



## Street Observation Checklist

### Improper Work Methods

Route # \_\_\_\_\_

Date: \_\_\_\_\_

Carrier's Name \_\_\_\_\_

1. ☐ Carrier moves vehicle from assigned parking space to load. (M-39 125.23)
2. ☐ Unnecessary trips from office to load the vehicle. (M-39 125.1)
3. ☐ Parcels not sequenced directly from hamper into vehicle (M-41 322.31)
4. ☐ Satchel not completely loaded for relays.(Unnecessary park point) (M-39 125.42, M-41 273)
5. ☐ Carrier loiters or engages in unnecessary conversation (M41 112.28)
6. ☐ Carrier does not finger mail between deliveries. (M-41 321.5)
7. ☐ Carrier does not have mail ready upon reaching the mail receptacle. (M-41 321.4)
8. ☐ Carrier makes more than one move to the mail receptacle on curblane routes. (M-41 112.1)
9. ☐ Satchel not used when delivering mail on foot. Authorized dismounts excepted.  
(M-39 125.41)
10. ☐ Carrier does not make business deliver at or near the front door. (M-41 131.34)
11. ☐ Carrier does not take obvious short cuts, i.e. cross lawns etc. (M-39 242.343)
12. ☐ Carrier backtracks (M-41 321.5)
13. ☐ Carrier deviates from route without authorization. (M-41 131.31)
14. ☐ Carrier does not follow the authorized line of travel and lunch/break locations. PS 1564A  
(M-39 125.3)
15. ☐ Carrier does not park at authorized park points as listed on PS 1564A. (M-39 125.5)
16. ☐ Carrier combines lunch break and PM break. (M-39 242.341)
17. ☐ Carrier extends lunch or PM break. (M-39 242.341)
18. ☐ Carrier does not face or separate collection mail in a timely manner. (M-41 132.33)
19. ☐ Carrier does not promptly clock in from the street upon arrival at the delivery unit.  
(M-41 112.29)

Supervisor Comments:

\_\_\_\_\_  
Supervisor's Signature and Date

\_\_\_\_\_  
Observer's Signature and Date

\_\_\_\_\_  
Date reviewed with the Carrier

# Office Observation Checklist

## Improper Work Methods

Route # \_\_\_\_\_

Date: \_\_\_\_\_

Carrier's Name \_\_\_\_\_

1. ☐ Playing with mail prior to casing. (M-41 112.27)
2. ☐ Tapping mail on case. (M-41 112.27)
3. ☐ Excessive moving of mail at case (M-41 112.27)
4. ☐ Putting mail in and taking out. (M-41 112.27)
5. ☐ Stacking mail in piles. (M-39 121.13)
6. ☐ Engaging Supervisor in unnecessary conversation. (M-41 112.25)
7. ☐ Stops casing for no reason. (M-41 112.25)
8. ☐ Holds mail too long before casing. (M-41 121.11)
9. ☐ Talks excessively to other carriers. (M-41 112.25)
10. ☐ Stops casing to talk. (M-41 112.25)
11. ☐ Does not hold a solid handful of mail while casing letters. (M-41 224.21)
12. ☐ Does not case flats efficiently. (M-41 121.11)
13. ☐ Excessive time completing 3982's, 3575's and 3996 etc. (M-41 112.25)
14. ☐ Does not push up top letter with the thumb of their left hand. (M-41 224.22)
15. ☐ Works in a methodical, deliberate and slow manner. (M-41 112.25)
16. ☐ Picks up one letter or flat at a time. (M-41 224.21)
17. ☐ Checks 3982s and/or hold mail cards too often. (M-41 112.25)
18. ☐ "Candling" the mail before casing. (M-41 224.25)
19. ☐ Goes through parcels prior to loading. (M-41 322.31)
20. ☐ Completes 3849 in office. (M-41 262.1)
21. ☐ Does not place first relay in satchel. (M-39 121.32)
22. ☐ Sizes and or separates letter mail prior to casing. (M-39 121.13)
23. ☐ Carrier makes more than two withdrawals from distribution cases.  
(M-39 116.6)
24. ☐ Unnecessarily strapping out mail on curblane routes. (M-39 121.33)
25. ☐ Carrier makes unnecessary trips to load the vehicle. (M-39 125.1)

\_\_\_\_\_  
Supervisor's Signature and Date

\_\_\_\_\_  
Observer's Signature and Date

\_\_\_\_\_  
Date reviewed with the Carrier

# Carrier Loading Checklist

Facility NAME/Auditor's NAME:

Total Score

Time:

Date:

Enter responses in spaces provided. Any Y/N question answered as "No" requires an entry in the comment section at the bottom of the checklist

General Information / Communication: (TO BE COMPLETED SEVERAL TIMES DURING THE PROCESSING WINDOW)

1	Did the carrier scan the MSP Hot Case scan prior to pull down?	Yes		No		N/A	
2	Has the route been completely pulled down prior to the carrier beginning the loading process?	Yes		No		N/A	
3	Did the carrier place as much mail as possible safely into the hamper prior to beginning the loading process?	Yes		No		N/A	
4	Did the carrier clock to the street operation prior to beginning the loading process?	Yes		No		N/A	
5	Did the carrier proceed directly to the vehicle once moving to the street operation?	Yes		No		N/A	
6	Did the carrier load vehicle from assigned parking spot without moving?	Yes		No		N/A	
7	Did the carrier use the "Load Truck" feature while loading parcels into the vehicle?	Yes		No		N/A	
8	For curbside deliveries, did the carrier place the first tray of Delivery Point Sequence (DPS), Flat Sequence System (FSS), and Cased mail on the tray up front of vehicle (recall park and loop deliveries should be delivered from the rear of the vehicle)?	Yes		No		N/A	
9	Did the carrier set up and load the cargo section of the vehicle in the most efficient manner?	Yes		No		N/A	
10	If the route required more than one trip to load, did the carrier return directly back to the office?	Yes		No		N/A	
11	On the second trip if needed, did the carrier retrieve all remaining mail for the route?	Yes		No		N/A	
12	Did the carrier return directly back to the vehicle on the second loading trip?	Yes		No		N/A	
13	Did the carrier load vehicle in less time than shown on the last 3999 ?	Yes		No		N/A	
14	Did the carrier load diligently without time wasting practices- ie: Smoking?	Yes		No		N/A	
15	Did the carrier load without conversing unnecessarily with other employees?	Yes		No		N/A	
16	Once loading was completed, did the carrier scan the Depart to Route (DTR) MSP Scan?	Yes		No		N/A	
17	Did the carrier return directly to the vehicle after scanning the DTR scan and leave the facility?	Yes		No		N/A	
18	Did carrier load efficiently, make all scans and depart facility as required?	Yes		No		N/A	

For any "No" response in the Y/N items, below provide the changes necessary to abate the issue and when that action will be completed:

Exhibit 2

M-00821



UNITED STATES POSTAL SERVICE  
Labor Relations Department  
475 L'Enfant Plaza, SW  
Washington, DC 20260-4100

Mr. Brian D. Farris  
Director, City Delivery  
National Association of Letter  
Carriers, AFL-CIO  
100 Indiana Avenue, N.W.  
Washington, DC 20001-2197

MAR 25 1988

Re: Branch  
Olympia, WA 98501  
H4N-5R-C 45671

Dear Mr. Farris:

On February 9, 1988, we met to discuss the above-captioned grievance at the fourth step of our contractual grievance procedure.

The issue in this grievance is whether management violated the National Agreement by modifying Form PSIN D1147, and posting the carriers prior casing ability.

During our discussion, we mutually agreed that no national interpretive issue is fairly presented in this case. We also agreed that Form PSIN D1147 will no longer be used in its revised form. Local management will return to using this form as originally issued, without the local modifications.

Please sign and return the enclosed copy of this decision as your acknowledgment of agreement to settle this case.

Time limits were extended by mutual consent.

Sincerely,

Michael J. Guzzo, Jr.  
Grievance and Arbitration  
Division

Brian D. Farris  
Director, City Delivery  
National Association of Letter  
Carriers, AFL-CIO



UNITED STATES POSTAL SERVICE  
Labor Relations Department  
475 L'Enfant Plaza, SW  
Washington, DC 20260-4100

Mr. Brian D. Farris  
Director, City Delivery  
National Association of Letter  
Carriers, AFL-CIO  
100 Indiana Avenue, N.W.  
Washington, DC 20001-2197

JUL 8 1988

Re: Branch  
Edmonds, WA 98020  
H4N-5R-C 33012

Dear Mr. Farris:

On April 21, 1988, we met to discuss the above-captioned grievance at the fourth step of our contractual grievance procedure.

The issue in this grievance is whether management violated the National Agreement when it used a locally developed form to supplement the data provided on Form 3996.

During our discussion, we mutually agreed that no national interpretive issue is presented in this case. We also agreed that the issuance of local forms, and the local revision of existing forms is governed by Section 324.12 of the Administrative Support Manual (ASM). The locally developed form at issue was not promulgated according to ASM 324.12. Therefore, management will immediately discontinue using this form.


Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to settle this case.


Mr. Brian D. Farris

2

Time limits were extended by mutual consent.

Sincerely,

  
Charles J. Dudek  
Grievance & Arbitration  
Division

  
Brian D. Farris  
Director, City Director  
National Association of Letter  
Carriers, AFL-CIO

CAW1039

**Exhibit 4**

M-00852



**UNITED STATES POSTAL SERVICE**  
Labor Relations Department  
475 L'Enfant Plaza, SW  
Washington, DC 20260-4100

Mr. Brian D. Farris  
Director, City Delivery  
National Association of Letter  
Carriers, AFL-CIO  
100 Indiana Avenue, N.W.  
Washington, DC 20001-2197

**JUL 1 1988**

Re: S. Brown  
Oxnard, CA 93030  
H4N-5T-C 29994

Branch  
Santa Barbara, CA 93102  
H4N-5T-C 33587

Branch  
Canoga Park, CA 91303  
H4N-5T-C 33727

Branch  
Santa Clara, CA 95050  
H4N-5N-C 40772

Dear Mr. Farris:

On May 27, 1988, we met to discuss the above-captioned grievances at the fourth step of our contractual grievance procedure.

The issue in these grievances is whether local management violated the National Agreement when it promulgated certain locally developed forms.

During our discussion, we mutually agreed that no national interpretive issue is presented in these cases. We also agreed that the issuance of local forms, and the local revisions of existing forms is governed by Section 324.12 of the Administrative Support Manual (ASM). The locally developed forms at issue were not promulgated according to the ASM, Section 324.12. Therefore, management will immediately discontinue their use.


Mr. Brian D. Farris

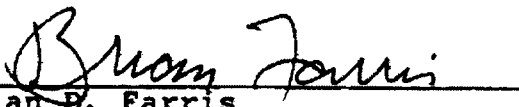
2

Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to settle these cases.

Time limits were extended by mutual consent.

Sincerely,

  
Charles J. Dudek  
Grievance & Arbitration  
Division

  
Brian D. Farris  
Director, City Delivery  
National Association of Letter  
Carriers, AFL-CIO



**Exhibit 5**

M-00887



UNITED STATES POSTAL SERVICE  
Labor Relations Department  
475 L'Enfant Plaza, SW  
Washington, DC 20260-4100

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

November 16, 1988

Re: W. Rain  
Rochester, MN 55901  
H4N-4C-C 38635

Dear Mr. Hutchins:

On October 26, 1988, a meeting was held with the NALC Director of City Delivery, Brian Farris, to discuss the above-captioned grievance at the fourth step of our contractual grievance procedure.

The issue in this grievance is whether management violated the National Agreement when it used a locally developed form.

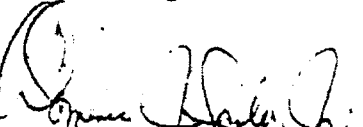
After reviewing this matter, we mutually agreed that no national interpretive issue is fairly presented in this case. We also agreed that the issuance of local forms, and the local revision of existing forms is governed by Section 374.12 of the Administrative Support Manual (ASM). The locally developed form was not promulgated according to ASM 324.12. Therefore, management will discontinue the use of the subject form.


Accordingly, we agreed to remand this case to the parties at Step 3 for further processing, including arbitration if necessary.

Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to remand this case.

Time limits were extended by mutual consent.

Sincerely,

  
Dominic J. Scola, Jr.  
Grievance & Arbitration  
Division

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

# Exhibit 6

M-01334



Mr. William H. Young  
Vice President  
National Association of Letter  
Carriers, AFL-CIO  
100 Indiana Avenue, NW  
Washington, DC 20001-2197

RECEIVED  
JUL 16 1998  
CONTRACT ADMINISTRATION UNIT  
N.A.L.C. WASHINGTON, D.C.

Re: H90N-4H-C 96029292  
HON-SC-C 89353  
CLASS ACTION  
SARASOTA, FL 34230-9998

Dear Mr. Young:

Recently, we met in pre-arbitration discussion of the above-captioned grievance.


The issue in this grievance is whether management violated the National Agreement by developing a local form which was not approved in accordance with the ASM.

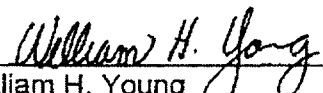
The development of Local forms is governed by the ASM. This grievance concerns a letter which is being issued to employees locally, entitled, "Accident Repeater Alert!!!"

During our discussion, we mutually agreed that the development of local forms is governed by the ASM. Therefore, the issuance of the "Accident Repeater Alert!!!" letter will be discontinued.

Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to remand Case Number H90N-4H-C 96029292 and remove it from the pending national arbitration listing.

Sincerely,

  
Pete Bazylewicz  
Manager  
Grievance and Arbitration

  
William H. Young  
Vice President  
National Association of Letter  
Carriers, AFL-CIO

Date:

7/16/98

- b. Ensuring form version-control by maintaining forms metadata.
- c. Ensuring form integrity by maintaining a digital archive.
- d. Evaluating the need for a form.
- e. Analyzing and designing the form.
- f. Coordinating form use and disposition.
- g. Developing and managing corporate automated forms.

### 323.3 **Field Management**

Field managers must:

- a. Follow all policies and guidelines in corporate directives (such as *Postal Bulletin* articles, management instructions, and handbooks) when completing or processing a form.
- b. Ensure that the correct forms are used to support business processes.
- c. Ensure that completed forms are managed, retained, and disposed of as described in Handbook AS-353, *Guide to Privacy, the Freedom of Information Act, and Records Management*.
- d. Ensure that local forms do not interfere or conflict with nationally approved forms.

### 323.4 **Material Management**

Material Management is responsible for managing stocks of postal forms.

## 324 **Development, Coordination, and Clearance**

### 324.1 **Development**

Headquarters organizational units approve the requirements for new or revised forms within their functional areas. Forms Management analyzes and designs the form and assigns an identifying number.

### 324.2 **Coordination and Clearance**

The originating office obtains the necessary clearances from other affected organizational units before a new or revised form is approved. Required clearances include:

Type of Form	Required Clearance
Forms that affect wages, hours, and other terms and conditions of employment, or that concern any work and/or time standards or studies relating to any bargaining unit employees.	PS: Through the vice president of Labor Relations using the clearance option 3 memo (see MI AS-310-96-3, <i>Management of Policy and Procedure Information — Paper and On-Line</i> ). Local: Through the appropriate area Human Resources manager.
PS and local forms that: <ul style="list-style-type: none"> <li>a. Collect personally identifiable information about a customer, employee, or other individual (such as name or Social Security number) directly from those individuals.</li> <li>b. Are completed by a customer, employee, or other individuals.</li> </ul>	Through the manager, Records Office, using the clearance option 3 memo (see MI AS-310-96-3) for Privacy Act considerations (for details see Handbook AS-353, <i>Guide to Privacy, the Freedom of Information Act, and Records Management</i> ).
PS forms that are stocked in the material distribution centers.	Through Inventory Management, Purchasing and Materials, Head-quarters, on Form 189, <i>Stocking Plan for Directives and Forms</i> .

Exhibit 8



UNITED STATES POSTAL SERVICE  
475 L'Enfant Plaza, SW  
Washington, DC 20260

September 24, 1982

Mr. Halline Overby  
Assistant Secretary Treasurer  
National Association of Letter  
Carriers, AFL-CIO  
100 Indiana Avenue, N.W.  
Washington, D.C. 20001

Re: Branch  
Simi Valley, CA 93065  
H1N-5G-C 4021

J. Barini  
Simi Valley, CA 93065  
H1N-5G-C 4724

Dear Mr. Overby:

On several occasions, the most recent being September 10, 1982, we met with you to discuss the above-captioned grievances at the fourth step of our contractual grievance procedure.

The matters presented by you as well as the applicable contractual provisions have been reviewed and given careful consideration.

The question in these grievances involve the use of a "checklist of unsatisfactory casing procedures."

As full and final settlement of all matters relating to these grievances, the parties at the National level agree to the resolution:


The Postmaster will discontinue the use of the "checklist of unsatisfactory casing procedures."

Please sign the attached copy of this decision as your acknowledgment of agreement to resolve these cases.

Time limits were extended by mutual consent.

Sincerely,

  
Howard R. Carter  
Labor Relations Department

  
Halline Overby  
Assistant Secretary Treasurer  
National Association of Letter  
Carriers, AFL-CIO

involving the constitutionality of existing or future legislation prohibiting Federal employees from engaging in strike actions. The parties further agree that the obligations undertaken in this Article are in no way contingent upon the final determination of such constitutional issues.

(The preceding Article, Article 18, shall apply to City Carrier Assistant Employees.)

## **ARTICLE 19**

### **HANDBOOKS AND MANUALS**

Those parts of all handbooks, manuals and published regulations of the Postal Service, that directly relate to wages, hours or working conditions, as they apply to employees covered by this Agreement, shall contain nothing that conflicts with this Agreement, and shall be continued in effect except that the Employer shall have the right to make changes that are not inconsistent with this Agreement and that are fair, reasonable, and equitable. This includes, but is not limited to, the Postal Service Manual and the F-21, Timekeeper's Instructions.

Notice of such proposed changes that directly relate to wages, hours, or working conditions will be furnished to the Union at the national level at least sixty (60) days prior to issuance. At the request of the Union, the parties shall meet concerning such changes. If the Union, after the meeting, believes the proposed changes violate the National Agreement (including this Article), it may then submit the issue to arbitration in accordance with the arbitration procedure within sixty (60) days after receipt of the notice of proposed change. Copies of those parts of all new handbooks, manuals and regulations that directly relate to wages, hours or working conditions, as they apply to employees covered by this Agreement, shall be furnished the Union upon issuance.

Article 19 shall apply in that those parts of all handbooks, manuals and published regulations of the Postal Service, which directly relate to wages, hours or working conditions shall apply to CCA employees only to the extent consistent with other rights and characteristics of CCA employees provided for