 3. Reload container (return to driver)	Reject
Duplicate on Appointment	1. Notify supervisor 2. Confirm Reject status 3. Reload container	Reject
Unresolved Container Counts = PS Form 8125	1. Accept all Not Expected containers from the Resolve Containers message box 2. Induct containers	Accept
Unresolved Container Counts < PS Form 8125	1. Accept all Not Expected containers from the Resolve Containers message box 2. Record appointment irregularity on the Appointment Irregularity Reporting Screen 3. Annotate the PS Form 8125 with # containers inducted 4. Induct containers	Accept
Unresolved Container Counts > PS Form 8125 or No PS Form 8125	1. Notify supervisor 2. Begin FAST Helpdesk process	TBD

Unexpected Containers

Unexpected containers for Drop Shipment appointment are containers that were not on the electronic manifest associated to the appointment. Use the following steps to resolve the unexpected containers. If the status is incorrect or action is uncertain, call the FAST helpdesk. Unexpected containers can be reconciled using an SV scanner.

Resolving Unexpected Containers in SV:

From the Container Scanning screen of Drop Shipment:

1. Swipe left on any container with the status of a red X, unexpected containers.

2. Select More…

3. Edit Container message box appears.

4. Select Accept to accept the container. To reject the container, select Reject.

5. An A appears in Accept/Reject (A/R) column indicating that the container was accepted.

Note: Users can sort by scanned/manually entered 99M barcode by tapping the clock icon to sort by ascending/descending alphanumeric order. The clock icon changes to an arrow icon.

Record Appointment Irregularities

Users can document any appointment irregularities such as damaged pallets, unsafe/unsecure loads, and many more. A camera function is also available to allow users to capture irregularities visually. Users can take up to 20 photos per appointment.

1. Select the Appt Irreg button from the Dock Assign screen.

2. Select the check box next to the irregularities that apply to the appointment. To capture irregularities visually, select the camera icon.

3. Press the blue circular button on the bottom center of the screen to capture the photo or press X to dismiss the camera function.

4. After taking the photo, press ✓ to save the photo, press the refresh button to retake the photo, or press the X discard the photo.

5. The saved photo(s) are shown.

Press down on a photo to remove the photo.

Select the camera icon to take more photos.

Select the back button to go back to the Appointment Irregularity screen.

Appointment Irregularity Categories

You will select an Irregularity category: General, Trailer, Contents, and Other. Some irregularities prompts the resolution reason message box. As shown on the chart, most irregularities must be resolved. If necessary, contact your supervisor to resolve.

Category	Appointment Irregularity	Resolution Required
Contents	BROKEN PALLETS	Yes
	CTR CNTS DO NOT MATCH FORM	
	DAMAGED MAIL	
	INCORRECT CLASS OF MAIL	
General	INCORRECT APPT TYPE	No
	MULTIPLE APPTS ASSOCIATED TO LOAD	
	PAST IN HOME DATE	
	ALTERED REQUIRED FIELDS ON FORM	Yes
	INCORRECT ENTRY OFFICE	
	INCORRECT PROCESSING CATEGORY	
	MAILINGS NOT SEPARATED BY DESTINATION	
	MISSING APPOINTMENT NUMBER	
	MISSING ORIGIN SIG AND/OR ROUND STAMP	
	MISSING REQUIRED MAILER FIELD ON FORM	
	NO FORM WITH SHIPMENT	
	PALLETS TOO TALL	
	PHOTOCOPY OF PS FORM	
Other	OTHER	No
Trailer	DRIVER REFUSED TO ASSIST	No
	VEHICLE SIZE	
	LOAD UNSAFE	Yes

Unscheduled Drop Shipment Appointment

If an unscheduled drop shipment appointment arrives at the site, the site can create an unscheduled appointment using the SVmobile device.

From the Drop Shipments screen:

1. Select + to create an unscheduled appointment.

2. The Create Drop Shipment screen will appear.

3. Enter scheduled arrival time. Tap the fields to update the default value.

4. Enter CRID or Scheduler ID. The ID can be obtained by asking the driver. The driver will then contact the mailer to obtain this information. If no CRID/Scheduler ID is available, select the No CRID/Scheduler checkbox. A message box appears to confirm that no CRID/Scheduler is available if the checkbox was selected.

5. Enter any comments in regards to the unscheduled appointment.

6. Once all required information is entered, the SAVE button activates. Select SAVE to create the unscheduled appointment.

7. The Arrive Appointment message box appears asking if you want to arrive the created appointment. The appointment number is also shown at this time. Select Yes to arrive the appointment, otherwise select No and process the appointment at a later time.

   Note: Appointment ID is a default value that users are not able to change.

Step 6: Close the Appointment

Ensure all Drop Shipment appointments that have arrived are Closed. The Close scan is crucial as it triggers to send data to other systems to provide business mailers with information on the containers and appointment.

You must resolve all outstanding containers before closing the appointment.

Performing a Close Appointment

From Appointment Summary screen of Drop Shipment:

1. Enter the number of containers with unscannable barcode or no barcodes.

2. If Resolve button is visible, select the button to resolve outstanding unresolved containers.

3. The Resolve Containers message box appear.

4. Select Reject to reject the containers or select Accept to accept the containers.

   Select the checkboxes next to each container or select all containers by selecting the checkmark at the very top.

5. Once all containers have been resolved, the Close button becomes visible. Select Close button.

6. Select Yes to close the appointment; otherwise, select No.

Note:

Users can update Closed appointments by double tapping the appointment from the Drop Shipment screen.

Ensure completed appointments are closed.

99P to 99M Assignment

99P to 99M helps to increase the visibility of 99M Mailer pallets travelling on network trips. Users must create an association to an MTEL placard as it contains network routing information.

Anything going through the network must have an MTEL placard or we do not have visibility. Expeditors use this scan when a drop shipment comes in. A pallet comes in with an MTEL placard from a mailer (99M). We will reassign the 99M to a 99P.

PVDS Process

It is important to follow the major steps required when processing drop shipment appointments. A PVDS Job Aide has been developed to assist you. If not already posted, you may post the Job Aid located in the Appendix at your unit.

Mail Irregularity Reporting

Electronic Mail Improvement Reporting (eMIR) is a system of reporting customer prepared mail that has quality issues. Expeditors use this feature when any irregularity is identified, including over stacked pallets, label issues that may misdirect, and bundles that the Expeditor believes will break apart easily. This feature informs facility In-Plant Support as well as mailer representatives within the USPS®.

Users access the Mailing Irregularities scan mode from SVmobile in two ways: through Drop Shipment or through the Navigation menu.

Navigating to Mailing Irregularities

Accessing Mailing Irregularities for Drop Shipment

Users can access the Mailing Irregularities scan mode when processing a Drop Shipment. After Arriving and Dock Assigning the appointment, the Mailing Irregularities icon shows on the Container Scanning screen. Selecting the Mailing Irregularities icon takes the user to the Mailer Irregularities screen.

Note: When the Mailing Irregularities screen is accessed through the Drop Shipment process, the door number and appointment number populates on the screen.

Accessing Mailing Irregularities from Navigation Menu

Accessing Mailer Irregularities from the Navigation drop-down menu requires users to first tap the location the placard barcode was assigned at. Users can then scan or manually enter the placard barcode.

Note: When the Mailing Irregularities screen is accessed through the navigation menu, the selected location populates on the screen.

Using Mailing Irregularities

1. Scan a 99M, IMtI, IMb® or IMPb® barcode and choose barcode type if prompted.

   Irregularities can be recorded for 99M, IMtI, IMb and IMPb barcodes. For IMtl, IMb, and IMPb barcodes, users may be prompted to select the barcode type.

2. Respond to "Bundle Breakage" message box.

Once the type of barcode has been identified, a message box appears asking "Is this barcode associated to or does it have any broken bundles?" Select Yes or No.

3. Choose all irregularities that apply to the scanned barcode.

Once a user scans a barcode, different irregularity options will display dependent on the barcode type (Pallet, Sack, Tray, Bundle or Piece). Upon selection, several irregularities will prompt the user to select a specific sub type or require users to enter additional comments. A full list of irregularity options is located in the appendix on page A-27. Below are few examples:

Users can select the Comments button to add additional information on the barcode irregularities.

4. Select the Save button.

Once all applicable irregularities have been selected, select the Save button. No updates can be made to the irregularities or comments once the form has been saved.

5. Confirm to save the information.

Upon selecting the Save button, a confirmation message appears asking if the user wants to save the form with the total number of irregularities selected. Select Confirm to proceed or Cancel to return to the form.

6. Capture images associated to the barcode by tapping the camera icon.

Once the Irregularity Form has been saved, the camera icon becomes enabled allowing users to capture photos of irregularities associated with the barcode. Users can select the camera icon in the top right corner of the screen. Users are able to capture up to three photos per barcode scanned.

SVmobile Mailer Barcode Irregularity

To document barcode irregularities:

Select the blue button at the bottom of the screen to capture the image. Select the X to retake an image or select the ✓ to save the image.

Long pressing an image prompts the users to delete images. Images are not saved until the user has selected Done on the Irregularity Form screen.

Mailer Irregularity Capture Report in SVweb

The Mailer Irregularity Capture report in SVweb displays irregularities and images captured on the device and can be filtered at the Area, District and Site level. On SVweb, select the Reporting menu and locate the Mailer Irregularity Capture report under the Container Scanning section.

Users have the ability to filter by Appointment ID, MID, Barcode, Location MPE and Irregularity types. Clicking a record opens a drop-down to show all irregularities associated with that barcode. If there are images associated with the barcode, the number of images appears under Image Count and a camera icon is available under Image.

Select the camera icon and a pop-up screen with images appears. Right click on the image to download.

Accepting Drop Shipments Without FAST Appointment Number

In a load arrives without an appointment number:

1. The driver must contact the dispatch office to obtain the appointment number or the scheduler ID number.

2. When the appointment number is obtained, write it on PS Form 8125 and continue with the process.

3. If no appointment was made, the destination office will receive the drop shipment as an unscheduled arrival when operationally feasible, using the scheduler ID number and then continue with the drop shipment process.

Business Mail Entry Unit (BMEU) and Helpdesk

As an Expeditor you may need to contact the BMEU and the FAST Helpdesk. Anything that prevents the proper receipt of the mail could be a reason for a call to them.

The typical reason for calling either resource would be when you have an appointment number with no paperwork, or perhaps a pallet without a 99M. Depending on the container status, users may need to resolve some containers by contacting your local BMEU or FAST Helpdesk at 1-877-569-6614.

eInduction

eInduction is an electronic process for verification of payment. eInduction allows the USPS to determine if PVDS containers are paid for and shipped to the correct facility without the use of PS Form 8125 or PS Form 8017. eInduction containers are not included on paper forms. Payment is verified beforehand so loads come in without any paperwork. The mailers have an account with BMEU. When Expeditors scan in the containers, they will only need an appointment number. Further information is available on the eInduction page on blue at: https://blue.usps.gov/mail-acceptance/einduction.htm.

Note: Only eInduction shipments are allowed to be accepted without paper documentation.

Processing eInduction

Arrive

1. Obtain appointment number from driver.

2. Arrive appointment in the SV-IMD.

3. Review 8125 form(s) for critical fields, if applicable.

Receive

1. Check for unstable or unsafe load.

2. Check for damaged mail.

3. Unload and Scan containers.

4. Induct Expected containers.

5. Hold not expected, duplicate, and mis-shipped (reject) containers for resolution.

Resolve

1. Determine the total number of containers on 8125 forms, if applicable.

2. Determine the total number of unresolved containers on the SV-IMD + containers with unreadable placards/barcodes + containers with no placard barcode.

If total number of containers on PS Form 8125(s) is **less than** or equal to the total number of unresolved containers, then **induct containers.**	If total number of containers on PS Form 8125(s) is **greater than** total number of unresolved containers, then additional **resolution is required**.
	Notify Supervisor that Helpdesk needs to be contacted. **Provide appointment number and not expected container barcodes to Supervisor.
	Helpdesk determines if not expected container should be accepted or rejected. **Confirm container status on SV-IMD.
	Confirm with Supervisor that duplicate and mis-shipped (reject) containers need to be rejected.

Record

1. Update the status of all unresolved containers on the SV-IMD.
2. Reload any rejected containers on the SV-IMD.
3. Return rejected containers to the driver.
4. Record appointment irregularities on the SV-IMD.
5. Close appointment on the SV-IMD.
6. Sign 8125 form(s), if applicable.

Completing PVDS Documentation

Ensure PVDS documentation is filed at end of the tour. An assigned employee collects the 8125s and 8017s to verify that documentation is correct. Additional checks are made to ensure all paperwork is accurate.

PVDS Best Practice

Visual Cues

1. Place visual cues around the perimeter of area where equipment operator will be unloading containers from a PVDS trailer.

2. Verify PS Forms 8125.

3. Complete acceptance procedures in SV/FAST.

4. Equipment Operator unloads containers.

5. Expeditor/Dock Clerk and Equipment Operator compare container counts.

6. PVDS resolution process if discrepancy is found.

7. If counts match, or after discrepancy resolution, Expeditor/Dock Clerk and Equipment Operator ensure all containers have received proper color codes and placards.

8. Expeditor/Dock Clerk removes Stop Signs/cones allowing Equipment Operators to move containers to required operation area.

Verified Stickers/Placards

- All PVDS steps are completed

- Verified stickers or Verified Placard placed on containers

- Equipment Operators move containers with Verified sticker or Verified Placard to required operational area

- Order "Verified" sticker from Postal Products **(eBuy 2 number: N1020476)**

9020 Placards

<Enter Plant Name>
MAIL IDENTIFICATION AND ROUTING

TO OPER: _____   INIT: _____   TIME ARRIVED UNIT: _____   DATE: _____

FROM OPER: _____   INIT: _____   TIME LEFT UNIT: _____   DATE: _____

☐ LSA	☐ NON-LSA	TOUR	MACH #
☐ MACHINABLE	☐ NON-MACHINABLE	1 ☐	☐
☐ LETTERS	☐ 1ST CLASS	2 ☐	☐
☐ FLATS	☐ PERIODICALS	3 ☐	☐
☐ SPRS	☐ STD A		
☐ NEWSPAPERS	☐ OTHER*		

NET WT. _____   # SACKS _____   # POUCHES _____   # TRAYS _____   # OUTSIDES _____

COMMENTS:

*EXPLAIN

- All PVDS steps are completed

- 9020 Placard placed on containers

- Equipment Operators move containers with 9020 Placard to required operational area

Module Review

In Module 5 we discussed PVDS, FAST, and how SV scanners are used together as Expeditors process drop shipments.

You should now be able to:

- Define Plant Verified Dropped Shipment (PVDS) and the Facility Access and Shipment Tracking (FAST) scheduler system

- Determine when a shipment is scheduled and use the SV scanner and to accept a drop shipment

- Review the FAST Daily Drop Ship Report

- Follow procedure to accept a drop shipment without a FAST scheduler ID or appointment number

- Differentiate anomalies addressed by BMEU or requiring helpdesk support

- Scan the 99M barcode for eInduction using the SV scanner

- Locate and confirm counts for eInduction drops using the SV scanner

- Ensure PVDS documentation is filed at the end of the tour

Module 6: Platform Operations

Objectives:

- Access resources and personnel to resolve situations as they arise.

- Define Dispatch Discipline.

- Access trip schedules in SVweb using Future 5398 Report.

- Monitor CTS to locate containers not on dock for dispatch.

- Use Container Tracking System (CTS) to forecast truck load capacity.

- Determine the trailers, trips, and dispatch times used to transport originating mail.

- Ensure originating and destinating mail are loaded to the correct trailers/trips.

- Ensure HCR drivers comply with postal policy and intervene when appropriate.

- Align trips with the right-sized vehicle for the mail by interpreting the schedule.

- Perform a sweep to ensure mail is properly staged in anticipation of dispatch windows.

- Assign and monitor dock personnel to ensure tasks are completed on time.

- Plan resources for all inbound trips to ensure dock is functional.

- Manage trailer and yard moves by planning for mailflow

- Ensure mail is staged and trailers in place for inbound trips.

- Follow procedures for inbound mail: receive trailer, check trailer number, validate the door, unseal truck, open for mail handler, collect paper 5398-A, scan Arrived.

- Follow protocol for inbound registered mail.

- Recognize and correct optimal load configurations.

- Change loading order to meet service standards based on time of day, service standards, and facility.

- Ensure mail is staged in correct sequence for loading and trailers in place for outbound trips, including aggregate/multi-stop mail.

- Interpret the plate and Highway Contract Route (HCR) schedule information.

- Follow protocol for collection and deposit mail on tour three.

- Follow process for outbound mail: Verify trailer number and trip, validate mail on right trailer, ensure trailer safe and shoring bar secure, close door, seal truck, print 5398-A and provide to driver, verify Express is loaded, verify Load scan, scan Depart.

- Identify and record sealing irregularities on PS Form 5398, *Transportation Performance Record*, or PS Form 5398-A, *Contract Route Vehicle Record*.

- Ensure mail sent to the STC meets processing and STC network requirements.

- Explain how mail is cross-docked at an STC.

- Identify opportunities to use Surface Transportation Center (STC) to avoid running extra trips or trailers with less than 50% load.

- Recognize individual adjustments and opportunities to capture time savings that positively impact the continuous

Time Allocated for Module:

- 2 hours

Instructional Methods:

- Discussion

- Hands-on practice

Participant Material Used:

- Participant guide

- On-the-Job Training Checklist

Platform Operations

Platform operations refers to how to coordinate inbound mail arrival and outbound mail departures through the facility, including:

- Loading and unloading mail trucks on the dock

- Handling of empty Mail Transport Equipment (MTE)

- Distributing mail on machines, platforms, slides, chutes, conveyors, and in manual bullpen sortation operations

- Distribution of non-machinable parcels

- Inbound and outbound management of Priority Mail Express and Registered Mail service

- Handling Drop shipments and accountables

Platform Duties

What do Expeditors do?

- Arrive and Depart SV scan

- Seal and unseal trucks

- Ensure vehicles in the security seal program are properly sealed and recorded

- Validate that vehicles are properly locked on departure.

- Perform mail sweeps prior to trailer departure

- Monitor and make a plan for tour MTE

- Enforce/adhere to proper safety for trailers. When trailers are being unloaded wheels chocked, engines off, etc.

- Trailer inventory (Example Appendix A-28)

- Ensure optimal load configurations

- Check for proper load security

- Ensure smooth inbound and outbound mailflow including empty MTE, trailer moves, door management, and personnel

- Implement strategies to mitigate late arriving/departing trailers, late mail

Dispatch Discipline

Dispatch Discipline is the USPS process designed to assure the timely dispatch of mail. Dispatch discipline is the key element to a successful processing and distribution implementation. A well-developed mailflow must address each operation: inbound docks, opening units, distribution, dispatch points, and the outbound docks for connection to, or arrival from, scheduled transportation. All these elements are considered in the dispatch plan and monitored to ensure appropriate dispatch discipline and mail flow patterns.

For dispatch discipline, policies and procedures are to be followed once the mail has been distributed. It is the process of sweeping, labeling, containerizing, loading, and dispatching mail on the correct transportation. Effective dispatch operations are essential in fulfilling USPS® obligations.

Dispatch discipline ensures that processed volumes are actually moved as planned to meet intended transportation that fits the transportation window and achieves the best possible service at the most cost-effective rate. Failure to follow dispatch discipline guidelines results in a degradation of service.

An important factor in dispatch discipline is surface visibility scanning. Scanning is not optional; it is a job requirement. SV scanning provides the visibility, reliability, and product assurance essential to dispatch discipline. Dispatch Discipline enables logistics excellence.

Take ownership for dispatch responsibilities. The term Right Mail, Right Truck, Right Time describes basic job priorities.

Inbound and Outbound Schedules

Critical times are listed in your facility and posted on the dock. Each bay door should have information about the trips that departed from that bay.

Some facilities also use monitors on the dock to post this information in anticipation of upcoming trips using Container Tracking System, or CTS. You can also find upcoming trip times and details using your Surface Visibility Scanner.

As you monitor the inbound and outbound trips on the dock, there are several systems and processes you can use to keep everything moving, predict issues, and make contingency plans.

Future 5398 Report

Access the Future 5398 by at https://svweb.usps.gov/sv-web/ or, from the blue page type SVweb into the browser bar. (You must have access to SVweb for this link to work.) Once at the SVweb site, you sign on using ACE credentials.

- From the IV® home page, select the reporting tab

- Under Transportation select Future 5398

- Enter the inbound and outbound trips

- Select a date from the drop-down

- Choose the tour times you want to view

- And then, for route:
  - Click apply date and time filters
  - Trips selected display
  - Click to export to Excel

Future 5398

Exported Time: Wed, 17 Nov 2021 21:40:28 GMT
Currently Viewing: 050 WHITE RIVER JCT VT P&DC

Date/Time Range: 11/18/2021 00:00 - 11/18/2021 23:59

Route ID: 050L8	Direction: Outbound, Inbound
Trip ID: N/A	Service Type: HCR, PVS, Rail, Periodicals
Leg Origin: N/A	Peak 500 HCR Only: N
Leg Destination: N/A	6500 HCR Only: N

103 Report Record Count

From/To	I/O	Route	Trip	Scheduled Time	Service Type
03561 LITTLETON	O	050L8	730F5	11/18 01:41	HCR
05255 MANCHESTER CENTER	O	050L8	72AF6	11/18 02:49	HCR
05819 SAINT JOHNSBURY	O	050L8	730E9	11/18 03:07	HCR
030PM NASHUA L&DC	I	050L8	72C01	11/18 03:15	HCR
05701 RUTLAND VT	O	050L8	72989	11/18 03:40	HCR
05156 SPRINGFIELD	O	050L8	72672	11/18 03:45	HCR
03561 LITTLETON	O	050L8	72AE8	11/18 03:45	HCR
05701 RUTLAND VT	O	050L8	7338C	11/18 03:45	HCR
05201 BENNINGTON	O	050L8	72B0F	11/18 04:00	HCR
03753 GRANTHAM	O	050L8	729A8	11/18 04:20	HCR
05819 SAINT JOHNSBURY	O	050L8	7294F	11/18 04:33	HCR
030PM NASHUA L&DC	I	050L8	72B96	11/18 05:15	HCR
05068 SOUTH ROYALTON	O	050L8	72661	11/18 05:35	HCR
037CA LEBANON CARRIER ANNEX (DMU)	O	050L8	726CC	11/18 05:35	HCR
05088 WILDER	O	050L8	73605	11/18 05:35	HCR
05060 RANDOLPH	O	050L8	73687	11/18 05:35	HCR
03773 NEWPORT	I	050L8	727D7	11/18 05:45	HCR
03603 CHARLESTOWN	O	050L8	72AB7	11/18 05:45	HCR
05156 SPRINGFIELD	O	050L8	72B03	11/18 05:45	HCR
05033 BRADFORD	O	050L8	72BE7	11/18 05:45	HCR

Container Tracking System (CTS)

CTS is used to track containers and container routes using information that is scanned from Surface Visibility (SV). These are surface routes. All CTS reports refresh every 90 seconds with the exception of the Dropship Report which refreshes every FIVE minutes. ALL columns on ALL reports can be sorted by clicking on the column header. Clicking the header again reverses the sort order.

The CTS Workstation Application allows the user the ability to select and view CTS data and drill down to get container specific information. Some of the reports on the Workstation application mirror the data that is available to be displayed on the Informed Facility display screens. Color coding is used to indicate trip and scan status. The color coding is the same as used on the Display Screens on the workroom floor.

Inbound Trips Schedule

I/O	Date	Scheduled Arrival	Actual Arrival	Route ID	Trip ID	Leg Origin	Site Name
I	9/13/2021	13:40	13:28	180VS	B3121	18091	WINDGAP PA
I	9/13/2021	13:40	13:26	180VS	B3151	180CB	CARBEL
I	9/13/2021	14:00	12:53	180VS	B3071	18016	BETHLEHEM
I	9/13/2021	15:00		18090	812	19Z	PHILADELPHIA (PA) NDC
I	9/13/2021	17:45		110L3	3012	240	ROANOKE (VA) P&DC
I	9/13/2021	18:00		117MJ	6008	48Z	DETROIT (MI) NDC

Rows 1-6 of 6 | Show 25 ⌄ Rows   First Previous 1 Next Last

The Inbound Trips Schedule is a report that displays ALL trips scheduled to arrive within the next two hours. Green indicates trips arriving on time. Yellow indicates trips scheduled to arrive within the next 30 minutes. Red indicates trips where the time is past the arrival time, but they have not arrived.

- Use Container Tracking System (CTS) to forecast truck load capacity.

- The monitors will toggle between an inbound and outbound view. So you may see the same dock door, at different times in both views.

The actual arrival time is determined by the Arrive SV scan. If the scan time is late, the box is red.

Use this in conjunction with the schedules at each bay door to determine where the trip will be incoming. There should be signs.

Outbound Trips Schedule

The Outbound Trips Schedule displays the outbound trips schedule and indicates departure time. You will use this to familiarize yourself with your schedule for the day and the order for loading the trucks.

To make sure you are ready, ensure the bay is open and mail can be unloaded there. If there is already a trip in place that has not yet departed, you will need to plan for a bay for that incoming trip. Notify the mailhandlers so they can prepare to shift to the correct bay to unload. Notify a supervisor of any bay or dock shifts.

Some facilities have personnel in the yard that facilitate trailer movement, notify them of any dock changes so that they can ensure the driver pulls into the correct alternate bay. In some facilities the drive will check in with the Expeditor to determine the correct bay.

Outbound Trips (Departed & Non-Departed)

Schd	Depart	Door	Leg	Route	Trip	Destination	Asgn	Close	Stage	XDock	99MLD	99PLD	MTLD	Load	Load%	Total	
14:00	13:10		184	18015	15	SCRANTON P&DF	2	40	0	0	0	36	0	36	96%	76	Details
15:30			184	18015	3	SCRANTON P&DF	0	0	0	0	0	0	0	0	0%	0	
16:15			19Z	18090	601	PHILADELPHIA (PA) NDC	4	8	0	1	0	0	0	0	0%	9	Details
16:30			184	18015	9	SCRANTON P&DF	0	0	0	0	0	0	0	0	0%	0	
17:15			19Z	18090	603	PHILADELPHIA (PA) NDC	0	0	0	0	0	0	0	0	0%	0	
18:00			07H	110L3	3012	NORTHERN NJ (NJ) STC	0	0	0	0	0	0	0	0	0%	0	

Use the Outbound Trips (Departed & Non-Departed) to view trips and to troubleshoot loading issues. Scan status is shown on this display. Highlighted pink data indicates an error with data than needs to be resolved. As an Expeditor, you must find the missing mail before departure.

Close-the number of containers in the building that have been closed and are available for that trip. Check the mail ready for loading to ensure that you have the number indicated ready on the dock for dispatch.

If not, locate the mail to expedite its delivery. Your STO can access this report on their computer, click on this field, and determine what operation closed that container.

Stage-If your facility uses Stage scans, this column indicates mail staged on the dock and ready for loading.

XDock (Cross-dock)-If you have unloaded pallets from another trip that dispatch on this trip, they are tabulated here. Ensure this mail makes in on the trailer.

99MLD-This column indicates drop shipments for which the mailer applied the placard that should be included on this trailer. This mail may be tabulated into the XDock field, if the mail was scanned unloaded and is a cross-docked to this trip.

99PLD-This column indicates mail for which the Postal Service applied the placard that should be included on this trailer. This mail may be tabulated into the XDock field if the mail was scanned unloaded and is a cross-docked to this trip. If the mail was processed in your facility and was closed, it is tabulated here and in the Close column.

MTLD-MTE loaded-This indicates empty equipment being sent to another facility.

Load-Number of containers that have a load scan. This should match your close column.

Inbound Trips

Preparing for Inbound Trips

To prepare for inbound mail:

- Look at the load details in SV to determine the mail quantity and load mix to ensure you have:

    - Enough people

    - The right equipment to unload incoming mail

- Coordinate with the group leader for personnel

- Ensure dock doors are unobstructed

- Ensure everyone has a clear understanding of who is responsible for each task

Inbound Planning

The date range and time are listed. Look at the from/to for the trip location. The route number is listed in case you need to trouble shoot or look up the plate. The scheduled time lists when you need to expect it. And the service type is listed.

Each driver/trip has a normally assigned bay or door. They are listed on the dock signage and on CTS monitors so that you can plan. If there are inoperable doors or other issues that prevent a door form being use, make plans for where that trip will need to go and communicate the change to the group leaders and drivers to ensure smooth operations.

For unloading, you need space to unload mail, a scanner, cutter, and sufficient mailhandlers to unload.

You will usually have a list of drop shipment appointments that you receive from your supervisor. If your facility does not have a dedicated bay for drop shipment you will need to plan for incoming mail at the listed times.

Dock Personnel

Facilities have different structures based on personnel availability. Ask your local facilitator to define roles for your facility.

- Mailhandlers (MHAs)- Employees who load, unload, and move the mail.

- Group leaders- Mailhandlers that help direct other mailhandlers to balance the workload.

- Supervisor, Distribution Operations (SDO)- the supervisor in charge of dock operations. Request additional mailhandlers from SDOs.

  My facility:_____

- Manager, Distribution Operations (MDO)- Manager responsible for facility mailflow on a tour.

- When working the mail and you need additional personnel or resources to load or unload a truck, work with the SDO, or MDO if the SDO is unavailable.

  My facility:_____

- Supervisor Transportation Operations (STO)- Supervises transportation operations. Escalate driver issues and documentation/ routes not covered.

  My facility:_____

- Network Specialist (NETSPEC)- Resource for transportation-related issues, including driver interactions.

  My facility:_____

- Transportation Manager- Manages all transportation-related matters.

  My facility:_____

- Postal Vehicle Service (PVS)- Routes that are transported by Postal employees with postal vehicles.

- Highway Contract Route (HCR)- Routes that are transported by contract drivers.

Coordinating Personnel

Coordinate with group leaders to discuss trailer moves and drop shipments. You will alert operations to missing or inadequate personnel. Group leaders coordinate with dock supervisor to ensure staffing is adequate and in the right place.

Your role is to ensure that operations personnel, SDO, MDO, and Group leaders know the needs. You do not move, assign, or direct mailhandlers.

Stop and Go Routes-Inbound

When you have mail that is a stop and go route, mail has been staged in sections in the trailer so that it can be unloaded in a specific order, first stop at the back of the trailer, last stop at the front. You may have a trailer for which you are one of its stops. It will unload your mail and then proceed to another facility.

You may need to put mail on that trailer from your facility to one of its downstream stops. In these cases, ensure you know how much mail for your facility is on the trailer to ensure you have enough equipment and personnel to unload your mail. You also stage any outgoing mail at that bay for loading. Ensure you have the mail, personnel, and equipment to complete the load.

Expeditor Turnover Meetings

At the beginning of the tour, the Expeditor meets with the outgoing Expeditor and at end of a tour, meets with the incoming Expeditor.

Together, they discuss the current state, outstanding mail or trailers, and any necessary operational adjustments. This helps ensure a smooth transfer between tours.

Expediter Supplies and Materials - Begin Tour

At the beginning of the tour, ensure you have the supplies and materials needed:

- Trailer Inventory from the prior tour

- Yard Safety and Dock Operations Checklist (Appendix A-23)

- Check that no mail is left on trailer/in yard

- Count empty trailers available for use, both fleet and non-fleet trailers

- Ensure you have a supply of numbered tin band seals.

- Locate the dispatch Plate book and PVS schedules.

- Phone or radio communication capability.

- An SV scanner and Wireless Printer

- A list of the FAST® Appointments for the day

- Access to a computer

Inbound Mail Procedures

Follow procedures for inbound mail:

1. Receive Trailer.

2. Check Trailer Number.

3. Validate the Door.

4. Unseal/unlock Truck.

5. Open for mailhandlers.

6. Collect hardcopy PS Form 5398-A.

7. Scan Arrived.

8. Follow protocol for inbound registered mail.

1. <u>Receive Trailer</u>

1. Go to the assigned bay door.

2. Ask driver for their keys according to local key control procedures. A Standard Work Instruction for Key Control can be found in the Appendix on page A-10.

3. Ask if the wheels are chocked on the trailer.

4. Inspect vehicle and trailer.

2. <u>Check Trailer Number</u>

- Look up inbound trips in SV scanner

- Visual confirmation of trailer number

- Visual confirmation that wheels are chocked

3. <u>Validate the Door</u>

- Confirm bay door with list in SV scanner

- Engage dock lock

- Open dock door

4. <u>Unseal/Unlock truck</u>

- Check that the trailer is properly sealed and that seal matches what is recorded in SV

- Unseal/unlock the trailer

Broken Seals

Any employee who breaks the seal at the point of destination must process PS Form 5398–A as follows:

- Enter name of employee breaking seal.

- Identify any discrepancies

- Submit forms and seals for retention.

Retention

- PS Forms 5398–A and related numbered seals must be filed and kept at the receiving facility for 31 days/1 month.

- Enter appropriate data into SV system comments block.

- Document all irregularities on PS Form 5500.

Sealing Irregularities

Tractor trailers carrying mail and point-to-point routes must be sealed. Sealing consists of twist-wire seals and numbered tin-band seals applied on all doors for security.

HCR routes, stop and go routes, and air mail must be locked. On highway (non-rail) vehicles, the trailer door-locking hasp must be secured with a high-security padlock approved by the Postal Inspection Service (a casehardened, steel-cased padlock with a positive locking/non-spring loaded, one-half inch, casehardened shackle).

Sealing irregularities include any discrepancy in a seal number on 5398-A or a broken or missing seal.

1. Any employee who notices a sealing irregularity must notify a supervisor. Then, initial the related PS Form 5398-A.

    a. For a discrepancy involving a relay driver (a driver other than the one who drove the first segment of the route), the employee discovering the discrepancy must determine the driver's name and enter it on the PS Form 5398-A.

    b. PS Form 5398-A must be completed by all facilities (including NDCs) for each highway contract route vehicle and rail intermodal vehicle, that is sealed with a numbered tin band seal.

    c. Retain the seal and related form until the investigating postal inspector authorizes its release.

    d. If employee notices a replacement seal from HWY State Patrol, inform a supervisor but no need for a PS Form 5398-A.

2. Alert the supervisor, who immediately notifies the local Postal Service inspector-in-charge.

3. Following the initial report, the employee should provide a written report to the local Postal Service inspector-in-charge and send a copy to the Manager, Postal Inspection Service, Security office at Headquarters.

5. Opening Trailers for Mailhandlers

    1. Driver unlocks any locks

    2. Open trailer door

    3. Look for any unsafe conditions (e-tracks, holes in trailers, road worth, equipment in place) Make a visual check to verify that container loads are properly restrained by straps. Report all non-complying offices to the supervisor.

       Place the HCR- PS Form 5500 in SV to fix any identified issues. If the trailer is missing straps, be sure that the right numbers of straps are in place if the trailer is leaving with mail.

       Postal- Red tag for damage. If missing straps, be sure that we put the right numbers of straps if the trailer is leaving with mail.

6. Collect Hardcopy PS Form 5398-A

Get PS Form 5398-A, normally in the e-track

7. Scan Arrived

    1. Scan Arrived with SV scanner.

    2. Inform mailhandlers the trailer is available.

8. Follow protocol for inbound registered mail

Registered Mail is hand to hand accountable and must accounted for at every stage. Place rotary lock and numbered sealed pouches and any outside registered articles collected at the platform in a secured locked container. These containers and articles must be kept under the immediate control of the designated employee until transfer is made to the registry section. When more than one employee is designated to receive Registered Mail on the platform, each employee must have his or her own locked container.

    1. The highway contract route (HCR) or postal vehicle service (PVS) driver must provide the registered rotary locked or numbered tin band sealed pouches and outsides with the original and copy of PS Form 3854 or 3854-A, *Manifold Registry Dispatch Book* bill, to the platform Registered Mail receiver employee or to the registry clerk on the platform. An HCR driver is not permitted on the workroom floor.

    2. When an HCR truck is sealed, the driver unlocks the back of the truck and the Postal Service employee cuts the orange numbered tin band seal from the truck. The Postal Service employee immediately locates PS Form 5398-A, *Contract Route Vehicle Record,* and verifies the identification number on the orange numbered tin band seal on PS Form 5398-A. If the truck has

been sealed, the HCR driver must be present when the seal on the back of the truck door is cut, removed, and verified.

PS Form 3854, Manifold Registry Dispatch Book (Sheet)

The HCR driver presents Registered Mail pouches and outsides to the platform Registered Mail receiver or to the registry clerk on the platform with the original and the copy of PS Form 3854 or 3854-A, *Registry Pouch Check-Off Sheet.* The receiving employee checks the condition of each Registered Mail pouch or outside for any visual damage and verifies the headings, rotary lock number, rotary number or numbered tin band seal, and the round date as entered on PS Form 3854 or 3854-A.

The receiving employee enters the total and legibly signs their name on both copies of PS Form 3854 or 3854-A in the bottom postmaster area block (top line). The receiving employee postmarks the form by round dating (in the postmark of receiving office block) and enters the actual time received. A copy is provided to the driver and the original is kept on file for 2 years. Once completed, the accountability of the Registered Mail transfers from the HCR driver to the platform Registered Mail receiver or to the registry clerk.

Registry Pouch Check-Off Sheet

The platform Registered Mail receiver must maintain a Registry Pouch Check-Off Sheet at the platform area. As the registry pouches and outsides arrive, the receiver records receipt by initialing their name beside the name of the dispatching office. Each office is required to send a Registered Mail pouch each business day. The Registered Pouch Check-Off Sheet must be provided to the registry section for filing.

Registry Pouch Check–Off Sheet

Monday-Friday
MVS Registered Mail Arrival Log Sheet

Run	Station	Scheduled Arrival	Tiome Received	Pouches	Outsides	Clerk's Initial
	Contract Stations					
GMF 20	CS#1 Linda's Hallmark 85022	1715				
GMF 20	CS#3 Michelle's Hallmark 85016	1715				
GMF 15	CS#4 Cornerstone Pharmacy 85018	1815				
GMF 3	CS#5 hallmark Creations 85044	1730				
GMF 14	CS#6 Camelback Village Pharmacy 85018	1830				
GMF 25	CS#8 Monty's Hallmark 85053	1745				
GMF 20	CS#11 Martins Hallmark 85051	1715				
GMF 7	CS#15 John & Kathy's Smoke Shop 85003	1815				

PS Form 3826, Registry Irregularity Report

A PS Form 3826, *Registry Irregularity Report*, must also be completed for all identified irregularities. Irregularities may include an improperly sealed pouch, two or more articles registered as one, items not numbered (without a registered label number), illegible endorsing or numbering, improper postmarking, a torn or damaged Registered Mail pouch, a registered article received not listed, a missing dispatch, and improper carrying of the Registered Mail pouch inside the HCR cab.

Platform Log Sheet

A log sheet describing irregularities must be kept by the platform Registered Mail receiver for further investigation or action by management.

Log Sheet

	DAILY REGISTRY IRREGULARITY LOG SHEET							
	(Ref. HB 901. 631 & 902.312)							
	Nature of irregularity/discrepancy (Enter the code)							

1. A registered article listed not received
2. A registered article received not listed
3. A missing dispatch
4. No pouch label
5. Improper carrying of the Registered Mail pouch inside the HCR cab
6. Improper listing of Outside
7. Improperly Sealed Outside
8. Improperly wrapped or enveloped registered article

9. The destination office is not marked
10. Improper postmarking or no Post Mark
11. Two or more articles registered as one
12. Improper use of Label 200
13. Improper pouch label
14. Improper use of Seal (Orange seal used)
15. Improperly Sealed Pouch
16. Items not numbered (without a registered label 200 number)

17. Rotary lock/seal number used incorrectly
18. Improper use of tape to seal registered
19. Bank Deposit Improperly Addressed
20. Not postmarked on back or at end over Intersection of sealing flaps
21. A torn or damaged Registered Mail pouch
22. Poorly prepared deposits (provide "Proper Sealing of Registered Bank Deposit." (432.1e)
23. Driver/ Dispatching clerk information incorrect or incomplete
24. Other Irregularity(Specify.............................

Name of the Office & Zip Code	Nature of Irregularity/Discrepancy Code (see above)	Form 3826 sent Yes / No	Was station Contacted the following day Yes/No	Date Contacted	Name of Registry employee contacted the station	Name of employee contacted at the dispatching office	Is station aware of the right procedure Yes/No	Date of Resolution/correction	SDO's Initial
Mesa 85201	15	Y	Y	06-09-05	Jane Smith	S. Thomas	Y	06-09-05	JD
Teeno 86047	9	Y	Y	06-09-05	Jane Smith	P. Peters	Y	06-09-05	JD
Pecos 85048	14	Y	Y	06-09-05	Jane Smith	M. Parker	Y	06-09-05	JD
Osborn 85013	8	Y	Y	06-09-05	Mary Doe	J. Johnson	Y	06-09-05	JD
Tempe 85281	17	Y	N	06-10-05	Mary Doe	M. Smith	Y	06-10-05	JD
CS#9 New 85087	4	Y	Y	06-09-05	Mary Doe	L. Jones	Y	06-09-05	JD

Missing Registered Mail

If any Registered Mail pouch or outside is missing, the MDO must be notified immediately so they can interview the HCR/PVS driver before the driver leaves the facility. The MDO or their representative must contact the postmaster or supervisor at the dispatching office to determine whether a pouch was dispatched. A physical search of the P&DC and origin office is required as appropriate. If the Registered Mail pouch is located at the origin office, an irregularity report must be submitted. If the Registered Mail pouch was not found, the MDO must immediately notify the Postal Inspection Service. The district finance manager should also be notified as soon as possible.

Note: On the next business day, the Tour 2 registry acceptance clerk is responsible for checking with platform operations and contacting all offices (by telephone) cited with an irregularity. A log sheet describing all irregularities must be kept and updated by the receiving office until resolution has been made.

Collection And Deposit Mail

Understanding your dispatch plan of inbound trips will help you as an Expeditor. There are a group of trips that bring in collection mail, Registered Mail, and Priority Mail Express at an inbound collection dock. Each of those trips will contain a deposit from a post office for their sales for the day or a Nil Bill if no deposit exists for the day. The deposit or the Nil Bill are collected and accounted for by the registry clerk.

The collection mail is all of the incoming mail that needs to be processed. It is the primary mail. Typically, this is handled by the group leader and mail-handlers for unloading the trucks.

Priority Express Mail is the incoming express mail that is in a blue and gold bag, hanging over the side of a container, close to the doors. It should be the first thing off the truck. Expeditors may gather this mail and expedite it to the next leg of transportation.

Registry mail is in a locked canvas bag or pouch. If it is a hand-to-hand transfer, the bag may not be locked. An Expeditor's role with registry mail is to report any anomalies with the trip that is bringing in the Registered mail. If the driver reports to you that the register was missing at one of the stations, you must alert your supervisor so that they can notify the Postmaster and the Inspection Service.

Other Inbound Tasks

Make sure you complete the following additional tasks:

- Take accountables to appropriate location.
- If the trip was delayed/late, ask the driver why they are late, if unknown. Document in SV scanner, Complete the PS Form 5500 and enter proper reason code.
- Once mailhandlers have sorted mail to operations, ensure all the mail is off the dock and sent to processing.
- Sweep BMEUs and other locations with collection mail to ensure this mail is added to the processing queue.

Outbound Trips

Preparing for Outbound Trips

Trailer and Yard Moves

Once you have determined if you need to move bays for a trip, you need to communicate that to the drivers. Drivers typically know the location of their normal bay.

If there is mail accumulating on the dock and you need to put a trailer in place to pre-load it, you need to know which trailer and which bay to put them in. Follow local procedure when you have trailers staged in the yard and they need to be put in place for loading.

On the dock there should be a list of who can make yard moves. USPS uses Postal employees and contractors to move trailers and you must use the right personnel to make these moves.

In some facilities, you inform the STO or yard personnel and they will work with the driver to make yard moves. You will fill out a Yard Move sheet. Fill it out, and perform a trailer check to ensure the trailer doors are down, the dock plate is disengaged, and check for a green light.

PVS and HCR Trailer Moves

PVS: There is often a yard jockey who make these moves for you.

HCR: If you do not have a PVS person assigned, there may be an HCR contractor that moves trailers as part of their contract. We pay for every yard move, so you must document trailer moves to ensure proper compensation.

Documenting Yard Moves

Fill out a 5397 for each yard move. You can fill out and submit a 5397 in your SV scanner.

In SV, you can stage trailers to the yard. Trailers can only be moved if they are assigned to a Route-Trip. Trailers with a Departed or Canceled status cannot be staged.

From the Arrive/Depart screen:

1. Select a trip.
2. Scan a dock door barcode.
3. Scan a trailer barcode.
4. Select the Stage button.
5. Select Yes to confirm.

Note: To move a trailer from the yard back to a dock door, open the trip details screen and scan a dock door barcode.

For any cross-docked inbound containers, promptly unload and move the mail to the outbound dock for dispatch.

Outbound Mail Procedures

1. Check staging area to ensure mail for that trip is staged fully and correctly.

2. Verify trailer number and trip.

3. Visual Trailer Check

4. Unload the truck.

5. Inspect the trailer to ensure it is safe.

6. Ensure Load scans are complete.

7. Load trailer.

8. Check load for correct configuration (Label 62).

9. Check straps as loaded and after loading complete.

10. Ensure driver checks that load is secure.

11. Print 5398-A and provide to driver, Expeditor puts a copy in back of trailer, one copy to driver, and one copy kept at departing facility.

12. Sealing.

13. Depart Trip.

    a.   Live Load/Live hook.

    b.   Pre-loaded containers.

1. <u>Check Mail is Staged Fully and Correctly</u>

In order to ensure mail is staged fully and correctly, you need to call for mail prior to dispatch and perform a sweep for any mail that belongs on that trip.

Dispatch Times

As you approach your dispatch times, be sure that you start to call for any last mail from processing in time to get it to the dock by the dispatch time.

If you are on tours 3 and 1, you may also need to know the DOV for the trips that are departing. The DOV (Dispatch of Value) tells you the last time that a trip can leave and still make the connections and critical entry times at the next stop.

Focus on when originating mail is processed and available for dispatch. The more quickly mail is processed and cleared, the greater the opportunity to meet service standards.

Performing a Sweep

When a trip is approaching dispatch, you need to coordinate a sweep of the facility for any mail that is not on the dock that goes on that trip. Often this includes an announcement over the PA system to announce upcoming trips to ensure processing and mailhandlers know the mail must be sent to the dock. For example: "Last call for mail to dock 38 for Philadelphia."

Another way to find mail scheduled for dispatch is to use the SV scanner to see where specific mail is staged.

2. <u>Verify trailer number and trip</u>

Ensure the driver presents a PS Form 5398-A, *Contract Route Vehicle Record* and validate the trailer number and seal matches documentation

3. <u>Visual Trailer Check and Unload the truck</u>

Ensure the trailer is safe and the shoring bar is secure – visually check to ensure the load has not shifted. Unload the truck.

4. <u>Trailer Safety Inspection</u>

Dock personnel must inspect each vehicle completely prior to loading.

- Cargo compartment must be waterproof, clean, and devoid of matter damaging to mail/personnel

- Trailers must meet stated contract requirements

- Load restraints and interior lighting available as required by contract provisions

- Door equipped with locking device/lock

    – HCR: If there is no lock or if incorrectly used, PS Form 5500, *Contract Route Irregularity Report,* is issued

    – PVS: Inform STO if no lock being used

Present all mail to contractor for loading and arrange for assistance when required.

Remember, trailers that do not conform to Postal safety requirements are not useable. Common issues include a lack of e-tracks, holes in the trailer, etc. Red tag the trailer and notify the supervisor if it is Postal. If it is HCR, notify the supervisor so that they can contact the contractor.

5. <u>Ensure Load scans are complete</u>

It is essential that all trailers receive a Load scan in SV. In order to remain competitive in the market, we must provide transparency to customers on the status of their mail delivery. In addition, the Load scan is used throughout the Postal Service to track compliance with service standards and is a key metric in our performance service wide.

This may be your duty or may be a mailhandlers duty depending on the facility. If there is no MTEL placard, you will manually input the number of MTE that is loaded on the trailer in SV.

6. <u>Load Trailer</u>

To load, you need to ensure the mail for that trip is staged for dispatch, you have a scanner, sufficient mailhandlers to load the mail, and seals. Coordinate with supervisor or group leaders if you need additional help to move the mail. Ensure you load the trailer to accommodate the type of trip

Stop and Go

Stop and Go routes are routes that transport mail for multiple stops. Mail is loaded with the furthest location that the truck is going to loaded first. You need to know mail sequence to ensure that the mail is staged correctly for drop offs.

Look at the plate, it shows the number and order of the stops. Load in reverse order. The first stop should be the last mail on the truck. The driver assists mailhandlers to load the mail in order.

Processing and STC Network Requirements

Surface Transfer Centers (STCs) are mail consolidation and re-distribution facilities that combine small mail trips from multiple facilities to create a single full trip. STCs receive mail containerized by product type or by ZIP Code™ range for cross-dock transfer. Mixed mail volume is sorted for dispatch to the appropriate destination.

Ensure mail sent to the Surface Transportation Center (STC) meets processing and STC network requirements. The MTEL placards routes mail to the correct STC.

Extra Trips and Overflow

The Postal Service transportation goal is to incur the least cost for the most value. A key component of this strategy is to avoid extra trips. Each extra trip scheduled costs time, money and resources better focused on meeting service standards.

Extra Trips to local delivery units are scheduled with the local Transportation and Networks Specialist (TANS) manager or NETSPEC. This occurs when operations are running late or there is an overflow of volume or a contractor failure.

As soon as you identify there is overflow (more volume than you can fit on the truck) or that operations is late, notify the supervisor.

When overflows occur, send the mail you have when the trailer is scheduled to depart. Then make plans for the additional volume that needs to be transported.

When the supervisor consider priorities, they take into account the type of volume is being transported. Working volume is mail that is only sorted to the Post Office location depth-of-sort. When this mail gets to the unit, it requires additional sorting in order to get it to the right carrier and route.

Delivery Point Sequence (DPS) and Flats Sequencing System (FSS) can be sorted to the carrier walk sequence at the plant. This mail does not require additional sorting at the delivery unit. So, it is often sent later in these situations because the carriers do not require time to sort it before it can be delivered. The trays can be taken off the truck and given straight to the carriers for delivery.

Avoiding Extra Trips

Situations that contribute to extra trips include locating mail still in the facility that belongs on a trip that just departed, mail staged improper, mail being sent to the dock late.

To avoid these situations, do an all call for upcoming departing trips, do a mail sweep for any mail that should depart on upcoming trips, follow FIFO staging and keep your staging lanes neat, look at nearby mail to ensure containers have not been bumped, verify mail volume at dock, ensure time to get mail from operation to the dock, verify expected mail in CTS against what is on the truck, and look in SV for open or closed containers that are not closed/loaded.

7. Check Load Configuration

In order to ensure proper configuration, you must use the trailers and MTE in the most efficient and safe manner possible.

- Monitor all loads to ensure good loading habits for maximum space utilization.

- Periodically check loads for proper routing and separation.

Types of Trailers

The Postal Service™ uses many types and sizes of trailers to move the mail. The truck size determines the volume of the load. Vehicle Numbers are assigned to each trailer and supplies important information to the expeditor. As shown in the graphic, the First digit (5) designates it as a trailer. The second digit (7) is the last digit of the fiscal year the vehicle was purchased. So for this example, the trailer was purchased in 2017. The third and fourth digit tells the length of the trailer (28). The last three numbers represent the vehicle serial number.

Mail-Hauling Vehicle Numbers

Second digit denotes

First digit denotes

Third and Fourth digit denote

Fifth, Sixth and Seventh digits denote

5 7 2 8 1 2 3

Last digit of F/Y vehicle purchased

7 denotes a trailer

Vehicle serial number

Length of trailer
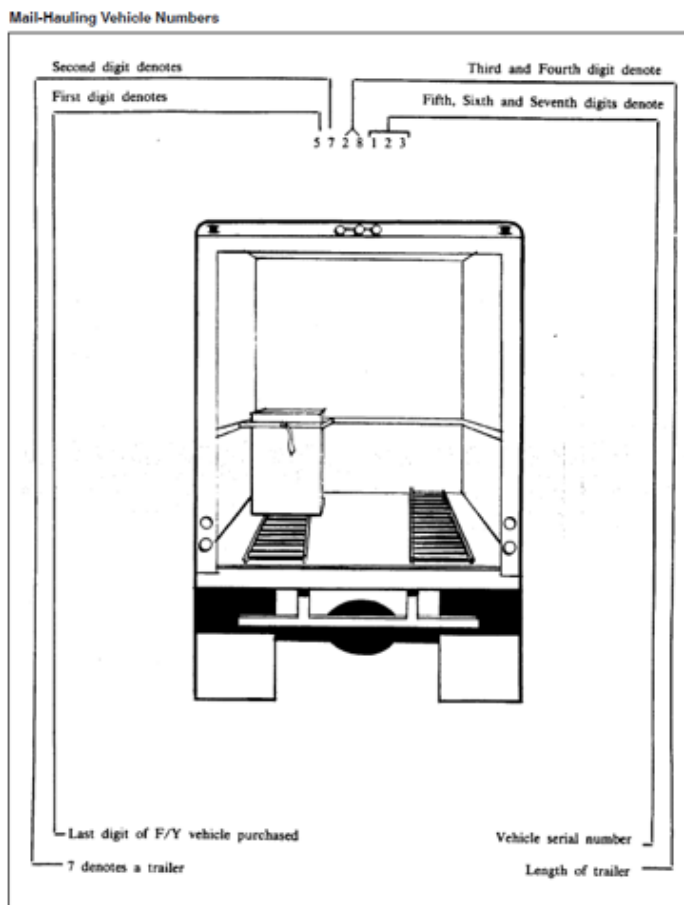
Trailer Constraints

You will receive mail on trailers that are assigned between facilities and that belong to certain contractors.

For example, you may receive mail from Philadelphia NDC on route 18092 that comes into your facility at 10:00 on trip 11012. The outbound trip 11013 is not scheduled to leave until 0200.

You will unload the mail and stage that trailer in the yard until it is time to load that trip and return it to the Philadelphia NDC. You cannot use that trailer for other destinations or other routes, it belongs to the Philly NDC Route 18092.

You cannot mix trailers that belong to one contractor with that of another. You need to know what trailer belongs to what contractor and only send trips assigned to that contractor on their trailers. You can reference trips numbers and contractors in the HCR Plate book.

You need to become familiar with the configurations and requirements of your feeder locations to ensure that you do not send trailers to facilities that cannot service them.

For example, you may have a facility with a low dock, they cannot use trailers that have a high clearance because they will not match correctly with the dock bays. Common constraints include trailer size in small yards and high or low docks,

Trailers Mail Container Capacity

Mail Transport Equipment

Mail is moved on pallets or in what we refer to as rolling stock. There are many types.

- Postal Pack – 1½ containers

- Gaylord - cardboard box used for flat bundles or parcels – 1½ containers

- General Purpose Mail Container (GPMC)/All-purpose mail container (APC)/Post Con – 1 container

- Eastern Region Mail Container (ERMC) – 1 container

- Rigid wire container (must include two pockets) – 1½ container

- Bulk Mail Center or Over-the-Road container (BMC/OTR) – 2 containers

- Plastic (Orange) hamper – 1 container

- Canvas Hampers – 1 container

Configuration Recommendations

Keep in mind:

Use rolling stock to help secure a load by providing a solid base to strap on and to hold pallets in place. Pay attention to height and solidity of pallets to determine which type of rolling stock to use. Strapping directly on pallets will make for an unstable load causing the load to spill, break apart and cause damage.

Two hampers or two GPMCs (or a combination of the two) can be loaded sideways, one in front of the other, to accommodate one OTR loaded straight in. The load will then have the correct dimensions to be securely strapped without any gaps.

A wire container and a pallet have the same size footprint and can be combined. A wire container can be turned sideways and loaded with either a GPMC or hamper loaded straight in next to it.

Do not load top heavy equipment next to equipment that cannot support the weight distribution.

Double Stacking

We only fill a trailer to 98% capacity. You can put 11 gaylords on a 22-foot trailer. However, you are only using 50% of available space because gaylords are only 4-feet tall and the trailer is usually 10-feet. To use the unused space, put lids on those boxes and stack them to create another layer. This utilizes 100% of the space and send 22 boxes. Gaylords must not be overfilled and bulging. Ensure the MTEL placard is taped to the outside of the gaylord.

You cannot double stack carts, but you can double stack wire containers which lock into each other. Any double stacking requires strapping on each stack upper and lower, one across the bottom, one across the top, every 10 feet.

Often you will have mixed loads, be mindful that you can double stack the parts of the load that are comprised of gaylords or wire containers. irrespective of double stacking, you must maintain your load order. Mixed loads require strapping every 10 feet on every level used. A Standard Work Instruction is available in the appendix on pages A-29 and A-30.

Loading Considerations

To an STC, load all like containers together and strap.

Load other facilities sequentially to accommodate stops on route.

Tailgate Registered, HAZMAT, or Express Mail at the end of the trailer.

8. Check Straps During and After Loading

- Determine that all container loads are securely restrained by straps (2 Straps every 10 feet to be Label 62 compliant).

- Mixed loads require strapping every 10 feet on every level used.

- Any double stacking requires strapping on each stack, upper and lower, one across the bottom, one across the top, every 10 feet.

9. Driver Check on Secure Load

Once you have checked that all MTE and mail in the trailer is properly secured, the driver must also check. The driver is also responsible for ensuring that the load is secured before it can be dispatched.

10. PS Form 5398-A, Contract Route Vehicle Record

Print three copies of the PS Form 5398-A, *Contract Route Vehicle Record* Provide one to the driver. Put a copy of the form in the back of the trailer. Keep one copy at the departing facility.

11. <u>Sealing</u>

Ensure that vehicles are properly locked on departure. Vehicles in the Security Seal Program must be properly sealed and recorded.

Attaching Seals

The designated platform employees at a loading point must:

1. Identify vehicles that must be sealed-depends on circumstances

    a. Network trips or point-to-point processing facilities get locks and sealed

    b. Trips to local delivery units have a lock

2. Complete PS Form 5398–A and insert the appropriate copy into the vehicle, keep a copy, and give the driver a copy

The dispatching employee must include:

- Name of the employee sealing the vehicle.

- Destination of the next facility to be served by the vehicle. (This may be an intermediate stop enroute.)

- Driver's name and Departure Time and Date. When sealing rail vehicles in advance of the dispatch, write the sealing time and date rather than the departure time and date.

  - Registered Mail is not identified or recorded on PS Form 5398-A.

- Apply numbered tin band and secure seal.

  - A security seal imprinter is used to automatically record the date, name, and ZIP Code of the dispatching facility and the serial number(s) of the tin ban seal(s) on the PS Form(s) 5398–A. The imprinter can accommodate three tin band seals.

- Give 5398-A(s) to transportation for filing.

13. <u>Departing Trip</u>

Live Load/Live hook

1. Ensure that driver closes door.

2. Seal door.

3. Perform Depart scan.

Pre-load

1. Expeditor closes door for pre-loaded containers.

2. Stage trailer in yard if not being picked up now.

Strategies for Addressing Common Dock Situations

Dock Congestion

Dock congestion can be caused by several things: not enough people, too much mail, empty MTE, slow unloading and loading times, maintenance issues, and emergency situations.

If you are short people, clearly communicate staffing needs to supervisor and group leaders ahead of anticipated arrivals and departures. Communicate the shortage to the supervisor as soon as you are aware of it. Work with the supervisor to determine how to prioritize trips with the staffing on hand.

You may mitigate clogged floor space by moving arrival and departure locations to work around the volume. If you do this, you must ensure that mailhandlers, drivers, supervisors, and all affected personnel are alerted to the change, so the driver goes to the correct door and the mail is staged to the new location.

MTE- Follow your local MTE SWI for storage of employee mail transport equipment. Work with operations to ensure that MTEC (Mail Transport Equipment Center) trailers are fully utilized.

There is a plan in place for how you and your offices handle empty MTE being transported back and forth between facilities. We will examine an MTE plan during On-the-Job training.

You may receive unprocessed MTE in trailers. When you receive it, have a plan to move it so that it does not interfere with operations. There is often a staging area that holds MTE.

Slow unloading and loading: Work with supervisors, note any time-wasting practices, look at your dock organization to see if you can make it smoother to load/unload, ensure signage is in place, ensure scanners are charged, ensure that you have the supplies you need near at hand, and communicate staffing needs to supervisor and group leaders ahead of anticipated arrivals and departures.

Emergency/Systems down – Follow your local emergency action plans. Work closely with the supervisor to determine how to prioritize trips considering any limitations imposed; keep manual forms on hand.

Late Processing

Late Processing - If the trip is going for an STC, to either a local delivery, or two-day processing P&DC, send the trip with the mail that is processed so that they can start to process the mail on time. When you see that there is mail that is still being processed when it needs to be loading for departure, notify the supervisor. Supervisors determine if you will hold the truck or go ahead and send it out. Discuss with them the remedy for any remaining mail.

For NDCs, there are often multiple trips going back and forth between facilities. Send the mail that is processed. Notify the supervisor for remedies for any remaining volume.

For delivery units, this may change depend on the proximity of the facility, and where in the process their mail is. Priority is usually given to sending out non-DPS mail to the delivery units first and then making alternate arrangements for DPS mail later. Every office must receive volume so there are many variables that must be considered. Discuss with your supervisor.

When you have a late trip, you must document it in SV and input a reason code for the delay.

Contractor/Driver Responsibilities

- Ensure contractor/driver reporting time is sufficient to load all mail. Written in the contract, generally 15-30 minutes, noted on HCR plate.

- Handle and load mail to prevent damage and maximize cargo compartment utilization. Separate mail by stop sequence. Depends on the contract and facility. Be familiar with the provisions for that contractor and trip. May help, may observe.

- Contractor/driver should check with Expeditor to make sure all mail has been received and loaded. Expeditor informs driver when trip is ready to go. CTS lists the closed containers. Staging lanes should be clear.

- Ensure that loads are properly restrained and vehicles are locked upon departure and during route stops. Driver and Expeditor should check straps.

- Observe no smoking regulations in compartment. Ask personnel to put it out or step outside. If they do not comply, issue PS Form 5500 in SV and notify supervisor.

- Notify Administrative Official for their contract in case of breakdown and/or delay.

  - Provides detailed/factual data.

- Expeditor or transportation notifies the next destination of the delay. Begin mitigation plans.

Driver Delays/Breakdowns

Drivers facing in-route delays of more than 15 minutes should notify the nearest large plant advising of the reason for delay and the expected time of arrival. Expeditors may take these calls and ensure communication to supervisor and/or transportation management.

When routes are delayed in-dispatch more than 15 minutes or omitted, Expeditors will notify the next stop of the delay details and have that office notify the next in line and so on.

In cases where a driver may be injured and/or an HCR vehicle is disabled, a Postal employee should be dispatched to the scene to secure the mail. Notify all concerned offices.

In cases where a truck has broken down, been in an accident, or otherwise delayed, no call has been received and a trip is over fifteen minutes delayed, the office where the trip is overdue calls the previous stop, who will in turn call the preceding office until the truck whereabouts and reason for delay has been determined. Personnel answering phones should be aware of this process.

Who Should you Call?

Situation 1: A Postal driver is not following the speed limits posted in the yard. Who should you contact?

Situation 2: Who should you maintain close contact with to assure close coordination of all mail handling operations?

Situation 3: An HCR trailer does not conform to Postal safety requirements. Who should you contact?

Situation 4: Two dock doors are inoperable. With whom should you communicate?

Situation 5: You are short people on the dock. Who do you contact?

Situation 6: You need extra trips to local delivery units. With whom should you communicate?

Response: Local TANS manager or NETSPEC

Situation 7: You need to make yard moves. With whom should you communicate?

Response: Inform the STO or yard personnel and they will work with the driver to make yard moves.

Expediter Supplies and Materials - End of Tour Turn In

At the end of the tour each day, turn in:

- Yard Inventory Sheet – (Completed) Example, Appendix A-32.

- Numbered Tin Band Seals. (Accountable item)

- Inbound/Outbound Trips PS-5398-A card and paper copies with Seal applied (bundled)

- PS Form 5397, *Exceptional Service*, FAST appointment close-outs log

Module Review

In Module 6, we reviewed Platform Operations. You should now be able to access resources and personnel to resolve situations as they arise, define Dispatch Discipline, access trip schedules in SVweb using the Future 5398 Report, monitor CTS to locate containers not on the dock and forecast truck load capacity, determine the trailers, trips, and dispatch times used to transport originating mail, and ensure originating and destinating mail are loaded to the correct trailers/trips.

You also reviewed interactions with dock personnel and drivers including their compliance with postal policy and assigning and monitoring dock personnel to ensure tasks are completed on time.

Management of trips and loads to align trips with the right-sized vehicle, performing sweeps, planning resources for dock functionality, managing trailer and yard moves, staging mail, optimal load configurations, changing load order, sealing irregularities, and cross docking mail were also discussed.

You also reviewed procedures for inbound and outbound mail and collection and deposit mail.

Module 7: Daily Tasks

OJT- Day 5:

Objectives:

- Complete Yard Safety and Dock Operations Checklist.

- Take inventory to ensure required tools are available and operational at start of tour.

- Participate in tour turnover meetings to discuss current state, outstanding mail or trailers, and any necessary operational adjustments.

- Check supplier trailers in yard against schedule and direct to correct dock door.

- Check supplier trailers for operational readiness and report any deficiencies.

- Communicate with supervisor for operational needs.

- Escalate issues appropriately.

- Ensure PVDS documentation is filed at end of Tour.

- Return all resources and tools to their proper location at the end of your tour.

Time Allocated for Module:

- 2 hours

Instructional Methods:

- Discussion

- Hands-on practice

Participant Material Used:

- Participant guide

- On-the-Job Training Checklist

All Module 7 content is completed in On-the-Job Training.

Appendix:

SWI: Mail Transportation Equipment Handling

Mail Transport Equipment (MTE) is used to consolidate, store, and transport mail. Various types and sizes of MTE are used to accommodate the wide range of operations within the postal network. The improper loading, securing, or moving of MTE has the potential to create hazards for employees. Employees should always load, close, transport, and unload the MTE containers using the proper methods.

	Key Points
	• Containers may refer to general purpose mail Containers (GPMC), Eastern Region Mail Containers (ERMC), BMC over-the-road Containers (BMC-OTR), etc.
	• Secure all containers that are loaded onto vehicles with 2 straps every 10 ft. to prevent the load from shifting and rolling free. Place OTR-container tow pins in the floor of trucks or vans.
	• If a load has toppled against the mesh doors of an ERMC, get assistance when removing the restraining bar. When pressure is placed against the mesh door, the restraining bar can be extremely dangerous because it acts like a spring when released.
	• Always hold restraining bars, doors, and shelves with one hand to prevent them from falling when released. and stand to one side.
	• When moving an ERMC or GPMC, make sure that the center shelf is in the down position. Check the gate latch and shelf latch before loading or moving a container.
	• To control the movement of MTE, containers should be pushed from the swivel-wheel end. Watch constantly for obstructions on both sides of the container.
	• Damaged containers are hazardous. All unsafe or unserviceable equipment should be red tagged by tying a PS Form 4707, Out of Order (tag), on the equipment. Red tagged equipment must be removed from service and dispatched without delay to the appropriate repair center.
	• Do not remove tags until repairs are completed. Do not allow anyone to place a defective piece of equipment back into service until appropriate repairs are completed.

SWI: Dock Plates and Levelers

Dock Leveler

Dock Leveler

<u>Dock levelers</u>

Dock levelers move up or down to meet the trailer bed, so that the forklift or pallet jack can make a smooth transition into and out of the trailer.

In the normal (unused) position, the leveler should be in the down position.

When a truck arrives and product needs to be unloaded, the lip edge of a leveler is raised until it is higher than the bed of the trailer.

As the leveler rises or is lowered, the lip is extended to bridge the gap between the loading dock and the bed of the trailer.

Levelers must be clear of equipment prior to raising or lowering.

Keep hands and feet away from any dock levelers while in motion.

For electronic levelers, the employee must be sure not to stand on the leveler while it is lowering or being raised.

When loading/unloading of the trailer is completed, return the dock leveler to the stored position.

	Dock Plates
Dock Plate	General purpose dock plates are ideal for use with rolling MTE, hand truck, and pallet jack traffic. Only use high capacity steel dock plates for powered equipment. When a truck arrives and the product needs to be unloaded, securely place the dock plate between the trailer and the dock to bridge the gap. Avoid pinch points with hands and feet when placing dock plates into position. When loading/unloading of the trailer is completed, return the dock plate to the stored position. Slips, trips, and falls are the most common cause of injuries on docks. Liquids can make any surface unsafe. Floors must be kept dry. Note: Dock plates and levelers can be slippery when wet, so be aware of your footing.
These steel, aluminum, or polyethylene ramps are used to bridge the gap between the truck trailer and the loading dock so that pallet jacks or forklifts may move product in and out of the trailer. Improperly secured dock plates and levelers can cause the forklift and/or loads to overturn.	

SWI: Dock Scissor Lifts

Unless employees are properly trained, do not allow them to use powered lifts.

Important Steps
- Check control cords frequently for broken insulation or frayed wiring.
- Use safety chains to prevent equipment from rolling off the open end of the lift.
- Allow only trained personnel to service a dock or scissors lift.
- Remove or disable the lift's power source during non-business hours to prevent unauthorized use.

Potential Hazards

Falling Hazards:
- Workers who do not observe rules governing behavior on the platform may fall out of it.
- Leaning out or climbing up on the guard rails is the main cause of falling.
- Workers may be thrown out if the lift hits against something while it is moving.
- Faulty or unsecured guard rails may give way, allowing a fall.
- Crushing Hazards:
- Crushing hazards are also present in the lifting mechanism as the scissor mechanism moves.
- Failure Hazards:
- Some part of the lift could fail, leading to an injury. For example, the hydraulics could fail, or a scissor bolt could come undone, causing a fall or worse.

Third Party Hazards:

- Hazards may also be created by third parties who are unaware of the lift's presence. A truck, for example, could run into the lift. A lift could cause injury to other people and property on the ground. For example, tools or other items could fall from the lift, or a person leaning on the lift could get caught as the lift changes heights.

Dos and Don'ts for Safe Operation

General Rules
- Do continually observe the operation of the equipment and if you detect any deficiencies, cease operation of the lift. Report problems or malfunctions to the supervisor as soon as possible. Problems or malfunctions should be repaired before using the platform.
- Do use the guardrail system as per manufacturer's specifications. Do close and secure gates or chains before operating the lift.
- Do secure the lift when unattended.
- Do not place or attach overhanging loads to any part of the machine.
- Do not alter safety devices.

Raising and Lowering

- Do check overhead and use PPE for safety
- Do not overload.
- Do check stability after reaching desired height.
- Do check to see that all is clear below before lowering.
-
- Do check to see that no equipment is entangled up above before lowering.
- Do keep hands and feet away from any dock scissor lift while they are in motion.

Rules for Proper Use

- Do not use the lift in an unauthorized manner.
- Do not sit, stand, or climb on the platform guardrails. Do maintain a firm footing on the platform floor at all times.
  Do not use your lift as a ground for welding.

SWI: Dock Locks

Verify Trailer is Parked	⟹	Ensure Power in On Position	⟹	Green – Enter Red – Do not Enter

Dock locks are used to prevent forward movement of the truck/trailer, which may create an unsafe void between the dock and the truck/trailer as a forklift travels onto the trailer, or to create an obstruction noticeable (via outside lights) to the truck driver should the driver accidentally try to pull the truck/trailer away while it is being used.

	Important Steps
	1. Verify that the trailer is parked against both dock bumpers. 2. Chock trailer wheels. Issue PS Form 5500, *Contract Route Irregularity Report,* for failure to chock wheels. 3. Ensure that the power switch is in the on position. 4. Engage dock lock. **Lights** **Green Light–**Lock is engaged/enter; viewed from the dock worker's perspective. **Red Light–**Lock is not engaged/do not enter. Note: If the green light does not turn on, the dock lock is not engaged; call maintenance before using. If neither light is working, call maintenance for assistance and identify door as out-of-service. A safe workplace requires all lights to be working properly. DO NOT use dock locks if parts are broken or missing. 5. Once the dock lock is successfully engaged, loading or unloading may begin. 6. Make sure any parked trailer or vehicle has the wheels chocked or that dock locks are in use before any powered industrial truck (PIT) enters the vehicle or trailer. 7. When loading/unloading of the trailer is completed, close the truck door and overhead dock door before disengaging the dock lock.

SWI: Powered Industrial Equipment

Never Exceed Capacity	Sound Horn for Warning	Travel at Safe Speeds	Wear Safety Belt

Trained forklift and tow motor operators must follow safe operating rules at all times. Operators must always maintain control of their PIT, keep a proper lookout, and operate their PIT at speeds safe for the particular operation and worksite conditions. PIT equipment is used in numerous work settings, primarily to load and unload materials. Forklift overturns are the leading cause of fatalities involving forklifts and they represent about 25% of all forklift-related deaths.

	Key Points
Forklift	**Forklifts** - Powered equipment operators are required to conduct a safety inspection prior to using PIT. - Defective PIT should be put out of service and maintenance notified. - Do not exceed rated capacity. Check unit capacity if attachments are installed. - Always wear the seat belt provided any time a PIT is in motion. - Never disengage, cover up, or bypass any audible or visual warning device. - Sound horn or other warning devices at all cross aisles, exits, elevators, sharp corners, ramps, blind spots, and when approaching pedestrians. - Do not carry riders at any time. - When traveling in congested areas or following other forklifts, maintain a safe distance behind other vehicles. - Carry loads close to the floor with the mast tilted slightly back. - Do not operate unit in high stacking areas without overhead guard in place. - Do not allow industrial lift trucks to be operated with the overhead guard or load backrest removed. - Check bridge or dock plates for proper stability before driving across them. - Always determine that there is adequate clearance before driving under any overhead obstruction. - Travel at safe speeds and on designated routes. Slow down for cross aisles, turns, and congested areas. Avoid loose objects and uneven surfaces.

Tow Motor	• Travel with load facing uphill on inclines and downgrades. • Park with load fully lowered, set brakes, shut off power, remove key, and block wheels if on an incline. • If you cannot see around the load, drive backwards for better visibility. • Watch rear end swing and be careful when handling long, high, or wide loads. • Never permit anyone to stand, walk, or work under the elevated portion of the mast or attachment. • Always remain in the seat when operating a tow truck and do not allow your arms, legs, or any other part of your body to extend beyond the frame/protective cage on the truck during operation. • <u>Tow Motors</u> • Make sure to be in the operator position before operating any controls. • Before using a PIT, check the brakes, steering apparatus, horn, and other components, report defects immediately. • Never disengage, cover up, or bypass any audible or visual warning device. • If applicable, always wear the seat belts provided any time a PIT is in motion. • Never ride with any part of your body protruding from the truck. • If seating is available, sit properly in the seat when operating the tow truck. • Passengers may ride on a PIT only if: (1) transporting passengers has been approved; (2) securely attached seating is provided; and (3) the seating capacity of the unit is not exceeded. • Do not wear headsets or ear inserts or listen to radio, tape, phone, CD, etc. while operating PITs. • Observe traffic patterns. Do not travel faster than a brisk walking pace indoors. Drive in forward and reverse only to maneuver around loads. Look in direction of travel. Do not talk with pedestrians as you drive. Maintain a safe distance from other traffic. Yield to pedestrians. Do not pass a forklift or tug traveling in the same direction. Slow down at intersections, blind spots, for slippery surfaces, and for other dangers. • Sound horn or other warning devices at all cross aisles, exits, elevators, sharp corners, ramps, blind spots, and when approaching pedestrians. • Do not drive up to a worker standing in front of an object.

	• Always maintain a safe distance from the edge of ramps, platforms, or other elevated surfaces. • Slow down to a slow walking pace when driving in crowded areas and where barriers, MTEs or other objects block visibility. Also, slow down to a slow walking pace before driving over a ramp, threshold, bump, or other obstacle that could cause the truck to bounce. • Check bridge or dock plates for proper stability before driving across them. • To avoid sudden jerking, accelerate smoothly. Check MTE to make sure it did not detach and that it stays in the pathway. • Brake smoothly when possible. Slow down before making the stop. Do not use the reverse control as a brake. • Never exceed a brisk walking speed. • Look in the direction of travel and the intended pathway. Anticipate and avoid hazards in the intended travel path. Slow down before reaching blind corners, intersections, or other areas where visibility is reduced. • Before dismounting stop completely, place directional controls in neutral, and apply parking brake. • Use the proper tow bar for the equipment being moved.
	Key Points

Chamfered Intersection
 	
4'-0"
4'-0"
	Make sure that operators towing wheeled equipment follow the safe procedures listed in a. through c. below.
	
	   a. Use only approved tow bars or coupling devices while towing wheeled equipment. Operators are prohibited from using their hands to hold equipment while it is being towed.
	
	   b. Tow no more than three platform trucks, hampers, or containers (whether loaded or empty) at one time. Container types include the general purpose mail container (GPMC), the Eastern Region mail container (ERMC), and the bulk mail center over-the-road container (BMC-OTR).
	
	   c. Attach no more than five containers to a driverless tractor unit.
	
	Towing Wheeled Equipment in 12-Foot Aisle Facilities (for L&DC facilities only)
	
	This section applies only to the following Logistics and Distribution Centers (L&DCs) at the following locations:

Phoenix, Arizona	Northern New Jersey
Jacksonville, Florida	Bethpage, New York
Miami, Florida	Rochester, New York
Orlando, Florida	Philadelphia, Pennsylvania
Springfield, Massachusetts	Pittsburgh, Pennsylvania

Folding Tow Bar	Nashua, New Hampshire	
	A maximum of 7 GPMCs and/or ERMCs may be towed at any given time, provided that the criteria in a. through h. below are met:	

a. All aisles are clearly marked.

b. The aisle width is a minimum of 12 feet to allow two-way traffic to pass; any aisle less than 12 feet wide requires one-way traffic or no passing of container trains.

c. All 90-degree intersections are chamfered by 4 feet at a minimum.

d. All L&DC sites are required to purchase and install electronic speed control (ESC) programmers on all existing PIT vehicles before they allow towing of more than 3 mail containers at a time within the facility. Adjust the ESC setting to approximately 80 percent, not to exceed 5 mph with the Powered Industrial Truck (PIT).

e. All newly purchased PITs must have the ESC devices installed by the manufacturer according to the specifications mentioned in d. above.

f. When towing more than 3 GPMC and/or ERMC containers at one time, the PIT operator must place a folding tow bar between the third and fourth container.

g. When towing a train of 7 containers at one time, the PIT operator must use two folding tow bars. One is placed between the third and fourth container and the other is placed between the fifth and sixth container (in a 3-2-2 pattern).

h. When towing containers, the PIT operator must use the brake levers to prevent jackknifing or loss of containers in the train.

SWI: Drop Shipment Appointment Arrival

The purpose of this standard work flow is to provide visibility of dock arrival times. This system of recording the arrival times provides valuable information to the industry and USPS regarding appointment schedules and Drop Shipment time. The SVmobile Appointment data is intended to record actual Drop Shipment yard arrival time, which is seperate from the trailer unload scan and acceptance process.

	Important Steps	Key Points	Reasons for Key Points
Shipment Arrival			
	1. Drop Shipment driver checks in at Drop Shipment / Expediter desk	• Verify Drop Shipment entry location	• Confirm driver is at the correct location
Appointment Summary Appointment U000009513	2. Driver must provide USPS with proper Appointment Number	• Check mail class • If the driver does not have the proper appointment number, and it is operationally feasible to accept the mailing; it can be accepted using a valid FAST Scheduler ID	• Determines placement in queue/line for unloading
Appointment is recorded on SV Scanner			
	3. The USPS Expediter records information on the SV Scanner Drop Shipment Appointment Log	• Record arrival time	• Provides visibility and valuable information to the industry and USPS regarding appointment schedules and Drop Shipment times
	4. USPS advises driver of status position in queue or provides a door assignment to a designated Drop Shipment dock door	• Sites must have designated dock doors specifically for Drop Shipments	• Designated Drop Shipment dock doors will ensure the availability of dock doors for Drop Shipments and aid in timely unloading of trailers

SWI: Bay Door Safety and Key Control

The use of key control procedures provides an added level of protection from dock door drive-away incidents. In facilities where key control system is in place, the following procedures should be used to maintain the integrity of the system.

	Important Steps

Key Control

1. Upon arrival, the tractor driver should provide the tractor keys to the designated key control employee.
2. Employee then locks keys in lock box–the only exception being if tractor is not hooked to trailer.
3. Prior to unloading trailer, employees should ensure keys are in designated lock box, driver is present, and green light is on before engaging dock plate and proceeding with driver assisted load/unload.
4. Upon completion of load/unload, employee will disengage dock plate.
5. Driver will close, safety chain, and lock truck/trailer door.
6. Designated key control employee will close overhead door, disengage lock, and release keys to driver.

Key Control with Lock Boxes

1. Driver retrieves dock door number fob for the assigned door on the outside hook located below the dock door numbers.
2. Driver reports to designated key control employee with dock door fob in hand.
3. Key control employee opens bay door.
4. Key control employee secures ignition keys and dock door fob.
5. Prior to entering trailer, dock employees should verify security of ignition keys and dock door number fob.
6. Upon completion of load/unload, employee should disengage dock plate.
7. Driver will close, safety chain, and lock truck/trailer door.
8. Following the completion of the load/unload, the key control employee returns ignition keys to the driver and retrieves the dock door number fob from the driver.

PS Form 1767, Report of Hazardous Condition

UNITED STATES POSTAL SERVICE ®

Report of Hazard, Unsafe Condition or Practice

Hazard Control Number (Assigned by Safety Officer)

I. EMPLOYEE'S ACTION

Area (Specify Work Location)

Describe hazard, unsafe condition or practice. Recommended corrective action.

Employee	Print and Sign	Date and Tour

II. SUPERVISOR'S ACTION

Recommend or describe action taken to eliminate the hazard, unsafe condition or practice. (If corrective action has been taken, indicate the date of abatement.)

Supervisor	Print and Sign	Date

III. APPROVING OFFICIAL'S ACTION *(Check One and Complete)*

The following corrective action was taken to eliminate the hazard, unsafe condition or practice (indicate date of abatement):

A work order has been submitted to the manager, plant maintenance to effect the following change:

There are no reasonable grounds to determine such a hazard exists. This decision is based upon:

Approving Official	Print and Sign	Date	Date Employee Notified

IV. MAINTENANCE ACTION *(Complete if Necessary)*

Maintenance Supervisor	Print and Sign	Date	Date Hazard Abated

PS Form **1767**, March 2017 PSN 7530-01-000-9422

WHITE – Local Safety Office (After Abatement)
YELLOW – Approving Official

PINK – Local Safety Official (Initial Notice)
BLUE – Employee

Commercial Driver Arrival Procedures

PROCESSING AND LOGISTICS OPERATIONS
HEADQUARTERS
UNITED STATES POSTAL SERVICE

Transportation Operations Management Order

SUBJECT: Commercial Driver Arrival Procedure

DATE: March 2, 2021

NO: TOMO-006-17

TO: Logistic Division Directors, TANS Managers, and Network Specialists

Policy Tracking Number: TLO-003-01292021

This Logistics Operations Management Order (TOMO) provides the instructions for communicating the Commercial Driver Arrival Procedure to USPS employees and commercial drivers. The content of this TOMO is intended to provide guidance to the field on the specific guidelines and distribution plan associated with this process. This TOMO's order is effective immediately.

To better communicate the proper Commercial Driver Arrival Procedure, all Plants are required to post the attached SWI onto the entry and exit doors where commercial drivers enter and exit the dock, post at the Expeditors desk, and post at any other spot you believe will help generate engagement and compliance with the procedure. The Expeditors and Supervisors must keep copies on hand to physically hand to any driver(s) that do not follow the process to check-in when they arrive at the facility. Likewise, expeditors must utilize the SVmobile Appointment Check-In process when a driver first arrives to document the actual arrival time. Accurate visibility is imperative to providing excellent service to all stakeholders.

Note: Any USPS party affiliated with FAST Appointments, must have completed the required PVDS training; "Plant Verified Drop Shipments (PVDS) – Destination Site User and EAS Training".

FAST Appointments must be unloaded within the following time frames to specific assigned Dock Doors:

Appointment Type	Unload Time for DSCF or DADC Mailings	Unload Time for DNDC Mailings
Speedline	1 hour	1.5 hours
Palletized	2 hours	3 hours
Bedload	8 hours	8 hours
Drop-and-Pick	N/A	8 or 12 hours (based on critical entry time)

Please direct any questions specific to this process to Alessandra Hammock, HQ Logistics Operations (214) 819-8852, Alessandra.Hammock@usps.gov.

TANS Managers must certify that they understand the requirements of this TOMO and provide acknowledgement that this document has been shared with all dock / transportation employees in their facility. *Certification to be completed by 3/9/2021 by utilizing the link depicted below.*

Certification Link

X _____
E-SIGNED by Brent.A Raney
on 2021-03-05 13:55:28 CST

Brent Raney
Sr Director Surface Transportation

Attachment: Drop Shipment Appointment Arrival Standard Workflow or the Mailing Industry.pdf

Types of Tags

CAIR D&R Tag

MQWFCY09BR02

- Actual Mail Handling Code
- Weight of the Mail Piece

2nd Leg

Origin Ramp/Origin Airstop/1st Leg

Airline Code
AA – American
AS – Alaska Airlines
DL – Delta Airlines
HA- Hawaiian Airlines
SY – Sun Country
UA – United Airlines

This barcode information includes the weight, and, when scanned, is the basis for payment to Air Network Supplier/Operations

Flight #/Trip#

Final Destinating Airstop

Mail Class

This cross section of barcode information includes the zip code and BIN number, but not the weight.

BIN Number (maintained in the Outbound Sort Table in S-AMS)

Destination ZIP CODE

UPS D&R Tag

CBJPKCB0CA11

- Actual Mail Handling Code
- Weight of the Mail Piece

Origin Ramp/Origin Airstop

Airline Code
UPS

This barcode information includes the weight, and, when scanned, is the basis for payment to Air Network Supplier/Operations

Flight #/Trip# (This is not the location where mail is tendered)

Final Destinating Airstop

Mail Class

This cross section of barcode information includes the zip code and BIN number, but not the weight.

BIN Number (maintained in the Outbound Sort Table in S-AMS)

Destination ZIP CODE

FedEx D&R Tag

Label	Description
3VE**E**BC1C**BC**01	
	This barcode information includes the weight, and, when scanned, is the basis for payment to Air Network Supplier/Operations
Actual Mail Handling Code	
Weight of the Mail Piece	
	Parent AirStop
Origin Ramp/Origin Airstop	
Airline Code - FedEx	**URSA Routing**
	3 Main URSA Code
Mail Class	S – Memphis Hub
	C – Oakland Hub
	T – Indy Hub
This cross section of barcode information includes the zip code and BIN number, but not the weight.	**Destinating Airstop** ("CHILD AIRSTOP")
	BIN Number (maintained in the Outbound Sort Table in S-AMS)
	Destination ZIP CODE

SAN -> FX   SE BOS

WGT: 001   TOTAL: 00001
AR: BOS AT 07:54 ORG:SAN:02
LV: SAN AT 18:10   06/05/09

FOX

3VEEBC1CBC

E

25

018

Surface D&R Tag

Label	Description
FBY**F**CY09**BC**06	
	This barcode information includes the weight, and, when scanned, is the basis for payment to Air Network Supplier/Operations
Actual Mail Handling Code	
Weight of the Mail Piece	
2nd Leg	**Route #/Trip #** (maximum 8 alphanumeric, always takes the full trip number and the rest will be the route number – see samples below)
Origin NASScode/1st Leg	
Final Destinating Nasscode	
Mail Class	
This cross section of barcode information includes the zip code and BIN number, but not the weight.	
BIN Number (maintained in the Outbound Sort Table in S-AMS)	
Destination ZIP CODE	

91H -> 917L6011   WGT: 006
920 -> 917149   AR:070 01:30
                   LO:920 02:30
06/19/18   ORG:SAN 10

FBYFPSHIBC06

870

F

00

87000

Actual Route	Actual trip	Route and trip display on D & R Tag
917L0	6011	(917L6011)
91714	9	(917149)
913L9	6013	(913L6013)
92011	203	(92011203)
80213	3002	(80213002)
980GE	227	(980GE227)

General Expeditor

FUNCTIONAL PURPOSE:

Arranges for the proper transfer for mail which may require the knowledge of incoming and/or outgoing schemes, transportation schedules, and receipt and dispatch information in performing mail distribution between highway contract routes, mail messengers and truck routes, and other mail units; and the separating, loading, and unloading of railway storage cars, flexi-vans and piggy-back trailers, by contractors and postal employees to ensure proper and expeditious handling.

DUTIES AND RESPONSIBILITIES:

1. Expedites the distribution and dispatch of all mails processed in the assigned work areas.

2. Coordinates the dispatch of mail from cases, registry section, and/or other areas by giving timely notice of regular and emergency dispatches to ensure expeditious handling of mail. Coordinates the movement of mails from the platform (or related receipt point) to processing areas or from cases to pouches, and pouches to dispatch points or platform.

3. Recommends changes in pouch and sack racks, pouch authorization, and work assignments as changes in distribution and dispatch schedules dictate.

4. Assists supervisor in carrying out special assignments, such as, mail volume counts, information for surveys, observing handling of selected mail matter, and other similar duties. May maintain records of mail volumes, work hours, and other record keeping; assists with on-the-job training.

5. Ensures proper labeling, timely closing, routing and dispatch of all pouches and sacks within the assigned work area; arranges for equipment.

6. Keeps informed on contract provisions for routes serving the facility such as, loading agreements, correct sized vehicles, proper protection of the mail and other special conditions. Periodically inspects contract vehicles and reports deficiencies or irregularities to supervisor.

7. Keeps informed of all scheduled arrivals and departures at the duty station and has knowledge of the most expeditious dispatches to ensure an alternative rerouting of preferential mails due to unusual circumstances; determines whether mail should be held for alternate connections.

8. Examines outgoing and incoming vehicles to determine degree of utilization and adherence to highway safety regulations and reports irregularities to supervisor.

9. Recommends arrangements for extra trips of service when necessitated by volume or unusual circumstances.

10. Oversees the loading and unloading of storage cars, flexi- vans, piggy- back trailers, or other mail containers intended for transportation by rail when such activities are performed at the facility.

11. Maintains close contact with supervisor in the distribution and vehicle service units to assure close coordination of all mail handling operations.

12. Performs manual distribution of all classes of mail.

13. Performs other job related tasks in support of primary duties.

PVDS Job Aid

Plant-Verified Drop Shipment (PVDS) flowchart

LOAD ARRIVAL

- **PS Form 8125?** — No → STOP → Obtain faxed form from dispatch office or origin office. *Record irregularity*
- **Is the load at the correct facility?** — No → STOP → Driver must contact dispatch office to resolve. *Record irregularity*
- **Is the form original?** — No → STOP → Contact origin office to verify that load is legitimate. Record on form.* *Record irregularity*
- **Are the 8 critical fields complete?** — No → STOP → *Mailer Information Section:* Driver contact dispatch office. *Origin Post Office Section:* Contact origin office. *Record irregularity*
- **Are critical fields altered?** — Yes → STOP → Contact origin office to obtain a faxed copy with the completed information. *Record irregularity*
- **Correct container count?** — No → STOP → Contact origin office to verify that load is legitimate. Record on form. *Record irregularity*

Review PS Form 8125
Receive the Load
Record Irregularities

DO NOT RUSH to accept shipment if there is a discrepancy.

ALL discrepancies should be reported:
- PS FORM 8125
- SV / TIMES
- eMIR

Since the 8125CD/CP does not have origin office contact information, receive the load, and RECORD the irregularity in FAST and eMIR.

EAS to REFUSE LOAD

RECEIVE LOAD

REMEMBER: Allow time to follow the resolution process. Review key issues above and ALL PVDS arrival procedures as required, including mail integrity.

Yard Safety and Dock Operations Checklist

Yard Safety and Dock Operations Checklist	
DISTRICT:	
PLANT/HUB:	
DATE AND TIME OF OBSERVATION:	
OBSERVER NAME:	
Pedestrians	**Answer/Comment**
1	Are all pedestrians observed wearing reflective safety vests while in truck yard?	
2	Are all pedestrians using flashlights at night while in the yard?	
3	Are pedestrians using designated walkways while in the yard?	
4	Is pedestrian foot traffic kept to a minimum in the truck yard?	
Drivers	
5	Are drivers observed obeying all posted yard signs? Maximum yard speed limit is 10 mph; immediate dock area (within 150 feet) is 5 mph?	
6	Are drivers yielding to pedestrians?	
7	Are drivers observed wearing reflective safety vests while in truck yard?	
8	Are all drivers blowing horn prior to backing?	
9	If the facility has a dock/door light system, are drivers observed verifying the green light is on before placing the trailer. If the lights are not functioning, are drivers contacting the expeditor/platform supervisor?	
10	Upon arrival at the dock, are drivers engaging brakes and chocking the wheels when a trailer is in the dock?	
11	If the chock block is missing, do driver's notify the expeditor/platform personnel?	
12	Are tractors or trucks turned off while at a bay (no idling)?	
13	For trailer drops, are drivers lowering the legs and pulling from under the trailer before reporting to the inbound expeditor/dock clerk?	
14	Are drivers reporting to the inbound expeditor/dock clerk before the trailer door is opened?	

	If a trailer requires relocating to a dock door for loading, does the driver back the vehicle to the door or platform space, set the brake, shut off the engine, and affix chock block(s)?	
15	Prior to removing chock block(s) are drivers inspecting the back of trailer to ensure the trailer door is locked, sealed and secure?	
16	Are drivers observed wearing seatbelts while seated in the vehicle?	
17	In the case of swinging or "barn" type doors, are drivers stopping the trailer away from the dock, setting the brakes, turning off the engine, and exiting	
Expeditor/Platform Personnel		
18	Are expeditor/platform personnel returning to the dock and observing the trailer being placed?	
19	Are expeditor/ platform personnel removing the lock and/or seal, opening the doors and securing each door to the outside trailer wall using the vehicle's door fasteners?	
20	Do Postal Service personnel inspect the vehicle for damage and/or unsafe condition, determine roadworthiness, inspect the E-track, and ensure a proper number of securing devices (minimum 2 straps for every 10 feet) are on board?	

Critical Fields Job Aid

CRITICAL fields on PS Form 8125:

CRITICAL FIELD = required field on PS Form 8125

If any of these 8 critical fields are MISSING or ALTERED, follow the resolution steps in the PVDS Process Guide. If an irregularity with one or more of these fields cannot be resolved, contact a supervisor to escalate the issue.

REMEMBER: Missing or altered information in NON-CRITICAL fields does not warrant load refusal.

PS Form 8125 Critical Field with Irregularity	How do I resolve if the information is missing?	How do I resolve if the information is altered?
① Entry Office	1) Driver contacts dispatch office with two options: a) Take load to correct destination b) Contact origin office to resolve/adjust postage 2) Origin office must advise to accept the mailing 3) Supervisor must refuse load if issue cannot be resolved	1) Destination supervisor contacts origin office to fax legible copy with the correct information 2) Supervisor must refuse load if alteration cannot be resolved
② Class of Mail		
③ Mail Processing Category	1) Driver contacts dispatch office to fax legible copy with the missing information 2) Destination supervisor contacts origin office to fax copy with completed fields 3) Supervisor must refuse load if issue cannot be resolved	
④ Number of Pallets		
⑤ Entry Discounts Claimed		
⑥ Origin Post Office	1) Destination supervisor contacts origin office to fax legible copy with the missing information 2) Supervisor must refuse load if issue cannot be resolved	
⑦ Signature of Verifying Employee		
⑧ Round Stamp		

NOTE: PS Form 8125 CD and CP do not have the Origin Post Office section; they will have an approved printed legend.

Irregularity Options

IMB			
Piece	Label	Missing Label	
		Incomplete	
		Lables Sticking Together	
		Placement	
		Other (required comments)	
	Barcode	Non Readable / Scan Problem	
		Non Visible Barcode (window envelope)	
		Incorrect Barcode	
		Placement	
		Other (required comments)	
	Format	Improper Permit Indicia	
		Improper BRM Format	
		Improper/Illegible Meter	
		Required Endorsement Missing	
		Other (required comments)	
	Addressing	No ZIP Code	
		Incorrect ZIP Code	
		Other (required comments)	
	Incorrect Line of Travel		
	Incorrect Walk Sequence (CRRT)		
	Mailpiece Design	Construction/Integrity - Sealing	
		Perforation, Stock Weight	
		Window	
		Other (required comments)	
	Parcel	Improper Fit of Carton	
		Leakage	
		Overweight	
		Hazmat (removed from mailstream)	
		Other (required comments)	
	Wrapping	Polywrap Not Sufficient Strength	
		Paperstock Not Sufficient Strength	
		Not Sealed	
		Improper Fit of Wrapper	
		Other (required comments)	
	Postage	Insufficient Postage	
		Surcharge Not Paid	
		Ineligible For Rate Paid	
	Other Piece Issue		

Bundle		
Label Error	Destination	
	Content	
	Missing Label	
	Other (required comments)	
Barcode Scan Problem		
Presort/Make-up Error		
Read Problems	Address/OEL Blocked by strapping	
	Address/OEL Blocked by shrink wrap	
Stapping/Banding Missing		
Shrinkwrap	Ripped	
	Insufficient Amount	
	Insufficient Strength	
	Broken at Seam	
	Loose Fitting	
	Other (required comments)	
Plastic Strap	Slipped Off	
	Broken	
	Insufficient Amount	
	Other (required comments)	
Rubber Bands	Slipped Off	
	Broken	
	Insufficient Amount	
	Other (required comments)	
String	Slipped Off/Poorly Tied	
	Broken	
	Insufficient Amount	
	Other (required comments)	
Size Issue	Exceeds Maximum (DMM)	
	Below Minimum (DMM)	
	Other (required comments)	
Overweight Bundle		
Other Bundle Issue		

99M		
Label Error	Destination	
	Content	
	Missing Label	
	Other (required comments)	
Barcode Scan Problem		
Presort/Make-up Error		
Improperly Shrink Wrapped		
Improperly Banded		
No Top Cap		
Oversized		
Overweight		
Other Pallet Issue		

IMTI			
Sack	Label Error	Destination	
		Content	
		Missing Label	
		Other (required comments)	
	Barcode Scan Problem		
	Presort/Make-up Error		
	Incorrect Sack Type		
	Contains Loose Mail		
	Overweight		
	Other Sake Issue		
Tray	Label Error	Destination	
		Content	
		Missing Label	
		Other (required comments)	
	Barcode Scan Problem		
	Presort/Make-up Error		
	Incorrect Tray Type		
	Contains Loose Mail		
	Overweight		
	Other Sake Issue		

Trailer Inventory – Example

PLANT		DE P&DC		SIGNATUR			*Michael Hannah*		
DATE		9/13/2021		TOUR			3		
TRAILER LOCATION	**TRAILER NUMBER**	**OWNER**	**MAIL CLASS**	**CONTENTS**	**% Load**		**COMMENTS**		**DATE STAGED ON**
			MWH				MWH		MWH
40	lpvs197m02	mvs		empty	0%				
41	lpvs197m07	mvs		empty	0%				
43	197nji	emt		empty	0%				
North Yard	604708	emt		empty	0%				
North Yard	604730	emt		empty	0%				
North Yard	604710	emt		empty	0%				
North Yard	728608	mvs		empty	0%				
North Yard	604716	emt		empty	0%				
North Yard	604703	emt		empty	0%				
North Yard	19748m0002	mvs		empty	0%				

Configuring Mixed Loads Standard Work Instruction

	Important Steps	Key Points	Reasons for Key Points
	1. Configuring different types of containers for a secure load.	Identify containers to be loaded on truck.	By being aware of the type and number of pieces of equipment you can configure the load to be solid and secure.
	2. Securing and strapping tall and/or stacked pallets	Use rolling stock to help secure load by providing a solid base to strap on and to hold pallets in place. Pay attention to height and solidity of pallets to determine which type of rolling stock to use.	Strapping directly on pallets will make for an unstable load causing the load to spill, break apart and cause damage.
	3. There is a way to combine different types of containers with an OTR (Over the Road container) for a secure load.	Two hampers or two GPMCs (or a combination of the two) can be loaded sideways, one in front of the other, to accommodate one OTR loaded straight in.	The load will then have the correct dimensions to be securely strapped without any gaps.

Configuring Mixed Loads Standard Work Instruction Continued

	Important Steps	Key Points	Reasons for Key Points
	4. There is a way to combine different types of containers with a wire container for a secure load.	A wire container and a pallet have the same size footprint and can be combined. A wire container can be turned sideways and loaded with either a GPMC or hamper loaded straight in next to it.	The load will then have the correct dimensions to be securely strapped without any gaps.
	5. Do not combine equipment that cannot be physically supported.	Do not load top heavy equipment next to equipment that cannot support the weight distribution.	Following this guideline stops the potential for damage, harm and injury.
	6. Securely strap load every 10 feet	The straps must be placed one foot back to properly restrain the load. Straps must be tight and secure against the load to properly restrain the containers.	Ensuring containers are snug ensures load is safely secured once restraining straps are in place. Securing containers properly is critical to public safety and protection of the mail.

Pallet Jack Standard Work Instruction

	Important Steps	Key Points	Reasons for Key Points
	1. Always inspect for leaking hydraulic fluid, frayed lines, and freely turning wheels before use. Tag with a PS Form 4707 and do not use if any defects are found. 2. Never exceed the advised weight capacity. 3. Make sure the lift arms are centered beneath the pallet or wiretainer before lifting. Lift the load slowly and make sure it is balanced and stable. 4. Limit speed to a walking pace. Pedestrians have the right of way. Stop at stop markings and signs. 5. Don't wear audio headsets. Warn workers when approaching from behind. 6. Make sure the pallet arms are raised enough to clear bumps in uneven floors. 7. Whenever possible, push the load 8. Stop and start gradually. Don't use reverse to stop movement. 9. Ensure the offloading area is clear and free of debris. 10. Lower the load slowly to keep it stable.	Make sure access to aisles, stairways, and fire equipment isn't blocked during use. Return the jack to its proper storage location upon completion of task. Before leaving the pallet jack, lower the forks fully and ensure it is stable.	Need aisles clear in the event of fire or equipment malfunction. Could cause jack to tip over and lose load; injuries or damage could occur. Tripping hazard. Pedestrians may be inattentive; need to go slow.

Example Yard Inventory

PLANT	DE P&DC		SIGNATUR			Michael Hannah		
DATE	9/13/2021		TOUR			3		
TRAILER LOCATION	TRAILER NUMBER	OWNER	MAIL CLASS	CONTENTS	% Load	COMMENTS		DATE STAGED ON
			MWH			MWH		MWH
40	lpvs197m02	mvs		empty	0%			
41	lpvs197m07	mvs		empty	0%			
43	197nji	emt		empty	0%			
North Yard	604708	emt		empty	0%			
North Yard	604730	emt		empty	0%			
North Yard	604710	emt		empty	0%			
North Yard	728608	mvs		empty	0%			
North Yard	604716	emt		empty	0%			
North Yard	604703	emt		empty	0%			
North Yard	19748m0002	mvs		empty	0%			

National Expeditor Basics

Day 1

Module 1
Introduction and Safety

Welcome to Expeditor Basics

- Provide a standardized and structured training for expeditors

- Pre-requisites:

  – Moving the Mail: Product Lines

  – Dispatch Discipline

  – Mail Transport Equipment Reset (MTEL)

  – Surface Visibility (SV)

  – Container Tracking System

- 5-day Course

  – AM - Classroom Training

  – PM - On-the-Job Training on the dock

Any Questions?

Expeditor Duties

Two Expeditor Roles:

- Platform Expeditors
- Inside Facility

Duties:

- Right trip, right mail, at the right time
- Ensuring trips are on time
- Aware of operating plan for tour
- Ensure the mail makes assigned trips
- Every hour - Know what's coming in, from where, and what is on the truck
- Outbound - Know what is scheduled to go out, to where, on what transportation/trip #
- Ensure mail is pulled from machines and sent to the dock 15 minutes prior to loading

Required eAccess

Required eAccess is needed for MTEL and SVweb

Safety

The Postal Service™ is committed to your safety and the safety of your coworkers.

- You play a key role in our ability to enforce safe practices in the dock and yard environment.

- Any injury can be prevented

- Preventing personal injuries on and off the job is good business practice

- Injuries cost money, reduce efficiency, and cause human suffering

Safety Responsibilities

- Safety walks

- Trailer inventory at the beginning of tour

- Tour Expeditor meetings

- Return paperwork not yet closed

- Validate yard information

- Comply with Occupational Safety and Health Administration (OSHA) standards and regulations

- Follow the Loading Dock and Yard Safety Guide

- Attend annual safety and health training

Dock and Yard Safety

- Following safety guidelines prevent injuries

- The goal is zero accidents

- Employees' safety comes first

- Any injury can be prevented

- Identify and address safety hazards

Dock and Yard Safety

Dock	Yard
Area inside where trucks are loaded and unloaded	Area outside the dock to stage, load, and unload
Busy environment with movement and staging of mail	Busy environment with vehicles, different weather conditions, traffic, and lighting
Variety of equipment in use	Common sense must always prevail

Dock and Yard Hazards

What are some Dock and Yard Hazards?

- Slips, trips, and falls
- Unsecured or unguarded machinery or dock edges
- Injuries from handling dock plates and containers manually
- Pedestrian injuries
- Employees being struck by equipment or vehicles
- Manual material handling injuries (lifting)
- Trailer separation
- Unsecured loads
- Debris on the floor
- Forklifts overturning
- Operating dock levelers

Yard Specific Safety

As an expeditor ensure:

- When trailers are uncoupled, trailers are prone to tipping forward if too much weight is placed at front of trailer
- All drivers comply with posted yard speed limits
- Parked trailers or vehicles have wheels chocked or using dock locks
- Tipping can be caused by heavy loads or use of heavy equipment
- Unauthorized personnel remain out of yard areas

Yard Safety and Dock Operations Checklist

Check to make sure:

- Light poles in the yard are working

- Dock plates are operable / Every truck has a wheel chock

- All truck and trailer lights work

- All the dock red/green lights in the yard work

- Safety vest and hearing checks are performed on all employees prior to use

- Flashlights are used in the yard / Appropriate number of secured straps are available for use in both HCR and USPS vehicles

Yard Safety and Dock Operations Checklist	
DISTRICT:	
PLANT/HUB:	
DATE AND TIME OF OBSERVATION:	
OBSERVER NAME:	
Pedestrians	**Answer/Comment**
1 Are all pedestrians observed wearing reflective safety vests while in truck yard?	
2 Are all pedestrians using flashlights at night while in the yard?	
3 Are pedestrians using designated walkways while in the yard?	
4 Is pedestrian foot traffic kept to a minimum in the truck yard?	
Drivers	
5 Are drivers observed obeying all posted yard signs? Maximum yard speed limit is 10 mph; immediate dock area (within 150 feet) is 5 mph?	
6 Are drivers yielding to pedestrians?	
7 Are drivers observed wearing reflective safety vests while in truck yard?	
8 Are all drivers blowing horn prior to backing?	
9 If the facility has a dock/door light system, are drivers observed verifying the green light is on before placing the trailer. If the lights are not functioning, are drivers contacting the expeditor/platform supervisor?	
10 Upon arrival at the dock, are drivers engaging brakes and chocking the wheels when a trailer is in the dock?	
11 If the chock block is missing, do driver's notify the expeditor/platform personnel?	
12 Are tractors or trucks turned off while at a bay (no idling)?	
13 For trailer drops, are drivers lowering the legs and pulling from under the trailer before reporting to the inbound expeditor/dock clerk?	
14 Are drivers reporting to the inbound expeditor/dock clerk before the trailer door is opened?	

13

RV1 Powerpoint slides need to be fixed many have double writing.

Roberts, Vicky L - White River Junction, VT, 1/14/2022

Pedestrian Safety

- All pedestrians must wear reflective vests to improve visibility
- Ensure drivers adhere to posted signage including speed limits
- All pedestrians must utilize flashlights
- Pedestrians should avoid vehicle blind spots
- Ensure drivers sound horn prior to backing of any vehicle

14
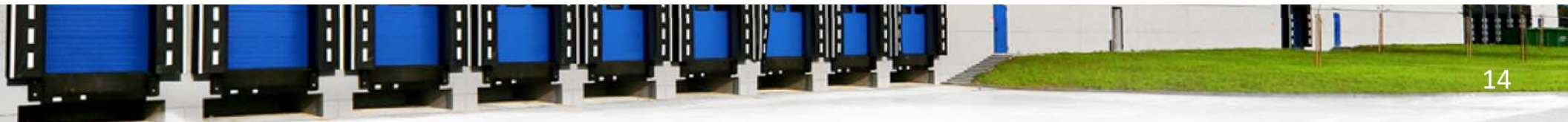
Dock Entry and Exit

Make sure that:

- Painted lanes are visible

- Drivers are in the lane correctly

- Drivers back slowly to:

    – Easily correct steering errors

    – Stop quickly if necessary

Water Ingress

Water entering the dock loading area creates a slip hazard for:

- Pedestrians

- Mechanical equipment operators

Safe Loading

The most common causes of load failure during transport are:

- Damage to the load from transport of the load

- Improper loading creating safety hazards
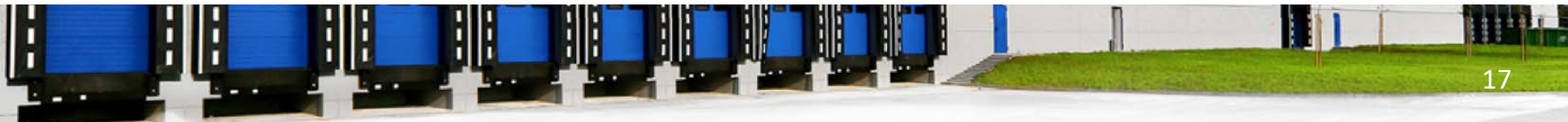
Safe and Legal Loading

- Use posted loading diagrams for truck loading

- Vehicles with side wall E-tracks, secure with shoring straps and/or load bars

- Vehicles with floor pin stack pockets

  - Container's pin is filled in a floor pocket

  - Container brake applied
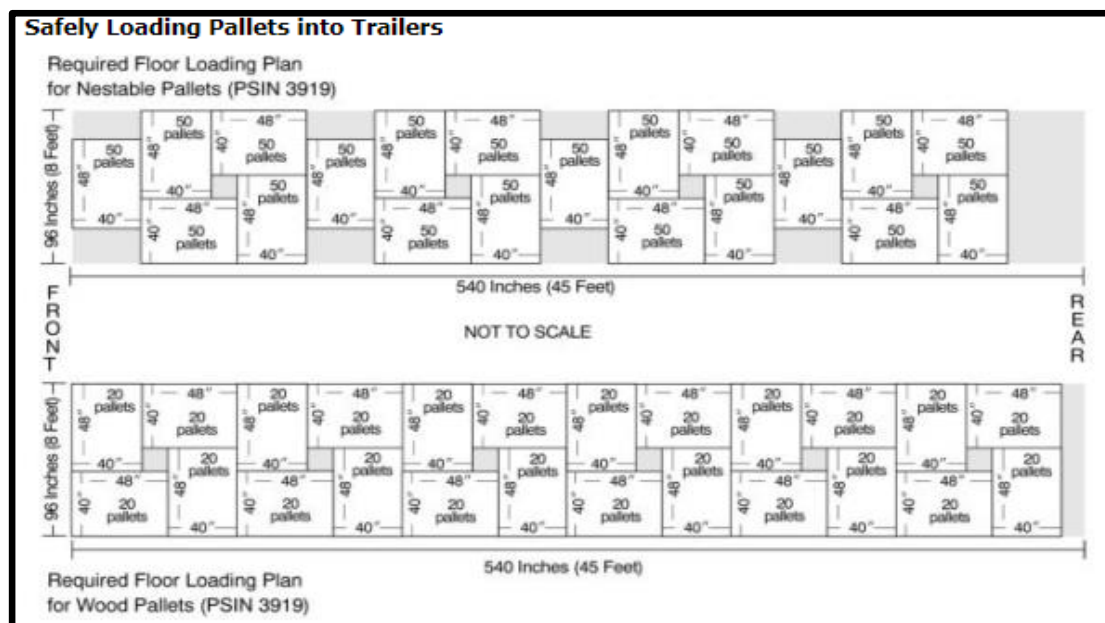
Safely Loading Pallets into Trailers

Required Floor Loading Plan for Nestable Pallets (PSIN 3919)

540 Inches (45 Feet)

NOT TO SCALE

FRONT   REAR

Required Floor Loading Plan for Wood Pallets (PSIN 3919)

540 Inches (45 Feet)

Pallet Arrangement

Pallets are arranged in a pinwheel fashion
Sacks are used:

- Heavier trays on the top to prevent sliding
  Interlock the pallet to prevent load

- successive level crisscross
  and shifting of load

Bed load placed with the string side sack facing forward
Brick-laid placed sacks are brick-laid stacked outsides with the string side sack facing forward

- Brick-laid stacked with heaviest parcels and outsides on the bottom

A Pinwheel Configuration: A Set of Four Pallets
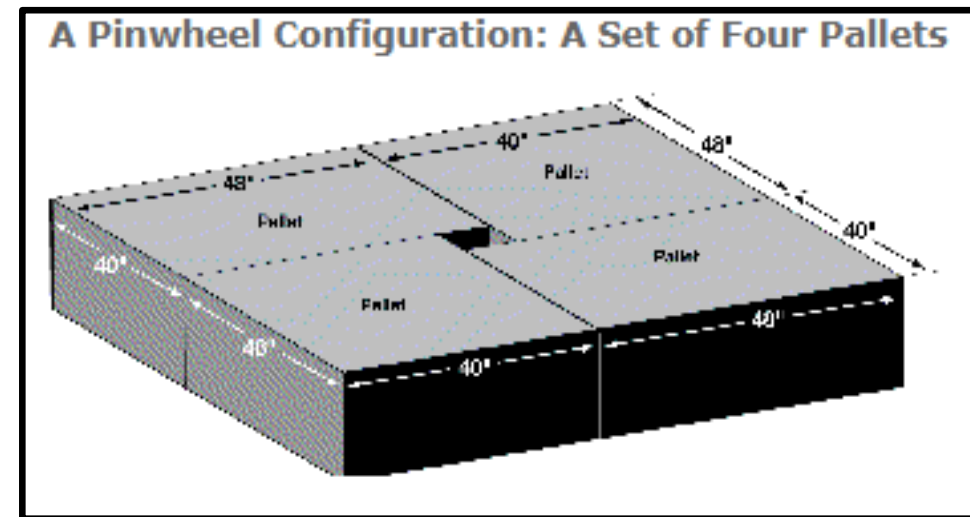
Pallet Arrangement

- Mixed loads arranged with Bedloaded trays stacked along the side walls and sacks located in the middle across the vehicle

- Vehicles are not to be loaded with more weight than vehicle's specifications

- Additional cargo restraint methods are used for potentially unstable loads

A Row of Pinwheel Configurations
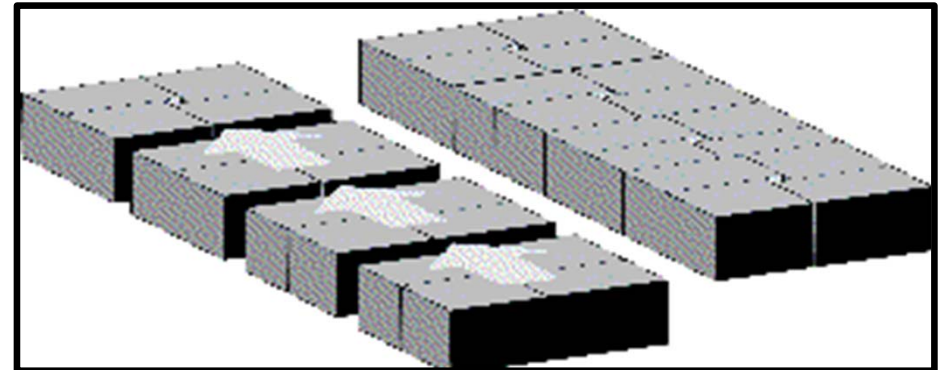
Configuring Mixed Loads

1. Configure different types of containers for a secure load.

2. Secure and strap tall and/or stacked pallets.

3. Combine different types of containers with an OTR (Over the Road container) for a secure load.

4. Combine different types of containers with a wire container for a secure load.

5. Do not combine equipment that cannot be physically supported.

6. Strap load every 10 feet.

Securing Loads

- After checking configurations, make sure the load is secured
- Secure the containers, so they do not move during transit

- This instability is identified as a major contributor to accidents due to the shifting of containers
- Load includes:
  - Setting the brake
- The securement system must be appropriate for the cargo's:
  - Setting pins
  - Size
  - Securing the container with the proper number of shoring bars or straps
  - Strength
- Do not dispatch a trailer under any circumstances if the load and integrity of pallets cannot be made secure
  - Characteristics

Restraining Straps

Restraining straps secure loads

- Restraining straps must be correctly positioned
  - Be correctly positioned
  - Use correct number of straps
- If Label 62 is not on the inside wall, a PS Form 5500 would be issued

- Restraining Label 62 is placed on the inside wall near the door of all PVS trailers and HCR trailers
- Label 62 posted on dock and in all trailers

- Improperly equipped trailers will be discussed

Positioning Restraining Straps

- **Driver -** Proper loading and securing of mail is primary responsibility

- **Dock personnel -** Assume responsibility when Postal Service personnel assist in loading mail

Click for Video
Safety Depends on Me -Secure that Load

Container Restraint Of Solid Load

Container Restraint Of Mixed Load
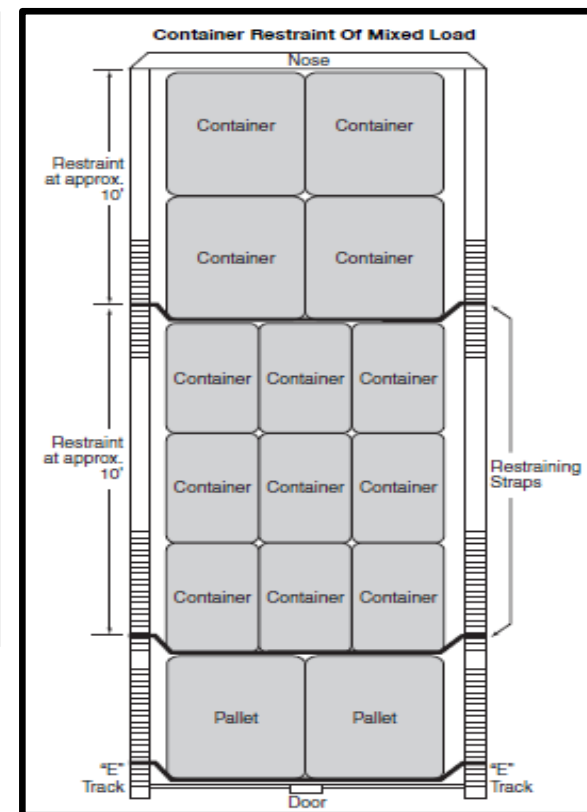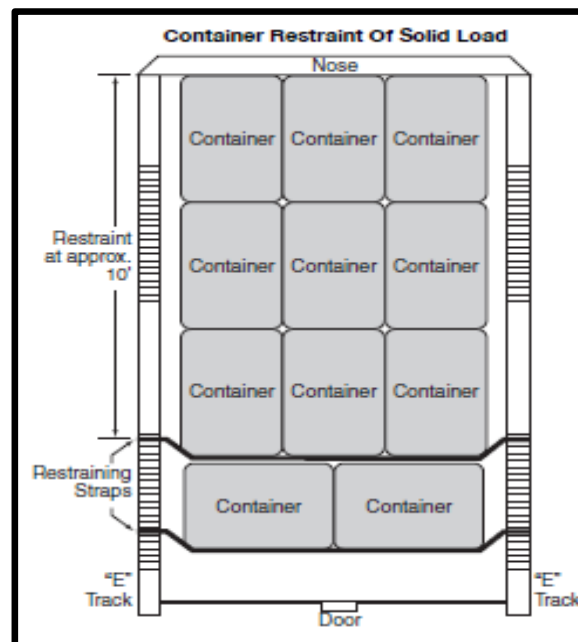
Shoring Bars

- Shoring bars are permanently installed in the front cargo area of 5- to 7-ton vehicles and trailers

- Stack and secure sack loads to prevent shifting

    – Side to side

    – Front to rear

- Sack loads can fall and wedge doors so that they cannot open

- Secure rolling loads so that there is no movement

- Securely close and lock the vehicle

Opening Trailer Doors

Swinging Doors

- Crack the right-hand door against the left door, the driver should put a load lock in place or push the cargo into place

- Pull the door toward you and latch it to the side of the trailer

- Once secure, **driver** should pull the left door towards their body, backing away and keeping the door between the cargo and their body

- Recheck the cargo before unlatching the left-hand door

Roll-up doors

- After reading the seal, the locks engage and disengage without forcing
- The door should not fly up, open, or rush down
- keep door in full view and slowly raise door
- Never apply force causing the panels to disengage from the track
- For doors with an automatic opener, remove pull rope from door (follow instructions supplied)

If opened from the ground:
- A grab bar should be mounted to the back corner of the truck/trailer body and non-slip material placed on the Interstate Commerce Commission (ICC) bar or step
- When climbing up into the cargo area, the driver should always have three parts of his/her body on the vehicle
- This could be two feet and one hand or two hands and one foot
- Limits the possibility of a slip and fall accident

Equipment Safety

- Expeditors are responsible for ensuring employees are using equipment safely

- Report unsafe practices to management

- Use the Dock and Safety Guide as a resource

Chocks

- Chocks are wedges placed against tires to prevent a vehicle from rolling

- Chocks are used in addition to other ways of securing trailers are parked

- Always refer to an incident where a vehicle rolls away with the engine off

OSHA 29 CFR 1910.178(k)(1), requires in part that:

"The brakes of highway trucks shall be set and wheel chocks placed under the rear wheels to prevent the trucks from rolling while they are boarded with powered industrial trucks."

Chocks

- Checks that the trailer is properly parked against both dock bumpers

- Only attach to a suitable for:
  - Type of vehicle
  - Type of surface being used on

- Drivers chock front and back of the rear wheels
  - For anticipated/current weather

- Drivers verify with expeditor that the chocks are in place

Chocks

- Never enter a trailer not properly chocked

- Before any Powered Industrial Truck (PIT) enters the vehicle or trailer:

    – Chock wheels

    – Dock locks in use

- Workers placing and removing chocks can potentially be at risk from moving vehicles

- Control movements of other vehicles in adjacent bays

- Properly store wheel chocks when not in use

32

Dock Plates and Levelers

- Used to bridge gap between trailer and loading dock for safe movement of product with pallet jacks or forklifts
- Improperly secured dock plates and levelers can cause the forklift and/or loads to overturn

Safety Guidelines
- In unused position, the leveler should be level to the walking surface
- When a truck arrives, the lip edge of a leveler is raised until it is higher than the trailer bed
- As the leveler rises or lowers, the lip is extended to bridge the gap between the loading dock and the trailer bed
- Levelers must be clear of equipment prior to raising or lowering
- Keep hands and feet away from dock levelers while in motion
- For electronic levelers, employees must not stand on the leveler while raising or lowering
- When loading/unloading is completed, return the dock leveler to the stored position, level to the walking surface

- Expeditors must use plates and levelers safely
- If your facility is equipped with dock plates and levelers, use on every dock door

Process Steps

- Check control bridge for broken or frayed wiring
- Used to bridge the gap between the truck trailer and the loading dock

1. Inspect scissor lift daily, prior to use.
2. Ensure truck or trailer is in position and chocked.

- Use safety chains or feet protection from
- Notify supervisor for problems with dock

3. Notify people in the area to make them aware that the dock scissor lift is about to be raised/lowered.

- rolling off the open end of the lift

4. Raise dock scissor lift to level of trailer door.

- Remove disabled lift
- Any critical lift's power should be red tagged

5. Remove the safety chain.

- during good business hours

6. Lower the dock plate (where applicable).

- Only properly trained employees use powered lifts

7. Unload equipment from truck onto dock scissor lift.
8. Unload equipment from dock scissor lift to dock.

Dock Locks

- Dock locks help to prevent a drive-away
  - A drive-away is when a vehicle or trailer moves away from the loading bay before the loading/unloading operation is complete
- Sometimes there is a light to show that the lock is engaged
- You must also visually confirm that the lock is engaged
- The vehicle loader, machinery, or goods can fall from the vehicle, posing a danger to the loader or anyone working in the vicinity
- Explain to drivers that dock locks are engaged properly
- Look down between the dock plate and the truck to make this confirmation

Mail Transportation Equipment (MTE) Handling

Mail Transportation Equipment (MTE):

- Consolidates, stores, and transports mail

- Improper loading, securing, or moving of MTE creates hazards

- Secure loaded containers with 2 straps every 10 feet

- Place OTR-container tow pins in the floor

- Get assistance for toppled loads

- Remove unused MTE from dock

- Uncleared MTE causes safety hazards

Mail Transportation Equipment Handling (MTE)

Example MTE:

- General Purpose Mail Container (GPMC)

- Eastern Regional Mail Container (ERMC)

- Universal Mail Container

t is some MTE in your facility?

- Large Canvas Hamper

- Plastic Hamper

- Rigid Wire Container

- Westpak Sleeve

Pallet Jack

- Most basic form of a forklift used to lift and move pallets

- Employees must maintain control to avoid impact with objects

- Expeditors periodically might assist in loading/unloading trucks using these pallet jacks
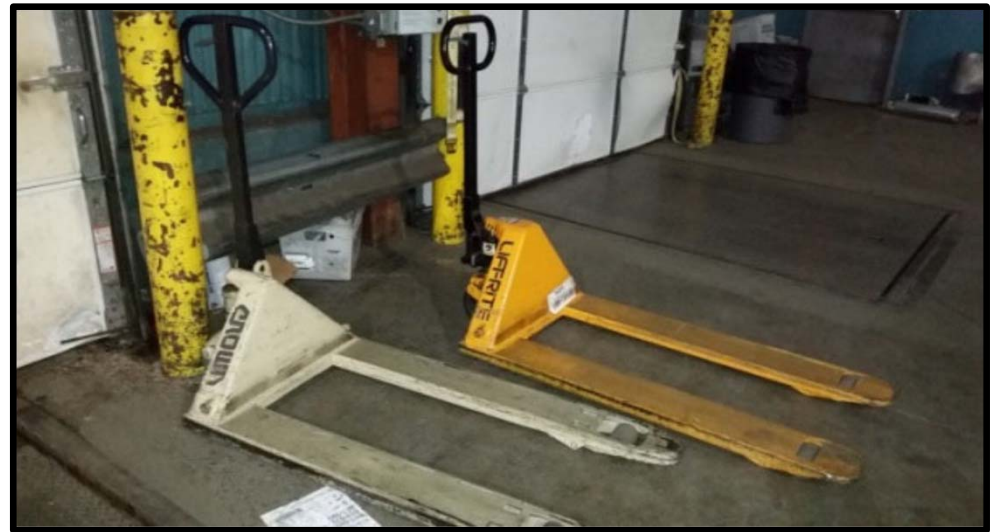
Pallet Jack

- Never place feet under a machine

- Never exceed the advised weight capacity

- Use proper lifting techniques

- Move the load slowly to ensure safety

- When possible, push the load

- Be wary of pinch points

- Store properly to avoid a tripping hazard
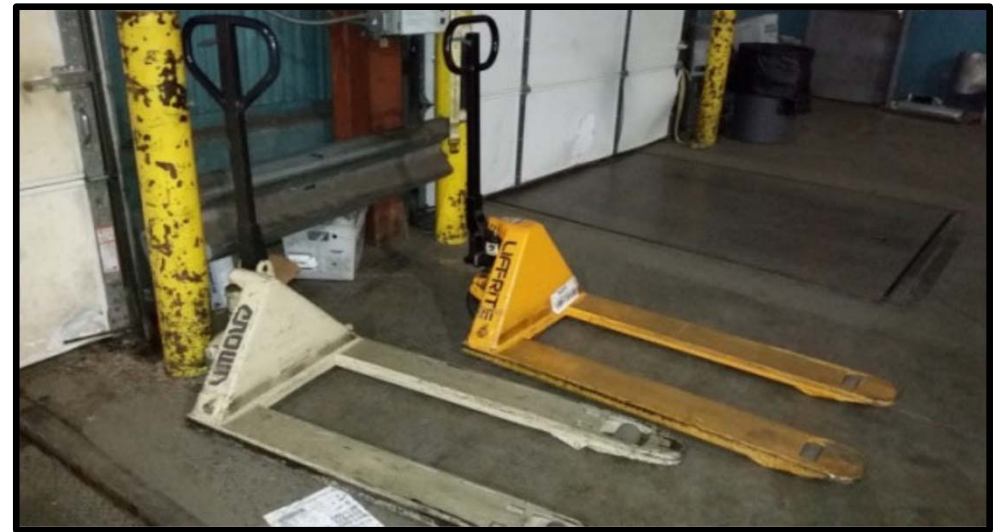
Safety Walk

- Perform a safety walk at the beginning of every tour

- Ensures implementation of housekeeping and safety measures

- Abate any issues you can address

- Complete the PS Form 1767, *Report of Hazardous Condition* to refer issues

Observations of Safety

Expeditors should observe safety throughout the day

- Be aware of proper procedures such as:

    - Handling and lifting

    - Use of equipment

    - Vehicle operations, including powered industrial trucks

- Communicate with employees for safe practices and areas needing improvement

- Stop an unsafe act before an accident occurs

PS Form 1767, Report of Hazardous Condition

- Designed for communication between employees and management

- Prompt corrective action and response to reports

- Complete part 1 of the PS Form 1767 and turn in to supervisor

- PS Forms 1767s are supplied in the workplace

- Employees can report hazards anonymously

Escalation of Safety Violations 1

Does this description

adequately describe the hazard?

What should you do to resolve

UNITED STATES POSTAL SERVICE ®

Report of Hazard, Unsafe Condition or Practice

SAFETY DEPENDS ME

Hazard Control Number
(Assigned by Safety Officer)

_ _ _ _ _

I. EMPLOYEE'S ACTION

Area (Specify Work Location)

Dock

Describe hazard, unsafe condition or practice. Recommended corrective action.

Housekeeping issue. Clean-up area.

Escalation of Safety Violations

Does this description adequately describe the hazard?

What should you notice about this

UNITED STATES POSTAL SERVICE ®

Report of Hazard, Unsafe Condition or Practice

SAFETY DEPENDS ME

Hazard Control Number
(Assigned by Safety Officer)

___ ___ ___ ___

I. EMPLOYEE'S ACTION

Area (Specify Work Location)

Dock

Describe hazard, unsafe condition or practice. Recommended corrective action.

Using PIT in an unsafe manner.

Safety Stand-up Talks

- Supervisors conduct Safety Stand-up talks

- You are encouraged to participate as a presenter and discuss relevant topics

- Keep the most current Safety talk in mind

- Highlight the presentation during the workday

45
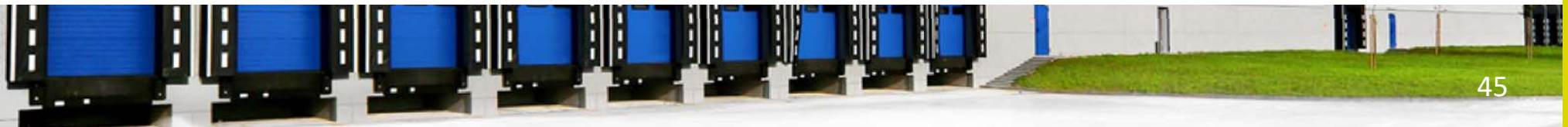
Safety

- Module 1 discussed safety for the dock and yard

- Expeditors must follow and promote safety procedures

- An active and proactive approach is imperative to reduce accidents

- Be aware of hazardous conditions and take direct action to resolve issues

- Next, we discuss Mailflow, and basic information needed by expeditors for moving the mail on the dock
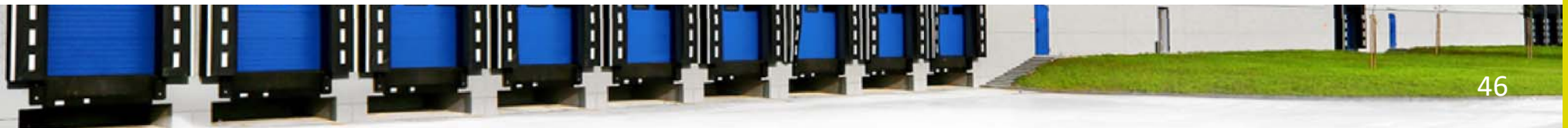
National Expeditor Basics

Module 2
Mailflow

Objectives

- Define Clearance Time (CT), Critical Entry Time (CET), and Dispatch of Value (DOV).

- Identify the CT, CET, and DOV for each mail process and trip.

- Differentiate between originating, turnaround, and destinating mail.

- Describe the national color code policy and how it is used to meet delivery standards.

- Identify Postal Vehicle Service Routes (PVS), Highway Contract Routes (HCR), and Dynamic Routing Optimization (DRO) Routes.

- Differentiate between Processing and Distribution Center (P&DC), Network Distribution Center (NDC), Hub and Spoke, Surface Transfer Centers (STC) facilities and the type of mail each facility in your network processes.

- Monitor CET, CT, and DOV times to ensure transportation meets each dispatch.

- Explain the First In – First Out (FIFO) staging process

- Define the continuous mail process

Mailflow Principles

- Mailflow is the process from induction to dispatch

- Expeditors ensure:

Right Mail	Right Truck	Right Time
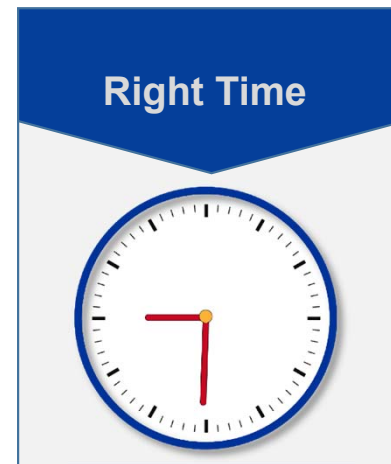
Induction to Delivery

750, 751, 760, 761

730, 731, 734, 735

Mail is prioritized based on service standard.

Each facility processes mail for their service area (First 3 digits of ZIP Code)

Mail destinating outside the service area is forwarded to the facility that services that area.

Mail is sorted to a specific route. Then transported to the delivery facility.

Mail is collected from retail windows, lobbies, All-purpose mail container (APC) kiosks, blue collection boxes, individual businesses and residences, and Bulk Mail units.

5

Key Concepts and Terminology – Originating Mail
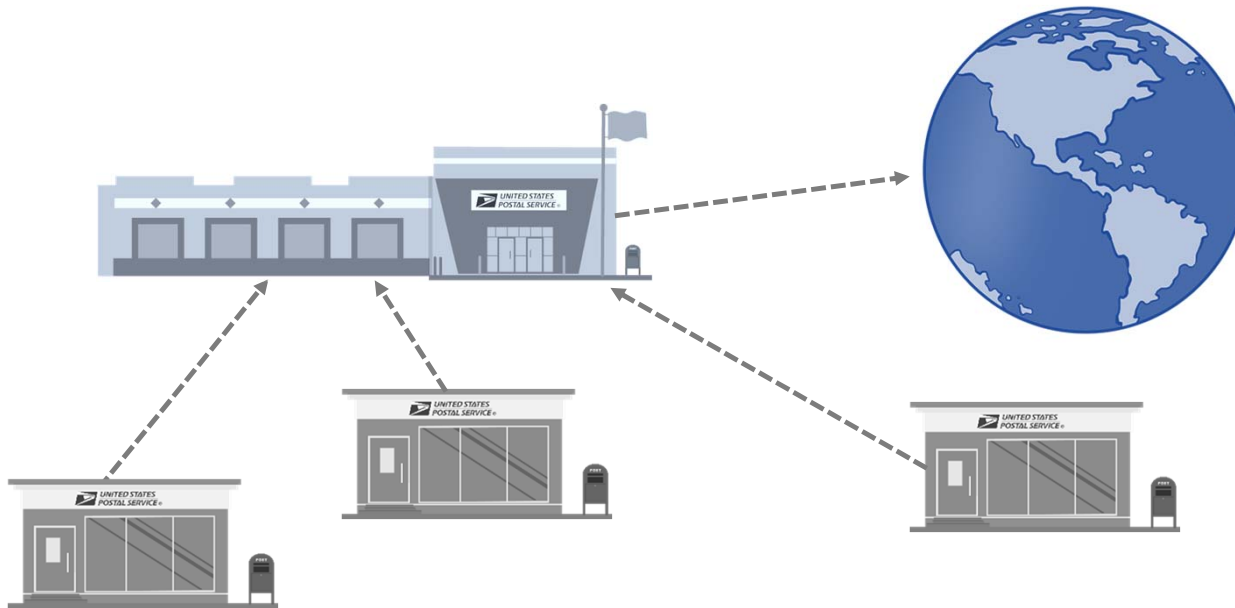
Originating

Mail generated from a facility's service area going out to the world.

Key Concepts and Terminology – Destinating Mail
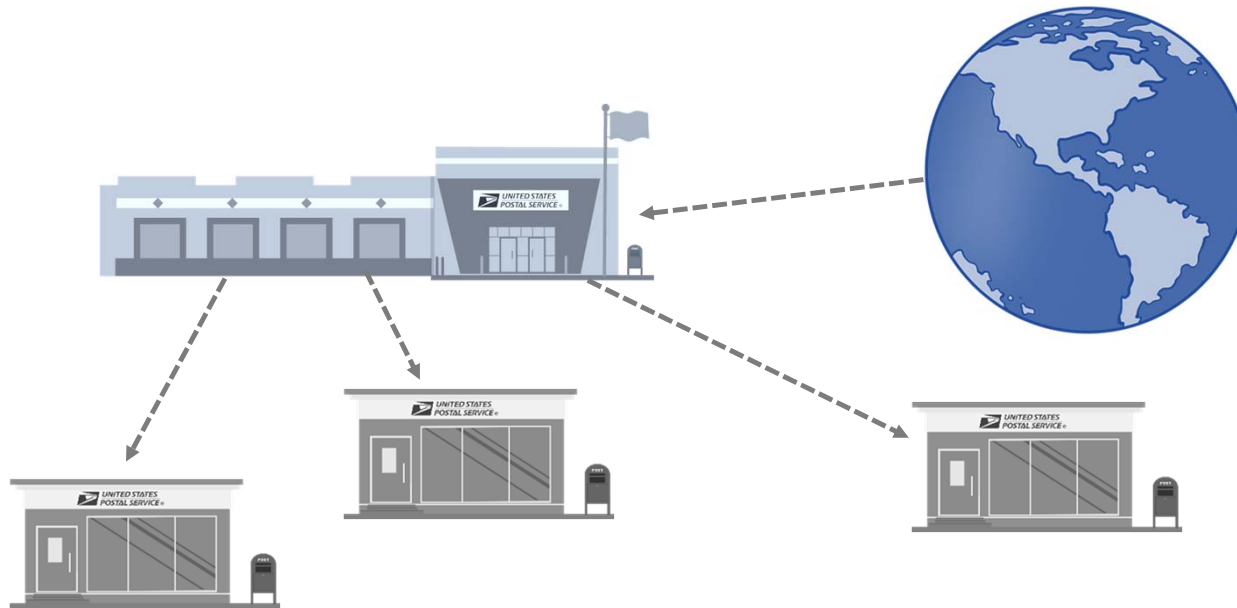
Destinating

Mail coming from the world and being delivered in that facility's service area.
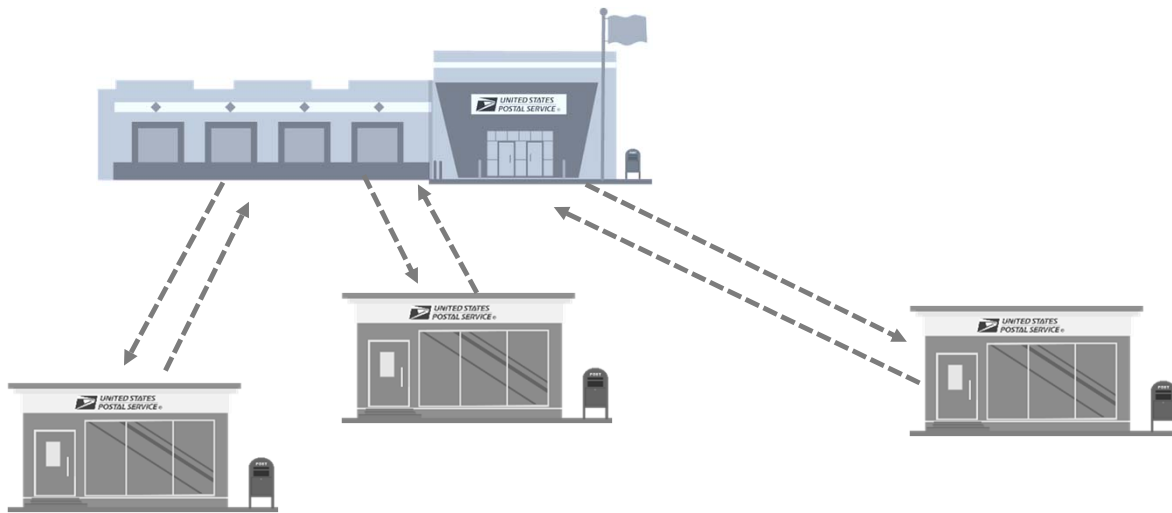
Turnaround

Mail from your service area and delivered within your service area.

Activity – Originating and Destinating

Determine if the following mailpieces are originating, destinating, or turnaround mail for Oklahoma City's service area: 730-731, 734-738, and 748.

If you are at Oklahoma City P&DC, what type of mail is?

Received from California, 90210? _____ Destinating _____

Received from Oklahoma City, 73069? _____ Turnaround _____

Being sent to Florida, 31321? _____ Originating _____
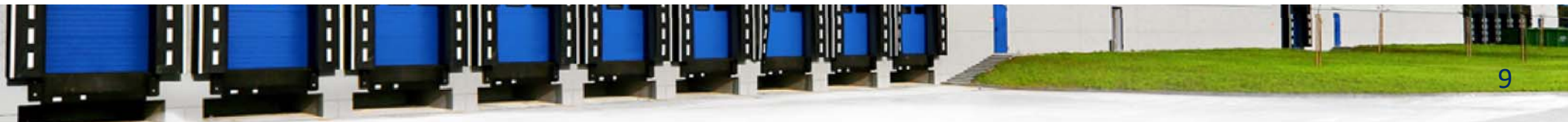
Depth-of-Sort

Depth-of-sort indicates how refined the sortation is for a container of mail

- Zone Improvement Plan (ZIP) Code™ indicates destination of mailpiece

- First three digits indicate service area for that mail

- Facility dispatches all mail for other service areas then processes mail for its own service area and sends the mail to delivery units

- Mail for delivery is processed to 5-digit depth-of-sort

- Last two digits of ZIP Code routes to the specific post office that delivers the mailpiece

- Processing facility may sort some mail in walk sequence

Classes of Mail

Priority Mail Express®

On-time 1-day or 2-day delivery and dispatched as high priority

Priority Mail®

Expedited 1-day, 2-day delivery, or 3-day thru 5-day service

First-Class Mail

No guaranteed delivery. 2-day thru 5-day service

Periodicals

Service standard when inducted reflecting destination, available transportation, and mail entry time and location

USPS Marketing Mail®

Service standard when inducted reflecting destination, available transportation, and mail entry time and location

Package Services

USPS Retail Ground, Bound Printed Matter, Media Mail, Parcel Select, Metro-Post, and Library Mail. Service standard when inducted reflecting destination, available transportation, and mail entry time and location

11

Mail Prioritization

How should you prioritize these mail classes?

Newspaper treatment and Periodicals

USPS Retail Ground

Priority Mail Express

Priority Mail and First-Class Mail (2-day)

Package Services

First-Class Mail (3-day)

1. Priority Mail Express _____

2. Priority Mail and First-Class Mail (2-day)

3. First-Class Mail (3-day) _____

4. Newspaper treatment and Periodicals

5. USPS Retail Ground _____

6. Package Services _____
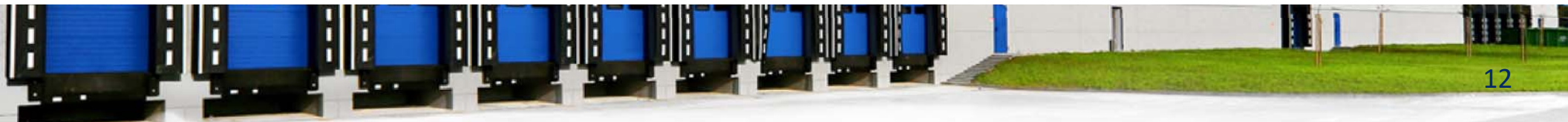
Dispatch of Value (DOV), Critical Entry Time (CET), Clearance Time (CT), & Planned Start

Dispatch of Value (DOV)

Latest designated dispatch for a class of mail to meet service standards. DOV applies to all classes of mail.

DOV calculated by travel time and time to arrive at a destination facility to complete downstream operations.

Critical Entry Time (CET)

Latest time a vehicle must arrive at the facility to meet service commitment.

Latest time mail available to an operation in order to complete the operation in time for dispatch.

Clearance Time (CT)

Time first Dispatch of Value (DOV) for a particular mail class/type can be scheduled to leave the facility. Generally, Clearance Time determines transportation.

Latest time mail can complete an operation to meet critical entry time for the next required operation or planned dispatch of value.

Planned Start

Time an operation should normally be started with expected average volumes of mail.

Each operation has its own start time, CET, and CT. In order to ensure that you meet the required windows for mail delivery to other processing and consolidation facilities, you must meet the Dispatch of Value (DOV).

13

Area Distribution Center (ADC) & Automated Area Distribution Center (AADC)

Area Distribution Center (ADC)

3-digit depth-of-sort for all mail except automated letters.

ADCs can service multiple 3-digit ZIP Codes for a geographic/defined area.

Once the mail is at the facility, they continue sortation to final depth-of-sort.

Automated Area Distribution Center (AADC)

Automation letter mail processing for a specific ZIP Code, with a pre-defined depth-of-sort.

This allows consolidation of mail earlier in the process and utilize full processing capabilities.

This mail has been sorted and identified as for that facility's service area.

First In – First Out (FIFO)

Oldest mail is positioned first in a staging lane or area, so that it is the first to be processed, moved, transported, etc.

All incoming mail is staged in FIFO order and retains that order as it is sent to processing.

Route Types

Postal Vehicle Service Routes (PVS)

Routes that are serviced by postal employees. Postal vehicles are used and primarily serve facilities in your local service area.

Highway Contract Routes (HCR)

Routes serviced by contractors.
- Typically travel to facilities outside your local service area

Dynamic Routing Optimization Routes (DRO)

Routes held by an HCR contractor.
- Typically, smaller sites with HCR only routes
- Allow for dynamic routing based on the projected processing times and delivery unit constraints
- All DRO routes are serviced by one or two suppliers for a given facility
- DRO routes allow deliveries to change weekly based on need and volume

Route Types

- PVS drivers cannot drive HCRs

- HCR drivers cannot drive PVS Routes

- Exception can be made for emergency situations

- Report contractor failure to supervisor to arrange for transport

17

Reading an HCR Plate

HCR routes, except for DROs, are recorded in the HCR Plate Book.

The book:

- Compiles details about each route serviced by a contractor

- Provides more information than is accessible in SV

Each Plate outlines a single contractor and all the trips for a specific route.

Reading an HCR Plate

Read the HCR plate from the bottom to see the sequence of times and facilities.

- Time
- Action, leave/arrive, facility, time zone

Schedule notes indicates any additional information.

If the contractor shows with a vehicle not listed, document the failure to meet the requirements of the contract on SV scanner, using PS Form 5500

Facilities

Processing and Distribution Center (P&DC)

Sorts and processes all types of mail. Main facility used to process letter mail.

Surface Transportation Center (STC)

Centralized location that combines smaller trips from multiple trailers to create full trips to each destination.

- First-Class Mail
- Priority Mail
- Periodicals
- Part of a Hub and Spoke network

Network Distribution Center (NDC)

Mechanized/automated centralized processing and transfer point for a specific geographic area. NDCs handle:

- Periodicals
- USPS Marketing Mail
- Package Services
- Originating and destinating mail

20

National Color Code Policy

Color code placards are placed on mail to identify the day the mail must be delivered.

Color codes are applied based on:

- Arrival time and date

- Entry location

- Day of arrival is defined as day "zero"

- Not based on time of extraction

Standardized Clearance, Delivery, and Processing Tags

RECEIPT DATE: _____
TIME: _____
MARKETING MAIL
FOR
CLEARANCE
MONDAY
(BLUE)
Jacksonville P&DC Jacksonville FL 32099

RECEIPT DATE: _____
TIME: _____
MARKETING MXD MAIL
FOR
PROCESSING
TUESDAY
(ORANGE)
Jacksonville P&DC Jacksonville FL 32099

RECEIPT DATE: _____
TIME: _____
MARKETING MAIL
FOR
DELIVERY ON
THURSDAY
(VIOLET)
Jacksonville NDC Jacksonville FL 32099

BBM
SCHEDULED FOR
FRIDAY DELIVERY
For use on Bulk Business Mail in conjunction with the National BBM Color Code Policy
PLEASE CONSULT THE MOST RECENT BBM COLOR CODE INSTRUCTIONS FOR SPECIFIC PROCEDURES REGARDING THE PROPER USE OF THIS TAG
THIS TAG IS INTENDED FOR REUSE
012508

Originating Clearance Color Codes

When inducting originating mail, if it is coming from another facility and does not have a color code, notify your supervisor. For incoming drop shipments, affix the correct color code the mail as you accept it.

NDC Clearance Color Code Matrix

MARKETING MAIL COLOR CODE		
NDC	OUTGOING CLEARANCE MATRIX	
DAY OF RECEIPT	COLOR CODE APPLIED	CLEARANCE DAY
SAT	PINK	SAT
SUN	WHITE	SUN
MON	BLUE	MON
TUE	ORANGE	TUE
WED	GREEN	WED
THU	VIOLET	THU
FRI	YELLOW	FRI

Plant Clearance Color Code Matrix

MARKETING MAIL COLOR CODE		
P&DC/P&DF/ASF MPC/MPF/CSPC CSPF	OUTGOING CLEARANCE MATRIX	
DAY OF RECEIPT	COLOR CODE APPLIED	CLEARANCE DAY
SAT	WHITE	SUN
SUN	BLUE	MON
MON	ORANGE	TUE
TUE	GREEN	WED
WED	VIOLET	THU
THU	YELLOW	FRI
FRI	PINK	SAT

Destinating Delivery Color Codes

Delivery Color Code based upon arrival date and time. Once applied, the Delivery Color Code commitment stays with the mail until delivery.

P&DC Delivery Color Code Matrix

MARKETING MAIL COLOR CODE		
P&DC/P&DF/ASF MPC/MPF/CSPC CSPF	DESTINATION ENTRY DSCF, 3-DIGIT, 5-DIGIT, CRT DELIVERY MATRIX	
DAY OF RECEIPT	COLOR CODE APPLIED	DELIVERY DAY
SAT	GREEN	WED
SUN	GREEN	WED
MON	VIOLET	THU
TUE	YELLOW	FRI
WED	PINK	SAT
THU	BLUE	MON
FRI	ORANGE	TUE

NDC Delivery Color Code Matrix

MARKETING MAIL COLOR CODE		
NDC	DESTINATING DNDC, AADC, ADC, SCF, 3-DIGIT, 5-DIGIT, CRT DELIVERY MATRIX	
DAY OF RECEIPT	COLOR CODE APPLIED	DELIVERY DAY
SAT	VIOLET	THU
SUN	YELLOW	FRI
MON	PINK	SAT
TUE	BLUE	MON
WED	BLUE	MON
THU	ORANGE	TUE
FRI	GREEN	WED

Turnaround Color Codes

Clearance color code is removed from turnaround volume and outgoing containers for delivery from an NDC. It is replaced with a delivery tag when dispatched.

Once identified, turnaround volume carries the established delivery commitment according to original entry date and time of the mail, not the extraction date or time.

Color Code General Principles – USPS Marketing Mail

None or multiple incorrect codes, and color code is undetermined

Scan the 99M placard (if there is one).

Scanner indicates correct color code. Inform a supervisor to have the correct color code applied.

Multiple color codes

Oldest color code is assumed to be correct, even if the clearance, processing, or delivery date has passed.

No color code

Color code with the same color code as the oldest mail in the unit at the time of discovery.

No color code and no other mail in the unit

Color code with the current day's color code and treat as delayed.

Arrived with color code date already passed

Inform the supervisor so that they can prioritize that mail for processing and dispatch.

Scenario 2

A trailer arrival scan was completed at 11:30 at a P&DC on a Tuesday. What color code/day of week would you use? Why did you choose that color code?

You distribute Marketing Mail at an NDC with 16:30 triple Friday codes. What is the color code for a Friday in the fifth week?

At your P&DC, you receive a drop shipment at 11:30 on a Wednesday. The tour changes over and the mail is not unloaded until 12:30. What color code/day of week would be correct? Why did you choose that color code?

P&DC Delivery Color Code Matrix

MARKETING MAIL COLOR CODE		
P&DC/P&DF/ASF MPC/MPF/CSPC CSPF	DESTINATION ENTRY DSCF, 3-DIGIT, 5-DIGIT, CRT DELIVERY MATRIX	
DAY OF RECEIPT	COLOR CODE APPLIED	DELIVERY DAY
SAT	GREEN	WED
SUN	GREEN	WED
MON	VIOLET	THU
TUE	YELLOW	FRI
WED	PINK	SAT
THU	BLUE	MON
FRI	ORANGE	TUE

NDC Delivery Color Code Matrix

MARKETING MAIL COLOR CODE		
NDC	DESTINATING DNDC, AADC, ADC, SCF, 3-DIGIT, 5-DIGIT, CRT DELIVERY MATRIX	
DAY OF RECEIPT	COLOR CODE APPLIED	DELIVERY DAY
SAT	VIOLET	THU
SUN	YELLOW	FRI
MON	PINK	SAT
TUE	BLUE	MON
WED	BLUE	MON
THU	ORANGE	TUE
FRI	GREEN	WED

26

Processing Mailflow

Each facility is unique. Processing depends on the type of mail that facility processes and machinery and equipment available.

There are general mailflow patterns for letters, flats, and packages.

- Mail arrives at the dock, is unloaded, scanned, and sorted for each operation

- Mail is sent to processing whether by machine or manually

- Sorted mail is sent back to the dock and is dispatched on transportation to another facility to a delivery unit

Ensure the right mail is on the right truck at the right time to meet outgoing transportation schedules.

Inbound Dock

Mail arrives mostly pre-sorted, but some handled manually

- Collection mail: From delivery units, carriers, retail units, or centralized collection hubs
- Drop Shipments: From a mailer. Mailers bring mail to the facility in order to reduce processing time and cost
- Managed Mail Program (MMP): Destinating mail from other facilities throughout the country
Can be transported via surface or air

Originating mail from all sources is separated by:

- Shape (i.e., letters, flats, packages)
- Class of mail (i.e., Priority Mail Express, First-Class Mail, Periodicals)
- Configuration (i.e., bundles, loose, faced)
- Postage payment method (i.e., mail for cancellation and permit or meter mail which does not need to be canceled)

Color codes are confirmed or applied, as needed.

Mail is then staged or directed to the next unit or processing operation.

Mailflow - Letters

Mail is sorted for automation or manual processing at the dock.

This mail cannot be processed on present mechanization due to physical characteristics not compatible with respective machine design capabilities

A Letter is sent to manual processing if it is non-machinable

- Faced and canceled mail is sent directly to the Delivery Barcode Sorter (DBCS)

- Unfaced and uncancelled mail is sent to Advanced Facer Canceller System (AFCS) and then to the DBCS

  - Too tall

  - Too thick

  - Too wide

DBCS Operations

- DBCS processes mail to several depths of sort

- First pass sorts to 3-digit ZIP Code

- If originating mail, it is dispatched to the processing facility of that service area for further refinement

- Second pass sorts local mail in carrier walk sequence. No additional sorting needed before carrier delivery

Flat Sorter Operations

- Not all flat sorters place flats in DPS order

- DPS does not require additional work at the delivery unit

- Mail not in DPS order is sorted at the delivery unit (working mail)

- Working mail is often processed and transported first

Parcel Operations

- Automated Originating parcels are processed to 3-digit depth of sort, and then dispatched to another processing facility

- Destinating packages are processed to the final location and dispatched

- At the delivery unit, they are sorted to the carrier route

Why is it important to follow your site's operating plan?

33

Continuous Mail Process

- Every facility has their own plan for meeting downstream obligations

- All Postal Service operations are connected, each impacting the success of the next

- Mailflow is cyclical, and each facility plans for key activities occur

- Delays impact each subsequent operation and must be mitigated

- Holiday plans may differ

34

First-Class Mail Indicators

All carriers back _____

Cancel _____% of collection mail by _____

Process outgoing primary-sort mail by _____

Outgoing secondary completed_____

Assign commercial air/FedEx outgoing mail by _____

Clear Managed Mail Program (MMP) mail by _____

Process all Delivery Point Sequence (DPS) second-pass mail by _____

Dispatch mail on time from plants to delivery units between the hours of _____

Priority Mail Indicators

- Retail accepted by noon, processed at plant by 2100 (9:00 PM)

- Outgoing distribution cleared by 0115 (1:15 AM)

- Turn-around cleared by 0200 (2:00 AM)

- Priority Mail Assigned by 0200 (2:00 AM)

- Destinating distribution clearance by 0400 (4:00 AM)

- AAU scans arrived at unit by 0730 (7:30 AM)

Module Review

Module 2 reviewed Mailflow.
We discussed:

- Clearance Time (CT), Critical Entry Time (CET), and Dispatch of Value (DOV)

- Originating, turnaround, and destinating mail

- National color code policy

- Postal Vehicle Service Routes (PVS), Highway Contract Routes (HCR), and Dynamic Routing Optimization (DRO) Routes

- Processing and Distribution Center (P&DC), Network Distribution Center (NDC), Hub and Spoke, Surface Transfer Centers (STC)

- Continuous Mail Process

National Expeditor Basics

1

Module 3
Surface Visibility (SV)

Objectives

- Purpose of scanning and the role of the SV scanner

- Confirm scans: Arrive, Load, Unload, Assign, Close, Depart using the SV scanner

- Locate Trips and drivers

- Record reason codes for late arriving, late departing, and extra trips

- Use Bulk features to perform scans

- Utilize the SV application for container nesting and handling unit tracking

- Use forms properly: PS Form 5500, *Contract Route Irregularity Report;* PS Form 5466, *Late Slip;* PS Form 5398-A, *Contract Route Vehicle Record;* or PS Form 5397, *Contract Route Extra Trip Authorization*

- Document driver non-compliance/irregularity

- Ensure HCR drivers comply with postal policy

- Demonstrate professional interactions with drivers and dock personnel

- Cancel or omit trips

When you order something online, is the ability to
track the order important to you?

Is it important to our customers?

4

Surface Visibility Scanning

Mission statement:

Collect end-to-end data by linking multiple scans of a single asset to create visibility data to support planning, management, and optimization of the surface transportation network.

Surface Visibility Scanning

Mobile scanning application:
Employee can:

- Enables scanning of trays, tubs, and tracks of mail into containers and onto trailers
- View scheduled arrivals and departures

- View mail volumes

- Tracks the mail across the surface network
- Enter trip information

- Uses a handheld Intelligent Mail Device (IMD)
- View information entered by upstream facilities

- Provides greater visibility into the mail

Note: All data that is scanned or captured is permanent in the system, so make sure you are using the device only for business purposes.

6

Data Collection

Collected by using different types of barcode labels including: Collected by linking multiple scans of a single asset to create visibility data
- Enhanced Distribution Label (EDL)

- Supports:
  - Container license plate
  - Planning
  - MTEL placard
  - Management
  - Assigned to containers
  - Optimization of the surface transportation network
  - Trailer barcode

Scanning the Container License Plate

Enhanced Distribution Label (ATLAS)   **Placard Bar Code (MTEL)**   **Trailer Bar Code**
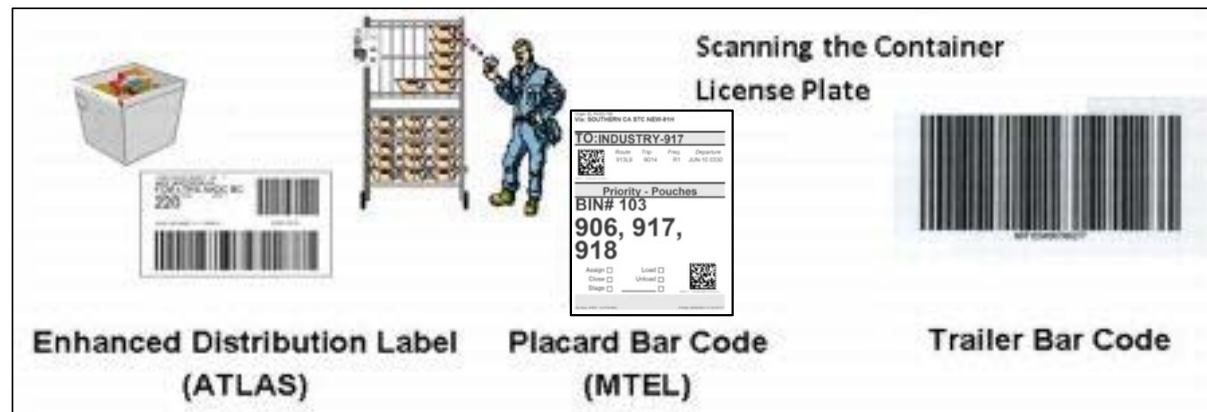
Surface Visibility Benefits

Improving customer service in a competitive market

Providing revenue protection through eInduction

Improving dispatch management

Identifying unnecessary transportation

Reducing missent volume

Identifying containers for dispatches

Nesting mail (linking a mailpiece to a container)

Sending mail volume and type to downstream facilities

SV Scanner

Power Button

Physical Scan Button

Physical Scan Button
Select to activate the internal scanner

Virtual Scan Button
Select to activate the internal scanner

PTT Button
Push-To-Talk button. (Not used at this time.)

Keyboard
Displays only when manual entry fields are selected

Back Button

Home Button

9
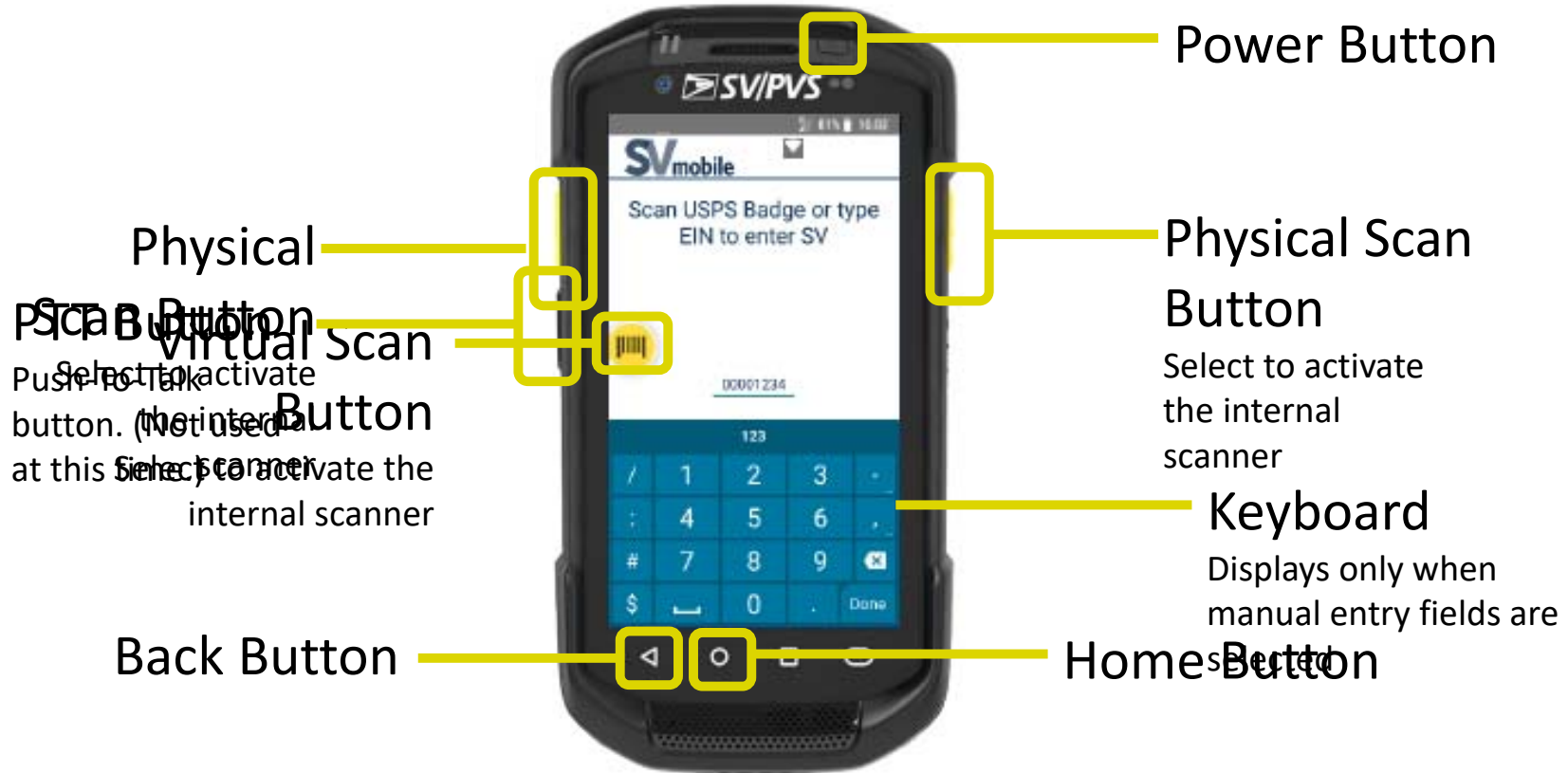
Login to SV Scanner

After checking/signing out an SV scanning device:

1. Press the Power button to turn on the device.

2. Tap on the SV icon to launch the SV application.

3. Scan the barcode on your badge or manually enter your EIN.

Date and Time

- If the date and time differs by more than 5 minutes, you must cradle the device to correct the date and time

- You can not log into SV mobile on that scanner until the device date and time is corrected

- Using a scanner with incorrect date and time has a significant impact on scan visibility

Verify Correct Site

Verify the device is logged in at the correct site:

1. Select the Navigation button or swipe right on any screen.

2. At the top of the navigation panel appended to the end of your name is the device site.

3. If the site displayed on the device is incorrect, cradle the device and notify a site supervisor.
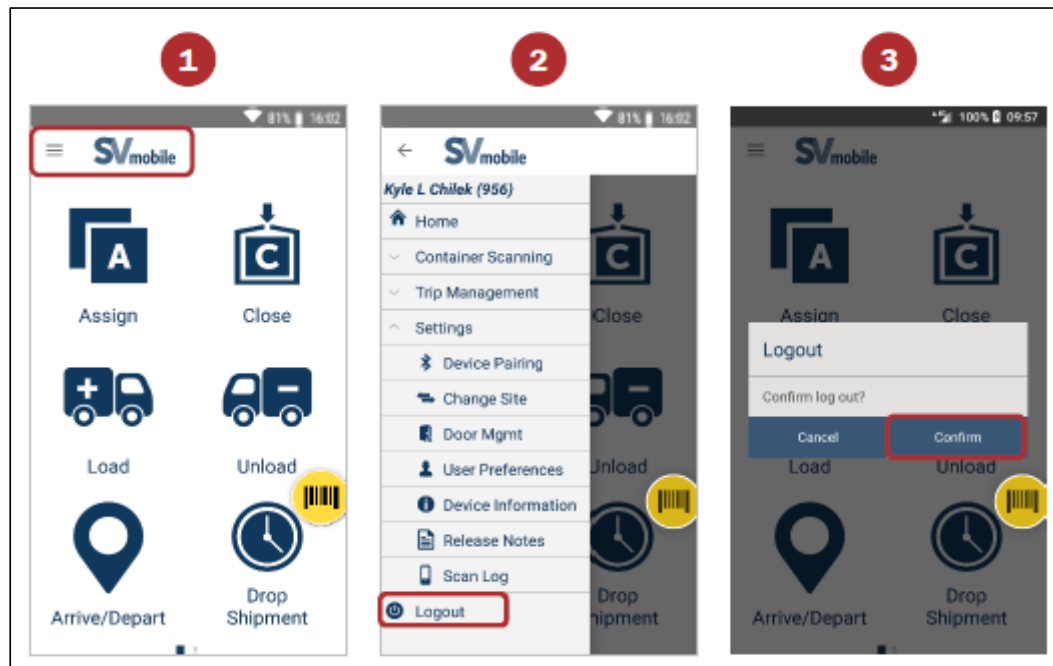
Logout of SVmobile

When finished with using the SVmobile device or when leaving the device behind, Logout to protect your credentials.

From any SVmobile screen:

1. Select the **Navigation** button in the top-left corner.

2. Select the **Logout** button.

3. Select **Confirm** to log out.

Scan Indicators

	Auditory Indicator	Physical Indicator
Acceptable Scan	One beep	Vibrate once
Non-acceptable Scan	Two beeps	Vibrate twice

Locate Trips

To locate and view scheduled trips.

- At the Navigation Screen select:

Arrive/Depart
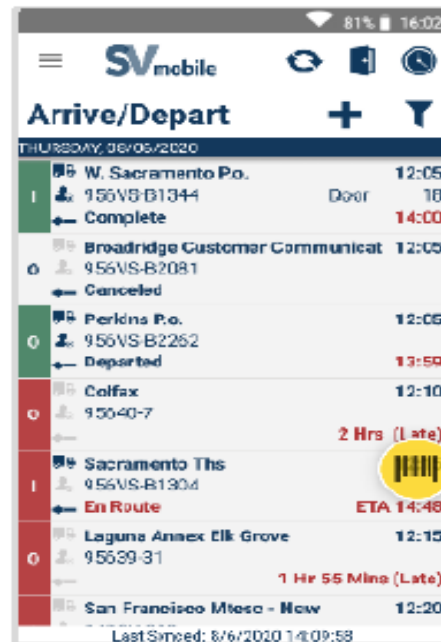
Drop Shipments
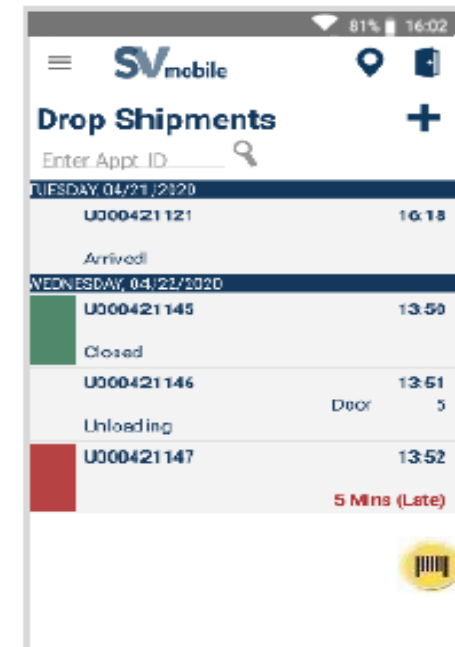
Confirm Scans

There are six required scans:

Four scans are completed on the Dock.

Scan	Location
Arrive	Dock
Unload	Dock
Assign	Automation or Manual Operation
Close	Automation or Manual Operation
Load	Dock
Dock	Dock

Outbound and Inbound Process Flow

- The inbound scanning process consists of four required scans
- Scans must be completed in the correct order
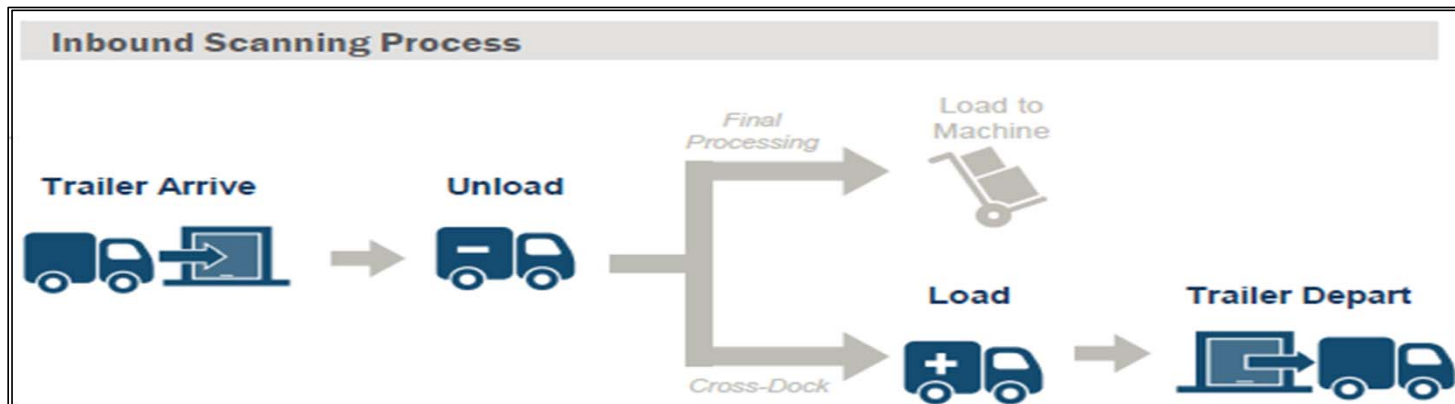
What happens if one of the inbound scans are not performed?

Arrive Scan

- Records arrival time

- When processed, the trip turns green

- If a red indicator light displays, the trip is late

- A pop-up appears for the delay reason

3. Scan the Driver barcode. If the trailer only has 99V or both 99V and 99T, Scan 99T when the trailer only has 99T.
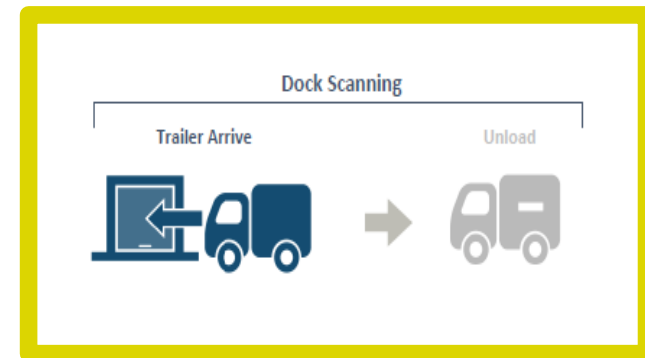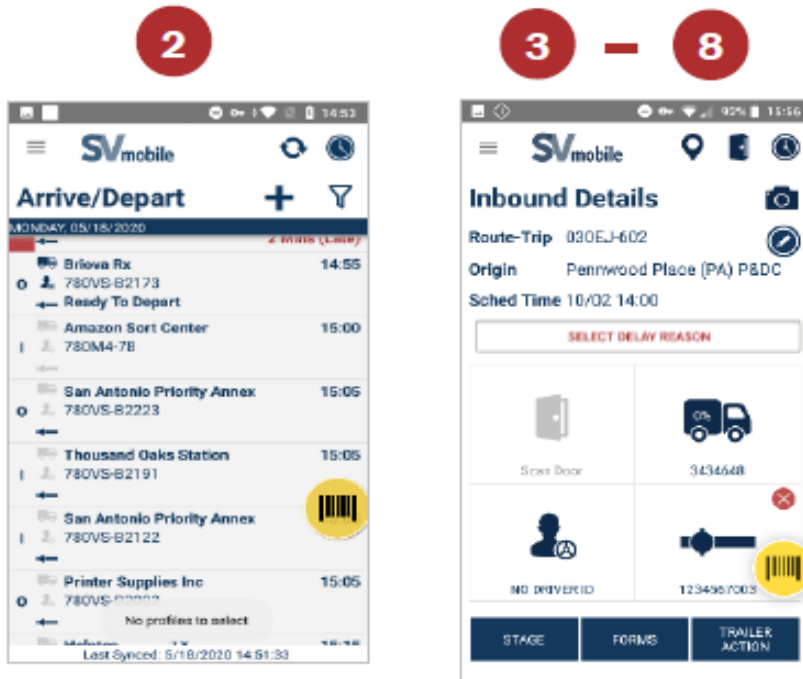
4. Select the Arrive/Depart button. If standard view, tap Arrive. If grid view, tap the Arrive icon to check the No Driver checkbox.

1. Double tap an inbound route-trip to process.

Tap the Trailer icon to:

5. Scan the Seal barcode for HCR trips. If the Seal barcode is unavailable, tap Seal icon to check No Seal checkbox. For

2. Scan the Dock Door barcode. This is not needed if the trailer is departing from the yard.

- Indicate if the trailer is Empty or Bobtail

PVS trips, the Seal field is automatically populated with

- Enter # of containers without mail under MTT counts

NOT REQUIRED.

- Enter Load % (Only for trips from non-SV sites)

6. Select the pen icon to input and view comments.
    - View containers loaded on to the trailer

7. Select the camera icon to capture vehicle or contractor

- For more action
issues.

Containers without MTEL placards

8. Select a delay reason if the trip is late.

- Tap manual counts button and enter correct equipment count

The unload scan records the unloading of a container off a trailer
If scan is completed as expected:

- Your facility gets credit for the unload scan

The SV system compares:

- Increases visibility for your site

- The container's destination and via points when a trailer
- It creates documentation for workload
  is already assigned to a route-trip

- If scan is not completed:
- Facility performing the Unload scan to ensure containers
  are not misshipped
  Your facility does not get credit for unload

  − Workload data is skewed
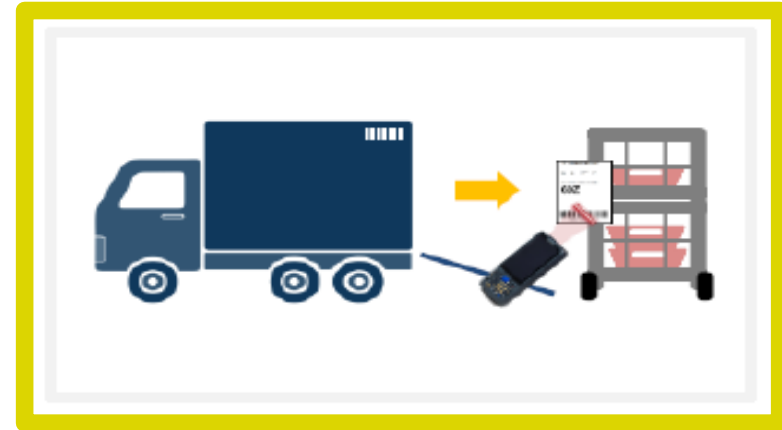
Performing an Unload Scan

Select the **Unload** button from the Home or Navigation screen.

1. Scan the Trailer barcode.

   **No need to re-scan if unloading from same trailer.

2. Scan the MTEL placard.

   - Tap the Manual Counts and input the number of empty containers or unscannable.

3. Continue scanning containers and handling units off the trailer.

4. Tap the top right icon to change views.
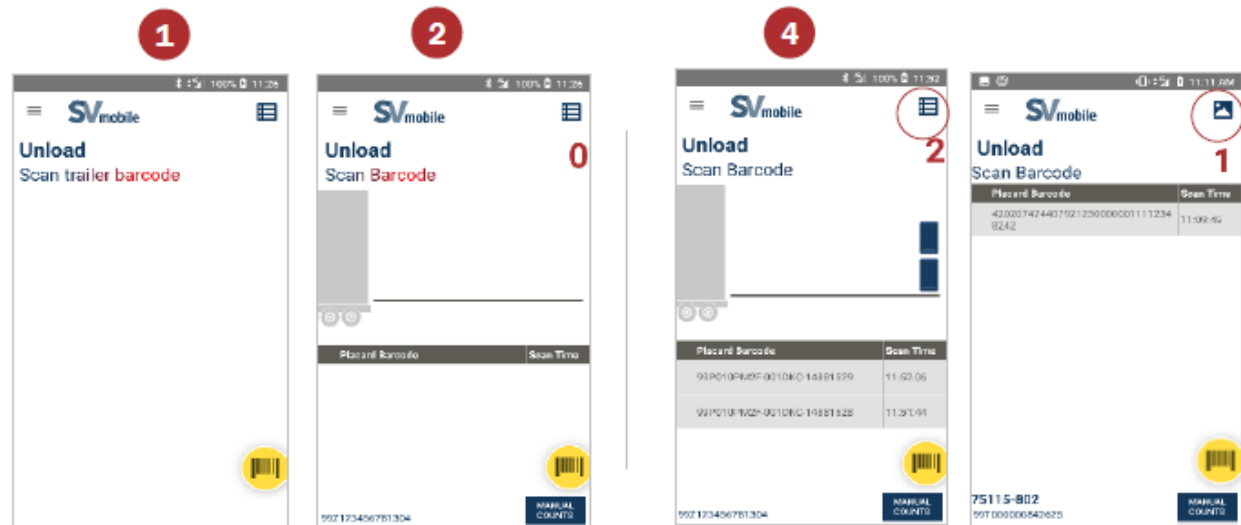
Assign Scan

The Assign scan begins the outbound scan for originating mail and the nesting process to provide visibility to customers.

- The MTEL placard barcode contains important routing and mail class information

- Assign scan associates the container type with the routing information

- Assign scans are most often performed at automation or at manual operations
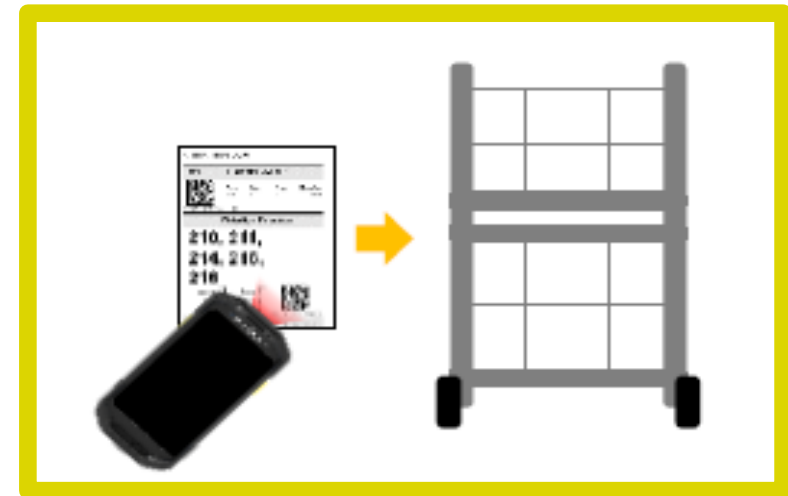
Performing an Assign

Select the Assign button from the Home or Navigation screen:

1. Select a location.

2. Select the approximate container size.

3. Scan the 99P MTEL placard barcode.
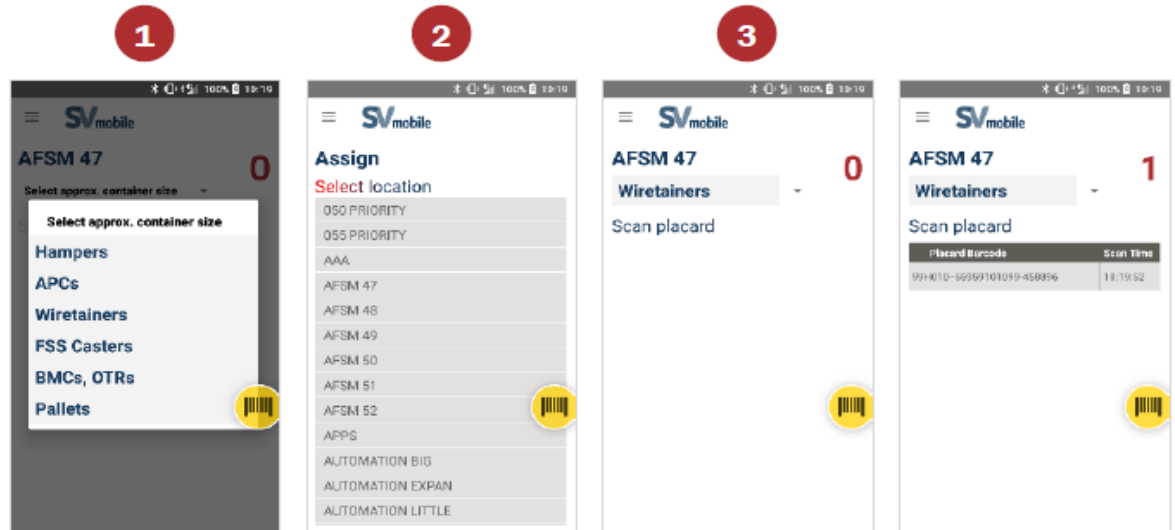
Nesting and Handling Unit Tracking
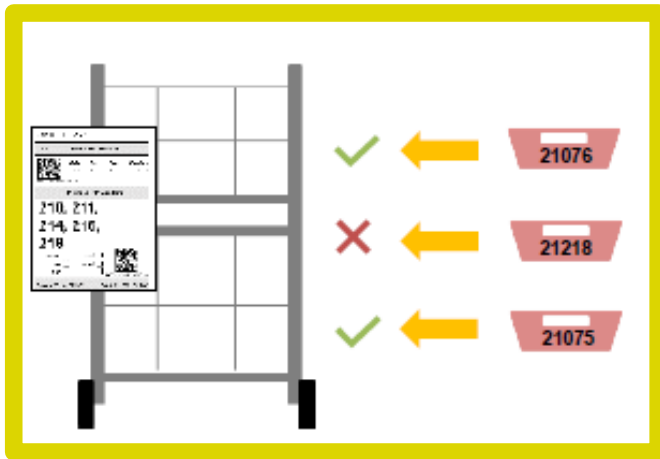
- Nesting is a process that tracks mailpieces into bins, containers, or transportation based on MTEL placard scans

- When an Assign scan is performed at mail processing equipment, the container mailpieces expected to be...

- The system receives information on the placard in a specific mail container to the container

- This option tracks packages performing a Close scan called nesting

- If you assign a second container with the same destination it will force Close the first container

- When the operation has finished processing mail and all containers are to be dispatched, perform a bulk Close scan

Close Scan

- The Close scan should check every MTEL before dispatched to ensure it has the basic scans and make the load scan. If it does not have a close scan, they are expected to make the close scan prior to making the load scan then load the dock equipment

- Any container assigned in a bull pen operation must also receive a close scan when it is ready to be moved to the dock

- At mail processing equipment, the close scan is automated and occurs when a new container is assigned at a bin

- A list of all 99s are listed in the Appendix

Performing a Single Close Scan

Select the Close button from the Home or Navigation screen:

- Scan a **99P** placard or **Sack** barcode

Note: The number on the top right of the screen increases with each successful scan. The counter resets when you navigate away.
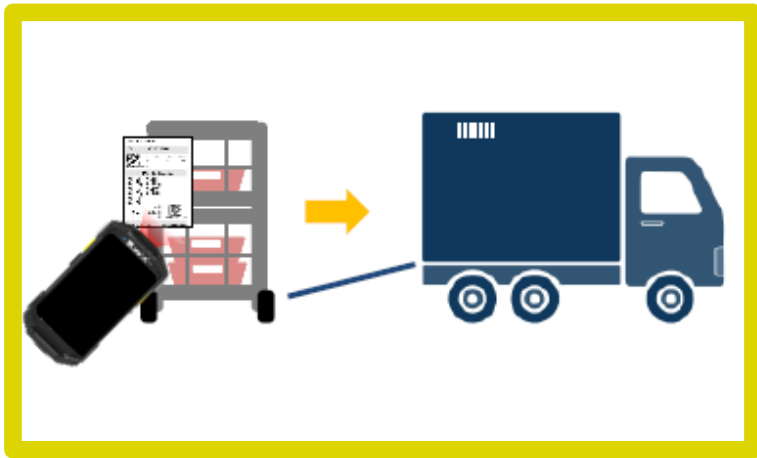
Load Scan

- The Load scan records the loading of a container or handling unit onto a trailer and helps calculate the trailer utilization

- The SV system compares:

  - The container destination and via points with the trip's destination

  - When a trailer is already assigned to a route-trip to identify potential misshipped containers

  - To identify potential mis-shipped containers.
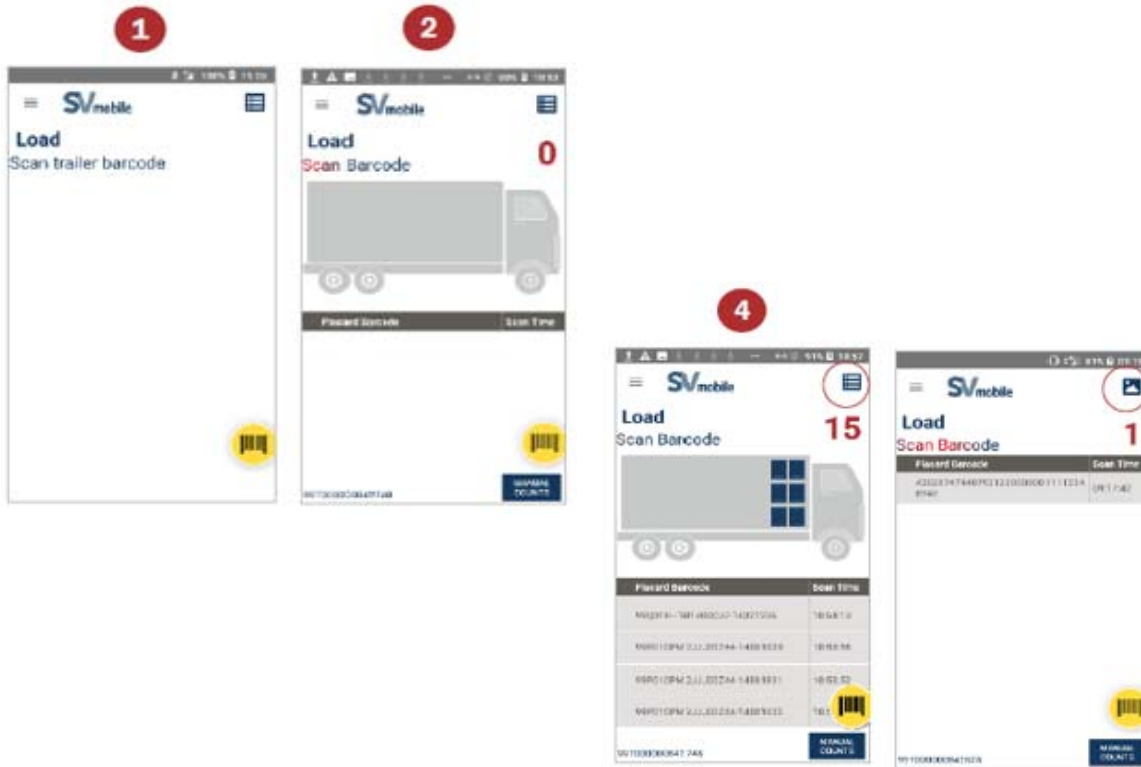
Performing a Load Scan

Select the **Load** button from the Home or Navigation screen:

1. Scan the **Trailer** barcode.

2. Scan the **MTEL placard, IMTL, PMOD** barcode or **D&R** tag.

   - Tap the Manual Counts and input the number of empty containers or unscannable equipment

3. Continue scanning containers and handling units on to the trailer.

4. Tap the top right icon to change views.

Loading Empty Equipment or Manual Counts

1. Select the Load/Unload button from the Home or Navigation screen.

2. Scan the Trailer barcode entered manually

3. Select the Manual Counts button to accurate trailer utilization credit

4. Choose Manual Counts type, MT Counts or Unscannable Counts, and select the button.

5. Enter the count next to each container type and select Save.

Depart Scan

Outbound Scan Process: Trailer Depart

Operations Scanning

Assign | Container Build (Manual/Mini) | Close

Dock Scanning

Load | Trailer Depart

- Performed when trailer is ready for dispatch

- Records the departure time and any new load scans

- Depart time updates to the last load scan time

- Downstream site receives container, trailer, and trip information

Performing a Trailer Depart Scan

5. Scan the **Arrive/Seal** barcode for HCR trips.

1. Double tap an outbound route-trip to process.
   - If the Seal barcode is unavailable, tap the Seal icon to check the **No Seal** checkbox

2. Scan the **Dock Door** barcode. This is not necessary if the trailer is departing from the yard.
   - For PVS trips, the Seal field is automatically populated with **Not Required**

3. Scan the **Trailer** barcode.

6. Select the pen icon to input and view comments.
   - Scan the 99V when the trailer has only 99V or both 99V and 99T.

7. Select the Camera icon to report shoot or contractor issues.
   - Scan 99T when the trailer only has 99T.
   - Tap the Trailer icon for more actions.

8. Select a delay reason if the trip is late.

4. Scan the **Driver** barcode. If the **Driver** barcode is unavailable, tap the Driver icon to check the **No Driver** checkbox.

9. Select the **Depart** button.

Bulk Depart Scan
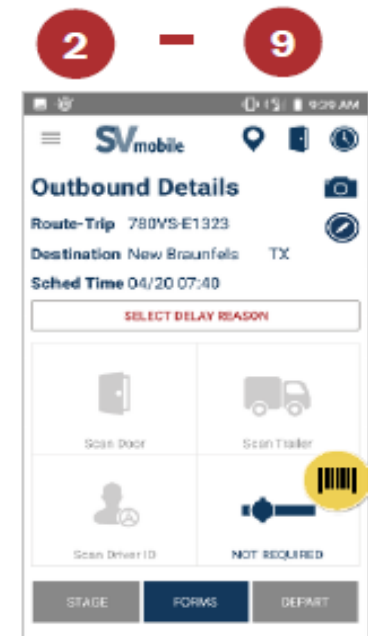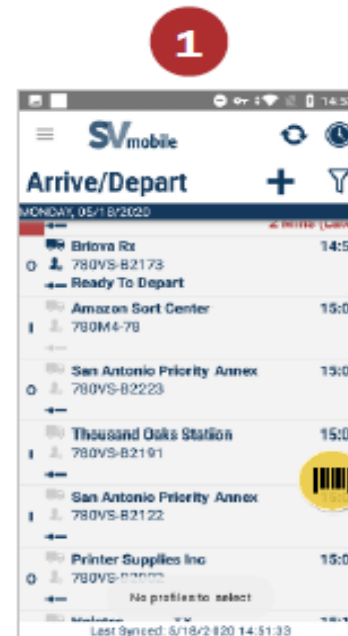
The Bulk Depart scan can:

Eligibility for Bulk Depart:

- Depart multiple trips at the same time
- Performed within 15 minutes of the trips' scheduled departure time

- Saves the expeditor time

- Trip cannot be late

- Performed when understaffed and unable to scan the trucks on time

- Trip status must be Ready to Depart

- An additional load scan adjusts the depart time to one minute later than the final load scan

Bulk Depart — Select All — DEPART

Floral Park 12I54-F1U5	01/19 14:45 Door 5
North New Hyde Park 155N4-F35U	01/19 14:45 Door 18
Port Washington 166H8-F7H1	01/19 14:45 Door 8

Performing a Bulk Depart

Select Bulk Depart from the Navigation menu:

1. Select the trips to Bulk Depart or check **Select All**. Select all trips eligible for Bulk Depart.

2. Select **Depart**.

3. Select **Yes** to confirm.
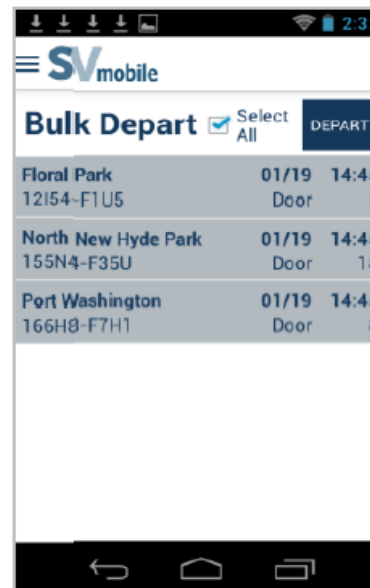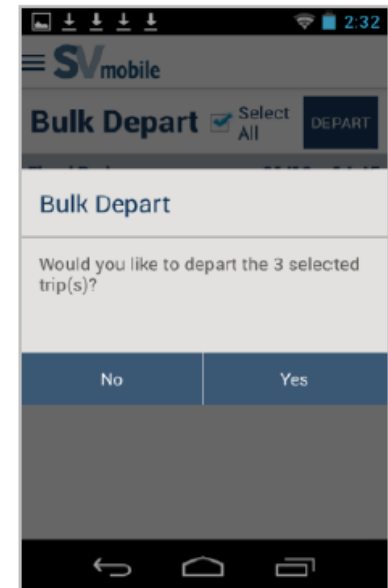
Container Scanning

Container scans available include:

- Placard Terminate ✓

- Stage

- Container Consolidate ✓

- Trailer Consolidate ✓

- Container Details

- PRS

Expeditors most often use the placard terminate, container consolidate, and trailer consolidate.

34

Placard Terminate

Origin facilities use Terminate scan:

- Ends the life on the Placard

- If Placard was Assigned and/or Closed and will not be used for further processing
  - An incorrect Assign scan was performed

Transfer facilities use the Terminate scan:

- After the Upload scan to indicate the container is processed at the transfer facility and not at the Final Destination facility listed on the Placard

Performing a Placard Terminate Scan
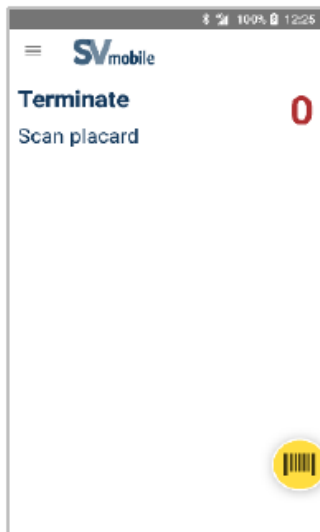
Select **Terminate** from the Navigation menu:

1. Scan the **MTEL placard** barcode.

Note: Printed placards with no scan do not need to be Terminated. A placard is only introduced into SV once scanned.

Container Consolidate Scan
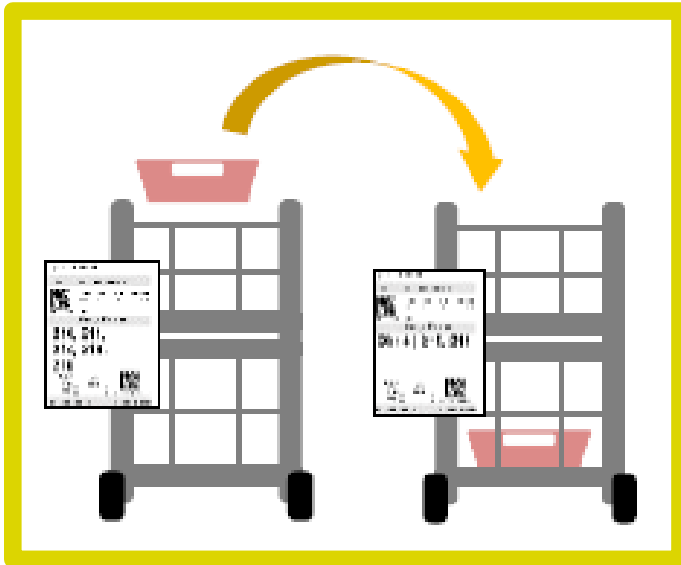
Container Consolidate scan:

- Only used when two partially filled containers of mail (with Assign scans) need to be combined into a single container

- The Placard on the empty container is automatically terminated

- Most often occur on the dock

Example: Two containers, one with letters and one with flats can be consolidated. The placards should be identical regarding destination.

Container Consolidate Scan

Could you consolidate these containers?

Performing a Container Consolidate Scan

Select **Consolidate** from the Navigation menu:

1. Scan the MTEL placard of the container being emptied.

2. Scan the MTEL placard of the container being filled.

Trailer Consolidate

Trailer Consolidate scan:

- Transfers mail previously Load scanned from one trailer to another trailer

- Check with supervisor before consolidating trailers

Use when:

- Two trailers going to same destination are less than half filled

- One trailer breaks down and all content must be moved
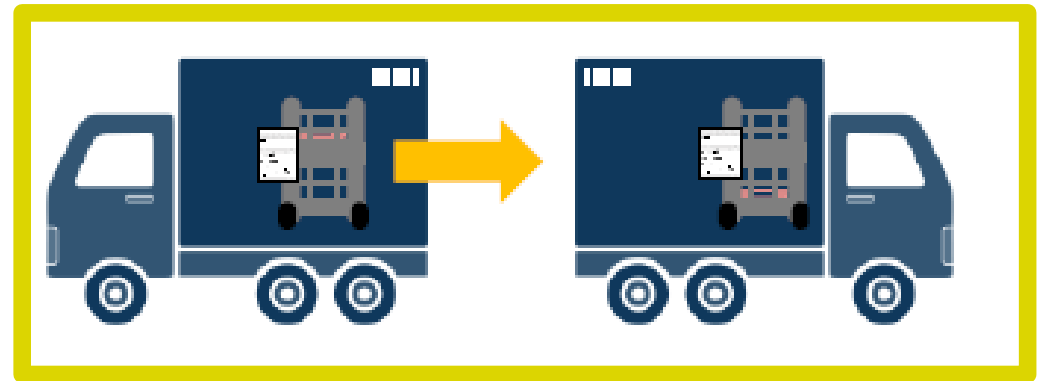
Performing a Container Consolidate Scan

Select **Trailer Consolidate** from the Navigation menu:

1. Scan the Trailer barcode for the trailer being emptied.

2. Then scan the Trailer barcode for the trailer being filled.

3. Select YES to confirm Trailer Consolidate.
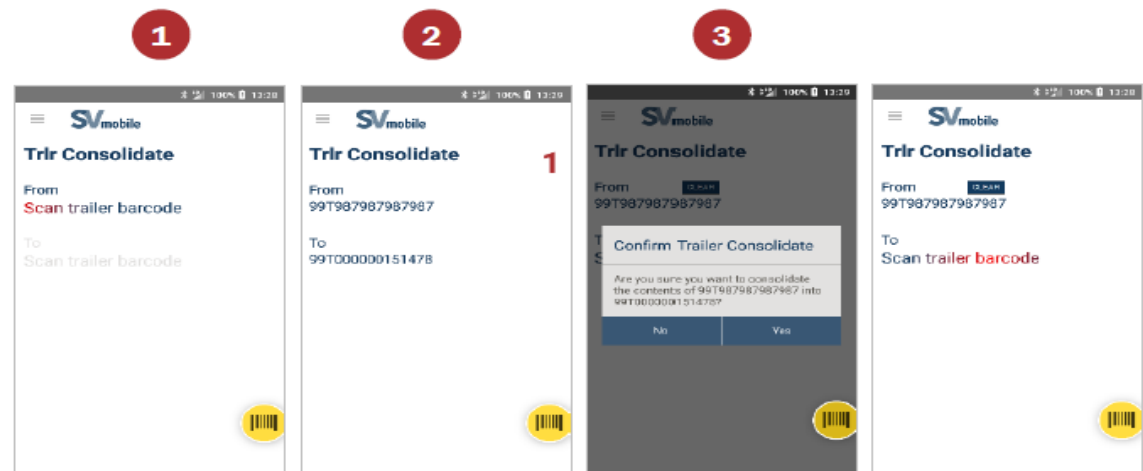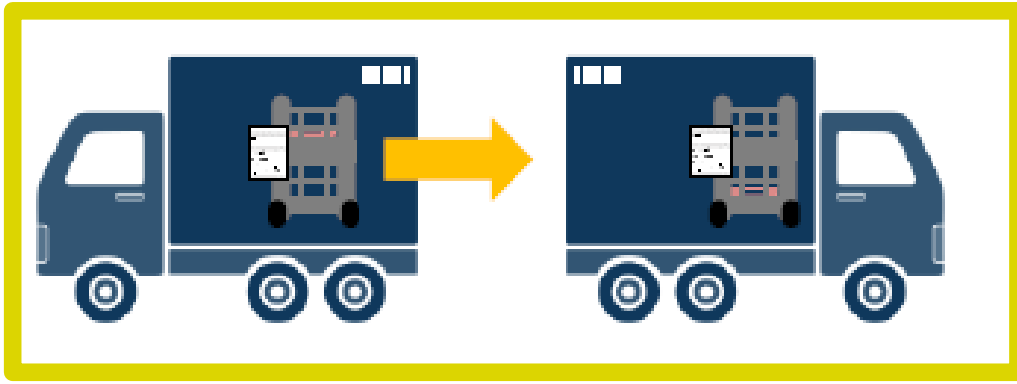
Manual Counts

Use Manual Counts button to manually record the number of containers:

- Without a barcode

- Without mail

- With unscannable/damaged barcodes

Example:

A placard fell off a container or the load was not placarded. Use this feature to ensure proper utilization of the trip.

Entering Manual Counts
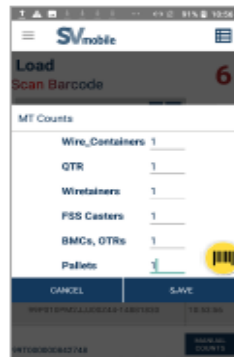
On the trip's Outbound Details or Inbound Details screen:

1. First make sure the trailer information has been captured.

2. Select the trailer icon.

3. Select the Manual Counts button.

4. Choose MT Counts or Unscannable Counts.

5. Next to each equipment size, enter the number of containers.

6. Select Save.

Missent Containers

- The missent containers is available when the placard destination does not match the trip destination

- Verify that the container should not be on that trip

SV checks if containers are:

- Loaded onto the correct trailer

- Unloaded at the correct destination facility

- Trailer must be assigned to a trip for validation to occur

44

Performing a Missent Container

From the Load or Unload Picture or List View:

1. Swipe the missent container to the left

Note: If the container is not missent, do not swipe.

Picture View
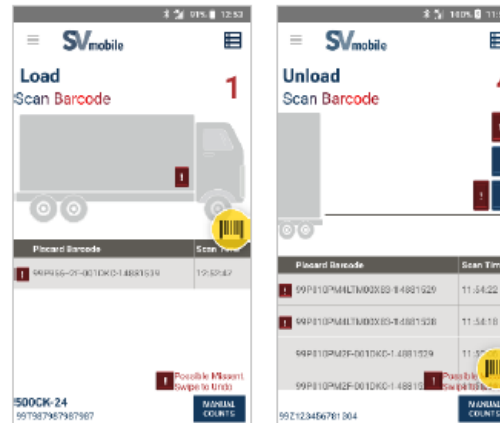
List View
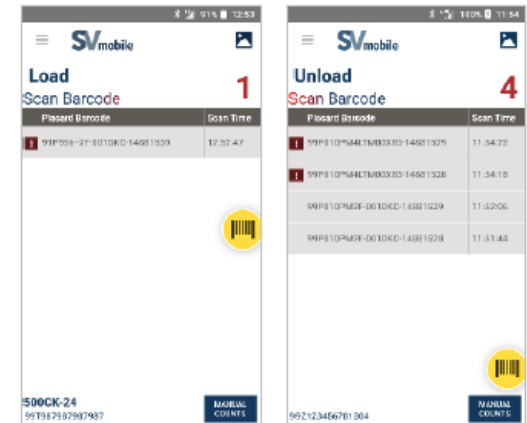
Stage Scan
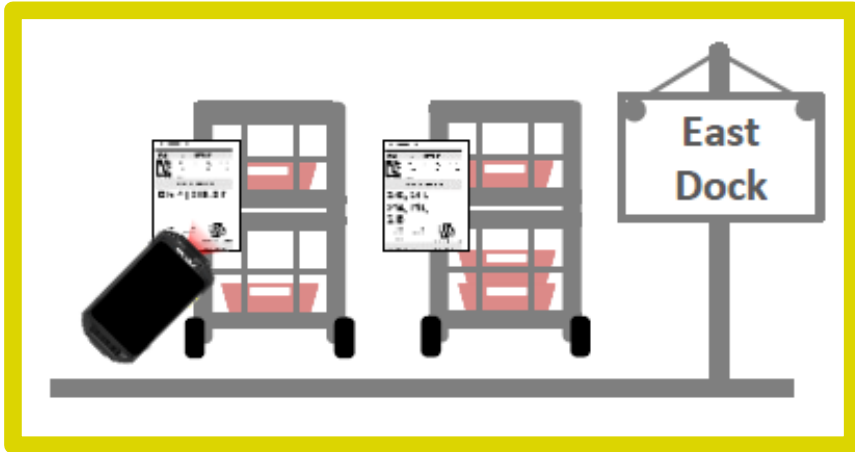
- Not a required scan

- Used when a container is moved to a new location

- Helps to identify containers ready for dispatch or ready for processing

Performing a Stage Scan
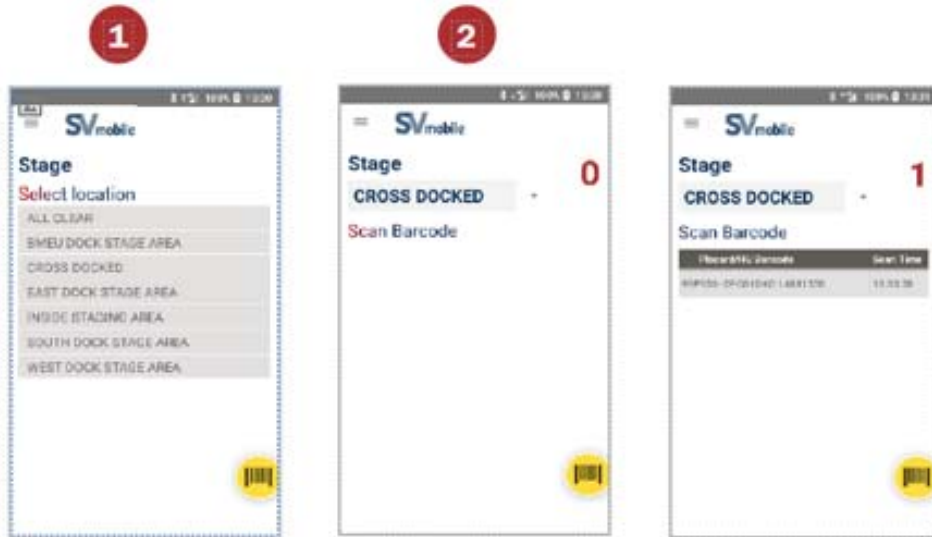
Select **Stage** from the Navigation menu:

1. Select the staging **location**.

2. Scan the MTEL placard or PMOD barcode.

Parcel Return Service (PRS)

Parcel Return Service (PRS):

- Offers a way for customers to return mailers
- Identifies parcels to be returned to a mailer and picked-up on the dock

- Returned parcels retrieved from placard designated locations
- This used in association of 569 placard

- Once scanned it is assigned back to a mailer

- Increases visibility

- Once a day, these parcels are picked up and
- the mailer is then handed off to the process
- then resorts the package of to the mail

- Creates Change of Possession scan

56901	56935	56950
V	M	F
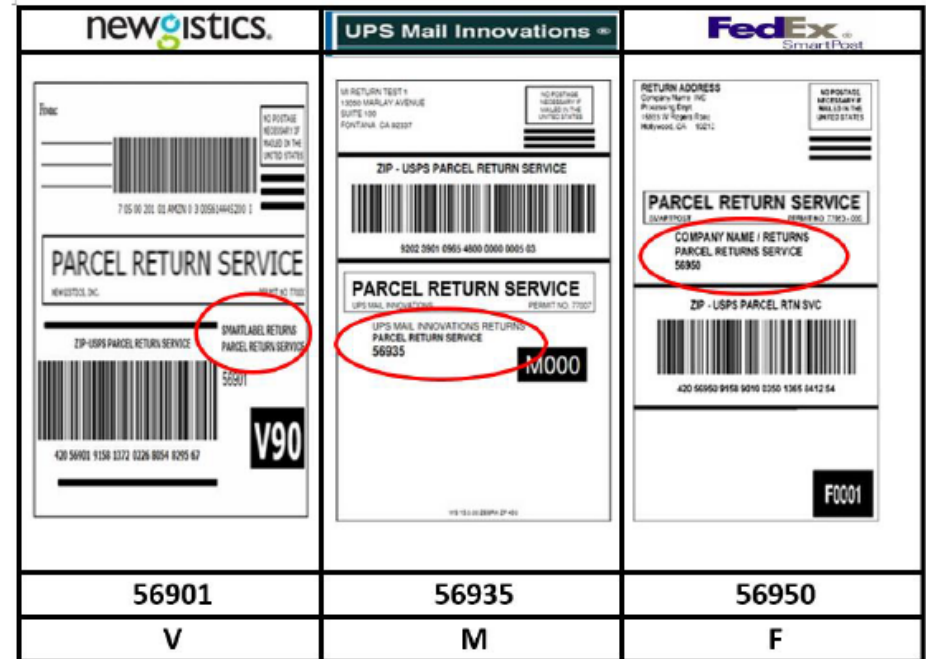
Performing a Placard PRS Tender

The tender scan is completed by the expeditor at the time of hand-off.

From PRS screen:

1. Select **Tender**

2. Scan the 99H In-House placard to tender to the partner

Note:

- Scanning a placard populates the grid with the name, barcode, and scan time

- Navigate to Scan Details to see the actions taken on the placard
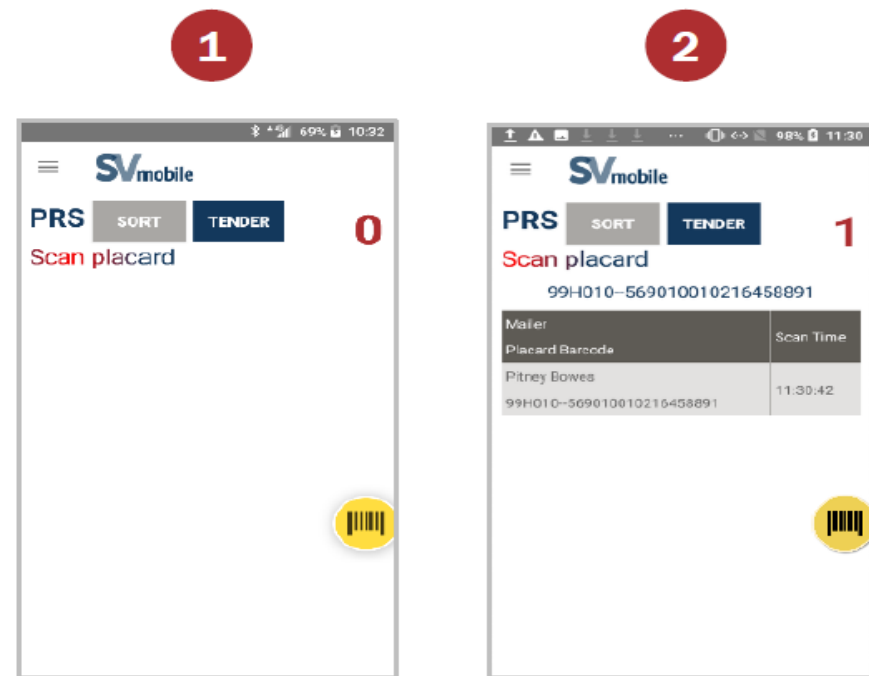
Message boxes and alerts may show up when sorting packages:

1. Invalid Partner Code alert box displays when scanning a package that no longer has a placard associated to your location.

1. No Placard Associated Alert displays when trying to sort a NON PRS Partner on a 99H placard.

2. Placard Already Assigned Message box displays when scanning a 99H In-House placard that has been previously scanned.

5. An Expired Partner Code alert box displays when a partner is expired and should no longer be used.

3. Confirm Placard Close message box displays when selecting CLOSE on a placard.

Transportation Management

SV scanners can help in managing trips.
You can:

- Assign trailers

- View trip details

- View current dock door status

- View trips being processed

- Record reason codes

Trailer Assign

Once the Trailer Arrive process is complete

- The Trailer Action button on the Inbound Details screen activates and trailers can be assigned to an outbound route-trip.

- Trailer, driver, and door information carries over to the outbound trip upon Assign.

Assigning a Trailer to an Outbound Route-Trip
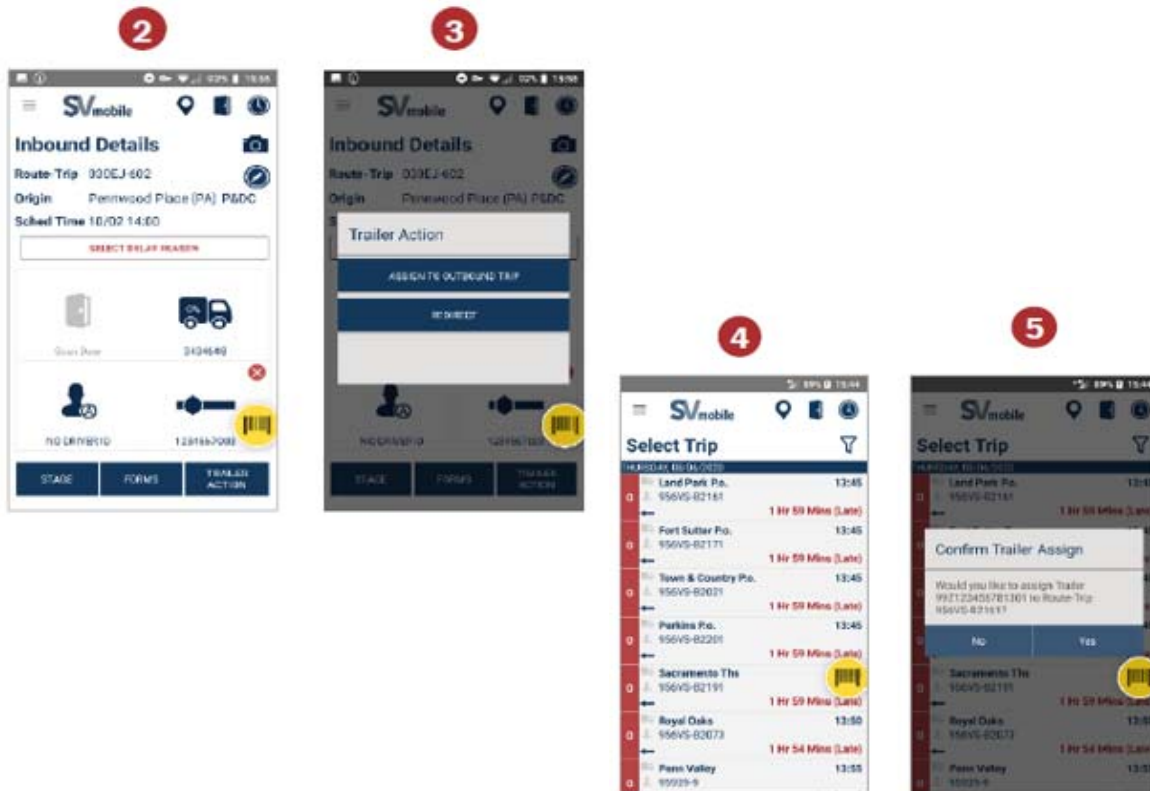
From the *Inbound Details* screen:

1. Arrive the trip and the Trailer Action button will enable.

2. Tap on Trailer Action button.

3. Select Assign To Outbound Trip.

4. Double tap an outbound route-trip to assign the trailer.

5. Select Yes on the Confirm Trailer Assign message box.

6. Trailer, Driver, and door information will auto-populate for the selected outbound trip.

Extra Trips

Extra trips can be created for unexpected outbound trip or round-trip route

- Two methods to create an unexpected outbound trip or round-trip route:

  - Copy an existing scheduled trip

  - Create a free-form trip

- Preapproval from management/planner

- Planner is a designated person from HQ

Copying an Existing Trip

- From the *Arrive/Depart* screen: The origin facility creates an extra trip by copying an existing scheduled trip, which maintains the same departure and arrival times

  1. Swipe left on a trip.

  2. Select Copy Trip.

  3. Choose an Operation Date and select Done.

- The trip identifier starts with an F for extra trips.

  4. Review information and update as needed. All information but the origin site can be changed.

  5. Select Extra Trip Category and Extra Trip Reason from the dropdown.

  6. Select Save.

  7. Select Yes to create a return trip or select No if no return trip is needed.
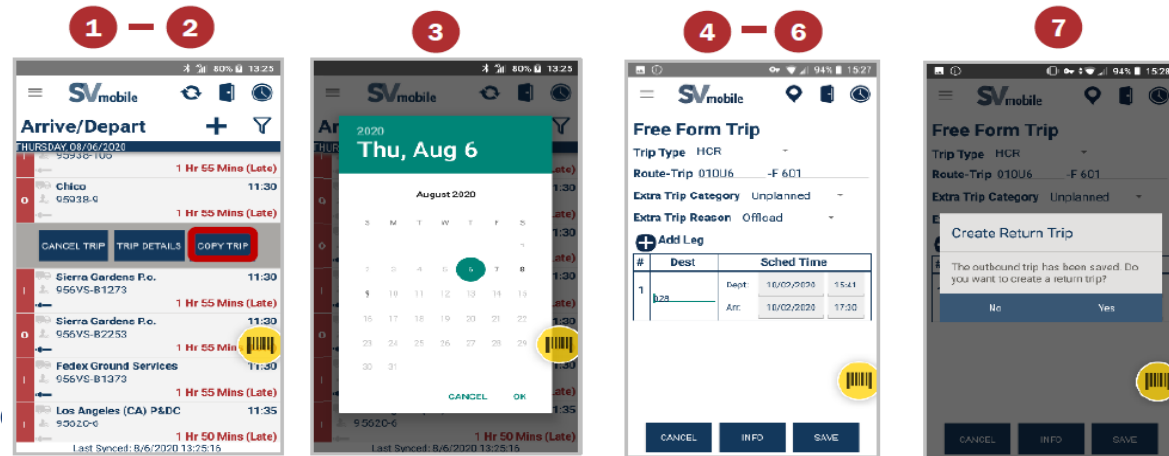
Creating a Free-Form Trip

Free Form Trips From the Arrive/Depart screen:

1. Creates unexpected outbound trip or round-trip route
   Select the Create Trip icon.

2. Select Outbound.

3. Expeditors create when an extra trip has been authorized by management
   Select a Trip Type.

4. Enter the Route-Trip information.

5. Select Extra Trip Category and Extra Trip Reason from the dropdown.

6. Enter the Destination ID and Scheduled Date/Time for each leg of the trip.

7. Select Save.

8. Select Yes to create a return trip or else No.
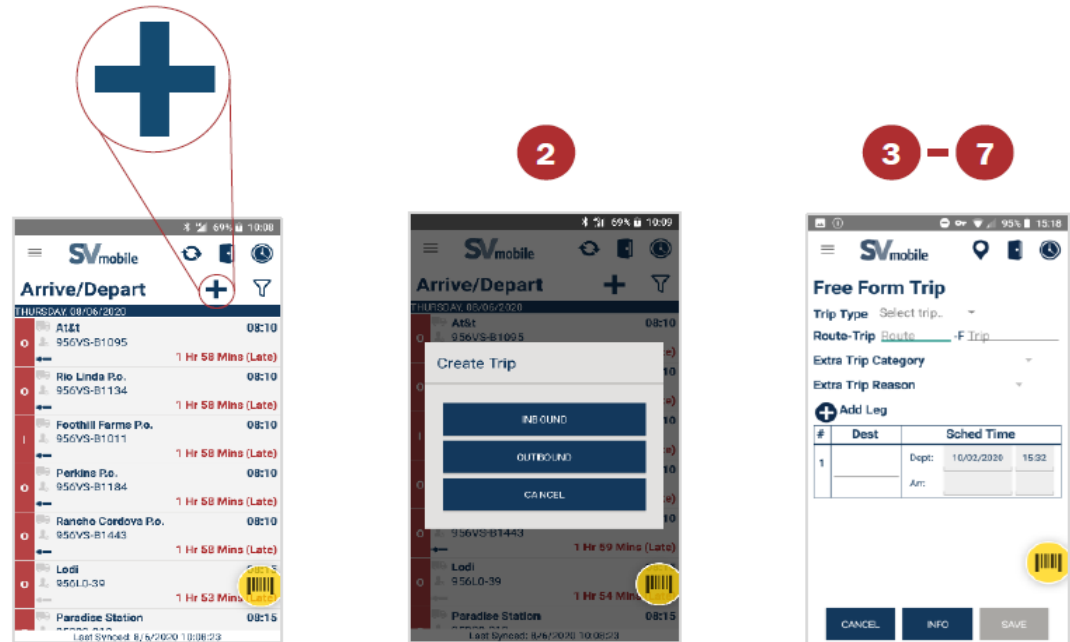
Creating an Unscheduled Trip
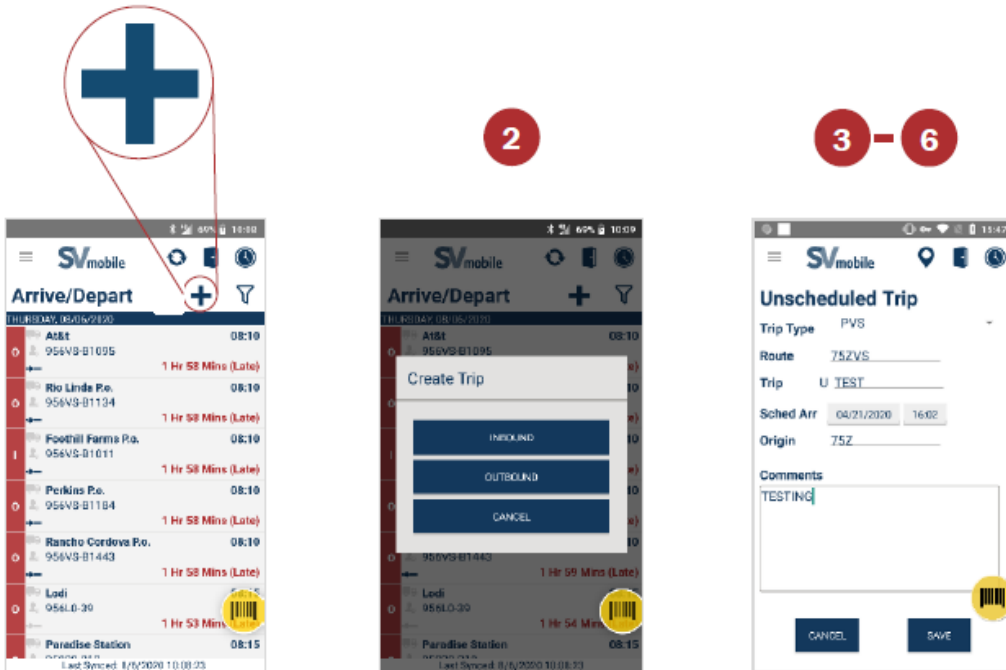
From the Arrive/Depart screen:

1. Select the Create Trip icon.

2. Select INBOUND.

3. Select a Trip Type.

4. Enter the Route-Trip information.

5. Enter the Origin Site ID and Scheduled Arrival time.

6. Select Save.

Unscheduled trips are used for creating unexpected inbound tips.

For inbound trucks not on the schedule, create an unscheduled trip.

**Management approval is necessary.

Trip Images

Trip images are available to document irregularities.

- Capture up to 3 images for each trip

- View images captured by selecting camera icon

Why would the trip images feature be used?

Note: **Do not** take inappropriate images with this camera. Images stay in memory and cannot be removed.

58

Capturing an Image

On the trip's Outbound Details or Inbound Details screen:

1. Select camera icon.

2. Click the center blue button.

3. Click the check button to confirm.

   o x button to cancel

   o Refresh button to retake

4. Image is saved.

   o Press on image for 3 seconds prompts delete image

Trailer Barcode

Apply the identical 99T barcode to each trailer requiring new barcodes:

Trailer Barcode readers are used for installing the barcode:

- One on the outside of the back door
- The first time a 99T trailer barcode is scanned the SVmobile application prompts to install th
- One on each wall inside the trailer
- Used when a trailer barcode is missing, damaged, or when an extra trip brings their own trailer
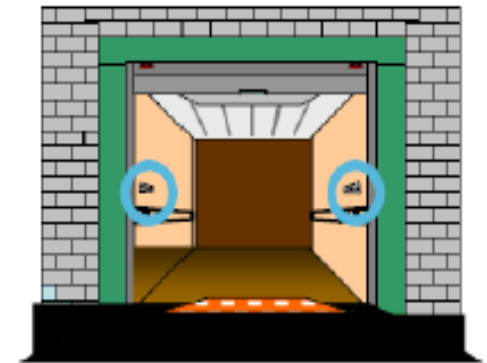
Enter:

- Van number

- Trailer length

Install Trailer Barcode

From the *Arrive/Depart* screen:

1. Double tap a route-trip to open the trip details screen.

2. Scan the new trailer barcode to prompt the Trailer Not Installed message box.

3. Enter the Van Number.

4. Enter the Trailer Length.

5. Enter the Supplier (optional).

6. Select Save.
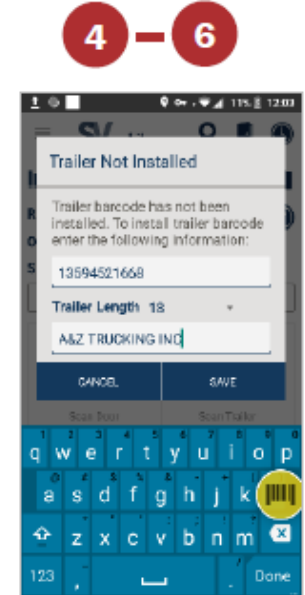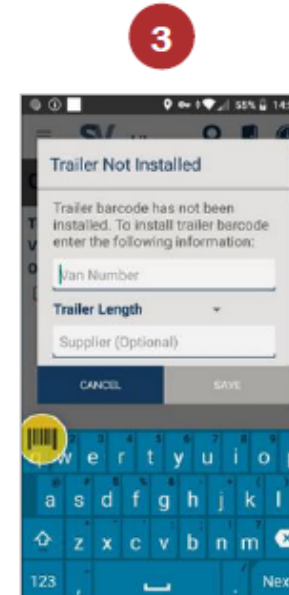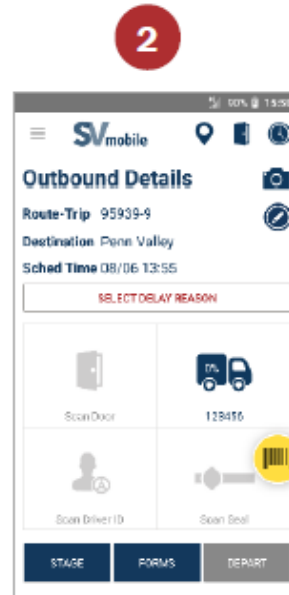
Omitted Trips vs. Canceled Trips

Omitted Trips / Canceled Trips

- Omitted trips is currently under management and is only available for HCR Trips

- Use when a the outbound trip was not run due to contractor failure

- Cancel Reason defaults to Canceled by Postal

- Management that direction of the leg

- Once arrived, the trip can no longer be omitted

- PS Form 5500 for Omitted Service is created

- Distributed to supplier

- Management handles the actions regarding the 5500
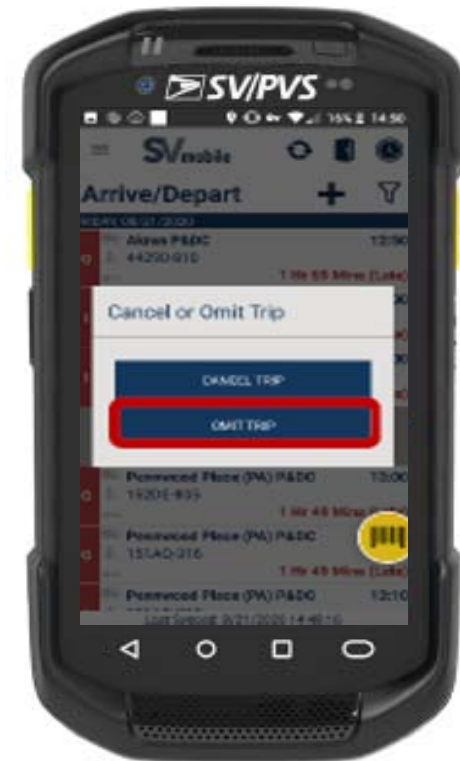
Performing an Omit Trip

From the Arrive/Depart screen:

1. Swipe a trip to the left to omit.

2. Select the Cancel/Omit button.

3. Select Omit Trip button.

4. Select Yes to omit the trip.

5. Select Yes to print the PS Form 5500 and/or add any additional irregularities.
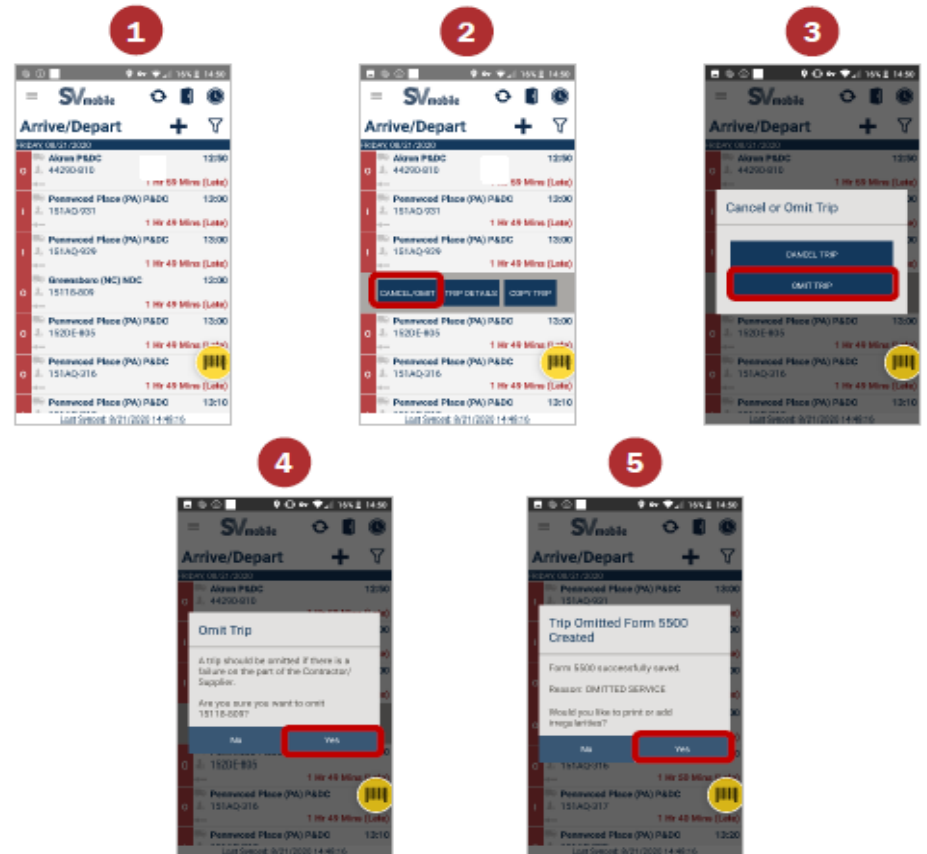
Performing a Cancel Trip

From the Arrive/Depart screen:

1. Swipe a trip to cancel to the left.

2. Select the Cancel/Omit button.

3. Select Cancel Trip button.

4. Select Yes to cancel the trip.

Note: If already departed, a message appears stating the trip cannot be canceled.
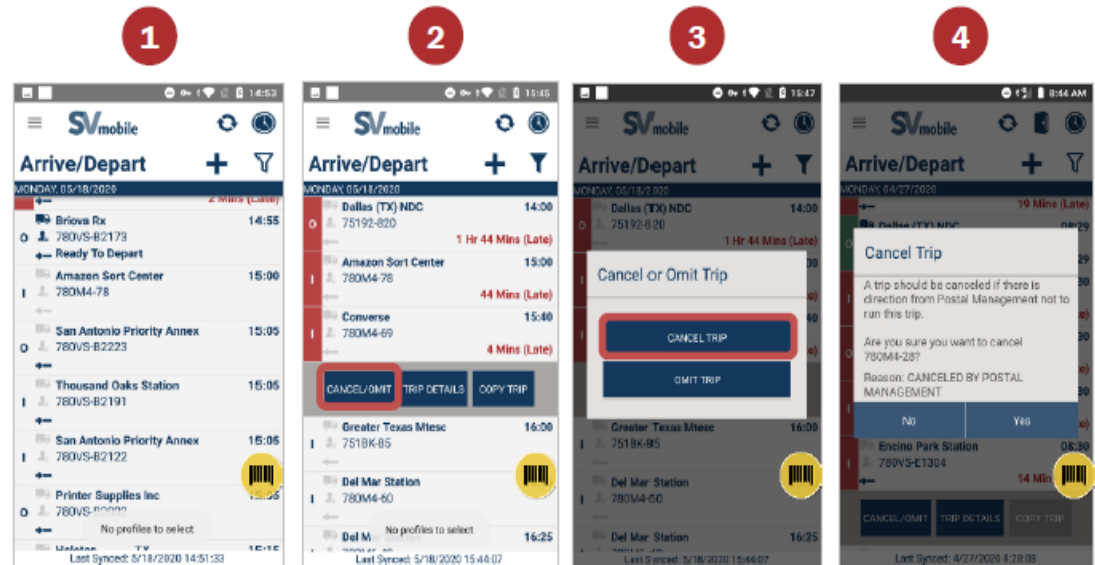
Restore Trips

Canceled and omitted trips can be restored.

- When an origin facility restores a canceled or omitted trip, all subsequent legs are restored

- When a multi-leg trip is canceled or omitted and then restored at one of the middle legs, only the next leg of the trip is restored

- Any additional downstream site must restore that leg of the trip

- Expeditors use this process if a trip is accidently canceled or omitted

Perform Restore Trips

From the Arrive/Depart screen:

1. Swipe a trip to the left.

2. Select the Restore Trip button.

3. Select Yes to restore the trip.

Note:

- Use Trailer Consolidate to move containers on a canceled trip to a different trailer or assign the trailer to a new route-trip

- A Form 5500 is automatically created when you omit a trip. Restoring an omitted trip will not remove the 5500 from ServiceNow. An Admin Official must properly adjudicate the form
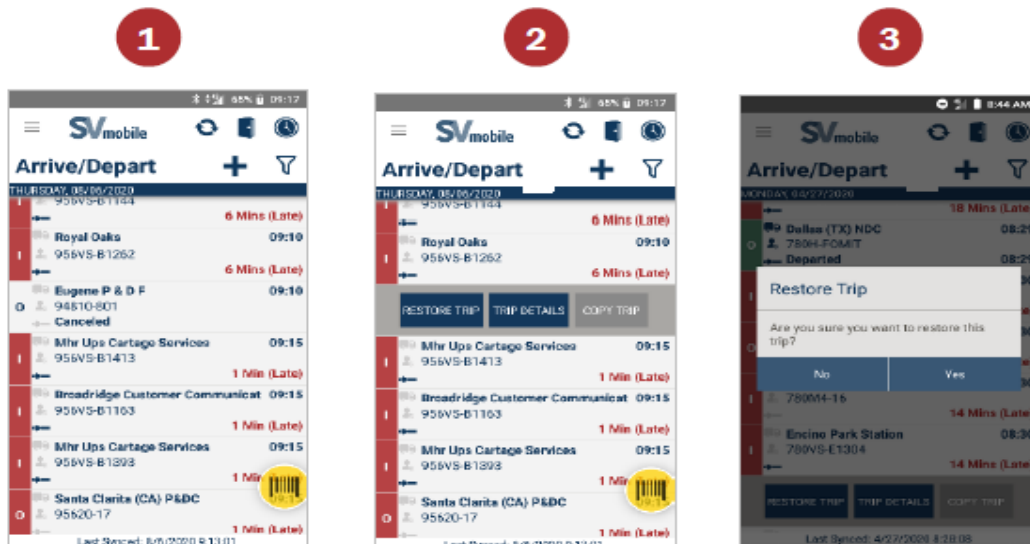
View Trip Details

Trip details is used to establish estimated time of arrival for trailers. This helps with dock planning.

From the Arrive/Depart screen:

1. Swipe to the left.

2. Select the Trip Details button.

3. Detailed trip information appears.
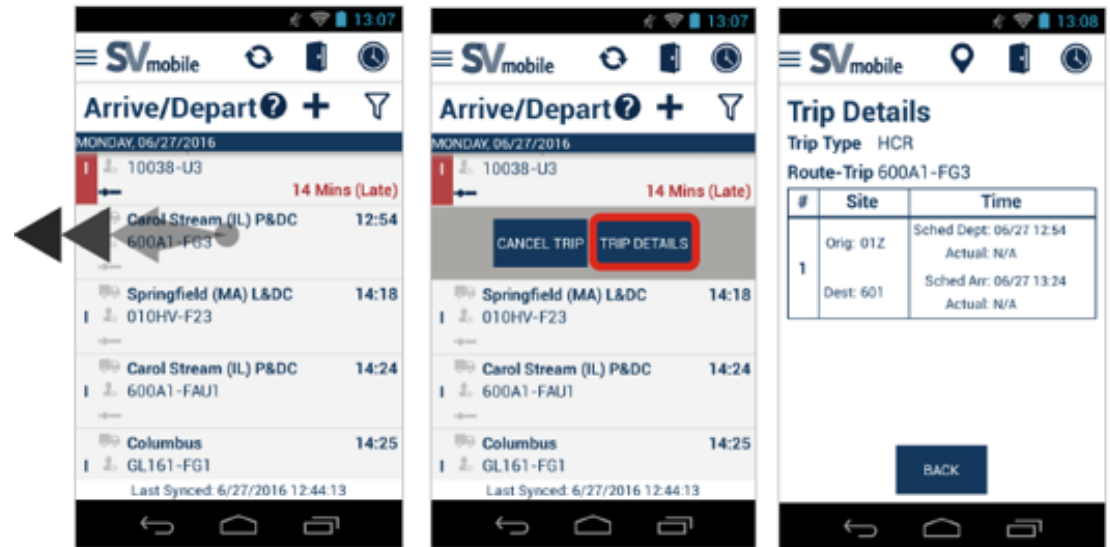
Dock Doors/My Doors

Select Dock Doors from the Current Details of each dock door and trip Navigation process being processed can be viewed

A. Double tap the door to open the Information bar Double tap the door to open the Outbound Details screen.

- Pre-set certain dock doors to be visible

B. Select the My Doors button to set certain
- Ability to associate a trailer to a dock door dock doors.

  1. Select the Filter icon.

  2. Select the dock doors you would like to view.

  3. Select Confirm to save the selected dock doors.
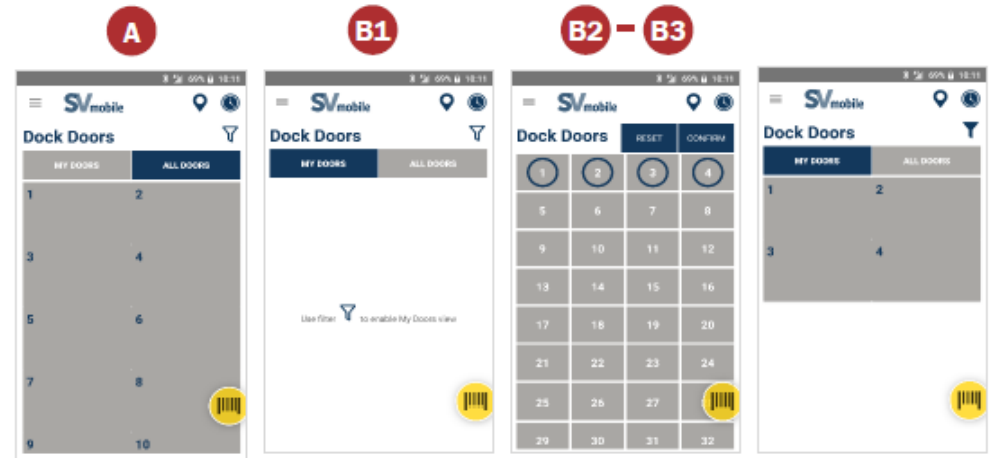
Note: Users can clear up occupied dock doors by tapping the door and selecting the red X icon.

Recording Reason Codes

PVS Reason Codes

Recording reason codes must be accurate.

PVS Delay Reasons		
Dock Congestion	Dock Operations	Dock Personnel Issues
Inclement Weather	Late Processing	Mail Not on dock
Mail Processing	Mailer/Customer Delay	Mechanical Failure
No Driver Available	PVS Schedule Failure	Road Construction/Detour
Station/Customer Service Ops	Trip Canceled	Vehicle Accident
Road Construction/Detour	Late Processing	No team drivers
Vehicle Accident	Mail not on dock	Omitted Service
	Mail Processing	Other (Unsatisfactory Vehicle)
	Trip Canceled	Rear Door Damage
		Tires
		Trailer Wall/Floor Damage

69

Late Trips

Late trips are processed through Outbound Details and Inbound Details.

- Use the Select Delay Reason button

- Inputting Delay Reason provides visibility

- Identifies root cause of a late trip

Late HCR Trip Processing (Inbound)
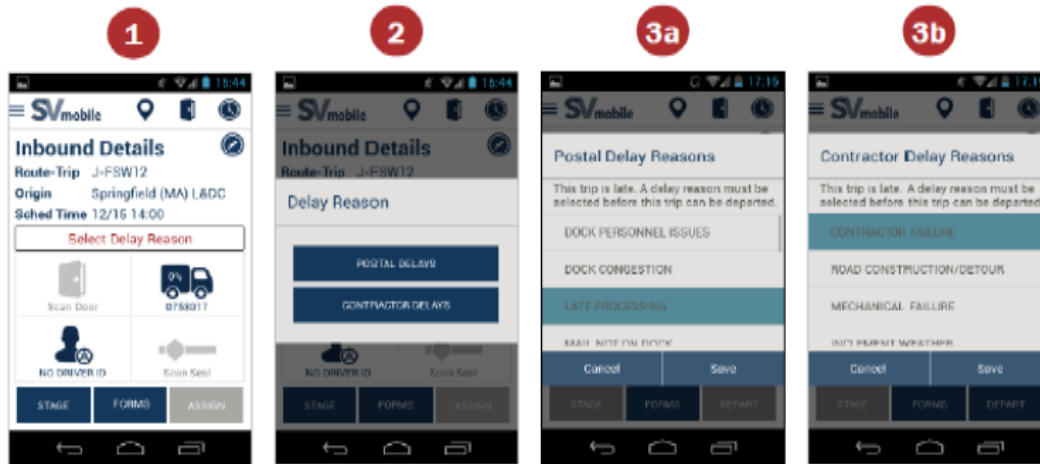
Select a PS Form 5500, the Arrive/Depart Irregularity Report, is auto-generated when Contractor is selected

Select a PS Form 5500, then Arrive/Depart.

1. Select the Select Delay Reason button.

The PS Form 5500 is sent to the Supplier.

2. Identify if the trip is delayed due to Postal Delays or Contractor Delays.

3. Select and then Save a delay reason from either the:

   – Postal Delay Reasons menu

   – Contractor Delay Reasons Menu

Late PVS Trip Processing (Outbound)

Once a late HCR trip is selected on Arrive/Depart screen.

1. Select Delay Reason button.

2. Select and then Save a delay reason from the Postal Delay Reasons menu.

Note: A PS Form 5466, *Late Slip* is auto-generated when Postal is selected as the reason.

Give a copy of the 5466 to the driver.
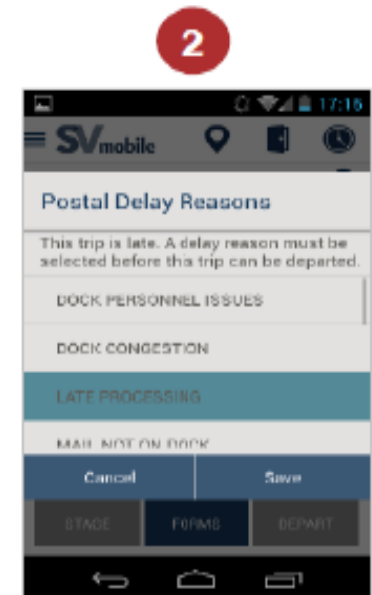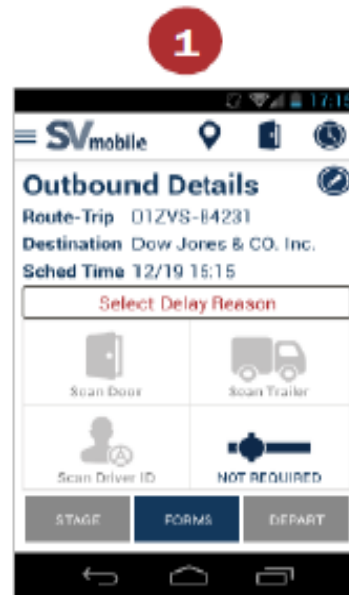
Late Departing

Late Departing scans are recorded during the depart scan.

- Choose a delay reason on the SV screen

- Recording the Delay reason is important because it identifies the root cause of the delay

Cancel Trips

Multi-leg trips can be canceled at the origin facility or any via point.

1. Swipe a trip to cancel to the left.

- If the trip is canceled at the origin facility, all subsequent downstream legs are canceled

2. Select the Cancel/Omit button.

3. Select Cancel Trip button.

- If the trip is canceled at a via site, only that leg is canceled

4. Select Yes to cancel the trip.

- Single leg trips cannot be canceled enroute

- If an inbound trip is canceled, users should create a PS Form 5500, *Contract Route Irregularity Report*

- Expeditors should only cancel trips at the direction from USPS management

Surface Transportation Automated Forms (STAF)

Documenting Outbound Trips

- An outbound trip is used to document the local movement within STAF and generate a PS Form 5398-A, *Contract Route Vehicle Record*
- Select Forms from the Outbound Details screen to view and print forms
- Only forms applicable to the trip are selectable

Manual filling PS Form 5398

- A printer is used to document the local vehicle trip along a route
- Place the form inside the vehicle prior to closing and sealing the rear door
- A copy is given to the driver when the outgoing vehicle is loaded and secured

STAF Generated Form

Surface Transportation Automated Forms (STAF)

Documenting Late Trips

- Late slips are issued anytime the HCR departure is delayed by the USPS

- There is no such thing as a Grace Period where the USPS can delay the HCR departure without issuing a late slip

- Late outbound trips delayed by the USPS can be automatically documented by generating a PS Form 5466, *Late Slip*

- After inputting the Postal Delay Reason, select Forms to view and print forms

- Only forms applicable to the trip are selectable

Incorrect Late Slip Examples

What makes these reasons for delay incorrect?

Non-chargeable and Chargeable Offenses

Chargeable offenses are documented using PS Forms

Non-chargeable offenses include:

- Adverse weather
- Traffic
- Vehicle accidents
- Construction
- Detours

Chargeable offenses include:

- Driver stopped outside of schedule
- Holes in roof
- Unsafe practices
- Damaged equipment
- Arrived at station late

PS Form 5500, *Contract Route Irregularity Report*

A PS Form 5500, *Contract Route Irregularity Report* monitors and documents contractor unsatisfactory performance.

What are some examples of chargeable irregularities?

PS Form 5500, *Contract Route Irregularity Report*

Chargeable irregularities include:
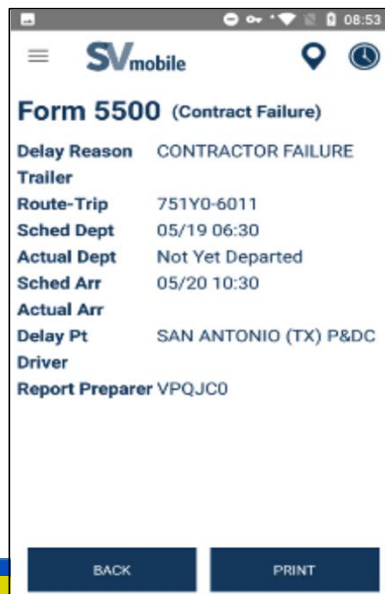
- Failure to follow the HCR Plate
  - Safety Violations
- No deviation on any trip
  - Late Arrival or departure (not Postal caused)
- Communication
  - Mis-deliveries
- Vehicle breakdowns
  - Disorderly conduct
- Vehicle does not meet the required specification (E-tracks/Pin holes)
  - Dirty Unkept Appearance
- Vehicle appearance does not give a positive image to the USPS
  - Under the influence of drugs or alcohol
  - Failure to keep the mail secured
- Inadequate/No insurance
- Unauthorized Passengers
  - Failure to sign for registered mail or failure to sign dispatch logs as required
- All passengers need to be screened if touching mail
  - Failure to follow a reasonable operational instruction (within the scope of the contract)
- Passengers riding with contractor and does not touch the mail does not have to be screened

PS Form 5500, *Contract Route Irregularity Report*

PS Form 5500 is created when specific reason codes are selected.

The form communicates to a supplier the contractor irregularity.

Chargeable Offenses

Is this a chargeable offense?

Note: Vehicle accident report should also be created.

PS Form 5397, *Contract Route Extra Trip Authorization*

Extra trips are documented manually

Process:

1. At arrival, driver presents a hard copy of the PS Form 5397, *Contract Route Extra Trip Authorization.*

2. Accepting employee enters site information and retains the appropriate copy.

3. Return form back to the driver.

4. If it the last leg of the service performed, the driver is given the Contractor (yellow) copy.

• At some sites, the expeditor may be the person who processes the 5397

PS Form 5397, *Contract Route Extra Trip Authorization*

For one way trip:

Office of Designation – Complete blocks 1-9, 14, 30, 17, and 26 Driver signature in block 31

- **Retain Copy 4 (green)**

- **Give Copy 2 (yellow) to the driver** Forward Copy 1 (White) to Administrative Official

For round trip:

Office of Destination – Complete blocks 10-13, 15-21, and 27.
- Obtain driver signature in block 31
- Retain Copy 3 (Pink) for your files
- Give Copy 1 (white) and Copy 2 (yellow) to the driver to accompany mail to office of origin
- Forward Copy 1 (White) to Administrative Official

Office of Origin – Complete blocks 1-9, 14, and 28.
30. Give Copy 2 (yellow) to the driver for the return trip
- Retain Copy 4 (green)
- Give the other three copies to the driver to accompany mail

Postal Policy Compliance

Ensure drivers comply with postal policy.

Inform appropriate management for intervention.

Professional Interactions

An expeditor interacts with many people.

- Remain professional

- Refer issues with drivers or workers to a supervisor

- Your role is not to correct or change circumstances
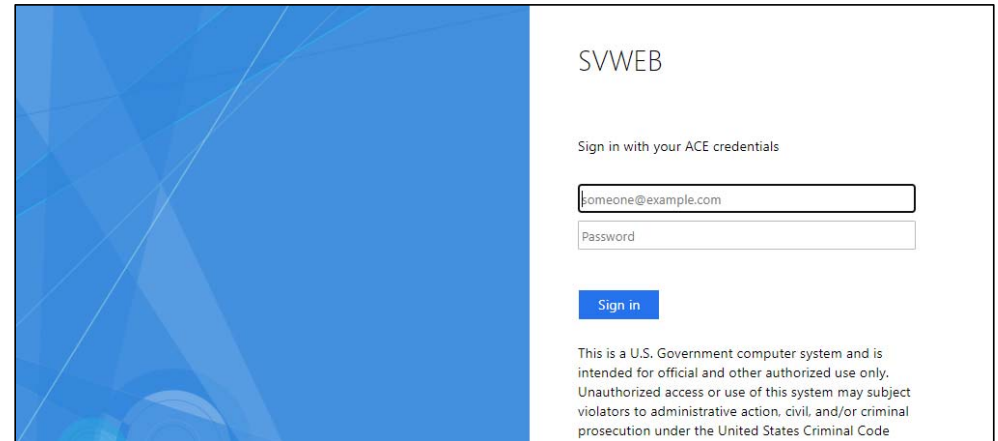
SVweb

Real time transportation updates and reporting are available.

SVweb provides the following functions:

- Process network trips and drop shipments

- Create/Cancel/Restore network trips and appointments

- View and download transportation and scanning reports

- Monitor current dock and automated MPE bin activity

- Push messages to active SVmobile users

- Add/Delete/Update site information

To access SVweb, from the blue page type SVweb into the browser bar. Once at the SVweb site, you sign on using ACE credentials.

SVWEB

Sign in with your ACE credentials

someone@example.com

Password

Sign in

This is a U.S. Government computer system and is intended for official and other authorized use only. Unauthorized access or use of this system may subject violators to administrative action, civil, and/or criminal prosecution under the United States Criminal Code

Locate Drivers

HCR contact information can be found by right clicking on the appropriate trip.

A drop-down appears.

Select Supplier Details to contact them about drivers.

Omit Trips

Used to clearly identify when a contractor failed to show.

- SVweb Scan Compliance

- Available for HCR Trips On Time transportation only

- TDNA

- Status displays as Omitted in the Unrecorded/Incomplete SV

- Extra/Unscheduled reporting

Module Review

Module 3, Surface Visibility reviewed how to properly use the MDD Scanner.

Surface Visibility (SV) helps to: and how much capacity is left to fill a truck

- Determine container utilization the truck and the contents of the containers

- Monitor flow ALTs through the postal network correctly

- Diagnose service issues

National Expeditor Basics

1

Day 3

Module 4
Mail Transport Equipment Labeler (MTEL)

Objectives

- Confirm access to Mail Transport Equipment Labeler (MTEL) system

- Recall the purpose and capabilities of the MTEL system

- Utilize the MTEL system to generate and print placards

- Interpret route, trip, and destination information printed on MTEL placards

- Access and adhere to MTEL contingency procedures during emergencies

Mail Transport Equipment Labeler (MTEL)

MTEL is a web-based application providing standardized placards containing updated distribution and dispatch information.

- Expeditors print placards on demand based on dispatch and routing requirements

- A set or a single placard is generated specific to origin needs by time of day, bullpen location, and mail class and type

- A barcode is included for scanning

MTEL routes a container then SV tracks specific mailpieces assigned to the MTEL placard in a specific identified container.

MTEL Access

- Confirm your access to Mail Transport Equipment Labeler (MTEL) system. Login to MTEL through the following

- Legacy MTEL is being discontinued. MTEL 2.0 is the replacement

  - Legacy CAT -https://networkscat

  - MTEL 2.0 CAT -https://mtel-cat.usps.gov

MTEL Capabilities

What is the purpose of MTEL?

What are the capabilities of the MTEL System?

MTEL Capabilities

MTEL has the capability to:

- Generate up-to-date placard with accurate distribution and routing information

- Print unique on-demand placards based on dispatch and routing requirements

- Print either a set of placards or a single placard specific to origin needs based on:

  - Time of day

  - Bullpen location

  - Mail class and type

Placards

MTEL placards enhance the quality dispatch process within a service network.

- A placard is an 8 1/2" x 11" label with a barcode identifying transportation information for the mail in a container

- Each placard has a unique barcode that contains all the human readable information contained on the placard

- This QR code is used to track scan history

9

Placards

What is the origin of this placard?

Cape Girardeau-637

What is the transfer point (vias)?

Popular Bluff MO-639

What is the mail class and mail type?

Mixed - Parcels

What operational area generated the placard?

Op Area: Breakdown Mix

Displays the origin of the placard

Displays the destination of the placard, where the mail container is going to

Scannable Barcode

Displays the mail class and mail type

Displays the comments and ZIP range contents of the placard

Displays the operational area used to generate the placard

Displays up to two transfer points (vias) for the route/trip(s) shown on the placard

Displays up to three route/trips with the frequency information

Second scannable barcode

Check boxes to be checked upon completion of the scan

Displays the timestamp when the placard was printed (Central Time)

Origin: CAPE GIRARDEAU-637
Via: POPLAR BLUFF MO-639

TO:VAN BUREN-63965

Route	Trip	Freq.	Departure
632U9	803	DAIL	JUN-10 0310
637L1	43	K7	JUN-10 0610
637A5	1	K7	JUN-10 0630

Mixed - Parcels

BREAKDOWN - Van Buren, Freemont, Ellsinore, Grandin | 63937, 63941, 63943, 63965

Assign ☐   Load ☐
Close ☐   Unload ☐
Stage ☐   _____ ☐

Op Area: BREAKDOWN MIX - BREAKDOWN MIX   Printed: 06/09/2021 10:24:23 CT

10

Placards

What is the timestamp when the placard was printed and what time zone?

       6/9/2021, 10:24:23, Central Time

What do the two Scannable barcodes tell you?

       Contains all the human readable information contained on the placard.

       Tracks scan history

Placards

What are the three route/trips listed on this MTEL placard?

> Route 632U/Trip 803
> Route 637L1/Trip 43
> Route 637A5/Trip 1

What are the comments and ZIP range of this Placard?

> Breakdown-
> Van Buren, Freemont,
> Ellsinore, Grandin. ZIP range-
> 63937, 63941, 63943,63965

Displays the origin of the placard

Displays the destination of the placard, where the mail container is going to

Scannable Barcode

Displays the mail class and mail type

Displays the comments and ZIP range contents of the placard

Displays the operational area used to generate the placard

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Second scannable barcode

Check boxes to be checked upon completion of the scan

Displays the timestamp when the placard was printed (Central Time)

Origin: CAPE GIRARDEAU-637
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Mixed - Parcels

BREAKDOWN - Van Buren, Freemont, Ellsinore, Grandin | 63937, 63941, 63943, 63965

Assign ☐   Load ☐
Close ☐   Unload ☐
Stage ☐   _____ ☐

Op Area: BREAKDOWN MIX - BREAKDOWN MIX   Printed: 06/09/2021 10:24:23 CT

12

Types of Placards

In-House Placard / Route Placard / Handload Placard... these types of placards are offering to internal routes within a facility... or from the operation. This edit of placard... generate this type of placard... location than an In-House Placard.

Origin: WHITE RIVER JCT-050

TO: RANDOLPH-05060

Route	Trip	Freq.	Departure
050L8	72BE4	THU	NOV-18 13:00

Mixed - Mixed

RANDOLPH | 05060, RANDOLPH CENTER 05061

Assign ☐   Load ☐
Close ☐   Unload ☐
Stage ☐   _____ ☐

Op Area: DPS 05001 - LV05001   Printed: 11/17/2021 16:01:29 CT

Date Generated: 11/15/2021

13

Generate and Print Placards

1. To generate MTEL placards type https://mtel.usps.gov into your browser. This brings up the MTEL 2.0 homepage.

2. Select MTEL National and click the I Agree button.

3. Enter your ACE ID and Password and click the Log On button.

Generate and Print Placards

4. Click the Generate Placards link to open the menu.

Generate and Print Placards

5. Select origin for generating placards.

- More than 500 sites: Use the search interface to find the site by code or name and click the Select button

- Less than 500 sites: Select site from the dropdown and click the Continue button

(If you have access to only one site, this step is not necessary.)

Generate and Print Placards

6. Select the type of Placard to Generate.

◢ **Generate Placards**

Origin Select

Generate Retail Placard

Generate Network Placard

Generate AO Placard

Generate Dynamic Placard

Generate In-House Placard

Generate Ext In-House Placard

Maintain In-House Placard

▶ **Maintain Facility Data**

Generate Network, AO, or Dynamic Placard

Network, AO, or Dynamic Placards are generated the same. The only difference is the list of operational areas available.

1. The selected date defaults to the current date.

2. The selected time range defaults to 0000 to 2359.

3. Select the appropriate criteria to generate the desired placards and click the Submit button.

Search Routes by:

Date:	06/11/2021	Preview: ☐
	From (hhmm):	To (hhmm):
Time Range:	0000	2359
Operational Area:	BREAKDOWN MIX - BREAKDOWN MIX ▾	
Destination:	ALL ▾	
Mail Class:	ALL ▾	
Mail Type:	ALL ▾	
Service Commitment:	ALL ▾	

Submit   Reset   Cancel

Generate Network, AO, or Dynamic Placard

Select the desired placards by marking the checkboxes.

4. To set a HAZMAT label, click the box and select HAZMAT.

5. After all desired placards are selected, click the Print button.

6. Verify all selections are correct.
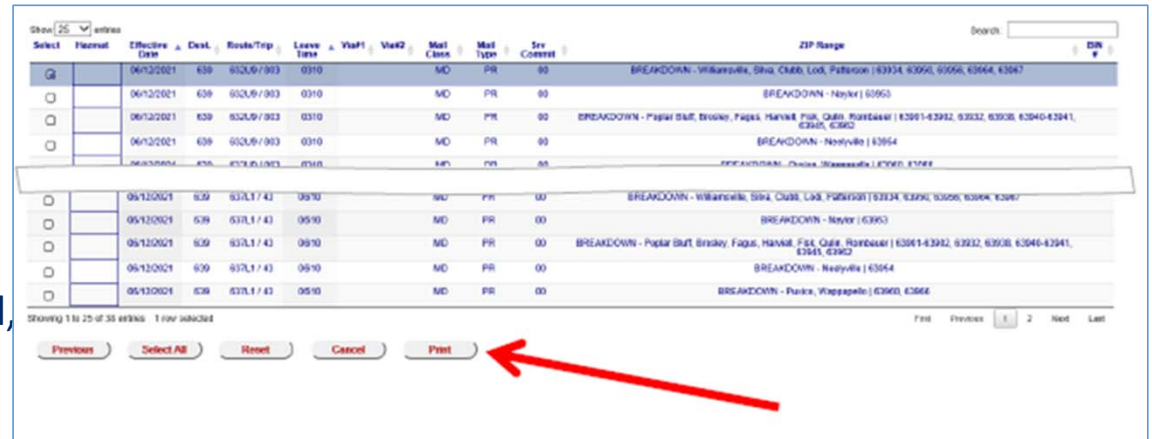
Generate Network, AO, or Dynamic Placard

11. If multiple copies are needed, use the copies box on this screen.

7. Select print from inside the PDF application.

12. Select Print to print placards.

8. Select how to sort the generated PDF.

9. Select the Print button to generate placards.

Note: Never print multiple copies from this screen. This will duplicate barcodes.

10. The PDF will open in a separate application.

Verify Selection:

Time Range:	0000 - 2359
Operational Area:	BREAKDOWN MIX - BREAKDOWN MIX
Mail Class:	All
Mail Type:	All
Svc Commitment:	All
Records Selected:	4
Hazmat:	Edit

Sort by: ⦿ Destination   ○ Leave Time   ○ BIN Number

Number of Copies: [ ]

Previous   Cancel   Print >

Interpret Placards

Route _____

Trip   _____

Destination _____

Date Printed _____

Origin: BOSTON-021
Via: **CENTRAL-015**
Via: **SOUTHERN AREA STC-75H**

TO:LITTLE ROCK-720

Route	Trip	Freq.	Departure
02190	305	X1	MAY-15 0315

999720--1717397QD-18184618

First Class SPRs - Parcels

BIN# 108

716, 717, 719-722, 725, 728

Assign ☐   Load ☐
Close ☐   Unload ☐
Stage ☐   _____ ☐

999720--1717397QD-18184618

Op Area: 373-OG-FC-WEST - APPS-OG-FC-WEST   Printed: 05/14/2021 13:08:09 CT

Interpret Placards

Route _____

Trip   _____

Destination _____

Date Printed _____

Origin: SAINT LOUIS NDC-63Z

TO:WASHINGTON-63090

Route	Trip	Freq.	Departure
630P1	109	N17	MAY-15 0340

99P630902JD000TXY-28187898

Mixed - Mixed

**WASHINGTON CONN#2
AUGUSTA....63332
DEFIANCE...63341
DUTZOW....63342 NEW
MELLE...63365 | 63090**

Assign ☐   Load ☐
Close ☐   Unload ☐
Stage ☐   _____ ☐

99P630902JD000TXY-28187898

Op Area: 512 DOCK - STAR ROUTES   Printed: 05/14/2021 13:29:25 CT

Interpret Placards

Route _____

Trip _____

Destination _____

Date Printed _____

Origin: DES MOINES-500

TO: SOUTH DES MOINES-50315

Route	Trip	Freq.	Departure
500VS	B1515	K7	MAY-15 0600

99P503152ED001CLV-38185653

Standard - Flats

BIN# 150, 152
50315, 50320
50321

Assign ☐   Load ☐
Close ☐   Unload ☐
Stage ☐   _____ ☐

99P503152ED001CLV-38185653

Op Area: APBS - 437 SASCF Even   Printed: 05/14/2021 13:17:41 CT

23

Interpret Placards

Route _____

Trip _____

Destination _____

Date Printed _____

Origin: KELLOGG-50135
Via: **DES MOINES-500**

TO:DES MOINES NDC-50Z
DATE: 05/14/2021

Route	Trip	Freq.	Departure
NO	TRAN	FRI	MAY-14 9999

99S50Z--RE0130CHZ020918818

RDC 02 - Network NDC Pkgs[006]

005-098, 100-499, 530-568, 576, 580-611, 613-679, 690-999

Assign ☐   Load ☐
Close ☐   Unload ☐
Stage ☐   _____ ☐

99S50Z--RE0130CHZ020918818

Retail Unit Placard   ** 501 **

Printed: 05/14/2021 13:40:41 CT

24

Emergency Contingency Procedures

What are some examples of MTEL contingency procedures?

What should you do if your MTEL system goes down?

     -Binder with section for each bullpen
     There should be a contingency plan for the unit.

     -Photocopied examples of each placard to be used in an emergency

     -Thumb drive with all copied placards made available

    Access and adhere to MTEL contingency procedures during emergencies.

Review

- Confirm access to Mail Transport Equipment Labeler (MTEL) system

- Recall the purpose and capabilities of the MTEL system

- Utilize the MTEL system to generate and print placards

- Interpret route, trip, and destination information printed on MTEL placards

- Access and adhere to MTEL contingency procedures during emergencies

National Expeditor Basics

1

Module 5
Plant Verified Drop Shipment (PVDS)

Objectives

- Define Plant Verified Dropped Shipment (PVDS) and the Facility Access and Shipment Tracking (FAST) scheduler system

- Determine shipment schedules

- Accept a drop shipment with an SV scanner

- Review the FAST Daily Drop Ship Report

- Accept drop shipments without a FAST scheduler ID or appointment number

- Differentiate anomalies addressed by BMEU or requiring help desk

- Scan the 99M barcode for eInduction

- Locate and confirm counts for eInduction drops

- File PVDS documentation at end of the tour

3

Plant Verified Dropped Shipments (PVDS)

- Shipments are arranged in advance

- Discounts for qualifying customers

- Shipments transported at the mailer's expense using mailer's vehicle

- Accepted and processed by expeditors

- Must be processed correctly for correct payment collection

- PVDS is destination entry of USPS Marketing Mail®, Periodicals, and Package Services

- Tracked by Facility Access and Shipment Tracking (FAST)

Facility Access and Shipment Tracking (FAST)

- Electronic scheduling system that checks mailing parameters and collects and monitors drop shipment data

- Improves dock efficiency

- PVDS information is viewed and updated using SV scanner

- Daily Drop Ship Report provides information for all drop shipments

Drop Ship Report

- Facility Schedule Report provides decision makers a list of appointments and door assignments
- Facility FAST Coordinator provides Daily Drop Ship Report, including modification of appointments up to one hour prior to the scheduled appointment time
- Report provides all appointment numbers, scheduled arrival times, and information for all drop shipments expected to arrive
- Unexpected drop shipments must be verified

FAST Drop Ship Appointments

Early

3 hours to 30 minutes before scheduled appointment

- If feasible, accept early arrival using assigned appointment number

- Do not create an unscheduled arrival

On-Time

Arrival less than 30 minutes after scheduled appointment time

Late

Arrival 30 minutes or more after scheduled appointment time

- USPS Marketing Mail® and Package Services may have delayed or refused platform access due to facility capacity or hours of operation restrictions

- Periodicals must be received within facility hours of operation and unloaded as soon as possible after Periodical appointments that arrive on time

Locate Drop Shipments

- Locate individual appointments and drop shipments using SVweb

- SVweb can locate information needed to process shipments without paperwork correctly

- Obtain eAccess for SVweb

- Once access is obtained go to: https://svweb.usps.gov/sv-web/ or type SVWeb into the browser bar on the Bluepage

SVweb.usps.gov/sv-web/

SVweb

1. From SVweb home screen select Drop Shipments.

2. Use filters to view drop shipments for the selected time period.

PS Form 8125, *Plant-Verified Drop Shipment Verification and Clearance*

- Evidence of postage paid at origin Post Office

- Reconciles volume and document load irregularities at destination

- Form may contain barcode required for certain products, such as USPS Tracking

PS Form 8017, *Expedited Plant-Load Shipment Clearance*

- Proof mailing verified and paid for at origin

- Postal Service verifies and receives postage payment at mailer's plant

- Mailer transports shipment at their mailer's expense to a destination facility

- Origin Post Office™ verifies classification, rate eligibility, preparation, and presort

- Expedited plant load mailings do not qualify for destination entry discount postage rates

Sarbanes-Oxley Act (SOX)

- PVDS paperwork must be processed correctly. Errors can affect payment and SOX compliance

- SOX improves corporate governance and enhances accuracy of financial reporting

- SOX compliance is monitored monthly and reflects whether we are following procedures

July 30, 2002 [H.R. 3763]

Sarbanes-Oxley Act of 2002. Corporate Responsibility. 15 USC 7201 note.
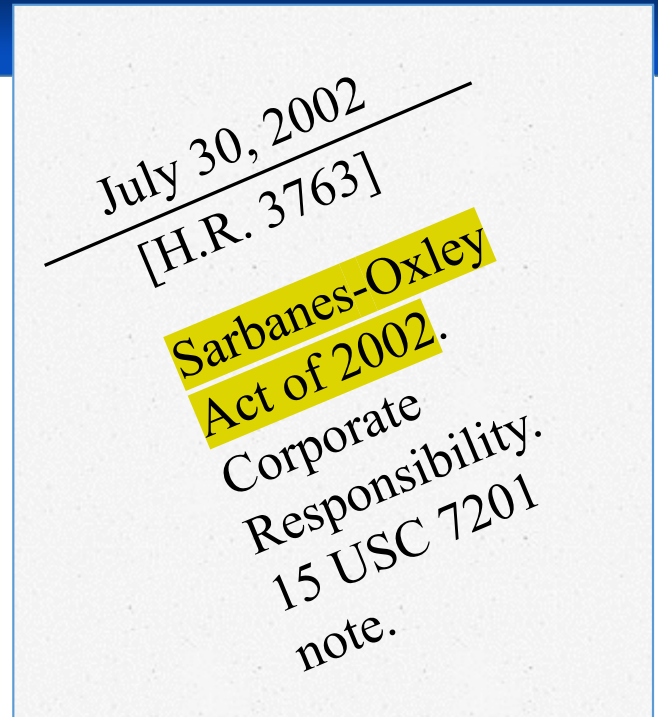
PVDS Variations

Drop shipments may be entered using one of three variations on PVDS process.

- Non-eInduction (Paper 8125) effect

- Mixed (Both paper 8125 and eInduction containers on the same load)

- eInduction (No paper 8125)

Processing PVDS

Attain and Review 8125/8017

Assign appointment to dock

Resolve unexpected, Duplicate, or Mis-Shipped containers

Arrive appointment with SV scanner

Unload Shipment

Close the appointment

14
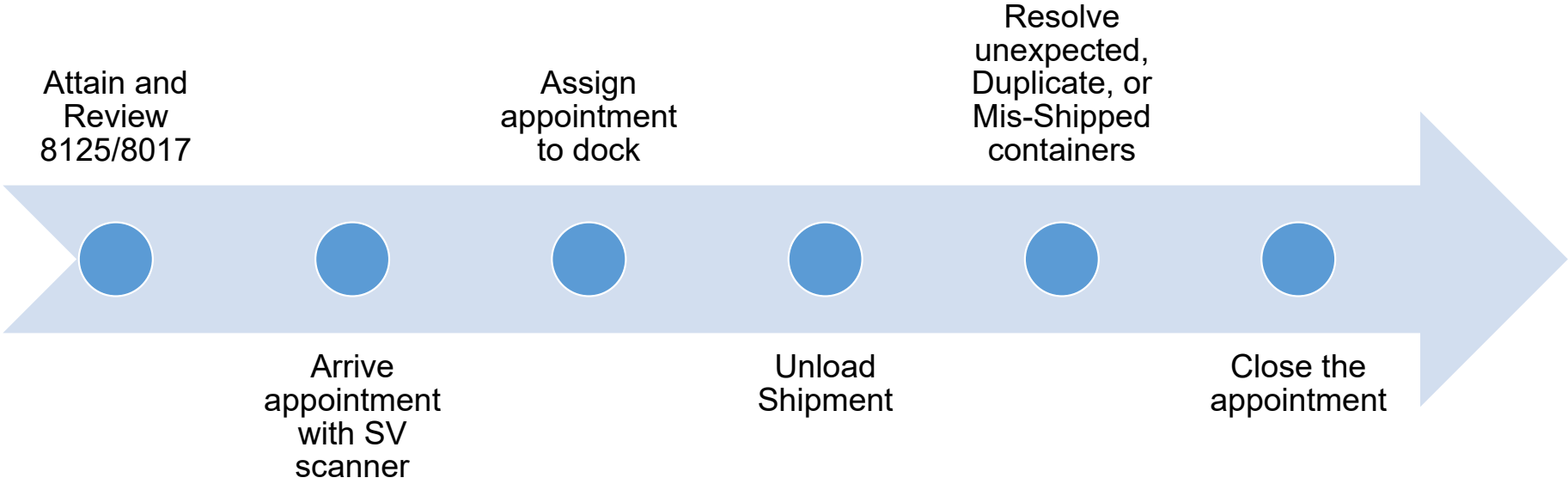
Step 1: Review PS Form 8125

- Entry Office

- Class of Mail

- Mail processing Category

- Number of pallets

- Entry discounts claimed

- Origin Post Office

- Signature of Verifying Employee

- Date Stamp

Resolve paperwork irregularities before unloading.

Step 1: Review PS Form 8125-C

- Entry Discounts Claimed

- Number of pallets

- Class of Mail

- Mail processing Category

- Origin Post Office

- Signature of Verifying Employee

- Date Stamp

- Entry Office

Resolve paperwork irregularities before unloading.

Step 1: Review PS Form 8125-CD

- Entry Discounts Claimed

- Number of pallets

- Class of Mail

- Mail processing Category

- Entry Office

**No Round Stamp

**No origin information

Resolve paperwork irregularities before unloading.

Step 1: Review PS Form 8125-CP

- Class of Mail

- Mail processing Category

- Number of pallets

- Entry Discounts Claimed

- Entry Office

**No Round Stamp

**No origin information

Resolve paperwork irregularities before unloading.

Step 1: Review PS Form 8017

- Destination Office

- Class of Mail

- Mail processing Category

- Number of pallets

- Origin Post Office

- Signature of Verifying Employee

- Date Stamp

Resolve paperwork irregularities before unloading.

Resolve Discrepancies

Missing Fields
- Driver contacts dispatch office and/or destination supervisor contacts origin office to resolve

Altered Fields
- Destination supervisor contacts origin office to resolve

Copies
- Call BMEU to verify if form is a photocopy (black round date or pre-signed)

Number of Pallets
- Scan PS Form 8125/8017
- Scan 99M barcode
- Do not accept pallets with error messages
- Inform driver

Container Count Resolution

Container count is **greater** than claimed on PS Form 8125/8017:

- Mailer/consolidator contacts origin office to resolve issue and adjust postage. Origin office advises destination office to receive the mailing
- If mailer/consolidator and/or origin office is closed, driver can return to destination facility when offices are open
- Any portion that cannot be reconciled must be returned to the driver
- During the resolution process, if necessary, move the vehicle away from the dock to make space for other shipments

Container count is **less** than claimed on the 8125/8017:

- Receive the load
- Mailer/consolidator contacts origin office to resolve issue, and origin office adjusts postage
- Any residual containers brought after original load is received should have a separate PS Form 8125 and cannot be claimed as a portion of a load that has already been accepted and filed

21

Other Load Irregularities

Unstable or unsafe:
- If safety is not compromised, receive shipment with driver required to perform unload process (with Postal Service assistance)
- If load deemed unsafe, destination supervisor refuses the load, and mailer has option to rebuild the shipment (off site) to match original preparation

Damaged:
- Return damaged mail to driver and unload remaining load

Not physically **separated by destination**:
- Driver must reconcile the load
- Mailer has option to rebuild shipment (off site) to match original preparation
- If load cannot be reconciled, destination supervisor must refuse the load

Activity – PS Form 8125 and 8017

Step 2: Arrive Drop Shipment

Select Drop Shipment button from the Home or Navigation menu:

1. Double tap the appointment to arrive.

2. Choose Arrive from the options.

3. Select Yes to arrive the appointment and record arrival time.
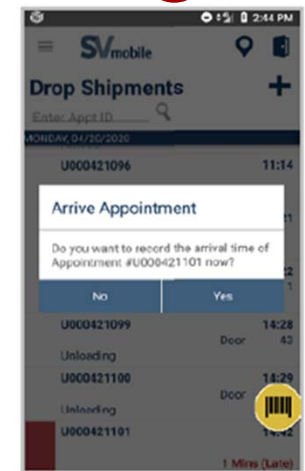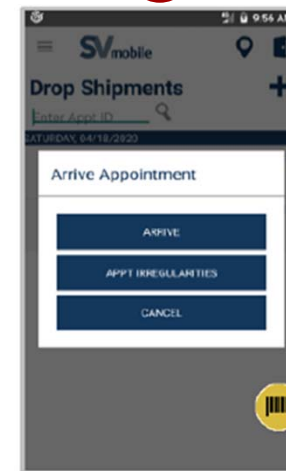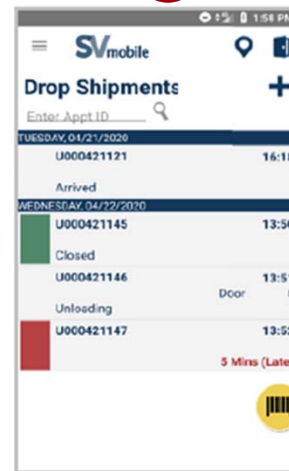
Resolve No Appointment Number

Driver contacts dispatch office to obtain appointment number or scheduler ID number

→

Write appointment number on PS Form 8125 and continue process

→

If no appointment:

- Destination office receives drop shipment as unscheduled arrival (*when operationally feasible*) using scheduler ID number and continues process

See Creating an Unscheduled Trip in Surface Visibility module.

Step 3: Assign Appointment to Dock Door

Once on the Dock Assign screen:

1. Scan or select dock door.

2. Scan trailer barcode if available, if not, select 'No trailer barcode' check box.

3. Select Next button to proceed.
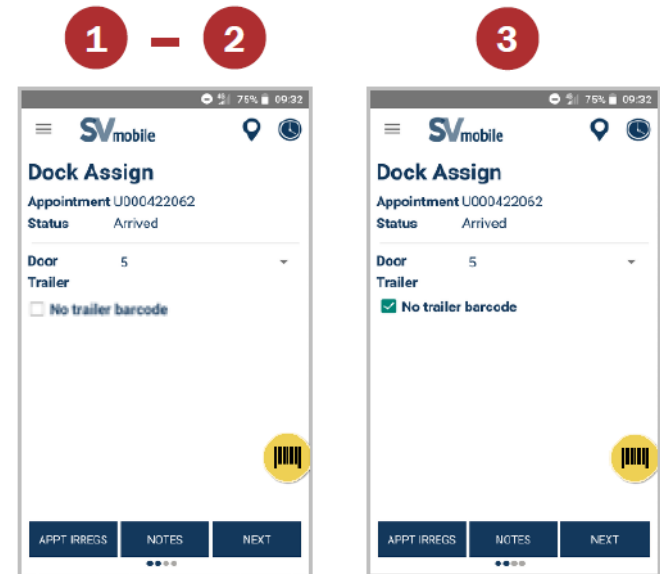
Step 4: Unload Shipment

Once on the Container Scanning screen:

1. Scan or enter the 99M mailer barcodes from shipment.

99Ms scan also be scanned through the Unload screen with the 99Z barcode associated to the appointment.

Select the 99Z button on the Container Scanning screen to print a 99Z.
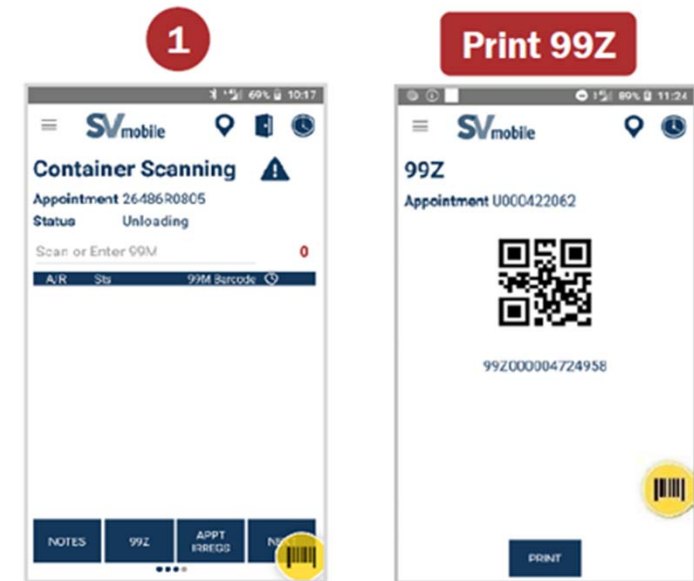
Step 5: Resolve Unexpected, Duplicate, or Mis-Shipped Containers

As Unloads are performed, SV performs validations

→

Based on container status, you may need to resolve some containers

→

Depending on container status, you may need to contact FAST Help Desk 1-877-569-6614

Mailer Container Status

Scanning 99M mailer barcodes:

- Scanned barcode message may appear as "Not Expected", "Mis- Shipped", or "Duplicate"

- Take appropriate actions to resolve container

Icon	Status	Description	Action
✓	Expected	Unloaded container expected for the current facility.	No further action.
✗	Not Expected	Unloaded container not included on an eDoc arrives at any facility.	Call the FAST Help Desk and Hold Container for Resolution.
▯	Mis-Shipped	Unloaded container expected at a different facility. Misshipped containers will be automatically accepted/rejected based on mailer settings.	Call the FAST Help Desk and Hold Container for Resolution.
◆	Duplicate	Unloaded container with a duplicate barcode/placard.	If the container was accidently scanned twice, select "No". If the barcode was a duplicate, select "Yes". Then, Call the FAST Help Desk and Hold Container for Resolution.

29

Reconciling Unresolved Containers

All unresolved containers must be reconciled to paper PS Form 8125s:

Containers identified as Not Expected during unloading scans

Containers with no pallet placard or no barcode

Containers with unreadable or destroyed placard

Reconciling Unresolved Containers

Add container counts on PS Form 8125(s)

Add number of unresolved containers
(Not expected + unreadable placard + no
pallet placard)

Compare totals

If total unresolved containers is **greater** than
total on hardcopy 8125,
containers require resolution

If total unresolved containers is **less** than or
equal to total on hardcopy 8125,
containers do not require resolution

Status/Action Chart

Status	Action	Accept/ Reject
Mis-shipped (Reject)	1. Notify supervisor 2. Confirm Reject status 3. Reload container (return to driver)	Reject
Duplicate on Appointment	1. Notify supervisor 2. Confirm Reject status 3. Reload container	Reject
Unresolved Container Counts = PS Form 8125	1. Accept all Not Expected containers from the Resolve Containers message box 2. Induct containers	Accept
Unresolved Container Counts < PS Form 8125	1. Accept all Not Expected containers from the Resolve Containers message box 2. Record appointment irregularity on the Appointment Irregularity Reporting Screen 3. Annotate the PS Form 8125 with # containers inducted 4. Induct containers	Accept
Unresolved Container Counts > PS Form 8125 or No PS Form 8125	1. Notify supervisor 2. Begin FAST Helpdesk process	TBD

32

Unexpected Containers

From Container Scanning screen of Drop Shipment:

1. Swipe left on any container with status of red X, unexpected containers.

2. Select **More.**

3. Edit Container message box appears.

4. Select **Accept** to accept the container. Else, select Reject.

5. A appears in Accept/Reject (A/R) column indicating the container accepted.
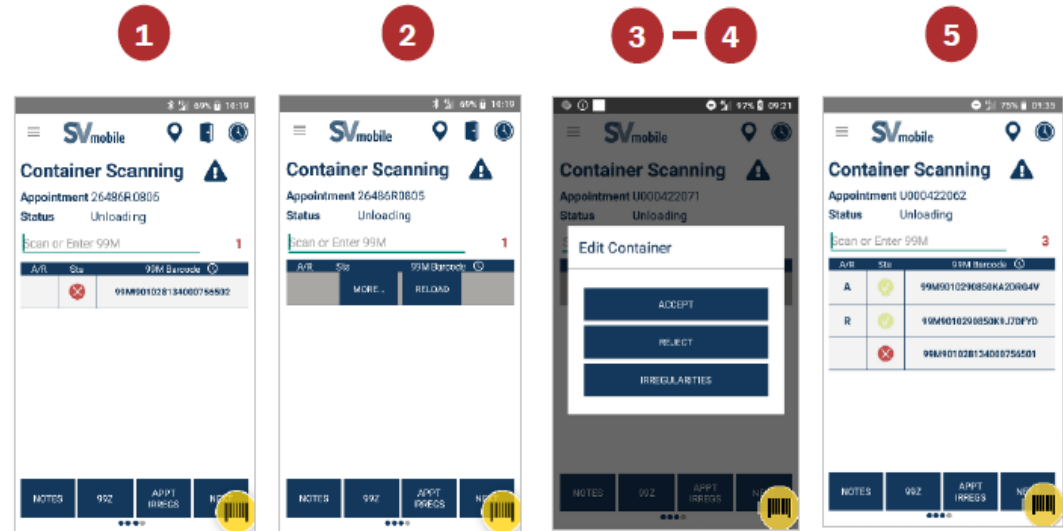
To sort scanned/manually entered 99M barcodes by ascending/descending alphanumeric order, tap clock icon. Clock icon changes to arrow icon.

33

Record Appointment Irregularities

4. Select Appt Irregularities from Dock Assign screen. / After taking photo, press √ to save, refresh to retake photo, or X to discard.

2. Select checkbox(es) next to applicable irregularities. To capture irregularities visually, select camera icon. / Save photo(s) in...

- Press down on photo to remove.
- Select camera icon to take more photos.

3. Press blue circular button (bottom center of screen) to capture photo or press X to dismiss camera function.

- Select back to return to Appointment Irregularity screen.

34
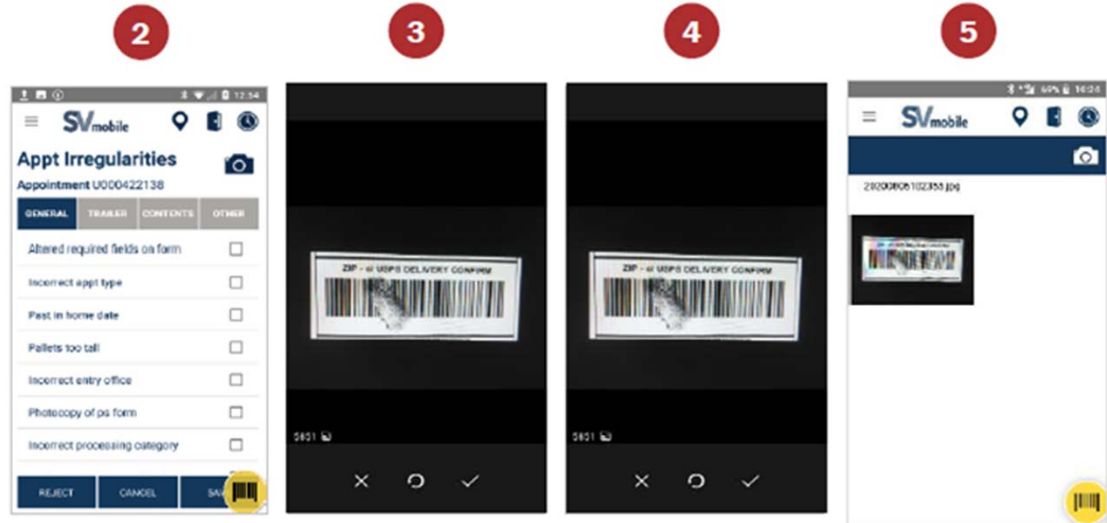
Appointment Irregularity Categories

Category	Appointment Irregularity	Resolution Required
Contents	BROKEN PALLETS	Yes
Contents	CTR CNTS DO NOT MATCH FORM	Yes
Contents	DAMAGED MAIL	Yes
Contents	INCORRECT CLASS OF MAIL	Yes
General	INCORRECT APPT TYPE	No
General	MULTIPLE APPTS ASSOCIATED TO LOAD	No
General	PAST IN HOME DATE	No
General	ALTERED REQUIRED FIELDS ON FORM	Yes
General	INCORRECT ENTRY OFFICE	Yes
General	INCORRECT PROCESSING CATEGORY	Yes
General	MAILINGS NOT SEPARATED BY DESTINATION	Yes
General	MISSING APPOINTMENT NUMBER	Yes
General	MISSING ORIGIN SIG AND/OR ROUND STAMP	Yes
General	MISSING REQUIRED MAILER FIELD ON FORM	Yes
General	NO FORM WITH SHIPMENT	Yes
General	PALLETS TOO TALL	Yes
General	PHOTOCOPY OF PS FORM	Yes
Other	OTHER	No
Trailer	DRIVER REFUSED TO ASSIST	No
Trailer	VEHICLE SIZE	No
Trailer	LOAD UNSAFE	Yes

Unscheduled Drop Shipment Appointment

From the Drop Shipments screen:

1. Select + to create an unscheduled appointment.

2. Create Drop Shipment screen appears.

3. Enter scheduled arrival time. Tap fields to update default value.

4. Enter CRID or Scheduler ID. ID can be obtained by asking driver. If no CRID/Scheduler ID is available, select No CRID/Scheduler checkbox.

5. Enter any comments about the unscheduled appointment.

6. Once all required information is entered, SAVE button activates. Select SAVE.

7. Arrive Appointment message box appears asking if you want to arrive created appointment. appointment number is also displayed. Select Yes to arrive the appointment, otherwise select No and process the appointment later. Message box appears to confirm.
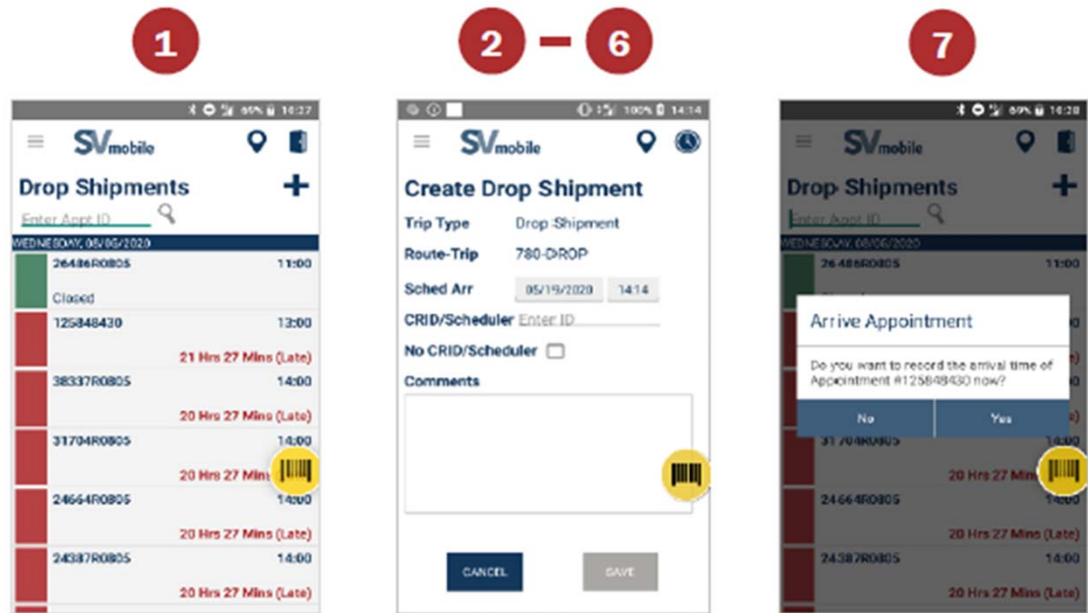
Step 6: Close the Appointment

Ensure all Drop Shipment appointments that have arrived are Closed.

Close scan triggers sending data to provide business mailers with information on containers and appointment.

Resolve all outstanding containers before closing the appointment.

Performing a Close Appointment

1. Enter number of containers with unscannable barcode or no barcodes.

2. If Resolve button is visible, select Resolve.

3. Resolve Containers message box appears.

4. Select Reject to reject containers or Accept to accept containers.

   • Select checkboxes next to each container or select all containers by selecting the checkmark at the top.

5. Once all containers have been resolved, Close button is visible. Select Close.

6. Select Yes to close appointment. Otherwise, select No.
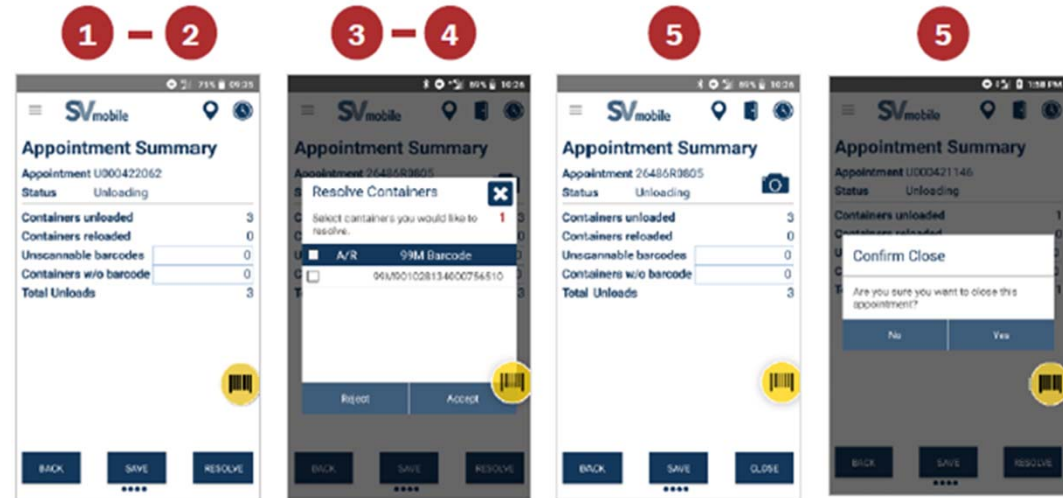
Update Closed appointments by double tapping the appointment from the Drop Shipment screen.

99P to 99M Assignment

99P to 99M Assignment
Used when scanning from the
Navigation menu:

- Increases the visibility of 99M
1. Select 99P to 99M scan mode.
- Makes pallets travel on
  network trips
2. Scan a 99P placard.
- Used when a drop shipment
3. Scan the 99M placard.
  comes in so that routing
  information is associated

PVDS Process

Plant-Verified Drop Shipment (PVDS)

Review PS Form 8125

Receive the Load

Record Irregularities

LOAD ARRIVAL

- PS Form 8125? — No → STOP → Obtain faxed form from dispatch office or origin office.
  Yes ↓ Record irregularity

- Is the load at the correct facility? — No → STOP → Driver must contact dispatch office to resolve.
  Yes ↓ Record irregularity

- Is the form original? — No → STOP → Contact origin office to verify that load is legitimate. Record on form.*
  Yes ↓ Record irregularity

- Are the 8 critical fields complete? — No → STOP → *Mailer Information Section:* Driver contact dispatch office. *Origin Post Office Section:* Contact origin office.
  Yes ↓ Record irregularity

- Are critical fields altered? — Yes → STOP → Contact origin office to obtain a faxed copy with the completed information.
  No ↓ Record irregularity

- Correct container count? — No → STOP → Contact origin office to verify that load is legitimate. Record on form.
  Yes ↓ Record irregularity

DO NOT RUSH to accept shipment if there is a discrepancy.

ALL discrepancies should be reported:
- PS FORM 8125
- SV / TIMES
- eMIR

*Since the 8125CD/CP does not have origin office contact information, receive the load, and RECORD the irregularity in FAST and eMIR.

EAS to REFUSE LOAD

RECEIVE LOAD

REMEMBER: Allow time to follow the resolution process. Review key issues above and ALL PVDS arrival procedures as required, including mail integrity.

Mail Irregularity Reporting

The Electronic Mail Improvement Reporting (eMIR) is a system of reporting customer prepared mail that has quality issues.

Expeditors would use this feature for:

- Any irregularity

- Over stacked pallets

- Label issues

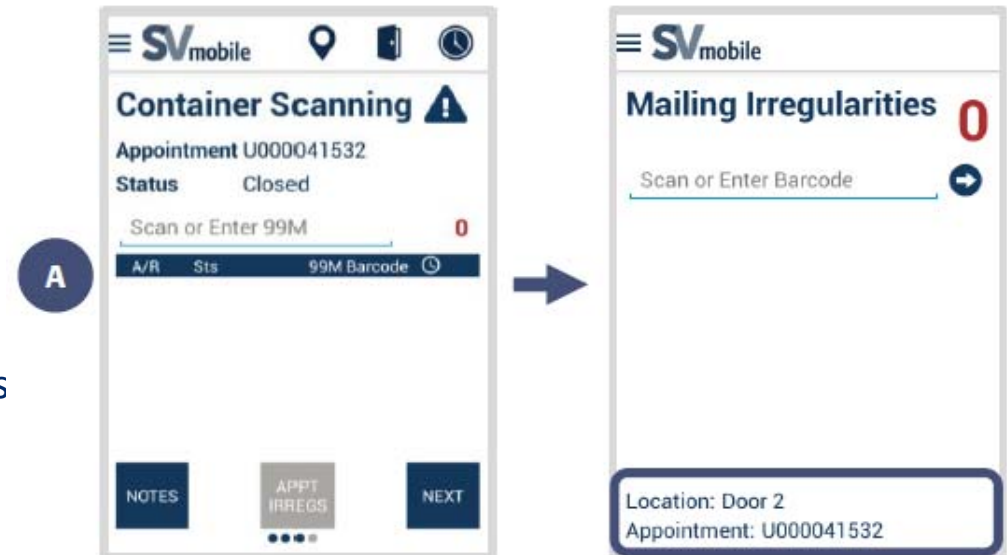Access the Mailing Irregularities scan mode through:

- Drop Shipment

- Navigation menu

Accessing Mailing Irregularities for Drop Shipment

Users can access the Mailing Irregularities scan mode when processing a Drop Shipment

- After Arriving and Dock Assigning the appointment, the Mailing Irregularities icon shows on the Container Scanning screen

- Selecting the Mailing Irregularities icon takes the user to the Mailer Irregularities screen

Note: When accessed through the Drop Shipment process, the door number and appointment number populates.

# Accessing Mailing Irregularities from Navigation Menu

From the Navigation drop-down menu:

- Users must first tap the location where the placard barcode was assigned

- Then scan or manually enter the placard barcode

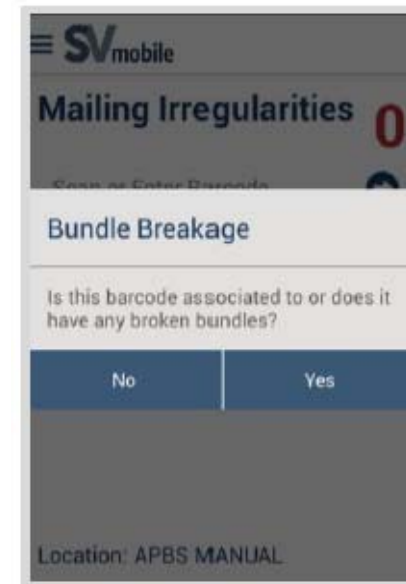# Using Mailing Irregularities

Scanning Barcodes:

1. Scan barcode and choose barcode type

    • Irregularities can be recorded for 99M, IMtI, IMb and IMPb barcodes

    • Users may be prompted to select the barcode type
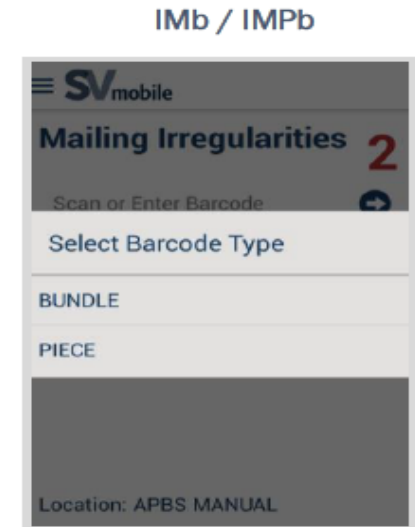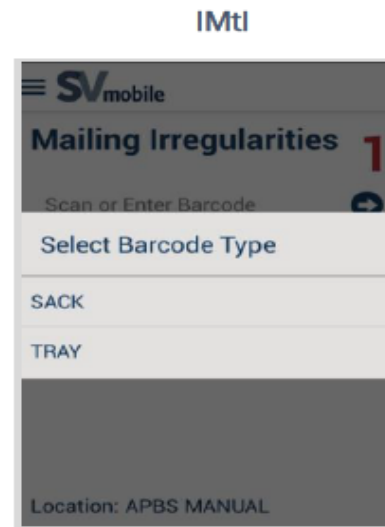
Using Mailing Irregularities

2. Respond to "Bundle Breakage" message box.

    •   Once the barcode type is identified, a message box
        appears asking if the barcode
        is associated to or does it have any
        broken bundles

    •   Select Yes or No

Using Mailing Irregularities

3. Choose irregularities applying to the scanned barcode.

- Different irregularity options display dependent on the barcode type (Pallet, Sack, Tray, Bundle or Piece)

- Several irregularities prompts the user to select a specific sub type or enter additional comments

Examples:

Label Error Subtype

Other Pallet Issue Comments
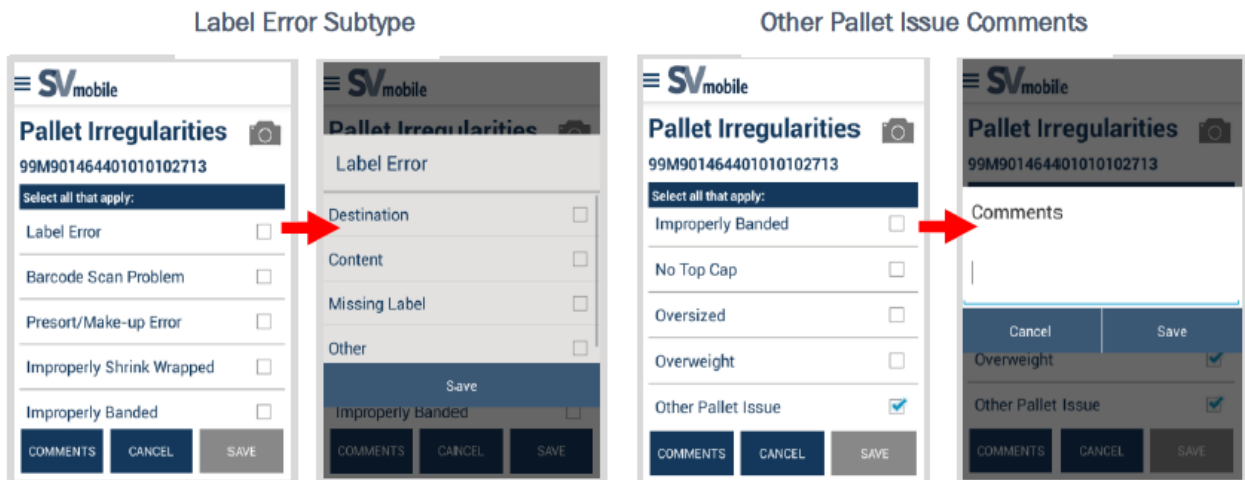
Using Mailing Irregularities

Select the Comments button to add additional information

4. Select the "Save" button.

   - No updates can be made to irregularities or comments once the form has been saved

Using Mailing Irregularities
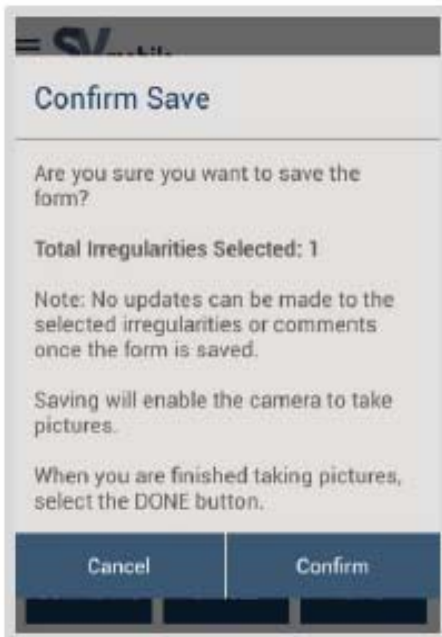
- A confirmation message appears asking if the user wants to save the form with the total number of irregularities selected.

5. Confirm to save the information.

6. Capture images associated to the barcode by tapping the camera icon

SVmobile Mailer Barcode Irregularity

To damage at barcode irregularities user has
manage at barcode vertical line

selected Done on the Irregularity Form
- Select the blue button at the bottom of the screen
  screen to capture the image

- Select the X to retake an image or select the
  ✓ to save the image

- Long pressing an image prompts users to
  delete images
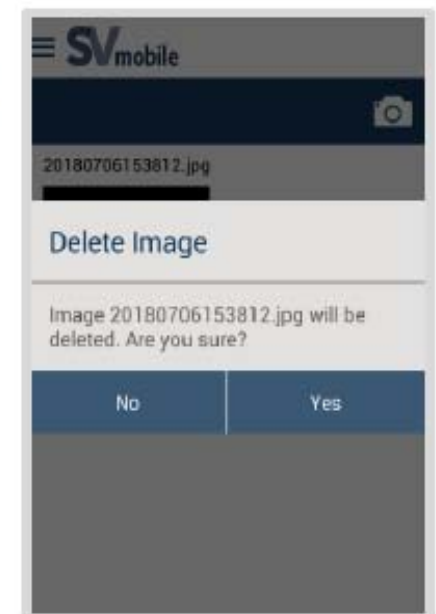
Mailer Irregularity Capture Report in SVweb
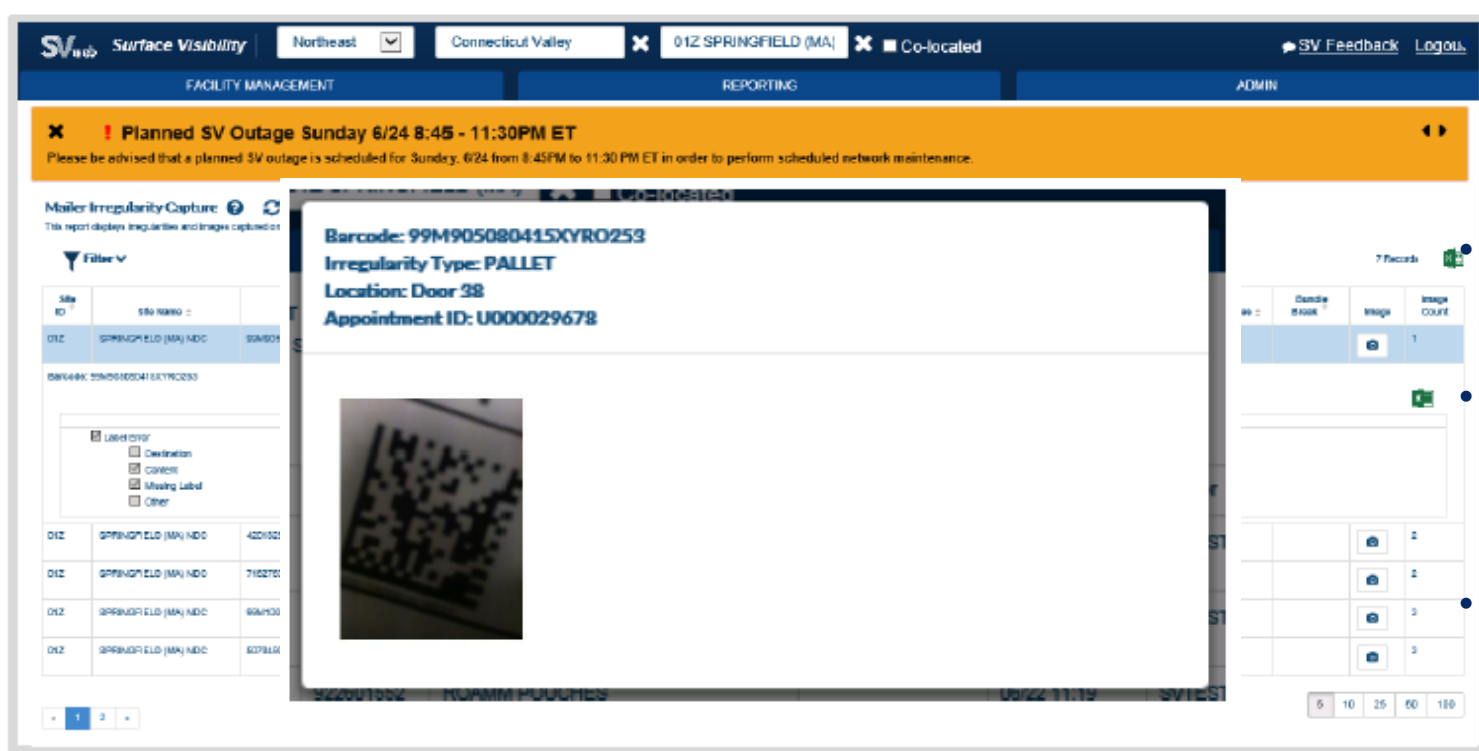
Mailer Irregularity Capture report in SVweb displays **irregularities** and images.

The Reporting menu displays under Image Count

Select the camera icon and a pop-up screen with images appears

Right click on the image to download

- Appointment ID
- MID
- Barcode
- Locate Mailer Irregularity location
- Container Scanning section
- MPE
- Irregularity types

Accept Drop Shipment without Appointment Number

If a load arrives without an appointment number:

- The driver must contact the dispatch office to obtain the appointment number or the scheduler ID number

- When the appointment number is obtained, write it on PS Form 8125 and continue with the process

- If no appointment was made, the destination office receives the drop shipment as an unscheduled arrival when operationally feasible, using the scheduler ID number and continue with the drop shipment process

What should you do if a load arrives without an appointment number?

Business Mail Entry Unit (BMEU) and Help Desk

You may need to contact BMEU and/or FAST Help Desk.	Appointment number without paperwork
Anything preventing proper receipt of mail such as:	Pallet without a 99M.
	Depending on container status, you may need to resolve some containers by contacting local BMEU or FAST Help Desk 1-877-569-6614.

eInduction

- Electronic process for postage payment verification

- Allows determination that PVDS containers are paid for and shipped to correct facility without PS Forms 8125 or 8017

- eInduction containers are not included on hardcopy forms

- Payment verified beforehand, so loads come in without any paperwork

- Mailers have an account with BMEU

- Only appointment number needed when containers are scanned in

- Only eInduction shipments may be accepted without hardcopy documentation

Processing eInduction

Arrive
- Obtain appointment number from driver
- Arrive appointment in the SV-IMD
- Review 8125 form(s) for critical fields, if applicable

Receive
1. Check for unstable or unsafe load
2. Check for damaged mail
3. Unload and Scan containers
4. Induct Expected containers
5. Hold not expected, duplicate, and mis-shipped (reject) containers for resolution

Processing eInduction

Resolve

1. Determine total number of containers on PS Form 8125s, if applicable
2. Determine total number of unresolved containers on SV-IMD + containers with unreadable placards/barcodes + containers with no placard barcode
   - If less or equal number, indict containers
   - If more, resolution is required

Record

1. Update status of all unresolved containers on SV-IMD
2. Reload any rejected containers on SV-IMD
3. Return rejected containers to driver
4. Record appointment irregularities on SV-IMD
5. Close appointment on SV-IMD
6. Sign PS Forms 8125, if applicable

Completing PVDS Documentation

What is the last step in finalizing paperwork at the end of your tour?

PVDS Best Practice – Visual Cues

1. Place visual cues around area perimeter where equipment operators unload containers from PVDS trailer.

2. Verify PS Forms 8125.

3. Complete acceptance procedures in SV/FAST.

4. Equipment Operator unloads containers.

5. Expeditor/Dock Clerk and Equipment Operator compare container counts.

6. PVDS resolution process if discrepancy is found.

7. If counts match, or after discrepancy resolution, Expeditor/Dock Clerk and Equipment Operator ensure all containers have proper color code and placard.

8. Expeditor/Dock Clerk removes Stop Signs/cones allowing Equipment Operators to move containers to required operation area.

PVDS Best Practice – Verified Stickers and Placards

1. All PVDS steps are completed.

2. Verified stickers or Verified Placard placed on containers.

3. Equipment Operators move containers with Verified sticker or Verified Placard to required operational area.

4. Order "Verified" sticker from Postal Products (E-Buy 2 number: N1020476).

THIS MAIL HAS BEEN **VERIFIED WITH THE 8125** IT IS RELEASED TO THE WORKROOM FLOOR FOR PROCESSING

DATE STAMP

EXPEDITER INITIALS

9020 Placards

1. All PVDS steps are completed.

2. 9020 Placard placed on containers.

3. Equipment Operators move containers with 9020 Placard to required operational area.

Review

- Define Plant Verified Dropped Shipment (PVDS) and the Facility Access and Shipment Tracking (FAST) scheduler system

- Determine shipment schedules

- Accept a drop shipment with an SV scanner

- Review the FAST Daily Drop Ship Report

- Accept drop shipments without a FAST scheduler ID or appointment number

- Differentiate anomalies addressed by BMEU or requiring help desk

- Scan the 99M barcode for eInduction

- Locate and confirm counts for eInduction drops

- File PVDS documentation at end of the tour

National Expeditor Basics

1

Day 5

Module 6
Platform Operations

Platform Operations

- Platform operations refers to how to coordinate inbound mail arrival and outbound mail departures, including:

  - Distribution of nonmachinable parcels
  - Loading and unloading mail trucks

  - Handling and management of Priority Mail Express and Registered Mail service
  - Inbound and outbound empty equipment
  - Distributing mail on:
  - Handling Drop shipments and accountables
    - Machines

    - Platforms

    - Slides

    - Chutes

    - Conveyors

    - Manual bullpen sortation operations

3

What Do Expeditors Do?

What do expeditors do on the platform?

What Do Expeditors Do?

- Arrive and Depart SV scan
- Seal and unseal trucks
- Ensure vehicles are properly sealed and recorded
- Validate vehicles are properly locked
- Perform mail sweeps prior departure
- Monitor MTE
- Enforce/adhere to proper safety
- Trailer inventory
- Ensure optimal load configurations
- Check for proper load security
- Ensure smooth inbound and outbound mailflow
- Mitigate late arriving/departing trailers, late mail

Dispatch Discipline

Process designed to assure the timely dispatch of mail in accordance with the site plan.

- Each operation coordinated:

  - Inbound dock

  - Opening unit

  - Distribution

  - Dispatch points

  - Outbound dock connections

6

Dispatch Discipline

Dispatch discipline ensures:

- Processed volumes moved as planned

- Intended transportation:

  o Fits transportation window

  o Achieves best possible service

  o At cost-effective rate

- The goal is to get the right mail, on the right truck, at the right time

To coordinate dispatches, you must know:

- Critical times for your facility operations

- Inbound and outbound schedules for facility

This allows you to keep everything moving, predict issues, and make contingency plans.

- Listed using Container Tracking System (CTS)

- SV scanner, listing upcoming trip times and details

Future 5398 Report

Access the Future 5398 Report from the https://reports.usps.gov/sv-web/ link. (You must have access trips for SV facility for this link to work.)

5. Choose the tour times you want to view.

6. And then, per route

1. From the IV home page, select the reporting tab

2. Under Transportation select Future 5398
   - Special date and time filters

3. Enter the inbound and outbound trips
   - Trips selected display
   - Click to export to Excel

9

Future 5398 Report

What information can you see for Trip 72B96?

At what location can you see for see Trip 726CC? this report?

Future 5398				
Exported Time: Wed, 17 Nov 2021 21:40:28 GMT				
Currently Viewing: 050 WHITE RIVER JCT VT P&DC				
Date/Time Range: 11/18/2021 00:00 - 11/18/2021 23:59				
Route ID: 050L8		Direction: Outbound, Inbound		
Trip ID: N/A		Service Type: HCR, PVS, Rail, Periodicals		
Leg Origin: N/A		Peak 500 HCR Only: N		
Leg Destination: N/A		6500 HCR Only: N		
103 Report Record Count				

| From/To	I/O	Route	Trip	Scheduled Time	Service Type
03561 LITTLETON	O	050L8	730F5	11/18 01:41	HCR
05255 MANCHESTER CENTER	O	050L8	72AF6	11/18 02:49	HCR
05819 SAINT JOHNSBURY	O	050L8	730E9	11/18 03:07	HCR
030PM NASHUA L&DC	I	050L8	72C01	11/18 03:15	HCR
05701 RUTLAND VT	O	050L8	72989	11/18 03:40	HCR
05156 SPRINGFIELD	O	050L8	72672	11/18 03:45	HCR
03561 LITTLETON	O	050L8	72AE8	11/18 03:45	HCR
05701 RUTLAND VT	O	050L8	7338C	11/18 03:45	HCR
05201 BENNINGTON	O	050L8	72B0F	11/18 04:00	HCR
03753 GRANTHAM	O	050L8	729A8	11/18 04:20	HCR
05819 SAINT JOHNSBURY	O	050L8	7294F	11/18 04:33	HCR
030PM NASHUA L&DC	I	050L8	72B96	11/18 05:15	HCR
05068 SOUTH ROYALTON	O	050L8	72661	11/18 05:35	HCR
037CA LEBANON CARRIER ANNEX (DMU)	O	050L8	726CC	11/18 05:35	HCR
05088 WILDER	O	050L8	73605	11/18 05:35	HCR
05060 RANDOLPH	O	050L8	73687	11/18 05:35	HCR
03773 NEWPORT	I	050L8	727D7	11/18 05:45	HCR
03603 CHARLESTOWN	O	050L8	72AB7	11/18 05:45	HCR
05156 SPRINGFIELD	O	050L8	72B03	11/18 05:45	HCR
05033 BRADFORD	O	050L8	72BE7	11/18 05:45	HCR

Container Tracking System (CTS)

- Monitors updated every 90 seconds

- Drop ship reports update every five minutes

- Desktop users can view CTS data to drill down to container specific information

  - ALL columns on ALL reports can be sorted by clicking on the column header

  - Clicking the header again reverses the sort order

- Color coding indicates trip and scan status

Schd	Dprt	Door	Leg	Route	Trip	Destination	Open	Close	Stage	XDck	MTE	Load	Tot
13:30		48	08401	08045	13	ATLANTIC CITY MPO	4	15	0	0	0	0	19
12:30		44	08318	08030	5	ELMER NJ	1	3	0	0	0	0	4
12:30	12:21	21	08080	08046	5	SEWELL NJ	2	23	0	0	0	0	25
12:30	12:21	8	08056	08048	7	MICKLETON NJ	3	2	0	0	0	0	5
12:30	12:22	17	08032	080L7	13	GRENLOCH NJ	1	1	0	0	0	0	2
12:15	12:05	9	08027	08033	9	GIBBSTOWN NJ	3	4	0	0	0	0	7
12:05	12:05	52	081AA	080VS	B2032	CAMDEN CARRIER ANNEX	19	42	0	0	0	15	76
12:00	11:52	28	08073	08035	5	RANCOCAS NJ	0	1	0	0	0	0	1
12:00	12:24	23	08046	08038	7	WILLINGBORO NJ	1	7	0	0	0	7	15
12:00	11:58	16	08075	08051	5	RIVERSIDE NJ	1	12	0	0	0	7	20

12:43:48 ET   SOUTH JERSEY (NJ) P&DC   Local Assigned Originating Containers

Rows 1-10 of 10   15 - 30 mins before depart | 15 mins before depart and load less than total | Container Not Loaded   Build c1498-072086105

Powered by - Product Information System
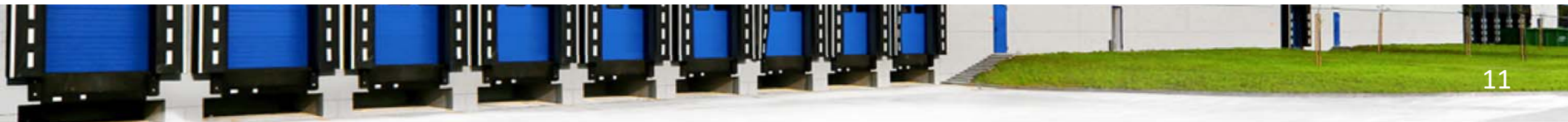
Inbound Trips Schedule

- The Inbound Trips Schedule displays all trips scheduled to arrive within the next two hours

- Green indicates on time

- Yellow indicates arrive within the next 30 minutes

- Red indicates trips past the arrival time, but have not arrived

Inbound Trips Schedule

Search:

I/O	Date	Scheduled Arrival	Actual Arrival	Route ID	Trip ID	Leg Origin	Site Name
I	9/13/2021	13:40	13:28	180VS	B3121	18091	WINDGAP PA
I	9/13/2021	13:40	13:26	180VS	B3151	180CB	CARBEL
I	9/13/2021	14:00	12:53	180VS	B3071	18016	BETHLEHEM
I	9/13/2021	15:00		18090	812	19Z	PHILADELPHIA (PA) NDC
I	9/13/2021	17:45		110L3	3012	240	ROANOKE (VA) P&DC
I	9/13/2021	18:00		117MJ	6008	48Z	DETROIT (MI) NDC

Rows 1-6 of 6 | Show 25 Rows

First   Previous   1   Next   Last

Inbound Trips Schedule

Container Tracking System (CTS) forecasts truck load capacity

- Monitors toggle between inbound and outbound

- See the same dock door at different times

- Actual arrival time is determined by the Arrive SV scan

- Late scans color coded red

- Use in conjunction with schedules at each bay door to determine incoming trips

Inbound Trips Schedule   Search:

I/O	Date	Scheduled Arrival	Actual Arrival	Route ID	Trip ID	Leg Origin	Site Name
I	9/13/2021	13:40	13:28	180VS	B3121	18091	WINDGAP PA
I	9/13/2021	13:40	13:26	180VS	B3151	180CB	CARBEL
I	9/13/2021	14:00	12:53	180VS	B3071	18016	BETHLEHEM
I	9/13/2021	15:00		18090	812	19Z	PHILADELPHIA (PA) NDC
I	9/13/2021	17:45		110L3	3012	240	ROANOKE (VA) P&DC
I	9/13/2021	18:00		117MJ	6008	48Z	DETROIT (MI) NDC

Rows 1-6 of 6 | Show 25 ▾ Rows   First   Previous   1   Next   Last

Outbound Trips Schedule

- Displays outbound trips schedule and the correct bay to depart

- Notify supervisor of any dock shifts and loading order

- Notify yard personnel of dock changes so

- Ensure the form is open and their ate bay unloaded

- In some facilities drivers check in with the

- Expeditor to verify in place and not yet departed, plan for a bay for incoming trip

CTS - DENVER (CO) NDC   Facility Time: 08:15:21 MT

Outbound Trips Schedule   Search:

I/O	Date	Sched Depart	Actual Depart	Route ID	Trip ID	Final Dest	Site Name
O	4/22/2019	08:35	07:51	80117	9	81601	GLENWOOD SPRINGS
O	4/22/2019	08:50		80216	827	870	ALBUQUERQUE POC
O	4/22/2019	09:00		80215	843	840AN	SALT LAKE CITY (UT) ASF
O	4/22/2019	09:30		80216	891	852	PHOENIX (AZ) P&DC
O	4/22/2019	09:30		80216	801	98Z	SEATTLE (WA) NDC
O	4/22/2019	10:45		80123	61	808	COLORADO SPRINGS P&DC
O	4/22/2019	11:30		80216	893	852	PHOENIX (AZ) P&DC
O	4/22/2019	11:40		80123	147	808	COLORADO SPRINGS P&DC

Rows 1-8 of 8 | Show 25 Rows   First | Previous | 1 | Next | Last

Outbound Trips Schedule

CTS - LEHIGH VALLEY (PA) P&DC - [CHESAPEAKE]

Facility Time: 14:08:17 ET

Outbound Trips (Departed & Non Departed)

Search:

Schd	Depart	Door	Leg	Route	Trip	Destination	Asgn	Close	Stage	XDock	99MLD	99PLD	MTLD	Load	Load%	Total	
14:00	13:10		184	18015	15	SCRANTON P&DF	2	40	0	0	0	0	36	0	36	96%	76	Details
15:30			184	18015	3	SCRANTON P&DF	0	0	0	0	0	0	0	0	0	0%	0	
16:15			19Z	18090	601	PHILADELPHIA (PA) NDC	4	8	0	1	0	0	0	0	0	0%	9	Details
16:30			184	18015	9	SCRANTON P&DF	0	0	0	0	0	0	0	0	0	0%	0	
17:15			19Z	18090	603	PHILADELPHIA (PA) NDC	0	0	0	0	0	0	0	0	0	0%	0	
18:00			07H	110L3	3012	NORTHERN NJ (NJ) STC	0	0	0	0	0	0	0	0	0	0%	0	

Rows 1-6 of 6 | Show 25 Rows

First Previous 1 Next Last

Preparing for Inbound Trips

To prepare for inbound mail:

- Look at the load details in SV to determine the mail quantity and load mix to ensure you have:
    - Enough people
    - Right equipment to unload incoming mail
- Coordinate with the group leader for personnel
- Ensure dock doors are unobstructed
- Ensure everyone has a clear understanding of who is responsible for each task

Inbound Planning

- Pre-scheduling for trip 5398 to review assigned bay or door
  Use Planning Report 5398 to...

- Unload as you need space for the unload and
  - The route number for plate look-up
  - The scheduled expected time
  - Service type

- Drop-ship pallets door appointments to change for space and personnel

- Trailer placement

Future 5398

Exported Time: Thu, 23 Sep 2021 19:12:10 GMT

Currently Viewing: 166 ALTOONA P&DF

Date/Time Range: 09/24/2021 07:00 - 09/24/2021 23:59	
Route ID: N/A	Direction: Outbound, Inbound
Trip ID: N/A	Service Type: HCR, PVS, Rail, Periodicals
Leg Origin: N/A	Peak 500 HCR Only: N
Leg Destination: N/A	6500 HCR Only: N

113 Report Record Count

From/To		Route		T	Scheduled Ti	Service T
16601 ALTOONA (MAIN PO) PA	I	16643		520	09/24 07:00	HCR
16601 ALTOONA (MAIN PO) PA	I	16643		56	09/24 07:15	HCR
16655 IMLER PA	I	166L7		2	09/24 07:15	HCR
16673 ROARING SPRING PA	I	16643		24	09/24 07:55	HCR
16601 ALTOONA (MAIN PO) PA	I	16643		58	09/24 07:55	HCR
16851 LEMONT	I	166A3		4	09/24 08:05	HCR
16648 HOLLIDAYSBURG PA	I	166L6		4	09/24 08:05	HCR
16601 ALTOONA (MAIN PO) PA	I	16643		510	09/24 08:10	HCR
16866 PHILIPSBURG PA	I	16633		4	09/24 08:15	HCR
16683 SPRUCE CREEK PA	I	166L9		24	09/24 08:15	HCR
16692 WESTOVER PA	I	166L9		2	09/24 08:25	HCR
16843 HYDE PA	I	16633		6	09/24 08:55	HCR
16673 ROARING SPRING PA	I	16643		26	09/24 09:30	HCR
16635 DUNCANSVILLE PA	I	166A8		6	09/24 09:30	HCR
16854 MILLHEIM PA	I	16643		2	09/24 09:35	HCR
168 STATE COLLEGE PA	I	166A3		6	09/24 09:50	HCR
16648 HOLLIDAYSBURG PA	I	16643		212	09/24 10:45	HCR
16639 FALLENTIMBER PA	I	166A0		8	09/24 10:55	HCR
150 PITTSBURGH (PA) P&DC	I	152DG		3	09/24 11:05	HCR
16617 BELLWOOD	I	166L9		46	09/24 11:55	HCR
166NP NPC DMU	I	151DK		43	09/24 12:25	HCR
16870 PORT MATILDA PA	I	16643		9	09/24 13:00	HCR
16648 HOLLIDAYSBURG PA	I	166A8		10	09/24 14:35	HCR
16877 WARRIORS MARK PA	I	16638		2	09/24 14:50	HCR
16635 DUNCANSVILLE PA	I	166A8		16	09/24 15:25	HCR
16802 UNIVERSITY PARK	I	16861		13	09/24 15:25	HCR
159 JOHNSTOWN P&DF	I	159N6		9	09/24 15:30	HCR

Dock Personnel

Document facility specific information in your Participant guide.

Who do you work with on the dock?

Coordinating Personnel

- Coordinate with group leaders to discuss trailer moves and drop shipments

- Alert operations to missing or inadequate personnel. Group leaders coordinate with dock supervisor to ensure adequate staffing

- Ensure operations personnel, SDO, MDO, group leaders know needs

- Expeditors do not move, assign, or direct mailhandlers

19

Stop and Go Routes-Inbound

Mail is staged in sections so that it can be unloaded in a specific order.

- First stop at the back of the trailer
- Last stop at the front

- You may need to put mail on that trailer from your facility to one of its downstream stops

- You muststage any outgoing mail at that bay for loading

- Ensure you have enough equipment and personnel to unload and load your facilities' mail

Expeditor Turnover Meetings

At the beginning of the tour the expeditor meets with the outgoing expeditor and at end of a tour, meets with the incoming expeditor

- Together, they discuss the current state, outstanding mail or trailers, and any necessary operational adjustments

- This helps ensure a smooth transfer between tours

Expediter Supplies and Materials

Ensure you have the supplies and materials needed.

Needed supplies and materials:
- Yard Inventory Sheet
- Safety Checklist
- Check that no mail is left on trailer/in yard
- Count empty trailers available for use, both fleet and non-fleet trailers
- Supply of numbered tin band seals
- Locate the dispatch Plate book and PVS schedules
- Phone or radio communication capability
- SV scanner and Wireless Printer
- List of the FAST Appointments for the day
- Access to a computer

Inbound Mail Procedures

1. Receive Trailer

2. Check Trailer Number

3. Validate the Door

4. Unseal/unlock Truck

5. Open for Mailhandlers

6. Collect hardcopy PS Form 5398-A

7. Scan Arrived

8. Follow protocol for inbound registered mail

1. Receive Trailer

1. Go to the assigned bay door.

2. Ask driver for their keys according to local key control procedures.

3. Ask if the wheels are chocked on the trailer.

4. Inspect vehicle and trailer.

   – Dock personnel must inspect each vehicle upon arrival

1. Receive Trailer

What should you inspect for each vehicle?

- ✓ Working lights
- ✓ Equipment in place
- ✓ Padlocked back door
- ✓ Safety chain on door
- ✓ No holes in trailer

- ✓ etracks in place
- ✓ Appropriate number of straps for the trailer load (8 straps)
- ✓ Road worthy
- ✓ Seal in place and unbroken
- ✓ Arriving HCR vehicles are locked

2. Check Trailer Number

Procedure:

1. Look up inbound trips in SV scanner

2. Visual confirmation of trailer number

3. Visual confirmation that wheels are chocked

3. Validate the Door

Procedure:

1. Confirm bay door with list in SV scanner

2. Engage dock lock

3. Open dock door

27

4. Unseal/Unlock Truck

1. Check that the trailer is properly sealed and that seal matches what is recorded in SV

2. Unseal/unlock the trailer

Broken Seals

Any employee who breaks the seal at the point of destination must process PS Form 5398–A as follows:

Retention:

- PS Forms 5398–A and related numbered seals must be filed and kept at the receiving facility for 31 days/1 month
- Enter name of employee breaking seal
- Identify any discrepancies
- Enter appropriate data into SV system comments block
- Submit forms and seals for retention
- Document all irregularities on PS Form 5500

Contract Route Vehicle Record

Route No. 84119	Trip 13	Frequency 0000	Capacity 1473		Ttl Sq Ft% 76	Cu Ft Ldt% 47
Schedule			Van No. 4838		Destination 832 – POCATELLO MAI	
Dep. 02/17 12:15	Arr. 02/17 15:30		Etracks 2	Restraints 0	Delay	
Actual			Dispatch. Fac. SALT LAKE CITY (UT) P&DC			
Dep. 02/17	Arr.		Opened By			
MPL/FT LD	Time Sealed 02/17 12:12					
Load Restraint Checked and Sealed By			Load Secure at Dest. ☐ Yes ☐ No		Date 02/17/2016 12:06	
Comments (Contents, Special, etc.)			Driver's Name ELMER, DAVID (801)580-8058			
Seal Number(s) 0015527619						

PS Form 5398-A, September 1992

What is a sealing irregularity?

Sealing irregularities include any discrepancy in a seal number on 5398-A or a broken or missing seal.

Any employee who notices a sealing irregularity must notify a supervisor. The supervisor then needs to:

- Alert the supervisor involving other vehicles and note the driver in charge on the PS Form 5398–A

- PS Form 5398-A report then completed, provides it written report together with a Postal Service inspector in charge and all vehicles sealed. Mail a report in inbound. Send to the Manager, Postal Inspection Service, Security office at Headquarters

- Retain the seal and related form until the investigating postal inspector authorizes its release

30

5. Open for Mailhandlers

1. Driver unlocks any locks.

2. Open trailer door.

3. Look for any unsafe conditions. Make a visual check to verify that container loads are properly restrained by straps. Report all non-complying offices to the supervisor.

Place the HCR- PS Form 5500 in SV to fix any identified issues. Replace missing straps.

Postal- Red tag for damage. Replace missing straps.

31

6. Collect hardcopy PS Form 5398-A

Important! - Collect hardcopy PS Form 5398-A.

7. Scan Arrived

1. Scan Arrived with SV scanner.

2. Inform mailhandlers the trailer is available.

When an HCR truck is sealed, the driver blocks the back of the truck door, and the Postal Service employee cuts the orange numbered tin band seal

Registered Mail is detailed, accountable items must be accounted for, and very stage

- Place rotary lock and numbered sealed collected in a secured locked container

- The Postal Service employee locates PS Form 5398-A, *Contract Route Vehicle Record,* and verifies the identification number on the orange numbered tin band seal on PS Form 5398-A

- These are kept under the immediate control of the designated employee until transfer is made to the registry section

- If the truck has been sealed, the HCR driver must be present when the seal on the back of the truck door is cut, removed, and verified

- The highway contract route (HCR) or postal vehicle service (PVS) driver must provide:

  – Registered rotary locked or numbered tin band sealed pouches and outsides

  – Original and copy of PS Form 3854 or 3854-A, *Manifold Registry Dispatch Book* (An HCR driver is not permitted on the workroom floor)

34

The receiving employee:

- Checks condition of Registered
- Enter total

- Signs name on both copies of PS Form 3854 or 3854-A
- Mail pouch or outside for any visual damage

- Verifies headings
- Postmark form by round dating

- Rotary lock number
- Enter actual time received.

- Rotary number or numbered tin band seal
- Provide copy to driver

- Keep original
- Round date as entered on PS Form 3854 or 3854-A

35

Registry Pouch Check-Off Sheet

- The platform Registered Mail receiver must maintain a Registry Pouch Check-Off Sheet

- Each office is required to send a Registered Mail pouch each business day

- The Registered Pouch Check-Off Sheet must be provided to the registry section for filing

Registry Pouch Check-Off Sheet

Monday-Friday
MVS Registered Mail Arrival Log Sheet

Run	Station	Scheduled Arrival	Tiome Received	Pouches	Outsides	Clerk's Initial
	Contract Stations					
GMF 20	CS#1 Linda's Hallmark 85022	1715				
GMF 20	CS#3 Michelle's Hallmark 85016	1715				
GMF 15	CS#4 Cornerstone Pharmacy 85018	1815				
GMF 3	CS#5 hallmark Creations 85044	1730				
GMF 14	CS#6 Camelback Village Pharmacy 85018	1830				
GMF 25	CS#8 Monty's Hallmark 85053	1745				
GMF 20	CS#11 Martins Hallmark 85051	1715				
GMF 7	CS#15 John & Kathy's Smoke Shop 85003	1815				

36

PS Form 3826, *Registry Irregularity Report*

Complete a PS Form 3826, <u>Registry Irregularity Report,</u> for all identified irregularities.

Irregularities include:

- Improperly sealed pouch
- Two or more articles registered as one
- Items not numbered
- Illegible endorsing or numbering
- Improper postmarking

- Torn or damaged Registered Mail pouch
- Registered article received not listed
- Missing dispatch
- Improper carrying of the Registered Mail pouch inside the HCR cab

Platform Log Sheet

Platform log sheet describes irregularities is kept by the platform Registered Mail receiver for further investigation or action by management.

Missing Registered Mail

For missing Registered Mail, notify the MDO immediately so that an interview can be conducted with the driver before leaving the facility.

- The MDO contacts the postmaster or supervisor at the dispatching office to determine whether a pouch was dispatched

- A physical search of the P&DC and origin office is required as appropriate

- If the Registered Mail pouch is located at the origin office, an irregularity report must be submitted

- If the Registered Mail pouch is not found, the MDO notifies the Postal Inspection Service and the district finance manager

Collection and Deposit Mail

Priority Express Mail is a locked cage as expedited. Registered Mail, Priority Mail Express at an inbound collection dock.

- In a blue and-gold bag, hanging over a side of a container, close to the doors
- Trips contain a deposit from a post office for their sales for the day or a Nil Bill if no deposit exists for the day
- Expeditors must report any anomalies with the trip
- First thing off the truck
- If the driver reports that the register was missing at one of the Deposit or the Nil Bill are collected and accounted for by the registry clerk
- Expeditors may gather this mail and expedite it to the Postmaster and notify the Postal Inspection Service
- Collection mail is all the incoming mail that needs to be processed. It is the primary mail. Handled by the group leader and mail handlers

Other Inbound Tasks

Make sure you complete the following additional tasks:

- Take accountable to appropriate location

- For delayed/late trips, ask the driver the reason. Document in SV scanner, Complete the PS Form 5500, and enter proper reason code

- Once Mailhandlers have sorted mail to operations, ensure all mail is off the dock and sent to processing

- Sweep BMEUs and other locations with collection mail to ensure this mail is added to the processing queue

Determine if there are any trailer or yard moves that need to be made to accommodate incoming or outgoing mail volume.

Prepare the facility, inform the STO or yard personnel and the driver to make yard moves.

- Use the right personnel to make the moves
- Fill out a Yard Move sheet
  - Communicate any bay moves
- Perform a trailer check to ensure:

  - Trailer doors down

  - Dock plate is disengaged

  - Check for a green light

PLANT		DE P&DC	SIGNATUR	Michael Hannah	
DATE		9/13/2021	TOUR	3	
TRAILER LOCATION	TRAILER NUMBER	OWNER	MAIL CLASS	CONTENTS	% Load	COMMENTS	DATE STAGED ON
			MVH			MVH	MVH
40	lpvs197m02	mvs		empty	0%		
41	lpvs197m07	mvs		empty	0%		
43	197nji	emt		empty	0%		
North Yard	604708	emt		empty	0%		
North Yard	604730	emt		empty	0%		
North Yard	604710	emt		empty	0%		
North Yard	728608	mvs		empty	0%		
North Yard	604716	emt		empty	0%		
North Yard	604703	emt		empty	0%		
North Yard	19748m0002	mvs		empty	0%		

PVS and HCR Trailer Moves

PVS: There is often a yard jockey who make these moves.

HCR: If no PVS person assigned, there may be an HCR contractor that move trailers as part of their contract.

We pay for every yard move, so you must document trailer moves to ensure proper compensation.

PLANT	DE P&DC		SIGNATUR			Michael Howards		
DATE	9/13/2021		TOUR			3		
TRAILER LOCATION	TRAILER NUMBER	OWNER	MAIL CLASS MVH	CONTENTS	% Load	COMMENTS MVH		DATE STAGED ON MVH
40	lpvs197m02	mvs		empty	0%			
41	lpvs197m07	mvs		empty	0%			
43	197nji	emt		empty	0%			
North Yard	604708	emt		empty	0%			
North Yard	604730	emt		empty	0%			
North Yard	604710	emt		empty	0%			
North Yard	728608	mvs		empty	0%			
North Yard	604716	emt		empty	0%			
North Yard	604703	emt		empty	0%			
North Yard	19748m0002	mvs		empty	0%			

Documenting Yard Moves

Fill out a 5397 for each yard move.

From the Arrive/Depart screen, you can stage trailers to the yard.

1. Select a trip. Trailers can only be moved if they are assigned to a Route-Trip.

2. Scan a dock door barcode.

3. Scan a trailer barcode. Trailers with a Departed or Canceled status cannot be staged.

4. Select the Stage button.

5. Select Yes to confirm.

Note: To move a trailer from the yard back to a dock door, open the trip details screen and scan a dock door barcode.

For cross-docked inbound containers, promptly unload and move mail to the outbound dock for dispatch.

Outbound Mail Procedures

1. Check mail is staged fully and correctly

2. Verify trailer number and trip

3. Visual Trailer Check

4. Unload the truck

5. Inspect the trailer to ensure it is safe

6. Ensure Load scans are complete

7. Load Trailer

8. Check load for correct configuration (Label 62)

9. Check straps as loaded and after loading

10. Ensure driver checks that load is secure

11. Print 5398-A and provide to driver, expeditor puts a copy in back of trailer, one copy to driver, and one copy kept at departing facility

12. Sealing

13. Depart Trip

   – Live Load/Live hook

   – Pre-loaded containers

45

1. Check Mail is Staged Fully and Correctly

Dispatch Times

In order to ensure mail is staged fully and correctly:

- Call for mail prior to dispatch

- Perform a sweep for any mail belonging on the trip
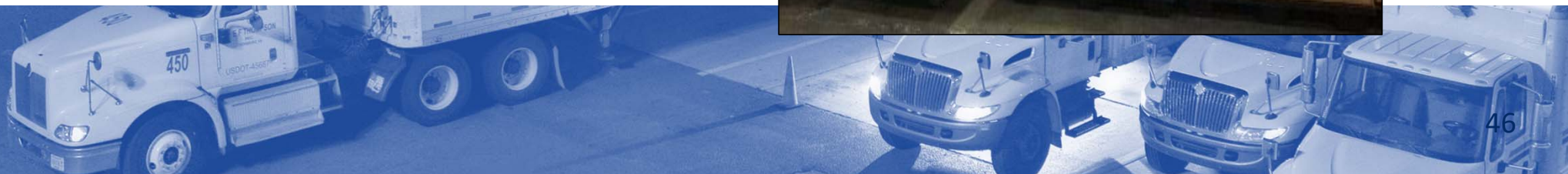
As you approach your dispatch time / For late trips, document STV with a reason code for the delay

- Dial for with your supervisor / Call for with your supervisor processing

Focus on your tour / For tours 3 and 1, your mail is processed and cleared and the DOV for this trip / the dispatch Time are departing quickly mail is processed and cleared, the greater the opportunity to meet service standards.

- The DOV (Dispatch of Value) tells you the last time that a trip can leave and still make the connections and critical entry times at the next stop

47

Performing a Sweep

When a trip is approaching dispatch, coordinate a sweep of the facility for any mail not on the dock.

- Make an announcement over the PA system to announce upcoming trips to ensure processing and mailhandlers know the mail must be sent to the dock

  - For example: "Last call for mail to dock 38 for Philadelphia."

- Use the SV scanner to find staged mail

2. Verify Trailer Number and Trip

Once you have all mail staged and ready for loading:

- Verify the trailer number, seal number, and trip with:

    – The PS Form 5398-A presented by driver

    – SV scanner

3. Visual Trailer Check and 4. Unload Truck

Ensure trailer is safe.

- Shoring bar secure

- Ensure load has not shifted

- Unload the truck

5. Trailer Safety Inspection

Why do we inspect trailers safety issues?

What are some common safety issues loading?

6. Ensure Load Scans are Complete

It is essential that all trailers receive a Load scan in SV.

- We must provide transparency to customers on the status of mail delivery

- Load scan tracks compliance with service standards and is a key metric in our performance service-wide

- This may be your duty or may be a mailhandlers duty depending on the facility

- If there is no MTEL placard, you will manually input the number of MTE that is loaded on the trailer in SV

7. Load Trailer

To load, you need to ensure:

- Mail must be staged for dispatch, and you must have a scanner

- Ensure you have sufficient Mailhandlers to load the mail and seal trailers

- Coordinate with supervisor and/or group leaders if you need additional help to move the mail

- Ensure you load the trailer to accommodate the type of trip

Stop and Go

Stop and Go routes: Routes with mail for multiple stops.

- Mail is loaded with the furthest location that the truck is going to is loaded first

You need to know mail sequence to ensure that the mail is staged correctly for drop offs.

- Look at the plate, it shows the number and order of the stops

- Load in reverse order

- The first stop should be the last mail on the truck

The driver assists mailhandlers to load the mail in order.

Processing and STC Network Requirements

Surface Transfer Centers (STC)s are mail consolidation and re-distribution facilities that combine small mail trips from multiple facilities to create a single full trip.

- STCs receive mail containerized by product type or by ZIP Code range for cross dock transfer

- Mixed mail volume is sorted for dispatch to the destination

- Ensure mail sent to the STC meets processing and requirements

- MTEL placards routes mail to the correct STC

Avoiding extra trips helps to save the Postal Service time, money, and resources.

Priorities:

- Working volume is mail that is

- This occurs when operation is running late or there is an overflow of volume or a contractor failure

- As soon as you identify an overflow (more volume than you can fit on the truck) or that operations is late, notify the supervisor

- Send mail when the trailer is scheduled to depart
- Extra Trips to local delivery units are scheduled with the local TANS manager or NETSPEC
- Make plans for the additional volume that needs to be transported
- Working volume is mail that is only sorted to the Post Office location depth-of-sort
  - Requires additional sorting
  - Mail is often sent first

- Walk sequence letters (DPS) and flats (FSS) can be sorted to the carrier walk sequence at the plant.
  - Mail does not require additional sorting
  - Mail is often sent later

Avoiding Extra Trips

Extra trip base situations:
Reasons to avoid extra trips:

- Avoid letting the facility that belongs on a departing trip just departed
A mail still in the facility that belongs on a trip that just departed

- Stage mail for upcoming trips
Sweep & drain for upcoming trips

- Use FEO staging to the dock late
Mail brought to the dock late

- Keep staging lanes neat

- Look at nearby mail to ensure there have not been containers bumped

- Verify mail volume at dock

- Ensure time to get mail from operation to dock

- Verify expected mail in CTS against what is on the truck

- Look in SV for open or closed containers that are not closed/loaded

8. Check Load Configuration

In order to ensure proper configuration, you must use the trailers and MTE in the most efficient and safe manner possible.

- Monitor all loading for good loading habits for maximum space utilization

- Periodically check loading for proper routing and separation

58

Types of Trailers

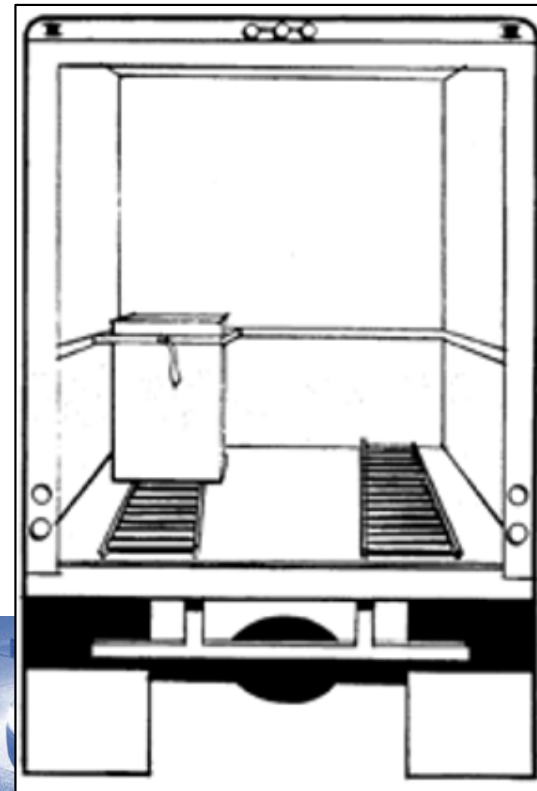- Many types and sizes of trailers are used

- The truck size determines the volume of the load

- Vehicle Numbers are assigned to each trailer
  and supplies important information

Vehicle Numbers

5728123

- What is the Length of this trailer?

  When was this vehicle purchased?

60

Vehicle Numbers

Vehicle Number | 5420049

What is the size of the trailer?

You would be expecting a 45-foot trailer.

61

Trailer Constraints

You receive mail on trailers assigned between facilities and that belong to certain contractors.

You cannot:

- Use most trailers for destinations or routes other than the originating facility

- Mix trailers that belong to one contractor with that of another

Become familiar with the configurations and requirements of your feeder locations.

Do not send trailers to facilities that cannot service them.

Trailers Mail Container Capacity

The Postal Service uses many types and sized of trailers to move the mail. The truck size determines the volume of the load.

- For example: A 45-foot truck can hold 36 containers

TRAILER CONTAINERIZATION % CHART

NUMBER OF CONTAINERS

THE GMPC IS USED AS THE BASIS FOR THE CONTAINER COUNT

1 GMPC = 1 CONTAINER
1 OTR = 2 CONTAINERS
1 HAMPER = 1 CONTAINER
1 PALLET = 11/2 CONTAINERS

63

Mail Transport Equipment

- Postal Pallet = 1/6 container / Bulk Mail Center Over-The-Road container (BMC/OTR) = 2 containers
- Gaylord = 1 ½ Containers
- Plastic (Orange) Hamper = 1 container / General Purpose Mail Container (GPMC) = 1 Container
- Canvas Hamper = 1 container / Eastern Region Mail Container (ERMC) = 1 container
- Rigid Wire Container = 1/ ½ container

Trailers

- How many GMPCs will fit on a 24-foot trailer at 100% (without double stacking)?

18 GMPCs

TRAILER CONTAINERIZATION % CHART

NUMBER OF CONTAINERS

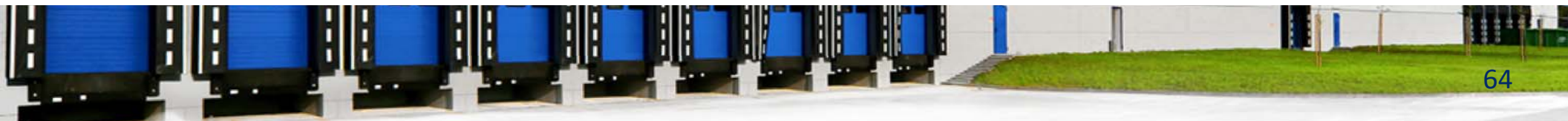|		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43
T	53	2	5	7	9	12	14	16	19	21	23	26	28	30	33	35	37	40	42	44	47	49	51	54	56	58	61	63	65	68	70	72	75	77	79	82	84	86	89	91	93	96	98	100
R	48	3	5	8	10	13	15	18	20	23	26	28	31	33	36	38	41	44	46	49	51	54	56	59	61	64	67	69	72	74	77	79	82	84	87	90	92	95	97	100				
U	45	3	6	8	11	14	17	19	22	25	28	31	33	36	39	42	44	47	50	53	56	58	61	64	67	70	72	75	78	81	83	86	89	92	95	97	100							
C	42	3	6	9	12	15	18	21	24	27	30	33	36	39	42	45	48	52	55	58	61	64	67	70	73	76	79	82	85	88	91	94	97	100										
K	40	3	6	9	13	16	19	22	25	28	31	34	38	41	44	47	50	53	56	59	63	66	69	72	75	78	81	85	88	91	94	97	100											
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Z	18	8	15	23	31	38	46	54	62	69	77	85	92	100																														
E	16	8	17	25	33	42	50	58	67	75	83	92	100																															

THE GMPC IS USED AS THE BASIS FOR THE CONTAINER COUNT

1 GMPC = 1 CONTAINER
1 OTR = 2 CONTAINERS
1 HAMPER = 1 CONTAINER
1 PALLET = 1 1/2 CONTAINERS

65

Trailers

- You have a 45-foot truck that is 75% full, can you add 6 OTRs?

No, the truck only holds 36 containers.

75% = 27 containers

6 OTRs = 12 containers

Total- 39 containers

TRAILER CONTAINERIZATION % CHART

NUMBER OF CONTAINERS

TRUCK SIZE		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43
T	53	2	5	7	9	12	14	16	19	21	23	26	28	30	33	35	37	40	42	44	47	49	51	54	56	58	61	63	65	68	70	72	75	77	79	82	84	86	89	91	93	96	98	100
R	48	3	5	8	10	13	15	18	20	23	26	28	31	33	36	38	41	44	46	49	51	54	56	59	61	64	67	69	72	74	77	79	82	84	87	90	92	95	97	100				
U	45	3	6	8	11	14	17	19	22	25	28	31	33	36	39	42	44	47	50	53	56	58	61	64	67	70	72	75	78	81	83	86	89	92	95	97	100							
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THE GMPC IS USED AS THE BASIS FOR THE CONTAINER COUNT

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1 HAMPER = 1 CONTAINER
1 PALLET = 11/2 CONTAINERS

66

Trailers

- You have a 20-foot truck that is 40% full, can you add 4 OTRs?

  ### Yes, the truck holds 15 containers.

40% =   6 containers

OTRs =   8 containers

Total-   14 containers

TRAILER CONTAINERIZATION % CHART

NUMBER OF CONTAINERS

TRUCK SIZE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43
53	2	5	7	9	12	14	16	19	21	23	26	28	30	33	35	37	40	42	44	47	49	51	54	56	58	61	63	65	68	70	72	75	77	79	82	84	86	89	91	93	96	98	100
48	3	5	8	10	13	15	18	20	23	26	28	31	33	36	38	41	44	46	49	51	54	56	59	61	64	67	69	72	74	77	79	82	84	87	90	92	95	97	100				
45	3	6	8	11	14	17	19	22	25	28	31	33	36	39	42	44	47	50	53	56	58	61	64	67	70	72	75	78	81	83	86	89	92	95	97	100							
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1 PALLET = 11/2 CONTAINERS

- Text overlapping multiple paragraphs... pallets have odds... if that will... can be loaded... to build a... to accommodate one OTR

- A wire container can be turned loaded straight in

- Play ways and load height deliver... GP pallets... have... dimensions... securely strapped without gaps

- Strapping directly on pallets will makes for an unstable load

Double Stacking

- Double stacking allows better utilization of trailers

- *Gaylords and wire containers can be double stacked*

- Carts cannot be double stacked

- Double stacking
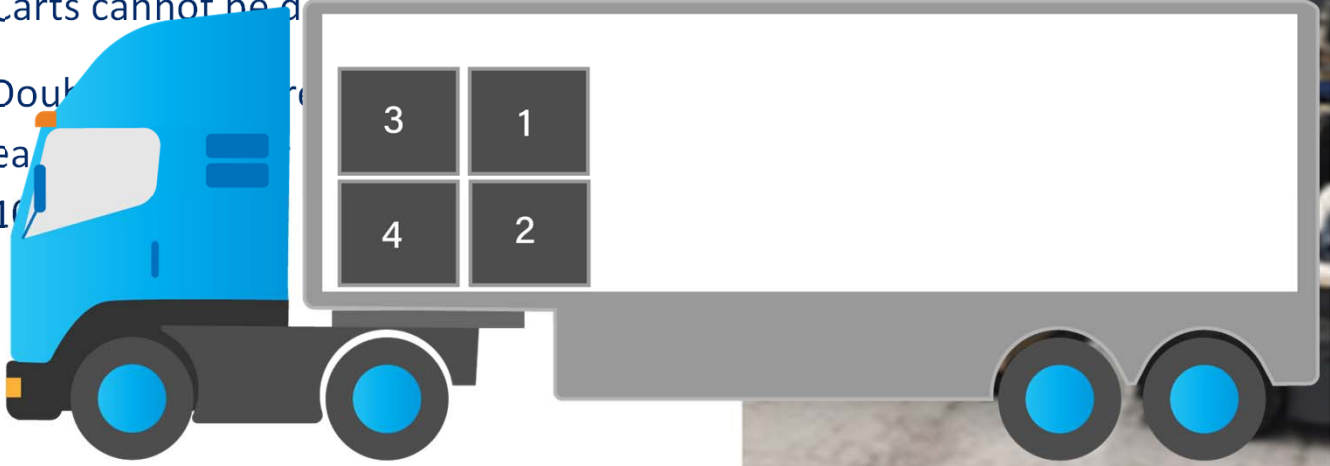
Loading Considerations

Loading for:

- Surface Transfer Center (STC) – load all like containers together

- Other facilities – Load to accommodate stops on route

- Place Tailgate Registered, HAZMAT, or Express Mail at the end of the trailer

9. Check Straps During and After Loading

Confirm the load is properly secured. Determine that all container loads are securely restrained by straps

- 2 Straps every 10 ft to be Label 62 compliant

  - Mixed loads require strapping every 10 feet on every level used

  - Any double stacking required requires strapping on each stack upper and lower, one across the bottom, one across the top, every 10 feet

10. Driver Check on Secure Load

The driver must also confirm the load is properly secured prior to truck dispatch.

11. PS Form 5398-A, Contract Route Vehicle Record

- Print three copies of the PS Form 5398-A, *Contract Route Vehicle Record*

- Provide one to the driver

- Put a copy of the form in back of trailer

- Keep one copy at the departing facility

Ensure that vehicles are properly sealed on departure. Vehicles in Security Seal Program must be properly sealed and recorded.

- Apply numbered tin band and secure seal
- The distribution employee sealing the vehicle

To attach seals, use designated platform employees at loading point must... is used to automatically record the date, name, and ZIP Code of the dispatching facility, and the serial number(s) of the tin band seal(s) on the PS Form(s) 5398–A.

  – Name of the employee sealing the vehicle
  – Destination of the next facility (This may be an intermediate stop enroute)

The imprinter can accommodate three tin band seals

- Identify vehicles that must be sealed-depends on circumstances

  – Driver's name and departure time and date. When sealing rail vehicles in advance of the

- Give 5398-As to transportation for filing

  – Network trips dispatching point and destination facilities get locks and sealed and date
  – Dispatch write the sealing time and date rather than the departure time and date

- Registered Mail delivery units have a lock
- Trips to local delivery units have a record, identified, are recorded on PS Form 5398–A

- Complete PS Form 5398–A and insert appropriate copy into vehicle, keep a copy, and give driver a copy

74

13. Departing Trip

Live Load/Live hook

- Ensure that driver closes door

- Seal door

- Perform Depart scan

Pre-load

- Expeditor closes door for pre-loaded containers

- Stage trailer in yard if not being picked up now

Dock Congestion is caused by:

1. Not following standard MTE SWL for storage
2. Too little/not enough floor space
4. Slow unloading and loading trucks
5. Maintenance issues
6. Emergency situations

Follow standard MTE SWL for storage

- Work with operators to ensure that Mail Transport Equipment Service Center (MTESC) trailers arrive fully utilized

- Work with supervisor to communicate needs to maintenance then plan to mitigate impacts

- Clearly communicate staffing needs to supervisor and group leaders

- Work with supervisor to determine how to prioritize trips

- Work with supervisor to prioritize trips considering any limitations imposed

- Work with supervisor for time wasting practices

- Look at dock organization to work around the volume

- Update work area locations to work around

- Keep manual forms on hand

- Place signage

- Ensure mail handlers, drivers, supervisors and all affected personnel are alerted to any changes so that:
  - Charge scanners
  - Driver goes to the correct door
  - Supplies available
  - Mail is staged to the new location
  - Communicate staffing needs to supervisor and group leaders

Late Processing

STC to Local Delivery Two-day Processing P&DC

Mail not processed on time for loading, notify the supervisor.
Supervisor determines if truck is held.
Discuss remedy for any remaining mail.

NDC

Multiple trips often going back and forth between facilities.

Send processed mail.

Notify the supervisor for remedies.

Delivery Units

Determinations depend on:
- Proximity to the facility
- Where in the mail process

Give priority to non-DPS mail.

Make alternate arrangements for DPS mail later.

77

Driver Responsibilities

Ensure contractor/driver:

Checks that loads are properly restrained, and vehicles locked upon departure and during route stops. Driver and Expeditor should check straps.

Handle and load mail to prevent damage and maximize cargo compartment utilization. Separated mail by PSR or TSOC. Depends on the contract and facility. Be familiar with the provisions for that contractor and trip. May help, may observe.

Reports in time to load all mail. Written in the contract, generally 15-30 minutes, noted on HCR plate.

Observe no smoking regulations in compartment. Ask to put it out or step outside. If they do not comply, issue PS Form 5500 and notify supervisor.

Notifies Administrative Official for their contract in case of breakdown and/or delay.

- Provides detailed/factual data.

Checks with expeditor to make sure all mail has been received and loaded. Expeditor informs driver when trip is ready to go. CTS lists closed containers. Staging lanes clear.

Expeditor or transportation notifies the next destination of the delay. Begin mitigation plans.

78

Driver Delays/Breakdowns

In-route delays of more than 15 minutes

Notify the nearest large plant advising of the reason for delay and the expected time of arrival.

In-dispatch delays of more than 15 minutes

Expeditors notify the next stop of the delay and have that office notify the next in line and so on.

79

Driver Delays/Breakdowns

Injured Driver/HCR Vehicle Disabled

Dispatch a Postal employee to the scene to secure the mail.

Notify all concerned offices.

Broken down , truck in accident, 15 minutes delayed

Office where the trip is overdue calls the previous stop.
That office will in turn call the preceding office until the truck whereabouts and reason for delay has been determined.

80

Who Should you Call?

Situation 1:

A Postal driver is not following the speed limits posted in the yard.

Who should you contact?

Your supervisor

Who Should you Call?

Situation 2:

Situation 2: Who should you maintain close contact with to assure close coordination of all mail handling operations?

Supervisor in the distribution and vehicle service units

Who Should you Call?

Situation 3:

An HCR trailer does not conform to Postal safety requirements.

Who should you contact?

Your supervisor

Who Should you Call?

Situation 4:

Situation 4: Two dock doors are inoperable.

With whom should you communicate?

Your supervisor

Situation 5:

You are short people on the dock.

Who should you contact?

Supervisor, group leaders, SDO, or MDO

Who Should you Call?

Situation 6:

You need extra trips to local delivery units.

With whom should you communicate?

Local TANS manager or NETSPEC

Who Should you Call?

Situation 7:

You need to make yard moves.

With whom should you communicate?

Inform the STO or yard personnel and they will work with the driver to make yard moves.

End of Tour Turn In

At the end of the tour each day, turn in:

- Yard Inventory Sheet – (Completed)

- Numbered Tin Band Seals. (Accountable item)

- Inbound/Outbound Trips PS-5398-A card and paper copies with Seal applied (bundled)

- PS Form 5397, *Exceptional Service*, FAST appointment close outs log

88   88

Module Review

Module 6 we reviewed Platform Operations.

- Access resources and personnel to resolve situations

- Define Dispatch Discipline

- Access trip schedules in SVweb using Future 5398 Report

- Monitor CTS to locate containers not on dock and forecast truck load capacity, determine the trailers, trips, and dispatch times used to transport mail, and ensure mail is loaded to the correct trailers/trips

- Interact and monitor dock personnel

- Manage trips and loads

- Complete procedures for inbound and outbound mail

- Complete procedures for collection and deposit mail