

August 19, 2020

RECEIVED

AUG 2 1 2020

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

Dear Brian:

This is in further reference to our July 31 notice concerning the delivery initiative Sortation Equipment Reconciliation (SER).

Please find enclosed a Guidebook outlining the SER initiative.

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

Sincerely,

David E. Mills Manager

Labor Relations Policies and Programs

Enclosure

USPS Post Office Sortation Equipment Reconciliation (SER) – (City Carrier) Guidebook







TABLE OF CONTENTS

INTRODUCTION	4
PURPOSE OF POST OFFICE SORTATION EQUIPMENT RECONCILIATION (SER)	4
MOU 00738	5
FUNCTION 2C – CITY CARRIERS	6
CITY CARRIER STAND-UP TALK	6
FUNCTION 2C – CITY CARRIERS	7
MANAGEMENT STANDARD WORK INSTRUCTIONS:	7
AREA / DISTRICT & LOCAL MANAGEMENT	8
POST OFFICE SORTATION EQUIPMENT RECONCILIATION (SER) KICKOFF RECORDING:	8
AREA RESPONSIBILITIES:	8
DISTRICT & LOCAL MANAGEMENT RESPONSIBILITIES	9
DISTRICT RESPONSIBILITIES:	9
OPERATIONS PROGRAMS SUPPORT (AMS) PROCESS:	9
LOCAL UNIT RESPONSIBILITIES:	9
MANAGEMENT	10
SORTATION EQUIPMENT RECONCILIATION (SER) SPECIFICS:	10
MANAGEMENT & AMS	12
SORTATION EQUIPMENT RECONCILIATION (SER) CATEGORIES:	12
DISTRICT MANAGEMENT (AMS SPECIFICS)	15
OPERATIONS PROGRAMS SUPPORT (AMS) (SER) CITY DELIVERY SPECIFICS: UPDATE EQUIPMENT & CFS SECTION	N 15
DISTRICT MANAGEMENT (AMS SPECIFICS)	16
OPERATIONS PROGRAMS SUPPORT (AMS) (SER) CITY DELIVERY SPECIFICS: UPDATE CFS SECTION & REMOVE MARKERS	16
DISTRICT MANAGEMENT (AMS SPECIFICS)	17
OPERATIONS PROGRAMS SUPPORT (AMS) (SER) CITY DELIVERY SPECIFICS: MAKING CELL SIZE CHANGES	17
LOCAL UNIT SPECIFICS WITH DISTRICT MANAGEMENT OVERSIGHT	18
LOCAL UNIT (SER) CITY DELIVERY SPECIFICS:	18



SER CONSOLIDATED CITY CHECKLIST	19
Complete Com	
CITY CARRIER (SER) CHECKLIST	



INTRODUCTION

Purpose of Post Office Sortation Equipment Reconciliation (SER)

Due to continuing declines in cased volumes, as well as additional opportunities for right-sizing, we are renewing our efforts to minimize sortation equipment. Our aim is to reduce sortation equipment throughout Post Offices, nationwide, where possible. From a city delivery perspective, our goal is to reduce sortation equipment on as many routes as feasible to one, six shelf, evenly spaced 124 while continuing to provide efficient and effective service to our customers.

In order to do so, it is essential that we (Supervisors, Managers, Postmasters, and Operations Specialists) consult with our carriers to finalize the cell size changes. This is vital because carriers are expected to use their knowledge of their routes to effect delivery and can readily identify addresses that may require additional or less sortation space. Every postmaster, manager and supervisor has a responsibility to the organization to ensure that your delivery units are efficiently configured with sortation equipment minimized.

The advantages and benefits of this include but are not limited to the following:

- · A leaner and safer work environment
 - Improved ergonomics
 - Remove clutter, congestion & waste
 - Reductions in physical footprints
 - Improved mail flow & productivity
- Space for our growing package volume
- Potential revenue opportunities via space utilization

By vigorously focusing on the efficiency of our operations, the Postal Service can continue to provide prompt, reliable, and affordable universal postal services for all Americans for years to come.



MOU 00738

M 00738 indicates that 4 deliveries (curbside or other) may be included per separation.



M 00738

EMPLOYEE AND LABOR RELATIONS GROUP Washington, DC 20260

JUL 8 1977

Mr. Thomas D. Riley Assistant Secretary-Treasurer National Association of Letter Carriers, AFL-CIO 100 Indiana Avenue, NW Washington, DC 20001

> Re: C. Acox New Orleans, LA NC-S-5894/N5-DE-10699

Dear Mr. Riley:

On May 24, 1977, we set with you to discuss the above-captioned grievance at the fourth step of our contractual grievance procedure.

The matters presented by you as well as the applicable contractual provisions have been reviewed and given careful consideration.

Based on the evidence presented in this grievance, we find that normally when letter mail is correctly eased in accordance with instructions contained in the M-41 Handbook, Section 221, it should be in the proper delivery sequence when the carrier is prepared to pull the mail from the case and strap or tray out the relays.

However, in abnormal circumstances where sequence of delivery cannot be maintained during casing, the National Agreement, Article XLI, Section 3(I) anticipates that the required sequencing of letter mail will be accomplished in the office while traying or strapping out.

Therefore, the issues raised have been resolved and the grievance is closed.

Sincerely,

Michael J. Rarrison Labor Relations Department

> NOTE: Carrier cases had three and four deliveries to a separation. Local management would not permit carriers to sequence mail in the office.



FUNCTION 2C – City Carriers

City Carrier Stand-Up Talk

In today's evolving mail environment, cased mail volume has steadily declined, which has created opportunities to right size our delivery units. As a result, we are renewing our attempts to minimize delivery unit sortation equipment nationwide. From a city delivery perspective, our goal is to convert as many city routes as possible to one, six shelf, evenly spaced 124 and provide efficient and effective customer service.

In order to do so, it is essential that we seek your valuable input as carriers, to finalize the cell size changes. This is vital because, as the expert on the route, you can readily identify addresses that may require additional or less sortation space. In order to complete this as planned, we will be starting carrier consultations soon regarding these changes to our carrier sortation equipment by obtaining your input.

- Some of the advantages and benefits are:
 - A leaner and safer work environment
 - Removal of clutter & congestion
 - Reductions in physical footprints
 - Improved mail flow
- Space for our growing package volume
- Creation of potential revenue opportunities via space utilization

Please recall, the only way that the Postal Service can continue to provide prompt, reliable, and affordable universal postal services for all Americans over the long-term is by vigorously focusing on the efficiency of our operations.



FUNCTION 2C - City Carriers

Management Standard Work Instructions:



Conduct Carrier Consultation to Optimize Cell Size Based Upon Their Knowledge

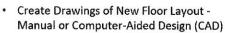
Optimize Floor Layout Using Lean Mail Delivery (LMD) Methodology Install Case
Labels &
Remove Excess
Equipment,
Coordinate with
OPS

Key Points



CASE CONFIGURATION COMPARISON

- Obtain and Review Updated Address Management Systems (AMS) Edit Sheets
- Conduct Consultations With Carriers to Identify Optimal Cell Size Configurations
- · Return Edit Sheets With Modifications to AMS
 - · Order New AMS Case Labels



- Submit Work Orders to Realign Equipment and LMD Signage
 - Coordinate with District to Store Excess Equipment

Reasons for Key Points

- Preliminary Changes Provided by AMS
- Carriers' Route Knowledge Must Be Utilized to Optimize Delivery Sortation Equipment
- Case Labels must be AMS Generated and Unaltered
- Reduced Equipment Creates:
 - Leaner & Safer Working Environment
 - · Improved Ergonomics
 - · Congestion Relief
 - Improved Mail Flow
 - Space for Growing Package Volume
 - Potential Revenue Opportunities
- Equipment & Signage must be Rearranged to Reflect New Set-up
 - Excess Equipment must be Removed and Stored off-site



- New AMS Route Labels are Installed
- PS Forms 3982 Updated to Match Each Row
- Confirm Accurate Route Placards are Placed on Remaining Equipment
- Hold Mail Staging Area Clearly Established
- Certify Completion

- Correct Labels Support Accurate Delivery of Mail
- Proper Alignment of PS Form 3982 assists Change of Address Compliance
- Route Placards Needed to Identify Routes
- Proper Hold Mail Staging Area Eliminates Misdirection of Hold Mail
- Certification Confirms Process
 Completed Properly



Area / District & Local Management

Post Office Sortation Equipment Reconciliation (SER) Kickoff Recording:

Link:

 $https://usps.zoomgov.com/rec/share/6_wkL-Hf8lxOYq_wsE6DZvUTE6f7X6a80CAYvAlnk6zZuLrWO4_Xrg2TYyojW6Q\%20$

Password: 9Z&i&!3%

Area Responsibilities:

- · Adhere to Corporate Plan
- Direct and Track District Project Plan
 - Ensure Proper Reporting of Districts' Progress
 - · Monitor the Consolidation and Storage of Excess Sortation Equipment
- Enforce Accountability
- Make Certain Cross Functional Resources are Available

City Carrier TimeLine for number of routes to be reviewed per week

	CITY DELIVERY ROUTE COUNTS - EXPECTED SORTING EQUIPMENT REDUCTIONS BY WEEK										
AREA	8/14	8/21	8/28	9/4	9/11	9/18	9/25	10/2	CONCLUSION		
СМА	732	1,202	1,600	1,600	1,600	1,600	1,600	1,334	11,269		
EA	1,009	2,197	2,969	2,969	2,969	2,969	2,969	2,562	20,613		
GLA	1,353	2,296	2,651	2,651	2,651	2,651	2,651	1,413	18,319		
NEA	1,887	2,752	3,051	3,051	3,051	3,051	3,051	1,553	21,447		
PA	1,359	2,188	2,543	2,543	2,543	2,543	2,543	1,388	17,650		
SA	1,273	2,318	3,360	3,360	3,360	3,360	3,360	3,376	23,765		
WA	1,410	2,481	3,052	3,052	3,052	3,052	3,052	1,985	21,136		
NATIONAL	9,022	15,434	19,226	19,226	19,226	19,226	19,226	13,611	134,199		



District & Local Management Responsibilities

District Responsibilities:

- · Communicates Project Plan
- Ensures Corporate Core Requirements are Met
- · Leads, Directs & Coordinates Roles & Responsibilities
 - Local Post Office / District Staff
- Provides Support / Feedback to Ensure Success
- Sets Focus, Expectations & Clarity Ensuring the Following:
 - Local Management Accountability
 - · Cross Functional Resources are Available
- · Facilitates creation of New Floor Layout Manual or Computer-Aided Design (CAD)
- Identifies Suitable Storage Locations for Excess Equipment
- Coordinates Consolidation of Sortation Equipment
- Requires AMS to cell block all consecutive Centralized and CBU deliveries and minimize those cell sizes to no more than one inch where possible and needed
 - If additional cell reductions are needed, to reach the 227 cell count, set up Curb & Other deliveries at two deliveries per cell
 - 240 cells minus 7 'CFS' cells minus 6 '3982' = 227 cell count
- Also ensures carrier consultations are conducted and monitors reduction progress as needed

Operations Programs Support (AMS) Process:

- 1. Change case equipment to one 124 case with 6 shelves
- 2. Reduce the CFS section to 7"
- 3. In Delivery Point Maintenance window,
 - a) Remove row markers
 - b) Change cell sizes based on delivery requirement:
 - All 'Curb' and 'Other' deliveries will be combined into 2 deliveries per cell.
 - All 'CBU' and 'Centralized' deliveries will be combined into 1" per ZIP+4 or by individual box (whichever is smaller)
- 4. Send new Route Listing and Route Summary Reports

Local Unit Responsibilities:

- Conduct Communication with Employees (Stand Up Talk)
- Perform Carrier Consultations utilizing Address Management Systems (AMS) Updated Edit Sheets and finalize cell size reductions to align with optimize carrier sortation equipment
- Assist with the creation Drawings of New Floor Layout Manual or Computer-Aided Design (CAD)
- · Submit Work Orders to Realign Equipment and LMD Signage
 - Coordinate with District to Store Excess Equipment
- Require carriers to update PS Form 3982 Cards to Match Each Row
- · Ensure Hold Mail Staging Area Cleary Established
- Certify Completion



Management

Sortation Equipment Reconciliation (SER) Specifics:

Remember when ...?







Team,

As mentioned previously due to continuing declines in cased volumes, as well as additional opportunities for right-sizing, we are renewing our efforts to minimize sortation equipment. Our last major attempt at this was during the AMSOP process. Our aim this round is to reduce sortation equipment throughout Post Offices, nationwide, where possible. From a city delivery perspective, our goal is to reduce sortation equipment on as many routes as feasible to one, six shelf, evenly spaced 124 while continuing to provide efficient and effective service to our customers. In order to do so we broke down each City route and rated them for their potential to reduce sortation equipment after AMS applies this logic: 1) AMS cell blocked all consecutive Centralized and Cluster Box Unit (CBU) deliveries and minimized those cell sizes to no more than one inch where possible; 2) If additional cell reductions were needed, to reach the 227* count, AMS set up Curb & Other deliveries at two deliveries per cell.



*Please note: a six shelf 124 case with minimal CFS/Nixie separations provides 227 cells for carriers to work deliverable mail into (one cell per row is required for PS-Forms 3982, another 7 cells at minimum are utilized, either on the first or last row for carrier markups/forwards; 6 shelves TIMES 40 cells per shelf =240 cells per 124 case, MINUS the six cells for PS-FORMS 3982, MINUS the other 7 cells for carrier markups & forwards = 227 cells).

Example of 7 minimum cells required on the case labels for CFS/Nixie mail

MACH	NON MACH	UTF	IA	NSN	ANK	CARR END
MACH		UTF	IA	NSN	ANK	END



See chart below, Column "Q" (TOTAL EQUIP) lists the existing total pieces of casing equipment while the numbers of cells presently in use are shown in Column "E" (CURRENT CELL COUNT). In addition, this data contains a column called (REVISED CELL COUNT), (See column "D"), which was computed utilizing the following logic: all consecutive centralized and Centralized Box Unit (CBU) deliveries were respectively cell blocked with cell size minimization. Then all Curb & Other deliveries were set up at no more than two deliveries per cell. Column "F" RECONCILED CELL COUNT depicts the lower of CURRENT CELL COUNT VS REVISED CELL COUNT. This is what we're asking to be done to reduce our cell sizes. Please note section 121.11 b of handbook M-39 states that the manager will select the most appropriate work method (Casing System) for each route.

Á	В	C	D	E	F	Q	R	S
			REVISED	CURRENT	RECONCILED			
. ID	ZIP CODE	ROUTE	CELL COUNT	CELL COUNT	CELL COUNT	TOTAL EQUIP	CATEGORY	CELLS TO ELIMINATE
ZIP&ROUTE1	XXXXX	C001	218	377	218	2	A	Minimal to None
ZIP&ROUTE2	XXXXX	C002	250	375	250	2	В	23
ZIP&ROUTE3	XXXXX	C003	326	382	326	2	С	99
ZIP&ROUTE4	XXXXX	C004	420	464	420	2	D	73
ZIP&ROUTE5	XXXXX	C005	475	698	475	3	χ	128
ZIP&ROUTE6	XXXXX	C102	378	488	378	1	ALREADY 1 PIECE	ALREADY 1 PIECE

As mentioned above, the utilization of 227 cells or less readily facilitates the deployment of one, six shelf 124. See column "R", (CATEGORY) above. Column "R" (CATEGORY) is determined by the numbers of cells identified in Column "F" RECONCILED CELL COUNT. (Recall Column "F" RECONCILED CELL COUNT is the lower of column "D" REVISED CELL COUNT versus column "E" CURRENT CELL COUNT). All routes showing a RECONCILED CELL COUNT less than or equal to 411 (CATEGORIES A - C) are expected to be converted into one piece of casing equipment (six shelf - 124), the others, showing a RECONCILED CELL COUNT greater than 412 will be reviewed for possible reduction to one piece but if not feasible, will be planned to be reduced to two pieces, at 6 shelves, (one - 124 & one - 143 [Wing Case].

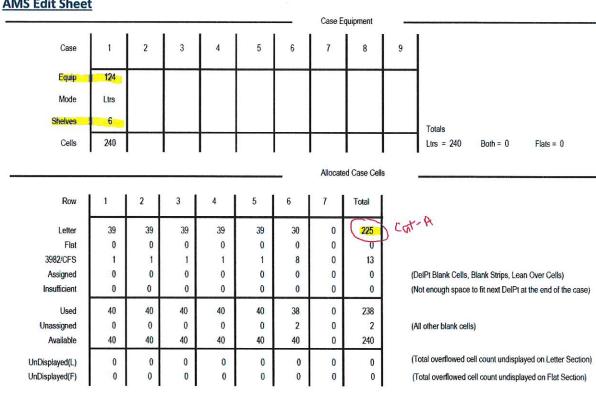


Management & AMS

Sortation Equipment Reconciliation (SER) Categories:

CATEGORY	RECONCILED CELL COUNT	GOAL		
Α	227 OR LESS	Convert to 1 piece (6 shelf 124)		
В	228 - 300	Convert to 1 piece (6 shelf 124)		
С	301 - 411 Convert to 1 piece (6 shelf 124)			
D	412 - 450	Convert to 2 pieces (6 shelf 124 & 143)		
Х	X 451 OR MORE Convert to 2 pieces (6 shelf 124 &			

AMS Edit Sheet



Category A routes have a RECONCILED CELL COUNT of 227 or less and will be easily convertible into one piece of equipment, with Carrier Consultation. Category A routes, typically have little need for any cells to contain more than 2 "curbside" or "other" type deliveries. Column "S", CELLS TO ELIMINATE shows the numbers of cells that must be consolidated with other cells in order to reduce the equipment as planned. Category A routes will have minimal to no cells to consolidate and that verbiage is reflected in Column "S" as "minimal to none", however, there will be a need for manual manipulation to make the labels optimal for each route. Please recall the AMS system limitations mentioned above as they will have some affect. As of 7/10/20, the AMS data shows 63,155 (44%) of our 142,603 City Routes are classified as Category A.



Category B routes have a RECONCILED CELL COUNT of 228 – 300 and should be readily convertible into one piece of equipment, with Carrier Consultation, to identify opportunities for cell size reductions or specifics requiring additional consideration. Category B routes, will typically have a moderate need for some cells to contain more than 2 "curbside" or "other" type deliveries. If available, the preference is to minimize the numbers of cells with more than two curbside deliveries. Column "S", CELLS TO ELIMINATE for Category B routes will show as many as 72 cells that must be consolidated with other cells in order to reduce the equipment as planned. As of 7/10/20, the AMS data shows 44,886 (31%) of our 142,603 City Routes are classified as Category B.

AMS Edit Sheet

			AV44				Case E	quipment	
Case	1	2	3	4	5	6	7	8	9
Equip	124		<u> </u>						
Mode	Ltrs			1					
Shelves	6			1					Totals
Cells	240								Ltrs = 240 Both = 0 Flats = 0
					***************************************		Allocate	ed Case Cell	s
Row	1	2	3	4	5	6	7	Total	
Letter	39	39	39	39	39	72	0	267	CAT-B
Flat	0	0	0	0	0	0	0	0	California (California California
3982/CFS	1	1	1	1	1	8	0	13	
Assigned	0	0	0	0	0	0	0	0	(DelPt Blank Cells, Blank Strips, Lean Over Cells)
Insufficient	0	0	0	0	0	0	0	0	(Not enough space to fit next DelPt at the end of the case)
Used	40	40	40	40	40	80	0	280	
Unassigned	0	0	0	0	0	0	0	0	(All other blank cells)
Available	40	40	40	40	40	40	0	240	2
UnDisplayed(L)	0	0	0	0	0	10	0	10	(Total overflowed cell count undisplayed on Letter Section)
UnDisplayed(F)	0	0	0	0	0	0	0	0	(Total overflowed cell count undisplayed on Flat Section)

Category C routes have a RECONCILED CELL COUNT of 301 – 411 and may be convertible into one piece of equipment, with intensive Carrier Consultation to identify opportunities for cell size reductions, any outliers or specifics requiring additional consideration. Category C routes, may have consistent needs for cells to contain more than 2 "curbside" or "other" type deliveries. If available, the preference is to minimize the numbers of cells with more than two curbside deliveries. Column "S", CELLS TO ELIMINATE for Category C routes will show as few 74 cells and as many as 184 cells that must be consolidated with other cells in order to reduce the equipment into a six shelf 124. There may be some isolated instances where Category C routes cannot be adequately reduced into a six shelf 124 as desired and may need to go into 2 pieces of equipment (6 shelved 124 & 143). As of 7/10/20, the AMS data shows 22,751 (16%) of our 142,603 City Routes are classified as Category C.



Category D & X routes have a RECONCILED CELL COUNT above 411 and may be convertible into one piece or two pieces (124 & 143 both with six shelves), via meticulous Carrier Consultation to identify opportunities for cell size reductions, any outliers or specifics requiring additional consideration. Generally speaking, Category D & X routes, will have consistent need for cells to contain more than 2 "curbside or "other" type deliveries. If available, the preference is to minimize the numbers of cells with more than two curbside deliveries. Column "S", CELLS TO ELIMINATE for Category D & X routes were computed utilizing 2 pieces of equipment (6 shelved 124 & 143) but in some instances, these may be possible to reduce these to one piece also. As of 7/10/20, the AMS data shows 3,407 (2%) of our 142,603 City Routes are classified as Category D or X.

	CITY CASING EQUIPMENT PIECES POTENTIALLY REMOVED									
AREA	CATEGORY A	CATEGORY B	CATEGORY C	CATEGORY D	CATEGORY X					
CMA	6,012	4,470	3,601	485	433					
EA	7,632	9,271	6,235	667	527					
GLA	11,430	8,807	3,459	175	69					
NEA	14,979	7,127	2,408	185	303					
PA	9,729	6,052	2,482	181	150					
SA	10,149	9,181	9,656	1,449	1,149					
WA	11,460	9,529	5,397	391	314					
NATIONAL	71,391	54,437	33,238	3,533	2,945					

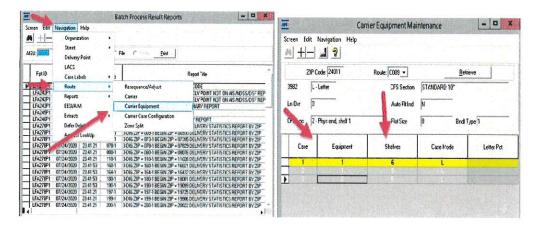
Data above is based upon Category A-C routes having all city carrier casing equipment reduced to one 6-shelf 124 and Category D & X to two pieces of equipment (6 shelved 124 & 143).



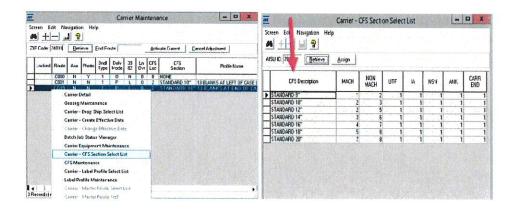
District Management (AMS Specifics)

Operations Programs Support (AMS) (SER) City Delivery Specifics: Update Equipment & CFS Section

- 1. Change case equipment to one 124 and 6 shelves
 - Equipment -'1' = 124
 - Equipment -'3' = 143



- 2. Reduce CFS Section to 7"
 - CFS Section will be updated in Carrier Maintenance



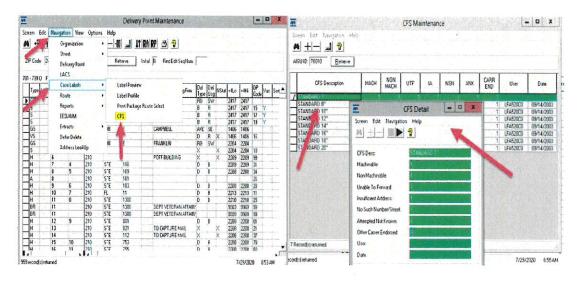


District Management (AMS Specifics)

Operations Programs Support (AMS) (SER) City Delivery Specifics: Update CFS Section & Remove Markers

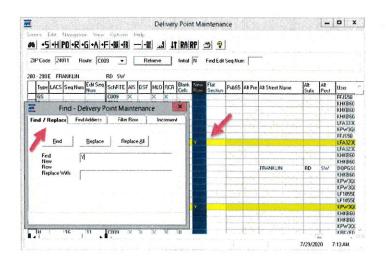
How to update the CFS Section

- To add a new line; click +
 - · Right click- Choose CFS Detail-Fill in blanks appropriately



3a. Remove Row Markers

- Highlight 'New Row' column
- Click Find:
- Find: 'Y'
- Replace with: {blank}
- Click Save:



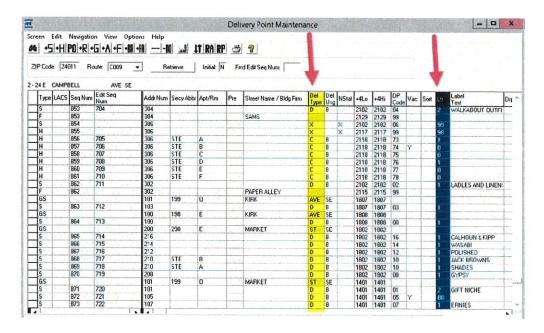


District Management (AMS Specifics)

Operations Programs Support (AMS) (SER) City Delivery Specifics: Making Cell Size Changes

3b. Update cell sizes

- Delivery Requirements:
 - 'Curb'and 'other'
 - 2 deliveries per (1" cell)
- 'CBU' and 'Centralized'
 - Combine into 1" cell per ZIP+4 or
 - By Individual box (whichever is smaller)



Tips:

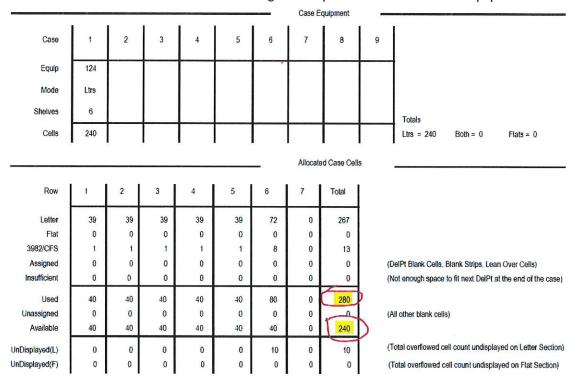
- 1. Auto-fit –can help to get cells reduced into case. Manual overview is still needed.
- 2. You don't need the edit book to get started.
- 3. Offices can make revisions of cell sizes in WebEES.



Local Unit Specifics with District Management Oversight

Local Unit (SER) City Delivery Specifics:

- Conduct Communication with Employees (Stand Up Talk) see Page 5 Above
- Perform Carrier Consultations utilizing Address Management Systems (AMS) Updated Edit Sheets and Finalize Cell Size Reductions to Align with Optimize Carrier Sortation Equipment



Sheet above indicates that 40 additional cells need to be absorbed to fit the sortation equipment. Our carriers' knowledge must be utilized to address; it is essential that we seek their valuable input to finalize the cell size changes. Carriers are the experts on their routes and can readily identify addresses that may require additional or less sortation space. This includes routes where all deliveries seem to fit, we must ensure spacing is adequate. If needed review cell size needs on typical mail volume day to confirm spacing is appropriate.

After consultations are completed, return finalized edit sheets to AMS for case label generation.

- Assist with the creation Drawings of New Floor Layout Manual or Computer-Aided Design (CAD)
- Submit Work Orders to Realign Equipment and LMD Signage
 - Coordinate with District to Store Excess Equipment
- Require carriers to update PS Form 3982 Cards to Match Each Row
- Ensure Hold Mail Staging Area Cleary Established
- Certify Completion



SER Consolidated City Checklist

City (SER) Checklist

	Sortation Equipment Reconciliation (SER) Checklist Date										
teps	Task Name	Task Description	Task Owner	Completed							
1	View SER kickoff presentation: https://usps.zoomgov.com/rec/share/6_ wkl-Hf8lxOYq_wsE6DZvUTE6f7X6a80CAY- vAInk6zZuLrWO4_Xrg2TYyojW6Q%20 [Password 9Z&i&I3%]	Gain understanding of initiative	Area/District/ Local Unit								
2	Direct and track District project plan	Sets focus, expectations, clarity; ensuring proper reporting of progress, accountability and cross functional resources availability	Area								
3	Leads, directs and coordinates Roles and Responsibilities of MOPS, AMS & Local Units	Provides support / feedback to ensure success. Coordinates consolidation of sortation equipment.	Area/District								
4	Identify excess equipment storage locations and communicate to Delivery Units	Setup storage locations for excess equipment, conduct and disseminate communication plans for SER to Delivery Units	District								
5	Standard Work Instructions	Obtain, read and print the Standard Work Instructions (SWIs), share with appropriate employees and post as needed	Area/District/ Local Unit								
6	Stand-Up Talks	Deliver City Carrier Stand-Up Talk	District/Local Unit								
7	AMS applies preliminary cell size optimization logic	Have AMS cell block all consecutive centralized and CBU deliveries and minimize those cell sizes to no more than one inch where possible.	Area/District								
8	Acquire updated AMS Edit Sheet	Perform carrier consultations to optimize cell size configuration on (AMS) updated Edit Sheets, return edit sheets for new case labels	District/Local Unit								
9	Communicate to delivery units	Conduct and disseminate communication package to delivery units for SER. District management must also monitor reduction progress on a weekly basis and ensure reductions are occurring at a reasonable rate.	District								
10	Optimize floor layout	Obtain drawings of new floor layout - manual or Computer-Aided Design (CAD)	District/Local Unit								
11	Submit Work Orders to realign equipment	Coordinate with District to store excess	District/Local								
12	Implementation Preparation	equipment Carriers update PS Form 3982 cards to match each row. Ensure Hold Mail staging area is established and clearly marked	Unit District/Local Unit								
13	Certify completion	Ensure tracking mechanism is updated	District/Local Unit								
14	Post implementation and follow-up	Review and ensure cell size optimization, adjust where needed,	District								