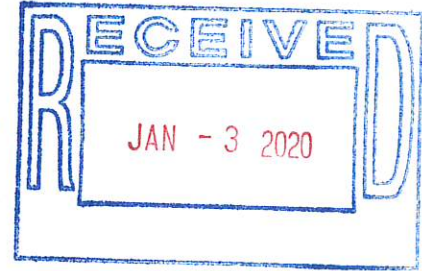




January 2, 2020

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 is revising Handbook F-55, *Carrier Cost Systems*.

The subject revisions incorporate language from Statistical Programs (SP) Letter #1, Fiscal Year (FY) 2019, SP Letter #2, FY 2019, SP Letter #4, FY 2019, and SP Letter #1, FY 2020 (copies of which were previously provided to your organization) into Handbook F-55. Other minor, typographical edits are also included in the revisions.

We have enclosed two copies of the revised Handbook F-55, one with and one without changes identified.

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

Sincerely,

A blue ink handwritten signature, appearing to read "David E. Mills", with a stylized flourish at the end.

David E. Mills  
A/Manager  
Labor Relations Policies and Programs

Enclosures



# Carrier Cost Systems

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Handbook F-55

December 2019



## Carrier Cost Systems

Handbook F-55  
Updated through SP Letter #1, FY20

December 2019  
Transmittal Letter

- A. Explanation.** This handbook serves as both a training aid and reference guide for Statistical Programs personnel at Postal Service Headquarters and at area and districts offices, and for local Postal Service employees who conduct and support Carrier Cost Systems (CCS) tests. The procedures contained in this handbook are part of the Postal Service's continuing effort to improve data quality and productivity through benchmarking and standardizing of best practices.

This edition of Handbook F-55 contains revisions that Statistical Programs has made since the handbook's previous publication in September 2018, including revisions to management policies and procedures, and revisions issued in the following Statistical Programs (SP) letters:

- SP Letter #1, FY 2019 (dated August 30, 2018).
- SP Letter #2, FY 2019 (dated November 28, 2018).
- SP Letter #4, FY 2019 (dated June 1, 2019).
- SP Letter #1, FY 2020 (dated September 4, 2019).

- B. Availability.** Copies are available for Postal Service employees on the Postal Service PolicyNet Web site at <http://blue.usps.gov>. In the left-hand column under "Essential Links," click on PolicyNet, and then in the tabs across the top, click on HBKs.

- C. Comments on Content.** Address comments or questions regarding the content of this handbook to the following address:

MANAGER OF STATISTICAL PROGRAMS  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLZ SW RM 4912  
WASHINGTON DC 20260-2808

- D. Comments on Format.** Address comments or questions regarding the language or organization of this handbook to the following address:

BRAND AND POLICY  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLZ SW RM 4646  
WASHINGTON DC 20260-4646

- E. Effective Date.** This publication is effective December 1, 2019.

Steven R. Phelps  
(A) Vice President, Pricing and Costing  
Finance

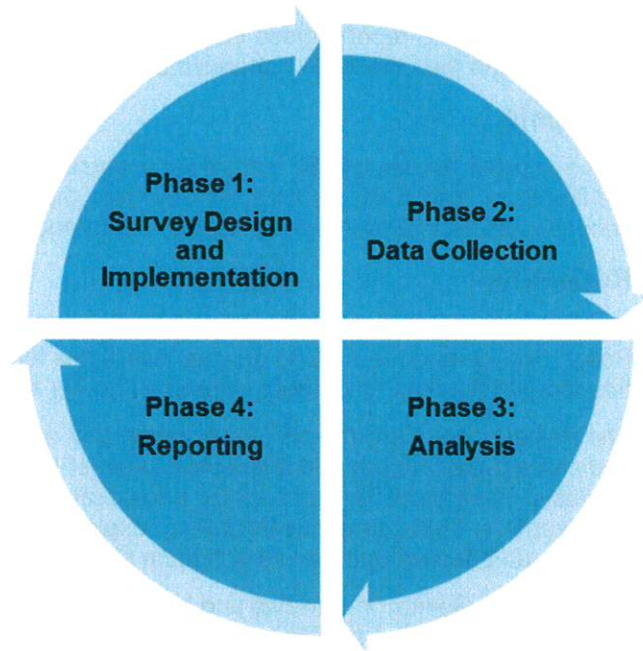
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Exhibit 1-2.1  
**Cost Systems Measurement Process**



The following sections explain the phases of the cost systems measurement process.

### 1-2.2 Survey Design and Implementation

In the survey design and implementation phase, HQ SP personnel develop and revise the data collection methods for the cost systems. They decide the frequency of certain tests, the number of sites tested, the type of information gathered, the procedures for conducting the tests, and the time, manner, and method of data collection. In addition, HQ SP personnel provide training for data collectors.

When designing a test, HQ SP uses established statistical methods to ensure the data's reliability. Principles behind these methods include the following:

- a. Collecting data in either a census or a sample. (A census selects every item, whereas a sample selects a smaller group for study.)
- b. Using the same procedure to gather data, no matter who is conducting the test. This method ensures that you do not interpret test questions differently, and that different data collectors performing the same test under the same circumstances get the same data.
- c. Conducting pilot tests to try out the questions and procedures before using them to gather data. These tests find and correct problems in the procedures that would lead to inaccurate or unreliable data.

### 1-2.3 Data Collection

In the data collection phase, trained data collectors record data for the cost systems tests on laptops. Data collectors count and record mail by product, shape, and other characteristics and then transmit the data to the Computerized On-Site Data Entry System (CODES) Web Base Unit (WBU) for analysis.

HQ SP writes test questions and procedures in a manner to gather all data in a way that do not introduce error or bias. Thus, to ensure the data's reliability, you must follow the

## 2 City Carrier Cost System

### 2-1 Overview

During a CCCS test, you must count and record mail by class, subclass, and shape for a randomly selected city route. The Postal Service uses the data to attribute city carrier costs to various categories of mail and extra services.

**Note:** The Postal Service does not use the information from the CCCS test to set work standards or measure carrier performance.

### 2-2 Definitions

#### 2-2.1 Definitions

The following are terms related to the CCCS test and their definitions:

- a. **Direct bundle:** All the mail in a bundle or container that is for one addressee, and that was prepared by mail processing or the mailer rather than the test carrier. A direct bundle may be a tray or tub of loose nonidentical or identical mailpieces to one addressee. Count each direct bundle as one mailpiece.
- b. **Identical pieces:** Mailpieces (often a large number) with the same characteristics.
- c. **Pivoted route:** A route in which the mail is split up (i.e., pivoted) and assigned to multiple carriers. An entirely pivoted route is one in which the route is split up and assigned to two or more carriers who are also delivering other routes. A partially pivoted route is one in which the primary carrier is delivering a portion of the route and parts of the route are split up to one or more carriers.
- d. **Deviation parcel:** A parcel-shaped mailpiece that cannot fit in the customer's receptacle (along with flats and letters). For special situations and examples, see the section titled "Determining Shape" in *City Carrier Cost System Reference Guide* (CCCS-RG), which is available on the CODES laptop or at [https://blue.usps.gov/finance/pricing/\\_pdf/statistical-programs/cccs\\_rg-09162019.pdf](https://blue.usps.gov/finance/pricing/_pdf/statistical-programs/cccs_rg-09162019.pdf).

#### 2-2.2 Essential Personnel

##### 2-2.2.1 Overview

You are to conduct the test with the help of the delivery supervisor, carrier, and postmaster.

##### 2-2.2.2 Data Collector

You must contact the delivery supervisor at least 1 day before the test to obtain the information needed to complete the test. A sample letter to inform the postmaster of a CCCS test appears in Exhibit 2-2.2.2. You must complete the following tasks to gather the required information to complete the test:

- a. Explain the test to essential personnel.
- b. Upon receiving the sample selection file, verify the administrative information for the selected route and make adjustments for any changes.
- c. Locate the mail to sample.
- d. Determine the random start number and skip interval.
- e. Select mailpieces, and record counts under the proper class, subclass, and shape.

#### 2-2.2.4 City Carrier

The city carrier must do the following:

- a. Help identify mail to be sampled.
- b. Isolate collected mail to be counted by the postmaster or designee.

#### 2-2.2.5 Supervisor

The supervisor must do the following:

- a. Determine whether the carrier is to receive overtime pay or auxiliary help because of the test.
- b. Help identify mail to be sampled.
- c. Confirm the finance number, Cost Ascertainment Group (CAG), and route number.
- d. Confirm administrative information for the route being tested.
- e. Complete the postmaster's sections of PS Form 2846 if the postmaster is not available.

#### 2-2.3 Required Materials

You must take the following materials to the test site:

- a. A CODES laptop computer with a fully charged battery pack.
- b. An AC power pack with a power cord.
- c. An extension cord with a three-prong safety.
- d. An electronic scale with a cable for a power source and a cable for computer connections.

**Note:** The scale must be accurate to 0.1 ounce. To ensure accuracy, check the balance and level the scale before each test.

- e. A barcode scanner.
- f. A copy of *City Carrier Cost System Reference Guide (CCCS-RG)*, which is available on the CODES laptop or at [https://blue.usps.gov/finance/pricing/\\_pdf/statistical-programs/cccs\\_rg-09162019.pdf](https://blue.usps.gov/finance/pricing/_pdf/statistical-programs/cccs_rg-09162019.pdf).
- g. A copy of Handbook F-55's Chapter 2, "City Carrier Cost System."
- h. Statistical Programs policy letters.
- i. A current sample file.
- j. Paper and a pen or pencil.
- k. Marking slips to identify test mail.
- l. A tape measure.
- m. PS Form 2846.

#### 2-2.4 Procedures

You must perform the following tasks when conducting a CCCS test (for detailed information, see the sections noted):

- a. Prepare for the test (see 2-3):
  1. Prepare before the day of the test.
  2. Complete and verify the Test Header.

2. The first clerk arrives.
  3. The first truck arrives.
  4. The clerks begin to distribute mail to the routes.
  5. The carrier is expected to arrive.
  6. The Delivery Point Sequence (DPS) mail arrives.
  7. The carrier is expected to leave.
- e. Ask if there are any changes to the route information. If the test route is pivoted, or if the test route carrier is delivering mail for a pivoted route, identify someone who can isolate all of the deviation parcels for the test route. You must reschedule the test if no one can identify all of the deviation parcels for the test route.
  - f. If applicable, explain the need to obtain End of Run (EOR) data for the following columns on the EOR report (ask the supervisor to provide the data promptly):
    1. Firm holdout (FIRM).
    2. Change of Address (COA).
    3. Nondelivery day (NDD).
    4. Temporary Hold (TMP).
    5. Window Call (WIN).
    6. Delivery Point Sequence (DPS).
  - g. Ask whom to contact when you arrive at the facility.

### 2-3.3 Complete and Verify the Test Header

Enter administrative data on the *Test Header* screen on the day of the test. (For more information, see the CCCS-RG.)

### 2-3.4 Communication on the Day of the Test

To avoid delaying the carrier, you must locate all mail being sampled and begin sampling before the carrier arrives. As participants arrive, explain what each must do.

- a. Upon your arrival, meet with the delivery supervisor or the person in charge, and do the following:
  1. Explain the reason for the visit.
  2. Explain the purpose of the test and address any concerns.
  3. Explain the supervisor's role and answer any questions.
  4. Ask the supervisor to do the following:
    - a. Point out the carrier's case.
    - b. Provide you with the DPS EOR printout, if applicable.
    - c. Determine if the carrier cases saturation mailing.
    - d. Fill out the postmaster's sections of PS Form 2846 if the postmaster is not available.
    - e. Confirm whether or not the carrier of the route to be tested collates the FSS mail.
- b. When the carrier arrives, you are to do the following:
  1. Explain the following:
    - a. That the test is not used to measure carrier performance or set work standards.

The test facility may distribute mail to the carrier at times other than when dispatches arrive. Because of differing arrival times, some mail in the sample may not be available when you start the test, so perform the following tasks:

- a. Sample mail as it becomes available.
- b. Work with office personnel to identify all mail in the sample.
- c. Sample the mail before it is cased, if possible.

## 2-4.2 Mail Included in the Test

Include all test route mail that goes out for delivery during the test window, including the following types of mail:

- a. Mail that the carrier has made previous attempts to deliver.
- b. P.M. mail that goes out for delivery on the test day (by the same carrier or another carrier).

**Note:** If afternoon sampling is not possible, then obtain from Operations at the station the Scanner ID that was used for mail delivery and the missed volume. Enter the information from the Scanner ID into the CODES software comment field and notify the MFPC, who must submit the information in the Anomaly Log.

- c. Any mail not brought to the case, including parcels and DPS, drop-shipped (which the carrier may pick up on the way to the street), accountable, postage-due, and hot case mail.
- d. Misthrown mail for this test route that other carriers bring to the case.
- e. Any mail for this test route that is handed off or pivoted (either partially or entirely) to other routes.
- f. Commingled pieces of vacation hold, business closed, or missent, misthrown, or missorted letters and flats. Because you are sampling mail from both the letter-shaped and flat-shaped mailstreams before it is cased, the sample includes commingled pieces of vacation hold, business closed, or missent, misthrown, or missorted letters and flats. Although you might test this mail on more than one route, this is a case in which it is acceptable to have a potential for double counting.

Office personnel must verify that each tray, tub, and carrier route bundle is for the selected route and goes out for delivery on the test day.

## 2-4.3 Mail Excluded From the Test

Exclude the following types of mail from the test:

- a. Easily isolatable vacation hold and business closed mail that will not go out for delivery on the test day.
- b. Mail that has been distributed to the carrier route but that will not go out for delivery on the test day.
- c. Priority Mail Express items, Priority Mail items, and late-arriving parcels when the carrier delivering the mail clocks to LDC 23.
- d. Any mail handed off from other routes or pivoted to the test route.
- e. DPS mail if the Test Type in the CODES software is D00 or D02.

## 2-4.4 Examples of Included and Excluded Mail

The following examples help illustrate when to include or exclude mail from a test:

**Example 1:** Carrier-route bundles of USPS Marketing Mail (previously Standard Mail) are distributed to the carrier's case on Tuesday for delivery on Wednesday. Exclude this mail



interval of 10 and you select a First-Class Mail letter that includes Certified Mail service — record this mailpiece as any other selected from the tray.

## 2-4.6 Select the Mailpieces

### 2-4.6.1 Overview

The CODES software provides the random start number for you. Then you must perform the tasks described in the following sections.

### 2-4.6.2 Non-DPS and Non-Parcel Mailpieces

#### 2-4.6.2.1 General Procedures

Select mailpieces as follows:

- a. Count the pieces sequentially until reaching the start number. Set that piece aside for recording. Thereafter, select every  $x$  piece (where  $x$  is the mailpiece skip interval).
- b. Keep track of the number of pieces remaining after the last selected piece from a tray, tub, or bundle of mail. Write the number on the Test Schedule or Header Sheet, which you may print from the CODES WBU.
- c. Use this number to continue counting the mailpieces in the next tray, tub, or bundle.

**Example:** Suppose the CODES laptop displays a start number of 6 and a skip interval of 10 — select and set aside for recording mailpieces 6, 16, 26, etc. Suppose the tray originally had 99 pieces, and as you near the end of the tray, you select mailpiece 96 and notice that there are three pieces remaining — write the number “3” on the Test Schedule or Header Sheet. In the next tray, count the first mailpiece as 4, and continue counting the subsequent pieces until you reach the skip interval of 10. In this case, the first piece you select in the second tray is mailpiece 7.

**Exception:** Sample all mail that was cased before your arrival. Use the skip interval as explained in 2-4.5. If the carrier is still casing mail, sample the mail in the case first, and then sample the uncased mail. After you sample the uncased mail, the carrier may proceed with casing the mail.

### 2-4.6.3 DPS Mailpieces

If the *Select Test* screen in the CODES software lists the Test Type as D00 or D02, exclude the DPS mail from the sample.

Otherwise, handle DPS mail as follows:

- a. Keep selected pieces of DPS mail separate from the other selected mailpieces.
- b. Unless the carrier agrees otherwise, keep DPS mail in its original order.
- c. Select the sample mailpieces according to the random start number and the skip interval. (You may want to mark the place of each selected mailpiece in the tray by turning the mailpiece that follows it on its end.)
- d. Record the selected mailpieces individually.
- e. Return each mailpiece to its place in the tray before recording the next one.

### 2-4.6.4 DPS Container Subsampling

Changes in mail processing and delivery operations over the past few years have limited the testing window for sampling a carrier's mail. Consequently, HQ SP developed an option for you to sample late-arriving DPS mail by randomly selecting only one or two trays. You must use this option only as a last resort to minimize carrier delay, and you must use the lowest possible skip interval to sample mail.

**Note:** This DPS Container Skip option is applicable only to DPS mail.

For more information on recording parcels, see the section titled "Determining Shape" in the CCCS Reference Guide, which is available on the CODES laptop or at [https://blue.usps.gov/finance/pricing/\\_pdf/statistical-programs/cccs\\_rg-09162019.pdf](https://blue.usps.gov/finance/pricing/_pdf/statistical-programs/cccs_rg-09162019.pdf).

## 2-5 Record Selected Mail

### 2-5.1 Overview

For the pieces selected, determine and record class, subclass, shape, piece count, and other characteristics.

### 2-5.2 Mail Class and Subclass

The Postal Service determines mail class by the weight and content of the mailpiece and by the service provided. See the CCCS-RG for a detailed explanation.

**Note:** For direct bundles, record the class and subclass of the top piece of mail. Each direct bundle is counted as one mailpiece.

To help identify all First-Class Mail products, it is necessary to collect indicia information for all First-Class Mail shapes. Group and enter First-Class Mail letters and flats by indicia type. When selecting the Indicia in the CODES software, select the first applicable option.

### 2-5.3 Shape

The Postal Service determines shape based on mail specifications in *Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM)*. For more information on recording shape, see the CCCS-RG.

### 2-5.4 Count Mailpieces

Enter the mail count of selected mailpieces — the mail count is "1" when you record mailpieces individually, and it is greater than "1" when you group mailpieces together. You may group the following types of mailpieces:

- a. Nonaccountable letters and flats that are identical in shape, endorsements, and all other characteristics.
- b. Parcels that are identical and destined for multiple deliveries on a tested route, such as Enhanced Carrier Route Walk Sequence Saturation (ECRWSS) parcels or Bound Printed Matter telephone books.

Note the following requirements:

- a. To group mailpieces, you must select them using the same mailpiece skip interval.
- b. If parcels are not identical, you must record them individually. When you enter a parcel count greater than "1," the *Parcel Count* warning screen appears.

After you enter the count, the data entry software flags unusual combinations of mailpiece characteristics. Verify that you correctly entered the characteristics (including class, subclass, and shape) and the count. For unusual combinations, enter a comment that describes the unusual combination and count.

### 2-5.5 Scanning

When grouping flats or any other mailpieces, group only identical mailpieces, including endorsements. For these groups, follow the endorsement grouping in the software question.

When scanning one barcode, scan any one mailpiece barcode since the mailpieces are identical. You are not limited to scanning only one mailpiece; however, you are allowed to

- b. Complete Section 1.
- c. Obtain the test ID and city route number from the *Test Schedule* or *Test Header* screen, and enter it in Section A.
- d. Give the form to the postmaster or designee, who completes Sections 2 and 3.

## **2-7.3 Postmaster — Sections 2 and 3**

### **2-7.3.1 Collection Volume for Pivoted Routes**

To avoid double counting collection volume for pivoted routes, adhere to the following rules for the test route:

- a. If entirely pivoted to another route, record the collection volume as Zero Volume.
- b. If partially pivoted to other routes, record the collection volume, including the collection mail from the receiving routes or carriers that are only delivering test route mail.
- c. If receiving mail from a pivoted route, record all the collection volume, including collection mail from the received pivoted route portion.

**Example 1:** A facility has 3 city letter routes – routes A, B, and C. On the day of the test, the regular carrier for route A is unavailable and route A is split evenly between routes B and C (the route is entirely pivoted). If the CCCS test is on route A, the collection portion (PS Form 2846) is a Zero Volume test. If the CCCS test is on route B, include all of the mail collected by that route B carrier on that day including the collected mail from the pivoted route A portion.

**Example 2:** A facility has 3 city letter routes – routes A, B, and C. On the day of the test, the regular carrier is available but the route is overburdened. Part of route A is pivoted to route B, (the route is partially pivoted). If the CCCS test is on route A, record the mail brought back to the office by that regular route A carrier for their portion of route A. If the CCCS test is on route B, include all of the mail brought back to the office by that route B carrier on that day, including the collected mail from the pivoted route A portion.

### **2-7.3.2 Section 2**

The postmaster or designee must complete Section 2 as follows:

- a. Complete Section 2 after the carrier returns from delivering and collecting the mail.
- b. Have the carrier separate the mail into three tubs:
  - 1. One for online requests for Package Pickup.
  - 2. One for blue collection box mail.
  - 3. One for customer outgoing mail, missorted mail, and mail brought back to the Post Office.
- c. After counting the mail, follow the instructions on the form to determine the class and shape categories.
- d. Use the destinating address to determine if the mail is domestic or international.

### **2-7.3.3 Section 3**

You must explain to the postmaster or designee how to record collected mail on PS Form 2846.

The postmaster or designee must do the following:

- a. Record franked mail and penalty mail from U.S. Government agencies based on the service provided.

## 2-8.2 Sampling Units

CCCS uses extracts from the Address Management System (AMS) as a sampling frame for letter routes. However, AMS does not identify all SPRs. City carriers indicate a route number when clocking to LDC 23 operations. HQ SP creates the sampling frame for testing SPRs using the carrier's clock rings from recent Time and Attendance Collection System (TACS) records. The sampling unit for testing SPRs is the 6-digit TACS route number (for each finance number) for the day of the test. You must record administrative and mailpiece data for all city carriers (sometimes two or more) clocked to the sampled route number (LDC 23 operations only) on the test day.

**Note:** Although SPRs are identified in the CCCS sample file by the leading "S" in the route number (for example, "S199"), the route number in TACS does not have the "S." Statistical Programs adds the "S" to differentiate between letter routes (beginning with a "C") and SPRs. When looking at TACS reports, the route number that CCCS uses is the last three digits of the "Route" field. The second and third digits of the TACS route number usually correspond to the last two digits of the ZIP Code.

- g. Complete Section A of PS Form 2848, *Rural Carrier Route Mail Acceptance Data*. See 3-9 for instructions for completing this form. A copy of PS Form 2848 is available at <http://blue.usps.gov/formmgmt/forms/ps2848.pdf>.
- h. Review the instructions with the postmaster or designee:
  - 1. Explain how to count and record mail on this form, and indicate the sections that the postmaster must complete.
  - 2. Tell the postmaster to submit the form by using the address or fax number specified in Section A.
- i. After receiving the submitted PS Form 2848 from the postmaster, review the form for completeness and accuracy.

## Exhibit 3-2.2.2

**Sample Letter to Inform Postmaster of an RCCS Test**

UNITED STATES POSTAL SERVICE  
 315 DISTRICT RD  
 ANY DISTRICT, ST 99999-9998

DATE: December 21, YYYY  
 TO: POSTMASTER JONES  
 US POSTAL SERVICE  
 119 W 4TH ST  
 APPLETON CITY MO 64724-9998

SUBJECT: Rural Carrier Cost System (RCCS) Quarter (1, 2, 3, 4 as appropriate)

Attached is a schedule of Rural Carrier route tests to be taken at your office during Quarter \_\_\_\_.

A data collector from the Statistical Programs unit will contact you one or two days before each scheduled test to explain the test, and clarify the help and information required to complete the test. At that time, the data collector will also ask to speak to the rural carrier, and the carrier's supervisor, to obtain information about the route, mail arrival times and personnel working with the mail. On the test date, the data collector will arrive approximately one hour prior to the rural carrier's arrival to begin sampling the mail. The data collector will interfere as little as possible with the work of the rural carrier.

The data collector may ask the rural carrier for some minor assistance while conducting the test — for example, identifying mail for the route. The National Rural Letter Carriers' Association Union is aware of these tests.

This test could possibly delay the rural carrier. The rural carrier will be compensated for any delay at the rural carrier's average pay rate. The data collector will ask both the rural carrier and you to sign PS Form 2847 to cover any additional time required by the test.

You will be asked to participate in the rural carrier test which should require only a few minutes. When the rural carrier returns from the route, you will need to record information about the mail collected on the test route, on the test day. Please inform the rural carrier of the route selected for the test.

Your cooperation and assistance are appreciated.

John Doe  
 Manager, Finance

Attachment

**3-2.2.3 Postmaster**

The postmaster must do the following:

- n. PS Form 2847.
- o. PS Form 2848.

### **3-2.4 Procedures**

You must perform the following tasks when conducting an RCCS test (for detailed information, see the sections noted):

- a. Prepare for the test (see 3-3):
  - 1. Prepare before the day of the test.
  - 2. Complete and verify the Test Header.
  - 3. Communication on the day of the test.
- b. Identify and select mail to be sampled (see 3-4):
  - 1. Mail included in the test.
  - 2. Mail excluded from the test.
  - 3. Examples of included and excluded mail.
  - 4. Select the skip interval.
  - 5. Select the mailpieces.
- c. Record selected mail (see 3-5):
  - 1. Mail class and subclass.
  - 2. Compensation category.
  - 3. Shape.
  - 4. Count the mailpieces.
- d. Finalize the test (see 3-6):
  - 1. Review the data and administrative information.
  - 2. Determine the time required to complete the test.
- e. Conduct the RCCS test by telephone when appropriate (see 3-7):
  - 1. Requirements.
  - 2. Procedures.
- f. Complete PS Form 2847 (see 3-8).
- g. Complete PS Form 2848 (see 3-9):

## **3-3 Prepare for the Test**

### **3-3.1 Overview**

Careful preparation is necessary to ensure that you conduct the test efficiently and that the results are accurate.

### **3-3.2 Prepare Before the Day of the Test**

#### **3-3.2.1 Overview**

Before the day of the test, you must do the following:



2. Change of Address (COA).
  3. Nondelivery day (NDD).
  4. Temporary Hold (TMP).
  5. Window Call (WIN).
  6. Delivery Point Sequence (DPS).
- h. Explain what mail is being sampled. (See 3-4 for a detailed explanation of the mail to be sampled on the day of the test.)
- i. Ask whom to contact when you arrive at the facility.

### Exhibit 3-3.2.2

#### Completed Sample of PS Form 4241-A, Rural Route Evaluation

NATIONAL COUNT		Effective		04-28-18		For PP		10-18				
DMS 140		U.S. Postal Service		DATE PROCESSED		04/20/18						
Post Office, Date and Zip Code				Process No.		Date of Count						
						FEB 24, 2018 THRU MAR 06, 2018						
OFFICE TIME DATA	Letters	Sector Segment Letters	Flats	Packages	Restrictions	COO's Customized Due	Shipping	Stamps				
	67.93		245.25	124.54			51.50	20.00				
	M.O. Applications	Collected Letters and Flats	Accountable Mail Signature Item	Accepted Parcels (ordinary/insured)	Postage Due	Personal & Misc	RMO Scanner	Carrier Pickup Requests				
		21.12	23.50		1.00	30.00	6.00	6.00				
ROUTE TIME DATA	Change of Address	Markups	3842 PAPS Labels	Forms 3821 Completed	Return Receipts	Leasing	Other Bulletin	Withdrawing	DPS Flats			
	1.00	17.50	.38	12.00		55.50	23.00	30.00				
	DPS Letters	DPS Flats	Packages	Miles	Buses	Demount Allowance	Demount Distance	Refused / Unload	Non-Signature Score			
	271.16		62.46	819.60	1100.00	1.30	5.26	18.00	183.60			
Time (in hours and minutes)	Accountable Mail Signature Item	COO's Customized Due	M.O. Applications	Parcels Accepted (ordinary/insured)	Flag & Cart Accepted	NDCSU Call/Comp & Parcel Labels	Latched Pouch Stops	Carrier Pickup Same Time	Carrier Pickup Request Time			
	81.45							21.23	6.00			
	Standards	Actual	Ass. Actual	Volume Factor	Route Length (Miles)	Regular Buses	Controlled Buses	Total Buses	Potential Profit			
	Office	12:16	21:55	:00	2.28	56.90	550		550	N		
Route	42:50	30:00	:00	Wait & Count	Vehicle Stops	Forfeited Buses	USPS Vehicle Used	Weekly Demounts	Weekly Demount Distance			
	Total	55:06	51:55			526	542	N	13	1227		
Route No	Name		Employee ID	County	State	Salary	FLSA	Eval Hours	EMA	Latched Pouch Monetary	Protected Salary	Quarantined Salary
K 901								K46V	E 48.28			

NOTE: The figures shown in Office Time Data and Route Time Data sections represent the number of minutes allowable under the daily time standards for a one week period. These minutes were developed from the mail count data on Form 4241. If Latched Pouch Monetary allowance is authorized, the time shown for Latched Pouch Stops is not included in the Standard Time shown.

PS Form 4241-A, February 2010

CARRIER'S ROUTE BOOK-4

### 3-3.3 Complete and Verify the Test Header

For selected rural routes that have intermediate routes, enter administrative data on the *Test Header* screen on the day before the test. (For more information, see the RCCS-RG.)

For all other tests, enter administrative data on the *Test Header* screen at the test site on the morning of the test. Review PS Form 4241-A at the Post Office to verify header information. (The form is shown in Exhibit 3-3.2.2.)

### 3-3.4 Communication on the Day of the Test

To avoid delaying the carrier, you must locate all mail being sampled and begin sampling before the carrier arrives. As participants arrive, explain what each must do:

1. Explain the test and the role of each participant.
2. Explain that, if you had to complete PS Form 2847, the carrier and postmaster must sign the form, and that the postmaster must mail it to the address on the form. See 3-8 for instructions for completing this form. A copy of PS Form 2847 is available at <http://blue.usps.gov/formmgmt/forms/ps2847.pdf>.
3. Explain that the you completes Section A of PS Form 2848, and that the postmaster or designee completes Sections B and C after the carrier returns from the route. You also do the following:
  - a. Highlight each section that the postmaster or designee must complete.
  - b. Explain what mail the postmaster or designee must count.
  - c. Explain that the postmaster or designee must return PS Form 2848 to you upon completion. See 3-9 for instructions for completing this form. A copy of PS Form 2848 is available at <http://blue.usps.gov/formmgmt/forms/ps2848.pdf>.

### 3-4 Identify and Select Sample Mail

#### 3-4.1 Overview

Sample all test route mail that goes out for delivery from 00:00:00 (midnight) to 23:59:59 on the test day.

**Exception 1:** If the test is scheduled for a Monday or the day after a holiday, include mail that was delivered on Sunday or on the holiday.

**Example 1:** A test scheduled on a Monday begins at 00:00:00 Sunday and ends at 23:59:59 Monday.

**Example 2:** A test scheduled on a Tuesday after a Monday holiday begins at 00:00:00 Sunday and ends at 23:59:59 Tuesday.

**Exception 2:** If the *Select Test* screen in the CODES software lists the Test Type as D02, exclude the DPS mail from the sample.

The test facility may distribute mail to the carrier at times other than when dispatches arrive. Because of differing arrival times, some mail in the sample may not be available when you start the test, so perform the following tasks:

- a. Sample mail as it becomes available.
- b. Work with office personnel to identify all mail in the sample.
- c. Sample the mail before it is cased, if possible.

#### 3-4.2 Mail Included in the Test

Include all test route mail that goes out for delivery during the test window, including the following types of mail:

- a. Mail that the carrier made previous attempts to deliver.
- b. P.M. mail that goes out for delivery on the test day (by the same carrier or another carrier).

**Note:** If afternoon sampling is not possible, then obtain from Operations at the station the Scanner ID that was used for mail delivery and the missed volume. Enter the information from the Scanner ID into the CODES software comment field and notify the MFPC, who must submit the information in the Anomaly Log.

Exhibit 3-4.5

**Skip Interval and Mail Type Usage**

<b>Skip Interval</b>	<b>Mail Type Usage</b>
1	Use for extra services, identical pieces (a large number of mailpieces with the same mail characteristics), a normal parcel workload, and when time allows for recording all mail.
3	Use for a route with a heavy parcel workload (such as during the Holiday Season) or when time allows for sampling of more mail.
5	Use for normal sampling of mail and when time allows for sampling of more mail.
10	Use for normal sampling of mail.
20	Use as needed to sample routes when high mail volumes or shortened time windows preclude normal sampling.
40	Use as needed to sample routes when high mail volumes or shortened time windows preclude normal sampling.

If you encounter a parcel or accountable mailpiece when sampling mail using a skip interval greater than 1, include it in the count; if selected, record the mailpiece appropriately. For example, suppose you are counting through a letter tray using a skip interval of 10 and you select a First-Class Mail letter that includes Certified Mail service — record this mailpiece as any other selected from the tray.

**3-4.6 Select the Mailpieces****3-4.6.1 Overview**

The CODES software provides the random start number for you. Then you must perform the tasks described in the following sections.

**3-4.6.2 Non-DPS and Non-Parcel Mailpieces**

Select mailpieces as follows:

- Count the pieces sequentially until reaching the start number. Set that piece aside for recording. Thereafter, select every  $x$  piece (where  $x$  is the mailpiece skip interval).
- Keep track of the number of pieces remaining after the last selected piece from a tray, tub, or bundle of mail. Write the number on the Test Schedule or Header Sheet, which you may print from the CODES WBU.
- Use this number to continue counting the mailpieces in the next tray, tub, or bundle.

**Example:** Suppose the CODES laptop displays a start number of 6 and a skip interval of 10 — select and set aside for recording mailpieces 6, 16, 26, etc. Suppose the tray originally had 99 pieces, and as you near the end of the tray, you select mailpiece 96 and notice that there are three pieces remaining — write the number “3” on the Test Schedule or Header Sheet. In the next tray, count the first mailpiece as 4, and continue counting the subsequent pieces until you reach the skip interval of 10. In this case, the first piece you select in the second tray is mailpiece 7.

**Exception:** Sample all mail that was cased before your arrival. Use the skip interval as explained in 3-4.5. If the carrier is still casing mail, sample the mail in the case first, and then sample the uncased mail. After you sample the uncased mail, the carrier may proceed with casing the mail.

**3-4.6.3 DPS Mailpieces**

If the *Select Test* screen in the CODES software lists the Test Type as D02 exclude the DPS mail from the sample.

Otherwise, handle DPS mail as follows:

### 3-6.2 Record the Time Taken to Complete the Test

After reviewing and correcting the data, record the total time taken to complete the test, including time spent on the following tasks:

- a. Preparing forms.
- b. Communicating with the postmaster, supervisor, and carrier on the day of the test.
- c. Setting up the computer.
- d. Selecting the sample and gathering the mailpieces.
- e. Entering mailpiece data into the computer.
- f. Reviewing data and ending the test.
- g. Traveling to and from the test site.

**Note:** Do not include time spent off the clock or working on another test.

**Example:** On the day before the test, it takes 5 hours to get to the test site from the office and to check into a hotel. On the test day, it takes 15 minutes to get to the test site from the hotel, another 1 hour and 10 minutes to prepare for and conduct the test, and another 5 hours and 5 minutes to return to the office. The total time to complete the test is 11 hours and 30 minutes.

### 3-6.3 Complete the Forms

If the test has detained the carrier, you must complete PS Form 2847 so that the carrier is paid for time spent on the test. Ask the carrier and postmaster to sign the form, and then ask the postmaster to mail it. (For instructions on completing the form, see 3-8.)

You must complete Section A of PS Form 2848 and give it to the postmaster or designee to complete and submit. Explain to the postmaster what mail to include in the count and where to enter the mail categories. (For instructions, see 3-9.)

## 3-7 Conducting the RCCS Test by Telephone

### 3-7.1 Overview

Conducting the rural carrier test by telephone might be an option. You can discuss this option with the MFPC.

### 3-7.2 Requirements

Before you may conduct a rural carrier test by telephone, the MFPC must contact the Service Center and obtain permission for such a test. The MFPC must provide a fair estimate of the amount of driving time that would be required if the you conducted the test on-site rather than over the telephone.

If the Service Center grants permission, the MFPC must provide the Service Center with the volume of mail expected on the route for sampling on the test day.

You must plan for a telephone test several days in advance, and must verify that the employees who are conducting the test with you have sufficient knowledge to do so.

**Note:** The knowledge level of an employee includes knowledge of mail classification and definition of the mail to be sampled, and the amount of time that field employees have to correctly conduct the test.

- c. Record carrier time in minutes, not hours.
- d. Ensure that both the carrier and postmaster sign the form.

The postmaster mails the completed and signed form to the Accounting Service Center address printed on the form.

**Note:** At intermediate offices, the intermediate office postmaster handles the tasks for the postmaster.

## 3-9 Complete PS Form 2848

### 3-9.1 Overview

The Postal Services uses PS Form 2848 to report the volume of mail the carrier collects as the carrier delivers it. The postmaster or designee completes PS Form 2848. A copy of PS Form 2848 is available at <http://blue.usps.gov/formmgmt/forms/ps2848.pdf>.

**Note:** If the tested site is an intermediate office, follow the instructions in 3-9.6.

PS Form 2848 does *not* count mail from collection boxes and cluster box collection compartments.

### 3-9.2 Data Collector — Section A

You must do the following:

- a. Highlight the administrative data to be completed by the postmaster or designee.
- b. Complete Section A.
- c. Complete Item 2 using leading zeros for the month/date and a four-digit year — for example, record July 20, YYYY, as “0720YYYY.”
- d. Obtain the test ID and rural route number from the *Test Schedule* or *Test Header* screen, and enter it in Section A.
- e. Give the form to the postmaster or designee, who completes Sections B and C.

### 3-9.3 Postmaster — Sections B and C

#### 3-9.3.1 Section B

The postmaster or designee must do the following:

- a. Complete Sections B after the carrier returns from the route.
- b. Have the carrier separate the mail into three tubs:
  - 1. One for online requests for Package Pickup.
  - 2. One for mail collected from individual delivery boxes and brought back to the Post Office.
  - 3. One for all other mail.
- c. After counting the mail, follow the instructions on the form to determine the class and shape categories. Also, include or exclude mail as follows:
  - 1. Include mail that the carrier picks up from any intermediate office.
  - 2. Include mail from intermediate routes when the head-out office is the route being sampled.
  - 3. Exclude mail from collection boxes or cluster box unit collection compartments.
- d. Use the destinating address to determine if the mail is domestic or international.



# Carrier Cost Systems

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Handbook F-55 ~~September 2018~~ December 2019





## Carrier Cost Systems

Handbook F-55  
Updated through SP Letter #~~6~~, FY181, FY20

~~September 2018~~December 2019  
Transmittal Letter

- A. Explanation.** This handbook serves as both a training aid and reference guide for Statistical Programs personnel at Postal Service Headquarters and at area and districts offices, and for local Postal Service employees who conduct and support Carrier Cost Systems (CCS) tests. The procedures contained in this handbook are part of the Postal Service's continuing effort to improve data quality and productivity through benchmarking and standardizing of best practices.

This edition of Handbook F-55 contains revisions that Statistical Programs has made since the handbook's previous publication in ~~December 2016~~September 2018, including revisions to management policies and procedures, and revisions issued in the following Statistical Programs (SP) letters:

- ~~Statistical Programs~~SP Letter #~~2~~ FY181, FY 2019 (dated ~~January 1~~August 30, 2018).
- ~~Statistical Programs~~SP Letter #~~4~~ FY182, FY 2019 (dated ~~March 1~~November 28, 2018).
- SP Letter #4, FY 2019 (dated June 1, 2019).
- SP Letter #1, FY 2020 (dated September 4, 2019).

- B. Availability.** Copies are available for Postal Service employees on the Postal Service PolicyNet Web site at <http://blue.usps.gov>: In the left-hand column under "Essential Links," click on PolicyNet, and then in the tabs across the top, click on HBKs.

- C. Comments on Content.** Address comments or questions regarding the content of this handbook to the following address:

MANAGER OF STATISTICAL PROGRAMS  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLZ SW RM 4912  
WASHINGTON DC 20260-2808

- D. Comments on Format.** Address comments or questions regarding the language or organization of this handbook to the following address:

BRAND AND POLICY  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLZ SW RM 4646  
WASHINGTON DC 20260-4646

- E. Effective Date.** This publication is effective ~~September 2018~~December 1, 2019.

~~Sharon D. Owens~~  
Steven R. Phelps  
(A) Vice President, Pricing and Costing

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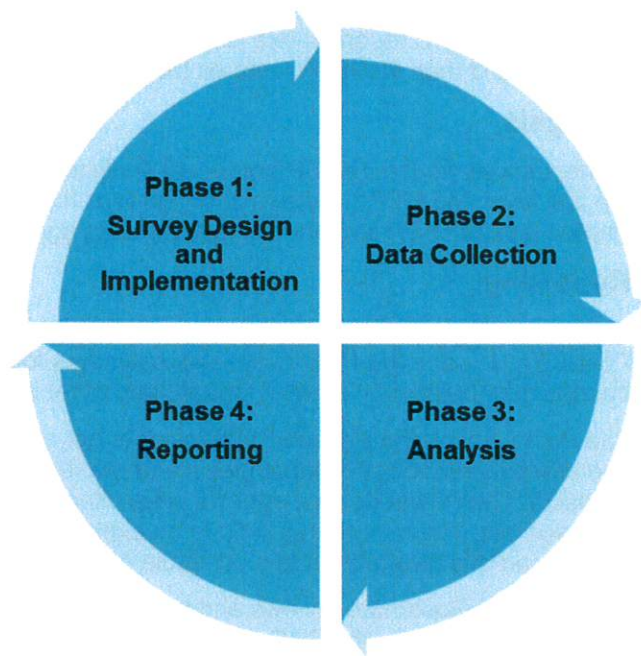


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Exhibit 1-2.1  
Cost Systems Measurement Process



The following sections explain the phases of the cost systems measurement process.

### 1-2.2 Survey Design and Implementation

In the survey design and implementation phase, HQ SP personnel develop and revise the data collection methods for the cost systems. They decide the frequency of certain tests, the number of sites tested, the type of information gathered, the procedures for conducting the tests, and the time, manner, and method of data collection. In addition, HQ SP personnel provide training for data collectors.

When designing a test, HQ SP uses established statistical methods to ensure the data's reliability. Principles behind these methods include the following:

- Collecting data in either a census or a sample. (A census selects every item, whereas a sample selects a smaller group for study.)
- Using the same procedure to gather data, no matter who is conducting the test. This method ensures that you do not interpret test questions differently, and that different data collectors performing the same test under the same circumstances get the same data.
- Conducting pilot tests to try out the questions and procedures before using them to gather data. These tests find and correct problems in the procedures that would lead to inaccurate or unreliable data.

### 1-2.3 Data Collection

In the data collection phase, trained data collectors record data for the cost systems tests on laptops. Data collectors count and record mail by product, shape, and other characteristics and then transmit the data to the Computerized On-Site Data Entry System (CODES) Web Base Unit (WBU) for analysis.

HQ SP writes test questions and procedures in a manner to gather all data in a way that do not introduce error or bias. Thus, to ensure the data's reliability, you must follow the

## 2 City Carrier Cost System

### 2-1 Overview

During a CCCS test, you must count and record mail by class, subclass, and shape for a randomly selected city route. The Postal Service uses the data to attribute city carrier costs to various categories of mail and extra services.

**Note:** The Postal Service does not use the information from the CCCS test to set work standards or measure carrier performance.

### 2-2 Definitions

#### 2-2.1 Definitions

The following are terms related to the CCCS test and their definitions:

- ~~e. "Pulling down mail": The process of removing mail from the carrier case in preparation for delivery. A carrier may pull down mail more than once a day.~~
- ~~d. "Final pulldown": The last time a carrier pulls down mail before leaving for delivery on a given day.~~
- ~~e.a. "Direct bundle": A: All the mail in a bundle or container that is going to for one addressee, and that was prepared by mail processing or the mailer rather than the test carrier. A direct bundle may be a tray or tub of loose nonidentical or identical mailpieces to one addressee. Count each direct bundle as one mailpiece.~~
- ~~f.b. "Identical pieces": Mailpieces (often a large number) that have with the same characteristics.~~
- ~~c. Pivoted route: A route in which the mail is split up (i.e., pivoted) and assigned to multiple carriers. An entirely pivoted route is one in which the route is split up and assigned to two or more carriers who are also delivering other routes. A partially pivoted route is one in which the primary carrier is delivering a portion of the route and parts of the route are split up to one or more carriers.~~
- ~~d. Deviation parcel: A parcel-shaped mailpiece that cannot fit in the customer's receptacle (along with flats and letters). For special situations and examples, see the section titled "Determining Shape" in City Carrier Cost System Reference Guide (CCCS-RG), which is available on the CODES laptop or at [https://blue.usps.gov/finance/pricing/pdf/statistical-programs/cccs\\_rg-09162019.pdf](https://blue.usps.gov/finance/pricing/pdf/statistical-programs/cccs_rg-09162019.pdf).~~

#### 2-2.2 Essential Personnel

##### 2-2.2.1 Overview

You are to conduct the test with the help of the delivery supervisor, carrier, and postmaster.

##### 2-2.2.2 Data Collector

You must contact the delivery supervisor ~~and carrier~~ at least 1 day before the test to obtain the information needed to complete the test. A sample letter to inform the postmaster of a CCCS test appears in Exhibit 2-2.2.2. You must complete the following tasks to gather the required information to complete the test:

- ~~g. Contact the carrier before the final pulldown on the day before the test.~~
- ~~h.a. Explain the test to essential personnel.~~



### 2-2.2.3 Postmaster

The postmaster must do the following:

- a. Ensure that Sections 2 and 3 of PS Form 2846 are complete. Count (or designate someone to count) the collected mail from the carrier, and record the amounts in Section 3.
- b. Mail or fax the form to the address or fax number specified in Section 1.

### 2-2.2.4 City Carrier

The city carrier must do the following:

- a. Help identify mail to be sampled.
- b. Isolate collected mail to be counted by the postmaster or designee.

### 2-2.2.5 Supervisor

The supervisor must do the following:

- a. Determine whether the carrier is to receive overtime pay or auxiliary help because of the test.
- b. Help identify mail to be sampled.
- c. Confirm the finance number, Cost Ascertainment Group (CAG), and route number.
- d. Confirm administrative information for the route being tested.
- e. Complete the postmaster's sections of PS Form 2846 if the postmaster is not available.

## 2-2.3 Required Materials

You must take the following materials to the test site:

- a. A CODES laptop computer with a fully charged battery pack.
- b. An AC power pack with a power cord.
- c. An extension cord with a three-prong safety.
- d. An electronic scale with a cable for a power source and a cable for computer connections.

**Note:** The scale must be accurate to 0.1 ounce. To ensure accuracy, check the balance and level the scale before each test.

- e. A barcode scanner.
- f. A copy of *City Carrier Cost System Reference Guide (CCCS-RG)*, ~~available at [http://blue.usps.gov/statprog/spfs/Reference\\_Guides\\_Page.htm](http://blue.usps.gov/statprog/spfs/Reference_Guides_Page.htm); in the box on the left, click on Statistical Programs; click on References; click on Reference Guides; and then click on the link for the CCCS Reference Guide which is available on the CODES laptop or at [https://blue.usps.gov/finance/pricing/pdf/statistical-programs/cccs\\_rg-09162019.pdf](https://blue.usps.gov/finance/pricing/pdf/statistical-programs/cccs_rg-09162019.pdf).~~
- g. A copy of [Handbook F-55's](#) Chapter 2, "City Carrier Cost System," ~~from Handbook F-55.~~
- h. Statistical Programs policy letters.
- i. [A current sample file.](#)
- i. Paper and a pen or pencil.
- j. ~~A Statistical Programs mail gauge or tape measure.~~

### 2-3.2.2 Contact the Post Office

~~It is extremely important to contact the carrier before the carrier begins the final pulldown of mail on the~~The ~~day before the test to ensure that all, you must contact~~P.M. ~~mail is available for testing. (P.M. mail is all mail received or cased in the afternoon after all of the carriers have left the office.)~~

~~When contacting the Post Office, you must do~~and complete ~~the following:~~ tasks

~~d. Contact the postmaster or supervisor and do the following:~~

- ~~a. 1. Inform the postmaster or supervisor that a particular route is scheduled for a CCCS test.~~
- ~~b. 2. Discuss the test if the postmaster or supervisor is unfamiliar with a CCCS test. (See 2-3.4.)~~
- ~~3. Explain that the postmaster or supervisor might have to fill out PS Form 2846 after the carrier returns from delivering mail.~~
- ~~c. 4. Ask the postmaster or supervisor (or person in charge) whether or not the carrier on the test route collates the Flats Sequencing System (FSS) mail.~~
- ~~5. Gather the information needed to complete the CCCS Test Header Screen.~~
- ~~d. 6. Tell~~Inform ~~the supervisor that you will arrive early enough to set up and begin sampling the mail before the carrier arrives. To determine the appropriate schedule, ask the supervisor for the times when the following actions occur:~~
  - ~~a. 1. The office opens.~~
  - ~~b. 2. The first clerk arrives.~~
  - ~~c. 3. The first truck arrives.~~
  - ~~d. 4. The clerks begin to distribute mail to the routes.~~
  - ~~e. 5. The carrier is expected to arrive.~~
  - ~~f. 6. The Delivery Point Sequence (DPS) mail arrives.~~
  - ~~g. 7. The carrier is expected to leave.~~
- ~~e. 7. Ask if there are any changes to the route information. If the test route is pivoted (i.e., split up and assigned to two or more carriers), or if the carrier for the test route carrier is also delivering mail for another route that is a pivoted, review route, identify someone who can isolate all of the deviation parcels for the subsection "Tests on Pivoted Routes" in test route. You must reschedule the CCCS-RG test if no one can identify all of the deviation parcels for the test route.~~
- ~~f. 8. If applicable, explain the need to obtain End of Run (EOR) data for the following columns on the EOR report (ask the supervisor to provide the data promptly):~~
  - ~~a. 1. Firm holdout (FIRM).~~
  - ~~b. 2. Change of Address (COA).~~
  - ~~c. 3. Nondelivery day (NDD).~~
  - ~~d. 4. Temporary Hold (TMP).~~
  - ~~e. 5. Window Call (WIN).~~
  - ~~f. 6. Delivery Point Sequence (DPS).~~
- ~~g. 9. Ask whom to contact when you arrive at the facility.~~
- ~~d. Contact the carrier before the final pulldown on the day before the test to explain the purpose of the test and the use of the data. Discuss the following topics:~~
  - ~~1. The test window.~~



- a. That the test is not used to measure carrier performance or set work standards.
- b. That the test helps the Postal Service allocate the cost of delivering different categories of mail.
- c. That the carrier's departure will not be delayed, if possible.
2. Ask the carrier to do the following:
  - a. Identify where mail for the route is located.
  - b. Verify route information.
  - c. Identify parcels for the route and classify them as regular or deviation.
  - d. Identify easily isolatable parcels or accountable mail that will be held and not delivered on the test day (e.g., for vacation holds or closed businesses). Exclude this mail from the test.
  - d-e. Give the postmaster or designee the collection mail to count and record on PS Form 2846.
3. Explain that the carrier must separate collection mail into three tubs:
  - a. Mail collected from online requests for Package Pickup.
  - b. Mail collected from blue collection boxes.
  - c. Customer outgoing mail, missorted mail, and mail brought back to the office.
- c. You must meet with the postmaster to do the following:
  1. Explain the test and the role of each participant.
  2. Explain that you complete Section 1 of PS Form 2846, and that the postmaster or designee is responsible for completing (or designating someone to complete) Sections 2 and 3 after the carrier returns from delivering mail. You must also do the following:
    - a. Highlight each section that the postmaster or designee must complete.
    - b. Explain what mail the postmaster or designee must count.
    - c. Explain that the postmaster or designee must return PS Form 2846 to you upon completion. See 2-7 for instructions for completing this form. A copy of PS Form 2846 is available at <http://blue.usps.gov/formmgmt/forms/ps2846.pdf>.

## 2-4 Identify and Select Sample Mail

### 2-4.1 Overview

~~Sample all mail distributed to the route between the start of the final pulldown on the previous delivery day and the start of the final pulldown on the day of the test. Include all of this mail whether or not it is delivered on the test day.~~

~~A carrier may pull down mail more than once a day. The final pulldown is the last time the carrier pulls down mail before leaving for delivery on a given day.~~

~~**Exception:** In some instances, there is no pulldown on the test day—for example, when all businesses on a route are closed. In such a case, simulate the pulldown time, and end the test window at the simulated pulldown time. (For examples of simulated pulldown times, see the CCCS-RG.)~~

### 2-4.3 Mail Excluded From the Test

~~The~~Exclude the following types of mail ~~are excluded~~ from the test:

- ~~k. Vacation holds from a previous delivery day (until delivery or until the Easily isolatable vacation hold expires).~~
- ~~l.a. and business closed.~~Parcels, accountable mail, and postage due items that the carrier has made previous attempts to deliver will not go out for delivery on the test day.
- ~~b. Mail that has been distributed to the case before carrier route but that will not go out for delivery on the test day.~~
- ~~m.c. Priority Mail Express items, Priority Mail items, and late-arriving parcels when the carrier started the final pulldown on the previous delivery day delivering the mail clocks to LDC 23.~~
- ~~a. Bulk business mail distributed to the route from a previous delivery day and held for later delivery.~~
- ~~a. Pallet mail that has not been broken down and distributed to the carrier route.~~
- ~~a. Parcels made available that are not for the route being tested.~~
- ~~d. Any mail handed off from other routes that is handed off or pivoted to the tested test route.~~
- ~~n.e. DPS mail if the Test Type in the CODES software is D00 or D02.~~

### 2-4.4 Examples of Included and Excluded Mail

The following examples help illustrate when to include or exclude mail ~~should be included in or excluded~~ from a test:

**Example 1:** Carrier-route bundles of USPS Marketing Mail (previously Standard Mail) are distributed to the carrier's case on Tuesday for delivery on Wednesday. ~~If the bundles are distributed to the case before the carrier begins the final pulldown of Tuesday's~~Exclude this mail, include them in a from the Tuesday test, but tag and exclude them from a include this mail in the Wednesday test, even though they because the mail will not be delivered until Wednesday. ~~If the bundles are distributed after the carrier begins the final pulldown of Tuesday's mail, exclude them from a Tuesday test, but include them in a Wednesday test.~~

**Example 2:** ~~A pallet of carrier-route presort flats arrives at the station on Wednesday afternoon, with delivery requested for Saturday. Example 2: A pallet of carrier-route presort flats arrives at the station on Wednesday afternoon, with delivery requested for Saturday. Late on Thursday afternoon, after the carrier's final pulldown, the pallet is broken facility personnel break down and the bundles of and distribute the flats are distributed to each route. The carrier does not deliver the bundles are held back on Friday and delivered instead delivers them on Saturday as requested. Exclude these flats from a Wednesday or Thursday, or Friday test because they were distributed to the route after the carrier's final pulldown delivered on Saturday. Include these flats in a Friday test even though they will be held back. For a Saturday test, tag and exclude these flats Saturday test because they were previously tested delivered on Saturday.~~

**Example 3:** On Wednesday morning, DPS mail is staged on the dock or in the vestibule. ~~The~~Because the mail is for delivery on Wednesday, the Test Type in the CODES software is "D01," and the test is on Wednesday, ~~so~~ include this mail in the test.

**Example 4:** On Saturday evening, parcels arrive at the station for delivery on Sunday by carriers clocking to LDC 23. Exclude this mail from the Saturday and Monday letter route



b. Keep track of the number of pieces remaining after the last selected piece from a tray, tub, or bundle of mail. Write the number on the Test Schedule or Header Sheet, which you may print from the CODES WBU.

c. Use this number to continue counting the mailpieces in the next tray, tub, or bundle.

**Example:** Suppose the CODES laptop displays a start number of 6 and a skip interval of 10 — select and set aside for recording mailpieces 6, 16, 26, etc. Suppose the tray originally had 99 pieces, and as you near the end of the tray, you select mailpiece 96 and notice that there are three pieces remaining — write the number “3” on the Test Schedule or Header Sheet. In the next tray, count the first mailpiece as 4, and continue counting the subsequent pieces until you reach the skip interval of 10. In this case, the first piece you select in the second tray is mailpiece 7.

#### 15-0.0.0.0 General Procedures

Select mailpieces as follows:

~~g. a. Count the pieces sequentially until reaching the start number. Set that piece aside for recording. Thereafter, select every x piece (where x is the mailpiece skip interval).~~

~~r. a. Keep track of the number of pieces remaining after the last selected piece from a tray, tub, or bundle of mail. Write the number on the Test Schedule or Header Sheet, which you may print from the CODES WBU.~~

~~s. a. Use this number to continue counting the mailpieces in the next tray, tub, or bundle.~~

~~**Example:** Suppose the CODES laptop displays a start number of 6 and a skip interval of 10 — select and set aside for recording mailpieces 6, 16, 26, etc. Suppose the tray originally had 99 pieces, and as you near the end of the tray, you select mailpiece 96 and notice that there are three pieces remaining — write the number “3” on the Test Schedule or Header Sheet. In the next tray, count the first mailpiece as 4, and continue counting the subsequent pieces until you reach the skip interval of 10. In this case, the first piece you select in the second tray is mailpiece 7.~~

#### 21-0.0.0.0 Exceptions

The following are exceptions to selecting mailpieces:

w. **Exception:** Sample all mail that was cased before you arrive your arrival. Use the skip interval as explained in section 2-4.5. If the carrier is still casing mail, sample the mail in the case first, and then sample the uncased mail. After you finish sampling the cased mail, sample the uncased mail. After you sample the uncased mail, the carrier may proceed with casing the uncased mail.

b. If mail delivered to the carrier's case before final pulldown on the day before the test day is not marked for exclusion and is commingled with mail delivered to the carrier's case on the test day, reschedule the test.

#### 2-4.6.42-4.6.3 DPS Mailpieces

If the *Select Test* screen in the CODES software lists the Test Type as “D00 or D02,”<sub>1</sub> exclude the DPS mail from the sample.

Otherwise, handle DPS mail as follows:

- Keep selected pieces of DPS mail separate from the other selected mailpieces.
- Unless the carrier agrees otherwise, keep DPS mail in its original order.
- Select the sample mailpieces according to the random start number and the skip interval. (You may want to mark the place of each selected mailpiece in the tray by turning the mailpiece that follows it on its end.)
- Record the selected mailpieces individually.



b. For a parcel that does have a scanned barcode, go to the *Mailpiece Info* screen and select the *Edit Parcel* button. Scan the barcode on the parcel, and then select the *Search Parcel* button to locate the mailpiece record. Select Yes or No to the deviation parcel question.

6. To delete a mailpiece record, perform the following steps:

a. On the *Mailpiece Info* screen, select the mailpiece record.

b. Select the *Delete* button — the following pop-message will appear: “Are you sure you want to delete the mailpiece?”

c. Select Yes to delete the mailpiece record.

For more information on recording parcels, see the section titled “Determining Shape” in the CCCS Reference Guide, which is available on the CODES laptop or at [https://blue.usps.gov/finance/pricing/pdf/statistical-programs/cccs\\_rg-09162019.pdf](https://blue.usps.gov/finance/pricing/pdf/statistical-programs/cccs_rg-09162019.pdf).

## 2-5 Record Selected Mail

### 2-5.1 Overview

For the pieces selected, determine and record class, subclass, shape, piece count, and other characteristics.

### 2-5.2 Mail Class and Subclass

The Postal Service determines mail class by the weight and content of the mailpiece and by the service provided. See the CCCS-RG for a detailed explanation.

**Note:** For direct bundles, record the class and subclass of the top piece of mail. Each direct bundle is counted as one mailpiece.

To help identify all First-Class Mail products, it is necessary to collect indicia information for all First-Class Mail shapes. Group and enter First-Class Mail letters and flats by indicia type. When selecting the Indicia in the CODES software, select the first applicable option.

### 2-5.3 Shape

The Postal Service determines shape based on mail specifications in *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM). For more information on recording shape, see the CCCS-RG.

### 2-5.4 Count Mailpieces

Enter the mail count of selected mailpieces — the mail count is “1” when you record mailpieces individually, and it is greater than “1” when you group mailpieces together. You may group the following types of mailpieces:

- a. Nonaccountable letters and flats that are identical in shape, endorsements, and all other characteristics.
- b. Parcels that are identical and destined for multiple deliveries on a tested route, such as Enhanced Carrier Route Walk Sequence Saturation (ECRWSS) parcels or Bound Printed Matter telephone books.

Note the following requirements:

- a. To group mailpieces, you must select them using the same mailpiece skip interval.
- b. If parcels are not identical, you must record them individually. When you enter a parcel count greater than “1,” the *Parcel Count* warning screen appears.

## 2-7 Complete PS Form 2846

### 2-7.1 Overview

The Postal Services uses PS Form 2846 to report the volume of mail the carrier collects on the day of the test. You, the carrier, and the postmaster or designee share responsibility for completing this form. PS Form 2846 is a record of all mail that the carrier brings back, including returned mail and mail that was missorted to the test route.

A copy of PS Form 2846 is available at <http://blue.usps.gov/formmgmt/forms/ps2846.pdf>.

### 2-7.2 Data Collector — Section 1

You must do the following:

- a. Highlight the administrative data to be completed by the postmaster or designee.
- b. Complete Section 1.
- c. Obtain the test ID and city route number from the *Test Schedule* or *Test Header* screen, and enter it in Section A.
- d. Give the form to the postmaster or designee, who completes Sections 2 and 3.

### 2-7.3 Postmaster — Sections 2 and 3

#### 2-7.3.1 Collection Volume for Pivoted Routes

To avoid double counting collection volume for pivoted routes, adhere to the following rules for the test route:

- a. If entirely pivoted to another route, record the collection volume as Zero Volume.
- b. If partially pivoted to other routes, record the collection volume, including the collection mail from the receiving routes or carriers that are only delivering test route mail.
- c. If receiving mail from a pivoted route, record all the collection volume, including collection mail from the received pivoted route portion.

**Example 1:** A facility has 3 city letter routes – routes A, B, and C. On the day of the test, the regular carrier for route A is unavailable and route A is split evenly between routes B and C (the route is entirely pivoted). If the CCCS test is on route A, the collection portion (PS Form 2846) is a Zero Volume test. If the CCCS test is on route B, include all of the mail collected by that route B carrier on that day including the collected mail from the pivoted route A portion.

**Example 2:** A facility has 3 city letter routes – routes A, B, and C. On the day of the test, the regular carrier is available but the route is overburdened. Part of route A is pivoted to route B, (the route is partially pivoted). If the CCCS test is on route A, record the mail brought back to the office by that regular route A carrier for their portion of route A. If the CCCS test is on route B, include all of the mail brought back to the office by that route B carrier on that day, including the collected mail from the pivoted route A portion.

#### 2-7.3.2 Section 2

The postmaster or designee must complete Section 2 as follows:

- a. Complete Section 2 after the carrier returns from delivering and collecting the mail.
- b. Have the carrier separate the mail into three tubs:
  1. One for online requests for Package Pickup.
  2. One for blue collection box mail.



- a. Parcel Post (operation numbers 733 and 734).
- b. Relay (operation numbers 735 and 736).
- c. Combination (operation numbers 737 and 738).
- d. Carrier Drivers (operation numbers 739 and 740).
- e. Express Delivery (operation number 767).

Work hours for these carrier operations contribute to Labor Distribution Code (LDC) 23 costs, and the sampling of an SPR focuses on LDC 23 street operations.

The CCCS-SPR does not sample the "Collection Routes" SPR, which contributes to LDC 27 costs.

**Note:** Traditional sampling of city letter routes focuses on LDC 22 street operations.

## 2-8.2 Sampling Units

CCCS uses extracts from the Address Management System (AMS) as a sampling frame for letter routes. However, AMS does not identify all SPRs. City carriers indicate a route number when clocking to LDC 23 operations. HQ SP creates the sampling frame for testing SPRs using the carrier's clock rings from recent Time and Attendance Collection System (TACS) records. The sampling unit for testing SPRs is the 6-digit TACS route number (for each finance number) for the day of the test. You must record administrative and mailpiece data for all city carriers (sometimes two or more) clocked to the sampled route number (LDC 23 operations only) on the test day.

**Note:** Although SPRs are identified in the CCCS sample file by the leading "S" in the route number (for example, "S199"), the route number in TACS does not have the "S." Statistical Programs adds the "S" to differentiate between letter routes (beginning with a "C") and SPRs. When looking at TACS reports, the route number that CCCS uses is the last three digits of the "Route" field. The second and third digits of the TACS route number usually correspond to the last two digits of the ZIP Code.



- e-b. Select mailpieces and record counts under the proper class, subclass, compensation category, and shape.
- p-c. If the test delays the carrier, complete PS Form 2847, *Rural Carrier Payment Authorization*. Ask the carrier and postmaster to sign the form, and ask the postmaster to mail it. See 3-8 for instructions for completing this form. A copy of PS Form 2847 is available at <http://blue.usps.gov/formmgmt/forms/ps2847.pdf>.
- q-d. Complete Section A of PS Form 2848, *Rural Carrier Route Mail Acceptance Data*. See 3-9 for instructions for completing this form. A copy of PS Form 2848 is available at <http://blue.usps.gov/formmgmt/forms/ps2848.pdf>.
- r-e. Review the instructions with the postmaster or designee:
  - 1. 1. — Explain how to count and record mail on this form, and indicate the sections that the postmaster must complete.
  - 2. 2. — Tell the postmaster to submit the form by using the address or fax number specified in Section A.
- s.f. After receiving the submitted PS Form 2848 from the postmaster, review the form for completeness and accuracy.

Exhibit 3-2.2.2

**Sample Letter to Inform Postmaster of an RCCS Test**

UNITED STATES POSTAL SERVICE  
315 DISTRICT RD  
ANY DISTRICT, ST 99999-9998

DATE: ~~June~~December 21, YYYY

TO: POSTMASTER JONES  
US POSTAL SERVICE  
119 W 4TH ST  
APPLETON CITY MO 64724-9998

SUBJECT: Rural Carrier Cost System (RCCS) Quarter (1, 2, 3, 4 as appropriate)

Attached is a schedule of Rural Carrier route tests to be taken at your office during Quarter \_\_\_\_.

A data collector from the Statistical Programs unit will contact you one or two days before each scheduled test to explain the test, and clarify the help and information required to complete the test. At that time, the data collector will also ask to speak to the rural carrier, and the carrier's supervisor, to obtain information about the route, mail arrival times and personnel working with the mail. On the test date, the data collector will arrive approximately one hour prior to the rural carrier's arrival to begin sampling the mail. The data collector will interfere as little as possible with the work of the rural carrier.

The data collector may ask the rural carrier for some minor assistance while conducting the test — for example, identifying mail for the route. The National Rural Letter Carriers' Association Union is aware of these tests.

This test could possibly delay the rural carrier. The rural carrier will be compensated for any delay at the rural carrier's average pay rate. The data collector will ask both the rural carrier and you to sign PS Form 2847 to cover any additional time required by the test.

You will be asked to participate in the rural carrier test which should require only a few minutes. When the rural carrier returns from the route, you will need to record information about the mail collected on the test route, on the test day. Please inform the rural carrier of the route selected for the test.

Your cooperation and assistance are appreciated.

John Doe  
Manager, Finance

- g. A copy of Handbook F-55's Chapter 3, "Rural Carrier Cost System," ~~from Handbook F-55.~~
- h. Statistical Programs policy letters.
- i. A current sample file.
- j. Paper and a pen or pencil.
- k. A blue Rural Mail Count Gauge with 5-inch and 6-1/8-inch measurements.
- l. A Statistical Programs mail gauge or tape measure.
- ~~l. A current sample file. If the current sample file is not on the laptop, take a storage device (i.e., USB portable drive) with the sample files, and also use the storage device for storing any additional test data.~~
- m. Marking slips to identify test mail.
- n. PS Form 2847.
- o. PS Form 2848.

### 3-2.4 Procedures

You must perform the following tasks when conducting an RCCS test (for detailed information, see the sections noted):

- a. Prepare for the test (see 3-3):
  - 1. Prepare before the day of the test.
  - 2. Complete and verify the Test Header.
  - 3. Communication on the day of the test.
- b. Identify and select mail to be sampled (see 3-4):
  - 1. Mail included in the test.
  - 2. Mail excluded from the test.
  - 3. Examples of included and excluded mail.
  - 4. Select the skip interval.
  - 5. Select the mailpieces.
- c. Record selected mail (see 3-5):
  - 1. Mail class and subclass.
  - 2. Compensation category.
  - 3. Shape.
  - 4. Count the mailpieces.
- d. Finalize the test (see 3-6):
  - 1. Review the data and administrative information.
  - 2. Determine the time required to complete the test.
- e. Conduct the RCCS test by telephone when appropriate (see 3-7):
  - 1. Requirements.
  - 2. Procedures.
- f. Complete PS Form 2847 (see 3-8).



- ~~c. Determine the portion of the route to be tested to find out whom to speak with concerning the test.~~
- 3. If the test is for an intermediate office, gather information to complete the intermediate office portion of the Test Header screen. Obtain from the head-out office the telephone number and contact person for the intermediate office.
- 4. Call the intermediate office to set up the test.
- d. **Note:** If the intermediate office selected for sampling is under the jurisdiction of another district, notify your MFPC. ~~The MFPC contacts the, who~~ must contact the Statistical Programs Service Center to determine the best way to proceed.
- d. 7. ~~Tell~~Ask the supervisor to have PS Form 4241-A, Rural Route Evaluation, available for the sampled route on the test day. Exhibit 3-3.2.2 shows a sample of a completed PS Form 4241-A, which is automatically generated after Operations completes and processes PS Form 4003, Official Rural Route Description.
- e. Inform the supervisor that you will arrive early enough to set up and begin sampling the mail before the carrier arrives. To determine the appropriate schedule, ask the supervisor for the times when the following actions occur:
  - ~~a.1.~~ 1. The office opens.
  - ~~b.2.~~ 2. The first clerk arrives.
  - ~~c.3.~~ 3. The first truck arrives.
  - ~~d.4.~~ 4. The clerks begin to distribute mail to the routes.
  - ~~e.5.~~ 5. The carrier is expected to arrive.
  - ~~f.6.~~ 6. The Delivery Point Sequence (DPS) mail arrives.
  - ~~g.7.~~ 7. The carrier is expected to leave.
- f. 8. Ask the supervisor if someone can identify the mail and all of the deviation parcels for the ~~tested~~ route, and can help answer questions that might arise in determining how mail is counted in the Rural Mail Count. ~~Even if a carrier familiar with the route is not available, conduct~~Reschedule the test at if you cannot identify all of the scheduled time deviation parcels for the test route.
- g. 9. ~~Explain~~When applicable, explain the need to obtain End of Run (EOR) data for the following columns on the EOR report (ask the supervisor to provide the data promptly):
  - ~~a.1.~~ 1. Firm holdout (FIRM).
  - ~~b.2.~~ 2. Change of Address (COA).
  - ~~c.3.~~ 3. Nondelivery day (NDD).
  - ~~d.4.~~ 4. Temporary Hold (TMP).
  - ~~e.5.~~ 5. Window Call (WIN).
  - ~~f.6.~~ 6. Delivery Point Sequence (DPS).
- ~~a. 10. Ask whom to contact when you arrive at the facility.~~
- f. Contact the carrier before the final pulldown on the day before the test to explain the purpose of the test and the use of the data. Discuss the following topics:
  - ~~1. The test window.~~
  - ~~2. Mail that is included and excluded from the test.~~
  - ~~3. Marking of excluded mail.~~
  - ~~4. Handling of P.M. mail.~~

## Exhibit 3-3.2.2

## Completed Sample of PS Form 4241-A, Rural Route Evaluation

NATIONAL COUNT										Effective 04-28-18		For PP 10-18	
DIS 140										U.S. Postal Service		DATE PROCESSED	
RURAL ROUTE EVALUATION										Finance No.		04/20/18	
Post Office, State and Zip+4 Code										Date of Count		FEB 24, 2018 THRU MAR 09, 2018	
OFFICE TIME DATA	Letters	Sector Segment Letters	Flats	Parcels	Boxholders	COO's Customs Due	Strapping	Stamps					
	67.93		245.25	124.54			51.50	20.00					
	M.O. Applications	Collected Letters and Flats	Accountable Mail Signature Item	Accepted Parcels (ordinary/insured)	Postage Dues	Personal & Misc	IMD Scanner	Carrier Pickup Requests					
		21.12	23.50		1.00	30.00	6.00	6.00					
ROUTE TIME DATA	Change of Address	Markups	3982 PARS Labels	Forms 3821 Completed	Return Receipts	Loading	Other Suitable	Withdrawing	DPS Flats				
	1.00	17.50	.38	12.00		55.50	23.00	30.00					
	DPS Letters	DPS Flats	Parcels	Miles	Boxes	Dimount Allowance	Dimount Distance	Reload / Unload	Non-Signature Scans				
	271.16		62.46	819.60	1100.00	1.30	5.26	18.00	183.60				
Time (in hours and minutes)	Accountable Mail Signature Item	COO's Customs Due	M.O. Applications	Parcels Accepted (ordinary/insured)	Reg & Cert Accepted	NDCBU ColdComp & Parcel Locker	Locked Pouch Stops	Carrier Pickup Items Time	Carrier Pickup Requests Time				
	81.45							21.23	6.00				
	Standards	Actual	Aux Assist	Volume Factor	Route Length (Miles)	Regular Boxes	Centralized Boxes	Total Boxes	Rotate Relief				
	Office	12:16	21:55	:00	2.28	68.30	550		550	N			
Route	42:50	30:00	:00	Wait & Count	Vehicle Stops	Families Served	USPS Vehicle Used	Weekly Dimounts	Weekly Dimount Distance				
	Total	55:06	51:55			525	542	N	13	1227			
Route No	Name	Employee ID	Desig	Step	Salary	FLSA	Eval Hours	EMA	Locked Pouch Monetary	Protected Salary	Guaranteed Salary		
K 901							K46V	E 48.28					

NOTE: The figures shown in Office Time Data and Route Time Data sections represent the number of minutes allowable under the daily time standards for a one week period. These minutes were developed from the mail count data on Forms 4241. If Locked Pouch Monetary allowance is authorized, the time shown for Locked Pouch Stops is not included in the Standard Time shown.

PS Form 4241-A, February 2010

CARRIER'S ROUTE BOOK-4



### 3-3.3 Complete and Verify the Test Header

For selected rural routes that have intermediate routes, enter administrative data on the *Test Header* screen on the day before the test. (For more information, see the RCCS-RG.)

For all other tests, enter administrative data on the *Test Header* screen at the test site on the morning of the test. Review PS Form 4241-A at the Post Office to verify header information. (The form is shown in Exhibit 3-3.2.2.)

### 3-3.4 Communication on the Day of the Test

To avoid delaying the carrier, you must locate all mail being sampled and begin sampling before the carrier arrives. As participants arrive, explain what each must do:

- a. Upon your arrival, meet with the delivery supervisor or the person in charge and do the following:
  1. Explain the reason for the visit.
  2. Explain the purpose of the test and address any concerns.
  3. Explain the supervisor's role and answer any questions.
  4. Ask the supervisor to do the following:
    - a. Provide any additional administrative information about the route.
    - b. Explain how mail is distributed to the route.
    - c. Point out the carrier's case.
    - d. Provide you with the DPS EOR printout.
- b. When the carrier arrives, you are to do the following:
  1. Explain the following:
    - a. That the test is not used to measure carrier performance or set work standards.
    - b. That the test helps the Postal Service allocate the cost of delivering different categories of mail.
    - c. That the carrier's departure will not be delayed, if possible.
  2. Ask the carrier to do the following:
    - a. Provide any additional information about the route, including information from the carrier's PS Form 4241, *Rural Delivery Statistics Report*. A copy of PS Form 4241 is available at <http://blue.usps.gov/formmgmt/forms/ps4241.pdf>.
    - b. Explain how mail is distributed to the route.
    - c. Identify where the location of the mail for the route is located.
    - d. ~~Give~~Provide the postmaster or designee the collection mail to count and record on PS Form 2848.
    - e. Identify parcels for the route and classify them as regular parcels or deviation parcels.
    - f. Identify the delivery location for deviation parcels.
    - g. Identify easily isolatable parcels or accountable mail that will be held and not delivered on the test day (e.g., for vacation holds or closed businesses). Exclude this mail from the test.

- ~~d.a.~~ Sample mail as it becomes available.
- ~~e.b.~~ Work with office personnel to identify all mail in the sample.
- ~~f.c.~~ Sample the mail before it is cased, if possible.

### 3-4.2 Mail Included in the Test

~~The~~ Include all test route mail that goes out for delivery during the test window, including the following types of mail are included in the test:

- ~~a.~~ All mail distributed to the route after Mail that the carrier began the final pulldown ~~the~~ made previous attempts to deliver.
- ~~g.~~ P.M. mail that goes out for delivery day (even if it will be curtailed or held for later delivery). This includes the following mail:
  - ~~b.~~ 1. Bulk business mail distributed to the route on the test day, even if held for delivery on- (by the same carrier or another day-carrier).
  - 2. P.M. mail from the previous day, even if it has been cased.

**Note:** If afternoon sampling is not possible, then obtain from Operations at the station the Scanner ID that was used for mail delivery and the missed volume. Enter the information from the Scanner ID into the CODES software comment field and notify the MFPC, who must submit the information in the Anomaly Log.

- ~~h.c.~~ Any mail that is not brought to the case but that was distributed to the route after the carrier began the final pulldown the previous goes out for delivery on the test day. This includes, including parcels, and DPS, drop-shipped (which the carrier may pick up on the way to the street), accountable, postage-due, and hot-case mail.
- ~~i.d.~~ Misthrown mail for this test route that other carriers bring to the case.
- ~~j.~~ Any mail for the tested route that is handed off or pivoted to other routes.
- ~~e.~~ Commingled pieces of vacation hold, business closed, or missent, misthrown, or missorted letters and flats. Because you are sampling mail from both the letter-shaped and flat-shaped mailstreams before it is cased, the sample includes commingled pieces of vacation hold, business closed, or missent, misthrown, or missorted letters and flats. Although you might test this mail on more than one route, this is a case in which it is acceptable to have a potential for double counting.

Office personnel must verify that each tray, tub, and carrier-route bundle is for the selected route and goes out for delivery on the test day.

### 3-4.3 Mail Excluded From the Test

~~The~~ Exclude the following types of mail are excluded from the test:

- ~~k.~~ Vacation holds from a previous delivery day (until delivery or until the Easily isolatable vacation hold expires).
- ~~i.a.~~ Parcels, accountable and business closed mail, and postage-due items that the carrier has made previous attempts to deliver will not go out for delivery on the test day.
- ~~b.~~ Mail that has been distributed to the case before carrier route but that will not go out for delivery on the test day.
- ~~m.c.~~ Priority Mail Express items, Priority Mail items, and late-arriving parcels when the carrier started the final pulldown on the previous delivery day delivering the mail clocks to LDC 23.
- ~~n.~~ Bulk business mail distributed to the route from a previous delivery day and held for later delivery.



20	Use as needed to sample routes when high mail volumes or shortened time windows preclude normal sampling.
40	Use as needed to sample routes when high mail volumes or shortened time windows preclude normal sampling.

If you encounter a parcel or accountable mailpiece when sampling mail using a skip interval greater than 1, include it in the count; if selected, record the mailpiece appropriately. For example, suppose you are counting through a letter tray using a skip interval of 10 and you select a First-Class Mail letter that includes Certified Mail service — record this mailpiece as any other selected from the tray.

### 3-4.6 Select the Mailpieces

#### 3-4.6.1 Overview

The CODES software provides the random start number for you. Then you must perform the tasks described in the following sections.

#### 3-4.6.2 Non-DPS and Non-Parcel Mailpieces

Select mailpieces as follows:

- a. Count the pieces sequentially until reaching the start number. Set that piece aside for recording. Thereafter, select every x piece (where x is the mailpiece skip interval).
- b. Keep track of the number of pieces remaining after the last selected piece from a tray, tub, or bundle of mail. Write the number on the Test Schedule or Header Sheet, which you may print from the CODES WBU.
- c. Use this number to continue counting the mailpieces in the next tray, tub, or bundle.

**Example:** Suppose the CODES laptop displays a start number of 6 and a skip interval of 10 — select and set aside for recording mailpieces 6, 16, 26, etc. Suppose the tray originally had 99 pieces, and as you near the end of the tray, you select mailpiece 96 and notice that there are three pieces remaining — write the number “3” on the Test Schedule or Header Sheet. In the next tray, count the first mailpiece as 4, and continue counting the subsequent pieces until you reach the skip interval of 10. In this case, the first piece you select in the second tray is mailpiece 7.

#### ~~3-4.6.2.11 1.1.1.1~~ **General Procedures**

~~Select mailpieces as follows:~~

- ~~p.a. Count the pieces sequentially until reaching the start number. Set that piece aside for recording. Thereafter, select every x piece (where x is the mailpiece skip interval).~~
- ~~q.a. Keep track of the number of pieces remaining after the last selected piece from a tray, tub, or bundle of mail. Write the number on the Test Schedule or Header Sheet, which you may print from the CODES WBU.~~
- ~~r.a. Use this number to continue counting the mailpieces in the next tray, tub, or bundle.~~

~~**Example:** Suppose the CODES laptop displays a start number of 6 and a skip interval of 40 — select and set aside for recording mailpieces 6, 16, 26, etc. Suppose the tray originally had 99 pieces, and as you near the end of the tray, you select mailpiece 96 and notice that there are three pieces remaining — write the number “3” on the Test Schedule or Header Sheet. In the next tray, count the first mailpiece as 4, and continue counting the subsequent pieces until you reach the skip interval of 10. In this case, the first piece you select in the second tray is mailpiece 7.~~

#### ~~3-4.6.2.2~~ **Exceptions**

~~The following are exceptions to selecting mailpieces:~~



### 3-4.6.5 **Parcels**

You may begin entering parcels in the CODES software before the carrier's arrival. When sampling parcel-shaped mail, complete the following tasks:

1. If the Select Test screen in the CODES software lists the Test Type as D02, measure the dimensions of parcels selected by the CODES software, as follows:
  - a. Determine whether the selected parcel is Square/Rectangular or Other Shapes.
  - b. Record length, height, and thickness (width) to the nearest quarter inch.
2. Record the deviation status of each parcel as either parcel or deviation parcel.
3. If the parcel is a deviation parcel, record where the deviation parcel will be delivered (e.g., door, locker, or other).
4. Group the parcels by deviation status.
5. Ask the carrier to verify the deviation status and delivery status of each parcel and to identify any parcel to be held due to a vacation hold or business being closed.
6. To update the deviation status of a parcel, edit the mailpiece record as follows:
  - a. For a parcel that does not have a scanned barcode, go to the Mailpiece Info screen and select the mailpiece record from the list of records. Select the Edit Parcel button, and then select the Use Current Selection button. Select Yes or No to the deviation parcel question.
  - b. For a parcel that does have a scanned barcode, go to the Mailpiece Info screen and select the Edit Parcel button. Scan the barcode on the parcel, and then select the Search Parcel button to locate the mailpiece record. Select Yes or No to the deviation parcel question.
7. To delete a mailpiece record, perform the following steps:
  - a. On the Mailpiece Info screen, select the mailpiece record.
  - b. Select the Delete button — the following pop-message will appear: "Are you sure you want to delete the mailpiece?"
  - c. Select Yes to delete the mailpiece record.

For more information on recording parcels, see the section titled "Determining Shape" in the RCCS Reference Guide, which is available on the CODES laptop or at [https://blue.usps.gov/finance/pricing/pdf/statistical-programs/rccs\\_rg-09162019.pdf](https://blue.usps.gov/finance/pricing/pdf/statistical-programs/rccs_rg-09162019.pdf).

## 3-5 **Record Selected Mail**

### 3-5.1 **Overview**

For the pieces selected, determine and record class, subclass, compensation category, shape, piece count, and other characteristics.

### 3-5.2 **Mail Class and Subclass**

The Postal Service determines mail class by the weight and content of the mailpiece and by the service provided. See the RCCS-RG for a detailed explanation.

**Note:** For direct bundles, record the class and subclass of the top piece of mail. Each direct bundle is counted as one mailpiece. The compensation category is "Direct Bundle."

To help identify all First-Class Mail products, it is necessary to collect indicia information for all First-Class Mail shapes. Group and enter First-Class Mail letters and flats by



## 3-6 Finalize the Test

### 3-6.1 **Review the Data and Administrative Information**

You must review the data and administrative information as follows:

- a. After entering all mail counts, review the data. If you find errors, return to the data entry screen and make corrections.
- b. For rare or unlikely mail categories, CODES displays warning screens about the entries. Add comments about these mailpieces to verify or explain unusual mailpiece characteristics.
- c. Before completing or suspending the test, review all administrative information in the Test Header.

### 3-6.2 **Record the Time Taken to Complete the Test**

After reviewing and correcting the data, record the total time taken to complete the test, including time spent on the following tasks:

- a. Preparing forms.
- b. Communicating with the postmaster, supervisor, and carrier on the day of the test.
- c. Setting up the computer.
- d. Selecting the sample and gathering the mailpieces.
- e. Entering mailpiece data into the computer.
- f. Reviewing data and ending the test.
- g. Traveling to and from the test site.

**Note:** Do not include time spent off the clock or working on another test.

**Example:** On the day before the test, it takes 5 hours to get to the test site from the office and to check into a hotel. On the test day, it takes 15 minutes to get to the test site from the hotel, another 1 hour and 10 minutes to prepare for and conduct the test, and another 5 hours and 5 minutes to return to the office. The total time to complete the test is 11 hours and 30 minutes.

### 3-6.3 **Complete the Forms**

If the test has detained the carrier, you must complete PS Form 2847 so that the carrier is paid for time spent on the test. Ask the carrier and postmaster to sign the form, and then ask the postmaster to mail it. (For instructions on completing the form, see 3-8.)

You must complete Section A of PS Form 2848 and give it to the postmaster or designee to complete and submit. Explain to the postmaster what mail to include in the count and where to enter the mail categories. (For instructions, see 3-9.)

## 3-7 Conducting the RCCS Test by Telephone

### 3-7.1 **Overview**

Conducting the rural carrier test by telephone might be an option. You can discuss this option with the MFPC.

### 3-7.2 **Requirements**

Before you may conduct a rural carrier test by telephone, the MFPC must contact the Service Center and obtain permission for such a test. The MFPC must provide a fair

**Note:** PS Form 2847 includes the time required to complete PS Form 2848 if the postmaster designates the carrier to count and record the collection mail.

### 3-8.3 Guidelines for Completing PS Form 2847

Postal Service personnel must complete PS Form 2847 as follows:

- a. Complete the form at the test site, as follows:
  1. When you conduct a test on-site, you complete the form.
  2. When you conduct a telephone test, the carrier and postmaster complete the form.
- b. Verify that the carrier's Employee Identification Number (EIN) is entered correctly.
- c. Record carrier time in minutes, not hours.
- d. Ensure that both the carrier and postmaster sign the form.

The postmaster mails the completed and signed form to the Accounting Service Center address printed on the form.

**Note:** At intermediate offices, the intermediate office postmaster handles the tasks for the postmaster.

## 3-9 Complete PS Form 2848

### 3-9.1 Overview

The Postal Services uses PS Form 2848 to report the volume of mail the carrier collects as the carrier delivers it. The postmaster or designee completes PS Form 2848. A copy of PS Form 2848 is available at <http://blue.usps.gov/formmgmt/forms/ps2848.pdf>.

**Note:** If the tested site is an intermediate office, follow the instructions in 3-9.6.

PS Form 2848 does *not* count mail from collection boxes and cluster box collection compartments.

### 3-9.2 Data Collector — Section A

You must do the following:

- a. Highlight the administrative data to be completed by the postmaster or designee.
- b. Complete Section A.
- c. Complete Item 2 using leading zeros for the month/date and a four-digit year — for example, record July 20, YYYY, as "0720YYYY."
- d. Obtain the test ID and rural route number from the *Test Schedule* or *Test Header* screen, and enter it in Section A.
- e. Give the form to the postmaster or designee, who completes Sections B and C.

### 3-9.3 Postmaster — Sections B and C

#### 3-9.3.1 Section B

The postmaster or designee must do the following:

- a. Complete Sections B after the carrier returns from the route.
- b. Have the carrier separate the mail into three tubs:
  1. One for online requests for Package Pickup.

