



# **Standard Training Program for City Letter Carriers**

**Participant Guide  
Course 44502-00  
NSN # 7610-04-000-7944  
January 2005**



UE200010662450000008  
44502-00 Standard Training Program  
for City Letter Carriers

Employee Resource Management  
Employee Development





# Standard Training Program for City Letter Carriers

## Participant Guide



UE20001066245000008

44502-00 Standard Training Program  
for City Letter Carriers

United States Postal Service  
Employee Resource Management  
Employee Development  
475 L'Enfant Plaza SW  
Washington, DC 20260-4215

## **Use of Training Materials**

These training course materials are intended to be used for training purposes only. They have been prepared in conformance with existing USPS policies and standards and do not create any rights or represent the establishment of new regulations or policies.

Copyright 2005 by the United States Postal Service, Washington DC 20260-4215

All rights reserved.

No part of this publication may be reproduced in any form or by any means without permission, in writing, from Employee Resource Management

Certain parts of this publication may contain copyrighted materials from other sources the reproduction of which for this specific training use has been interpreted not to exceed the fair use clause of the copyright regulation (Ref. 371.5 ASM)

## **A Commitment to Diversity**

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce. Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive to everyone.

Course materials and lectures, classroom debates and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment and harassment on any prohibited basis.

EAS training staff has a professional obligation to provide a safe, discrimination free and sexual harassment free learning environment. Instructors are expected to support this commitment. Class participants are asked to support the goal of zero tolerance of behavior that violates these commitments.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity and growth, and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers and suppliers, to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.

## **Employee Rights and Responsibilities – Safety and Health EL-814, *Employees Guide to Safety***

### **Employees have the right to:**

- a. Become actively involved in the Postal Service's Safety and Health Program and to be provided a safe and healthful work environment.
- b. Report unsafe and unhealthful working conditions, using PS Form 1767, *Report of Hazard, Unsafe Condition, or Practice*.
- c. Consult with management through appropriate employee representatives on safety and health matters, i.e., program effectiveness and participation in inspection activities where permissible.
- d. Participate in the safety and health program without fear of restraint, interference, coercion, discrimination, or reprisal.

### **It is the responsibility of all employees to:**

- a. Comply with all OSHA and postal safety and health regulations, procedures, and practices including the use of approved personal protective equipment.
- b. Keep the work area in a safe and healthful condition through good housekeeping and proper maintenance of property and equipment.
- c. Immediately report safety hazards and unsafe working conditions.
- d. Perform all duties in a safe manner.
- e. Keep physically and mentally fit to meet the requirements of the job.
- f. Immediately report any accident or injury in which they are involved to their supervisors, regardless of the extent of injury or amount of damages.
- g. Drive defensively and professionally; extend courtesy in all situations and obey all state, local, and postal regulations when driving a vehicle owned, leased, or contracted for by the Postal Service.

## ***Preface***

The Standard Training Program for City Letter Carriers is the result of collaboration between many stakeholders including the National Association of Letter Carriers (NALC), Delivery Operations Support, Safety, Labor Relations, Sales, and Employee Development.

The instructor-based program includes using a simulated casing and delivery environment to provide newly hired city carriers an opportunity to practice the skills taught. In this manner, retention of material is improved and an easier transition to the live environment is realized.

On-the-job instruction includes coaching, directed practice, demonstration, and orientation to local policies and procedures.

This course is designed to provide newly hired City Letter Carriers with the basic skills and knowledge necessary to perform their duties.



# Contents

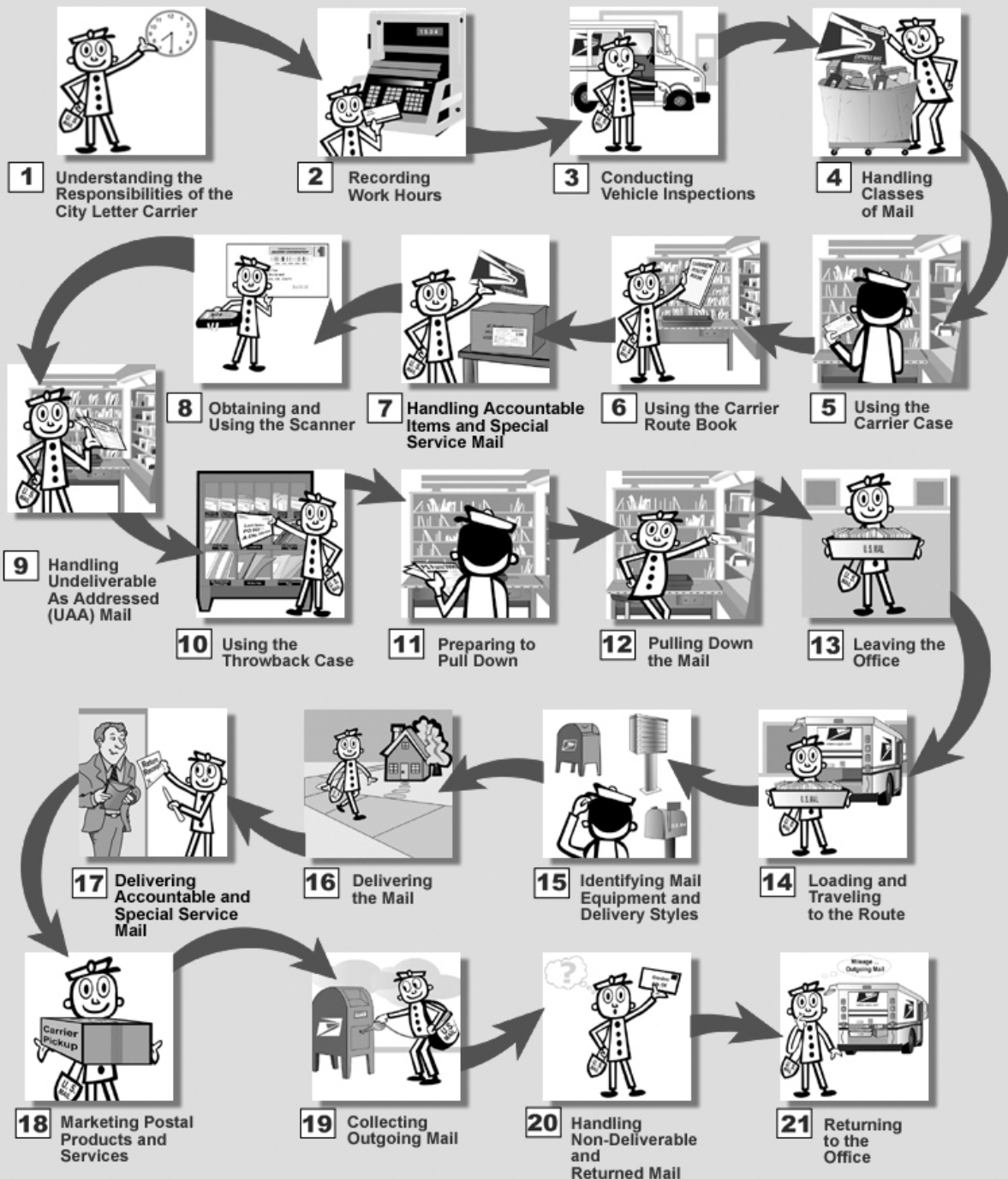
<b>Understanding the Responsibilities of the City Carrier.....</b>	<b>1.2.1</b>
Understanding Standard Rules for Carriers .....	1.2.1
Identifying Carrier Equipment.....	1.2.2
Understanding the Layout of the Post Office.....	1.2.2
Distinguishing the Various Types of Postal Personnel .....	1.2.3
<b>Recording Work Hours .....</b>	<b>2.2.1</b>
Recording Time Accurately .....	2.2.1
Using Electronic Badge Reader (EBR) .....	2.2.1
Using the Time Clock .....	2.2.2
Completing Timecards Manually .....	2.2.2
<b>Conducting Vehicle Inspections .....</b>	<b>3.2.1</b>
Defining the Vehicle Inspection Process .....	3.2.1
Performing a Vehicle Inspection.....	3.2.1
Arranging Vehicle Repairs.....	3.2.2
<b>Handling the Classes of Mail.....</b>	<b>4.2.1</b>
Handling Express Mail .....	4.2.1
Handling First-Class Mail .....	4.2.2
Handling Periodicals .....	4.2.2
Handling Standard Mail.....	4.2.3
Handling Package Service Mail.....	4.2.3
Understanding Color Coding .....	4.2.3
<b>Using the Carrier Case.....</b>	<b>5.2.1</b>
Using the Carrier Case.....	5.2.1
Identifying the Components of the Carrier Case .....	5.2.1
Preparing Mail for Casing.....	5.2.2
Explaining Casing Techniques.....	5.2.2
Handling Mail Safely .....	5.2.3

Understanding a Job Safety Analysis (JSA) .....	5.2.4
<b>Using the Carrier Route Book.....</b>	<b>6.2.1</b>
Using Form 1564-A, Delivery Instructions .....	6.2.1
Using Form 1564-B, Special Orders.....	6.2.2
Using Edit Book/Form 1621, Delivery Management Report .....	6.2.2
Using Handbook M-41, City Delivery Carriers Duties and Responsibilities .....	6.2.2
<b>Handling Accountable Items and Special Service Mail .....</b>	<b>7.2.1</b>
Handling Accountable Items.....	7.2.1
Handling Special Service Mail .....	7.2.2
<b>Obtaining and Using the Scanner .....</b>	<b>8.2.1</b>
Obtaining the Scanner.....	8.2.1
Using the Scanner.....	8.2.1
<b>Handling Undeliverable As Addressed (UAA) Mail.....</b>	<b>9.2.1</b>
Handling Change of Address.....	9.2.1
Handling Mailer Endorsed Mail.....	9.2.2
Handling Mail Returned to Sender .....	9.2.2
Handling Undeliverable Standard A Mail (UBBM) .....	9.2.3
<b>Using the Throwback Case.....</b>	<b>10.2.1</b>
Separating Missort Mail .....	10.2.1
Separating Loop Mail Letters and Flats .....	10.2.1
Separating PO Box Mail Letter and Flats .....	10.2.1
Separating Bundled Endorsed Letters and Flats .....	10.2.1
Separating Individually Endorsed Letters and Flats .....	10.2.1
<b>Preparing to Pull Down .....</b>	<b>11.2.1</b>
Obtaining Parcel Hampers .....	11.2.1
Handling Caseable Small Parcels and Rolls (SPR's), Irregular Parcel Post (IPP) and Special Service Mail.....	11.2.1
Using Form 3996, Carrier-Auxiliary Control.....	11.2.1
Completing Form 1571, Undelivered Mail Report.....	11.2.2

Observing Safe Lifting Practices .....	11.2.2
<b>Pulling Down the Mail .....</b>	<b>12.2.1</b>
Reviewing the Route Book .....	12.2.1
Pulling Down Non-deliverable Mail.....	12.2.1
Applying Pull Down Procedures .....	12.2.1
Loading the Equipment .....	12.2.2
Checking for “Sleepers” .....	12.2.2
Maintaining Clean Work Area.....	12.2.2
<b>Leaving the Office .....</b>	<b>13.2.1</b>
Obtaining Necessary Forms and Equipment.....	13.2.1
Pulling/Scanning the Hot Case.....	13.2.1
Identifying Delivery Point Sequencing (DPS) Mail.....	13.2.1
Clocking Out to Street Time .....	13.2.2
<b>Loading and Traveling to the Route .....</b>	<b>14.2.1</b>
Observing Safe Lifting Practices .....	14.2.1
Loading the Vehicle.....	14.2.1
Traveling to the Route .....	14.2.2
Operating the Vehicle Safely.....	14.2.2
<b>Identifying Mail Equipment and Delivery Styles .....</b>	<b>15.2.1</b>
Using Mail Receptacles.....	15.2.1
Identifying the Types of Mail Receptacles.....	15.2.1
Identifying the Types of Delivery .....	15.2.2
Identifying the Types of Delivery Routes .....	15.2.2
<b>Delivering the Mail.....</b>	<b>16.2.1</b>
Observing safe practices.....	16.2.1
Ensuring Security of the Mail and Equipment .....	16.2.2
Preparing Mail for Delivery .....	16.2.2
Delivering the Mail.....	16.2.3
Scanning Designated Scan Points .....	16.2.4
<b>Delivering Accountable and Special Service Mail .....</b>	<b>17.2.1</b>

Defining Accountable and Special Service Mail .....	17.2.1
Maintaining Security of the Mail and Money .....	17.2.1
Scanning Accountable and Special Service Mail.....	17.2.1
Delivering Accountable and Special Service Mail.....	17.2.1
<b>Marketing Postal Products and Services.....</b>	<b>18.2.1</b>
Reviewing Postal Service Competitors.....	18.2.1
Marketing New Postal Products and Services.....	18.2.1
Marketing Established Postal Products and Services .....	18.2.2
<b>Collecting Outgoing Mail .....</b>	<b>19.2.1</b>
Collecting Outgoing Mail.....	19.2.1
Identifying and Understanding Routes and Schedules .....	19.2.1
Applying the Principles of Aviation Security.....	19.2.2
Complying with Hazmat Guidelines .....	19.2.2
Observing Safe Lifting Practices .....	19.2.2
<b>Handling Non-Deliverable and Returned Mail .....</b>	<b>20.2.1</b>
Capturing Miscased Mail .....	20.2.1
Capturing DPS Errors.....	20.2.1
Managing Returned Mail .....	20.2.1
<b>Returning to the Office.....</b>	<b>21.2.1</b>
Returning from the Route .....	21.2.1
Recording Time/Vehicle Mileage Information .....	21.2.1
Depositing Mail and Equipment.....	21.2.1
Performing PM Duties .....	21.2.2

# A Day-in-the-Life of a City Carrier





# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Understanding the Responsibilities of the City Carrier

### Introduction

The letter carrier plays a vital role in the operation of the Postal Service and is among the most visible postal employees to the public. The public has placed a large measure of trust upon carriers and the performance of their duties. It is important that carriers have an understanding of their responsibilities.

### Objective

Given the standard rules for city carriers, the learner will be able to define their responsibilities. The learner will also be able to identify carrier equipment, the layout of the post office, and the various types of postal personnel.

### Understanding Standard Rules for Carriers

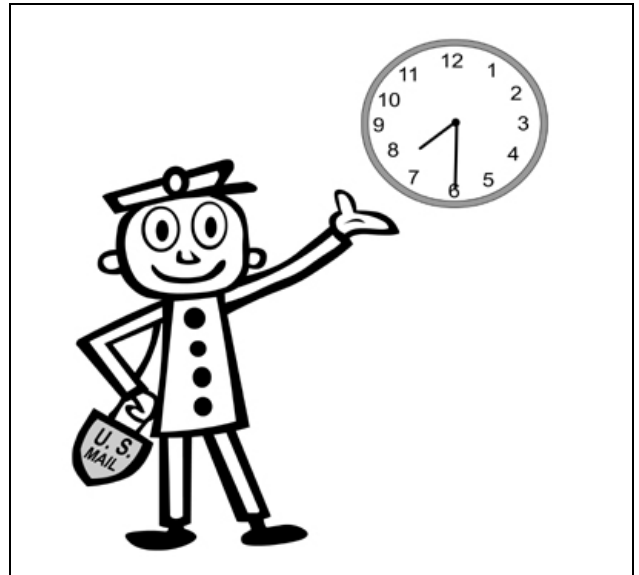
The following responsibilities are standard rules for city carriers:

#### ***Providing Efficient Service***

- Provide reliable and efficient service. It is unlawful to knowingly or willfully obstruct or retard the mail. The statutes do not afford employees immunity from arrest for violations of law.

#### ***Being Diligent and Prompt***

- Obey the instructions of your manager
- Report to work promptly as scheduled
- Complete time records to accurately reflect the hours employed each day
- Display a willing attitude and put forth a conscientious effort in developing skills to perform duties assigned
- Be prompt, courteous, and obliging in the performance of duties. Attend quietly and



diligently to work and refrain from loud talking and use of profane language.

- Do not report at cases or racks before tour of duty is scheduled to begin or linger about cases or racks after tour has ended
- Do not move mail from place to place on or adjacent to your case. Do not engage in any time wasting practices before placing mail in the proper separation.
- Do not loiter or stop to converse unnecessarily on your route
- Return to the delivery unit immediately on completion of assigned street duties and promptly clock in on arrival. A motorized carrier unloads the vehicle and then immediately records returning time.

#### ***Maintaining Security of the Mail***

- Protect all mail, money and equipment entrusted to your care
- Return all mail, money, and equipment to the post office at the end of the workday

- Do not place mail in your pockets or clothing, lockers or desks, or in parcels, hand grips, lunch containers or other luggage

### **Applying Safe Work Practices**

- Practice safe lifting procedures
- Wear the correct uniform which includes the correct footwear
- Observe safe driving practices
- Observe safety procedures when loading and unloading your vehicle
- Observe safety procedures when pulling down mail from the carrier case
- Use Form 1767, *Report of Hazard, Unsafe Conditions, or Practice*, when applicable

### **Observing Neatness and Work by Example**

- Maintain a neat, clean and generally creditable appearance. You are the most visible postal employee and your appearance should reflect pride in your work and duties.
- The city carrier is required to wear an approved postal uniform. This helps promote our corporate image and professionalism. Consult your On the Job Instructor (OJI) or supervisor for information on uniforms and vendors.
- Conduct affairs of your personal life in a way that will reflect creditably on both you and the Postal Service

### **Observing Courtesy to the Public**

- Do not engage in controversies with customers or other members of the public while on duty
- When requested, furnish customers with postal and other reasonable information and provide change of address cards and other postal forms

### **Observing Proper Vehicle Operation**

- Be sure you are qualified to drive the vehicle assigned to you
- Maintain a valid state driver's license
- Follow all driving laws
- Advise your supervisor of suspension or revocation of your state license

### **Reviewing the Joint Statement**

The Postal Service and the various management and employee organizations support the "*Joint Statement on Violence and Behavior in the Workplace.*" The joint statement affirms the intentions to make the workroom floor a safer, more harmonious, as well as a more productive workplace. This statement is posted on bulletin boards in all postal installations. See job aid, "Joint Statement on Violence and Behavior in the Workplace."

### **Identifying Carrier Equipment**

The city letter carrier uses a variety of equipment to perform their duties. Examples of this equipment include: postal vehicle, nutting truck, hamper, satchel, carrier case and handheld scanner.

### **Understanding the Layout of the Post Office**

Post offices are not organized and set up in the same manner. However, most post offices, stations and branches have the same specialized areas within the office where specific functions are performed. These include the post office box section, the window section, the carrier section, the registry section (this might be located in a cage and may also include accountable mail), and the mail processing section. Small facilities may combine some of these functional areas into one section.

### ***Becoming Familiar with your Local Emergency Action Plan***

Another aspect of understanding the layout of the post office is to be prepared for any emergencies such as a tornado or earthquake. Carriers should be familiar with emergency action and evacuation plans for their office. Refer to the job aid, "Emergency Action Plan," for additional information.

### **Distinguishing the Various Types of Postal Personnel**

The Postal Service employs various categories of personnel. Personnel within the city carrier craft may include full-time regular carriers, part-time flexible carriers and carrier technicians. Other postal personnel within the facility may include mail handlers, clerks, rural carriers, custodians, contract employees and supervisory personnel.

### **Revenue Note**

All employees have a responsibility to ensure

revenue protection and generation which contributes to the success of the Postal Service. Throughout the course, you will see revenue notes which will provide examples of ways the letter carrier can have a positive influence on the financial health of our company.

### **References**

#### ***Job Aids***

- "Emergency Action Plan"
- "Joint Statement on Violence and Behavior in the Workplace"
- "Summary of PS Forms in City Carrier Course"

#### ***Other Sources***

Handbook M-41, *City Delivery Carriers Duties and Responsibilities*

Handbook EL-814, *Employees Guide to Safety*

Publication 45, *A Violence Free Workplace*



## **Job Aid: Emergency Action Plan**

OSHA requires that every facility have a specific Emergency Action Plan and procedures to be followed in the event of an emergency. In offices with more than ten employees the Emergency Action Plan must be in writing. If there are ten or fewer employees, the plan may be communicated verbally. An Emergency Action Team (EAT) is required in offices of 10,000 or more square feet. Emergency Action Plans must be established to protect people, mail, and postal property. This program must include (but not limited to) training, education, inspection, enforcement, drills, emergency evacuation teams, written emergency action plans, written standard operating procedures for hazardous spills and leaks, and fire prevention plans. The plan must comply with the American Disabilities Act (ADA).

### **What Do I Need To Do?**

All offices must prepare an Emergency Action Plan. It is the responsibility of local management to develop and implement the Emergency Action Plan.

It is the carrier's responsibility to be prepared to follow the instructions given in the event of an emergency.

The plan must outline procedures for dealing with potential emergencies based on local conditions. These may include:

- Anthrax/Biological
- Fire
- Flood
- HAZWOPER (Hazardous Material and Spills) —What to do in case of a hazardous spill
- Earthquake
- Tornado
- Bomb Threat
- Nuclear/Terrorist Event
- Hurricane
- Mudslide
- Tsunami

### **Where Can I Learn More?**

Consult local postmaster, supervisor, safety captain or NALC.



# Job Aid: Joint Statement on Violence and Behavior in the Workplace

M-01242

POSTAL BULLETIN

21811, 3-19-92, Page 3



## JOINT STATEMENT ON VIOLENCE AND BEHAVIOR IN THE WORKPLACE

We all grieve for the Royal Oak victims, and we sympathize with their families, as we have grieved and sympathized all too often before in similar horrifying circumstances. But grief and sympathy are not enough. Neither are ritualistic expressions of grave concern or the initiation of investigations, studies or research projects.

The United States Postal Service as an institution and all of us who serve that institution must firmly and unequivocally commit to do everything within our power to prevent further incidents of work-related violence.

This is a time for a candid appraisal of our flaws and not a time for scapegoating, fingerpointing, or procrastination. It is a time for reaffirming the basic right of all employees to a safe and humane working environment. It is also the time to take action to show that we mean what we say.

We openly acknowledge that in some places or units there is an unacceptable level of stress in the workplace; that there is no excuse for and will be no tolerance of violence or any threats of violence by anyone at any level of the Postal Service; and that there is no excuse for and will be no tolerance of harassment, intimidation, threats, or bullying by anyone.

We also affirm that every employee at every level of the Postal Service should be treated at all times with dignity, respect, and fairness. The need for the USPS to serve the public efficiently and productively, and the need for all employees to be committed to giving a fair day's work for a fair day's pay, does not justify actions that are abusive or intolerant. "Making the numbers" is not an excuse for the abuse of anyone. Those who do not treat others with dignity and respect will not be rewarded.

We obviously cannot ensure that however seriously intentioned our words may be, they will not be treated with winks and nods, or skepticism, by some of our over 700,000 employees. But let there be no mistake that we mean what we say and we will enforce our commitment to a workplace where dignity, respect, and fairness are basic human rights, and where those who do not respect those rights are not tolerated.

Our intention is to make the workroom floor a safer, more harmonious, as well as a more productive workplace. We pledge our efforts to these objectives.

  
D.C. Nurses Association

  
Federation of Postal Police Officers

  
National Association of Letter Carriers

  
National Postal Mail Handlers Union

  
United States Postal Service

  
National Association of Postal Supervisors

  
National Association of Postmasters of the United States

  
National League of Postmasters of the United States

  
National Rural Letter Carriers' Association

Dated: February 14, 1992

PLEASE POST ON BULLETIN BOARDS IN ALL INSTALLATIONS



## **Job Aid: Listing of Selected PS Forms addressed in the City Carrier Course**

<b>POSTAL SERVICE FORM NUMBER</b>	<b>TITLE</b>	<b>LESSON</b>
1230 (A)	Timecard	2
1230 (B)	Timecard	2
1230 (C)	Timecard	2
1234	Utility Card	2
1260	Non Transactor Card	2
1564-A	Delivery Instruction	6
1564-B	Special Orders	6
1571	Undelivered Mail Report	4, 11, 19, 20, 21
1621	Delivery Management Report	6
1767	Report of Hazard, Unsafe Condition, or Practice	1
2944	Receipt for Customs	7, 21
3227	Stamps By Mail	13
3419	Customs Duty Mail	7, 17
3546	Forwarding Order Change Notice	9
3575	Change of Address Order	9, 13
3575-Z	Employee-Generated Change of Address Order	9
3584	Postage Due Log	7, 21
3801	Standing Delivery Order	17
3811	Domestic Return Receipt	7, 17
3816	COD Mailing and Delivery Receipt	7
3821	Clearance Receipt	7, 21
3849	Delivery Notice/Reminder/Receipt	4, 13, 14, 17, 21
3867	Accountable Mail Matter Received for Delivery	7, 21
3982	Change of Address	9
3996	Carrier-Auxiliary Control	11, 21
4565	Vehicle Repair Tag	3, 21
4570	Vehicle Time Record	13, 21
8076	Hold Mail	12, 13



# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Recording Work Hours

### Introduction

Accurate time recording is very important in ensuring that the carrier is compensated for time worked. Recording time is the first task a carrier performs prior to beginning work and the last thing a carrier will do before going home for the day. Work must not be performed off the clock.

### Objective

Given the Electronic Badge Reader (EBR) or a manual time clock, the learner will be able to correctly document their time.

### Recording Time Accurately

You will be utilizing one of the following methods to enter your timekeeping information. It is your responsibility to accurately record the time that you work.

### Using Electronic Badge Reader (EBR)

The Electronic Badge Reader (EBR) is used by most city delivery offices to enter timekeeping information.

Select the proper transaction code by pressing one button in each of two rows. For example, when a BT (begin tour) is selected, the system will prompt the employee to select an operation number.

The carrier would normally select an in office operation, such as 722, which would record the time a carrier uses in the office to case the route or other related activities.

Before the carrier leaves the office to deliver mail, a MV (move ring) is entered. The operation number identifies when the carrier



left the office to deliver mail on the street (721).

As assignments are changed, operation and route numbers must be accurately recorded in the EBR. Office moves are recorded as they occur in the office. Street moves are recorded upon return from the street.

When you have finished delivering on the street and returned to the office, another MV is entered to identify office time again. The operation numbers will be provided by the supervisor when the carrier comes into the office each day. Usually, operation numbers are determined based on the type of route the carrier is performing that day.

The system automatically deducts a 30 minute lunch period from the carrier when 6.08 or more hours are identified. There are some instances when it will be necessary for the lunch rings to be input. Plan your lunch accordingly.

## Using the Time Clock

- If your office is not on the badge reader system, you will be using a time clock
- Each day has “space” for four time clock entries
- Using your timecard, you slide the card into the clock and press or punch the card at the bottom space for that day
- When clocking out to street time to deliver the mail, you record the time using the clock in the same manner as above
- You do the same for when you return from the street and end your tour of duty
- A completed timecard will have four entries for each day worked

## Completing Timecards Manually

The procedures for completing timecards manually are the same as for using the time clock, however, instead of using the time clock the carrier will record the time entries manually by writing the entries on the time card in the four spaces on Form 1260, *Non Transactor Card*.

### Revenue Note

Make sure time recording for your day is accurate. This data is used for payroll and route and unit evaluation purposes.

### References

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*
- Handbook F-21, *Time and Attendance*

# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Conducting Vehicle Inspections

### Introduction

Before driving a vehicle on a route, it must undergo an inspection to ensure that it is in proper operating condition. Inspections are necessary to detect poor or unsafe vehicle conditions. Carriers should conduct vehicle inspections on a daily basis. Vehicles requiring repair should be reported immediately to their supervisors using Form 4565, *Vehicle Repair Tag*.

### Objective

Given a Notice 76, *Expanded Vehicle Safety Check*, the learner will be able to conduct an actual vehicle inspection.

### Defining the Vehicle Inspection Process

Vehicle inspection is the process of examining a vehicle using Notice 76, *Expanded Vehicle Safety Check*, to ensure that it is in safe operating condition.

### Performing a Vehicle Inspection

Before a postal vehicle is driven, it must be inspected to ensure that it is in proper operating order and no damage or defect exists. All inspections of a postal-owned vehicle are done on the clock daily. Label 70, Safety Check and Vehicle Dimensions, is found on the dash of postal owned vehicles. This is another reminder that safety checks should be performed. Notice 76, *Expanded Vehicle Safety Check* is designed to take the driver in a logical sequence around the vehicle. The following are the steps to be followed:

- Inspect under vehicle for fluid leaks
- Inspect front tires for uneven wear and under-inflation



- Check that the hood can be latched securely
- Check front for body damage
- Check left side for body damage
- Check left door lock (check for complete accident report kit if stowed on inside left of vehicle)
- Check for rear end leaks
- Inspect rear tires for uneven wear and under-inflation
- Check rear for body damage
- Check rear door lock
- Check right side for body damage
- Check right door lock(s)
- Open door and move into driving position
- Check for complete accident report kit
- Start engine
- With assistance, adjust pot-lid mirrors and rear-view mirrors

- With assistance, check headlights, tail lights, brake lights, flashers, and directional signals (front and rear)
- Check operation of windshield wipers and washer
- Check operation of horn
- Check gauges for proper operation
- Check foot brake
- Check emergency brake
- Check seat belt and fasten

### **Arranging Vehicle Repairs**

There are set procedures to follow if repairs are required. Form 4565, *Vehicle Repair Tag*, is used to report any damage or defect found during the vehicle inspection. This form is submitted to the supervisor or Vehicle Operations Maintenance Assistant (VOMA)

so repairs can be initiated. Keep a copy of this form for your records.

### **Revenue Note**

Our vehicles are like traveling billboards. Remember to be courteous and drive defensively to reflect a positive image to our customers. Good conduct equals good advertising. Good advertising brings in revenue.

### **References**

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*
- Notice 76, *Expanded Vehicle Safety Check*
- Driver Training Program, Course Number 43513-00
- Handbook, EL 814, *Employees Guide to Safety*

# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Introduction

In order to handle each piece of mail correctly, the carrier must have a general knowledge of the different classes of mail. All classes of mail are important, but delivery standards vary according to the class of mail. The class of mail also determines how the carrier handles it when it is not deliverable as addressed. The class of a piece of mail is determined by its characteristics and the postage paid by the mailer. There are six things carriers do with mail:

- Deliver
- Forward
- Hold
- Place in Throwback Case
- Return to Sender with a reason for non-delivery when properly endorsed
- Place in tub marked UBBM (Undeliverable Bulk Business Mail). Authorized personnel will verify and discard as appropriate.

It is necessary to know the class of mail to determine which of the six actions may apply to the piece of mail if it is undeliverable.

## Objective

Upon completion of this lesson, carriers will be able to identify and handle the different classes of mail.

## Handling Express Mail

- Express Mail is the Postal Service's premium service, the fastest way to get a piece of mail (up to 70 pounds) to its destination
- It provides overnight or second day delivery 7 days a week, 365 days a year in major cities

## Handling the Classes of Mail



- Deliver by 12:00 pm or 3:00 pm depending upon the service commitment
- It is the only class of mail with a guaranteed delivery time and a refund of postage to the mailer if the delivery time is not met
- It is normally packaged in red, white, and blue packaging
- It is available to every address in the United States and many foreign countries
- The postage rate is determined by weight and zone of destination. The minimum cost is currently \_\_\_\_\_.
- Express Mail will have an Express Mailing Label attached. There are several different kinds of Express Mail. The most common is Post Office to Addressee. Express Mail is accountable mail.
- Express Mail must be scanned at the customer's house at time of delivery (indicate attempted or delivered). If delivered, enter customer's first initial and

last name and obtain signature on Form 3849, Delivery Notice/Reminder/Receipt, and scan the 3849.

If attempted, leave a Form 3849 *Delivery Notice/Reminder/Receipt*, in the customer's mailbox and return Express Mail piece to the post office.

## Handling First-Class Mail

Some examples of First-Class Mail are:

- Personal
- Private
- Protected against postal inspection

First-Class Mail includes letters, bills, postcards, flats, and parcels. First-Class Mail is identified by different markings indicating postage.

- Stamps and postmarks
- Meter impressions with date
- "Presorted First Class" or "First Class" printed or stamped
- USPS penalty indicia or mark
- Official Mail Stamps
- Business Reply Mail (BRM)
- First-Class Permit
- Congressionally endorsed-signature of Member of Congress
- "FREE" for the military from a declared combat zone-military return address
- "FREE" for the Blind or Handicapped"
- Mailgrams via Western Union
- Personal Computer Postage

### Identifying Postage for First-Class Mail

Postage for single piece First-Class Mail is determined by weight. The first ounce or fraction of an ounce is a set rate (the current rate is \_\_\_\_\_) and the additional ounces up to 13 ounces are a lower set rate (the current rate is \_\_\_\_\_). First-Class Mail over 13 ounces is reclassified and sent as Priority Mail.

- The maximum weight for any mail piece is 70 pounds

- First-Class Mail is delivered the same day it arrives at the delivery office
- It must be forwarded if there is a good forwarding address
- It must be endorsed with the reason for non-delivery before returning to the sender
- It cannot be discarded

First-Class Mail weighing over 13 ounces (or at the mailer's option, any mail weighing less than 13 ounces) may be mailed Priority Mail. Although not guaranteed, Priority Mail generally offers 2 to 3 day service to most domestic destinations. Special mailing envelopes and boxes are available at no additional cost at post offices. The minimum cost for Priority Mail is currently \_\_\_\_\_.

The Postal Service also offers Global Priority Mail which is an international service for shipment of documents and merchandise featuring 4 business-day delivery.

### Handling Priority Mail

Priority Mail is handled like First-Class Mail. It does not require a signature on delivery unless additional postage for special services is applied (see Lesson 6). Examples of special services requiring customer signature are Signature Confirmation and Return Receipt Requested.

## Handling Periodicals

The examples below are some of the characteristics of periodical mail and how it is handled:

- Periodicals Class is made up primarily of magazines and newspapers
- Postage statement is shown on one of the first five or last five pages of the publication
- Periodicals must be delivered the same day as received in the office
- They must be forwarded for 60 days if there is a good forward
- Periodicals must be returned to publisher if undeliverable

- They cannot be discarded

## Handling Standard Mail

The characteristics of standard mail are:

- Non-private, non-personal
- Weigh less than 16 ounces
- Includes booklets, catalogs, advertising circulars, lightweight merchandise such as seeds, bulbs and other small items or samples

### Identifying Postage for Standard Mail

Standard Mail may be sent at single piece or bulk rates. Single piece rate Standard Mail must be marked "Standard or STD". The words "Nonprofit Organization" or "Presorted Standard" appear on bulk Standard Mail.

- Standard mail may be curtailed at management's direction using Form 1571, *Undelivered Mail Report*
- Standard mail is not forwarded or returned unless it is endorsed with one of the following:

Address Service Requested  
 Change Service Requested  
 Forwarding Service Requested  
 Return Service Requested  
 Or any other "Service Requested"

These endorsements will be found below the return address as indicated here:

ABC Company Inc  
 1234 Correct Drive  
 Anywhere VA 00000  
 CHANGE SERVICE REQUESTED

- The carrier will send properly endorsed Standard Mail to Computerized Forwarding System (CFS) if there is a good forwarding address. If there is not a good forwarding address, the carrier endorses the mail piece with the reason it is undeliverable and leaves it for the "mark-up" clerk.

- Undeliverable, unendorsed Standard Mail should be placed in a container identified as UBBM (Unendorsed Bulk Business Mail)

## Handling Package Service Mail

This class of mail is primarily packages. Sub-classes of Package Services include:

- Parcel Post is used for most packages containing merchandise
- Parcel Post and Standard Mail with Address Change Service (ACS) are placed in the A-Z mail separation
- Bound Printed Matter weighs no more than 10 pounds. It is forwardable if it has a Service Endorsement on it. If not, it may be discarded in the UBBM container.
- Library Mail may be used only to send packages to and from a library. It includes books, museum material, scientific or mathematical kits.
- Media Mail consists of films, sound recordings, and printed music
- Parcels are delivered the same day they are received in the office
- Parcels, for which there are properly endorsed forwards, should be forwarded by appropriate personnel by handwriting the forwarding address on the package if it is large. Small packages (smaller than an IPP) may be forwarded through Computerized Forwarding System (CFS).
- Undeliverable parcels should be returned to the sender with the reason for non-delivery
- Package Service Mail should not be discarded unless it is an undeliverable, unendorsed Bound Printed Matter piece of mail

## Understanding Color Coding

The National Color Coding Policy ensures the timely delivery of mail within established service standards set by the Postal Service. Some of the mail you receive at the carrier

case will be marked with a color code placard. This placard will indicate the delivery day for that particular mail. This placard may not be removed from the mail until it is cased for delivery.

### **Revenue Note**

Companies that advertise for upcoming sales often target a specific time period to ensure customer response. In fact, financial gains are anticipated as a result of the mailing. Be aware of requested delivery dates on these types of mail pieces. When companies

experience an increase in sales as a result of timely delivery, they will keep using the Postal Service and may even increase the volume of mail pieces sent.

### **References**

#### ***Job Aids***

- “How to Identify the Classes of Mail”

#### ***Other Sources***



- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*
- Domestic Mail Manual (DMM)


## Job Aid: How to Identify Classes of Mail

### Express Mail

Express mail		Time sensitive, acquire signature, scan, this is forwardable mail that never goes into UBBM
--------------	------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------

### First Class Mail

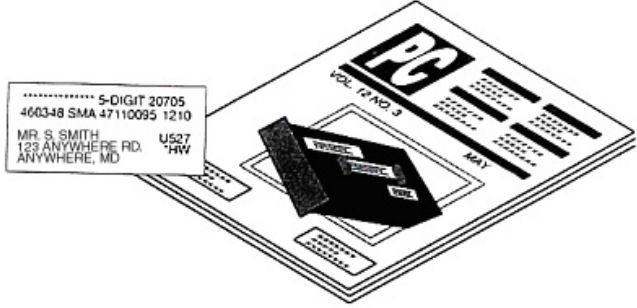
First Class Stamp		Forwardable for up to 18 months If not delivered, must be endorsed and returned to sender Never goes into UBBM
Metered		
First Class Permit	<div data-bbox="737 1535 1032 1703" style="border: 1px solid black; padding: 5px; text-align: center;"> <p>FIRST-CLASS MAIL U.S. POSTAGE <b>PAID</b> MAILED FROM ZIP CODE 85284</p> </div>	

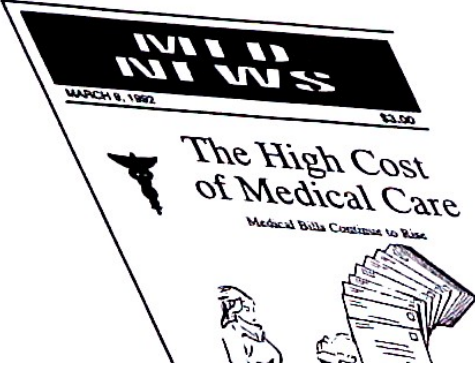
Business Reply	<div data-bbox="1075 201 1224 298" style="border: 1px solid black; padding: 2px; text-align: center;">           NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES         </div> <div data-bbox="427 336 1016 415" style="border: 1px solid black; padding: 5px; text-align: center;"> <b>BUSINESS REPLY MAIL</b>            FIRST CLASS MAIL PERMIT NO. BREWSTER, NY         </div> <p style="text-align: center;">POSTAGE WILL BE PAID BY ADDRESSEE</p>	
Free military mail (postage will be hand written)	<div data-bbox="402 546 1203 919" style="border: 1px solid black; padding: 10px;"> <p>APO PENTAGON</p> <p style="text-align: right;"><i>Free Mail</i></p> <p style="text-align: center;">APO John Doe Anywhere</p> </div>	
Free mail for blind and handicapped	<div data-bbox="688 982 917 1144" style="border: 1px solid black; padding: 5px; text-align: center;"> <b>FREE</b>            MATTER FOR            THE BLIND OR            HANDICAPPED         </div>	Forwardable for up to 18 months
Congressional endorsed mail	<p><i>Senator John Doe</i></p>	If not delivered, must be endorsed and returned to sender
Computer generated postage		Never goes into UBBM
Presort First Class	<div data-bbox="711 1690 950 1852" style="border: 1px solid black; padding: 5px; text-align: center;">           PRE SORTED            FIRST-CLASS MAIL            U.S. POSTAGE PAID            PHOENIX, AZ            PERMIT NO. 1         </div>	

## First Class Mail (Priority)


<p>Priority Mail Global Priority Mail Priority Mail Packaging</p>		<p>Forwardable for up to 18 months If not delivered, must be endorsed and returned to sender Never goes into UBBM</p>
<p>Priority Mail Postage is higher than regular First Class Mail</p>		<p>Forwardable for up to 18 months If not delivered, must be endorsed and returned to sender Never goes into UBBM</p>

## Periodicals

<p>Magazines &amp; newspapers that do not show postage</p>		<p>Forwardable for 60 days. Must be endorsed if not delivered Never goes into UBBM</p>
------------------------------------------------------------	--------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------

<p>Periodicals typically have an issue date, volume number or value stated on the cover</p>		
<p>Special handling instructions for the Postmaster are typically included in the periodical</p>	<p>Postmaster: Send address change to: BETTER HOMES AND GARDENS P.O. Box 37449, Boone, IA 50037 APRIL 2001. VOL. 79 NO. 4</p>	

### Standard Mail

<p>Mail is marked PRE SORT STD or STANDARD</p>		<p>Curtailable Forwardable only if properly endorsed May go into UBBM</p>
<p>The words BULK RATE are written on the mail</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>BULK RATE U.S. POSTAGE <b>PAID</b> NEW YORK, NY PERMIT NO. 1 ZIP CODE 10001</p> </div>	
<p>The words NONPROFIT ORGANIZATION appear</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>NONPROFIT ORG. U.S. POSTAGE <b>PAID</b> PERMIT NO. 223</p> </div>	<p>Forwardable for up to 18 months If not delivered must be endorsed and returned to sender If not endorsed</p>

		goes into UBBM
--	--	----------------

## Package Services Mail

Parcel Post	<div style="border: 1px solid black; padding: 5px; text-align: center;">         PARCEL POST          U.S. POSTAGE PAID          SANTA FE, NM          PERMIT NO. 1       </div>	Forwardable Must be endorsed if not delivered Never goes into UBBM
Bound Printed Matter	<div style="border: 1px solid black; padding: 5px; text-align: center;">         PRESORTED BOUND          PRINTED MATTER          U.S. POSTAGE PAID          FERNIE, MT          PERMIT NO. 1       </div>	Curtailable Forwardable only if properly endorsed May go into UBBM
Library Mail	<div style="border: 1px solid black; padding: 5px; text-align: center;">         LIBRARY MAIL          U.S. POSTAGE PAID          NEW YORK, NY          PERMIT NO. 1       </div>	Forwardable Must be endorsed if not delivered Never goes into UBBM
Media Mail	<div style="border: 1px solid black; padding: 5px; text-align: center;">         MEDIA MAIL          U.S. POSTAGE PAID          CLEWSTON, FL          PERMIT NO. 1       </div>	Forwardable Must be endorsed if not delivered Never goes into UBBM



# CarrierPak

**Guidelines for City Letter Carriers in the United States Postal Service**

## Using the Carrier Case

### Introduction

Accurate sorting of the mail saves time and helps preserve and maintain the Postal Service's standards of proficient, timely and accurate mail delivery. The carrier case is the primary tool that the carrier uses to organize non DPS (Delivery Point Sequence) mail in delivery order sequence. This process is referred to as "casing".

### Objective

The learner will be able to correctly case letter and flat mail, and to identify safe work practices used when casing mail.

### Using the Carrier Case

The layout of the case follows the line of travel that the carrier will use in delivering the mail for that particular route. The line of travel is determined by management with input from the carrier most familiar with the route.

The city carrier case is set up to follow the line of travel with the first delivery starting at the bottom left separation continuing left to right, and ending with the last delivery in the upper right separation of the case.

### Identifying the Components of the Carrier Case

Most carrier routes include more than one piece of equipment in various configurations. Each piece of equipment includes shelving with individual separations. These separations, *cells*, represent deliveries on the street. The labels are located at the bottom of each shelf with the particular



addresses corresponding to the cells. Color patterns are used to identify different streets. This makes it easier to find the correct delivery address.

Some deliveries may have more than one cell designated depending on the average mail volume received. Other cells may have multiple deliveries. There are also separations designated for undeliverable as addressed (UAA) mail.

The case ledge accommodates mail that needs casing.

A hold mail rack may be located at the bottom of one of the cases, or other locally designated area, and is used to keep mail for customers who are temporarily away.

Most routes are equipped with flat stacker bins/containers, often called coffins that accommodate flat volume mail.

Metal hooks are located on the case to hold carrier satchels or sacks.

A stool should be located at the case for the carriers use.

The route book is required to be located at the carrier case. This will be discussed later.

The Edit Book may also be located at the case. This will be discussed later.

Carrier cases are outfitted with lighting generally located over the top of each piece of equipment.

At least one of the cases should be equipped with an ink dauber. As mail is cased, any uncanceled stamps should be cancelled using the ink dauber to prevent subsequent usage.

## **Preparing Mail for Casing**

### ***Withdrawing Mail***

In most units, mail is staged at the carrier's case upon arrival. Depending on your local procedure, carriers may also routinely withdraw mail from distribution cases. There are two different types of distribution cases—letter cases and flat cases. You may be required to obtain mail from other conveyance equipment as well.

### ***Staging Mail for Casing***

Letter mail (non-DPS) should be placed on the carrier case ledge with stamps down, facing to the right side of the ledge. If you are required to withdraw flat mail (papers, magazines, etc), do so using a flat tub (when volume dictates).

When mail is received in bundles, they should be opened and the mail placed on the ledge or properly staged at the case. Be careful not to obstruct aisle space and deposit facing slips, twine, and bands in waste receptacles to prevent possible tripping hazards around your work area. Always be sure to exercise proper lifting practices when handling mail of any kind.

## ***Handling Small Parcels***

Small parcels and rolls are cased with flats when practical. Odd shaped articles which cannot be cased are handled as separate pieces. Small Parcels and Rolls (SPR) and irregular parcel post (IPP) items may be distributed separately from larger parcels. These mail pieces may be cased in the carrier case along with letters and flats.

## ***Explaining Casing Techniques***

Letters and flats are handled consistent with the appropriate casing method. Additionally, the casing system and delivery method will dictate whether sequenced mailings are cased, collated, or carried as an additional bundle. Local procedure dictates whether the carrier should case flats or letter-sized mail first. This depends on whether the carrier uses a one-bundle or two-bundle system and the volume of mail.

### ***Identifying Casing Systems***

There are three different systems of casing mail employed depending on the equipment configuration. Management may prescribe any one of these methods, but for efficiency and economy, some degree of uniformity should be maintained. However, more than one casing system at an installation may be used for the particular type of route served. The three basic systems are:

- **One Bundle System:** Arrange all separations on the case for letter mail. Case magazines, newspapers, and flats with letter-size mail. Withdraw and strap out letter and flat mail together. The DPS Vertical Flat Case (VFC) Method, which is commonly used, is a one bundle system.
- **Two Bundle System:** Case letter-size and flat mail separately. Withdraw and strap out in separate bundles. The DPS Composite Work Method is a two bundle system. The flat mail may be cased vertically in a Vertical Flat Case (VFC) or horizontally to be collated later.

- Modified Two Bundle System: Arrange all separations on case for letter mail. Case newspapers, magazines, and flats first in letter separations and withdraw and strap out before casing and tying out letter-size mail. This system is rarely used.

### **Casing Letters**

- To case letter mail, the carrier stands a few inches back from the center of the case where labels can be easily read and letter separations reached without moving the feet.
- The carrier picks up a solid handful (2 or more inches) of mail with the left hand reading the delivery address only.
- As a letter is pushed fully into the separation, position eyes onto next letter.

### **Using the Flat Case**

Casing flats vertically is similar to casing letters. To the extent possible, case flats holding approximately 50 pieces (6 inches) in the left arm while distributing with the right hand.

### **Handling Mail Safely**

During the course of casing mail, you may encounter damaged mail. The item may have been damaged by processing through automation or transport equipment or due to exposure to the weather.

### **Identifying and Handling Damaged Mail**

In the event the mail piece is torn, extremely wrinkled, bent or otherwise damaged, you may ask the supervisor or clerk to stamp the mail piece (received in damaged condition, received unsealed, received without

contents), and repair the item with tape or plastic packaging. This lets your customer know that the carrier received the mail in this condition.

### **Identifying and Handling Suspicious Mail**

Some common characteristics of suspicious mail are:

- Letters or packages with no return address. The sender typically will want to hide the source of the mail.
- Excessive postage. The sender wants to be very sure that the mail does not attract attention by being short paid.
- Badly written or poorly typed address
- Mailed addressed to a generic title (Vice President, CEO)
- Presence of powders, spills, leaks, odors, or wires

You should isolate the mail piece if possible and immediately notify your supervisor for follow up action. It is always safest to treat any spill or leak as if the contents were a hazardous material.

### **Identifying Hazardous Materials**

Hazardous materials are chemicals or infectious biological substances that may cause risks to the safety and health of anyone who comes in contact with them. Small quantities of some types of hazardous materials may be legally mailed when packaged and labeled according to postal regulations.

The following list includes some of the major categories of hazardous materials:

- Compressed Gasses
- Corrosives
- Explosives
- Flammable Liquids and Solids
- Toxic Substances

### **Reporting and Using Proper Procedures for Hazardous Materials**

- Don't handle it
- Isolate the area
- Evacuate the area around the package and notify your supervisor
- If a manager is not present, the carrier should follow local standard operating procedures (SOP'S) which should be posted in their unit.

### **Lifting, Pushing, Bending, Pulling, Twisting, and Reaching**

Every employee has a responsibility to work safely regardless of the activity. In the casing of mail, you will be lifting, pushing, bending, pulling, twisting and reaching. The job aids, Job Safety Analysis "Lifting From Floor" and "Casing Mail" will provide additional information.

### **Understanding a Job Safety Analysis (JSA)**

A Job Safety Analysis (JSA) is a procedure used to analyze a specific task. The goal of

a JSA is to eliminate accidents by identifying hazards and then providing recommended safe work practices and protective measures. Employees are encouraged to offer input with JSA development through local safety and health committees.

Several JSA's are included throughout the course.

### **References**

#### **Job Aids**

- Job Safety Analysis, "Lifting From Floor"
- Safe Lifting
- Job Safety Analysis, "Casing Mail "

#### **Other Sources**

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*
- Handbook EL-814, *Employee's Guide to Safety*

# Job Aid: Job Safety Analysis

## Job Safety Analysis

**Title:** Lifting from floor

**\*Note:** This document verifies the hazard assessment as required by 29 CFR 1910.132(d)(2).

<p><b>Location (e.g., Station, Branch, Plant)</b>                  Name:                  Street Address 1:                  Street Address 2:                  City:                  State:                  Zip Code:                  Area:                  PC:</p>	<p><b>Job Description:</b>                  Lifting a heavy load that has been placed onto the floor or another surface below knee height</p> <p><b>Location Description:</b>                  Workroom floor</p>	<p><b>Titles of Employees Performing the Job:</b>                  Maintenance                  VMF Maintenance                  City Carriers                  Clerk                  Rural Carrier                  Mail Handler                  Vehicle Mechanic</p>	<p><b>Occupational Codes:</b>                  None assigned</p>
<p><b>Author</b>                  Name: Hank Woodcock, CIH                  Title: Safety Consultant                  Date: 8/25/2001</p>		<p><b>Local Review</b></p>	
<p><b>Headquarters Safety Review</b>                  Name: Frank Lundblad, CIH, CHMM                  Title: Manager, Safety Programs                  Date: 9/24/2001                  Approval: Yes</p>		<p><b>Safe Work Practices</b>                  1.1 Stand with feet slightly wider than shoulders. Place feet at the corner of the load if there is one. Arrange feet so the knees will not interfere with the pathway of the lift and so your stance will remain stable. Make sure trash or obstacles will not cause loss of balance.                  1.2 Stand as close to the load as possible but not so close that the knees will interfere with the lift. If the load is too large, use a 2-person lift                  1.3 Move the obstruction or slide the load from under the obstruction before lifting the load                  1.4 Check the contact between the shoes and the floor or work surface to make sure the shoes do not slip</p>	
<p><b>Sequence of Basic Steps</b>                  1. Stand near the load, "size up the load" and bend knees to reach it</p>		<p><b>Potential Hazards and Effects</b>                  1.1. Hazard: Feet placed too close together, trash or obstacles near feet                  Effect: Lifter loses balance during lift; sudden movement strains back, shoulders and arms. Knees interfere with lifting the load so it cannot be kept close to the body. Debris on floor causes slip, trip or fall.                  1.2. Hazard: Body too far from the load or load too large to fit between the knees                  Effect: Trunk must extend horizontally to reach the load; strains lower back                  1.3. Hazard: Obstruction that prevents lifter from standing near the load (such as a shelf above the load or equipment in the area)                  Effect: Trunk must extend horizontally to reach load; strains lower back                  1.4. Hazard: Slippery floor or work surface                  Effect: Lifter loses balance during lift; sudden movement strains back, shoulders and arms</p>	
		<p><b>Required PPE*</b>                  1.1.&lt;None&gt;                  1.2.&lt;None&gt;                  1.3.&lt;None&gt;                  1.4.&lt;None&gt;</p>	

	<p>1.5. Hazard: Bending knees too far Effect: Strains knees or groin; insufficient knee strength to lift, causing the load to shift and strain the lower back</p> <p>1.6. Hazard: Not able to hold load near the body because the load is soiled Effect: Arms must extend horizontally to reach load; strains shoulders and back</p>	<p>1.5. Bend the knees so your upper legs remain well above your knees. If the back cannot be held straight with the knees bent at this angle, get help lifting the load or attach handles</p> <p>1.6. If load is heavy and soiled, get help or wear an apron so that the load can be held close to the body while lifting.</p>	<p>1.5. &lt;None&gt;</p> <p>1.6. &lt;None&gt;</p>
<p>2. Grasp load and check force required to lift it</p>	<p>2.1. Hazard: Poor gripping surfaces on load Effect: Finger and hand strain to grasp and hold load. Lifter loses grip during lift so load shifts; sudden movement strains back, shoulders and arms</p> <p>2.2. Hazard: Attempting to lift load without understanding the force required Effect: Weight too heavy for one person to lift; strains lower back and groin</p> <p>2.3. Hazard: Load shifts within a container Effect: Load shift during lift strains back, legs, arms and shoulders</p>	<p>2.1. Make sure the load can be gripped firmly, using handles where possible. Use 2-person lift for loads that cannot be grasped firmly Leather or canvas gloves may be worn to improve grip</p> <p>2.2. Test weight before lifting Leather or canvas gloves may be worn to improve grip</p> <p>2.3. Use 2 workers for an unstable load (bag with loose heavy material, rolling balls inside a box, etc.) Leather or canvas gloves may be worn to improve grip</p>	<p>2.1. &lt;None&gt;</p> <p>2.2. &lt;None&gt;</p> <p>2.3. &lt;None&gt;</p>
<p>3. Straighten back and lift load</p>	<p>3.1. Hazard: Lifting with load held away from the body Effect: Increases strain on lower back; strains upper back, shoulders, and elbows</p> <p>3.2. Hazard: Leaning to one side or twisting during the lift Effect: Back strain</p> <p>3.3. Hazard: Jerking load from floor Effect: Back, shoulder, arm, wrist strain</p>	<p>3.1. Keep load close to the body. Lift like an elevator not like a crane Leather or canvas gloves may be worn to improve grip</p> <p>3.2. Lift straight and evenly without twisting Leather or canvas gloves may be worn to improve grip</p> <p>3.3. Lift the load smoothly. Don't jerk the load from the floor. Leather or canvas gloves may be worn to improve grip</p>	<p>3.1. &lt;None&gt;</p> <p>3.2. &lt;None&gt;</p> <p>3.3. &lt;None&gt;</p>

4. Re-grasp load (if necessary) to maintain grip during the lift or to place the load in another position)	4.1. Hazard: Load shifts suddenly Effect: Back and arm strain	4.1. Slide grip to a lower area on the load rather than shifting the weight suddenly. Where practical, place the weight on a table to re-grasp the load.  Leather or canvas gloves may be worn to improve grip	4.1.<None>
5. Place the load in a storage location or on a working surface	5.1. Hazard: Placing load onto a low level surface (such as the floor or a low bench) Effect: The lifting hazards are repeated for the next lifter. Back, shoulder and knee strain while lowering the load to floor	5.1. Where practical, place heavy load on stable surface (such as a table) about waist high (30 inches). Where the load must be placed lower, hold the load firmly, keep back straight, bend the knees, keep the load close to the body, and lower it smoothly to the floor. Don't place the load under a shelf or near objects that will interfere with the next lifter  Leather or canvas gloves may be worn to improve grip	5.1.<None>
	5.2. Hazard: Lifting the load to a resting place above the shoulder Effect: Shoulder, neck and back strain	5.2. Where practical, do not lift a heavy load above the shoulder. Where a heavy load must be lifted above the shoulder, use 2 or more workers for the lift. Make sure both lifters grasp the load firmly and lift the load together with one smooth motion	5.2.<None>
<b>Health Risk Assessment:</b> 3 (Moderate)		<b>Ergonomic Risk Assessment Code:</b> 4 (Minor)	
<b>Safety Risk Assessment:</b> 4 (Minor)			
<b>Qualitative/Quantitative Exposure Assessment Data</b>			
n/a			
<b>Supporting Safety Talks</b>			
<b>Title:</b> Dos and Don'ts of Lifting Acheless Back Do You Use Safe Lifting Techniques? Team Lifting	<b>Link:</b> <a href="#">#\Orion\hr_dev\ltk1_3\Safety_Talk\Lifting\Don't.pdf#</a> <a href="#">#\Orion\hr_dev\ltk1_3\Safety_Talk\Lifting\Ache_Back.pdf#</a> <a href="#">#\Orion\hr_dev\ltk1_3\Safety_Talk\Lifting\Safe_Lift.pdf#</a> <a href="#">#\Orion\hr_dev\ltk1_3\Safety_Talk\Lifting\team_lift.pdf#</a>	<b>Course No.</b>  EL-814	<b>Course Title:</b>  <a href="#">Postal Employee's Guide to Safety</a>
		<b>Required Training</b>	



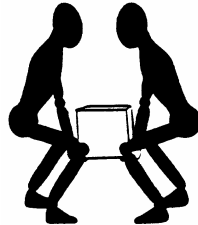
## Job Aid - Safe Lifting

1. Plan your lift, and test the load.



- Testing the load before lifting avoids surprises.
- Is the path clear?

2. Ask for Help.



- If the load is too heavy or awkward, you risk injury lifting alone.

3. Get firm footing.



- Keeping your feet apart creates a stable base.
- Point your toes out.

4. Bend your Knees.



- Bending at the waist causes cumulative trauma to your back.

5. Tighten stomach muscles.



- Tightened muscles support your spine.
- Lift slowly; don't jerk the load.

6. Lift with your legs.



- Let your leg muscles do the lifting.
- Your legs are stronger than your back.

7. Keep the load close.



- The closer the load is to your spine, the less force it exerts on your back.

8. Keep your back upright.



- If your back is not upright, you are adding the weight of your body to the load.
- Avoid twisting while lifting.



# Job Aid: Job Safety Analysis

## Job Safety Analysis

**Title: Casing Mail**

**\*Note: This document verifies the hazard assessment as required by 29 CFR 1910.132(d)(2).**

<b>Location (e.g., Station, Branch, Plant)</b> Name: Street Address 1: Street Address 2: City: State: Zip Code: Area: PC:		<b>Job Description:</b> Casing mail in post offices and plants  <b>Location Description:</b> Case section of facilities		<b>Titles of Employees Performing the Job:</b> City Carrier Rural Carrier		<b>Occupational Codes:</b> None assigned	
<b>Author</b> Name: Jim Love Title: Safety Consultant Date: 9/11/2001		<b>Headquarters Safety Review</b> Name: Frank Lundblad, CIH, CHMM Title: Manager, Safety Programs Date: 9/18/2001 Approval: Yes		<b>Local Review</b> Name: Title: Date: Approval: Yes No			
<b>Sequence of Basic Steps</b> 1. Prepare the work area  2. Retrieve mail from the staging area and load ledge  3. Case the letters and flats		<b>Potential Hazards and Effects</b> 1.1. Hazard: Congestion and debris on the floor. Effect: Slips, trips, and falls  2.1. Hazard: Heavy loads Effect: Back, arm, shoulder strain Note: See JSAs on proper lifting  3.1. Hazard: Repetitive motion Effect: Hand and arm stress		<b>Safe Work Practices</b> 1.1. Good housekeeping. Keep the work area clean. Pay special attention to the floor, keep it clean and free of tripping hazards. Keep the path from the case to the aisles clear.  2.1. Size up the load. Follow proper lifting procedures as trained. Get help if the load is heavy.		<b>Required PPE*</b> 1.1. <None>  2.1. <None>  3.1. <None>	

4. Pull down mail from case	4.1. Hazard: Sharp letter separators Effect: Cuts to the hand or fingers.	4.1. Use caution when retrieving mail from the case. Grasp more than one holdout, but do not overextend your hand width creating stress on your hand.  Cotton gloves with gripping surfaces may be worn to improve grip.	4.1.<None>
5. Place mail into MTE	5.1. Hazard: Defective MTE Effect: Possible cuts from sharp edges, mail falls from MTE, MTE rolls away striking workers. Note: See JSAs on loading MTE	5.1. Inspect the MTE prior to use. Pay special attention to the frame for sharp edges and overall condition, check door locks and hinges, check shelf locks, wheels and brakes. Tagout defective MTE and do not use.	5.1.<None>
	5.2. Hazard: Heavy loads Effect: Stress and strain of back, arms, shoulders. Note: See JSAs on proper lifting.	5.2. Do not load trays or tubs above capacity. Follow proper lifting techniques as trained. Get help with heavy loads.	5.2.<None>
	5.3. Hazard: Congestion and debris on the floor in the path to the MTE Effect: Slips, trips, and falls.	5.3. Keep the workarea clean and neat. Ensure the path to the MTE is not obstructed and that the floor is free of debris that could cause a slip, trip, or fall.	5.3.<None>
<b>Health Risk Assessment:</b> 5 (Negligible)		<b>Ergonomic Risk Assessment Code:</b> 4 (Minor)	
<b>Safety Risk Assessment:</b> 4 (Minor)			
<b>Qualitative/Quantitative Exposure Assessment Data</b>			
n/a		PO-502 EL-814  <a href="#">Container Handling Methods</a> <a href="#">Postal Employee's Guide to Safety</a>	<b>Supporting Postal Service Policy Documents</b>
<b>Supporting Safety Talks</b>			
<b>Title:</b> Acheless Back Manual Handling of Materials Slips, Trips and Falls Do You Use Safe Lifting Techniques? Dos and Don'ts of Lifting Keep It Clean for Safety Sake	<b>Link:</b> <a href="#">#\Orion\hr_dev\tk1_3\Safety_Talk\Lifting\Ache_Back.pdf#</a> <a href="#">#\Orion\hr_dev\tk1_3\Safety_Talk\Lifting\Manual_Hand.pdf#</a> <a href="#">#\Orion\hr_dev\tk1_3\Safety_Talk\Slips_Trips\STF.pdf#</a> <a href="#">#\Orion\hr_dev\tk1_3\Safety_Talk\Lifting\Safe_Lift.pdf#</a> <a href="#">#\Orion\hr_dev\tk1_3\Safety_Talk\Lifting\Domt.pdf#</a> <a href="#">#\Orion\hr_dev\tk1_3\Safety_Talk\Housekeeping\Keep_Clean.pdf#</a>	<b>Course No.</b>  <b>Course Title:</b>	<b>Required Training</b>

# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Using the Carrier Route Book

### Introduction

The route book is especially important to any carrier who is unfamiliar with the route. The information in the carrier route book provides pertinent information about the route such as delivery method, type of route and line of travel.

The route book consists of the following:

- Item 391-M, *Binder*
- Form 1564-A, *Delivery Instructions*
- Form 1564-B, *Special Orders*
- Edit Book and/or Form 1621, *Delivery Management Report*
- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*

### Objective

The learner will be able to use the carrier route book to identify the delivery method, type of route and line of travel for a specific route.

### Using Form 1564-A, Delivery Instructions

Form 1564-A, *Delivery Instructions*, includes the following information:

- Method of delivery will be annotated on Form 1564-A, *Delivery Instructions*
- Collection Points – The locations of street letter boxes and mail chutes are listed in the order the carrier collects them on the route
- Relay Boxes and Location of Park & Loop Stops – The relay boxes are listed in the order they appear on the carrier case labels. Park and Loop Stops are also entered here.



- Possible deliveries are listed for each relay, loop, wing, etc.
- Route Schedule – This shows the scheduled reporting, leaving, returning, and ending time on the route
- Lines of Travel – This shows lines of travel to reach the beginning of the route, delivery, location and return to the unit
- Transportation – The time the street car/or bus leaves and returns and the location where boarded is listed for each trip
- Lunch Information – This shows time of authorized lunch, location of authorized lunch stop(s), and location where carrier is authorized to leave route for lunch
- Break Information – This shows approximate location of authorized break stop(s)

## **Using Form 1564-B, Special Orders**

Form 1564-B includes the following information:

- Information on hold mail
- Additional delivery instructions
- New construction or demolition
- Days Businesses closed
- Dog Warning Information

## **Using Edit Book/Form 1621, Delivery Management Report**

The edit book or Form 1621, *Delivery Management Report*, includes the following information:

- Deliveries added or deleted from the route
- The line of travel

Edit book maintenance is typically done by the regular carrier.

## **Using Handbook M-41, City Delivery Carriers Duties and Responsibilities**

The Handbook M-41, City Delivery Carriers Duties and Responsibilities, is the manual that provides the information on the duties and responsibilities of city delivery carriers

### **Revenue Note**

The full time carrier on a route is responsible to see that the information about the route in the edit book is accurate. This benefits both the mailers and the Postal Service. Mailers are able to properly address their mail piece and the Postal Service's automated sorting equipment can rely on an accurate database. This translates to speedy and efficient processing of mail.

### **References**

- Handbook M-41, City Delivery Carriers Duties and Responsibilities

# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Handling Accountable Items and Special Service Mail

### Introduction

Accountable mail requires special handling. It provides the customer with ways to track and verify mailing and delivery. It is an important service to our customers and generates revenue for the Postal Service.

### Objective

The learner will be able to manage accountable items and special service mail.

### Handling Accountable Items

Accountable mail requires the signature of the addressee or addressee's agent upon receipt to provide proof of delivery or indemnification for loss or damage. This includes Express Mail and special service mail such as certified mail, collect on delivery (COD), insured mail for more than \$50, registered mail, and return receipt for merchandise.

#### **Using Form 3849, Delivery Notice/Reminder/Receipt**

This is the form that is required for all types of accountable mail.

Place Form 3849, *Delivery Notice/Reminder/Receipt*, in proper separation in case as a marker.

#### **Handling Express Mail**

- This is the fastest mail service
- Requires scanning and customer signature on Form 3849, *Delivery Notice/Reminder/Receipt*
- Has an Express Mail label with a number and barcode
- Guaranteed one or two day attempted delivery or money may be refunded at the request of the mailer



- Is automatically redelivered on the second day if it is not picked up by the customer
- The Carrier must sign for by the number of pieces on Form 3867, *Accountable Mail Matter Received for Delivery*
- Customers may sign to waive the signature of the addressee

#### **Handling Registered Mail**

- This is the most secure way to send anything through the mail and is used for valuable and hard to replace items
- Domestic registered mail has a red label with a number and barcode
- Requires scanning and customer signature on Form 3849, *Delivery Notice/Reminder/Receipt*
- Do not place registers in carrier case with other mail or in relays. When using a satchel, put registered articles in the pocket of the satchel.

- Travels in a locked pouch and must be signed for at each step of the mail stream
- Carrier must sign for by the registered number on Form 3867, *Accountable Mail Matter Received for Delivery*

### **Handling Restricted Delivery**

- Permits a mailer to direct delivery only to the addressee or addressee's authorized agent
- Addressee must be an individual specified by name
- Not available with all classes of mail or special services

Job aid, "Special Mail Services/Supplemental Mail Services Matrix," will provide additional information.

### **Handling Certified Mail**

- Certified Mail is the most common type of accountable mail
- Has a green label with a number and barcode
- Requires scanning and customer signature on Form 3849, *Delivery Notice/Reminder/Receipt*
- Carrier must sign for by the number of pieces on Form 3867, *Accountable Mail Matter Received for Delivery*
- Not for international mailing

### **Handling Numbered Insured Mail**

- Insures mail valued at \$50 or more
- Has a blue label with a number and barcode
- Requires scanning and customer signature on Form 3849, *Delivery Notice/Reminder/Receipt*
- Is not signed out for by the carrier
- Is usually found in the parcel hamper with other parcels
- Parcels insured for less than \$50 (non-numbered insured) are stamped "Insured" but do not require a scan or customer signature
- Place insured parcels loose in satchel or in relay sack

### **Handling Collect-On-Delivery (COD) Mail**

- This is used by the sender to collect postage and charges for an item
- Has a COD label, Form 3816, *COD Mailing and Delivery Receipt*
- Requires scanning and customer signature on Form 3849, *Delivery Notice/Reminder/Receipt*
- May be paid for by check or cash

### **Accepting Checks**

- When accepting a check for COD it should always be made payable to the sender or mailer
- An ID is required for check acceptance
- When accepting checks for Customs articles, the check must be made payable to the Postmaster

### **Handling Customs Duty Mail**

- Goods coming into the U.S. from another country on which customs duty must be paid by the customer in order to receive the item
- Requires scanning and customer signature on Form 3849, *Delivery Notice/Reminder/Receipt*, and the Customs Form 3419
- The forms located in a plastic envelope on the package must be signed as received by the customer and as delivered by the carrier
- The carrier will sign out for customs on Form 2944, *Receipt for Customs Duty Mail*
- Customer may pay entire amount by cash or check. Checks must be made out USPS or Postmaster

### **Handling Postage Due Mail**

- This is mail with insufficient postage
- Postage must be collected from the customer when delivered
- Is signed for by the carrier on Form 3584, *Postage Due Log*

### **Handling Return Receipt for Merchandise**

- Is most commonly used to return merchandise
- Has a brown label with a number and barcode

Is signed for by the number of pieces on Form 3867, *Accountable Mail Matter Received for Delivery*

### **Handling Arrow Keys**

- Arrow keys are issued to carriers. Keys are accountable items and must be receipted.
- Arrow keys are on a chain, which must be securely fastened to a belt or clothing

### **Handling Special Service Mail**

#### **Handling Signature Confirmation**

Signature confirmation is not actually accountable, but must be scanned and signed for by the customer on Form 3849, *Delivery Notice/Reminder/Receipt*, (unless signature is waived).

### **Handling Delivery Confirmation**

- This is not actually accountable mail and does not have to be signed for
- Requires scanning at time of delivery
- Has a label with barcode located on the package that says "USPS Delivery Confirmation" or "USPS Del Con." Styles of labels vary.

#### **Using Form 3811, Domestic Return Receipt**

Form 3811, *Domestic Return Receipt* is a return receipt which is signed by the customer and dated by the carrier when delivered. It is mailed back to the sender as proof of delivery.

### **References**

#### **Job Aid**

- "Special Mail Services/Supplemental Mail Services Matrix"

#### **Other Sources**

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*
- Domestic Mail Manual (DMM) S900



## Job Aid: Special Mail Services/Supplemental Mail Services Matrix

TYPE & PURPOSE	Form #	Return Receipt PS Form 3811	Waiver Signature Available	Restricted Delivery Available	MDCD Scan	Delivery Notice PS Form 3849	Return to Sender After
<b>EXPRESS</b> Express Mail Label The fastest delivery method. Arrives when guaranteed or money back	Label 11A Label 11B	YES	YES	NO	YES	YES	5 business days
<b>REGISTERED</b> Red Label The most secure way to send something through the mail	Label 200	YES	NO	YES	YES	YES	15 days
<b>CERTIFIED</b> Green label Used for proof of mailing	3800	YES	NO	YES	YES	YES	15 days
<b>COLLECT ON DELIVERY (COD)</b> Postal Service collects charges and postage when item is delivered	3816	YES	NO	YES	YES	YES	Maximum 30 days
<b>CUSTOMS DUTY</b> Duty on goods coming into the U.S. Surcharges for postal fees and handling No surcharge for APO/FPO	CF-3419	NO	NO	NO	YES	YES	30 days
<b>NUMBER INSURED</b> Blue label Insured for over \$50	3813-P	YES	NO	YES	YES	YES	15 days
<b>POSTAGE DUE</b> Mail with insufficient postage	NONE	NO	NO	NO	NO	YES	10 days
<b>RETURN RECEIPT/ MERCHANDISE</b> Brown label Proof of returning merchandise	3804	YES	YES	YES	YES	YES	15 days
<b>SIGNATURE CONFIRMATION</b> Bright Pink label Signature required to confirm delivery	153	NO	YES	Yes, but with restrictions	YES	YES	15 days
<b>DELIVERY CONFIRMATION</b> Bright Green label Scan required for tracking an attempt or delivery of item	152	NO	NO	Yes, but with restrictions	YES	NO	15 days



# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Introduction

One of the duties of the carrier's workday is to obtain and use the scanner. The scanner is a mini-computer that records information about items requiring a scan. This equipment must be handled responsibly.

## Objective

The learner will be able to obtain and use the handheld scanner.

## Obtaining the Scanner

The carrier must obtain the scanner every morning, and keep it with them during the performance of their duties. Return the scanner to its designated location at the end of the day.

## Using the Scanner

Carriers are required to properly record delivery information for accountable and special service mail and to scan all Managed Service Points (MSP) whether in the office or on the street. The scanner is also used to scan barcodes on the inside of collection boxes.

### Setting up the Scanner

- Remove the scanner from its cradle
- "Wake up" the scanner by pressing the red "on/scan" button in the middle of the scanner
- Make sure there isn't a mailbox logo at the bottom of the screen. If there is, bring the scanner to your supervisor. It has not downloaded information from the previous use.

## Obtaining and Using the Scanner



- Verify the date and time. If they are correct, hit the green "ENTER" key. If they aren't correct, notify the supervisor to have them corrected.
- Select the appropriate setup from the list. Scroll with the down arrow key to the appropriate entry.
  - In-office user
  - On-street user (motorized route)
  - On-street user (walking route)

This applies to all city carriers. Hit the green ENTER key.

- Confirm or correct user data
  - Data shown will be previous user's information. If the carrier was the previous user, all the information should be correct.
  - If any of the information is incorrect or missing, use the up or down keys to get to the line that needs to be changed or completed. Correct or complete the information.
- Hit the green ENTER key

- Also note the following:
  - Employee ID: Last four digits of social security number or other number agreed upon between the carrier and supervisor
  - Assignment ZIP code
  - On-street user: the route ID which is 5 digits. The first 2 digits are the last 2 digits of the ZIP code; the last 3 are the route number (with leading zeros if needed).
  - When doing multiple routes in the same day, the scanner set-up (route number and ZIP code) must be changed

Set-up is now complete

### **Scanning in the Office**

Scanning in the office will begin by scanning the required office barcodes prior to leaving for the route. Follow local office procedures for scanning.

### **Scanning Accountable Mail**

Refer to Lesson 17, “Scanning Accountable Mail,” for additional information.

### **Scanning Managed Service Points (MSP)**

The Managed Service Points (MSP) program is intended to improve the consistency of mail delivery to customers. The program uses the handheld scanner to scan bar codes at the delivery unit and along the carriers’ route of travel.

### MSP Program Highlights:

- MSP is a tool designed to monitor delivery time consistency
- Carriers scan bar codes placed at service points along the route
- MSP data is downloaded daily when placed in the cradle

Fixed office scans will also be monitored for consistent leaving and return times along with consistent monitoring of the hot case.

It is the responsibility of the carrier to scan all MSP points. Local practice will determine how to locate MSP’s.

### **Scanning Collection Boxes**

The scanner is also used to scan barcodes on the inside of collection boxes. This is for use in monitoring collection times.

### **Revenue Note**

Our customers are able to purchase special service mail and track their mailpieces from origin to destination through the Internet at [www.usps.com](http://www.usps.com). All of the tracking data that a customer downloads from the Internet is taken directly from the scanner, which accompanies the carrier. By scanning correctly, you are ensuring that the customer is getting accurate and timely information.

A happy customer is the next step to a repeat customer. Let’s keep them coming back.

### **References**

- Handheld Scanner Training-Course 23Q01-13

# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Introduction

A carrier sometimes receives mail that is not deliverable as addressed on that route. This lesson will provide the carrier with the tools necessary to deal with this mail properly and either reroute it to its correct destination or return it to sender. The carrier should never discard any mail.

Undeliverable as Addressed (UAA) Mail is mail that the carrier cannot deliver as addressed and must be forwarded to the addressee, returned to the sender, or placed in a designated location at your case to be subsequently reviewed by an authorized person before proper disposition.

Missent/Missort mail is not forwarded or returned to sender, but is redirected to the correct delivery route. This mail will be covered later in the course.

## Objective

Given undeliverable as addressed mail, the learner will complete proper forms, follow procedures and redirect the mail appropriately.

## Handling Change of Address

Much of the mail that is not deliverable as addressed is because customers have moved and completed Form 3575, *Change of Address*. The computerized forwarding system (CFS) and the postal automated redirect system (PARS) are centralized database files where change of address information is recorded and maintained.

- Mail is forwarded through the CFS or PARS systems for up to 18 months, depending upon the class of mail
- CFS re-labels mail with the customer's new address and forwards First-Class

## Handling Undeliverable As Addressed Mail



Mail and endorsed Standard mail for 12 months

- Periodicals are forwarded for 60 days
- CFS returns mail to the sender with the customer's new address during the last six months of the 18 month forwarding period

Mail to be forwarded must have the correct name, address and ZIP Code on the mailpiece prior to sending to CFS. Make necessary changes on all mailpieces prior to sending to CFS. Mailpieces may be received back from CFS that require necessary changes as well. This mail is referred to as carrier CFS mark-up mail.

The job aid, *Undeliverable as Addressed Mail* provides additional information.

### **Handling Employee Generated Change of Address**

When a customer has moved but not filed a change of address card (Form 3575, *Change of Address Order*) the carrier may have to file a Form 3575-Z, *Employee Generated Change of Address*. The form is then used by CFS to create a permanent record of the

change of address. The job aid, *Undeliverable as Addressed Mail* provides additional information.

### **Handling Forwarding Order Change Notice**

Form 3546, *Forwarding Order Change Notice*, is used when a customer files another change of address during the 18 month period. Either the carrier or the customer at the most current address can complete the form. This will change the forwarding point from the original address to the address of the first move and send it directly to the current address. The job aid, *Undeliverable as Addressed Mail* provides additional information.

### **Handling Recording of Change of Address Information**

When a Form 3575, Change of Address is received, the carrier will record the following data on Form 3982, Change of Address.

- Effective date of change
- Expiration date of change, if temporary
- Customer; name
- Customer's old address
- Check whether family or individual
- Customer's new mailing address

The job aid, "Undeliverable as Addressed Mail," provides additional information.

### **Utilizing Form 3982, Change of Address**

Form 3982, Change of Address, provides a quick reference for carriers unfamiliar with customer removals (moves) from the route so the mail for these customers can be withdrawn from the case and bundled for forwarding by CFS.

Remove Form 3982, Change of Address from the case starting from the bottom shelf. Begin with the most recent entry and remove all mail from the cell for that address, checking for individual family, business, or temporary forwards. Put mail for other names back in case. Repeat this procedure

for all current entries on Form 3982 *Change of Address*.

Each Form 3982, *Change of Address*, generally corresponds with the addresses for that shelf.

The A-Z UAA separations are typically on the bottom shelf of the case on the right. Case the removals to appropriate separation. Put undeliverable bulk business mail (UBBM) for that name in designated location at the case.

### **Handling Mailer Endorsed Mail**

Mailers have various types of endorsements to choose from depending upon their business needs. This mail is handled the same as forwarded mail and may not be discarded. The job aid, "Ancillary Service Endorsements Mail," provides additional information.

### **Handling Mail Returned to Sender**

Carrier endorsed mail is handled by either marking up the individual piece of mail with the reason for non delivery or endorsing the top piece of each bundle type with the appropriate endorsement and initialing. Some examples of carrier endorsed bundled mail are:

- Attempted not known
- No such number
- Insufficient Address

Some examples of individual carrier endorsed mail are:

- Deceased
- Refused
- No mail receptacle

## **Handling Undeliverable Standard A Mail (UBBM)**

Handling of UBBM is determined by whether or not the mailpiece contains an ancillary service endorsement.

### ***Unendorsed UBBM***

Place undeliverable UBBM that does not have a mailer endorsement in a designated location at your case.

### **Revenue Note**

The Postal Service forwards millions of letters each year for customers who move. Mailers can use one of our approved ancillary service endorsements to get the latest address information for the intended recipient. Mailers use the ancillary endorsement to keep their mailing lists current for future mailings, to let them know if

customers have new addresses and to make sure their mailpiece are returned to them if they have improper addresses.

By properly identifying and handling this mail correctly, you become a vital link to getting the message to the customer. You also assist in generating revenue for the company. Everyone wins! The mailer, the customer and the Postal Service.

## **References**

### ***Job Aids***

- “Undeliverable As Addressed Mail”
- “Ancillary Service Endorsements”

### ***Other Sources***

- Handbook M-41, City Delivery Carriers Duties and Responsibilities



## Job Aid: Undeliverable as Addressed Mail

This job aid contains information on Forms 3575, *Change of Address Order*, 3575-Z, 3546 and endorsed mail.

### Form 3575—*Change of Address Order*

Follow these steps to handle a new Change of Address:

- When the Form 3575, *Change of Address Order*, is received from the customer, enter the appropriate information on Form 3982, *Change of Address* (carrier's record).
- Note whether the change is a permanent or temporary change and if temporary, when the date of expiration is.
- After entering information on Form 3982, *Change of Address*, the carrier should enter initials, route number, and date entered, in the shaded upper right hand corner of Form 3575, *Change of Address Order*.
- Block the customer's slot on the case to prevent accidentally casing mail. Put a vacant card in the customer's mailbox to avoid accidentally delivering mail to the box until a customer is deliverable there.
- Send Form 3575, *Change of Address Order* to CFS according to the ZIP code of the old address. Form 3575, *Change of Address Order* may be sent separately from the customer's mail to be forwarded. Consult local management.
- CFS will enter the information in their database and return the Form 3575, *Change of Address Order*, with a yellow sticker including CFS information and the customer's new address. The carrier should verify CFS data and file the Form 3575, *Change of Address Order*, in the correct location in carrier's office.
- Information the carrier should verify is in the upper left-hand corner of the yellow sticker applied by CFS. It should include the first 4 letters of the customer's last name, (or the first 4 letters of the business name), the last 3 numbers of the address, and the ZIP code of the original address.
- Any mail sent to CFS should have this information correctly written as part of the address or corrected by the carrier if not already correct.
- Send forwardable mail to CFS for up to 18 months by placing it in the proper location for forwardable mail. Periodicals should also be sent to CFS for 18 months. CFS forwards for 60 days, and then electronically notifies publishers of the change of address. If the address change is not made, CFS will waste the periodical.
- 5 days after the 18-month period has expired, the carrier should line out the customer forward information on Form 3982, *Change of Address*. It will still be readable but will indicate that the forwarding time has expired.

## Form 3575-Z-- Employee Generated Change of Address

Use the following process to handle mail when the customer moves and does not file a change of address. Filing this form will act as a Change of Address for the customer and mail will be sent to CFS where it will be labeled with the reason for non-delivery and returned to sender.

- When mail builds up for several days and the house is vacant, the carrier should remove any mail from the box and hold it at the post office for 10 days. The carrier should leave a note in the customer box informing him that his mail is being held for 10 days, (with the date of return) pending a change of address.

- *Employee-Generated Change of Address*, enter the information in his route book (Form 3982, *Change of Address*), and send the Form 3575-Z, *Employee-Generated Change of Address*, and all mail to CFS. Forwardable mail, at that point, should be sent to CFS for handling for the 18-month period.
- If a Form 3575, *Change of Address Order*, is received from the customer later, it should be processed as usual and the mail will be forwarded to the customer's new address.

## Form 3546-- Forwarding Order Change Notice

When a carrier receives mail that has already been forwarded but the customer has filed a second forward from the carrier's route, the carrier should complete Form 3546, *Forwarding Order Change Notice*. Completing this form will direct the mail from the original address to the second forwarding address. This will save the post office from forwarding a second time, and the customer will receive the mail faster. The customer is not usually aware of this form, so it will have to be filed by the carrier.

- Information from Form 3546, *Forwarding Order Change Notice* should be entered on Form 3982, *Change of Address*.
- Form 3546, *Forwarding Order Change Notice*, should be sent to the Postmaster of the original address, where the change should be entered by the original carrier, and sent to the CFS Unit.
- If a carrier receives a Form 3546, *Forwarding Order Change Notice*, from another carrier, the forward should be corrected on the Form 3982, *Change of Address*. Form 3546, *Forwarding Order Change Notice*, is then sent to the CFS Unit handling the original forward.

## Job Aid: Ancillary Service Endorsements

Endorsement	Service if Undeliverable as Addressed (UAA)
Address Service Requested	<p>Forwarding and Return Service.</p> <p>If forwarded, a <u>separate</u> notification of new address provided.</p> <p>If returned, new address or reason for non-delivery provided on-piece.</p>
Forwarding Service Requested	<p>Forwarding and Return Service.</p> <p>If forwarded, a separate notification of new address <u>is not</u> provided.</p> <p>If returned, new address or reason for non-delivery provided on-piece.</p>
Return Service Requested	<p>Return Service Only.</p> <p>Do not forward, entire mail piece returned to sender with new address or reason for non-delivery provided on-piece.</p>
Change Service Requested	<p>Address Notification Service Only.</p> <p>Do not forward, do not return, separate notice of new address or reason for non-delivery provided, mail piece disposed of by the Postal Service.</p>
No Endorsement	<p>UAA handled by class of mail:</p> <p>First-Class Mail and Package Services Mail, the treatment is the same as if endorsed "Forwarding Service Requested."</p> <p>For Periodicals, forwarding is provided for first 60 days. After 60-day period, or if unforwardable, separate address correction or reason for non-delivery provided; mail piece disposed of by the Postal Service.</p> <p>Unendorsed Standard Mail (A) is disposed of by the Postal Service.</p>



# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Using the Throwback Case

### Introduction

The throwback case is a location where a carrier will deposit mail that is missorted or return to sender mail.

Missorted mail that is not redirected should be separated and placed in the appropriate separations of the throwback case.

Return to sender mail is cased into the carrier endorsement separations in the carrier's case. The carrier should endorse this mail by bundle or by each piece individually as appropriate when finished casing.

The job aid, "The Throwback Case," provides additional information.

### Objective

Given mail that does not belong to the route, the learner will identify separations on the throwback case and deposit mail in the appropriate separations.

### Separating Missort Mail

Missorted mail is separated in the throwback case by Preferential and Non Preferential letters and flats. Place mail that was missorted to the route in these separations. Preferential mail includes First-Class Mail including Priority Mail, periodicals, newspapers, and time value mail.

### Separating Loop Mail Letters and Flats

In these separations, place preferential mail that is incorrectly barcoded and/or ZIP coded and came to the carrier's route, although not addressed to the route.



### Separating PO Box Mail Letters and Flats

Deposit in these separations mail that came to the carrier's case but is directed to the post office box section.

### Separating Bundled Endorsed Letters and Flats

Deposit mail in these separations that is endorsed and bundled: that is, only the top piece of mail is endorsed. The following are examples of endorsed bundles:

- Attempted Not Known
- No Such Number
- Insufficient Address

### Separating Individually Endorsed Letters and Flats

Deposit mail in these separations that has been individually endorsed. The following are examples of individual endorsements:

- Deceased
- Refused
- No Mail Receptacle

## **Revenue Notes**

The Postal Service is in the business of delivering mail to our customers. We have the most advanced sorting equipment available. This technology relies on the address information contained on the mailpiece, including the barcode. Since the barcode is a representation of the address, a costly situation arises when the two don't match.

In some cases, you may receive mail for your route with an incorrect barcode or incorrect zip code.

By properly handling this mail when received, you can satisfy the customer by getting the mail to the proper destination and reducing costs for the Postal Service.

## **References**

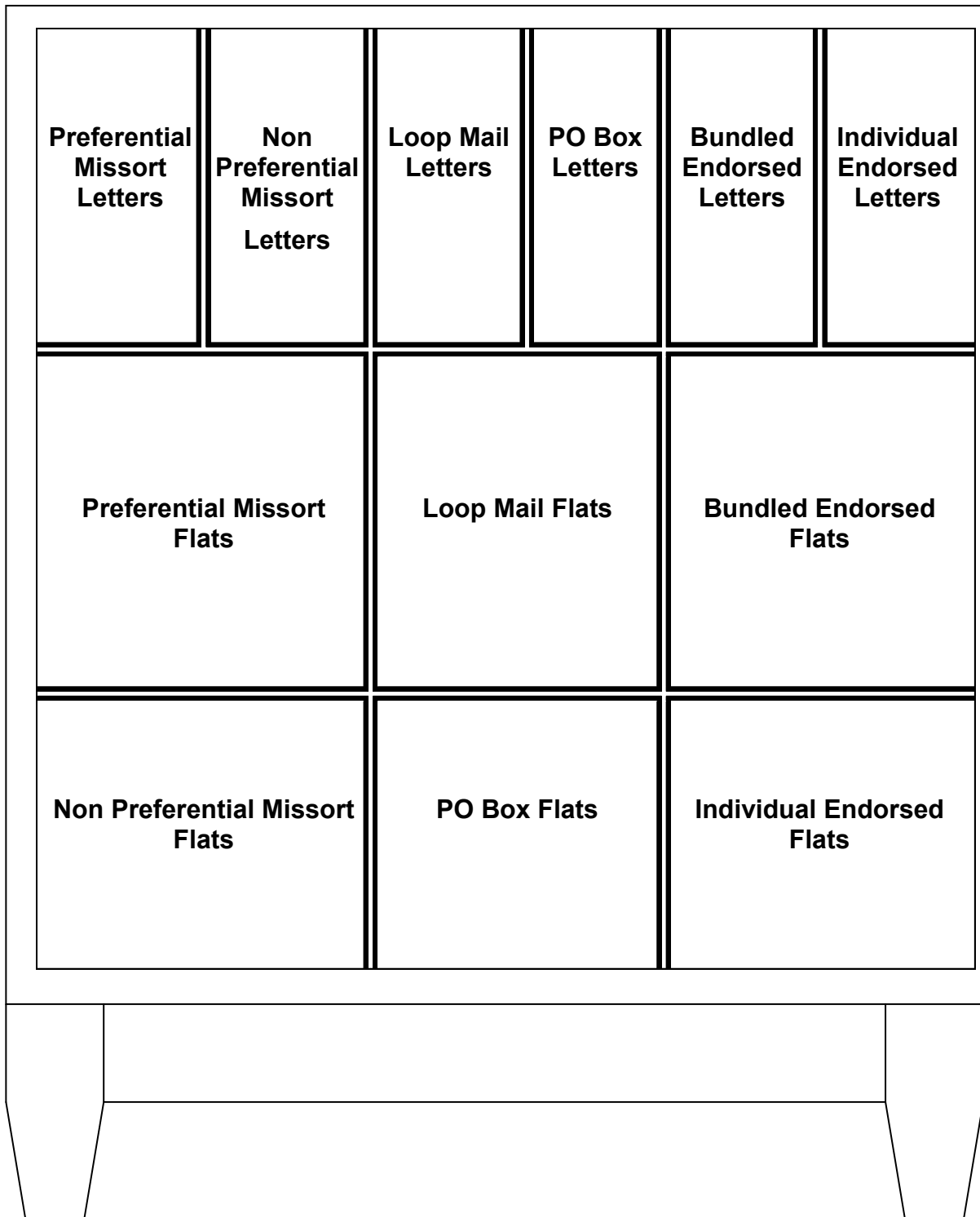
### ***Job Aids***

- "The Throwback Case"

### ***Other Sources***

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*

# Job Aid: Typical Throwback Case Layout





# CarrierPak

## Guidelines for City Letter Carriers in the United States Postal Service

### Introduction

The carrier needs to perform several duties prior to pulling down the route. Some of these duties may include obtaining small parcels and rolls (SPR's), irregular parcel post (IPP), special service mail, working with various forms, and discussing assignments for the day with the supervisor(s).

### Objective

Given the cased mail and equipment, the learner will be able to safely pull down the mail in proper delivery sequence.

### Obtaining Parcel Hampers

Parcels are located in a centralized location and are usually sorted by route into a hamper or other container, such as utility carts or nutting trucks for easy transport.

The purpose of obtaining the parcel hamper at this point is to have a conveyance to use for the mail when it is pulled down. Carriers may pull out SPR's, IPP and special service mail at this time in accordance with local procedures.

### Handling Caseable Small Parcel and Rolls (SPR's), Irregular Parcel Post (IPP) and Special Service Mail

Small parcels (SPR's) and irregular parcel post (IPP) are handled as flats and may be cased in the carrier case along with letters and other flats. Small parcels that are not cased remain in the hamper and may be sequenced after leaving the office while loading the vehicle. Efforts should be made to avoid double handling.

## Preparing to Pull Down



Carriers should look for special service mail. This mail may be mixed in with the SPR's, IPP and other parcels and may include:

- *Numbered Insured parcels*: these require scanning and signatures on Form 3849, *Delivery Notice Receipt*
- *Signature Confirmation parcels*: these require scanning and signatures on Form 3849, *Delivery Notice Receipt*
- *Delivery Confirmation parcels*: these require scanning

### Using Form 3996, Carrier-Auxiliary Control

Form 3996, *Carrier-Auxiliary Control*, is used to advise the supervisor of the need for auxiliary assistance or overtime in the office or on the street.

It is your responsibility as a carrier to verbally inform the supervisor when you are of the opinion that you will be unable to case all the 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.

Complete items A-K on Form 3996, *Carrier-Auxiliary Control*, and submit to the supervisor as instructed. If auxiliary assistance is authorized, complete items M-P.

A completed Form 3996, *Carrier-Auxiliary Control*, is used by supervisors to assign duties to other carriers. A carrier may receive more than one Form 3996, *Carrier-Auxiliary Control*, on a given day.

Job Aid, Form 3996, *Carrier Auxiliary Control*, provides additional information.

## **Completing Form 1571, Undelivered Mail Report**

Form 1571, *Undelivered Mail Report*, is used to report mail distributed to the route, but not delivered. Management makes the decision to curtail mail.

This form is a daily record of mail distributed to carriers and left in the office or returned from the street undelivered. Form 1571, *Undelivered Mail Report*, is often used in conjunction with Form 3996, *Carrier-Auxiliary Control*.

## **Observing Safe Lifting Practices**

Employees are required to observe safe lifting practices and protect the condition of packages.

Careful handling ensures that employees are not injured while handling parcels, and packages are delivered to the addressee in good condition.

- Plan your lift, test the load
- Ask for help when the load is too heavy or awkward
- Get firm footing by keeping your feet apart and pointing your toes out
- Bend at your knees and not at your waist
- Tighten your stomach muscles to support your spine
- Lift with your legs and let your muscles do the lifting
- Keep the load close to your spine and less force will be exerted on your back
- Keep your back upright and avoid twisting
- It may be better to tip the cloth hamper over on its side to obtain the parcel rather than attempting to lift the parcel directly out of the hamper, or request assistance from another employee

## **References**

### **Job Aid**

- “Form 3996, *Carrier Auxiliary Control*”

### **Other sources**

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*
- Handbook EL-814, *Employees Guide to Safety*

# Job Aid: Form 3996, Carrier Auxiliary Control

United States Postal Service  
**Carrier - Auxiliary Control**

A. Delivery Unit			B. Telephone			C. Date		
D. Carrier's Name and Route No.			E. Lunch Place and Time					
F. Indicate entire or portion of the case shelves covering mail as street auxiliary assistance						G. Keys Required? Yes <input type="checkbox"/> No <input type="checkbox"/>		
1	2	3	4	5	6	H. Carfare Required? Yes <input type="checkbox"/> No <input type="checkbox"/>		
						I. Accountable Mail? Yes <input type="checkbox"/> No <input type="checkbox"/>		
J. Reason For Use of Auxiliary								

K. Estimated Work		L. Management Action. Check and initial all appropriate actions.					
Hours	Minutes	Auxiliary Assistance		Hours	Minutes	Overtime	
		Approved <input type="checkbox"/>				Approved <input type="checkbox"/>	
		Disapproved <input type="checkbox"/>				Disapproved <input type="checkbox"/>	

M. Transportation (If drive-out, show parking location(s) on reverse)

Transportation Mode to and from route: Postal owned:  Drive-out:  Contract:  Public:

N. Starts Delivery at:		* Collect mail from all collection boxes on your part of the route, unless instructed otherwise.
Deliver	Collection boxes locations:	
	1	
	2	
	3	
	4	
	5	
	6	

O. Find Relays At:

1	4
2	5
3	6

P. Assistance Completed By (Carrier Name and regular route number if assigned):

Office Time		Street Time				Total Auxiliary Time
Begin Time	Time Used	Begin Travel To	Begin Delivery	Begin Travel From	Travel To	
					Delivery	
End Time		End Travel To	End Delivery	End Travel From	Travel From	
					Total Street	

## Instructions

---

The regular carrier shall prepare the form as follows (except as indicated)

- A. Enter the name of the delivery unit.
- B. Enter the telephone number for the unit.
- C. Enter the date requesting assistance.
- D. Enter the name of the carrier requesting assistance or overtime and the route number.
- E. Enter the lunch place and time, if applicable.
- F. Place an "X" in space below the number indicating the case shelf containing the mail for which assistance is being requested. The bottom shelf of the letter separations is designated under 1. When assistance is required for less than a full shelf of mail, enter the portion of shelf in fractions. The portion should be identified as follows: L 1/2; R 1/4; (L) indicates "Left"; (R) Right; and (M) is for Middle of the shelf.
- G. Indicate if Keys are required for delivery of this portion of the route.
- H. Indicate if Carfare is required for delivery of this portion of the route.
- I. Indicate if there are any Accountable mail pieces for delivery of this portion of the route.
- J. Show the reason assistance is being requested. (Omit during Christmas period)
- K. The carrier must enter the estimated hours and minutes of the amount of assistance being requested.
- L. MANAGEMENT ACTION - This section is completed by the manager reviewing the form.  
The manager reviews the request and makes a determination as to the appropriate actions. The manager shall check the appropriate actions and initial each section.
- M. Show the transportation information as indicated.
- N. Indicate the delivery starting point and the blocks of each street to be delivered.
- O. List the points where relays will be found.  
The form is handed to the carrier assigned to provide the assistance, who will complete the bottom time entries.
- P. This section is completed by the carrier providing the assistance and the delivery manager.

It is broken into four sections; the replacement carriers name, office work, street work and the total workhours used.

The carrier will complete the following items:

- The assisting carrier will enter their name and regular route number if applicable;
- Enter the begin and end time for any office work performed as assistance on this route;
- Enter the begin travel time to the delivery territory and the end travel time to the delivery territory on this route;
- Enter the begin delivery time to the delivery territory and the end delivery time on this route;
- Enter the begin travel time from the delivery territory and the end travel time from the delivery territory on this route, and then turn in the completed form to the delivery manager.

The Delivery Manager will complete the following item:

- Office time used;
- Travel to time;
- Delivery time;
- Travel from time;
- Total street time, and
- Total auxiliary time used.

Park locations:

- |          |          |
|----------|----------|
| 1. _____ | 4. _____ |
| 2. _____ | 5. _____ |
| 3. _____ | 6. _____ |

PS Form **3996**, November 1997 (Reverse)

# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Introduction

“Pulling down” mail is simply taking mail out of the case in sequential order and preparing it for delivery.

Carriers use different methods and different equipment for pulling down and securing mail depending on what type of route they are on and the method of casing and delivery.

## Objective

The learner will be able to complete the duties involved with removing mail from the case including; pulling down non-deliverable mail, applying pull down procedures, and using loading equipment, while maintaining a clean work area.

## Reviewing the Route Book

When unfamiliar with a route, the first thing that a carrier should do before pulling down the mail is review the carrier route book for special instructions concerning delivery. These instructions might include customer requests, school/business closures or street detours.

## Pulling Down Non-Deliverable Mail

The following four categories of non-deliverable mail will be pulled down from the case and placed in a designated location:

- CFS Mail
- Carrier Endorsed Mark ups
- UBBM (Undeliverable Bulk Business Mail)
- Hold Mail

## Pulling Down the Mail



## Managing Hold Mail

Customers may request their mail be held from 3 to 30 days, or longer with management approval.

- Customers should complete Form 8076, *Hold Mail* indicating the time period they want mail held and the date they will call for their mail or request redelivery
- Hold mail must be pulled from the case prior to placing in designated location which will vary from office to office
- Any notice for accountable mail or packages should be placed on top of the hold mail. This will serve as a visual reminder for the carrier or clerk when delivery resumes or hold mail is picked up by the customer.

## Applying Pull Down Procedures

- Carriers generally begin pulling down the mail in delivery order. The following are

pull down procedures for different types of deliveries:

- **Foot**—Begin pull down in delivery order with the first relay through the last relay, strapping letter bundles and flats together. Typically, the first relay will be loaded directly into the carrier satchel. Sack and label relays as you go
- **Park and Loop**—Begin pull down in delivery order with the second walking relay, traying each relay as you go. Then pull down relay 1 and put it in your satchel.
- **Curblin/Motorized Dismount**—Begin pull down in delivery order strapping out bundles of letters and flats and placing mail into a tray
- **Centralized Delivery**—Begin pull down in delivery order, strapping bundles of letters and flats by section or by each CBU

On park and loop routes make sure to set aside a sufficient number of marriage mail and other detached address label mail pieces prior to strapping out. This information is found on Form 1564-A, *Delivery Instructions*, in the carrier route book.

## **Loading the Equipment**

### ***Loading the Satchel***

Carriers are required to carry the appropriate amount of mail, up to the 35-pound limit, to complete each assigned relay without additional trips to the vehicle or relay box.

### ***Loading the Hamper***

Place mail in the hamper as it is prepared. This will facilitate loading the vehicle. The mail on top of the hamper will become the mail on the bottom in the vehicle and the last to be delivered.

## **Checking for “Sleepers”**

“Sleepers” are usually small mail pieces such as postcards that may slip to the back of the case and get left behind when the mail is pulled from the case.

The carrier should always check for “sleepers” after pulling down the mail. Be sure to check under the bottom shelf for mailpieces.

## **Maintaining a Clean Work Area**

- Carriers should return equipment to the proper location when finished
- All rubber bands, plastic straps, packaging plastic, and debris should be put in their proper places. These items may be tripping hazards if not removed.
- Work area should be kept clean and organized

Care should always be taken to assure a safe working environment for the carrier and for other employees. Routing tags should be removed from empty equipment and discarded.

## **Revenue Note**

Checking for “sleepers” will ensure that all mail cased has been pulled down for delivery and that no mail is left behind. Remember, someone is waiting to receive that important birthday card, check or get well card. What better way is there to promote good customer service than to ensure timely delivery?

## **References**

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*

# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Leaving the Office

### Introduction

There are specific functions to keep in mind when preparing to leave the office to assist in providing efficient delivery of the mail. The carrier should have all mail and necessary forms and equipment required to complete delivery of the mail for the route or portion assigned.

### Objective

The learner will be able to perform the tasks associated with leaving the office including obtaining necessary forms and equipment, pulling and scanning the hot case, identifying DPS mail, and clocking out to street time.

### Obtaining Necessary Forms and Equipment

Ensure that you have obtained all necessary forms and equipment before leaving the office. This includes the vehicle (for motorized routes), scanner, dog spray, arrow keys, pens and any weather gear that you might carry to assist you in completing your route. The job aid, "Things to Carry on the Route," will provide additional information.

### Pulling/Scanning the Hot Case

A final withdrawal of mail is made from a distribution case(s), which has been designated, as a "hot case". Hot case mail is scheduled for delivery with the rest of the mail for that day. Ensure that you have pulled all mail from the hot case for your route. Hot case mail should be kept separate for sequencing on the street. In some offices, the hot case will be the first scan point. Some units require the carrier to



place a card or paddle in the route separation to indicate the carrier's compliance with this procedure. Follow the method for your local office in pulling and scanning the hot case.

### Identifying Delivery Point Sequencing (DPS) Mail

Delivery Point Sequence (DPS) mail is letter mail that is machine sorted in delivery sequence and should be taken directly to the street after riffling and verifying.

- Normally, DPS mail is centrally located in the delivery unit by route.
- When carriers retrieve DPS mail they may submit or amend Form 3996, *Carrier-Auxiliary Control*, at this time.

### Riffling

Riffling is the process of checking a few pieces of mail in each tray to verify that the DPS mail is in proper delivery order.

### **Using Separator Cards**

Separator cards are numbered markers placed in the mail trays at points designated by a carrier to give visual assurance that mail is in delivery sequence.

When separator cards are not provided, the supervisor may instruct the carrier to riffle the mail in order to verify that the mail is in proper delivery sequence.

### **Withdrawing DPS Mail**

Ensure that you have withdrawn all DPS mail for your route before you leave the office.

Follow local office procedures for withdrawing DPS mail.

### **Clocking Out to Street Time**

Clock out to street time using the electronic badge reader (EBR) or local time recording equipment. Record required vehicle and scan information in accordance with local

procedures. Scan MSP barcodes. After clocking out to the street, the carrier is now on street time.

### **Revenue Note**

“Neither snow nor rain nor heat nor gloom of night stays these couriers from the swift completion of their appointed rounds.”

Customers have more than one choice when it comes to meeting their postal needs. As a letter carrier, you are the first line of representation for the Postal Service. Before leaving the office, take one last look at yourself. Our customer’s perception of the Postal Service is reflected in the image you project. When you project a positive professional image, customers are more likely to gain a sense of trust and “choose blue” instead of our competitors.

### **References**

#### **Job Aids**

- “Things to Carry on the Route”

## **Job Aid: Things to Carry on the Route**

- Accident Kit (usually located in the vehicle)**
- Dog Spray**
- Emergency Phone Numbers**
- Scanner**
- Form 3227, *Stamps By Mail***
- Form 3575, *Handling Change of Address***
- Form 3849, *Delivery Notice/Reminder/Receipt***
- Form 8076, *Authorization to Hold Mail***
- Pens**
- Weather gear (if needed)**
- Postal Identification**
- Target Mail separations containers (may be in the vehicle already)**
- Arrow Keys**
- Satchel**



# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Loading and Traveling to the Route

### Introduction

There are specific activities to keep in mind when loading the vehicle and traveling to the route. The carrier needs to observe safe lifting practices while loading the vehicle and make sure that the mail stays in delivery order. National safety data suggests that city letter carriers incur an inordinate amount of OSHA injuries during the vehicle loading process. The vehicle should be loaded so that the mail is easily accessible in order of delivery. When traveling to the route, obey all traffic rules.

### Objective

Given the mail and vehicle, the learner will be able to load mail into the vehicle in delivery order and travel safely to the route.

### Observing Safe Lifting Practices

- Plan your lift, test the load
- Ask for help if the load is too heavy or awkward
- Get firm footing by keeping your feet apart and pointing your toes out
- Bend at your knees and not at your waist
- Tighten your stomach muscles to support your spine
- Lift with your legs and let your muscles do the lifting
- Keep the load close to your spine and less force will be exerted on your back
- Keep your back upright and avoid twisting

### Loading the Vehicle

If there is a loading area, the carrier retrieves



the vehicle and parks it at the loading area. If there is no loading area, the carrier pushes the hamper or other conveyance to the vehicle for loading. The following are rules for loading the vehicle safely:

- Never load a vehicle with the engine running
- Follow correct lifting rules
- Arrange mail in the work tray so as not to obstruct vision or use of the vehicle controls
- Maintain a clear line-of-sight through all windows
- Maintain a balanced load for even weight distribution
- Secure loose articles (trays or strapped mail) to ensure stability
- Don't overload the vehicle

Refer to the job aid, "Job Safety Analysis, Transporting Mail to and Loading Vehicles" for additional information.

### **Observing Last In, First Out**

The general rule of loading any delivery vehicle is **LIFO** - Last In, First Out.

Remember that this rule was also followed as we loaded the hamper in reverse order when pulling down the mail. The mail on top of the hamper will become the mail on the bottom in the vehicle and the last to be delivered.

Correctly organizing all mail (including mail withdrawn from the hot case) and parcels in delivery sequence makes the delivery more accurate and efficient.

The type of route may determine proper placement of the mail. For example, a park and loop route may be worked from the rear of the vehicle while the curblin and dismount route may be worked from the tray. A carrier will learn with experience what works best on a particular route.

### **Loading Parcels**

When loading parcels, be sure to observe safe lifting practices—small parcels may actually be very heavy. Parcels must be sequenced in delivery order for ease of delivery on the route. As with letters and flats, use the LIFO principle, last in, first out. Follow local instructions for returning any missorted parcels and conveyance to proper location.

### **Traveling to the Route**

Defensive driving is a proven way to prevent automobile accidents. As an employee of the Postal Service, you are responsible for driving in a safe, defensive and courteous

manner while observing all traffic laws. Follow line of travel on Form 1564-A, *Delivery Instructions*. Deviate from route only when authorized. Observe your authorized lunch and breaks as indicated on Form 1564-A, *Delivery Instructions* or based upon your assigned duties.

### **Operating the Vehicle Safely**

- Observe all traffic laws
- You must wear safety belts at all times the vehicle is in motion. When driving a long-life vehicle (LLV) or the carrier route vehicle (CRV), you must wear the lap belt and shoulder belt whenever the vehicle is in motion. Exception: When shoulder belts prevent you from reaching to deliver or collect from curbside mailboxes, you may unfasten the shoulder belt, but never the lap belt.
- When traveling to and from the route all external vehicle doors must be closed
- Only authorized passengers are permitted to ride in postal-owned vehicles
- Never leave your vehicle running if you are not in the drivers seat

### **References**

#### **Job Aids**

- Job Safety Analysis, "Transporting Mail to and Loading Vehicles"

#### **Other Sources**

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*

# Job Safety Analysis

## Title: **Transporting Mail to and Loading Vehicles**

**\* Note: This document verifies the hazard assessment as required by 29 CFR 1910.132(d)(2).**

<b>Location (e.g., Station, Branch, Plant)</b> Name: Street Address 1: Street Address 2: City: State: Zip Code: Area: PC:	<b>Job Description:</b> Transporting mail to and loading vehicle  <b>Location Description:</b> Delivery unit and parking lot	<b>Titles of Employees Performing the Job:</b> City Carriers Rural Carrier	<b>Occupational Codes:</b> None assigned
<b>Author</b>  Name: Title: Date:	<b>Headquarters Safety Review</b>  Name: Title: Date: Approval:	<b>Local Review</b>	
<b>Sequence of Basic Steps</b>  1. Push Mail Transport Equipment (MTE) from case to exit.	<b>Potential Hazards and Effects</b>  1.1. Hazard: Congested path to exit door.  Effect: Striking other employees with equipment.  1.2. Hazard: Overloaded transport equipment.  Effect: Overexertion while pushing.	<b>Safe Work Practices</b>  1.1. Make sure pathway is clear. Push at an even pace and watch for other employees.  Leather or fabric gloves with gripping surfaces may be worn to facilitate grip.  1.2. Limit load to proper size/weight for transport equipment used. Push at an even pace, get help if needed.  Leather or fabric gloves with gripping surfaces may be worn to facilitate grip.	<b>Required PPE*</b>  1.1. <None>  1.2. <None>

2. Push MTE across parking lot.	2.1. Hazard: Uneven parking surface, inclement weather. Effect: Falling mail or overexertion while pushing. Trip on uneven surface.	2.1. Inspect travel route before proceeding. Look for uneven, wet or icy surfaces. Pick best route to vehicle. Leather or fabric gloves with gripping surfaces may be worn to facilitate grip.	2.1.<None>
	2.2. Hazard: Moving vehicles. Effect: Being struck by another vehicle.	2.2. Be alert for other vehicles being driven in parking lot.	2.2.<None>
3. Load vehicle.	3.1. Hazard: Heavy loads. Effect: Back, arm or leg strain.	3.1. Size up the load. Adjust lifting technique to the type of load as trained. Get help if needed. Leather or fabric gloves with gripping surfaces may be worn to facilitate grip.	3.1.<None>
	3.2. Hazard: Wet vehicle floor. Effect: Slip, trip or fall.	3.2. Be aware if rain, snow, or ice exists. Wear proper footwear, work carefully and maintain balance. Get help with heavy loads. Leather or fabric gloves with gripping surfaces may be worn to facilitate grip.	3.2.<None>
	3.3. Hazard: Low ceiling. Effect: Strike head on ceiling.	3.3. Know the space limitations of the vehicle. Be aware of low vehicle clearance.	3.3.<None>
4. Return MTE to designated location.	4.1. Hazard: Moving vehicles. Effect: Being struck by another vehicle.	4.1. Be alert for other vehicles being driven in parking lot. Leather or fabric gloves with gripping surfaces may be worn to facilitate grip.	4.1.<None>
<b>Health Risk Assessment: 5 (Negligible)</b>			
<b>Safety Risk Assessment: 4 (Minor)</b>			
<b>Supporting Postal Service Policy Documents</b>			
n/a	PO-502 EL-814	<a href="#">Container Handling Methods</a> <a href="#">Postal Employee's Guide to Safety</a>	
<b>Supporting Safety Talks</b>		<b>Required Training</b>	

Link:

**Title:**

[Acheless Back](#)  
[Do You Use Safe Lifting](#)  
[Techniques?](#)  
[Dos and Don'ts of Lifting](#)  
[Manual Handling of](#)  
[Materials](#)

Course No.

Course Title:



# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Identifying Delivery Types & Mail Receptacles

### Introduction

There are two types of routes—Delivery and Collection. Collection Routes will be covered later in the course. The city carrier will encounter various types of receptacles while delivering the mail. Routes are identified by the types of receptacles on the route and the types of delivery.

### Objective

The learner will be able to use and identify different types of mail receptacles as well as be able to identify different modes of delivery and types of routes.

### Using Mail Receptacles

Letterboxes are intended for the receipt or delivery of mail on any postal delivery route. In general, manufactured mailboxes regardless of the type must be approved by the Postmaster General. These boxes will have the following statements stamped on the box itself, “U.S. Mail” and “Approved by the Postmaster General”.

All customer mail receptacles may be used only for matter bearing postage. Any items not bearing postage that are placed upon, supported by, attached to, hung from, or inserted into a mail receptacle are subject to the same postage as would be paid if it were delivered by the letter carrier. Also, any advertising on a mailbox or its support is prohibited.

Generally, it is the customer’s responsibility to keep the approach to the mailbox clear of obstructions to allow safe access for delivery. The postmaster may, under certain circumstances, withdraw delivery service if



carriers continually experience difficulty in reaching the receptacle.

A locking mailbox must have a slot that is large enough to accommodate the customer’s normal daily mail volume. The USPS neither opens a locked box nor accepts a key for this purpose. These mailboxes are required to be approved by the Postal Service and have the “U.S. Mail” insignia stamped on the box.

### Identifying the Types of Mail Receptacles

Typically, you will see four basic kinds of private mail receptacles: Curbside, wall mounted, door slots, and centralized.

**Curbside** boxes refer to the style of receptacle usually mounted close to the street that allows the carrier to deliver the mail from the vehicle. Curbside boxes may also be mounted near the sidewalk for walking delivery.

**Wall-mounted** receptacles are used in residential areas and business buildings. The boxes are generally in a unit of 6 boxes to 40 boxes. They are most commonly found in apartments and condominiums.

**Door slots** are usually located in the front door, the garage door or installed in the wall of the home or business. Mail items are slid through the slot into the interior of the building. Mailboxes may be mounted on the house or business in lieu of door slots

**Cluster box units (CBU's)** are various types of centralized boxes used in mail delivery. These boxes may be free standing or encased in breezeways of apartment buildings or businesses and are secured with an arrow lock for the carrier's use and an individual lock for the customer's use. These units commonly have parcel lockers integrated with the equipment.

## **Identifying the Types of Delivery**

The different types of delivery are described below.

### **Identifying Foot Delivery**

Delivery served by a carrier on foot is referred to as foot delivery. A bicycle or other conveyance used solely as transportation to and from the route does not affect the status of foot delivery.

### **Identifying Curblin Delivery**

Curblin or mounted delivery is when deliveries are made to the customer's mailboxes at the curb from the vehicle.

### **Identifying Park and Loop Delivery**

This is a delivery that uses a motor vehicle for transporting all classes of mail to the route. The vehicle is used as a moveable relay point, driven to designated park points. The carrier then loops segments of the route on foot.

### **Identifying Dismount Delivery**

A dismount delivery is made by dismount to the point of delivery. Some examples of this types of dismount delivery are Cluster Box Units (CBU's) and Delivery Centers.

## **Identifying the Types of Delivery Routes**

There are three basic types of delivery routes—business, residential and mixed. This will be designated on the 1564-A, *Delivery Instructions*, in the carrier route book.

### **Identifying Business Routes**

This type of route is a foot or motorized route on which the bulk of the possible deliveries are business establishments.

### **Identifying Residential Routes**

A residential route is a foot or motorized route in which most of the deliveries are residential.

### **Identifying Mixed Business and Residential Routes**

This route is either foot or motorized and has a mixture of deliveries that are both business and residential establishments.

## **Revenue Note**

While delivering the mail, you discover that an employee from a newly opened restaurant has delivered advertisements to the mailboxes on your route. By estimating the number of deliveries having the flyers, and returning one of them to your supervisor, you can assist the Postal Service in receiving revenue that would otherwise go uncollected. Revenue protection is everyone's business.

## **References**

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*

# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Delivering the Mail

### Introduction

Accurate and timely mail delivery leads to satisfied customers. The primary cause of misdelivery is failure to verify the address prior to delivery. Therefore, fingering and verifying the mail before placing it in the customer's box is critical to your success as a carrier. Remember, you are the representative of the Postal Service and may be the only contact the customer has with the USPS.

### Objective

The learner will be able to prepare the mail for delivery, deliver the mail in a safe and efficient manner, maintain security of the mail and equipment, and scan designated scan points.

### Observing Safe Practices

#### ***Applying the Principles of Ergonomics***

As a city carrier, it is important to understand proper safety procedures while performing your street duties to avoid musculoskeletal injuries. Proper lifting and loading procedures will assist in preventing musculoskeletal injuries. Do not stand in the back of a LLV or Carrier Route Vehicle (CRV).

#### ***Avoiding Slips, Trips and Falls***

When delivering mail, there are numerous hazards that you should be aware of to avoid a potential slip, trip or fall. When making deliveries, carriers may come in contact with various tripping hazards such as children's toys, hoses, rakes, cracks in sidewalks or depressions in the lawn.



Carriers need to be aware of weather related hazards (leaves, ice and snow, etc.) that could lead to slips, trips and falls. During inclement weather, painted porches and loose stones become slippery. Handrails should be used when available.

#### ***Dealing with Attacks by Dogs & Other Animals***

Dogs may also present some safety concerns for the letter carrier. All dogs should be considered potentially hazardous. Proper use of dog warning cards assist the carrier in identifying problem dogs. (Other cards may be used to warn of other hazards—such as insects, spiders, etc.)

Every carrier should have dog repellent with them when delivering the mail. Your satchel will also provide protection from an attacking dog. It is important for the carrier to be alert to signs that a loose dog may be present, such as a feeding dish, open gate, broken chain, empty dog lead. Dogs near children may be unusually aggressive. Carriers should never feed or attempt to pet a dog.

Carriers delivering to a mail slot should refrain from sticking their fingers through the mail slot. A dog may be located on the other side waiting for an opportunity to bite. The job aid, "Dog Warning Card," will provide additional information.

Carriers may come in contact with insects that could be a potential hazard. Bees, hornets, wasps and spiders are examples of insects that could sting or bite. Carriers who are allergic to insect bites should always carry medication with them.

### ***Preventing Rollaway/Runaway Accidents***

- Curb the wheels
- Put the vehicle in park
- Set the hand brake
- Turn ignition off and remove keys when leaving the vehicle
- Use wheel chocks where locally required

### ***Preventing Backing Accidents***

- Avoid backing unless absolutely necessary
- Park vehicle to eliminate backing, use "pull through" method whenever possible
- Follow local policies regarding backing procedures

### ***Reporting Injuries***

Incidents should be reported as soon as the employee becomes aware of a resultant injury.

Refer to the job aids, "Job Safety Analysis, Carrier Walking-Delivery of Mail", "Job Safety Analysis, Curbside Mounted Delivery" and Job Safety Analysis, Dog Attack" for additional information.

### ***Ensuring Security of the Mail and Equipment***

- Make sure that mail and equipment is secured at all times. Do not place mail in your pockets or clothing, lockers or desks, or in parcels, handgrips, lunch containers or other luggage.

- Exhibit mail to the addressee only. Delivery may be made to a customer on the street if it does not delay the carrier unreasonably.
- You should always be aware of your surroundings
- It is important to park at the established park points in the route book
- Notify your supervisor of any security problems
- Information about mail contents or customers physical address may not be given out
- Do not endanger yourself in the event of threat, assault or robbery. Do not anger or harass the attacker. Pay attention to details or identifying marks for later descriptions. Report the robbery or assault as soon as possible.

### ***Maintaining Vehicle Security***

- Turn off the engine and remove the key
- Keep all doors secured when out of sight or too far away to safeguard the mail
- Lock any sliding doors between the truck body and cab
- Always keep the rear door and/or tailgate of the vehicle locked, except when loading or unloading the vehicle

### ***Preparing Mail for Delivery***

#### ***Verifying the Mail***

Prior to making your first delivery it is important to make sure that you are on the correct street and have the correct house number.

#### ***Fingering the Mail***

Fingering the mail is the final separation of mail and verification of address before delivery.

Carriers finger mail at all times during delivery except:

- While driving
- When walking up or down stairs or steps
- While stepping to or from curbs

- While crossing any street
- When the practice would create a possible safety hazard to either the carrier or the public

A foot carrier performs this operation between deliveries. When driving, come to a complete stop prior to fingering the mail and placing it in the box.

## **Delivering the Mail**

Carriers may cross lawns while making deliveries if customers do not object and there are no particular hazards to the carrier. Carriers should collect outgoing mail before placing mail into the receptacle. Prior to putting the mail into a mailbox, mail must be combined into one bundle. This will allow for one motion when putting mail into the receptacle. For centralized delivery, the carrier may perform more than one motion.

If a parcel does not fit in the mail receptacle or parcel locker, determine if someone is available at the address by ringing the doorbell and knocking at the door.

Absent of any special instructions for leaving the parcel, carriers will complete the applicable sections of Form 3849, *Delivery Notice/Reminder/Receipt*. Endorse package with “notice left” and “date”. Special instructions for leaving the parcel are found on Form 1564-B, *Special Orders* in the carrier route book or as a mailer instruction on the parcel such as “Carrier Leave If No Response”.

Parcels should not be left in an unprotected location.

## **Delivering Foot Routes**

When delivering the mail on foot routes, the carrier must unstrap the first bundle; verify the street, block and street number with street sign and number on first house. Combine the mail in your hand with the mail from your satchel at each delivery point. Mail should be carried in the hand and satchel only. Place all the mail into the receptacle. Do not place letter or flat mail on steps, porches, or in unauthorized locations.

Once all the mail from the relay has been delivered, replenish the mail supply for the next part of the route from the relay or storage box. These boxes are placed at designated locations along the route.

## **Delivering Motorized Routes**

For delivery on motorized routes, mail is placed on the vehicle tray facing the driver. Verify addresses before placing in mail receptacle.

The lap belt must remain fastened at all times while the vehicle is in motion. An exception for shoulder belts may be made in Long Life Vehicles (LLVs). The shoulder belt may be unfastened when the driver is restricted from reaching the curbside box.

When operating a vehicle on delivery routes and traveling in intervals of 500 feet (1/10 mile) or less at speeds not exceeding 15 MPH between delivery stops, the door on the driver’s side may be left open. When entering or crossing intersecting roadways, all external vehicle doors must be closed. For vehicles with separate driver and cargo compartments, only working mail should be kept in the driver’s compartment while performing delivery.

When delivering curbside mailboxes, place vehicle in neutral on level ground or in park when on a hill.

If the approach to the mailbox is blocked, delivery must be attempted by dismounting where it is safe to do so.

Before leaving the vehicle for dismount deliveries, be sure to curb the wheels, put vehicle in park, set the hand brake and turn off the ignition and remove the key. Use wheel chocks where locally required.

## **Delivering Park and Loop Routes**

Delivery on park and loop routes is basically the same as for foot routes with relays. The vehicle is used as a moveable relay box from which the carrier withdraws mail, placing the mail into the satchel before beginning each relay.

For large or heavy parcels on park and loop routes the carrier may begin the loop at the point of the parcel delivery or bypass the stop until the loop is complete and then drive to the delivery point with the mail and the parcel.

When traveling between park and relay points, and when entering or crossing intersecting roadways, all external vehicle doors must be closed.

## **Scanning Designated Scan Points**

### **Scanning Managed Service Points (MSP)**

You may encounter an MSP barcode at your first delivery. There will be additional MSP locations throughout your route. Local practice will determine how to find MSP's. All MSP barcodes must be scanned as they are encountered. Upon return to the office, notify your supervisor of any MSP's that you were unable to scan.

### **Scanning Collection Boxes**

If part of your route includes collecting mail from collection receptacles, you may have a barcode to be scanned in each collection box. Do not collect mail from any collection box before the scheduled time. The scheduled time should always be at or after the collection time indicated on Label 55 on the collection box. Upon return to the office, notify your supervisor of any MSP's that you were unable to scan.

## **Revenue Note**

The Postal Service is always in search of new revenue opportunities. Often these potential customers are located in residential areas and operate home businesses. You can ensure that the Postal Service has the chance to become their preferred mailing provider by getting some basic information from the customer and alerting your supervisor to the situation. Carriers just like you have been instrumental in landing accounts worth thousands and even millions of dollars in new revenue for the Postal Service through participation in the Customer Connect Program.

## **References**

### **Job Aids**

- Job Safety Analysis, "Carrier Walking-Delivery of Mail"
- Job Safety Analysis, "Curbside Mounted Delivery"
- Job Safety Analysis, "Dog Attack"
- "Dog Warning Card"

### **Other Sources**

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*
- Handbook EL-814, *Employees Guide to Safety*

# Job Aid: Job Safety Analysis

## Job Safety Analysis

**Title:** Carrier Walking—Delivery of Mail

**\*Note:** This document verifies the hazard assessment as required by 29 CFR 1910.132(d)(2).

<b>Location (e.g., Station, Branch, Plant)</b> Name: Street Address 1: Street Address 2: City: State: Zip Code: Area: PC:		<b>Job Description:</b> Carrier— Walking-Delivery of mail  <b>Location Description:</b> Residential or business area.		<b>Titles of Employees Performing the Job:</b> City Carriers  <b>Occupational Codes:</b> none assigned	
<b>Author</b> Name: Title: Date: Approval:		<b>Headquarters Safety Review</b> Name: Title: Date: Approval:		<b>Local Review</b> Name: Title: Date: Approval:	
<b>Sequence of Basic Steps</b> 1. Walking on sidewalk / lawns.		<b>Potential Hazards and Effects</b> 1.1. Hazard: Uneven pavement or lawns, curbs, objects in path, wet leaves, ice/snow on the path.  Effect: Slips, trips, and falls to ground resulting in bruises, strains, sprains, and broken bones.		<b>Safe Work Practices</b> 1.1.Look at path ahead for slips, trip and fall hazards. Keep your eyes on the path. Go around patches of ice, snow or wet leaves. Walk carefully. Use Form 1767, Report of Hazard, Unsafe Condition or Practice to report any hazardous conditions to your supervisor	
		1.2. Hazard: Hot weather.  Effect: Heat stress: excessive sweating, weakness, nausea, anxiety.		1.1.Approved uniform footwear  1.2.<None>	
		1.2.Dress appropriately, wear light loose fitting clothing. Drink plenty of fluids. Know the signs of heat stress to include: excessive sweating, weakness, nausea, and anxiety.			

	1.3. Hazard: Cold weather Effect: Numbness, pricking, and itching of frostbitten area.	1.3.<None>
	1.4. Hazard: Dogs that bite. Effect: Bites, falls.	1.4.<None>
2. Crossing streets	2.1. Hazard: Street curb, uneven surfaces, objects in path, wet leaves, ice and snow. Effect: Slips, trips, and falls to ground resulting in bruises, strains, sprains, and broken bones. 2.2. Hazard: Motor vehicles, bicycles. Effect: Struck by vehicle resulting in bruises, strains, sprains, or broken bones.	2.1.<None> 2.2.
3. Walking on stairs/steps/ramps.	3.1. Hazard: Broken or slippery steps/stairs/ramps, uneven surfaces, objects in path, wet leaves, ice and snow. Effect: Slips, trips, and falls to ground resulting in bruises, strains, sprains, and broken bones.	3.1.<None>
4. Place mail in receptacle or mail slot.	4.1. Hazard: Broken box or slot with sharp edges: insects or animals. Effect: Cut, sting or bite.	4.1.<None>
<b>Health Risk Assessment: 5 (Negligible)</b>		
<b>Safety Risk Assessment: 4 (Minor)</b>		
<b>Qualitative/Quantitative Exposure Assessment Data</b>		
<b>Ergonomic Risk Assessment Code: 4 (Minor)</b>		
<b>Supporting Postal Service Policy Documents</b>		

n/a	HANDBOOK EL-814 Postal Employee's Guide to Safety
<b>Supporting Safety Talks</b>	
<p><b>Title:</b>  Winter Walking  Stairway Safety  Some Tips on How to  Handle the Dog Days of  Summer  Dog Attacks and Dog Bites -  What To Do  Are You An Unwary Visitor?  Are You an Unwary Vi  Use Handrails  Slips, Trips and Falls</p>	<p><b>Link:</b>  <a href="#">#\\orion\hr_dev\tk1_3\Safety_Talk\Slips_Trips\Winter.pdf#</a>  <a href="#">#\\orion\hr_dev\tk1_3\Safety_Talk\Slips_Trips\Stairway.pdf#</a>  <a href="#">#\\ORIONHR_DEV\tk1_3\Safety_Talk\Dog_Bites\Dog_Days.pdf#</a>  <a href="#">#\\ORIONHR_DEV\tk1_3\Safety_Talk\Dog_Bites\What_Do.pdf#</a>  <a href="#">#\\ORIONHR_DEV\tk1_3\Safety_Talk\Dog_Bites\Unwary_Visit.pdf#</a>  <a href="#">#\\orion\hr_dev\tk1_3\Safety_Talk\Slips_Trips\Handrails.pdf#</a>  <a href="#">#\\orion\hr_dev\tk1_3\Safety_Talk\Slips_Trips\STF.pdf#</a></p>
<b>Course No.</b>	<b>Required Training</b>
<b>Course Title:</b>	



# Job Safety Analysis

**Title:** Curbside Mounted Delivery

**\*Note:** This document verifies the hazard assessment as required by 29 CFR 1910.132(d)(2).

<b>Location (e.g., Station, Branch, Plant)</b> Name: Street Address 1: Street Address 2: City: State: Zip Code: Area: PC:	<b>Job Description:</b> Curbside delivery from a vehicle  <b>Location Description:</b> Residential or business area	<b>Titles of Employees Performing the Job:</b> City Carriers	<b>Occupational Codes:</b> None assigned
<b>Author</b>	<b>Headquarters Safety Review</b>	<b>Local Review</b>	
Name: Title: Date: Approval:	Name: Title: Date: Approval:	Yes    No	
<b>Sequence of Basic Steps</b>	<b>Potential Hazards and Effects</b>	<b>Safe Work Practices</b>	<b>Required PPE*</b>
1. Approaching mailbox	1.1. Hazard: Children playing, items in path, heavy traffic, parked vehicles  Effect: Striking children, stationary objects	1.1. Look at path ahead watching for children, animals, trashcans, parked vehicles, and vehicular traffic. Be sure that mail is not stacked so that it blocks driver's view.	1.1. <None>
2. Stopping at mailbox	2.1. Hazard: Lack of room to pull completely out of main traffic. Street curb, uneven surfaces, objects in path.  Effect: Possible sideswipe by passing traffic. Striking curb or ditch. Striking mailbox or other items.	2.1. Using flashing caution lights to alert others. Be aware of area around mailbox. Don't strike the curb with tires or pull too far off road into a ditch.	2.1. <None>
3. Place mail in receptacle	3.1. Hazard: Defective box or slot, insects or animals.  Effect: Cut, sting or bite.  3.2. Hazard: Reaching for box  Effect: Shoulder or arm strain. Strains from twisting.	3.1. Check condition of box for damage and insects before placing mail in it. Use Form 3521, Carrier Report on House Numbers & Mail Receptacles if box is defective.	3.1. <None>
		3.2. Pull close to box. At cluster boxes, do not overreach, pull forward to limit the reach.	3.2. <None>

## Job Aid: Job Safety Analysis

<p>4. Pulling away from mailbox</p>	<p>3.2. Hazard: Reaching for box Effect: Shoulder or arm strain. Strains from twisting.</p> <p>4.1. Hazard: Poor visibility Effect: Vehicle can be struck by oncoming vehicles. Can run over objects in path.</p> <p>4.2. Hazard: Backing up Effect: Back over/into objects in path.</p>	<p>3.2. Pull close to box. At cluster boxes, do not overreach, pull forward to limit the reach.</p> <p>4.1. Be sure path is clear before pulling away from box. Look in all directions for vehicles and children.</p> <p>4.2. Try to avoid entering into a situation where backing is necessary. (EL-801) Backing accidents are preventable. Never back a vehicle until it is certain the way is clear. If necessary, get out of the vehicle to check behind it before backing.</p>	<p>3.2. &lt;None&gt;</p> <p>4.1. &lt;None&gt;</p> <p>4.2. &lt;None&gt;</p>
<p><b>Health Risk Assessment:</b> 5 (Negligible)</p> <p><b>Safety Risk Assessment:</b> 4 (Minor)</p>		<p><b>Ergonomic Risk Assessment Code:</b> 4 (Minor)</p>	
<p><b>Qualitative/Quantitative Exposure Assessment Data</b></p>			
<p>n/a</p>			
<p style="text-align: center;"><b>Supporting Safety Talks</b></p> <p><b>Title:</b>  <a href="#">Do You Use Extra Caution at Railroad Crossings?</a>  <a href="#">Backing Safety</a>  <a href="#">Winter Driving - Use Extra Caution</a>  <a href="#">Back Up Only as a Last Resort</a>  <a href="#">Intersections Deserve A Second Look</a></p> <p><b>Link:</b></p> <p style="text-align: center;"><b>Supporting Postal Service Policy Documents</b></p> <p>EL-814  <a href="#">Postal Employee's Guide to Safety</a></p> <p style="text-align: center;"><b>Required Training</b></p> <p><b>Course No.</b>                      <b>Course Title:</b></p>			

# Job Safety Analysis

**Title:** Dog Attack

**\*Note:** This document verifies the hazard assessment as required by 29 CFR 1910.132(d)(2).

<p><b>Location (e.g., Station, Branch, Plant)</b>                  Name:                  Street Address 1:                  Street Address 2:                  City:                  State:                  Zip Code:                  Area:                  PC:</p>	<p><b>Job Description:</b>                  Confronting a dog attack</p> <hr/> <p><b>Location Description:</b>                  General Public</p>	<p><b>Titles of Employees Performing the Job:</b>                  City Carriers</p> <p><b>Occupational Codes:</b>                  None assigned</p>
<b>Author</b>	<b>Headquarters Safety Review</b>	<b>Local Review</b>
Name: Title: Date: Approval:	Name: Title: Date: Approval:	Name: Title: Date: Approval:
<p><b>Sequence of Basic Steps</b></p> 1. Stop when seeing dog approach	<p><b>Potential Hazards and Effects</b></p> 1.1. Hazard: Not stopping Effect: Dog may follow and attack  Note: If dog approaches too close for comfort firmly say either one of these phrases "No, Go Home, Stop"	<p><b>Safe Work Practices</b></p> 1.1. Stop and pay attention to the dog, make sure you do not stare at the dog's eyes.
2. Take out your dog repellent	2.1. Hazard: You might panic Effect: Drop dog repellent  Note: Only use repellent if the dog attacks. Do not use repellent as a means of keeping distance between you and the dog.  2.2. Hazard: Not knowing where your dog repellent is located or not knowing if you have any dog repellent Effect: No defense toward the dog  Note: Only use repellent if the dog attacks. Do not use repellent as a means of keeping distance between you and the dog.	2.1. Dog Repellent  2.2. Dog Repellent
		<p><b>Required PPE*</b></p> 1.1. <None>

3. Place satchel between yourself and the dog	3.1. Hazard: Loosing site of the dog when reaching for satchel Effect: Dog may attack Note: Only use repellent if the dog attacks. Do not use repellent as a means of keeping distance between you and the dog.	3.1. Make sure not to turn away from dog when preparing satchel	3.1. Dog Repellent
4. Back away from the dog	4.1. Hazard: Not backing up from the dog but rather running away from dog Effect: Dog will want to chase and may attack Note: Only use repellent if the dog attacks. Do not use repellent as a means of keeping distance between you and the dog.	4.1. Make sure to back away facing the dog, keeping your satchel between you and the dog.	4.1. Dog Repellent
5. When safely away from the dog, call supervisor	5.1. Hazard: Not reporting dog attack Effect: Dog may attack at another time	5.1. Always report the incident so that appropriate action can be taken. This will help prevent another dog attack in the future.	5.1. <None>
6. Sign and complete complaint form from Animal Control	6.1. Hazard: Do not complete complaint Effect: Dog will roam freely and may attack later.	6.1. Make sure to file a complaint this will help assist Animal Control.	6.1. <None>
7. Request a dog letter be issued to the owner of dog.	7.1. Hazard: Not issuing a letter to the owner of the dog Effect: Dog may attack again at another time.	7.1. Request a dog letter to the owner of the dog.	7.1. <None>
8. Curtail mail until dog situation is under control	8.1. Hazard: Not curtailing mail Effect: When carrier delivers mail the dog may attack again.	8.1. Make sure mail is curtailed until the dog is restrained and or placed under control.	8.1. <None>
<b>Health Risk Assessment:</b> 4 (Minor)		<b>Ergonomic Risk Assessment Code:</b> 3 (Moderate)	
<b>Safety Risk Assessment:</b> 3 (Moderate)			
<b>Qualitative/Quantitative Exposure Assessment Data</b>			
<b>Supporting Postal Service Policy Documents</b>			
n/a			
<b>Supporting Safety Talks</b>			
<b>Required Training</b>			

	Course No.	Course Title:
<p><b>Title:</b></p> <p>Putting the Bite on Dog Problems</p> <p>What You Should Know About Dogs</p> <p>Some Tips on How to Handle the Dog Days of Summer</p> <p>Are You An Unwary Visitor?</p> <p>Are You an Unwary Victim?</p> <p>Dog Attacks and Dog Bites - What To Do</p> <p>Does Your Dog Bite?</p>		

**Link:**

- #\LORION\HR\_DEV\1k1\_3\Safety\_Talk\Dog\_Bites\Put\_Bite.pdf#
- #\LORION\HR\_DEV\1k1\_3\Safety\_Talk\Dog\_Bites\What\_Know.pdf#
- #\LORION\HR\_DEV\1k1\_3\Safety\_Talk\Dog\_Bites\Dog\_Days.pdf#
- #\LORION\HR\_DEV\1k1\_3\Safety\_Talk\Dog\_Bites\Unwary\_Visit.pdf#
- #\LORION\HR\_DEV\1k1\_3\Safety\_Talk\Dog\_Bites\What\_Do.pdf#
- #\LORION\HR\_DEV\1k1\_3\Safety\_Talk\Dog\_Bites\Does\_Bite.pdf#



**Job Aid: Dog Warning Card**

# Dog Warning Card

## DANGEROUS DOG

**At address** \_\_\_\_\_

(Case in front of mail for address where dog poses a threat — do not deliver this form.)

**Description** \_\_\_\_\_

(Color, size, breed, if known.)

**Dog's name, if known** \_\_\_\_\_

**Do not deliver mail if you feel endangered by an animal.**

**Postmaster:** If customer moves, immediately forward this form under separate cover to the receiving office postmaster in order to alert carrier of new dog on route.

PS Form 1778, July 1986



# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Delivering Accountable and Special Service Mail

### Introduction

Most accountable mail requires the signature of the addressee or addressee's agent upon receipt to provide proof of delivery or indemnification for loss or damage. It is important to follow proper handling procedures when delivering accountable mail.

### Objective

Given accountable mail, applicable forms and a scanner, the learner will be able to define, scan, and deliver accountable and special service mail. The learner will also be able to maintain the security of the mail and money.

### Defining Accountable and Special Service Mail

Special handling procedures must be followed for these services:

- Certified Mail
- Collect-On-Delivery (COD)
- Customs Duty Mail
- Delivery Confirmation\*
- Express Mail
- Numbered Insured\*
- Registered Mail
- Postage Due
- Return Receipt for Merchandise\*
- Signature Confirmation\*

\*Note: These services are not accountable mail, but are handled similarly.

Protect all mail, money and equipment entrusted to your care.



### Maintaining Security of the Mail and Money

Keep the mail in your possession or locked in a relay box or vehicle.

When leaving the route for lunch, lock undelivered registered and COD mail in a designated relay box or vehicle.

### Scanning Accountable and Special Service Mail

When reaching the delivery point, turn on the scanner by pressing the red ON-SCAN key, scan the barcode and press the enter key.

### Delivering Accountable and Special Service Mail

Be alert for accountable mailpieces that might be found in the DPS mail. If the carrier finds accountable mail while performing street duties, an attempt should be made to deliver it. Upon the carriers return to the

office, the accountable clerk must be notified of the additional accountable mailpieces that were found while delivering the route.

- Always carry additional Forms 3849, *Delivery Notice/Reminder/Receipt*
- The scanner must always accompany the carrier on the route
- The customer may refuse any unwanted, unopened accountable mail. Accountable mail should be signed by a competent member of the household or business. The carrier should use good judgment.
- A signature is not required for Express Mail when the customer has requested a waiver of signature
- If the accountable mailpiece is "Restricted Delivery," only the addressee or someone designated on Form 3801, *Standing Delivery Order*, may sign for it. If the addressee is not known to the carrier, the carrier should ask for identification.

### **Using Necessary Forms**

- The majority of accountable mail requires a Form 3849, *Delivery Notice/Reminder/Receipt*, signed by the customer
- The Forms 3811, *Domestic Return Receipt*, and Customs Form 3419, *Mail Entry-Customs*, will be attached to the mailpiece. There may be other forms such as Express Mail labels and COD forms.
- The customer must sign Form 3811, *Domestic Return Receipt*
- For Customs Duty Mail, the customer must sign Customs Form 3419, *Mail Entry-Customs*

### **Attempting Delivery**

- The carrier must attempt the delivery at the customer's door
- While waiting at the customer's door for a response, the remainder of the Form 3849, *Delivery Notice/Reminder/Receipt*, is completed. The customer's name *OR* address was completed in the office.

- Scan the item at this time
- Allow the customer to see the accountable mailpiece but do not release it until the customer has signed and paid the necessary fees. Forms may be detached to obtain signatures.
- As a courtesy, the carrier should bring other mail for the customer to the door
- The carrier takes the signed Form 3849, *Delivery Notice/Reminder/Receipt*, or other applicable form, and signed Form 3811, *Domestic Return Receipt*, if attached. Verify that accountable receipts equal the number of accountable pieces delivered.
- The carrier scans the barcode on the Form 3849, *Delivery Notice/Reminder/Receipt*, and completes any information requested on the scanner

### **Handling No Response**

- If there is no response to an attempt to deliver, fill in the time and date on the Form 3849, *Delivery Notice/Reminder/Receipt* when the customer may pick up the article at the post office
- Make sure you will be back to the office before the time you enter on the form
- Leave the completed Form 3849, *Delivery Notice/Reminder/Receipt*, in the mail receptacle as a notice of attempted delivery
- Scan the article as attempted delivery
- Endorse the item near the address with the reason for non-delivery, route number, date, and initials
- Place the article in your vehicle for return to the office
- A second attempt to deliver the article that day is not required unless the customer comes to you with the receipt and you still have the article in your possession. Require identification if the customer is not known to you.

## **Revenue Note**

One of the organizations key challenges is to manage relationships with our customers that will enable us to provide services to communities with diverse needs. Our intent is to serve our public and provide Postal Service product information in as many languages as possible. Our diversity web page provides helpful information translated

into several languages. These translation guides are designed to provide our non-English speaking customers with step by step instructions on how to properly complete Postal Service Special Service forms.

## **References**

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*



# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Introduction

Implementing new ways to make it easier for our customers to do business with the Postal Service is important to our future growth. The letter carrier is an essential component in making this successful. The carrier is in a unique position to help identify the shipping needs of our customers. Carriers who take the opportunity to offer Postal Service products and services to their customers are helping to ensure our future success.

## Objective

The learner will be able to identify and market new and established postal products and services.

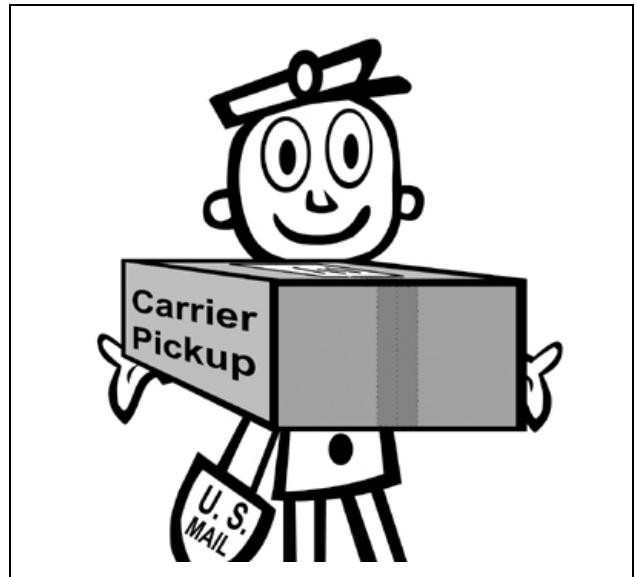
## Reviewing Postal Service Competitors

Our competitors offer varying types of products and services. We all know about the people in the brown trucks and that other company that guarantees overnight delivery of letters and packages. They offer not only expedited delivery services but also many other postal related shipping products. It is essential that carriers are aware that the customer has alternatives to the Postal Service in meeting their shipping needs. It is also important that carriers have an understanding of the products and services that the Postal Service offers.

## Marketing New Postal Products and Services

The Postal Service offers various services to our customers. Several of these services are as follows:

## Marketing Postal Products and Services



### Marketing Carrier Pick-Up Service

Carrier Pick-Up Service allows customers to notify the local post office that there will be pre-paid packages for their carrier to pick up with the next day's delivery. Customer submits the notification through [www.usps.com](http://www.usps.com).

- The local post office retrieves the information through "My Post Office" on the next delivery day
- There is no charge for Carrier Pick-Up because prepaid packages are available for the carrier at the time of delivery
- Carrier Pick-Up is important to our customers because it helps them save time by reducing trips to the post office

### Marketing Customer Connect

Customer Connect is a program that involves carriers identifying customers who ship using our competitors and connecting with them to offer the Postal Service as an alternative to better meet their mailing needs.

- Look for customers who use our competitors for shipping. Identify 2 customers each month. Look for small businesses, home offices, and households that ship via eBay.
- Ask the customer four questions, fill out the lead card, tear it off, and leave the rest of the brochure
- Return to thank the customer
- Let the customer know that a representative from the Postal Service will contact them soon

### **Marketing Click-N-Ship**

Click-N-Ship is an online shipping service that provides the following features:

- Customers can send mail without leaving their home or office
- All that is needed is a computer, a printer, and an internet connection to print labels
- Will find ZIP Codes
- Will calculate postage rates
- Online postage payment using a credit card
- Packages also can be sent Express Mail and Priority Mail
- Delivery Confirmation is free with this service
- International packages can also be sent using Global Express Mail or Global Express Guaranteed will save addresses and provide a personal online shipping history

### **Marketing Established Postal Products and Services**

It is important that you know the following established products and services to assist our customers in meeting their shipping needs:

- Express Mail is our fastest service providing guaranteed next day and second-day delivery nationwide. Delivery is made to most locations 365 days a year, including Sundays and holidays at no extra charge. Provides customers

with proof of delivery and tracking information upon request.

- Global Express Mail Guaranteed – A premium international expedited service guaranteed date certain to thousands of destinations around the world. Tracking information available upon request.
- Priority Mail – Provides delivery of documents and packages in an average of 2 to 3 days. By adding Delivery Confirmation, the customer can verify date and time of delivery online.
- Global Priority Mail – An accelerated airmail service that provides customers with a reliable and economical means of sending correspondence, business documents, advertising messages, printed matter, and light-weight merchandise 4 pounds and under to over 51 countries and territories worldwide
- Parcel Select – Service that allows companies to drop prepared mail at a 5 digit ZIP Code. The mail does go through mail processing which reduces handling costs. This mail is trackable.
- Customized Market Mail – Customized mail pieces that mirror the item that is being marketed. For example, a mail piece designed for Harley Davidson that looks like a motorcycle. This mail is not forwardable, does not go through mail processing and is not returnable.
- Delivery Confirmation service provides the customer with the date, ZIP Code and the time their article was delivered. If delivery was attempted the customer will get the date and time of attempted delivery. Customers can easily access this information with Track & Confirm.
- Signature Confirmation gives the customer an added level of security by requiring a signature from the person who accepts your package

### **Revenue Note**

Be alert to the shipping needs of your customers. If you have customers that are

using eBay, have a home business or are shipping packages frequently, suggest additional postal products and services to assist the customer to meet their business and personal mailing needs. By paying attention to your customers shipping needs you can also help to generate new revenue for the Postal Service.

## **References**

- Postal Bulletins
- Stand-up Talks/ Service Talks
- Bulletin Boards



# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Collecting Outgoing Mail

### Introduction

Collection of mail is the first step in getting letters into the mail stream for processing and dispatch to their destination. Mail is collected from a variety of different locations, including collection boxes, Express Mail boxes, mail receptacles, businesses, and directly from individual customers.

### Objective

The learner will be able to safely collect outgoing mail, identify collection routes and schedules, apply the principles of aviation security and comply with Hazmat guidelines.

### Collecting Outgoing Mail

The basic rules for the collection of mail are the same whether performed by foot or motorized carrier or whether collections are made from street or building boxes.

Outgoing mail is collected by carriers as they make delivery to homes and businesses. Additionally, Form 1564-A, *Delivery Instructions*, located in the carrier route book, lists the location and time of any collection points on the route.

Even when there is no mail for delivery, you must collect outgoing mail from curbside boxes when the flag is raised, and from all businesses.

Outgoing mail is also collected as part of an actual collection assignment which could include a complete collection route.

As we have discussed in earlier carrierpaks, the letter carrier must be consistently diligent in observing safe practices while performing collection duties. Refer to the job aid, "Job Safety Analysis, Collecting Mail from Collection Boxes" for additional information.



### Identifying & Understanding Collection Routes & Schedules

A collection route or assignment collects mail from boxes deposited by customers—both residential and businesses. The carrier serving on this type of route is often referred to as a “collector” during the course of these duties.

Remember to collect all boxes in order and not earlier than the time shown on the collection label (label 55). Any uncollected box should be verbally indicated to your supervisor and reported on Form 1571, *Undelivered Mail Report*.

- Carriers should obtain and review the collection schedule, itinerary and route map to determine the starting point and time. Check collection schedules for additional special instructions, such as pickup of registers at contract stations and branches and unique situations such

as locations of collection points inside buildings, along alleyways, docks, etc.

- Leave the office at the scheduled time and collect boxes in the order listed. Observe the time each box is scheduled to be collected and do not collect before that time.
- Visually inspect the contents to see if any hazardous or suspicious items are present before removing the mail. If any of these items are present, contact your supervisor. Otherwise, retrieve the contents.
- Scan all managed service point (MSP) barcodes to verify that collection has been made
- Collect mail placed on top or near collection boxes. Accept letters and other prepaid small articles tendered by customers for mailing.
- Keep mail that is in a faced condition faced. Do not break open bundles of mail. Make separations in accordance with local requirements.
- Do not return any mail to a customer from the collection box. Refer the customer to the unit where the collection mail is deposited.

## **Applying the Principles of Aviation Security**

To address the security of mail transport via commercial aircraft, the Postal Service in partnership with the Federal Aviation Administration instituted the Aviation Mail Security Program (AvSec).

### **Identifying Target Mail**

Based on FAA guidelines, domestic target mail is mail bearing stamps as postage, weighing 16 oz. or over and deposited in collection boxes and receptacles. Express Mail is not target mail and mail collected from prisons is not target mail. Permit and metered mail is not target mail. Official mail from local state or federal government is not target mail. International target mail is all

international mail and military mail addressed to an APO/FPO; stamped or metered that does not have a completed customer declaration and weight of 16 oz. or more. All target mail must be identified and isolated.

## **Complying with Hazmat Guidelines**

Hazardous materials are chemicals or infectious biological substances that may cause risks to the safety and health of anyone who comes in contact with them. The following are some examples of hazardous materials are:

- Flammable material
- Corrosive material (acids, etc.)
- Presence of powders, spills, leaks, odors or wires
- Toxic materials

The proper procedures for dealing with hazardous materials include:

- Immediately contact the supervisor
- Avoid contact with the object
- Advise any other personnel to avoid contact
- If management is not present, the carrier should follow local standard operating procedures (SOP's) which should be posted in their unit

## **Observing Safe Lifting Practices**

- Plan your lift, test the load
- Ask for help if the load is too heavy or awkward
- Get firm footing by keeping your feet apart and pointing your toes out
- Bend at your knees and not at your waist
- Tighten your stomach muscles to support your spine
- Lift with your legs and let your muscles do the lifting
- Keep the load close to your spine and less force will exerted on your back
- Keep your back upright and avoid twisting

## **Revenue Note**

Customers depend on collection boxes to deposit their mail. They also depend on the Postal Service to provide them with timely delivery of those pieces. Always be sure to retrieve every piece of mail from the collection boxes and check the chute on snorkel boxes.

When the Postal Service consistently meets the customer's expectations, they feel confident dropping the next payment in the collection box instead of paying on line.

## **References**

### ***Job Aids***

- Job Safety Analysis, "Collecting Mail from Collection Boxes"

### ***Other Sources***

- Handbook M-41, City Delivery Carriers Duties and Responsibilities
- Handbook EL-814, Employee's Guide to Safety



## Job Safety Analysis

### **Title: Collecting Mail From Collection Boxes**

**\*Note: This document verifies the hazard assessment as required by 29 CFR 1910.132(d)(2).**

<b>Location (e.g., Station, Branch, Plant)</b> Name: Street Address 1: Street Address 2: City: State: Zip Code: Area: PC:	<b>Job Description:</b> Collecting mail from collection boxes  <b>Location Description:</b> Collection boxes on city and rural mail routes	<b>Titles of Employees Performing the Job:</b> Mail Handler City Carriers Clerk Rural Carrier	<b>Occupational Codes:</b> none assigned
<b>Author</b>	<b>Headquarters Safety Review</b>	<b>Local Review</b>	
Name: Title: Date: 4/11/2001	Name: Title: Date: Approval: Yes No	Name: Title: Date: Approval: Yes No	
<b>Sequence of Basic Steps</b>  1. Prepare to empty collection box.	<b>Potential Hazards and Effects</b>  1.1. Hazard: Box not anchored.  Effect: Box can tip over causing pinching and crushing injuries to the hands, arms, and legs.  1.2. Hazard: Passing vehicles.  Effect: Struck by passing vehicles resulting in a variety of serious injuries.	<b>Safe Work Practices</b>  1.1. Check out the condition of collection box. Ensure it is anchored.  1.2. Watch for oncoming traffic. Ensure you and your equipment are out of the traffic pattern.	<b>Required PPE*</b>  1.1. <None>  1.2. <None>

2. Place key into lock and open door.	2.1. Hazard: Live animals. Effect: Attacked by animals, i.e., cat, reptile.	2.1. Detach key or key ring/chain from your clothing. Open door slowly and step back.	2.1.<None>
3. Remove contents from box.	3.1. Hazard: Broken glass, debris, leaking packages. Effect: Cuts, contact with leaking materials. 3.2. Hazard: Heavy collection tub inside box. Effect: Back strain.	3.1. Carefully examine the contents of box before emptying. Wear gloves if needed to protect hands from cuts. Leather gloves or nitrile gloves are acceptable. 3.2. Slide the tub out of the collection box. Test the load and use appropriate lifting techniques. Split the load if the tub is too heavy to lift safely.	3.1.<None>  3.2.<None>
4. Close box door and lock.	3.3. Hazard: Retrieving loose mail from floor of box. Effect: Strike head on box. 4.1. Hazard: Close door on fingers or hand. Effect: Cut or smashed fingers or hand. 4.2. Hazard: Failure to remove key from lock when the key is on a chain attached to you clothing. Effect: When stepping away, sudden jerk can cause a fall or strain.	3.3. Be aware of head clearance. 4.1. Place hand on face of door and close slowly. Put key in lock and secure. 4.2. Remove the key from the lock. Place the key back in the lock box or reattach it to the key ring.	3.3.<None>  4.1.<None>  4.2.<None>
<b>Health Risk Assessment:</b> 5 (Negligible)		<b>Ergonomic Risk Assessment Code:</b> 5 (Negligible)	
<b>Safety Risk Assessment:</b> 5 (Negligible)			
<b>Qualitative/Quantitative Exposure Assessment Data</b>			
n/a		EL-814 <a href="#">Postal Employee's Guide to Safety</a>	
<b>Supporting Safety Talks</b>		<b>Required Training</b>	

**Supporting Postal Service Policy Documents**

<p>Link:</p> <p><b>Title:</b></p> <p><a href="#">Acheless Back</a></p> <p><a href="#">Do You Use Safe Lifting Techniques?</a></p> <p><a href="#">Dos and Don'ts of Lifting</a></p> <p><a href="#">Team Lifting</a></p>	<p>Course No.</p> <p>Course Title:</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------



# CarrierPak

Guidelines for City Letter Carriers in the  
United States Postal Service

## Handling Non-Deliverable and Returned Mail

### Introduction

Carriers will encounter mail that is undeliverable for various reasons. Returning this mail to the post office for subsequent processing will ensure proper handling.

### Objective

The learner will be able to capture miscased mail, capture DPS errors and manage returned mail.

### Capturing Miscased Mail

Any miscased mail encountered on the street should be kept aside. If any piece is for an address that you have not yet delivered, be sure to deliver that mail piece at the time you deliver the rest of the mail for that address.

### Providing Efficient Service

Mail should be verified before placing it in the mail receptacle. This is the last opportunity to correct any manual or automated sorting errors. Using this method can eliminate misdelivery of mail. Prevention is the cure when it comes to misdelivery of mail.

### Capturing DPS Errors

Undeliverable mail found while delivering DPS should be returned to the office for proper handling.

If the carrier encounters mail that should be delivered elsewhere on the route, follow local procedures.

If you have frequent and repetitive DPS errors or an unusual problem (consistent delivery points out of order), notify your supervisor.



### Managing Returned Mail

A customer may refuse any unopened mail, including accountable mail, and return it to the carrier. Each item must be endorsed and kept separate for disposition upon return to the office.

If a customer believes delivered mail to be contaminated, the customer should contact local authorities or postal inspectors. Carriers should not accept mail back from the customer if it is believed to be contaminated.

Mail returned to the carrier by customers should be brought back to the office for proper handling. Handle as previously directed in the lesson on Undeliverable As Addressed mail.

### Revenue Note

The letter carrier is the last line of defense for misdelivery of mail. You can positively impact a customer's perception of the Postal

Service by verifying mail pieces immediately prior to delivery. By preventing misdelivery of mail, we can maintain those high levels and reduce re-handling costs.

## **References**

- Handbook M-41, *City Delivery Carriers Duties and Responsibilities*

# CarrierPak

## Guidelines for City Letter Carriers in the United States Postal Service

### Introduction

When the city carrier returns from street duties, there are several administrative responsibilities to be completed before ending their tour of duty. Handling empty equipment and returned mail should be performed safely and efficiently.

### Objective

Upon returning to the office, the learner will be able to record time and vehicle mileage information, deposit mail and equipment, and perform afternoon office duties.

### Returning From the Route

Follow the line of travel on Form 1564-A, *Delivery Instructions*, when returning from the route. Obtain hamper to load undeliverable and collected mail as well as empty equipment.

The vehicle should be secured for the evening, properly park the vehicle in the designated location. Secure windows and doors engage the parking brake.

### Recording Time/Vehicle Mileage Information

As you return, you will scan the “return to office” MSP scan (if so equipped) and clock back into the office function. Ending mileage should be entered into the scanner. You should also ensure proper clocking for vehicle mileage on Form 4570, *Vehicle Time Record*, if required. Check with your supervisor for any further instructions. Deposit the scanner in the cradle if you are finished with street duties for the day. Deposit the vehicle keys at the designated location.

## Returning to the Office



You may also be required to make time clock entries for auxiliary assistance you provided to another route from information recorded on the bottom portion of the Form 3996, *Carrier-Auxiliary Control*.

### Depositing Mail & Equipment

#### *Processing Collected Mail*

Outgoing Mail collected on the route is to be deposited in the proper location. Local instructions dictate the separations required. Generally, letters, flats and parcels are separated “shape-based separation”, and stamped mail is separated from metered (the overall process may also be referred to as a “rough cull”). Remember that any Aviation Security mail must be properly identified and isolated.

#### *Clearing of Accountable Items*

You are responsible for getting cleared on accountable mail and other items (arrow keys, building keys/cards, etc.). The following items must be cleared: certified mail, registered mail, express mail, CODs, return receipts for merchandise, postage

due, numbered insured, and customs duty mail. Either the undeliverable item or the proof of delivery must be turned in and the carrier cleared.

Form 3849, *Delivery/Notice/Reminder/Receipt*, is used as proof of delivery for most accountable mail. The carrier should have obtained the customer's signature when delivering the item. The carrier should complete the form by signing name and entering the delivery date in the proper spaces.

All monies collected from CODs and customs are to be returned at the time of clearance.

A clerk will clear the carrier by signing Form 3867, *Accountable Mail Matter Received for Delivery*, and Form 3821, *Clearance Receipt*, which is required. Retain Form 3821, *Clearance Receipt*, for two years. Retain Form 2944, *Receipt for Customs*, for three months.

Return the signed Forms 3849, *Delivery Notice Reminder Receipt*, for signature confirmations and numbered insured articles that have been delivered or return the items to the office.

For postage due, return either the item or the money collected. The carrier signs Form 3584, *Postage Due Log*, which clears the carrier of any accountability.

In cases where you have left notice items that do not require clearing, deposit these items in accordance with locally determined procedures.

### **Returning Equipment to Designated Locations**

Return all equipment to designated areas to avoid unsafe clutter. Be sure all tags are removed from sacks, trays and tubs.

### **Performing PM Duties**

You may also have mail that customers have returned to you as "refused", "misdelivered", "deceased", "no longer at this address", as well as undelivered and returned mail brought back from the route. This mail will be returned to the case for proper disposition.

### **Using the Expedited Preferential Mail Casing Method**

If your unit uses the Expedited Preferential Mail (EPM) Casing System, you may also be instructed to case standard mail staged at the case or located in distribution equipment. Under the EPM system, a Form 1571, *Undelivered Mail Report*, should be completed for any mail not cased in the afternoon.

### **Completing Form 3996, Carrier-Auxiliary Control**

When returning from street duties after your scheduled return time due to unanticipated delays, you should report the delay to your supervisor and complete Form 3996, *Carrier-Auxiliary Control*.

### **Completing Form 1571, Undelivered Mail Report**

For mail that was undeliverable or uncollected, you will need to complete a Form 1571, *Undelivered Mail Report*.

### **Completing the Vehicle Repair Tag**

When necessary complete Form 4565, *Vehicle Repair Tag*. Be sure to give the tag to the supervisor. This enables more time for the repair of the vehicle.

### **Checking the Schedule**

As a new carrier, your schedule of work could be adjusted at any time due to operational and personnel changes. It is important for you to check the schedule and speak with the supervisor before you clock out and leave the facility.

### **Clocking Out**

After all your duties are completed, clock out for the day. No work is to be performed once you have clocked out.

### **References**

Handbook M-41, City Delivery Carriers Duties and Responsibilities

