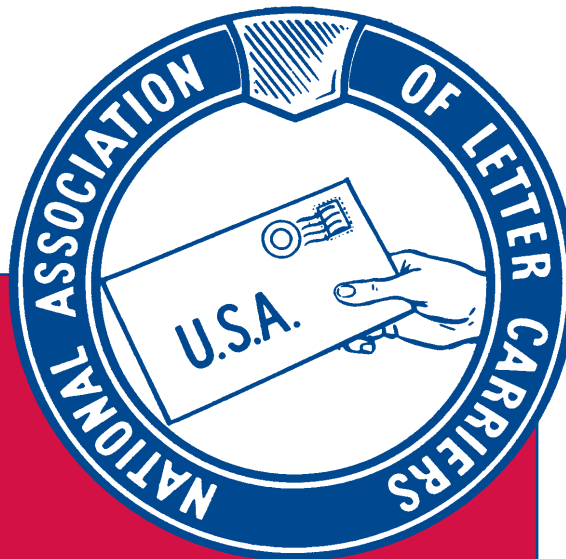
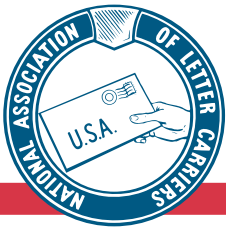


# NALC ROUTE PROTECTION PROGRAM





# National Association of Letter Carriers

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Dear NALC Activist:

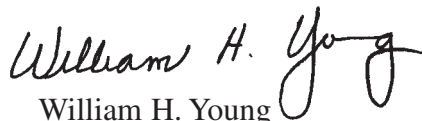
The M-39 and M-41 Handbooks require the Postal Service to adjust routes to 8 hours. Over the past two years NALC and the Postal Service jointly explored new route inspection methods, to prevent prior abuses and better fulfill this requirement. Unfortunately, the Postal Service recently terminated these joint efforts.

That is why NALC decided to update and revise our educational materials on route counts and inspections, and provide the new material to every NALC branch across the country. We have called it the Route Protection Program because that is what NALC intends to do. We will protect the letter carrier's right to a properly inspected, evaluated and adjusted route consistent with the current handbook provisions.

NALC is now distributing the first chapter of this manual, which explains a formal 6-day mail count and route inspection. Chapter 1 concentrates on the actual route inspection process before, during, and after the mail count. It covers in detail the letter carrier's completion of the Form 1838-C Worksheet and the consultation(s) that management must conduct with the letter carrier. Additional chapters will follow to address other route evaluation and adjustment issues.

We urge NALC activists at all levels to share this material with letter carriers before route inspections begin, to ensure fair and accurate route adjustments. We believe you will find it clear, comprehensive and effective.

Sincerely,



William H. Young  
President



Fredric V. Rolando  
Director of City Delivery

# NALC Route Protection Program

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## Introduction

### BACKGROUND

In many areas of the country management has abused the route inspection and adjustment process. Managers have violated the National Agreement and the M-39 and M-41 Handbooks. Letter carriers have suffered as a result.

NALC has worked hard to get the Postal Service to prevent these abuses. We have urged management to join us in developing a new and better method for inspecting and adjusting letter carrier routes.

At first management worked productively with NALC, entering into several agreements and memorandums over the past two years. The most recent memorandum covered a 14-month period and had two major thrusts. First, it allowed the local parties to inspect and adjust routes using any locally agreed-upon method. Second, the national parties committed to develop a new process for inspecting and

adjusting routes that would result in fair and equitable adjustments.

Unfortunately, in December, 2004 the Postal Service abruptly terminated the memorandum after only 4 months and refused to continue the talks. Management told NALC it had decided to return to the flawed route inspection and adjustment system of the past.

In effect, management has signaled that it will not agree to any new system which guarantees fair and equitable inspections and adjustments. On the contrary, the Postal Service is committing to continue its abuses in a nationwide wave of route inspections.

However, in some 500 installations across the country, NALC branches have reached local agreements with management on methods for inspecting and adjusting routes. In those installations, NALC representatives should continue moving forward to implement the local agreements. We support your continuing efforts to ensure that route evaluations and adjustments are fair to both letter carriers and to the Postal Service. You must lead the way, demonstrating that joint labor-management efforts are in the best interests of both parties.

## THIS PROGRAM

NALC intends to stop abuses in the inspection and adjustment of letter carrier routes. Every letter carrier has the right to an eight-hour route. The union will enforce the National Agreement and the M-39 and M-41 Handbooks to ensure that letter carrier routes are fully protected.

NALC created this new educational program to help letter carriers exercise their rights in the route inspection and adjustment process. The program is intended for letter carriers and for union activists at all levels.

The program covers four major areas of management obligations:

- **Route and Unit Reviews.** At least once a year, management must conduct route and unit reviews. The results of the review must be shared with the local NALC President and with the regular carriers serving the routes that require adjustment.
- **Mail Counts and Route Inspections.** Where necessary, management must proceed with mail counts and route inspections pursuant to Chapter 2 of the M-39 handbook.

- **Route Evaluations and Adjustments.** Using the data gathered during the route inspection (and other data), management must follow the M-39's procedures for evaluating a carrier's route and then adjusting it to eight hours.
- **Minor Route Adjustments.** Additionally, throughout the rest of the year, management must maintain the routes in reasonable adjustment using the minor route adjustment process when only minor adjustments are needed and permitted.

This program covers these topics in three chapters:

**Chapter 1—Route Examination and the Letter Carrier.** Chapter 1 is intended primarily for an audience of letter carriers whose routes may be inspected and adjusted. It contains instructions on filling out the Form 1838-C worksheet during the week of inspection, a brief outline of how management evaluates and adjusts the route, and advice on how to ensure that the results of the evaluation and adjustment are fair and accurate.

**Chapter 2—Route Examination and Adjustment for NALC Representatives.** Chapter 2 is intended for an audience of NALC representatives who will advise and

assist letter carriers in the route examination and adjustment process. So union representatives will need to be familiar with Chapter 1. The second chapter contains advanced material covering the entire route inspection and adjustment process, including the required route and unit reviews. It reviews the forms that management must use in the process—the Form 1838 management summary, the Form 1840-B eight-week analysis, the Form 3999 that records street data, and the Form 1840, which summarizes the result of the count and inspection and documents any adjustments made to the route.

**Chapter 3—The Minor Route Adjustment Process.** Chapter 3, intended for letter carriers and NALC representatives, reviews the rules governing minor route adjustments. Management has an obligation to maintain routes in reasonable adjustment throughout the year between annual reviews. The minor route adjustment process may be an option if the previous count and inspection data is reasonably current and the same carrier is serving the route being considered.

# Chapter 1

## Route Examination and the Letter Carrier

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## A. Before the Inspection

Management is required to take several initial steps before it conducts a route examination: (1) it must have completed an annual **route and unit review**; (2) it must provide certain **notices in advance**; and (3) it must conduct a **dry run** with the letter carrier. These requirements are set forth in the M-41 and M-39 Handbooks, which are part of the National Agreement through Article 19.

### ANNUAL ROUTE AND UNIT REVIEW

Before a route examination begins, management must have completed an annual route and unit review. The results of this review must be shared with you prior to proceeding with a mail count and inspection (M-39 Section 211.1). The review itself consists of identifying problems and correcting unsatisfactory conditions such as inadequate case labels, carrier case equipment, and the amount of mis-sent or mis-thrown mail distributed to the route.<sup>1</sup>

This review period is also your opportunity to discuss any unsatisfactory conditions with your manager. If the results of this review were not shared with you prior to the mail count and

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<sup>1</sup> M-39 Section 214. (See the Appendix for copies of all source documents referenced in footnotes.)

inspection, contact your shop steward to report a potential grievance.

## ADVANCE NOTICE

Management must give advance notice before conducting a mail count and route inspection:

- **Five working days** before the start of the count, management must post a notice giving the schedule of the count week and the day and date of inspection (M-39 Section 215.1, M-41 Section 913).
- **You must be given one day** advance notice if management changes the day of inspection to a different date (M-39 Section 215.1, M-41 Section 913). Contact your shop steward to report a potential grievance if management changes your date of inspection without the proper notice, or if more than one day of inspection is scheduled.

Usually you will be scheduled to report to work earlier during the week of the count, because counting the mail and filling out the Form 1838-C Worksheet take extra time. Not later than the Wednesday preceding the count week, carrier schedules shall be posted for those routes requiring an earlier start time to count the mail (M-39 Section 215.2, M-41 Section 921.23).

## DRY RUN

Management also must give you a chance to practice filling out PS Form 1838-C, *Carrier's Count Mail-Letter Carrier Routes Worksheet*. This practice session is called a **dry run** (M-39 Section 217, M-41 Section 917). The dry run must be conducted within **21 days prior to the start** of the count and route inspection. Since any carrier in the delivery unit may be required to complete an 1838-C Worksheet, **all** carriers in the unit must participate in the dry run.

You should know a few additional things about the dry run:

**Shortened process:** The dry run is a practice session only. It is not the same as the full-scale process you will complete during the count and inspection period. The Form 1838-C Worksheet filled out during the practice session will not be used to evaluate the route.

**Materials:** The sample dry-run count items, forms, and completion instructions must be furnished to you prior to the practice session.

**Instruction:** An instruction period is held following issuance of the dry-run materials but before completion of the dry-run exercise.

**You fill out 1838-C Worksheet:** You must be furnished a sample list of mail-count items

and time-used items. You must enter these times on the practice 1838-C Worksheet.

**Management review:** The supervisor must review your form for accuracy, error or omission and then discuss any problems with you. If necessary the supervisor may require you to complete a second form.

## **B. The Week of Count and Inspection**

Management conducts the mail count and route inspection over 6 consecutive delivery days on one-trip routes, or for 5 consecutive days excluding Saturday on two-trip routes or one-trip routes with abbreviated or no Saturday delivery.

### **WHO DOES WHAT**

On each day during the week of count and inspection, you should case and deliver the mail as usual. Except on the day of inspection, you will count every piece of mail and complete a Form 1838-C Worksheet.

On the day of inspection, the **route examiner** will conduct the mail count and fill out the 1838-C Worksheet. Upon request, you have a right to verify the inspector's count. This is an important right and you are strongly encouraged to insist that you be allowed to verify the count. This includes all DPS, S999, and any machine counted mail as well.

On the day of inspection, the examiner will follow you around all day in the office and on the street, observing and making entries on various paperwork. In rare circumstances an additional day of inspection may be required. If you are scheduled for more than one day of

inspection, contact your shop steward to report a potential grievance.

## **KEY ISSUES FOR WEEK OF INSPECTION**

Here are some important things to keep in mind about the week of count and inspection.

**Perform your job as usual!!** To ensure a fair and reasonable evaluation, you must perform your duties and travel your route in precisely the same manner during the week of inspection as you do throughout the year. **This cannot be stressed enough** (M-41 Section 915).

**Regular carrier presence.** You should make every effort to be present during the week of count and inspection. It is your job, primarily, to ensure that your route obtains a fair evaluation. Normally, absences for other than emergencies will not be granted during the week of count and inspection (M-39 Section 211.4, M-41 Section 914).

**Annual Leave.** All advance commitments for granting annual leave must be honored except in serious emergency situations. Management may block out vacation time in order to perform route inspections, provided that the dates in question are blocked out prior to vacation selection (M-39 Section 211.4, M-01105).

**Overtime.** The overtime provisions of Article 8 remain in full force and effect during the week of count and inspection except that:

- On the day during the week of inspection when you are accompanied by a route examiner, management may require you, even if you are not on the overtime desired list or work assignment list, to work overtime on your own route in order to allow for completion of the inspection.
- On the other days during the week of inspection when you count the mail, management may require you to work overtime on your own route for the amount of time used to count the mail (M-39 Section 221.137).<sup>2</sup>

**Operational changes** affecting an entire unit should be effected no later than the dry run. They should remain in effect through the week of count and inspection and thereafter until conditions require further modifications.

During the week of count and inspection there should be **no changes to normal distribution procedures or clerical schedules**. The normal cutoff time for distribution should be observed (M-39 Section 221.133).

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<sup>2</sup>M-01106

**All mail must be delivered.** All mail distributed to your route up to the normal established cutoff time must be delivered every day of the count week. In addition, there must be no accumulation of curtailed mail on the day preceding the count, and no mail may be curtailed on the last day of the count (M-39 Sections 221.133, 221.134 & 221.136, M-41 Sections 921.11 & 921.13).

**Examiner's Conduct:** You should be aware that route examiners must adhere to certain regulations governing their conduct.<sup>3</sup> The M-39 Handbook states that the route examiner must not set the pace for you, nor should he or she forbid any rest or comfort stops. The examiner is not allowed to discuss mail volume or any evaluations of the route with you. Contact your shop steward to report a potential grievance if you feel the route examiner's conduct goes beyond what is allowed.

**Perform your job as usual!! This bears repeating with emphasis. Performing your job as usual is the *only* way to ensure a fair and reasonable route evaluation.**

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<sup>3</sup> M-39 Section 232

## **C. Office Time: Filling Out the Form 1838-C Worksheet**

Although route examiners are required to make a fair and reasonable evaluation of the route's workload, managers sometimes manipulate the figures to reduce the evaluated office time of a route. So we're going to go step-by-step through a typical day of the mail count, and fill out the Form 1838-C Worksheet to record those work functions that make up office time. In fact, we will need to fill out a **second 1838-C Worksheet** because the entries will not fit on one page.

During the week of mail count and inspection you will perform your office work as usual, but do two additional things: (1) you count every piece of mail including DPS and other machine-counted mail, and (2) you fill out the 1838-C Worksheets along the way.

Correctly counting and classifying every piece of mail including DPS, S999, and any machine-counted mail, is critical to the proper completion of your 1838-C Worksheet. The evaluation of your office time is derived solely from your counting the mail and recording each and every office function.

You will find a blank copy of the Form 1838-C, *Carrier's Count Mail-Letter Carrier Routes Worksheet*, on page 14. This is the form you will

fill out in the office on the days of mail count. It is used to record every function you perform in the office. On the day of inspection the route examiner will fill out the form while you do your job as usual.

## OVERVIEW OF THE FORM 1838-C WORKSHEET

Please take a minute to look at the blank Form 1838-C Worksheet on page 14. While it may look complicated, it is simpler than it appears. You should note that all Actual Time Entries on the form are recorded in minutes, except for Time Clock Rings, which are recorded in hundredths.

The form is divided into a few main sections.

### IDENTIFYING INFORMATION

First, at the very top there are boxes for identifying your Post Office, delivery unit and route number. On the bottom there are sections for your signature, the day of the week, the date, and whether the regular carrier or replacement carrier worked the route.

### MAIL COUNT SECTION

The mail count section is almost the entire top half of the Form 1838-C Worksheet. See page 15. Looking it over, you will see sections for recording the counts of different kinds of mail.

You will count each and every piece of mail for entry in lines 1 through 7a. On the day of inspection the route examiner will count the mail instead and enter it on the worksheet.

Be sure to exercise your right to **verify the examiner's count**. It is extremely important to count ALL mail pieces accurately and record the count correctly on the worksheet. Ultimately, these figures will establish the majority of your evaluated office time during the week of count and inspection.

Returning to the form, there are several rows which are numbered, which we will call Sections. **Section 1** is for letter-size mail, **Section 2** is for mail of all other sizes, and so forth.

Take a look at **Section 1, Letter-Size Mail**. The section is divided into four different **columns**—AM, PM, Marked-Up and CFS.

**AM and PM.** When you record your mail counts, **AM** actually means “before you leave for the street,” and “**PM**” means “after you return from the street.”

**Marked-Up Mail is any mail you write on.** That means if you make a correction on a piece of CFS mail, black out a mis-sprayed bar code on any loop mail, or mark any “carrier endorsement” such as NSN, or Deceased, or make any other notation, you will count each piece and enter it on the form under Carrier Marked-Up.

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Post Office		Delivery Unit			Route No.						
AM		PM		Carrier Marked-Up	CFS	Actual Time Entries					
1. Letter-Size						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME		
							E				
2. Mail of All Other Sizes							B				
							E				
3. Accountable and Signature Mail					X		B				
							E				
Registered/Certified					X		B				
COD/Customs					X		E				
Postage Dues					X		B				
Express Mail					X		E				
5. All Parcel Post over 2 lbs.							B				
							E				
6. Sequenced and Collated					X		B				
							E				
Letter Size					X		B				
Other Size					X		E				
9. 2nd-Class Marked up (exclude Form 3579)					X		B				
							E				
10. Mail with Form 3579 attached					X		B				
							E				
12. Change of Address Recorded					X		B				
							E				
13. Insured Receipts Turned In					X		B				
							E				
Enter Line Number In Explanation Column		LINE		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		Begin Here	B				
							E				
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14		Comments		TOTAL					
Withdrawal of mail		15					Time Clock Rings				
Sequencing and collating By-Pass Mail		16					E				
Actual Strapping out time		17					R				
Break (local option)		18					L				
Vehicle inspection		19					B				
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21					E				
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22		R							
Counting mail and filling out form 1838 worksheet		23		L							
Signature of Carrier(or Examiner)				Day of Week		Date		Reg. - Repl.		Lunch	
										From	
PS Form 1838-C, November 1997				I certify the above information recorded by me is correct.							

# Mail Count Section

AM	PM	Carrier Marked-Up	CFS
1. Letter-Size			
2. Mail of All Other Sizes			
3. Accountable and Signature Mail			
Registered/Certified			
COD/Customs			
Postage Dues Express Mail			
5. All Parcel Post over 2 lbs.			
6. Sequenced and Collated			
Letter Size			
Other Size			
9. 2nd-Class Marked up (exclude Form 3579)			
10. Mail with Form 3579 attached			
12. Change of Address Recorded			
13. Insured Receipts Turned In			

**DPS Volume Pieces: (7a)**  
 To be added in line 7a on PS Form 1838 \_\_\_\_\_

**CFS** mail not corrected and undeliverable mail within the endorsed bundles are counted and recorded in the CFS column.

**Section 2, Mail of all Other Sizes.** Section 2 also has separate columns for AM, PM, Carrier Marked-Up mail and CFS mail.

**Section 3, Accountable and Signature Mail,** includes columns for recording AM accountable mail, PM accountable mail and marked-up accountable mail. Note that accountable and signature mail is divided into the sub-categories of Registered/Certified, COD/Customs, Postage Dues, and Express Mail.

**Section 5, All Parcel Post over 2 lbs.,** has columns for parcels counted in the AM and PM. In addition, there are columns for Carrier Marked-up and CFS parcels .

**Section 6** is for recording all your sequenced and collated letter-size or other-size mail which is not cased.

**Section 7a, DPS Volume Pieces.** Section 7a is for mail sorted in Delivery Point Sequence only. S999 or any other letter mail arriving in the DPS is counted in Section 1.

**Section 9** is for counting the number of 2nd-class pieces for which Form 3579 is not filled out.

**Section 10** is for counting 2nd-class mail for which Form 3579 is filled out.

Some of the sections are for **counting items that are not mail**. In **Section 12** you record the number of change of address cards you process. In **Section 13** you write the number of Insured Receipts Turned In.

All entries in the mail-count section of Form 1838-C Worksheet are just that—**counts only**, rather than times. Letter carriers receive certain time credits based on the various counts entered on this section of the form.

## CLOCK RING SECTION

A third section of the form is for clock rings only. It is found on the bottom right side of the form. See the sample clock ring section on the next page.

On the days of mail count, you will ring in and out as usual—and, in addition, you will ring in and out **on the 1838-C Worksheet**. Your clock rings begin at the **bottom** of this section and continue up from there. Remember that your clock rings are the only times recorded in hundredths. Normally, there will be four clock ring entries: begin tour, out to street, return from street and end tour.

# Time Clock Rings

Time Clock Rings	
E	
R	
L	
B	
E	
R	
L	
B	
Lunch	
From	To

## ACTUAL TIME ENTRIES COLUMN

The last major section of the Form 1838-C is for Actual Time Entries. It is the long vertical column along the right side of the Form. See the sample on the next page.

The Actual Time Entries section has three separate parts: (1) in the left-hand column, an explanation of the specific functions, also known as “line items,” which you perform; (2) in the middle column, the beginning and end times for each line item; and (3) in the right-hand column, the elapsed time in minutes for each line item.

A list of the numbered line items, each with an explanation, is found on the bottom left of the 1838-C Worksheet. To the right of this list is the Comments section where line item comments are recorded. See page 21.

Time entries for the line items begin at the bottom, just above **Total**, and continue up from there. Each entry has a time for beginning, marked **B**, and a time for ending, marked **E**.

To the right of each pair of beginning and ending times is a separate box for **Elapsed Time**. This is for entering the total minutes spent on the particular line item.

To the left of each B and E is a space for entering an **Explanation** of each time entry. The explanation tells exactly what office function



## Line Number Explanations

<b>Enter Line Number In Explanation Column</b>		<b>LINE</b>
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		<b>14</b>
Withdrawal of mail		<b>15</b>
Sequencing and collating By-Pass Mail		<b>16</b>
Actual Strapping out time		<b>17</b>
Break (local option)		<b>18</b>
Vehicle inspection		<b>19</b>
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		<b>21</b>
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		<b>22</b>
Counting mail and filling out form 1838 worksheet		<b>23</b>

## Comments Section

Comments

you performed during those times. The function is described by a **line item number** instead of words.

Each actual time entry you make will correspond to one of the categories, or line items, listed on the bottom left side of the form.

There are two different categories of numbered line items. Lines 21 and 22 require an **explanation** of the function in the comments section. Lines 14 through 19 and 23 do **not** require an explanation in the Comments section.

**Line 21** is used for **any recurring office functions not listed in lines 14 through 19**. It is the miscellaneous category for recurring office functions (M-41 Section 922.51h). When you spend time doing a line 21 function, you use the **Comments** box to write a description of that function. The description in Comments is essential because there are so many possible Line 21 functions.

Here are a few typical Line 21 functions (see pages 46-48 for a more detailed list):

- Performing window caller service.
- Weekly safety talks and other appropriate unit discussions.
- Travel to and from the throwback case or to other designated locations to return mark-up mail and mis-throws.

- Replenishing the forms pouch.
- Responding to inquiries from supervisors.
- Verifying hold mail.

When making line 21 entries make sure to identify each function in the Comments section. As an example, the first line 21 function should be labeled 21a, the next one 21b and so on.

**Line 22** is a lot like Line 21, but the activities it covers are **non-recurring, non-continuing** office functions. However, because Line 22 items are not regular office activities, you will not receive credit in the route evaluation for the time spent performing them. Activities that are not part of the normal routine cannot become part of the route (M-41 Section 922.51i).

Line 22 activities are recorded using the same method as Line 21 entries. You make actual time entries to record the time spent performing them, and you describe each activity in the Comments box, labeled 22a, 22b, etc.

**Line 23** covers time spent counting mail and filling out the Form 1838-C Worksheet (M-41 Section 922.51j). Since Line 22 and 23 items are recorded as non-recurring and non-continuing, the time spent performing these functions will be deducted from your total office evaluation.

## THE 1838-C WORKSHEET STEP-BY-STEP

We will be reviewing a typical day in the office for a letter carrier on a park and loop route using the DPS Vertical Flat Case method, and asking you to fill in the 1838-C Worksheet.

Please note that we have constructed this sample mail count and route inspection exercise with **educational purposes** in mind. The examples cover many detailed work functions and include many types of mail volume, illustrating the wide variation among letter carrier routes.

This sample route is not meant to reflect the reality of any particular route or any notion of an “average” route. Your own route may evaluate longer, or shorter, or if properly adjusted, at 8 hours.

Nonetheless, the functions demonstrated in this exercise accurately reflect the many duties performed by every letter carrier, regardless of the length of the route. And this material correctly outlines the procedures for recording those functions on the Form 1838-C.

Also note that in this exercise the letter carrier works in a non-EPM office. Later in the program we will point out how this process would be different in an EPM office. In addition, you may note some other differences from your own

office procedures—for example, you may perform certain tasks in a different order.

As we go through this exercise, please complete the 1838-C Worksheets. You will find blank worksheets at the end of this chapter. Completing the 1838-C now is the best way to learn how to do it correctly. You will also learn how management uses the information on the worksheet to evaluate your route.

Most of what a letter carrier does in the office is defined by the various line items. So as a rule, you should be recording your time on a line item **unless** you are casing mail, pulling down mail, marking up, processing COAs, or on personal time. Make sure to record your functions correctly.

You will use separate 1838-C Worksheets to record each day's count. Each 1838-C Worksheet must be completed in duplicate, using carbon paper if necessary.

One last note: You might not receive your duplicate copy of the day's 1838-C Worksheet until the next morning, because your manager is required to review the form for errors and irregularities. Any errors or irregularities on the form must be discussed with you before the next day's count so the mistake will not be repeated.

**1. BEGIN TOUR.** You may find it helpful to set your watch to agree with the time clock. Your first job function of the day, of course, is to clock in.

- **Clock ring.** Begin by entering your start time on the 1838-C Worksheet at the bottom of the Clock Rings section. If you have a mechanical time clock, ring in the time on the Worksheet. If you do not, write in your begin time. In this example you begin tour at 07.00.

#### **EXTRA INFORMATION**

##### **HUNDREDTHS OF AN HOUR vs. MINUTES.**

While actual time entries are recorded in minutes, clock rings are in hundredths of an hour.

# Form 1838-C

## United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet**

Post Office		Delivery Unit			Route No.				
AM		PM		Carrier Marked-Up	CFS	<b>Actual Time Entries</b>			
1. Letter-Size						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
							E		
							B		
							E		
							B		
2. Mail of All Other Sizes							E		
							B		
							E		
							B		
3. Accountable and Signature Mail							E		
Registered/Certified							B		
COD/Customs							E		
Postage Dues							B		
Express Mail							E		
5. All Parcel Post over 2 lbs.							B		
							E		
6. Sequenced and Collated							B		
Letter Size							E		
							B		
Other Size							E		
							B		
9. 2nd-Class Marked up (exclude Form 3579)							E		
							B		
10. Mail with Form 3579 attached							E		
							B		
12. Change of Address Recorded							E		
							B		
13. Insured Receipts Turned In							E		
							B		
							E		
							B		
							E		
							B		
							E		
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							E		

**2. INSPECT VEHICLE.** In this office your first function of the day is to inspect your vehicle. This takes five minutes. You return to your case at 7:05.

- **Actual time entry—Line 19.** The vehicle inspection is an actual time entry covered by Line 19, so you enter the number 19 to the left of the beginning time of 7:00. Then you inspect the vehicle.
- **Ending time.** When you finish, you enter the ending time of 7:05. You also write 5 minutes in the elapsed time column to the right.

#### EXTRA INFORMATION

**COMPLETE VEHICLE INSPECTION:** You should perform every point on the expanded vehicle inspection safety checklist. If you don't have the checklist ask management for one. The checklist also appears in the M-41 as Exhibit 832.1; a copy appears in the Appendix to this chapter. You are allowed to use the "buddy system" in a vehicle inspection where necessary – for example, to check the brake lights.

**TIME OF VEHICLE INSPECTION:** Although local management determines the beginning function of the carrier, M-41 Section 922.51f reads that "generally vehicle inspection is made promptly after the carrier records his reporting time." A similar statement appears in M-39 Section 222.214b.



**3. PICK UP SCANNER.** Depending on your office you may pick up your scanner immediately after inspecting your vehicle. You begin this function at 7:05, just as you finish your vehicle inspection. You finish two minutes later.

- **Actual time entry—Line 21.** Picking up and activating your scanner is an actual time entry covered by Line 21. Write your beginning time of 7:05 and when you finish enter the ending time of 7:07. Write 2 minutes in the elapsed time column and write “21a” to the left because this is the first Line 21 entry.
- **Comment—Line 21.** When you make any Line 21 actual time entry, you must describe the activity in the Comments of the 1838-C Worksheet. Write this note in the Comments section: “21a. Pick up scanner.”

#### EXTRA INFORMATION

For a discussion of Line 21 recurring office functions see pages 46-48.

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Post Office		Delivery Unit			Route No.						
AM		PM		Carrier Marked-Up	CFS	Actual Time Entries					
1. Letter-Size						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME		
							E				
2. Mail of All Other Sizes							B				
							E				
3. Accountable and Signature Mail							B				
							E				
Registered/Certified							B				
COD/Customs							E				
Postage Dues							B				
Express Mail							E				
5. All Parcel Post over 2 lbs.							B				
							E				
6. Sequenced and Collated							B				
							E				
Letter Size							B				
Other Size							E				
9. 2nd-Class Marked up (exclude Form 3579)							B				
							E				
10. Mail with Form 3579 attached							B				
							E				
12. Change of Address Recorded							B				
							E				
13. Insured Receipts Turned In							E	7:07	2		
							B	7:05			
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838				21a					
						19 Begin Here	E	7:05	5		
							B	7:00			
						<b>TOTAL</b>					
						<b>Time Clock Rings</b>					
						E					
						R					
						L					
						B					
						E					
						R					
						L					
						B		07.00			
Signature of Carrier(or Examiner)				Day of Week		Date		Reg. - Repl.		Lunch	
										From	
										I certify the above information recorded by me is correct.	



*21a Pick up scanner*

PS Form 1838-C, November 1997

#### 4. FILL OUT TOP AND BOTTOM OF FORM.

Next, you fill out the top and bottom parts of the 1838-C Worksheet. This takes you one minute; you finish at 7:08.

- **Actual time entry—Line 23.** Filling out the 1838-C Worksheet is an actual time entry, covered by Line 23. First, carry forward the ending time of 7:07 to the beginning of the next entry. Then, write 23 in the explanation column on the left.
- **Top of form.** Then fill in the name of your Post Office, your delivery unit and route number at the top of the Form.
- **Bottom of form.** On the bottom, write in the day of the week, the date and circle either regular or replacement. Leave the signature and lunch times blank for now.
- **Ending time.** It is now 7:08. Write the ending time in the actual time entries. You also write 1 minute in the elapsed time section.

#### EXTRA INFORMATION

**LINE 23.** Filling out the form is a task you perform only during the week of count and inspection. So although you write down the time it takes to perform this task, later management will subtract this time when evaluating your route.

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>			
AM		PM		Time Entries			
Letter Size		Carrier Marked-Up	CFS	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
					E		
					B		
					E		
					B		
2. Mail of All Other Sizes					E		
					B		
					E		
					B		
3. Accountable and Signature Mail					E		
Registered/Certified					B		
COD/Customs					E		
Postage Dues					B		
Express Mail					E		
5. All Parcel Post over 2 lbs.					B		
					E		
					B		
6. Sequenced and Collated					E		
Letter Size					B		
					E		
					B		
Other Size					E		
					B		
9. 2nd-Class Marked up (exclude Form 3579)					E		
					B		
10. Mail with Form 3579 attached					E		
					B		
12. Change of Address Recorded					E		
					B		
				23	E	7:08	1
					B	7:07	
				21a	E	7:07	2
					B	7:05	
				19	E	7:05	5
				Begin Here	B	7:00	
<b>Enter Line Number In Explanation Column</b>				<b>DPS Volume Pieces: (7a)</b> To be added in line 7a on PS Form 1838 _____		<b>TOTAL</b>	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		LINE 14	Comments <i>21a Pick up scanner</i>		Time Clock Rings		
Withdrawal of mail		15			E		
Sequencing and collating By-Pass Mail		16			R		
Actual Strapping out time		17			L		
Break (local option)		18			B		
Vehicle inspection		19			E		
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21			R		
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22			L		
Counting mail and filling out form 1838 worksheet		23			07.00		
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i>		Date <i>10/29/05</i>	(Reg.)	Lunch From _____ To _____	

PS Form 1838-C, November 1997

**5. WITHDRAW MAIL.** Your next function is to withdraw mail. You withdraw mail from trays, tubs, sacks and so forth, cut twine, remove rubber bands and plastic wrap, and set the mail up at the case. You finish at 7:11.

- **Actual time entry—Line 15.** This is an actual time entry. Carry forward the previous ending time of 7:08. Withdrawing mail is covered by Line 15, so write 15 on the left. Then withdraw the mail.
- **Ending time.** When you finish, write 7:11 as the ending time and 3 for elapsed minutes on the right.

**EXTRA INFORMATION.** Make sure on the day the inspector completes the Form 1838-C Worksheet that the actual time used by the examiner withdrawing mail is recorded by the examiner as a Line 15 function.

# Form 1838-C

## United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>			
AM		PM		Actual Time Entries			
1. Letter-Size		Carrier Marked-Up	CFS	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
					E		
					B		
					E		
					B		
2. Mail of All Other Sizes					E		
					B		
					E		
					B		
3. Accountable and Signature Mail					E		
Registered/Certified					B		
COD/Customs					E		
Postage Dues					B		
Express Mail					E		
5. All Parcel Post over 2 lbs.					B		
					E		
6. Sequenced and Collated					B		
Letter Size					E		
					B		
Other Size					E		
					B		
9. 2nd-Class Marked up (exclude Form 3579)					E		
					B		
10. Mail with Form 3579 attached					E		
					B		
12. Change of Address Recorded				15	E	7:11	3
					B	7:08	
				23	E	7:08	1
					B	7:07	
13. Insured Receipts Turned In				21a	E	7:07	2
					B	7:05	
				19	E	7:05	5
				Begin Here	B	7:00	
				<b>TOTAL</b>			
				<b>Time Clock Rings</b>			
						E	
						R	
						L	
						B	
						E	
						R	
						L	
						B	07.00
Enter Line Number in Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838				
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	Comments				
Withdrawal of mail		15	<i>21a Pick up scanner</i>				
Sequencing and collating By-Pass Mail		16					
Actual Strapping out time		17					
Break (local option)		18					
Vehicle inspection		19					
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21					
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22					
Counting mail and filling out form 1838 worksheet		23					
Signature of Carrier(or Examiner)				Day of Week	Date	Reg. Repl.	Lunch
				<i>Sat</i>	<i>10/29/05</i>	<input checked="" type="checkbox"/>	From _____ To _____



PS Form 1838-C, November 1997

**6. COUNT THE MAIL.** You count all the letter-size mail first, turning one letter up on end every 100 pieces. As you count, watch out for other size mail (often called "flats") that may be interspersed with your letters.

See the Extra Information on page 1-38 for an explanation of the difference between letters and other size mail, and how to determine if a mail piece is a letter or a flat. It is important, in correctly determining route evaluation standards, to accurately record all flats as flats and letters as letters.

Next you count all your flats. You count a total of 700 letters and 632 flats. You finish counting at 7:21.

- **Actual time entry—Line 23.** Counting mail is an actual time entry covered by Line 23. Carry forward the previous ending time of 7:11.
- **Mail count entries.** When you finish counting, write 700 for the letter-size mail you cased at the top of the Form, under Section 1, AM Entries. Write the total flats you cased, 632, in Section 2, AM Entries.
- **Ending time.** Then write in your ending time of 7:21 under actual time entries, and your elapsed time of 10 minutes.

*(Continued on page 38)*

# Form 1838-C

1-37

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 1

Post Office: *Denver, Colorado* Delivery Unit: *Sullivan Station* Route No.: *4713*

1. Letter-Size 700	AM	Carrier Marked-Up	CFS	Actual Time Entries			
	PM			EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
2. Mail of All Other Sizes 632				E			
				B			
3. Accountable and Signature Mail				E			
				B			
Registered/Certified				E			
COD/Customs				B			
Postage Dues				E			
Express Mail				B			
5. All Parcel Post over 2 lbs.				E			
				B			
6. Sequenced and Collated				E			
				B			
Letter Size				E			
				B			
Other Size				E			
				B			
9. 2nd-Class Marked up (exclude Form 3579)				E			
				B			
10. Mail with Form 3579 attached				E	7:21	10	
				B	7:11		
12. Change of Address Recorded				E	7:11	3	
				B	7:08		
13. Insured Receipts Turned In				E	7:08	1	
				B	7:07		
Enter Line Number In Explanation Column	LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838	Comments	E	7:07	2	
				B	7:05		
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14		21a Pick up scanner	E	7:05	5	
				B	7:00		
Withdrawal of mail	15						
Sequencing and collating By-Pass Mail	16						
Actual Strapping out time	17						
Break (local option)	18						
Vehicle inspection	19						
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21						
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22						
Counting mail and filling out form 1838 worksheet	23						

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<b>Begin Here</b>	19	E	7:05	5
		B	7:00	
<b>TOTAL</b>				

<b>Time Clock Rings</b>			
E			
R			
L			
B			
E			
R			
L			
B			07.00

Signature of Carrier(or Examiner) \_\_\_\_\_ Day of Week: *Sat* Date: *10/29/05* (Reg.) Repl. \_\_\_\_\_

I certify the above information recorded by me is correct.

Lunch From \_\_\_\_\_ To \_\_\_\_\_

## **EXTRA INFORMATION:**

**LETTERS vs. FLATS.** To receive full credit under the “18 and 8” standard, you must be careful to count letter mail and flat mail properly. To do so you must know the definition of “letter size mail,” as opposed to “other size mail.”

Letter size mail is defined as mail that can be cased into the normal evenly spaced 6-shelf letter separation without bending or folding (M-41 Section 922.41).

Other size mail, sometimes referred to as “flats,” is all mail that does not fit the definition of letter size mail, except parcels (see below). Mail is counted as “other size” even if it is sorted into the letter case. Similarly, items such as TV Guide, Readers Digest, newspapers, rolls, flats, magazines, catalogs, small parcels or coupon booklets are counted as “other size” mail regardless of how they are sorted (M-41 Section 922.42).

The parties have agreed upon a method for accurate counting of flats versus letters during a count and inspection. In September, 1992, a Memorandum was signed that provided when Count and Inspections were conducted in a unit using four- and or five-shelf case configurations, local management will meet with the local union prior to the dry run training to determine an efficient means to verify mail of questionable size during the week of count and inspection, e.g., a measuring strip on each case or use of a template as a reference point (M-01306-Appendix A).

**DEFINITION OF A “PARCEL.”** A “parcel” is defined as a First or Fourth-class package over 2 pounds in weight and/or larger than a shoebox (M-41 Glossary).

**ROUTERS:** Some routes have been previously adjusted through the use of routers. You should follow a few

guidelines to deal with router assistance during a route examination.

Is router assistance a permanent part of your route? Router assistance may be provided to a route during the week of count and inspection only if the route has already been permanently adjusted to add router assistance.

Enter router assistance on 1838-C. If your route receives router assistance during the week of count and inspection, make sure that all mail sorted by the router is entered on the 1838-C Worksheet.

**Strapping out credit.** Verify that the correct count for all mail cased by the router is written in Section 1 or 2 of the form, as appropriate. These numbers are necessary to calculate strapping out time. You may, upon request, verify the count of mail cased by a router. If this is done, the time spent should be entered as separate actual time entry covered by Line 23. It is very important to ensure that all mail placed into the case by a router is recorded on the 1838-C in order to accurately determine the standard time of the route, because the carrier being counted must pull down that mail, and the standard time for pull-down is number of pieces divided by 70.

## 7. CASE THE MAIL. You begin casing mail at 7:21.

- **No entry.** You make no entry at all for time spent casing the mail.

### EXTRA INFORMATION

**CASING STANDARDS.** Casing standards are 18 letters per minute and 8 flats per minute for route evaluation and adjustment purposes. After the route examination management will evaluate your office time in one of two ways. One way is to use your actual, average office time during the count week. This is the time received by most carriers, who case faster than the 18 & 8 standards.

If you case slower than the 18 & 8 standard, management will evaluate your office time using 18 & 8. However, the M-39 provides for an exception for carriers who have served continuously for more than 25 years or are over 55 years of age. These carriers may be allowed an office time, in the evaluation of their routes, that is over standard (M-39 Section 242.214).

A letter carrier may not be disciplined solely for failing to meet the 18 & 8 standard. M-39 Section 242.332 states:

**No carrier shall be disciplined for failure to meet standards, except in cases of unsatisfactory effort which must be based on documented, unacceptable conduct that led to the carrier's failure to meet office standards.**

### SEQUENCING HORIZONTALLY CASED FLATS.

Most routes today use Vertical Flat Cases, and the flats

are in delivery order as they are pulled down. If you use the old horizontal flat case, you are required to sequence those flats in delivery order upon pull down. Sequencing your flats is considered part of casing—no entry is made to record this function.

**8. BREAK.** You take your break at 8:50.

- **Actual time entry—Line 18.** Taking a break is an actual time entry. When you return from your break, write 18 on the left, 8:50 for the begin time, and 9:00 for the end time. Then write 10 on the right for the elapsed minutes.

### **EXTRA INFORMATION**

**BREAKS:** The two breaks are mandatory, and a national-level arbitrator has ruled that management is required to ensure that employees stop working during an office break (C-08555).

**LOCAL OPTION:** Your local branch decides annually whether both breaks will be taken on the street or one will be taken in the office and the other on the street. Here, the branch decided to take one in the office.

**EXCEPTIONS MAY EXIST** to the minimum 10 minute break periods. Some offices may have the right to longer break periods based on long-standing practice (M-00179).

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>			Route No. <i>4713</i>				
AM		PM		Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size <i>700</i>						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
							E		
							B		
							E		
							B		
2. Mail of All Other Sizes <i>632</i>							E		
							B		
							E		
							B		
3. Accountable and Signature Mail							E		
Registered/Certified							B		
COD/Customs							E		
Postage Dues							B		
Express Mail							E		
5. All Parcel Post over 2 lbs.							B		
							E		
6. Sequenced and Collated							B		
Letter Size							E		
							B		
Other Size							E		
							B		
9. 2nd-Class Marked up (exclude Form 3579)							E		
							B		
10. Mail with Form 3579 attached						18	E	9:00	
							B	8:50	10
12. Change of Address Recorded						23	E	7:21	
							B	7:11	10
13. Insured Receipts Turned In						15	E	7:11	
							B	7:08	3
						23	E	7:08	
							B	7:07	1
						21a	E	7:07	
							B	7:05	2
						19	E	7:05	
							B	7:00	5
Enter Line Number In Explanation Column		LINE		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		Begin Here			
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14		Comments				TOTAL	
Withdrawal of mail		15		<i>21a Pick up scanner</i>				Time Clock Rings	
Sequencing and collating By-Pass Mail		16						E	
Actual Strapping out time		17						R	
Break (local option)		18						L	
Vehicle inspection		19						B	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21						E	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22						R	
Counting mail and filling out form 1838 worksheet		23						L	
Signature of Carrier(or Examiner)								B <i>07.00</i>	
I certify the above information recorded by me is correct.				Day of Week <i>Sat</i>		Date <i>10/29/05</i>		Lunch From To	
						Reg. Repl.			



PS Form 1838-C, November 1997

**9. CASE MAIL/SAFETY TALK.** You resume casing the mail at 9:00, and continue until you use the restroom at 9:20. You return to your case at 9:25 and case mail until you are called to a safety talk at 9:30.

- **Casing—no entry.** Again, you make no entry for casing the mail.
- **Restroom visit—no entry.** This time is for personal needs. The M-39 provides for an automatic allowance of 5 minutes for personal needs.
- **Actual time entry—Line 21.** A safety talk is recorded as an actual time entry covered by a Line 21. You enter 9:30 as the time the safety talk began, and write “21b” to the left.
- **Comments—Line 21.** When you make any Line 21 actual time entry, you must describe the activity in the Comments section. Write this note in the Comments section: “21b. Safety talk.”
- **Ending time.** Before you resume casing after the safety talk you enter the ending time of 9:37 and 7 minutes under elapsed time.

#### EXTRA INFORMATION

**PERSONAL NEEDS.** You do not record personal needs time on the 1838-C. The M-39 provides for an automatic allowance of 5 minutes for personal needs, obtaining hat

# Form 1838-C

## United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>			Route No. <i>4713</i>				
AM		PM		<b>Actual Time Entries</b>					
1. Letter-Size <i>700</i>				Carrier Marked-Up	CFS	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
							E		
							B		
							E		
							B		
2. Mail of All Other Sizes <i>632</i>							E		
							B		
							E		
							B		
3. Accountable and Signature Mail							E		
Registered/Certified							B		
COD/Customs							E		
Postage Dues							B		
Express Mail							E		
5. All Parcel Post over 2 lbs.							B		
							E		
6. Sequenced and Collated							B		
Letter Size							E		
							B		
							E		
							B		
							E		
							B		
9. 2nd-Class Marked up (exclude Form 3579)						<i>21b</i>	E	<i>9:37</i>	<i>7</i>
							B	<i>9:30</i>	
						<i>18</i>	E	<i>9:00</i>	<i>10</i>
							B	<i>8:50</i>	
10. Mail with Form 3579 attached						<i>23</i>	E	<i>7:21</i>	<i>10</i>
							B	<i>7:11</i>	
12. Change of Address Recorded						<i>15</i>	E	<i>7:11</i>	<i>3</i>
							B	<i>7:08</i>	
						<i>23</i>	E	<i>7:08</i>	<i>1</i>
							B	<i>7:07</i>	
13. Insured Receipts Turned In						<i>21a</i>	E	<i>7:07</i>	<i>2</i>
							B	<i>7:05</i>	
						<i>19</i>	E	<i>7:05</i>	<i>5</i>
						<b>Begin Here</b>	B	<i>7:00</i>	
<b>Enter Line Number In Explanation Column</b>		<b>LINE</b>		<b>DPS Volume Pieces: (7a)</b>				<b>TOTAL</b>	
				<b>To be added in line 7a on PS Form 1838</b>					
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		<i>14</i>		Comments					
Withdrawal of mail				<i>21a Pick up scanner</i>					
Sequencing and collating By-Pass Mail									
Actual Strapping out time		<i>17</i>		<i>21b safety talk</i>					
Break (local option)		<i>18</i>							
Vehicle inspection		<i>19</i>							
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		<i>21</i>							
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		<i>22</i>							
Counting mail and filling out form 1838 worksheet		<i>23</i>							
<b>Signature of Carrier(or Examiner)</b>				Day of Week		Date		Lunch	
				<i>Sat</i>		<i>10/29/05</i>		<i>07.00</i>	
								From To	

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and coat from wall racks before leaving office, visiting swing room to obtain rain gear from locker, etc. If you have a two-trip route, an additional two minutes is allowed on the second trip. This 5 minutes is computed into your standard time determination whether you take any time or not.

Please note that if you do not use any personal time in the office, and your evaluation shows you are under standard, your route adjustment will not include any time for personal needs, because management will adjust the office time component of your route to your actual average time, not your standard time (M-41 Section 922.51g).

**SAFETY TALKS.** Supervisors are required to present a safety talk at least once a week. So there should be at least one safety talk during the week of count and inspection.<sup>4</sup>

**LINE 21 ACTIVITIES.** A 1980 national settlement agreement between NALC and the Postal Service provides that several activities fall under Line 21 when they are recurring and necessary in the performance of carrier office duties, including:

- Performing window caller service.
- Weekly safety talks and other appropriate unit discussions.
- Travel to and from the throwback case or to other designated locations to return mark-up mail and misthrows.
- Replenishing the forms pouch.
- Wash-up time in excess of the regular 5-minute allowance for personal time, if: (1) it is provided for in a Local Memorandum of Understanding, or (2) pursuant to local past practice, additional or longer wash-up time had been granted and included on Line 21.

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<sup>4</sup> EL-801 Section 1-7

- Official communications including, but not limited to, general delivery; CMU Clerk inquiries; and responding to inquiries from supervisors.
- Facing or separating collection mail upon return to office.
- Verifying hold mail.
- Union steward activities (grievance handling), when necessary and if occurring weekly or more often.<sup>5</sup>

Other office functions that may be appropriate for credit on line 21 but that are not referenced in the settlement agreement include:

- Completing forms 1571 (M-00971) and 3996, if the use of these forms is of a recurring nature.
- Determining the number of pieces of unaddressed flats of a “shared mailing” and placing them at the back of the bundle (M-01288).
- Retrieving and replacing scanners, if not done during the normal process of obtaining accountable items (M-01411).
- Travel to and from, and transport of parcel container to case, etc.
- Travel to and from DPS mail to secure S999 mail for casing.
- Observing amount of DPS mail to estimate need for overtime or auxiliary assistance, if done on office time (M-01366)
- Taking vacation-hold mail to the designated area.
- Returning empty equipment to the designated area.
- Mail measuring and recording by carriers in units

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<sup>5</sup> M-00605

where carriers are doing so.

- Taking accountable mis-throw mail to the accountable clerk.
- Taking box-holder mail to the designated area.
- Handling mis-faced mail.
- Checking for sleepers prior to leaving your case for the street.
- Turning off case lights or moving any equipment off the floor.
- Any other recurring, necessary task in the office that is not covered by another Line item.

**10. CASE MAIL—THROWBACK CASE—WITHDRAW MAIL.** You resume casing the mail at 9:37. At 9:45 you go to the throwback case with your mis-sorts. At 9:46 you proceed to the distribution case to withdraw mail. You return to the case at 9:47.

- **Casing - no entry.** You make no entry for casing the mail.
- **Actual time entry—Line 21.** Going to the throwback case is a Line 21 function. So you enter 9:45 as the time you go to the throwback case, 9:46 as the time this trip ends and 1 minute for the elapsed time. Also write “21c” to the left.
- **Comments—Line 21.** In the Comments, section, write “21c Throwback case.”
- **Actual time entry - Line 15.** Withdrawing mail is a Line 15 function, so you enter 9:46 and write 15 on the left.
- **Ending time.** After you withdraw the mail and return to the case, enter the ending time of 9:47 and the elapsed time of 1 minute.

# Form 1838-C

United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** Page 1

Post Office: *Denver, Colorado* Delivery Unit: *Sullivan Station* Route No.: *4713*

1. Letter-Size <i>700</i>	AM	Carrier Marked-Up	CFS	Actual Time Entries			
	PM			EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
2. Mail of All Other Sizes <i>632</i>					E		
					B		
					E		
					B		
3. Accountable and Signature Mail  Registered/Certified COD/Customs Postage Dues Express Mail					E		
					B		
					E		
					B		
5. All Parcel Post over 2 lbs.					E		
					B		
					E		
					B		
6. Sequenced and Collated  Letter Size					E		
					B		
					E		
					B		
Other Size					E	<i>9:47</i>	
				<i>15</i>	B	<i>9:46</i>	<i>1</i>
					E	<i>9:46</i>	
				<i>21c</i>	B	<i>9:45</i>	<i>1</i>
9. 2nd-Class Marked up (exclude Form 3579)					E	<i>9:37</i>	
					B	<i>9:30</i>	<i>7</i>
					E	<i>9:00</i>	
				<i>18</i>	B	<i>8:50</i>	<i>10</i>
10. Mail with Form 3579 attached					E	<i>7:21</i>	
					B	<i>7:11</i>	<i>10</i>
					E	<i>7:11</i>	
				<i>15</i>	B	<i>7:08</i>	<i>3</i>
12. Change of Address Recorded					E	<i>7:08</i>	
					B	<i>7:07</i>	<i>1</i>
					E	<i>7:07</i>	
				<i>21a</i>	B	<i>7:05</i>	<i>2</i>
13. Insured Receipts Turned In					E	<i>7:05</i>	
					B	<i>7:00</i>	<i>5</i>
				<i>19</i>	B	<i>7:00</i>	
				<b>Begin Here</b>	E		

**Enter Line Number in Explanation Column** **LINE**

**DPS Volume Pieces: (7a)**  
To be added in line 7a on PS Form 1838 \_\_\_\_\_

Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14	<p>Comments</p> <p><i>21a Pick up scanner</i></p> <p><i>21b safety talk</i></p> <p><i>21c Throwback case</i></p>	
Withdrawal of mail	15		
Sequencing and collating By-Pass Mail	16		
Actual Strapping out time	17		
Break (local option)	18		
Vehicle inspection	19		
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21		
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22		
Counting mail and filling out form 1838 worksheet	23		
			<p><b>TOTAL</b></p> <p><b>Time Clock Rings</b></p> <p>E _____</p> <p>R _____</p> <p>L _____</p> <p>B _____</p> <p>E _____</p> <p>R _____</p> <p>L _____</p> <p>B <i>07.00</i></p>

Signature of Carrier(or Examiner) \_\_\_\_\_ Day of Week *Sat* Date *10/29/05* (Reg.) Repl. \_\_\_\_\_

I certify the above information recorded by me is correct.

Lunch From \_\_\_\_\_ To \_\_\_\_\_

PS Form 1838-C, November 1997

**11. COUNT THE MAIL.** Now you count the mail you have just withdrawn, beginning at 9:47. You count 25 letter-size and 10 flats. At 9:48 you have finished counting and writing down your totals, and you begin casing mail again.

- **Actual time entry—Line 23.** Counting mail and recording totals on the 1838-C are Line 23 functions. Write the starting time and 23 under actual time entries, and then count the mail.
- **Mail count entries.** Enter the 25 additional letters at the top left of the Form Section 1, AM Entries, underneath your previous letter count of 700. Enter the 10 flats under Section 2, AM Entries underneath your previous count of 632.
- **Ending time.** When you finish counting and recording the totals, enter the ending time of 9:48 under actual time entries and 1 minute under elapsed time.

# Form 1838-C

United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>			Route No. <i>4713</i>			
AM		PM			Actual Time Entries			
1. Letter-Size <i>700</i> <i>25</i>			Carrier Marked-Up	CFS	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
						E		
						B		
						E		
						B		
2. Mail of All Other Sizes <i>632</i> <i>10</i>						E		
						B		
						E		
						B		
3. Accountable and Signature Mail						E		
Registered/Certified						B		
COD/Customs						E		
Postage Dues						B		
Express Mail						E		
5. All Parcel Post over 2 lbs.						B		
						E		
6. Sequenced and Collated						B		
Letter Size					<i>23</i>	E	<i>9:48</i>	<i>1</i>
						B	<i>9:47</i>	
					<i>15</i>	E	<i>9:47</i>	<i>1</i>
						B	<i>9:46</i>	
Other Size					<i>21c</i>	E	<i>9:46</i>	<i>1</i>
						B	<i>9:45</i>	
					<i>21b</i>	E	<i>9:37</i>	<i>7</i>
						B	<i>9:30</i>	
9. 2nd-Class Marked up (exclude Form 3579)					<i>18</i>	E	<i>9:00</i>	<i>10</i>
						B	<i>8:50</i>	
10. Mail with Form 3579 attached					<i>23</i>	E	<i>7:21</i>	<i>10</i>
						B	<i>7:11</i>	
					<i>15</i>	E	<i>7:11</i>	<i>3</i>
						B	<i>7:08</i>	
12. Change of Address Recorded					<i>23</i>	E	<i>7:08</i>	<i>1</i>
						B	<i>7:07</i>	
13. Insured Receipts Turned In					<i>21a</i>	E	<i>7:07</i>	<i>2</i>
						B	<i>7:05</i>	
					<i>19</i>	E	<i>7:05</i>	<i>5</i>
					<b>Begin Here</b>	B	<i>7:00</i>	
					<b>TOTAL</b>			
					<b>Time Clock Rings</b>			
					E			
					R			
					L			
					B			
					E			
					R			
					L			
					B			<i>07.00</i>
Enter Line Number In Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 _____					
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	Comments					
Withdrawal of mail		15	<i>21a Pick up scanner</i>					
Sequencing and collating By-Pass Mail		16	<i>21b safety talk</i>					
Actual Strapping out time		17	<i>21c Throwback case</i>					
Break (local option)		18						
Vehicle inspection		19						
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21						
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22						
Counting mail and filling out form 1838 worksheet		23						
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i>		Date <i>10/29/05</i>	(Reg.) Repl.	Lunch From _____ To _____		
I certify the above information recorded by me is correct.								

PS Form 1838-C, November 1997

**12. SECOND DISPATCH.** By 9:48 the second dispatch of mail has been distributed to your case. Included in this dispatch is full-coverage detached label mailing. You withdraw the mail from trays, tubs, sacks and so forth, cut twine, remove rubber bands and plastic wrap and set the mail up at the case. You finish withdrawing the mail at 9:50 and begin counting it, finishing your count at 10:00.

The results of your count are: 650 letters and 190 flats. 450 of the letters are the sequenced mailing, which you count individually, same as the other letters.

- **Actual time entry—Line 15.** Withdrawing mail is a an actual time entry. Withdrawing mail is covered by Line 15, so write 15 on the left, plus the starting time of 9:48 and ending time of 9:50 and 2 minutes elapsed.
- **Actual time entry—Line 23.** Write 23 on the left, the starting time of 9:50 and ending time of 10:00, and 10 minutes elapsed on the right.
- **Mail count entries**  
**Letters:** Record the 650 letters in Section 1, AM Entries, as follows:
  - 200
  - 450 sequenced

**Flats:** Record the 190 flats in Section 2, AM Entries. In addition, record 450 pieces of unaddressed flats under Section 6, Sequenced and Collated, Other Size, AM Entries.

### EXTRA INFORMATION

**SEQUENCED MAIL.** In this example you have received and recorded 450 pieces of sequenced detached label mail under letters in Section 1, and 450 pieces of unaddressed flats in Section 6. When you case sequenced mail, you do not make a Line 6 or Line 16 actual time entry. Instead, you list the number of pieces in Section 1 or 2, AM entries, making a note that it was sequenced. In addition, you write a note in the Comments box stating how many sequenced letters or flats were cased.

However, in some cases you may handle sequenced mail differently. There are two other possibilities—either you collate the sequenced mail with the cased mail, or in certain circumstances you may carry it out as a separate bundle. Each situation is handled differently.

**Collate.** When you collate sequenced mail, you enter the actual time spent under Line 16 (M-41 Section 922.51c) Time credited for Line 16 is addressed in M-39 Section 222.212(d).

**Separate bundle—no special entry.** In those circumstances where sequenced mail is carried as a separate bundle, you do not make a Line 1, 2 or 16 entry. Just list the number of letters and/or flats in Line 6 and count each separate strapped bundle as a parcel pursuant to M-41 Section 922.413a. You will not receive time credit for casing, collating or strapping out this mail.

# Form 1838-C

United States Postal Service <b>Carrier's Count Mail - Letter Carrier Routes Worksheet</b>		Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>			
AM		PM		Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size 700 25 200 450 sequenced						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
2. Mail of All Other Sizes 632 10 190							E		
3. Accountable and Signature Mail  Registered/Certified COD/Customs Postage Dues Express Mail							B		
5. All Parcel Post over 2 lbs.							E		
6. Sequenced and Collated  Letter Size  Other Size 450							B		
9. 2nd-Class Marked up (exclude Form 3579)						23	E	10:00	10
10. Mail with Form 3579 attached							B	9:50	
12. Change of Address Recorded						15	E	9:50	2
13. Insured Receipts Turned In							B	9:48	
Enter Line Number In Explanation Column LINE Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts. 14 Withdrawal of mail 15 Sequencing and collating By-Pass Mail 16 Actual Strapping out time 17 Break (local option) 18 Vehicle inspection 19 Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section) 21 Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section) 22 Counting mail and filling out form 1838 worksheet 23		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 _____		Comments 21a Pick up scanner 21b safety talk 21c Throwback case			E	9:48	1
						15	B	9:47	1
						23c	E	9:47	1
							B	9:46	1
						21b	E	9:46	1
							B	9:45	1
						18	E	9:37	7
							B	9:30	10
						23	E	9:00	10
							B	8:50	10
						15	E	7:21	10
							B	7:11	10
						23	E	7:11	3
							B	7:08	1
						23	E	7:08	1
							B	7:07	1
						21a	E	7:07	2
							B	7:05	2
						19	E	7:05	5
							B	7:00	5
						TOTAL			
						Time Clock Rings			
						E			
						R			
						L			
						B			
						E			
						R			
						L			
						B		07.00	
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i>		Date <i>10/29/05</i>		(Reg.) Repl.		Lunch From To	
I certify the above information recorded by me is correct.									

PS Form 1838-C, November 1997

**13. PREPARE FORM 3996, *Carrier-Auxiliary Control*.** At 10:00 you estimate the day's workload, discuss it with your supervisor, and complete a Form 3996 finishing at 10:02.

- **Actual time entry—Line 21.** Discussing the workload with a supervisor, and preparing a Form 3996, are Line 21 functions. So under actual time entries you enter 21d, 10:00 and 10:02, and 2 minutes elapsed time.
- **Comments—Line 21.** In the Comments section write "21d Workload - 3996."

#### **EXTRA INFORMATION.**

**REQUESTING ASSISTANCE/OVERTIME.** The M-41 provides:

**131.41** It is your responsibility to verbally inform management when you are of the opinion that you will be unable to case all mail distributed to the route, perform other required duties, and leave on schedule or when you will be unable to complete delivery of all mail.

**131.42** Inform management of this well in advance of the scheduled leaving time and not later than immediately following the final receipt of mail. Management will instruct you what to do.

**131.43** Complete applicable items on Form 3996, *Carrier-Auxiliary Control*, if overtime or auxiliary assistance is authorized in the office or on the street.

*(Continued on page 58)*

# Form 1838-C

## United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** Page 1

Post Office: *Denver, Colorado* Delivery Unit: *Sullivan Station* Route No.: *4713*

				Actual Time Entries			
AM	PM	Carrier Marked-Up	CFS	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
1. Letter-Size <i>700 25 200 450 sequenced</i>					E		
					B		
					E		
					B		
2. Mail of All Other Sizes <i>632 10 190</i>					E		
					B		
					E		
					B		
3. Accountable and Signature Mail  <i>Registered/Certified</i> <i>COD/Customs</i> <i>Postage Dues</i> <i>Express Mail</i>					E		
					B		
				21d	E	10:02	2
					B	10:00	
5. All Parcel Post over 2 lbs.				23	E	10:00	10
					B	9:50	
6. Sequenced and Collated  <i>Letter Size</i>  <i>Other Size</i> <span style="float: right;"><i>450</i></span>				15	E	9:50	2
					B	9:48	
				23	E	9:48	1
					B	9:47	
				15	E	9:47	1
					B	9:46	
				21c	E	9:46	1
					B	9:45	
9. 2nd-Class Marked up (exclude Form 3579)				21b	E	9:37	7
					B	9:30	
10. Mail with Form 3579 attached				18	E	9:00	10
					B	8:50	
12. Change of Address Recorded				23	E	7:21	10
					B	7:11	
				15	E	7:11	3
					B	7:08	
				23	E	7:08	1
					B	7:07	
13. Insured Receipts Turned In				21a	E	7:07	2
					B	7:05	
				19	E	7:05	5
				Begin Here	B	7:00	



<b>Enter Line Number In Explanation Column</b>	<b>LINE</b>	<b>DPS Volume Pieces: (7a)</b> To be added in line 7a on PS Form 1838 _____	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14	<b>Comments</b>  <i>21a Pick up scanner</i> <i>21b safety talk</i> <i>21c Throwback case</i> <i>21d Workload - 3996</i>	<b>TOTAL</b>
Withdrawal of mail	15		<b>Time Clock Rings</b>
Sequencing and collating By-Pass Mail	16		E _____
Actual Strapping out time	17		R _____
Break (local option)	18		L _____
Vehicle inspection	19		B _____
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21		E _____
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22		R _____
Counting mail and filling out form 1838 worksheet	23		L _____
			B _____
<b>Signature of Carrier(or Examiner)</b>		07.00	

PS Form 1838-C, November 1997

I certify the above information recorded by me is correct. Day of Week: *Sat* Date: *10/29/05* (Reg.) Repl. Lunch From To

**M-39 Section 122.33** provides that an employee, upon request, will be provided a Form 3996 and given a copy of the completed form.

### **AUXILIARY ASSISTANCE DURING THE WEEK OF INSPECTION.**

**M-39 Section 221.138** provides:

Only in very unusual circumstances or emergencies when excessive late delivery would result should auxiliary assistance be granted the regularly assigned carrier during the week of the count.

However, if you are provided assistance in the office make sure the carrier providing the assistance completes a separate Form 1838-C Worksheet.

If you are provided assistance on the street, make sure that you, and the carrier who provides the assistance, complete the Form 3996 in accordance with the instructions found on the back of the form. Remember to request and receive a copy of the completed Form 3996.

Proper completion of these forms is critical for an accurate evaluation of your route.

**14. PICK UP ACCOUNTABLE ITEMS.** At 10:15 you are called to the finance cage to pick up accountable items. You receive 6 certified letters, 1 COD, 7 postage dues and 2 pieces of Express Mail. You review the accountable pieces, sign for them, and return to your case. You then partially complete a Form 3849 for each of the accountable pieces by placing either the address or the customer's name on the form. You place the forms in the case, finishing at 10:21. You then record this mail on the 1838-C Worksheet, finishing at 10:22.

- **Actual time entry—Line 14.** Line 14 covers your trips to and from the finance cage to obtain accountable items and return them to your case for handling (M-41 Section 922.51a). Enter Line 14 on the left, 10:15 and 10:21, and 6 minutes elapsed time.
- **Mail count entries.** Enter the number of accountables under Section 3, Accountable and Signature Mail. (6 certified, 1 COD, 7 postage dues and 2 pieces of Express Mail.)
- **Actual time entry—Line 23.** Write 23 on the left, 10:21 and 10:22 with 1 minute elapsed.

#### **EXTRA INFORMATION**

##### **VERIFYING AND SIGNING FOR ACCOUNTABLES.**

It is important to take the time to properly verify and sign for all accountable items, because you are responsible for accounting for this mail. You take time under Line 14 to fill out the name or address for identification purposes on the Form 3849, to case the Form as a reminder, and to verify and sign for all accountables.

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>			Route No. <i>4713</i>				
AM		PM		Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size <i>700</i> <i>25</i> <i>200</i> <i>450 sequenced</i>						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
							E		
							B		
							E		
							B		
2. Mail of All Other Sizes							E		
<i>632</i>							B		
<i>10</i>							E		
<i>190</i>							B		
							E		
							B		
3. Accountable and Signature Mail							E	<i>10:22</i>	
<i>Registered/Certified 6</i>						<i>23</i>	B	<i>10:21</i>	<i>1</i>
<i>COD/Customs 1</i>						<i>14</i>	E	<i>10:21</i>	
<i>Postage Dues 7</i>							B	<i>10:15</i>	<i>6</i>
<i>Express Mail 2</i>						<i>21d</i>	E	<i>10:02</i>	
							B	<i>10:00</i>	<i>2</i>
5. All Parcel Post over 2 lbs.							E	<i>10:00</i>	
						<i>23</i>	B	<i>9:50</i>	<i>10</i>
							E	<i>9:50</i>	
						<i>15</i>	B	<i>9:48</i>	<i>2</i>
6. Sequenced and Collated							E	<i>9:48</i>	
<i>Letter Size</i>						<i>23</i>	B	<i>9:47</i>	<i>1</i>
							E	<i>9:47</i>	
<i>Other Size 450</i>						<i>15</i>	B	<i>9:46</i>	<i>1</i>
						<i>21c</i>	E	<i>9:46</i>	
							B	<i>9:45</i>	<i>1</i>
						<i>21b</i>	E	<i>9:37</i>	
9. 2nd-Class Marked up (exclude Form 3579)							B	<i>9:30</i>	<i>7</i>
						<i>18</i>	E	<i>9:00</i>	
							B	<i>8:50</i>	<i>10</i>
10. Mail with Form 3579 attached						<i>23</i>	E	<i>7:21</i>	
							B	<i>7:11</i>	<i>10</i>
						<i>15</i>	E	<i>7:11</i>	
12. Change of Address Recorded							B	<i>7:08</i>	<i>3</i>
						<i>23</i>	E	<i>7:08</i>	
							B	<i>7:07</i>	<i>1</i>
13. Insured Receipts Turned In						<i>21a</i>	E	<i>7:07</i>	
							B	<i>7:05</i>	<i>2</i>
Enter Line Number In Explanation Column		LINE		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		Begin Here		TOTAL	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14		Comments					
Withdrawal of mail		15		<i>21a Pick up scanner</i>				Time Clock Rings	
Sequencing and collating By-Pass Mail		16		<i>21b safety talk</i>				E	
Actual Strapping out time		17		<i>21c Throwback case</i>				R	
Break (local option)		18		<i>21d Workload - 3996</i>				L	
Vehicle inspection		19						B	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21						E	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22						R	
Counting mail and filling out form 1838 worksheet		23						L	
Signature of Carrier(or Examiner)								B <i>07.00</i>	
I certify the above information recorded by me is correct.				Day of Week		Date		Reg. Repl.	
				<i>Sat</i>		<i>10/29/05</i>			
								Lunch	
								From To	

PS Form 1838-C, November 1997

**15. WINDOW CALLER SERVICE.** At 10:45 you stop casing to bring a window caller her mail; this takes two minutes. Then you resume casing the mail.

- **Actual time entry—Line 21.** This is a Line 21 function. It is a recurring, required task that has no special number on the 1838-C Worksheet. Write in the starting time of 10:45 and 21 in the explanation column. Label this Line entry “21e.”
- **Comment—Line 21.** Remember that you must explain each Line 21 item in the comments section. Write, “21e Bring mail to window caller.”
- **Ending time.** When you return to your case write in your ending time, 10:47, and 2 minutes under elapsed time.
- **Casing—no entry.** Again, you make no entry when you resume casing the mail.

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>		Route No. <i>4713</i>		
AM		PM		Actual Time Entries		
1. Letter-Size <i>700</i> <i>25</i> <i>200</i> <i>450 sequenced</i>				EXPLANATION TIME GUIDE WRITE IN TIME ELAPSED TIME		
					E B E B	
2. Mail of All Other Sizes <i>632</i> <i>10</i> <i>190</i>				E B E B		
3. Accountable and Signature Mail  Registered/Certified <i>6</i> COD/Customs <i>1</i> Postage Dues <i>7</i> Express Mail <i>2</i>				21e 23 14 21d	E 10:47 B 10:45 E 10:22 B 10:21 E 10:21 B 10:15 E 10:02 B 10:00	2 1 6 2
5. All Parcel Post over 2 lbs.				23	E 10:00 B 9:50	10
6. Sequenced and Collated  Letter Size  Other Size <i>450</i>				15 23 15 21c	E 9:50 B 9:48 E 9:48 B 9:47 E 9:47 B 9:46 E 9:46 B 9:45	2 1 1 1
9. 2nd-Class Marked up (exclude Form 3579)				21b 18	E 9:37 B 9:30 E 9:00 B 8:50	7 10
10. Mail with Form 3579 attached				23	E 7:21 B 7:11	10
12. Change of Address Recorded				15 23	E 7:11 B 7:08 E 7:08 B 7:07	3 1
13. Insured Receipts Turned In				21a 19	E 7:07 B 7:05 E 7:05 B 7:00	2 5
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 _____		Begin Here		
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		LINE 14	Comments <i>21a Pick up scanner</i>		TOTAL Time Clock Rings	
Withdrawal of mail		15	<i>21b safety talk</i>		E	
Sequencing and collating By-Pass Mail		16	<i>21c Throwback case</i>		R	
Actual Strapping out time		17	<i>21d Workload - 3996</i>		L	
Break (local option)		18	<i>21e Bring mail to window caller</i>		B	
Vehicle inspection		19			E	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		22			R	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		23			L	
Counting mail and filling out form 1838 worksheet		23			B	
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i>		Date <i>10/29/05</i>	(Reg.) Repl.	
		I certify the above information recorded by me is correct.		Lunch From _____ To _____		
				07.00		



PS Form 1838-C, November 1997

**16. REPLENISH FORMS.** Today you need to replenish your supply of forms to take with you. You leave the case to obtain forms at 10:47 and return at 10:49. You then resume casing your mail.

- **Actual time entry—Line 21.** This is a Line 21 function—it is recurring and required, but there is no special line number covering it. Write 21f, 10:47 and 10:49, and 2 minutes elapsed time under actual time entries.
- **Comment—Line 21.** Explain this Line 21 item by writing “21f Replenish forms” in the Comments section.
- **Casing—no entry.** Again, you make no entry when you resume casing the mail.

### EXTRA INFORMATION

**REPLENISHING FORMS.** Letter carriers are required to check the forms pouch several times each week to be sure all necessary forms are there when needed (See Footnote 5 (M-00605), M-41 Section 143).

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 1

Post Office <i>Denver, Colorado</i>	Delivery Unit <i>Sullivan Station</i>	Route No. <i>4713</i>
--	--	--------------------------

AM	PM	Carrier Marked-Up	CFS	Actual Time Entries			
				EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
1. Letter-Size <i>700 25 200 450 sequenced</i>							
2. Mail of All Other Sizes <i>632 10 190</i>							
3. Accountable and Signature Mail							
Registered/Certified <i>6</i>							
COD/Customs <i>1</i>							
Postage Dues <i>7</i>							
Express Mail <i>2</i>							
5. All Parcel Post over 2 lbs.							
6. Sequenced and Collated							
Letter Size							
Other Size <i>450</i>							
9. 2nd-Class Marked up (exclude Form 3579)							
10. Mail with Form 3579 attached							
12. Change of Address Recorded							
13. Insured Receipts Turned In							



Enter Line Number In Explanation Column	LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838	Comments
---	------	---	----------

Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14		
Withdrawal of mail	15		
Sequencing and collating By-Pass Mail	16		
Actual Strapping out time	17		
Break (local option)	18		
Vehicle inspection	19		
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21		
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)			
Counting mail and filling out form 1838 worksheet	23		



Signature of Carrier(or Examiner)	Day of Week <i>Sat</i>	Date <i>10/29/05</i>	Reg. Repl.	Lunch From _____ To _____
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◀ I certify the above information recorded by me is correct.

PS Form 1838-C, November 1997

TOTAL
Time Clock Rings
E
R
L
B
E
R
L
B <i>07.00</i>

**17. REVIEW DPS, COUNT DPS AND S999 MAIL, AND WITHDRAW S999 MAIL.** At 10:49 you leave the case to check your DPS mail and withdraw the S999 mail for casing. This requires 1 minute. On this day a review of the DPS and S999 mail does not require amending the 3996 estimate. You take your Form 1838-C with you. While there, you count both the S999 mail and the DPS mail, from 10:50 to 11:05. You count 3,162 letter size DPS mail, 91 letter size S999 mail, and 16 other size S999. You then withdraw the S999 mail and return it to your case at 11:06.

- **Actual time entry—Line 21.** Traveling to and checking your DPS mail is a Line 21 function—it is recurring and required, but there is no special line number covering it. Write “21g” and a beginning time of 10:49 under actual time entries.
- **Comment—Line 21.** Write “21g Check DPS mail” in the Comments section (M-01366).
- **Ending time.** When you finish checking the DPS, write in your ending time of 10:50 and elapsed time of 1 minute.
- **Mail count entries.** Enter the 91 additional letters of S999 mail under Section 1, AM

Entries, underneath your previous letter count. Enter the 16 flats under Section 2 AM entries. Enter the DPS piece count of 3,162 under Section 7a, which is just above the Comments section (M-41 Section 922.411c).

- **Actual time entry—Line 23.** . Counting DPS and S999 mail and recording results on the 1838-C are Line 23 functions. Write 23 and the times 10:50 and 11:05 under actual time entries.
  
- **Actual time entry—Line 15.** Withdrawing the S999 mail and transporting it back to your case is a Line 15 function, so you write 15, the times 11:05 and 11:06, and 1 minute elapsed time under actual time entries.

# Form 1838-C

1-67

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 1

Post Office: *Denver, Colorado* Delivery Unit: *Sullivan Station* Route No.: *4713*

AM		PM	Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size					EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
700					15	E	11:06	1
25				B		11:05		
200					23	E	11:05	15
450 sequenced				B		10:50		
91					21g	E	11:50	1
				B		10:49		
2. Mail of All Other Sizes	632				21f	E	10:49	2
						B	10:47	
10					21e	E	10:47	2
190				B		10:45		
16					23	E	10:22	1
				B		10:21		
3. Accountable and Signature Mail	Registered/Certified 6				14	E	10:21	6
						B	10:15	
	COD/Customs 1				21d	E	10:02	2
	Postage Dues 7			B		10:00		
	Express Mail 2				23	E	10:00	10
				B		9:50		
5. All Parcel Post over 2 lbs.					15	E	9:50	2
						B	9:48	
6. Sequenced and Collated	Letter Size				23	E	9:48	1
						B	9:47	
	Other Size 450				15	E	9:47	1
						B	9:46	
					21c	E	9:46	1
						B	9:45	
9. 2nd-Class Marked up (exclude Form 3579)					21b	E	9:37	7
						B	9:30	
10. Mail with Form 3579 attached					18	E	9:00	10
						B	8:50	
12. Change of Address Recorded					23	E	7:21	10
						B	7:11	
13. Insured Receipts Turned In					15	E	7:11	3
						B	7:08	
					23	E	7:08	1
						B	7:07	
					21a	E	7:07	2
						B	7:05	
Enter Line Number In Explanation Column	LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838-C	Comments	3,162	19	E	7:05	5
						B	7:00	

Enter Line Number In Explanation Column	LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838-C	Comments	Begin Here	TOTAL
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14				
Withdrawal of mail	15		21a Pick up scanner		
Sequencing and collating By-Pass Mail	16		21b Safety talk		
Actual Strapping out time	17		21c Throwback case		
Break (local option)	18		21d Workload - 3996		
Vehicle inspection	19		21e Bring mail to window caller		
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (Use Comments Section)	21		21f Replenish forms		
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22		21g Check DPS mail		
Counting mail and filling out form 1838 worksheet	23				

Signature of Carrier(or Examiner) \_\_\_\_\_ Day of Week: *Sat* Date: *10/29/05* (Reg.) Repl. \_\_\_\_\_

I certify the above information recorded by me is correct.

Lunch From \_\_\_\_\_ To \_\_\_\_\_

PS Form 1838-C, November 1997

## **18. RETRIEVE PARCEL TUB, WITHDRAW SPRs AND COUNT PARCELS AND SPRs.**

You leave your case at 11:06 to retrieve your parcel tub; you return to your case at 11:07.

You withdraw your SPRs from the parcel tub and then proceed to the distribution case to make your second withdrawal, returning to your case at 11:11.

From 11:11 to 11:15 you count your parcels, SPRs and mail from the distribution case. You count 10 additional letters, 18 SPRs and 12 parcels and enter this information on the 1838-C Worksheet.

**New 1838-C Worksheet:** Because you cannot fit any more line items on this 1838-C Worksheet you need to continue your line item entries on a second 1838-C Worksheet. In this example you will use the second worksheet only to continue your Line item/actual time entries.

- **Actual time entry on the second worksheet —Line 21.** You spent 1 minute retrieving the parcel tub, a Line 21 function. Write 21h, 11:06 and 11:07, and 1 minute under actual time entries.
- **Comment—Line 21.** Write “21h Retrieving parcel tub” in the Comments section.

- **Actual time entry on the second worksheet—Line 15.** Withdrawing SPRs from the parcel tub and mail from the distribution case is a Line 15 function. Write 15, 11:07 and 11:11, and 4 minutes under actual time entries.
- **Mail count entries on the first worksheet.** Enter the 10 additional letters from the distribution case in Section 1, AM Entries, 18 other-size pieces under Section 2, AM Entries, and the 12 parcels under Section 5, AM Entries.
- **Actual time entry—Line 23.** Counting mail, parcels and SPRs for recording on Form 1838-C is a Line 23 function. The time you spend filling out identifying information on a new 1838-C Worksheet is included in this function. Write 23, 11:11 and 11:15, and 4 minutes under actual time entries.
- **Casing—no entry.** Again, you make no time entry as you resume casing mail.

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 1

Post Office: *Denver, Colorado* Delivery Unit: *Sullivan Station* Route No.: *4713*

AM		PM	Carrier Marked-Up	CFS	Actual Time Entries			
EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME					
1. Letter-Size 700 25 200 450 <i>sequenced</i> 91 10					15	E 11:06	B 11:05	1
					23	E 11:05	B 10:50	15
2. Mail of All Other Sizes 632 10 190 16 18					21g	E 11:50	B 10:49	1
					21f	E 10:49	B 10:47	2
3. Accountable and Signature Mail					21e	E 10:47	B 10:45	2
					23	E 10:22	B 10:21	1
Registered/Certified 6					14	E 10:21	B 10:15	6
COD/Customs 1					21d	E 10:02	B 10:00	2
Postage Dues 7					23	E 10:00	B 9:50	10
Express Mail 2					15	E 9:50	B 9:48	2
5. All Parcel Post over 2 lbs. 12					23	E 9:48	B 9:47	1
6. Sequenced and Collated					15	E 9:47	B 9:46	1
	Letter Size  450				21c	E 9:46	B 9:45	1
Other Size					21b	E 9:37	B 9:30	7
					18	E 9:00	B 8:50	10
9. 2nd-Class Marked up (exclude Form 3579)					23	E 7:21	B 7:11	10
10. Mail with Form 3579 attached					15	E 7:11	B 7:08	3
12. Change of Address Recorded					23	E 7:08	B 7:07	1
					21a	E 7:07	B 7:05	2
13. Insured Receipts Turned In					19	E 7:05	B 7:00	5

Enter Line Number in Explanation Column **LINE** DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 3,162

Line	Description	Comments	Time Clock Rings
14	Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		
15	Withdrawal of mail	21a Pick up scanner	
16	Sequencing and collating By-Pass Mail	21b safety talk	
17	Actual Strapping out time	21c Throwback case	
18	Break (local option)	21d Workload - 3996	
19	Vehicle inspection	21e Bring mail to window caller	
21	Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21f Replenish forms	
22	Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	21g Check DPS mail	
23	Counting mail and filling out form 1838 worksheet		
<b>TOTAL</b>			<b>07.00</b>

Signature of Carrier(or Examiner) \_\_\_\_\_ Day of Week *Sat* Date *10/29/05* (Reg.) Repl. \_\_\_\_\_ Lunch From \_\_\_\_\_ To \_\_\_\_\_

I certify the above information recorded by me is correct.

PS Form 1838-C, November 1997




**19. CHANGES OF ADDRESS.** You receive and process 4 address changes. At 11:35 you record the number of changes on the first Form 1838-C. You also make a second visit to the restroom.

- **Mail count entry.** Changes of address are recorded in the mail count section of the 1838-C Worksheet. Write the number “4” under Section 12, Change of Address, Recorded, AM Entries.
- **Change of address—no entry.** You do not make an actual time entry while processing changes of address. You will receive two minutes of office time credit for each change of address.
- **Restroom visit—no entry.** The M-39 provides for an automatic allowance of 5 minutes for personal needs.
- **Actual time entry—Line 23.** Recording the 4 changes of address is an actual time entry under Line 23. Write 23, 11:35 and 11:36, and 1 minute elapsed time.

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 1

Post Office: *Denver, Colorado* Delivery Unit: *Sullivan Station* Route No.: *4713*

1. Letter-Size	AM	PM	Carrier Marked-Up	CFS	Actual Time Entries			
					EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
700 25 200 450 sequenced 91 10			29	62	15	E 11:06 B 11:05	1	
					23	E 11:05 B 10:50	15	
2. Mail of All Other Sizes					21g	E 11:50 B 10:49	1	
632 10 190 16 18			10	24	21f	E 10:49 B 10:47	2	
					21e	E 10:47 B 10:45	2	
3. Accountable and Signature Mail					23	E 10:22 B 10:21	1	
Registered/Certified 6			2		14	E 10:21 B 10:15	6	
COD/Customs 1					21d	E 10:02 B 10:00	2	
Postage Dues 7								
Express Mail 2								
5. All Parcel Post over 2 lbs.					23	E 10:00 B 9:50	10	
12			4		15	E 9:50 B 9:48	2	
6. Sequenced and Collated					23	E 9:48 B 9:47	1	
Letter Size					15	E 9:47 B 9:46	1	
450					21c	E 9:46 B 9:45	1	
Other Size					21b	E 9:37 B 9:30	7	
9. 2nd-Class Marked up (exclude Form 3579)					18	E 9:00 B 8:50	10	
10. Mail with Form 3579 attached					23	E 7:21 B 7:11	10	
4 					15	E 7:11 B 7:08	3	
12. Change of Address Recorded					23	E 7:08 B 7:07	1	
13. Insured Receipts Turned In					21a	E 7:07 B 7:05	2	
					19	E 7:05 B 7:00	5	

Enter Line Number in Explanation Column **LINE** DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 3,162

Enter Line Number in Explanation Column	LINE	Comments	Reg.	Repl.	TOTAL
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14				
Withdrawal of mail	15	21a Pick up scanner			
Sequencing and collating By-Pass Mail	16	21b Safety talk			
Actual Strapping out time	17	21c Throwback case			
Break (local option)	18	21d Workload - 3996			
Vehicle inspection	19	21e Bring mail to window caller			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21	21f Replenish forms			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22	21g Check DPS mail			
Counting mail and filling out form 1838 worksheet	23				

Signature of Carrier(or Examiner) Day of Week: *Sat* Date: *10/29/05*

I certify the above information recorded by me is correct.

Time Clock Rings  
E \_\_\_\_\_  
R \_\_\_\_\_  
L \_\_\_\_\_  
B \_\_\_\_\_  
E \_\_\_\_\_  
R \_\_\_\_\_  
L \_\_\_\_\_  
B *07.00*  
Lunch From \_\_\_\_\_ To \_\_\_\_\_

PS Form 1838-C, November 1997

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Post Office: *Denver, Colorado* Delivery Unit: *Sullivan Station* Route No.: *4713*

AM		PM		Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
							E		
							B		
							E		
							B		
2. Mail of All Other Sizes							E		
							B		
							E		
							B		
3. Accountable and Signature Mail							E		
Registered/Certified							B		
COD/Customs							E		
Postage Dues							B		
Express Mail							E		
5. All Parcel Post over 2 lbs.							B		
							E		
6. Sequenced and Collated							B		
Letter Size							E		
							B		
Other Size							E		
							B		
9. 2nd-Class Marked up (exclude Form 3579)							E		
							B		
10. Mail with Form 3579 attached							E		
							B		
12. Change of Address Recorded						23	E	11:36	1
							B	11:35	
						23	E	11:15	4
							B	11:11	
13. Insured Receipts Turned In						15	E	11:11	4
							B	11:07	
						21h	E	11:07	1
						Begin Here	B	11:06	



Enter Line Number In Explanation Column	LINE
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14
Withdrawal of mail	15
Sequencing and collating By-Pass Mail	16
Actual Strapping out time	17
Break (local option)	18
Vehicle inspection	19
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22
Counting mail and filling out form 1838 worksheet	23

DPS Volume Pieces: (7a)  
To be added in line 7a on PS Form 1838 \_\_\_\_\_

Comments  
*21h Retrieve parcel tub*

TOTAL	
-------	--

Time Clock Rings

E \_\_\_\_\_

R \_\_\_\_\_

L \_\_\_\_\_

B \_\_\_\_\_

E \_\_\_\_\_

R \_\_\_\_\_

L \_\_\_\_\_

B \_\_\_\_\_

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Signature of Carrier(or Examiner) \_\_\_\_\_ Day of Week *Sat* Date *10/29/05* (Reg.) Repl. \_\_\_\_\_

I certify the above information recorded by me is correct.

Lunch From \_\_\_\_\_ To \_\_\_\_\_

## 20. MARK UP THE MAIL. Next you mark up the mail.

Every piece of mail which the carrier is required to write on, or mark on, should be counted and entered in the appropriate Carrier Marked-Up Column. This is one element of required work that has been systematically ignored by management in its DOIS program.

**No actual time entry is made** for marking up mail. You will receive one minute for every ten pieces for separating mark-up mail and one minute for every four pieces of mail you actually mark up – rounding up.

### EXTRA INFORMATION

**MARKED UP MAIL.** Letter carriers are required to mark up, at a minimum, the following, when received:

1. Endorse the top piece of each letter bundle, and the top piece of each flat bundle, with an endorsement, route number and initials for each of the following (M-41 Sections 242.63, 243.d, & 922.452):

Attempted Not Known mail

No Such Number

Insufficient Address

Return to Sender

Unclaimed

Lottery Mail, Mail to this Address Returned by  
Order of the PMG

In Dispute

Unable to Forward

Returned for Postage

Box Closed - No Order

Outside Delivery Limits

Undeliverable Bulk Business Mail (UBBM), which is Standard Mail (A) not deliverable as addressed and is not endorsed address correction requested, return postage guaranteed, or forwarding and return postage guaranteed.

2. Endorse mail that is being held while the customer is temporarily away.

3. Endorse each individual piece of mail with route number, endorsement and initials for the following (M-41 Sections 242.62, 243.e, & 922.451):

Occupant mail (address correction requested, return postage guaranteed, or forwarding and return postage guaranteed) only addressed to vacant buildings

Mail addressed to customers who are Temporarily Away and retention period for hold mail has expired

Mail addressed to customers who are Deceased, and mail is not properly deliverable to another person

Mail which is Refused; and

Mail for which there is No Mail Receptacle.

Vacant

4. Black out the barcode of loop mail, which is incorrectly bar-coded DPS and/or incorrectly zip coded mail.

5. CFS mail, letters and flats. If required, endorse the top piece of the bundle of letter and the bundle of flats that go to CFS with your initials and route number.

6. CFS mail, letters and flats that may be considered "Marked up":

When the address has numbers transposed and you must correct it,

When the last name is misspelled and you must correct it,

When the first and last names would not be readily apparent to CFS employees, and you are required to circle the last name, or correctly spell it,

When you otherwise must alert CFS to a needed correction, or

When any mail returned from CFS can be forwarded if a correction is made.

**21. COUNT MANUAL MARK-UP AND CFS MAIL.** At 11:48 you count the manual mark-ups and CFS mail. You have manually marked up 29 letters and 10 pieces of other size mail, 2 certified (accountables), and 4 parcels.

You also count CFS mail that did not require correction, and those pieces not personally marked up in the carrier-endorsed bundles of undeliverable pieces. You count 62 letters and 24 flats.

- **Mail count section.** When you finish counting, write the totals for marked-up and CFS mail on the mail count section at the top of the Worksheet. The 29 marked up letters and 62 CFS letters are recorded in Section 1 under Carrier Marked Up and CFS. The 10 marked up flats, and 24 CFS flats are recorded in Section 2 under Carrier Marked Up and CFS. The 2 marked up certified mail pieces are recorded on the appropriate sub-line in Section 3 under Carrier Marked Up. The 4 marked up parcels are recorded in Section 5 under Carrier Marked Up.
- **Actual time entry - Line 23.** Write 23, 11:48 and 11:50, and 2 minutes elapsed time.

# Form 1838-C

1-79

## United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>			Route No. <i>4713</i>							
AM		PM			Actual Time Entries							
1. Letter-Size <i>700</i> <i>25</i> <i>200</i> <i>450 sequenced</i> <i>91</i> <i>10</i>		Carrier Marked-Up <div style="text-align: center; font-size: 2em;">➔</div> <i>29</i>			CFS <i>62</i>		EXPLANATION <div style="text-align: center; font-size: 2em;">➔</div> <i>23</i>		TIME GUIDE E 11:06 B 11:05 E 11:05 B 10:50	ELAPSED TIME 1 15		
2. Mail of All Other Sizes <i>632</i> <i>10</i> <i>190</i> <i>16</i> <i>18</i>		<div style="text-align: center; font-size: 2em;">➔</div> <i>10</i>			<i>24</i>		<div style="text-align: center; font-size: 2em;">➔</div> <i>21a</i> <i>21e</i>		E 11:50 B 10:49 E 10:49 B 10:47 E 10:47 B 10:45	1 2 2		
3. Accountable and Signature Mail  Registered/Certified <i>6</i> COD/Customs <i>1</i> Postage Dues <i>7</i> Express Mail <i>2</i>		<div style="text-align: center; font-size: 2em;">➔</div> <i>2</i>			[Cross-hatched]		<i>23</i>   <i>14</i>  <i>21d</i>		E 10:22 B 10:21 E 10:21 B 10:15 E 10:02 B 10:00	1 6 2		
5. All Parcel Post over 2 lbs.  <i>12</i>		<div style="text-align: center; font-size: 2em;">➔</div> <i>4</i>			[Cross-hatched]		<i>23</i>		E 10:00 B 9:50	10		
6. Sequenced and Collated  Letter Size  Other Size <i>450</i>		[Cross-hatched]			[Cross-hatched]		<i>15</i>  <i>23</i>  <i>15</i>  <i>21c</i>		E 9:48 B 9:47 E 9:47 B 9:46 E 9:46 B 9:45	2 1 1 1		
9. 2nd-Class Marked up (exclude Form 3579)		[Cross-hatched]			[Cross-hatched]		<i>21b</i>		E 9:37 B 9:30	7		
10. Mail with Form 3579 attached		[Cross-hatched]			[Cross-hatched]		<i>18</i>		E 9:00 B 8:50	10		
12. Change of Address Recorded  <i>4</i>		[Cross-hatched]			[Cross-hatched]		<i>23</i>  <i>15</i>		E 7:21 B 7:11 E 7:11 B 7:08	10 3		
13. Insured Receipts Turned In		[Cross-hatched]			[Cross-hatched]		<i>23</i>  <i>21a</i>		E 7:08 B 7:07 E 7:07 B 7:05	1 2		
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 <u><i>3,162</i></u>			[Cross-hatched]		19 Begin Here		E 7:05 B 7:00	5		
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		LINE <b>14</b>		Comments  <i>21a Pick up scanner</i> <i>21b Safety talk</i> <i>21c Throwback case</i> <i>21d Workload - 3996</i> <i>21e Bring mail to window caller</i> <i>21f Replenish forms</i> <i>21g Check DPS mail</i>							TOTAL	
Withdrawal of mail		LINE <b>15</b>									Time Clock Rings	
Sequencing and collating By-Pass Mail		LINE <b>16</b>									E _____	
Actual Strapping out time		LINE <b>17</b>									R _____	
Break (local option)		LINE <b>18</b>									L _____	
Vehicle inspection		LINE <b>19</b>									B _____	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		LINE <b>21</b>									E _____	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		LINE <b>22</b>									R _____	
Counting mail and filling out form 1838 worksheet		LINE <b>23</b>									L _____	
Signature of Carrier(or Examiner)											B <i>07.00</i>	
I certify the above information recorded by me is correct.		Day of Week <i>Sat</i>		Date <i>10/29/05</i>		(Reg.) Repl.		Lunch From _____ To _____				

PS Form 1838-C, November 1997

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>			Route No. <i>4713</i>						
AM		PM		Carrier Marked-Up	CFS	Actual Time Entries					
1. Letter-Size						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME		
							E				
							B				
							E				
							B				
2. Mail of All Other Sizes							E				
							B				
							E				
							B				
3. Accountable and Signature Mail							E				
Registered/Certified							B				
COD/Customs							E				
Postage Dues							B				
Express Mail							E				
5. All Parcel Post over 2 lbs.							B				
							E				
6. Sequenced and Collated							B				
Letter Size							E				
							B				
Other Size							E				
							B				
9. 2nd-Class Marked up (exclude Form 3579)							E				
							B				
10. Mail with Form 3579 attached						23	E	11:50	2		
							B	11:48			
12. Change of Address Recorded						23	E	11:36	1		
							B	11:35			
13. Insured Receipts Turned In						23	E	11:15	4		
							B	11:11			
						15	E	11:11	4		
							B	11:07			
						21h	E	11:07	1		
						Begin Here	B	11:06			
Enter Line Number In Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838					TOTAL			
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	Comments <i>21h Retrieve parcel tub</i>					Time Clock Rings			
Withdrawal of mail		15								E	
Sequencing and collating By-Pass Mail		16								R	
Actual Strapping out time		17								L	
Break (local option)		18								B	
Vehicle inspection		19								E	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21								R	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22								L	
Counting mail and filling out form 1838 worksheet		23								B	
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i>				Date <i>10/29/05</i>	Reg. <input checked="" type="checkbox"/>	Repl.	Lunch From To		

PS Form 1838-C, November 1997

I certify the above information recorded by me is correct.

Day of Week

Date

Reg. Repl.

Lunch

From

To

## **22. TRIP TO CFS AND THROWBACK CASE.**

At 12:05 you take your CFS, UBBM, mis-throws, and mark-ups and place them in their designated locations (M-41 Section 242, M-39 Section 242.331, M-01023).

- **Actual time entry—Line 21.** These functions are an actual time entry under Line 21. Write 21i, 12:05 and 12:06 and 1 minute elapsed.
- **Comment—Line 21.** Next, you explain the activity in the Comments section: “21i trip to CFS, throwback case, and waste location.”



**23. VERIFY HOLD MAIL.** Your next function is to separate and verify the hold mail at your case. At 12:06 you handle your hold mail per local procedure and verify that all your hold mail is not being kept beyond the retention period specified by the mailer.

- **Actual time entry—Line 21.** This is also an actual time entry under Line 21 –Write 21j, 12:06 and 12:08 and 2 minutes elapsed.
- **Comment—Line 21.** Next, you explain the activity in the Comments section: “21j Verify hold mail.”

#### EXTRA INFORMATION

**Verifying hold mail.** M-41 Section 241.312 requires letter carriers to verify hold mail held at the carrier case once each week to ensure that no mail designated by the mailer is kept beyond the retention period. Such mail is endorsed “temporarily away.” This is counted as a manual carrier mark-up.

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 2

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>			Route No. <i>4713</i>				
AM		PM		Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
							E		
							B		
							E		
							B		
2. Mail of All Other Sizes							E		
							B		
							E		
							B		
3. Accountable and Signature Mail							E		
Registered/Certified							B		
COD/Customs							E		
Postage Dues							B		
Express Mail							E		
5. All Parcel Post over 2 lbs.							B		
							E		
6. Sequenced and Collated							B		
Letter Size							E		
							B		
Other Size							E		
							B		
9. 2nd-Class Marked up (exclude Form 3579)						21j	E	12:08	2
							B	12:06	
						21i	E	12:06	1
							B	12:05	
10. Mail with Form 3579 attached						23	E	11:50	2
							B	11:48	
12. Change of Address Recorded						23	E	11:36	1
							B	11:35	
						23	E	11:15	4
							B	11:11	
13. Insured Receipts Turned In						15	E	11:11	4
							B	11:07	
Enter Line Number In Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838			21h	E	11:07	1
			Comments			Begin Here	B	11:06	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	21h Retrieve parcel tub 21i Tripto CFS, throwback case, waste location 21j Verify hold mail			TOTAL		Time Clock Rings	
Withdrawal of mail		15				E			
Sequencing and collating By-Pass Mail						R			
Actual Strapping out time						L			
Break (local option)						B			
Vehicle inspection		19				E			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21				R			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22	L						
Counting mail and filling out form 1838 worksheet		23	B						
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i>		Date <i>10/29/05</i>	Reg. <input checked="" type="checkbox"/> Repl. <input type="checkbox"/>	Lunch From _____ To _____			
I certify the above information recorded by me is correct.									



PS Form 1838-C, November 1997

## 24. PULL DOWN AND STRAP OUT THE MAIL. You pull down and strap out your mail.


- **No entry for pulling down and strapping out.** You make no entry on the 1838-C Worksheet for pulling down and strapping out your mail. Instead, you will receive time credit of 1 minute for each 70 pieces of mail strapped-out.
- **Actual time entry—Line 21.** Because you have a detached mailing you receive an actual time allowance for determining the number of unaddressed flats needed for each loop and placing them at the back of each bundle (M-01288).

Write 21k, 12:23 and 12:26 and 3 minutes elapsed.

- **Comment—Line 21.** Next, you explain the activity in the Comments section: “21k Place unaddressed flats behind each bundle.”

# Form 1838-C

## United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** Page 2

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>			Route No. <i>4713</i>				
AM		PM		Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
							E		
							B		
							E		
							B		
2. Mail of All Other Sizes							E		
							B		
							E		
							B		
3. Accountable and Signature Mail							E		
Registered/Certified							B		
COD/Customs							E		
Postage Dues							B		
Express Mail							E		
5. All Parcel Post over 2 lbs.							B		
							E		
6. Sequenced and Collated							B		
Letter Size							E		
							B		
Other Size						21k	E	12:26	3
							B	12:23	
9. 2nd-Class Marked up (exclude Form 3579)						21j	E	12:08	2
							B	12:06	
						21i	E	12:06	1
							B	12:05	
10. Mail with Form 3579 attached						23	E	11:50	2
							B	11:48	
12. Change of Address Recorded						23	E	11:36	1
							B	11:35	
						23	E	11:15	4
							B	11:11	
13. Insured Receipts Turned In						15	E	11:11	4
							B	11:07	
Enter Line Number In Explanation Column		LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838			21h	E	11:07	1
			Comments			Begin Here	B	11:06	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	21h Retrieve parcel tub 21i Tripto CFS, throwback case, waste location 21j Verify hold mail 21k Place unaddressed flats behind each bundle 			TOTAL Time Clock Rings E _____ R _____ L _____ B _____ E _____ R _____ L _____ B _____			
Withdrawal of mail		15							
Sequencing and collating By-Pass Mail		16							
Actual Strapping out time		17							
Break (local option)		18							
Vehicle inspection		19							
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21							
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22							
Counting mail and filling out form 1838 worksheet		23							
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i>							
I certify the above information recorded by me is correct.									

PS Form 1838-C, November 1997

**25. ON YOUR WAY OUT.** With your hamper loaded you travel to and scan the hot case, and withdraw any mail. You then load the DPS mail into your hamper and proceed to the time clock. Before clocking out you retrieve items from your locker. Today you clock onto street time at 12:30. You also record this time on your 1st 1838-C Worksheet in the clock rings section.

You are not finished with your 1838-C Worksheets, you will have more entries when you return from the street. So, leave your 1838-C Worksheets at the designated location so you can pick them up upon return from the street.

- **Actual time entry—line 15.** The time spent traveling from your case to the hot case and pulling the mail is an actual time entry. Write 15, 12:26 and 12:27, and an elapsed time of 1 minute.
- **Actual time entry—line 21.** The time spent scanning the hot case, loading your DPS, and traveling to the time clock, is an actual time entry. Write 21L , 12:27 and 12:29, and an elapsed time of 2 minutes.
- **Comment—Line 21.** Explain the activity in the Comments section: “21L Scan hot case, load DPS.”

- **Locker—no actual time entry.** No actual time entry is made for retrieving items from your locker. It is considered personal time.
- **Clock out.** Enter your leaving time on the 1838-C Worksheet at the bottom of the Clock Ring section. If you have a mechanical time clock, ring in the time on the worksheet. If you do not, write in your leaving time of 12.50. When the clock ring is 12.50 in hundredths, it means the actual time is 12:30.



# Form 1838-C

## United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>			Route No. <i>4713</i>				
AM		PM		Actual Time Entries					
1. Letter-Size <i>700</i> <i>25</i> <i>200</i> <i>450 sequenced</i> <i>91</i> <i>10</i>		Carrier Marked-Up <i>29</i>		CFS <i>62</i>		EXPLANATION <i>15</i>	TIME GUIDE E B	WRITE IN TIME <i>11:06</i> <i>11:05</i>	ELAPSED TIME <i>1</i>
2. Mail of All Other Sizes <i>632</i> <i>10</i> <i>190</i> <i>16</i> <i>18</i>		Carrier Marked-Up <i>10</i>		CFS <i>24</i>		EXPLANATION <i>21g</i> <i>21f</i> <i>21e</i>	TIME GUIDE E B E B E B	WRITE IN TIME <i>11:50</i> <i>10:49</i> <i>10:47</i> <i>10:47</i> <i>10:45</i>	ELAPSED TIME <i>1</i> <i>2</i> <i>2</i>
3. Accountable and Signature Mail  Registered/Certified <i>6</i> COD/Customs <i>1</i> Postage Dues <i>7</i> Express Mail <i>2</i>		Carrier Marked-Up <i>2</i>		CFS		EXPLANATION <i>23</i> <i>14</i> <i>21d</i>	TIME GUIDE E B E B	WRITE IN TIME <i>10:22</i> <i>10:21</i> <i>10:21</i> <i>10:15</i> <i>10:02</i> <i>10:00</i>	ELAPSED TIME <i>1</i> <i>6</i> <i>2</i>
5. All Parcel Post over 2 lbs.  <i>12</i>		Carrier Marked-Up <i>4</i>		CFS		EXPLANATION <i>23</i> <i>15</i>	TIME GUIDE E B E B	WRITE IN TIME <i>10:00</i> <i>9:50</i> <i>9:50</i> <i>9:48</i>	ELAPSED TIME <i>10</i> <i>2</i>
6. Sequenced and Collated  Letter Size  <i>450</i>  Other Size		Carrier Marked-Up		CFS		EXPLANATION <i>23</i> <i>15</i> <i>21c</i> <i>21b</i>	TIME GUIDE E B E B E B	WRITE IN TIME <i>9:48</i> <i>9:47</i> <i>9:46</i> <i>9:46</i> <i>9:45</i> <i>9:37</i> <i>9:30</i>	ELAPSED TIME <i>1</i> <i>1</i> <i>1</i> <i>7</i>
9. 2nd-Class Marked up (exclude Form 3579)		Carrier Marked-Up		CFS		EXPLANATION <i>18</i> <i>23</i>	TIME GUIDE E B E B	WRITE IN TIME <i>8:50</i> <i>7:21</i> <i>7:11</i>	ELAPSED TIME <i>10</i> <i>10</i>
10. Mail with Form 3579 attached  <i>4</i>		Carrier Marked-Up		CFS		EXPLANATION <i>23</i> <i>15</i>	TIME GUIDE E B E B	WRITE IN TIME <i>7:11</i> <i>7:08</i> <i>7:08</i> <i>7:07</i>	ELAPSED TIME <i>3</i> <i>1</i>
12. Change of Address Recorded		Carrier Marked-Up		CFS		EXPLANATION <i>23</i> <i>21a</i>	TIME GUIDE E B E B	WRITE IN TIME <i>7:08</i> <i>7:07</i> <i>7:07</i> <i>7:05</i>	ELAPSED TIME <i>1</i> <i>2</i>
13. Insured Receipts Turned In		Carrier Marked-Up		CFS		EXPLANATION <i>21a</i>	TIME GUIDE E B	WRITE IN TIME <i>7:05</i> <i>7:00</i>	ELAPSED TIME <i>5</i>
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 <i>3,162</i>		Comments		19 Begin Here		TOTAL	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		LINE <i>14</i>		<i>21a Pick up scanner</i> <i>21b safety talk</i> <i>21c Throwback case</i> <i>21d Workload - 3996</i> <i>21e Bring mail to window caller</i> <i>21f Replenish forms</i> <i>21g Check DPS mail</i>		E		Time Clock Rings	
Withdrawal of mail		LINE <i>15</i>				R		L	
Sequencing and collating By-Pass Mail		LINE <i>16</i>				B		E	
Actual Strapping out time		LINE <i>17</i>				R		L <i>12.50</i>	
Break (local option)		LINE <i>18</i>				B		B <i>07.00</i>	
Vehicle inspection		LINE <i>19</i>				E		R	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		LINE <i>21</i>				E		L	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		LINE <i>22</i>				R		L	
Counting mail and filling out form 1838 worksheet		LINE <i>23</i>				B		B	
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i>				Date <i>10/29/05</i>		(Reg.) Repl.	



PS Form 1838-C, November 1997

**26. STREET TIME:** After clocking out you **load your vehicle**—this is considered part of street time even if additional trips are necessary, and no entry is made on the 1838-C Worksheet.

The route examiner will only accompany you on the street on the day of inspection.

**We will skip street time** at this point and return to it later. First, let's finish filling out the 1838-C Worksheet, beginning with your return from the street.

**27. CLOCK IN.** Upon return from the street you park your vehicle, retrieve your hamper, unload your vehicle, and go to the time clock. You clock back in at 18.50. You transport your collection mail and any undeliverable parcels to a designated location and handle in accordance with local procedures. In some offices these functions are done prior to clocking in from the street. You return to your case at 6:33.

- **Clock ring.** You ring in as usual, and then also ring, or write in, the time in the clock ring section of the 1838-C Worksheet. Your clock in time is 18.50, which is 6:30 p.m.
- **Actual time entry—Line 21.** The time spent handling your collection mail and undeliverable parcels is an actual time entry. Write 21m, 6:30 and 6:33 and an elapsed time of 3 minutes.
- **Comment—Line 21.** Explain the activity in the Comments section: “21m handle collection mail and undeliverable parcels.”

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 1

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>			Route No. <i>4713</i>																																
AM		PM		Actual Time Entries																																	
1. Letter-Size		Carrier Marked-Up	CFS	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME																														
<i>700</i>		<i>29</i>	<i>62</i>	<i>15</i>	E	<i>11:06</i>	<i>1</i>																														
<i>25</i>					B	<i>11:05</i>																															
<i>200</i>				<i>23</i>	<i>62</i>	E	<i>11:05</i>	<i>15</i>																													
<i>450 sequenced</i>						B	<i>10:50</i>																														
<i>91</i>		<i>10</i>	<i>24</i>	<i>21g</i>	E	<i>11:50</i>	<i>1</i>																														
<i>10</i>					B	<i>10:49</i>																															
2. Mail of All Other Sizes				<i>10</i>	<i>24</i>	<i>21f</i>	E	<i>10:49</i>	<i>2</i>																												
<i>632</i>							B	<i>10:47</i>																													
<i>10</i>						<i>21e</i>	<i>24</i>	E	<i>10:47</i>	<i>2</i>																											
<i>190</i>				B	<i>10:45</i>																																
<i>16</i>		<i>2</i>		<i>23</i>	E	<i>10:22</i>	<i>1</i>																														
<i>18</i>					B	<i>10:21</i>																															
3. Accountable and Signature Mail				<i>2</i>		<i>14</i>	E	<i>10:21</i>	<i>6</i>																												
Registered/Certified							B	<i>10:15</i>																													
COD/Customs		<i>23</i>				E	<i>10:02</i>	<i>2</i>																													
Postage Dues				B	<i>10:00</i>																																
Express Mail		<i>4</i>		<i>23</i>	E	<i>10:00</i>	<i>10</i>																														
<i>2</i>					B	<i>9:50</i>																															
5. All Parcel Post over 2 lbs.		<i>4</i>		<i>15</i>	E	<i>9:50</i>	<i>2</i>																														
<i>12</i>					B	<i>9:48</i>																															
6. Sequenced and Collated				<i>23</i>	E	<i>9:48</i>	<i>1</i>																														
Letter Size					B	<i>9:47</i>																															
<i>450</i>						<i>15</i>	E	<i>9:47</i>	<i>1</i>																												
							B	<i>9:46</i>																													
Other Size						<i>21c</i>	E	<i>9:46</i>	<i>1</i>																												
							B	<i>9:45</i>																													
9. 2nd-Class Marked up (exclude Form 3579)				<i>21b</i>	E	<i>9:37</i>	<i>7</i>																														
					B	<i>9:30</i>																															
10. Mail with Form 3579 attached				<i>18</i>	E	<i>9:00</i>	<i>10</i>																														
					B	<i>8:50</i>																															
12. Change of Address Recorded				<i>23</i>	E	<i>7:21</i>	<i>10</i>																														
<i>4</i>					B	<i>7:11</i>																															
13. Insured Receipts Turned In				<i>15</i>	E	<i>7:11</i>	<i>3</i>																														
					B	<i>7:08</i>																															
				<i>23</i>	E	<i>7:08</i>	<i>1</i>																														
					B	<i>7:07</i>																															
				<i>21a</i>	E	<i>7:07</i>	<i>2</i>																														
					B	<i>7:05</i>																															
Enter Line Number In Explanation Column		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 <i>3,162</i>		<i>19</i>	E	<i>7:05</i>	<i>5</i>																														
LINE		Comments			B	<i>7:00</i>																															
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="text-align: right;"><b>TOTAL</b></td> <td></td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Time Clock Rings</b></td> <td></td> </tr> <tr> <td>E</td> <td></td> <td></td> </tr> <tr> <td>R</td> <td></td> <td></td> </tr> <tr> <td>L</td> <td></td> <td></td> </tr> <tr> <td>B</td> <td></td> <td></td> </tr> <tr> <td>E</td> <td></td> <td></td> </tr> <tr> <td>R</td> <td><i>18.50</i></td> <td></td> </tr> <tr> <td>L</td> <td><i>12.50</i></td> <td></td> </tr> <tr> <td>B</td> <td><i>07.00</i></td> <td></td> </tr> </table>				<b>TOTAL</b>			<b>Time Clock Rings</b>			E			R			L			B			E			R	<i>18.50</i>		L	<i>12.50</i>		B	<i>07.00</i>	
<b>TOTAL</b>																																					
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E																																					
R																																					
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L	<i>12.50</i>																																				
B	<i>07.00</i>																																				
Withdrawal of mail		15		<p><i>21a Pick up scanner</i></p> <p><i>21b Safety talk</i></p> <p><i>21c Throwback case</i></p> <p><i>21d Workload - 3996</i></p> <p><i>21e Bring mail to window caller</i></p> <p><i>21f Replenish forms</i></p> <p><i>21g Check DPS mail</i></p>																																	
Sequencing and collating By-Pass Mail		16																																			
Actual Strapping out time		17																																			
Break (local option)		18																																			
Vehicle inspection		19																																			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21																																			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22																																			
Counting mail and filling out form 1838 worksheet		23																																			
Signature of Carrier(or Examiner)																																					
Day of Week		<i>Sat</i>																																			
Date		<i>10/29/05</i>																																			
Reg. Repl.		<input checked="" type="checkbox"/> <input type="checkbox"/>																																			
Lunch		From To																																			

PS Form 1838-C, November 1997



# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 2

Post Office *Denver, Colorado* Delivery Unit *Sullivan Station* Route No. *4713*

AM	PM	Carrier Marked-Up	CFS	Actual Time Entries			
				EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
1. Letter-Size					E		
					B		
2. Mail of All Other Sizes					E		
					B		
3. Accountable and Signature Mail					E		
Registered/Certified					B		
COD/Customs					E		
Postage Dues					B		
Express Mail					E		
5. All Parcel Post over 2 lbs.					B		
6. Sequenced and Collated				<i>21m</i>	E	6:33	3
Letter Size					B	6:30	
Other Size				<i>21l</i>	E	12:29	2
					B	12:27	
				<i>15</i>	E	12:27	1
					B	12:26	
				<i>21k</i>	E	12:26	3
					B	12:23	
9. 2nd-Class Marked up (exclude Form 3579)				<i>21j</i>	E	12:08	2
					B	12:06	
10. Mail with Form 3579 attached				<i>21i</i>	E	12:06	1
					B	12:05	
12. Change of Address Recorded				<i>23</i>	E	11:50	2
					B	11:48	
				<i>23</i>	E	11:36	1
					B	11:35	
13. Insured Receipts Turned In				<i>23</i>	E	11:15	4
					B	11:11	
				<i>15</i>	E	11:11	4
					B	11:07	
				<i>21h</i>	E	11:07	1
					B	11:06	



Enter Line Number In Explanation Column	LINE
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14
Withdrawal of mail	15
Sequencing and collating By-Pass Mail	16
Actual Strapping out time	17
Break (local option)	18
Vehicle inspection	19
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22
Counting mail and filling out form 1838 worksheet	23

**DPS Volume Pieces: (7a)**  
**To be added in line 7a on PS Form 1838 \_\_\_\_\_**

Comments

*21h Retrieve parcel tub*

*21i Tripto CFS, throwback case, waste location*

*21j Verify hold mail*

*21k Place unaddressed flats behind each bundle*

*21l Scan hot case, load DPS*

*21m Handle collection mail and undeliv. parcels*

<b>Begin Here</b>	<b>TOTAL</b>
Time Clock Rings	
E	
R	
L	
B	
L	
B	



PS Form 1838-C, November 1997

Signature of Carrier(or Examiner) \_\_\_\_\_ Day of Week *Sat* Date *10/29/05* (Reg.) Repl. \_\_\_\_\_ LUNCH From \_\_\_\_\_ To \_\_\_\_\_

◀ I certify the above information recorded by me is correct.

**28. TURN IN ACCOUNTABLE ITEMS.** Your next function is to go to the finance cage and turn in your accountable items. Make sure to obtain Form 3821, *Clearance Receipt*, after clearing your accountables. You return to your case at 6:36.

- **Actual time entry—Line 14.** Your trip to the finance cage is a Line 14 function. Write 14, 6:33 and 6:36 with an elapsed time of 3 minutes.

# Form 1838-C

## United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** Page 2

Post Office *Denver, Colorado* Delivery Unit *Sullivan Station* Route No. *4713*

AM	PM	Carrier Marked-Up	CFS	Actual Time Entries			
				EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
1. Letter-Size					E		
					B		
2. Mail of All Other Sizes					E		
					B		
3. Accountable and Signature Mail					E		
Registered/Certified					B		
COD/Customs					E		
Postage Dues					B		
Express Mail					E		
5. All Parcel Post over 2 lbs.				14	E	6:36	3
					B	6:33	
6. Sequenced and Collated				21m	E	6:33	3
Letter Size				21l	E	12:29	2
					B	12:27	
Other Size				15	E	12:27	1
					B	12:26	
9. 2nd-Class Marked up (exclude Form 3579)				21j	E	12:26	3
					B	12:23	
10. Mail with Form 3579 attached				21i	E	12:08	2
					B	12:06	
12. Change of Address Recorded				21i	E	12:06	1
					B	12:05	
13. Insured Receipts Turned In				23	E	11:50	2
					B	11:48	
				23	E	11:36	1
					B	11:35	
				23	E	11:15	4
					B	11:11	
				15	E	11:11	4
					B	11:07	
				21h	E	11:07	1
					B	11:06	



Enter Line Number In Explanation Column	LINE
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14
Withdrawal of mail	15
Sequencing and collating By-Pass Mail	16
Actual Strapping out time	17
Break (local option)	18
Vehicle inspection	19
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22
Counting mail and filling out form 1838 worksheet	23

**DPS Volume Pieces: (7a)**  
**To be added in line 7a on PS Form 1838 \_\_\_\_\_**

Comments

21h Retrieve parcel tub

21i Tripto CFS, throwback case, waste location

21j Verify hold mail

21k Place unaddressed flats behind each bundle

21l Scan hot case, load DPS

21m Handle collection mail and undeliv. parcels

<b>Begin Here</b>	<b>TOTAL</b>
Time Clock Rings	
E	
R	
L	
B	
E	
R	
L	
B	

PS Form 1838-C, November 1997

Signature of Carrier(or Examiner) \_\_\_\_\_ Day of Week *Sat* Date *10/29/05* (Reg.) Repl. \_\_\_\_\_

I certify the above information recorded by me is correct.

Lunch From \_\_\_\_\_ To \_\_\_\_\_

**29. RETURN YOUR EQUIPMENT/PROCESS UNDELIVERED MAIL.** Take your empty equipment and scanner (depending on local practice) to the designated locations. Place undelivered mail on case and complete Form 1571. Note: Make sure you obtain a management initialed copy of Form 1571 (M-39 Section 111.2.j).

You count all of your returned mail for proper recording on the 1838-C Worksheet immediately after completing the Form 1571. It takes you one minute to count and record the number of mail pieces.

- **Actual time entry—Line 21.** Returning your equipment to its designated location and completing Form 1571 are actual time entries. Write 21n, 6:36 and 6:38 and an elapsed time of 2 minutes.
- **Comment—Line 21.** Explain the activity in the Comments section: “21n return equipment, complete Form 1571.”
- **Mail count section.** When you finish counting, **write the total of 40 under Letter Size, PM entries.** Of those 40, you record 13 as Marked-Up letters and 15 pieces as CFS in the proper columns.

- **Actual time entry—Line 23.** Write 23, 6:38 and 6:39, and an elapsed time of 1 minute.

An accurate count and classification of all undelivered mail in the afternoon will result in a “pull down” credit the next day for your CFS and other cased mail.

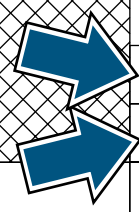
# Form 1838-C

1-99

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 2

Post Office: *Denver, Colorado* Delivery Unit: *Sullivan Station* Route No.: *4713*

AM		PM		Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
							E		
							B		
							E		
							B		
2. Mail of All Other Sizes							E		
							B		
							E		
							B		
3. Accountable and Signature Mail							E		
Registered/Certified							B		
COD/Customs						23	E	6:39	1
Postage Dues							B	6:38	
Express Mail						21n	E	6:38	2
							B	6:36	
5. All Parcel Post over 2 lbs.						14	E	6:36	3
							B	6:33	
						21m	E	6:33	3
							B	6:30	
6. Sequenced and Collated						21l	E	12:29	2
Letter Size							B	12:27	
						15	E	12:27	1
							B	12:26	
Other Size						21k	E	12:26	3
							B	12:23	
9. 2nd-Class Marked up (exclude Form 3579)						21j	E	12:08	2
							B	12:06	
						21i	E	12:06	1
							B	12:05	
10. Mail with Form 3579 attached						23	E	11:50	2
							B	11:48	
12. Change of Address Recorded						23	E	11:36	1
							B	11:35	
						23	E	11:15	4
							B	11:11	
13. Insured Receipts Turned In						15	E	11:11	4
							B	11:07	
						21h	E	11:07	1
							B	11:06	



Enter Line Number In Explanation Column	LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838	Comments	Reg. Repl.
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14			
Withdrawal of mail	15		21h Retrieve parcel tub	
Sequencing and collating By-Pass Mail	16		21i Tripto CFS, throwback case, waste location	
Actual Strapping out time	17		21j Verify hold mail	
Break (local option)	18		21k Place unaddressed flats behind each bundle	
Vehicle inspection	19		21l Scan hot case, load DPS	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21		21m Handle collection mail and undeliv. parcels	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)			21n Return equipment, complete 1571	
Counting mail and filling out form 1838 worksheet	23			



PS Form 1838-C, November 1997

<b>TOTAL</b>	
<b>Time Clock Rings</b>	
E	
R	
L	
B	
E	
R	
L	
B	

Signature of Carrier(or Examiner) \_\_\_\_\_ Day of Week *Sat* Date *10/29/05* (Reg.) Repl. \_\_\_\_\_ LUNCH From \_\_\_\_\_ To \_\_\_\_\_

◀ I certify the above information recorded by me is correct.

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet

Post Office <i>Denver, Colorado</i>		Delivery Unit <i>Sullivan Station</i>			Route No. <i>4713</i>						
AM		PM		Carrier Marked-Up	CFS	Actual Time Entries					
1. Letter-Size <i>700</i> <i>25</i> <i>200</i> <i>450 sequenced</i> <i>91</i> <i>10</i>				<i>29</i> <i>13</i>	<i>62</i> <i>15</i>	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME		
2. Mail of All Other Sizes <i>632</i> <i>10</i> <i>190</i> <i>16</i> <i>18</i>								<i>15</i>	E B	<i>11:06</i> <i>11:05</i>	<i>1</i>
3. Accountable and Signature Mail Registered/Certified <i>6</i> COD/Customs <i>1</i> Postage Dues <i>7</i> Express Mail <i>2</i>				<i>23</i>	E B			<i>11:05</i> <i>10:50</i>	<i>15</i>		
5. All Parcel Post over 2 lbs.  <i>12</i>						<i>21g</i>	E B	<i>11:50</i> <i>10:49</i>	<i>1</i>		
6. Sequenced and Collated Letter Size  Other Size <i>450</i>						<i>21f</i>	E B	<i>10:49</i> <i>10:47</i>	<i>2</i>		
9. 2nd-Class Marked up (exclude Form 3579)						<i>21e</i>	E B	<i>10:47</i> <i>10:45</i>	<i>2</i>		
10. Mail with Form 3579 attached  <i>4</i>						<i>23</i>	E B	<i>10:22</i> <i>10:21</i>	<i>1</i>		
12. Change of Address Recorded						<i>14</i>	E B	<i>10:21</i> <i>10:15</i>	<i>6</i>		
13. Insured Receipts Turned In						<i>21d</i>	E B	<i>10:02</i> <i>10:00</i>	<i>2</i>		
Enter Line Number In Explanation Column				DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 <u><i>3,162</i></u>			<i>23</i>	E B	<i>10:00</i> <i>9:50</i>	<i>10</i>	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14	Comments <i>21a Pick up scanner</i> <i>21b safety talk</i> <i>21c Throwback case</i> <i>21d Workload - 3996</i> <i>21e Bring mail to window caller</i> <i>21f Replenish forms</i> <i>21g check DPS mail</i>			<i>15</i>	E B	<i>9:50</i> <i>9:50</i>	<i>2</i>		
Withdrawal of mail		15				<i>15</i>	E B	<i>9:48</i> <i>9:47</i>	<i>1</i>		
Sequencing and collating By-Pass Mail		16				<i>15</i>	E B	<i>9:47</i> <i>9:46</i>	<i>1</i>		
Actual Strapping out time		17				<i>21c</i>	E B	<i>9:46</i> <i>9:45</i>	<i>1</i>		
Break (local option)		18				<i>21b</i>	E B	<i>9:37</i> <i>9:30</i>	<i>7</i>		
Vehicle inspection		19				<i>18</i>	E B	<i>9:00</i> <i>8:50</i>	<i>10</i>		
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21				<i>23</i>	E B	<i>7:21</i> <i>7:11</i>	<i>10</i>		
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22				<i>15</i>	E B	<i>7:11</i> <i>7:08</i>	<i>3</i>		
Counting mail and filling out form 1838 worksheet		23				<i>23</i>	E B	<i>7:08</i> <i>7:07</i>	<i>1</i>		
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i> Date <i>10/29/05</i>				<i>21a</i>	E B	<i>7:07</i> <i>7:05</i>	<i>2</i>		
I certify the above information recorded by me is correct.		(Reg.) Repl.				<i>19</i>	E B	<i>7:05</i> <i>7:00</i>	<i>5</i>		
PS Form 1838-C, November 1997		TOTAL				Time Clock Rings E R L B E R <i>18.50</i> L <i>12.50</i> B <i>07.00</i>					
Signature of Carrier(or Examiner)		Day of Week <i>Sat</i> Date <i>10/29/05</i>				Lunch From To					

**30. THROWBACK CASE.** After you have cased and processed all of your undelivered mail, you take your mark-ups and mis-sorts to the throwback case.

- **Actual time entry—Line 21.** Placing mail in the throwback case is an actual time entry. Write 21o, 6:42 and 6:44 and an elapsed time of 2 minutes.
- **Comment—Line 21.** Explain the activity in the Comments section: “21o throwback case.”

# Form 1838-C

## United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** Page 2

Post Office *Denver, Colorado* Delivery Unit *Sullivan Station* Route No. *4713*

AM	PM	Carrier Marked-Up	CFS	Actual Time Entries			
				EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
1. Letter-Size					E		
					B		
					E		
					B		
2. Mail of All Other Sizes					E		
					B		
					E		
					B		
3. Accountable and Signature Mail					E		
Registered/Certified				21o	B	6:44	2
COD/Customs					E	6:42	
Postage Dues				23	B	6:39	1
Express Mail					E	6:38	
5. All Parcel Post over 2 lbs.				21n	B	6:36	2
					E	6:36	
				14	B	6:33	3
					E	6:33	
6. Sequenced and Collated				21m	B	6:30	3
Letter Size					E	12:29	
				21l	B	12:27	2
					E	12:27	
Other Size				15	B	12:26	1
					E	12:26	
				21k	B	12:23	3
					E	12:08	
9. 2nd-Class Marked up (exclude Form 3579)				21j	B	12:06	2
					E	12:06	
				21i	B	12:05	1
					E	11:50	
10. Mail with Form 3579 attached				23	B	11:48	2
					E	11:36	
12. Change of Address Recorded				23	B	11:35	1
					E	11:15	
				23	B	11:11	4
					E	11:11	
13. Insured Receipts Turned In				15	B	11:07	4
					E	11:07	
				21h	B	11:06	1



Enter Line Number In Explanation Column	LINE	DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838	Comments	Reg.	Repl.	TOTAL
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14					
Withdrawal of mail	15		21h Retrieve parcel tub			
Sequencing and collating By-Pass Mail	16		21i Tripto CFS, throwback case, waste location			
Actual Strapping out time	17		21j Verify hold mail			
Break (local option)	18		21k Place unaddressed flats behind each bundle			
Vehicle inspection	19		21l Scan hot case, load DPS			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21		21m Handle collection mail and undeliv. parcels			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22		21n Return equipment complete 1571			
Counting mail and filling out form 1838 worksheet	23		21o Throwback case			



PS Form 1838-C, November 1997

<b>TOTAL</b>	
<b>Time Clock Rings</b>	
E	
R	
L	
B	
E	
R	
L	
B	

Signature of Carrier(or Examiner) \_\_\_\_\_ Day of Week *Sat* Date *10/29/05* (Reg.) Repl. \_\_\_\_\_ LUNCH From \_\_\_\_\_ To \_\_\_\_\_

◀ I certify the above information recorded by me is correct.

### 31. FINISH FILLING OUT THE 1838-C

**WORKSHEET.** Your last function before ending your tour is to complete the last entries on the 1838-C Worksheet. You finish at 6:46.

- **Mail count section.** Record the 3 insured receipts you turned in at the finance cage under Section 13 of the 1838-C Worksheet (first sheet). You will receive one minute of credit for returning one (1) or more insured receipts.
- **Comments—unusual circumstances.** Then, in the comments section, you should note any unusual circumstances on the tour such as “light mail,” “vehicle breakdown” or “bad weather.”
- **Total the columns in the mail count section.** Now add up the mail count numbers on the first worksheet and write in the totals.
- **Bottom of form.** At the bottom of the first worksheet, fill in your lunch period times. Add your signature to both worksheets.
- **Total actual time entries.** Now you add up your total elapsed minutes at the bottom of each worksheet’s actual time entries. Here your totals are 83 and 34 minutes.

- **Actual time entry - Line 23.** Filling out the 1838-C Worksheet is a Line 23 item. Write 23, 6:44 and 6:46, and 2 minutes elapsed time.

On your way to the time clock you visit the restroom and return items to your locker. There is no actual time entry for this personal time.

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 1

Post Office: Denver, Colorado Delivery Unit: Sullivan Station Route No.: 4713

AM		PM	Carrier Marked-Up	CFS	Actual Time Entries			
1. Letter-Size					EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
700			29	62	15	E	11:06	1
25		40	13	15		B	11:05	
200			42	77	23	E	11:05	15
450 sequenced						B	10:50	
91					21g	E	11:50	1
10						B	10:49	
			10	24	21f	E	10:49	2
						B	10:47	
					21e	E	10:47	2
						B	10:45	
					23	E	10:22	1
						B	10:21	
			2		14	E	10:21	6
						B	10:15	
					21d	E	10:02	2
						B	10:00	
					23	E	10:00	10
						B	9:50	
			4		15	E	9:50	2
						B	9:48	
					23	E	9:48	1
						B	9:47	
					15	E	9:47	1
						B	9:46	
					21c	E	9:46	1
						B	9:45	
					21b	E	9:37	7
						B	9:30	
					18	E	9:00	10
						B	8:50	
					23	E	7:21	10
						B	7:11	
					15	E	7:11	3
						B	7:08	
					23	E	7:08	1
						B	7:07	
					21a	E	7:07	2
						B	7:05	
					19	E	7:05	5
						B	7:00	
					<b>TOTAL</b>			<b>83</b>

Enter Line Number In Explanation Column: **LINE**

DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838: 3,162

Comments: **Begin Here**

LINE	Comments	Time Clock Rings
14	Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	
15	Withdrawal of mail	E
16	Sequencing and collating By-Pass Mail	R
17	Actual Strapping out time	L
18	Break (local option)	B
19	Vehicle inspection	E
21	Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	R 18.50
22	Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	L 12.50
23	Counting mail and filling out form 1838 worksheet	B 07.00

Signature of Carrier(or Examiner): J. Hart

I certify the above information recorded by me is correct.

Day of Week: Sat Date: 10/29/05

Reg. Repl. (circled)

Lunch: From 14.00 To 14.50

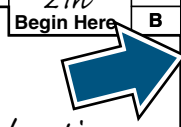
PS Form 1838-C, November 1997

# Form 1838-C

## United States Postal Service Carrier's Count Mail - Letter Carrier Routes Worksheet Page 2

Post Office *Denver, Colorado* Delivery Unit *Sullivan Station* Route No. *4713*

AM	PM	Carrier Marked-Up	CFS	Actual Time Entries				
				EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME	
1. Letter-Size					E			
					B			
					E			
					B			
2. Mail of All Other Sizes					E			
					B			
				23	E	6:46	2	
					B	6:44		
3. Accountable and Signature Mail				21o	E	6:44	2	
	Registered/Certified				B	6:42		
					23	E	6:39	1
	COD/Customs					B	6:38	
					21n	E	6:38	2
	Postage Dues					B	6:36	
					14	E	6:36	3
	Express Mail					B	6:33	
					21m	E	6:33	3
	5. All Parcel Post over 2 lbs.					B	6:30	
					21l	E	12:29	2
	6. Sequenced and Collated	Letter Size				B	12:27	
					E	12:27	1	
Other Size					21k	E	12:26	3
						B	12:23	
9. 2nd-Class Marked up (exclude Form 3579)					21j	E	12:08	2
						B	12:06	
10. Mail with Form 3579 attached					21i	E	12:06	1
						B	12:05	
12. Change of Address Recorded					23	E	11:50	2
						B	11:48	
13. Insured Receipts Turned In					23	E	11:36	1
						B	11:35	
				23	E	11:15	4	
					B	11:11		
				15	E	11:11	4	
					B	11:07		
				21h	E	11:07	1	
					B	11:06		
					<b>TOTAL</b>		<b>34</b>	



Enter Line Number In Explanation Column	LINE
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14
Withdrawal of mail	15
Sequencing and collating By-Pass Mail	16
Actual Strapping out time	17
Break (local option)	18
Vehicle inspection	19
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22
Counting mail and filling out form 1838 worksheet	23

**DPS Volume Pieces: (7a)**  
**To be added in line 7a on PS Form 1838 \_\_\_\_\_**

Comments

21h Retrieve parcel tub

21i Tripto CFS, throwback case, waste location

21j Verify hold mail

21k Place unaddressed flats behind each bundle

21l Scan hot case, load DPS

21m Handle collection mail and undeliv. parcels

21n Return equipment, complete 1571

21o Throwback case

Time Clock Rings	
E	
R	
L	
B	
E	
R	
L	
B	

PS Form 1838-C, November 1997

Signature of Carrier (or Examiner) *J. Hart*

I certify the above information recorded by me is correct.

Day of Week *Sat* Date *10/29/05*

(Reg.) Repl. Lunch From To

**32. END TOUR.** You clock out at 18.80 (6:48 in minutes).

- **Clock ring.** You also ring or write in the time of 18.80 in the clock rings section of the 1838-C. Then leave the Worksheet in the designated area.

# Form 1838-C

United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet** Page 1

Post Office: *Denver, Colorado* Delivery Unit: *Sullivan Station* Route No.: *4713*

AM		PM		Actual Time Entries			
1. Letter-Size		Carrier Marked-Up	CFS	EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME
700		29	62	15	E	11:06	1
25		13	15		B	11:05	
200		42	77	23	E	11:05	15
450 <i>sequenced</i>	1,476				B	10:50	
91				21g	E	11:50	1
10					B	10:49	
		10	24	21f	E	10:49	2
					B	10:47	
				21e	E	10:47	2
					B	10:45	
3. Accountable and Signature Mail				23	E	10:22	1
Registered/Certified	6	2			B	10:21	
COD/Customs	1			14	E	10:21	6
Postage Dues	7				B	10:15	
Express Mail	2			21d	E	10:02	2
					B	10:00	
5. All Parcel Post over 2 lbs.				23	E	10:00	10
	12	4			B	9:50	
6. Sequenced and Collated				15	E	9:50	2
Letter Size					B	9:48	
				23	E	9:48	1
					B	9:47	
				15	E	9:47	1
					B	9:46	
	450			21c	E	9:46	1
Other Size					B	9:45	
9. 2nd-Class Marked up (exclude Form 3579)				21b	E	9:37	7
					B	9:30	
10. Mail with Form 3579 attached				18	E	9:00	10
					B	8:50	
12. Change of Address Recorded				23	E	7:21	10
	4				B	7:11	
13. Insured Receipts Turned In				15	E	7:11	3
					B	7:08	
				23	E	7:08	1
		3			B	7:07	
				21a	E	7:07	2
					B	7:05	
				19	E	7:05	5
					B	7:00	

**Enter Line Number In Explanation Column** DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 3,162

Comments	LINE	DPS Volume Pieces: (7a)	Reg.	Repl.	Lunch
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.	14				
Withdrawal of mail	15				
Sequencing and collating By-Pass Mail	16				
Actual Strapping out time	17				
Break (local option)	18				
Vehicle inspection	19				
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)	21				
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)	22				
Counting mail and filling out form 1838 worksheet	23				
21a Pick up scanner 21b Safety talk 21c Throwback case 21d Workload - 3996 21e Bring mail to window caller 21f Replenish forms 21g Check DPS mail					
					83
					Time Clock Rings
					E
					R
					L
					B
					E 18.80
					R 18.50
					L 12.50
					B 07.00



PS Form 1838-C, November 1997

Signature of Carrier(or Examiner) *J. Hart* Day of Week *Sat* Date *10/29/05* (Reg.) Repl. From *14.00* To *14.50*

I certify the above information recorded by me is correct.

## EPM OFFICES

In this exercise we have assumed that the letter carrier works in a non-EPM office. Many carriers work in EPM offices, which means they case PM mail after returning from the street.

For the purpose of filling out the 1838-C Worksheet, there is very little difference for a carrier working in an EPM office. The major change is that in addition to counting and casing the undelivered mail returned from the street, the carrier makes entries on the 1838-C Worksheet for casing, and processing PM mail.

These entries are made in the same manner as the morning entries in our example—except that mail count entries are under the “P.M.” section of the 1838-C Worksheet.

\* \* \*



## D. Street Time

### INTRODUCTION

On the day of inspection you will carry your route as usual—with one exception: The route examiner, clipboard and pen in hand, will follow you around the entire day and observe every detail as you deliver your route. The examiner will also take notes on a special form, the Form 3999.

**Deliver the route as usual.** The most important thing about the street inspection is this: You should deliver your route in precisely the same manner as you do throughout the rest of the year.

There are a few additional things you should know about the street portion of the route inspection.

### ROUTE EXAMINER CONDUCT

The route examiner must follow some rules while observing you on the street (See Footnote 3).

- **Observe, not supervise.** The examiner must act as an observer and not a supervisor. You should not be told to change the way you usually deliver your route. For ex-

ample, if you are performing a dismount delivery the examiner cannot instruct you to leave the vehicle running to save time.

Another example would be an examiner instructing letter carriers to ignore the rules regarding employees who perform curbside deliveries. USPS policy (M-00341, M-00994) states that employees who perform curbside deliveries shall adhere to the following procedures: While on a level street or road place the vehicle in neutral and place foot firmly on brake peddle while collecting mail or placing mail in a mail receptacle. And if on a hill, place the vehicle in park, place foot firmly on brake peddle while collecting mail or placing mail in a mail receptacle.

- **No standard pace, no setting the pace.** NALC and the Postal Service have agreed that there is no standard or minimum street pace that a carrier is required to maintain. Do not allow yourself to be intimidated into speeding up on the day of inspection. The examiner may not set the pace for you, but should maintain a position to observe only.
- **No discussion of route evaluation or mail volume.** The examiner may not discuss

with you the mail volume or the evaluation of the route.

- If the route examiner exhibits any conduct discussed above contact your shop steward to report a potential grievance.

Here are a few things that you should watch out for while delivering your route on inspection day.

- **Fingering mail:** Do not finger mail when walking up or down steps or curbs, when crossing streets, or at any time it would create a safety hazard to yourself or to the public (M-41 Section 133.2). You must not finger mail while driving or hold mail in your hands while the vehicle is in motion. If the route examiner asks you to finger mail in a manner not provided for above contact your shop steward to report a potential grievance.
- **Crossing lawns:** You should cross lawns to deliver mail only if there is, in your opinion, no safety hazard, such as a dog, slippery surface, snow, uneven terrain, or unusual obstacles, and only if there is no objection from the patron (National Agreement Article 41.3.N). During the route inspection, the examiner may not instruct

you to cross lawns that you do not cross throughout the year.

Only during street supervision, apart from the route examination, may a supervisor order a carrier to cross a specific lawn that the supervisor believes is an obvious shortcut. If you are given an order by the route examiner to cross a specific lawn you should contact your shop steward to report a potential grievance.

- **Breaks:** As mentioned earlier, carriers are entitled to either one break in the office and one break on the street or two breaks on street time. Do not let the route examiner intimidate you, or coerce you into skipping or reducing your break, and if they attempt to do so contact your shop steward to report a potential grievance.
- **Lunch:** You should take your full 30 minute lunch at one of the authorized locations recorded on the Form 1564-A in your route book. When leaving the route for lunch, lock the satchel containing undelivered registered and COD mail in a designated relay box or the vehicle. Make a simple record of the registered, COD, and other more-than-ordinary-value items that are left. When

returning from lunch, check to ensure that no pieces are missing (M-41 Section 131.13). Do not let the route examiner intimidate you, or coerce you into skipping or reducing your lunch, and if they attempt to do so contact your shop steward to report a potential grievance.

- **Comfort stops:** In addition to your lunch period and break periods, you may take any comfort stops reasonably necessary during the course of performing your street duties. Reasonable comfort stops will not be deducted from your actual time (M-39 Section 242.341). In fact, the examiner may not suggest or forbid any rest or comfort stops (See Footnote 3). Do not let the route examiner intimidate you, or coerce you into skipping a comfort stop, and if they attempt to do so contact your shop steward to report a potential grievance.

## FORM 3999

As mentioned earlier, on the day of inspection the examiner uses a Form 3999 to record information about the street phase of your day. A copy of the Form 3999 is found on pages 117-118. It is a two-page form, front and back, called “Inspection of Letter Carrier Route.”

We will briefly review the Form 3999. Please look at the front page of the form, lower half.

**Yes and No Comments.** You should see 26 questions that the route examiner answers by checking a “Yes” or “No” box. The route examiner may make recommendations to management based on these comments. However, that is the only purpose of these questions.

**No discipline from Form 3999 comments.** The “Yes” and “No” check marks on this Form are part of the route inspection and adjustment process – they are **not** a valid basis for any discipline. If management attempts to discipline you based on the Form 3999, contact your shop steward to report a potential grievance.

**No deductions without specific documentation.** Management cannot use the Yes and No check marks as a basis for making deductions

# Form 3999 (front)

1-117

## United States Postal Service Inspection of Letter Carrier Route

Office		Delivery Unit		Route No.		No. of Trips		Truck Type <input type="checkbox"/> LHD <input type="checkbox"/> RHD		Capacity		
Vehicle No.		Carrier's Name			ID No.		Age		Length of Service		Length of Service on Route	
Type of Route    Curb    Park & <input type="checkbox"/> Non-EPM <input type="checkbox"/> EPM <input type="checkbox"/> Business <input type="checkbox"/> Delivery <input type="checkbox"/> Res. <input type="checkbox"/> Mixed <input type="checkbox"/> Foot <input type="checkbox"/> Loop <input type="checkbox"/> Bicycle <input type="checkbox"/> Motorized <input type="checkbox"/> Dismount    Type of Transportation    P.S. <input type="checkbox"/> Public <input type="checkbox"/> Drive Out <input type="checkbox"/> Vehicle <input type="checkbox"/> Contract												

Description	Trip 1				Trip 2			
	Time	Elapsed Time	Odometer	Elapsed Miles	Time	Elapsed Time	Odometer	Elapsed Miles
End Garage								
End Office								
Arrive Office								
Trans- portation	Leave							
	Board							
Last Delivery								
End Lunch								
Start Lunch								
First Delivery								
Trans- portation	Leave							
	Board							
Leave Office								
Report Office								
Report Garage								
Totals								
Total All Trips *								
Public Transportation Schedule	Time Out		Time Return		Time Out		Time Return	

\* Minus lunch period and time spent waiting for mail.

Yes	No	Item	Yes	No	Item
		Does carrier wear regulation uniform and present a neat appearance?			Office Break Option
		Does carrier perform work and conduct himself or herself in a business-like manner?			Is vehicle capacity adequate?
		Is carrier's book up to date?			Does carrier operate the vehicle in a safe manner?
		Are address changes properly maintained on Form 3982?			Is the line of travel the safest possible?
		Are Forms 1776 and 1778 (Hazard and Dog Warning Cards) used?			Is the best mode of transportation used?
		Are computerized case labels used (C.L.A.S.S.)?			Are travel pattern, relay, and park points set up efficiently?
		Should case labels be replaced?			Is there compliance with postal regulations concerning mail receptacles?
		Is the carrier case and drawer free of personal effects and extraneous matter?			Does carrier take enough mail at each relay or park point?
		Does the carrier leave the case unnecessarily?			Does carrier finger mail between deliveries?
		Does the carrier talk unnecessarily with other employees?			Are collection receptacles properly maintained, anchored and schedules legible?
		Does the carrier have a sufficient supply of forms?			Does carrier take obvious short-cuts?
		Does the carrier have a valid driver's license?			Can changes be made to reduce travel time and deadheading?
		Is a last withdrawal of preferential mail made before leaving the office?			Is DPS mail taken directly to the street without casing?

Remarks

Route Inspected By (Signature and Title)

Day and Date



from a carrier's street time. They are not specific enough to justify any deduction.

**Reverse Side:** The other important part of the Form 3999 is on the reverse side (page 118). Here, the route examiner makes notes on every block delivered on the route. The examiner makes entries for times, number of possible deliveries, and number of deliveries actually made. The examiner also makes entries for every vehicle movement, rest break, comfort stop and so forth, and the time it occurs.

**Purposes of Form 3999:** The Form 3999 is completed only during the route inspection and later during the evaluation of adjustments (See page 1-132) The Form 3999 serves a dual purpose for the inspection/adjustment process:

- **To observe street functions.** The examiner will look at a number of factors that may affect your route and the functions you perform associated with your street duties. The examiner may use the Form 3999 to record their observations.
- **Transfer of territory.** Management also uses the detailed information on the Form 3999 to figure out how much time will be transferred when it transfers territory from one route to another.



## **E. After the Count and Inspection**

### **INTRODUCTION**

The route examination and adjustment process is not finished when the week of count and inspection is done. There are several additional steps that take place before a route is actually adjusted to 8 hours.

Although we do not need to cover all of the details, there are some things that every letter carrier should know. First, you should know that management uses several additional forms to summarize all of the data it will use to evaluate your route.

Second, there are some basic rules that management follows when it measures your route at a particular office time and particular street time.

Third, every letter carrier must take responsibility for what happens after the week of count and inspection. The carrier will receive copies of certain management forms, and must look them over for mistakes or violations. The carrier also will have “consultations”—special meetings with management about the results of the count and inspection. There are several things you can do in this process to protect your route from an unfair or incorrect evaluation.

## DATA ANALYSIS

Management takes information from the route examination, plus information from other sources, and engages in a great deal of number-crunching. It compiles this information on certain forms:

- **Form 1838 Management Summary.** Management takes the information from each 1838-C Worksheet and transfers it to a different form, the 1838 Management Summary. Actual office time, standard office time and actual street time are calculated on this form.
- **Form 1840-B Eight-Week Analysis.** Management also performs an “eight-week analysis” of your street and office time. The average street time is calculated from 7 randomly selected weeks and the week after the count and inspection.
- **Form 1840, *Summary of Count and Inspection*,** provides for consolidating and completing the evaluation data recorded on Forms 1838, 1840-B and 3999. The examiner who inspected the route, or a designee, analyzes the form and makes appropriate comments and recommendations.

If your route is to receive any type of adjustment, addition or relief, it must be recorded on the reverse side of Form 1840.

## ADJUSTMENT

When management evaluates your route, it does not simply average your actual times from the route examination. Instead, management must adhere to the following:

- **Office time—actual versus standard.** Office time is calculated in two ways. First, the regular carrier's actual office time during the examination period is averaged. Second, for the regular carrier management also calculates "standard office time," using the "18 & 8" casing standard and several other time standards for handling accountables, for strapping-out and so forth.

If the regular carrier is "under standard"—actual office time is less than standard office time—then management uses the shorter actual time when adjusting the route. If the regular carrier's actual office time meets or exceeds standard office time—then management adjusts the route using standard time.

Any office time calculations for the regular carrier must include all auxiliary assistance he or she received in the office.

- **Street time—inspection period average or eight-week average.** Management has a choice between two possible street times when adjusting a route—either the street

time average for the regular carrier during the route examination period, or the street time average from the eight-week analysis. Whichever choice it makes, management must justify it. Management's selection of the street time allowance cannot be based on the sole criterion that the particular time selected was the lower (M-39 Section 242.322).

Any street time calculations for the regular carrier must include all auxiliary assistance he or she received on the street.

After management determines office time and street time, it adds them together to find the evaluated length of the route. Once it comes up with this final figure, it then adjusts the route to 8 hours—by taking away some work or by adding some.

## THE CONSULTATION(S)

Postal regulations require management to consult with the regular carrier regarding evaluation and adjustment of his or her assigned route.

Carrier routes are evaluated and adjusted using the complex data-gathering process described in Chapter 2 of the M-39 and explained in detail in this manual. However, while numbers and averages and data are useful in

evaluating times and adjustments, postal regulations also implicitly recognize that the individual letter carrier assigned to a route is in the best position to make these assessments.

These consultations are mandatory. Management is not allowed to simply meet with the carrier and tell him or her what it came up with and what adjustment management intends to make. To consult means to seek an opinion as a guide to one's own judgment.

You, the regular carrier, have an important role in determining the evaluated time of, and adjustment to, your assigned route. Do not allow management to pretend to consult, with a wink and nod, and simply go through the motions. Postal regulations are very explicit about what is required regarding consultations.

Arm yourself with detailed knowledge of those regulations. They require management to do all of the following:

- 1. Consult within time constraints.** Management must place adjustments into effect within 52 calendar days of the completion of the count (M-39 Section 211.3). Management must complete all consultations within that 52 day window in a manner that allows full consideration of the carriers' comments and

suggestions concerning the evaluation of the route and any proposed adjustments.

**2. Provide documents in advance.** Management must give the carrier the following documents in advance of the consultation regarding the evaluation of the route:

- A. Completed copies of Form 1838 at least 5 calendar days prior to consultation (M-39 Section 241.4, M-41 Section 923.1).
- B. Completed copy of front of Form 1840 at least one day prior to consultation. This completed copy must contain the following (M-39 Section 241.4, M-41 Section 923.1):
  1. Totals and averages from Forms 1838
  2. Day of inspection data
  3. Examiner's comments
  4. Analysis of office work functions
  5. Time recordings
- C. Partially completed copy of reverse of Form 1840 or attachments thereto, at least one day prior to consultation. It must contain the following:
  1. All time disallowances (M-39 Section 242.347)
  2. Related comments (M-39 Section 242.345-.347)

**3. Discuss certain matters.** Management is required to discuss certain matters at:

A. The evaluation consultation—including:

1. Mail volume (M-39 Section 232.1c)
2. Evaluation of route (M-39 Section 232.1c)
3. Any time adjustment to evaluated street time based on alleged improper practices or operational changes (M-39 Section 242.345)
4. Any adjustment of evaluated street time based on a claim that conditions during 8 week timecard period or week of count were not normal so as to justify not including such day or days in base street time computation (M-39 Section 242.346)

B. The adjustment consultation (if management proposes relief or addition to your route)—including (M-39 Section 243.11):

1. The proposed relief or addition
2. The reasons for the proposed adjustment
3. Whether the carrier agrees or disagrees
4. The reasons the carrier agrees or disagrees
5. The comments and recommendations of the carrier

**4. Record your recommendations and comments.** Management must enter the following on the 1840 (M-39 Section 243.11):

- A. Your comments
- B. Your recommendations
- C. Whether you agree or disagree with the proposed adjustments
- D. The reasons for your agreement or disagreement

**5. Refrain from requiring you to sign anything.** Management is not allowed to require you to sign a statement during the consultation(s) (M-39 Section 243.11a).

**6. Consult with you a second time.** Management must hold a second consultation if adjustments are proposed (M-39 Section 243.11a).

**7. Consider your suggestions.** Management is required to consider the suggestions from the carrier serving the route (M-39 Section 243.11c).

**8. Permit notation of absence of documentation of street time disallowances.** If management attempts to adjust your street time due to alleged improper practices, operational changes, or claimed abnormal conditions during the 8 week analysis, management must document it on the reverse of the 1840 and discuss it with you during the consultation regarding the route evaluation. If management fails to so document,

you have the right, during the consultation, to note the absence of such documentation by writing a notation on, and initialing and dating, the 1840 (M-39 Sections 242.345 & .346).

**9. Disallow street time adjustments if documentation is not provided to carrier within 1 week of notation by carrier.** If you make a notation on the 1840, as noted above, about the absence of documentation supporting a management time disallowance, management has 1 week to supply such documentation to you. If management fails to do so within 1 week, the time adjustment shall be disallowed (M-39 Sections 242.345 & .346).

**10. Provide completed copy of reverse of 1840 promptly after consultation.** Promptly after consultation, if the carrier requests that the reverse of his or her copy of form 1840 be completed, the carrier must immediately give the copy to the manager for completion and return no later than 7 calendar days (M-39 Section 243.11a).

You should make every effort to show your Forms 1838-C, 1838, and Form 1840 to your NALC representative prior to the consultation. Your union representatives can help identify any problems or mistakes on the forms. You will thereby be in a better position to protect your rights at the consultation. If you cannot obtain

an NALC review in advance, don't panic. There will be time afterwards to address any problems.

Remember:

- Completed Forms 1838 five (5) days in advance
- Completed front Form 1840 one (1) day in advance
- Partially completed reverse Form 1840 one (1) day in advance
- Full discussion at consultation
- Management writes your comments on the Form 1840
- No requirement for you to sign
- You write on Form 1840 absence of documentation
- You request completed copy Form 1840
- Management has 7 days to return documentation and 1840

## **AFTER THE CONSULTATION**

You should contact your shop steward for grievance investigation and processing if management violates any of the procedures explained above.

In addition, you should contact your shop steward for grievance investigation and processing in the following circumstances:

- 1. Unfair or incorrect adjustment.** If you believe the adjustment to your route is incorrect or unfair;
- 2. Management use of COR.** If management uses the Carrier Optimal Routing (COR) program to adjust, or aide in adjusting, your route; or
- 3. No adjustment in 52 days.** If management fails to implement any needed adjustment within 52 days after the count and inspection period concludes.

Management must implement adjustments within 52 days unless an exception is granted by the district manager. Exceptions may only be made when warranted by valid operational circumstances, substantiated by a detailed written statement, and submitted to the local union within seven days of the grant of the exception. The union has the right to grieve any exception (M-39 Section 211.3, M-01072).

It is important to note that the evaluation process does not end with the implementation of an adjustment. Management is required to evaluate the adjustment. The evaluation includes analysis of data generated after

implementation of the adjustment, including volume data, time records, etc. In addition, management is required to complete a new Form 3999 after adjustments are implemented to reflect the new authorized route travel pattern and schedule (M-39 Section 243.613).

## **F. Conclusion**

Please keep the following points in mind.

First, during the week of the route examination you should **perform your job as usual**, the same way you do during the rest of the year. Each letter carrier is a unique individual, and management can expect only your **individual best efforts**.

Second, NALC has offered you some advice on how to protect your route from any unfair or improper adjustment. To get a fair shake in the route examination process, know your rights, stay on your toes and monitor the process carefully.

Finally, remember that NALC is here to assist you. Your local union representatives can give you information, review your forms, provide advice and, if necessary, file grievances to ensure that you receive a fair and accurate adjustment and a true 8-hour route.



## Appendix—Chapter 1

The following pages are excerpts from handbooks and manuals, as well as national-level settlements, mentioned in the footnotes of this chapter.

<u>Appendix Contents</u>	<u>Page of Reference</u>
M-39 Section 214 .....	1-3
M-01106 .....	1-9
M-39 Section 232 .....	1-10, 1-111, 1-115
M-41 Exhibit 832.1 .....	1-28
EL-801 .....	1-46
M-00605 .....	1-47
Extra Forms 1838-C .....	1-25

## 214 Review of Operating Procedures

All operations at the delivery units should be reviewed and any unsatisfactory conditions should be corrected before the count is commenced. The review should include at least:

### a. Letter Routes

- (1) Scheduled reporting and leaving times in relation to arrival time of mail at the unit and public transportation schedules.
- (2) Adequacy of carrier case equipment and condition of carrier case labels (see exhibit 126.5, *Review of Carrier Case and Work Area*).
- (3) Volume of preferential mail received on each dispatch prior to the carrier's leaving time.
- (4) Amount of missent/misthrown mail distributed to carriers.
- (5) Whether all approved segmentations of mail are being made up in the most efficient manner practicable.
- (6) Handling of accountable and signature mail by carriers at central markup offices. At the largest installations receiving a large volume of accountable and signature mail for delivery, local managers may make an exception allowing carriers to mark up this mail if accountable clerks are unable to expedite rehandling of the pieces in clearing carriers of proper responsibility.
- (7) Review of Carrier Route Book to determine if:
  - (a) Form 1564A — all items completed.
  - (b) Forms 1564-B and 3982 — posted on a current basis (see exhibit 126.5).
  - (c) Edit Book and/or Form 1621 — completed to show current number of deliveries (see exhibit 128.21, *Delivery Management Report*).
- (8) Review DPS Handling Procedures.

### b. Parcel Post and Combination Services Routes

- (1) Scheduled reporting and leaving time of carriers in relation to scheduled receipts and distribution of incoming mail.
- (2) Adequacy and efficiency of relay service.
- (3) Adequacy of sack rack equipment and rack labels.
- (4) Whether intra- and inter-city trips to carrier-based stations are scheduled to provide dispatch of maximum volume of all preferential mail on the first trip.
- (5) Whether excessive errors in distribution are made.
- (6) Observation of office and street procedures, such as:
  - (a) Loading vehicles at dock. (If sack routing is used, the first sack separation only will be dumped.)
  - (b) Line of travel in serving route. (Managers should be very familiar with the routes and the territory they cover.)

- c. Collection Routes
  - (1) Whether collector is maintaining identity of customer-separated mail.
  - (2) Problems at platform; i.e., congestion, lack of equipment, etc.
  - (3) Vehicles — procedures used to obtain, return, and to report malfunctions. (See Handbook M-41, parts 831, 841, and 842.)
  - (4) Issuance of special instructions to collector.
  - (5) Collectors' duties. (See Handbook M-41.)

## 215 Posting Notice of Scheduled Mail Count and Inspection

- 215.1 A notice must be posted at the delivery unit in advance of the scheduled mail counts and route inspections, showing the beginning date of the count for each route and the day and date each route is scheduled for inspection. This notice must be posted at least 5 working days before the start of the count period. If a decision is made to inspect on days other than the scheduled date, 1 day's advance notice must be given.
- 215.2 Not later than the Wednesday preceding the count week, carrier schedules shall be posted for those routes requiring an earlier starting time to count the mail.

## 216 Managers' Assignments and Responsibilities

- 216.1 Any member of the management team may be used for the inspection of routes. They must be thoroughly familiar with the inspection procedures and shall be held responsible for the accuracy and completeness of all data assembled by them and for its proper evaluation.
- 216.2 Each manager who will be engaged in conducting mail counts and route inspections should be furnished in advance of the start of the count:
  - a. List of the numbers of the routes assigned to the examiner.
  - b. Day and date selected for the inspection of each route.
  - c. Reporting times of the carriers on the routes scheduled for inspection.
  - d. Transportation information.
  - e. Arrangements for lunch on the routes to be inspected.
  - f. Copy of Standard Operating Procedures (flow charts, special instructions) for the unit.
- 216.3 All available city delivery managers must be assigned to participate in this work so that the counts and inspections may be completed at each unit in the shortest possible time.
- 216.4 In stations and branches, managers and/or their assistants and delivery supervisors must be included as members of the route inspection team. However, when their unit is being inspected they should conduct normal office and street management activities, and analyze route inspection data and correct any deficiencies noted.

Exhibit 832.1

**U.S. POSTAL SERVICE****EXPANDED VEHICLE SAFETY CHECK**

1. Look under body for oil and water leaks.
2. Inspect two front tires for inflation and wear.
3. Check hood latches.
4. Check front for body damage.
5. Check left side for body damage.
6. Check left door lock.
7. Check for rear end leaks.
8. Check all rear tires for inflation and wear.
9. Check rear for body damage.
10. Check rear door lock.
11. Check right side for body damage.
12. Check right door lock.
13. Open door and move into driving position.
14. Start engine. (If in enclosed area, wait until after step 21.)
15. With assistance - adjust pot-lid and left front mirror.
16. With assistance - check headlights, tail lights, brake lights, 4-way flashers, and directional signals, front and rear.
17. Adjust right side rear view mirror.
18. Adjust center rear view mirror.
19. Check steering wheel play.
20. Check accident report kit.
21. Check window locks.
22. Check windshield wipers and washers.
23. Check horn.
24. Check gages (gas gage requires 30 seconds for "warm-up").
25. Check foot brake (no more than 2 inches free play).
26. Check hand brake.
27. Check seat belt and fasten.

**NOTE:** This check list has been programmed to take the driver in a logical sequence around the RHD vehicle with a minimum of lost motion. For LHD vehicles - work from right side to rear to left side beginning at Item 5. Items 15 and 16 - if no assistance readily available, handle personally.

**SEE ADDITIONAL INSTRUCTIONS ON REVERSE**

Notice 76  
Feb. 1975



UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA SW  
WASHINGTON DC 20260

RECEIVED

NOV 25 1992

CONTRACT ADMINISTRATION UNIT  
N.A.L.C. WASHINGTON, D.C.

Mr. Lawrence G. Hutchins  
Vice President  
National Association of  
Letter Carriers, AFL-CIO  
100 Indiana Avenue, N.W.  
Washington, DC 20001-2197

RE: H7N-1N-C 34068/34114  
CLASS ACTION/M. CHASEN  
SPOTSWOOD, NJ 08884

Dear Mr. Hutchins:

On November 5, 1992 we met in prearbitration discussion of the above-referenced cases, which are currently pending national level arbitration.

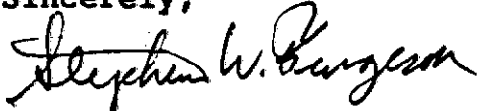
The issue in these cases is whether management violated the National Agreement by requiring a carrier who was not on the overtime desired list to work overtime during the week of count and inspection.

During our discussions, we mutually agreed to the following:

- 1) The overtime provisions of Article 8 and the associated Memorandums of Understanding remain in full force and effect during the week of count and inspection except that henceforth:
  - a. On the day during the week of inspection when the carrier is accompanied by a route examiner, management may require a carrier not on the overtime desired list or work assignment list to work overtime on his/her own route in order to allow for completion of the inspection.
  - b. On the other days during the week of inspection when the carrier counts mail, management may require a carrier not on the overtime desired list or work assignment list to work overtime on his/her own route for the amount of time used to count the mail.
- 2) The grievance is remanded to Step 3 for the determination of remedy.

Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to settle these cases and to withdraw the above captioned cases from the pending national arbitration listing.

Sincerely,



Stephen W. Furgeson  
General Manager  
Grievance and Arbitration  
Division



Lawrence G. Hutchins  
Vice President  
National Association of Letter  
Carriers, AFL-CIO

11/24/92  
Date

Enclosure

## 23 Conducting the Route Inspection

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### 231 General

- 231.1 The inspection of a route is the observation by a manager of the carrier's office and street work for one or more days and includes counting and recording the mail handled and the time used for each function.
- 231.2 If examiner rides in the same vehicle as the postal driver, he/she must inspect and determine that any temporary seat to be used during the route inspection is secure and safe and has seatbelts. Seatbelts must be worn and vehicle doors kept closed at all times the vehicle is in motion. Only authorized passengers are permitted to ride in postal-owned, GSA-owned, rental, or contract vehicles (including employees' privately owned vehicles when used in postal operations). All passengers must use seatbelts. Where conventional passenger seats have not been provided in the vehicle, an approved auxiliary seat, facing forward, and equipped with a backrest and seatbelts must be used. Sitting in other than an approved seat or standing in a postal vehicle while such vehicle is in motion is prohibited. The examiner must see that any temporary seat is removed at end of inspection.
- 231.3 The examiner must report before the carrier's scheduled reporting time on letter routes. Sufficient mail must be counted before the carrier reports to avoid interfering with the carrier's normal routine.
- 231.4 The examiner must consult the delivery unit map for the location of the assigned route; develop a mental picture of the route location in relation to delivery unit boundaries, delivery limits, and other routes; and obtain an adequate supply of all required forms and needed supplies.
- 231.5 The route examiner must inform the carrier that he/she intends to make a fair and reasonable evaluation of the workload on the route and that in order to do so the carrier must perform duties and travel the route in precisely the same manner as he/she does throughout the year. The examiner should impress the carrier with the fact that management is just as anxious and desirous of obtaining an accurate count of mail and inspection of the route as the carrier is, so that a fair and equitable evaluation of the workload on the route may be made.

### 232 Conduct of Route Examiner

- 232.1 The route examiner must:
- a. Not set the pace for the carrier, but should maintain a position to observe all delivery points and conditions.
  - b. Not suggest or forbid any rest or comfort stops but should make proper notations of them.
  - c. Not discuss with the carrier on the day of inspection the mail volume or the evaluation of the route. These matters must be discussed with the carrier at a later date when all data has been reviewed and analyzed.

- d. Make notations on the day of inspection on the appropriate form or separate sheet of paper of all items that need attention, as well as comments on the day of inspection. Also list any comments or suggestions for improving the service on the route, as well as suggestions or comments made by the carrier during the course of the inspection for improvement in delivery and collection service.
  - e. Make comments and suggestions clearly, and in sufficient detail for discussion with the carrier and for decision-making purposes. The manager who will actually discuss the results with the carrier must have enough facts and figures to reach a final decision on any necessary adjustments to the route.
- 232.2 See 222.214b regarding evaluation by route examiner as to representative time required for the carrier to perform those office activities for which actual time is recorded.

### 233 **Cancelling Inspection**

- 233.1 When the continuation of any inspection would serve no useful purpose, the inspection may be cancelled at management's discretion. A cancellation may apply to an entire delivery unit or to one or more routes of a group of routes being inspected.
- 233.2 Following are some items which could bring about consideration for cancellation:
- a. Natural disasters or extreme weather conditions.
  - b. Unscheduled extended absence of the full-time carrier coupled with the absence of a qualified replacement. (To the extent reasonable and practicable, the regular carrier assigned to the route shall undergo the inspection.)
  - c. Unrealistic mail volume, either abnormal or subnormal, which could prohibit a fair evaluation of the route.
  - d. Unavailability of public transportation where normally used by carriers.
- 233.3 Any cancellation made must be discussed with the carrier concerned, giving the reasons. When the cancellation is for the entire unit, the discussion must be with the unit steward.

### 234 **Record and Evaluation**

#### 234.1 **Letter Routes**

(See exhibit 234.1 (p. 1, 2, and 3).)

#### 234.11 **Describing Forms Used**

The route examiner will use Form 3999 to record all pertinent information concerning the carrier's office and street performance. Form 3999-A is an optional worksheet that is provided to tally the deliveries that must be recorded on Form 3999. (On day of inspection, examiner also completes Form 1838 and 1838-C in duplicate.)

## 1-7 Safety Talk Requirements

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Scheduled safety talks are intended to promote safety awareness. All line supervisors are required to conduct safety talks at least once a week with their employee groups, including temporary, casual, and relief personnel.

It is important to make the topics of safety talks relevant to your work situation and interesting to your employees. Involve them in developing topics, and provide an opportunity for discussion and demonstration when applicable. Publication 129, *Safety Talks*, is an excellent resource.

Your talk can be an effective method of maintaining interest in safety. Review these keys to making a good safety talk:

- a. Prepare your talk completely.
- b. Try to confine each talk to one major subject and avoid rambling.
- c. Choose a general or specific safety policy or subject, but keep the talk interesting and targeted.
- d. Be specific whenever possible. For example, if you discuss housekeeping, highlight the danger of loose objects on the floor.
- e. Use visual aids or actual demonstrations to make your talk more interesting.

You must maintain all safety talk records on file for 3 years, including the following:

- a. The date, time, and unit where the safety talk was given.
- b. The name of the person giving the talk.
- c. The subject of the talk.
- d. The names of employees attending the safety talk. An annotated unit roster or other automated attendance document is acceptable.

**SETTLEMENT AGREEMENT  
BETWEEN THE  
UNITED STATES POSTAL SERVICE  
AND THE  
NATIONAL ASSOCIATION OF LETTER CARRIERS, AFL-CIO**

This will serve as full and complete settlement of the disputes between the U. S. Postal Service and the National Association of Letter Carriers, AFL-CIO, regarding the issue of appropriate items which may be included for credit on line 21 of Form 1838-C, Carrier's Count of Mail-Letter Carrier Routes Worksheet, during the week of count and inspection.

The parties mutually agree that the following listed work activities may be appropriate for inclusion by the letter carrier for actual time credit on line 21 of the Form 1838-C when such activities are determined to be recurring and necessary in the performance of the carrier's office routines:

1. Performing window caller service.
2. Weekly safety talks and other appropriate unit discussions.
3. Travel to and from the throwback case or to other designated locations to return mark-up mail and mis-throws.
4. Replenishing the forms pouch.
5. Wash-up time, in excess of personal time provided for on line 20, if such additional or longer wash-up time is provided for during office time in a Local Memorandum of Understanding negotiated pursuant to Article XXX or, if pursuant to local past practice, additional or longer wash-up time had been granted and included on line 21.
6. Official communications including, but not limited to, general delivery; CMU Clerk inquiries; and responding to inquiries from supervisors.
7. Facing or separating collection mail upon return to office.
8. Verifying hold mail.
9. Union steward activities (grievance handling), when necessary and if occurring weekly or more often.

The following guidelines will be applied in implementing this settlement.

- a. The appropriateness for granting credit for the listed items on line 21 of Form 1838-C is dependent on a determination that the incident is (1) recurring; (2) necessary to the successful completion of the activity; and (3) not otherwise properly included as part of another established time credit on lines 1 through 20.
- b. Additional work activities determined to be recurring and necessary in the performance of letter carrier office routines also may be appropriate for inclusion for actual time credit on line 21. This may include a recognition of activities peculiar to local circumstances. For example, if carriers are required to travel from one floor to another when going from the time clock to the case in the morning, credit for such time may be granted on line 21. It may also include reading the official U. S. Postal Service bulletin board in those offices where carriers are specifically instructed to refer to the bulletin board on a recurring basis in order to be informed as to frequently changing information for which they are responsible. Another example would be when it is required on a recurring basis to obtain mail sacks or other necessary supplies to successfully complete the activity.
- c. Entries for time spent referring to Forms 3982 are not ordinarily appropriate items for inclusion on line 21 of the Form 1838-C. However, in exceptional situations where, due to unusual local conditions, the number and frequency of removals makes it necessary for a letter carrier to make recurring references to the Form 3982, a line 21 entry may be appropriate.

An instruction setting forth these principles will be issued to all city delivery offices.

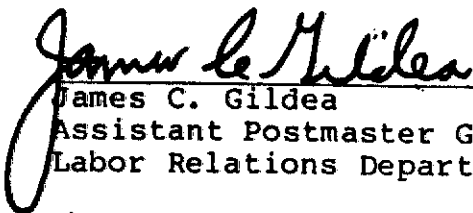
The parties agree to cooperate to resolve any future disagreements on local management determinations of the appropriateness of line 21 entries for work activities peculiar to a local office at the lowest possible level.


This settlement resolves those issues raised in the January 4, 1980, letter from Bruce Simon to Richard Levin.

The outstanding cases which involve issues as to the denial of credit on line 21, including any such cases listed in paragraph 3 of the January 4, 1980 letter shall be jointly reviewed by the parties at the Step 3 level for disposition consistent with the terms of this agreement.

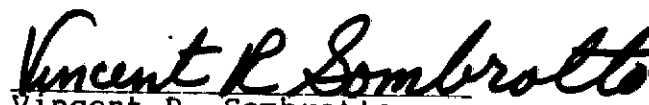
In witness whereof the parties hereto affix their signatures below this 26th day of August, 1980.

For the  
United States Postal Service:

  
James C. Gildea  
Assistant Postmaster General  
Labor Relations Department

  
Eugene C. Hagburg  
Assistant Postmaster General  
Delivery Services Department

For the Union:

  
Vincent R. Sombrotto  
President  
National Association of  
Letter Carriers, AFL-CIO

# Form 1838-C

## United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet**

Post Office		Delivery Unit				Route No.					
AM		PM		Carrier Marked-Up	CFS	<b>Actual Time Entries</b>					
1. Letter-Size						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME		
						E					
						B					
						E					
						B					
						E					
2. Mail of All Other Sizes						E					
						B					
						E					
						B					
3. Accountable and Signature Mail						E					
						B					
Registered/Certified						E					
						B					
COD/Customs						E					
						B					
Postage Dues						E					
						B					
Express Mail						E					
						B					
5. All Parcel Post over 2 lbs.						E					
						B					
6. Sequenced and Collated						E					
						B					
Letter Size						E					
						B					
Other Size						E					
						B					
9. 2nd-Class Marked up (exclude Form 3579)						E					
						B					
10. Mail with Form 3579 attached						E					
						B					
12. Change of Address Recorded						E					
						B					
13. Insured Receipts Turned In						E					
						B					
Enter Line Number In Explanation Column		LINE		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838 _____		Comments	Begin Here	E			
								B			
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14						TOTAL			
								Time Clock Rings			
Withdrawal of mail		15						E			
								R			
Sequencing and collating By-Pass Mail		16						L			
								B			
Actual Strapping out time		17						E			
								R			
Break (local option)		18						L			
								B			
Vehicle inspection		19						E			
								R			
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21						L			
								B			
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22						E			
								R			
Counting mail and filling out form 1838 worksheet		23						L			
								B			
Signature of Carrier(or Examiner)				Day of Week		Date		Reg. - Repl.		Lunch	
										From	
PS Form 1838-C, November 1997				I certify the above information recorded by me is correct.						From	
										To	

# Form 1838-C

## United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet**

Post Office		Delivery Unit				Route No.					
AM		PM		Carrier Marked-Up	CFS	<b>Actual Time Entries</b>					
1. Letter-Size						EXPLANATION	TIME GUIDE	WRITE IN TIME	ELAPSED TIME		
							E				
							B				
							E				
							B				
							E				
2. Mail of All Other Sizes							E				
							B				
							E				
							B				
3. Accountable and Signature Mail					X		E				
							B				
Registered/Certified					X		E				
							B				
COD/Customs					X		E				
							B				
Postage Dues					X		E				
							B				
Express Mail					X		E				
							B				
5. All Parcel Post over 2 lbs.							E				
							B				
6. Sequenced and Collated				X	X		E				
							B				
Letter Size				X	X		E				
							B				
Other Size				X	X		E				
							B				
9. 2nd-Class Marked up (exclude Form 3579)				X	X		E				
							B				
10. Mail with Form 3579 attached				X	X		E				
							B				
12. Change of Address Recorded				X	X		E				
							B				
13. Insured Receipts Turned In				X	X		E				
							B				
Enter Line Number In Explanation Column		LINE		DPS Volume Pieces: (7a) To be added in line 7a on PS Form 1838		Comments	Begin Here	E	B		
										TOTAL	
Registered-Certified-COD-Customs Postage Due-Form 3868-signing for, returning funds and receipts.		14									
										Time Clock Rings	
Withdrawal of mail		15									
										E	
Sequencing and collating By-Pass Mail		16									
										R	
Actual Strapping out time		17									
										L	
Break (local option)		18									
										B	
Vehicle inspection		19									
										E	
Office Work not covered by form (work functions must be identified and approved as being necessary and of a continuing nature) (use Comments Section)		21									
										R	
Waiting for mail (office) and other office activities not performed on a continuing basis which are excluded in computing the net office time (Use Comment section)		22									
										L	
Counting mail and filling out form 1838 worksheet		23									
										B	
Signature of Carrier(or Examiner)				Day of Week		Date		Reg. - Repl.		Lunch	
										From	

PS Form 1838-C, November 1997

# Form 1838-C

## United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet**

Post Office		Delivery Unit				Route No.					
AM		PM		Carrier Marked-Up	CFS	<b>Actual Time Entries</b>					
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						B					
						E					
						B					
						E					
2. Mail of All Other Sizes						E					
						B					
						E					
						B					
3. Accountable and Signature Mail						E					
						B					
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						B					
COD/Customs						E					
						B					
Postage Dues						E					
						B					
Express Mail						E					
						B					
5. All Parcel Post over 2 lbs.						E					
						B					
6. Sequenced and Collated						E					
						B					
Letter Size						E					
						B					
Other Size						E					
						B					
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						B					
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								R			
Sequencing and collating By-Pass Mail		16						L			
								B			
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Break (local option)		18						L			
								B			
Vehicle inspection		19						E			
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Signature of Carrier(or Examiner)				Day of Week		Date		Reg. - Repl.		Lunch	
										From	
PS Form 1838-C, November 1997				I certify the above information recorded by me is correct.						From	
										To	

# Form 1838-C

## United States Postal Service **Carrier's Count Mail - Letter Carrier Routes Worksheet**

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							B		
							E		
2. Mail of All Other Sizes							E		
							B		
							E		
							B		
3. Accountable and Signature Mail					X		E		
							B		
Registered/Certified					X		E		
							B		
COD/Customs					X		E		
							B		
Postage Dues					X		E		
							B		
Express Mail					X		E		
							B		
5. All Parcel Post over 2 lbs.							E		
							B		
6. Sequenced and Collated				X	X		E		
							B		
Letter Size				X	X		E		
							B		
Other Size				X	X		E		
							B		
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				I certify the above information recorded by me is correct.			From		To

PS Form 1838-C, November 1997

**RESIDENT OFFICERS**

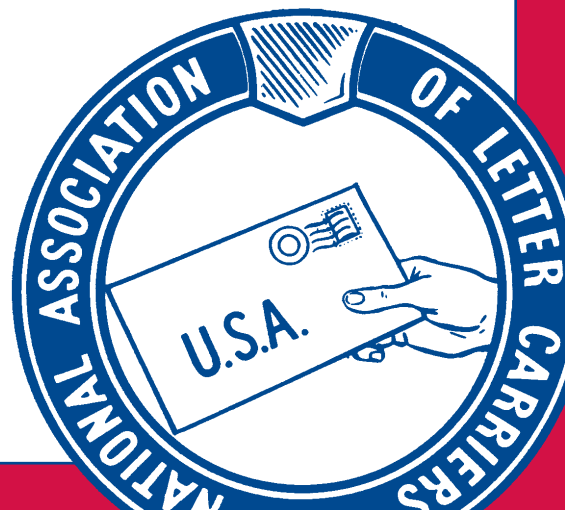
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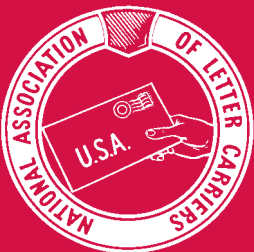
**NATIONAL BUSINESS AGENTS**

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**NALC**

**ROUTE  
PROTECTION  
PROGRAM**



**Errata - NALC Route Protection Program**  
**Chapter 1 - Route Examination and the Letter Carrier**

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These are corrections to the printed version issued in January, 2005. All February 4 and March 21, 2005 corrections have been printed on new pages and mailed to branches along with Chapters 2 and 3 in late March, 2005.

~~Strikeout/redline~~ = deleted  
Underlined = added

**Corrections - February 4, 2005**

<b>Page &amp; Location</b>	<b>Correction</b>
1-1, second entry . . . . .	Annual Route and Unit <u>Review</u>
1-5, first paragraph, last sentence . . . . .	in the delivery <u>unit</u>
1-10, first paragraph, last sentence . . . . .	on the day <del>proceeding</del> <u>preceding</u>
1-59, last sentence . . . . .	You <del>make</del> take time under Line 14
1-103, last sentence . . . . .	totals are 83 and <del>38</del> <u>34</u> minutes.
1-106, actual time entries . . . . .	final Line 23 entry - <del>6</del> <u>2</u> minutes Elapsed Time Total - <del>38</del> <u>34</u> minutes
1-122, third paragraph . . . . .	“eight-week <del>random</del> analysis” . . . <del>The average street time from eight randomly selected weeks is calculated on the Form 1840-B.</del> <u>The average street time is calculated from 7 randomly selected weeks and the week after the count and inspection.</u>
1-124, first paragraph . . . . .	the eight-week <del>random</del> analysis.

**Corrections - March 21, 2005**

1-17, last sentence . . . . .	out to <del>lunch</del> <u>street</u> , return from <del>lunch</del> <u>street</u> . . .
1-112, second paragraph . . . . .	<del>M-00944)</del> <u>M-00994)</u> . . .