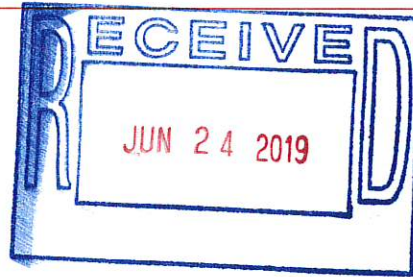




June 18, 2019

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753



Dear Brian:

As a matter of general interest, the Postal Service has created a *3M (Missent, Missort and Missequence) Standard Work Instruction* to help ensure employees are in compliance with 3M policy and procedures.

We have enclosed the following:

- A copy of the 3M Standard Work Instruction (Missent, Missort and Missequence): Carriers.
- A copy of the 3M Standard Work Instruction (Missent, Missort and Missequence): Supervisors.

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

Sincerely,

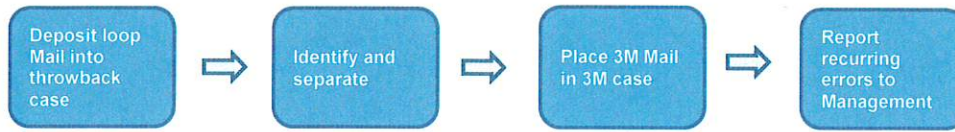
A handwritten signature in blue ink, appearing to read "AS Moore".






 Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures



	Action Items	Key Points	Reasons for Key Points																																													
<p><b>Management Instruction</b></p> <p>Loop Mail Program</p>	<p><b>1. Train employees</b></p>	<ul style="list-style-type: none"> <li>Provide local training for all carriers, clerks and EAS employees through the use of Management Instructions PO-420-2008-1, Loop Mail Program</li> </ul>	<ul style="list-style-type: none"> <li>To ensure Loop Mail Program Compliance</li> <li>Ensure clerks and carriers are aware of the 3M handling procedures</li> </ul>																																													
	<p><b>2. Establish 3M Staging Area</b></p>	<ul style="list-style-type: none"> <li>Assign and label a designated area to stage 3M mail</li> <li>The 3M case should be staged near the carrier vestibule</li> </ul>	<ul style="list-style-type: none"> <li>Provides control of mail returned from delivery</li> <li>Allows diagnostic to improve automated product</li> </ul>																																													
<p>Facility Name: <u>                    </u> 3M Daily Recording Log Date: <u>                    </u></p> <table border="1"> <thead> <tr> <th>Route #</th> <th>Missort</th> <th>Missent</th> <th>Missequence</th> <th>Total pieces</th> </tr> </thead> <tbody> <tr> <td>0021</td> <td>15</td> <td>5</td> <td>5</td> <td>25</td> </tr> <tr> <td>0022</td> <td>8</td> <td>9</td> <td>8</td> <td>25</td> </tr> <tr> <td>0023</td> <td>4</td> <td>3</td> <td>5</td> <td>12</td> </tr> <tr> <td>0024</td> <td>7</td> <td>6</td> <td>5</td> <td>18</td> </tr> <tr> <td>RS01</td> <td>3</td> <td>3</td> <td>4</td> <td>10</td> </tr> <tr> <td>RS02</td> <td>10</td> <td>2</td> <td>3</td> <td>15</td> </tr> <tr> <td>RS03</td> <td>3</td> <td>4</td> <td>7</td> <td>14</td> </tr> <tr> <td>RS04</td> <td>10</td> <td>2</td> <td>10</td> <td>22</td> </tr> </tbody> </table>	Route #	Missort	Missent	Missequence	Total pieces	0021	15	5	5	25	0022	8	9	8	25	0023	4	3	5	12	0024	7	6	5	18	RS01	3	3	4	10	RS02	10	2	3	15	RS03	3	4	7	14	RS04	10	2	10	22	<p><b>3. Review and record 3M mail pieces</b></p>	<ul style="list-style-type: none"> <li>Supervisor ensures all 3M mail from carrier routes is sorted in the appropriate hold-out</li> <li>Supervisor review 3M mail and record mail pieces on the 3M Daily Log</li> <li>Supervisor reports 3M mail volume in the appropriate report</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that carriers identify and isolate loop mail and follow 3M mail processing procedures</li> <li>Eliminate delayed mail</li> </ul>
Route #	Missort	Missent	Missequence	Total pieces																																												
0021	15	5	5	25																																												
0022	8	9	8	25																																												
0023	4	3	5	12																																												
0024	7	6	5	18																																												
RS01	3	3	4	10																																												
RS02	10	2	3	15																																												
RS03	3	4	7	14																																												
RS04	10	2	10	22																																												
	<p><b>4. Collect 3M Mail</b></p>	<ul style="list-style-type: none"> <li>Supervisor ensures the 3M mail has been collected from the 3M staging area</li> <li>Supervisor ensures all 3M mail is placed in the distribution area for proper processing</li> <li>Supervisor ensures the missent mail is dispatched on next available trip to P&amp;DC</li> </ul>	<ul style="list-style-type: none"> <li>Ensure 3M mail is processed efficiently</li> <li>Ensure the missequenced and missorted mail from the previous day is distributed prior to the carrier leave time</li> <li>Eliminate delayed mail</li> </ul>																																													
	<p><b>5. Ensure proper 3M mail handling compliance</b></p>	<ul style="list-style-type: none"> <li>Supervisor ensures all missequenced and missorted mail from the previous day is distributed prior to the carrier leave time</li> </ul>	<ul style="list-style-type: none"> <li>Eliminate delayed mail</li> <li>Ensure Loop Mail Program compliance</li> </ul>																																													
<p>Report a problem</p>	<p><b>6. Request a diagnosis on recurring errors</b></p>	<ul style="list-style-type: none"> <li>Supervisor should notify the appropriate operations support office to request a diagnosis on identified recurring errors</li> </ul>	<ul style="list-style-type: none"> <li>Eliminate recurring errors</li> <li>Improve DPS piece count/accuracy</li> <li>Improve DPS quality, quantity and accuracy</li> </ul>																																													



	Action Items	Key Points	Reasons for Key Points
	<b>1. Deposit loop mail into throwback case</b>	<ul style="list-style-type: none"> <li>Deposit mail into appropriate separations of the throwback case prior to carrier leave time</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all loop mail is processed efficiently before carrier leave time</li> </ul>
(Rural Carriers in office option)  (During Route Delivery) 	<b>2. Identify and separate 3M mail</b>	<ul style="list-style-type: none"> <li>Identify and separate 3M mail during street delivery</li> </ul> <p>Rural Carriers have the option to identify and separate in the office if casing DPS</p>	<ul style="list-style-type: none"> <li>To ensure Loop Mail Program Compliance</li> </ul>
	<b>3. Place 3M mail in the staging area</b>	<ul style="list-style-type: none"> <li>Carriers separate the missort, missequence and missent mail in the assigned route slot</li> </ul>	<ul style="list-style-type: none"> <li>Eliminate delayed mail</li> </ul>
	<b>4. Notify Supervisor of recurring errors</b>	<ul style="list-style-type: none"> <li>Carriers should notify Supervisor of all recurring 3M mail errors</li> </ul>	<ul style="list-style-type: none"> <li>To identify recurring errors.</li> <li>To increase DPS quantity and quality</li> </ul>