

Capital D Guidelines for 3999 10-12-10

1. The 3999 must be done on a “representative” day for the route. That is, it must be done on a normal volume day. If the 3999 time is shorter or longer than a normal day, any territory transferred from the route will be over or undervalued.
2. The 3999 should be done with the regular carrier assigned to the route unless the regular carrier is unavailable or unable to deliver the route during the period of time that 3999's are being done in their office.
3. A copy of the completed 3999 can be provided to the carrier if requested. Any discrepancies noted by the carrier should be brought to the attention of the inspector or immediate supervisor. If the 3999 is edited as a result of this discussion, the carrier can be provided with an updated copy of the 3999.
4. **Load Time** begins when the carrier clocks to the street and ends when the carrier starts the vehicle to leave for the route. There can only be ONE load time. There is NO load time for walkout routes.
5. **Unload Time** begins when the carrier arrives at the post office and turns off the vehicle. Unload Time ends when the carrier clocks to office time. There can only be ONE unload time.
6. **Travel to Route** starts when the carrier starts the vehicle after loading and ends when the carrier arrives at the first delivery point or when the vehicle is turned off. For walkout routes travel to route begins as soon as the carrier moves to the street.
7. **Travel From Route** begins when the carrier starts the vehicle or pulls away from the last delivery to return to the office. It ends when the carrier arrives at the post office and turns off the engine.
8. **Relay Time** is ONLY for park & loop routes when replenishing the satchel between loops or on Walk out routes when retrieving mail from a relay box. Relay time is NOT used on NDCBU/Curbside/Dismount/High-rise deliveries. Relay time is also recorded when mail and equipment is rearranged on a park & loop route. Relay time is **only recorded on a park & loop deliveries or walkout routes**. Garden Apartment complexes and some business parks are set up and delivered in a Park & Loop manner and as such should have relay time. NDCBU/Curbside/Dismount/High-rise deliveries must not contain relay time. The time used to obtain mail prior to delivery is delivery/service time.
9. **Mail Replenishment Time** is the time used on NDCBU/Curbside/Dismount/High-rise deliveries to replenish mail in preparation for continued delivery. It **MUST** be recorded as “Miscellaneous Time Other” and documented as Replenishment Time on the 3999.
10. **Delivery Time/Sector Segment Time, Park & Loop** begins when the carrier locks the vehicle prior and typically ends when the door is unlocked.
11. **Delivery Time/Sector Segment Time, Dismount or Curblin**e begins when the carrier stops his vehicle at the first delivery point. Delivery time ends after the last delivery before lunch, street break, travel within or end of route.
12. **Delivery Time/Sector Segment Time**, for **NDCBU/Curbside/Dismount/High-rise and other apartment deliveries** should include working the UAA mail
13. **Travel Within Time** is typically for Park and Loop routes when moving the vehicle between Park Points. It begins when the carrier starts the vehicle to move

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- to the next park location on a park & loop and ends when the engine is turned off. On NDCBU/Curbside/Dismount deliveries Travel Within time begins when moving from one geographic location **without** delivery and is more than 1 minute. Travel Within ends when the carrier begins the next delivery point. Travel Within is **NOT** recorded when going from NDCBU to NDCBU within the same neighborhood or when moving from dismount to dismount delivery or when walking between buildings in a garden apartment complex; this must be recorded as delivery/service time. **Note: Travel Within** should not be entered in the DCD unless the inspector is familiar with the route. The time should be documented on notes and entered when editing the 3999.
14. **Accountable Delivery Time** on park & loop and dismount deliveries begins when the carrier begins the act of contacting the customer or when the engine is turned off. On curblines it begins when the engine is turned off. **Accountable delivery ends** on a park & loop or dismounts when the carrier finishes all required scans, obtains all necessary signatures and hands the item to the customer or places the PS Form 3849 in the mail receptacle. On curblines deliveries it ends when the carrier turns the engine on. If the carrier must deviate from the normal line of travel, **Accountable Time** begins when there is a deviation from the normal line of travel and ends when the carrier returns to the normal line of travel.
 15. **Express Mail Deviation** delivery will be classified as “Temporary Detail” and annotated in the comments.
 16. **Parcel Time** is recorded in the same manner as Accountable Time. If the parcel can be delivered securely to the customer’s mailbox during regular delivery on a park & loop or dismount delivery, no Parcel Time is given.
 17. **Street Break** begins when the carrier indicates they are starting their break or deviates from the normal line of travel to their break location. It ends when the carrier resumes their line of travel. **Note: Any time used in excess of 10 minutes should be documented in the notes and edited as “Waiting Other” time.** Any portion of the authorized street break(s) that is not taken must be edited into the 3999 with the appropriate additional time added to the total 3999 time and documented in the notes.
 18. **Lunch Time** begins when the carrier indicates they are starting their lunch break or deviates from the normal line of travel to their lunch break location. It ends when the carrier resumes their line of travel. **Note: Any time used in excess of 30 minutes should be documented in the notes and edited as “Waiting Other” time.**
 19. **Personal Needs Time** begins when the carrier discontinues delivery for personal reasons and ends when the carrier returns to the normal line of travel.
 20. **Collection Time** begins when the carrier turns off the engine at the collection box (or unlocks the box if made within a loop or relay) and ends when the engine is started (or the box is locked).
 21. **Customer Contact Time** starts when the carrier starts a business related conversation with a customer and it ends when the business related conversation ends. **Note: A non-business related conversation should be documented in notes and edited as “Waiting Other” time.**

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22. **Gas Vehicle Time** begins when the carrier deviates from the normal line of travel to gas the vehicle and ends when the normal line of travel is resumed.
23. **Backtracking Time** begins when the carrier deviates from the normal line of travel to deliver a missed article due to no fault of the carrier (for example mis-sequenced preferential mail piece) to an address already delivered. It ends when the carrier returns to the normal line of travel. **Note:** This should be documented in the notes and edited as “Miscellaneous Other Time-Backtracking”.
24. **Waiting Other Time** is any situation that causes a temporary delay in delivery (waiting for train, funeral procession, vehicle breakdown, backtracking for overlooked, forgotten SPR or a mis-cased preferential mail piece etc.) and it begins when the carrier stops their normal line of travel and ends when the line of travel resumes. **Note:** The time should be documented in notes and edited as “Miscellaneous Other Time-Waiting Other”.
25. **Temporary Detail Time** is time the carrier uses performing duties on an assignment other than their own route (pivot, express mail on another route, etc.) and it begins when the carrier stops their normal line of travel and ends when the line of travel resumes. The time should be documented in notes as temporary detail and edited as “Miscellaneous Other Time-Waiting Other”.
26. **Management Time** is any time the inspector stops the carrier by notifying them they are being placed on management time and it ends when they are told the management time has ended. **Note:** The time should be documented in notes and edited as “Miscellaneous Other Time-Management Time”.