

RECEIVED

MAY 12 2021

LABOR RELATIONS



May 7, 2021

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

Dear Mr. Wagner:

As a matter of general interest, the Postal Service has developed and deployed a City Carrier Flow Chart that covers the key activities performed by city carriers.

The enclosed Flow Chart has been developed to assist in standardizing the flow of the basic city carrier activities in the field to reflect the Postal Service's current policies found in handbooks and manuals.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills".

David E. Mills
Manager
Labor Relations Policies and Programs

Enclosure

CITY CARRIER FLOW CHART

FOLLOW POSTAL SAFETY REGULATIONS AT ALL TIMES:

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

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

AM OFFICE FUNCTIONS:

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

CITY CARRIER FLOW CHART

Cont'd

STREET DUTIES:

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

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

PM OFFICE FUNCTIONS:

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

APPENDIX - CITY CARRIER FLOW CHART

Handbook M-41 City Delivery Carrier Duties and Responsibilities

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