

The NALC
**Route
Protection**
Pocket Handbook





Dear NALC Member:

The NALC has developed a comprehensive educational resource to help ensure that letter carrier routes are properly adjusted to 8 hours. It is called the Route Protection Program. It consists of three chapters, plus this *Pocket Handbook*.

Chapter One – *Route Examination and the Letter Carrier*; Chapter Two – *Route Examination and Adjustment for NALC Representatives*; and Chapter Three – *The Minor Route Adjustment Process* have been mailed to every NALC branch president in the country. Each letter carrier scheduled for a count and inspection should become familiar with Chapter One, which is also available on the NALC website at www.nalc.org.

This Route Protection Program *Pocket Handbook* is being mailed to every city letter carrier who is an NALC member. It is intended to be a quick and convenient reference guide to the proper procedures for evaluating and adjusting routes.

When route inspections are scheduled in your unit, consult your branch president regarding the availability of route inspection training.

We encourage you to become familiar with the updated and revised route inspection educational materials. We believe you will find this *Pocket Handbook* informative and useful during the week of count and inspection.

Sincerely,



William H. Young
President



Fredric V. Rolando
Director of City Delivery

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How to use this Guide and Journal

The booklet is organized chronologically, providing information on pre-count, week of count, and post-count requirements. Use it as a reference guide, and contact your steward whenever you find that management is violating the noted procedures.

Taking notes Notes made by letter carriers concerning specific important events that occur during Count and Inspection week can be powerful evidence in the hands of shop stewards. NALC is providing this booklet in part to make it easy for you to make such notations. However, be aware that with certain limited exceptions (such as during an official discussion, or before leaving for lunch to make a simple record of undelivered accountables) carriers do not have an explicit right to time on the clock to take notes. Therefore, as a general rule, notes should be made on break, during lunch, or at the end of the workday.

Using the blank note-pages in this Booklet There are two types of blank note-pages found in this Booklet. One is formatted for easily recording important specifics regarding meetings or verbal communications with supervision. The other is designed to record other significant events or the absence of some required or expected action.

How to contact your shop steward Tell your supervisor that you are requesting time to talk to your shop steward. If asked, state the general nature of the problem. If your supervisor immediately authorizes such time, meet with your steward and provide the specifics of what has happened (or has not happened). Write and sign a statement giving those specifics.

If your supervisor does not immediately authorize time to see your steward, react accordingly. If your supervisor advises you when you will be given time and that scheduled time is reasonable (generally within two hours but no later than the next day) make a note giving details.

If your supervisor advises you when you will be given time and that scheduled time is not reasonable, tell your supervisor that you also want to see your shop steward regarding that scheduled time. Make notes as above.

If your supervisor does not respond to your request for time to see your shop steward, let your steward know at break, or lunch, or if necessary, make contact after work. Make notes regarding the details of your conversation with your supervisor.

It is essential that your steward be advised in a timely manner.

A Short Explanation of How a Route Evaluation is Determined

In order to adjust routes, management must first evaluate the time of the routes using the procedures in Chapter 2 of the M-39. Those procedures include a Count and Inspection and an 8 week analysis of street time used by the regular carrier. The data collected is then used to evaluate the time of each route. The procedures require separate and distinct methods for determining the office and street time components of the total route evaluation.

Office time is based on the time used by the regular carrier during, or the standard time computed from, the count week. Street time is based on average times of the regular carrier and auxiliary assistance provided, either during the week of Count and Inspection or from a random analysis of weeks throughout the year. Therefore, it is important for you to perform your office and street duties completely and correctly year-round, as well as during the week of count. Your route will not be fairly evaluated if you are intimidated into cutting short your breaks or lunch, skipping comfort stops, or disregarding safety rules. It is also important that all street auxiliary assistance throughout the year be recorded on PS Form 3996 and a copy secured by the carrier.

Office time is based on the lower of two computations:

A. Average actual office time of the regular carrier during a week of Count and Inspection, minus time spent counting mail and completing the 1838-C (Line 23) and time, if any, spent performing unusual activities not done in a normal workweek (Line 22). This time is based on actual clock rings, less hand-recorded Lines 22 and 23 times; or

B. The average standard office time of the regular carrier during a week of Count and Inspection. This time is based on hand-recorded counts of volumes and times. Calculations are then made, including the 18/8 standard.

There is an exception. If the regular carrier is older than 55 and/or has 25 or more years of continuous service, the carrier's actual time may be used, even if it is more than standard.

Street time is based on one of two computations:

A. The average street time of the regular carrier, including any street auxiliary assistance, during the week of Count and Inspection; or

B. The average street time of the regular carrier, including any street auxiliary assistance, from an 8 week analysis.

Management may not choose a street time based solely on the fact that the time is lower.

Prior to Count and Inspection Week

Management is required to perform certain activities and procedures before the week of Count and Inspection.

Route and unit review

Management must conduct a Unit and Route review at least once each year. That review includes work-hours, volumes, possible deliveries, and certain operational conditions. When management determines from that review the necessity to adjust one or more routes, the results of the review must be shared with the regular carriers serving those routes.

If you are scheduled for a Count and Inspection and your route is out of adjustment, but management has not reviewed the results of the Unit and Route review with you, see your shop steward.

Pre-inspection week review & corrections

Management must review certain operating procedures and correct unsatisfactory conditions prior to the start of Count and Inspection. Those procedures include adequacy and condition of carrier case equipment and labels, amount of misthrown/missent mail received, completion of Forms 1564A, 1564B and 1621, and review of DPS handling procedures.

If you are scheduled for Count and Inspection and your casing equipment or labels are inadequate or in poor condition, or you regularly receive an inordinate amount of misthrown/missent mail, etc., see your shop steward.

Dry run training

Management must provide instruction and practice in completing a sample 1838-C prior to the count week. The 1838-C is the form you will complete each day during count week. This practice session is called a dry run. All carriers in the unit must receive this training. The dry run must be completed within 21 days of the start of the count.

Management provides sample count items that you enter onto the practice 1838-C. Management then reviews the completed practice 1838-C for accuracy, errors or omissions, and discusses any problems with you. If necessary, a second practice 1838-C is done. The dry run is important. See your shop steward if management short-changes, or fails to provide, the dry run.

Posting and advance notice

Management must provide certain advance notices:

Post five working days (at least) before the start of the count, a notice giving the schedule of the count week and day and date of inspection for each route.

Give one day advance notice if management decides to inspect on day(s) other than the scheduled day of inspection.

Wednesday preceding the count week (no later than), post carrier schedules for those routes requiring an earlier start time to count the mail.

See your shop steward if management fails to give required notices or if more than one day of inspection is scheduled.

During the Count and Inspection Week

Management must follow certain procedures and rules during the week of Count and Inspection.

Six consecutive days

The count must be conducted for six consecutive workdays. However, routes with abbreviated, or no, Saturday delivery, may only be counted the other five days.

Management may start the count on any day of the week. However, the 6 consecutive workday requirement remains in force irrespective of the start day.

Overtime during the count week

The overtime provisions of Article 8 remain in full force and effect during the week of count and inspection, with two exceptions:

On the day during the week of inspection when you are accompanied by a route examiner, management may require you, even if you are not on any overtime desired list, to work overtime on your own route in order to allow for completion of the inspection.

On the other days during the week of inspection when you count the mail, management may require you, even if you are not on any overtime desired list, to work overtime on your own route for the amount of time necessary to count the mail.

Annual leave during count week

While management may block out vacation time under certain circumstances, all advance commitments for annual leave must be honored.

Operational changes affecting an entire unit should be placed in effect no later than the dry run. They should remain in effect through the count week and thereafter until conditions require further modifications. There should be no changes to normal distribution procedures or clerk schedules during the count week. The normal cutoff time for distribution should be observed.

All mail must be delivered each day All mail distributed to your route up to the normal established cutoff time must be delivered every day of the count week. In addition, there must be no accumulation of curtailed mail on the day preceding the count, and no mail may be curtailed on the last day of the count.

Auxiliary assistance during the count week

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

If you are provided assistance in the office, check to ensure the carrier providing the assistance completes a separate Form 1838-C Worksheet. If you are provided assistance on the street, make sure that you, and the carrier who provides the assistance, properly complete Form 3996.

Remember to request and receive a copy of the completed 3996. Proper completion of these forms is critical for an accurate evaluation of your route.

Form 1838-C

Each day of the count, except for the day of Inspection, you will complete a Form 1838-C (on the day of Inspection, the examiner completes the 1838-C).

Management must discuss any problems or errors made on Form 1838-C with you as soon as possible, to avoid continuing errors.

All carriers, including Carrier Technicians and substitutes, are required to complete Form 1838-C.

You count the actual number of pieces of different types of mail and record those volumes on appropriate spaces on the Form 1838-C.

You also count time durations spent performing various duties in the office, and record the beginning times, ending times, elapsed times and activities performed, on designated spaces on the Form 1838-C. These are known as line item entries.

Often, you will have more line item entries than will fit on the designated spaces on a single 1838-C. In these cases, a second Form 1838-C should be used to complete the line item entries.

Form 1838-C has separate spaces for *AM entries* and *PM entries* for recording mail counts. These actually mean *before clock-out to the street* and *after return from the street*.

Each day after the first day of the count, if you have not received it, you should request a copy of the prior day's 1838-C. If management does not provide it, see your shop steward.

Recording times on Form 1838-C

Form 1838-C contains spaces for recording some actual time clock rings as well as some hand-recorded time entries.

The time clock rings include start time, out to street, back from street and end time. They are normally made using a mechanical time clock. These time clock rings are recorded in hundredths of an hour. Thus, a 7:30 AM clock-in time will show as 7.50.

The hand-recorded time entries are made to quantify and assess the amount of time spent doing activities other than casing and pulling down your route. These hand-recorded times are entered in minutes. Thus, a 7:30 AM entry will show as 7:30.

Recording line item entries on Form 1838-C

No line item entries are made for time casing mail, pulling down mail, marking up mail, processing changes of address, or for personal time. Other required work functions, such as vehicle check, processing accountables, withdrawal of mail, breaks, and so on, are assigned Line Item numbers. Line item entries include the beginning and ending time of each activity performed, the duration, and, in the case of Line 21 and 22, a brief explanation of the activity performed.

■ *Line 14 Accountable mail*

All time spent retrieving, signing for, and processing accountable mail such as registered, certified, COD, Customs, and Postage Due must be measured and recorded as Line 14. All time spent returning undelivered accountable mail, receipts and funds is also recorded as Line 14, as is time taken to fill out the address for identification purposes on the Form 3849 and to case the Form as a reminder. No explanations in the comments section of Form 1838-C of Line 14 entries are required.

■ *Line 15 Withdrawal of mail*

Time spent withdrawing mail must be measured and recorded as Line 15. Withdrawing mail includes removing mail from trays, tubs, sacks and so forth, cutting twine, plastic bands, etc., removing rubber-bands and plastic wrap, travel to and from, and removal of mail from, distribution cases, etc. No explanations in the comments section of Form 1838-C of Line 15 entries are required.

On the day of inspection, you should be careful to ensure that the examiner has properly recorded all appropriate Line 15 time on the 1838-C.

■ *Line 16 Sequencing and collating by-pass mail*

If you case sequenced mail, you record the piece count on Line 1 (for letter size mail) or Line 2 (for other size mail) so that you receive full credit for casing and pulling it down.

If sequenced mail is not cased, you record the piece count on Line 6. Additionally, you enter on Line 16 the time spent placing the sequenced mail in delivery order or collating it with additional bundles.

You also record on Line 16 any time spent collating the sequenced mail as you pull down (this time is subject to management assignment of additional representative time).

■ *Line 17 Actual pull-down (Strapping Out) time*

Line 17 entries are not common. Line 17 entries are only made on those motorized curb delivery routes where the majority of the case separations contain more than two addresses per separation. In these instances, the carrier records on Line 17 the actual time used to place the mail in exact sequence of delivery.

■ *Line 18 Break*

If you take your AM break in the office, take it as normal. Record the daily office break begin time, end time and duration as Line 18. No explanations of Line 18 entries are required.

■ *Line 19 Vehicle Inspection*

As usual, you should perform every point on the expanded vehicle inspection safety checklist. You are allowed to use the "buddy system" in a vehicle inspection where necessary – for example, to check the brake lights. Record the begin time, end time, and duration as Line 19. No explanations of Line 19 entries are required.

■ *Line 20 Personal needs, etc.*

No entry is made on Form 1838-C for time spent using the restroom, getting hat and coat from locker, etc. Instead, an automatic 5 minutes personal time is used in determining standard time. You should use personal time as usual, the same as any other day throughout the year. Do not let yourself be pressured into skipping necessary personal time during the count week. If you are under standard and use no personal time, your route evaluation time will be based on zero personal time.

Notes of Meeting

Date: _____

Time: Begin: _____ End: _____

Place: _____

Participants: _____

Details: _____

■ *Line 21 Recurring office activities not covered by other line items*

You are required to perform many recurring duties that are not listed as one of the other line items. In these instances, the duties are timed and recorded as Line 21 entries. Each Line 21 entry is marked sequentially, i.e., 21a, 21b, 21c, etc., and then briefly explained in the Comments section of Form 1838-C. Line 21 time is included in computing office time.

There are many activities that should be recorded as Line 21. For example:

Performing window caller service.

Attending weekly safety talks and other appropriate unit discussions. Supervisors are required to present a safety talk at least once a week. So there should be at least one safety talk during the week of count and inspection.

Travel to and from the throwback case or to other designated locations to return mark-up mail and mishrows.

Replenishing the forms pouch.

Wash-up time in excess of the regular 5-minute allowance for personal time, if: (1) it is provided for in a Local Memorandum of Understanding, or (2) pursuant to local past practice.

Official communications including, but not limited to, general delivery; CMU Clerk inquiries; and responding to inquiries from supervisors.

- Facing or separating** collection mail upon return to office.
- Verifying** hold mail.
- Union steward activities** (grievance handling), when necessary and if occurring weekly or more often.
- Completing** forms 1571 and 3996, if the use of these forms is of a recurring nature.
- Determining** the number of pieces of unaddressed flats of a "shared mailing" and placing them at the back of the bundle.
- Retrieving** and replacing scanners, if not done during the normal process of obtaining accountable items.
- Travel** to and from, and transport of parcel container to case, etc.
- Travel** to and from DPS mail to secure S999 mail for casing.
- Observing** amount of DPS mail to estimate need for overtime or auxiliary assistance, if done on office time.
- Taking** vacation-hold mail to the designated area.
- Returning** empty equipment to the designated area.
- Taking** accountable mis-throw mail to the accountable clerk.
- Taking** box-holder mail to the designated area.
- Handling** mis-faced mail.
- Checking** for sleepers prior to leaving your case for the street.
- Turning** off case lights or moving any equipment off the floor.
- Any other recurring**, necessary tasks in the office not covered by another Line item.

■ *Line 22 non-recurring office work not covered by other line items*

Waiting for mail and other office activities not performed on a recurring basis are timed and recorded as Line 22 entries. Each Line 22 entry is also marked sequentially, i.e., 22a, 22b, 22c, etc., and then briefly explained in the Comments section of the 1838-C. All Line 22 time is excluded in computing the evaluated office time.

Line 22 items might occur, for example, if a carrier suffered a fall in the office and spent time completing a CA-1, or a carrier noted a flat tire during vehicle check and spent time completing a Form 4565.

■ *Line 23 Counting mail and filling out Form 1838-C worksheet*

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

How to count mail and record on 1838-C

■ *Letters vs flats*

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

■ *Letter size mail* is defined as mail that can be cased into the normal evenly spaced six-shelf letter separation without bending or folding.

■ *Other size mail*, sometimes referred to as flats, is all mail that does not fit the definition of letter size mail, except parcels (see below). Mail is counted as other size even if it is found in a tray of letter size mail. Similarly, items such as TV Guide, Readers Digest, newspapers, rolls, flats, magazines, catalogs, small parcels or coupon booklets are counted as other size mail regardless of how they are sorted or where they are found.

■ *Templates*

Since most carriers no longer use six-shelf cases, management is required to meet with the local union prior to the dry run to determine an efficient way to verify mail, e.g., a measuring strip on each case or use of a template as a reference point. The agreed-upon method must be readily available for your use.

■ *How to count mail*

Generally, as you count a tray of letters, you turn each 100th letter on edge in the tray, to facilitate the total count in the tray. You may also want to turn each piece in the tray that is larger than letter size. When you finish counting the pieces in the tray (or trays) at hand, you record the totals on Lines 1 and 2 of Form 1838-C. The spaces on Lines 1 and 2 are large in order to accommodate multiple entries.

■ *Casing standards*

Casing standards are 18 letters per minute and 8 flats per minute for route evaluation and adjustment purposes.

A letter carrier may not be disciplined solely for failing to meet the 18 & 8 standard. No carrier shall be disciplined for failure to meet standards, except in cases of unsatisfactory effort which must be based on documented, unacceptable conduct that led to the carrier's failure to meet office standards.

■ *Definition of a parcel*

A parcel is defined as a First or Fourth-class package over 2 pounds in weight and/or larger than a shoebox.

■ *Marked up mail*

Every piece of mail that the carrier is required to write on or mark on should be counted and entered in the "carrier mark up" column for each type of mail on the 1838-C. No time entry is made. Instead, you will automatically receive one minute for every 10 pieces to separate this mail, and one minute for every 4 pieces to actually mark it up.

There are many examples of marked up mail:

1. Endorse the top piece of each letter bundle, and the top piece of each flat bundle, with an endorsement, route number and initials for each of the following:

Attempted Not Known	In Dispute
No Such Number	Unable to Forward
Insufficient Address	Returned for Postage
Return to Sender	Box Closed - No Order
Unclaimed	Outside Delivery Limits

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

2. Endorse mail that is being held while the customer is temporarily away.
3. Black out the barcode of loop mail, which is incorrectly bar-coded DPS and/or incorrectly Zip coded mail.

4. Endorse each individual piece of mail with route number, endorsement and initials for the following:

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

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

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

Mail which is Refused.

Mail for which there is No Mail Receptacle.

Mail addressed to a Vacant building or residence.

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

6. CFS mail, letters and flats that may individually be considered marked up:

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

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

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

When you otherwise must alert CFS to a needed correction.

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

Day of Inspection

Form 1838-C and 3999

On the day of Inspection, the route examiner will count the mail and fill out the 1838-C Worksheet. The examiner will also follow you on the street, completing a Form 3999.

Verify the count

Upon request, you have a right to verify the inspector's count. This is an important right and you are strongly encouraged to insist that you be allowed to verify the count. This includes all DPS, S999, and any machine counted mail as well.

Observe, not supervise

The examiner must act as an observer and not a supervisor. You should not be told to change the way you usually deliver your route. For example, if you are performing a dismount delivery the examiner cannot instruct you to leave the vehicle running to save time.

No standard pace, no setting the pace

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

No discussion of route evaluation or mail volume

The examiner may not discuss with you the mail volume or the evaluation of the route.

Fingering mail

Do not finger mail when walking up or down steps or curbs, when crossing streets, or at any time it would create a safety hazard to yourself or to the public. You must not finger mail while driving or hold mail in your hands while the vehicle is in motion. The examiner should not instruct you otherwise.

Crossing lawns

You should cross lawns to deliver mail only if there is, in your opinion, no safety hazard, such as a dog, slippery surface, snow, uneven terrain, or unusual obstacles, and only if there is no objection from the patron. During the route inspection, the examiner may not instruct you to cross lawns that you do not cross throughout the year. Only during street supervision, apart from the route examination, may a supervisor order a carrier to cross a specific lawn that the supervisor believes is an obvious shortcut. Such an order, of course, would be subject to the grievance procedure.

Breaks

Carriers are entitled to either one break in the office and one break on the street or two breaks on street time. Do not allow the examiner to intimidate you into skipping or short-changing breaks.

Lunch

You should take your full 30 minute lunch at one of the authorized locations recorded on the Form 1564-A in your route book. When leaving the route for lunch, lock the satchel containing undelivered registered and COD mail in a designated relay box or the vehicle. Don't let the examiner intimidate you into skipping or short-changing your lunch.

Make a simple record of the registered, COD, and other more-than-ordinary-value items that are left, before leaving for lunch. When returning from lunch, check to ensure that no pieces are missing. Do not allow the examiner to intimidate you into skipping this important requirement.

Comfort stops

In addition to your lunch period and break periods, you may take any comfort stops reasonably necessary during the course of performing your street duties. Reasonable comfort stops will not be deducted from your actual time. In fact, the examiner may not suggest or forbid any rest or comfort stops.

Notes of Meeting

Date: _____

Time: Begin: _____ End: _____

Place: _____

Participants: _____

Details: _____

After the Count and Inspection Week

Consultations

Management is required to consult with the regular carrier assigned to a route, concerning both the evaluated time of, and any proposed adjustment to, the route. The consultation requirements are very specific and include the following:

■ *Provide 1838s and 1840 in advance*

Management must give the carrier completed copies of Form 1838 at least 5 calendar days in advance, and a partially completed copy of Form 1840 at least one day in advance, of the evaluation consultation. The Form 1840 must have the front side completed and the reverse side must include any proposed time disallowances and related comments.

■ *Discuss certain matters*

At the evaluation consultation, management must discuss mail volume, the evaluation of the route, and proposed evaluated street time adjustments. If management proposes to adjust a route, management must hold an adjustment consultation and discuss the proposed relief or addition, the reasons for the proposed adjustment, whether the carrier agrees or disagrees, and the comments and recommendations of the carrier.

■ *Record your recommendations and comments*

Management must enter the following on the 1840: Your comments, your recommendations, whether you agree or disagree with the proposed adjustment, and the reasons for your disagreement.

■ *Refrain from requiring you to sign anything*
Management is not allowed to require you to sign a statement during the consultation(s).

■ *Consult with you a second time*
Management must hold a second consultation if adjustments are proposed.

■ *Consider your suggestions*
Management is required to consider the suggestions from the carrier serving the route.

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

■ *Disallow street time adjustments if documentation is not provided to carrier*
If you make a notation on the 1840, as noted above, about the absence of documentation supporting a management time disallowance, management has 1 week to supply such documentation to you. If management fails to do so within 1 week, the time adjustment shall be disallowed.

■ *Provide completed copy of reverse of 1840 promptly after consultation*

Promptly after consultation, if the carrier requests that the reverse of his or her copy of form 1840 be completed, the carrier must immediately give the copy to the manager for completion and return no later than 7 calendar days.

You should make every effort to show your Forms 1838-C, 1838, and 1840 to your NALC representative prior to the consultation. Your union representatives can help identify any problems or mistakes on the forms. You will thereby be in a better position to protect your rights at the consultation. If you cannot obtain an NALC review in advance, don't panic. There will be time afterwards to address any problems.

If management has attempted to reduce your actual average times by disallowances and has not provided documentation of the disallowances at the consultation, you should exercise your right to challenge the disallowance by making a note on the 1840 of the absence of documentation, initialing and dating the 1840 and returning it to management.

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

Other post count-week issues

In addition to problems with the consultations, you should request time from your supervisor to speak with your shop steward for grievance investigation and processing in other circumstances.

■ *Unfair or incorrect adjustment*

When you believe the adjustment to your route is incorrect or unfair.

■ *Management use of COR*

If management uses the Carrier Optimal Routing (COR) program to adjust, or aid in adjusting, your route.

■ *No adjustment in 52 days*

When management fails to implement any needed adjustment within 52 days after the count and inspection period concludes.

■ *Review of adjustment*

Management is required to adjust routes as close to 8 hours as possible. This includes review of the carrier's time records for the periods following adjustment. The frequent use of overtime or auxiliary assistance on adjusted routes may indicate that the basis used was not sound and should be examined.

■ *Updated 3999*

When route adjustments or changes are implemented, management must complete a new Form 3999 to reflect the current authorized route travel pattern and schedules, etc.

Notes of Meeting

Date: _____

Time: Begin: _____ End: _____

Place: _____

Participants: _____

Details: _____

Notes of Meeting

Date: _____

Time: Begin: _____ End: _____

Place: _____

Participants: _____

Details: _____

National Association of Letter Carriers

100 Indiana Ave. NW

Washington, DC 20001-2144

202-393-4695

www.nalc.org



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