

DEC 07 2022

LABOR RELATIONS



December 5, 2022

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

Dear Ivan:

As a matter of general interest, the Postal Service has updated the Standard Work Instruction (SWI) for vehicle loading best practices for City Letter Carriers. Recent observations of our current procedures indicated a need to heighten focus on our loading practices.

Enclosed is a copy of the updated SWI and the Carrier Loading Checklist.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "James Lloyd".

James Lloyd  
Director (A)  
Labor Relations Policies and Programs

Enclosure

Standard Work  
Instructions:

## Proper Vehicle Loading for City Letter Carriers

Delivery Strategy and Policy

Purpose:

To ensure uniform, effective and proper vehicle loading for letter carriers to support efficient street delivery

Creation:

November 2022

Version 1.4

Uniform, Effective and Proper Loading of  
Vehicles



Increased Efficient Street Delivery

### Visuals

### Important Steps

### Reason for Key Points



#### Common Best Practices for Proper Vehicle Loading

- Load vehicle in one (1) trip, when possible
- Utilize the MDD Load Truck feature if needed
  - Assists new employees in sequencing packages throughout route assignment
  - Eliminates unnecessary rehandling of packages
  - Removes need for climbing in/out of vehicle
- Stage all mail and parcels in vehicle sequentially
  - Work parcels directly into vehicle, do not stage on ground or other piece of equipment, do not double handle

- Ensures mail is organized in an effective and easy manner to retrieve for increased street efficiency
- Ensures mail is readily retrievable in delivery sequence
- Minimizes handling



#### Park & Loop Routes

- Pre-load satchel w/ 1<sup>st</sup> relay (2<sup>nd</sup> if possible)
- Trayed letters, flats, SPRs, and FSS (if applicable) should be placed on one side of vehicle, in sequential order, with mail for end of route toward front of vehicle and mail for beginning part of route toward rear of vehicle near door
- Parcels and SPRs (not cased), should be loaded on the opposite side

- Ensures mail is organized in an effective and easy manner to retrieve for increased street efficiency
- Ensures mail is readily retrievable in delivery sequence



#### Mounted Routes

- First tray of residual mail and SPRs, Delivery Point Sequence (DPS), FSS (if applicable), sequenced set(s) and Small Parcel Receivables (SPRs) must be placed on tray beside letter carrier in front of vehicle
- Other mail should be loaded in rear of vehicle
- Load one side of vehicle by placing mail for end of route toward front of vehicle and mail for beginning part of route toward rear of vehicle near door
- Parcels and remaining SPRs should be loaded in rear of vehicle on opposite side

- Ensures mail is organized in an effective and easy manner to retrieve for increased street efficiency
- Ensures mail readily is retrievable in delivery sequence



#### Others

- Trayed letters, flats, and FSS (if applicable) should be placed on one side of vehicle, in sequential order, with mail for end of route toward rear of vehicle and mail for beginning part of route toward front of vehicle
- Parcels and SPRs should be loaded on opposite side
- Mail can be loaded from either side or rear of vehicle

- Ensures mail is organized in an effective and easy manner to retrieve for increased street efficiency
- Ensures mail is readily retrievable in delivery sequence



# Carrier Loading Checklist

Facility NAME/Auditor's NAME:

Total Score:

Time:

Date:

Enter responses in spaces provided. Any Y/N question answered as "No" requires an entry in the comment section at the bottom of the checklist.

General Information / Communication: (TO BE COMPLETED SEVERAL TIMES DURING THE PROCESSING WINDOW)

1 Did the carrier scan the MSP Hot Case scan prior to pull down?	Yes	No	N/A	
2 Has the route been completely pulled down prior to the carrier beginning the loading process?	Yes	No	N/A	
3 Did the carrier place as much mail as possible safely into the hamper prior to beginning the loading process?	Yes	No	N/A	
4 Did the carrier clock to the street operation prior to beginning the loading process?	Yes	No	N/A	
5 Did the carrier proceed directly to the vehicle once moving to the street operation?	Yes	No	N/A	
6 Did the carrier load vehicle from assigned parking spot without moving?	Yes	No	N/A	
7 Did the carrier use the "Load Truck" feature while loading parcels into the vehicle?	Yes	No	N/A	
8 For curbside deliveries, did the carrier place the first tray of Delivery Point Sequence (DPS), Flat Sequence System (FSS), and Cased mail on the tray up front of vehicle (recall park and loop deliveries should be delivered from the rear of the vehicle)?	Yes	No	N/A	
9 Did the carrier set up and load the cargo section of the vehicle in the most efficient manner?	Yes	No	N/A	
10 If the route required more than one trip to load, did the carrier return directly back to the office?	Yes	No	N/A	
11 On the second trip if needed, did the carrier retrieve all remaining mail for the route?	Yes	No	N/A	
12 Did the carrier return directly back to the vehicle on the second loading trip?	Yes	No	N/A	
13 Did the carrier load vehicle in less time than shown on the last 3999 ?	Yes	No	N/A	
14 Did the carrier load diligently without time wasting practices- ie: Smoking?	Yes	No	N/A	
15 Did the carrier load without conversing unnecessarily with other employees?	Yes	No	N/A	
16 Once loading was completed, did the carrier scan the Depart to Route (DTR) MSP Scan?	Yes	No	N/A	
17 Did the carrier return directly to the vehicle after scanning the DTR scan and leave the facility?	Yes	No	N/A	
18 Did carrier load efficiently, make all scans and depart facility as required?	Yes	No	N/A	

For any "No" response in the Y/N items, below provide the changes necessary to abate the issue and when that action will be completed: