



RPP—other routes/ cutting down forwarding delays

The Route Protection Program concentrates primarily on the specific forms and procedures involved in the inspection and adjustment of letter routes. Specific information on the forms and procedures for inspecting and adjusting parcel post and combination services routes and collection routes is also found in the *M-39* and *M-41 Handbooks*.

The mail count and route inspection of parcel post and combination services routes is covered in Section 93 of the *M-41 Handbook*. Additionally, the following *M-39 Handbook* references explain the differing forms and procedures used for the inspection and adjustment of parcel post and combination services routes and collection routes.

Additional pre-inspection requirements for these types of routes are found in Sections 213.e and 214.b and c. Form 3968, Daily Mail Collection Record, which is referenced in Section 213.e, is found in Exhibit 213e. The dry run instructions for Form 1838-A are found in Exhibit 217.2 (pages 2 and 3).

Rules regarding the schedules and general rules governing the count are found in Section 221.2 for parcel post and combination services routes, and in 221.3 and 222.24 for collection routes. Form 1838-B, Parcel Post Firm Delivery Worksheet, is found in Exhibit 222.1 (page 3) as well as in Exhibit 222.232. Form 1838-A, Carrier's Count of Mail-Parcel Post and Combination Services Worksheet/Management Summary, is found in Exhibit 222.1 (pages 4 and 5). The instructions for Forms 1838-A and 1838-B are found in Sections 222.231 and 222.232.

Procedures for conducting the route inspection are explained in Section 234.2 for parcel post and combination services routes, and in Section 234.3 for collection routes. Form 3999-B, Inspection of Collection Route, is found in Exhibit 234.33 (pages 1 and 2).

The analysis and adjustment of parcel post and combination services routes is discussed in Section 251, with a sample Form 1840-A, Summary of Carrier's Count of Mail-Parcel Post and Combination Services, found in Exhibit 251 (pages 1 and 2). The analysis and adjustment of collection routes is covered in Section 261.

While the vast majority of letter carrier routes are letter routes, it is important to also review and become familiar

with these additional relevant sections of the *M-39* and *M-41 Handbooks* when utilizing the Route Protection Program to monitor the inspection and adjustment of these other types of routes.

According to the Postal Service, delays in the forwarding of mail from CFS units are the number one complaint from postal customers. To make matters worse, letter carriers are not receiving timely notice of customer change of address (COA) orders that are submitted on the internet or by telephone, further delaying the forwarding of mail. This problem will be further compounded under the PARS program when letter carriers will eventually receive their first notification of a change of address order when they receive the label from CFS.

In an attempt to address some of these issues, the Postal Service has notified us that they will be using an existing computer application to facilitate carrier notification of COA activity, at both the "old address" and the "new address" delivery units. The process was scheduled to be piloted beginning in mid-June, but as this issue goes to press they have not finalized any details of the pilot program or site(s).

Currently, change of address orders that have been submitted by internet or telephone are sent electronically at 4 p.m. each day to a national customer support center in Memphis, Tennessee. (Eventually, the scanned Form 3575 through PARS will also be sent to the NCSC.)

Under this new process, the COA information will then be electronically distributed to each delivery office through a data center in Raleigh, North Carolina. In other words, the next morning each supervisor will access on their computer all the COA orders submitted the previous day, sorted by zip code and route number. The data will be provided that morning to the letter carrier in the "old address" office as well as to the letter carrier in the "new address" office.

We will be meeting again with the Postal Service to discuss data gathered during the pilot program as well as the specific procedures of the process involving letter carriers beyond the pilot phase. ☒