

Data Collection User's Guide for In-Office Cost System

Handbook F-45

October 2004
Transmittal Letter 20

A. Purpose. This handbook serves as both a training aid and reference guide for Postal Service employees at headquarters, area and districts offices, and local postal employees who conduct and support In-Office Cost System (IOCS) tests. The procedures contained in the handbook are part of the Postal Service's continuing effort to improve data quality and productivity through benchmarking and standardizing of best practices as outlined in the Postal Service's Transformation Plan.

B. Distribution.

- 1. Initial.** This handbook is distributed to Statistical Programs Service Centers, managers of Statistical Programs, and other offices and personnel involved with IOCS testing.
- 2. Copies.** You can order Handbook F-45 from the Material Distribution Center (MDC) by using touch tone order entry (TTOE): Call 800-332-0317, option 2.

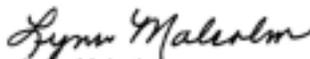
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C. Online Availability. You may view this handbook in electronic format on the Postal Service PolicyNet Web site. Go to <http://blue.usps.gov>. Under "Essential Links" in the left-hand column, click on *References*. Under "References" in the right-hand column, next to "PolicyNet," click on *text*. Click on *Hbks*. The Statistical Programs Web site also provides a link to this handbook at <http://blue.usps.gov/statprog/>.

D. Comments. Please refer all questions and suggestions about the content, clarity, organization, and format of this document in writing to:

MANAGER STATISTICAL PROGRAMS
US POSTAL SERVICE
475 L'ENFANT PLAZA SW RM 1830
WASHINGTON DC 20260-1830

E. Effective Date. This handbook is effective October 2004, and includes information previously published in Statistical Programs correspondence up through and including Policy Memo *Statistical Programs Letter #3, FY 2004*, dated December 5, 2003.


Lynn Malcolm
Acting Vice President
Finance, Controller

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Summary of Changes

This October 2004 revision of Handbook F-45, *Data Collection User's Guide for In-Office Cost System* renders the following publication obsolete:

Handbook F-45: *In-Office Cost System Field Operating Instructions* (June 1998).

All changes within this revision are effective October 1, 2004.

The following summarizes the changes:

Overview

The In-Office Cost System (IOCS) data collection software has been completely redesigned. In addition, the Computerized On-Site Data Entry System (CODES) Laptop communications software has been replaced with new software to transfer data to and from the new CODES Web Base Unit. All changes to definitions, software navigation instructions, and recording rules in this handbook reflect these software changes. In every case, software screen examples have been updated and the descriptions reflect these changes. Updated instructions reflect the new data collection software, data communications software, and associated policies and procedures.

In addition, the information in this handbook has been reorganized and now reflects the standard formatting of other Statistical Programs data collection handbooks.

Preface

This is new and explains the purpose of the handbook. It contains the following sections: Who Should Use This Book, How to Use This Book, Conventions Used in This Book, Acronyms, and Where To Go for More Information.

Chapter 1

Chapter 1 has been reorganized and updated to be consistent with other Statistical Programs data collection handbooks. It is divided into four parts: Understanding the In-Office Cost System, Data Collection, Analysis, and Reporting.

This chapter does not include any substantive policy changes.

Chapter 2

This chapter provides information previously found in Chapter 4 through Chapter 6. The content has been edited to include only those activities that are specific to a data collector's preparation.

Section 2.1 includes guidelines for loading new sample data onto the CODES Laptop computer.

Section 2.2 describes the preparatory tasks required to conduct IOCS readings, including understanding the Readings Schedule Report, determining a sampled employee's starting and ending times, recalculating the scheduled reading time, and what to do if a reading must be rescheduled.

Related Materials (RM) sections have been added. They include an example of an IOCS Readings Schedule Report; instructions for converting among standard time, military time, and Postal Service timekeeping system time; and a list of roster designation and activity codes.

This chapter does not contain any substantive policy changes.

Chapter 3

This chapter provides information previously found in Chapter 3, Chapter 5, Chapter 6, and Chapter 8. The content has been edited to include only that information relevant to completing the *IOCS Header* screen.

Section 3.1 defines the actual reading time.

Section 3.2 contains policy information about the 30-minute leeway rule.

Section 3.3 provides guidelines for locating a sampled employee, observing his or her activity, and isolating any mail or equipment that the employee is handling. It also describes the three methods of conducting an IOCS reading — on-site, telephone, and return call.

Section 3.4 provides step-by-step instructions for completing the *IOCS Header* screen.

As noted above, software descriptions reflect the newly redesigned IOCS software. The key changes and clarifications in policy included in this chapter are summarized below:

- **Change:** The data collector no longer records an occupation code.
- **Change:** The data collector no longer specifies a STOP reading. The data collector answers administrative questions, and CODES software automatically identifies situations that result in a STOP reading.
- **Clarification:** For Paid/Unpaid Status, Worker Compensation after 45 days (OWCP) is explicitly included with Continuance of Pay.
- **Clarification:** For Paid/Unpaid Status, the 5-minute leeway should not be selected for casual or part-time employees. If a change in tour times results in a rescheduled reading time and that reading is missed, the reading **MUST** be rescheduled.

Chapters 4–8

In Chapters 4–8, each section or subsection corresponds to an IOCS question or group of questions. Screen captures are included for reference and detailed information for answering the questions is provided. As noted above, software descriptions reflect the newly redesigned IOCS software. The following change has been made globally:

- **Change:** Scripted questions and instructions are provided for each screen to assist data collectors.

Key changes and clarifications in policy specific to each chapter are summarized below.

Chapter 4

Chapter 4 replaces Chapter 9. This chapter includes activity questions (Q15C1 through Q15G) for supervisors and professional, technical, and administrative (not craft-level) employees. Key changes and clarifications in policy are summarized below:

- **Change:** The facility type question (Q15C1) replaces old Q15C1 and expands the categories.
- **Clarification:** In obtaining the Management Operating Data System (MODS), Productivity Information Management System (PIMS), or other work center operation code that the sampled supervisor is clocked into (Q15C2a, Q15C2b), follow these guidelines:
 1. Enter the operation code whether or not the MODS number description matches the operation the employee is clocked into.
 2. If the employee is not required to clock into an operation or the data collector cannot obtain the proper code, leave this question blank.
- **Clarification:** Three separate conditions determine how to identify employees associated with the sampled supervisor:
 1. If the sampled supervisor is involved with or is observing craft-level employees for whom he or she is responsible, either directly or through subordinate supervisors, identify the types of craft-level employees the supervisor's activity involves (Q15C7a).
 2. If the sampled supervisor is involved with a subordinate supervisor, identify the types of craft-level employees the subordinate supervisor is responsible for at the time of the reading (Q15C7b).
 3. If the sampled supervisor is NOT involved with or observing craft-level employees and is NOT involved with another supervisor directly or indirectly, identify the types of craft-level employees that the sampled supervisor is responsible for at the time of the reading (Q15C7c).

- **Change:** Messenger references have been eliminated from the carrier activity question (Q15D), which replaces old Q15E.
- **Change:** The clerk and mail handler activity question (Q15E1) and follow-up questions have been restructured as follows:
 1. The structure is similar to the clerk and mail handler reading question Q18B.
 2. Q15E1 replaces old Q15D.
 3. Platform, collection and preparation, and mail processing options in old Q15D have been replaced by options for automated or mechanized mail processing operations, manual distribution operations, and other labor operations.
 4. Individual options for bulk mail acceptance, accountable mail, and computerized forwarding system (CFS) operators have been added.
 5. The options for window service and administrative operations remain similar to the options in old Q15D.
- **Change:** An RM section has been added. It lists bulk mail centers/bulk mail facilities (BMCs/BMFs), outbound international gateways, and international service centers.

Chapter 5

Chapter 5 replaces Chapter 10. This chapter includes activity questions (Q16A1–Q16F5) for city carriers. Key changes are summarized below:

- **Change:** A separate training question (Q16A3b) asks whether the sampled employee is engaged in route-specific training.
- **Change:** This chapter now includes scripted preparation screens with instructions for respondents during telephone readings (Q16C2a–Q16C2e). These instructions, which inform the respondent of the next steps for completing a reading, vary depending on responses to previous questions.
- **Change:** For carrier readings, the respondent is allowed to obtain a mailpiece by selecting the piece closest to the sampled employee's right hand when that employee is handling mail. This rule applies regardless of what type of wheeled or non-wheeled container the sampled employee is handling. Mailpiece isolation and selection rules are found in Chapter 7.
- **Change:** The flow of questions varies, depending on whether the employee is handling mail (Q16F1a) and whether the respondent is able to obtain a mailpiece (Q16F1b).
- **Change:** Route type (old Q16B) is determined automatically when responses to new questions requesting the route number and ZIP Code (Q16B2a, Q16B2b) are matched with the Address Management System (AMS) extract file. The process works as follows:

1. An extract of the AMS file is created for each district during the IOCS sample selection process. The extract file is refreshed every pay period so that the listing is as current as possible. The extract file is loaded on the laptop automatically at the same time the new sample file is installed on the laptop.
2. When a route number and ZIP Code are entered, the laptop software attempts to find a match in the AMS extract file. If the route ZIP Code matches the Post Office ZIP Code, the software also prompts the data collector to verify that the correct ZIP Code was entered.
3. If an AMS match is made, the laptop software proceeds to ask questions about the employee's activities, if he or she is on the premises. If the employee is not on the premises, questions about the employee's lunch schedule are asked.
4. If no AMS match is found, the data collector or telephone respondent must answer additional questions about the route to determine the route type. The information can be obtained from PS Form 1621, *Delivery Management Report*, or other sources. These questions (Q16E1–Q16E4a) require the data collector to record the number of total and curbside residential and business deliveries associated with the route.
 - **Change:** Activity information is not collected when the sampled employee is performing non-carrier activities (i.e., no clerk activities are identified or determined).
 - **Change:** Carrier activities are separated into two categories — activities at the carrier case (Q16F3a) and activities away from the carrier case (Q16F3b).
 - **Change:** A separate question is used to determine if the carrier is handling collection mail; it is asked only if the carrier activity is returning from the route (Q16F5).
 - **Change:** The basic function question (old Q26) has been eliminated — formerly in Chapter 17.

Chapter 6

Chapter 6 replaces most of Chapter 11. This chapter includes questions about a sampled clerk's or mail handler's clocked operation, work assignment, and activity at the time of the reading (Q18A1–Q18H5). Key changes and a clarification in policy are summarized below:

- **Change:** The facility type question (Q18A1) replaces old Q18A and expands the categories.
- **Clarification:** In obtaining the MODS, PIMS, or other work center operation code that the sampled clerk or mail handler is clocked into (Q18A3a, Q18A3b), follow these guidelines:

1. Enter the operation code whether or not the MODS number description matches the operation the employee is clocked into.
 2. If the employee is not required to clock into an operation or the data collector cannot obtain the proper code, leave this question blank.
- **Change:** Clerk and mail handler questions have been restructured as follows:
 1. Q18B replaces old Q18; data collectors must identify the sampled employee's assigned type of operation.
 2. Q18B is the critical node in the software flow to determine relevant activities of the sampled employee at the time of the reading and whether or not this employee is physically observed in his or her assigned operational area. Subsequent questions differ, depending on how Q18B is answered.
 3. The allied operations options that were broken out in old Q18 have been consolidated or restructured, and new options have been added.
 4. The new structure includes separate options for platform, mail transport, and weighing; collection, cancellation, and mail preparation; accountable mail; automated or mechanized mail processing; manual distribution; other mail processing; bulk mail acceptance; window service; and other retail and administrative operations.
 5. If automated or mechanized mail processing, manual distribution, or other mail processing operations are selected, subsequent operation/activity questions differ depending on whether the facility type is a BMC or other facility type. In some cases, questions differ if the facility is a Post Office, station, branch, box section, or delivery unit.
 - **Change:** Questions specific to BMCs are denoted by the .BMC suffix.
 - **Change:** If platform, mail transport, and weighing is chosen in Q18B, the software will ask that the specific operation to which the employee is assigned be recorded (Q18E1). The subsequent question flow and logic steps (replacing parts of old A18 and A19) are as follows:
 1. Identify whether the employee is working with or transporting mail related to a specific vehicle, and if so, information about that vehicle (Q18E2, Q18E3, Q18E6, Q18E12, Q18E12a.BMC, Q18E12b.BMC, Q18E13, Q18E13a, Q18E14, Q18E15, Q18E22, Q18E24).
 2. Identify the specific non-vehicle related activity being performed and the type of mail being worked (e.g., incoming or outgoing) (Q18E2, Q18E3, Q18E7, Q18E9.BMC)
 - **Change:** If collection, cancellation, and mail preparation is chosen in Q18B, the subsequent question flow and logic steps (replacing parts of old A18 and A19) are as follows:

1. Identify the specific operation to which the employee is assigned (Q18E10).
 2. Identify the activity being performed (Q18E16, Q18E18).
 3. If the employee doing an activity related to automated or mechanized cancellation equipment, identify whether mail from the machine is available (Q18E23, Q18E27).
- **Change:** If accountable mail is chosen in Q18B, the subsequent question flow and logic steps (replacing parts of old A18 and A19) are as follows:
 1. Identify the specific operation to which the employee is assigned (Q18H1).
 2. Identify the activity being performed (Q18H2, Q18H3, Q18H4).
 - **Change:** If automated or mechanized mail processing is chosen in Q18B, the subsequent question flow and logic steps (replacing parts of old Q18 and Q19) are as follows:
 1. Identify the type of equipment to which the sampled employee is assigned (Q18C1–Q18C4, Q18C1.BMC–Q18C3.BMC).
 2. Identify the sort plan or scheme the equipment is running or is set up to be running (Q18C5–Q18C7, Q18C4.BMC).
 3. Identify whether the machine is processing mail and/or if there is mail present on the machine or its staging areas (Q18C8–Q18C9, Q18C5.BMC–Q18C6.BMC).
 4. Identify the observed activity of the sampled employee at the moment of the reading (Q18C11, Q18C12).
 - **Change:** If manual distribution is chosen in Q18B, the subsequent question flow and logic steps (replacing parts of old Q18 and Q19) are as follows:
 1. Identify the primary type of mail being processed where the sampled employee is assigned (Q18D1, Q18D1.BMC).
 2. Identify the sort plan or scheme that is being set up or worked (Q18D2–Q18D3, Q18D1a.BMC).
 3. Identify the observed activity of the sampled employee at the moment of the reading (Q18D4, Q18D2.BMC).
 - **Change:** If other mail processing is chosen in Q18B, the subsequent question flow and logic steps (replacing parts of old Q18 and Q19) are as follows:
 1. Identify the specific operation to which the employee is assigned (Q18E4, Q18E4.BMC, Q18E5).
 2. Identify the type of mail being worked (e.g., incoming or outgoing) (Q18E7.BMC, Q18E8, Q18E9, Q18E15.BMC, Q18E20).
 3. Identify the activity being performed (Q18E17, Q18E21, Q18E25).

- **Change:** If bulk mail acceptance is chosen in Q18B, the software flows to Q18F1–Q18F2 (replacing parts of old Q18) where the sampled employee's observed activity is recorded.
- **Change:** If window service and other retail is chosen in Q18B, the software flows to Q18G1–Q18G11 (replacing parts of old Q18) where information about the sampled employee's observed activity is recorded.
- **Change:** If administrative is chosen in Q18B, the software flows to Q18H5 (replacing parts of old Q18) where information about the sampled employee's observed activity is recorded.
- **Change:** The basic function question (old Q26) is eliminated — formerly in Chapter 17.
- **Change:** RM sections have been added with descriptions of mail processing equipment, definitions of sort plans and distribution schemes, and descriptions of distribution activities.

Chapter 7

This chapter replaces parts of Chapter 11 and Chapter 12. Chapter 7 describes how to answer questions about any mail or equipment that a sampled employee is handling. Detailed instructions for answering each question, which differ depending on whether the reading is on a city carrier, or a clerk or mail handler, are provided. Much of the same information collected prior to the FY 2005 release is collected in the new software, but the IOCS question flow has changed significantly. Key changes and a clarification in policy are summarized below:

- **Change:** Two significant terminology changes have been made. The term “item” is replaced with the term “non-wheeled container.” The term “container” is replaced with “wheeled container.”
- **Change:** A new category for pallet boxes has been created.
- **Clarification:** For clerk and mail handler readings, top piece rules have been replaced by a set of isolation and selection rules. Conceptually these are the same. Improvements have been made to resolve issues that deal with handling a combination of all types of pieces with non-wheeled containers and wheeled containers. Isolation rules are designated by “I–” and a number; selection rules are designated by “S–” and a number. All isolation and selection rules are incorporated into screens in the software, designated by beginning with the letter “I.”
- **Change:** A new set of IOCS questions has been included for international sacks (Q21Z1–Q21Z8).
- **Change:** Mixed mail questions (old Q24 — formerly in Chapter 17 and old Q21D) no longer apply to carrier readings. They do still apply to clerk and mail handler readings. Old Q21D is replaced by Q21G1.

- **Change:** For all carrier readings, if the sampled employee is handling mail, respondents or data collectors are asked to get a mailpiece closest to the right hand of the sampled employee, regardless of what type of wheeled or non-wheeled container the employee is handling. For instance, if a carrier is opening a sack or is pushing a hamper full of mail to the loading dock, the respondent or data collector is asked to get a piece of mail closest to the right hand of the employee.
- **Change:** For wheeled or non-wheeled containers with mail, IOCS now collects container destination ZIP Code information from the container label (Q21E3) in clerk and mail handler readings.
- **Change:** For non-wheeled containers with mixed mail, IOCS now collects information from the label content line that identifies class or subclass of mail within the non-wheeled container (Q24a) in clerk and mail handler readings.
- **Change:** If empty containers contain other empty equipment or containers, the question flow moves to Q21G1 to obtain the percentage of empty equipment or containers in clerk and mail handler readings.
- **Change:** Postage statements are now identified along with mailpiece and Postal Service forms (Q22A1–Q22A3).
- **Change:** RM sections have been added with descriptions and pictures of container types, and a list of U.S. territories and military offices.

Chapter 8

Chapter 8 replaces Chapter 13 through Chapter 17. This chapter provides instructions for answering mailpiece characteristic questions (Q238A1–Q23N8). Key changes are summarized below:

- **Change:** Old Q23B has been eliminated. The IOCS software and subsequent computer programs determine the mailpiece class and rate category based on the characteristics recorded by data collectors.
- **Change:** Questions sometimes include the sentence “Choose the FIRST applicable option” to eliminate training on how to handle conflicting markings or endorsements on the mailpiece.
- **Change:** Not all mailpiece characteristics are recorded in all circumstances. The software is designed to obtain information about the mailpiece in a manner that minimizes the number of questions that must be answered.
- **Change:** Weight (Q23C1) information is no longer collected in weight intervals. Weight for each piece is collected to the tenth of an ounce when possible.
- **Change:** The number of shape categories has been reduced to include only cards, letters, flats, Irregular Parcel and Pieces (IPP)/parcels, and keys/identification materials. A separate question (Q23A2) is asked to identify certain types of irregular parcel and pieces.

- **Change:** A new set of IOCS questions is included that asks specifically about manifest mailing system (MMS) markings (Q23H1–Q23H3).
- **Change:** Data collectors no longer have to distinguish between an 11-digit and a 9-digit barcode. The barcode questions (Q23K1–Q23K8) identify the location of the barcode, and in some instances, identify the number of high bars in the barcode.
- **Change:** The special services questions (Q23N1–Q23N8) are tailored to the specific shape and class of the sampled mailpiece. Only services applicable to the mailpiece are presented as options.
- **Change:** Separate questions and sections are included for foreign outbound (U.S. origin) and inbound (foreign origin) international mail (Q23X1a–Q23X10e, Q23Y1a–Q23Y11b). In most cases, questions are based on markings found on the mailpiece and do not ask the data collector to determine U.S. origin international class/subclass or foreign origin categories such as LC, AO, etc.
- **Change:** RM sections have been added describing the criteria for identifying special services on mailpieces.

Chapter 9

This chapter replaces parts of Chapter 8. It describes the actions that must be taken to review question responses and complete the reading. Key changes and clarifications in policy are summarized below:

- **Change:** A review screen, similar to the previously entered data screen in the Windows version software (SP Letter #3 FY2003), is provided so that the data collector can review recorded information in the software. The review screen can be initiated by pressing <F11> at any point in the software.
- **Clarification:** Additional information is provided describing procedures for suspending a reading.

Chapter 10

This chapter replaces Appendix F. It describes current methods for transferring data to and from the CODES Laptop.

Appendix A

This appendix replaces Chapter 2. It has been reformatted and updated to be consistent with other Statistical Programs data collection handbooks.

Appendix B

This appendix replaces Appendix E. It has been reformatted and updated to be consistent with other Statistical Programs data collection handbooks. One significant policy change has been made:

- **Change:** Scales used by data collectors conducting IOCS readings must be electronic scales capable of measuring to tenths of an ounce for weights up to two pounds, and capable of measuring to ounces for weights up to 10 pounds.

Appendix C

This appendix is new and provides guidelines for managers of Statistical Programs in administering IOCS. It includes all current operating policies. Key changes include:

- **Change:** Rescheduling guidelines have been updated for the change from accounting period reporting to monthly reporting.
- **Change:** Entry of PS Forms 1444 (A–P), *Statistical Programs Process Review*, must be completed within 5 business days after the close of the quarter.

Appendix D

This appendix is new and includes the information on conducting telephone readings formerly contained in Chapter 8 and SP Letter #3, FY2002. One significant policy change has been made:

- **Change:** The requirement to identify 2 respondents at an IOCS testing facility in case of a telephone reading has been eliminated.

Glossary

This replaces Appendix C. New terms have been added and obsolete terms have been eliminated.

Log of Revisions

This is new and has been added to be consistent with other Statistical Programs data collection handbooks. It allows data collection staff to record policy memoranda (SP Letters) updating the procedures in this handbook.

Text Messages

This is new and has been added to be consistent with other Statistical Programs data collection handbooks. This allows data collection staff to record text messages clarifying the procedures in this handbook.

DCT Notes

This is new and has been added to be consistent with other Statistical Programs data collection handbooks. It allows data collectors to record any notes or comments in this handbook.

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Preface

Handbook F-45, *Data Collection User's Guide for In-Office Cost System*, introduces you to the data collection process for conducting In-Office Cost System (IOCS) readings and spells out official United States Postal Service policies governing that process. These step-by-step instructions will help you prepare for and conduct IOCS readings. Handbook F-45 also provides instructions on how to transfer data from the Computerized On-Site Data Entry System (CODES) Laptop once a reading is completed.

This handbook has been updated to reflect significant changes that are being implemented in the IOCS questions and CODES software. It has been reformatted to appear more like other Statistical Programs data collection handbooks.

Where appropriate, this book refers to other Postal Service publications.

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Who Should Read This Book

Data collectors are to use this guide as a learning tool during their training period. Data collectors, statistical programs specialists, and managers of Statistical Programs also use this book as a reference source. Postmasters, plant managers, and other related Postal Service personnel use this guide for background reference.

To use this guide effectively, it is helpful to have a strong knowledge of Postal Service operations and terminology. A list of acronyms appears on page liii.

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How to Use This Book

The *Data Collection User's Guide for In-Office Cost System* is divided into ten chapters.

The *Data Collection User's Guide for In-Office Cost System* contains the following chapters:

Chapter 1: "Introduction" explains the Postal Service data collection process. It provides an explanation of the entire data collection cycle and the importance of following data collection procedures.

Chapter 2: "Preparing for the In-Office Cost System Reading" describes the preparatory tasks required for IOCS readings and gives step-by-step instructions for completing these tasks. This chapter explains how to load samples onto the CODES Laptop, how to determine scheduled reading times, and how to reschedule a reading if necessary. It also introduces many of the participants and policies involved in the data collection process.

Included at the end of this chapter are three Related Materials (RM) sections: RM 2-1, "IOCS Readings Schedule Report," RM 2-2, "Time Conversions," and RM 2-3, "Roster Designation and Activity Codes."

Chapter 3: "Locating the Employee and Completing the Header Screen" describes the procedures for locating the sampled employee, observing his or her activity, isolating any mail to be sampled, and completing the *IOCS Header* screen, which consists of initial administrative questions about the reading and employee to be sampled.

Chapter 4: "Activity Questions for Supervisors and Professional, Technical, and Administrative Employees" describes how to answer questions that you will encounter when conducting a reading on a supervisor, acting supervisor, or a professional, technical, or administrative (not craft-level) employee.

Chapter 5: "Activity Questions for City Carriers" describes how to answer questions about city carrier activities.

Chapter 6: "Activity Questions for Clerks and Mail Handlers" describes how to answer questions about a sampled clerk's or mail handler's clocked operation, work assignment, and activity at the time of the reading.

Included at the end of this chapter are two RM sections: RM 6-1, "Automated and Mechanized Mail Processing Equipment," RM 6-2, "Definitions of Sort Plans and Distribution Schemes," and RM 6-3, "Distribution Activities."

Chapter 7: "Handling Mail Questions" describes how to answer questions about any mail or equipment that a sampled employee is handling. Detailed instructions for answering each question, which differ depending on whether the reading is on a city carrier or on a clerk or mail handler, are provided.

Included at the end of this chapter are three RM sections: RM 7–1, “Wheeled Containers,” RM 7–2, “Bundles, CON-CONS, and Non-Wheeled Containers,” and RM 7–3, “U.S. Territories and Military Offices.”

Chapter 8: “Mailpiece Characteristics Questions” describes how to answer IOCS questions about a selected mailpiece or Postal Service form. In particular, the following mail characteristics are examined:

- Shape.
- Weight.
- Whether mailpiece is being returned, forwarded, or otherwise undeliverable as addressed.
- Destination.
- Indicia information and amount of revenue.
- Mail class and rate markings.
- Origin for certain flat, IPP, and parcel mailpieces.
- Barcode information.
- FIM and reply mail markings.
- Ancillary service markings.
- Special services provided.
- Additional characteristics of foreign destination sampled mailpieces.
- Additional characteristics of foreign origin sampled mailpieces.

Included at the end of this chapter are two RM sections: RM 8–1, “Special Service Identification Criteria: Domestic Mail” and RM 8–2, “Special Service Identification Criteria: International Mail.”

Chapter 9: “Completing the Reading” describes the actions that must be taken to review question responses and complete the reading.

Chapter 10: “CODES Laptop Data Communications” explains how to transfer data electronically from the CODES Laptop to the CODES Web Base Unit. It also explains how to download samples and software from the CODES Web Base Unit.

These chapters are followed by appendices, a glossary of terms, and an index.

Conventions Used in This Book

The *Data Collection User's Guide for In-Office Cost System* uses certain conventions to make it easy for you to identify different types of information. This section describes these conventions.

Trademarks

The following are among the trademarks owned by the United States Postal Service: USPS, U.S. Postal Service, United States Postal Service, Postal Service, Post Office, Priority Mail, Express Mail, Standard Mail, First-Class Mail, Registered Mail, Certified Mail, Delivery Confirmation, Signature Confirmation, ZIP Code, Click-N-Ship, and The Postal Store.

Icons

This book contains small images, called icons, to help you recognize distinct types of information at a glance. Each icon fits a particular type of information. Each time that type of information is given you will see the icon. Icons do not appear if the corresponding type of information is not present.

The following graphic displays are the icons used in the *Data Collection User's Guide for In-Office Cost System*. You might see the first three icons at the beginning of a chapter and the remaining icons in the chapter sections.

ESSENTIAL
PERSONNEL



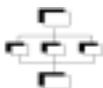
This icon appears when there is a discussion about which Postal Service staff are involved in a task.

REQUIRED
MATERIALS



This icon appears when information is given about the materials needed to complete a task.

ASSOCIATED
TASKS



This icon indicates that subtasks related to the main task will follow.

BACKGROUND INFORMATION This icon appears when information needed to complete a task is provided.



PROCEDURES This icon indicates steps to complete the task will follow.



 **Exception:** This icon appears when there is an exception to a task or tasks explained in a previous section, or if the exception applies only to the previous task.

RELATED MATERIALS This icon appears on the top of each page of the Related Materials section. Related Materials contain additional information that may help in performing tasks.



 **Note:** This shows how a note is displayed. Notes are reminders about the effect of particular actions. They also provide alerts to possible changes in procedures or special recording rules.

 **Example:** Illustrates the text that comes before the particular actions. Usually, examples describe a situation that might appear on the job and illustrate how to handle the situation.

Procedures

All step-by-step instructions are numbered in bold text as in the following example:

- 1. Verify and, if necessary, change the reading information.**

Additional information about the step may follow the instruction.

Section and Subsection Headings

In Chapters 4–8, each section or subsection corresponds to an IOCS question or group of questions. In cases where a section or subsection heading corresponds to a specific question that appears in the CODES software, the screen name and question number (in parentheses) is used as the heading as in the following example:

6.1.1 PIMS/Work Center Number (Q18A3b)

Screen Shots

Screen shots are included for each question as a reference for the data collector to ensure that the instructions or references correspond to the CODES question. Screen shots are presented as figures, with the screen name and question number (in parentheses) appearing in italics as shown in the example below.

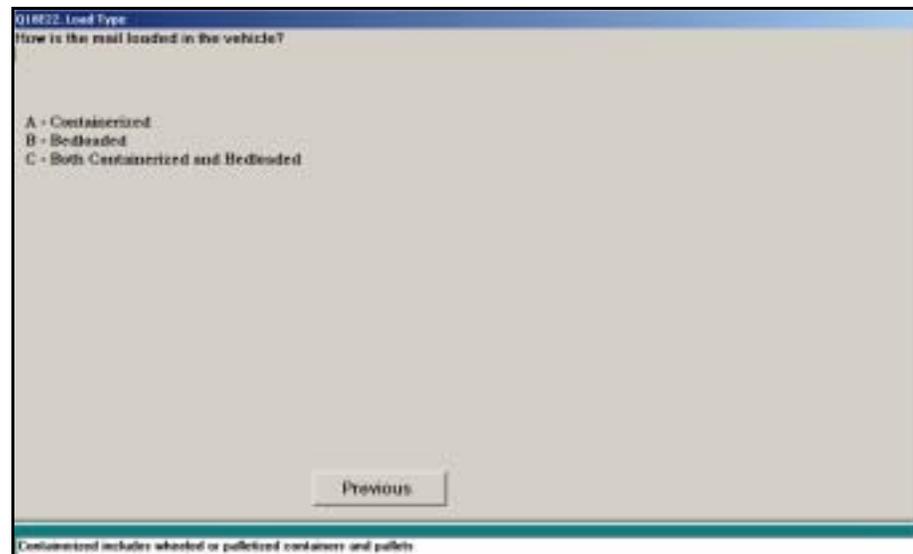


Figure 6.6.3–8. *Load Type (Q18E22)*

Bullets

Lines beginning with a bullet are often included to define options that appear on the CODES software question screens as in the following example:

- *BMC/BMF.* Choose this category if the facility is one of the Postal Service's 21 official bulk mail centers (BMCs) or bulk mail facilities (BMFs), or a BMC annex. A complete list of these facilities is provided in RM 4–1.

Bullets are also used to emphasize items in a list.

Screen Names and Options

All screen names and options in the software that appear in the text are listed in *italics* as in the example below:

Load type describes how the mail has been loaded onto the vehicle. Indicate whether the mail is *Containerized*, *Bedloaded*, or *Both Containerized and Bedloaded*. Press <Enter> to continue.

Acronyms

The following acronyms are used in this book:

AAA	Automated Airline Assignment
AADC	Automated Area Distribution Center
ACDCS	Air Contract Data Collection System
ADC	Area Distribution Center
AFCS	Advanced Facer/Cancelled System
AFSM	Automated Flat Sorting Machine
AMC/F	Airport Mail Center/Facility
AMS	Address Management System
AO	Associate Office
AO	Autres Objets
APC	All Purpose Container
APO	Army Post Office
APPS	Automated Package Processing System
ASF	Auxiliary Service Facility
BCS/BCR	Bar Code Sorter/Bar Code Reader
BMC	Bulk Mail Center
BMC	Bulk Mail Container
BMEU	Business Mail Entry Unit
BMF	Bulk Mail Facility
BPM	Bound Printed Matter
BPRS	Bulk Parcel Return Service
BRM	Business Reply Mail
BRMAS	Business Reply Mail Accounting System
BT	Begin Tour
CAG	Cost Ascertainment Grouping
CCSC	CODES Computer Support Center
CFS	Computerized Forwarding System
CIOSS	Combined Input Output Sub-System
COD	Collect on Delivery
CODES	Computerized On-Site Data Entry System
COSC	Computer Operations Service Center
CP	Colis Postaux
CRA	Cost and Revenue Analysis
CSBCS	Carrier Sequence Bar Code Sorter
CSSD	Customer Service and Sales District
DAL	Detached Address Label
DBCS	Delivery Bar Code Sorter

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DBCS/ISS	Delivery Bar Code Sorter/Input Sub-System
DBCS/OSS	Delivery Bar Code Sorter/Output Sub-System
DCT	Data Collection Technician
DDC	Delivery Distribution Center
DIOSS	DBCS Input Output Sub-System
<i>DMM</i>	Domestic Mail Manual
DMU	Detached Mail Unit
DPRC	Dual Pass Rough Cut
DPS	Delivery Point Sequence
ECR	Enhanced Carrier Route
EMS	Express Mail Service
ERMC	Eastern Region Mail Container
ET	End Tour
ETC	Electronic Time Clock
FIM	Facing Identification Mark
FLSA	Fair Labor Standards Act
FPO	Fleet Post Office
FSM	Flat Sorting Machine
GEM	Global Express Mail
GMF	General Mail Facility
GPC	General Purpose Container
GPM	Global Priority Mail
GPMC	General Purpose Mail Container
GXG	Global Express Guaranteed
HASP	Hub and Spoke Program
IBI	Information Based Indicia
IBRM	International Business Reply Mail
ICP	International Commercial Package
ICRA	International Cost and Revenue Analysis
IL	In from Lunch
<i>IMM</i>	International Mail Manual
IOCS	In-Office Cost System
IPA	International Priority Airmail
IPP	Irregular Parcels and Pieces
ISAL	International Surface Air Lift
ISC	International Service Center
ISSN	International Standard Serial Number
L&DC	Logistics and Distribution Center
LAN	Local Area Network
LC	Letters et Cartes
LIPS	Linear Integrated Package Sorter

LMLM	Letter Mail Labeling Machine
LOT	Line of Travel (Enhanced Carrier Route)
MIDAS	Military and International Dispatch Assignment System
MLOCR	Multiline Optical Character Reader
MMS	Manifest Mailing System
MODS	Management Operating Data System
MPBCS	Mail Processor Bar Code Sorter
MPBCS/ISS	Mail Processor Bar Code Sorter/Input Sub-System
MPBCS/OSS	Mail Processor Bar Code Sorter/Output Sub-System
MPLSM	Multiposition Letter Sorting Machine
MSP	Manager of Statistical Programs
NMO	Non-Machinable Outside
OCR	Optical Character Reader
ODIS	Origin-Destination Information System
OIG	Office of Inspector General
OL	Out to Lunch
OMMS	Official Mail Messenger Service
OTR	Over the Road Container
OWCP	Office of Workers' Compensation Programs
PDC/F	Processing and Distribution Center/Facility
PAL	Parcel Airlift
PARS	Postal Automated Redirection System
PATS	Process Activated Training System
PC	Personal Computer
PIMS	Productivity Information Management System
PMPC/F	Priority Mail Processing Center/Facility
PO	Post Office
POSTNET	Postal Numeric Encoding Technique
PP	Parcel Post
PSDS	Postal Source Data System
PS Form	Postal Service Form
PSM	Parcel Sorting Machine
PSTS	Process Support and Tracking System
PVI	Postage Validation Imprinter
RBCS	Remote Bar Code System
RM	Related Materials
RPW	Revenue, Pieces, and Weight
SAL	Surface Airlift
SAMS	Surface Air Management System
SEC/SEG	Sector/Segment
SP	Statistical Programs

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SPBS	Small Parcel and Bundle Sorter
SPFS	Statistical Programs Field Support
SPLSM	Single-Position Letter Sorting Machine
SPR	Small Parcels and Rolls
SPS	Statistical Programs Specialist
SPSC	Statistical Programs Service Center
SSIU	Singulate Scan Induction Unit
SSM	Sack Sorting Machine
SSN	Social Security Number
SSPC	Self-Service Postal Centers
SWYB	Scan-Where-You-Band
TACS	Time and Attendance Collection System
TIMES	Transportation Information Management Evaluation System
TMS	Tray Management System
TSSR	Test Site Status Report
UAA	Undeliverable As Addressed
UBBM	Undeliverable Bulk Business Mail
UFSM	Upgraded Flat Sorting Machines
USPS	United States Postal Service
VIM	Vertical Improved Mail
WSH	Walk Sequence High Density (Enhanced Carrier Route)
WSS	Walk Sequence Saturation (Enhanced Carrier Route)
ZIP	Zone Improvement Plan

Where To Go for More Information

In addition to the *Data Collection User's Guide for In-Office Cost System*, you may want to refer to the following resources:

- *The Mailers Companion*.
- *Domestic Mail Manual (DMM)*.
- *International Mail Manual (IMM)*.
- *Postal Bulletins*.

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Chapter 1

Introduction

Understanding the In-Office Cost System

The In-Office Cost System (IOCS) is the primary probability sampling system used to distribute the labor costs of clerks, mail handlers, city carriers, and supervisors to the activities carried out by those employees, particularly activities related to the handling of mail of all classes and rate categories, and to the provision of special services. The information collected from IOCS is used to develop proposals for new postal rates, assist in budget preparation, and conduct management studies.

The Postal Reorganization Act requires the Postal Service to “break even” financially. That is, the total revenue of the Postal Service must equal the total costs incurred by the Postal Service. Rates for each mail service are determined using costs as a basic reference point. Rates must be high enough to ensure that the revenue generated by a subclass of mail exceeds the costs “attributable” to that subclass. As part of the effort to achieve this legal requirement, the Postal Service continually collects information about the revenue, costs, volume, and weight of the mail.

Although the total costs of the Postal Service are available from the book of accounts, the accounting records generally do not indicate how the total costs are related to each specific class and subclass of mail and each special service. Also, while timekeeping systems will indicate the amount of labor time in each operation or work center, those systems do not indicate the types of mail being handled or specific activities performed in the various work centers. IOCS provides the detailed activity data required for clerk, mail handler, city carrier, and supervisor labor costs in Cost Ascertainment Grouping (CAG) A through K Post Offices and in special processing facilities. It does this by sampling instants of employee work time and then developing estimates of the proportions of employee work time spent on various functions in the office and, for some of these functions, the proportions of time spent handling or processing categories of mail. The time proportions are then used to distribute certain costs to each class and subclass of mail and to each special service. IOCS also indirectly provides data for the calculation of certain non-labor costs — such as mail processing equipment costs — that are related to sampled labor activities.

An IOCS *reading* consists of observing a selected employee at a designated time within the employee's workday, and recording the activity being performed by the employee at the time of the observation. In addition, the characteristics of any mail or mail transportation equipment that the sampled employee is handling at that time are recorded. This handbook contains the procedures used by trained data collectors in performing IOCS readings.

Data Collection

Data collection is the foundation on which postal rate changes are based. The ability to make accurate cost allocations depends on proper data collection techniques. It is imperative that data be collected in the same way, no matter who performs the reading. For this reason, the questions and procedures are written to ensure that the data are gathered consistently and in a manner that will not introduce error or bias. Data collectors must follow the procedures exactly and should accordingly review them periodically to ensure that they understand the details of the data collection process.

Trained data collectors use laptop computers to record IOCS readings. They record the activity the employee is engaged in, and if the employee is handling mail, the characteristics of that mail, using the Computerized On-Site Data Entry System (CODES) software. The data collector is automatically guided through the questions in a sequence determined by the employee's craft, the types of work activities in which the employee is engaged, and the type of mail being handled. The CODES software also contains built-in checks to ensure the consistency of the responses.

After a reading has been completed, the data are transferred from the laptop computer to the CODES Web Base Unit, located on the mainframe computer at the San Mateo Computer Operations Service Center (COSC). The data collected there are reviewed to ensure consistency, accuracy, and compliance with Statistical Programs' sampling instructions. When approved, the data are released for further processing.



Note: If you have questions that are not answered in this guide, direct them to your manager of Statistical Programs (MSP) who will report them to the Statistical Programs Service Center (SPSC), which acts as the field liaison in the interpretation of policies and procedures. Any resulting procedural revisions will then be channeled back through the SPSC to the MSP, who will then provide them to you and all other data collectors. This ensures that all data collectors with the same question will receive the same instructions and collect data consistently.

Analysis

IOCS data are passed through a series of control processes to ensure accuracy. The aggregated data from all districts are analyzed by Headquarters technical staff to classify the activity of the employee and the category of the mailpiece.

Reporting

IOCS data are summarized and used as inputs to a variety of reports, including the Cost and Revenue Analysis (CRA) report and the International Cost and Revenue Analysis (ICRA) report.

Chapter 2

Preparing for the In-Office Cost System Reading

BACKGROUND INFORMATION



A new In-Office Cost System (IOCS) sample is selected each pay period. The sample indicates the employees who are to be observed, the reading date and reading code for each sampled employee, and the random time for each reading date. After the sample is drawn, the manager of Statistical Programs (MSP) or designee accesses the readings schedule, verifies the sampled employees' scheduled starting and ending times, prepares the Readings Schedule Reports, and assigns readings to data collectors. The readings schedule is then made available to the data collectors for downloading onto the Computerized On-Site Data Entry System (CODES) Laptop.

This chapter describes the preparatory tasks for IOCS readings and gives step-by-step instructions for completing these tasks. It also introduces many of the participants and policies involved in the data collection process. For more information on these items, see the related sections where referenced and Appendices A through D.

ESSENTIAL PERSONNEL



The following personnel play a key role in preparing for an IOCS reading:

- Headquarters staff are responsible for generating an IOCS readings schedule for each pay period.
- The MSP or designee is responsible for accessing the district's readings schedule, scheduling the readings, and assigning readings to data collectors.
- The MSP may ask you, the data collector, to contact a sampled reading site to verify that the information provided about a sampled employee is correct. This entails verifying that the employee is still assigned to the finance number, identifying where the employee is working, and verifying the expected starting and ending times for the employee on the reading date.

You are also responsible for loading new samples onto the CODES Laptop, determining sampled employees' starting and ending times, and recalculating the scheduled reading time if the sampled employee's schedule is different than that shown on the Readings Schedule Report. If a reading is not conducted at the appropriate time, you must notify the MSP and the reading must be rescheduled.

- The postmaster or other designee at the reading site will help by answering preliminary questions over the phone regarding a sampled employee's scheduled starting and ending times.

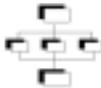
REQUIRED
MATERIALS



To prepare for IOCS readings, obtain the following materials:

- A laptop computer with the current CODES software.
- A 3.5-inch data diskette with the most recent IOCS readings schedule, or a telecommunications link (telephone or intranet) to the CODES Web Base Unit.
- Handbook F-45, Statistical Programs (SP) Letters, and CODES text messages (electronic or hard copy).
- The Readings Schedule Report.

ASSOCIATED
TASKS



To prepare for IOCS readings, perform the following tasks as necessary:

- Load new samples onto the CODES Laptop at least once each pay period, or more frequently if directed to do so by the MSP. Verify that the sample loaded properly.
- Prepare for each reading on the reading date by doing the following:
 - Examine the IOCS Readings Schedule Report for information about the reading and sampled employee. For the reading, find the date, time, and code (1, 2, 3, or L). For the sampled employee, find his or her name, Social Security number, Post Office, roster designation and activity code, likely pay location, and scheduled starting and ending times.
 - Determine the *starting time* and *ending time* for the sampled employee, including any overtime the employee will be working.
 - Recalculate the *scheduled reading time* if the sampled employee's schedule is different than that shown on the Readings Schedule Report.
 - Notify the MSP of any readings that are missed. These readings must be rescheduled.

The sections in this chapter discuss in more detail the preliminary tasks of the data collector. Each section explains the purpose of the task, gives any background information, and provides step-by-step instructions for completing the task. You will also find a more detailed description of the IOCS readings schedule and a description of how readings are scheduled.

2.1 Loading New Samples onto the CODES Laptop Computer

**BACKGROUND
INFORMATION**



IOCS readings are scheduled each pay period. Any clerk, mail handler, city carrier, or supervisor assigned to a sample site's finance number may be selected for an IOCS reading. Because Postal Service employees may work any day of the week and any hour of the day, IOCS readings are scheduled throughout the country, every day, and at all hours of the day. Approximately 800,000 readings are scheduled each year.

Headquarters creates an IOCS readings schedule for each combination of district and pay period; it specifies which employees are to be sampled and how to determine the appropriate reading time. The readings schedule is then prepared by the district MSP or designated data collector. This section describes the procedures for loading new samples from the readings schedule onto CODES Laptops.

PROCEDURES



New samples must be loaded onto the CODES Laptop at least once each pay period, or more frequently if instructed to do so by the MSP. Sample data can be loaded using a 3.5-inch diskette containing the readings schedule or by downloading over a telephone or web link from the CODES Web Base Unit. Prior to loading new samples, the readings schedule must be downloaded from the CODES Web Base Unit to a diskette or directly onto the CODES Laptop. For instructions on how to perform these tasks, see Chapter 10.

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2.2 Preparing for Each Day's Readings

BACKGROUND INFORMATION



The MSP, or a designee, will print a Readings Schedule Report from the CODES Web Base Unit and assign readings for you to conduct. This section explains the information contained on the Readings Schedule Report, and provides the procedures you must follow for determining each sampled employee's schedule. It also provides procedures for recalculating the scheduled reading time if the employee's schedule is different than that shown on the Readings Schedule Report, and explains what you must do if a reading is missed.

PROCEDURES



The IOCS readings schedule contains information about the sampled employee and other information needed to determine when to take the reading. Each day, for each assigned reading, you must check the information listed on the readings schedule against the sampled employee's actual schedule, including any overtime that will be worked on the reading date to determine whether any adjustments to the readings schedule are necessary.

---■ Exception: If a reading is scheduled on an employee at a station, branch, or office that is closed on the day of the reading, you must call a day in advance to determine whether the employee will be in a nonworking status on the sample day. Be careful to verify that the sampled employee will not be working at a different facility on the day of the reading. If the employee will be in a nonworking status, you may enter this information into the laptop prior to the reading time.

Section 2.2.1 below describes each element of the IOCS readings schedule. Section 2.2.2 provides instructions for determining the sampled employee's starting and ending times and section 2.2.3 instructs you on how to adjust the scheduled reading time, if necessary. Section 2.2.4 explains what to do if a reading must be rescheduled.

2.2.1 Examining the Readings Schedule Report

The IOCS Readings Schedule Report contains the readings schedule and information about the sampled employees. The MSP or designee will print a Readings Schedule Report for your use in scheduling and conducting readings.

As a data collector, it is important that you understand the information listed on the Readings Schedule Report and how it is used in IOCS readings (RM 2-1). The IOCS Readings Schedule Report contains the following important items of information:

- **Facility Finance Number, CAG, Office, ZIP Code, and Pay Location**

The IOCS Readings Schedule Report displays the finance number, Cost Ascertainment Grouping (CAG), office name, ZIP Code, and pay location where each sampled employee is scheduled to be working.

- **Social Security Number and Employee Name**

The Social Security number and name of each sampled employee are shown in list form.

- **Roster Designation and Activity Code**

The roster designation and activity code indicates whether the sampled employee is a clerk, mail handler, city carrier, or supervisor and whether this employee works full-time or part-time. For a list of roster designation and activity codes, see RM 2–3.

- **Employee Starting and Ending Times**

The starting and ending times indicate when the sampled employee is expected to be working. This information must be verified prior to the reading, and the reading time must be recalculated if the employee's schedule has changed. Starting and ending times are listed in military time. See RM 2–2 for details on converting among ordinary time, military time, and decimal time.

- **Read Code, Random Time, Reading Time, and Test Date**

The *Read Code* indicates what reading interval should be observed: the first (1), second (2), third (3), or last (L). The *random starting time* (abbreviated to *Random Time* on the report) is the starting point from which 2-hour intervals are calculated to determine the appropriate reading time. The reading time is the approximate time that the reading should be taken, based on the sampled employee's scheduled starting and ending times. If those times do not match the employee's starting and ending times on the reading date, the scheduled reading time must be recalculated. The test date shows the day on which the reading should be taken.



Note: For Tour II and Tour III employees, the date of the reading is the calendar day on which the employees begin their shifts. For Tour I employees, this may not be the case. As an example, a Tour I employee who reports to work on Friday night at 22:00 is actually reporting for his or her Saturday workday. If the day indicated on the Readings Schedule Report is Saturday, the reading is taken based on the employee's *starting time* on Friday night, for example 22:00, and *ending time* on Saturday morning, for example 06:30. A first reading would actually be conducted on Friday night, whereas a second, third, or last reading would be conducted on Saturday morning.

- **Pay Period and Week**

The pay period (abbreviated to PP on the report) indicates the pay period corresponding to the reading date. Readings for multiple pay periods may appear on the Readings Schedule Report. The week column will display the number “1” or “2,” depending on which week within the pay period the reading is scheduled.

2.2.2 Determining the Sampled Employee’s Starting and Ending Times

The employee’s schedule must be verified at the time of the reading. The MSP may also request that you verify the employee’s schedule several hours in advance of the reading time to help reduce the frequency of rescheduling readings. In that case, you must verify the employee’s schedule twice on the reading day — once in advance, and again at the time of the reading.

The sampled employee’s actual schedule can be determined from the employee’s supervisor or from the Time and Attendance Collection System (TACS), and must reflect any overtime that has been authorized on the reading day.

---■ **Exception:** If you verify early in the day that a sampled employee is --- nonscheduled for that day, you may enter this information into the laptop prior to the reading time. You need not check back before the scheduled reading time.

---■ **Exception:** If you determine from a supervisor or through TACS the --- day after a holiday, other than a Sunday, that on the holiday a sampled employee was nonscheduled, on annual leave, or on sick leave, enter this information into the computer without rescheduling the reading.

The *starting time* is normally the time that the employee is scheduled to report for duty. If the employee does not report on time (within 5-minute leeway), then the *starting time* is the time that he or she actually reports for duty. If the employee is authorized overtime starting before his or her scheduled reporting time, then the *starting time* is the time that the employee reports for duty.

The *ending time* is normally the time that the employee is scheduled to end his or her tour-of-duty. This rule of thumb extends to guaranteed time (section 3.4). If the employee is guaranteed time, then the *ending time* is the employee’s scheduled *ending time* even if the employee was released early.

---■ **Exception:** If the employee has been authorized overtime after his or her scheduled *ending time*, then the *ending time* should include all authorized overtime.

---■ **Exception:** If the employee is away on training and his or her actual schedule cannot be determined, use the employee's regular schedule for his or her starting and ending times.

If the sampled employee's *starting time* or *ending time* is different than what appears on the Readings Schedule Report, then you must recalculate the *scheduled reading time* using the procedures in section 2.2.3.

2.2.3 Recalculating the Scheduled Reading Time

When a sampled employee's schedule changes, you must recalculate the *scheduled reading time*. To do so, you will need the employee's new *starting time* and *ending time* (section 2.2.2), the *reading code* assigned to the employee to determine which reading to take, and the *random starting time* for the day's readings.

You may recalculate the scheduled reading time by pressing the *Recalculate Reading Time* button on the *Conduct Reading* screen (Figure 3.4.0-3). Enter the employee's *New Start Time* and *New End Time* and click the *OK* button. The software will then calculate the new scheduled reading time.

The remainder of this section explains how to manually recalculate the scheduled reading time. If the sampled employee's *starting time* or *ending time* on the day of the reading differs from that shown on the IOCS readings schedule, then you must recalculate the scheduled reading time using the following procedures. It may also be necessary to recalculate the scheduled reading time for a rescheduled reading (Appendix C.III.B.)

To recalculate the scheduled reading time, follow these instructions:

1. Divide the sample day into two-hour intervals.

Using the *random starting time* from the IOCS readings schedule as a starting point, divide the sample day into 2-hour intervals. The *random starting time* can be any time within the first two hours of the sample day, which starts at midnight.

 **Example:** Suppose the *random starting time* is 00:15. Then all the possible scheduled reading times within a 24-hour period starting with midnight are 00:15, 02:15, 04:15, 06:15, 08:15, 10:15, 12:15, 14:15, 16:15, 18:15, 20:15, and 22:15.

 **Example:** Suppose the *random starting time* is 01:29. Then all the possible scheduled reading times within a 24-hour period starting with midnight are 01:29, 03:29, 05:29, 07:29, 09:29, 11:29, 13:29, 15:29, 17:29, 19:29, 21:29, and 23:29.

2. Find the appropriate reading code.

Consult the IOCS Readings Schedule Report to determine which reading is to be taken on the sampled employee. The *reading code* is specified as 1, 2, 3, or L.

- The first reading (1) is the scheduled reading time that is the first random time on or after the employee's *starting time*.
- The second reading (2) is the scheduled reading time that is the second random time after the employee's *starting time*.
- The third reading (3) is the scheduled reading time that is the third random time after the employee's *starting time*.
- The last reading (L) is the scheduled reading time that is the last random time before the employee's *ending time*. If the reading code is last, it could correspond to either the fourth or fifth reading for an 8.5-hour day. If the reading time is in the last half-hour, then it is reading five; otherwise, it is reading four. However for an 8-hour day, a last reading would always correspond to reading four. For an employee working more than an 8.5-hour day, a last reading can be a sixth or seventh reading, depending on the employee's schedule. The last reading cannot be a first, second, or third reading.



Example: For the following examples, suppose that the *random starting time* is 00:15.

- If the employee's *starting time* is 08:00 and a first reading is to be taken on the employee, then the scheduled reading time is 08:15, which is the first random time after the employee's *starting time*, 08:00.
- If the employee's *starting time* is 08:00 and his or her *ending time* is 16:30 (the employee works eight hours with an additional half-hour lunch), and a last reading is to be taken, then the scheduled reading time is 16:15 (corresponding to reading number five), which is the last random time prior to the employee's *ending time*, 16:30.
- If the employee's *starting time* is 08:00 and *ending time* is 16:00, and a last reading is to be taken, then the scheduled reading time is 14:15 (corresponding to reading four), which is the last random time prior to the employee's *ending time*, 16:00. If you attempt to observe the sampled employee at reading five (16:15) and this employee has already left for the day, you have missed the reading and it must be rescheduled.
- An employee's regular shift is from 08:00 to 16:30. However, on the day of the reading, the employee is asked to come in at 06:00 and work until 16:30. If a first reading is to be taken, then the scheduled reading time is 06:15, which is the first random time after the employee's *starting time*. If you missed the reading, it must be rescheduled.

2.2.3.1 Scheduling a Reading for Part-Time Employees

Part-time employees may be scheduled for a third or last reading. If a part-time employee is scheduled for less than eight hours, treat the tour as if it were eight hours. When a reading falls outside of the employee's scheduled time, enter *Nonscheduled* for the reading on the *IOCS Header* screen (section 3.4).

2.2.3.2 Scheduling a Reading for CAG K Employees

In most cases, the workday of a CAG K employee amounts to four hours maximum, often in split shifts. Although CAG K employees are never scheduled for third or last readings, it is highly probable that many second readings would be missed if the normal procedures for calculating reading times were used. To avoid missed readings, use the following procedure to calculate scheduled reading times at CAG K offices:

1. Check to see if the scheduled reading time falls within the sampled employee's actual work schedule.

If the sampled employee's scheduled reading falls within the first half of his or her shift, follow the procedures described in section 2.2.3.

2. For readings that fall between the split shifts, add the *random starting time* to the beginning time of the employee's second shift.

If the sampled employee's scheduled reading occurs at a time between the split shifts (typically the second reading), add the *random starting time* to the beginning time of the employee's second shift. Use this time as the second scheduled reading time.

2.2.4 Notifying the MSP If a Reading Must Be Rescheduled

It is necessary to reschedule a reading if it is missed, not conducted at the appropriate time, or was rendered unusable due to a hardware or software failure. You must notify the MSP if a reading needs to be rescheduled, and state the reason why it needs to be rescheduled.

Missed readings typically occur when a sampled employee's schedule differs from that shown on the readings schedule. As discussed in section 2.2.3, you must recalculate the scheduled reading time in those situations. If the resulting scheduled reading time has already past by more than 30 minutes, the reading must be rescheduled. See section 3.2 for a discussion of the 30-minute rule. This happens most often when the employee is authorized overtime on short notice. It may happen when an employee is scheduled for a *first* reading, and is authorized overtime before the beginning of his or her normal tour. It may also happen when an employee is scheduled for a *last* reading, and his or her scheduled overtime is cancelled.



Example: You arrive to take a *last* reading on an employee whose normal *ending time* is 14:30, and whose last scheduled reading time is 12:59. The employee's supervisor tells you that the employee is scheduled to work one hour of overtime. This overtime changes the *last* scheduled reading time to 14:59. You return at 14:59 to take the reading and are told that the overtime was canceled and the employee went home at his or her normal *ending time* of 14:30. This reading must be rescheduled, because the 12:59 reading was missed.

Rescheduling readings must be performed on the CODES Web Base Unit. The MSP is responsible for rescheduling readings according to the procedures outlined in Appendix C.III.B. After rescheduling a reading, the MSP will provide you with the rescheduled reading date, or may ask you to load new samples to obtain that information. Annotate the IOCS Readings Schedule Report with the rescheduled date. The rescheduled reading date will normally be one week after the original reading date. If the original reading was scheduled during the last seven days of the calendar quarter (Jan.–Mar.; Apr.–June; July–Sep.; Oct.–Dec.), then the rescheduled reading date may be any day prior to the end of that quarter.

If new samples containing the rescheduled information are not loaded onto the CODES Laptop, then you must also recalculate the scheduled reading time. When calculating the scheduled reading time for a rescheduled reading, use the *reading code* of the original reading, and use the *random time* from any other reading on the new reading date, which can be obtained from the readings schedule or from the MSP.

To avoid rescheduled readings, work with supervisory personnel to set up a system so that you will be notified in advance about the sampled employee's schedule changes.

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Chapter 3

Locating the Employee and Completing the Header Screen

BACKGROUND INFORMATION



An In-Office Cost System (IOCS) reading consists of observing a selected employee at a designated time within the employee's workday, and recording the activity being performed by the employee at the time of the observation. In addition, the characteristics of any mail or mail transportation equipment that the sampled employee is handling are recorded.

This chapter describes the procedures for locating the employee, observing his or her activity, isolating any mail to be sampled, and completing the *IOCS Header* screen, which consists of initial administrative questions about the reading and employee to be sampled. Activities that must be completed prior to performing these tasks include loading samples on the Computer On-Site Data Entry System (CODES) Laptop at least once each pay period, verifying the sampled employee's schedule, and recalculating the reading time if his or her schedule has changed.

ESSENTIAL PERSONNEL



An IOCS reading may be conducted in one of two ways. In the preferred method, an IOCS data collector physically observes the sampled employee. In the alternative method, an IOCS data collector telephones the postal facility where the sampled employee is scheduled to work, and asks the employee's supervisor, or someone else, to observe the sampled employee. In both cases, the data collector records the details of the sampled employee's activity on a CODES Laptop.

- The data collector is responsible for following all IOCS procedures to identify a sampled employee, conduct the IOCS reading, and record the appropriate activity and mail characteristic information on the CODES Laptop.
- For a telephone reading, the supervisor or another employee is responsible for following instructions from the data collector and providing accurate responses to IOCS questions.

REQUIRED MATERIALS

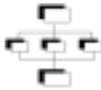


Always have the following materials available when conducting an IOCS reading:

- CODES Laptop with fully charged battery pack.
- The most recent IOCS samples loaded on the CODES Laptop.
- IOCS Readings Schedule Report.
- Two blank, formatted 3.5-inch diskettes for emergencies.
- Electronic scale that indicates pounds, ounces, and tenths of ounces. For more information, see Appendix B.

- Handbook F-45, Statistical Programs (SP) Letters, and Text Messages (electronic or hardcopy).
- Telephone (if conducting telephone reading).
- Paper and pens or pencils.

ASSOCIATED
TASKS



To begin an IOCS reading, perform the following tasks. Detailed information and step-by-step instructions are provided in the rest of this chapter.

- Locate the employee, observe his or her activity, and set aside the appropriate mail to be sampled. If conducting a telephone reading, call the facility in which the sampled employee is working.
- Enter *IOCS Header* screen information, verifying information about the employee. This includes verifying the employee's schedule, and if it has changed, recalculating the *scheduled reading time* (Chapter 2).

3.1 Understanding the Actual Reading Time

The actual reading time pinpoints the time when you take a picture of an employee's activity. Ideally, the actual reading time should match the scheduled reading time, but since you have to find the selected employee, it is not always possible to time the arrival at the exact scheduled reading time. If the reading is scheduled for 12:20 p.m. and you are actually able to observe the selected employee at 12:18 p.m., you should not wait two minutes for the scheduled reading time. If the reading is scheduled for 12:20 p.m. and you are not able to observe the selected employee until 12:24 p.m., the actual reading time is 12:24 p.m.

The actual reading time, which is the time when the data collector or telephone respondent is able to accurately observe the activity of the selected employee, should be as close as possible to the scheduled reading time. Allow sufficient travel time so that you are there as close as possible to the scheduled reading time to observe the selected employee's activity.

If the sampled employee stops his or her activity and asks what you are doing, you should respond that you are conducting an IOCS reading and ask that the employee continue with his or her normal duties.

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3.2 Using the 30-Minute Rule

As indicated, it is not always possible for actual and scheduled reading times to agree. Therefore, the 30-minute leeway rule was developed. This rule allows you to take a reading within 30 minutes of the scheduled reading time. However, this rule is not for the convenience of the data collector.

If you have multiple readings scheduled for the same time, you cannot take all of them at once. Schedule yourself so that you can cluster the readings as closely as possible around the scheduled reading time.



Example: You have three readings scheduled at the same time. Two readings are for employees in the delivery barcode sorter (DBCS) area, and the third reading is for an employee in the dock area. You might take the two readings in the DBCS area just before the scheduled reading time and then proceed to the dock area for the third reading. The readings should be clustered as closely as possible to the scheduled reading time.

Under no circumstances may a reading be taken more than 30 minutes before or after the scheduled reading time. If the actual reading time differs by more than 30 minutes from the scheduled reading time, it must be considered a missed reading. See Appendix C for information about handling missed readings.

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3.3 Locating the Employee, Observing the Activity Being Performed, and Isolating the Appropriate Mail

BACKGROUND INFORMATION



You must make every effort possible to find the sampled employee and conduct the reading at the appropriate time. Employees to be sampled and reading times are determined based on statistical methods. In order for results to be statistically valid and unbiased, IOCS procedures must be followed. Good statistical data depend on taking a reading on the randomly selected employee in the appropriate time frame.

This section provides you with instructions for locating the employee for which an IOCS reading must be taken, observing his or her activity, and isolating the appropriate mail.

PROCEDURES



The IOCS Readings Schedule Report provides information for locating the employee to be sampled. This information includes name, Social Security number, facility finance number, city, state, ZIP Code, pay location, roster designation, and scheduled starting and ending times.

There are two primary means of locating the employee to be sampled and verifying the employee's work schedule:

- Many IOCS offices have converted to the Time and Attendance Collection System (TACS). Before taking a reading, the manager of Statistical Programs (MSP) or designee may log into TACS from the district office to verify the sampled employee's actual starting time and identify the pay location and operation number in which the employee is working.
- Alternatively, the MSP or designee may call the postal facility in which the employee is assigned to verify this information.

Before the employee's designated starting time, you should verify the employee's work schedule to help reduce reschedule rates. At the time of the reading, you must verify the employee's actual starting time and scheduled ending time.

Once you know where the employee is working, you have two options for conducting the reading: on-site or by phone. Some phone readings, by necessity, may involve a return call. These options are described in sections 3.3.1, 3.3.2, and 3.3.3.

3.3.1

On-Site Readings

The on-site method is preferred for taking IOCS readings. Within your facility or adjacent buildings you should nearly always be able to perform on-site readings. To take a reading by this method, determine where the employee is currently assigned by checking TACS or asking a supervisor, and go to the sampled employee's work location. If the sampled employee is not where you expect him or her to be, continue looking for the employee until he or she is

found or until you are told by a supervisor that the employee is on break or not clocked in. If the employee is on break, continue with the reading. If you are unable to locate the employee within 30 minutes of the scheduled reading time and he or she is clocked in, the reading must be rescheduled (Appendix C).

All IOCS data should be recorded immediately in the CODES Laptop. Refer to the instructions in section 3.4 to begin recording information for the reading.

Observing the Sampled Employee

The observation, or snapshot, should occur *consistently* when both of the following criteria are met:

- You are sufficiently close to identify the employee as the correct sampled employee.
- You are able to readily and safely isolate any mail or empty equipment that the employee is handling. Your proximity to the sampled employee should not depend on whether or not the employee is handling mail or empty equipment.

When both of these conditions are met, you should observe what the employee is doing.

This is the activity that should be recorded for the reading. The CODES software will direct you through a series of questions in which you will record the details of this activity, including the employee's work assignment and the operation in which the employee is clocked. These questions are described in Chapters 4 through 6.

Isolating the Appropriate Mail

Generally, any form, mailpiece, bundle of mail, or mail container that the sampled employee is physically handling when you observe the employee should be set aside for sampling. In addition, if the employee is working in a cancellation operation or automated or mechanized letter or flat mail processing operation, where mailpieces are available, the first available mailpiece from the machine's source of supply should be set aside for sampling. In these operations, if no mail is available from the source of supply, select the piece closest to the employee's right hand. Specific instructions for how to select and record mailpiece or container information are located in Chapter 7 and Chapter 8 and in the IOCS software. The instructions are different for carriers than for clerks or mailhandlers.

3.3.2 Telephone Readings

In a telephone reading, call the sampled employee's work location and ask for the employee's supervisor. If the employee's supervisor is not available, ask for another supervisor or someone else who can assist you with the reading. Then, read the IOCS questions and instructions to the respondent over the telephone to complete the reading. As with on-site readings, the snapshot should occur *consistently* when both of the following criteria are met:

- The supervisor is sufficiently close to identify the employee as the correct sampled employee.
- The supervisor is able to readily and safely isolate any mail or empty equipment that the employee is handling.

You must follow any software instructions and the step-by-step instructions for conducting telephone readings provided in Appendix D.

Telephone readings should only be conducted when on-site readings cannot be taken. Telephone readings are acceptable when you expect the total time to travel, locate the employee at the facility, take the reading, and return to your normal duty site to be in excess of 60 minutes. Telephone readings are also acceptable when it is not possible to reach the sampled employee at his or her work location at the scheduled time of the reading. For example, hazardous weather conditions may prevent you from going to a station, branch, or associate office, or you may have two readings scheduled at the same time at widely separated locations.

3.3.3 Return Call Readings

A variation of the telephone reading is the return call reading. If a call is made to an office and the respondent cannot tie up the phone for the duration of the reading, it may be necessary to conduct this type of reading. In this situation, you should obtain as much information as possible before ending the initial call and explain in general what additional information will be needed when the respondent calls back. The respondent should be instructed to take the reading as close to the *scheduled reading time* as possible. The respondent will then call back with the information required for the IOCS reading, including the actual time that the selected employee was observed. The instructions and procedures for telephone readings described in Appendix D still apply.

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3.4 Completing the IOCS Header Screen and Verifying Employee Information

BACKGROUND INFORMATION



When you begin recording data for an IOCS reading, the CODES IOCS software displays or requests administrative information about the reading and the employee to be sampled. This section demonstrates how to verify, change, and enter that administrative data on the *IOCS Header* screen. The *IOCS Header* screen information can be verified or obtained either by asking the employee or his or her supervisor.

PROCEDURES



When navigating on the CODES Laptop, you can generally use any of the following methods to select an option or field unless otherwise directed on the screen:

- Press <Tab>, <Shift-Tab>, <↑>, or <↓> to navigate through the menu options, and then select by pressing <Enter>.
- The pointer may be used to select an item by placing the cursor on the item, left-clicking to highlight and then pressing <Enter>, or double-clicking on the item.
- If a menu option contains an underlined letter or number, press the underlined letter or number to select that option. For example, to select *1* *Conduct Reading*, press <1>.



Note: Steps 1 through 3 below can be performed before locating the employee to conduct the reading.

After you turn on your laptop and enter the appropriate login name and password, CODES will display the *Main Menu* screen. Figure 3.4.0–1 displays the *CODES Menu* tab options of the *CODES Main Menu*.

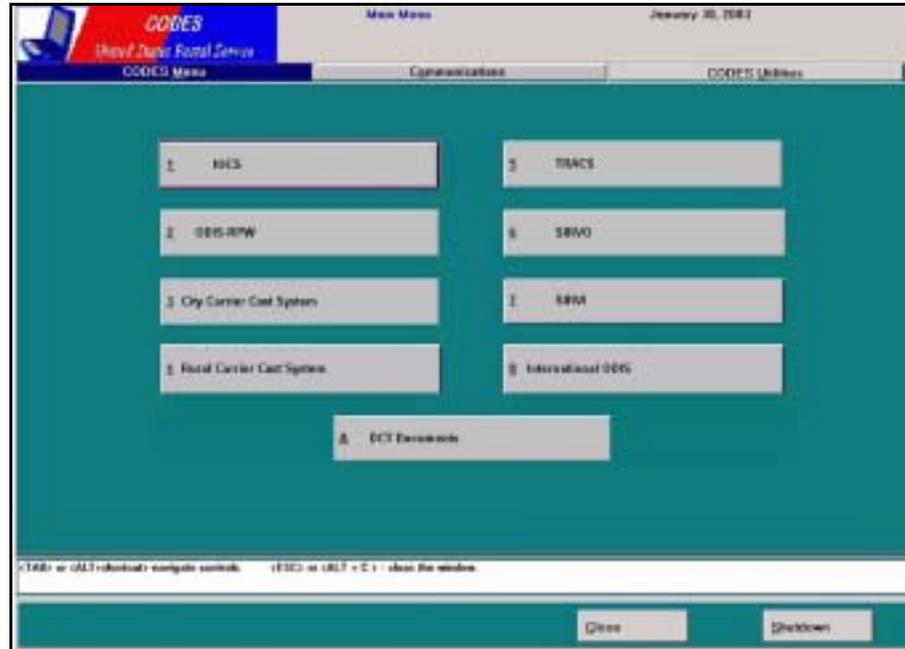


Figure 3.4.0–1. CODES Main Menu: CODES Menu Tab Screen

1. Verify that the CODES Laptop's date and time are accurate and adjust them if necessary.

There are two methods that can be used to adjust the date and time. To use the first, go to the *CODES Utilities* tab on the *Main Menu* and click on the *Set Date and Time* button. To use the Windows method, position the mouse over the time shown on the Windows system tray at the bottom of the screen and right-click. Select *Adjust Date/Time* and make the appropriate changes in the pop-up box. Press the *OK* button after you are done.

2. From the CODES Menu tab of the Main Menu, click the IOCS button.

CODES displays the IOCS Main Menu Screen.

3 Locating the Employee and Completing the Header Screen

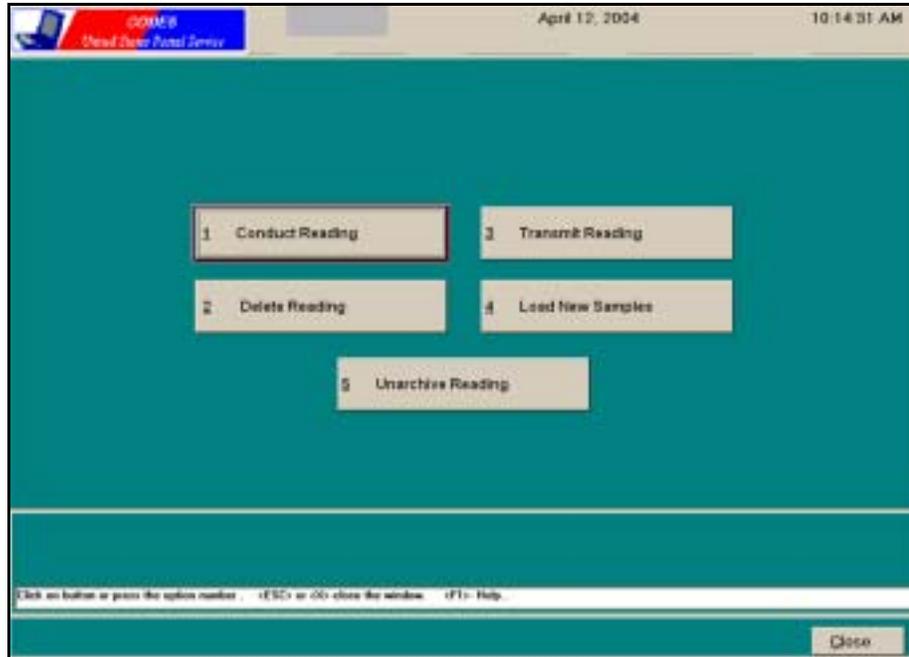


Figure 3.4.0-2. IOCS Main Menu Screen

3. From the IOCS main menu, click the **Conduct Reading** button.
CODES will display the *Conduct Reading* screen.

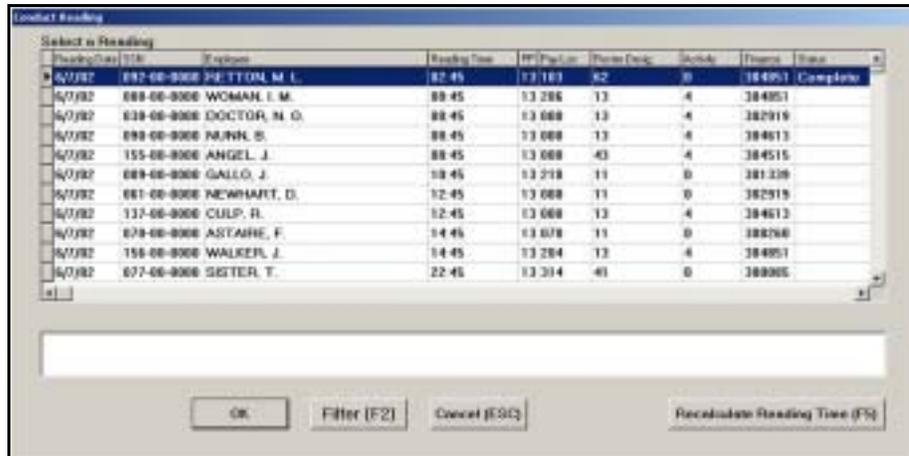


Figure 3.4.0-3. Conduct Reading Screen

EmpCode	Emp Title	Finance Time	Test Time 1	Test Time 2	Test Time 3	Test Time 4	Psychologic Test	Previous Read/Status	QAS	ReadCode
045		22:30	17:30				False	False	C	1
045		06:30	15:00				False	False	C	2
045		06:30	15:00				False	False	E	2
045		07:30	16:00				False	False	F	1
045		07:30	16:00				False	False	F	1
045		05:15	13:45				False	False	B	1
045		09:10	16:40				False	False	E	3
045		07:30	16:00				False	False	F	3
045		09:00	17:30				False	False	B	3
045		07:30	16:00				False	False	C	L
045		15:00	23:30				False	False	A	L

Figure 3.4.0–4. *Conduct Reading* Screen, continued

4. Choose the appropriate employee.

From the *Conduct Reading* screen, you are instructed to select a reading. Navigate through the list until the employee being sampled is highlighted. Select the highlighted entry by pressing <Enter> or double-clicking.



Note: The following tools may be used to help you in finding the appropriate employee:

- All of the data on the *Conduct Reading* screen will not fit on the screen at the same time. You can view other data by clicking on the scroll bars on the right and bottom of the reading data.
- The sort order for the *Conduct Reading* screen is by reading date and *scheduled reading time*. You can choose to sort by either the reading date, Social Security number (SSN), or the finance number. Clicking on the column titled *Test Date*, *SSN*, or *Finance* will list the data sorted by that column.
- Clicking on the *Filter (F2)* button or pressing <F2> will enable you to select the option of viewing readings for a specific finance number or Social Security number. For example, to filter by a finance number, enter a specific finance number in the value field, and press <Enter> to display only the readings for that finance number on the screen.
- The *Status* column provides information about IOCS readings conducted on the laptop. A blank status indicates that the reading has not been taken. A *Transmitted* status is a reading that has been completed and then uploaded. A *Completed* status is a reading that has been completed and not yet transmitted. A *Sus-*

3 Locating the Employee and Completing the Header Screen

pending status is a reading that has not had the final information entered (e.g., *Work Center, Highway Contract Route*). A suspended reading may be completed by highlighting the reading, pressing <Enter>, and completing the remaining prompts.

CODES will display the *IOCS Header* screen.

The screenshot shows the IOCS Header screen with the following data:

Social Security No.	Reading Date	PP	Scheduled Reading Time	Actual Reading Time
104-00-0000	09/01/02	06	10:04	10:36

Sampled Employee	Roster Designation	Activity	Title
SLEEPY, R. U.	11	0	Clerk, Career Regular

Occupation Title: [Empty field]

Paid/Unpaid Status: Clocked In (Not Clocked to Lunch)

(To Backup, press the Up Arrow key.)

Buttons: OK, Cancel (ESC)

Figure 3.4.0-5. *IOCS Header* Screen

5. Verify and, if necessary, change the reading information.

Once a reading is selected on the *Conduct Reading* screen, the software automatically fills in the relevant fields in the *IOCS Header* screen. This provides the opportunity to verify that the correct employee has been selected.



Note: Once the *IOCS Header* screen is complete and you have continued to the next screen you cannot navigate back to this screen. If an error is discovered after this point, you must abort the reading and begin again.

If the *Reading Date* does not agree with the current date on the laptop, a warning message will appear.

The screenshot shows a dialog box titled "codesde" with the message "Reading Date does not agree with System Date" and an "OK" button.

Figure 3.4.0-6. Date Discrepancy Screen

Three situations trigger the appearance of this screen:

- a. The laptop date and/or time is incorrect. In this situation, press <Enter> to clear the message and press <Esc> to return to the IOCS main menu. Then go back to Step 1 to change the date or time and begin the reading again. The warning message should not appear again.
- b. The employee's tour spans two days.



Example: A Tour I employee who reports to work on Friday night at 21:00 is actually reporting for his or her Saturday workday. If the day indicated on the Readings Schedule Report is Saturday, the reading is taken based on the employee's starting time on Friday night, for example 21:00, and ending time on Saturday morning, for example 05:30. If a Friday reading were to be made on this Tour I employee, it would be based on that employee's Thursday/Friday workday.

In this situation, press <Enter> to clear the message. Leave the *Reading Date* as is and proceed.

- c. You are conducting a rescheduled reading, and the reading schedule has not been updated on the laptop. In this situation, press <Enter> to clear the message. If it is not possible to update the laptop readings schedule with the reschedule information, you will need to change the *Reading Date* on the *IOCS Header* screen. This process is described below.

The remainder of this chapter explains each of the fields on the *IOCS Header* screen and provides instructions for making any necessary changes.

Social Security Number

The sampled employee's Social Security number appears first on the screen. Verify that it matches the Social Security number of the employee to be sampled from the IOCS readings schedule printout. If it does not, press <Esc> and return to Step 2.

Reading Date

The *Reading Date* field appears next. If the *Reading Date* is different than the current system date on the laptop, the *Reading Date* will be highlighted. If you are conducting a rescheduled reading, you may need to edit the *Reading Date* field to correspond to the rescheduled date. This is the only time that you should modify the *Reading Date* information. Type in the current date and press <Enter>. A prompt will appear asking if the reading is being rescheduled.

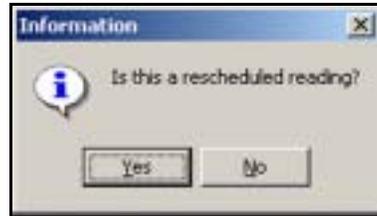


Figure 3.4.0–7. *Information* Screen: Rescheduled Reading

Press <Y>, click on the Yes button, or press <Enter> to indicate that the reading is being rescheduled. If you indicate that this is not a rescheduled reading, you must re-enter today's date in the *Reading Date* field.

PP (Pay Period)

The *PP* field is displayed next. It represents the pay period for which the reading was originally scheduled, and it remains unchanged no matter how many times the reading is rescheduled. This data field may not be changed.

If the pay period displayed is not the current pay period, verify that you have selected the appropriate reading on the *Conduct Reading* screen. Since sample information for two pay periods may be loaded on the laptop, it is possible that an employee may be scheduled for more than one reading during that time period. Compare the IOCS Readings Schedule Report to the information on the *Conduct Reading* screen to ensure that you have selected the appropriate reading. If the information does not match, press <Esc> and return to Step 2 to select the proper reading record.

Scheduled Reading Time

The *Scheduled Reading Time*, based on the IOCS readings schedule information loaded on the laptop, appears in this data field. It is essential that you verify the employee's actual starting and ending times, including any overtime worked or scheduled, and compare them to the IOCS Readings Schedule Report. If the employee's starting or ending time differs from those that appear on the readings schedule, recalculate the *Scheduled Reading Time* according to the procedures discussed in section 2.2.3. If the *Scheduled Reading Time* that appears is not correct because the reading has been rescheduled or the sampled employee's hours have changed, you must change the *Scheduled Reading Time* to your recalculated time.

If a reading is rescheduled for a day other than the original reading day, use the *reading code* assigned to the reading and the *random time* from any other reading on the new reading date. Failure to do this will result in the following error message:



Figure 3.4.0–8. Random Time Error

This error message will provide you with the appropriate random starting time. Use this time in conjunction with the reading code to calculate and re-enter the correct scheduled reading time. See section 2.2.3 for more details on calculating the scheduled reading time.

Actual Reading Time

The current system time on the laptop will automatically be displayed in this field when you begin the reading. If the *Actual Reading Time* displayed is not correct, enter the correct reading time. This might be necessary, for example, if you are conducting a return call reading. In this situation, ask the return call respondent when the employee was actually observed and make the necessary changes. Press <Enter> to advance past this data field.

The *Actual Reading Time* must be within 30 minutes of the *Scheduled Reading Time*. If the *Actual Reading Time* shown is more than 30 minutes from the *Scheduled Reading Time* shown, a warning message will appear indicating that there is a 30-minute rule violation.



Figure 3.4.0–9. 30-Minute Rule Violation Prompt

Press the *OK* button and the *Actual Reading Time* field will be highlighted. You have the opportunity to correct the *Actual Reading Time*.

If the reading was not conducted within 30 minutes of the correctly scheduled time, then the reading must be rescheduled. In this case, abort the reading and notify the MSP.

If the reading was conducted within 30 minutes of the correctly scheduled time, then the *Actual Reading Time* or *Scheduled Reading Time* needs to be corrected.

If the *Scheduled Reading Time* is incorrect, enter a time in the *Actual Reading Time* data field that is within 30 minutes of the *Scheduled Reading Time* shown and press <Enter>. Highlight the *Scheduled Reading Time* field and change it to the correct time, press <Enter> to proceed, and then adjust the *Actual Reading Time* again if necessary.

Sampled Employee

The sampled employee's name will automatically appear, based on the employee you selected from the *Conduct Reading* screen. This field may not be changed.

If the name does not match the name that appears on the IOCS readings schedule printout, double-check the Social Security number. If the Social Security number on the screen does not match the number on the readings schedule printout, press <Esc> to return to Step 2. If the Social Security numbers match, but the names do not, proceed with the reading and report the discrepancy to your MSP.

Roster Designation and Activity Code

The *Roster Designation* code is shown as an entry along with the *Activity* code. These fields are used to determine whether the reading involves a supervisor, clerk, mail handler, or carrier.

The employee's roster designation and activity codes are taken from the IOCS readings schedule that is loaded on the laptop. This information is obtained from the payroll file from which the sample was selected. Because the sample is selected several weeks in advance, the roster designation and activity codes may have changed by the time the reading is taken. Therefore, you should verify the employee's current roster designation and activity codes, and record changes if they are different from the codes appearing on the screen.

The following criteria should be used to determine whether a roster designation/activity change, for IOCS purposes, has occurred:

- In a Postal Source Data System (PSDS), Electronic Time Clock (ETC), or TACS office, a roster designation/activity change occurs when an employee is told by his or her supervisor to clock in to a Management Operating Data System (MODS) operation of a craft that is different from the craft roster designation and activity codes shown for that employee on the IOCS readings schedule.
- In a non-PSDS/ETC office, an employee's roster designation and activity codes are changed through the use of PS Form 1230-C, *Time Card*.

If there has been a change in either the roster designation or activity code, enter the change(s) in these field(s), pressing <Enter> to advance through the fields.



Example: The clerk supervisor in a delivery unit is on detail to another facility. An IOCS reading is being taken on a clerk who is serving as acting supervisor in the regular supervisor's absence. The clerk's normal roster designation code appears ("11") on the *IOCS Header* screen. You must change the code to "09" to reflect the sampled employee's position at the time of the reading.

--- ■ **Exception:** There are two exceptions to the rule above:

- When a carrier on light or limited duty is working as a clerk, *do not* change the carrier's roster designation.
- If you have a reading on a Cost Ascertainment Group (CAG) K clerk who is acting for the postmaster, record roster designation "08." This will generate the *End Reading* screen (Chapter 9).

IOCS readings are only taken for supervisors, clerks, mail handlers, and carriers. All other crafts are excluded. If you enter a roster designation code that is not covered by IOCS, the *Paid/Unpaid Status* field will be highlighted. After entering the appropriate response, the program will proceed to the *End Reading* screen (Chapter 9).

Title

Once the roster designation and activity codes are entered, the appropriate designation/activity text will be displayed in the *Title* field if the employee is in a craft included in IOCS. This field may not be changed.

Occupation Title

For supervisor readings, the occupation title will automatically be displayed. If the *Roster Designation* field is changed to "09" or "19" from its initial value or if the occupation title is incorrect, you must enter the appropriate occupation title. To obtain this information, ask the employee. Record the appropriate information, pressing <Enter> to advance to the next field.

Paid/Unpaid Status

The *Paid/Unpaid Status* field appears as a pull-down menu.

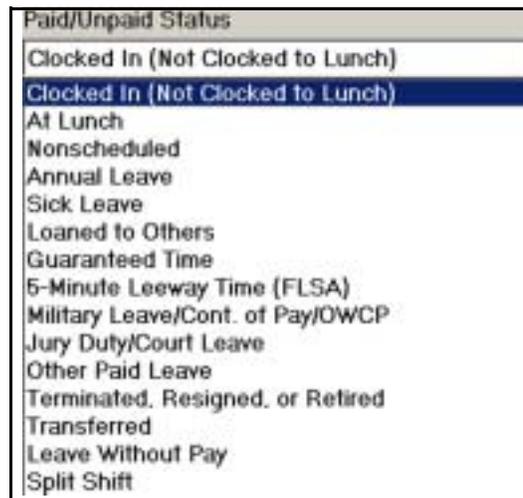


Figure 3.4.0–10. *Paid/Unpaid Status* Menu

Select the appropriate response from the list and press <Enter> to continue.

If the sampled employee is in a *Paid/Unpaid Status* that is not *Clocked In (Not Clocked to Lunch)*, the reading will proceed to the *End Reading* screen (Chapter 9).

If, at the time of the reading, the selected employee has not reported for work and you are not sure how the supervisor will charge the employee's time, give the best information you can obtain at that time.



Example: You are told that the employee will be charged leave without pay. Later, the employee is given sick leave or annual leave. You could not have known this in advance. Therefore, *Leave Without Pay* is the correct entry because it is the best information available at the time of the reading.

Each of the *Paid/Unpaid Status* options appearing in the list are described below:

- ***Clocked In (Not Clocked to Lunch)***. Choose this option if the employee has reported for work and is on the clock.
- ***At Lunch***. Choose this option if, at the time of the reading, the employee is on a scheduled lunch break.



Note: If the reading is scheduled at 11:50 and you know that the lunch period begins at 12:00, make every effort to locate the employee before 12:00.

- ***Nonscheduled***. Choose this option for any employee who is not scheduled to work and who is not at work at the time of the reading.

Do not choose this option for an employee who is at lunch, even though he or she is not being paid while on lunch period. The *At Lunch* option should be selected instead.



Example: You have a reading on a part-time employee who works only four hours a day. A third reading is scheduled for this employee, but the employee has completed the shift at the time of the reading. Enter *Nonscheduled*.

Do not enter *Nonscheduled* if the employee's schedule has been changed and the employee is working on the day of the reading. If the employee's scheduled starting and ending times have also changed, recalculate the *scheduled reading time* and take the reading based on the employee's new scheduled starting and ending times.

- ***Annual Leave***. Choose this option if the selected employee is on annual leave at the time of the reading.
- ***Sick Leave***. Choose this option if the selected employee is on sick leave at the time of the reading.

- **Loaned to Others.** Choose this option only if the selected employee is loaned to another facility and is being paid under that facility's finance number.

---■ **Exception:** In districts where finance numbers/station codes are implemented, the IOCS sample selection list will show the employees belonging to the finance number of the parent post office for a few weeks until the personnel files are updated. Even though the sampled employee will now have a different finance number, the employee is still part of the parent post office and is still in the same facility. The data collector should complete the reading as if the employee is still part of the parent post office.

Employees that work among stations belonging to one parent post office (for example, pool clerks or substitutes) are not considered *Loaned to Others* even if they change both facility and finance number.

The following is an example of when *Loaned to Others* rules apply:

 **Example:** You are taking a reading on a clerk who usually works at the Midtown Station. At the time of the reading, the clerk is clocked in and working at the Uptown Station. Both offices have the same finance number (222222). You should choose *Clocked In (Not Clocked to Lunch)* and continue with reading.

The *Loaned to Others* rules do not apply in the following examples:

 **Example:** District A assigned a separate finance number/station code to each of New Town Main Post Office's 12 station and branches during pay period 05. New Town Main Post Office is part of the IOCS panel. Carrier Mike has always been assigned to Station A of the New Town post office. Mike is scheduled for an IOCS reading during pay period 07 but is listed under the old (parent) finance number of the New Town Main Post Office. Do not choose *Loaned to Others*. This reading would be completed as a regular reading even though Mike's new finance number and the number listed in the IOCS sample file do not match.

 **Example:** Substitute window clerk Marcia is scheduled for an IOCS reading during pay period 20. She has been temporarily assigned from the Main Post Office to Station B. Do not choose *Loaned to Others*. Her reading is also completed as a regular reading even though both her finance number and facility differ from the IOCS sample file.

- **Guaranteed Time.** Choose this option if the employee is paid because the employee was released by the supervisor and clocked out before his or her scheduled ending time.

 **Example:** A part-time clerk is guaranteed four hours. If the part-time clerk completes the assignment and is released after three and one-half hours, the remaining 30 minutes are guaranteed time. If you take a reading on this clerk during those 30 minutes, enter *Guaranteed Time*.

 **Example:** A full-time clerk is called in for overtime on a scheduled off-day and is guaranteed eight hours of overtime pay. If he or she is sent home after five hours because there is no work, the remaining three hours are guaranteed time. You would enter *Guaranteed Time* for this employee if a reading was scheduled during those three hours.

- **5-Minute Leeway Time (FLSA).** This category applies to full-time and part-time regular employees, but does not apply to flexible or casual employees. It is given to allow for congestion at time clocks and other conditions that might cause delays in clocking in or out. This rule allows full-time and part-time regular employees to clock in up to five minutes before or after the start of their shifts. They may also clock out up to five minutes early or late at the end of the day.

Under the 5-minute leeway time rule, an employee is allowed a total of only five minutes leeway for the whole day. You cannot be expected to know, at the time of the reading, whether or not the employee has taken more than the five minutes allowed. Enter *5-Minute Leeway Time (FLSA)* if it applies when the reading is being taken, either at the beginning or the end of the employee's work schedule.

 **Example:** A reading on a regular employee is scheduled for 08:02. The employee is scheduled to report to work at 08:00. At 08:02 you find that the employee is still waiting to clock in or is just coming in and has not reached the clock. In either case, enter *5-Minute Leeway Time (FLSA)*.

 **Example:** A first reading is scheduled for 09:59 on a regular employee whose starting time is 08:00. You find that the employee clocked in at 07:56. The four minutes before the 08:00 starting time are considered 5-minute leeway time. Do not change the first reading to 07:59 because the starting time has not actually changed. Take the first reading at 09:59; no rescheduling is necessary.

 **Example:** A last reading is scheduled for 16:26 on a regular employee whose ending time is 16:30. You find the employee has clocked out at 16:25. The five minutes before 16:30 is 5-minute leeway time so the employee status should be recorded as such.

- **Military Leave/Cont. of Pay/OWCP.** Choose this option if the selected employee's authorized absence from work status is for service in the National Guard or as a reservist of the Armed Forces, or if the selected employee's absence from work status is due to a disabling, job-related injury.
 - **Jury Duty/Court Leave.** Choose this option if the selected employee's authorized absence from work status is for jury duty or for attending judicial proceedings in a nonofficial capacity as a witness on behalf of a state or local government.
 - **Other Paid Leave.** Choose this option only if the employee is receiving administrative leave, holiday leave, blood donor leave, relocation leave, act-of-God leave, or any other paid leave.
 - **Terminated, Resigned, or Retired.** Choose this option if, as of the day of the reading, the employee has been terminated or has resigned or retired.
 - **Transferred.** Choose this option if, on the day of the reading, an employee has been *permanently* assigned to another facility under another finance number.
- **Exception:** In districts where finance numbers/station codes are implemented, the IOCS sample selection list will show the employees belonging to the finance number of the parent post office for a few weeks until the personnel files are updated. Even though the sampled employee will now have a different finance number, the employee is still part of the parent post office and is still in the same facility. The data collector should complete the reading as if the employee is still part of the parent post office.
- Employees that work among stations belonging to one parent post office (for example, pool clerks or substitutes) are not considered *Transferred* even if they change both facility and finance number.
- **Leave Without Pay.** Choose this option if the reading is on an employee who has not reported to work and has not requested annual, sick, or other leave for the day. If no information to the contrary is known about the employee's leave status at the time of the reading, enter *Leave Without Pay*.
 - **Split Shift.** This category applies only to employees who work split shifts. These employees have schedules with more than one starting and ending time within a 24-hour period. Enter *Split Shift* for an employee, other than a CAG K clerk, who is between shifts and not on the clock at the time of the reading. Some employees have a schedule that includes a 2-hour lunch break and are *not* to be considered split-shift employees. Enter *At Lunch* for an employee on a 2-hour lunch break.



Example: A split-shift employee's work schedule is 07:00 to 11:00 and 13:00 to 17:30. If the random starting time on the day of the reading is 00:59 and the reading is a first reading, the employee's *scheduled reading time* would be calculated as 08:59. If the reading is a second reading, the employee's *scheduled reading time* would be 10:59. If it is a third reading, the *scheduled reading time* would be 12:59. The employee would not be on the clock for the third reading (that is, the employee would be between a split shift). This is the only situation in which *Split Shift* would be recorded. If the last reading is required, the *scheduled reading time* would be 16:59. If a first, second, or last reading had been specified, a normal reading would have been taken on the employee's activity.

6. Continue the Reading.

After you have recorded and verified the required information on the *IOCS Header* screen, press <Enter> to continue. If the employee is covered by IOCS and clocked in, the CODES IOCS software will move to the appropriate question. Refer to Chapters 4 through 9 for appropriate instructions for completing those questions. If the employee is not covered by IOCS or is not clocked in, the CODES IOCS software will move to the *End Reading* screen to complete the reading (Chapter 9).

If for some reason you are unable to conduct the reading, press <Esc> to exit the *IOCS Header* screen and return to the IOCS main menu. Modifications made to the information on the *IOCS Header* screen will not be saved.

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Chapter 4

Activity Questions for Supervisors and Professional, Technical, and Administrative Employees

BACKGROUND
INFORMATION



After you have entered the administrative data on the *IOCS Header* screen, you will be asked a series of questions about the employee being sampled. The questions asked depend on the *Roster Designation* code from the *IOCS Header* screen. This chapter describes how to answer In-Office Cost System (IOCS) questions that you will encounter when conducting a reading on a supervisor, acting supervisor, or a professional, technical, or administrative (not craft-level) employee. These include employees with roster designation code “09” or “19.” See Related Materials (RM) 2–3. Throughout this chapter, they will be referred to as supervisors.

PROCEDURES



In conducting a supervisor reading, you will be asked a series of questions regarding the following topics:

- The type of facility in which the supervisor is working.
- The operation in which the sampled supervisor is clocked.
- The supervisor's activity, including the category of employees the supervisor's activity involves or for which the supervisor is responsible.
- The work assignment of the employees being supervised.

Detailed information about each question and step-by-step procedures for answering the questions are provided in the remainder of this chapter. Each section corresponds to an IOCS supervisor question or group of questions in the Computerized On-Site Data Entry System (CODES) IOCS software.

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4.1 Facility Type (Q15C1)

This question will ask you to describe the type of facility or work area in which the sampled supervisor is working at the time of the reading.

Q15C1. Facility Type

What type of facility or work area is the employee working in at the time of the reading?

A - BMC/BMF
 B - P&DC/P&DF/Mail Processing Annex/Priority/DDC/AMC/AMF/HASP
 C - International Service Center (ISC)/Outbound International Gateway
 D - PO/Branch/Station/AO/Box Section/Carrier Annex/Central Mail Mark-Up/CPS
 E - Other (Specify)

Previous

BMC = Bulk Mail Center, BMF = Bulk Mail Facility, P&DC = Processing and Distribution Center, P&DF = Processing and Distribution Facility
 DDC = Delivery Distribution Center, AMC = Air Mail Center, AMF = Air Mail Facility
 ISC = International Service Center, PO = Post Office, AO = Associate Office
 HASP = Hub and Spoke Program

Figure 4.1.0–1. Facility Type (Q15C1) Screen

Select the option that best describes the type of facility or work area where the employee is working at the time of the reading. Press <Enter> to continue.



Note: Sometimes two or more types of facilities are located in the same building. Also, some customer service work areas may be located within mail processing offices. In these situations, select the option that describes the work area where the employee is assigned rather than the facility type where the work area is located.

Each facility or work area type is described in more detail below:

- **BMC/BMF.** Choose this category if the facility is one of the Postal Service's 21 official bulk mail centers (BMCs) or bulk mail facilities (BMFs), or a BMC annex. A complete list of these facilities is provided in RM 4–1.
- **PDC/PDF/Mail Processing Annex/Priority/DDC/AMC/AMF/HASP.** Choose this category if the facility is used primarily to process domestic mail. Included in this category are processing and distribution centers (PDCs) and facilities (PDFs), mail processing annexes other than BMC

annexes, Priority Mail processing centers, auxiliary service facilities (ASFs), delivery distribution centers (DDCs), airport mail centers (AMCs), airport mail facilities (AMFs), hub and spoke program (HASP) offices, and logistics and distribution centers (L&DCs).

- *International Service Center (ISC)/Outbound International Gateway.* Choose this option for international service centers and other outbound international gateways. Outbound international gateways are facilities or work areas that process outbound international mail and dispatch it using the Military and International Dispatch Assignment System (MIDAS). A list of ISCs and outbound international gateways is provided in RM 4–1.
- *PO/Branch/Station/AO/Box Section/Carrier Annex/Central Mail Mark-Up/CFS.* Choose this category if the facility or work area is any type of Postal Service delivery or retail unit. Also choose this option for other customer service work areas that may be housed in a plant or other mail processing facility.
- *Other (Specify).* Choose this option if none of the other facility types apply. Detached mail units as well as any other facility types are recorded under this option. You will be prompted to specify the type of facility.

4.2 Operation Number

Depending on the type of facility in which the sampled supervisor is working, one of two questions will appear asking you to record the operation number into which the employee is clocked.

4.2.1 MODS Operation Number (Q15C2a)

This screen will appear if the sampled supervisor is working at any type of facility other than a BMC or BMF.

Figure 4.2.1–1. MODS Operation Number (Q15C2a) Screen

Record the employee's clocked-in 3-digit operation number or code at the time of the reading. If the code has more than three digits, simply record the first three (left-most) digits. As you begin typing, a lookup list of Management Operating Data System (MODS) operation numbers and descriptions will appear. After verifying that you have keyed the correct work center code, press <Enter> to advance to the next screen.

Always enter the code that the employee is clocked into at the time of the reading, regardless of whether the description from the MODS lookup list is consistent with his or her assignment or actual activity at the time of the reading. Not all facilities use the MODS operation definitions.

If the facility does not have an electronic time keeping system, the employee is not required to clock into an operation, or you cannot obtain the proper code, you may leave this question blank by pressing <Enter>.

If you bypass this question during the reading because you do not know what code to enter but can obtain the information at a later time, the CODES software allows you to enter or change the work center code on the *End Reading* screen. Refer to Chapter 9 for more information.

4.2.2 PIMS/Work Center Number (Q15C2b)

This screen will appear if the supervisor is working at a BMC or BMF.



Figure 4.2.2–1. PIMS/Work Center Number (Q15C2b) Screen

Record the applicable 3-digit Productivity Information Management System (PIMS) code. If the code has more than three digits, simply record the first three (left-most) digits. If you cannot obtain the proper code, you may leave this question blank. Press <Enter> when you are done.

Always enter the code that the employee is clocked into at the time of the reading, regardless of whether the code is consistent with his or her assignment or actual activity at the time of the reading.

If the employee is not required to clock into an operation or you cannot obtain the proper code at the time of the reading, you may leave this question blank by pressing <Enter>.

If you bypass this question during the reading because you do not know what code to enter but can obtain the information at a later time, the software will allow you to enter or change the work center code on the *End Reading* screen. Refer to Chapter 9 for more information.

4.3 Supervisor Activity

In this section, you will be asked a series of questions about the supervisor's activity and any employee(s) that the supervisor's activity involves at the time of the reading. A supervisor's activity involves an employee if he or she is talking to or listening to that person, observing their work, or performing some activity that is directly related to that person. In situations where a supervisor's activity does not involve any employees, you will be asked about any employee(s) for which the supervisor is responsible, either directly or indirectly.

4.3.1 Employees (Q15C3)

Observe the supervisor and determine whether the activity the supervisor is engaged in involves any employees.

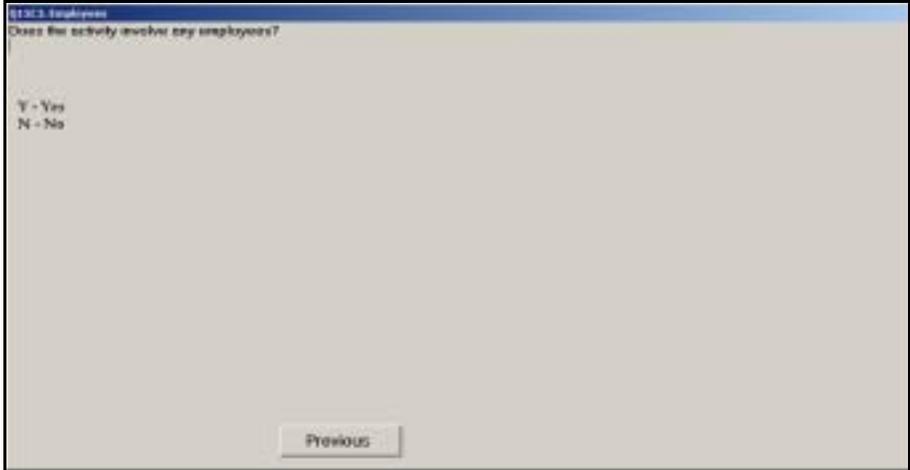


Figure 4.3.1–1. *Employees (Q15C3) Screen*

Respond *Yes* to this question if:

- The supervisor is involved in face-to-face contact with another employee.
- The supervisor is observing the work of one or more employees.
- The supervisor is doing work that is directly related to one or more employees, such as signing or completing a form.

If the supervisor is not engaged in one of these activities, enter *No*. Press <Enter> to continue to the next question.



Example: If a sampled supervisor of window clerks is signing Postal Service (PS) Form 3971, *Request for or Notification of Absence* (a leave slip) for a clerk, respond *Yes* to this question.



Example: If a sampled supervisor of window clerks is talking with a customer, respond *No*.

4.3.2

Normal Craft (Q15C4)

Q15C4 Normal Craft
Does the activity involve craft level employees (not the supervisors)?
Y - Yes
N - No
Previous

Figure 4.3.2-1. Normal Craft (Q15C4) Screen

If the supervisor is involved with or observing craft-level employees, ask the supervisor if these are employees *for whom he or she is responsible*. This includes employees supervised directly and those supervised through subordinate supervisors. If so, respond *Yes* to this question. Otherwise, respond *No*. Press <Enter> when you are done.



Example: If a sampled platform supervisor is on the dock observing the unloading of a vehicle by mail handlers assigned to platform operations, enter *Yes* for this question.



Example: If a sampled carrier supervisor is talking to a vehicle service driver at the time of the reading, enter *No*.



Example: If a sampled station manager is observing a carrier casing mail at the time of the reading, enter *Yes*.

4.3.3 Supervisor (Q15C5)

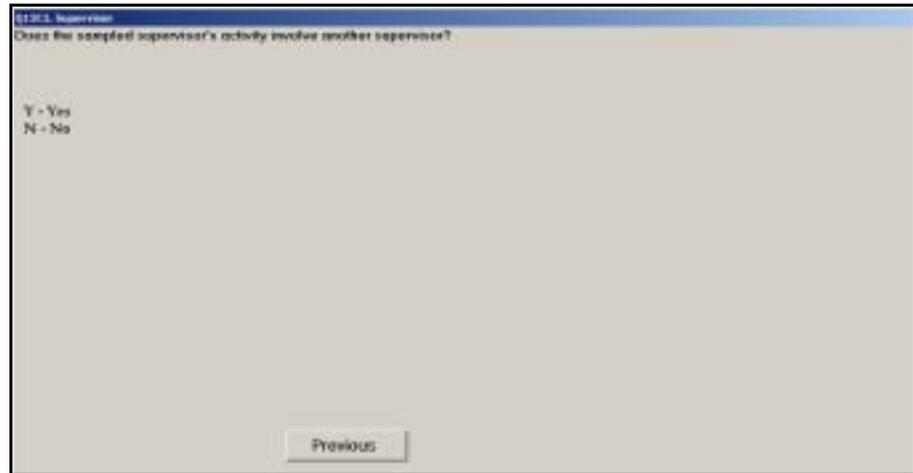


Figure 4.3.3–1. *Supervisor (Q15C5) Screen*

Determine whether the activity of the sampled supervisor involves another supervisor. A supervisor is defined as an employee whose roster designation is “09” or “19.” For this question, the reporting relationship between the two supervisors does not matter. If you determine that the supervisor’s activity involves another supervisor, enter *Yes* here. If not, enter *No*. Press <Enter> to proceed to the next question.



Example: A sampled carrier supervisor is speaking to the station manager. You should respond *Yes* to this question.



Example: A sampled carrier supervisor is speaking to the postmaster. Since a postmaster’s roster designation is “08,” enter *No*.



Example: A sampled manager of distribution operations is reviewing the mail condition report. Since this activity does not involve another supervisor, enter *No* and proceed to the next question.

4.3.4 Responsible (Q15C6)

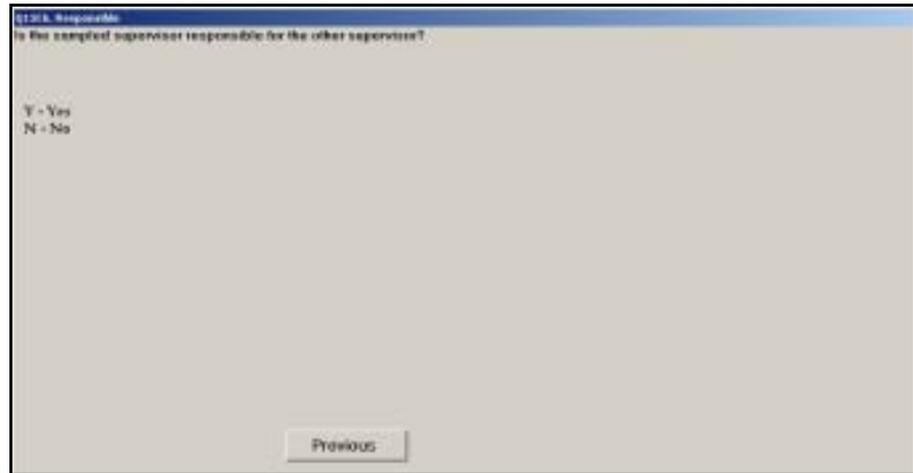


Figure 4.3.4–1. *Responsible (Q15C6)* Screen

Determine whether the other supervisor reports to the sampled supervisor, either directly or through intermediate supervisors. If so, enter *Yes* here. Otherwise, enter *No*. Press <Enter> to continue.



Example: You are conducting a reading on a station manager. The station manager is talking to a carrier supervisor at the station. Enter *Yes* because the carrier supervisor reports to the station manager.

4.3.5 Categories of Craft-Level Employees

Depending on your answers to the previous questions, one of three different screens will appear. Each question asks you to record a category of craft-level employees.

4.3.5.1 Categories of Craft-Level Employees (Q15C7a)

This screen will appear if the sampled supervisor is performing an activity involving craft-level employees for whom he or she is responsible.

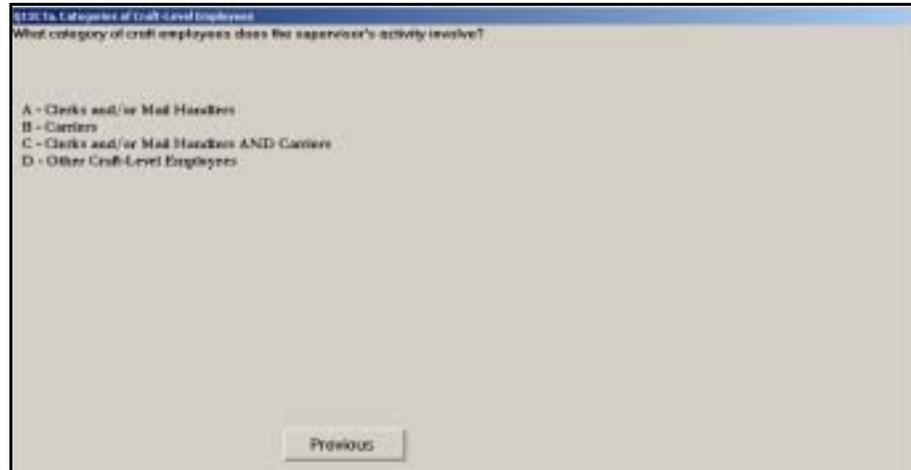


Figure 4.3.5–1. *Categories of Craft-Level Employees (Q15C7a)* Screen

Choose the category of craft-level employees that the supervisor's activity involves. Press <Enter> to proceed to the next question.

You should only choose *Clerk and/or Mail Handlers AND Carriers* if the supervisor is responsible for both craft categories *and*, at the time of the reading, the supervisor's activity is not specifically related to one or the other craft.



Example: If a supervisor of city delivery carriers is preparing an overtime request for one city delivery carrier, then you should choose *Carriers* for this question.



Example: If a supervisor of vehicle service drivers is signing PS Form 3971, *Request for Notification of Absence*, for one of the drivers, choose *Other Craft-Level Employees*.

For subsequent questions, answer based on the activities of the specific employees that the supervisor's activity involves.

4.3.5.2 **Categories of Craft-Level Employees (Q15C7b)**

This screen will appear if the sampled supervisor is performing an activity involving a subordinate supervisor.

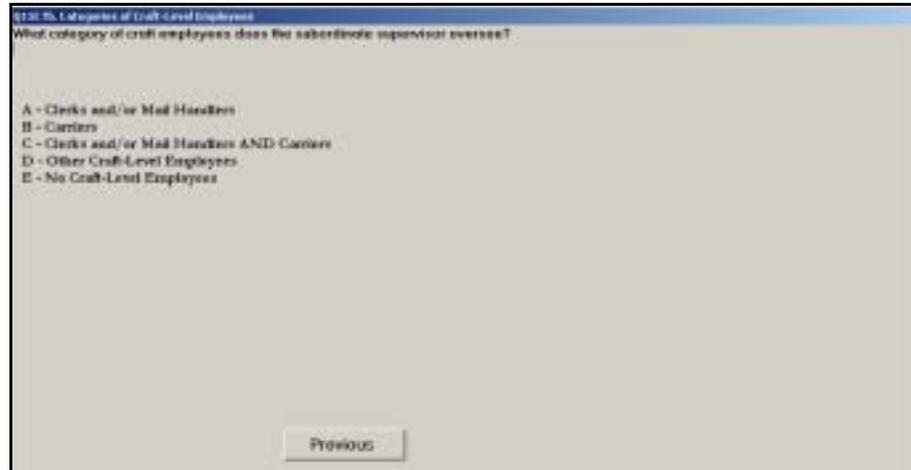


Figure 4.3.5–2. *Categories of Craft-Level Employees (Q15C7b)* Screen

For this question, you will need to select the appropriate category of craft-level employees that the subordinate supervisor is overseeing, or for whom the subordinate supervisor is responsible. Choose *No Craft-Level Employees* if the subordinate supervisor is not directly or indirectly responsible for craft-level employees. After you have selected the appropriate option, press <Enter> to proceed.

You should only choose *Clerk and/or Mail Handlers AND Carriers* if the subordinate supervisor is responsible for both craft categories *and* at the time of the reading the supervisor's activity is not specifically related to one or the other craft.

 **Example:** If you are conducting a reading on a station manager (of both window and delivery) who is speaking with the carrier supervisor, choose *Carriers* because the subordinate supervisor is only responsible for carriers.

 **Example:** You are taking a reading on a general supervisor of mail. He is talking to a supervisor who reports to him. The general supervisor does not directly supervise craft employees, but the supervisor he is talking to supervises clerks and mail handlers. In this case, enter *Clerks and/or Mail Handlers* because the general supervisor oversees the other supervisor.

For subsequent questions, answer based on the activities of the specific employees that the subordinate supervisor is overseeing at the time of the reading. If the subordinate supervisor is not overseeing any particular employees at the time of the reading, answer the questions based on the employees for whom the subordinate supervisor is responsible. If the subordinate supervisor is not responsible for any employee(s), answer the questions based on the activity of the subordinate supervisor.

4.3.5.3 Categories of Craft-Level Employees (Q15C7c)

This screen will appear if the sampled supervisor is performing an activity that does not involve craft-level employees or subordinate supervisors for whom the supervisor is responsible. It also appears if the sampled supervisor is not involved with any employees at the time of the reading.

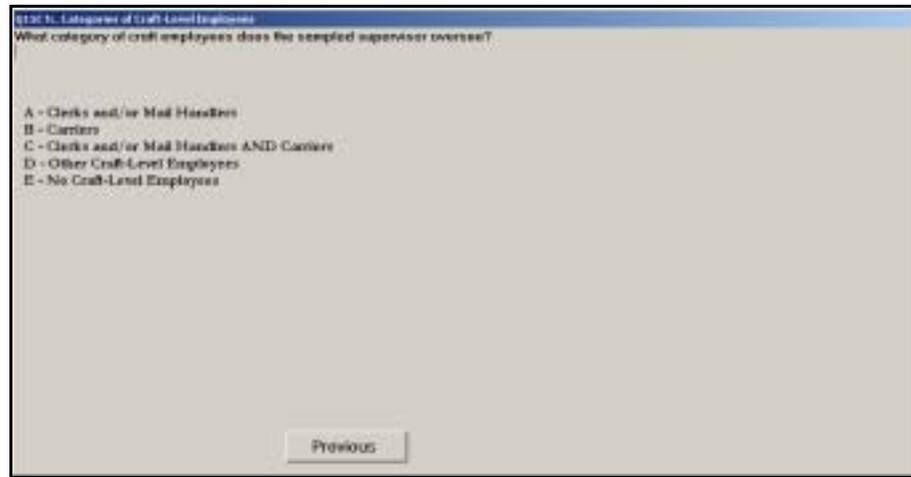


Figure 4.3.5–3. *Categories of Craft-Level Employees (Q15C7c)* Screen

For this question, you will need to select the appropriate category of craft-level employees for whom the sampled supervisor is responsible, either directly or through subordinate supervisors. If the sampled supervisor is not responsible for any craft-level employees, either directly or indirectly, choose *No Craft-Level Employees*. After you have selected the appropriate option, press <Enter> to proceed.

 **Example:** If a sampled supervisor of city delivery carriers is speaking with a window clerk, choose *Carriers* because the supervisor is responsible only for carriers.

 **Example:** If a sampled supervisor of clerks is speaking on the telephone, choose *Clerks and/or Mail Handlers* because the supervisor is responsible for that category of employees.

 **Example:** You are taking a reading on an industrial engineer. At the time of the reading, the engineer is involved in a training meeting. He or she is not responsible for craft-level employees. Choose *No Craft-Level Employees* for this question.

 **Example:** If you are conducting a reading on a station manager (of both window and delivery) who is meeting with the postmaster, choose *Clerks and/or Mail Handlers AND Carriers* since the sampled supervisor is responsible for both groups of employees.

For subsequent questions, answer the questions based on the employees for whom the sampled supervisor is responsible. If the sampled supervisor is not responsible for any employees, answer the questions based on the activity of the supervisor.

4.4 Carriers (Q15D)

Q15D Carriers

Does the supervisor's activity involve city carriers, rural carriers, or both?

A - City Delivery (Carriers)
 B - Rural (Carriers)
 C - Both City and Rural

Previous

Figure 4.4.0–1. *Carriers (Q15D)* Screen

Indicate what type of delivery the supervised carriers perform. Press <Enter> when you are done.



Example: You are taking a reading on a supervisor of city delivery carriers and rural carriers. The supervisor is talking to a rural carrier at the time of the reading. Enter *Rural (Carriers)* for this question.



Example: You are taking a reading on a station manager. At the time of the reading he is discussing something with a delivery supervisor who supervises both city delivery and rural carriers. You should enter *Both City and Rural*.



Example: You are taking a reading on a supervisor who is responsible for city delivery carriers and rural carriers. However, at the time of the reading, the supervisor is not dealing directly with any of those craft-level employees. You should enter *Both City and Rural* because the supervisor is responsible for both groups of carriers.



Example: You are taking a reading on a supervisor of clerks and city delivery carriers. At the time of the reading, he is talking to the carrier supervisor about city delivery carrier activities for the day. Enter *City Delivery (Carriers)* for this question.



Example: You are taking a reading on a superintendent of delivery and collection who is not directly involved with any craft-level employee at the time of the reading. She is talking with her rural carrier supervisor. Enter *Rural (Carriers)* for this question.

If the sampled supervisor is not also involved with or responsible for clerks or mail handlers, you will be directed to review the data entered and complete the reading (Chapter 9).

4.5 Clerk/Mail Handler Operational Areas (Q15E1)

Q15E1 Clerk/Mail Handler Operational Areas

What operational areas are the clerks/mail handlers assigned to?
(Choose ALL applicable options)

A - Accountable Mail Operations
(Including Express Mail/Expedited Delivery Section, Registry Section/Cage,
Business Reply-Postage Due Unit, and Other Accountable Work)

B - Computerized Forwarding System (CFS) Operation (MODS Op. 8309, 781, 790)

C - Automated or Mechanized Mail Processing Operation

D - Manual Distribution Operation (Mailpiece Distribution Only)

E - Other Mail Processing Operations

F - Bulk Mail Acceptance Operation

G - Window Service and Other Retail Operation

H - Administrative
(Including Claims & Inquiry Work, Personnel & Time & Attendance Work, Accounting & Auditing Work,
Data Collection & Processing Activities, Procurement Activities, Training,
Quality Control/Revenue Protection, General Office Work, Union Business)

Previous Erase (F10)

Figure 4.5.0–1. Clerk/Mail Handler Operational Areas (Q15E1) Screen

Select the response(s) that best describes the work assignment of the supervised clerks and/or mail handlers identified in *Q15C7a*, *Q15C7b*, or *Q15C7c*, *Categories of Craft-Level Employees*. Specifically:

- If the sampled supervisor is performing an activity involving craft-level employees for whom he or she is responsible, answer this question based on the work assignment of the specific employees with whom the supervisor is involved.
- If the sampled supervisor is performing an activity involving a subordinate supervisor who is overseeing clerks and mail handlers in a specific operation at the time of the reading, answer this question based on the assignment of those clerks and mail handlers at the time of the reading. If the subordinate supervisor is not overseeing any particular employees at the time of the reading, answer the question based on the assignment of the employees for whom the subordinate supervisor is responsible. If the subordinate supervisor is not responsible for any employees, answer based on the assignment of the subordinate supervisor.
- In all other situations, answer this question based on the operational areas for which the supervisor is responsible, either directly or through a subordinate supervisor. If the sampled supervisor is not responsible for any employees, answer this question based on the work assignment of the supervisor.

You can select more than one option by pressing the letter associated with each option. Press <Enter> when you have recorded all responses that apply.

Each option is described in more detail below:

- *Accountable Mail Operations (Including Express Mail/Expedited Delivery Section, Registry Section/Cage, Business Reply - Postage Due Unit, and Other Accountable Work)*. Enter this option for employees assigned to an Express Mail or expedited delivery unit; operations involving Registered Mail, including those within the registry unit (cage) or elsewhere within the facility; business reply and postage due units; and other operations involving accountable items, including work related to carrier keys and scanners.
- *Computerized Forwarding System (CFS) Operation (MODS Op. # 539, 791, 792)*. Choose this option for employees assigned to the CFS unit.
- *Automated or Mechanized Mail Processing Operation*. Choose this option for employees assigned to any operation that uses automated or mechanized equipment to sort or process mail, excluding cancellation equipment. This includes equipment used to sort letters, flats, parcels, bundles, sacks, and/or trays. It also includes letter mail labeling machines (LMLMs), tabbers, tray management systems (TMS), robotics, and automated container or parcel scanning equipment.

Do not choose this option for employees who are assigned to platform, mail transport, or other mail processing operations (see below) but happen to be working near automated or mechanized equipment. Also, do not choose this option for employees assigned to automated or mechanized culling or cancellation equipment. These assignments should be recorded as *Other Mail Processing Operations*.

- *Manual Distribution Operation (Mailpiece Distribution Only)*. Choose this option for employees assigned to any operation in which individual letter, flat, or parcel pieces of any mail class are sorted or distributed.

If the employee is distributing Express Mail items or pieces at the time of the reading and is assigned to an Express Mail or Expedited Delivery section, choose *Accountable Mail Operations (Including Express Mail/Expedited Delivery Section, Registry Section/Cage, Business Reply - Postage Due Unit, and Other Accountable Work)*.

Do not choose this option if employees assigned to a pouching unit or operation in which bundles, trays, sacks, or other containers are being sorted along with some loose mailpieces. It is possible that loose pieces may appear in such operations when bundles break or other containers inadvertently open in the course of processing. Choose *Other Mail Processing Operations* if the bundles, sacks, trays, or other containers are normally left intact in the operation.

- *Other Mail Processing Operations*. Choose this option for employees assigned to other mail processing operations not included in any of the above operational categories. This category includes collecting mail from collection boxes or lobby drop boxes, cancellation, spreading and

4 Activity Questions for Supervisors and Professional, Technical, and Administrative Employees

breaking down incoming mail, containerizing outgoing mail, mail preparation operations, loading and unloading vehicles, waiting for mail, non-CFS mark-up, nixie, empty equipment work, damage repair and rewrap, and other mail processing operations not listed in earlier options.

- **Bulk Mail Acceptance Operation.** Choose this option for employees assigned to bulk mail acceptance operations. This category applies to units involving the acceptance and verification of bulk mail, which are usually performed at a Business Mail Entry Unit (BMEU) or Detached Mail Unit (DMU).
- **Window Service and Other Retail Operation.** Choose this option for employees assigned to retail or window unit operations, or assignments related to self-service postal centers (SSPCs) or vending machines.
- **Administrative (Including Claims & Inquiry Work, Personnel & Time & Attendance Work, Accounting & Auditing Work, Data Collection & Processing Activities, Procurement Activities, Training, Quality, Control/Revenue Protection, General Office Work, Union Business).** Choose this option for employees assigned to administrative operations. Administrative operations include claims and inquiry; personnel, time, and attendance; accounting; auditing; data collection; procurement; training; quality control and revenue protection; general office work; and union business.



Example: You are taking a reading on a supervisor in mail processing who supervises both clerks and mail handlers. At the time of the reading, the supervisor's activity involves a clerk assigned to a delivery barcode sorter (DBCS). Enter *Automated or Mechanized Mail Processing Operation* because the supervisor's activity specifically involves a clerk assigned to that type of operation at the time of the reading.



Example: You are taking a reading on a supervisor of a registry section. At the time of the reading, the supervisor is involved in a general activity concerning the entire section. You should enter *Accountable Mail Operations (Including Express Mail/Expedited Delivery Section, Registry Section/Cage, Business Reply - Postage Due Unit, and Other Accountable Work)* because the supervisor oversees clerks that are assigned in that section, even though his or her current activity does not involve any employees.



Example: You are taking a reading on a supervisor of both carriers and clerks. At the time of the reading, the supervisor is engaged in an activity that involves one of the window service clerks. You should enter *Window Service and Other Retail Operation* for this question because the supervisor's activity specifically involves window service clerks at the time of the reading.

You will be directed to review the data entered and complete the reading (Chapter 9) unless you selected *Accountable Mail Operations (Including Express Mail/Expedited Delivery Section, Registry Section/Cage, Business Reply - Postage Due Unit, and Other Accountable Work)*, *Other Mail Processing Operations, Administrative (Including Claims & Inquiry Work, Personnel & Time & Attendance Work, Accounting & Auditing Work, Data Collection & Processing Activities, Procurement Activities, Training, Quality, Control/Revenue Protection, General Office Work, Union Business)*.

4.5.1 Accountable Mail Operations (Q15E2a)

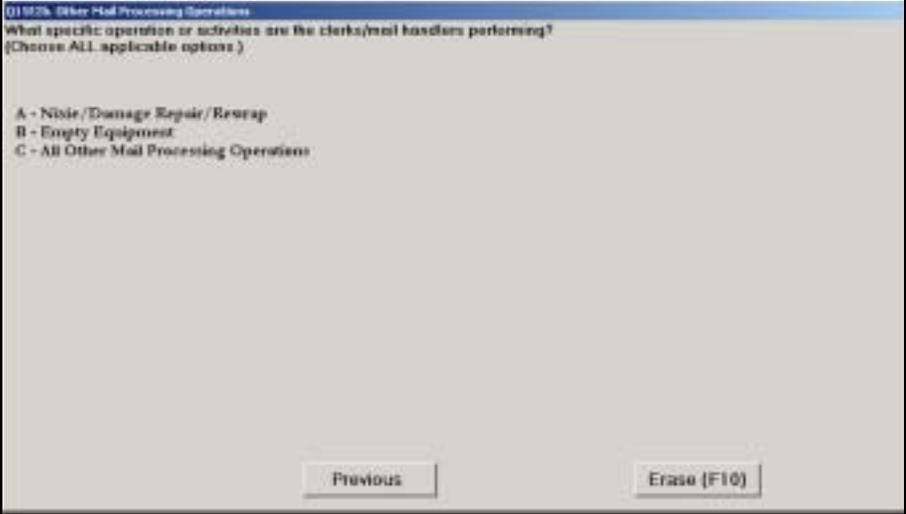
Figure 4.5.1–1. *Accountable Mail Operations (Q15E2a) Screen*

Indicate which of the listed operations or activities are performed by the supervised clerks and/or mail handlers identified in *Q15C7a*, *Q15C7b*, or *Q15C7c*, *Categories of Craft-Level Employees*. Use the same guidelines described in section 4.5. Select all activities that apply. Press <Enter> to continue to the next screen.

Each option is described in more detail below:

- *Express Mail/Expedited Delivery Section*. Enter this option for employees performing activities in an Express Mail or expedited delivery unit.
- *Registry Section/Cage*. Enter this option for employees working in the registry unit (cage), or for employees performing activities related to Registered Mail outside of the registry section.
- *Postage Due*. Enter this option for employees performing activities related to the distribution of Business Reply Mail and other postage due mail.
- *Other Accountable Work (Including Carrier Keys/Scanners)*. Choose this option for employees performing activities involving other accountable items, including work related to carrier keys and scanners.

4.5.2 Other Mail Processing Operations (Q15E2b)



Q15E2b. Other Mail Processing Operations
What specific operation or activities are the clerks/mail handlers performing?
(Choose ALL applicable options.)

A - Nixie/Damage Repair/Rewrap
B - Empty Equipment
C - All Other Mail Processing Operations

Previous Erase (F10)

Figure 4.5.2–1. Other Mail Processing Operations (Q15E2b) Screen

Indicate which of the listed activities are performed by the supervised clerks and/or mail handlers identified in Q15C7a, Q15C7b, or Q15C7c, *Categories of Craft-Level Employees*. Use the same guidelines described in section 4.5. Select all activities that apply. Press <Enter> to continue to the next screen.

Each option is described in more detail below:

- *Nixie/Damage Repair/Rewrap.* Choose this category for employees performing activities related to mail that must be repaired or rewrapped before it can be processed further or delivered. Also choose this option for employees performing activities related to mail that cannot be sorted or delivered because of an incorrect, illegible, or insufficient delivery address (“nixie” mail).
- *Empty Equipment.* Choose this option for employees performing activities related to the empty equipment section, typically designated by operation number 549.
- *All Other Mail Processing Operations.* Enter this option for employees performing any other mail processing activities that cannot be associated with any of the operational areas listed above.

4.5.3 Admin Activities (Q15E3)

Q15E3: Admin Activities
What activities are clerks/mail handlers performing?
(Choose ALL applicable options)

A - Claims and Inquiry Work
B - Personnel and Time and Attendance Work
C - Accounting and Auditing Activities
D - Data Collection and Processing Activities
E - Procurement Activities
F - Training
G - Quality Control/Revenue Protection
H - General Office Work
I - None of the Above (Specify)

Previous Erase (F10)

Figure 4.5.3–1. Admin Activities (Q15E3) Screen

Indicate which of the listed activities are performed by the supervised clerks and/or mail handlers identified in *Q15C7a*, *Q15C7b*, or *Q15C7c*, *Categories of Craft-Level Employees*. Use the same guidelines described in section 4.5. Select all activities that apply. Press <Enter> to continue to the next screen.

If you choose *None of the Above (Specify)*, you are required to specify the activity performed.

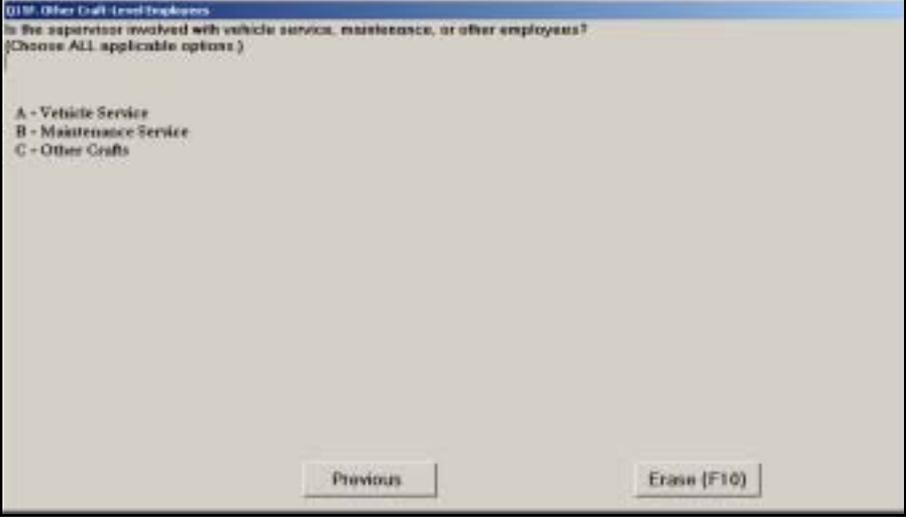


Example: You are taking a reading on a supervisor who is in charge of clerks in the Time and Attendance Collection System (TACS) office. At the time of the reading, the supervisor is on the telephone. Choose *Personnel and Time and Attendance Work* since the supervised clerk is responsible for employees who perform this type of work.

You will be directed to review the data entered and complete the reading (Chapter 9).

4.6 Other Craft-Level Employees (Q15F)

This question relates to all other craft-level employees for whom the supervisor is responsible.



Q15F Other Craft-Level Employees

Is the supervisor involved with vehicle service, maintenance, or other employees?
(Choose ALL applicable options)

A - Vehicle Service
B - Maintenance Service
C - Other Crafts

Previous Erase (F10)

Figure 4.6.0-1. Other Craft-Level Employees (Q15F) Screen

Enter the types of supervised craft-level employees. Choose all categories that apply. After you have selected the appropriate option(s), press <Enter> to proceed.

You will be directed to review the data entered and complete the reading (Chapter 9).

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4.7 No Craft-Level Employees (Q15G)

This question relates to activities performed by supervised employees who are not classified as craft-level employees.



Q15G. No Craft-Level Employees

What general type of activity is the supervisor performing?
(Choose ALL applicable options.)

- A - Claims and Inquiry Work
- B - Personnel and Time and Attendance Work
- C - Accounting and Auditing Activities
- D - Marketing and Customer Relations
- E - Data Collection and Processing Activities
- F - Procurement Activities
- G - Training
- H - Quality Control/Revenue Protection
- I - General Office Work
- J - None of the Above (Specify)

Previous Erase (F10)

Figure 4.7.0-1. No Craft-Level Employees (Q15G) Screen

Enter the option(s) that best describe what the supervisor is doing. You may use the supervisor's job title as a guide for choosing the correct options, unless the supervisor is working in another area. Choose all categories that apply. If you select *None of the Above (Specify)*, you will be prompted to specify the type of activity being performed. Press <Enter> to proceed with the reading.

You will be directed to review the data entered and complete the reading (Chapter 9).

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Chapter 5

Activity Questions for City Carriers

BACKGROUND INFORMATION



After you have entered the administrative data on the *IOCS Header* screen, you will be asked a series of questions about the employee being sampled. The questions asked depend on the roster designation code from the *IOCS Header* screen. This chapter describes how to answer In-Office Cost System (IOCS) questions that you will encounter when conducting a reading on a city carrier. Throughout this chapter, employees with a roster designation code “13,” “33,” “43,” “63,” or “83” will be referred to as city carriers. See Related Materials (RM) 2–3.

Throughout this portion of the Computerized On-Site Data Entry System (CODES) software, scripts are provided for telephone readings. You should follow the script when conducting a telephone reading. If you are conducting an on-site reading, these scripts should be used to help you determine what data you will need to collect.

PROCEDURES



In city carrier readings, activity questions and instructions focus on the following:

- Whether the carrier is clocked into an office or street operation, and whether he or she is on the premises.
- Whether the carrier is involved in training, and if so whether the training is related to a specific route.
- Whether the carrier is performing work related to a specific route.
- The route number and ZIP Code for the route.
- A script for obtaining the necessary information to complete a phone reading.
- Lunch schedule information when the carrier is not on the premises.
- The type of route that the city carrier is working, if the route information cannot be obtained from the Address Management System (AMS) file that is on the CODES Laptop.
- Whether a mailpiece is available for sampling.
- The carrier’s specific activity at the time of the reading.

Detailed information about each question and step-by-step procedures for answering city carrier activity questions are provided in the remainder of this chapter. Each section corresponds to an IOCS city carrier question or group of questions in the CODES IOCS software.

The order in which the questions appear in the sections below may not necessarily correspond to the order in which they appear in the CODES software.

If you are conducting a telephone reading, obtain the necessary information by reading the scripted questions over the phone as they appear on the screen and recording the responses given. For more information on how to conduct a telephone reading, see Appendix D.

5.1 Work Location

IOCS collects different types of information for city carrier in-office and street activities. Thus, you must first determine if the employee is engaged in office-related work or street-related work. The following sections provide instructions on how to answer the questions used to make this determination.

5.1.1 Clocked to Office or Street Operation (Q16A1)

This determines whether the employee is clocked into the office or onto the street.

The screenshot shows a software interface window titled "Q16A1: Clocked to Office or Street Operation". Below the title bar, the question text reads: "Is the employee currently clocked into the office or onto the street?". There are two radio button options: "A - Office" and "B - Street". At the bottom center of the window, there is a button labeled "Previous".

Figure 5.1.1–1. Clocked to Office or Street Operation (Q16A1) Screen

Ask the employee, or have the respondent ask the employee in phone readings, if the operation he or she is clocked into indicates an *Office* or *Street* activity. If the employee is not available or you are otherwise unsure, check the timekeeping system if you have access or ask a supervisor or the phone respondent to check the timekeeping system to determine if the operation the carrier is clocked into indicates an *Office* or *Street* activity. After selecting the appropriate response, press <Enter> to continue.

The response to this question must be based on the operation number that the carrier is clocked into, not inferred from the carrier's activity.

5.1.2 On Premises (Q16A2)

This question identifies whether the sampled employee is on the premises at the time of the reading, regardless of whether he or she is clocked into the office or onto the street.



Figure 5.1.2–1. On Premises (Q16A2) Screen

If the employee is on the Postal Service premises, enter *Yes*. Otherwise enter *No*. Press <Enter> to proceed to the next question.

An employee is on the Postal Service premises if he or she is anywhere in the facility or in the immediate area outside the facility — for example, the loading dock or carrier vehicle areas. For carriers on motorized routes, you should ensure that the carrier's vehicle is not in the parking lot before indicating he or she is not on the premises.

A carrier may be clocked to street time and remain on the premises. For example, after loading the vehicle, the carrier may push a hamper back into the building or be called to the caller window to answer an inquiry from a postal customer.

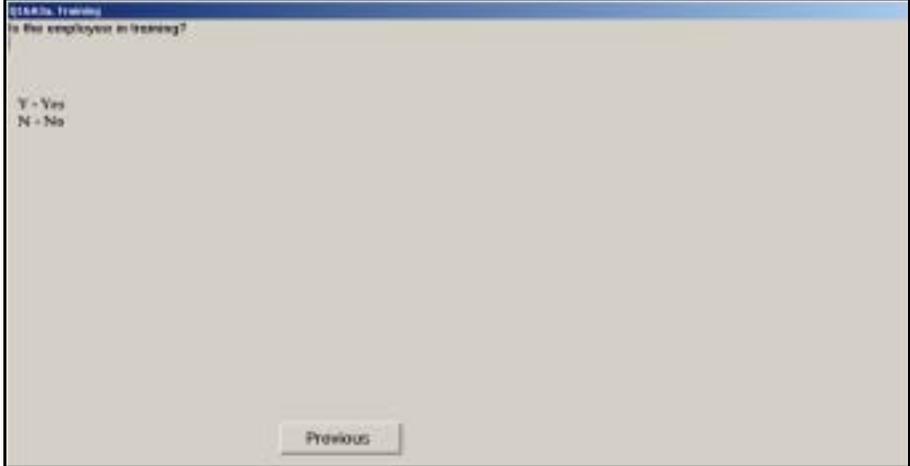
Similarly, a carrier may be clocked to office time and not be on the premises. For example, a carrier could be clocked to office time when sorting mail at a distant location in a vertical improved mail (VIM) room.

Do not enter *No* simply because you are unable to locate an employee. Consult with a supervisor if you need help determining whether the employee is working off of the premises.

5.2 Training and Route-Specific Training

The next set of questions is designed to determine whether the sampled city carrier is involved in training activities, and if so, whether the training is related to a specific route.

5.2.1 Training (Q16A3a)

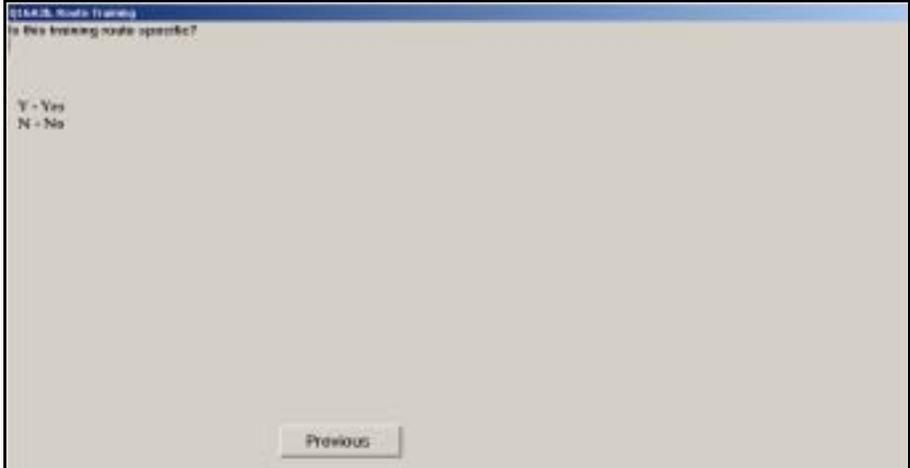


Q16A3a Training
Is the employee in training?
Y - Yes
N - No
Previous

Figure 5.2.1-1. Training (Q16A3a) Screen

Indicate that the selected carrier is giving or receiving training at the time of the reading by entering *Yes*. If the employee is not involved in training, enter *No*. Press <Enter> to continue.

5.2.2 Route Training (Q16A3b)



Q16A3b Route Training
Is the training route specific?
Y - Yes
N - No
Previous

Figure 5.2.2-1. Route Training (Q16A3b) Screen

If the employee is involved in training that is specific to a particular route, enter *Yes*. If the training is not route-specific, enter *No*. Press <Enter> to advance to the next question.

If the carrier is not involved in route-specific training, you will be directed to review the data entered and complete the reading (Chapter 9).

5.3 Route-Related Work

For a sampled employee not involved in training, the next series of questions is designed to identify whether the carrier is involved in route-related work at the time of the reading.

5.3.1 Route Assignment (Q16B1a)

Figure 5.3.1–1. *Route Assignment (Q16B1a) Screen*

Indicate that the selected carrier is assigned to a specific route at the time of the reading by entering *Yes*. A route *may or may not* have a route number associated with it. See section 5.7.1 for a description of the different types of routes. If the selected carrier is not assigned to a specific route at the time of the reading, enter *No*. Press <Enter> to continue.



Example: The sampled carrier is out of the office delivering mail on an Express Mail route. Enter *Yes* for this question.

5.3.2 **Assisting Carrier (Q16B1b)**

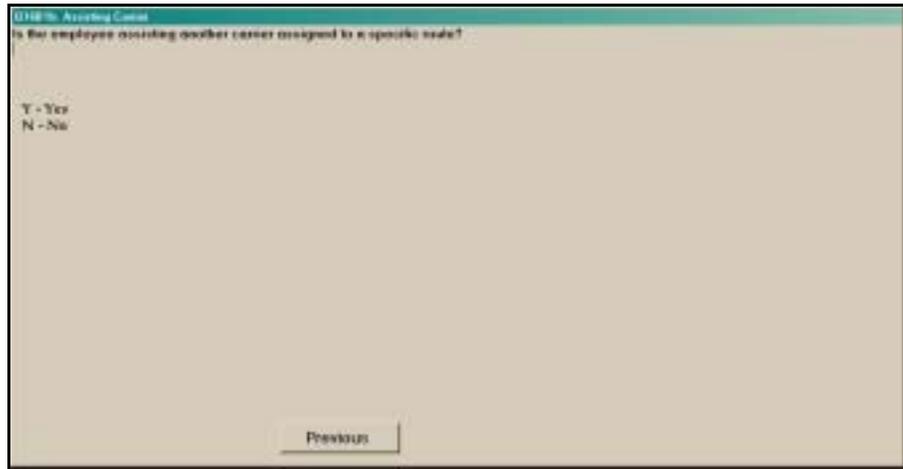


Figure 5.3.2–1. *Assisting Carrier (Q16B1b) Screen*

Respond *Yes* to this question if the sampled city carrier is assisting another carrier at the time of the reading. If the selected carrier is not assisting another carrier, select *No*. Press <Enter> to proceed to the next question.

If the carrier is not assisting another carrier and is not on the premises, you will be directed to review the data entered and complete the reading (Chapter 9).

5.4 Route Identification

The questions described in this section are used to obtain and validate the route number and ZIP Code of the route with which the city carrier is involved.

5.4.1 Carrier Route Number (Q16B2a)/ZIP Code of Route (Q16B2b)

Answer these questions based on the carrier's assigned route. If the carrier is not assigned to a route but is assisting another carrier, answer the questions based on the route of the carrier being helped. If the carrier is involved in training that is related to a specific route, answer the questions based on that route.

What are the carrier's 3-digit route number and the 5-digit ZIP Code that the route is assigned to?
If Route number and Route ZIP Code are not available, leave blank.
(If a 4-digit number is provided for Route Number, record the last 2 digits.)

Q16B2a. Carrier Route Number:

Q16B2b. ZIP Code of Route:

Previous OK

Clear (F3)

Figure 5.4.1–1. Carrier Route Number (Q16B2a)/ZIP Code of Route (Q16B2b) Screen

Enter the 3-digit carrier route number for the route. Press <Enter> to advance to the ZIP Code field. If a 4-digit number is given by the respondent, enter a leading "0," followed by the last two digits of the 4-digit number provided. If the employee is delivering multiple relays from different routes, identify the route number most likely being delivered at the time of the reading. If there is no route number associated with the route, or the information is unavailable, leave the field(s) blank. Enter the 5-digit ZIP Code for the route. Press <Enter> to advance to the next screen.



Note: Some offices deliver mail to multiple ZIP Codes. Be sure to enter the ZIP Code that corresponds to the carrier route, not the office location.

 **Example:** The carrier is assisting another carrier on route 17, zone 2 at the main Post Office in Fairfax, Virginia, 22030. Enter "017" for the *Carrier Route Number*. Enter "22032" for the *ZIP Code of Route*.

After you complete your entries, the IOCS software will attempt to find the route number and ZIP Code combination in the AMS file on the CODES Laptop computer. If the route is not found, you will be asked to validate your entries of the route number and route ZIP Code (section 5.4.2).

If the route is in the AMS file, the software will compare the route ZIP Code with the ZIP Code of the office. If they are the same, you will be asked to validate your entry of the route ZIP Code to ensure that you did not inadvertently enter the office ZIP Code instead of the route ZIP Code (section 5.4.3).

5.4.2 Route Not Found in AMS

If the route is not in the AMS file, the following screen will be displayed:

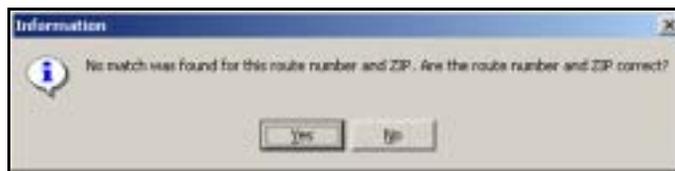


Figure 5.4.2–1. Information Screen: Route Not Found in AMS

Review the route number and ZIP Code that you entered in *Carrier Route Number (Q16B2a)/ZIP Code of Route (Q16B2b)*. If the information entered is incorrect, choose *No* and you will be returned to *Carrier Route Number (Q16B2a)/ZIP Code of Route (Q16B2b)* to re-enter the route number and ZIP Code. If the information you entered is correct, choose *Yes* and proceed to the next question.

5.4.3 Route and Post Office ZIP Codes are the Same

If the *ZIP Code of Route* that you entered is the same as the ZIP Code of the office, you must validate your entry. This check helps ensure that you have not inadvertently entered the ZIP Code of the office instead of the ZIP Code of the route. If they are the same, the following screen will be displayed:

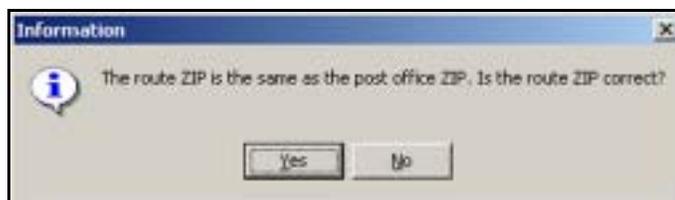


Figure 5.4.3–1. Information Screen: Route and Post Office ZIP Codes are the Same

If the information you entered is correct, choose *Yes* to proceed. If not, choose *No* and you will be returned to *Carrier Route Number (Q16B2a)/ZIP Code of Route (Q16B2b)* to re-enter the route number and ZIP Code.

Depending on your responses to these and earlier questions, you may be directed to review the data entered and complete the reading (Chapter 9).

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5.5 Script for Obtaining Additional Information Needed to Complete Reading

When you are conducting a telephone reading, you need to tell the person on the phone (respondent) what information must be obtained. The information required varies depending on whether the carrier is on the premises, and whether the route entered (section 5.4) is in the AMS file. This section provides the scripts that you should use for obtaining the correct information from the respondent. The CODES software automatically provides the appropriate script, based on whether the employee is on the premises (section 5.1.2) and the results of checking the AMS file for the route number and route ZIP Code. For more information on how to conduct a telephone reading, see Appendix D. If you are performing an on-site reading, the screens described in this section provide information about the additional data that will be required.

5.5.1 Preparation (I16C2a): Carrier is On the Premises, and Route is in AMS File or Carrier's Activity is Not Related to a Route

There are two situations under which this screen will appear:

- If the carrier is on the premises and the route number and route ZIP Code combination was found in the AMS file; or
- If the carrier is on the premises but is neither assigned to a route nor assisting another carrier.

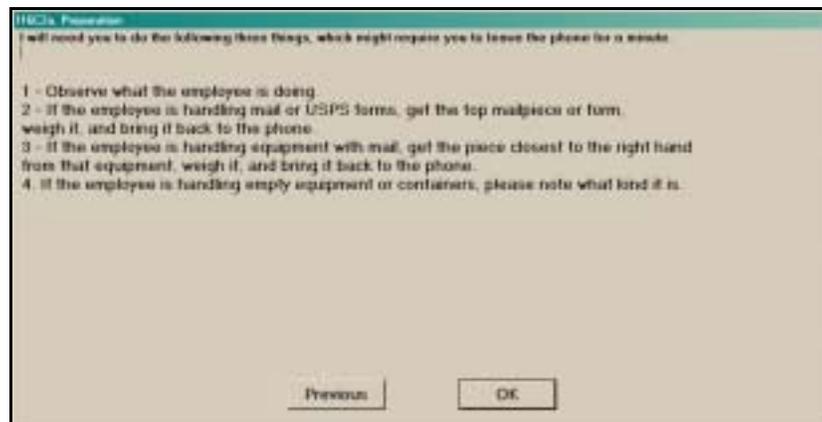


Figure 5.5.1–1. *Preparation (I16C2a): Carrier is On the Premises, and Route is in AMS File or Carrier's Activity is Not Related to a Route Screen*

Press <Enter> when you have read this screen to the respondent.

5.5.2 Preparation (I16C2b): Carrier is On Premises and Route is Not in AMS File

This screen will appear if the sampled employee is on the premises but the route number and route ZIP Code combination was NOT found in the AMS file.

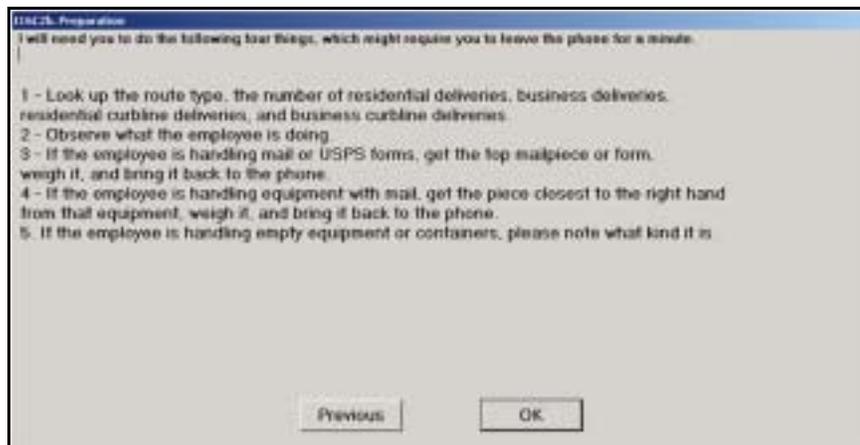


Figure 5.5.2-1. *Preparation (I16C2b): Carrier is On Premises and Route is Not in AMS File Screen*

Press <Enter> when you have read this screen to the respondent.

5.5.3 Preparation (I16C2c): Carrier is Off Premises and Route is in AMS File

This screen will appear if the carrier is NOT on the premises and the route number and route ZIP Code combination was found in the AMS file.

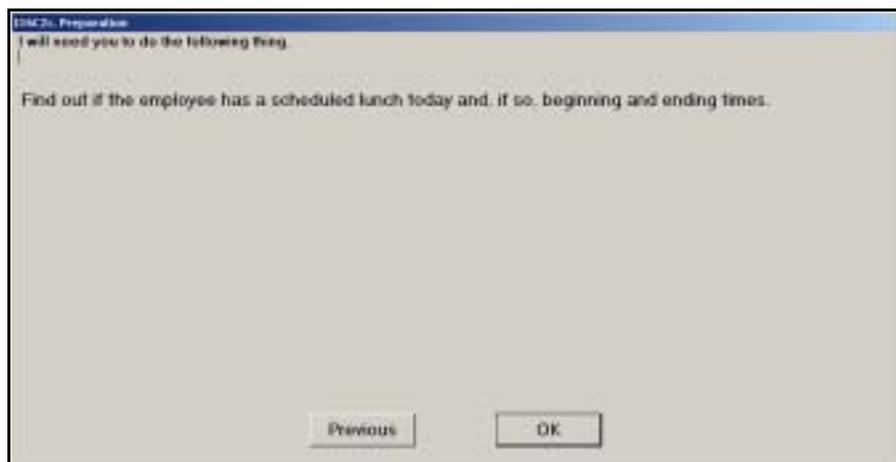


Figure 5.5.3-1. *Preparation (I16C2c): Carrier is Off Premises and Route is in AMS File Screen*

Press <Enter> when you have read this screen to the respondent.

5.5.4 **Preparation (I16C2d): Carrier is Off Premises and Route is Not in AMS File**

This screen will appear if the carrier is NOT on the premises and the route number and ZIP Code combination was NOT found in the AMS file.

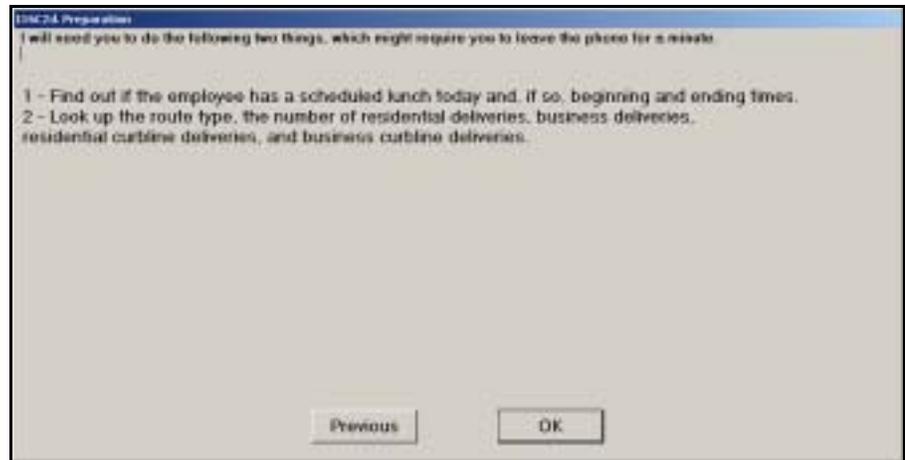


Figure 5.5.4–1. *Preparation (I16C2d): Carrier is Off Premises and Route is Not in AMS File Screen*

Press <Enter> when you have read this screen to the respondent.

5.5.5 **Preparation (I16C2e): Carrier is Involved in Route-Specific Training and Route Not in AMS File**

This screen will appear if the carrier is engaged in route-specific training and the route number and ZIP Code combination was NOT found in the AMS file.

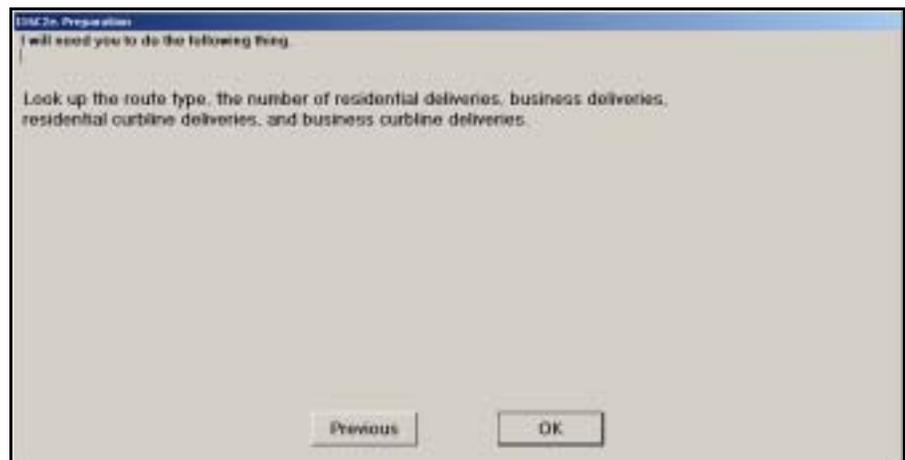


Figure 5.5.5–1. *Preparation (I16C2e): Carrier is Involved in Route-Specific Training and Route Not in AMS File Screen*

Press <Enter> when you have read this screen to the respondent.

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5.6 Lunch Information for Carrier Not on Premises

The lunch period generally cannot be observed directly for a carrier who is on the street at the time of the reading. IOCS relies on information about the carrier's scheduled lunch period to identify off-the-clock lunch time. This section describes the questions used to obtain that information.

5.6.1 Lunch On Street (Q16D)

If you indicated that the carrier was not on the premises, the following screen will appear.



Q16D Lunch on Street

Will the carrier take lunch while on the street today?

Y - Yes
N - No
U - Unknown

Previous

Figure 5.6.1–1. *Lunch On Street (Q16D) Screen*

Ask the supervisor and indicate whether the carrier will take lunch while on the street. If so, enter *Yes*. If the carrier has waived lunch (has an 8-hour schedule), enter *No*. If the supervisor is unsure, enter *Unknown*. Press <Enter> to continue to the next question.

If the carrier does not have a scheduled lunch and the route information is found in the AMS file, you will be directed to review the data entered and complete the reading (Chapter 9).

5.6.2 Lunch Time Available (Q16D2)



Figure 5.6.2–1. *Lunch Times Available (Q16D2) Screen*

If you indicated that the city carrier will take a lunch while on the street or if you indicated that this information is not known, you must indicate whether a scheduled lunch time is known. If so, enter *Yes*. If not, enter *No*. Press <Enter> after selecting an option to continue to the next question.

If the scheduled lunch times are unknown and the route was found in the AMS file, you will be directed to review the data entered and complete the reading (Chapter 9).

5.6.3 Lunch Times (Q16D1)

If you indicated that the scheduled lunch times are known, you must enter the beginning and ending times for the lunch period.

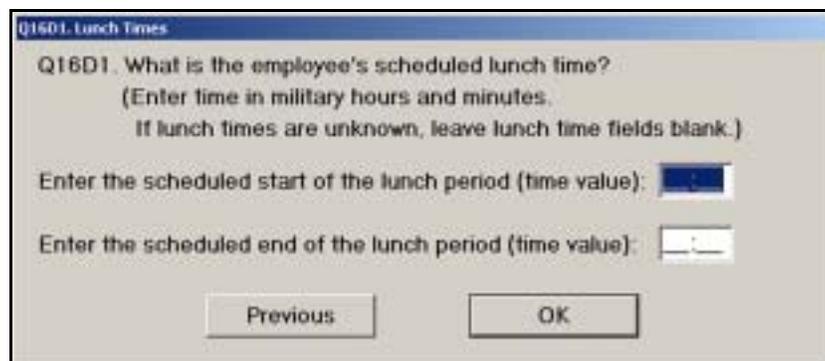


Figure 5.6.3–1. *Lunch Times (Q16D1) Screen*

On this screen you will enter the starting and ending times of the sampled carrier's scheduled lunch period using 4-digit military time format. Enter the carrier's scheduled lunch starting time. Press <Enter> to advance to the next field. Enter the carrier's scheduled lunch ending time. Press <Enter> to advance to the next screen.



Note: RM 2–2 provides information on how to determine military time.



Example: If the scheduled starting time is 12:35 p.m. and the scheduled ending time is 1:05 p.m., enter the numbers as follows:

For the starting time, enter as follows:

__:__

Enter 1: 1__:__

Enter 2: 12:__

Enter 3: 12:3_

Enter 5: 12:35

Then, press <Enter>.

For the ending time, enter as follows:

__:__

Enter 1: 1__:__

Enter 3: 13:__

Enter 0: 13:0_

Enter 5: 13:05

Then, press <Enter>.

If the starting and ending times entered indicate a lunch period that is greater than 45 minutes, CODES will display a warning that you have entered an invalid range of times.

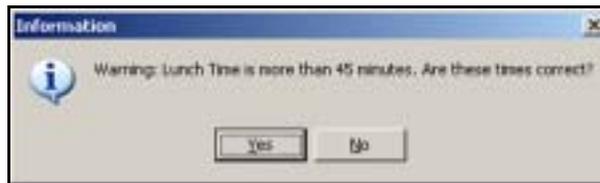


Figure 5.6.3–2. *Information Screen: Lunch Times More Than 45 Minutes*

If the scheduled lunch time exceeds 45 minutes, choose *Yes*. If you incorrectly recorded the starting or ending time, choose *No* to return to *Lunch Times (Q16D1)* and enter the correct times.

If the route number and ZIP Code combination that you entered is found in the AMS file, you will be directed to review the data entered and complete the reading (Chapter 9).

5.7 Route Information When Route is Not in AMS File

If the route number and ZIP Code combination you entered is not in the AMS file, you will need to obtain additional information about the route so that it can be categorized for costing purposes. Answer these questions based on the carrier's assigned route. If the carrier is not assigned to a route but is assisting another carrier, answer the questions based on the other carrier's route. If the carrier is involved in training that is related to a specific route, answer the questions based on that route.

If the city carrier is involved with Express Mail or expedited mail delivery, you will also need to record the operation number in which the sampled carrier is clocked. This section describes the questions related to route information.

5.7.1 Route Type (Q16E1)

This screen will appear if the route number and ZIP Code combination entered was not in the AMS file.

Q16E1 Route Type

What type of route is it?

A - Business, Residential, or Mixed Route
(Foot, Park&Loop, Dumpster, Curbside, Mounted, Phantom)

B - Package Delivery (Parcel Post)

C - Collection

D - Expedited/Express Mail Delivery or Eas

E - Relay

F - Combination/Other

Previous

F - includes combination (multi-purpose route), OMS, Intra-City/Inter-Station Plan.
A combination route is a multi-purpose route providing
a combination of parcel post, relay, collection, or first-class delivery

Figure 5.7.1-1. Route Type (Q16E1) Screen

Enter the type of route with which the city carrier is involved. Each route type option is described in more detail below. Choose the appropriate route type regardless of whether it is a regular or an auxiliary route. Press <Enter> to continue to the next question.



Note: Generally, the route type can be obtained by asking the carrier supervisor. For city delivery routes, the route type can also be determined using information from PS Form 1621, *Delivery Management Report*, which shows the number of possible business

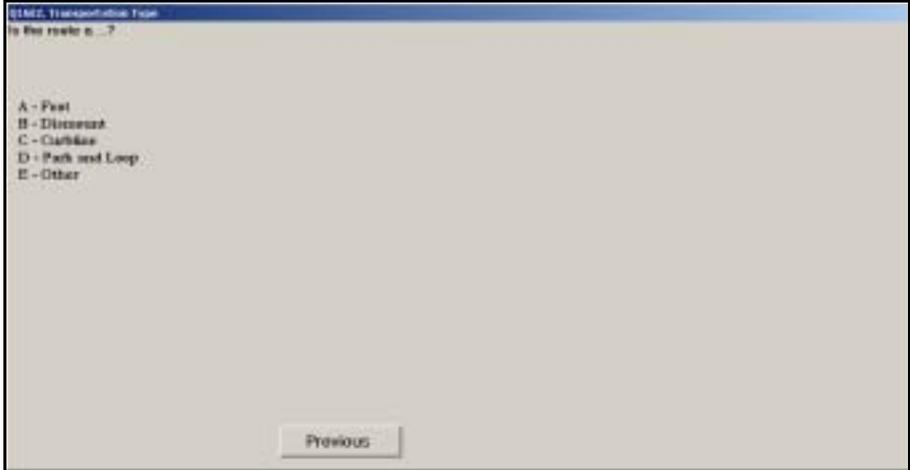
and residential deliveries. This form should be available online or in hardcopy at the delivery unit. Your manager of Statistical Programs (MSP) may provide you with information on how to access this information online.

- *Business, Residential, or Mixed Route (Foot, Park & Loop, Dismount, Curbline, Mounted, Phantom).* Enter this type when the route is a regular foot or motorized route serving residential and/or business establishments, delivering all types of mail.
- *Package Delivery (Parcel Post).* This type applies to regular routes dedicated entirely to Parcel Post delivery. This category does not include auxiliary routes.
- *Collection.* Enter this type for foot or motorized routes that are dedicated entirely to collection.
- *Expedited/Express Mail Delivery or Run.* This type includes routes devoted to Express Mail or other expedited mail delivery or the transportation of Express Mail between facilities.
- *Relay.* Relay routes primarily perform relay service on an as-needed basis.
- *Combination/Other.* This type applies to all other route types, including but not limited to combination (or multi-purpose) routes, Official Mail Messenger Service (OMMS), and Intra-City/Inter-Station runs.

Depending on your responses to earlier questions, you may be directed to review the data entered and complete the reading (Chapter 9).

5.7.2

Transportation Type (Q16E2)



The screenshot shows a software window titled "SIMS2: Transportation Type". The window contains the text "Is the route a...?" followed by a list of options: "A - Foot", "B - Dismount", "C - Curbline", "D - Park and Loop", and "E - Other". At the bottom center of the window, there is a button labeled "Previous".

Figure 5.7.2–1. Transportation Type (Q16E2) Screen

Indicate what type of transportation mode is employed for the route with which the city carrier is involved. Each option is described in more detail below. Press <Enter> to advance to the next screen.

- *Foot.* A foot route is delivered by a carrier entirely on foot. A foot route may use a bicycle or automotive vehicle solely as transportation to and from the start of the route. Park-and-loop routes are not considered foot routes.
- *Dismount.* A dismount route is a route with a majority of dismount deliveries. A dismount delivery occurs when a letter carrier leaves a vehicle for one or several deliveries and then returns to move the vehicle to the next delivery point. Park and loop routes are not considered dismount routes.
- *Curblin.* A curblin, also called curbside, route is a route with a majority of curblin deliveries. Curblin delivery is a method of city delivery service where the letter carrier (walking or in a vehicle) delivers to customer mailboxes located at the curb.
- *Park and Loop.* A park and loop route is a route that uses a motor vehicle to transport mail to the route. Once there, the letter carrier parks the vehicle and walks out and back over one or more streets, delivering mail away from and looping back to the vehicle.
- *Other.* Use this option if none of the other transportation modes applies to the sampled route.

5.7.3

Number of Deliveries (Q16E3/Q16E3a/Q16E4/Q16E4a)

The following question addresses the actual number of deliveries for the route in which the sampled city carrier is involved.

The screenshot shows a dialog box with a title bar that says "How many...?". Inside the dialog, there are four rows, each with a label and a text input field:

- Q16E3. Total Residential Deliveries: [input field]
- Q16E3a. Residential Curb Deliveries: [input field]
- Q16E4. Total Business Deliveries: [input field]
- Q16E4a. Business Curb Deliveries: [input field]

At the bottom of the dialog, there are two buttons: "Previous" and "OK".

Figure 5.7.3–1. Number of Deliveries (Q16E3/Q16E3a/Q16E4/Q16E4a) Screen

Enter the number of deliveries for each category, pressing <Enter> after each entry to advance to the next field. After entering the number of business curb deliveries, press <Enter> to proceed to the next screen.



Note: Generally, this information can be obtained from the carrier's supervisor. For city delivery routes, the number of deliveries may also be obtained from PS Form 1621, *Delivery Management Report*, which shows the number of possible business and residential deliveries.

If the number of curb deliveries you enter is higher than the total number of deliveries, a warning will appear indicating that you have entered incorrect information. Press <Enter> to return to the entry screen. Enter the correct information and press <Enter> to proceed.

If the sampled city carrier is not on the premises or is in training, you will be directed to review the data entered and complete the reading (Chapter 9).

5.8 Mailpiece Available

This series of questions focuses on whether the employee was handling mail (or Postal Service forms), and if so, whether you were able to obtain the appropriate mailpiece or form. Whether you are conducting a phone reading or an on-site reading, the same procedure is used for obtaining the appropriate mailpiece or form. If the carrier is handling mail, forms, or equipment with mail, obtain the mailpiece or form that is being handled that is closest to his or her right hand.

5.8.1 Handling Mail (Q16F1a)



Q16F1a. Handling Mail

Was the employee handling mail, forms, or equipment with mail in it?

Y - Yes
N - No

Previous

Figure 5.8.1–1. *Handling Mail (Q16F1a) Screen*

If the carrier is handling mail, forms, or equipment containing mail at the time of the reading, enter *Yes* for this question. Otherwise, enter *No*. Press <Enter> to continue.

5.8.2 Obtaining Mailpiece (Q16F1b)

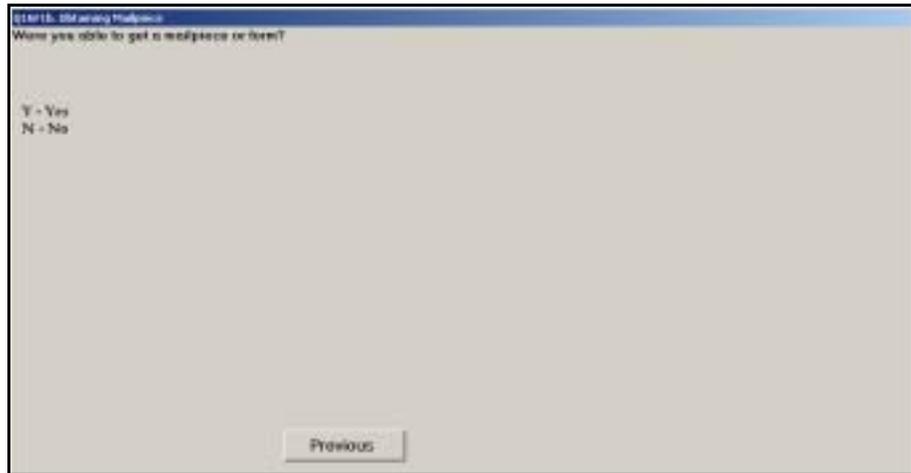


Figure 5.8.2–1. *Obtaining Mailpiece (Q16F1b)* Screen

If the carrier was handling mail, forms, or equipment with mail, you will be asked if you were able to obtain a mailpiece or form for sampling. Enter *Yes* or *No* as appropriate. Press <Enter> to proceed to the next question.



Note: Although every effort should be made to obtain the appropriate mailpiece or form, situations may arise when you are unable to do so. If you are unable to obtain the appropriate mailpiece or form, do not substitute another mailpiece. Just respond *No* to this question.

5.9 Carrier's Activity

The following set of questions focuses on the activity of the carrier at the time of the reading. The specific questions asked depend on whether the carrier is on the premises and whether the carrier is handling mail.

5.9.1 Carrier Off Premises Activity (Q16B1c)

This screen will appear if the carrier is not on the premises, and he or she is not in training or assigned to or assisting with a particular letter delivery route.

Q16B1c. Carrier Off Premises Activity

What type of work is the employee doing off the premises?

A - Package Delivery (Parcel Post/Priority)
 B - Collection
 C - Expedited/Express Mail Delivery or Run
 D - Relay
 E - Combination
 F - Other (Specify)

Previous

Figure 5.9.1–1. Carrier Off Premises Activity (Q16B1c) Screen

Choose the option that best describes the carrier's off-premises activity. Each option is described in more detail below. Press <Enter> to continue to the next question.

- **Package Delivery (Parcel Post/Priority).** Select this option if the employee is performing activities related to package delivery, including Parcel Post and Priority Mail delivery.
- **Collection.** Choose this option if the employee is off premises performing work related to collection mail, excluding Express Mail. This includes collecting mail from collection boxes and picking up collection mail from customers.
- **Expedited/Express Mail Delivery or Run.** Select this option if the employee is performing off-premises activities related to Express Mail or other expedited mail delivery, including the transportation of Express Mail between facilities or to and from customers.
- **Relay.** Select this option if the city carrier is performing relay activities, including placing sacks of mail in drop boxes for pick up by city carriers as they deliver mail on their routes.

- *Combination*. Select this option if the carrier is performing activities related to a combination route.
- *Other (Specify)*. Enter this option if the carrier's activity cannot be associated with any of the preceding choices. You will be prompted to provide a description of the operation. Upon entering this information, press <Enter> to return to *Carrier Off Premises Activity (Q16B1c)*. The description that you entered will appear at the bottom of the screen. Press <Enter> to advance to the next screen.

You will be directed to review the data entered and complete the reading (Chapter 9).

5.9.2

Activity of Employee Handling Mail (Q16F2a)



Q16F2a: Activity of Employee Handling Mail
When you observed the employee, was the employee...?
(Choose the FIRST applicable option.)

A - Working at the Carrier Case
B - Working Away from the Carrier Case

Previous

Figure 5.9.2–1. Activity of Employee Handling Mail (Q16F2a) Screen

Indicate whether the sampled carrier is working at the carrier case or away from the carrier case. Press <Enter> to continue to the next question.

5.9.3 Activity of Employee Not Handling Mail (Q16F2b)

Q16F2b. Activity of Employee Not Handling Mail
When you observed the employee, was the employee ...?
(Choose the FIRST applicable option.)

- A - Handling Empty Equipment or Containers
- B - Participating in Safety/Service Talks
- C - Taking a Break or Attending to Personal Needs
- D - Clocking to Begin or End their Tour
- E - Working at the Carrier Case
- F - Working Away from the Carrier Case

Previous

Figure 5.9.3–1. Activity of Employee Not Handling Mail (Q16F2b) Screen

Choose the first option that best describes what the carrier is doing at the time of the reading. Press <Enter> to proceed to the next screen.

If the sampled city carrier is in a safety talk, taking a break, or clocking, you will be directed to review the data that you have entered and complete the reading (Chapter 9).

5.9.4 Activities at Carrier Case (Q16F3a)

Q16F3a. Activities at Carrier Case
When you observed the employee, which of the following best describes what he/she was doing?

- A - Preparing Mail for Sequencing/Loading Ledges
- B - Sequencing/Sorting Mail
- C - Withdrawing/Pulling Down Mail/Strapping Out Mail (From Carrier Case)
- D - Handling Undeliverable-As-Addressed (UAA) Mail
- E - Obtaining or Returning Accountables or Keys
- F - Doing an Activity Relating to Scanning Delivery Confirmation or Signature Confirmation
- G - Loading or Preparing to Leave for Route
- H - Returning from Route or Activities Related to Return
- I - Other Activity (Specify)

Previous

Preparing to leave includes moving mail to truck, loading truck, etc.
Activities related to return include moving mail back to case, etc.

Figure 5.9.4–1. Activities at Carrier Case (Q16F3a) Screen

Choose the option that best describes what the carrier is doing at the time of the reading. Each activity option is described in more detail below. Press <Enter> when you have selected the appropriate response to continue.

- *Preparing Mail for Sequencing/Loading Ledges.* This category includes activities such as placing mail on the carrier case ledge and opening bundles of mail.
- *Sequencing/Casing Mail.* Enter this item if the carrier is sorting mail into the case or sequencing mail into delivery order.
- *Withdrawing/Pulling Down Mail/Strapping Out Mail (From Carrier Case).* Choose this item if the carrier is doing work related to pulling down mail that has been cased, bundling mail, or is tying or traying mail for delivery.
- *Handling Undeliverable-As-Addressed (UAA) Mail.* This category includes activities related to dealing with mail that cannot be delivered as addressed, and must be forwarded to the addressee, returned to the sender, or sent to a mail recovery center.
- *Obtaining or Returning Accountables or Keys.* Enter this item if the carrier is dealing with Return Receipt mail, Registered Mail, Collect on Delivery (COD) mail, Certified Mail, other accountable mail, keys, or any combination of these items while at his or her case. Also enter this item for an employee who is doing work related to a scanner if it does not involve Delivery Confirmation or Signature Confirmation services.
- *Doing an Activity Relating to Scanning Delivery Confirmation or Signature Confirmation.* Choose this category if the employee is handling or scanning Delivery Confirmation or Signature Confirmation mail.
- *Leaving or Preparing to Leave for Route.* Enter this option for any other activities the carrier is doing while preparing to leave for the route.
- *Returning from Route or Activities Related to Return.* Enter this option for any other activities the carrier is doing related to returning from the route.
- *Other Activity (Specify).* Enter this item for any other activity being performed by the carrier at the case at the time of the reading. If you choose this option, you will be prompted to specify the type of activity being performed.

Depending on your answers to this and previous questions, you may be directed to review the data entered and complete the reading (Chapter 9).

5.9.5 Activities Away from Carrier Case (Q16F3b)

Q16F3b. Activities Away from Carrier Case

When you observed the employee, which of the following best describes what he/she was doing?

A - Obtaining Mail
 B - Preparing and Checking Vehicle
 C - Handling Undeliverable-As-Addressed (UAA) Mail
 D - Obtaining or Returning Accountables or Keys
 E - Doing an Activity Relating to Scanning Delivery Confirmation or Signature Confirmation
 F - Leaving or Preparing to Leave for Route
 G - Returning from Route or Activities Related to Return
 H - Other Activity (Specify)

Previous

Preparing to leave includes moving mail to truck, loading truck, etc.
 Activities related to return include moving mail back to case, etc.

Figure 5.9.5–1. Activities Away from Carrier Case (Q16F3b) Screen

Choose the option that best describes what the carrier is doing at the time of the reading. Each activity option is described in more detail below. Press <Enter> when you have selected the appropriate response to continue.

- **Obtaining Mail.** This category includes activities such as retrieving mail from the hot case or elsewhere for the purposes of casing or sequencing the mail.
- **Preparing and Checking Vehicle.** Select this item if the carrier is performing activities related to the vehicle, such as inspecting it, preparing to load, or loading the vehicle.
- **Handling Undeliverable-As-Addressed (UAA) Mail.** This category includes activities related to dealing with mail that cannot be delivered as addressed, and must be forwarded to the addressee, returned to the sender, or sent to a mail recovery center.
- **Obtaining or Returning Accountables or Keys.** Enter this item if the carrier is going to or from the cage area or standing in line to obtain or return Return Receipt mail, Registered Mail, COD, Certified Mail, other accountable mail, keys, or any combination of these items. Also enter this item for an employee observed obtaining or returning a scanner, initializing a scanner, entering firm sheet information such as “event code” (the purpose of the scan) into a scanner, or scanning a firm sheet, unless the work relates directly to Delivery Confirmation or Signature Confirmation services.

- *Doing an Activity Relating to Scanning Delivery Confirmation or Signature Confirmation.* Choose this category if the employee is handling or scanning Delivery Confirmation or Signature Confirmation mail.
- *Leaving or Preparing to Leave for Route.* Enter this option for any other activities the carrier is doing while preparing to leave for the route.
- *Returning from Route or Activities Related to Return.* Enter this option for any other activities the carrier is doing related to returning from the route.
- *Other Activity (Specify).* Enter this item for any other activity being performed by the carrier at the case at the time of the reading. If you choose this option, you will be prompted to specify the type of activity being performed.

Depending on your answers to this and previous questions, you may be directed to review the data entered and complete the reading (Chapter 9).

5.9.6 Scanning (Q16F4)

If you indicated that the employee is performing activities related to scanning, the following screen will appear:

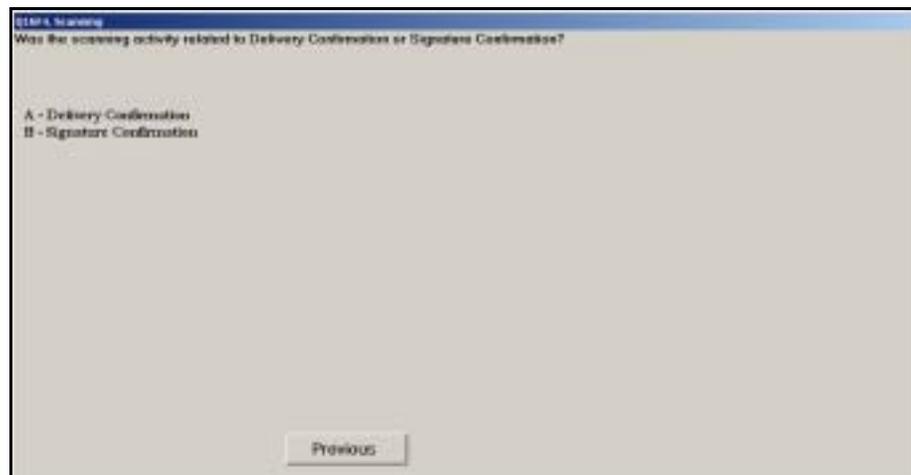


Figure 5.9.6–1. Scanning (Q16F4) Screen

Indicate whether the carrier is dealing with *Delivery Confirmation* mail or *Signature Confirmation* mail. Press <Enter> to continue.

Depending on your answers to this and previous questions, you may be directed to review the data entered and complete the reading (Chapter 9).

5.9.7 Collection Mail (Q16F5)

Q16F5: Collection Mail

Is the sampled employee handling collection mail?

(Note: Collection mail is mail deposited into a collection box or lobby drop, as well as mail collected by letter carriers that has not been cancelled or processed in any automated, mechanized, or manual distribution operation.)

Y - Yes
N - No

Previous

Figure 5.9.7–1. *Collection Mail (Q16F5) Screen*

If the employee is handling collection mail, enter *Yes*. Otherwise enter *No*. Press <Enter> to advance to the next question.



Note: Collection mail is mail deposited into a collection box or lobby drop, as well as mail collected by letter carriers that has not been canceled or processed in any automated, mechanized, or manual distribution operation.

Depending on your answers to this and previous questions, you may be directed to review the data entered and complete the reading (Chapter 9).

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Chapter 6

Activity Questions for Clerks and Mail Handlers

BACKGROUND INFORMATION



This chapter describes how to answer In-Office Cost System (IOCS) questions that you will encounter when conducting a reading on a clerk or mail handler. After you have entered the administrative data on the *IOCS Header* screen, you will be asked a series of questions about the employee to be sampled. The questions asked depend on the roster designation code from the *IOCS Header* screen. Throughout this chapter, employees with roster designation code “11,” “31,” “41,” “61,” or “81” will be referred to as clerks. Employees with a roster designation code “12,” “32,” “42,” “62,” or “82” will be referred to as mail handlers. See Related Materials (RM) 2–3.

IOCS requires that you collect several pieces of information that relate to the type of work being performed by the sampled employee at the time of the reading:

- The employee’s clocked in operation number, as recorded in the Time and Attendance Central System (TACS) or another timekeeping system at the facility. You must record the correct operation number to which the employee is clocked regardless of the actual work the employee is performing at the time of the reading. The operation number is required to link IOCS data with other Postal Service information systems, notably the Management Operating Data System (MODS) and Productivity Information Management System (PIMS).
- The employee’s work assignment. The work assignment is the operation in which the employee has been directed to work at the time of the reading. For example, a mail handler who is assigned to work in a dispatch operation is observed in the delivery barcode sorter (DBCS) operation at the time of the reading. This employee’s work assignment is the dispatch operation, and not the DBCS operation. In effect, the work assignment describes the operation the employee *should be* clocked into, but may differ from the operation the employee *is* clocked into. You must determine and record the actual work assignment regardless of the clocked-in operation and the activities you observe the employee performing.
- The actual activity that you observe the employee performing. Most operations will normally involve some variety of activities. Employees may also temporarily engage in activities that are not a normal part of the assigned operation, without actually moving to a new assignment or operation number.

The specific IOCS questions asked in the course of a clerk or mail handler reading will vary, depending on the type of facility, the employee’s work assignment, and the specific activity being performed at the time of the reading. The questions asked do not depend on whether the sampled employee is a clerk or mail handler.

PROCEDURES



In conducting a clerk or mail handler reading, you will be asked a series of questions regarding the following topics:

- The type of facility or work area where the employee is working.
- The operation the employee is clocked into, his or her work status, and whether or not he or she is on the premises.
- The general type of operation where the employee is assigned to work.
- Additional detail on the employee's work assignment and the specific activities being performed at the time of the reading. In this chapter, separate sections are used to describe the questions asked for different types of operations, including:
 - Platform, mail transport, and weighing.
 - Collection, cancellation, and mail preparation.
 - Accountable mail.
 - Automated or mechanized mail processing.
 - Manual distribution.
 - Other mail processing, including pouching, dispatching, opening and other separation units, scanning, sack sorting, central mail mark-up, nixie, empty equipment, and damage repair.
 - Bulk mail acceptance.
 - Window service and other retail.
 - Administrative.

Detailed information about each question and step-by-step procedures for answering clerk and mail handler activity questions are provided in the remainder of this chapter. Each section corresponds to an IOCS clerk or mail handler question or group of questions in the Computerized On-Site Data Entry System (CODES) IOCS software. Note that the order of the questions in the CODES software may not necessarily correspond with their order in this handbook.

Some questions are different for employees working in bulk mail centers (BMCs). These questions are denoted by the suffix *BMC*.

6.1 Facility Information

The first area of interest is the type of facility or work area where the sampled clerk or mail handler is working at the time of the reading. The following sections describe the questions that identify the type of facility or work area.

6.1.1 Type of Facility (Q18A1)

This is the first screen that will appear after the *IOCS Header* screen (Chapter 3) if you are conducting a clerk or a mail handler reading.

Q18A1: Type of Facility

What type of facility or work area is the employee working in at the time of the reading?

A - BMC/BMF
 B - P&DC/P&DF/Mail Processing Annex/Priority/DDC/AMC/AMF/HASP
 C - International Service Center (ISC)/Outbound International Gateway
 D - PO/Branch/Station/AD/Bus Section/Carrier Annex/Central Mail Mark-Up/CPS
 E - Other (Specify)

Previous

BMC = Bulk Mail Center, BMF = Bulk Mail Facility, PMDC = Processing and Distribution Center, PMDF = Processing and Distribution Facility
 DDC = Delivery Distribution Center, AMC = Air Mail Center, AMF = Air Mail Facility
 ISC = International Service Center, PO = Post Office, AD = Associate Office
 HASP = Hub and Spoke Program

Figure 6.1.1–1. *Type of Facility (Q18A1) Screen*

Select the option that best describes the type of facility or work area where the employee is working at the time of the reading. Press <Enter> to continue.



Note: Sometimes two or more types of facilities are located in the same building. Also, some customer service work areas may be located within mail processing offices. In these situations, select the option that describes the work area where the employee is assigned rather than the facility type where the work area is located.

Each facility or work area type is described in more detail below:

- **BMC/BMF.** Choose this category if the facility is one of the Postal Service's 21 official BMCs or bulk mail facilities (BMFs), or a BMC annex. A complete list of these facilities is provided in RM 4–1.

- *P&DC/P&DF/Mail Processing Annex/Priority/DDC/AMC/AMF/HASP.* Choose this category if the facility is used primarily to process domestic mail. Included in this category are processing and distribution centers (PDCs) and facilities (PDFs), mail processing annexes other than BMC annexes, Priority Mail processing centers (PMPCs), auxiliary service facilities (ASFs), delivery distribution centers (DDCs), airport mail centers (AMCs), airport mail facilities (AMFs), Hub and Spoke Program (HASP) facilities, and logistics and distribution centers (L&DCs).
- *International Service Center (ISC)/Outbound International Gateway.* Choose this option for international service centers and other outbound international gateways. Outbound international gateways are facilities or work areas that process outbound international mail and dispatch it using the Military and International Dispatch Assignment System (MIDAS). A list of ISCs and outbound international gateways is provided in RM 4–1.
- *PO/Branch/Station/AO/Box Section/Carrier Annex/Central Mail Mark-Up/CFS.* Choose this category if the facility or work area is any type of Postal Service delivery or retail unit. Also choose this option for other customer service work areas that may be housed in a plant or other mail processing facility.
- *Other (Specify).* Choose this option if none of the other facility types apply. Detached mail units as well as any other facility types are recorded under this option. You will be prompted to specify the type of facility.

6.1.2

Annex (Q18A2)



Figure 6.1.2–1. Annex (Q18A2) Screen

Respond Yes if the facility or work area is considered an annex. If the facility is not an annex, respond No. Press <Enter> to continue.

An annex performs functions that are considered part of the main plant's processing activities. Typically, an annex is located in a separate building from the main plant. If the facility has a separate finance number from the plant, and is officially designated as a specific facility type (other than an annex), such as a BMC, AMC, or PMPC, respond *No* to this question.



Example: You are taking a reading on a clerk who is assigned to finance number 000000. At the time of the reading, the clerk is keying on the small parcel and bundle sorter (SPBS), located in a Priority Mail annex that is 4 miles from the main office. Regardless of the annex's finance number, you should respond *Yes* to this question.



Example: You are taking a reading on a mail handler who is working at a BMC. He is breaking down trays of letters on the main platform. The mail handler is a BMC employee working in the main BMC building. You should enter *No*.

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6.2 Operation Number and Work Status

The next set of questions will ask for more specific information about the operation number that the employee is clocked into, and the work status of the employee.

6.2.1 MODS Operation Number (Q18A3a)

This screen will appear if the employee is working at any type of facility other than a BMC or BMF.

Figure 6.2.1–1. *MODS Operation Number (Q18A3a) Screen*

Ask the employee, or have the respondent ask the employee in phone readings, the 3-digit operation number that he or she is clocked into. If the employee is not available or you are otherwise unsure, check the timekeeping system if you have access or ask a supervisor or the phone respondent to check the timekeeping system to determine the operation number. If the code has more than three digits, simply record the first three (left-most) digits. As you begin typing, a lookup list of MODS operation numbers and descriptions will appear. After verifying that you have keyed the correct code, press <Enter> to advance to the next screen.

Always enter the code that the employee is clocked into at the time of the reading, regardless of whether the description from the Management Operating Data System (MODS) lookup list is consistent with his or her assignment or actual activity at the time of the reading. Not all facilities use the MODS operation definitions. If the facility does not have an electronic timekeeping system, the employee is not required to clock into an operation, or you cannot obtain the proper code, you may leave this question blank by pressing <Enter>.

If you bypass this question during the reading because you do not know what code to enter but can obtain the information at a later time, the CODES software will allow you to enter or change the code on the *End Reading* screen. Refer to Chapter 9 for more information.

6.2.2 PIMS/Work Center Number (Q18A3b)

This screen will appear if the employee is working at a BMC or BMF.



Q18A3b, PIMS/Work Center Number

Code:

Which operation (work center) is the employee clocked into?

Enter first three digits of BMC PIMS code if available, otherwise, leave blank.

Previous OK

Figure 6.2.2-1. PIMS/Work Center Number (Q18A3b) Screen

Record the applicable 3-digit PIMS operation number or code. If the code has more than three digits, simply record the first three (left-most) digits. If you cannot obtain the proper code, you may leave this question blank. Press <Enter> when you are done.

Always enter the code that the employee is clocked into at the time of the reading, regardless of whether the code is consistent with his or her assignment or actual activity at the time of the reading.

If the employee is not required to clock into an operation or you cannot obtain the proper code at the time of the reading, you may leave this question blank by pressing <Enter>.

If you bypass this question during the reading because you do not know what code to enter but can obtain the information at a later time, the CODES software will allow you to enter or change the code on the *End Reading* screen. Refer to Chapter 9 for more information.

6.2.3

Status (Q18A5)

Q18A5 Status

Is the employee working, on break, or clocking in/out?

A - Working (On the Clock)
 B - On Break/Personal Needs
 C - Clocking In or Out (BT/ET/OL/IL)

Previous

BT-Begin Tour, ET-End Tour, OL-Out To Lunch, IL-In From Lunch

Figure 6.2.3–1. Status (Q18A5) Screen

Choose the option that best describes the employee's status at the time of the reading, based on the descriptions below. Select the appropriate option and press <Enter> to continue to the next question.

- *Working (On the Clock)*. Choose this option if the employee is clocked in and is not on break, clocking in, or clocking out.

Also select this option if the employee is moving between operations at the time of the reading.

- *On Break/Personal Needs*. Choose this category if the employee is on the clock and on an official break, washing up, or on other approved absence from the work area. Include all time from the moment that the employee leaves the work area until the employee returns to the work area to resume work as *On Break/Personal Needs* time.

When you select this option, respond to all subsequent questions based on the activity of the employee immediately before he or she went on break.

- *Clocking In or Out (BT/ET/OL/IL)*. Enter this option if the employee is clocking in or out for the Begin Tour (BT), End Tour (ET), Out to Lunch (OL), and In from Lunch (IL) ring types. Clocking in or clocking out includes the time spent traveling between the time clock and the work area and any time spent waiting in line to use the time clock.



Note: If the employee has not yet clocked in, or has already clocked out, this option is not appropriate. The reading time may need to be recalculated, the reading may need to be rescheduled, or the option for 5-minute leeway should have been recorded on the *IOCS Header* screen. See Chapter 2 and Chapter 3.

If the employee is clocking in or out, you will be directed to review the data entered and complete the reading (Chapter 9).

6.2.4 On Premises (Q18A6)



Figure 6.2.4–1. On Premises (Q18A6) Screen

If the employee is on the Postal Service premises, enter *Yes*. Otherwise enter *No*. Press <Enter> to proceed to the next question.

An employee is on the Postal Service premises if he or she is anywhere in the facility or in the immediate area outside the facility — for example, the loading dock or a parking lot.

Enter *No* if the employee is on-duty but is working off the premises, including working at a detached mail unit (DMU). Do not enter *No* simply because you are unable to locate an employee. Consult with a supervisor if you need help determining whether the employee is working off of the premises.



Example: You are attempting to locate a clerk for a scheduled reading. The clerk's supervisor informs you that the clerk is out of the office on an Express Mail run. Enter *No* to indicate that the employee is working off the premises.

6.2.5 Off Premises Activity (Q18A7)

This screen will appear if the employee is not on the premises.

Q18A7. Off Premises Activity

What type of work is the employee doing off the premises?

A - Express Mail Pickup or Delivery
 B - Other Delivery
 C - Collection Mail Pickup
 D - Detached Mail Unit (DMU)/Acceptance at Mailer's Plant
 E - AMC/AMF Ramp Duties (typically Op #188)
 F - Training
 G - Self-Service Postal Center
 H - Other (Specify)

Previous

Figure 6.2.5–1. Off Premises Activity (Q18A7) Screen

Choose the option that best describes the type of work the employee is performing off the premises. Each option is described in more detail below. Press <Enter> when you have made your selection.

- *Express Mail Pickup or Delivery.* Choose this option if the employee is off the premises delivering or picking up Express Mail.
- *Other Delivery.* Choose this option if the employee is off the premises delivering any type of mail other than Express Mail.
- *Collection Mail Pickup.* Choose this option if the employee is involved in picking up mail from collection boxes.
- *Detached Mail Unit (DMU)/Acceptance at Mailer's Plant.* Choose this option if, at the time of the reading, the sampled clerk or mail handler is working at a detached mail unit. A detached mail unit is an area at a mailer's plant used by the Postal Service to accept, verify, and dispatch large volumes of mail.



Note: If the employee is working at a DMU or mailer's plant, you will need to call that facility and complete the reading by telephone.

- *AMC/AMF Ramp Duties (typically Op #188).* Choose this option if, at the time of the reading, the sampled clerk or mail handler is not on AMC or AMF premises, but is performing ramp duties for the AMC or AMF.
- *Training.* Choose this option if, at the time of the reading, the sampled clerk or mail handler is off the facility's premises, but is involved in training activities.

- *Self-Service Postal Center.* Choose this option if the employee is performing work associated with a self-service postal center (SSPC) or a vending machine for stamps or other postal products that is off the facility's premises. These activities include stocking, repairing, collecting money from, or filling out paper work related to the machines.
- *Other (Specify).* Choose this item for any other activity being performed by the employee at the time of the reading. If you choose this option, you will be prompted to specify the type of activity being performed.

Unless the employee is working at a DMU or accepting mail at a mailer's facility, you will be directed to review the data entered and complete the reading (Chapter 9) at this time.

6.3 Assigned Operational Area

The remaining questions described in this chapter pertain first to the employee's work assignment, and then the actual activities being performed at the time of the reading. Because of the wide variety of possible operational assignments and activities of interest for each assignment, the questions start at a general level with follow-up questions that are tailored to your responses.

In this section, the general operational area where the employee is assigned is identified. A different question is asked depending on whether the employee is working in a Post Office (PO), station, branch, or other customer service or delivery work area as opposed to a facility or work area where mail is processed.

6.3.1 Operational Area (Q18B)

This question pertains to all facilities except POs, stations, branches, or work areas dedicated to customer service or delivery activities.

The screenshot shows a window titled "Q18B Operational Area". The question is "What operational area is the employee assigned to?". Below the question is a list of options:

- A - Platform, Mail Transport, and Weighing Operations
- B - Collection, Concession, and Mail Preparation Operations
- C - Accountable Mail Operations
 - (Including Express Mail/Expedited Delivery Section, Registry Section/Case, Business Reply-Postage Due Unit, and Other Accountable Work)
- D - Automated or Mechanized Mail Processing Operations
- E - Manual Distribution Operation (Mailpiece Distribution Only)
- F - Other Mail Processing Operations
 - (Including Opening, Feeding, Dispatching, Scanning, Stack Sorting, Central Mail Mark-Up/CPM, Noise, Empty Equipment Section, Damage Repair/Repair and Other Operations)
- G - Bulk Mail Acceptance Operations
- H - Window Service and Other Retail Operation
- I - Administrative
 - (Including Claims & Inquiry Work, Personnel & Time & Attendance Work, Accounting & Auditing Work, Data Collection & Processing Activities, Procurement Activities, Training, Quality Control/Revenue Protection, General Office Work, Union Business)

 At the bottom of the list is a "Previous" button.

Figure 6.3.1–1. *Operational Area (Q18B) Screen*

Select the response that best describes the employee's work assignment at the time of the reading. Assignment is defined as the operational area where the sampled employee has been instructed to work by his or her supervisor. In some instances, an employee may be assigned to work in multiple areas over the course of his or her shift. In these situations, make sure that you choose the option that corresponds to the employee's assignment at the time of the reading.

You should base your response on the employee's actual assignment, whether or not the assignment matches the description of the operation number he or she is clocked into or the specific activity the employee is performing.

If the employee is moving between assignments at the time of the reading, respond to this and all subsequent questions based on the assignment to which the employee is moving. If the employee is on break or attending to personal needs, respond to this and all subsequent questions based on the employee's assignment immediately before he or she went on break. After you have chosen the appropriate response, press <Enter> to proceed to the next question.

Because this question determines what questions you will be asked next, it is important that you understand what range of operations each response encompasses. In addition to studying the guidelines described in this section and the rest of this chapter, familiarize yourself with the software and the flow of questions branching from each of the options. Each option is described in more detail below.

- *Platform, Mail Transport, and Weighing Operations.* Choose this option if the employee is assigned to platform operations, mail or equipment transport, or weighing operations.
- *Collection, Cancellation, and Mail Preparation Operations.* Choose this option if the employee is assigned to operations that cull, cancel, or otherwise prepare collection or originating mail for processing. This includes manual and mechanized operations. Common types of cancelling and culling equipment include the Advanced Facer/Canceler System (AFCS), Dual Pass Rough Cull (DPRC), Flyer, Micro Mark, and other cancelling machines. These operations are typically designated by MODS operation numbers 002-028 or 035.
- *Accountable Mail Operations (Including Express Mail/Expedited Delivery Section, Registry Section/Cage, Business Reply-Postage Due Unit, and Other Accountable Work).* Enter this option if the employee is assigned to an Express Mail or expedited delivery unit; operations involving Registered Mail, including those within the registry unit (cage) or elsewhere within the facility; business reply and postage due units; and other operations involving accountable items, including work related to carrier keys and scanners.
- *Automated or Mechanized Mail Processing Operation.* Choose this option if the employee is assigned to any operation that uses automated or mechanized equipment to sort or process mail, excluding those operations included in prior categories. This category includes equipment used to sort letters, flats, parcels, bundles, sacks, and/or trays. It also includes Letter Mail Labeling Machines (LMLMs), tabbers, Tray Management Systems (TMS), robotics, and automated container or parcel scanning equipment.

Do not choose this option for employees who are assigned to platform, mail transport, or other mail processing operations (see below) but happen to be working near automated or mechanized equipment. Also, do not choose this option for employees assigned to automated or mechanized culling or cancellation equipment. These assignments should be recorded as *Collection, Cancellation, and Mail Preparation Operations*.

- **Manual Distribution Operation (Mailpiece Distribution Only).** Choose this option if the employee is assigned to any operation in which individual letter, flat, or parcel pieces of any mail class are sorted or distributed.

If the employee is distributing Express Mail items or pieces at the time of the reading and is assigned to an Express Mail or Expedited Delivery section, choose *Accountable Mail Operations (Including Express Mail/ Expedited Delivery Section, Registry Section/Cage, Business Reply-Postage Due Unit, and Other Accountable Work)*.

Do not choose this option if the employee is assigned to a pouching unit or operation in which bundles, trays, sacks, or other containers are being sorted along with some loose mailpieces. It is possible that loose pieces may appear in such operations when bundles break or other containers inadvertently open in the course of processing. Choose *Other Mail Processing Operations (Including Opening, Pouching, Dispatching, Scanning, Sack Sorting, Central Mail Mark-Up/CFS, Nixie, Empty Equipment Section, Damage Repair/Rewrap and Other Operations)* if the bundles, sacks, trays, or other containers are normally left intact in the operation.

- **Other Mail Processing Operations (Including Opening, Pouching, Dispatching, Scanning, Sack Sorting, Central Mail Mark-Up/CFS, Nixie, Empty Equipment Section, Damage Repair/Rewrap and Other Operations).** Choose this option if the employee is assigned to other mail processing operations not included in any of the above operational categories. This category includes opening and tray separation units; pouching units; dispatching operations; manual sortation of sacks, trays, tubs, or other containers; scanning and banding; central mail mark-up and the Computerized Forwarding System (CFS); empty equipment section; damage repair and rewrap; and other mail processing operations not listed in earlier options.
- **Bulk Mail Acceptance Operation.** Choose this option if the employee is assigned to a bulk mail acceptance operation. This category applies to units involving the acceptance and verification of bulk mail, which are usually performed at a business mail entry unit (BMEU).
- **Window Service and Other Retail Operation.** Choose this option if the employee is assigned to a retail or window unit, or if the employee's assignment relates to SSPCs or vending machines.

- *Administrative (Including Claims & Inquiry Work, Personnel & Time & Attendance Work, Accounting & Auditing Work, Data Collection & Processing Activities, Procurement Activities, Training, Quality Control/ Revenue Protection, General Office Work, Union Business)*. Choose this option if the employee is assigned to an administrative operation. Administrative operations include claims and inquiry; personnel, time, and attendance; accounting; auditing; data collection; procurement; training; quality control and revenue protection; general office work; and union business.

- 🔑 **Example:** The employee is observed opening bundles at a flat sorting machine. The employee says that he is assigned to this machine. Choose *Automated or Mechanized Mail Processing Operation*.

- 🔑 **Example:** The employee is observed opening bundles and then placing the pieces on a ledge at the manual flats sortation operation. The employee has been assigned to manually sort flats. Choose *Manual Distribution Operation (Mailpiece Distribution Only)*.

- 🔑 **Example:** The employee is stationed at an SPBS runout. He is taking mail from the runout and making additional separations into a pouch rack. Since the employee is assigned to the SPBS operation, choose *Automated or Mechanized Mail Processing Operation*.

- 🔑 **Example:** The employee is observed opening bundles and then placing the pieces on a flat mail cart. The employee says that she is clocked into an automated mail processing operation but was told by her supervisor to work in the flat mail preparation unit. Choose *Collection, Cancellation, and Mail Preparation Operations*.

- 🔑 **Example:** The employee is observed manually sorting bundles to sacks on a pouch rack. He indicates he was told to do this by his supervisor. Choose *Other Mail Processing Operations (Including Opening, Pouching, Dispatching, Scanning, Sack Sorting, Central Mail Mark-Up/CFS, Nixie, Empty Equipment Section, Damage Repair/Rewrap and Other Operations)*.

- 🔑 **Example:** The employee is assigned to manually sorting sacks into rolling stock in a corral operation. Choose *Other Mail Processing Operations (Including Opening, Pouching, Dispatching, Scanning, Sack Sorting, Central Mail Mark-Up/CFS, Nixie, Empty Equipment Section, Damage Repair/Rewrap and Other Operations)*.



Example: The employee is moving rolling stock with flat tubs from an automated flat sorting machine. The employee says she is assigned to get the tubs covered and strapped and ready for dispatch. Choose *Other Mail Processing Operations (Including Opening, Pouching, Dispatching, Scanning, Sack Sorting, Central Mail Mark-Up/CFS, Nixie, Empty Equipment Section, Damage Repair/Rewrap and Other Operations)*.



Example: The employee is observed getting a printout from a printer near a barcode sorter. The employee says he is assigned to the automated Business Reply Mail Accounting System (BRMAS) operation. Choose *Automated or Mechanized Mail Processing Operation*.



Example: The employee is observed picking up a piece that fell to the ground by a runout from a flat sorting machine. The employee says she is assigned to move mail from the flat sorting machine operation to the dock at dispatch time, but is not a member of this operation's crew. Choose *Other Mail Processing Operations (Including Opening, Pouching, Dispatching, Scanning, Sack Sorting, Central Mail Mark-Up/CFS, Nixie, Empty Equipment Section, Damage Repair/Rewrap and Other Operations)*.

6.3.2

Operational Area - PO/Station/Branch (Q18B1)

This question pertains to POs, stations, branches, or other work areas dedicated to customer service or delivery activities.

Q18B1 Operational Area - PO/Station/Branch
What operational area is the employee assigned to?

- A - Accessible Mail Operations
(Including Express Mail/Expedited Delivery Section, Registry Section/Cage, Business Reply-Postage Due Unit, and Other Accessible Work)
- B - Computerized Forwarding System (CFS) Operation (MODE Op. #s 130,700,702)
- C - Automated or Mechanized Mail Processing Operation
- D - Manual Distribution Operation (Mailpiece Distribution Only)
- E - Other Mail Processing Operations
- F - Bulk Mail Acceptance Operation
- G - Window Service and Other Retail Operations
- H - Administrative
(Including Claims & Inquiry Work, Personnel & Time & Attendance Work, Accounting & Auditing Work, Data Collection & Processing Activities, Procurement Activities, Training, Quality Control/Revenue Protection, General Office Work, Union Business)

Previous

Figure 6.3.2–1. Operational Area - PO/Station/Branch (Q18B1) Screen

Select the response that best describes the employee's work assignment at the time of the reading. Assignment is defined as the operational area where the sampled employee has been instructed to work by his or her supervisor. In some instances, an employee may be assigned to work in multiple areas over the course of his or her shift. In these situations, make sure that you choose the option that corresponds to the employee's assignment at the time of the reading.

You should base your response on the employee's actual assignment, whether or not the assignment matches the description of the operation number he or she is clocked into or the specific activity the employee is performing.

If the employee is moving between assignments at the time of the reading, respond to this and all subsequent questions based on the assignment to which the employee is moving. If the employee is on break or attending to personal needs, respond to this and all subsequent questions based on the employee's assignment immediately before he or she went on break. After you have chosen the appropriate response, press <Enter> to proceed to the next question.

Because this question determines what questions you will be asked next, it is important that you understand what range of operations each response encompasses. In addition to studying the guidelines described in this section and the rest of this chapter, familiarize yourself with the software and the flow of questions branching from each of the options. Each option is described in more detail below.

- *Accountable Mail Operations (Including Express Mail/Expedited Delivery Section, Registry Section/Cage, Business Reply-Postage Due Unit, and Other Accountable Work)*. Enter this option if the employee is assigned to an Express Mail or expedited delivery unit; operations involving Registered Mail, including those within the registry unit (cage) or elsewhere within the facility; business reply and postage due units; and other operations involving accountable items, including work related to carrier keys and scanners.
- *Computerized Forwarding System (CFS) Operation (MODS Op. #s 539,791,792)*. Choose this option if the employee is assigned to the CFS unit.
- *Automated or Mechanized Mail Processing Operation*. Choose this option if the employee is assigned to any operation that uses automated or mechanized equipment to sort or process mail, excluding cancellation equipment. This includes equipment used to sort letters, flats, parcels, bundles, sacks, and/or trays. It also includes LMLMs, tabbers, TMS, robotics, and automated container or parcel scanning equipment.

Do not choose this option for employees who are assigned to platform, mail transport, or other mail processing operations (see below) but happen to be working near automated or mechanized equipment. Also, do not choose this option for employees assigned to automated or mechanized culling or cancellation equipment. These assignments should be recorded as *Other Mail Processing Operations*.

- *Manual Distribution Operation (Mailpiece Distribution Only)*. Choose this option if the employee is assigned to any operation in which individual letter, flat, or parcel pieces of any mail class are sorted or distributed.

If the employee is distributing Express Mail items or pieces at the time of the reading and is assigned to an Express Mail or Expedited Delivery section, choose *Accountable Mail Operations (Including Express Mail/ Expedited Delivery Section, Registry Section/Cage, Business Reply-Postage Due Unit, and Other Accountable Work)*.

Do not choose this option if the employee is assigned to a pouching unit or operation in which bundles, trays, sacks, or other containers are being sorted along with some loose mailpieces. It is possible that loose pieces may appear in such operations when bundles break or other containers inadvertently open in the course of processing. Choose *Other Mail Processing Operations* if the bundles, sacks, trays, or other containers are normally left intact in the operation.

- *Other Mail Processing Operations*. Choose this option if the employee is assigned to other mail processing operations not included in any of the above operational categories. This category includes collecting mail from collection boxes or lobby drop boxes, cancellation, spreading and breaking down incoming mail, containerizing outgoing mail, mail preparation operations, loading and unloading vehicles, waiting for mail, non-CFS mark-up, nixie, empty equipment work, damage repair and rewrap, and other mail processing operations not listed in earlier options.
- *Bulk Mail Acceptance Operation*. Choose this option if the employee is assigned to a bulk mail acceptance operation. This category applies to units involving the acceptance and verification of bulk mail, which are usually performed at a BMEU.
- *Window Service and Other Retail Operation*. Choose this option if the employee is assigned to a retail or window unit, or if the employee's assignment relates to SSPCs or vending machines.
- *Administrative (Including Claims & Inquiry Work, Personnel & Time & Attendance Work, Accounting & Auditing Work, Data Collection & Processing Activities, Procurement Activities, Training, Quality Control/ Revenue Protection, General Office Work, Union Business)*. Choose this option if the employee is assigned to an administrative operation.

Administrative operations include claims and inquiry; personnel, time, and attendance; accounting; auditing; data collection; procurement; training; quality control and revenue protection; general office work; and union business.

Based on your response, the next question will ask you to specify the employee's assignment in greater detail. If the employee is on break at the time of the reading, you may be directed to review the data entered and complete the reading (Chapter 9).

6.4 Platform, Mail Transport, and Weighing

The following questions require you to identify the specific platform, weighing, or mail transport work assignment. In addition, you will be asked to identify the specific activity being performed by the employee. For activities involving specific vehicles, you will also be asked a series of questions about the vehicle. For activities involving separating and breaking down mail, dumping or mail induction points, and sack shakeout, you will be asked to indicate whether the mail is outgoing or incoming.

6.4.1 Platform/Transport Assignment (Q18E1)

Q18E1: Platform/Transport Assignment

Which of the following best describes the kind of operation the employee is assigned to?
(Choose the FIRST applicable option.)

A - Dock Expediter or Dock/Ramp/Transfer Clerk (Typically MODS Op. #s 225, 231)
B - Other Platform/Dock (Typically MODS Op. #s 210-213)
C - Tote Motor (Co, Make, Tag, etc.) Operator (Typically MODS Op. #229)
D - Forklift Operator (Typically MODS Op. # 234)
E - Manual Transport/Weighing Operations (Typically MODS Op. #s 214, 218)

Previous

Figure 6.4.1–1. Platform/Transport Assignment (Q18E1) Screen

Choose the first category that describes the employee's work assignment at the time of the reading. Press <Enter> to advance to the next screen. Each option is described in more detail below.

- *Dock Expediter or Dock/Ramp/Transfer Clerk (Typically MODS Op. #s 225, 231)*. Choose this category for employees working in such positions at the time of the reading. Duties include activities such as logging vehicles in or out, breaking or placing seals on trailers, and checking or reporting vehicle status in the Transportation Information Management Evaluation System (TIMES). Employees assigned to this category are typically clocked into MODS operation number 225 or 231.
- *Other Platform/Dock (Typically MODS Op. #s 210-213)*. Choose this option for other platform work assignments, excluding transport and weighing. This includes assignments involving loading and unloading vehicles, separating and breaking down mail, container dumping, mail induction points, sack shakeout, and caller service. Employees assigned to this category are typically clocked into MODS operation numbers 210-213.

- *Tow Motor (Ox, Mule, Tug, etc.) Operators (Typically MODS Op. # 229).* Choose this option if the employee is assigned to move mail and equipment using tow motors. Employees assigned to this type of equipment are typically clocked into MODS operation number 229.
- *Forklift Operators (Typically MODS Op. # 230).* Choose this option if the employee is assigned to move mail and equipment using a forklift. Employees assigned to this category are typically clocked into MODS operation number 230.
- *Manual Transport/Weighing Operations (Typically MODS Op. #s 114, 214).* Choose this option if the employee is assigned to manually move mail and equipment or weigh mail. Employees assigned to this category are typically clocked into MODS operation number 114 or 214.

6.4.2

Platform Activities (Q18E2)

Q18E2: Platform Activities
Which of the following best describes the platform activity being performed?
(Choose the FIRST applicable option)

- A - Loading Vehicle (Moving Mail/Equipment into Vehicle)
- B - Unloading Vehicle (Moving Mail/Equipment off of Vehicle)
- C - Closing Vehicle
- D - Opening Vehicle
- E - Separating, Consolidating, or Breaking Down Mail (On Platform)
- F - Moving Mail or Equipment
- G - Working with Mail at Dumpers or Conveyor Induction Points
- H - Sack Shaker etc
- I - Coffer Service
- J - Waiting for Mail or Vehicle
- K - Other (Specify)

Previous

Figure 6.4.2–1. Platform Activities (Q18E2) Screen

Choose the first option that describes the employee's activity at the time of the reading. Each platform activity is described in more detail below. Select the first applicable activity on the list. Press <Enter> to proceed.

- *Loading Vehicle (Moving Mail/Equipment into Vehicle).* Choose this option if the employee is loading loose or containerized mail or equipment into a vehicle. This category includes time spent in transit between the vehicle and staging areas for mail or equipment to be loaded onto the vehicle.
- *Unloading Vehicle (Moving Mail/Equipment off of Vehicle).* Choose this option if the employee is unloading loose or containerized mail or equipment from a vehicle. This category includes time spent in transit between the vehicle and staging areas for mail or equipment unloaded from the vehicle.

- *Closing Vehicle.* Choose this option if the employee is locking or closing a vehicle.
- *Opening Vehicle.* Choose this option if the employee is unlocking or opening a vehicle.
- *Separating, Consolidating, or Breaking Down Mail (On Platform).* Choose this option for an employee who is grouping individual mailpieces, trays, sacks, bundles, or other containers into containers or staging areas on the platform for further processing or dispatch.
- *Moving Mail or Equipment.* Choose this option if the employee is moving mail or equipment around in the platform work area.

Do not choose this option for employees who are assigned to mail transport operations (114, 229-230, or 214) but happen to be on the platform at the time of the reading. These assignments should be recorded as *Tow Motor (Ox, Mule, Tug, etc.) Operators (Typically MODS Op. # 229)*, *Forklift Operators (Typically MODS Op. # 230)*, or *Manual Transport/Weighing Operations (Typically MODS Op. #s 114, 214) in Platform/Transport Assignment (Q18E1)*.

- *Working with Mail at Dumpers or Conveyor Induction Points.* Choose this option if the employee is operating dumpers, loaders, conveyors, or other induction equipment on the platform.
- *Sack Shakeout.* Choose this option if the employee is manually shaking out sacks, or is operating or involved with mechanized sack shakeout equipment.
- *Caller Service.* Choose this option if the employee is obtaining mail for or presenting mail to a caller service customer on the platform.
- *Waiting for Mail or Vehicle.* Choose this option if the employee is in the platform area waiting for mail or a vehicle to arrive.
- *Other (Specify).* Choose this option if the employee is engaged in a work activity that cannot be associated with any other listed option. You will be prompted to describe the activity being performed. Upon entering this information, press <Enter> to return to *Platform Activities (Q18E2)*. The description that you entered will appear at the bottom of the screen.



Example: The employee is observed moving rolling stock from a staging area to the flat sorting machine (FSM) 1000 operation. The employee is assigned to the platform to unload incoming vehicles. Choose *Other (Specify)* and specify that he is moving mail into the facility from a platform staging area.

6.4.3

Vehicle Information

For activities involving specific vehicles, you will also be asked a series of questions about the vehicle. These questions are described in the following subsections.

6.4.3.1 Specific Vehicle (Q18E6)

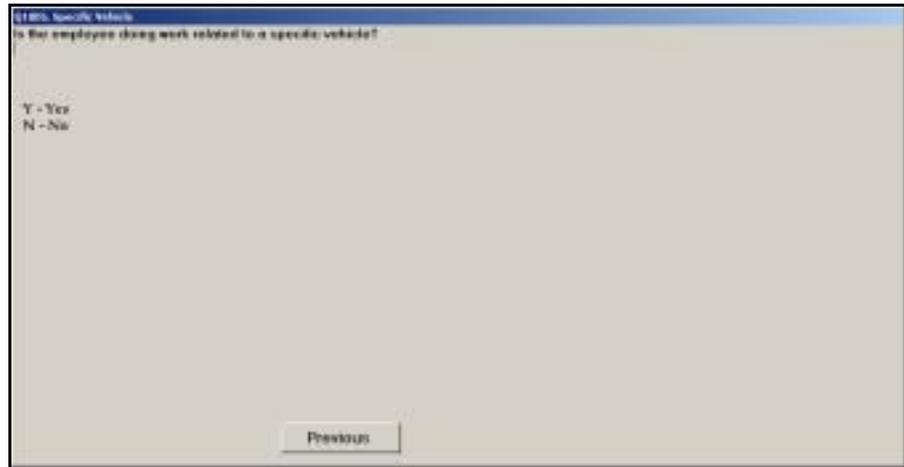


Figure 6.4.3–1. *Specific Vehicle (Q18E6) Screen*

If the employee is doing work related to a specific vehicle, enter *Yes*. Otherwise, enter *No* and press <Enter> to advance to the next screen.

If you enter *Yes*, you will be asked several questions related to the vehicle. You may need to ask the dispatcher or driver to obtain this information.

6.4.3.2 Direction (Q18E12)

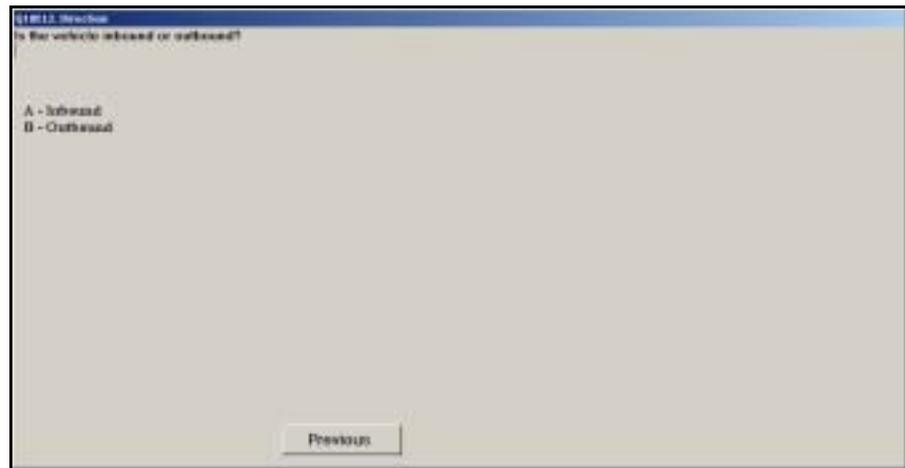


Figure 6.4.3–2. *Direction (Q18E12) Screen*

Indicate whether the vehicle is *Inbound* or *Outbound*. Inbound vehicles are those that arrive at the facility with mail to be unloaded. Outbound vehicles are those being loaded with mail or equipment for dispatch to other facilities. Press <Enter> to continue to the next question.

6.4.3.3 Highway Contract Route (Q18E13)

Q18E13 Highway Contract Route
Is this a highway contract route?

Y - Yes
N - No

Previous

Figure 6.4.3–3. Highway Contract Route (Q18E13) Screen

Enter *Yes* if the route is served by a contractor to transport mail by highway between designated points. Otherwise, enter *No*. If in doubt, check the vehicle route number, which is available from the dock expeditor. If it ends in “VS,” the route is operated by the postal vehicle service and is not a highway contract route. Press <Enter> to proceed to the next question.

6.4.3.4 Contract Route Number (Q18E13a)

Q18E13a Contract Route Number
What is the contract route number?
(If unknown, press <ENTER> to continue.)

Q18E13a Contract Route Number:

Previous OK

Clear (F3)

Figure 6.4.3–4. Contract Route Number (Q18E13a) Screen

Enter the 5-digit numerical route number for the highway contract route. If the highway contract route number is not immediately available, leave the route number field blank. You may enter the contract route number on the *End Reading* screen (Chapter 9) after you have answered the remaining questions. If you mistype the route number, press the *Clear (F3)* button or press <F3> to clear the input field and retype the number. Press <Enter> to continue.

6.4.3.5 Origin of Vehicle (Q18E14)

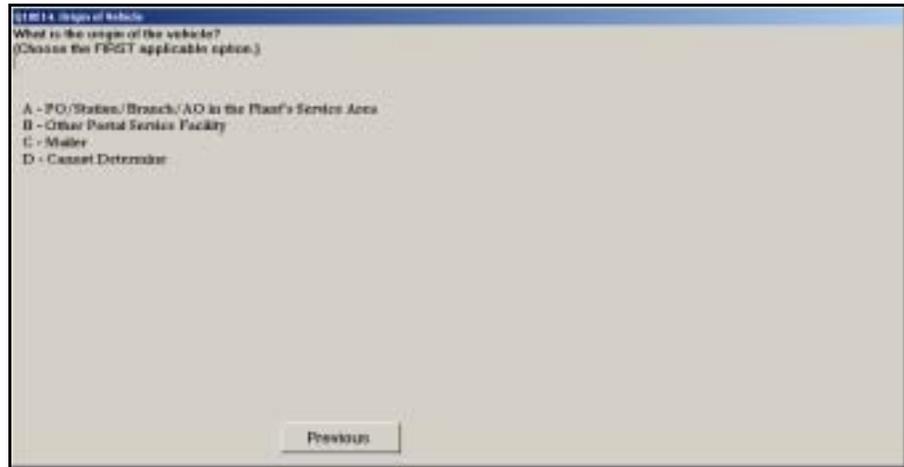


Figure 6.4.3-5. *Origin of Vehicle (Q18E14) Screen*

Choose the first applicable option in the list that describes the originating location of an inbound vehicle. You may need to ask the dock expediter or driver to obtain this information. Press <Enter> to proceed to the next question.

6.4.3.6 Origin of Vehicle (Q18E12a.BMC)

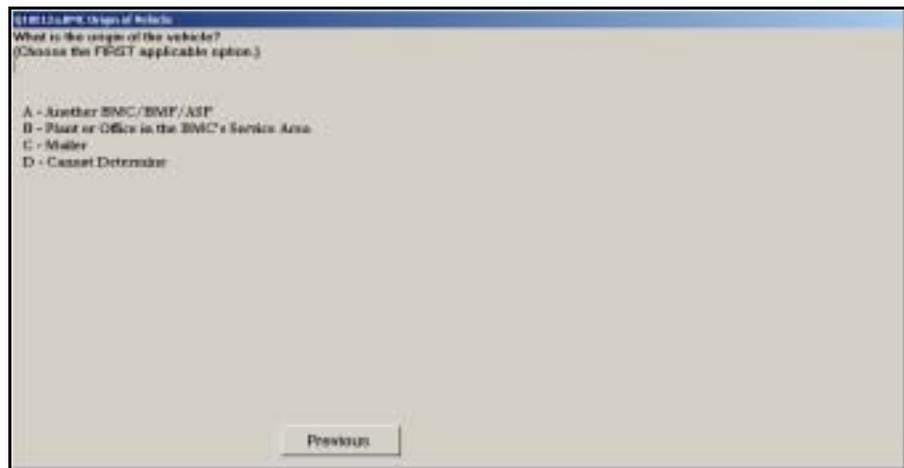


Figure 6.4.3-6. *Origin of Vehicle (Q18E12a.BMC) Screen*

Choose the first applicable option in the list that describes the originating location of an inbound vehicle. You may need to ask the dock expediter or driver to obtain this information. Press <Enter> to proceed to the next question.

6.4.3.7 Destination of Vehicle (Q18E15)

Q18E15 Destination of Vehicle
What is the destination of the vehicle?
(Choose the FIRST applicable option.)

- A - PG/Station/Branch/AD in the Plant's Service Area
- B - Other Postal Service Facility
- C - Mailer
- D - Cannot Determine

Previous

Figure 6.4.3–7. *Destination of Vehicle (Q18E15) Screen*

Choose the first applicable option in the list that describes the final scheduled destination of an outbound vehicle. You may need to ask the dock expeditor or driver to obtain this information. Press <Enter> to proceed to the next question.

6.4.3.8 Destination of Vehicle (Q18E12b.BMC)

Q18E12b.BMC Destination of Vehicle
What is the destination of the vehicle?
(Choose the FIRST applicable option.)

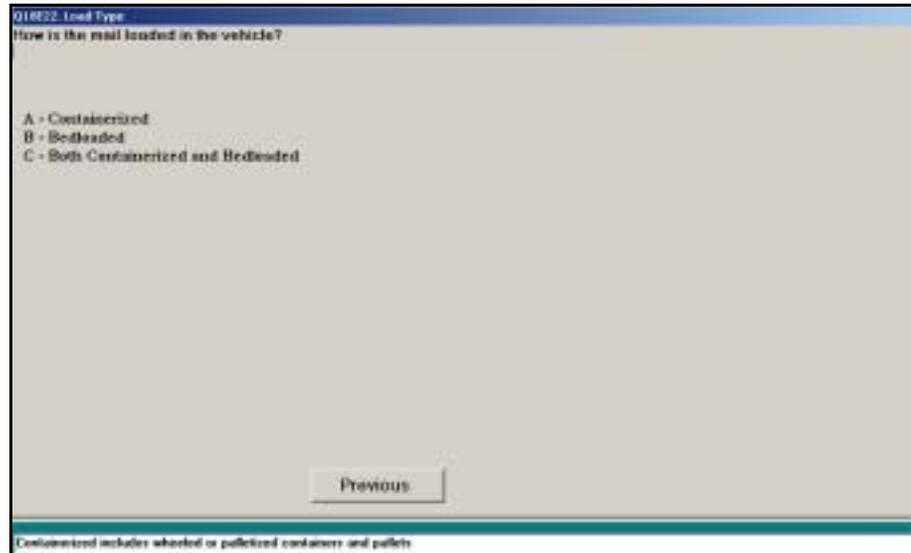
- A - Another BMC/BMP/ASP
- B - Plant or Office in the BMC's Service Area
- C - Mailer
- D - Cannot Determine

Previous

Figure 6.4.3–8. *Destination of Vehicle (Q18E12b.BMC) Screen*

Choose the first applicable option in the list that describes the final scheduled destination of an outbound vehicle. You may need to ask the dock expeditor or driver to obtain this information. Press <Enter> to proceed to the next question.

6.4.3.9 Load Type (Q18E22)



Q18E22 Load Type
How is the mail loaded in the vehicle?

A - Containerized
B - Bedloaded
C - Both Containerized and Bedloaded

Previous

Containerized includes wheeled or palletized containers and pallets.

Figure 6.4.3–9. Load Type (Q18E22) Screen

Load Type describes how the mail has been loaded onto the vehicle. Indicate whether the mail is *Containerized*, *Bedloaded*, or *Both Containerized and Bedloaded*. Press <Enter> to continue.

- Containerized loads consist of wheeled or palletized containers, or mail stacked on pallets.
- Bedloaded means that sacks, trays, and/or parcels are individually loaded on the vehicle floor, and must be handled individually to be unloaded.

6.4.3.10 Equipment Used to Load or Unload (Q18E24)



Q18E24 Equipment Used to Load or Unload
What (if any) equipment is being used to load or unload the vehicle?

A - Conveyor
B - Forklift
C - Tow Motor (On, Mule, Trug, etc.)
D - Pallet Jack
E - Other Powered Equipment
F - None / Manual Transport

Previous

Figure 6.4.3–10. Equipment Used to Load or Unload (Q18E24) Screen

Select, from among the options listed, the type of equipment being used to load or unload the vehicle. If the employee is pushing or pulling a container without using any powered or mechanical equipment, choose *None/Manual Transport*. Press <Enter> to proceed to the next screen.

6.4.4

Type of Transport/Weighing Activity (Q18E3)

Q18E3. Type of Transport/Weighing Activity
What specific activity is being performed? (Choose the FIRST applicable option.)

- A - Dock Transfer
- B - Loading Vehicle (Moving mail/equipment into vehicle)
- C - Unloading Vehicle (Moving mail/equipment off of Vehicle)
- D - Moving Mail To or From Platform
- E - Moving Mail Within Facility or Between Staging Areas
- F - Moving Empty Equipment
- G - Traveling without Mail or Equipment
- H - Waiting for Mail
- I - Weighing Mail
- J - Other (Specify)

Previous

Figure 6.4.4–1. *Type of Transport/Weighing Activity (Q18E3) Screen*

Choose the option that best describes the employee's activity at the time of the reading according to the descriptions below. Press <Enter> to proceed.

- **Dock Transfer.** Choose this option if the employee is engaged in a dock transfer. A dock transfer (or cross-docking) involves transporting mail that has not and will not be processed in the facility. Mail or equipment may be transported directly between two vehicles, between a vehicle and a staging area, or between two staging areas. The staging areas may be on the platform or inside the facility.

Do not choose this option if you can determine, from a container placard, label, or other information, that the mail has been or will be processed in the facility.

- **Loading Vehicle (Moving mail/equipment into vehicle).** Choose this option if the employee is loading loose or containerized mail or equipment into a vehicle. This category includes time spent in transit between the vehicle and staging areas for mail or equipment to be loaded onto the vehicle.
- **Unloading Vehicle (Moving mail/equipment off of Vehicle).** Choose this option if the employee is unloading loose or containerized mail or equipment from a vehicle. This category includes time spent in transit between the vehicle and staging areas for mail or equipment unloaded from the vehicle.

- *Moving Mail To or From Platform.* Choose this option if the employee is transporting mail or containers between the platform or platform staging areas and processing operations inside the facility.
- *Moving Mail Within Facility or Between Staging Areas.* Choose this option if the employee is transporting mail or equipment between operations or staging area within the facility (not on the platform).
- *Moving Empty Equipment.* Choose this option if the employee is moving empty equipment anywhere within the facility or on the dock or platform.
- *Traveling without Mail or Equipment.* Choose this option for employees assigned to mail or equipment transport who are traveling without mail or equipment at the time of the reading.
- *Waiting for Mail.* Choose this option if the employee is waiting for mail.
- *Weighing Mail.* Choose this option if the employee is performing activities related to weighing mail or containers of mail.
- *Other (Specify).* Choose this option for all other activities. You will be prompted to provide a description of the activity being performed. Press <Enter> to return to *Type of Transport/Weighing Activity (Q18E3)*. The description that you entered will appear at the bottom of the screen.

6.4.5 Type of Mail in Platform Operation

For activities involving separating and breaking down mail, dumping or mail induction points, and sack shakeout, you will be asked to indicate whether the mail is outgoing or incoming. A different question is asked for BMCs and BMFs versus other mail processing facilities.

6.4.5.1 Type of Platform Activity (Q18E7)

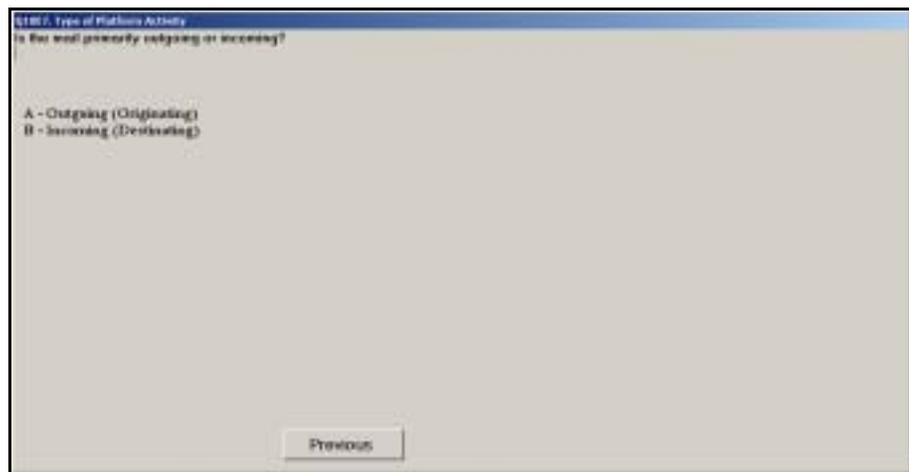


Figure 6.4.5–1. Type of Platform Activity (Q18E7) Screen

Indicate whether the platform activity involves mail that is primarily outgoing or primarily incoming. Press <Enter> to continue to the next question.

6.4.5.2 Origin of Mail or Containers (Q18E9.BMC)

Q18E9.BMC Origin of Mail or Containers

Where did the mail or containers come from?

A - Another BMC/BMF/ASF
B - Plant or Office in the BMC's Service Area
C - Mixed/Can't Determine/No Mail or Containers Present

Previous

Figure 6.4.5–2. *Origin of Mail or Containers (Q18E9.BMC) Screen*

Indicate whether the mail or containers came from *Another BMC/BMF/ASF* or from a *Plant or Office in the BMC's Service Area*. If the mail is mixed, no mail or containers are present, or you are unable to determine the source, choose *Mixed/Can't Determine/No Mail or Containers Present*. Press <Enter> to continue to the next question.

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6.5 Collection, Cancellation, and Mail Preparation Operations

The following questions require you to identify the employee's specific collection, cancellation, or mail preparation work assignment. In addition, you will be asked to identify the specific activity being performed by the employee.

6.5.1 Type of Cancellation or Preparation Unit (Q18E10)

Q18E10: Type of Cancellation or Preparation Unit

What cancellation operation is the employee assigned to?

- A - Advanced Facer/Canceler (AFCS) (Typically MODS Op. #015)
- B - Mechanized Letter Cancellation (Non-AFCS) (Typically MODS Op. #s 011-014)
- C - Mechanized Flats Cancellation (Typically MODS Op. #016)
- D - Hand Cancellation (Typically MODS Op. #010, 019, 029)
- E - Collection/Separation/Dumping/Culling (Typically MODS Op. #s 017-018)
- F - Metered Mail Preparation Unit (Typically MODS Op. #s 020-028)
- G - Presort Tray Handling Unit (Typically MODS Op. #s 002, 003)
- H - Flat Mail Preparation Unit (Typically MODS Op. #035)
- I - Other Cancellation or Preparation Unit (Specify)

Previous

Figure 6.5.1–1. *Type of Cancellation or Preparation Unit (Q18E10) Screen*

Choose the option that best describes the type of operation where the employee is assigned at the time of the reading. Each option is described below. Press <Enter> to advance to the next screen.

- *Advanced Facer/Canceler System (AFCS) (Typically MODS Op. # 015).* Choose this option if the employee is assigned specifically to the AFCS.
- *Mechanized Letter Cancellation (Non-AFCS) (Typically MODS Op. #s 011-014).* Choose this option if the employee is assigned to any type of cancellation equipment other than the AFCS. Examples of other cancelers include, but are not limited to, the Flyer and Micro Mark.
- *Mechanized Flats Cancellation (Typically MODS Op. # 016).* Choose this option if the employee is assigned to mechanized flat cancellation equipment.
- *Hand Cancellation (Typically MODS Op. #s 010, 019, 029).* Choose this option if the employee is assigned to hand cancellation operations.
- *Collection/Separation/Dumping/Culling (Typically MODS Op. #s 017-018).* Choose this option if the employee is assigned to operations where collection and other originating mail is dumped, culled, or separated for processing.

- *Metered Mail Preparation Unit (Typically MODS Op. #s 020-028).* Choose this option if the employee is assigned to an operation where metered mail is prepared for distribution. The workload may include originating metered, permit imprint, or official penalty mail received from collection routes, lobby drops, platform, slides, chutes, conveyors, and other sources of distribution. Specific activities performed include removing string/strapping/rubber bands from bundles and placing mail into trays.
- *Presort Tray Handling Unit (Typically MODS Op. #s 002, 003).* These operations perform various activities related to the handling of presort mail. The activities include traying, sleeving, strapping, and separating trays and tubs for the next handling. The next handling is generally a distribution, dispatch, or scanning operation.
- *Flat Mail Preparation Unit (Typically MODS Op. # 035).* This operation is dedicated to preparing flat-shape mail for distribution. Activities include the removal of strapping, banding, or shrink wrap from flat bundles for processing on all flat sorting equipment; rough separations; facing; and loading flats into flat mail carts or other containers that will be sent to FSMs or flat cases.



Note: Cutting bundles at an FSM or at a manual case is considered part of the FSM or manual distribution operation, respectively.

- *Other Cancellation or Preparation Unit (Specify).* Select this category for work being performed in all other dedicated cancellation or preparation units. You will be prompted to provide a description of the unit or activity being performed. Press <Enter> to return to *Type of Cancellation or Preparation Unit (Q18E10)*. The description that you entered will appear at the bottom of the screen.

6.5.2 Cancellation Activity (Q18E16)

Q18E16: Cancellation Activity

What specific activity is being performed?

- A - Obtaining Mail/Staging Worked Containers
- B - Loading/Sweeping/Clearing Jams
- C - Manual Facing and/or Canceling
- D - Sweeping/Clearing Jams - Barry/Dual Pass Rough Cut (DPRC)
- E - Cutting Item Belts
- F - Opening/Dumping/Cutting Containers
- G - Setting Up Work Area
- H - Waiting for Mail
- I - Other (Specify)

Previous

Figure 6.5.2–1. Cancellation Activity (Q18E16) Screen

Choose the option that most closely describes the activity being performed by the employee at the time of the reading. If you select *Other (Specify)*, you will be prompted to provide a description of the activity being performed. Press <Enter> to return to *Cancellation Activity (Q18E16)*. The description that you entered will appear at the bottom of the screen. Press <Enter> to continue to the next question.

6.5.3 Preparation Unit Activity (Q18E18)

Q18E18: Preparation Unit Activity

What specific activity is being performed?

- A - Obtaining Mail/Staging Worked Containers
- B - Traying Mail
- C - Separating Mail to Containers
- D - Setting Up Work Area
- E - Waiting for Mail
- F - Other (Specify)

Previous

Figure 6.5.3–1. Preparation Unit Activity (Q18E18) Screen

Choose the option that most closely describes the activity being performed by the employee at the time of the reading. If you select *Other (Specify)*, you will be prompted to provide a description of the activity being performed. Press <Enter> to return to *Preparation Unit Activity (Q18E18)*. The description that you entered will appear at the bottom of the screen. Press <Enter> to continue to the next question.

6.6 Accountable Mail

The following questions require you to identify the specific accountable mail operation where the employee is assigned. If the employee is assigned to an operation other than Registered Mail, business reply, or postage due, you will be asked to identify the specific activity being performed by the employee.

6.6.1 Accountable Mail Operations (Q18H1)

Q18H1 Accountable Mail Operations

What type of unit or section is the employee assigned to?

A - Express Mail/Expedited Delivery Section
 B - Registry Section/Cage
 C - Business Reply - Postage Due Unit
 D - Other Accountable Work (Including Carrier Keys/Scanners)

Previous

Figure 6.6.1–1. *Accountable Mail Operations (Q18H1) Screen*

Select the option that best describes the employee's work assignment. Each option is described below. Press <Enter> to continue to the next question.

- *Express Mail/Expedited Delivery Section.* Enter this option if the employee is assigned to an Express Mail or expedited delivery unit.
- *Registry Section/Cage.* Enter this option if the employee is assigned to the registry unit (cage), or if an employee assigned to the registry section is performing an activity related to Registered Mail outside of the registry section.
- *Business Reply - Postage Due Unit.* Enter this option if the employee is assigned to a work center for the distribution of Business Reply Mail and other postage due mail.

Bookkeeping assignments associated with Business Reply Mail or other postage due mail should be recorded under *Administrative (Including Claims & Inquiry Work, Personnel & Time & Attendance Work, Accounting & Auditing Work, Data Collection & Processing Activities, Procurement Activities, Training, Quality Control/Revenue Protection, General Office Work, Union Business)* in *Operational Area (Q18B)*.

- *Other Accountable Work (Including Carrier Keys/Scanners)*. Choose this option if the assigned operation involves accountable items other than Registered Mail, including work related to carrier keys and scanners.

If the employee is not on the clock, you will be directed to review the data entered and complete the reading (Chapter 9).

6.6.2

Express Mail Section Activities (Q18H2)



Figure 6.6.2–1. *Express Mail Section Activities (Q18H2) Screen*

Answer this question based on the employee's actual activity at the time of the reading. Each option is described below. Press <Enter> to advance to the next screen.

- *Acceptance*. Enter this option if the employee is involved in the collection or acceptance of Express Mail.
- *Outgoing Distribution*. Enter this option if the employee is working in an Express Mail outgoing distribution operation.
- *Incoming Distribution*. Enter this option if the employee is working in an Express Mail incoming distribution operation.
- *Delivery Pickup*. Enter this option if the employee is delivering to customers who pick up their Express Mail at a Post Office or if the employee is delivering Express Mail to the customer's address.
- *Customer Service/Inquiries*. Enter this option if the employee's activity is related to customer service for Express Mail, either in person or by telephone. This could include explaining the advantages of using Express Mail or tracking the location of a piece of Express Mail. It does not include dealing with a customer who is picking up Express Mail.

- *Record Keeping/Data Entry.* Enter this option if the employee is performing record-keeping activities either manually or using a computer for data entry.
- *Other (Specify).* Enter this option if the employee's activity cannot be associated with any of the preceding choices. Provide a description of the activity being performed when prompted, and press <Enter> to return to *Express Mail Section Activities (Q18H2)*. The information that you entered will appear at the bottom of the screen.

6.6.3 Express Mail Delivery (Q18H3)

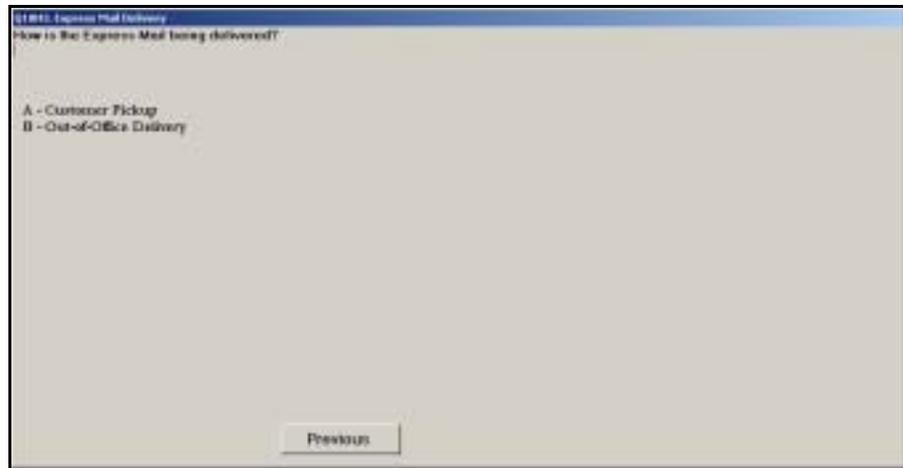
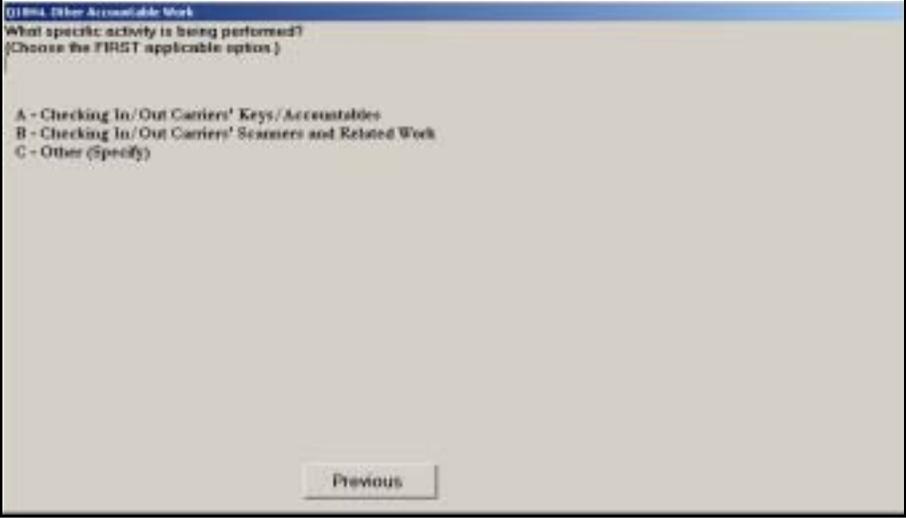


Figure 6.6.3–1. *Express Mail Delivery (Q18H3) Screen*

If the employee is delivering Express Mail to a customer at a Postal Service facility, select *Customer Pickup*. Select *Out-of-Office Delivery* if the employee is delivering Express Mail to customer premises. Press <Enter> to continue to the next screen.

6.6.4 Other Accountable Work (Q18H4)



Q18H4. Other Accountable Work
What specific activity is being performed?
(Choose the FIRST applicable option.)

A - Checking In/Out Carriers' Keys/Accountables
B - Checking In/Out Carriers' Scanners and Related Work
C - Other (Specify)

Previous

Figure 6.6.4–1. Other Accountable Work (Q18H4) Screen

Select the first applicable option that describes the employee's activity at the time of the reading. Each option is described below. Press <Enter> to continue to the next screen.

- *Checking In/Out Carriers' Keys/Accountables.* Enter this option if the employee is going to or from the cage area or standing in line to obtain or return registry, Collect on Delivery (COD), certified, other accountable mail, keys, or any combination of these items.
- *Checking In/Out Carriers' Scanners and Related Work.* Enter this option if the employee is obtaining or returning a scanner, initializing a scanner, entering firm sheet information such as “event code” (the purpose of the scan) into a scanner, or scanning a firm sheet.
- *Other (Specify).* Enter this option if the employee's activity cannot be associated with any of the preceding choices. Provide a description of the activity being performed and press <Enter> to return to *Other Accountable Work (Q18H4)*.

6.7 Automated or Mechanized Mail Processing

This section describes the questions asked if the employee is assigned to an automated or mechanized mail processing operation. The questions ask you to specify the type of equipment where the employee is assigned, the type of sort scheme in use on distribution equipment at the time of the reading, and the employee's activity.

6.7.1 Automated or Mechanized Mail Processing Equipment

The following questions ask you to specify the type of equipment where the employee is assigned. Refer to RM 6–1 at the end of this chapter for descriptions of the different types of automated and mechanized mail processing equipment.

6.7.1.1 Automated/Mechanized Mail Processing Equipment (Q18C1)

The following question is asked if the employee is not working at a BMC or BMF.

Q18C1. Automated/Mechanized Mail Processing Equipment

Which of the following best describes the kind of automated or mechanized equipment the employee is assigned to?

A - Letter (DBCS/CSBCS/MPBCS/OCR/LMELM/Tabber)
 B - Flat Sorting (AFSM 100/FSM 1000/UFPM 1000/FSM 381)
 C - Parcel/Bundle/NMO (SPBS/APPS/LIPS/PSM/NMO)
 D - Mechanized Tray Sorting (Low Cost Tray Sorter)
 E - Robotics (Garity or Pedestal Robot)
 F - Rack Sorting (SSM)
 G - Tray Management System
 H - Scanning Operations (SWYB/EAMS/AAA/ACDCS)
 I - Other (Specify)

Previous Help (F1)

Figure 6.7.1–1. *Automated/Mechanized Mail Processing Equipment (Q18C1) Screen*

Choose the option that best describes the type of automated or mechanized equipment in the operation where the employee is assigned. Each equipment category is described in more detail in RM 6–1 at the end of this chapter. Some types of equipment may be able to process several types of mail, such as parcels and bundles. Base your response on the type of equipment, and not the mail that is being run on the equipment. Press <Enter> when you have selected the appropriate response to continue to the next question.

Depending on your previous answers and your answer to this question, you may be directed to review the data entered and complete the reading (Chapter 9).

6.7.1.2 Letter Processing Equipment (Q18C2)

If the employee is assigned to letter processing equipment and is not working at a BMC or BMF, the following question will appear.

Q18C2 Letter Processing Equipment

What type of letter processing equipment is the employee assigned to?

A - DBCS (Including DBCS/ISS, DBCS/OSS, and DIOSS and CIOSS)
B - CSBCS
C - MPBCS (Including MPBCS/OSS)
D - OCR (MLOCR)
E - LMLM
F - Tablar
G - Other Letter Sorting Equipment

Previous

DBCS - Delivery Barcode Sorter, CSBCS - Center Sequence Barcode Sorter
MPBCS - Mail Processing Barcode Sorter, OCR - Optical Character Reader
MLOCR - Multiple Line Optical Character Reader, LMLM - Letter Mail Labeling Machine
ISS - Input Subsystem, OSS - Output Subsystem, DIOSS - Delivery Barcode Sorter Input/Output Subsystem, CIOSS - Combined Input/Output Subsystem

Figure 6.7.1-2. Letter Processing Equipment (Q18C2) Screen

Indicate the specific type of letter mail processing equipment that is used in the operation where the employee is assigned. Each type of equipment is described in more detail in RM 6-1 at the end of this chapter. Press <Enter> to proceed to the next question.

Depending on your previous answers and your answer to this question, you may be directed to review the data entered and complete the reading (Chapter 9).

6.7.1.3 Flat Sorting Equipment (Q18C3)

If the employee is assigned to flat sorting equipment and is not working at a BMC or BMF, the following question will appear.

Q18C3 Flat Sorting Equipment
 What type of flat sorting equipment is the employee assigned to?

A - AFSM 100
 B - FPM 1000 (UPSM 1000)
 C - FPM 88L
 D - Other Flat Automation Equipment (Specify)

Previous

AFSM = Automated Flat Sorting Machine
 FPM = Flat Sorting Machine
 UPSM = Upgraded Flat Sorting Machine

Figure 6.7.1–3. *Flat Sorting Equipment (Q18C3) Screen*

Indicate the specific type of flat sorting equipment that is used in the operation. Each type of equipment is described in more detail in RM 6–1 at the end of this chapter. Press <Enter> to advance to the next screen.

6.7.1.4 Parcel/Bundle/NMO Equipment (Q18C4)

If the employee is assigned to parcel or bundle sorting equipment and is not working at a BMC or BMF, the following question will appear.

Q18C4 Parcel/Bundle/NMO Equipment
 What type of other sorting equipment is the employee assigned to?

A - SPBS
 B - APPS
 C - LIPS
 D - PSM
 E - NMO Equipment
 F - Other Equipment (Specify)

Previous

SPBS = Small Parcel and Bundle Sorter, APPS = Automated Package Processing System
 LIPS = Linear Integrated Package Sorter, PSM = Parcel Sorting Machine
 NMO = Non-Machinable Outside

Figure 6.7.1–4. *Parcel/Bundle/NMO Equipment (Q18C4) Screen*

Indicate the specific type of equipment being used in the operation. Each type of equipment is described in more detail in RM 6–1 at the end of this chapter. Press <Enter> to advance to the next screen.

Depending on your previous answers and your answer to this question, you may be directed to review the data entered and complete the reading (Chapter 9).

6.7.1.5 Automated/Mechanized Mail Processing Equipment (Q18C1.BMC)

The following question is asked if the employee is working at a BMC or BMF.

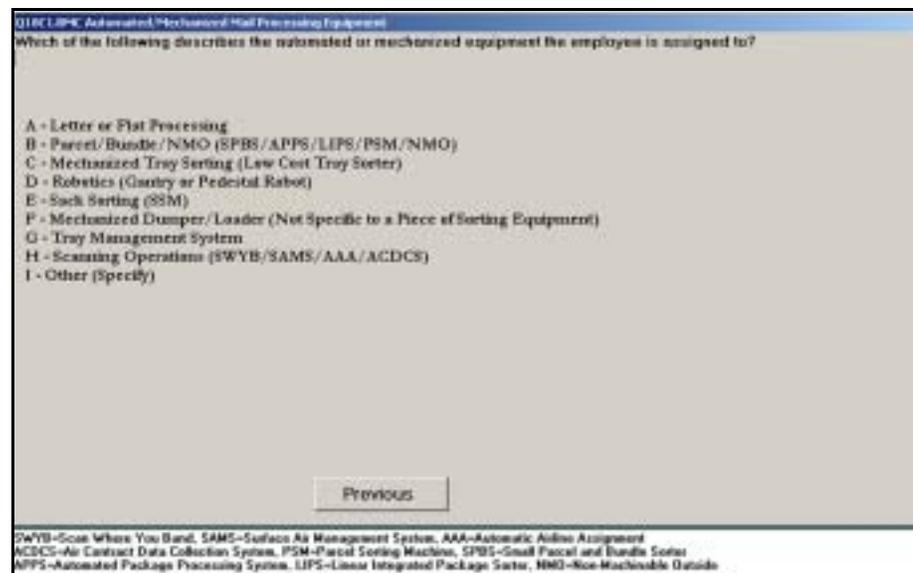


Figure 6.7.1–5. Automated/Mechanized Mail Processing Equipment (Q18C1.BMC) Screen

Indicate whether the employee is assigned to letter or flat sorting equipment. Refer to RM 6–1 at the end of this chapter for descriptions of the different types of automated and mechanized mail processing equipment. Press <Enter> to continue.

Note: Although BMCs as a general rule do not sort individual letters or flats, they may possess and use sorting equipment to handle pieces of mail that escape from bundles, letter trays, or flat tubs that are sorted within the facility. Also, some BMCs may arrange with local mail processing facilities to sort letters or flats.

Depending on your previous answers and your answer to this question, you may be directed to review the data entered and complete the reading (Chapter 9).

6.7.1.6 Letter/Flat Sorting Equipment (Q18C2.BMC)

If the employee is assigned to letter or flat processing equipment and is working at a BMC or BMF, the following question will appear.

Q18C2.BMC Letter/Flat Sorting Equipment

What type of equipment is the employee assigned to?

A - CSBCS
 B - MPBCS including MPBCS/OSS
 C - OCR (MLOCR)
 D - AFSM 100
 E - FSM 1000
 F - FSM 98E
 G - Other Flat/Letter Sorting Equipment (Specify)

Previous

CSBCS = Carrier Sequence Barcode Sorter, MPBCS = Mail Processor Barcode Sorter
 OCR = Optical Character Reader, AFSM = Automated Flat Sorting Machine
 FSM = Flat Sorting Machine

Figure 6.7.1–6. *Letter/Flat Sorting Equipment (Q18C2.BMC) Screen*

Indicate the specific type of letter or flat sorting equipment that is used in the employee's assigned operation. Each type of equipment is described in more detail in RM 6–1 at the end of this chapter. Press <Enter> to proceed to the next question.

Depending on your previous answers and your answer to this question, you may be directed to review the data entered and complete the reading (Chapter 9).

6.7.1.7 Parcel/Bundle/NMO Equipment (Q18C3.BMC)

If the employee is assigned to parcel or bundle sorting equipment and is working at a BMC or BMF, the following question will appear.



Figure 6.7.1–7. Parcel/Bundle/NMO Equipment (Q18C3.BMC) Screen

Indicate the specific type of equipment being used in the employee's assigned operation. Each type of equipment is described in more detail in RM 6–1 at the end of this chapter. Press <Enter> to advance to the next screen.

Depending on your previous answers and your answer to this question, you may be directed to review the data entered and complete the reading (Chapter 9).

6.7.2 Sort Plans/Schemes

This section describes the questions pertaining to sort schemes or plans used on the automated or mechanized distribution equipment.

6.7.2.1 Letter Automation Scheme (Q18C5)

The following question is asked if the employee is assigned to letter automation and is not working at a BMC or BMF.

Q18C5: Letter Automation Scheme

What type of scheme or sort plan is being run?

A - Outgoing Primary
 B - Outgoing Secondary
 C - Incoming Primary
 D - Incoming Secondary (Other than DPS)
 E - Delivery Point Sequencing

Previous Help (F1)

Figure 6.7.2–1. Letter Automation Scheme (Q18C5) Screen

Indicate the scheme/sort plan being run. Refer to RM 6–2 for sort scheme definitions. Press <Enter> to continue to the next question.

Depending on your previous answers and your answer to this question, you may be directed to review the data entered and complete the reading (Chapter 9).

6.7.2.2 Non-Letter Automation Scheme (Q18C6)

The following question is asked if the employee is assigned to flat or parcel automation and is not working at a BMC or BMF.

Q18C6: Non-Letter Automation Scheme

What type of scheme or sort plan is being run?

A - Outgoing Primary
 B - Outgoing Secondary
 C - Incoming Primary
 D - Incoming Secondary

Previous Help (F1)

Figure 6.7.2–2. Non-Letter Automation Scheme (Q18C6) Screen

Choose the option that best describes the type of scheme or sort plan being set up or run at the time of the reading. If the scheme is solely an outgoing or incoming scheme, choose *Outgoing Primary* or *Incoming Primary*, respectively. Refer to RM 6–2 for descriptions of the various sort schemes. Once the appropriate selection has been made, press <Enter> to advance to the next question.

If the employee is on break, you will be directed to review the data entered and complete the reading (Chapter 9) unless an incoming secondary scheme is being run.

6.7.2.3 Incoming Secondary Distribution (Q18C7)

The following question is asked if the employee is assigned automation equipment that is running an incoming secondary scheme and the employee is not working at a BMC or BMF.

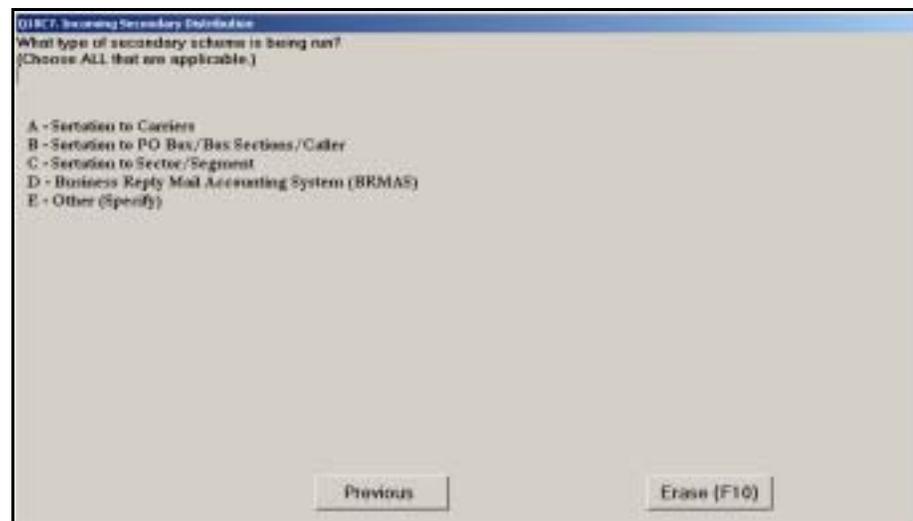


Figure 6.7.2–3. Incoming Secondary Distribution (Q18C7) Screen

Select the type(s) of separations being made on the secondary scheme or sort plan that is being run. Do not include separations used for machine rejects. Each option is described below. You should select all options that apply. If by mistake you select an incorrect option, you can unselect all options by clicking the *Erase (F10)* button or by pressing <F10>. Press <Enter> to proceed to the next screen.

- *Sortation to Carriers.* Choose this category if there are separations for city, rural, and/or highway contract delivery routes. This is the most common activity associated with incoming secondary distribution, resulting in separate containers of mail for each delivery route in the zone.

- *Sortation to PO Box/Box Sections/Caller.* Choose this category if there are separations for Post Office (PO) boxes, PO box section groupings, or postal customers who regularly call at the Post Office window for their mail.
- *Sortation to Sector/Segment.* Choose this category for schemes or sort plans that sort to specific block faces, apartment house banks of boxes, firms, floors of large buildings, and other specific locations.
- *Business Reply Mail Accounting System (BRMAS).* Choose this category if there are separations for Business Reply Mail for individual addresses or recipients, and mail volumes are automatically counted.
- *Other (Specify).* Choose this option for any type of separation not included in the above options. You will be prompted to specify the type of separation(s). Upon entering this information, press <Enter> to return to the *Incoming Secondary Distribution (Q18C7)* screen. The information that you entered should appear at the bottom of the screen.

If the employee is on break, you will be directed to review the data entered and complete the reading (Chapter 9) at this time.

6.7.2.4 Scheme (Q18C4.BMC)

The following question is asked if the employee is working at a BMC or BMF.

Q18C4.BMC Scheme

What type of separation is the mail being sorted to?

A - Other BMCs/BMPs/ASPs
 B - Plants or Offices in the BMC's Service Area
 C - Mixed/Other/Cannot Determine

Previous

Figure 6.7.2-4. Scheme (Q18C4.BMC) Screen

Indicate the type of separations being made in the operation. Choose *Mixed/Other/Cannot Determine* if a combination of schemes is being worked or you are unable to make this determination. Press <Enter> to continue to the next question.

Depending on your previous answers and your answer to this question, you may be directed to review the data entered and complete the reading (Chapter 9).

6.7.3 Mail at Machine

The following questions are designed to indicate whether a mailpiece is available for sampling at the automated or mechanized equipment.

6.7.3.1 Processing Mail (Q18C8)

The following question is asked if the employee is not working at a BMC or BMF.

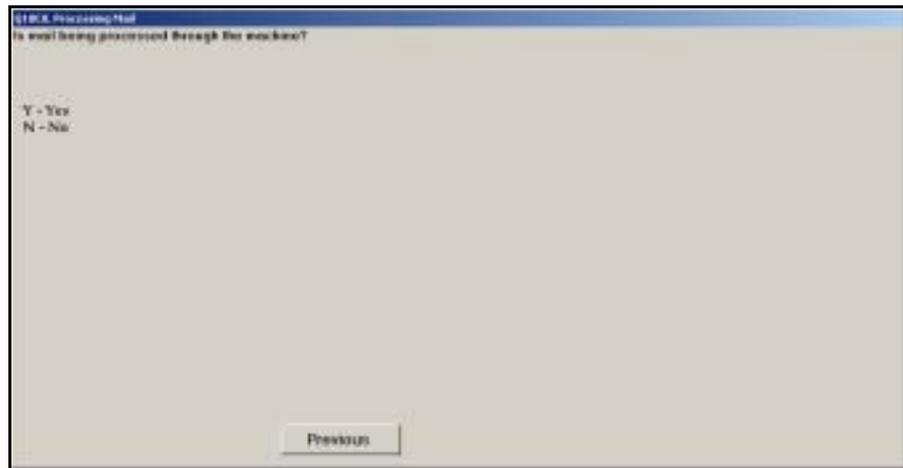


Figure 6.7.3-1. *Processing Mail (Q18C8) Screen*

Respond *Yes* if the machine is operating for purpose of processing mail. Also respond *Yes* if the machine is stopped due to a temporary jam. Respond *No* if the machine is idle (not running), or is running solely for maintenance or cleaning purposes. Press <Enter> to continue.

6.7.3.2 Machine Not Processing Mail (Q18C9)

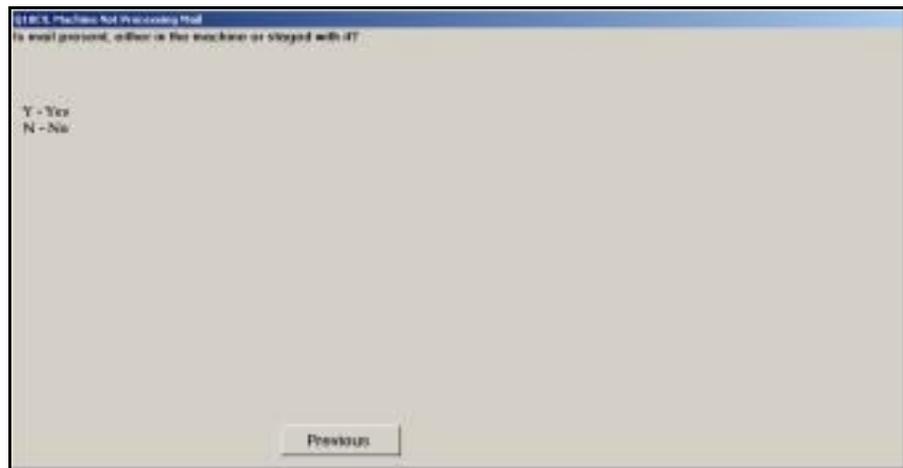


Figure 6.7.3-2. *Machine Not Processing Mail (Q18C9) Screen*

Indicate whether there is any mail in the machine or staged with it for processing. Press <Enter> to continue to the next screen.



Example: The employee is observed taking stacks of letters from the DBCS machine and placing them into letter trays on carts. The DBCS machine is no longer processing mail. Choose *Yes* for this question.

6.7.3.3 Processing Mail (Q18C5.BMC)

The following question is asked if the employee is working at a BMC or BMF.

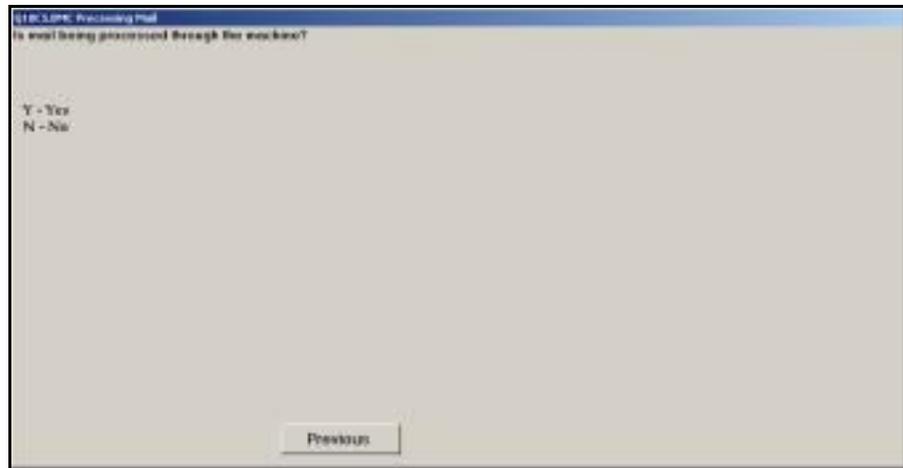


Figure 6.7.3–3. *Processing Mail (Q18C5.BMC) Screen*

Respond *Yes* if the machine is operating for purposes of processing mail. Also respond *Yes* if the machine is stopped due to a temporary jam. Respond *No* if the machine is idle (not running), or is running solely for maintenance or cleaning purposes. Press <Enter> to continue.

6.7.3.4 Machine Not Processing Mail (Q18C6.BMC)

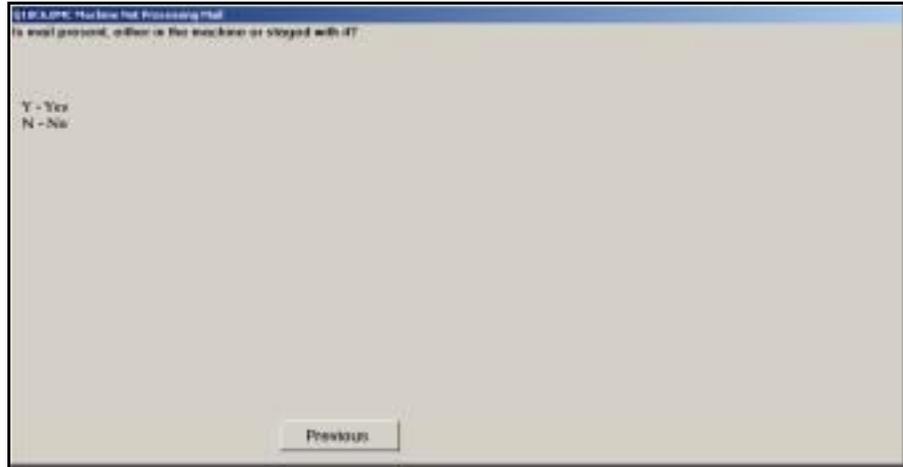


Figure 6.7.3–4. Machine Not Processing Mail (Q18C6.BMC) Screen

Indicate whether there is any mail in the machine or staged with it for processing. Press <Enter> to continue to the next screen.



Example: The employee is dumping mail onto the Small Parcel and Bundle Sorter (SPBS) induction belt. The machine is has not been turned on yet. Choose *Yes* for this question.

6.7.4 Automated and Mechanized Distribution Activities

This section involves questions pertaining to the specific activity of an employee who is assigned to an automated or mechanized distribution operation. If the employee is not working in his or her assigned operation, the employee's specific activity may not be listed. In this situation, choose *Other (Specify)* and specify what the employee is doing.

For definitions of various distribution activities listed in the following questions, refer to RM 6–3 at the end of this chapter.

6.7.4.1 Activity at Letter or Flat Sorting Equipment (Q18C11)

Q18C11: Activity at Letter or Flat Sorting Equipment
What specific activity is being performed?

- A - Misting Mail or Equipment Into/Out of Operation
- B - Loading the Ledges/Opening Bins/Dumping/Tying
- C - Keying/Feeding Mail
- D - Sweeping Runouts (Other than End of Run or Dispatch)
- E - Setting Up, Scheme Change, or Taking Down (including Final Sweep/Tying Out)
- F - Verifying/Riffing Mail
- G - Monitoring Machine Operation
- H - Clearing Machine Jam/ Machine Maintenance
- I - Waiting for Machine Restart/Waiting for Mail
- J - Crew Rotation
- K - Other (Specify)

Previous

Figure 6.7.4–1. Activity at Letter or Flat Sorting Equipment (Q18C11) Screen

Choose the option that best describes the employee's activity at the time of the reading. If *Other (Specify)* is selected, you will be prompted to describe the activity being performed. Upon entering this information, press <Enter> to return to *Activity at Letter or Flat Sorting Equipment (Q18C11)*. The description that you entered will appear at the bottom of the screen. Press <Enter> to advance to the next question.

6.7.4.2 Activity at Non-Letter or Non-Flat Equipment (Q18C12)

Q18C12: Activity at Non-Letter or Non-Flat Equipment
What specific activity is being performed?

- A - Misting Mail or Equipment Into/Out of Operation
- B - Induction/Dumpers/Loaders
- C - Keying/Feeding/Feeding Mail
- D - Colling/Directing Flow
- E - Sweeping/Additional Separations at Runouts (Other than End of Run or Dispatch)
- F - Setting Up, Scheme Change, or Taking Down (including Final Sweep/Tying Out)
- G - Verifying Mail
- H - Clearing Machine Jam/ Machine Maintenance
- I - Waiting for Machine Restart/Waiting for Mail
- J - Monitoring Machine Operation
- K - Crew Rotation
- L - Damage Repair/First-Aid/Re-wrap (Machine Specific)
- M - Other (Specify)

Previous

Figure 6.7.4–2. Activity at Non-Letter or Non-Flat Equipment (Q18C12) Screen

Choose the option that best describes the employee's activity at the time of the reading. If you select *Other (Specify)*, you will be prompted to describe the activity being performed by the employee. Upon entering this information, press <Enter> to return to *Activity at Non-Letter or Non-Flat Equipment (Q18C12)*. The description that you entered will appear at the bottom of the screen. Press <Enter> to proceed to the next screen.

6.8 Manual Distribution Activities

If you indicated that the employee is assigned to a manual distribution operation, the following questions gather information about activities directly related to the manual distribution of letter, flat, and/or parcel pieces.

6.8.1 Type of Manual Distribution

The following questions ask you to identify the type of mail being sorted in the manual distribution operation where the sampled employee is assigned. A different question is asked, depending on whether or not the facility is a BMC or BMF.

6.8.1.1 Primary Type of Manual Distribution (Q18D1)

The following question is asked if the employee is not working at a BMC or BMF.

Q18D1: Primary Type of Manual Distribution
 What is the primary type of mail being sorted?
 (Choose the FIRST applicable option.)

A - Express Mail
 B - Priority Mail
 C - Parcel Piece / P/P
 D - Letter
 E - Flat
 F - Other (Specify)

Previous

Figure 6.8.1–1. Primary Type of Manual Distribution (Q18D1) Screen

Indicate the type of manual distribution operation where the employee is assigned at the time of the reading. Choose the first applicable option. *Express Mail* or *Priority Mail* should be selected if the employee is assigned to a dedicated Express Mail or Priority Mail operation. If neither is applicable, select one of the remaining options.

6.8.1.2 Primary Type of Manual Distribution (Q18D1.BMC)

The following question is asked if the employee is working at a BMC or BMF.



Figure 6.8.1–2. Primary Type of Manual Distribution (Q18D1.BMC) Screen

Indicate the primary type of mail being sorted in the operation in which the employee is assigned at the time of the reading. Choose the first applicable option. Once you have selected the appropriate type, press <Enter> to continue.

Shape definitions can be found in section 8.1.1.

Most BMCs maintain separate operations for the distribution of non-machinable outsides (NMOs). NMOs include large parcels that exceed the dimensional or weight requirements for machinable parcels; articles that are not mailed in boxes (such as tires), or that are mailed in metal, wood, or metal-strapped boxes; parcels containing hazardous materials; rolls longer than 26 inches; and high-density parcels.

6.8.2 Manual Schemes

This section describes the questions pertaining to sort schemes used in manual distribution operations. A different question is asked, depending on whether or not the facility is a BMC or BMF.

6.8.2.1 Manual Scheme (Q18D2)

The following question is asked if the employee is not working at a BMC or BMF.



Figure 6.8.2–1. *Manual Scheme (Q18D2) Screen*

Indicate the type of scheme being worked at the manual distribution operation. See RM 6–2 for a description of each option. Press <Enter> to advance to the next screen.

If the employee is on break and is not assigned to an incoming secondary scheme operation, you will be directed to review the data entered and complete the reading (Chapter 9) at this time.

6.8.2.2 Manual Incoming Secondary Distribution (Q18D3)

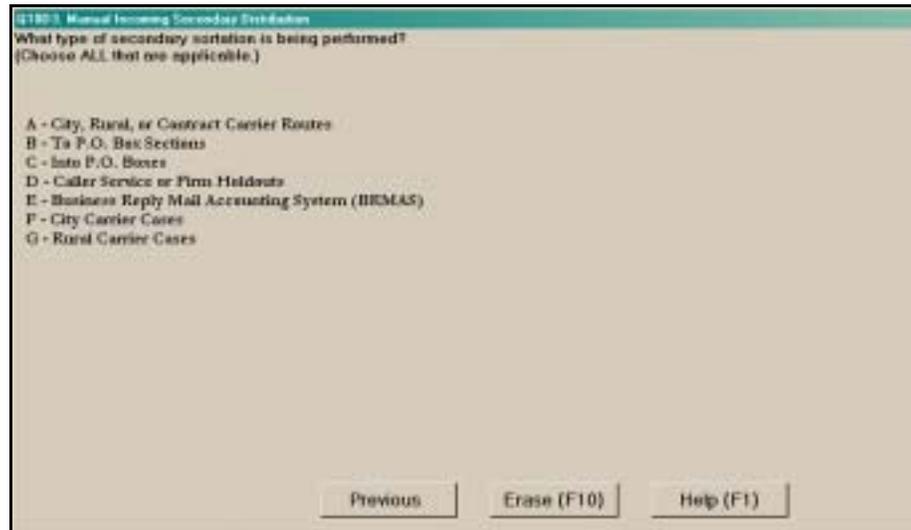


Figure 6.8.2–2. *Manual Incoming Secondary Distribution (Q18D3) Screen*

Indicate the type(s) of separations being made in the operation. Each option is described in more detail below. You should select all options that apply. If by mistake you select an incorrect option, you can unselect all options by pressing the *Erase (F10)* button or by pressing <F10>. Press <Enter> to proceed to the next screen.

- *City, Rural, or Contract Carrier Routes.* Choose this category if there are separations for city, rural, and/or highway contract delivery routes. This is the most common type of separation associated with incoming secondary distribution.
- *To P.O. Box Sections.* Choose this category if there are separations for Post Office box sections.
- *Into P.O. Boxes.* Choose this category if the employee is assigned to sort mail directly into Post Office boxes. This option is not valid in combination with other options.
- *Caller Service or Firm Holdouts.* Choose this category if there are separations for individual customers with high volumes or who receive caller service.
- *Business Reply Mail Accounting System (BRMAS).* Choose this category if the operation involves manually sorting or counting Business Reply Mail for individual addresses or recipients.
- *City Carrier Cases.* Choose this option only if the operation involves sequencing mail into delivery order at a city carrier's case at the time of the reading. This is an activity normally performed by the carrier. This option is not valid in combination with other options.
- *Rural Carrier Cases.* Choose this option only if the operation involves sequencing mail into delivery order at a rural carrier's case at the time of the reading. This is an activity normally performed by the carrier. This option is not valid in combination with other options.

Three options (*Into P.O. Boxes, City Carrier Cases, Rural Carrier Cases*) should not be chosen in combination with any other option due to the nature of these operations.

If the employee is on break, you will be directed to review the data entered and complete the reading (Chapter 9) at this time.

6.8.2.3 Manual Scheme (Q18D1a.BMC)

The following question is asked if the employee is working at a BMC or BMF.



Figure 6.8.2–3. *Manual Scheme (Q18D1a.BMC) Screen*

Indicate the type of separations being made in the operation. Choose *Mixed/Other/Cannot Determine* if a combination of schemes is being worked or you are unable to make this determination. Press <Enter> to continue to the next question.

Depending on your previous answers and your answer to this question, you may be directed to review the data entered and complete the reading (Chapter 9).

6.8.3 Manual Distribution Activities

This section describes questions pertaining to the specific activity of an employee who is assigned to a manual distribution operation. If the employee is not working in his or her assigned operation, the employee's specific activity may not be listed. In this situation, choose *Other (Specify)* and specify what the employee is doing.

For definitions of various distribution activities listed in the following questions, refer to RM 6–3 at the end of this chapter.

6.8.3.1 Manual Distribution Activity (Q18D4)

The following question is asked if the employee is not working at a BMC or BMF.

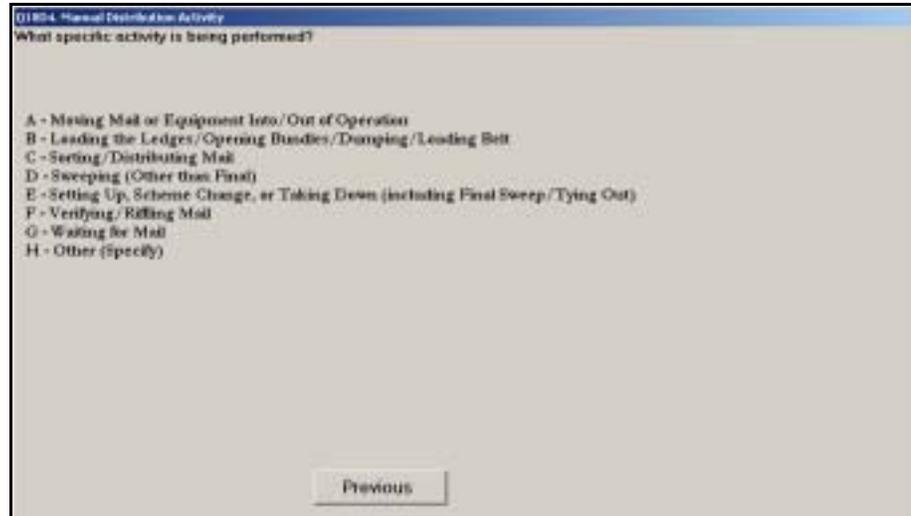


Figure 6.8.3–1. *Manual Distribution Activity (Q18D4) Screen*

Choose the option that best describes the employee's activity at the time of the reading, even if the employee is not working in his or her assigned operation. Refer to RM 6–3 for detailed descriptions of these distribution activities. If the employee is not performing any of the listed activities, choose *Other (Specify)* and you will be prompted to describe the activity being performed. Upon entering this information, press <Enter> to return to *Manual Distribution Activity (Q18D4)*. The description that you entered will appear at the bottom of the screen. Once the appropriate selection is made, press <Enter> to proceed to the next question.



Example: The employee is observed taking stacks of letters from the manual letter case and placing them into letter trays on carts for dispatch. Choose *Setting Up, Scheme Change, or Taking Down (including Final Sweep/Typing Out)* on carts as part of the final sweep for dispatch.

6.8.3.2 Manual Distribution Activity (Q18D2.BMC)

The following question is asked if the employee is working at a BMC or BMF.

Q18D2.BMC: Manual Distribution Activity

What specific activity is being performed?

A - Mating Mail or Equipment Into/Out of Operation
 B - Loading the Ledges/Opening Bundles
 C - Sorting/Distributing Mail
 D - Sweeping (Other than Final)
 E - Setting Up, Scheme Change, or Taking Down (including Final Sweep/Tying Out)
 F - Verifying/Riffing Mail
 G - Strickwrapping Skids/Pallets
 H - Waiting for Mail
 I - Steering/Banding
 J - Other (Specify)

Previous

Figure 6.8.3–2. *Manual Distribution Activity (Q18D2.BMC)* Screen

Choose the option that best describes the employee's activity at the time of the reading, even if the employee is not working in his or her assigned operation. Refer to RM 6–3 for detailed descriptions of these distribution activities. If the employee is not performing any of the listed activities, choose *Other (Specify)* and you will be prompted to describe the activity being performed. Upon entering this information, press <Enter> to return to *Manual Distribution Activity (Q18D2.BMC)*. The description that you entered will appear at the bottom of the screen. Once the appropriate selection is made, press <Enter> to proceed to the next question.



Example: The employee is pulling out a hamper that is full and replacing it with an empty one. The operation is not presently being taken down for dispatch or a scheme change. *Choose Sweeping (Other than Final).*

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6.9 Other Mail Processing Operations

Section 6.9 describes the questions asked if the sampled employee is involved in other mail processing operations. The questions may differ, depending on the type of facility or work area at which the employee is working.

6.9.1 Other Mail Processing Operations (Q18E4)

The following question applies to mail processing facilities or work areas, excluding BMCs, BMFs, POs, stations, and branches.

Q18E4 - Other Mail Processing Operations

Which of the following best describes the kind of operation the employee is assigned to?

A - Opening Unit or Tray Separation Operation (Typically MODS Op. #s 110-112, 115-117, 180-188)
 B - Pouching Operations (Typically Op. #s 120-125)
 C - Dispatching Operations (Typically Op. #s 124-129)
 D - Manual Sortation - Sacks or Outlets (Typically MODS Op. #234)
 E - Scanning Operations (RWYB/SAMS/AAA/AEDCS)
 F - Computerized Forwarding System (CFS)/Central Mail Mark-Up
 G - Noise
 H - Empty Equipment Section
 I - Damage Repair/Rewrap
 J - Other (Specify)

Previous

RWYB-Scan When You Read, SAMS-Surface Air Management System,
 AAA-Automated Airline Assignment, AEDCS-Air Contact Data Collection System.

Figure 6.9.1-1. Other Mail Processing Operations (Q18E4) Screen

Choose the option that most closely describes the operation where the employee is assigned at the time of the reading. While several options include the MODS operation numbers that are typically associated with them, you should base your response on the employee's actual assignment and not the clocked in operation number. Press <Enter> to advance to the next screen.

Each allied operation is described in more detail below:

- Opening Unit or Tray Separation Operation (Typically MODS Op. #s 110-112, 115-117, 180-188).** Choose this option if the employee is assigned to an opening or tray separation unit. These include operations where pouches, sacks, and containers of mail are received from arriving dispatches and are opened and prepared for distribution. These also include any operations in which processed trays, sacks, or other containers are separated or grouped for further processing or dispatch.

- *Pouching Operations (Typically Op. #s 120-123)*. Choose this option if the employee is assigned to a pouching unit. In pouching operations, bundles and IPPs are sorted into sacks attached to metal racks.
- *Dispatching Operations (Typically Op. #s 124-129)*. Choose this option if the employee is assigned to a dispatching operation. Dispatching operations are used to containerize mail and prepare mail that has been worked within a facility for transport to other facilities for additional processing or delivery.
- *Manual Sortation - Sacks or Outsides (Typically MODS Op. #235)*. Choose this option if the employee is assigned to a manual sorting unit inside the facility that is dedicated to sorting sacks or outsides.
- *Scanning Operations (SWYB/SAMS/AAA/ACDCS)*. Choose this option if the employee is assigned to an operation where mail is scanned into transportation manifest systems. This includes Scan-Where-You-Band (SWYB), Surface Air Management System (SAMS), Automated Airline Assignment (AAA), and Air Contract Data Collection System (ACDCS) equipment.
- *Computerized Forwarding System (CFS)/Central Mail Mark-Up*. Choose this option if the employee is assigned to a centralized mail mark-up or CFS unit. These include both machine-based operations as well as manual mark-up operations at a central location.
- *Nixie*. Choose this category if the employee is assigned to a unit that handles mail that cannot be sorted or delivered because of an incorrect, illegible, or insufficient delivery address ("nixie" mail).
- *Empty Equipment Section*. Choose this option if the employee is assigned to the empty equipment section, typically designated by operation number 549.
- *Damage Repair/Rewrap*. Record this option if the employee is assigned to a mail repair or rewrap operation.
- *Other (Specify)*. Enter this option if the employee is assigned to any other mail processing operation that cannot be associated with any of the operational areas listed above. You will be prompted to provide a description of the operation. Upon entering this information, press <Enter> to return to *Other Mail Processing Operations (Q18E4)*. The description that you entered will appear at the bottom of the screen. Press <Enter> to advance to the next screen.



Example: The employee is moving rolling stock with flat tubs from the AFSM 100 operation. The employee says she is assigned to get the tubs covered and strapped and ready for dispatch. Choose *Dispatching Operations (Typically Op. #s 124-129)*.

6.9.2 Other Mail Processing (PO/Station/Branch) (Q18E5)

The following question applies to Post Offices, stations, branches, and other customer service facilities or work areas.

Q18E5: Other Mail Processing (PO/Station/Branch)
Which of the following best describes the labor activity being performed?

- A - Collecting Mail from Collection Box or Lobby Drop
- B - Cancellation Activities
- C - Spreading/Breaking Down Incoming Mail
- D - Containerizing Outgoing Mail
- E - Meter Mail Preparation
- F - Loading Vehicles
- G - Unloading Vehicles
- H - Waiting for Mail
- I - Mark-Up Activities (Other than CPS)
- J - Nixie
- K - Empty Equipment Work
- L - Damage Repair/Rewrap
- M - Other (Specify)

Previous

Figure 6.9.2–1. Other Mail Processing (PO/Station/Branch) (Q18E5) Screen

Choose the option that most closely describes the activity being performed by the employee. Press <Enter> to advance to the next screen.

- *Collecting Mail from Collection Box or Lobby Drop.* Choose this option if the employee is on the premises, collecting mail from the facility's collection or lobby drop boxes.
- *Cancellation Activities.* Choose this option for all activities related to the cancellation of collection mail.
- *Spreading/Breaking Down Incoming Mail.* Choose this option for an employee who is grouping pieces, bundles, trays, sacks, or other containers for distribution within the facility or spreading mail to carriers.
- *Containerizing Outgoing Mail.* Choose this option if the employee is preparing or containerizing outbound mail.
- *Meter Mail Preparation.* Choose this option if the employee is preparing metered mail for processing. This includes removing any strapping material that has been used to bundle the mail, facing, and traying the mail.
- *Loading Vehicles.* Choose this option if the employee is loading loose or containerized mail or equipment into a vehicle. This category includes time spent in transit between the vehicle and staging areas for mail or equipment to be loaded onto the vehicle.

- *Unloading Vehicles.* Choose this option if the employee is unloading loose or containerized mail or equipment from a vehicle. This category includes time spent in transit between the vehicle and staging areas for mail or equipment unloaded from the vehicle.
- *Waiting for Mail.* Choose this option if the employee is waiting for mail or a vehicle to arrive.
- *Mark-Up Activities (Other than CFS).* Choose this option if the employee is marking up mailpieces outside the CFS unit.
- *Nixie.* Choose this category for an employee who is performing activities related to mail that cannot be sorted or delivered because of an incorrect, illegible, or insufficient delivery address (“nixie” mail).
- *Empty Equipment Work.* Choose this option if the employee performing activities related to empty equipment.
- *Damage Repair/Rewrap.* Record this on if the employee is performing activities related to repairing or rewrapping damaged mail pieces.
- *Other (Specify).* Enter this option for all other activities that cannot be associated with any of the specific allied activities listed above. You will be prompted to provide a description of the activity being performed. Upon entering this information, press <Enter> to return to *Other Allied Labor (PO/Station/Branch) (Q18E5)*. The description that you entered will appear at the bottom of the screen. Press <Enter> to advance to the next screen.

6.9.3 Other Mail Processing Operations (Q18E4.BMC)

The following question applies to BMCs and BMFs.

Q18E4.BMC Other Mail Processing Operations

Which of the following best describes the kind of allied operation the employee is assigned to?

A - Opening Units (Typically MODS Op. #'s 110-111, 113-114, 190-187)
B - Manual Tray Separation (Typically MODS Op. #'s 112, 113)
C - Peaching Operations (Typically MODS Op. #'s 120-123)
D - Dispatching Operations (Typically MODS Op. #'s 124-129)
E - Manual Sortation - Sacks or Outlets (Typically MODS Op. #235)
F - Strapping Skids/Pallets
G - Debris/Loose Mail
H - Scanning Operations (SWYB/SAMS/AAA/ACDCS)
I - Other (Specify)

Previous

SWYB-Scan When You Band, SAMS-Surface Air Management System,
AAA-Automatic Airlane Assignment, ACDCS-Air Contact Data Collection System.

Figure 6.9.3-1. Other Mail Processing Operations (Q18E4.BMC) Screen

Choose the option that most closely describes the operation where the employee is assigned at the time of the reading. While several options include the MODS operation numbers that are typically associated with them, you should base your response on the employee's actual assignment and not the clocked in operation number. Press <Enter> to advance to the next screen.

Each allied operation is described in more detail below:

- *Opening Units (Typically MODS Op. #s 110-111, 115-116, 180-187).* Choose this option if the employee is assigned to an opening unit. These include operations where containers of mail are received from arriving dispatches and are opened and prepared for distribution. These also include any operations in which containers or processed mail are separated or grouped for further processing or dispatch.
- *Manual Tray Separation (Typically MODS Op. #s 112, 118).* Choose this option if the employee is assigned to a manual tray separation unit. These include operations where trays of mail are received from arriving dispatches and are opened and prepared for distribution. These also include any operations in which processed trays are separated or grouped for further processing or dispatch.
- *Pouching Operations (Typically Op. #s 120-123).* Choose this if the employee is assigned to a pouching unit. In pouching operations, bundles and IPPs are sorted into sacks attached to metal racks.
- *Dispatching Operations (Typically Op. #s 124-129).* Choose this option if the employee is assigned to a dispatching operation. Dispatching operations are used to containerize mail and prepare mail that has been worked within a facility for transport to other facilities for additional processing or delivery.
- *Manual Sortation - Sacks or Outsides (Typically MODS Op. #235).* Choose this option if the employee is assigned to a manual sorting unit inside the facility that is dedicated to sorting sacks or outsides.
- *Shrinkwrapping Skids/Pallets.* Enter this option if the employee is assigned to operations involving shrinkwrapping or preparing skids and pallets for dispatch.
- *Debris/Loose Mail.* Choose this option if the employee is clearing debris chutes or sorting through debris or loose mailpieces.
- *Scanning Operations (SWYB/SAMS/AAA/ACDCS).* Choose this option if the employee is assigned to an operation where mail is scanned into transportation manifest systems. This includes SWYB, SAMS, AAA, and ACDCS equipment.

- *Other (Specify)*. Enter this option if the employee is assigned to any other mail processing operation that cannot be associated with any of the operational areas listed above. You will be prompted to provide a description of the operation. Upon entering this information, press <Enter> to return to *Other Mail Processing Operations (Q18E4.BMC)*. The description that you entered will appear at the bottom of the screen. Press <Enter> to advance to the next screen.

6.9.4 Pouching

The following questions are asked if the sampled employee is assigned to a pouching operation and he or she is not working in a BMC or BMF.

6.9.4.1 Type of Pouching Operation (Q18E8)

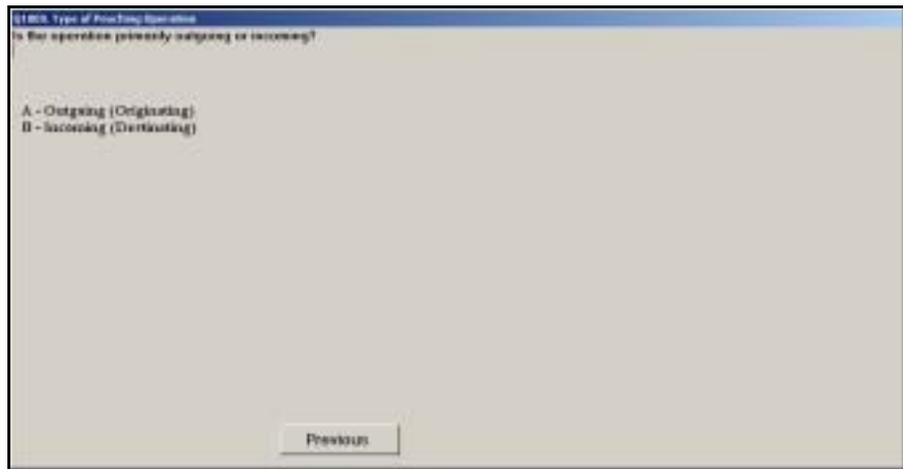


Figure 6.9.4–1. *Type of Pouching Operation (Q18E8) Screen*

Indicate whether the employee is assigned to a pouching operation that is primarily outgoing or primarily incoming. Refer to RM 6–2 for definitions of incoming and outgoing. Once you have selected the appropriate option, press <Enter>.

6.9.4.2 Pouching Activity (Q18E17)

Q18E17 Pouching Activity

What specific activity is being performed?

A - Obtaining Mail/Staging Worked Containers
 B - Dumping Items/Containers of Working Mail
 C - Separating Mail to Sacks/Pouches
 D - Loading Mail/Sacks/Pouches in Containers
 E - Setting Up Work Area
 F - Waiting for Mail
 G - Other (Specify)

Previous

Figure 6.9.4–2. Pouching Activity (Q18E17) Screen

Choose the option that most closely describes the activity being performed by the employee at the time of the reading. If you select *Other (Specify)* you will be prompted to provide a description of the activity being performed. Upon entering this information, press <Enter> to return to *Pouching Activity (Q18E17)*. The description that you entered will appear at the bottom of the screen. Press <Enter> to continue to the next question.

6.9.5 Dispatch

The following questions are asked if the sampled employee is assigned to a dispatch operation.

6.9.5.1 Type of Dispatch Operation (Q18E9)

The following question is asked if the employee is not working at a BMC or BMF.

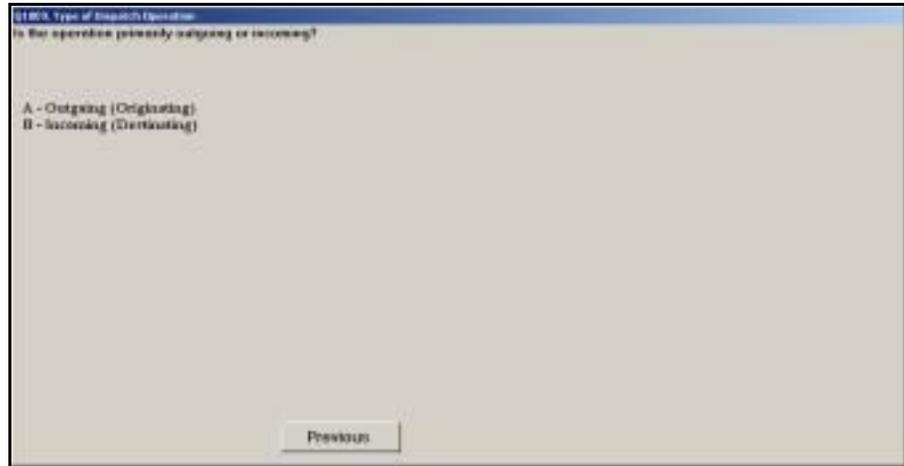


Figure 6.9.5–1. *Type of Dispatch Operation (Q18E9) Screen*

Indicate whether the dispatching operation where the employee is assigned is primarily for outgoing or incoming mail. Refer to RM 6–2 for definitions of incoming and outgoing. Once you have selected the appropriate option, press <Enter>.

6.9.5.2 Type of Dispatch Operation (Q18E15.BMC)

The following question is asked if the employee is working at a BMC or BMF.



Figure 6.9.5–2. *Type of Dispatch Operation (Q18E15.BMC) Screen*

Choose the option that best describes the dispatch operation. If the mail is mixed, no mail or containers are present, or you are unable to determine the source, choose *Mixed/Other/Cannot Determine*. Press <Enter> to continue to the next question.

6.9.5.3 Dispatch Activity (Q18E21)

Q18E21. Dispatch Activity

What specific activity is being performed?

A - Staging Worked Containers (Including Conveyer Entry)
 B - Obtaining/Setting Up Containers for Dispatch
 C - Separating Processed Mail to Containers
 D - Stacking/Strapping Trays or Tubs
 E - Waiting for Mail
 F - Other (Specify)

Previous

Figure 6.9.5–3. *Dispatch Activity (Q18E21) Screen*

Choose the option that most closely describes the activity being performed by the employee or the operation in which he or she is working. If you select *Other (Specify)*, you will be prompted to provide a description of the activity being performed. Press <Enter> to return to *Dispatch Activity (Q18E21)*. The description that you entered will appear at the bottom of the screen. Press <Enter> to continue to the next question.

6.9.6 Separation Operations

The following questions are asked if the sampled employee is assigned to an operation involving the separation of trays, tubs, sacks, and other containers of mail.

6.9.6.1 Type of Opening Unit (Q18E20)

The following question is asked if the employee is not working at a BMC or BMF.

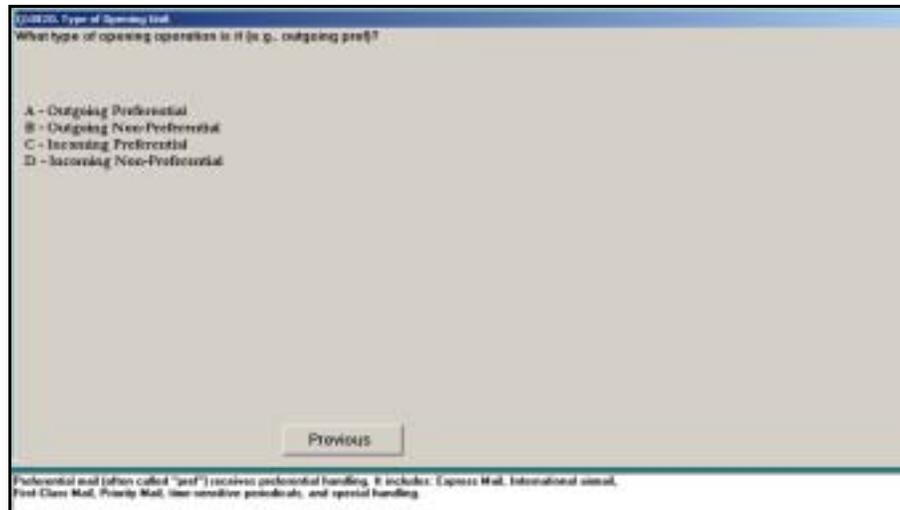


Figure 6.9.6–1. *Type of Opening Unit (Q18E20) Screen*

Select the first applicable type of opening unit where the employee is assigned including whether it involves preferential or non-preferential mail. If both preferential and non-preferential mail are worked in the unit, choose the appropriate preferential option. Refer to RM 6–2 for definitions of incoming and outgoing operations. Press <Enter> to continue to the next question.



Note: Preferential mail (often called “pref”) receives preferential handling. It includes Express Mail, International airmail, First-Class Mail, Priority Mail, time-sensitive periodicals (dailies or weeklies), and Special Handling.

6.9.6.2 Type of Separations (Q18E7.BMC)

The following question is asked if the employee is working at a BMC or BMF.

Q18E7.BMC Type of Separations

Where did the mail or containers come from?

A - Other BMCs/BMFs/ASPs
 B - Plants or Offices in the BMC's Service Area
 C - Mixed/Other/ Cannot Determine

Previous

Containers includes wheeled or palletized containers and pallets.

Figure 6.9.6–2. *Type of Separations (Q18E7.BMC) Screen*

Choose the appropriate originating location of the mail or containers that are being worked. Press <Enter> to proceed to the next question.

6.9.6.3 Opening Unit/Tray Separation Activity (Q18E25)

Q18E25 Opening Unit/Tray Separation Activity

What specific activity is being performed?

A - Mixing Mail or Equipment Into/Out of Operation (Including Loading/Unloading Conveyors)
 B - Separating Mail to Containers/Sacks
 C - Dumping Containers of Working Mail
 D - Setting Up Work Area
 E - Weighing Mail
 F - Weighing the Mail
 G - Other (Specify)

Previous

Figure 6.9.6–3. *Opening Unit/Tray Separation Activity (Q18E25) Screen*

Choose the option that most closely describes the activity being performed by the employee at the time of the reading. If you select *Other (Specify)*, you will be prompted to provide a description of the activity being performed. Press <Enter> to return to *Opening Unit/Tray Separation Activity (Q18E25)*. The description that you entered will appear at the bottom of the screen. Press <Enter> to continue to the next question.



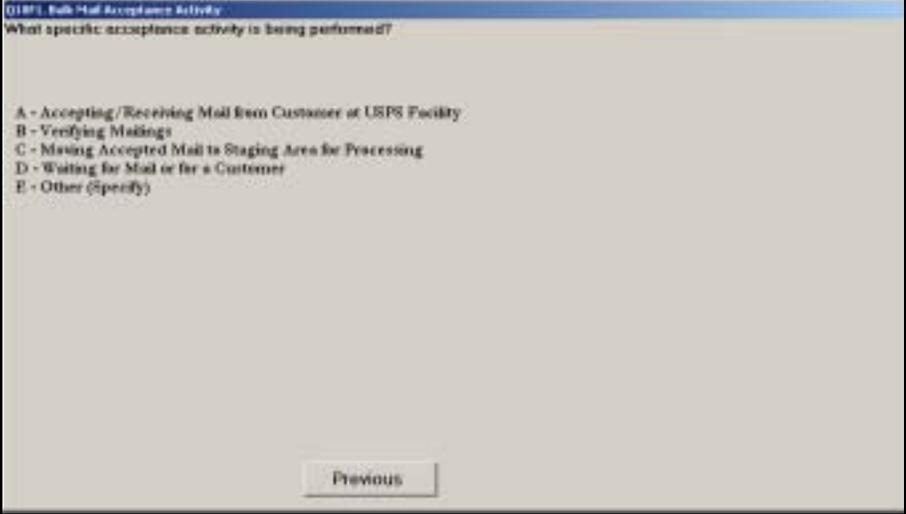
Example: The sampled mail handler is sorting incoming letter trays, sacks, tubs, and large parcels into rolling stock and nutting trucks in a bullpen operation. Choose *Separating Mail to Containers/Sacks*.

6.10 Bulk Mail Acceptance Activity

This section describes the questions related to activities involving the acceptance and verification of bulk mail. This work is typically performed as part of the business mail entry unit or at a detached mail unit.

6.10.1

Bulk Mail Acceptance Activity (Q18F1)



Q18F1 Bulk Mail Acceptance Activity

What specific acceptance activity is being performed?

- A - Accepting/Receiving Mail from Customer at USPS Facility
- B - Verifying Mailings
- C - Moving Accepted Mail to Staging Area for Processing
- D - Waiting for Mail or for a Customer
- E - Other (Specify)

Previous

Figure 6.10.1–1. *Bulk Mail Acceptance Activity (Q18F1)* Screen

Choose the option that most closely describes the activity being performed by the employee or the operation in which he or she is working. Press <Enter> to continue to the next question. If you select *Other (Specify)*, you will be prompted to provide a description of the activity being performed. Press <Enter> to return to *Bulk Mail Acceptance Activity (Q18F1)*. The description that you entered will appear at the bottom of the screen.

6.10.2 **Waiting for Mail or Customer at DMU (Q18F2)**

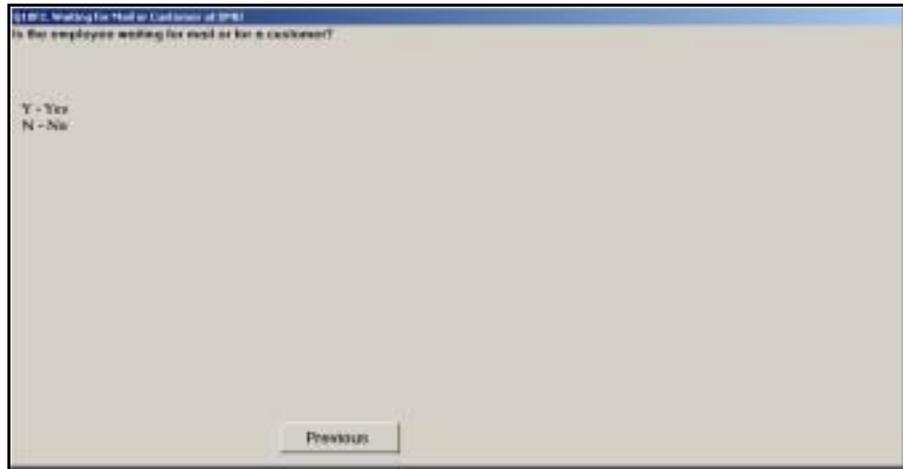


Figure 6.10.2–1. *Waiting for Mail or Customer at DMU (Q18F2)* Screen

Indicate whether the employee is waiting for mail or a customer. Unless you are conducting the reading at the DMU, you must call the DMU to obtain this information. Press <Enter> to proceed to the next question.

6.11 Window Service and Other Retail (Q18G1)

Questions appearing in this section are used to obtain information about the specific activities performed as part of the retail or window unit within a postal facility.

Q18G1 - Window Service and Other Retail

Which of the following best describes the activity the employee is performing?

A - Serving a Customer
 B - Waiting for a Customer
 C - Opening or Closing Window
 D - Self-Service Postal Center
 E - Window Related Activity
 F - Other (Specify)

Previous

Figure 6.11.0–1. *Window Service and Other Retail (Q18G1) Screen*

Choose the option that best describes the employee's activity at the time of the reading and press <Enter> to continue.

Each option is described below:

- *Serving a Customer.* Choose this option if the employee is serving a customer at the time of the reading.
- *Waiting for a Customer.* Choose this option if the employee is at the window at the time of the reading and is waiting for a customer.

Do not choose *Waiting for a Customer* if the employee is engaged in another postal activity, even when that activity would cease if a customer appeared at the window. Instead, choose *Window Related Activity*.
- *Opening or Closing Window.* Choose this option if the employee is preparing to open or close out the window. Preparing to open or close out a window includes activities such as:
 - Counting stamp stock.
 - Preparing PS Form 1412, *Daily Financial Report*.
 - Obtaining stamp credit and meter head.
 - Checking dates on the window postage meter.
 - Replenishing stamp stock.
 - Closing out a window postage meter.

- Running tally tapes of receipts.
- Preparing bank deposits.
- Obtaining, initializing, or returning the scanner if acceptance or delivery procedures are taking place in batch at the end of the day.
- *Self-Service Postal Center.* Choose this option if the employee is performing work associated with an SSPC or a vending machine for stamps or other postal products. These activities include stocking, repairing, collecting money from, or filling out paper work related to the machines.
- *Window Related Activity.* Choose this option, if at the time of the reading, the employee is not serving or waiting for a window customer, but is performing other window or retail service activities.
- *Other (Specify).* Choose this option for all other activities. You will be prompted to provide a description of the activity being performed. Press <Enter> to return to *Window Service and Other Retail (Q18G1)*. The description that you entered will appear at the bottom of the screen.

6.11.1

Window Activity (Q18G4)

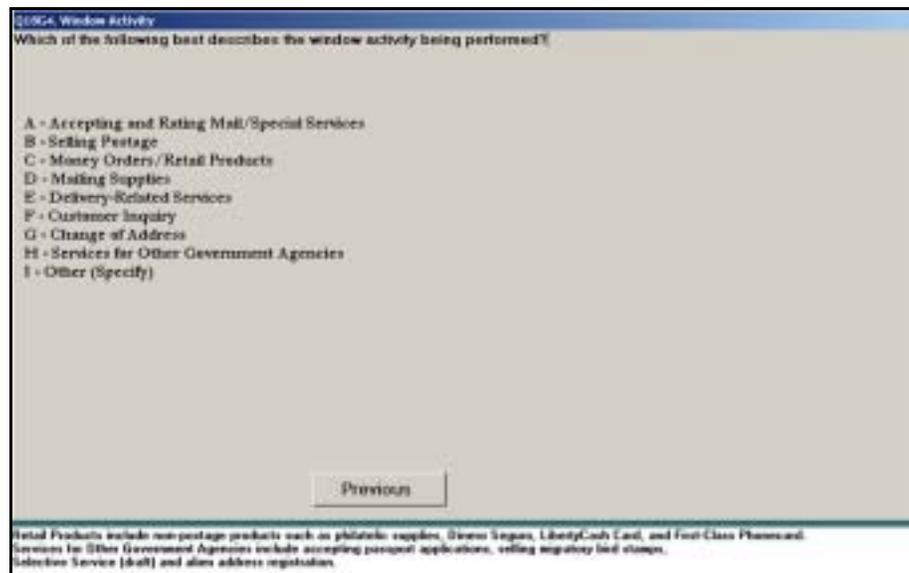


Figure 6.11.1–1. *Window Activity (Q18G4)* Screen

Choose the option that most closely describes the service being provided or the window-related activity being performed. Press <Enter> to advance to the next screen.

Each option is described in more detail below:

- **Accepting and Rating Mail/Special Services.** Enter this option if the employee is involved in accepting mail from a customer or rating any piece or pieces of mail that have been received, including selling and applying Postage Validation Imprint (PVI) postage labels. Also enter this option if the employee's work is related to special services. Retail special services include Registered Mail, Business Reply Mail, Certified Mail, COD, Special Handling, Insurance, Return Receipt, Restricted Delivery, Certificate of Mailing, Delivery Confirmation, and Signature Confirmation.
 - **Selling Postage.** Choose this option if the employee is selling postage, in the form of stamps, postal cards, or stamped envelopes, including work related to selling Stamps by Mail and philatelic transactions in which mint U.S. stamps are sold. This category also includes setting meters and accepting trust fund deposits for permit imprint mail.
 - **Money Orders/Retail Products.** Choose this option if the employee is selling money orders, cashing money orders, performing COD-related money order work, reconciling money order printouts, holding receipts, writing up a money order inquiry report, or any other money order-related activity. Also enter this option if the employee is selling non-postage products such as philatelic supplies, Dinero Seguro, and First-Class Phonecards.
 - **Mailing Supplies.** Choose this option if the employee's activity relates to packaging supplies such as envelopes, boxes, tapes, stickers, and other materials.
 - **Delivery-Related Services.** This category refers to any work related to delivery service, such as Post Office box, caller service, and customer hold mail.
 - **Customer Inquiry.** Enter this option if the employee is receiving or handling any customer inquiry that is not part of another service or product. This includes telephone inquiries. If a customer asks a general question about a postal product (e.g., price, explanation of use) but does not purchase the product, enter *Customer Inquiry*.
-  **Example:** If, at the time of the reading, the employee is on the telephone with a customer giving information about postal money order denominations and fees, enter *Customer Inquiry*.
-  **Example:** If, at the time of the reading, the employee is at the window with a customer who is asking for directions to city hall, enter *Customer Inquiry*.
- **Change of Address.** Enter this option if the employee is giving the customer a PS Form 3575, *Change of Address Order*, or helping the customer complete the form.

- *Services for Other Government Agencies.* Choose this category for activities related to passport applications, selling migratory bird stamps, Selective Service (draft) registration, and alien address reporting.
- *Other (Specify).* If the activity of the employee is not listed, choose *Other (Specify)*. You will be prompted to provide a description of the activity being performed. Press <Enter> to return to *Window Activity (Q18G4)*. The description that you entered will appear at the bottom of the screen.

6.11.2 Postage Type (Q18G5)



Figure 6.11.2–1. *Postage Type (Q18G5) Screen*

Choose the first applicable type of postage from the options provided. Press <Enter> to continue to the next question.

Printed stamped envelopes are a mail order product only. If the customer is purchasing stamped envelopes at a retail window, choose *Plain Stamped Envelopes*.

6.11.3

Other Product Type (Q18G6)

Q18G6 - Other Product Type
What type of retail product does the work involve?

A - Domestic Money Orders
B - International Money Orders
C - Dinero Seguro
D - First-Class Phonecard
E - Other Products/Services (Specify)

Previous

Figure 6.11.3–1. Other Product Type (Q18G6) Screen

Choose the appropriate retail product, from the options listed, with which the employee is working. Each option is described below. Press <Enter> to advance to the next screen.

- *Domestic Money Orders.* Choose this option if the employee is involved in selling or cashing a domestic money order, or assisting with a claim for a lost or stolen domestic money order.
- *International Money Orders.* Choose this option if the employee is involved in selling or cashing an international money order, or assisting with a claim for a lost or stolen international money order.
- *Dinero Seguro.* Choose this option if the employee is involved in helping a customer to electronically send money to Mexico using Dinero Seguro, or performing other activities directly related to Dinero Seguro.
- *First-Class Phonecard.* Choose this option if the employee is involved in any activity related to First-Class Phonecards, including, but not limited to, selling, explaining how to use a purchased card, reporting, paperwork, administration, and accounting.
- *Other Products/Services (Specify).* Choose this option if the employee's activity cannot be associated with any of the preceding choices. You will be prompted to provide a description of the appropriate retail product. Press <Enter> to return to *Other Product Type (Q18G6)*. The description that you entered will appear at the bottom of the screen.

6.11.4 Money Order Activity (Q18G10)



Figure 6.11.4–1. *Money Order Activity (Q18G10) Screen*

Select the appropriate option and press <Enter> to continue. If you choose *Other (Specify)*, you will be prompted to provide a description of the activity being performed. Press <Enter> to return to *Money Order Activity (Q18G10)*. The description that you entered will appear at the bottom of the screen.

6.11.5 Delivery-Related Services (Q18G7)

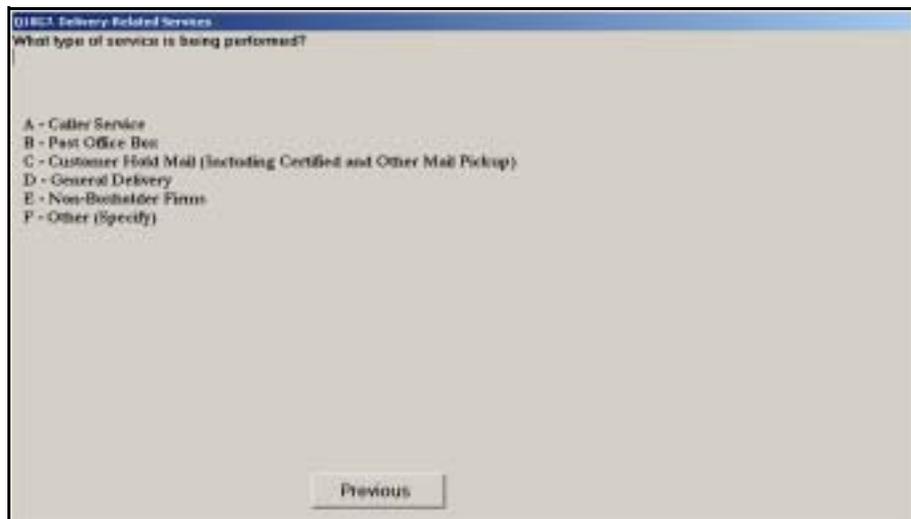


Figure 6.11.5–1. *Delivery-Related Services (Q18G7) Screen*

Choose the option that best describes the delivery-related activity. Each option is described in below. Press <Enter> to advance to the next screen.

- *Caller Service.* Choose this option if the employee is doing work related to caller service. Caller service allows customers to regularly pick up mail at the Post Office window for a fee.
- *Post Office Box.* Choose this option if the employee is doing work related to Post Office boxes available to the public in Post Offices or other authorized locations for a fee or for free.
- *Customer Hold Mail (Including Certified and Other Mail Pickup).* Choose this category if the employee's activity relates to mail that is held at the Post Office at the request of the addressee, or mail for which a notice of attempted delivery has been left with the addressee by the carrier.
- *General Delivery.* Choose this category for activities related to general delivery service. General delivery refers to a service provided at Post Offices without letter carrier delivery or for transients and customers who do not have a permanent address. This service allows customers to pick up mail at the Post Office.
- *Non-Boxholder Firms.* Choose this option if the employee's work is related to non-boxholder firms. Customers who normally receive 50 or more letters on the first delivery trip may be provided with such holdout service.
- *Other (Specify).* Choose this option if the employee's activity cannot be associated with any of the preceding choices. Provide a description of the activity being performed when prompted, and press <Enter> to return to *Delivery-Related Services (Q18G7)*. The information you entered will appear at the bottom of the screen.

6.11.6 Special Services (Q18G8)

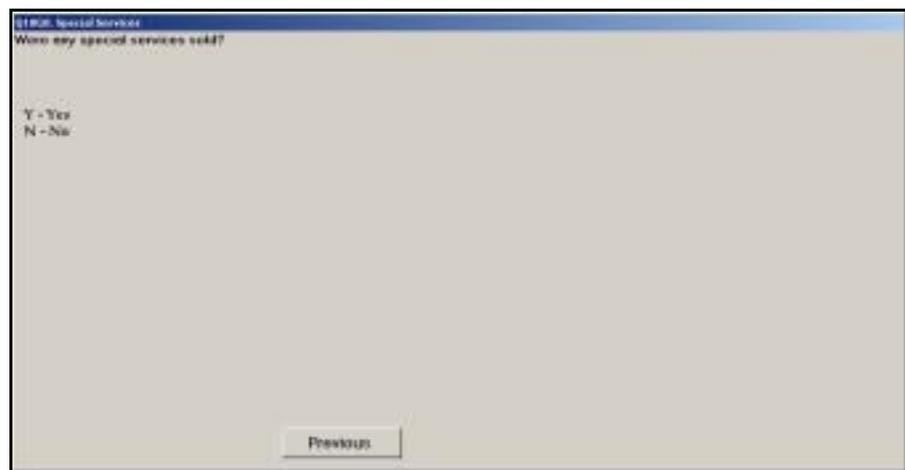


Figure 6.11.6–1. *Special Services (Q18G8) Screen*

Indicate whether any special services were sold. Press <Enter> to continue to the next question.

6.11.7 Mailing Supplies (Q18G9)

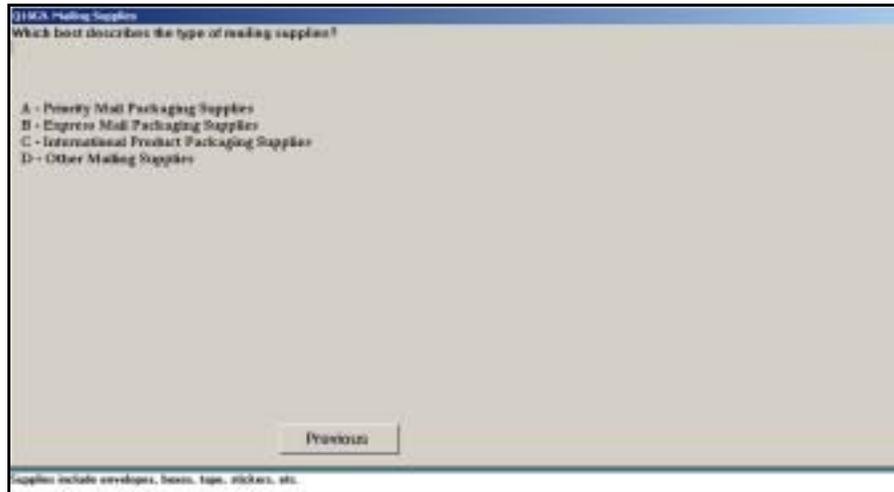


Figure 6.11.7–1. Mailing Supplies (Q18G9) Screen

Indicate the type of mailing supplies that relate to the employee's activity. *Other Mailing Supplies* include envelopes, boxes, tape, stickers, etc. Press <Enter> to continue to the next question.

6.11.8 Service for Other Government Agencies (Q18G11)

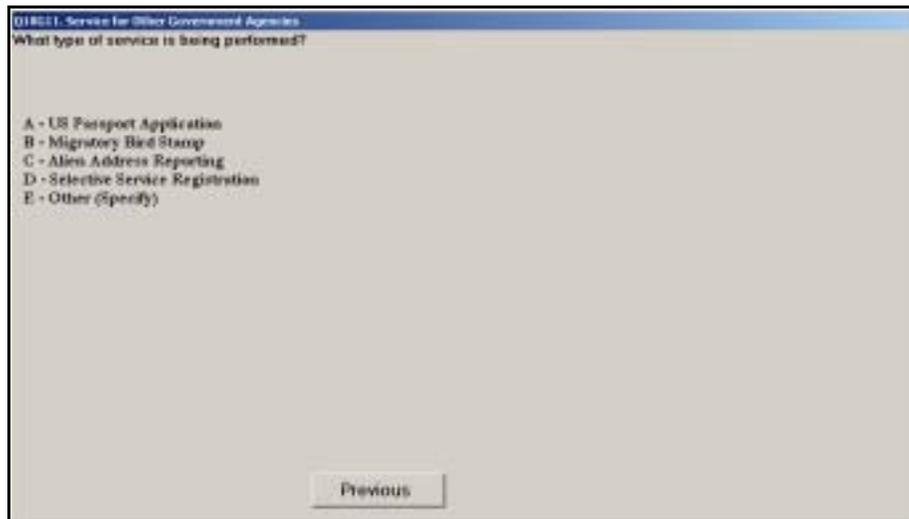


Figure 6.11.8–1. Service for Other Government Agencies (Q18G11) Screen

Select the appropriate service category provided for other government agencies. If you choose *Other (Specify)*, you will be prompted to provide a description of the activity being performed. Press <Enter> to return to *Service for Other Government Agencies (Q18G11)*. The description that you entered will appear at the bottom of the screen. Press <Enter> to continue to the next question.

6.12 Administrative Activities (Q18H5)

Administrative activities include work related to claims and inquiry, personnel and time and attendance, accounting and auditing, data collection, procurement, training, quality control and revenue protection, general office work, and union business.

Q18H5 Administrative Activities

What specific activity is being performed?

A - Claims and Inquiry Work
 B - Personnel and Time and Attendance Work
 C - Accounting and Auditing Activities
 D - Data Collection and Processing Activities (Including MODS/EOR, Statistical Programs, etc.)
 E - Procurement Activities
 F - Training
 G - Quality Control/Revenue Protection
 H - General Office Work
 I - Union Business
 J - None of the Above (Specify)

Previous

MODS - Management Operating Data System
 EOR - End of Run

Figure 6.12.0-1. *Administrative Activities (Q18H5)* Screen

Select the category that best describes the employee's activity at the time of the reading. Press <Enter> to proceed to the next question.

Each option is described below:

- *Claims and Inquiry Work.* Enter this option only if the employee is performing work related to claims and inquiry or if the employee is in an area that involves only claims and inquiry. This category includes activities related to items found loose in the mail.
- *Personnel and Time and Attendance Work.* Enter this option if the employee is engaged in work related to time and attendance.
- *Accounting and Auditing Activities.* Enter this option for employees working in the accounting and budgeting area. This category does not include accounting and auditing work performed by window clerks on window-related functions.
- *Data Collection and Processing Activities (Including MODS/EOR, Statistical Programs, etc.).* This category applies if the employee is engaged in activities related to any of the statistical programs systems, reports or data generated by mail processing equipment, or special studies.

- *Procurement Activities.* Enter this option if the employee is involved in purchasing supplies, services, or equipment.
- *Training.* Enter this option if the employee's work is related to training.
- *Quality Control/Revenue Protection.* Enter this option if the employee is engaged in a quality control activity at the time of the reading or is involved in revenue protection.
- *General Office Work.* Enter this option for activities such as typing, distributing pay checks, filing, photocopying records, preparing work schedules, etc.
- *Union Business.* Enter this option if the employee's activity involves union business.
- *None of the Above (Specify).* Enter this option if the employee's activity cannot be associated with any of the preceding choices. Provide a description of the activity being performed when prompted and press <Enter> to return to *Administrative Activities (Q18H5)*. The information that you provided will appear on the bottom of the screen.

Chapter 7

Handling Mail Questions

BACKGROUND INFORMATION



After you have entered data about an employee's activities at the time of the reading, you will be asked a series of questions about the mail or the mail containers that the employee is handling, or to indicate that the employee is not handling mail at the time of the reading. Different questions will be asked for city carriers than for clerks or mail handlers. This chapter describes how to answer In-Office Cost System (IOCS) questions about any mail or equipment the employee is handling.

PROCEDURES



An employee is considered to be handling mail or handling a container if, he or she is:

- Holding one or more loose mailpieces or Postal Service (PS) forms;
- Holding or moving one or more bundles, sacks, trays, or other containers (whether or not there is mail in the containers);
- Manually pushing or pulling one or more containers; or
- Moving one or more containers using mechanized transport equipment such as a pallet jack, forklift, or tow motor.

If none of the above conditions apply, an employee is not handling mail or a container. In particular, an employee who is monitoring the operation of a piece of fixed automated or mechanized equipment (e.g., barcode sorter, flat sorting machine, sack sorter) but does not meet one of the above conditions at the time of the reading is *not handling mail* even if the machine is processing mail.

The term *mailpiece* refers to mailed matter of any class, subclass, shape, rate category, or other characteristics. Mailpieces may include keys or identification items marked with a full address that are being returned to the issuing individual or organization via the mail.



Note: Keys and identification items not being returned via the mail should not be considered mailpieces.

The term *equipment* will be used interchangeably with *containers* to refer to wheeled mail containers, pallet boxes, pallets, sacks, trays, tubs, and other types of mail containers.

The mail-related information required from a reading depends on the employee's assigned operation and activities, whether the employee is handling mail or container(s), and the types of mail and/or containers being handled, where appropriate. The Computerized On-Site Data Entry System (CODES) software will prompt you to enter the appropriate information.

The procedures for collecting information about the mail or equipment being handled are different for a city carrier reading than for a clerk or mail handler reading.

- For a city carrier reading, you are required to answer a series of questions regarding the type of mail or type of mail container being handled. If the carrier is handling a container, you will be asked to determine if the mail in the container is identical. Section 7.1 provides detailed instructions for collecting information about mail or equipment being handled by a sampled city carrier.
- For a clerk or mail handler reading, you are required to identify the type of mail or equipment being handled at the time of the reading. If the employee is handling mail or equipment, you must isolate the appropriate mail or container, and in certain circumstances, select a piece of mail. When the employee is handling a container, you are required to record information about the container and to determine if it contains identical mail. Section 7.2 provides detailed instructions for isolating the appropriate mail or container, selecting a mailpiece or form when appropriate, and identifying and recording what the employee is handling.
- If a clerk or mail handler is handling a container — other than a bundle, letter tray, or flat tub — that holds non-identical mail, then you are required to record information about the contents of the container. Section 7.3 provides detailed instructions for recording information about the contents of certain containers with non-identical mail.
- If the clerk or mail handler is not handling mail, but is working in automated or mechanized sorting operations, you may be directed to obtain a piece of mail from the operation and to record information about that piece. Section 7.4 provides detailed instructions for collecting information when the employee is not handling mail, and includes instructions for selecting a mailpiece when the employee is not handling mail but is working in an automated or mechanized sorting operation.

7.1 City Carrier: Handling Mail or Equipment Questions

After you have answered questions about the sampled city carrier's activities (Chapter 5), you will be asked about any forms, mail, or equipment that the carrier is handling.



Note: Instructions for selecting the appropriate mailpiece or form are contained in section 5.5.

7.1.1 Handling Loose or Containerized Mail or Forms

If the city carrier is handling loose mail, containerized mail, loose forms, or containerized forms, then you must record what the employee is handling. The questions that you will be asked depend on whether you obtained a mailpiece or form.

7.1.1.1 Handling - Mailpiece or Form Obtained (Q20a.Cr)

This screen will appear when you or the telephone respondent obtains a mailpiece or a form.

Figure 7.1.1–1. *Handling - Mailpiece or Form Obtained (Q20a.Cr) Screen*

Select the first option that describes what the carrier is handling when you or the respondent obtain the mailpiece or form. Each option is described below. Press <Enter> to proceed to the next question.

- **Loose Mailpiece(s) or USPS Form(s) Only.** Choose this option if the employee is handling one or more loose cards, letters, flats, parcels, or Postal Service forms at the time of the reading. Examples of forms include postage statements, Return Receipts, delivery notices, change of address orders, or address correction notices. Forms are marked with “PS Form” and a form number, often near the bottom edge of the form. Postal Service forms include forms that are mailable (e.g., PS Form 3575,

Change of Address Order) as well as forms that are not mailable (e.g., PS Form 991, *Application for Promotion or Assignment*). Some types of forms may be attached to a mailpiece. See section 7.2.20.2 for a list of common postal forms. Do not choose this option if the employee is handling a bundle or any type of container in combination with one or more loose pieces of mail or forms.

- *Bundle(s) Only (Strapped, Banded, or Shrinkwrapped)*. Choose this option if the employee is only handling one or more bundles. Within IOCS, a bundle refers to two or more pieces of mail that are handled as a unit and secured together with a strap, band, or shrinkwrap. Do not select this option if the employee is also handling loose mail or any type of container.
- *Pallet(s) or Pallet Box(es) Only*. Choose this option if the employee is only handling pallets or pallet boxes. A pallet is a reusable, rigid platform (skid) on which mail can be stacked for movement as a single unit. A pallet box, or gaylord, is any pallet base or skid, with cardboard sides or an attached cardboard box. The boxes may be any type or size, including Postal Pak and Westpak. See RM 7–2 for examples of pallet boxes. Do not choose this option if the employee is also handling one or more bundles or other container types not contained within a pallet or pallet box.
- *Wheeled Container(s) Only*. Choose this option if the employee is only handling one or more wheeled containers. See RM 7–1 at the end of this chapter for a list of common wheeled containers. Do not choose this option if the employee is handling wheeled containers in addition to non-wheeled containers, bundles, or loose mail.
- *Non-Wheeled Container(s) Only (including Trays, Tubs, Sacks, Con-Cons, and Other Non-Wheeled Containers)*. Choose this option if the employee is handling one or more trays, tubs, sacks, CON-CONS, and/or other non-wheeled containers. See RM 7–2 for examples of bundles and other non-wheeled containers. For example, select this option if the sampled carrier is handling a sack and a tub at the same time. Do not select this option if the employee is also handling bundles, loose mail, wheeled containers, pallets, and/or pallet boxes.
- *Combination of the Above Categories*. Choose this option if the employee is handling more than one of the above categories. For instance, select *Combination of the Above Categories* for a sampled employee who is carrying several loose mailpieces in one hand and pulling a wheeled container with the other hand.

7.1.1.2 Handling Mail or Equipment - No Mailpiece (Q20b.Cr)

This screen will appear when you or the telephone respondent are not able to obtain a mailpiece or form, even though the carrier is handling loose or containerized mail or forms. Every effort should be made to obtain the appropriate mailpiece or form using the instructions in section 5.5. This question is included for rare cases when the appropriate mailpiece cannot be obtained.

E20b.Cr Handling Mail or Equipment - No Mailpiece

Which best describes what the employee was handling when you observed them?
(Choose the FIRST applicable option.)

A - Loose Mailpiece(s) or USPS Form(s) Only
 B - Bundle(s) Only (Strapped, Banded, or Strickwrapped)
 C - Wheeled Container(s) Only
 D - Non-Wheeled Containers Only (Including Trays, Tubs, Sacks, Can-Cans, and Other Non-Wheeled Containers)
 E - Combination of the Above Categories

Previous

Figure 7.1.1-2. *Handling Mail or Equipment - No Mailpiece (Q20b.Cr)* Screen

Select the first option that describes what the carrier is handling when observed. Press <Enter> to proceed to the next question.

See section 7.1.1.1, above, for a detailed description of each option.

If the carrier is handling one or more loose mailpieces or forms, you will be directed to review the data entered and complete the reading (Chapter 9).

7.1.2 Handling Empty Equipment (Q20c.Cr)

This screen will appear if you or the telephone respondent indicated that the carrier is handling empty equipment or containers.



Note: A container is *not* considered empty if it contains other containers, including empty containers, like sacks, trays, and tubs.

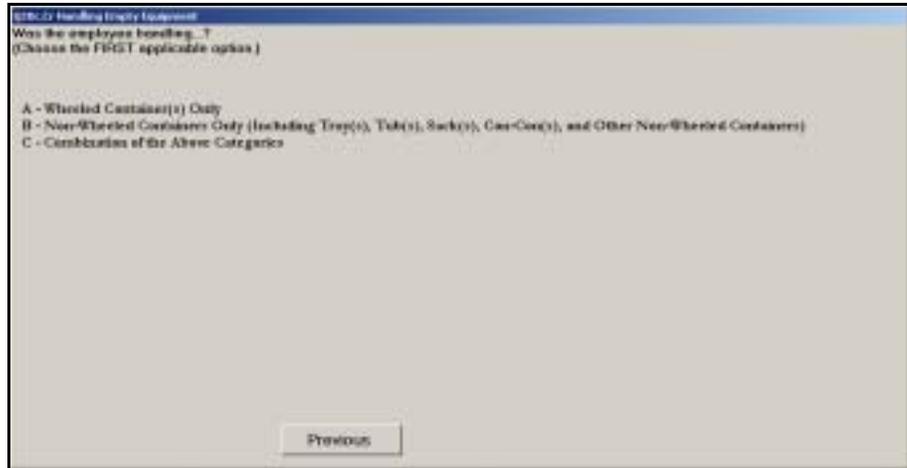


Figure 7.1.2–1. *Handling Empty Equipment (Q20c.Cr) Screen*

Select the first option that describes what the carrier is handling when first observed. Press <Enter> to proceed to the next question.

See section 7.1.1.1 for a detailed description of these options.

If the carrier is handling a combination of categories, you will be directed to review the data entered and complete the reading (Chapter 9).

7.1.3 **Type of Wheeled Container (Q21C1.Cr)**

If the carrier is handling a wheeled container, the following question is asked.

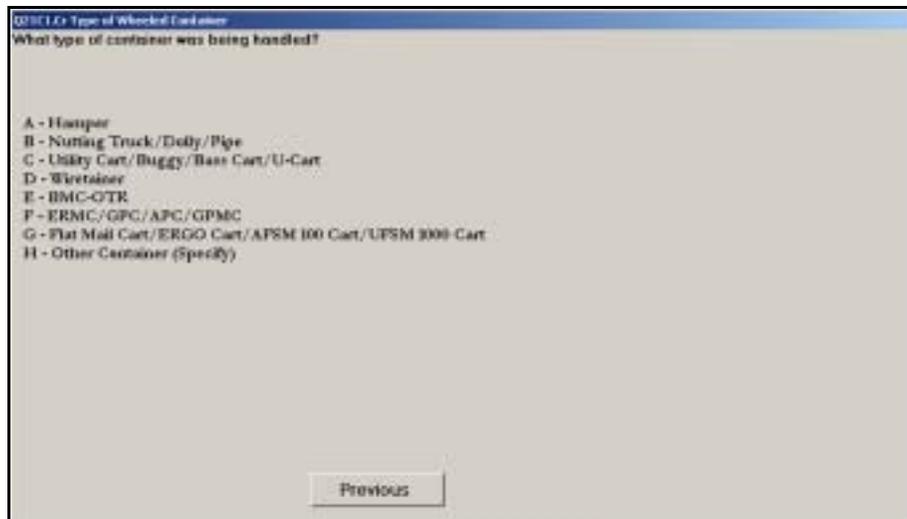


Figure 7.1.3–1. *Type of Wheeled Container (Q21C1.Cr) Screen*

Select the appropriate option and press <Enter>. If the employee is handling multiple containers, select the container that is closest to the sampled employee. Pictures and detailed descriptions of each container type may be found in RM 7–1.

If the carrier is not handling mail, you will be directed to review the data entered and complete the reading (Chapter 9).

7.1.4 Type of Non-Wheeled Container (Q21B1.Cr)

The following question identifies mail or equipment *other than* loose mail, wheeled containers, or pallet boxes.

Q21B1.Cr Type of Non-Wheeled Container

Which of the following categories best describes what the employee was handling?

A - Small Parcel Tray(s) - SPS, SPBS - Only
 B - Flat Tray(s), Tub(s), Box(es), or Bucket(s) - Only
 C - Letter Tray(s) Only
 D - Sack(s) or Pouch(es) Only
 E - Can-Can(s) Only
 F - Other Container(s) Only (Specify)
 G - Combination of Above Categories

Previous

Figure 7.1.4–1. Type of Non-Wheeled Container (Q21B1.Cr) Screen

Select the appropriate option and press <Enter>. If the employee is handling containers of different types, choose *Combination of Above Categories*. Pictures and detailed descriptions of non-wheeled containers may be found in RM 7–2.

Base your response to this question on the actual container type and not the type of mail that is inside the container. For example, if a letter tray is being used to transport flats, respond *Letter Tray(s) Only*.

If the carrier is not handling mail, you will be directed to review the data entered and complete the reading (Chapter 9).



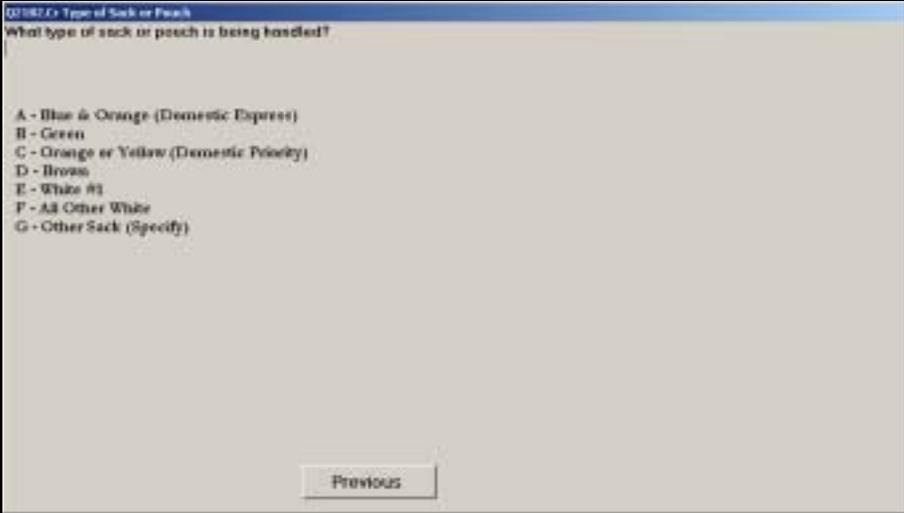
Example: The employee is handling a letter tray containing bundled flat-shape mailpieces. Select *Letter Tray(s) Only*.



Example: The employee is handling a letter tray and flat tub. Select *Combination of Above Categories*.

7.1.5 Type of Sack or Pouch (Q21B2.Cr)

If you indicated that the carrier is handling a sack or pouch, the following question will be asked.



Q21B2.Cr Type of Sack or Pouch
What type of sack or pouch is being handled?

- A - Blue & Orange (Domestic Express)
- B - Green
- C - Orange or Yellow (Domestic Priority)
- D - Brown
- E - White #1
- F - All Other White
- G - Other Sack (Specify)

Previous

Figure 7.1.5–1. *Type of Sack or Pouch (Q21B2.Cr) Screen*

Select the option that best describes the sack or pouch and press <Enter>.

If the carrier is not handling mail, you will be directed to review the data entered and complete the reading (Chapter 9).

7.1.6 Identical Mailpieces (Q21D1.Cr)

If the carrier is handling mail, other than loose pieces, you must determine if the mailpieces in the bundle or container are identical.



Q21D1.Cr Identical Mailpieces

Was the employee handling identical mailpieces (or forms)?

A - Identical Mail
B - Non-Identical Mail
C - Cannot Determine

Previous

An identical mailing is one in which all the mailpieces have the same mail class, subclass, shape, size, postage, and approximate weight. It is not necessary for the pieces to have the same origin or destination address. A single piece of mail in an item or container is considered identical. Multiple forms of the same type should be considered identical as well.

Figure 7.1.6–1. *Identical Mailpieces (Q21D1.Cr)* Screen

Indicate whether all of the mailpieces in the bundle or container are identical. Press <Enter> to continue.

Mail is considered *identical* if all of the pieces have the same mail class, subclass, shape, size, postage, and approximate weight. It is not necessary for the pieces to have the same origin or destination address. If there is only one mailpiece in the container, choose *Identical Mail*. Multiple forms of the same type should be considered identical as well.

If the carrier is not handling mail, you will be directed to review the data entered and complete the reading (Chapter 9).

7.1.7 Postal Service forms

This section pertains to postal service forms.

7.1.7.1 Form (Q22A1.Cr)

This question asks you to distinguish between forms and mailpieces.

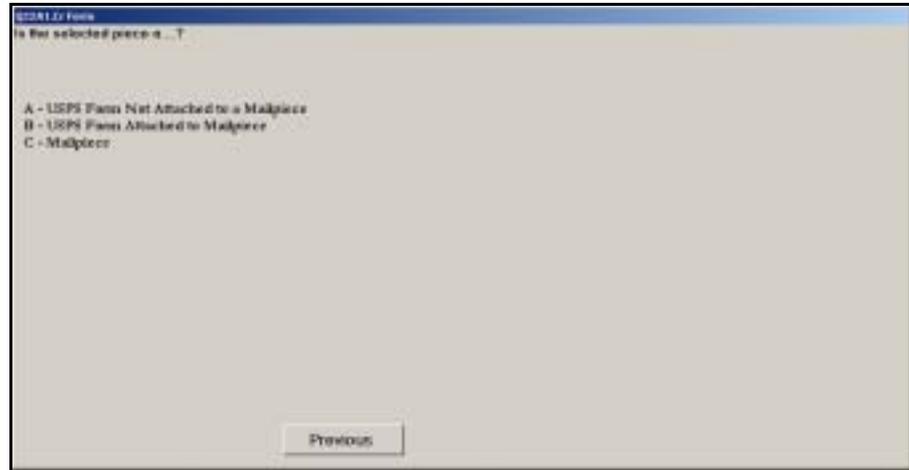


Figure 7.1.7-1. Form (Q22A1.Cr) Screen

Select the option that describes the selected piece. Press <Enter> when you are done. Each option is described below.

- **USPS Form Not Attached to a Mailpiece.** Select this option if the selected piece is a form that *is not* attached to a mailpiece. Forms are marked with “PS Form” and a form number, often near the bottom edge of the form. Postage statements, Return Receipts, change of address orders, delivery notices, and receipts for Registered Mail are some of the more common types of forms. See section 7.1.7.2 for a list of common Postal Service forms.
- **USPS Form Attached to Mailpiece.** Select this option if the selected piece *is* a form that is attached to a mailpiece. Forms are marked with “PS Form” and a form number, often near the bottom edge of the form. Forms that are commonly attached to mailpieces include Return Receipts, Collect on Delivery (COD) forms, and receipts for Registered Mail.
- **Mailpiece.** Select this option if the selected piece is a mailpiece without a Postal Service form attached.

7.1.7.2 USPS Forms (Q22A2.Cr)

If the sampled form is not attached to a mailpiece, you must record the type of form.

Q22A2.Cr USPS Forms

Is the form attached to a mailpiece?

A - Form 3811 or 3811-A (Domestic Return Receipt), Not attached to piece
 B - Form 3847 (Notice to Mailer of Correction in Address)
 C - Form 3575 (Change of Address Order)
 D - Form 3804 (Return Receipt for Merchandise)
 E - Form 3906 (Receipt for Registered Mail)
 F - Form 3849 (Delivery Notice/Reminder/Receipt)
 G - Form 3849-D (Notice to Sender of Undelivered COD Mail)
 H - Other (Specify)

Previous

Figure 7.1.7-2. USPS Forms (Q22A2.Cr) Screen

Identify the type of form selected and press <Enter> to advance to the next screen.

Forms are marked with “PS Form” and a form number, often near the bottom edge of the form, on at least one side. Select *Other (Specify)* if the employee is handling any form that does not appear specifically in the list. Examples of other forms include PS Form 6401, *Domestic Money Order Inquiry*, and PS Form 3813, *Receipt for Domestic Insured Parcel*.

For all forms other than postage statements, you will next be directed to review the data entered and complete the reading (Chapter 9).

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7.2 Clerk and Mail Handler: Handling Mail or Equipment

After you have answered questions about the clerk's or mail handler's activity, you will be asked a series of questions about any mail or equipment at the start of the reading. If the employee is handling mail or equipment containing mail, you must isolate the appropriate mail or container, and in certain cases select a mailpiece. You may also be asked to select a mailpiece if you indicated that the employee is not handling mail but is working in an automated or mechanized distribution operation with mail at the machine. When the employee is handling a container, you are required to record information about the container and determine if it contains identical mail.

7.2.1 Isolating and Selecting the Appropriate Mail or Container

The CODES software will prompt you to isolate the appropriate mail or container for sampling. In some instances the software will also instruct you to select a mailpiece. In order to minimize the disruption to mail processing, transportation, or delivery operations, you should isolate only the mail or container necessary to complete the reading, and release any other mail or equipment.

The following are the rules for isolating the appropriate mail or, in some instances, selecting the appropriate mailpiece. Use the first applicable rule. Note that these rules are integrated into the CODES software so that the appropriate instruction is given, depending on your responses to various IOCS questions.

- *Rule 1-1:* If the employee is handling a single piece of mail or a single Postal Service form, select that piece or form.
- *Rule 1-2:* If the employee is handling multiple loose pieces of mail or multiple loose Postal Service forms in one hand, select the top piece of mail from that hand. If the employee has loose mail or forms in both hands, select the top piece from the right hand.
- *Rule 1-3:* If you select a postage statement, then locate the mailing associated with the postage statement, and select one piece from that mailing.
- *Rule 1-4:* If the employee is handling a single bundle, isolate that bundle. If the employee is handling a single sack or pouch, isolate that sack or pouch. If the employee is handling a single container of any other type, isolate that container.
- *Rule 1-5:* If the employee is handling multiple wheeled containers, pallets, or pallet boxes only, isolate the wheeled container, pallet, or pallet box that is closest to the employee.
- *Rule 1-6:* If the employee is handling multiple bundles, isolate the bundle closest to the employee's right hand.

- *Rule I-7:* If the employee is handling two or more containers from one of the following types, isolate the handled container that is closest to the employee's right hand.

Types of container include the following:

- a. Small parcel trays.
 - b. Flat trays, tubs, boxes, or buckets.
 - c. Letter trays.
 - d. Sacks or pouches.
 - e. CON-CONS.
 - f. Other non-wheeled containers.
- *Rule I-8:* If the employee is handling any other combination of loose mail, wheeled containers, pallets, pallet boxes, and/or other containers, then isolate the wheeled container, pallet, or pallet box closest to the employee's right hand. Also, isolate all other mail the employee is handling that is not in a wheeled container, on a pallet, or in a pallet box.
 - *Rule I-9:* If the employee is not handling mail, Postal Service forms, or any type of mail container, but is working in an automated or mechanized letter or flat processing operation with mail present, obtain the first available mailpiece from the machine's source of supply. If the machine is not processing mail, but mail to be processed on it is staged near the machine, isolate the piece of mail from the staging area that is closest to the employee's right hand. If no mail is available at the source of supply or its staging area, select the piece of processed mail from the machine that is closest to the employee's right hand. If you are unable to obtain a piece from the machine, select the piece of processed mail staged near the machine that is closest to the employee's right hand.

Several examples of these isolation rules may be found in section 7.2.2. If you isolate a non-empty container of mail, you will be asked questions to identify the type of container, the container contents, whether it contains collection mail, and container label information. Depending on your responses, you may be asked to obtain an individual piece of mail and to record detailed information about that piece. The following rules determine whether you must obtain an individual piece of mail, and if so which piece to select. The CODES software will prompt you with the appropriate rule(s) based on your responses to questions concerning the bundle or container.

- *Rule S-1:* For identical mailpieces or forms, select any one piece of mail or form.
- *Rule S-2:* If you isolated a bundle, then orient the bundle with an address side up and select the top piece.

- *Rule S-3:* If you isolated a letter tray, select the first piece from the end of the tray with a destination label. If there is no destination label on the tray, select the first piece with the address side facing out.
- *Rule S-4:* If you isolated a flat tray, tub, box, or bucket, select the top piece from the tray. If the pieces are not oriented face up (or down), select the first piece from the side of the tray with the destination label.

If none of the above selection rules apply, do not select an individual piece from the isolated mail. You must keep this mail isolated until you finish recording the required information about this mail.

7.2.2

Handling Mail, Equipment, or Forms (Q20)

This question collects information about what the employee is handling.

Figure 7.2.2-1. Handling Mail, Equipment, or Forms (Q20) Screen

Select the first option that describes what the employee is handling. Each option is described below. Press <Enter> to proceed to the next question.

- *Loose Mailpiece(s) or USPS Form(s) Only.* Choose this option if the employee is handling one or more loose cards, letters, flats, parcels, or forms at the time of the reading. Examples of forms include postage statements, Return Receipts, delivery notices, change of address orders, or address correction notices. Forms are marked with “PS Form” and a form number, often near the bottom edge of the form. Some types of forms may be attached to a mailpiece. See section 7.2.20.2 for a list of common postal forms. Do not choose this option if the employee is handling a bundle or any type of container in combination with one or more loose pieces of mail or forms.

- *Bundle(s) - Strapped, Banded, or Shrinkwrapped Only.* Choose this option if the employee is only handling one or more bundles. Within IOCS, a bundle refers to two or more pieces of mail that are handled as a unit and secured together with a strap, band, or shrinkwrap. Do not select this option if the employee is also handling loose mail or any type of container.
- *Pallet(s) or Pallet Box(es) Only (Includes Postal Paks and Westpaks).* Choose this option if the employee is only handling pallets or pallet boxes. A pallet is a reusable, rigid platform (skid) on which mail can be stacked for movement as a single unit. A pallet box, or gaylord, is any pallet base or skid, with cardboard sides or an attached cardboard box. The boxes may be any type or size, including Postal Pak and Westpak. See RM 7–2 for examples of pallet boxes. Do not choose this option if the employee is also handling one or more bundles or non-wheeled container types not contained within a pallet or pallet box.
- *Wheeled Container(s) Only (Including Air Cargo Containers/Air Cans/Igloos).* Choose this option if the employee is only handling one or more wheeled containers. See RM 7–1 at the end of this chapter for a list of common wheeled containers. Do not choose this option if the employee is handling wheeled containers in addition to non-wheeled containers, bundles, or loose mail.
- *Non-Wheeled Container(s) Only (including Trays, Tubs, Sacks, Con-Cons, and Other Non-Wheeled Containers).* Choose this option if the employee is handling one or more trays, tubs, sacks, CON-CONS, and/or other non-wheeled containers. See RM 7–2 for examples of bundles and other non-wheeled containers. For example, select this option if the sampled carrier is handling a sack and a tub at the same time. Do not select this option if the employee is also handling bundles, loose mail, wheeled containers, pallets, and/or pallet boxes.
- *Combination of the Above Categories.* Choose this option if the employee is handling more than one of the above categories. For instance, select *Combination of the Above Categories* for a sampled employee who is carrying several loose mailpieces in one hand and pulling a wheeled container with the other hand.
- *Not Handling Mail, USPS Form(s), or Container(s).* Choose this option if the employee is not handling mail, forms, or mail containers or equipment.

An employee is considered to be handling mail or handling a container if, he or she is:

- holding one or more loose mailpieces or Postal Service (PS) forms;
- holding or moving one or more bundles, sacks, trays, or other containers (whether or not there is mail in the containers);
- manually pushing or pulling one or more containers; or

- moving one or more containers using mechanized transport equipment such as a pallet jack, forklift, or tow motor.

If none of the above conditions apply, you should select *Not Handling Mail, USPS Form(s), or Container(s)*.



Example: The employee is working at a manual case and is holding several letter-shape pieces in the right hand and a single letter-shape piece in the left hand. Select *Loose Mail Piece(s) or USPS Form(s)*. *Rule I-2* requires that you isolate the top piece in the employee's right hand. You may release the other pieces.



Example: The employee is working at an automated flat sorting machine (AFSM) 100 feeder, and is in the process of removing a handful of flat-shape pieces from a flat mail cart to place them on the feeder. The employee is handling the pieces with both hands. Select *Loose Mailpiece(s) or USPS Form(s)*. *Rule I-2* requires that you isolate the top piece in the employee's right hand. Since the mail is in both hands, select the top piece. You may release the other pieces.



Example: The employee is manually pushing a flat mail cart from the 035 operation to a staging area. Select *Wheeled Container(s) Only (Including Air Cargo Containers/Air Cars/Igloos)*. *Rule I-4* requires that you isolate the flat mail cart.



Example: The employee is using a pallet jack to position a pallet at a belt operation for breakdown. Select *Pallet(s), or Pallet Box(es) Only (Includes Postal Paks and Westpaks)*. *Rule I-4* requires that you isolate the pallet.



Example: The employee is working at a small parcel and bundle sorter (SPBS) feed station and is handling a shrinkwrapped bundle of flat-shape Periodicals pieces. Select *Bundle(s) - Strapped, Banded, or Shrinkwrapped Only*. *Rule I-4* requires that you isolate the bundle.



Example: The employee is driving a tow motor which is pulling an all-purpose container (APC) and a hamper. The hamper is the trailing container. Select *Wheeled Container(s) Only (Including Air Cargo Containers/Air Cars/Igloos)*. *Rule I-5* requires that you isolate the APC. You may release the hamper.



Example: The employee is carrying two sacks in his right hand and another in his left hand. *Rule I-7* requires that you isolate the sack closest to his right hand. Since the employee has two, isolate the sack that is most touching the employee's right hand.

 **Example:** The employee is working at an opening unit, and is handling a flat tub in the right hand and a white #2 sack in the left hand. Select *Non-Wheeled Container(s) Only (including Trays, Tubs, Sacks, Con Cons, and Other Non-Wheeled Containers)*. Since the employee is handling two different types of containers, *Rule 1-8* applies, and you must isolate both the tub and the sack.

 **Example:** The employee is driving a tow motor which is pulling an APC. Additionally, the employee is transporting a sack that is not in the APC. Select *Combination of the Above Categories*. Since the employee is handling a wheeled and a non-wheeled container, *Rule 1-8* applies, and you must isolate both the APC and the sack.

 **Example:** The employee is working the sweep side of a running delivery barcode sorter (DBCS), and is walking empty-handed to a full output stacker when observed. Select *Not Handling Mail, USPS Form(s), or Containers*. *Rule 1-9* requires that you isolate a piece of mail from the machine's source of supply. Subsequent questions will collect information regarding that piece.

If the employee is keying pieces or containers in a mechanized operation, do not attempt to take the specific piece being keyed. Instead, take the next available article of the same type from the machine's ledge or feeder.

If the employee is not handling mail, you may be directed to review the data entered and complete the reading (Chapter 9).

7.2.3

Selecting a Piece From Loose Pieces (I21A1)



Figure 7.2.3-1. Selecting a Piece From Loose Pieces *Instruction (I21A1)* Screen

If the employee is handling a single mailpiece or form, select that mailpiece or form for sampling. If the employee is handling multiple loose pieces of mail or multiple loose forms in one hand, select the top piece of mail from that hand. If the employee has loose mail or forms in both hands, select the top piece from the right hand. If the employee is not handling the mailpieces but is working with them, select the piece closest to the right hand.

Press <Enter> to proceed to the next question.

7.2.4 Selecting a Wheeled Container (I21C1)



Figure 7.2.4–1. Selecting a Wheeled Container *Instruction (I21C1)* Screen

If the employee is handling one wheeled container, isolate that container. If the employee is handling multiple wheeled containers, isolate the container that is closest to the employee. Press <Enter> to proceed to the next question.

7.2.5 Type of Wheeled Container (Q21C1)

This question identifies the type of wheeled container you isolated.

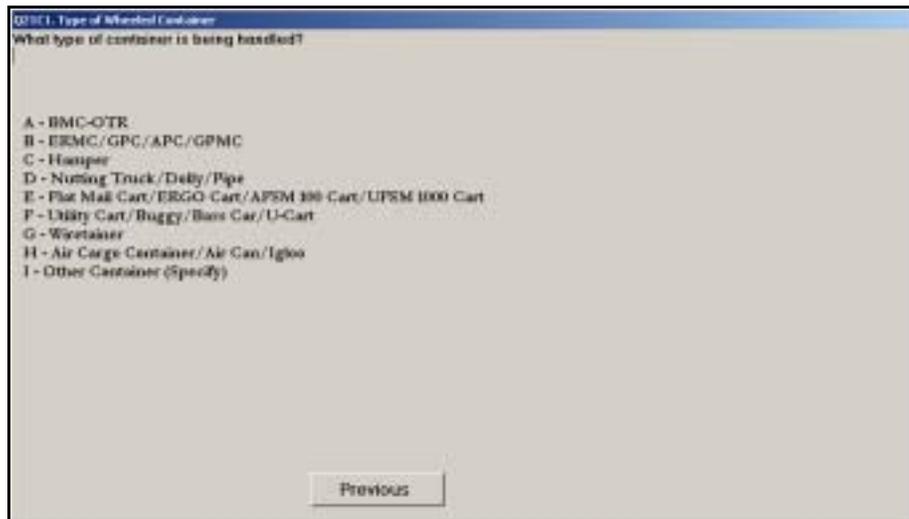


Figure 7.2.5–1. *Type of Wheeled Container (Q21C1)* Screen

Select the option corresponding to the type of container and press <Enter>. Pictures and detailed descriptions of each container type may be found in RM 7–1.

7.2.6 Selecting a Pallet or Pallet Box (I21C2)



Figure 7.2.6–1. Selecting a Pallet or Pallet Box *Instruction (I21C2)* Screen

If the employee is handling one or more pallets or pallet boxes, isolate the pallet or pallet box closest to the employee.

Press <Enter> to proceed to the next question.

7.2.7 Type of Pallet or Pallet Box (Q21C2)

This question distinguishes between pallet boxes and pallets. Use the isolated pallet or pallet box to answer this question. See RM 7–2 for some examples of pallet boxes.

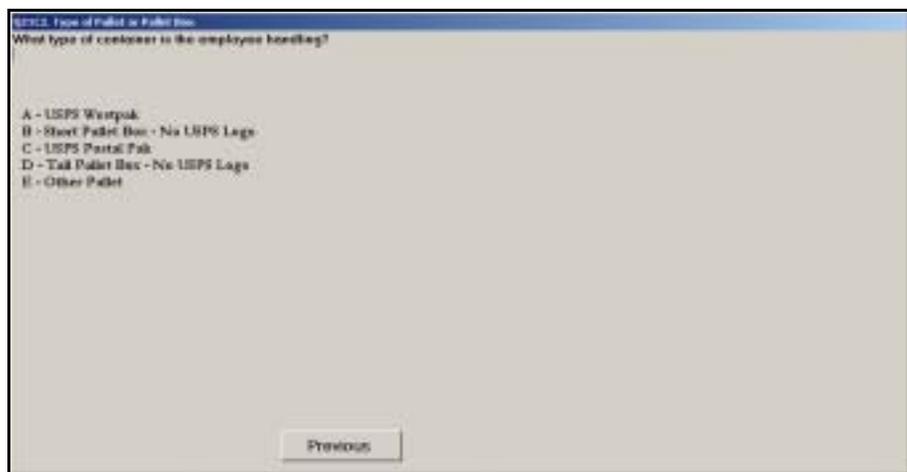


Figure 7.2.7–1. *Type of Pallet or Pallet Box (Q21C2)* Screen

Select the option that describes what the employee is handling. Each option is described below. Press <Enter> to proceed to the next question.

- *USPS Westpak.* Choose this option if the isolated pallet box is a Westpak. The exact marking “Westpak” and “United States Postal Service” (or “USPS”) must appear on the side of the box.

- *Short Pallet Box - No USPS Logo.* Choose this option if you are able to view the contents of the pallet box from the top and the pallet box is not marked “United States Postal Service” or “USPS.”
- *USPS Postal Pak.* Choose this option if the isolated pallet box is a Postal Pak. The markings “Postal Pak” and “United States Postal Service” (or “USPS”) must appear on the side of the box.
- *Tall Pallet Box - No USPS Logo.* Choose this option if the isolated pallet box is too tall for you to be able to view its contents from the top and the pallet box is not marked “United States Postal Service” or “USPS.”
- *Other Pallet.* Choose this option for isolated pallets.

7.2.8

Type of Non-Wheeled Container (Q21B1)

Q21B1. Type of Non-Wheeled Container

Which of the following categories best describes what the employee is handling?

A - Small Parcel Tray(s) - SFR, SFRS - Only
 B - Flat Tray(s), Tub(s), Bin(s) or Basket(s) - Only
 C - Letter Tray(s) Only
 D - International Sack(s) or Pouch(s) Only
 E - Domestic Sack(s) or Pouch(s) Only
 F - Can-Can(s) Only
 G - Other Container(s) Only
 H - Combination of Above Categories

Previous

Figure 7.2.8–1. *Type of Non-Wheeled Container (Q21B1)* Screen

Select the appropriate option and press <Enter>. If the employee is handling containers of different types, choose *Combination of Above Categories*. Pictures and detailed descriptions of non-wheeled containers may be found in RM 7–2.

U.S. origin international mail is sometimes found in sacks that are typically associated with U.S. domestic mail, such as brown sacks, white sacks, or green sacks. To determine if a sack or pouch contains U.S. origin international mail, read the label if present; otherwise, examine the sack contents. If the label indicates that international mail is inside, for example by listing a foreign country or by the absence of a destinating U.S. ZIP Code, choose *International Sack or Pouch*. If you determine that the sack or pouch contains U.S. domestic mail, choose the appropriate option according to the color of the sack.

 **Note:** U.S. domestic mail includes all mail sent between U.S. territories and military installations (APOs–FPOs), in addition to the 50 states and the District of Columbia. A complete list of U.S. territories and military installations is provided in RM 7–3. Please familiarize yourself with the U.S. territories and military installations so they are not misidentified as foreign destinations.

Containers of the same type need not be identical. For example, if the employee is handling two domestic sacks of different sizes or colors, select *Domestic Sack(s) or Pouch(es) Only*.

Base your response to this question on the actual container type and not the type of mail that is inside the container. For example, if a letter tray is being used to transport flats, respond *Letter Tray(s) Only*.

 **Example:** The employee is handling a letter tray containing bundled flat-shape mailpieces. Select *Letter Tray(s) Only*.

 **Example:** The employee is handling a letter tray and flat tub. Select *Combination of Above Categories*.

7.2.9

Isolating a Bundle (I21B1a)

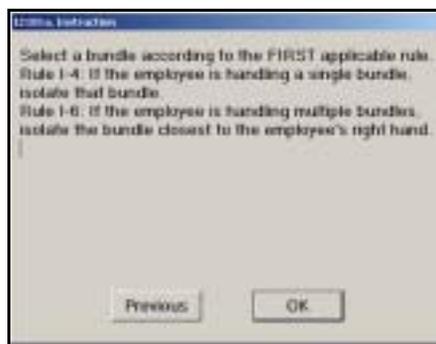


Figure 7.2.9–1. Isolating a Bundle *Instruction (I21B1a)* Screen

Isolate the bundle of mail or if the employee is handling multiple bundles, isolate the bundle that is closest to the employee's right hand. Press <Enter> to proceed to the next question.

7.2.10 Isolating All Mail That Employee Is Handling (I21B1b)



Figure 7.2.10–1. Isolating All Mail That Employee Is Handling *Instruction (I21B1b)* Screen

If the employee is handling a combination of small parcel trays, flat trays (tubs or boxes), letter trays, sacks, CON-CONS, or other non-wheeled containers, isolate all mail the employee is handling. Press <Enter> to advance to the next screen.

7.2.11 Isolating a Sack (I21B1d)



Figure 7.2.11–1. Isolating a Sack *Instruction (I21B1d)* Screen

If the employee is handling a single sack or pouch, isolate it. If the employee is handling one or more sacks or pouches, isolate the sack or pouch closest to the employee's right hand. Press <Enter> to proceed to the next question.

7.2.12 Isolating Other Non-Wheeled Container (I21B1c)



Figure 7.2.12–1. Isolating Other Non-Wheeled Container *Instruction (I21B1c)* Screen

If the employee is handling a single tray, tub, CON-CON, or non-wheeled container, isolate that container. If the employee is handling one or more containers, isolate the container closest to the employee's right hand. Press <Enter> to proceed to the next question.

7.2.13 Type of Sack or Pouch (Q21B2)

This question identifies the type of sack or pouch you isolated.

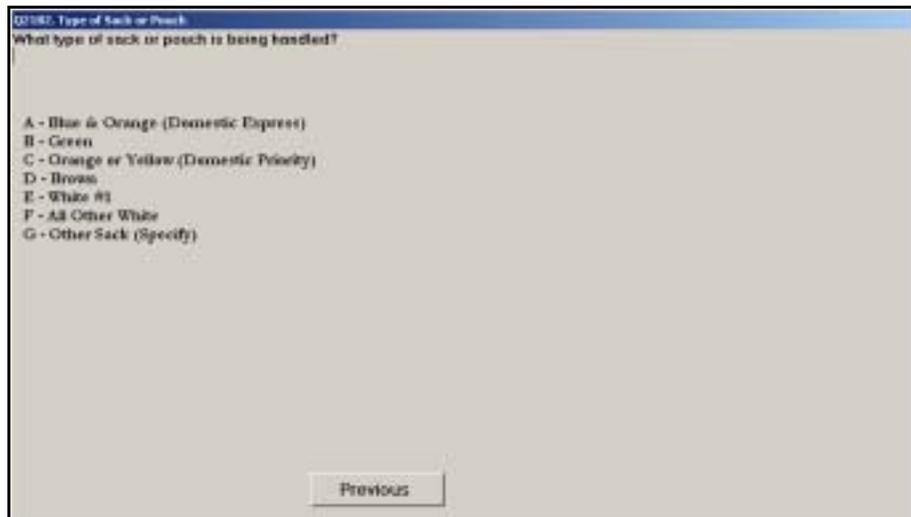


Figure 7.2.13–1. *Type of Sack or Pouch (Q21B2)* Screen

Select the option that best describes the sack or pouch and press <Enter>.

7.2.14 International Sack

This section contains questions about international sacks and pouches. Collected information includes the sack type, contents, and origin.

7.2.14.1 Empty International Sack (Q21Z1)

Q21Z1 Empty International Sack

Is the employee handling an empty international sack?

Y - Yes
N - No

Previous

Figure 7.2.14–1. *Empty International Sack (Q21Z1)* Screen

Indicate whether the international sack being handled is empty. Press <Enter> to continue to the next screen.

If the sack is empty, you will be directed to review the data entered and complete the reading (Chapter 9).

7.2.14.2 International Sack Origin (Q21Z2)

Q21Z2 International Sack Origin

Open the sack and look at the pieces inside. Where did the mail in the sack originate?

A - Originated in Foreign Country
B - Originated in United States/U.S. Territory/APO-FPO
C - Cannot Determine

Previous Help (F1)

Figure 7.2.14–2. *International Sack Origin (Q21Z2)* Screen

If the mail within the international sack originated in a foreign country, select *Originated in Foreign Country*. If the mail within the international sack originated in the United States, a U.S. territory, or military Army Post Office (APO) or Fleet Post Office (FPO), select *Originated in United States/U.S.*

Territory/APO-FPO. Refer to RM 7–3 for a list of U.S. territories and military installations. If you cannot determine the origin of the mail within the international sack, select *Cannot Determine*. Press <Enter> when you have selected the appropriate option.

7.2.14.3 Origin Country of International Sack (Q21Z3a)

Figure 7.2.14–3. *Origin Country of International Sack (Q21Z3a) Screen*

Enter the country code for the country where the sack originated. If you don't know the country code, begin typing the name of the origin country in the *Country* data field. The corresponding country code will appear. When the correct country is highlighted in the country name list, press <Enter>.

If the country is not listed, manually enter "111" in the *Code* field and type the name of the origin country in the *Country* field if it is available.

7.2.14.4 Foreign Origin Sack Type (Q21Z4)

Figure 7.2.14–4. *Foreign Origin Sack Type (Q21Z4) Screen*

Choose the option that best describes the type of sack from the list provided. Each option is described in more detail below. Press <Enter> when you have selected the appropriate option.

- *Inbound Air Sack.* Choose this option if the markings on a sack label and/or the characteristics of the mailpieces within the sack specify that the sack received air transportation to the United States, except for Express Mail sacks and sacks labeled as M-Bags. Note that inbound air sacks containing letters and small packages (LC/AO) are often accompanied by Label AV 8. You should open the sack and inspect the contents if the sack label is unclear. Not all of the mailpieces within a sack will necessarily have a transportation marking. Of those that do, select the *Inbound Air Sack* option if the majority of them are marked “Air Mail,” “Priority,” or a foreign language equivalent such as “Par Avion,” “Correo Aereo,” “Priotaire,” “Prioritaire,” or “Posta Prioritario.”
- *Inbound Surface Sack:* Choose this option if the markings on a sack label and/or the characteristics of the mailpieces within the sack specify that the sack received surface transportation to the United States, except for sacks labeled as M-Bags. Note that inbound surface sacks containing letters or small packages (LC/AO) are often accompanied by Label CN 34/C 28. You should open the sack and inspect the contents if the sack label is unclear. Not all of the mailpieces within a sack will necessarily have a transportation marking. Of those that do, select the *Inbound Surface Sack* option if the majority of them are marked “Surface” or “Economy.”
- *Express Mail Sack.* Choose this option if the markings on the sack label and/or the characteristics of the mailpieces within the sack specify that the sack is an international Express Mail sack.
- *Inbound M-Bag.* Choose this option if an M-Bag label is affixed to the sack.
- *Other (Specify).* Choose this option if the sack does not meet the requirements for any of the other options, or if you are unsure of the sack type. If this option is selected, you will be asked to specify the sack type. Specify what other type of sack is being used. Press <Enter> when you are done.

7.2.14.5 Canada Xpresspost (Q21Z5)

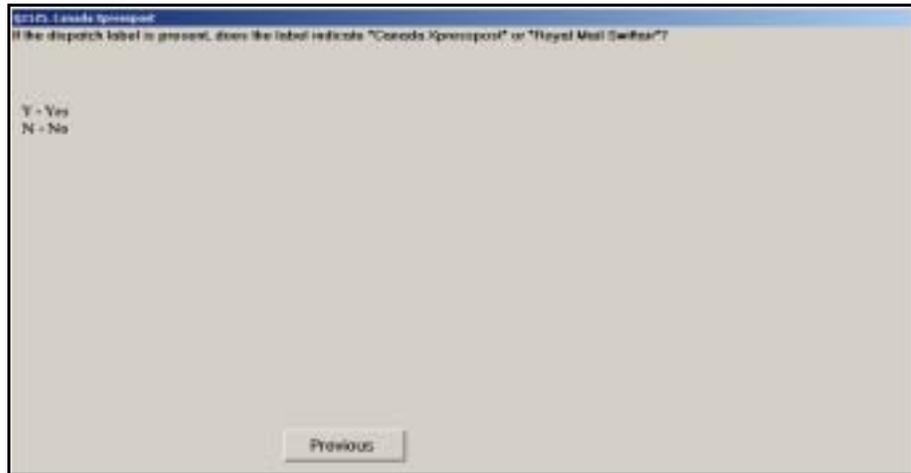


Figure 7.2.14–5. *Canada Xpresspost (Q21Z5) Screen*

If a dispatch label is present, enter *Yes* if the label is marked “Canada Xpresspost” or “Royal Mail Swiftair.” Otherwise, enter *No*. Press <Enter> to continue to the next question.

After you answer this question, you will be directed to review the data entered and complete the reading (Chapter 9).

7.2.14.6 Destination Country (Q21Z6a)

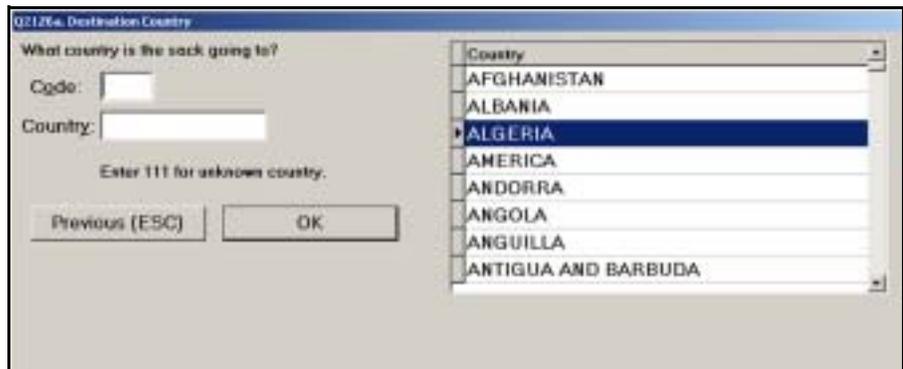


Figure 7.2.14–6. *Destination Country (Q21Z6a) Screen*

Enter the country code for the destination country of the mail. If you don't know the country code, begin typing the name of the destination country in the *Country* data field. The corresponding country code will appear. When the correct country is highlighted in the country name list, press <Enter>.

If the country is not listed or is unknown, enter “111” in the *Code* field and type the name of the destination country in the *Country* field if it is available.

7.2.14.7 U.S. Origin Sack Type (Q21Z7)

Q21Z7 U.S. Origin Sack Type
 What type of U.S. origin sack is it?
 (Choose the FIRST applicable option.)

A - M-Bag (PS Tag 158)
 B - ISAL Sack (PS Tag 155)
 C - Airmail Commercial Packages Sack (Pink CP Tag 12 & PS Tag 183)
 D - Express Commercial Packages Sack (Pink CP Tag 12 & PS Tag 186)
 E - SAL Commercial Packages Sack (Pink CP Tag 12 & PS Tag 185)
 F - International Express Mail Service Sack (PS Tag 186)
 G - International Publishers' Periodicals Sack
 H - International Priority Airmail Sack (PS Tag 115)
 I - Outbound Air Sack
 J - Outbound Surface Sack
 K - Other (Specify)

Previous Help (F1)

Figure 7.2.14–7. U.S. Origin Sack Type (Q21Z7) Screen

Choose the first applicable option among those listed that describes the sack. If the first option does not apply, continue down the list, checking the sack each time. Each option is described in more detail below. Press <Enter> when you have selected the appropriate option.

- **M-Bag (PS Tag 158).** Choose this option if an M-Bag label (PS Tag 158) is affixed to the sack.

AUG 1983 PS TAG 158

(Affix stamps / meter stamps here)

M

FROM: FIRST USA INC
 1330 10th St - ext 201
 Orlando, FL 32818

To: Ralder Associates
 89 Ballymore pl
 10778 Balafield
 City, County, Postal Code
 CERNARD
 County of Hamilton

M-BAG
 DIRECT BACK TO ONE ADDRESSEE

Exhibit 7.2.14–1. PS Tag 158, M-Bag Addressee Tag

- **ISAL Sack (PS Tag 155).** Choose this option if an International Surface Air Lift (ISAL) label (PS Tag 155) is affixed to the sack.

SAL Surface Air Lift		CN36
Optional Customer provided barcode (USPS Standard)		City (Zip/Code) LOH
Date of Mailing 4/12/04	To (Country Name) Great Britain	
Rate Group (circle one) 1 2 3 4	City London	
Weight in Kilograms 6.2 Kg	ISAL Permit Number (full 10-digit number) 0000000193	
USPS Use Only: Non-MIDAS alias MUST complete below entries.		
Origin	Dispatch Date	Assigned Air Carrier

PS Tag 155
October 1997

Exhibit 7.2.14-2. PS Tag 155/CN 36, Surface Air Lift Tag

- Airmail Commercial Packages Sack (Pink CP Tag 12 & PS Tag 183).** Choose this option if both a Pink Tag 12 and a PS Tag 183 (CP 83/84) tag are affixed to the sack and the mailpieces within the sack are Airmail International Commercial Packages (ICPs). Airmail ICP is specialized airmail Parcel Post.



Exhibit 7.2.14-3. CP Tag 12, Commercial Packages Tag

CP 83/84 (OLD CP 204)	Netherlands Amsterdam, AMS
United States Postal Service	JFK ISC
	Air CP
PS TAG 183 September 1997	

Exhibit 7.2.14-4. CP 83/84/PS Tag 183, Air Commercial Packages Tag

- *Express Commercial Packages Sack (Pink Tag 12 & PS Tag 186).* Choose this option if both a Pink Tag 12 and a PS Tag 186 are affixed to the sack and the mailpieces within the sack are Express ICP. Express ICP is specialized Global Express Mail (GEM) international service. Exhibit 7.2.14-5 shows an example of a PS Tag 186, Express Mail Tag.

FROM THE POST OFFICE	FROM	ORD	INTERNATIONAL EXPRESS MAIL	
	MAIL NO.	7654	TO	PAR Paris France
POSTAGE TAG	DATE	04/11/04		
	POSTAGE NO.	323	FLIGHT NO.	NW734
	NUMBER OF ITEMS	11	AIRPORT OF ORIGIN/DESTINATION	ORIGIN/DESTINATION AIRPORT
	WT.	12.2 Kg		CDG

Exhibit 7.2.14-5. PS Tag 186, Express Mail Tag

- *SAL Commercial Packages Sack (Pink Tag CP 12 & PS Tag 155).* Choose this option if both a Pink CP Tag 12 and a PS Tag 155 are affixed to the sack and the mailpieces within the sack are Surface Air Lift (SAL) ICP. SAL ICP is specialized SAL Parcel Post. Exhibit 7.2.14-2 shows an example of a PS Tag 155. Exhibit 7.2.14-3 shows an example of a Pink Tag 12 (CP Tag 12).
- *International Express Mail Service Sack (PS Tag 186).* Choose this option if the sack contains International Express Mail that is not Express ICP. An International Express Mail service sack will have an affixed PS Tag 186.
- *International Publishers' Periodicals Sack.* Choose this option if the markings on the sack label and/or the characteristics of the mailpieces within the sack specify that the sack is an international publishers' periodicals sack. International publishers' periodicals are typically U.S. magazines and newspapers destinating to foreign addresses.



Exhibit 7.2.14–6. Examples of Publishers' Periodicals Sack Labels

- *International Priority Airmail Sack (PS Tag 115).* Choose this option for any sack with PS Tag 115. Exhibit 7.2.14–7 shows an example of PS Tag 115, International Priority Airmail. International Priority Airmail sacks will also typically have an affixed PS Tag 178. Exhibit 7.2.14–8 shows an example of PS Tag 178.



Exhibit 7.2.14–7. PS Tag 115, International Priority Airmail Tag

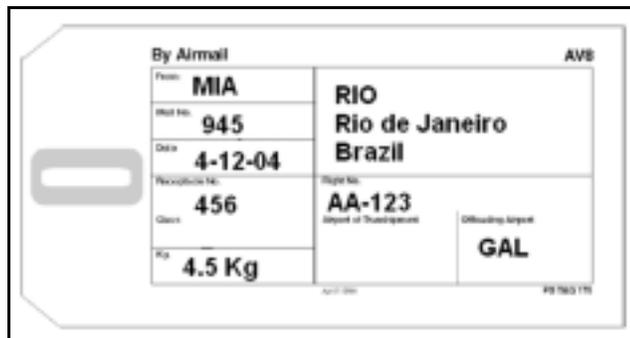


Exhibit 7.2.14–8. PS Tag 178, International Airmail Tag

- *Outbound Air Sack.* Choose this option if the markings on the sack label and/or the characteristics of the mailpieces within the sack specify that the sack will receive international air transportation to a foreign country. An Outbound Air Sack will typically have an affixed PS Tag 178, PS Tag

187, or PS Tag 183 (with Air Parcel Post mailpieces within the sack). Exhibit 7.2.14–8 shows an example of PS Tag 178. Exhibit 7.2.14–9 shows an example of PS Tag 187. Exhibit 7.2.14–4 shows an example of PS Tag 183.

PS TAG 187 UNITED STATES OF AMERICA (E-MAILS UNAS) 0 10 101	From: LAX	To: TPE Taipei Taiwan	By Airmail AVB	
	Mail No. 4321			
	Date: 4-11-04			
	Receipt No. 23	Flight No. NW21		
	Class	Airport of Departure	Offending Airport TPE	
	Wt. 8.4 Kg			

Exhibit 7.2.14–9. PS Tag 187, International Airmail Tag

- Outbound Surface Sack.** Choose this option if the markings on the sack label and/or the characteristics of the mailpieces within the sack specify that the sack will receive international surface transportation to a foreign country. An Outbound Surface Sack will typically have an affixed PS Tag 181 or PS Tag 183 with Surface Parcel Post mailpieces within the sack. Exhibit 7.2.14–10 shows an example of PS Tag 181. Exhibit 7.2.14–4 shows an example of PS Tag 183.

PS TAG 181	From: NJ BMC&I	To: Malaysia	C 28	
	Mail No. 332			
	Date: 4/12/04			
	Receipt No. 123	VIA: Taiwan		
	Class			
	Wt. 16.3 Kg			

Exhibit 7.2.14–10. PS Tag 181, International Surface Mail Tag

- Other (Specify).** Choose this option if the sack does not meet the requirements for any of the other options, or if you are unsure of the sack type. If this option is selected, you will be asked to specify the sack type. Specify what other type of sack is being used. Press <Enter> when you are done.

Under some circumstances you will be directed to review the data entered and complete the reading (Chapter 9).

7.2.14.8 U.S. Origin ISAL M-Bags (Q21Z8)



Figure 7.2.14–8. *U.S. Origin ISAL M-Bags (Q21Z8)* Screen

If an International Surface Air Lift (ISAL) Label (PS Tag 155) is affixed to the M-Bag, then the mailpiece is an ISAL M-Bag. In this case, select *Yes*. Otherwise, select *No*. Press <Enter> when you have selected the appropriate option. Exhibit 7.2.14–2 shows an example of PS Tag 155 (CN 36).

If you choose *Yes*, you will be directed to review the data entered and complete the reading (Chapter 9).

7.2.15 Isolating from a Combination of Loose Mail and/or Containers (I21E1)

If the employee is handling a combination of loose mail, bundles, pallets, pallet boxes, wheeled containers, and other non-wheeled containers, then you will be prompted as follows.

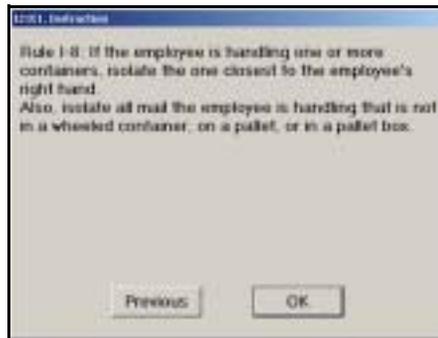


Figure 7.2.15–1. Isolating from a Combination of Loose Mail and/or Containers *Instruction (I21E1)* Screen

If the employee is handling one or more wheeled containers, pallets, or pallet boxes, isolate the one closest to the employee. Also isolate all other mail the employee is handling that is not in a wheeled container, on a pallet, or in a pallet box. Press <Enter> to continue.

If the isolated mail includes a wheeled container, treat the other loose mail, bundles, and/or other non-wheeled containers as if they are in the wheeled container to answer subsequent IOCS questions. Similarly, if the isolated mail includes a pallet or pallet box, treat the other loose mail, bundle(s) and/or non-wheeled containers as if they are in the pallet or pallet box to answer the subsequent IOCS questions.

If the isolated mail includes only loose mail, bundles, and/or non-wheeled containers, treat the isolated mail as if it were in a “large” container that is 100% full to answer the subsequent IOCS questions.



Example: The sampled employee is pushing a hamper containing empty sacks with his left hand and is carrying a sack that contains mail with his right hand. Using isolation *Rule 1-8*, you should isolate both the hamper and the sack in the right hand. For subsequent questions, treat the sack in the right hand as if it were in the hamper with the empty sacks.



Example: The sampled employee is holding loose mailpieces in her right hand and a sack of mail in her left hand. You should isolate the loose mailpieces and the sack. For subsequent questions, treat the combination as if it were in a wheeled container.

7.2.16 Information About Selected Containers

After you have isolated a container, you will be asked about the contents of the container. If the container is not empty, you will be asked if it contains collection mail. If the container does not contain collection mail, you will be asked to record the destination ZIP Code. This section describes those questions, which pertain only to the selected container.

7.2.16.1 Equipment/Container Contents (Q21E1)

Q21E1 Equipment/Container Contents
What is in the equipment or container?
(Choose the FIRST applicable option.)

A - Mail
B - Other Empty Equipment or Other Empty Containers
C - None of the Above

Previous

Figure 7.2.16–1. *Equipment/Container Contents (Q21E1) Screen*

Indicate whether the equipment contains mail or other empty equipment or containers. Otherwise, choose *None of the Above*. Press <Enter> to continue.

If the equipment contains neither mail nor empty equipment, you will be directed to review the data entered and complete the reading (Chapter 9).

7.2.16.2 Collection Mail (Q21E2)

Q21E2 Collection Mail
Is this collection mail?
(Note: Collection mail is mail deposited into a collection box or lobby drop, as well as mail collected by letter carriers that has not been cancelled or processed in any automated, mechanized, or manual distribution operation.)

Y - Yes
N - No

Previous

Figure 7.2.16–2. *Collection Mail (Q21E2) Screen*

Enter *Yes* if the mail in the container is unprocessed collection mail. Collection mail is mail that has been deposited into a collection box or lobby drop, and that has not yet been canceled or otherwise prepared for the initial outgoing automated, mechanized, or manual distribution operation. If the mail has been bulk entered or processed in any way, enter *No*. Press <Enter> to continue.

7.2.16.3 Container Destination ZIP Code (Q21E3)

If the sampled mail container does not contain collection mail, you will be asked to indicate the destination ZIP Code of the container, if available.

Figure 7.2.16–3. *Container Destination ZIP Code (Q21E3) Screen*

In the space provided, enter the 3- or 5-digit destination ZIP Code on the container label or placard. If there is no label, or no ZIP Code is present on the label, leave the field blank. Press <Enter> to continue.

If the employee is handling a tall pallet box, you will be directed to review the data entered and complete the reading (Chapter 9).

7.2.17 Identical Mail (Q21F1)

You will need to examine all of the isolated mail to answer the following question:

Figure 7.2.17–1. *Identical Mail (Q21F1) Screen*

Indicate whether all of the mailpieces or forms in all of the isolated bundle(s) or container(s) are identical. Press <Enter> to continue.

Mail is considered *identical* if all the pieces have the same mail class, subclass, shape, size, postage, and approximate weight. It is not necessary for the pieces to have the same origin or destination address. If there is only one piece in the container, answer *Identical Mail*. Multiple forms of the same type should be considered *Identical Mail* as well.

7.2.18 Selecting a Piece from Identical Mail (I21F1)

If the isolated mail is identical, you will be directed to obtain a piece of mail.

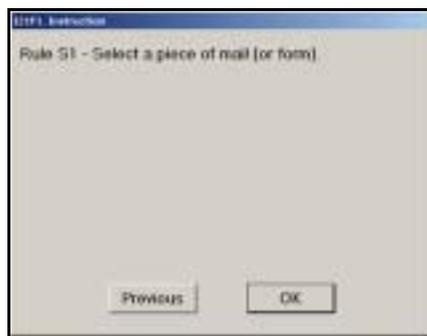


Figure 7.2.18–1. Selecting a Piece from Identical Mail *Instruction (I21F1)* Screen

If the isolated mail is identical, you must obtain a piece for sampling. Select any piece that is easily obtained. Use this piece to answer additional questions. Press <Enter> to continue to the next question.

7.2.19 Selecting a Piece from Non-Identical Mail

If you isolated a bundle, letter tray, or flat tub, and the mail is not identical or you are unable to make this determination, you will be directed to obtain a piece of mail. You must follow the selection rule appropriate for the bundle or tray type.

7.2.19.1 Selecting a Piece from a Non-Identical Bundle (I21F2)

If you isolated a bundle, the following screen will appear:



Figure 7.2.19–1. Selecting a Piece from a Non-Identical Bundle *Instruction (I21F2) Screen*

If you isolated a bundle, orient the bundle with an address side up and select the top piece. Use this piece to answer additional questions. Press <Enter> to continue to the next question.

7.2.19.2 **Selecting a Piece from a Non-Identical Letter Tray (I21F3)**

If you isolated a letter tray, the following screen will appear:

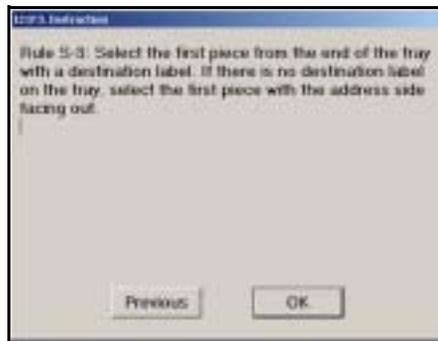


Figure 7.2.19–2. Selecting a Piece from Non-Identical Letter Tray *Instruction (I21F3) Screen*

If you isolated a letter tray, then select the first piece from the end of the tray with a destination label. If there is no label on the tray, select the first piece with the address side facing out. Use this piece to answer additional questions. Press <Enter> to continue to the next question.

7.2.19.3 **Selecting a Piece from a Non-Identical Flat Tub (I21F4)**

If you isolated a flat tub, the following screen will appear:



Figure 7.2.19–3. Selecting a Piece from Non-Identical Flat Tub *Instruction (I21F4)* Screen

If you isolated a flat tub, select the top piece. If the pieces are not oriented face up (or down), select the first piece from the side of the tray with the destination label. Press <Enter> to continue to the next question.

7.2.20

Postal Service Forms

This section pertains to Postal Service forms, or mailing accompanying postage statements.

7.2.20.1

Form (Q22A1)

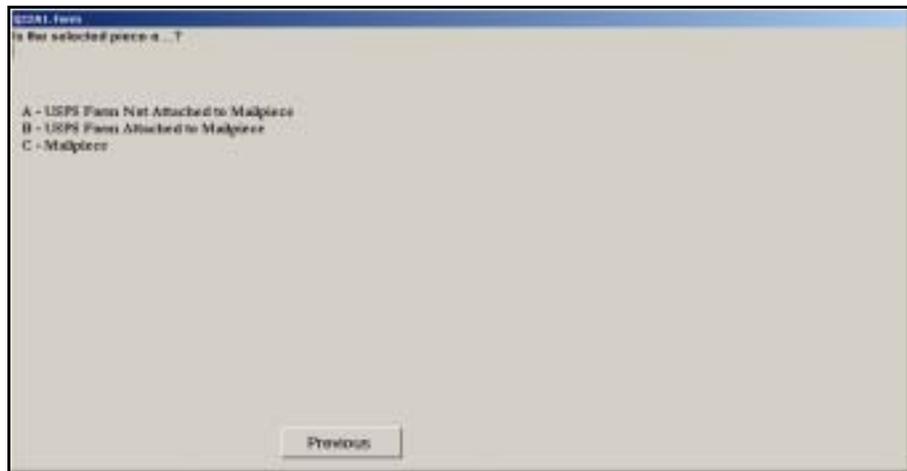


Figure 7.2.20–1. *Form (Q22A1)* Screen

Select the option that describes the selected piece. Press <Enter> when you are done. Each option is described below.

- *USPS Form Not Attached to Mailpiece.* Select this option if the selected piece is a form that is not attached to a mailpiece. Forms are marked with “PS Form” and a form number, often near the bottom edge of the form. Postage Statements, return receipts, change of address orders, delivery notices, and receipts for Registered Mail are some of the more common types of forms. See Figure 7.2.20–2 for a list of common Postal Service forms.
- *USPS Form Attached to Mailpiece.* Select this option if the selected piece is a form that is attached to a mailpiece. Forms are marked with “PS Form” and a form number, often near the bottom edge of the form. Forms that are commonly attached to mailpieces include return receipts, COD forms, and receipts for Registered Mail.
- *Mailpiece.* Select this option if the selected piece is a mailpiece without a form attached.

7.2.20.2 USPS Forms (Q22A2)

If the sampled form is not attached to a mailpiece, you must record the type of form.

Q22A2: USPS Forms

What type of form is it?

A - Postage Statement
 B - Form 3811 or 3811-A (Domestic Return Receipt), Not attached to piece
 C - Form 3547 (Notice to Mailer of Correction in Address)
 D - Form 3575 (Change of Address Order)
 E - Form 3804 (Return Receipt for Merchandise)
 F - Form 3886 (Receipt for Registered Mail)
 G - Form 3849 (Delivery Notice/Reminder/Receipt)
 H - Form 3949-D (Notice to Sender of Undelivered COD Mail)
 I - Form 2865 (Return Receipt for International Mail)
 J - Other (Specify)

Previous Help (F1)

Figure 7.2.20–2. *USPS Forms (Q22A2)* Screen

Identify the type of Postal Service form selected and press <Enter> to advance to the next screen.

Forms are marked with “PS Form” and a form number, often near the bottom edge of the form, on at least one side. Postage statements include PS Forms 3540, 3541, 3600, 3602, 3605, 3608, 3650-3659, 4000, and 4001. Select *Other (Specify)* if the employee is handling any form that does not appear specifically in the list. Examples of other forms include PS Form 6401, *Money Order Inquiry*, and PS Form 3813, *Receipt for Domestic Insured Parcel*.

For all forms other than postage statements, you will next be directed to review the data entered and complete the reading (Chapter 9).

7.2.20.3 Selecting Mailpiece for Postage Statement (I22A1)



Figure 7.2.20–3. Selecting Mailpiece for Postage Statement *Instruction (I22A1)* Screen

If the selected piece is a postage statement, *Rule I–3* requires that you locate the mailing associated with the postage statement and select one piece.

Press <Enter> to advance to the next screen.

7.2.20.4 Postage Statement - Piece (Q22A3)

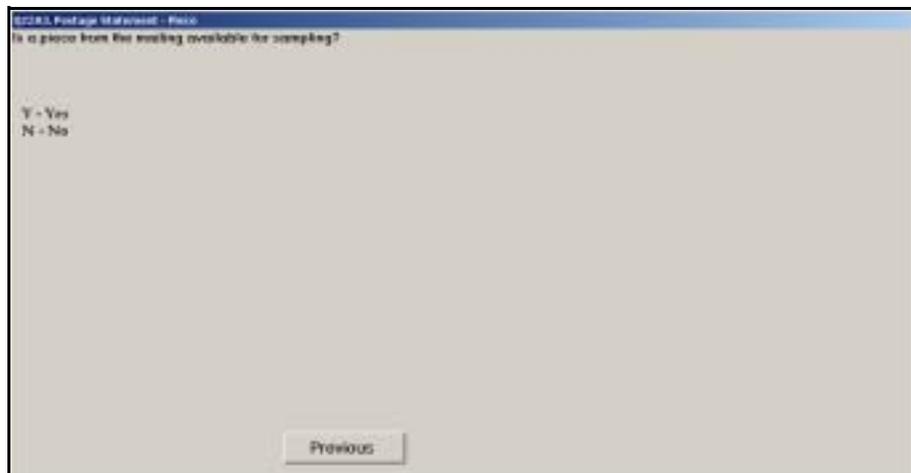


Figure 7.2.20–4. *Postage Statement - Piece (Q22A3)* Screen

If you are able to obtain a piece from the mailing associated with the postage statement, respond *Yes* to this question. You will use this piece to answer subsequent questions. If you were unable to select a mailpiece, respond *No*. Press <Enter> to continue.

If you are unable to locate the mailing and select a mailpiece, you will be directed to review the data entered and complete the reading (Chapter 9).

7.3 Clerk and Mail Handler: Handling Containers With Mixed Mail

This section describes the information required for containers other than bundles, letter trays, and flat trays or tubs, when the selected container is not empty and contains mixed (non-identical) mail. In general, if the selected container is not empty and does not contain identical mail, you must record detailed information about the contents of the container. The type of detailed information required is different for wheeled containers and combinations of containers than other single containers.

7.3.1 Non-Countable Container Contents (Q21G1)

Q21G1. Non-Countable Container Contents

*If percent cannot be determined, press <F2> to fill field with *****

a. Loose Card(s)	<input type="text"/> %		
b. Loose Letter(s)	<input type="text"/> %	<i>Sack(s) or Pouch(es)</i>	
c. Loose Flat(s)	<input type="text"/> %	m. Blue & Orange	<input type="text"/> %
d. Loose IPP(s)	<input type="text"/> %	n. Green	<input type="text"/> %
e. Loose Parcel(s)	<input type="text"/> %	o. Orange or Yellow	<input type="text"/> %
f. Bundle(s)	<input type="text"/> %	p. Brown	<input type="text"/> %
g. Con-Con(s)	<input type="text"/> %	q. White #1	<input type="text"/> %
h. Flat Tray(s)	<input type="text"/> %	r. All Other White	<input type="text"/> %
i. Letter Tray(s)	<input type="text"/> %	s. Other Sack(s) or Pouch(es)	<input type="text"/> %
j. Small Parcel (SPR) Tray(s)	<input type="text"/> %	t. International Sack(s) or Pouch(es)	<input type="text"/> %
k. Pallet(s)	<input type="text"/> %		
l. Other Item(s)	<input type="text"/> %		

Note: Total percent utilized should be less than 100 if container is not full.

Previous OK Erase (F10) Help (F1) Total **0** %

Figure 7.3.1–1. *Non-Countable Container Contents (Q21G1) Screen*

Record the percentage of the container space taken up by each listed mail category and container type by clicking on the corresponding field and entering the percentage. The program will calculate the total percentage. If the container is not full, the sum of the item percentages should be less than 100. Press <Enter> when you are done entering data. The *Total* field will be highlighted. After verifying that the total percentage correctly represents the portion of the container that is filled, press <Enter> to continue.

If you are directed to this question when the employee is handling a combination of loose mail, pallet boxes, bundles, and/or other containers in addition to a wheeled container, then treat all of the isolated mail as if it is in the wheeled container. If the employee is handling a combination of loose mail and/or containers excluding a wheeled container, treat all of the mail as if it is in one large wheeled container the size of the isolated mail.

If there are empty sacks, trays, tubs or other empty containers in the container you isolated, record the percentage of space taken up by each in its respective category.

If the container includes several of the listed categories, but you cannot determine the percentage of the container taken up by a particular category, enter the letter corresponding to the item type to select the field. Press <F2> to fill the field with asterisks (***). If the entire contents of the container cannot be determined, enter <L> to select *Other Item(s)* and press <F2>.



Example: The employee is moving a hamper. One-half of the hamper is filled with bundles, and one-fourth is filled with flat trays. The container is three-fourths full. Select *Bundle(s)* and enter 50; select *Flat Tray(s)* and enter 25. The program will calculate and display a total of 75%.



Example: The employee is moving an all purpose container (APC) that is half-filled with empty orange sacks and half-filled with letter trays. Select *Orange or Yellow* and enter 50; select *Letter Tray(s)* and enter 50. The program will calculate and display a total of 100%.



Example: The employee is moving a hamper that you observe to contain a mixture of letter-shape and flat-shape pieces, but you cannot separate the pieces to determine the respective proportions. Select *Loose Letter(s)* and press <F2>; select *Loose Flat(s)* and press <F2>.



Example: The employee is holding loose letters in one hand and a green sack of mail in the other. The loose letters are one-fourth the size of the sack. Select *Loose Letter(s)* and enter 25; select *Green* and enter 75. The program will calculate and display a total of 100%.

You will be directed to review the data entered and complete the reading (Chapter 9).

7.3.2

Mixed Mail Information for Non-Wheeled Containers

This section describes the information required when the selected non-wheeled container is not empty and contains mixed (non-identical) mail.

7.3.2.1

Label Content Line (Q24a)

Look at the container label or placard to answer this question.

Figure 7.3.2–1. *Label Content Line (Q24a) Screen*

If a label is present on the container, record the content line. The content line provides information about the class, shape, and level of sortation of mail within the container. If no label is present, leave this screen blank. Press <Enter> to advance to the next screen.



Exhibit 7.3.2–1. Example of a Mailer-Prepared Label

On mailer-prepared labels, the content line is the second line of large print that appears on the label or placard (Exhibit 7.3.2–1). The content line appears directly below the container destination line. In this example, you would enter “PER FLTS 3D BC” for *Q24a, Label Content Line*.

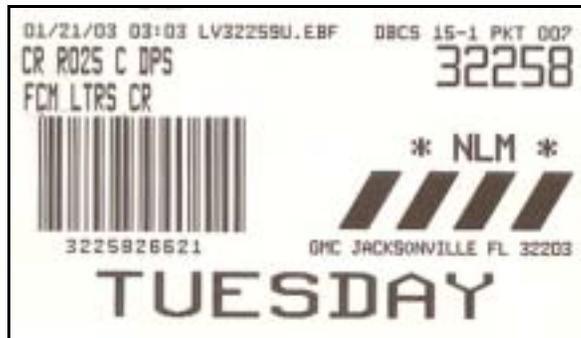


Exhibit 7.3.2–2. Example of an Internal Postal Service Label

There is no universal format for labels prepared for internal Postal Service use. If the second line of the label does not indicate the contents, enter the line that contains some indication of the class of mail found inside the container. Look for abbreviations such as “PER” for periodicals, “STD” for standard, or “FCM” for First-Class Mail. Exhibit 7.3.2–2 is an example of an internal Postal Service label. In this example, you would enter “FCM LTRS CR” for *Q24a, Label Content Line*.

7.3.2.2 Countable Contents (Q24b)

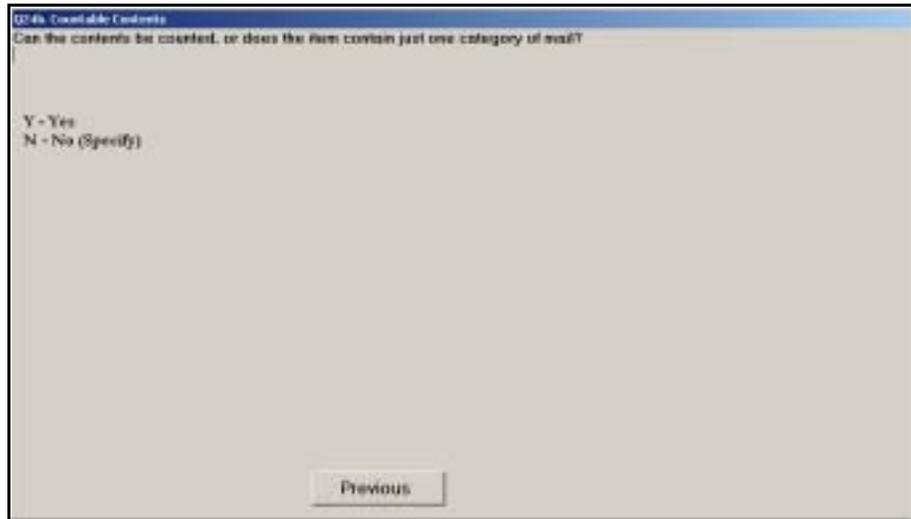


Figure 7.3.2–2. *Countable Contents (Q24b) Screen*

If the contents of the container can be counted, select *Yes* and press <Enter>. Also select *Yes* if you can determine that the mailpieces in the container are all of the same mail category and shape. Mail categories are listed in section 7.3.2.4. Select *No (Specify)* if the contents cannot be counted *and* the mailpieces have different categories or shapes. Press <Enter> to advance.

If you are unable to count the container contents, you will be prompted for an explanation.



Figure 7.3.2–3. *Remark Screen*

Use the field provided to indicate why the contents of the container are not countable, then select the *OK* button or press <Enter>. You will be directed to review the data entered and complete the reading (Chapter 9).



Note: If you are sampling a U.S. origin international sack that has been sealed for international transportation (i.e., a Military and International Dispatch Assignment System (MIDAS) label is present), break the seal and sample the contents of the sack only if you have enough time to count the mail and release it to operations in time to meet the scheduled dispatch. If you do sample the contents of the sack, make sure to replace the seal before the sack is dispatched.

7.3.2.3 Registered Sack (Q24D)

Q24D Registered Sack
Is this sack a locked Registered Mail sack?

Y - Yes
N - No

Previous

Figure 7.3.2–4. *Registered Sack (Q24D) Screen*

Indicate whether the sack is a locked Registered Mail sack. Press <Enter> to advance to the next screen.

If you respond *Yes*, you will be directed to review the data entered and complete the reading (Chapter 9).

7.3.2.4 Categories of Mail - Mixed Pieces (Q24)

You must inventory the contents of the container to complete the following screen.

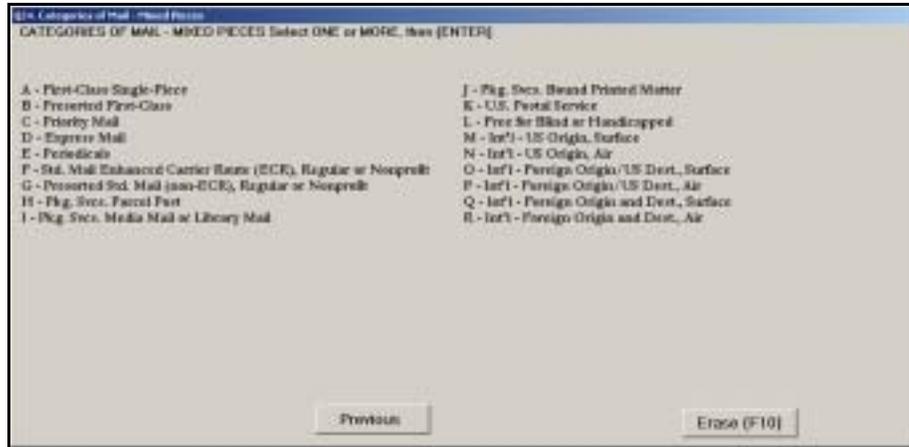


Figure 7.3.2-5. *Categories of Mail – Mixed Pieces (Q24) Screen*

Select the categories of mail that describe the mailpieces in the container. Select all that apply using the appropriate letter key on the keyboard.

Start by selecting a category of mail present in the container. Then, enter the number of pieces within that category for each shape — cards, letters, flats, irregular parcels and pieces (IPPs), and parcels.

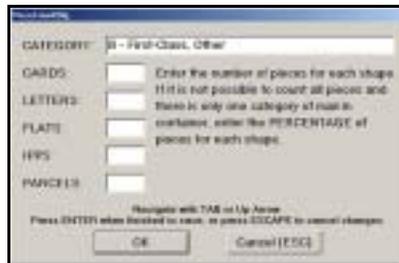
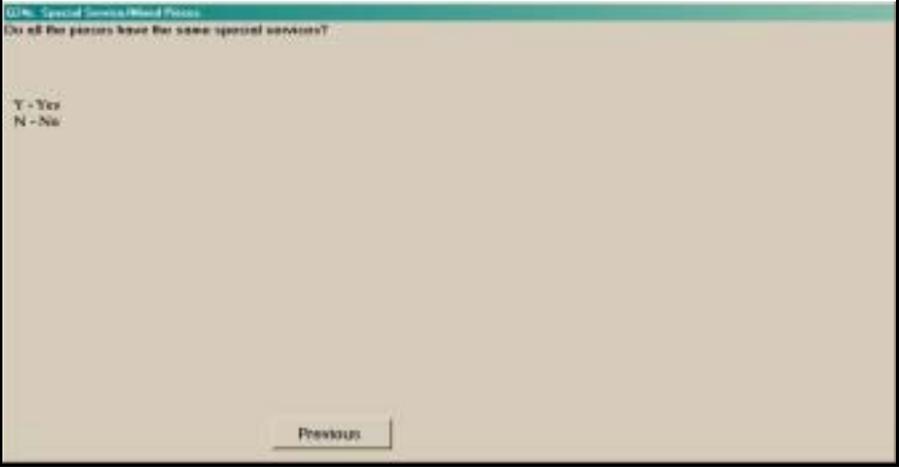


Figure 7.3.2-6. *Piece CountDlg Screen*

Enter the number of pieces for each shape category. If it is not possible to count pieces, enter the percentage for each shape. Use the <Tab> key to advance through shape fields. Use the up arrow key <↑> to return to a previous shape field. When you are finished entering the number or percentage of pieces of each shape in the selected mail category, press <Enter> to return to *Categories of Mail – Mixed Pieces (Q24)*. Follow the same procedure for each mail category present in the container. When you are finished entering data for all the isolated mail, press <Enter> to complete the question.

For shape definitions, see section 8.1.1.

7.3.2.5 Special Services/Mixed Pieces (Q24c)

Q24c. Special Services/Mixed Pieces

Do all the pieces have the same special services?

Y - Yes
N - No

Previous

Figure 7.3.2–7. *Special Services/Mixed Pieces (Q24c) Screen*

If all the pieces in the selected container have the same special service(s), such as certified mail, COD, insured, or registered mail, select *Yes*. Otherwise select *No*.

If the pieces do not have the same special service(s), you will be directed to review the data entered and complete the reading (Chapter 9).

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7.4 Clerk or Mail Handler: Not Handling Mail or Equipment

There are certain situations when additional information is required, even though the employee is not handling mail or empty equipment. This section describes those situations and the questions you will be asked.

7.4.1 Selecting a Mailpiece at Sorting Equipment (I20)

If the employee is not handling mail or equipment at the time of the reading, but you indicated that the employee is working in an automated or mechanized letter or flat processing operation with mail present, you will be directed to obtain a mailpiece.

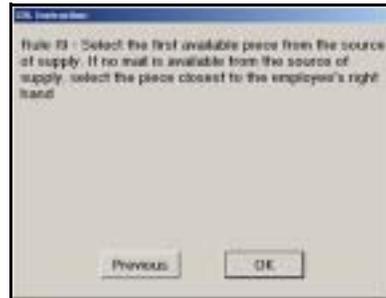


Figure 7.4.1-1. Selecting a Mailpiece at Sorting Equipment *Instruction (I20)* Screen

Obtain the first available piece from the machine's source of supply. The source of supply is the mail staged near the machine's feeding station(s) for immediate processing. If no mail is available at the source of supply, select the piece closest to the employee's right hand. Press <Enter> to continue.

7.4.2 Type of Mail Being Worked (Q20D1)

If the employee is not handling mail or equipment at the time of the reading, but the employee is performing certain allied labor activities, the following screen will appear.

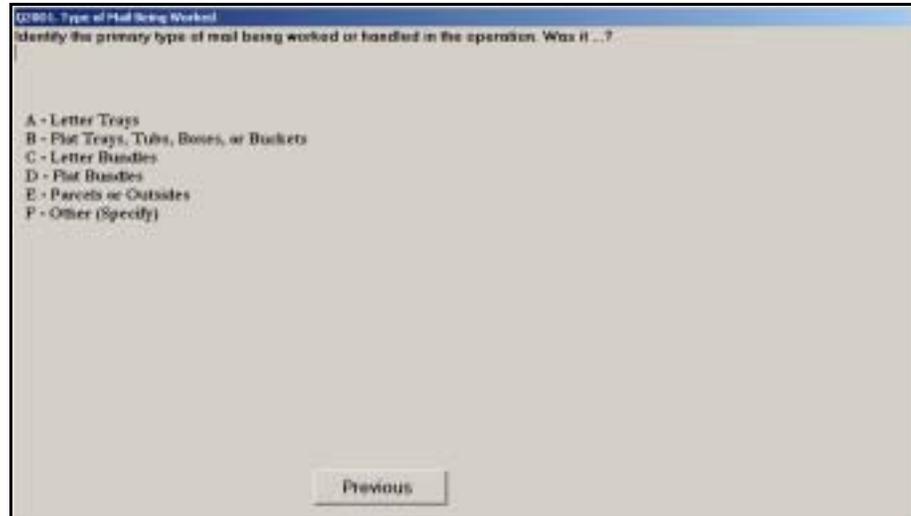


Figure 7.4.2-1. *Type of Mail Being Worked (Q20D1) Screen*

Select the option that best describes what is being worked in the operation when the employee is observed. If more than one mail type is being sorted or separated in the operation, record *Other (Specify)* and list each type when prompted. Pictures and detailed descriptions of bundles and non-wheeled containers may be found in RM 7-2. Press <Enter> to proceed to the next question.



Example: The reading is of a mail handler working in an operation where letter trays are placed in wheeled containers for dispatch. However, when observed, the employee is returning to the source of supply after placing a tray in the container, and thus not handling mail or equipment. You should select *Letter Trays* as the type of mail being worked.

You will be directed to review the data entered and complete the reading (Chapter 9).

7.4.3

Special Service - Mixed Mail or Window Service (Q25)

If the employee is performing work related to special services, and is not handling any mail, you must indicate the type of special service work being performed. You will also be asked this question if the employee is handling mixed mail where all pieces have the same special service(s).

Q25. Special Service - Mixed Mail or Window Service

What special service(s) is the employee involved with?
(Choose ALL that are applicable.)

- A - Certified
- B - C.O.D.
- C - Return Receipt
- D - Registered
- E - Merchandise Return
- F - Special Handling
- G - Business Reply
- H - Insured
- I - Delivery Confirmation
- J - Signature Confirmation
- K - Restricted Delivery

Previous Erase (F10)

Figure 7.4.3-1. *Special Service - Mixed Mail or Window Service (Q25) Screen*

Select all special service activities in which the employee is involved. You may make multiple selections if necessary by pressing the letter keys associated with the selections. A description of the special services listed above can be found in RM 8-1. When you have selected the appropriate option(s), press <Enter> to advance to the next screen.

You will be directed to review the data entered and complete the reading (Chapter 9).

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Chapter 8

Mailpiece Characteristics Questions

BACKGROUND INFORMATION



After you have entered data about the mail that the sampled employee is handling and have been instructed to select a mailpiece or USPS form, you will be asked a series of questions about the characteristics of the selected mailpiece or the type of form. This chapter describes how to answer In-Office Cost System (IOCS) questions about the selected mailpiece or form.

PROCEDURES



To collect information about the selected mailpiece, you are required to answer a series of questions about the following characteristics of the mailpiece:

- Shape.
- Weight.
- Whether mailpiece is being returned, forwarded, or otherwise undeliverable as addressed.
- Destination.
- Indicia and postage.
- Mail class and rate markings.
- Origin of certain flat, irregular parcel and piece (IPP), and parcel mailpieces.
- Barcode information.
- Facing identification mark (FIM) and reply mail markings.
- Ancillary service markings.
- Special service markings.
- Additional characteristics of foreign destination sampled mailpieces.
- Additional characteristics of foreign origin sampled mailpieces.

If you selected a form, then you are required to record the type of form.

It is important that you respond to each question based only on the markings and other characteristics that you actually observe on the piece or form.



Note: For mail that has been damaged and enclosed in a USPS transparent cellophane envelope, record information from the original mailpiece as if it were not enclosed in the USPS envelope. Do not record damaged mail as a USPS piece.

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8.1 Shape Information

The questions described in this section gather shape information about the sampled mailpiece, key, or identification item.

8.1.1 Shape of Mailpiece (Q23A1)

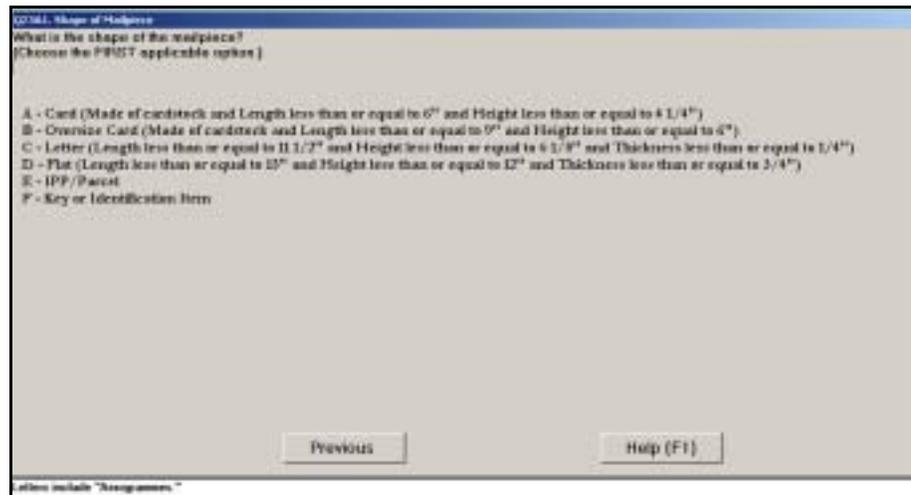


Figure 8.1.1–1. *Shape of Mailpiece (Q23A1) Screen*

Mailpieces sampled as part of an IOCS reading must be categorized into one of five shape definitions: *Card*, *Oversize Card*, *Letter*, *Flat*, and *IPP/Parcel*. These definitions are primarily based on the physical dimensions of the mailpiece. The *length* of a piece is the longer dimension of the address side of the piece, regardless of the address orientation. The *height* is measured perpendicular to the *length* on the address side of the piece. The *thickness* is measured perpendicular to the length and height measurements. Thickness can be measured on the edge of the mailpiece if it is of uniform thickness; otherwise it is measured at the *thickest point* of the mailpiece.

A sixth category, *Key or Identification Item*, is reserved for keys and other identification devices that may be returned via the Postal Service to the issuing individual or organization. Such items must be marked with the name and complete address of the issuer, instructions to return the item if found, and a statement guaranteeing payment of postage due upon delivery of the item.

For pieces other than keys or identification items, choose the *first* shape category that is applicable using the criteria in Table 8–1. First determine if the mailpiece satisfies the criteria for a card. If the piece is not a card, then determine if it satisfies the criteria for an oversize card. If the piece is not an oversize card, then determine if it satisfies the criteria for a letter. If the piece is not a letter, then determine if the mailpiece satisfies the criteria for a flat.

Mailpieces not meeting the card, letter, or flat characteristics should be recorded in the *IPP/Parcel* category. Some irregularly shaped mailpieces, such as rolls, may not have a rectangular address face. Record such pieces using the *IPP/Parcel* category. The detailed criteria are provided in Table 8-1.

Indicate which of the listed options describes the mailpiece. Press <Enter> to continue to the next question.

If you choose *Key or Identification Item*, you will be directed to review the data entered and complete the reading (Chapter 9).

Table 8–1. Shape Criteria

Shape	Definition	
Card	Any rectangular shaped mailpiece or form of uniform thickness and made of card stock (single and double cards, not enveloped) and not exceeding the following dimensions:	
	Dimension	Maximum
	Height	4-1/4"
	Length	6"
	Thickness	0.016"
Oversize Card	Any rectangular shaped mailpiece or form of uniform thickness and made of card stock (single and double cards, not enveloped) and not exceeding the following dimensions:	
	Dimension	Maximum
	Height	6"
	Length	9"
	Thickness	0.016"
Letter	Any rectangular shaped mailpiece not categorized as a card and not exceeding the following dimensions:	
	Dimension	Maximum
	Height	6-1/8"
	Length	11-1/2"
	Thickness	0.250" (1/4")
Flat	Any rectangular shaped mailpiece not categorized as a card or letter and not exceeding the following dimensions:	
	Dimension	Maximum
	Height	12"
	Length	15"
	Thickness	0.750" (3/4")
IPP/Parcel	Any mailpiece not categorized as a card, oversize card, letter, or flat.	
Keys and Identification Items	Keys and identification devices (identification cards or uncovered identification tags) bearing, containing, or having securely attached the name and complete address of a person, organization, or concern, with instructions to return the piece to that address and a statement guaranteeing payment of postage due on delivery.	

8.1.2 IPP/Parcel Characteristics (Q23A2)

This question asks you to identify whether the sampled parcel mailpiece has certain characteristics associated with an IPP.

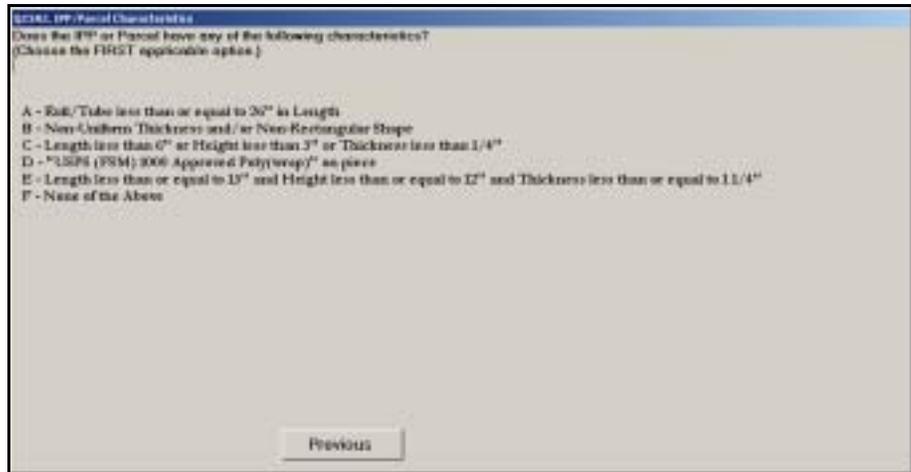


Figure 8.1.2–1. IPP/Parcel Characteristics (Q23A2) Screen

Indicate whether the mailpiece has any of the listed characteristics. If none of the listed characteristics apply to the sampled piece, choose *None of the Above*. Press <Enter> when you have selected the appropriate option.

8.1.3 Detached Address Label (Q23B1)

If the sampled mailpiece is a card or letter, examine the piece to determine whether it is a Detached Address Label (DAL).



Figure 8.1.3–1. Detached Address Label (Q23B1) Screen

DALs are also sometimes called *Marriage Mail Cards* or *Sample Cards*. DALs are required to accompany unaddressed Periodicals, Standard Mail, and Bound Printed Matter pieces. If the *exact* words, “USPS regulations require that this address label be delivered with its accompanying postage-paid mail” appear on the address side of the card, enter *Yes*. Otherwise, enter *No*. Press <Enter> when you have selected the appropriate option.

8.1.4

Shape of DAL Parent Piece (Q23B2)

Q23B2: Shape of DAL Parent Piece

What is the shape of the parent piece?
(Choose the FIRST applicable option.)

A - Flat (Length less than or equal to 12" and Height less than or equal to 12" and Thickness less than or equal to 3/4")
 B - IPP/Parcel
 C - Parent Piece Unidentifiable

Previous

Instructions: Both the DAL and the accompanying mail piece should be used to answer the following questions.

Figure 8.1.4–1. *Shape of DAL Parent Piece (Q23B2) Screen*

If the sampled mailpiece is a DAL, locate the mailpiece (“parent piece”) it accompanies, if possible. Record the shape of the parent piece using the criteria in section 8.1.1 and Table 8–1 to determine whether it is a flat, IPP/ Parcel. If an accompanying mailpiece cannot be located, respond *Parent Piece Unidentifiable* to this question. Press <Enter> when you have selected the appropriate option.

Use both the DAL and the parent piece to answer the remaining questions.

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8.2 Weight (Q23C1)

The questions in this section gather weight information about the sampled mailpiece, key, or identification item.

Figure 8.2.0–1. *Weight (Q23C1) Screen*

Weigh the mailpiece, and record the weight in pounds, ounces, and tenths of an ounce. For DALs, weigh the DAL and the parent piece (if available) together to answer this question. If the scale you are using displays more than one digit to the right of the decimal place, ignore the remaining digits. If you enter an incorrect weight, click the *Clear (F10)* button, and then enter the correct weight. Once you have entered the correct weight, press <Enter> to continue to the next question.

If weight to the tenths of ounces is not entered, the following screen will appear:

Figure 8.2.0–2. *Tenths of Ounces Prompt*

Press <Enter> to clear the prompt to return to the weight screen. If you are conducting a telephone reading and the respondent is unable to report weight to tenths of an ounce, click the *Electronic Scale Unavailable (F6)* button and record the weight to the closest ounce (Figure 8.2.0–3.). If no electronic scale is accessible, you must estimate the weight based on postage, mail class, and other characteristics of the mailpiece. To enter an estimate, click the *Electronic Scale Unavailable (F6)* button.

The following screen will appear:

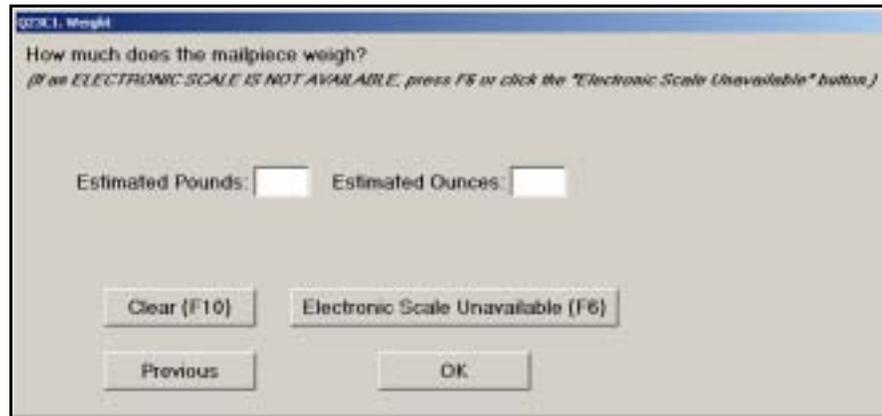


Figure 8.2.0–3. Estimated *Weight (Q23C1)* Screen

Enter the estimated or rounded weight of the mailpiece in pounds and ounces. Once you have entered the correct weight, press <Enter> to proceed to the next question.

You must enter a weight for the mailpiece. If you try to proceed without entering the weight of the mailpiece, the following will appear:

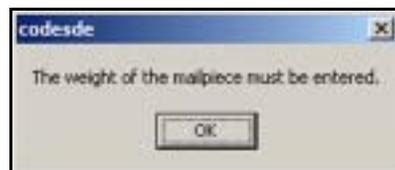


Figure 8.2.0–4. Mailpiece Weight Prompt

The software will not allow you to proceed without entering the weight of the mailpiece. Press <Enter> to clear the prompt to return to the weight screen and enter the appropriate weight.



Note: The software performs some basic logic checks against the weight information that is entered, based on the shape of the mailpiece. As a result, a screen may appear, asking you to verify that the weight you entered is correct. Double-check that the weight was entered correctly. If it is correct, select *Yes* and press <Enter> to continue. If the weight is incorrect, select *No* to return to *Weight (Q23C1)* and enter the correct weight.

8.3 Returned, Forwarded, and Other Undeliverable as Addressed Mail

The questions described in this section identify mailpieces that cannot be delivered as originally addressed. These are known as undeliverable as addressed (UAA) mailpieces. Depending on the class of mail and services requested by the mailer, UAA mailpieces may be forwarded, returned to sender, or destroyed by the Postal Service.

8.3.1 Undeliverable as Addressed Mail (Q23C2)



Q23C2 Undeliverable as Addressed Mail

Is the mailpiece being returned, forwarded, or handled as Undeliverable as Addressed (U.A.A.)?

Y - Yes
N - No

Previous

Figure 8.3.1–1. *Undeliverable as Addressed Mail (Q23C2) Screen*

Indicate whether the sampled mailpiece is being returned, forwarded, or otherwise identifiable as UAA. Press <Enter> to continue to the next question.

8.3.2 Type of U.A.A. Mail (Q23C3)



Figure 8.3.2–1. *Type of U.A.A. Mail (Q23C3) Screen*

Indicate how the UAA mailpiece is being handled by the Postal Service based on markings appearing on the mailpiece or information provided to you by the sampled employee or supervisor. Press <Enter> to continue to the next question.

Each option is described below.

- *Returned.* Choose this option if the mailpiece has a stamp, yellow label, or other marking (including handwritten) indicating that it is being returned to the sender. Also choose this option if the mailpiece has been designated to be returned, but has not yet been marked as such yet.
- *Forwarded.* Choose this option if the mailpiece has a stamp, yellow label, or other marking (including handwritten) indicating that it is being forwarded to an address other than the original delivery address. Usually, the original delivery address will be crossed out or covered with a yellow forwarding label. Also choose this option if the mailpiece has been designated to be forwarded, but has not yet been marked as such yet.
- *Other Handling as UAA.* Choose this option if the mailpiece has been identified as undeliverable as addressed, but is not identifiable as being returned or forwarded. This will typically include Standard Mail that is not eligible for forwarding or return service, such as Undeliverable Bulk Business Mail (UBBM).



Example: The words “Return for Postage, Return to Sender” are stamped on the mailpiece. You should select *Returned*.



Example: A clerk in the delivery unit is preparing to stamp and mark a return to sender mailpiece. You should select *Returned*.



Example: A clerk is preparing to photocopy and process a mailpiece marked “Address Service Requested.” The Standard Mail flat is not eligible for forwarding and will be discarded. You should select *Other Handling as UAA*.

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8.4 Destination Information

The next series of questions requests information about the destination of the sampled mailpiece. Separate questions are asked, depending on whether the mailpiece has been identified as UAA or not.

8.4.1 Destination of Deliverable as Addressed Mail

The following questions are asked if the mailpiece is deliverable as originally addressed.

8.4.1.1 Domestic or Foreign Destination (Q23D1)

Q23D1. Domestic or Foreign Destination

Is the mailpiece going to a U.S. or foreign address?

A - U.S. Address (including territories and military installations - press Help button or <F1> for list)
 B - Foreign Address
 C - Cannot Determine

Previous Help (F1)

Figure 8.4.1–1. Domestic or Foreign Destination (Q23D1) Screen

Indicate whether the mailpiece is addressed to a U.S. address or a foreign address. If you are unable to determine the destination address of the mailpiece, choose *Cannot Determine*. Press <Enter> when you have selected the appropriate option.



Note: All U.S. territories as well as the 50 states, the District of Columbia, and U.S. military installations are considered U.S. addresses. Refer to Related Materials (RM) 7–3 for a complete list of U.S. territories and military installations. Please familiarize yourself with U.S. territories and installations so you do not misidentify these as foreign destinations.

8.4.1.2 Destination ZIP Code (Q23D2)

If the mailpiece is addressed to a U.S. address, you will be asked to record the destination ZIP Code, or city and state if the ZIP Code is not shown.

Figure 8.4.1–2. *Destination ZIP Code (Q23D2) Screen*

Enter five-digit ZIP Code, located in the destination address on the mailpiece, into the *Destination ZIP* field. If no ZIP Code is shown, press <Enter> or <Tab> and enter the *City* name and *State* abbreviation in their respective fields. If you enter the wrong information or misspell the city or state, select *Clear (F10)* to clear the fields and enter the correct information. When you are finished, press <Enter>.

8.4.1.3 Destination Country (Q23D3)

If the sampled mailpiece is being sent to a foreign destination, you must record information about the destination country.

Figure 8.4.1–3. *Destination Country (Q23D3) Screen*

Enter the country code for the destination country. If you don't know the country code, begin typing the name of the destination country in the *Country* data field. The corresponding country code will appear. If the country is not listed or is unknown, manually type "111" in the *Code* field and type the name of the destination country (if available). Press <Enter> when you are finished.

8.4.2 Destination of Undeliverable as Addressed Mail

The following questions are asked if the mailpiece has been identified as UAA mail.

8.4.2.1 Domestic or Foreign Destination (Q23D1b)

Q23D1b. Domestic or Foreign Destination

Was the mailpiece ORIGINALLY going to a U.S. or foreign address?

A - U.S. Address (including territories and military installations - press Help button or <F1> for list)

B - Foreign Address

C - Cannot Determine

Previous Help (F1)

Figure 8.4.2–1. Domestic or Foreign Destination (Q23D1b) Screen

Indicate whether the mailpiece was originally addressed to be sent to a U.S. address or to a foreign address. Respond based on the original destination address, not the forwarding or origin address. If you are unable to determine the original destination address of the mailpiece, choose *Cannot Determine*. Press <Enter> after selecting the appropriate option to continue.



Note: Choose *Cannot Determine* if you are unable to see the original delivery address because it is covered by a forwarding label strip. Do not attempt to peel back the forwarding label.



Note: All U.S. territories as well as the 50 states, the District of Columbia, and U.S. military installations are considered U.S. addresses. Refer to RM 7–3 for a complete list of U.S. territories and military installations. Please familiarize yourself with U.S. territories and installations so you do not misidentify these as foreign destinations.

8.4.2.2 Destination ZIP Code (Q23D2b)

If the mailpiece was originally addressed to a U.S. address, you will be asked to record the original ZIP Code, or city and state, where the mailpiece was being sent.

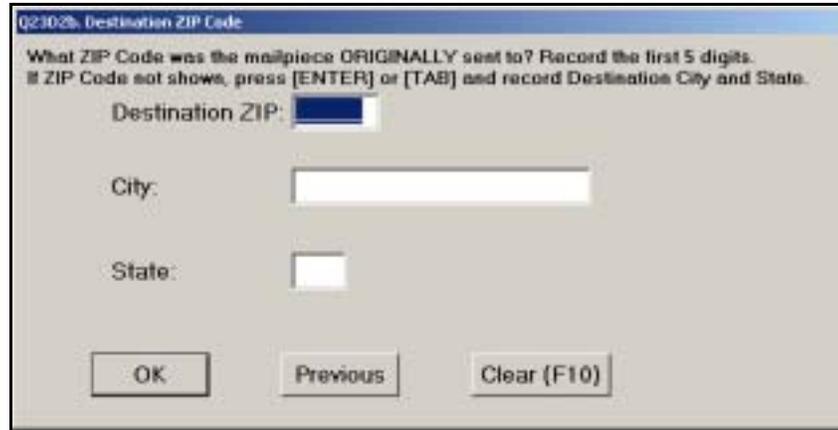


Figure 8.4.2–2. *Destination ZIP Code (Q23D2b) Screen*

Enter the five-digit destination ZIP Code where the mailpiece was originally being sent into the *Destination ZIP* field. If no ZIP Code is shown, press <Enter> or <Tab> and enter the *City* name and *State* abbreviation in their respective fields. If you enter the wrong information or misspell the city or state, select *Clear (F10)* to clear the fields and enter the correct information. When you are finished, press <Enter>.

8.4.2.3 Destination Country (Q23D3b)

If the sampled mailpiece was originally being sent to a foreign destination, you must record information about the destination country.

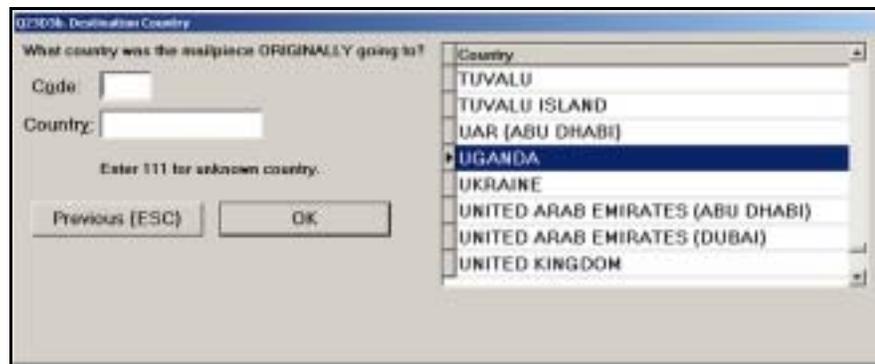


Figure 8.4.2–3. *Destination Country (Q23D3b) Screen*

Enter the country code for the destination country where the mailpiece was originally being sent. If you don't know the country code, begin typing the name of the destination country in the *Country* data field. The corresponding country code will appear. If the country is not listed or is unknown, manually type "111" in the *Code* field and type the name of the destination country (if available). Press <Enter> when you are finished.

8.5 Method of Payment (Indicia) and Revenue

This section describes questions associated with the type of *indicia* and the amount of revenue found on the sampled piece. The term *indicia* refers to the type of postage or evidence of postage payment that appears on a mailpiece. Postage options commonly found include stamps, permit imprints, postage meter strips, and personal computer (PC) postage products. In many instances, the amount of postage paid is not displayed on the mailpiece. The questions presented in this section deal with identifying and recording information about the *indicia* appearing on the sampled mailpiece.

8.5.1 Presence of Indicia (Q23E2)

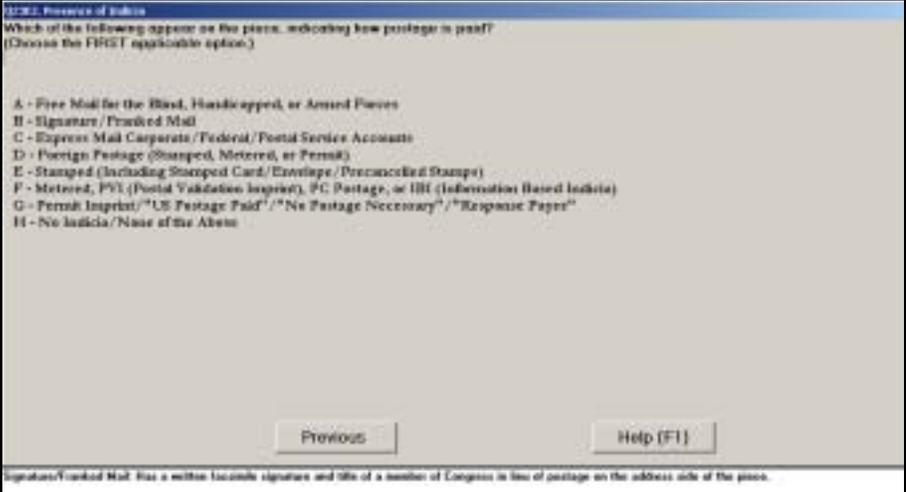


Figure 8.5.1–1. *Presence of Indicia (Q23E2) Screen*

Indicate the first applicable option. Begin by examining the entire piece for the first option and recording it if found. If the first option is not found, examine the piece for the second option and so on. Do not immediately select the first type of *indicia* that you happen to see. It is important that if more than one option applies to the piece, you choose the first applicable option from the list. Press <Enter> when you have selected the appropriate option.

Each option is described in more detail below:

- *Free Mail for the Blind, Handicapped, or Armed Forces.* Choose this option only for mail that is legitimately being mailed for free, which includes mail from the blind, handicapped, and specifically designated members of the U.S. armed forces. Free mail must be marked in one of the following two ways:
 - The exact words, “Free Matter for the Blind or Handicapped,” will appear in the upper right corner of the address side of the mailpiece (where the postage would normally be placed) or,

- The item is distinguishable by the word "Free," which appears in the upper right corner of the mailpiece. The sender's name, grade, and complete military address must appear in the upper left corner of the address side of the piece.
- *Signature/Franked Mail.* Choose this option for official mail from a member of Congress or another eligible individual. For members of Congress, the address side of the mailpiece must have the signature and title (written or printed facsimile), or alternatively, be marked "Public Document," "Congressional Record" or "Part of Congressional Record," and "U.S.S." or "M.C." For other eligible individuals, the address side of the mailpiece must bear the sender's written or facsimile signature and the words "Postage and Fees Paid" in the upper right hand corner of the address side. In addition to current members of Congress, other eligible individuals include former members of Congress, former presidents of the United States and their surviving spouses, and surviving spouses of members of Congress.



Exhibit 8.5.1-1. Example of Signature/Franked Mail

- *Express Mail Corporate/Federal/Postal Service Accounts.* Choose this option for Express Mail where postage is being paid using a corporate, federal agency, or Postal Service account. In this situation, an account number will appear on the left side of the mailing label under Method of Payment.

Exhibit 8.5.1-2. Example of Express Mail Paid Using Corporate Account

- *Foreign Postage (Stamped, Metered, or Permit)*. Choose this option for postage stamps, meter strips, or permits indicative of foreign postage payment.
- *Stamped (Including Stamped Card/Envelope)*. Choose this option if any of the following types of postage are present on the piece:
 - U.S. postage stamps.
 - A stamp or stamp imprint with the text “Official Mail USA” across the top and “Penalty for Private Use \$300” at the bottom.
 - Envelopes or postal cards with pre-printed or embossed stamps.
- *Metered, PVI (Postal Validation Imprint), PC Postage, or IBI (Information Based Indicia)*. Choose this option for mailpieces bearing a meter impression, PVI label, PC postage, or IBI. Metered mail, PC postage, and IBI may appear directly on the mailpiece or on a label.



Exhibit 8.5.1-3. Example of Meter Impression

PVI labels contain a Postal Service logo, a barcoded destination ZIP Code, and a postage amount. They are usually produced and applied at a retail window unit.



Exhibit 8.5.1-4. Example of PVI



Exhibit 8.5.1-5. Example of IBI Postage



Exhibit 8.5.1-6. Example of PC Postage Product with IBI

- *Permit Imprint/"US Postage Paid"/"No Postage Necessary"/"Response Payee."* Choose this option if the piece is marked with a permit imprint indicia indicating the payment of postage by any private mailer or government entity other than the Postal Service. A permit imprint is a hand-stamped or machine-printed marking indicating that postage has been paid and contains a permit number or complete company name. The permit imprint may appear in the upper right corner of the piece or address area, or to the right of the address on an address label or insert showing through a window.

Also choose this option if one of the following exact statements appears anywhere on the mailpiece, indicating that the piece is a form of reply mail.

- "US Postage Paid"
- "No Postage Necessary"
- "Response Payee"

The following are examples of permit imprints.

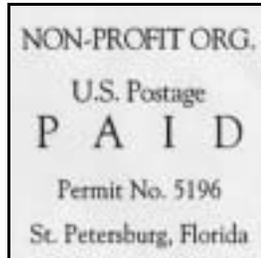


Exhibit 8.5.1-7. Example of Permit Imprint Bearing Permit Number

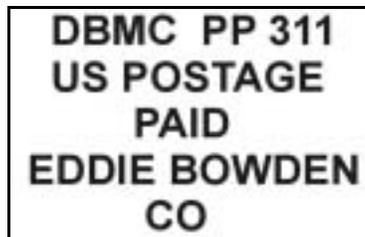


Exhibit 8.5.1-8. Example of Permit Imprint Bearing Company Name

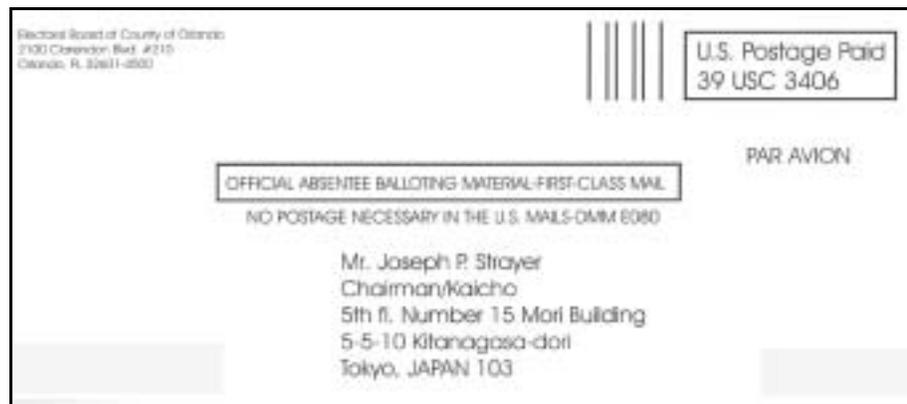


Exhibit 8.5.1-9. Example of Reply Mail

- *No Indicia/None of the Above.* Choose this option only if none of the options listed above apply.

8.5.2 No Indicia

Periodicals pieces and parent pieces from DAL mailings are common types of mailpieces that do not have indicia. The following questions identify such pieces.

8.5.2.1 Periodicals Check (Q23E6)

If you indicated that there is no evidence of postage on the sampled piece, you will be asked to determine whether the mailpiece is being mailed as a Periodicals piece.

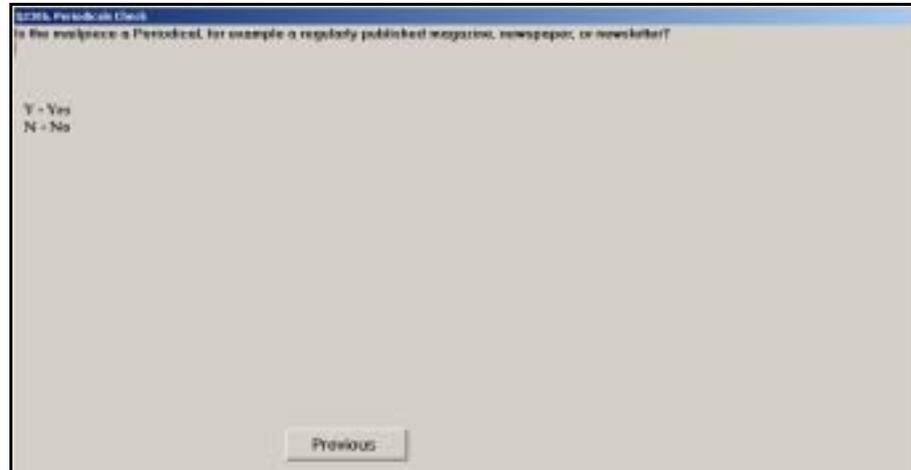


Figure 8.5.2–1. *Periodicals Check (Q23E6) Screen*

Indicate whether the mailpiece is a periodical publication. Press <Enter> to proceed to the next question.

Periodicals pieces are usually mailed without indicia by publishers or registered news agents. If “Periodicals Postage Paid” appears on the piece, enter *Yes*. In the absence of that text, enter *Yes* if you can locate an International Standard Serial Number (ISSN) or USPS publication number on the piece. The text “ISSN” will be followed by either an eight-digit number or a seven-digit number followed by an X. The USPS publication number contains the text “USPS” followed by a 6-digit number.

Periodicals pieces must contain the text “Periodicals Postage Paid at...,” an ISSN, and/or a USPS publication number in an identification statement. In unbound publications, the ISSN and/or USPS publication number must be shown on one of the first five pages or on the table of contents page. In bound publications, the ISSN and/or USPS publication number must be shown on one of the last three non-advertising pages inside the back cover. If any of these characteristics are present, respond *Yes* to this question.

Keep in mind that some publications may look like Periodicals but are mailed at Standard Mail rates. Such pieces must bear appropriate Standard Mail indicia. Take care to record these mailpieces appropriately in the *Presence of Indicia (Q23E2)* screen.

8.5.2.2 DAL Parent Piece Check (Q23E8)

If you indicated that there is no evidence of postage and the mailpiece is not a Periodicals piece, you will be asked to check if the mailpiece is accompanied by a detached address label.

Q23E8 DAL Parent Piece Check

Is this item an unaddressed piece accompanied by a Detached Address Label (also known as marriage mail cards or sample cards)?

Y - Yes
N - No

Previous

Figure 8.5.2–2. *DAL Parent Piece Check (Q23E8) Screen*

Indicate whether the sampled mailpiece is a parent piece accompanied by a DAL. Press <Enter> when you have selected the appropriate option.

DALs, also called marriage mail or sample cards, accompany unaddressed merchandise samples, Periodicals and Standard Mail flats, and Bound Printed Matter to be delivered by the carrier. If the sampled piece is accompanied by a DAL, you must locate and select one DAL from the mailing.

If you enter *Yes*, you will receive an instruction to obtain the DAL before going to the next question.

8.5.2.3 Origin (Q23E9)

If the sampled mailpiece does not have indicia, is not a periodical publication, and is not a parent piece associated with a DAL, you will be asked to determine the origin of the mailpiece if possible.

Q23E9 Origin

Was the mailpiece mailed from the U.S.?

A - Yes
B - No
C - Cannot Determine

Previous

Figure 8.5.2–3. *Origin (Q23E9) Screen*

Indicate whether the mailpiece is being mailed from a U.S. address. If you cannot determine the origin of the mailpiece, choose *Cannot Determine*. Press <Enter> when you have selected the appropriate option.



Note: All U.S. territories as well as the 50 states, the District of Columbia, and U.S. military installations are considered U.S. addresses. Refer to RM 7–3 for a complete list of U.S. territories and military installations. Please familiarize yourself with U.S. territories and installations so you do not misidentify these as foreign origins.

8.5.3 USPS Express Mail (Q23E4)

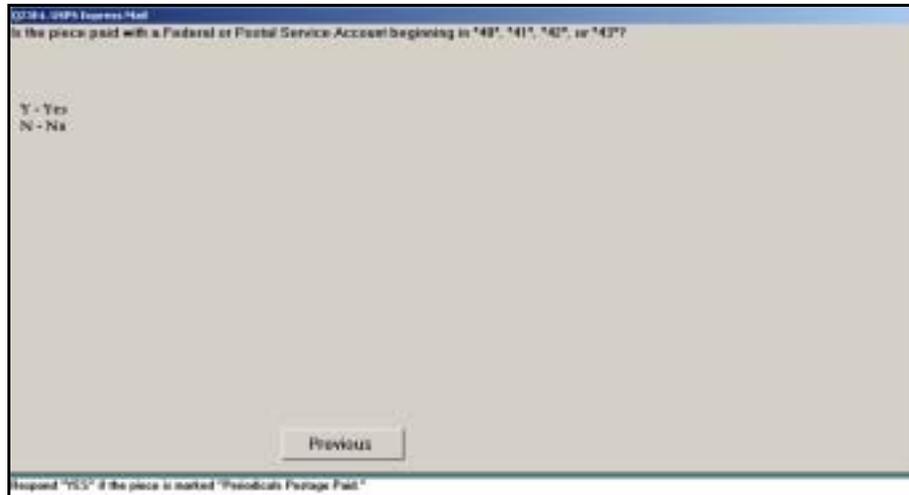


Figure 8.5.3–1. USPS Express Mail (Q23E4) Screen

Indicate whether the Express Mail account number begins with a '40,' '41,' '42,' or '43.' Press <Enter> after selecting the appropriate option to continue.

If the piece is Postal Service mail, you will be directed to review the data entered and complete the reading (Chapter 9).

8.5.4 DAL Parent Piece

The following screens apply for parent pieces accompanied by a DAL.

8.5.4.1 DAL Parent Piece Instruction (I23E8)

If you indicated that the selected mailpiece is a parent piece accompanied by a DAL, you will receive an instruction to obtain the DAL before going to the next question.

Press <Enter> to advance to the next screen.

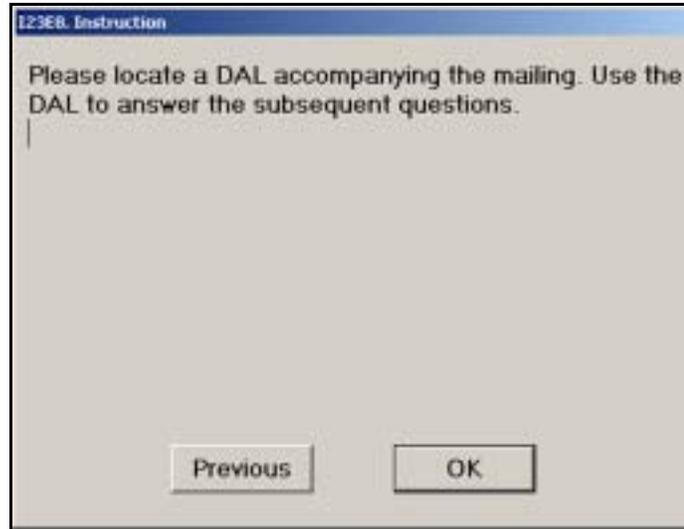


Figure 8.5.4–1. DAL Parent Piece *Instruction (I23E8)* Screen

8.5.4.2 DAL Available (Q23E10)

After you are instructed to obtain an accompanying DAL, the following screen will appear:

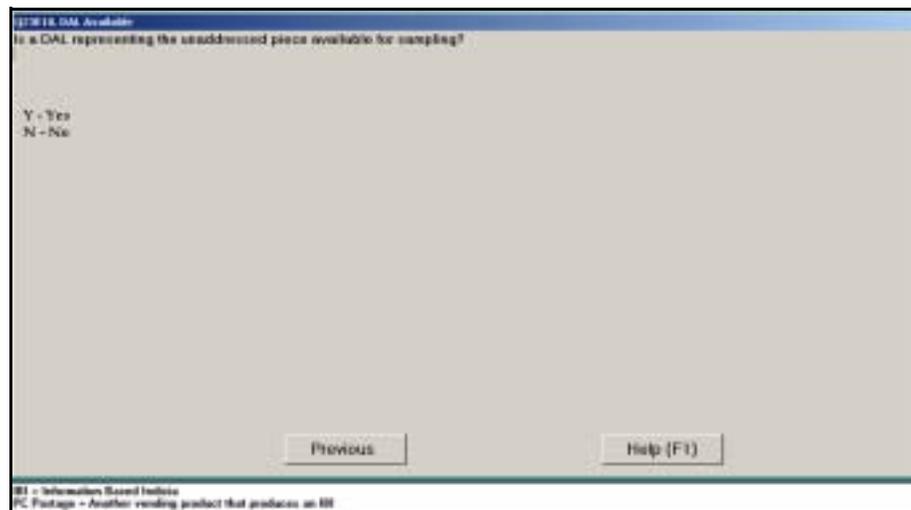


Figure 8.5.4–2. *DAL Available (Q23E10)* Screen

If you are able to locate a DAL accompanying the unaddressed parent piece, respond *Yes* to this question. You will use the DAL and the parent piece to answer subsequent questions. If you were unable to locate a DAL, respond *No*. Press <Enter> to continue.

Use both the DAL and the parent piece to answer the remaining questions.

If a DAL was not available, you will be directed to review the data entered and complete the reading (Chapter 9).

8.5.5 Total Revenue on Piece (Q23F1)

If the mailpiece has any form of indicia that indicates the amount of postage paid, you will be asked to record the total amount of postage affixed to the piece.

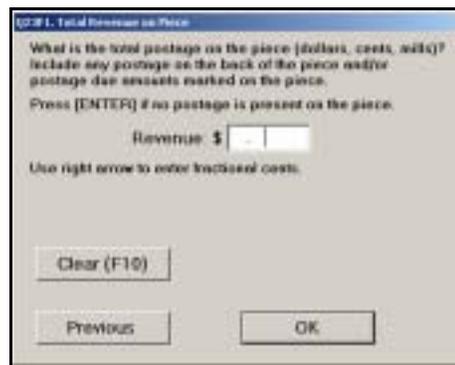


Figure 8.5.5–1. Total Revenue on Piece (Q23F1) Screen

Enter the total amount of postage affixed to the piece, including any postage applied to the front or back of the piece and any postage due amounts marked on the piece. Include all postage amounts indicated on stamps, meter impressions, and postage shown in computerized postage labels. Do not include values for stamps unless the value appears on the stamp. To enter the postage, type the digits of the dollar amount (if any) and two digits for the cents. If the postage amount includes any fractional cents (mills), press the right arrow key after entering the cents and type the additional digit for the mills.



Example: To enter \$3.50 in postage:

Revenue: \$

Enter 3: *Revenue: \$.3*

Enter 5: *Revenue: \$.35*

Enter 0: *Revenue: \$ 3.50*

To add a fraction of a cent, for instance \$3.502, follow the above steps, then:

Press <->

Enter 2: *Revenue: \$ 3.502*

If you make a mistake, select *Clear (F10)* and enter the correct revenue. Press <Enter> when you are done. If there is no postage paid information on the piece, press <Enter> to pass to the next question.

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8.6 Class and Rate Markings

The questions described in this section instruct you to identify and record markings appearing on the sampled mailpiece that help determine the class of mail and rate category. Many of the mail class and rate markings may be placed in various locations on the address side of the piece. Be sure to examine the entire address side for the indicated markings.

Note: Be sure that you only indicate actual class markings. In particular, you should ignore text corresponding to mail markings or portions of mail markings that appears in the delivery address or return address. For instance, the names of many automotive businesses include “Auto,” but should be ignored.

8.6.1 Permit Mail

The following questions relate to mailpieces paid using the permit system.

8.6.1.1 Type of Permit Mail (Letter/Card/Flat) (Q23E11)

The following question asks you to identify the type of permit that is present on a card, letter, or flat-shaped mailpiece.

The screenshot shows a computer screen with a blue title bar that reads "Q23E11: Type of Permit Mail (Letter/Card/Flat)". Below the title bar, the text asks: "Which of the following is present on the piece? (Choose the FIRST applicable option.)". There are five radio button options listed:

- A - Official Absentee Balloting Material ("U.S. Postage Paid 39 USC 3406")
- B - Permit Number G-18
- C - Business Reply Mail or Business Reply Label (Including "Response Paper")
- D - Mailable
- E - Other Permit (None of the Above)

 At the bottom of the screen, there are two buttons: "Previous" on the left and "Help (F1)" on the right.

Figure 8.6.1–1. *Type of Permit Mail (Letter/Card/Flat) (Q23E11) Screen*

Choose the appropriate response and press <Enter> to continue. Each option is described below:

- *Official Absentee Balloting Material ("U.S. Postage Paid 39 USC 3406").* Choose this category only for official absentee balloting material. Such pieces must additionally have the words “Official Absentee Balloting Material — First-Class Mail” marked on the address side of the piece.



Exhibit 8.6.1-1. Example of Official Absentee Balloting Material

- *Permit Number G-10*. Choose this option if the permit imprint contains the Permit Number G-10, indicating that it is USPS mail.



Exhibit 8.6.1-2. Example of G-10 Permit Imprint

- *Business Reply Mail or Business Reply Label (Including "Response Payee")*. Choose this option if the exact statement "Business Reply Mail," "Business Reply Label," or "Response Payee" appears anywhere on the mailpiece.



Exhibit 8.6.1-3. Example of Business Reply Mail Marking

- *Mailgram*. Choose this option for yellow Western Union Mailgram envelopes only.
- *Other Permit (None of the Above)*. Choose this option for any other permit number or in the absence of a permit number.

If you choose *Permit Number G-10* or *Mailgram*, you will be directed to review the data entered and complete the reading (Chapter 9).

8.6.1.2 Type of Permit Mail (Parcel) (Q23E12)

The following question asks you to identify the type of permit that is present on a parcel or IPP.

Figure 8.6.1-2. Type of Permit Mail (Parcel) (Q23E12) Screen

Choose the appropriate response and press <Enter> to continue. Each option is described below:

- *Merchandise Return Label.* Choose this option if the words "MERCHANDISE RETURN LABEL" appear on the mailpiece. The endorsement "No Postage Necessary if Mailed in the United States" will also be printed in the upper right corner on the face of the label.



Exhibit 8.6.1-4. Example of Merchandise Return Label

- *Permit Number G-10.* Choose this option if the permit imprint contains the Permit Number G-10, indicating that it is USPS mail (see Exhibit 8.6.1-2).
- *Business Reply Mail or Business Reply Label (Including "Response Payee").* Choose this option if the exact statement "Business Reply Mail," "Business Reply Label," or "Response Payee" appears anywhere on the mailpiece (see Exhibit 8.6.1-3).
- *Bulk Parcel Return Service.* Choose this option if the words "BULK PARCEL RETURN SERVICE" appear on the mailpiece. The endorsement "No Postage Necessary if Mailed in the United States" will also be printed in the upper right corner on the face of the label.
- *Parcel Select Return Service.* Choose this option if the words "PARCEL SELECT RETURN SERVICE" appear on the mailpiece. The endorsement "No Postage Necessary if Mailed in the United States" will also be printed in the upper right corner on the face of the label.
- *Bound Printed Matter Return Service.* Choose this option if the words "BOUND PRINTED MATTER RETURN SERVICE" appear on the mailpiece. The endorsement "No Postage Necessary if Mailed in the United States" will also be printed in the upper right corner on the face of the label.

- *Other Permit (None of the Above)*. Choose this option for any other permit number or in the absence of a permit number.

If you choose *Permit Number G-10, Bulk Parcel Return Service, Parcel Select Return Service, Bound Printed Matter Return Service*, you will be directed to review the data entered and complete the reading (Chapter 9).

8.6.2 Business Reply or Return Service Mail

If you indicated that the sampled mailpiece is marked “No Postage Necessary,” you will be asked a series of questions about the specific service and mail class. This section describes those questions.

8.6.2.1 BRM Class Marking (Q23E13)

If the mailpiece is Business Reply Mail (BRM), you must record the class of mail marked on the piece.

The screenshot shows a software interface for a survey question. At the top, it says 'Q23E13 BRM Class Marking'. Below that is the question: 'What class is marked on the piece or label?'. There are three radio button options listed: 'A - First-Class Mail', 'B - Priority Mail', and 'C - International Business Reply Mail/Response Payee'. At the bottom center of the screen is a button labeled 'Previous'.

Figure 8.6.2–1. BRM Class Marking (Q23E13) Screen

Select the class marking that appears on the Business Reply Mail. The domestic class marking appears on the piece below the Business Reply Mail or business reply label marking. International Business Reply Mail (IBRM) may be marked “Response Payee” and should be recorded as such. Press <Enter> to proceed to the next question.

8.6.2.2 Merchandise Return Service Class Marking (Q23E14)

If the sampled mailpiece is being returned using a Merchandise Return Label, you must examine the label for a mail-class marking and record the marking if you find one.

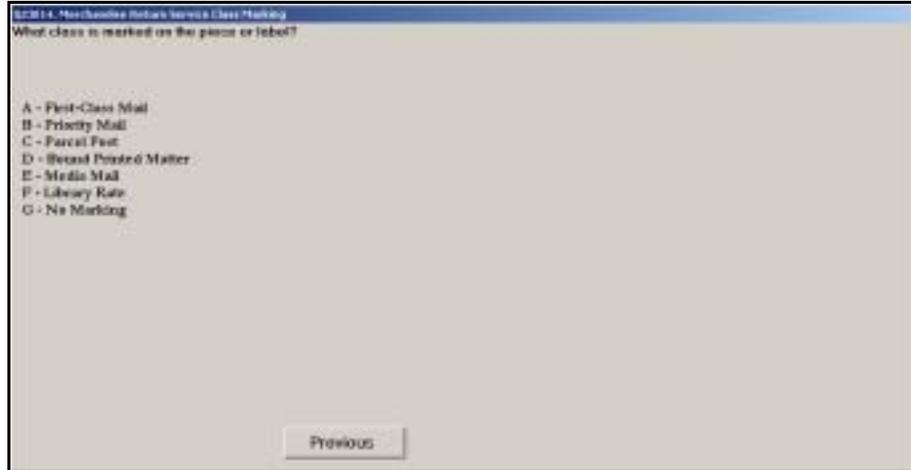


Figure 8.6.2–2. *Merchandise Return Service Class Marking (Q23E14) Screen*

Examine the area of the merchandise return label above and to the right of the delivery address. See Exhibit 8.6.2–1 for an example of a merchandise return label with a “Parcel Post” class marking. Indicate whether any of the listed mail-class markings appear on the mailpiece. If no marking can be found, or if a marking is found but on another area of the label or mailpiece, choose *No Marking*. Press <Enter> after selecting the appropriate option to continue.



Exhibit 8.6.2–1. *Example of Merchandise Return Label with Class Marking*

8.6.2.3 BPRS Marking (Q23M5)

Figure 8.6.2–3. *BPRS Marking (Q23M5) Screen*

If the words “Bulk Parcel Return Service” or “BPRS” appear on the piece, select *Yes* and press <Enter>. If present, the “BPRS” marking will follow the “Address Service Requested” or “Return Service Requested” endorsement. Otherwise select *No* and press <Enter>.

If the piece is stamped “Bulk Parcel Return Service Canceled,” enter *No*.

8.6.3 Class Markings

The following questions refer to mail-class markings appearing on the address side of the mailpiece. Frequently these will be located in or around the indicia (postage area) of the piece, including just below and to the left of the indicia. Different questions are asked, depending on the shape of the mailpiece.



Note: Respond to these questions based only on the markings physically present on the mailpiece. Do not answer this question based on your determination of the mailpiece class.

8.6.3.1 Mail Class Markings (Q23G1)

The following question requires you to record the primary mail marking used to identify the class for flat, IPP, and parcel mailpieces. Answer the question using only markings found on the mailpiece.

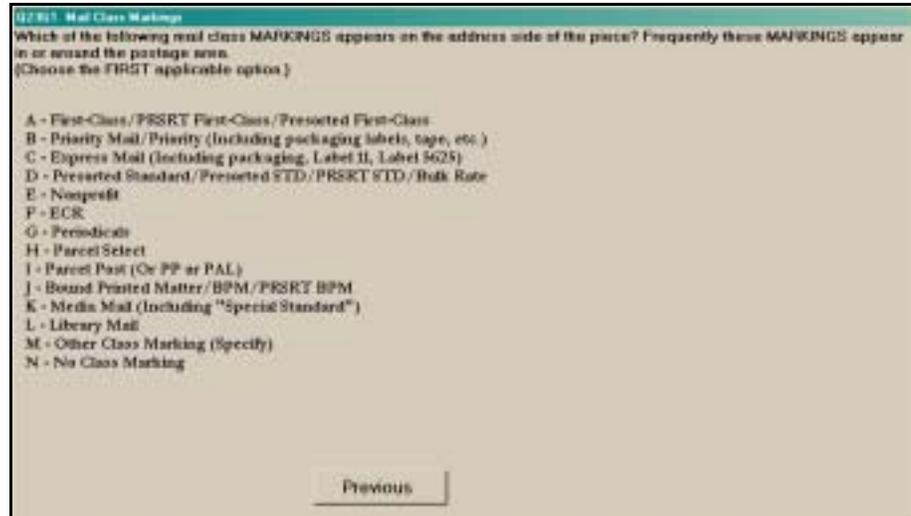


Figure 8.6.3–1. Mail Class Markings (Q23G1) Screen

Examine the address side of the piece for the first option and record it if found. If the first option is not found, look for the second option and so on. Do not automatically select the first option that you happen to see. If more than one option applies to the piece, it is important that you choose the first applicable option from the list.

The listed options may appear in combination with additional words or abbreviations such as "Mail" or "Org." You should select the option even if it appears in combination with these other words.

After you have recorded the appropriate marking, press <Enter> and proceed to the next question.

8.6.3.2 Mail Class Markings (Cards and Letters) (Q23G1a)

The following question requires you to record the primary mail marking used to identify the class for cards and letters. Answer the question using only markings found on the mailpiece.

Q23G1a Mail Class Markings (Cards and Letters)

Which of the following mail class MARKINGS appears on the address side of the piece? Frequently these MARKINGS appear in or around the postage area.
(Choose the FIRST applicable option.)

- A - First-Class/PSRT First-Class/Presented First-Class
- B - Priority Mail/Priority (Including packaging, labels, tags, etc.)
- C - Express Mail (Including packaging, Label B, Label 5025)
- D - Presented Standard/Presented STD./PSRT STD./Bulk Rate
- E - Nonprofit
- F - ECR
- G - Periodicals
- H - Other Class Marking
- I - No Class Marking

Previous

Figure 8.6.3–2. *Mail Class Markings (Cards and Letters) (Q23G1a)* Screen

Examine the address side of the piece for the first option and record it if found. If the first option is not found, look for the second option and so on. Do not automatically select the first option that you happen to see. If more than one option applies to the piece, it is important that you choose the first applicable option from the list.

The listed options may appear in combination with additional words or abbreviations such as “Mail” or “Org.” You should select the option even if it appears in combination with these other words.

After you have recorded the appropriate marking, press <Enter> and proceed to the next question.

8.6.3.3 Mail Class Markings (Cards and Letters) (Q23G1b)

The following question appears if you chose *Other Class Marking* for card and letter mailpieces.

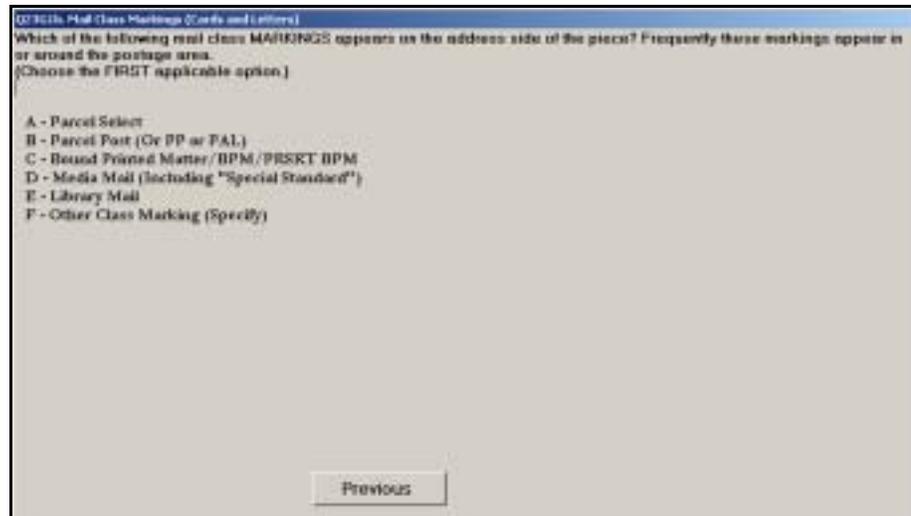


Figure 8.6.3–3. *Mail Class Markings (Cards and Letters) (Q23G1b)* Screen

Examine the address side of the piece for the first option and record it if found. If the first option is not found, look for the second option and so on. Do not automatically select the first option that you happen to see. If more than one option applies to the piece, it is important that you choose the first applicable option from the list.

The listed options may appear in combination with additional words or abbreviations such as “Mail” or “Org.” You should select the option even if it appears in combination with these other words.

After you have recorded the appropriate marking, press <Enter> and proceed to the next question.

8.6.4 Manifest Mailing System Mailpieces

The Manifest Mailing System (MMS) is a postage payment system that facilitates the acceptance and verification of permit imprint mailings. These pieces are prepared by the mailer according to certain standards and require specialized documentation. In particular, all MMS pieces are marked with a code indicating the rate category. In these questions, you will identify whether an MMS keyline is present, and if so identify the MMS rate category marking on the piece.

8.6.4.1 Manifest Mailing System Keyline Instruction (I23H1)

This screen provides instructions to help you to determine if there is an MMS keyline on the piece.

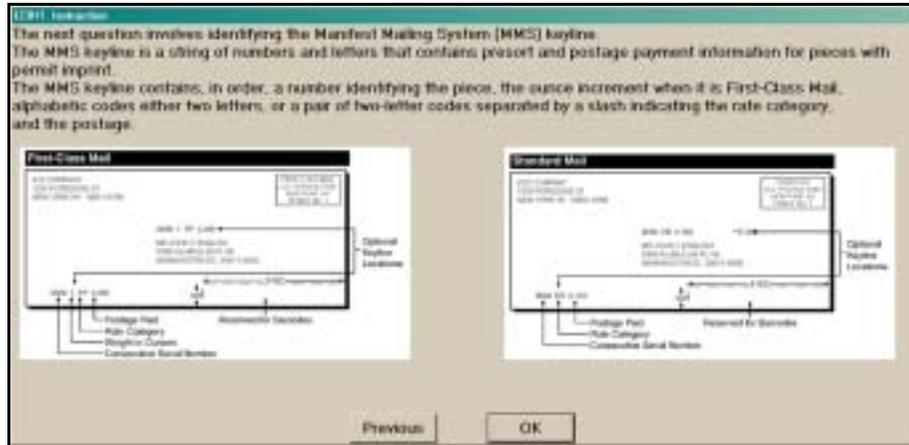


Figure 8.6.4–1. Manifest Mailing System Keyline *Instruction (I23H1)* Screen

As indicated on this screen, the MMS keyline is a string of numbers and letters that contains presort and postage payment information for pieces with permit imprint. The MMS keyline contains a number identifying the piece, the ounce increment (for First-Class Mail only), alphabetic codes (either two letters, or a pair of 2-letter codes separated by a slash — “/”) indicating the rate categories, and the postage on the piece.

Note: The elements of the MMS keyline may or may not be separated with spaces, and can appear anywhere on the piece not reserved for other purposes (that is, the MMS keyline will not appear in the postage area or barcode clear zone). Carefully examine the item to determine if this marking exists. The following two sections contain graphic examples of MMS Markings.

Press <Enter> to continue.

8.6.4.2 MMS Markings for First-Class Mail (Q23H2)

The MMS rate category markings that may appear on First-Class Mail pieces are listed in the following question.

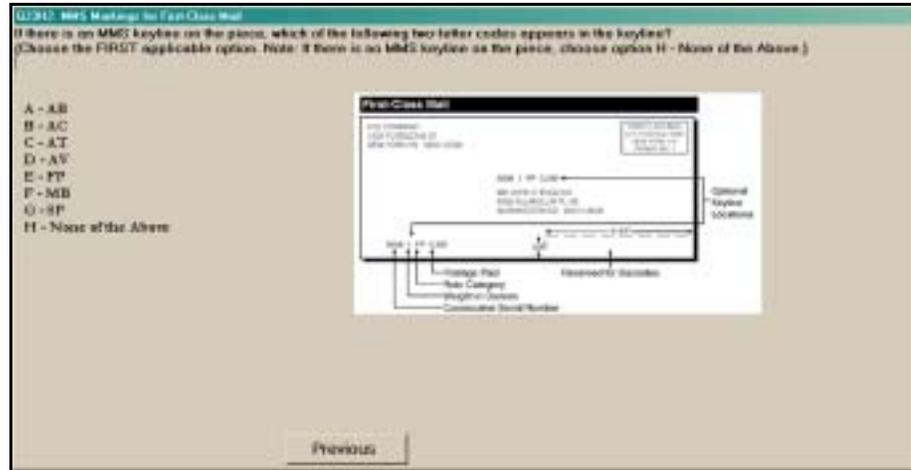


Figure 8.6.4–2. MMS Markings for First-Class Mail (Q23H2) Screen

Select the first applicable option corresponding to the rate category marking that appears in the MMS keyline, if present. If no MMS keyline is present or none of the listed markings are present, select *None of the Above*. Press <Enter> when you are finished.

8.6.4.3 MMS Markings for Standard Mail (Q23H3)

The MMS rate category markings that may appear on Standard Mail pieces are listed in the following question.

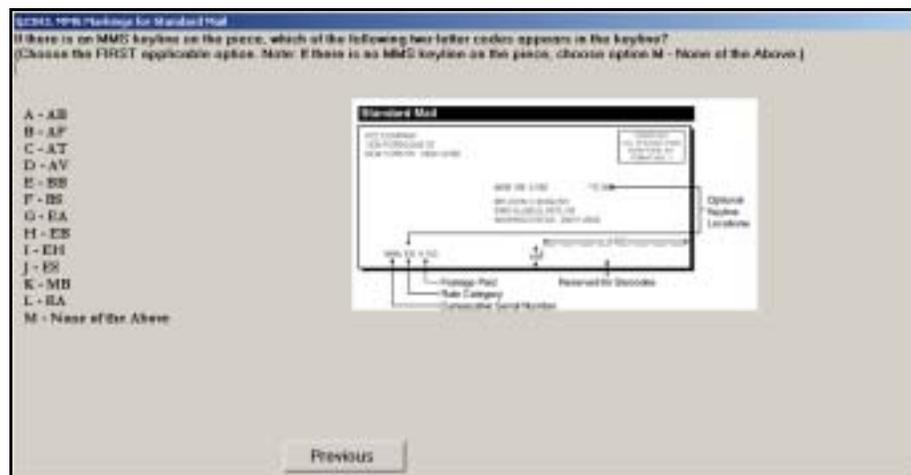
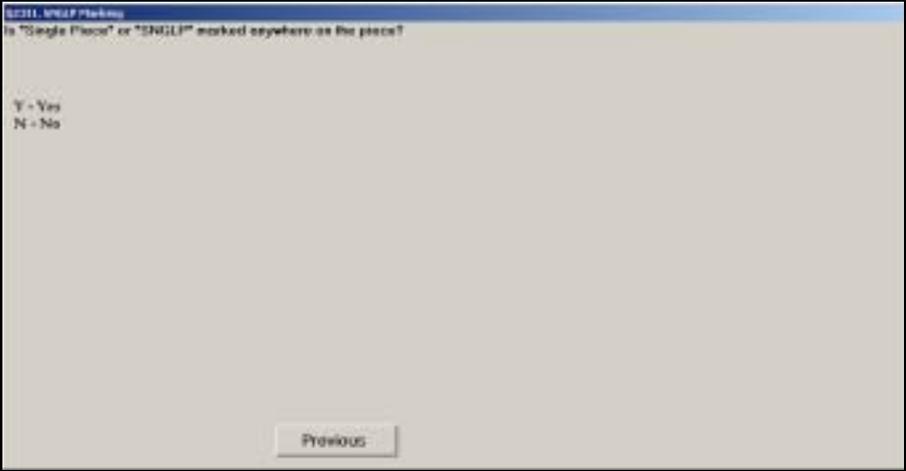


Figure 8.6.4–3. MMS Markings for Standard Mail (Q23H3) Screen

Select the first applicable option corresponding to the rate category marking that appears in the MMS keyline, if present. If no MMS keyline is present or none of the listed markings are present, select *None of the Above*. Press <Enter> when you are finished.

8.6.5 Rate Markings for First-Class Mail

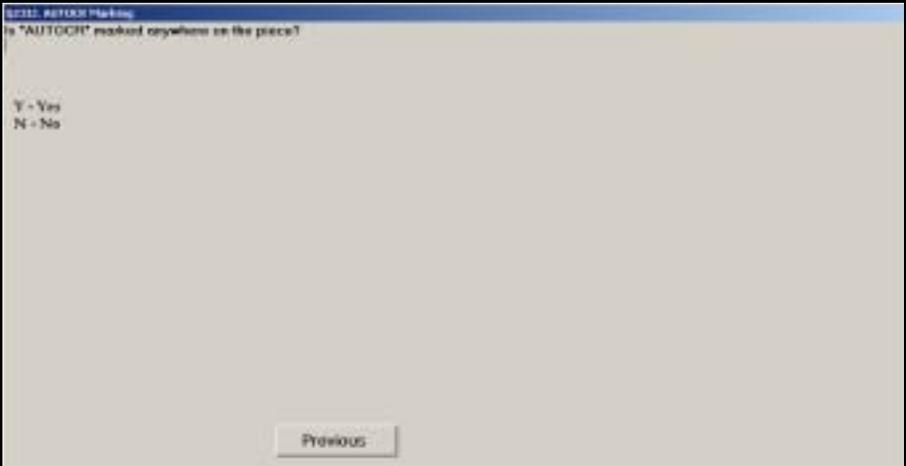
First-Class Mail may be mailed at different rates, depending on how the mail is prepared. In this section of questions, you will be prompted to examine the sampled piece for markings that indicate First-Class Mail rate categories.

8.6.5.1 SNGLP Marking (Q2311)

S331. SNGLP Marking
Is "Single Piece" or "SNGLP" marked anywhere on the piece?
Y - Yes
N - No
Previous

Figure 8.6.5–1. *SNGLP Marking (Q2311) Screen*

Examine the entire address side of the piece and look for the marking “Single-Piece” or “SNGLP.” If it appears, enter *Yes*. Otherwise, enter *No*. Press <Enter> to advance to the next screen.

8.6.5.2 AUTOOCR Marking (Q2312)

S332. AUTOOCR Marking
Is "AUTOOCR" marked anywhere on the piece?
Y - Yes
N - No
Previous

Figure 8.6.5–2. *AUTOOCR Marking (Q2312) Screen*

Examine the entire address side of the piece and look for the marking “AUTOOCR.” If it appears, enter *Yes*. Otherwise, enter *No*. Press <Enter> to advance to the next question.

8.6.5.3 AUTO Marking (Q23I3)



Figure 8.6.5–3. *AUTO Marking (Q23I3)* Screen

Examine the entire address side of the piece and indicate whether the marking “AUTO” is present. Press <Enter> to advance to the next screen.

8.6.5.4 PRSRT Marking (Q23I4)



Figure 8.6.5–4. *PRSRT Marking (Q23I4)* Screen

Examine the entire address side of the piece and indicate whether the marking “Presorted First-Class” or “PRSRT First-Class” is present. If so, enter *Yes*. Otherwise, enter *No*. Also enter *Yes* if any variations on the “presort” abbreviation are present on the piece. Press <Enter> to proceed.

8.6.6 Periodicals (Q23G3)

In this section you will be asked to record information about the mailpiece which has been identified as a periodical publication in a previous question.

Figure 8.6.6–1. *Periodicals (Q23G3) Screen*

Enter the information needed to identify the exact periodicals-rate publication the employee is handling. Begin by entering the *Publication Name*. As you begin typing the title, the program searches through an alphabetical list containing the publications that are most frequently found by IOCS data collectors. If the laptop beeps as you type, it means the letters entered so far do not match the start of any title in the database. If this happens because you mistyped the publication name, you can backspace to correct your entry. You can also scroll backward or forward in the list by using the up or down arrow keys to find a title. If your entry is correct, continue typing the publication name. When the desired publication name is typed or highlighted, select it by pressing <Enter>.

The program will display the publication's name, its USPS publication number, and its ISSN if it has one, and it will ask you if they are correct.

Figure 8.6.6–2. *Information Screen: Publication Verification*

Compare the ISSN and/or publication number displayed on the screen with the information on the piece of mail. If they match, choose Yes and press <Enter> to proceed. If they do not match, choose No and you will be returned to the *Periodicals* screen.

If the publication name that you enter cannot be found in the database, the following screen will appear to confirm that the information is correct:

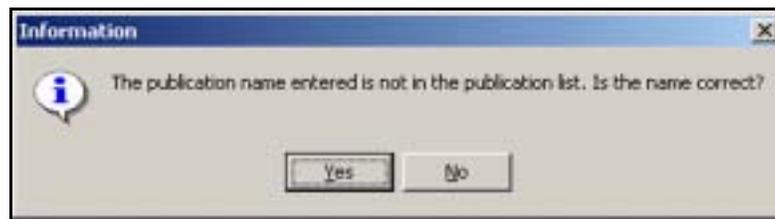


Figure 8.6.6–3. *Information* Screen: Unlisted Publication

Verify that you have entered the correct title. If not, choose No and enter the correct title. If the title is correct, choose Yes and enter the USPS publication number or ISSN. The text “ISSN” will be followed by either an 8-digit number, or a 7-digit number followed by an X. The USPS publication number contains the text “USPS” followed by a 6-digit number. Press <Enter> when you are done.



Note: In unbound publications, the ISSN and/or USPS publication number must be shown on one of the first five pages or on the table of contents page. In bound publications, the ISSN and/or USPS publication number must be shown on one of the last three non-advertising pages inside the back cover.

If you are unable to locate a USPS publication or ISSN number and leave those fields blank, the following screen will appear to determine if the publisher's rate application is pending:

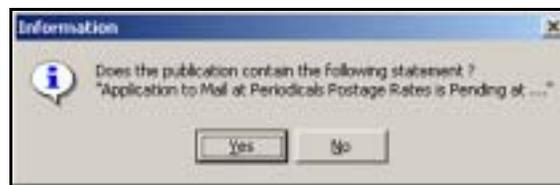


Figure 8.6.6–4. *Information* Screen: Application Statement

Choose Yes if the application statement is present on the piece or in the publisher's statement. Otherwise, choose No.

8.6.7 Rate Markings for Standard Mail

Standard Mail pieces may be mailed at various postage rates depending on how the mail is prepared and presented to the Postal Service. In this section, you will be prompted to examine the sampled piece for markings that may appear on Standard Mail indicating the rate category.

8.6.7.1 ECR Marking (Q23J1)

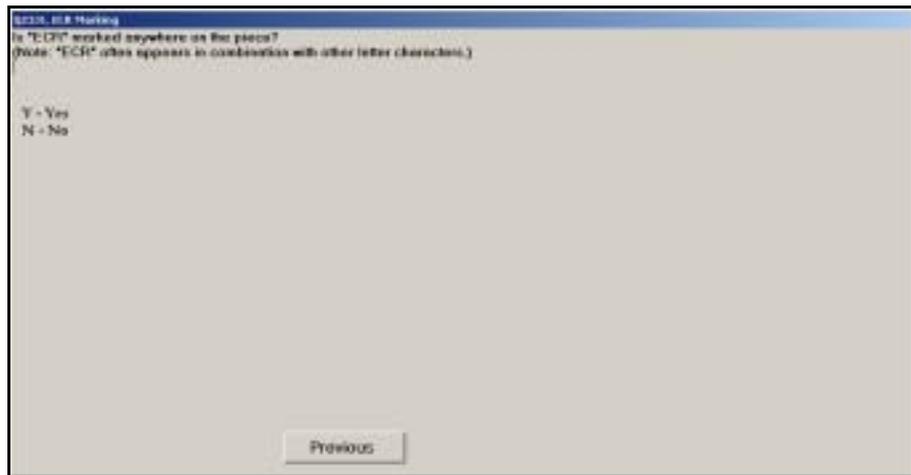


Figure 8.6.7–1. ECR Marking (Q23J1) Screen

Examine the entire address side of the piece and indicate whether “ECR” appears on the piece. Press <Enter> when you are done.



Note: “ECR” usually appears as part of the markings “ECRLOT,” “ECRWSH,” or “ECRWSS.”



Exhibit 8.6.7–1. Example of ECR Marking Above Address



Exhibit 8.6.7-2. Example of ECR Marking on DAL Parent Piece



Exhibit 8.6.7-3. Example of ECR Marking Below Indicia

8.6.7.2 Type of ECR Marking (Q23J2)



Figure 8.6.7-2. Type of ECR Marking (Q23J2) Screen

Examine the piece carefully for the “WSH,” “WSS,” or “LOT” marking and choose the appropriate option. Choose *LOT or None* if none of the listed choices appears on the piece. Make your selection, and press <Enter> to continue.



Note: Normally, these markings will be located immediately following the “ECR” marking, as in “ECRWSS,” “ECRWSH,” or “ECRL0T.” However, they may also be marked elsewhere on the piece.

8.6.7.3 AUTOOCR Marking (Q23J3)

Figure 8.6.7–3. *AUTOOCR Marking (Q23J3) Screen*

If you are able to identify the marking “AUTOOCR” on the piece, select *Yes*. Otherwise select *No*. Press <Enter> to proceed.

8.6.7.4 AUTO Marking (Q23J4)

Figure 8.6.7–4. *AUTO Marking (Q23J4) Screen*

Examine the entire address side of the piece and indicate whether the marking “AUTO” is found. If so, select *Yes*. Otherwise select *No*. Press <Enter> to advance to the next question.

8.6.7.5 CMM Marking (Q23J5)

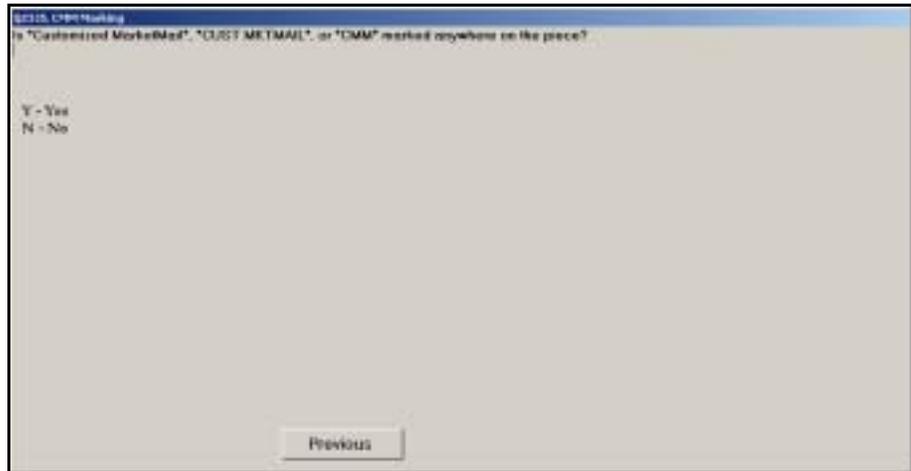


Figure 8.6.7–5. CMM Marking (Q23J5) Screen

Examine the entire address side of the piece and indicate whether the marking “Customized MarketMail,” “CUST MKTMAIL,” or “CMM” is found. Press <Enter> to advance to the next question.

8.6.8 Presort Markings for Parcel Post (Q23G7)

If there is a Parcel Post (or PP) marking on the piece, you are required to identify any rate category markings.



Figure 8.6.8–1. Presort Markings for Parcel Post (Q23G7) Screen

Examine the entire mailpiece and select the first applicable option from the list provided. If the first option is not found, look for the second option and so on. Do not automatically select the first option that you happen to see. If more than one option applies to the piece, it is important that you choose the first applicable option from the list. Press <Enter> to proceed to the next question.

8.6.9 Presort Markings for BPM, Media, and Library Mail (Q23G6)

The following question refers to Bound Printed Matter, Media Mail, or Library Mail.

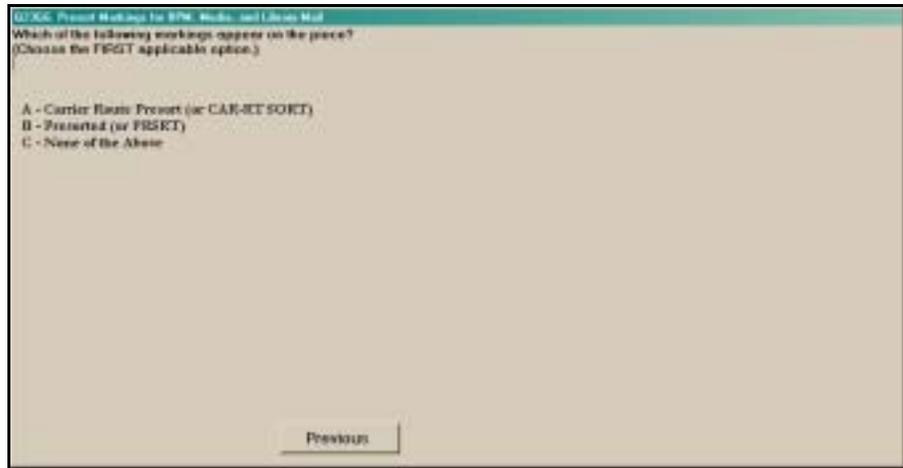


Figure 8.6.9–1. *Presort Markings for BPM, Media, and Library Mail (Q23G6) Screen*

Examine the entire mailpiece for the first marking and select it if it is found. If not, proceed to the second marking and so on. If more than one option applies, it is important that you choose the first marking that appears in the list. Press <Enter> to proceed to the next question.

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8.7 Origin Information

If the flat, IPP, or parcel has no class or rate markings, the origin ZIP Code may be used in conjunction with the postage on the mailpiece to help determine class and rate category. The next series of questions requests information about the origin of the sampled mailpiece. Separate questions are asked, depending on whether the mailpiece has been identified as UAA or not.

8.7.1 Origin ZIP Code (Q23G11)

The following question is asked if the mailpiece is deliverable as originally addressed.

Figure 8.7.1–1. *Origin ZIP Code (Q23G11) Screen*

Enter all the five-digit origin ZIP Code, located in the return address, into the *Origin ZIP* field. If no ZIP Code is shown, press <Enter> or <Tab> and enter the *City* name and *State* abbreviation in their respective fields. If you enter the wrong information or misspell the city or state, select *Clear (F10)* to clear the fields and then enter the correct information. If the information cannot be determined, leave these fields blank. When you are finished, press <Enter> to continue.

8.7.2 Origin ZIP Code (Q23G11b)

The following question is asked if the mailpiece has been identified as UAA mail.

Q23G11b, Origin ZIP Code

What ZIP Code was the mailpiece ORIGINALLY sent from?
If ZIP Code not shown, press [ENTER] or [TAB] and record Origin City and State.

Origin ZIP:

City:

State:

If City and State cannot be determined, leave these fields blank.

OK Previous Clear (F10)

Figure 8.7.2-1. *Origin ZIP Code (Q23G11b) Screen*

Enter five-digit origin ZIP Code where the piece was originally sent from, located in the return address, into the *Origin ZIP* field. If no ZIP Code is shown, press <Enter> or <Tab> and enter the city name and state abbreviation in their respective fields. If you enter the wrong information or misspell the city or state, select *Clear (F10)* to clear the fields and then enter the correct information. If the information cannot be determined, leave these fields blank. When you are finished, press <Enter> to continue.

8.8 Barcode

A barcode is a series of vertical bars and spaces that represent data in a machine-readable form. The following questions focus on POSTNET barcodes, as opposed to PLANET barcodes. The POSTNET barcode, usually located in the address block or, for cards and letters, along the bottom edge of the piece, is encoded with ZIP Code (5-, 9-, or 11-digit) information for sorting the mail. All POSTNET barcodes have exactly three high bars in the first six bars. A barcode with four high bars in the first six bars is a PLANET barcode.



Note: If a POSTNET barcode has been crossed out, answer the barcode question as if the POSTNET barcode were not crossed out, even if you are not able to physically count all of the high bars. If asked to count the high bars, enter 99.

The following screens will guide you in identifying and recording the presence of a POSTNET barcode. This information is used to distinguish between automation and non-automation rate mailpieces. The questions that appear depend on the shape and markings appearing on the mailpiece.

8.8.1

Barcode Instruction (I23K1)

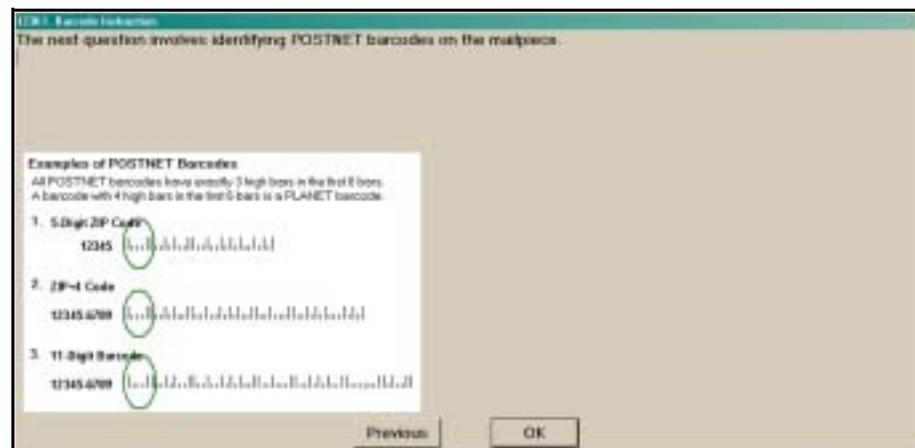


Figure 8.8.1–1. *Barcode Instruction (I23K1) Screen*

This screen provides guidelines for identifying a POSTNET barcode. Press <Enter> to advance to the next screen.

8.8.4 Barcode in Window (Q23K2)

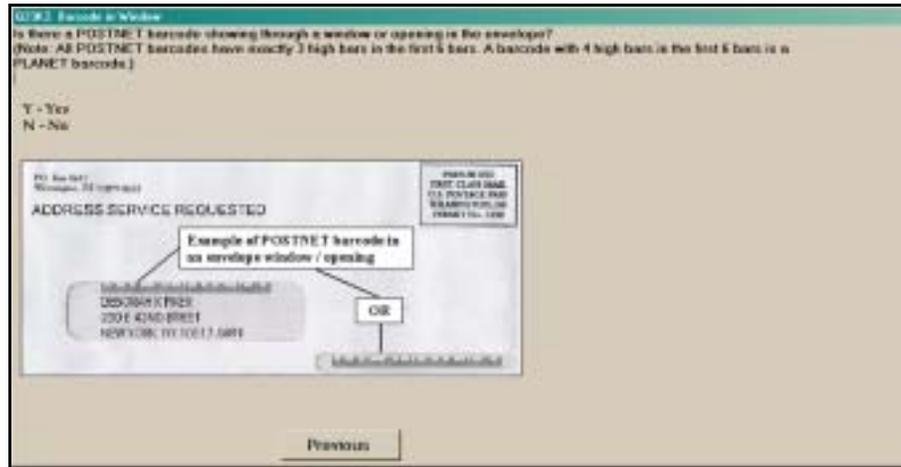


Figure 8.8.4–1. Barcode in Window (Q23K2) Screen

Examine the address side of the mailpiece for the presence of a POSTNET barcode. If a POSTNET barcode appears anywhere on the address side of the mailpiece and it is showing through a window or opening on the mailpiece, enter *Yes*. If a barcode appears on the mailpiece, but is not showing through a window or opening, enter *No*. Also enter *No* if no barcode is present on the address side of the mailpiece. Press <Enter> after selecting the appropriate option to continue.

8.8.5 Barcode in Address Block (Q23K3)

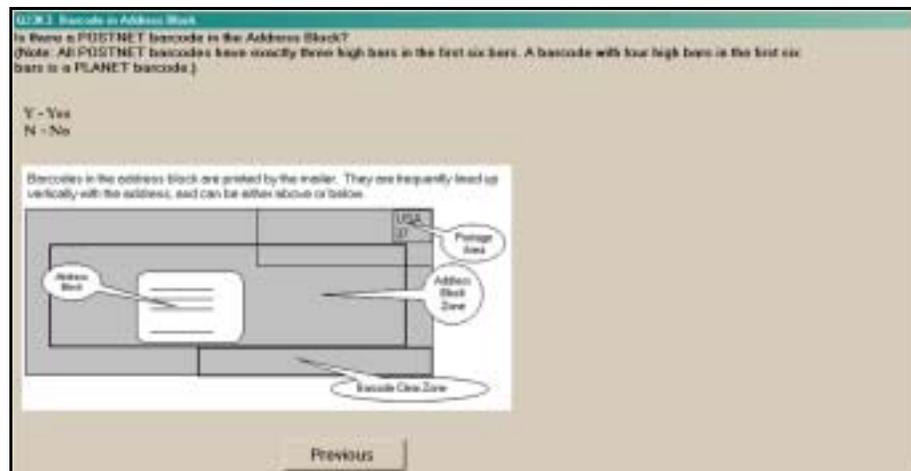


Figure 8.8.5–1. Barcode in Address Block (Q23K3) Screen

Indicate whether a POSTNET barcode appears in the address block, either above or below the address. If there is a POSTNET barcode in the address block, enter *Yes*. Note that a mailpiece may have multiple barcodes, some of which may be located elsewhere on the piece. Enter *Yes* to this question *only if* a POSTNET barcode appears in the address block, even if other barcodes appear elsewhere. If a POSTNET barcode appears elsewhere on the mailpiece (e.g. in the barcode clear zone or postage area) and no barcode is present in the address block, enter *No*. Press <Enter> after selecting the appropriate option to continue.

Note that PLANET barcodes may also appear in the address block. A POSTNET barcode has exactly three high bars in the first six bars. A barcode with four high bars in the first six bars is a PLANET barcode. If there is a PLANET barcode on the piece but no POSTNET barcode, enter *No* for this question.

8.8.6 Barcode Outside Address Block (Q23K4)

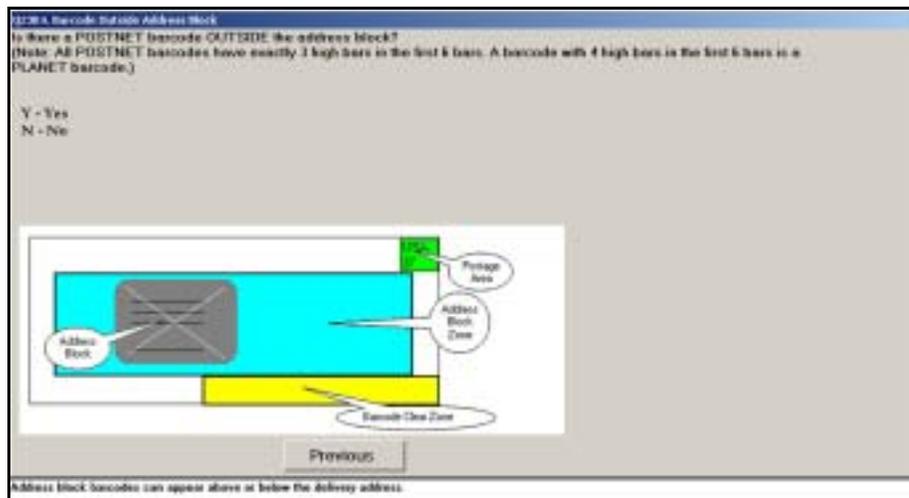


Figure 8.8.6–1. Barcode Outside Address Block (Q23K4) Screen

Respond *Yes* to this question if a POSTNET barcode appears anywhere on the mailpiece except in the address block. This includes barcodes in the postage area and barcode clear zone. If no POSTNET barcode appears on the mailpiece, enter *No*. Press <Enter> after selecting the appropriate option to continue.

8.8.7 Barcode Characteristics (Q23K5)

If there is a POSTNET barcode outside of the address block, this question helps identify the rate category of the mailpiece.

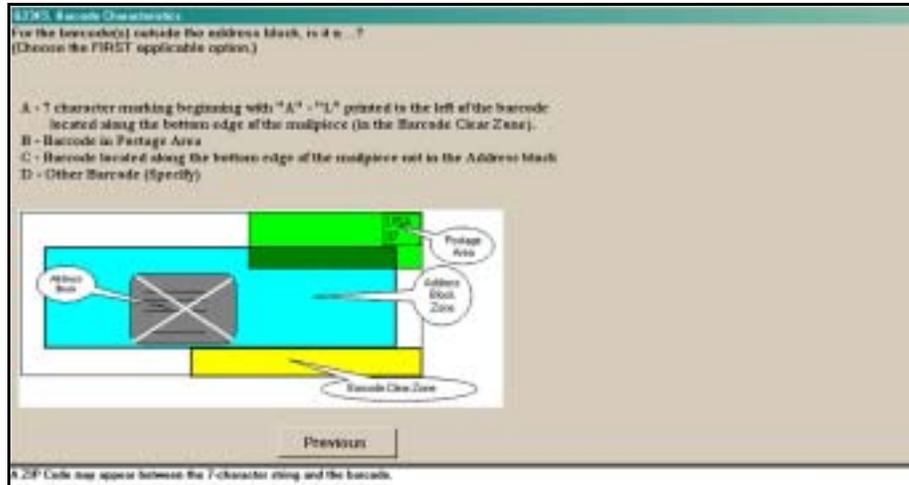


Figure 8.8.7-1. Barcode Characteristics (Q23K5) Screen

Indicate the first applicable option. Begin by examining the entire piece for the first option and recording it if found. If the first option is not found, examine the piece for the second option and so on. Do not immediately select the first type of indicia that you happen to see. It is important that if more than one option applies to the piece, you choose the first applicable option from the list. Press <Enter> after selecting the appropriate option to continue.

Each option is described in more detail below:

- 7 character marking beginning with "A" - "L" printed to the left of the barcode located along the bottom edge of the mailpiece (in the Barcode Clear Zone). Choose this option if a seven-character marking beginning with the letters "A" to "L" appears to the left of the POSTNET barcode. This is known as the MLOCR marking. Note that the marking may appear in conjunction with a ZIP Code. Exhibit 8.8.7-1 shows an example of a mailpiece with the character marking to the left of the barcode.



Exhibit 8.8.7-1. Example of Character Marking to Left of Barcode

- Barcode in Postage Area, for example, SmartMail. Choose this option if a POSTNET barcode appears in the postage area of the mailpiece. These barcodes commonly appear on mailpieces that have been processed by consolidators, such as SmartMail. Exhibit 8.8.7-2 shows an example of a mailpiece with a barcode in the postage area.



Exhibit 8.8.7-2. Example of Barcode in Postage Area

- *Barcode located along bottom edge of the mailpiece not in the Address Block.* Choose this option if a POSTNET barcode is found along the bottom edge of the mailpiece, not in the address block. This area is commonly known as the barcode clear zone.

Do not choose this option if a seven-character marking beginning with the letters "A" to "L" appears to the left of the POSTNET barcode. Instead, choose *7 character marking beginning with "A" - "L" printed to the left of the barcode located along the bottom edge of the mailpiece (in the Barcode Clear Zone).*

- *Other Barcode (Specify).* Choose this option for all other POSTNET barcodes appearing on the mailpiece. If you choose this option, you will be prompted to describe the barcode. Press <Enter> to return to the *Barcode Outside Address Block (Q23K4)* screen.

8.8.8

Barcode Digits (Q23K7)

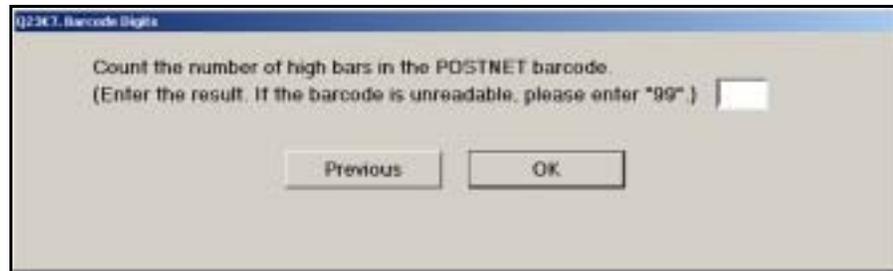


Figure 8.8.8-1. *Barcode Digits (Q23K7)* Screen

To answer this question, count the number of high bars in the POSTNET barcode that you identified in the *Barcode Characteristics (Q23K5)* screen and enter the total in the space provided. If you are unable to accurately view the POSTNET barcode or to count the number of high bars, enter "99" in the space provided. Press <Enter> when you are done.



Note: The software performs a check based on the number of high bars expected. As a result, an information box may appear asking you to verify the number entered.

8.8.9 Barcode Digits in Window or Address Block (Q23K8)

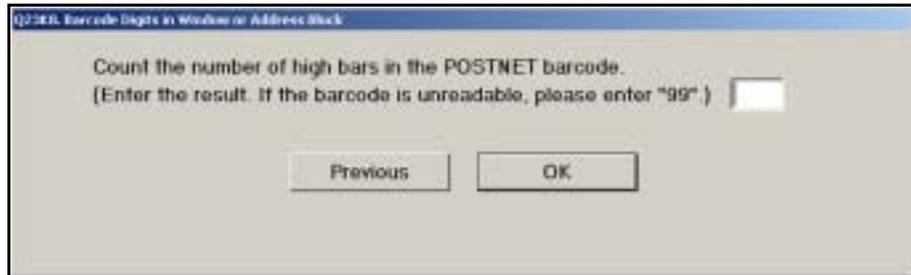


Figure 8.8.9–1. *Barcode Digits in Window or Address Block (Q23K8) Screen*

To answer this question, count the number of high bars in the POSTNET barcode appearing in the address block or window in the mailpiece and enter the total in the space provided. If you are unable to accurately view the POSTNET barcode or to count the number of high bars, enter “99” in the space provided. Press <Enter> when you are done.



Note: The software performs a check based on the number of high bars expected. As a result, an information box may appear asking you to verify the number entered (section 8.8.10).

8.8.10 Information Screens

The software performs a series of checks comparing the markings recorded to the barcode information recorded to identify potential coding errors. As a result the following screens may appear:

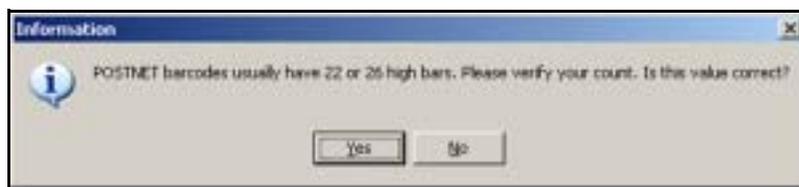


Figure 8.8.10–1. *Information Screen: Verify Barcode High Bars*

The software compares the number of high bars recorded to the number of high bars expected. If the two do not match, an information screen appears asking you to verify your count. If you entered the wrong number, press *No* to return to *Barcode Digits (Q23K7)* or *Barcode Digits in Window or Address Block (Q23K8)*. If you entered the correct number of high bars, press *Yes* to continue.

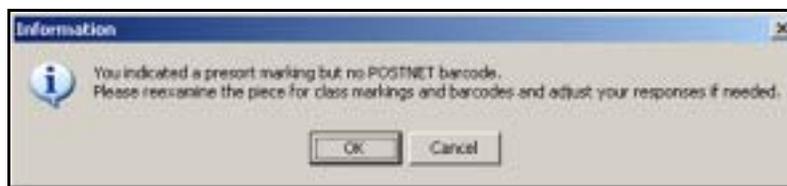


Figure 8.8.10–2. *Information* Screen: Verify Markings and Barcodes

If you recorded the presence of a presort marking but no POSTNET barcode, an information screen appears asking you to reexamine the mailpiece and adjust your responses if necessary. Press <Enter> to clear the screen and make any needed changes. If your responses are correct, continue answering the remaining IOCS questions.

8.9 FIM and Reply Mail Information

A Facing Identification Mark (FIM) is a pattern of bold vertical bars located along the top edge of a letter or card. It is used to identify Business Reply Mail, automation-compatible courtesy reply envelopes, and mail with IBI or PC postage. The questions in this section identify such mail.

8.9.1 Facing Identification Mark (Q23L1)

A FIM is used to orient and separate certain types of First-Class Mail during the facing-canceling process. It consists of a pattern of bold vertical bars located on the top edge of the letter to the left of the indicia. The type of FIM differentiates between customer or meter reply mail, Business Reply Mail, and mail with IBI or PC postage.

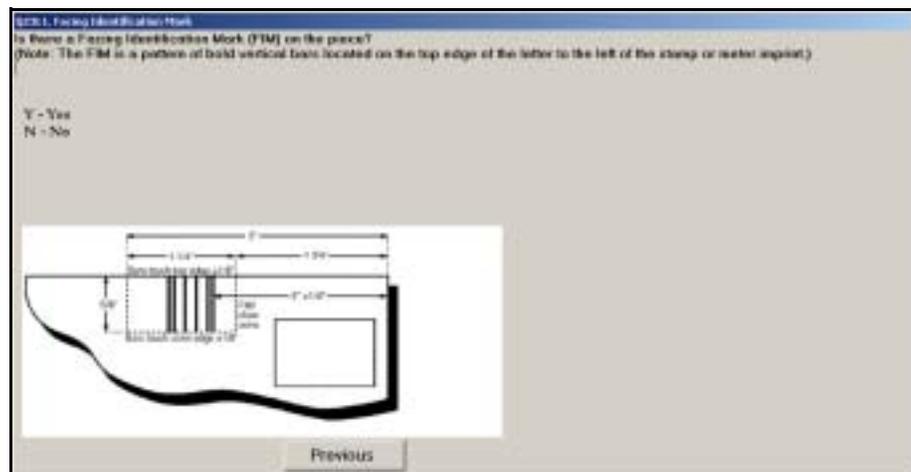


Figure 8.9.1–1. Facing Identification Mark (Q23L1) Screen

Indicate whether a FIM is present on the mailpiece. Select *Yes* or *No* as appropriate and press <Enter> to continue.

8.9.2 Reply Mail (Q23L2)

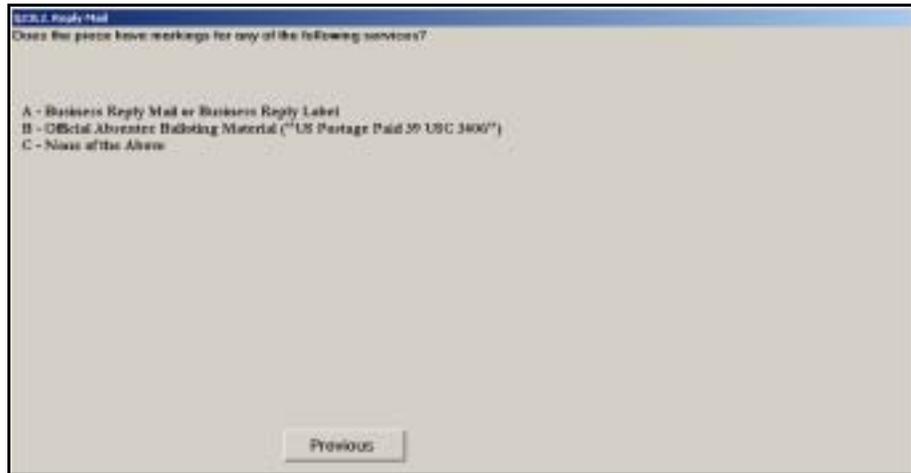


Figure 8.9.2–1. *Reply Mail (Q23L2) Screen*

Indicate which of the listed marking appears on the mailpiece. Press <Enter> after selecting the appropriate option to continue.

8.9.3 BRM Class (Q23L3)

The following question relates to the type of Business Reply Mail marking on the sampled piece.

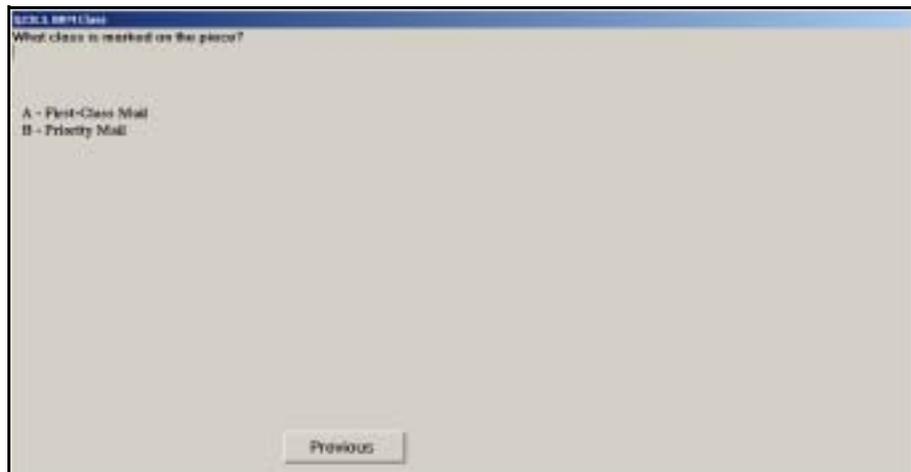


Figure 8.9.3–1. *BRM Class (Q23L3) Screen*

Examine the mailpiece to determine the class marking. Select the appropriate choice, *First-Class Mail* or *Priority Mail*, and press <Enter>.

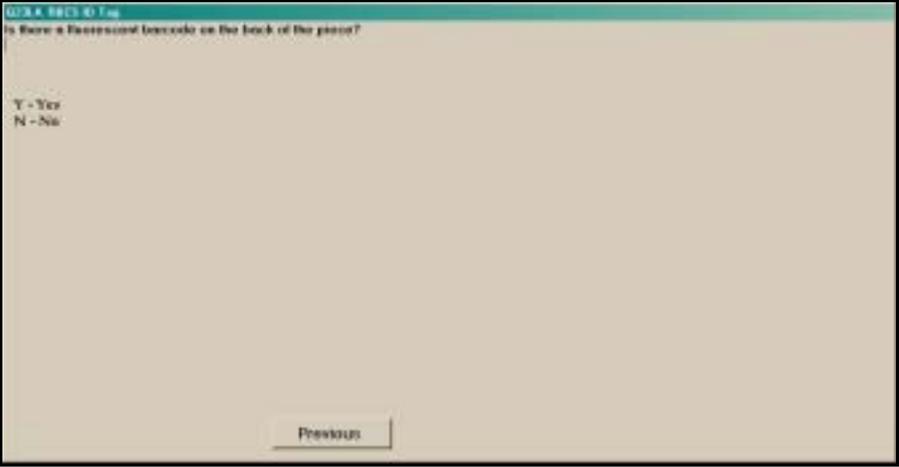


Exhibit 8.9.3-1. Example of Business Reply First-Class Mail

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8.10 RBCS ID Tag (Q23L4)

The fluorescent orange remote barcoding system identification (RBCS ID) tag is applied by Postal Service equipment to the back of machinable cards and letters, in order to apply a POSTNET barcode. The RBCS ID tag is used to apply a POSTNET barcode to a piece, and is sometimes used to sort the piece without a separate POSTNET barcode.



The screenshot shows a terminal-style interface with a light beige background. At the top, there is a title bar that reads "Q23L4 RBCS ID Tag". Below the title bar, the main text asks "Is there a fluorescent barcode on the back of the piece?". Underneath this question, there are two options: "Y - Yes" and "N - No". At the bottom center of the screen, there is a button labeled "Previous".

Figure 8.10.0-1. *RBCS ID Tag (Q23L4)* Screen

Look for a fluorescent orange barcode on the back of the mailpiece near the bottom edge. If you find one, select *Yes*. Otherwise, select *No*. Press <Enter> to continue.

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8.12 Special Services Associated With the Sampled Mailpiece

This section describes the special service questions used to determine whether a sampled mailpiece is receiving special services. Because different classes of mail are eligible for different special services, the special service options will vary by mail class. A complete list of these special services, along with detailed descriptions, is located in RM 8–1 and RM 8–2.



Note: Do not confuse markings such as “Do Not Bend” or “Photos,” or text on the piece related to expedited handling, with the official Special Handling endorsements. Most Special Handling pieces are parcels containing live honeybees or baby poultry, which are only mailable with the Special Handling service.

8.12.1

Special Services - First-Class or Priority Mail (Q23N1)

This is the final mailpiece characteristics screen that will appear if the information you entered identifies the mailpiece as a First-Class Mail or Priority Mail piece.

Q23N1: Special Services - First-Class or Priority Mail

Which of the following special services are provided for the piece?
 (Choose ALL applicable options.)

A - Certified
 B - C.O.D.
 C - Delivery Confirmation
 D - Insured
 E - Registered
 F - Restricted Delivery
 G - Return Receipt (Attached)
 H - Signature Confirmation
 I - Special Handling
 J - None

Previous Erase (F10)

Figure 8.12.1–1. *Special Services - First-Class or Priority Mail (Q23N1)* Screen

Examine the entire address side of the mailpiece and indicate which of the listed special service endorsements appear on the piece. Choose all of the special service endorsements that appear. Choose *None* if no special services are provided for the piece. Press <Enter> to continue.

Refer to RM 8–1 for a detailed description of the special service options listed.

You will be directed to review the data entered and complete the reading (Chapter 9).

8.12.2 Special Services - Standard Mail (Q23N4)

This is the final mailpiece characteristic screen that will appear if the mailpiece has been identified as Standard Mail.

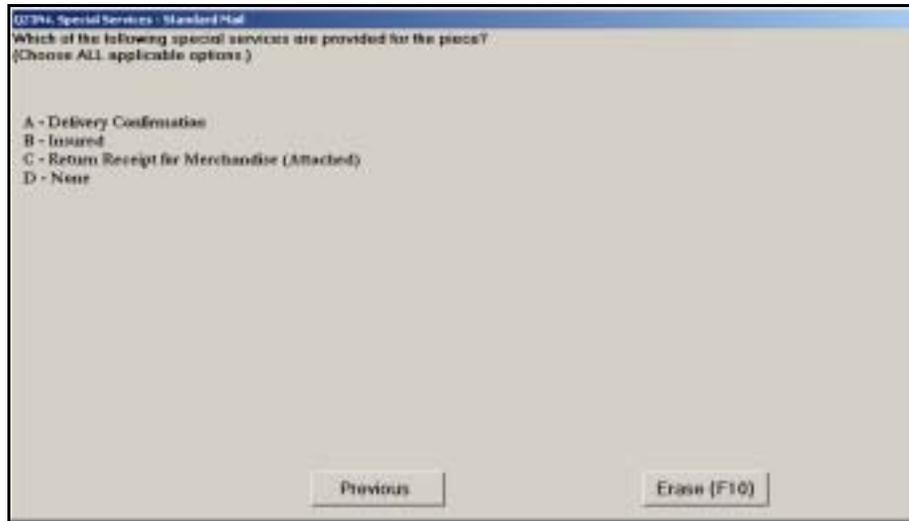


Figure 8.12.2–1. *Special Services - Standard Mail (Q23N4)* Screen

Examine the entire address side of the mailpiece and indicate which of the listed special service endorsements appear on the piece. Choose *all* of the special service endorsements that appear. Choose *None* if no special service endorsements are present. Press <Enter> to continue.

See RM 8–1, at the end of the chapter, for detailed descriptions of each service.

You will be directed to review the data entered and complete the reading (Chapter 9).

8.12.3 Special Services - Package Services (Q23N5)

This is the final mailpiece characteristic screen that will appear if the mailpiece has been identified as a Package Services piece.

Q23N5, Special Services - Package Services

Which of the following special services are provided for the piece?
(Choose ALL applicable options)

A - C.O.D.
B - Delivery Confirmation
C - Insured
D - Restricted Delivery
E - Return Receipt (Attached)
F - Signature Confirmation
G - Special Handling
H - Parcel AirMail (PAL)
I - None

Previous Erase (F10)

Figure 8.12.3–1. *Special Services - Package Services (Q23N5) Screen*

Examine the entire address side of the mailpiece and indicate which of the listed special service endorsements appear on the piece. Choose *all* of the special service endorsements that appear. Choose *None* if no special service endorsements are present. Press <Enter> to continue.

See RM 8–1, at the end of the chapter, for detailed descriptions of each service.

You will be directed to review the data entered and complete the reading (Chapter 9).

8.12.4 Special Services - Express Mail (Q23N6)

This is the final mailpiece characteristic screen that will appear if the mailpiece has been identified as an Express Mail piece.

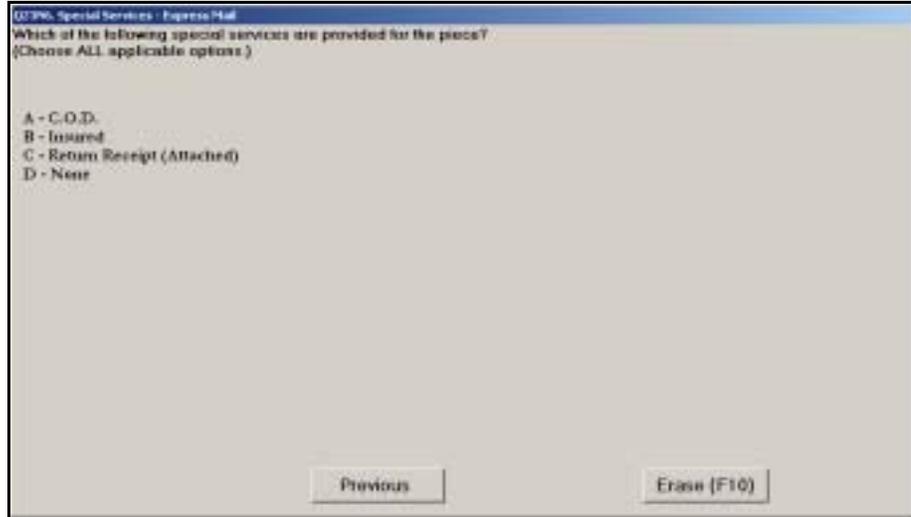


Figure 8.12.4–1. *Special Services - Express Mail (Q23N6)* Screen

Examine the entire address side of the mailpiece and indicate which of the listed special service endorsements appear on the piece. Choose *all* of the special service endorsements that appear. Choose *None* if no special service endorsements are present. Press <Enter> to continue.

See RM 8–1, at the end of the chapter, for detailed descriptions of each service.

You will be directed to review the data entered and complete the reading (Chapter 9).

8.12.5 **Special Services - U.S. Origin International Mail (Q23N7)**

This is the final mailpiece characteristic screen that will appear if the mailpiece has been identified as U.S. origin international mail.

Q23N7: Special Services - U.S. Origin International Mail

Which of the following special services are provided for the piece?
(Choose ALL applicable options.)

A - International Registered
 B - International Insured (Parcel Post Only)
 C - International Restricted Delivery
 D - International Return Receipt (Attached)
 E - International Recorded Delivery (Similar to Domestic Certified Mail)
 F - None

Previous Erase (F10)

Figure 8.12.5–1. *Special Services - U.S. Origin International Mail (Q23N7)* Screen

Examine the entire address side of the mailpiece and indicate which of the listed special service endorsements appear on the piece. Choose all of the special service endorsements that appear. Choose *None* if no special service endorsements are present. Press <Enter> to continue.

Refer to RM 8–2, at the end of the chapter, for a detailed description of the special service options listed.

You will be directed to review the data entered and complete the reading (Chapter 9).

8.12.6 Special Services - Foreign Origin International Mail (Q23N8)

This is the final mailpiece characteristic screen that will appear if the mailpiece has been identified as foreign origin international mail.

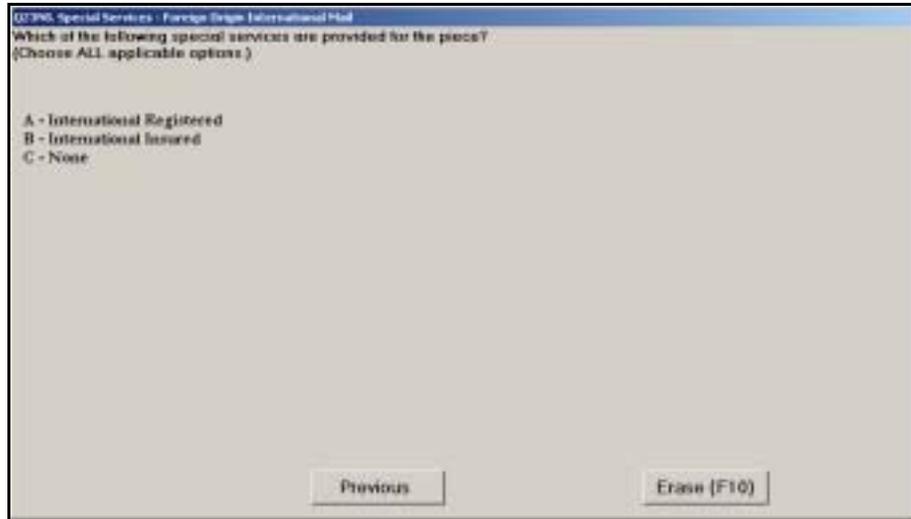


Figure 8.12.6–1. *Special Services - Foreign Origin International Mail (Q23N8) Screen*

Examine the entire address side of the mailpiece and indicate which of the listed special service endorsements appear on the piece. Choose *all* of the special service endorsements that appear. Choose *None* if no special service endorsements are present. Press <Enter> to continue.

See RM 8–2 for detailed descriptions of each service.

You will be directed to review the data entered and complete the reading (Chapter 9).

8.13 Foreign Destination (U.S. Origin International) Mailpieces

Mailpieces originating in the United States but being sent to foreign destinations will have different characteristics than domestic mail. This section provides instructions for answering questions about mail destined for foreign countries.

8.13.1 IPA Receptacle - Sack or Tray (Q23X1a)

Q23X1a. IPA Receptacle - Sack or Tray

Is this mailpiece being sorted to or removed from an International Priority Airmail (IPA) shipping receptacle (sack or tray)? (Note: If the receptacle has PS Tag 115, then it is an IPA receptacle, but not all IPA receptacles will necessarily have these labels.)

Y - Yes
N - No

Previous

Figure 8.13.1–1. *IPA Receptacle - Sack or Tray (Q23X1a) Screen*

If the mailpiece is being sorted to or removed from an International Priority Airmail (IPA) sack or tray, enter *Yes*. Otherwise, enter *No*. Press <Enter> when you have selected the appropriate option.

PS Tag 115, *International Priority Airmail* is sometimes affixed to IPA sacks or trays. If PS Tag 115 is affixed to the container, enter *Yes*. Exhibit 7.2.14–7 shows an example of PS Tag 115.

8.13.2 ISAL Receptacle - Sack or Tray (Q23X1b)



Figure 8.13.2–1. *ISAL Receptacle - Sack or Tray (Q23X1b)* Screen

If the mailpiece is being sorted to or removed from an International Surface Air Lift (ISAL) sack or tray, enter *Yes*. Otherwise, enter *No*. Press <Enter> when you have selected the appropriate option.

PS Tag 155, *Surface Airlift Mail* is sometimes affixed to ISAL sacks or trays. Exhibit 7.2.14–2 shows an example of PS Tag 155 (CN 36).

8.13.3 ICP/Parcel Post Warning (Q23X1c)



Figure 8.13.3–1. *ICP/Parcel Post Warning (Q23X1c)* Screen

Using the criteria listed below, determine whether the sampled mailpiece is International Commercial Packages (ICP), Airmail Parcel Post, or ISAL. Choose the first applicable option. Press <Enter> when you have made your selection.

A description of each type is provided below:

- *Mailpiece is Airmail Parcel Post.* Enter this option when the mailpiece is Airmail Parcel Post. Airmail Parcel Post packages must be marked “AIRMAIL” (or “PAR AVION”), or bear either Label 19-A, *Par Avion Air Mail*, or Label 19-B, *Air Mail Par Avion*. The airmail marking or label should be located below and to the left of the delivery address.
- *Mailpiece is ICP.* Enter this option when the mailpiece is International Commercial Packages (ICP). ICP mailpieces are identified by a bright pink commercial package label.
- *Mailpiece is ISAL.* Enter this option when the mailpiece is an ISAL piece. ISAL mailpieces may not be specifically marked. Choose this option if the mailpiece cannot be identified as *International Commercial Packages (ICP)* or *Airmail Parcel Post* as specified below.



Exhibit 8.13.3–1. Example of ISAL Mailpiece

8.13.4 International Priority/Express Characteristics (Q23X2a)

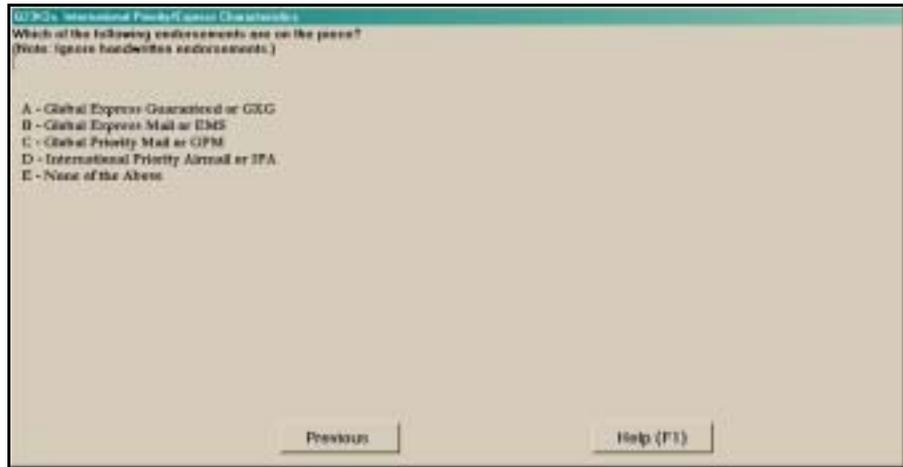


Figure 8.13.4–1. International Priority/Express Characteristics (Q23X2a) Screen

Examine the entire mailpiece for the listed international priority or express endorsements, ignoring any handwritten markings or endorsements. If any of the listed international priority or express endorsements is found on the sampled mailpiece, enter the appropriate option. Press <Enter> when you are done.

Each option is described in more detail below:

- *Global Express Guaranteed or GXG.* Choose this option if the text “Global Express Guaranteed” or “GXG” is found on the mailpiece. An airway bill or sticker is often affixed to GXG mailpieces.



Exhibit 8.13.4-1. Example of Mailpiece With Global Express Guaranteed Markings

- Global Express Mail or EMS. Choose this option if the text “Global Express Mail” or “EMS” is found on the mailpiece. PS Form 5626, *Global Express Mail Service – Delivery Receipt for Inbound EMS Service*, may be affixed to a Global Express Mail piece while Label 11-B, *Express Mail Post Office to Addressee*, is typically affixed to domestic EMS mailpieces.

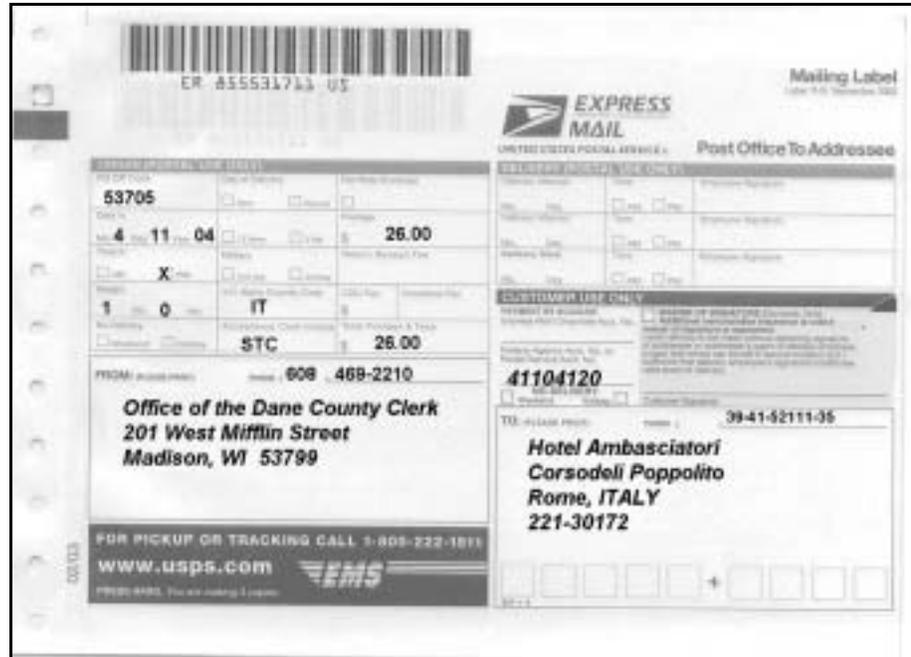


Exhibit 8.13.4–2. Example of Mailpiece With International EMS Label

- Global Priority Mail or GPM.** Choose this option if the text “Global Priority Mail” or “GPM” is found on the mailpiece. A GPM mailpiece is typically associated with GPM Sticker DEC-10, GPM Flat Rate Envelope EP 15A or B, GPM Variable Rate Envelope EP 15 GP, or GPM Variable Weight Box 01099.

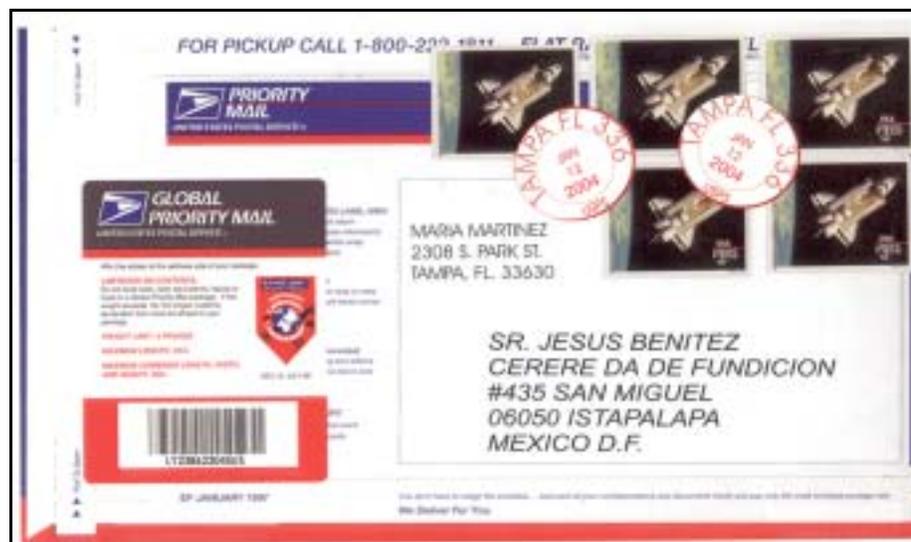


Exhibit 8.13.4–3. Example of Global Priority Mail (GPM) Markings

- *International Priority Airmail or IPA.* Choose this option if the text “International Priority Airmail,” “IPA,” or “Intl Priority Airmail” is found on the mailpiece.



Exhibit 8.13.4-4. Example of International Priority Airmail (IPA) Markings

- *None of the Above.* Choose this option if the sampled mailpiece has no international priority or express mail endorsements. Also use this option if the sampled mailpiece is in a U.S. domestic Priority Mail envelope or box.

8.13.5

Other International Characteristics (Q23X2b)

If the sampled mailpiece was not in an ISAL sack or tray, and does not have any international priority or express mail endorsements, you will be asked about other characteristics associated with the mailpiece.

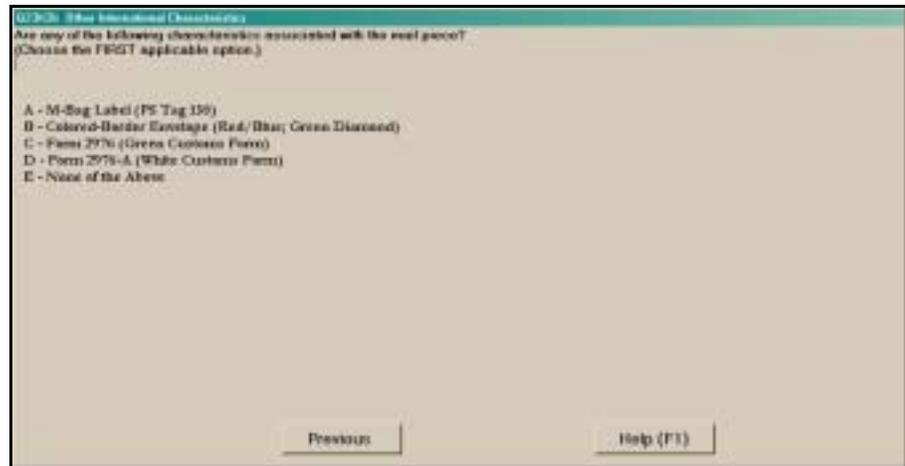


Figure 8.13.5–1. *Other International Characteristics (Q23X2b)* Screen

If the mailpiece has any of the listed characteristics, select the first applicable option from the list. Begin by examining the entire piece for the first option and recording it if found. If the first option is not found, examine the piece for the second option and so on. Do not automatically record the first option that you happen to see. If more than one option applies, it is important that you choose the first option listed that applies. If the sampled mailpiece has none of the listed characteristics, choose *None of the Above*. Press <Enter> when you have selected the appropriate option.

Each option is described in more detail below:

- *M-Bag Label (PS Tag 158)*. Choose this option if an M-Bag label (PS Tag 158) is affixed to the sampled mailpiece. Exhibit 7.2.14–1 shows an example of PS Tag 158.
- *Colored-Border Envelope (Red/Blue; Green Diamond)*. Choose this option if the envelope of the mailpiece has a red and blue colored border or a green diamond colored border.



Exhibit 8.13.5–1. Example of Red and Blue Color Bordered Envelope



Exhibit 8.13.5-2. Example of Green Diamond Color Bordered Envelope

- *Form 2976 (Green Customs Form)*. Choose this option if PS Form 2976, *Customs CN 22 (Old C1) Sender's Declaration*, is affixed to the mailpiece.

Do not duplicate without USPS approval.

United States Postal Service
Customs - CN 22 (Old C 1)
 May be opened officially (Peut être ouvert d'office)
 See instructions on Reverse

Cut	
Detailed Description of Contents	Value (US \$)
Athletic Jersey	\$23
Weight (Poids) 0.5 lbs	Total \$23
<input type="checkbox"/> Gift (Cadeau)	<input checked="" type="checkbox"/> Merchandise (Marchandises)
<input type="checkbox"/> Commercial Sample	
I certify that this item does not contain any dangerous article prohibited by postal regulations.	
 (Signature)	
PS Form 2976, June 1997 CN 22 (Old C 1)	

Exhibit 8.13.5-3. Example of Form 2976, Green Customs Form

- *Form 2976-A (White Customs Form)*. Choose this option if PS Form 2976-A, *Custom Declarations and Dispatch Note CP 72*, is affixed to the mailpiece.

United States Postal Service
Customs Declaration and Dispatch Note
 PS Form 2976-A, May 1996

Sender's Name and Address (Print or type in block letters)
 Addressee's Name and Address (Print or type in block letters)

List of Contents (Describe in words) (Print or type)
 Net Value (Print or type)
 Net Weight (Print or type)

Invoice No. (Print or type) Insured Amount (Print or type) GSP Insured Value (Print or type) Postage (Print or type) Gross Weight (Print or type)

Check One: Commercial Sample (Educative, commercial) Documents Gift (Declare) Merchandise

Sender's Instructions in Case of Non-Delivery (Print or type in block letters)
 Return to Sender (Resender a foreign) I certify that the particulars given in the customs declaration are correct and that the form does not contain any dangerous articles prohibited by postal regulations.
 Abandon (resendee)
 Redirect to Addressee (Resender to)

Sender's Signature and Date (Print or type in block letters)

PS Form 2976-A, May 1996 Do not duplicate form without USPS approval www.usps.com Copy 1 - Customs Declaration, CP 72 (Rev. 02/23/07)

Exhibit 8.13.5-4. Example of PS Form 2976-A, White Customs Form

- *None of the Above.* Choose this option if the mailpiece has none of the listed characteristics.

8.13.6 ISAL M-Bags (Q23X3)

If the sampled piece has an M-Bag label, you will be asked if it also has an ISAL label.

ISAL M-Bag
 Does this M-Bag also have an ISAL Label (PS Tag 15)?

Y - Yes
 N - No

Previous

Figure 8.13.6-1. ISAL M-Bags (Q23X3) Screen

If an ISAL label (PS Tag 155) is affixed to the M-Bag, then the mailpiece is an ISAL M-Bag. In this case, select *Yes*. Otherwise, select *No*. Press <Enter> when you have selected the appropriate option. Exhibit 7.2.14–2 shows an example of PS Tag 155 (CN 36).

8.13.7 Aerogramme Marking (Q23X4, Q23X9a)

Two different questions (*Q23X4*, *Q23X9a*) ask about an “Aerogramme” marking on foreign origin mail. These questions appear under different circumstances, but are otherwise identical.

Figure 8.13.7–1. *Aerogramme Marking (Q23X4, Q23X9a) Screen*

If the word “Aerogramme” appears anywhere on the mailpiece, select *Yes*. Otherwise, select *No*. Press <Enter> when you have selected the appropriate option. Exhibit 8.13.7–1 shows an example of a mailpiece with this marking.



Exhibit 8.13.7–1. *Example of Mailpiece With Aerogramme Marking*

8.13.8 Books and Sheet Music

In certain circumstances you may be asked if books or sheet music are declared in foreign destined or origin mail. There are two forms of this question.

8.13.8.1 Books/Sheet Music Declaration (Q23X6)

If you indicated that the mailpiece has a green customs form, you will be asked if either books or sheet music is declared on the form.

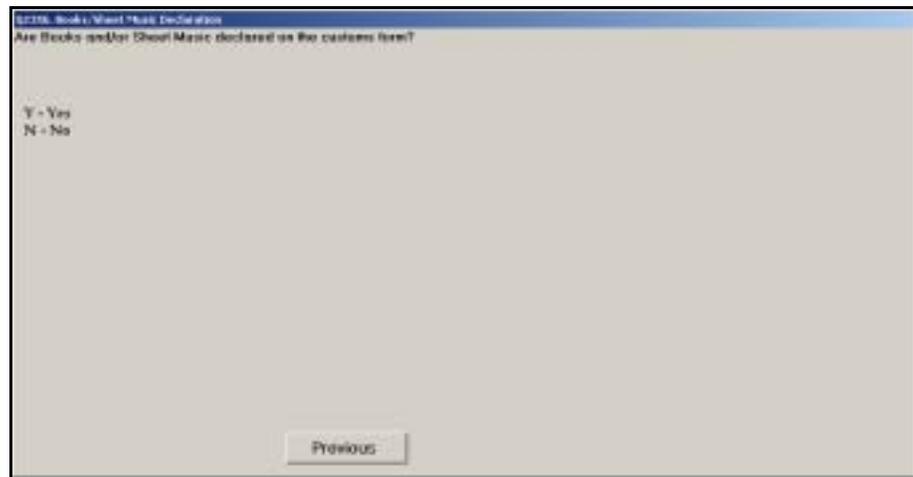


Figure 8.13.8–1. Books/Sheet Music Declaration (Q23X6) Screen

The green customs form (PS Form 2976) includes a space for the mailer to provide a detailed description of the contents within the mailpiece. If books and/or sheet music are declared on the customs form, select *Yes*. Otherwise, select *No*. Press <Enter> when you have selected the appropriate option.

8.13.8.2 Books and Sheet Music Markings (Q23X9e, Q23X10c)

Two different questions (Q23X9e, Q23X10c) ask about markings for books and sheet music. These questions appear under different circumstances, but are otherwise identical.

If the mailpiece does not have a green customs form attached, you will be asked if the marking "Books and Sheet Music" appears anywhere on the mailpiece.

Q23X9e, Books and Sheet Music Markings

Does the marking "Books and Sheet Music" or "Intl Book" appear anywhere on the mailpiece?

Y - Yes
N - No

Previous

Figure 8.13.8–2. *Books and Sheet Music Markings (Q23X9e, Q23X10c) Screen*

If the marking “Books and Sheet Music” or “Intl Book” is found anywhere on the mailpiece, select *Yes*. Otherwise, select *No*. Press <Enter> to advance to the next screen.

8.13.9

Transportation Markings (Q23X7a)

Q23X7a, Transportation Markings

Indicate if one of the following markings is found on the form
(Note: If not, select "None.")

A - Airmail, Par Avion, Correo Aereo, Or Other Air Markings
B - Surface, Economy
C - None

Previous

Figure 8.13.9–1. *Transportation Markings (Q23X7a) Screen*

If an air transportation marking is located on the mailpiece, select *Airmail, Par Avion, Correo Aereo, or Other Air Markings*. If a surface transportation marking is found on the mailpiece, select *Surface, Economy*. If no transportation marking is found on the mailpiece, select *None*. Press <Enter> when you have selected the appropriate option.

8.13.10 Domestic Mail Class Markings (Q23X7b)

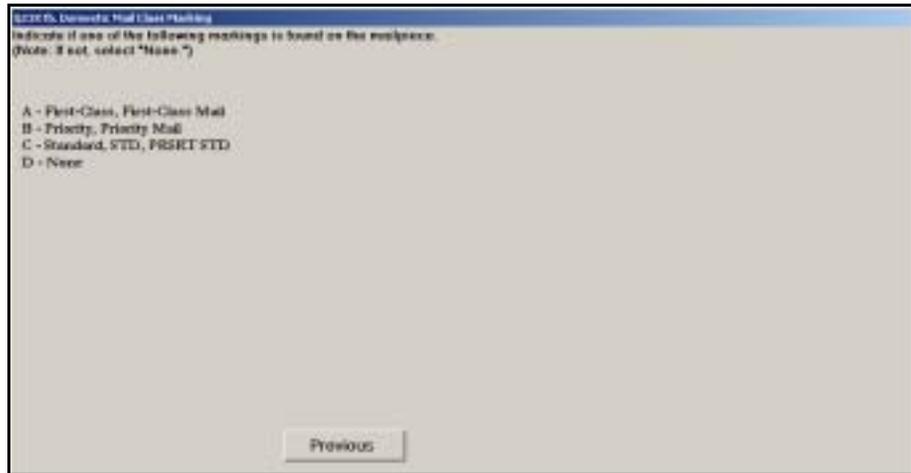


Figure 8.13.10–1. *Domestic Mail Class Markings (Q23X7b)* Screen

Examine the entire mailpiece and indicate if any of the listed markings are found on the piece. If none of these specific markings are found on the mailpiece, select *None*. Press <Enter> to proceed to the next question.



Note: U.S. domestic mail markings are sometimes found on mailpieces being sent to foreign countries. The presence of domestic markings on the mailpiece helps determine its international transportation mode.

8.13.11 Printed Matter Markings (Q23X9c, Q23X10a)

Two different questions (*Q23X9c*, *Q23X10a*) ask about printed matter markings on U.S. origin international mail. These questions appear under different circumstances, but are otherwise identical.

SPECIAL Printed Matter Markings

Do the markings "Printed Matter" or "Printed Papers" appear anywhere on the mailpiece?

Y - Yes
N - No

Previous

Figure 8.13.11–1. *Printed Matter Markings (Q23X9c, Q23X10a)* Screen

If the text “Printed Matter” or “Printed Papers” appears anywhere on the sampled mailpiece, select *Yes*. Otherwise, select *No*. Press <Enter> to proceed.



Exhibit 8.13.11–1. Example of Printed Matter Marking

8.13.12

Periodicals Markings (Q23X9d, Q23X10b)

Two different questions (*Q23X9d, Q23X10b*) ask about periodicals markings on U.S. origin international mail. These questions appear under different circumstances, but are otherwise identical.

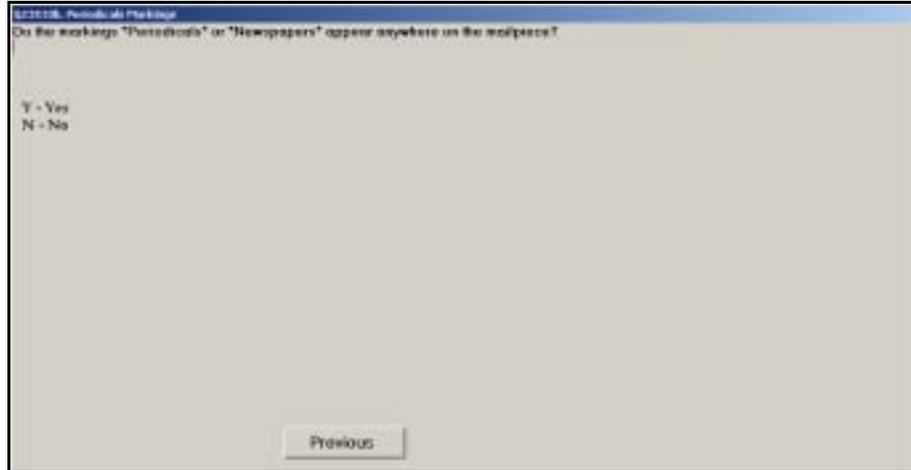


Figure 8.13.12–1. *Periodicals Markings (Q23X9d, Q23X10b) Screen*

If the words “Periodicals” or “Newspapers” appear anywhere on the mailpiece, select *Yes*. Otherwise, select *No*. Press <Enter> when you have selected the appropriate option.

8.13.13 **Small Packet Markings (Q23X10d)**

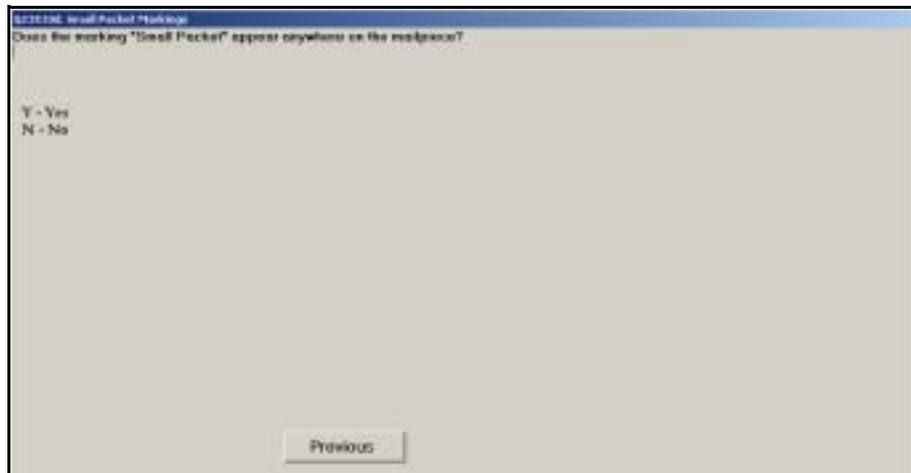
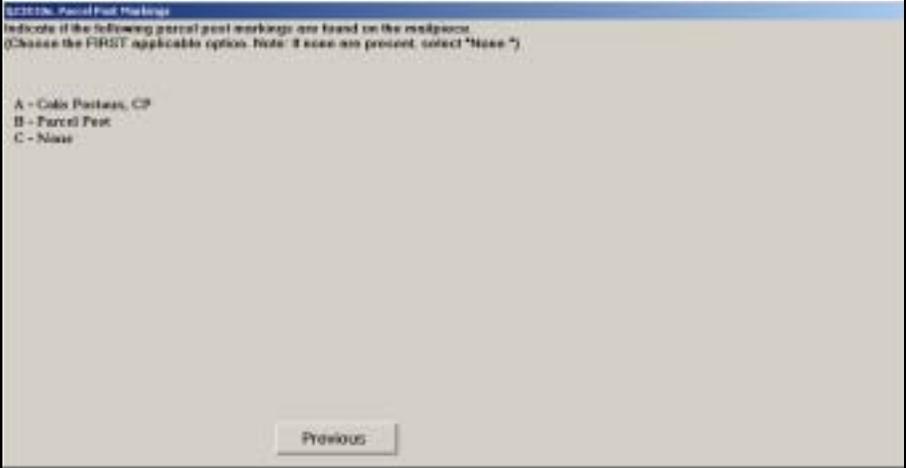


Figure 8.13.13–1. *Small Packet Markings (Q23X10d) Screen*

If the words “Small Packet” appear anywhere on the mailpiece, select *Yes*. Otherwise, select *No*. Press <Enter> when you have selected the appropriate option.

8.13.14 Parcel Post Markings (Q23X10e)

SECTION: Parcel Post Markings

Indicate if the following parcel post markings are found on the mailpiece.
(Choose the FIRST applicable option. Note: If none are present, select "None".)

A - Colis Postaux, CP
B - Parcel Post
C - None

Previous

Figure 8.13.14–1. *Parcel Post Markings (Q23X10e)* Screen

Indicate which of the listed options apply. Begin by examining the entire piece for the first option and select it if found. If the first option is not found, examine the piece for the second option and so on. Do not automatically record the first option that you happen to see. If more than one option applies, it is important that you choose the first option listed that applies. Select *None* if no parcel post markings are found on the mailpiece. Press <Enter> when you have selected the appropriate option.



Note: *Colis Postaux* is a French term meaning parcel post. This term is generally used among countries that exchange parcel-shaped items.

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8.14 Foreign Origin Mailpieces

The following questions are intended to gather information about mail originating in foreign countries.

8.14.1 Origin Country (Q23Y1a)

Figure 8.14.1–1. *Origin Country (Q23Y1a)* Screen

Enter the country code for the country from which the mailpiece was sent. If you do not know the country code, begin typing the name of the originating country in the *Country* data field. The corresponding country code will appear. When the correct country is highlighted in the country name list, press <Enter>.

If the country is not listed or is unknown, enter “111” in the *Code* field and type the name of the origin country (if available).

8.14.2 Transportation Markings (Q23Y3)

Figure 8.14.2–1. *Transportation Markings (Q23Y3)* Screen

If an air transportation marking is found on the sampled mailpiece, select *Airmail, Par Avion, Correo Aereo, or Other Air Markings*. If a surface transportation marking is found on the mailpiece, select *Surface, Economy*. If no transportation marking is found on the mailpiece, select *None*. Press <Enter> when you have selected the appropriate option.

8.14.3 Priority/Non-Priority Markings (Q23Y4)

Q23Y4. Priority/Non-Priority Markings
Is the piece marked "Priority", "Non-Priority", or neither?
(Note: Some countries use this classification system rather than the LC/AO/CP system.)

A - Priority (Or Foreign Language Equivalent)
B - Non-Priority
C - Neither

Previous

Examples of Priority Markings in Other Languages
Postale
Prioritaire
Posta Prioritaria

Figure 8.14.3–1. *Priority/Non-Priority Markings (Q23Y4) Screen*

Select *Priority (or Foreign Language Equivalent)* if such markings are found on the mailpiece. Select *Non-Priority* if you find this marking on the mailpiece. If neither "Priority" nor "Non-Priority" markings are found, select *Neither*. Press <Enter> when you have made your selection.



Note: Common foreign language equivalents for priority include *Priotaire, Prioritaire, and Posta Prioritario*.



Note: Some countries use the Priority/Non-Priority marking system in place of the LC/AO/CP system. Mailpieces with priority markings will typically receive air transportation to the United States. The LC/AO/CP marking system is used among some countries to distinguish categories of international mail based on the contents of the mail.

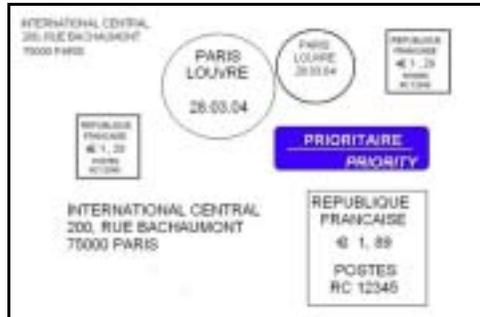


Exhibit 8.14.3-1. Example of Foreign Priority Marking

8.14.4

Foreign Origin Global Priority Mail (Q23Y5a)

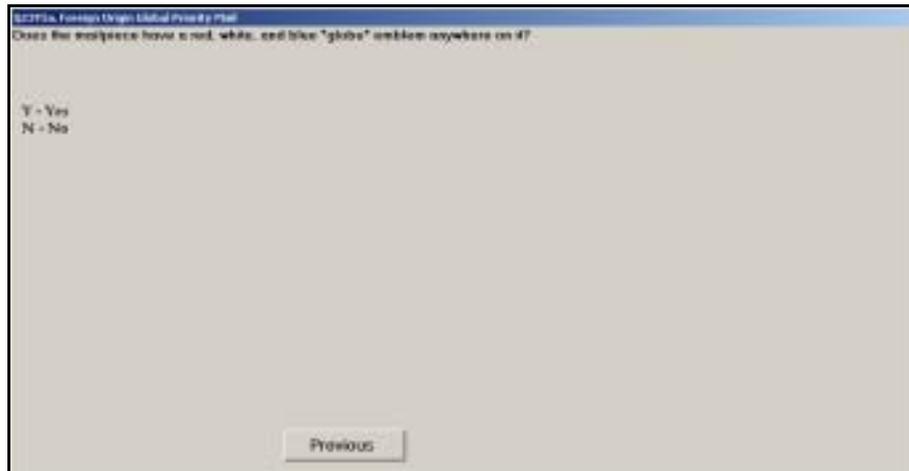


Figure 8.14.4-1. Foreign Origin Global Priority Mail (Q23Y5a) Screen

If the sampled mailpiece has a red, white, and blue globe emblem affixed to or printed on it, select *Yes*. Otherwise, select *No*. Press <Enter> once you have made a selection.



Note: The red, white, and blue globe emblem increasingly is becoming the standard marking for GPM, both U.S. origin and foreign origin. Canada, Great Britain, and other countries use this emblem on GPM destined for the United States. This emblem typically is accompanied by the markings “Priority/Prioritaire” and “Expres” (with only one “s”).

Exhibit 8.14.4-1 provides an example of the red, white, and blue globe emblem used for GPM destinating in the United States.



Exhibit 8.14.4-1. Example of Foreign Origin Global Priority Mail Emblem

8.14.5 **Expres Marking (Q23Y5b)**

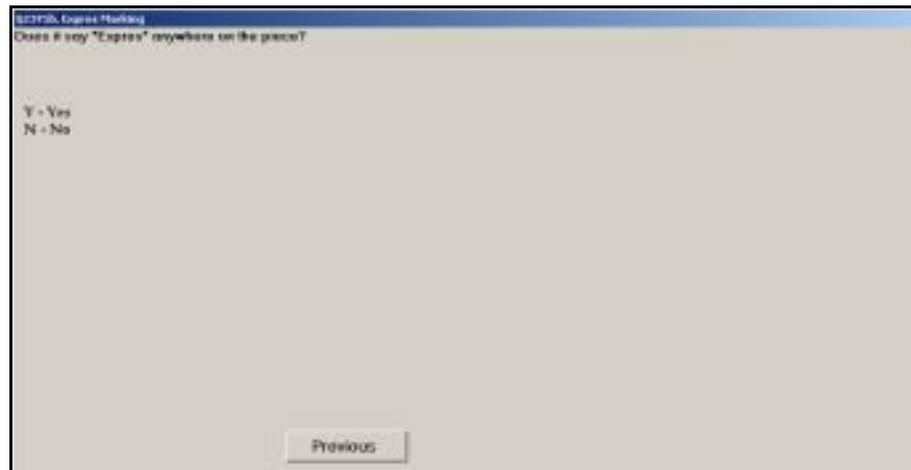


Figure 8.14.5-1. *Expres Marking (Q23Y5b)* Screen

If the term “Expres” (with only one “s”) appears anywhere on the mailpiece, select *Yes*. Otherwise, select *No*. Press <Enter> to proceed.

The “Expres” marking with only one “s” is typically associated with Global Priority Mail (GPM), both U.S. origin and foreign origin. This marking should not be confused with the “Express” marking. If the mailpiece has only an “Express” marking, you should select *No*.

8.14.6 **Foreign Origin Express Mail**

The questions in this section identify foreign origin Express Mail.

8.14.6.1 Express Markings (Q23Y6a, Q23Y7a)

Two different questions (*Q23Y6a, Q23Y7a*) ask about an “Express” marking on foreign origin mail. These questions appear under different circumstances, but are otherwise identical.

Q23Y6a, Express Markings
Does it say "Express" anywhere on the mailpiece?

Y - Yes
N - No

Previous

Figure 8.14.6–1. *Express Markings (Q23Y6a, Q23Y7a)* Screen

If the word “Express” appears anywhere on the mailpiece, select *Yes*. Otherwise, select *No*. Press <Enter> when you have selected the appropriate option.

8.14.6.2 Express Markings (Q23Y9)

Q23Y9, Express Markings
Is the mailpiece Express Mail?

Y - Yes
N - No

Previous

Foreign origin Express Mail will have an "Express" marking.
Depending on the country of origin, a foreign origin Express Mail piece may also have an official marking label issued by a foreign post comparable to USPS Express Mail Label 1140.

Figure 8.14.6–2. *Express Markings (Q23Y9)* Screen

Indicate whether the mailpiece is Express Mail. It will be marked “Express.” Press <Enter> after you have made the appropriate selection.

8.14.7 Foreign Express Mail Label (Q23Y6b, Q23Y7b)

Two different questions (*Q23Y6b*, *Q23Y7b*) ask about an Express Mail label on foreign origin mail. These questions appear under different circumstances, but are otherwise identical.

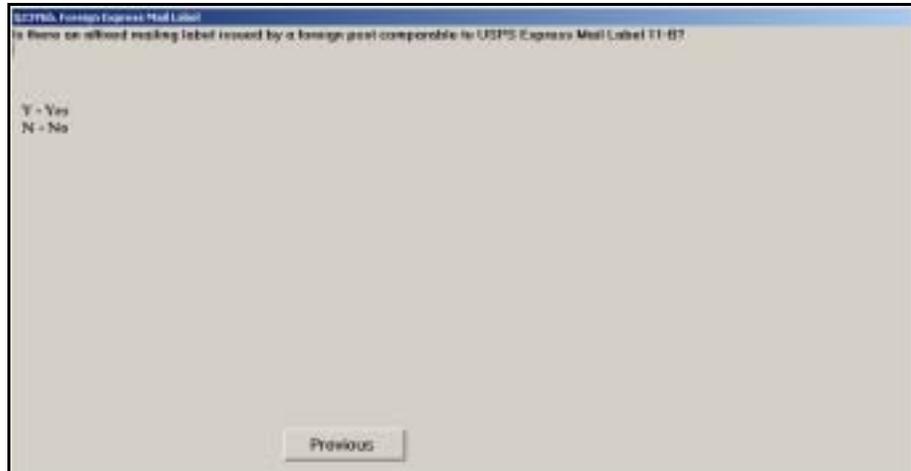


Figure 8.14.7–1. *Foreign Express Mail Label (Q23Y6b, Q23Y7b) Screen*

Indicate whether a foreign mailing label similar to USPS Express Mail Label 11-B is affixed to the mailpiece. If so, select *Yes*. Otherwise, select *No*. Press <Enter> when you have selected the appropriate option.

8.14.8 Parcel Customs Form (Q23Y8a, Q23Y11a)

Two different questions (*Q23Y8a*, *Q23Y11a*) ask about PS Form 2976-A (*Customs Declarations and Dispatch Note*) CP 72, on foreign origin mail. These questions appear under different circumstances, but are otherwise identical.

Figure 8.14.8–1. *Parcel Customs Form (Q23Y8a, Q23Y11a) Screen*

If the mailpiece has CP 72 affixed to it, select *Yes*. Otherwise, select *No*. Press <Enter> when you have selected the appropriate option.

CP 72 is a white form that is typically found on foreign origin parcel post mailpieces.

8.14.9

Parcel Marking (Q23Y8b, Q23Y11b)

Two different questions (*Q23Y8b, Q23Y11b*) ask about parcel markings on foreign origin mail. These questions appear under different circumstances, but are otherwise identical.

Figure 8.14.9–1. *Parcel Marking (Q23Y8b, Q23Y11b) Screen*

If “Parcel Post,” “Postal Parcel,” “Colis Postaux,” or “CP” appear anywhere on the sampled mailpiece, select *Yes*. Otherwise, select *No*. Press <Enter> to continue.



Note: *Colis Postaux* is a French term meaning parcel post. This term is generally used among countries that exchange parcel-shaped items.

8.14.10

M-Bag Label (Q23Y10)

A screenshot of a computer screen displaying a survey question. The title bar at the top reads "Q23Y10 M-Bag Label". The main text of the screen asks, "Does the mailpiece have an M-bag label?". Below the question, there are two options: "Y - Yes" and "N - No". At the bottom center of the screen, there is a button labeled "Previous".

Figure 8.14.10–1. *M-Bag Label (Q23Y10)* Screen

If the mailpiece has an M-Bag label (PS Tag 158) affixed to it, select *Yes*. Otherwise, select *No*. Press <Enter> when you have selected the appropriate option. Exhibit 7.2.14–1 shows an example of PS Tag 158.

Chapter 9 Completing the Reading

**BACKGROUND
INFORMATION**



Once you have answered all of the activity, handling, and mail characteristics questions, you are ready to complete the In-Office Cost System (IOCS) reading. This chapter describes this process.

PROCEDURES

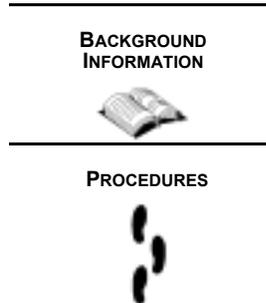


Three final steps remain before the IOCS reading is complete:

- Review the recorded responses to the IOCS activity, handling, and mail characteristics questions.
- Enter additional administrative data.
- End the reading.

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9.1 Reviewing the Data Entered



After you have answered all of the activity, handling, and mail characteristics questions, the *Review Screen* is displayed. This provides you with the opportunity to double-check your responses to the IOCS questions.

The *Review Screen* (Figure 9.1.0–1) displays a list of all of the IOCS activity, handling, and mail characteristics questions answered during the reading. It will automatically appear after all of the IOCS activity, handling, and mail characteristics questions have been answered.

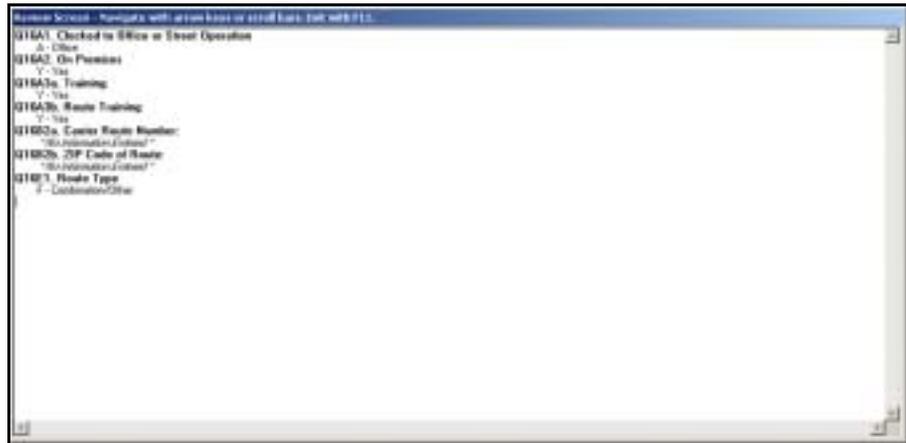


Figure 9.1.0–1. *Review Screen*

Each question number and title appear in bold. The response that was recorded for each question appears on the line below the question number and title. Before completing the reading you must review this screen for accuracy. Follow these steps to perform this process:

1. **Navigate the *Review Screen*.**

Navigate the *Review Screen* by using the arrow keys or scroll bars.

2. **Correct any errors.**

If an error is identified, press <F11> and the software will allow you to navigate to the desired screen using <↑> or by pressing the *Previous* button. After you reach the desired screen, correct your original entry as necessary. Press <Enter> to proceed. The software will guide you through any subsequent questions until it reaches the *Review Screen* again. As the software proceeds through each question, your previous

answers will appear highlighted. As long as they are correct, you can simply press <Enter> to advance through the screens. The software will not allow you to skip to the end because your corrected response may change the flow of subsequent questions.

3. Exit the *Review* Screen.

Once you are satisfied with the accuracy of the data displayed on this screen, press <F11> to proceed to the next screen.

9.2 Entering Administrative Data on the End Reading Screen

BACKGROUND INFORMATION



The *End Reading* screen (Figure 9.2.0–1) is the final screen displayed for a reading. Several pieces of information must be recorded on this screen including: your data collector ID, the method by which the reading was conducted, any premium pay that the sampled employee is receiving, the employee's light/limited duty status, the amount of time required to take the reading, and any updates to the work center or occupation code recorded earlier. You may also record any comments or concerns you have about the reading.

PROCEDURES



Figure 9.2.0–1. *End Reading* Screen

Perform the following steps on the *End Reading* screen to complete the reading:

- 1. Enter your *Data Collector ID*.**

Type in your ID number. This is a required field.

- 2. Enter the *Sample Method* used.**

Indicate what method you used to conduct this reading: *On Location*, *By Phone*, or *By Return Call*. Use the mouse to click on or use <↓> to highlight your selection and press <Enter>. This is a required field.

- 3. Mark the *Overtime* field, if applicable.**

This field must be marked if the employee was earning overtime pay at the time of the reading. To do so, use the mouse or the spacebar to mark the field. Press <Enter> to advance to the next field.

Many employees are entitled to overtime pay if they work in excess of eight hours a day or 40 hours a week. The hours can be worked before or after an employee's regular shift, or the employee may work an additional day or days during a week, which entitles him or her to overtime pay.



Example: An employee's regular shift is from 08:00 to 16:30; however, on the day of the reading, the employee is asked to come in at 06:00 and work until 16:30. If you take a first reading on this employee, you would mark *Overtime*. If the same employee began work at his or her regularly scheduled starting time and was asked to stay until 18:00, and a last reading on that employee was taken at 17:20, you would mark *Overtime*.

Overtime should also be recorded if the employee is receiving out-of-schedule pay at the time of the reading. Out-of-schedule pay is provided when the Fair Labor Standards Act (FLSA) nonexempt supervisors, professional, administrative and technical staff, and eligible full-time and part-time regular schedule craft employees are working temporary schedules at the request of management. An employee is paid out-of-schedule pay for time worked outside of, or instead of, his or her regular schedule.



Example: You are scheduled to take a reading on a selected employee whose regular schedule is from 08:00 to 16:30. The employee, who was notified the preceding week of a temporary schedule change, is presently working from 06:00 to 14:30. For the two hours from 06:00 to 07:59, the employee will receive out-of-schedule pay. Mark *Overtime* if a reading is taken on the employee during this 2-hour period.

If the employee is not being paid at an overtime rate, leave this field blank.

4. Mark the *Holiday Work Pay* field, if applicable.

Mark this field if an employee working on a designated holiday is entitled to receive holiday work pay and is earning this pay at the time of the reading. To do so, use the mouse or the spacebar to mark the field. Press <Enter> to advance to the next field.

It is important to distinguish between holiday work pay and holiday leave. An employee must be working on his or her designated holiday to receive holiday work pay. Holiday leave is paid time off for a holiday, which is entered as *Other Paid Leave* in the *Paid/Unpaid Status* field (section 3.4). An employee on leave will not be working.



Example: An employee, who works Tour I and has Sunday and Monday as his or her regular days off, is scheduled for a reading the Saturday before a Monday holiday. This employee is working his or her designated holiday on Saturday so *Holiday Work Pay* should be marked. The same rule holds for an employee working Christmas or New Year's Day. *Holiday Work Pay* should be recorded, as well as any other premium pay to which the employee is entitled.

If the employee is not being paid at a holiday rate, leave this field blank.

5. Mark the *Sunday Premium* field, if applicable.

Mark this field when an employee is paid for an entire shift and any part of that shift falls on Sunday. Sunday premium can be earned on a Saturday or Monday shift as well as on a Sunday shift, provided an employee works any part of his or her shift on Sunday. To indicate that the employee is receiving Sunday premium, use the mouse or the spacebar to mark the field. Press <Enter> to advance to the next field.



Example: You are scheduled to take a reading on an employee whose scheduled reporting time is 18:00 on Saturday and whose scheduled ending time is 02:30 on Sunday. If you take a reading on Saturday night at 22:00, record that the employee is earning *Sunday Premium* as well as *Night Differential* because the employee's shift extends into Sunday.

If the employee is not being paid at a Sunday premium rate, leave this field blank.

6. Mark the *Light/Limited Duty* field, if applicable.

Mark this field if the employee is on light duty or limited duty at the time of the reading. Limited duty results from an on-the-job injury and may involve a roster designation/activity change. Light duty results from an off-the-job injury and may also involve a roster designation change. To record this, use the mouse or the spacebar to mark the field. Press <Enter> to advance to the next field.



Note: When a carrier on light/limited duty is working as a clerk, *do not* change his or her roster designation.

If the employee is not on light or limited duty, leave this field blank.

7. Mark the *Night Differential* field, if applicable.

Mark this field if the reading time falls between 18:00 and 05:59 hours and the employee is at work. It is also entered if an employee is in training during non-premium hours but normally earns this type of pay. To record this, use the mouse or the spacebar to mark the field. Press <Enter> to advance to the next field.

 **Note:** CODES will automatically mark the *Night Differential* field if the reading time falls between 18:00 and 05:59 hours.

 **Example:** An employee has a scheduled reporting time of 16:30 and a scheduled ending time of 01:00. If a reading is to be taken at 20:10 and the employee is at work, mark *Night Differential*.

If the employee is not receiving night differential, leave this field blank.

 **Note:** The data fields described in steps 3–7 are not mutually exclusive. An employee can be earning one or more premiums, including holiday work pay, Sunday premium, and night differential, at the same time. You must mark all fields that apply.

8. Enter the *Total Time for Reading*.

Enter the total time (in minutes) it took to conduct the reading and press <Enter>.

The total time starts when you leave your desk to observe an employee and ends when the reading is complete. The total time should include any transportation time (round trip) used to take a reading at another facility and the time taken for you to perform the review. In order to answer *Total Time for Reading*, transportation time back to the home office may be estimated.

If you are required to take readings on several employees at the same scheduled reading time, the total time for each reading is computed as follows. The first reading will include the travel time to the first reading. The total reading time for the second reading will include the time spent traveling from the location of the first reading to the second reading. The total time for the last reading will include the time spent traveling to the last reading location and an estimate of the travel time back to the home office.

This is a required field.

9. Enter the *Work Center* code.

The Management Operating Data System (MODS), Productivity Information Management System (PIMS), or work center operation code that you recorded during the reading will automatically appear in this field.

If you were unable to record the operation code as you were taking the reading, or discover after the reading that the wrong code was recorded, you can record the proper code here.

Press <Enter> to proceed to the next field.

10. Enter the *Highway Contract Route*, if applicable.

If you were unable to record a highway contract route number as you were taking the reading, or discover after the reading that the wrong code was recorded, you can record the proper code here.

Press <Enter> to proceed to the *Additional Remarks* field.

11. Enter any *Additional Remarks* about the reading.

Use this field to record any comments or unusual circumstances that were not captured by the IOCS questions. Record comments that you feel are important for understanding the data collected through IOCS. Press <Enter> to complete the reading.

12. To complete the reading, click the *OK* button on the *End Reading* screen.

A prompt will appear indicating that the reading is completed.



Figure 9.2.0-2. *Reading Ended* Prompt

13. Press <OK> to return to the IOCS main menu screen.

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9.3 Suspending and Ending the Reading

BACKGROUND INFORMATION



There may be instances when you are unable to obtain necessary information, such as a MODS code or highway contract route number, while you are observing the employee. In these cases, you may suspend the reading and record this information later. The reading may not be completed until all the required information has been recorded. This section describes how to suspend and end a reading.

PROCEDURES



If you are awaiting information needed to complete the reading, such as the MODS, PIMS, or work center code, you can suspend the reading until you are able to input the proper information. Follow Steps 1–3 to suspend the reading. Steps 4–6 explain how to resume a suspended reading. Steps 7–8 provide instructions for completing a reading.

1. From the **End Reading** screen, click the **Suspend <F7>** button to suspend the reading.

CODES displays a screen prompting you to confirm whether you want to suspend the reading.

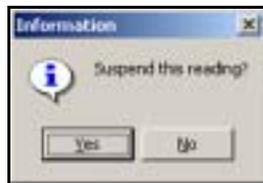


Figure 9.3.0–1. *Information* Screen: Suspend this Reading Prompt

2. Click the **Yes** button.

CODES displays a screen indicating that the reading has been suspended.



Figure 9.3.0–2. *Reading Suspended* Prompt

3. Click the **OK** button or press **<Enter>**.

CODES will return you to the IOCS main menu screen.



Figure 9.3.0-3. IOCS Main Menu Screen

4. To resume a suspended reading, click the *Conduct Reading* button.

The word “Suspended” will appear in the status field of suspended readings.



Figure 9.3.0-4. *Conduct Reading* Screen

5. Choose the appropriate reading from the *Conduct Reading* screen.

To complete a suspended reading, highlight the appropriate reading and press <Enter>. See section 3.4 for more information about navigating the *Conduct Reading* screen. After you have selected a suspended reading, the *End Reading* screen will appear.

Figure 9.3.0–5. *End Reading* Screen

6. Record the missing information on the *End Reading* screen.

Complete the *End Reading* screen as directed above (section 9.2).

7. To complete the reading, click the *OK* button on the *End Reading* screen.

A prompt will appear indicating that the reading is completed.

Figure 9.3.0–6. *Reading Ended* Prompt

8. Press <OK> to return to the IOCS main menu screen.

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Chapter 10

CODES Laptop Data Communications

BACKGROUND INFORMATION



Once an In-Office Cost System (IOCS) reading is completed and data are reviewed, the data must be immediately transferred from the Computerized On-Site Data Entry System (CODES) Laptop to the CODES Web Base Unit. Data can be transferred to the CODES Web Base Unit with either of the following methods:

- By dialing the CODES Web Base Unit and transmitting the data via modem.
- By using a diskette to transfer the data to a standard Postal Service computer with a LAN connection, from which the data can be uploaded to the CODES Web Base Unit.

Periodically, it is necessary to install or update CODES application software and load new samples onto the CODES Laptop. These software updates and samples can be downloaded from the CODES Web Base Unit via a modem dial-up connection, or by using a standard Postal Service computer with a LAN connection. Software updates can be downloaded onto a diskette and installed on a CODES Laptop.

After software updates are installed on the CODES Laptop, the laptop's new system information must be sent to the CODES Web Base Unit.

This chapter provides instructions for performing these tasks as well as information on how to update and process downloaded files.

ESSENTIAL PERSONNEL



The data collector is responsible for transferring the readings data, downloading sample files and software updates, and sending CODES Laptop system information to the CODES Web Base Unit.

The manager of Statistical Programs (MSP) or designee is responsible for review and approval of the uploaded data.

REQUIRED MATERIALS



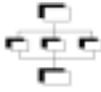
Ensure the following materials are accessible before transmitting data:

- The CODES Laptop or a 3.5-inch diskette containing the reading.
- A blank, formatted 3.5-inch diskette.

To transmit data from a remote location, you will also need the following:

- Remote location single-line telephone line. (Multi-line telephone lines do not work with the CODES Laptop modem.)
- All appropriate telephone numbers.
- Your CODES Laptop modem connected to the remote location's single-line telephone line.

**ASSOCIATED
TASKS**



Use one of the following methods to transfer data to the CODES Web Base Unit:

- Move data via modem dial-up connection.
- Move data via diskette to a standard Postal Service computer with a LAN connection where it can then be transferred to the CODES Web Base Unit via the Postal Service Intranet.

The data collector has access to the following functions available through CODES Laptop transmission utilities:

- Transferring reading data to the CODES Web Base Unit.
- Receiving sample files and software updates.
- Sending CODES Laptop system information.

PROCEDURES



The remainder of this chapter discusses each of these transfer methods in detail as well as how to update sample files and system software using CODES Laptop transmission functionality. Each section gives step-by-step instructions for performing these tasks.

10.1 Transferring Reading Data to the CODES Web Base Unit

BACKGROUND INFORMATION



10.1.1

CODES uses a modem dial-up connection to transmit data from a CODES Laptop to the CODES Web Base Unit. Data can also be transferred to a standard Postal Service computer with a LAN connection using a 3.5-inch diskette, then uploaded to the CODES Web Base Unit.

Initiate Data Transfer

Use the following steps to begin the data transfer process, then refer to the appropriate section that corresponds to the task you wish to perform:

1. The CODES Main Menu displays after the CODES Laptop boots up (Figure 10.1.1–1).

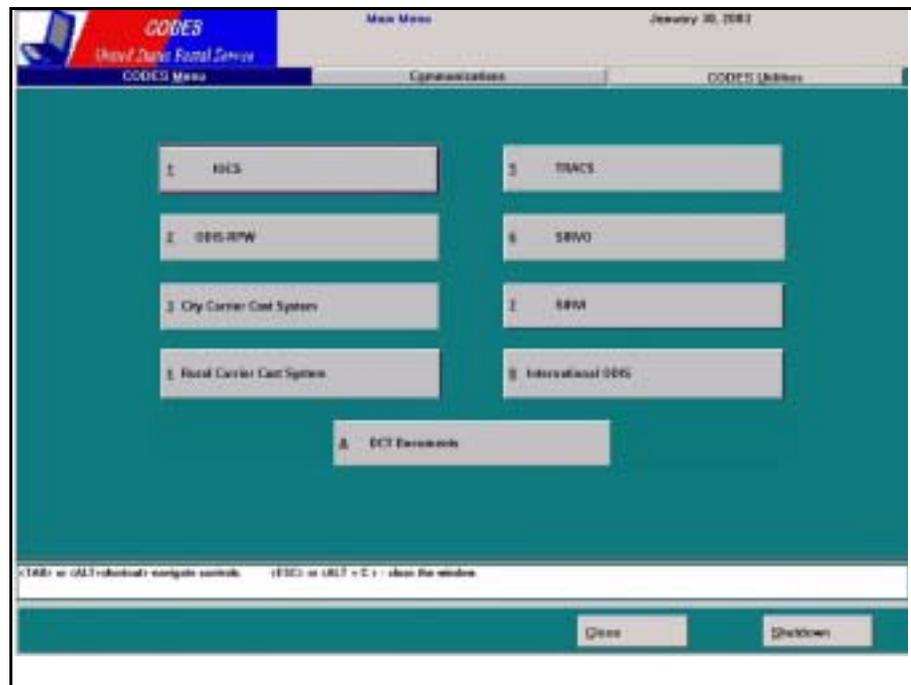


Figure 10.1.1–1. CODES Main Menu: CODES Menu Tab

2. Choose the **CODES Menu** tab.
3. To open the **IOCS Main Menu** screen, click the **IOCS** button.

The IOCS Main Menu screen displays (Figure 10.1.1–2).

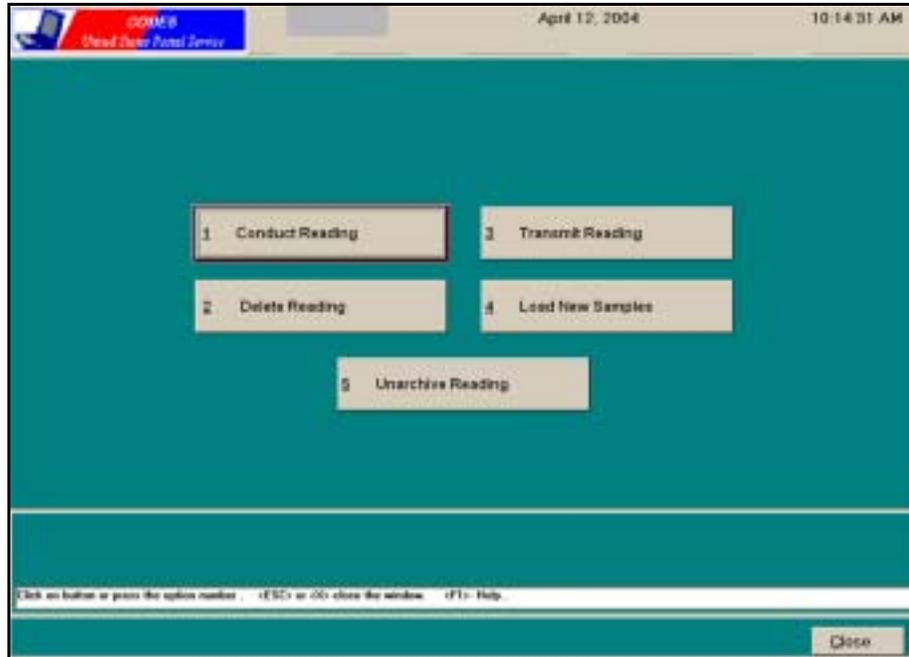


Figure 10.1.1-2. IOCS Main Menu Screen

4. Click the *Transmit Reading* button.

The *Destination* screen displays (Figure 10.1.1-3).



Figure 10.1.1-3. Destination Screen

Refer to one of the sections listed below for information on how to complete test data transmission using the following available options:

- To transfer data via diskette, see section 10.1.2.
- To transfer data via web transmission, see section 10.1.3.

10.1.2 Transfer Reading Data via Diskette

Sending data to a diskette moves reading data from the CODES Laptop to a specially formatted file on the diskette. Use this option to move reading data via diskette to the CODES Web Base Unit.



Example: Transfer IOCS reading data from a CODES Laptop to a diskette, and then move the files from that diskette to a standard Postal Service computer with a LAN connection for transmission to the CODES Web Base Unit.

If *Diskette* is selected from the *Destination* screen, the *Disk Transfer* screen displays (Figure 10.1.2–1). Before a reading can be transferred, the reading must be completed.

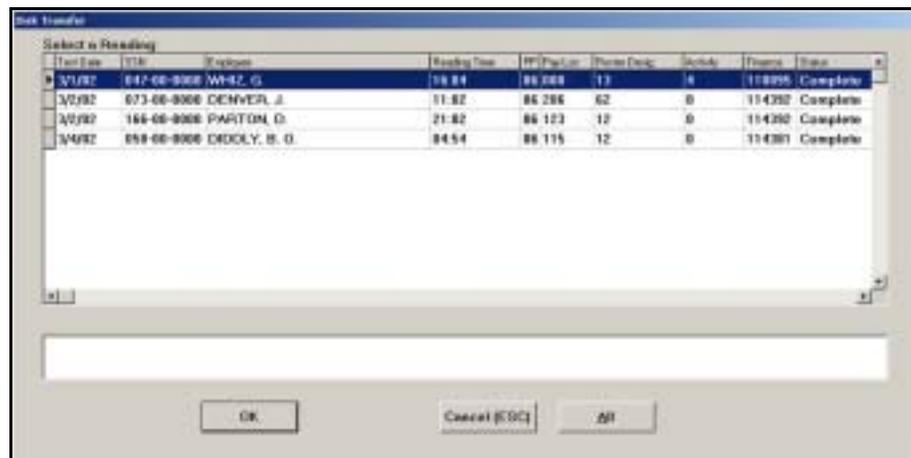


Figure 10.1.2–1. *Disk Transfer* Screen

1. Insert a formatted blank 3.5-inch diskette into the CODES Laptop diskette drive (drive A:\).
2. Highlight the readings intended for transfer in the *Select a Reading* field from the *Disk Transfer* screen. Click the *All* button and all the completed readings will be highlighted.
3. Click the *OK* button on the *Disk Transfer* screen.

CODES displays the diskette DCT ID login screen shown in Figure 10.1.2–2.

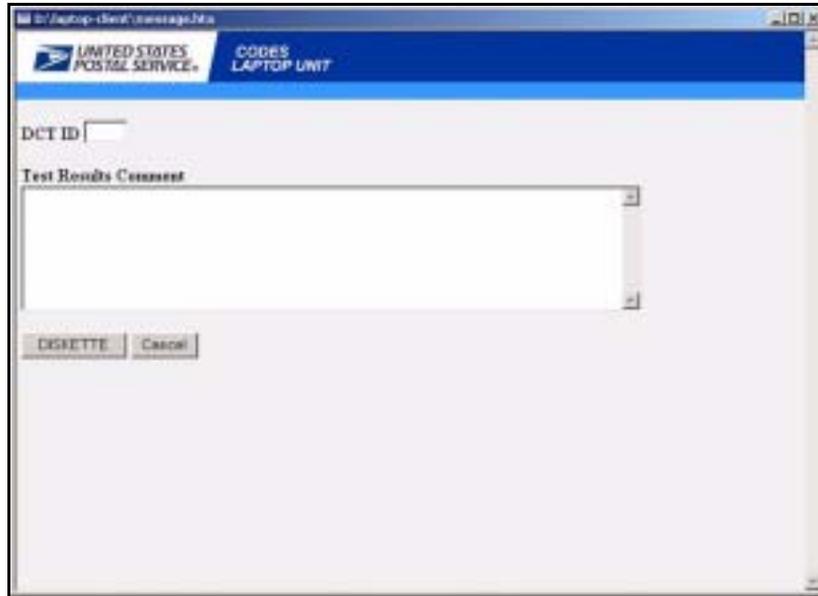


Figure 10.1.2–2. *Diskette DCT ID Login Screen*

4. **Ensure that a formatted blank 3.5-inch diskette is in the A:\ drive.**
5. **Type your DCT login ID into the *DCT ID* field and add any comments or information pertaining to the reading intended for upload into the *Test Result Comment* field, then click the *Diskette* button.**

If the data did not successfully copy to the diskette, the message shown in Figure 10.1.2–3 displays. Click the *OK* button. CODES returns the user to the IOCS Main Menu. Refer to section 10.3.1 for information on 3.5-inch diskette failure.



Figure 10.1.2–3. *Diskette? Screen*

If the data successfully copied to the diskette, the message shown in Figure 10.1.2–4 displays.

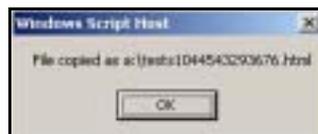


Figure 10.1.2–4. *Windows Script Host Screen*

6. From Windows Explorer, view the A:\ drive and ensure that the files are on the diskette.



Note: Windows Explorer can be opened by double-clicking on *My Computer*, located on the desktop, or right-clicking the *Start* menu button, and choosing *Explore* from the pop-up menu (Figure 10.1.2–5).

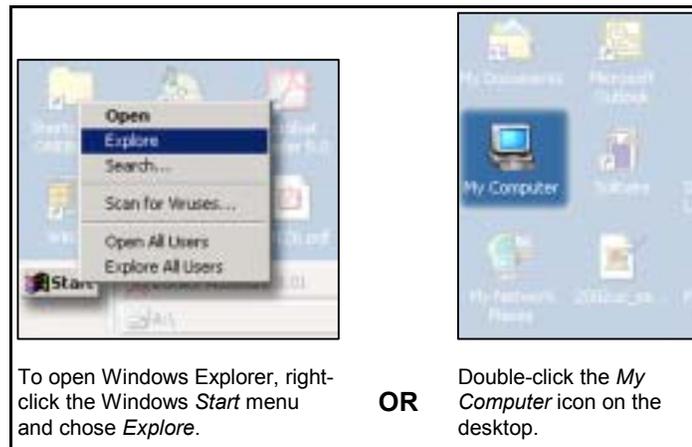


Figure 10.1.2–5. Open Windows Explorer

Once all of the readings are loaded onto the diskette, the diskette can be taken to any standard Postal Service computer with a LAN connection, and uploaded to the CODES Web Base Unit (section 10.1.2.1).

10.1.2.1 Data Transmission from a Standard Postal Service Computer to the CODES Web Base Unit

Once all of the IOCS readings have been transferred to a diskette, use the following steps to upload the IOCS readings from any standard Postal Service computer with a LAN connection to the CODES Web Base Unit:

1. **Insert the diskette containing the IOCS reading(s) into the A:\ drive (3.5" diskette drive) of a standard Postal Service computer with a LAN connection.**
2. **Open Windows Explorer (Figure 10.1.2–5).**

The reading filenames will begin with the word "tests," followed by a 13-digit number, and an *.html* filename extension, as shown in Figure 10.1.2–6.

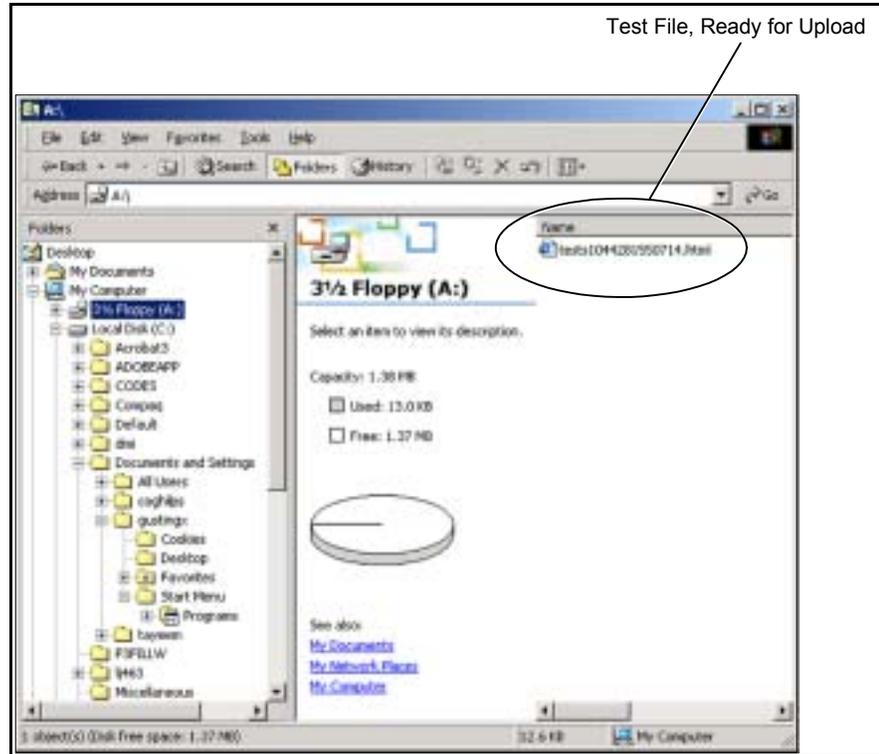


Figure 10.1.2–6. Windows Explorer Screen

3. From the A:\ drive, double-click the file intended for upload to the CODES Web Base Unit.

The file automatically sends the reading data to the CODES Web Base Unit. An interim screen displays (Figure 10.1.2–7), indicating the file transfer is processing, followed by a screen indicating that the reading was successfully uploaded (Figure 10.1.2–8).

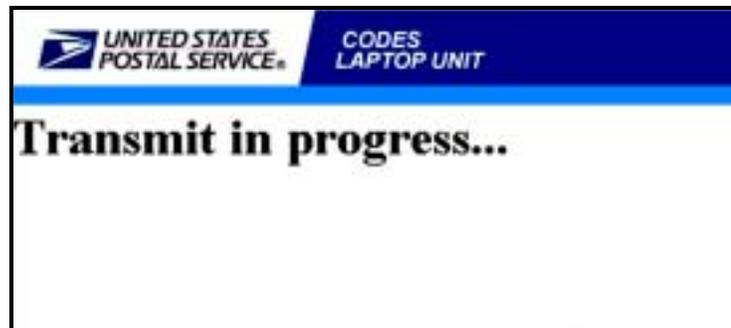


Figure 10.1.2–7. Interim Diskette Upload Screen



Figure 10.1.2–8. *Test Successfully Uploaded Screen*

10.1.3 Data Transmission via Web

Prior to uploading the data via the web, ensure the CODES Laptop's modem is securely connected to a single-line telephone line.

If *Web* was selected from the *Destination* screen (Figure 10.1.1–3), the *Web Transfer* screen is displayed (Figure 10.1.3–1). Before a reading can be transferred, the reading must be complete. Click the *All* button and all the completed readings will be highlighted.

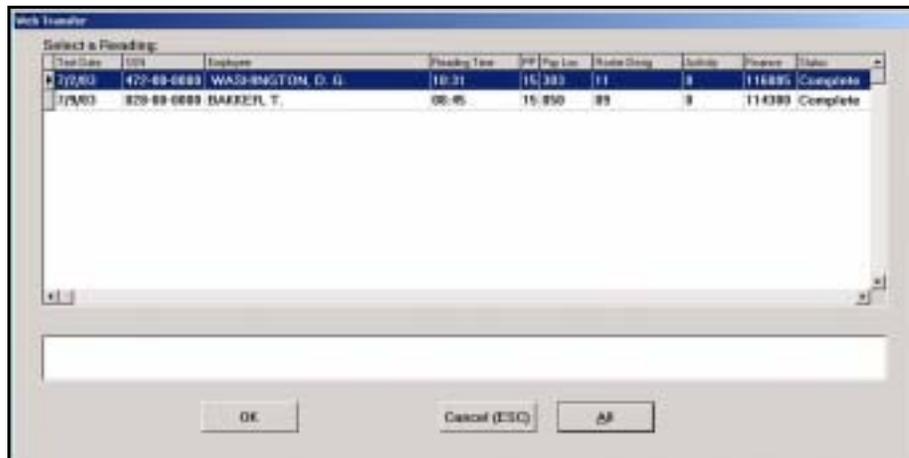


Figure 10.1.3–1. *Web Transfer Screen*

With the desired readings highlighted in the *Select a Reading* field, click the *OK* button. Click the *All* button and all the completed readings will be highlighted.

CODES displays the Web DCT login screen shown in Figure 10.1.3–2. Type your DCT ID number and any comments or information pertaining to the reading being transferred. Ensure the phone number including the outside access number and/or authorization code are correct, then click the *Web* button.

For additional information on entering the dial-up number sequence, see section 10.3.2.

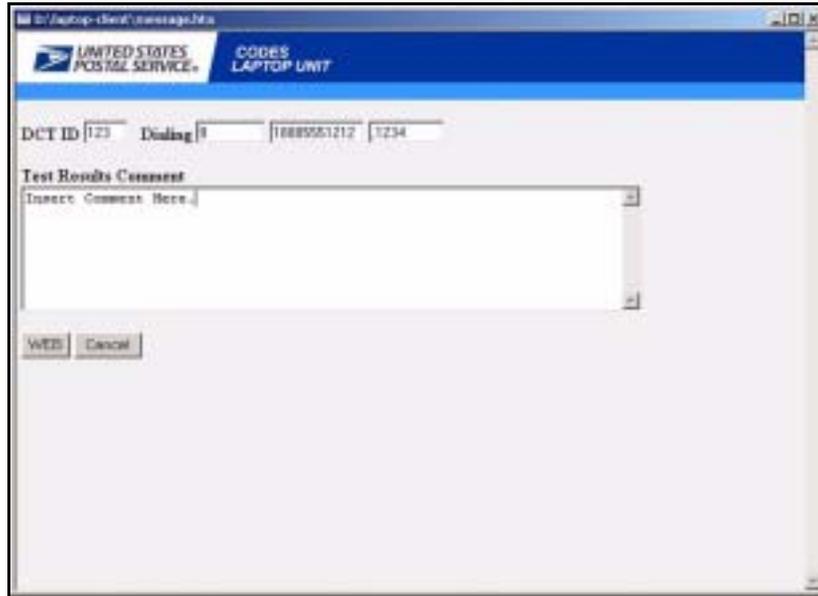


Figure 10.1.3–2. Web DCT Login Screen

CODES briefly displays a *Transmit in progress* screen (Figure 10.1.3–3), followed by a test confirmation screen showing that the reading successfully uploaded (Figure 10.1.3–4).



Figure 10.1.3–3. Interim Reading Upload Screen

To close the upload confirmation screen and return to the IOCS Main Menu, click on either the word *Exit* or the blue page icon in the upper right-hand corner of the screen (Figure 10.1.3–4).

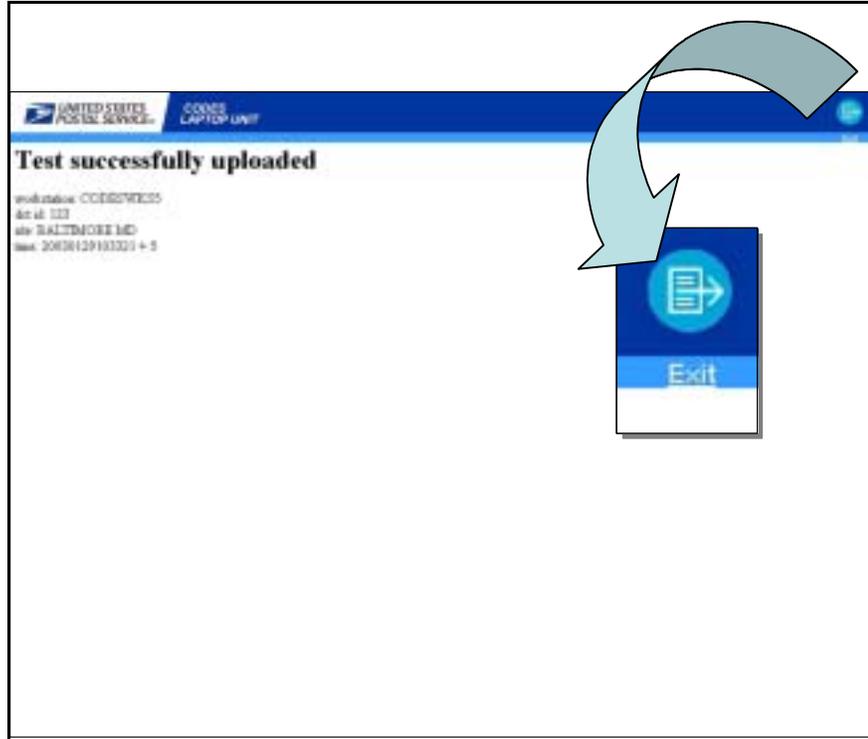


Figure 10.1.3–4. *Test Upload Confirmation Screen*

A Microsoft Internet Explorer message screen displays (Figure 10.1.3–5). Click the Yes button.



Figure 10.1.3–5. *Microsoft Internet Explorer Message Screen*

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10.2 Receiving Sample Files and Software Updates

BACKGROUND INFORMATION



Software updates and sample files can be downloaded directly from the CODES Web Base Unit to a CODES Laptop, allowing the user to receive software updates and sample selection files via data transfer.

The MSP may still download samples and software updates onto a diskette and mail it to the user.

PROCEDURES



Figure 10.2.0–1 shows the *Communications* menu tab options on the CODES *Main Menu*. The data collector may use the *Download Samples*, *Download Software*, and *Upload Laptop System Information* options.

Refer to one of the following sections, depending on the desired option.

- Download Samples, (section 10.2.1).
- Download Software, (section 10.2.2).
- Upload Laptop System Information, (section 10.2.2.2).

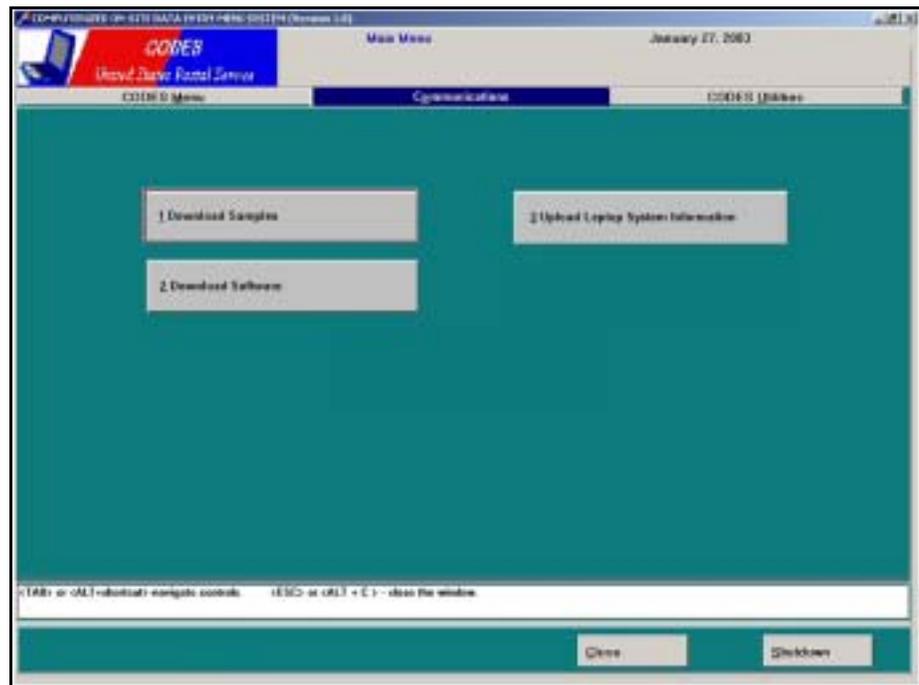


Figure 10.2.0–1. CODES *Main Menu*: *Communications* Tab

10.2.1

Download Samples

1. To download samples, from the CODES *Main Menu Communications* option window, click the *Download Samples* button.

CODES displays the *DIAL-UP PARAMETER MAINTENANCE* screen (Figure 10.2.1–1).

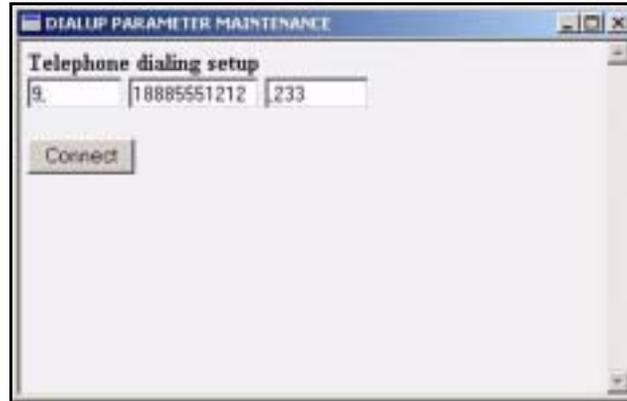


Figure 10.2.1–1. *DIALUP PARAMETER MAINTENANCE* Screen

2. Click the **Connect** button on the **DIALUP PARAMETER MAINTENANCE** screen.

The screen shown in Figure 10.2.1–2 displays:

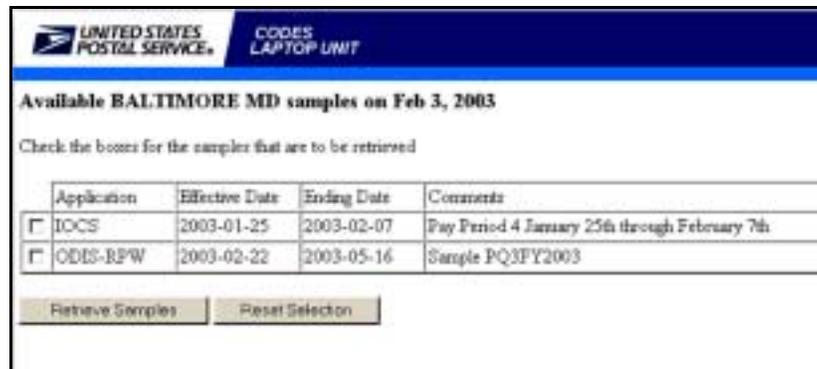


Figure 10.2.1–2. *Application Selection* Screen for Sample Downloads

3. Select the **CODES** application(s) associated with the desired samples (more than one application may be selected).



Note: Ensure that at least one application is selected. If no application is selected, the screen shown in Figure 10.2.1–3 displays.



Figure 10.2.1-3. *No Samples Requested* Screen

4. Click the *Retrieve Samples* button on the application selection screen.

The samples for the selected CODES application(s) are downloaded to the CODES Laptop. CODES displays the screen shown in Figure 10.2.1-4. For information on how to load the samples, see section 10.2.1.1.



Figure 10.2.1-4. *Samples Download* Screen

10.2.1.1 Load Samples

To load new samples, from the IOCS Main Menu (Figure 10.1.1-2), click the *Load New Samples* button.

CODES presents the user with options for either *Web* or *Diskette* transfer (Figure 10.2.1–5). The following steps explain the process used for loading samples from a diskette or after the web download described in section 10.2.1:

1. **From the Load Samples *Information* screen click the *Diskette* button. (For the *Web* option, click the *Web* button.)**

With the *Diskette* option, CODES prompts the user to insert the diskette containing the sample files (Figure 10.2.1–6). (For the *Web* option, the process skips to step 4.)



Figure 10.2.1–5. *Information* Screen: Load Samples

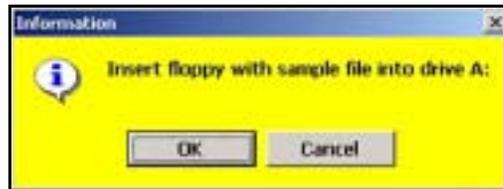


Figure 10.2.1–6. *Information* Screen: Insert Floppy

2. **Insert the diskette containing the sample files.**
3. **Click the *OK* button.**

CODES presents the user with a message acknowledging that the samples were successfully loaded (Figure 10.2.1–7).

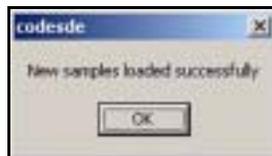


Figure 10.2.1–7. New Samples Loaded Successfully Message

4. Click the **OK** button.

10.2.2 Download Software

1. To download or update software, from the **CODES Main Menu Communications** tab option, click the **Download Software** button.

CODES displays the *DIALUP PARAMETER MAINTENANCE* screen (Figure 10.2.1–1).

2. Click the **Connect** button on the *DIALUP PARAMETER MAINTENANCE* screen.

CODES displays a screen showing the selection of available software updates (Figure 10.2.2–1).



Figure 10.2.2–1. Available Software Updates Screen

3. Select all desired software update files, then click the **Download** button.

Ensure that at least one available software update option is selected. If no option is selected, the screen shown in Figure 10.2.2–2 displays.



Figure 10.2.2–2. No Files Downloaded Screen

10.2.2.1 Software Installation and Updates

If the message screen shown in Figure 10.2.2–3 displays when the CODES Laptop is booted, it is time to install the current software updates. Click the **OK** button, then upload any remaining tests to the CODES Web Base Unit (section 10.1).

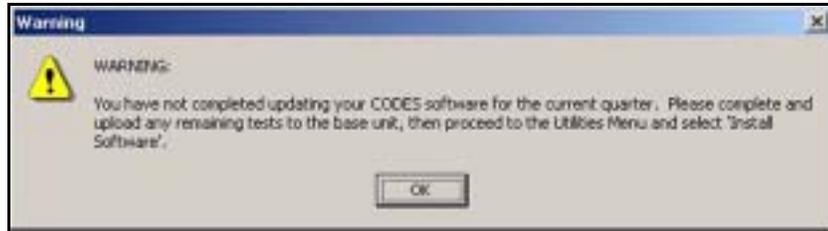


Figure 10.2.2–3. Warning Message Software Update

Once all tests have been uploaded, open the *CODES Utilities* tab on the *CODES Main Menu* (Figure 10.2.2–4).

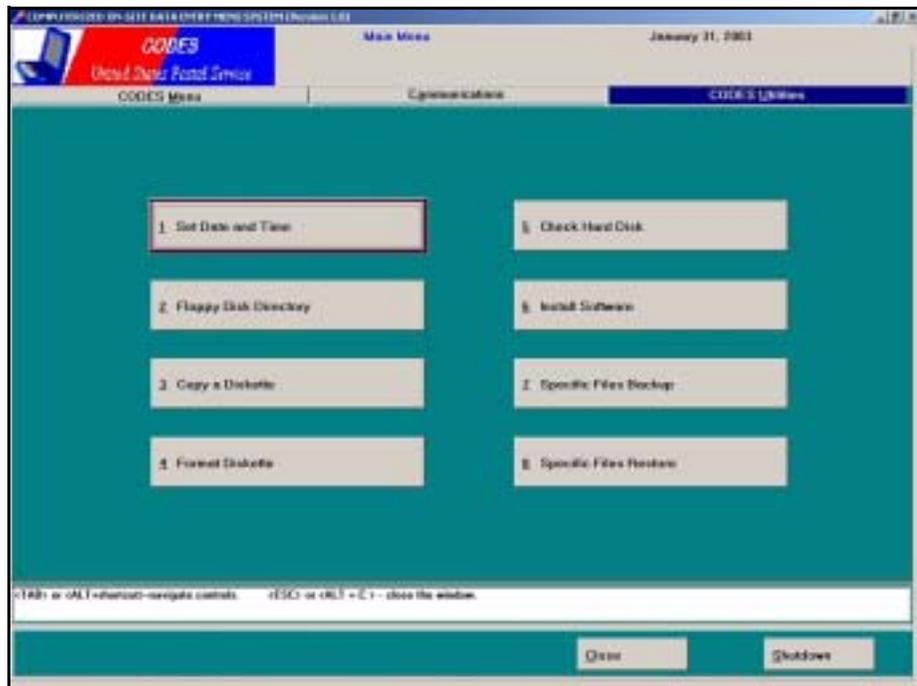


Figure 10.2.2–4. CODES Main Menu: CODES Utilities Tab

1. Click the *Install Software* button.

CODES runs the installation process. Figures 10.2.2–5 through 10.2.2–7 show the sequence of screens displayed as the software installs.



Figure 10.2.2–5. *Install Software*: Checking for Tests Screen

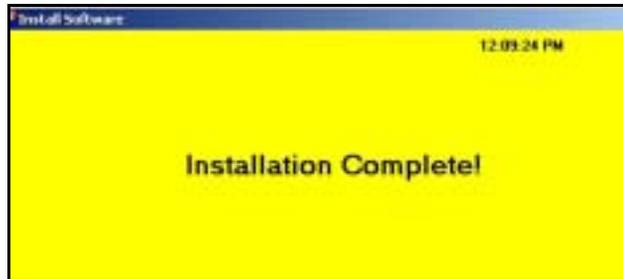


Figure 10.2.2–6. *Install Software*: Installation Complete Screen

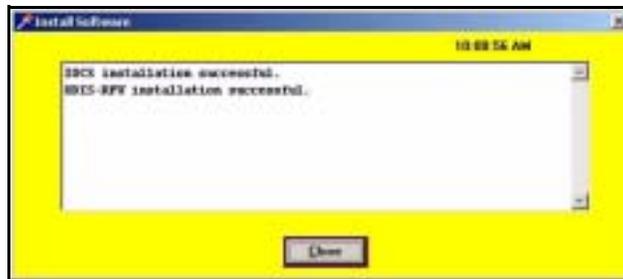


Figure 10.2.2–7. *Install Software*: Installation Successful Screen

Click the *Close* button to return to the CODES *Main Menu*.

Once the software is loaded, the data collector must upload the new CODES Laptop system information to the CODES Web Base Unit. Refer to section 10.2.2.2 for information on uploading CODES Laptop system information.

10.2.2.2 CODES Laptop System Information Upload

Once software or software updates are downloaded to the CODES Laptop, the CODES Laptop system information must be uploaded to the CODES Web Base Unit.

1. To send the CODES Laptop system information to the CODES Web Base Unit, from the CODES *Main Menu*: *Communications* tab, click the *Upload Laptop System Information* button.

CODES displays the *DIALUP PARAMETER MAINTENANCE* screen (Figure 10.2.1–1).

2. Click the *Connect* button on the *DIALUP PARAMETER MAINTENANCE* screen.

CODES displays the system information transmitting screen shown in Figure 10.2.2–8 followed by the received system information screen shown in Figure 10.2.2–9.

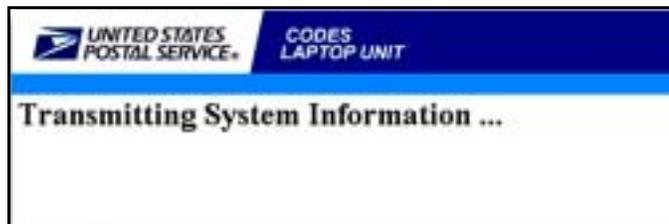


Figure 10.2.2–8. *Transmitting System Information* Screen

The process is complete when the received system information screen (Figure 10.2.2–9) displays the following four lines of text:

- *Received System Information - processing ...*
- *Processed Operating System information*
- *Received (###) program records*
- *Processing complete*

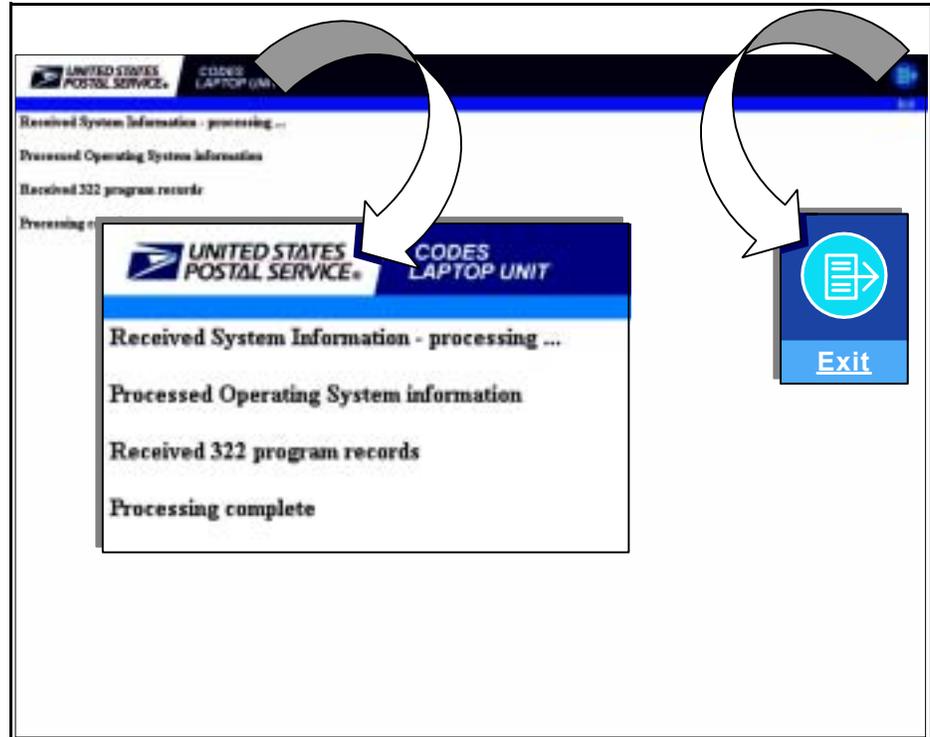


Figure 10.2.2–9. *Received System Information* Screen

To exit from the received system information screen, click on the word *Exit* or the blue page icon at the top right-hand corner of the received system information screen.

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10.3 Troubleshooting Failed Transmission

CODES data communications rely on a complex means of sending data from one source to another; therefore, at times, transmission problems may occur.

Follow the steps below to ensure proper cable connections and configuration of the CODES Laptop:

- Make sure the CODES Laptop is connected to a single-line (voice) telephone line. Multi-line (digital) telephone lines will not work with the CODES Laptop modem.
- Ensure all modem and laptop connections (e.g., power supply, modem cord, telephone jack) are secure.
- Check all of the reading and/or applications for which you wish to transfer or receive files to ensure they are properly prepared for transmission according to the procedures outlined in this chapter.

For more detailed instructions, or if the problem you are experiencing is not addressed above, consult your MSP for further assistance.

10.3.1 3.5-inch Diskette Failure

If the reading data did not successfully copy to a 3.5-inch diskette, the message shown in Figure 10.1.2–3 appears. Usually, the reason for this message is that the computer cannot read the diskette in the drive. The user could have forgotten to insert the diskette, the diskette might not have engaged in the drive properly, the diskette could be damaged, or the drive could be malfunctioning.

- Check the A:\ drive to ensure the diskette has been inserted and properly engaged into the drive.
- Replace the diskette with a new blank, formatted diskette.

For more detailed instructions, or if the problem you are experiencing is not addressed above, consult your MSP for further assistance.

10.3.2 Modem Dial-up Input

There are three fields available to input digits for phone numbers, including outside access numbers and authorization codes. The first field is generally for dialing an outside line number (usually, the number 9) to get an outside line. The second field is used to input the phone number, and the third field is normally used to input an access number or authorization code.

Only numbers (0 through 9), the asterisk (*), the pound symbol (#), and commas (,) can be used in these fields. Use the comma to insert a two second pause in the number sequence.



Example: Refer to Exhibit 10.3.2–1 below. If the phone system of the facility requires an authorization code (234) after the outside access number (9), but before the phone number (1 (888) 555-1212), the user can insert one or two commas between the outside access number and the authorization code, in the first field. Because the authorization number is required prior to dialing the telephone number, the authorization code is placed after the outside access number in the same field, with a comma to separate them. There are also two commas inserted after the authorization code to insert a 4 second pause to give the telephone connection time to obtain a dial-tone. The third field is blank because the authorization code is required prior to dialing the telephone number.

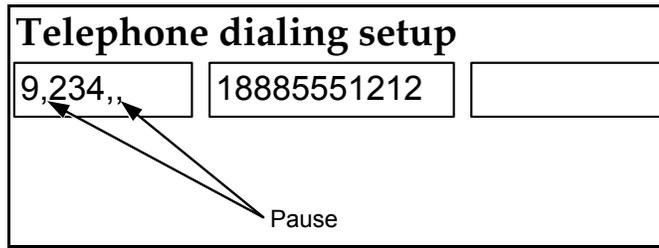


Exhibit 10.3.2–1. Telephone Dialing Setup Example



Note: The user must become familiar with the phone system of the facility, and have use of any access or authorization codes or numbers necessary to dial an outside number.

Appendix A

Organizational Responsibilities for the In-Office Cost System Test

Many organizations within the Postal Service work together to ensure the quality and accuracy of In-Office Cost System (IOCS) data. This section explains the responsibilities of each organization.

I. Headquarters — Finance

Finance provides technical and managerial guidance for the operation of IOCS, consistent with sound economic and statistical theory and the Postal Service's costing policy. Two organizations within Finance share this responsibility:

- A. Statistical Programs:** Statistical Programs (SP) provides the statistical sampling design, data collection software requirements, data collection policy and procedural guidelines, and training programs.
 - The **Revenue and Cost Systems** unit within Statistical Programs performs the following:
 - Develops the statistical sampling design and performs statistical sampling.
 - Establishes data collection software requirements.
 - Establishes data collection policies and procedures.
 - Analyzes and processes IOCS data.
 - The **Field Support** team develops data collection handbooks, policy guidelines, and training programs.
 - The **Statistical Programs Service Centers (SPSCs)** — Northern Virginia (Washington, DC) and Bay Area (Richmond, California) — have the following responsibilities:
 - Provide technical guidance to all appropriate Customer Service and Sales district personnel. This guidance includes answering questions about the proper administration and performance of IOCS functions.
 - Provide on-site review and evaluation of IOCS-related activities to help resolve problems, offer suggestions for improvement, and assess training needs.
 - Assist the district manager of Statistical Programs (MSP) in implementing new or revised procedures.
 - Inform Revenue and Cost Systems of technical policy matters that require resolution.

- Provide on-site technical consultation or instruction, including consulting on how to solve staffing problems.
- Check the quality of IOCS data.
- Act as a liaison in services and expertise to the area offices and the districts on all aspects of IOCS.

B. Cost Attribution: Cost Attribution provides data requirements for IOCS, and uses IOCS data to distribute attributable costs to classes and subclasses of mail and special services in a manner consistent with sound economic theory and the Postal Service's costing methodology. Cost Attribution produces the Cost and Revenue Analysis report and the International Cost and Revenue Analysis report, which are needed to support proposed changes in postage rates.

II. Headquarters — Information Systems

A. Finance Business Systems Portfolio: The Finance Business Systems Portfolio staff are responsible for the following tasks:

- Programming the data collection software requirements.
- Testing and maintaining the software.
- Providing hot-line technical support for the Computerized On-Site Data Entry System (CODES) software and hardware.

B. Computer Operations Service Centers (COSCs): Within Information Systems, two COSCs play a role in producing IOCS sample information. The Eagan COSC is responsible for providing a list of employees eligible for IOCS sampling, which is extracted from payroll files four weeks before the start of each pay period.

The IOCS sample file is created and stored at the San Mateo COSC, where it is made available to the MSP on the CODES Web Base Unit approximately ten days before the beginning of each pay period. After IOCS readings are completed, they are uploaded to the CODES Web Base Unit, which resides on the mainframe at the San Mateo COSC. The MSP approves and releases the data to the mainframe for national aggregation and further mainframe processing.

III. Area Offices

Through its manager of Finance, the area office emphasizes the importance of IOCS readings for the development of proposals for new postal rates, and for other management studies, to the plant managers, Customer Service and Sales district managers, and postmasters.

IV. Customer Service and Sales District Offices

The following positions in the Customer Service and Sales district offices participate in the implementation of IOCS:

- A. District Manager:** Through the manager of Finance and the Customer Service and Sales district's MSP, the district manager implements IOCS in all offices within the district's jurisdiction. The district manager also informs the MSP about changes in automation and distribution operations that could affect IOCS procedures.
- B. Human Resources:** Human Resources personnel provide assistance, as requested, in the implementation of IOCS training programs. Human Resources personnel also maintain contact, as needed, with employee organizations.
- C. Manager of Finance:** The manager of Finance has the following responsibilities to ensure the accurate implementation of IOCS:
 - Supporting the Customer Service and Sales district's MSP in the administration of IOCS activities. This support includes helping the MSP maintain the integrity of the district's IOCS data, correcting significant problems that might compromise data quality, and helping district supervisory personnel, such as operations managers and postmasters, understand the importance of IOCS.
 - Ensuring that IOCS readings are conducted according to approved procedures.
 - Ensuring adequate staffing levels for conducting statistical programs.
 - Offering guidance and direction to all facilities in the district, including the district home office, associate offices, bulk mail centers, Priority Mail processing centers, and air mail centers.
- D. Manager of Statistical Programs:** The MSP coordinates and administers the district-wide collection of IOCS data. The MSP has the following responsibilities:
 - Manages district-wide statistical programs; coordinates, administers, and supervises the collection of statistical data involving several national statistical sampling systems.
 - Implements all guidelines for district-wide statistical programs in accordance with policies and procedures.
 - Manages district-wide monitoring and training programs to ensure proper sampling and reporting techniques are being used.
 - Manages the district mail exit point sampling frame to ensure all mail or other sampling populations are sampled in an efficient and cost-effective manner.

- Conducts tests and provides analyses of various reports using national systems.
 - Implements a quality assurance system to ensure consistency, accuracy, and compliance with policies and procedures.
 - Provides technical guidance, direction, and assistance to other managers, postmasters, and employees throughout the district on statistical data collection.
 - Prepares and monitors annual workhour requirements and monitors statistical programs expenditures.
 - Manages a small staff of employees performing statistical sampling and systems-related activities.
 - Ensures the privacy and confidentiality of IOCS sample files.
- E. Statistical Programs Specialist:** The statistical programs specialist (SPS) assists the MSP (as necessary) in fulfilling organizational responsibilities such as training, monitoring, and any other requirements listed above. The SPS is specifically responsible for the district's monitoring and training programs. The SPS has the following responsibilities:
- Performs district-wide on-site monitoring of statistical programs data collection operations to ensure proper sampling and reporting techniques; identifies improvement opportunities; recommends corrective actions; and follows up to ensure the resolution of all irregularities, the continued application of corrective measures, and ongoing performance improvement.
 - Evaluates data collection performance to determine training needs, and identifies specific training requirements necessary to improve the performance of statistical programs data collection employees.
 - Prepares demonstrations and provides training on proper sampling and reporting techniques to data collection technicians (DCTs) and other employees involved in statistical programs data collection.
 - Prepares testing schedules and assignments, and maintains control reports to ensure that tests have been conducted.
 - Performs edit and review activities to ensure consistency, accuracy, and compliance with statistical programs sampling instructions.
 - Analyzes data collection quality measurement and control reports, takes action to correct identified problems, and provides remedial training to reduce sampling and reporting errors.
 - Reviews and updates sampling frame lists to ensure that all mail or other sampling populations are sampled in an efficient and cost-effective manner.

- Has occasional contact with mailer representatives regarding sampling data, and with postmasters and other Postal Service managers on statistical programs data sampling issues.
 - Supervises a very small to small size group of statistical programs data collection employees.
 - Ensures the privacy and confidentiality of IOCS sample files.
- F. Data Collection Technician:** The DCT or other trained data collector is responsible for performing the IOCS readings. The DCT performs the following:
- Collects, records, and analyzes statistical data under any number of national data collection systems.
 - Operates computer equipment to enter data, recognizes diagnostic messages and takes appropriate actions, and performs data transfer functions through telecommunications systems.
 - Reviews input and output data to determine accuracy and compliance with national programs and analyzes and edits data to detect and correct errors.
 - Updates national databases and maintains and updates records and files.
 - Participates in data collection activities in support of special studies or national programs.
 - Reads and interprets reference manuals and other written materials.
 - Protects the integrity of IOCS data and the privacy and confidentiality of the IOCS sample files.
 - Refers to supervisory personnel any matters that are not covered by instructions or that require resolution. This includes raising questions on matters that require clarification.
- G. Senior Plant Manager:** The senior plant manager has the following responsibilities:
- Providing space and facilities to perform IOCS readings.
 - Providing personnel to train as IOCS data collectors to conduct readings whenever statistical programs personnel are unavailable.
 - Promptly informing the Customer Service and Sales district's MSP about changes in mail processing operations that affect IOCS.
- H. Associate Office Postmaster or Station Manager:** The associate office postmaster or station manager has the following responsibilities:
- Providing the space and assistance required to conduct IOCS readings within the office.

- Ensuring that station or Post Office personnel provide adequate support and accurate data for IOCS telephone readings.
- Ensuring that the integrity of IOCS data is not sacrificed for operating expediency.
- Informing the Customer Service and Sales district's MSP of problems that might compromise IOCS readings.
- Promptly informing the Customer Service and Sales district's MSP about any operational changes that could affect IOCS readings.

Appendix B

CODES Laptop and Scale

This appendix provides basic information and instructions for understanding and operating your Computer On-Site Data Entry System (CODES) Laptop and scale. Information on how these items are used in conjunction with In-Office Cost System (IOCS) data collection procedures is detailed in the step-by-step instructions provided in Chapters 3 through 10 of this handbook.

I. CODES Laptop

Data collectors use laptop computers for data entry, online editing, automated test control, and the electronic transmission of data to the CODES Web Base Unit. The collected data are then combined with other test data and transferred by the manager of Statistical Programs (MSP) or designee to a mainframe computer for final processing.

Before you attempt to perform an IOCS reading, you should become acquainted with the laptop. This section provides information regarding some of the most basic parts and functions of your laptop. Please refer to the specific manufacturer's user's guide for more explicit explanations regarding the laptop.

A. How the CODES Laptop Works

The laptop computer has a single purpose: to process data. The computer itself is not very smart, but it can sort and process data quickly. In seconds, the laptop computer can perform tasks accurately that may take people days or weeks and, accounting for human error, may not be as precise or as accurate.

The laptop computer can store data more conveniently and compactly than paper and pencil. Inside the laptop computer is internal memory that stores data while they are being sorted or used. This internal memory is called random access memory (RAM). RAM is a storage medium that loses its data once the system power is turned off. Therefore, if you must unexpectedly stop data recording, it is imperative that you follow the procedures for suspending or ending a CODES test and saving data. For information on suspending or ending a test and saving your data, see the appropriate Data Collection User's Guide that corresponds to the tests or related tasks you perform.

The CODES Laptop itself is composed of many parts both basic and complex. Described below are the basic parts that make up your CODES Laptop. Before you attempt to perform a test or other related task, familiarize yourself with the following items and their relationship to CODES.

Liquid Crystal Display (LCD) Screen

The LCD screen is adjustable and should be set at an angle that provides for comfortable viewing. The screen display is a color monitor and permits the user to receive instructions and to view the information entered.

Keyboard

The keyboard allows the user to input test data. You should become familiar with the keyboard before you attempt to perform a test or other related task with your CODES Laptop.

The CODES Laptop keyboard consists of 87 keys and is equipped with the following features:

- **Function Keys:** The function keys are usually <F1> through <F12>, <Esc>, <PgUp>, and <PgDown>. These keys work in conjunction with the <Fn> key to perform special functions.
- **Alphabet and Number Keys:** The keyboard consists of alphabet keys (one for every letter of the alphabet) and numerical keys (0–9). These keys permit the user to input data.
- **Embedded Numeric Keypad:** Most laptop computers contain an embedded numeric keypad because of space limitations. Embedded means that the keypad is contained within the alphabet and number keys. In order to activate the embedded numeric keypad, the user must press the <Fn> key followed by the <Num Lock> or <Num Pad> key. To deactivate the numeric keypad, press the <Num Lock> or <Num Pad> key again; the keys will revert to their normal function.
- **Control Keys:** The control keys for most laptop computers are <Ctrl>, <Alt>, <Fn>, and <Shift>. The aforementioned keys are used in conjunction with other keys to perform a specified function.

In addition to these standard keyboard features and function keys, you should also familiarize yourself with the many command/function keys CODES uses to collect data and perform related tasks. The following table (Table B–1) describes a few of the common command/function keys used in CODES data entry programs:

Table B-1. CODES Laptop Command/Function Keys

Command/Function Keys	Directions
<ESC>	Press the <Esc> key to quit the current function.
<F1>	Press <F1> to display the help file.
<ENTER>	Use the <Enter> key whenever you see this.

For a comprehensive guide to CODES tests, please refer to the appropriate Data Collection User's Guide for the tests or related tasks you perform.

Mouse or Pointing Device

Most laptops come equipped with some sort of pointing device. The majority of laptops currently in the field have a flat pad-like device located just below the keyboard. This device allows you to use your fingers to control the pointer on the screen by simply sliding them across the pad's surface. The left and right mouse buttons, located below the pad, operate the same as most desktop mouse buttons.

Disk Drive and Diskettes — Proper Handling

The standard disk drive for all CODES Laptops is a 3.5-inch 1.44 MB disk drive. The location of the disk drive will vary depending on the laptop. For more specific information on where the disk drive is located on the laptop, please refer to the specific manufacturer's user's guide.

There are certain steps that you can take to protect your disk drive and the diskettes you use. Common sense is always the best tool, but listed below are some suggestions for disk drive care, diskette use, and storage:

- Never insert or remove a diskette when the drive light is on. Doing so can physically damage the diskette and render any information on that disk unreadable and therefore useless. Please refer to the specific manufacturer's user's guide for information regarding the location of the drive light.
- Never force a diskette or other object into the disk drive.
- Always remove a diskette when data collection is complete.
- Do not slide the metal slide back and forth. This can allow dust and other foreign objects to come into contact with the diskette, rendering it unreadable.
- Be sure to place the diskette into a cabinet or drawer when not in use.
- Diskettes should be protected from extreme temperatures.

- Reasonable care should be taken to insure that diskettes are not exposed to magnetic or electromagnetic fields. This includes, but is not limited to, magnets, magnetic paper clips, telephones, x-ray machines, etc. These can erase a diskette.
- Always protect diskettes from smoke, dust, and moisture.

Power Supplies

The CODES Laptop is equipped with two separate power supplies.

- **AC Adapter:** The AC adapter can be plugged into an electrical outlet to provide power for the laptop. Whenever possible, the AC adapter should be used.
- **Battery Packs:** The laptop comes equipped with a rechargeable battery pack. The battery pack is easy to install. The system can operate for approximately 4 hours with the rechargeable battery pack installed. The battery pack is the second power option and should not be the only power source used. The battery pack should be installed in case AC power is lost. This option should be used **ONLY** if there is no AC power source available. Please refer to the specific manufacturer's user's guide for more information and instructions on recharging the battery pack. Always make sure that your battery pack is fully charged before use.

Software

The laptop computer is referred to as hardware, and the instructions that tell the computer what to do are called software. These instructions, when grouped together to do a specific job such as collecting data, are called application programs.

The application programs that you will be working with are data entry programs. The data entry programs provide you with a series of menus that prompt you to input information that satisfies the test data entry requirements. For more information about the application programs you normally use, refer to the appropriate Data Collection User's Guide that corresponds to the tests or related tasks you perform.

B. Caring for Your CODES Laptop

As with any electronic equipment, there are certain precautions you can take to preserve the integrity of the laptop. Common sense is the best tool for keeping the laptop in top shape. The following is a short and by no means complete list of things you can do to help prevent damage to the laptop:

- Keep the battery away from excessive heat sources, such as direct sunlight, fire, hot car in the summer, etc.
- Do *not* disassemble the battery.
- Do *not* disassemble the laptop. (Doing so will void the warranty).
- Do *not* use a damaged battery.

- Only use batteries that are specified in the manufacturer's user's guide.
- Keep the battery away from sources of water.
- Do *not* use a frayed or otherwise damaged power supply.
- Do *not* place heavy weights or objects on the laptop.
- It is extremely important that you are conscious of the power source voltage (only use 120 volt AC power sources).
- Do *not* eat or drink in the vicinity of the laptop.
- Never use an abrasive cleaning agent on the display of the laptop.
- Never use harsh cleaning agents on the case or any other portion of the laptop.
- Avoid dropping the laptop.
- Avoid dropping the AC adapter.
- Avoid dropping the battery.

For more information regarding care of your laptop, as well as storage requirements and routine cleaning suggestions, refer to the specific manufacturer's user's guide.

C. What to Do if the Laptop Power Source Fails

Most CODES programs save data while you are conducting the test, such as after completing a mailpiece recording, or at the completion of the test or test session. However, unsaved data at the time of a power loss must be rekeyed. For example, if you are conducting an ODIS-RPW test and a power loss occurs during the entry of a mailpiece, you must rekey that mailpiece once you reenter the test software. Use the following procedures to resume a test and recover data after an AC power or battery failure.

If the laptop stops working due to an AC power failure, perform the following:

- 1. Reestablish the power to the laptop by either inserting a charged battery or correcting the AC power problem (e.g., reconnect AC power supply).**
- 2. Press the power button on the side of the laptop and watch for a message that indicates if data are on the hard drive.**
- 3. Reenter the software for the test you were conducting via the CODES menu and resume the test.**

If the laptop stops working while operating on battery power or enters suspend mode and the screen goes black, perform the following:

- 1. Do *not* remove the battery from the laptop.**

2. **Properly connect the AC power adapter to the laptop.**
3. **Press the power button on the side of the laptop and watch for a message that indicates if data are on the hard drive.**
4. **Resume the test where you left off before the power failure.**



Note: If you remove the battery, the laptop may not resume the test where it left off. If this happens, you must perform the steps for recovering after an AC power failure to resume the test.

II. Scale

Mailpieces sampled in conjunction with an IOCS reading must be weighed. Data collectors or telephone respondents are not required to use a specific type of scale to do this. However, scales used for this purpose by data collectors must be electronic scales capable of measuring to tenths of ounces for weights up to two pounds, and capable of measuring to ounces for weights up to ten pounds. The scale should be used on a level surface, and must be reset or zeroed before use.

III. CODES Equipment Security

The CODES Laptop and other statistical programs equipment are valuable pieces of equipment that can be used for other purposes. As such, they are prime candidates for theft. Always take reasonable precautions to secure your CODES equipment when you leave your work area or while you are in a public place. Never leave your equipment unattended in public.

As an additional precaution, make sure to record all serial numbers from your equipment. This information greatly assists Statistical Programs and other Postal Service organizations in locating and retrieving lost and stolen equipment.

IV. Conclusion

This appendix is an overview and should be used in conjunction with your specific laptop and scale manufacturer's user's guides. For more precise information on CODES programs, refer to the appropriate Data Collection User's Guide.

Appendix C Operating Policies

I. Introduction

This appendix provides guidelines for the manager of Statistical Programs (MSP) for administering the In-Office Cost System (IOCS). This appendix covers the policies for scheduling the readings, rescheduling and delinquent IOCS readings, management involvement in statistical programs tests, data security and integrity, and training and process review.

II. Scheduling Readings

The MSP or designee is responsible for accessing the IOCS Readings Schedule Report on the CODES Web Base Unit. This file contains information about the sampled employees and may provide the employees' starting and ending times.

After the file is available on the CODES Web Base Unit, the sampled employees' starting and ending times must be verified. The employees' schedules may have changed since the sample selection was performed. Also, the Readings Schedule Report may not have all sampled employees' starting and ending times.

To verify or obtain the sampled employees' starting and ending times, the MSP or designee consults the Time and Attendance Collection System (TACS), locally maintained office roster, or calls the sampled employee's office.

Once the starting and ending times are obtained and verified, the readings are ready to be scheduled on the CODES Web Base Unit. As the readings are scheduled, the starting and ending times must be updated as appropriate. See Chapter 2 for an explanation of how the scheduled reading time is computed.

After the readings are scheduled, the MSP or designee assigns data collectors to conduct the readings. Sample data are loaded onto the CODES Laptop via a telecommunications link or from a diskette.

III. Rescheduling and Delinquent IOCS Readings

It is the MSP's responsibility to ensure that all IOCS readings are conducted at the appropriate times. Rescheduling readings is not an optional procedure, and must not be used as a means of managing data collection resources. Every effort must be made to conduct IOCS readings at the appropriate times. The MSP is required to keep a cadre of trained data collectors. When scheduling problems arise, such as routine lack of trained data collectors, the

MSP must reevaluate staffing requirements and employee work schedules. The MSP must then make the necessary changes that will correct any scheduling problems. If help is needed in any of the above areas, contact the Statistical Programs Service Center (SPSC).



Note: Employee illness is not justification for missing a reading. Adequate backup personnel should be trained and ready in case of unexpected absences.

A. Situations Requiring a Reading To Be Rescheduled

If an IOCS reading is not conducted at the appropriate time, then the reading must be rescheduled. This includes the following situations:

- The reading was missed, forgotten, overlooked, or misplaced.
- The sampled employee's schedule or tour changed, and the reading was not conducted at the appropriate time.
- A trained data collector was not available to take the reading.
- The data collector was unable to locate the sampled employee.
- The data collector was unable to complete the reading within 30 minutes of the scheduled reading time.
- The reading was unusable.
- The data collector was unable to obtain a telephone respondent to observe the sampled employee.
- There was a CODES Laptop failure and a backup laptop was not available for taking the reading.
- Hazardous conditions such as lack of electricity, bomb scare, etc., prevented the data collector from conducting the reading.
- The CODES Laptop hard drive crashed and the reading cannot be recovered.
- The reading was scheduled for a quarterly training date and exempted from the Test Site Status Report (TSSR).



Example: A reading is scheduled for 07:10, but you are so busy at 07:10 that you forget. When you check at 07:45, you discover that the employee was nonscheduled all day. You must reschedule the reading.

B. Rescheduling Procedures

Every effort must be made to complete all IOCS readings within the calendar quarter (Jan.–Mar.; Apr.–June; July–Sep.; Oct.–Dec.) for which they were originally scheduled. An IOCS reading may not be rescheduled into a different calendar quarter than the one in which it was originally scheduled. Readings must be rescheduled according to the following guidelines:

- If a reading needs to be rescheduled, the MSP must reschedule it one week later than the original date on the same day of the week as it was originally scheduled. If the reschedule date falls on the quarterly training day, the reading is to be rescheduled to the next week.
- If the reading is rescheduled to the same date as another reading on that employee, then the reading must be rescheduled again. There must not be two readings on the same employee on the same date.
- If a reading that was rescheduled from a previous week must be rescheduled again, the same procedures should be followed. The rescheduling procedures should be repeated until the reading is completed.
- If a reading that is scheduled during the last 7 days of the quarter needs to be rescheduled, it may be rescheduled to any day within the last seven days of the quarter.
- Missed readings that occur on the last day of the quarter may not be rescheduled.

The *scheduled reading time* must be recalculated for rescheduled readings. The *reading code* (1, 2, 3, or L) remains the same as the originally scheduled reading. All readings on any given day have the same *random time*. Hence, the *random time* for the day on which the reading is rescheduled should be used to calculate the rescheduled reading time.



Example: A reading is scheduled for Monday, January 20 at 14:59. The employee was supposed to work until 15:30, but was sent home early at 14:30. According to IOCS procedures, the reading should be rescheduled for Monday, January 27. The random time for January 27 is 00:12. This is a last reading and the employee is scheduled to work until 15:00. Therefore, the rescheduled reading time is 14:12.

C. Rescheduling IOCS Readings on CODES Web Base Unit

The MSP or designee reschedules readings on the CODES Web Base Unit. The appropriate reason code must be entered in the software.



Note: When conducting a rescheduled reading, the data collector may also need to change the reading date and scheduled reading time on the CODES Laptop (sections 3.4 and 2.2.3). This will be necessary if, after the reading was rescheduled on the CODES Web Base Unit, the new samples were not loaded onto the CODES Laptop.

D. Extraordinary Weather or Environmental Conditions

To protect the validity of the data, readings must be taken as scheduled even when there are extraordinary weather or environmental conditions. The general rule is that if the Post Office is in operation at a scheduled reading time, then the reading should be taken.

E. Delinquent Readings

A delinquent reading is a reading that has not been received at the mainframe computer. The MSP must review the reasons for delinquent readings and correct the causes.

IV. Respondents for Telephone Reading

It is the MSP's responsibility to work with all facilities where IOCS telephone readings are conducted to ensure adequate support for telephone readings.

V. Management Involvement in Statistical Programs Tests

Trained non-craft employees may be used to conduct statistical programs tests when: (a) no trained craft employees are within a 3-hour round trip travel time to the test site, or (b) if trained cadre/ad hoc data collectors are not available because they are already assigned to other statistical programs work such as testing, training, or monitoring.



Note: The trained non-craft employee must be available at the test site or within a 3-hour round trip travel to the test site.

VI. Data Security and Integrity

Since accurate and consistent data collection is important, there are several rules all statistical programs personnel must follow in order to ensure that the data are accurate and free from bias or any other kind of tampering. This section outlines and explains specific rules and policies for securing data.

A. Prohibition Against the Release of National or Subnational Test Data

Data containing information about any Postal Service employee, or any other national or subnational data, are not to be distributed outside of the Postal Service without the written authorization of Statistical Programs. This information is proprietary and must remain guarded at all times.

The IOCS Readings Schedule Report and samples loaded on the CODES Laptop both contain employees' names and Social Security numbers. Social Security numbers are sensitive information that must be safeguarded against unauthorized use or disclosure. You must keep the Readings Schedule Report and CODES samples secure from unauthorized use.

B. Use of Proper Equipment in Testing

All tests and readings must be taken on the CODES Laptop. All data must be recorded directly on the CODES Laptop. Manual worksheets may not be used to record test or reading data. Administrative data, like employee location, pay status, and tour of duty, may be temporarily recorded on the IOCS Readings Schedule Report.

C. Uploading of Reading Data from CODES Laptop to CODES Web Base Unit

All readings must be uploaded to the CODES Web Base Unit within one day after completion of the reading. Duplicating completed readings before disk transfer or transmission of the raw data to other than the CODES Web Base Unit is prohibited. Only statistical programs personnel should handle diskettes and laptops containing sample or reading data.

D. CODES Equipment Security

CODES equipment is exclusively for the use of approved Headquarters Statistical Programs activities. Portable computers may be a target for theft; they must be stored in a locked area when not in use. If you leave your work area, always take precautions to secure the CODES Laptop and other equipment. Passwords must only be issued to authorized statistical programs personnel.

E. Prohibition Against Duplicate Recording of Mailpieces

Mailpiece data are to be entered immediately into the CODES Laptop. Recording mailpiece information on a separate worksheet or log is prohibited. After entering mailpiece data into the CODES Laptop, the sampled pieces are to be immediately returned to the unit from which they were taken. When returning mailpieces to the mailstream, be sure that mailpieces are replaced in such a way as to avoid delivery delay. If you are uncertain about how to return them, give them to a supervisor or to a knowledgeable employee. Only the trained data collector, or respondent under direction of the trained data collector, is permitted to examine the reading pieces, except for the personnel listed in the next section.

F. Prohibition Against Over-the-Shoulder Monitoring

Over-the-shoulder monitoring of a reading is limited to the following personnel:

- MSP.
- Statistical programs specialist (SPS).
- SPSC personnel.
- Headquarters and Headquarters-authorized personnel.
- Postal Inspection Service.
- Postal Service independent auditors and Office of Inspector General (OIG) personnel.

Over-the-shoulder monitoring of readings by any other individuals is considered a serious compromise of the integrity of the systems and is prohibited. However, notwithstanding the policy stated above, MSPs may still partner with authorized management improvement teams to identify mail processing problems.

G. Prohibition Against Other Personnel Hindering a Data Collector from Conducting a Reading

Non-authorized personnel (refer to section F above) outside of Statistical Programs are prohibited from hindering the data collector from observing and collecting relevant information from a sampled employee. Anyone's direct or indirect interference in the data collection process seriously compromises the independence and integrity of the systems. Avoid even the perception of interference. However, this prohibition should not be construed to mean that other personnel, such as local management, are to have no contact. Data collectors should maintain good working relationships with local managers to ensure data integrity.

H. Necessity for Data Collection Personnel

Only a trained data collector under the direction of Statistical Programs is permitted to conduct a reading. All other personnel are strictly prohibited from conducting a reading. Headquarters-authorized personnel may conduct test readings.

VII. Training and Process Review

Statistical Programs recognizes the need to support and promote quality data collection. In its attempt to maintain the quality of data collection, Headquarters has established policies regarding training and process review for all data collection personnel on all statistical programs. This section outlines the specific policies and discusses the tools to support them.

A. Training

- Only trained personnel may conduct a statistical programs test in any of the domestic and international revenue, volume, performance measurement, and cost programs. Only trained personnel may be used to isolate mail for testing, select sample containers and pieces, and record test data, including isolating the mail and selecting containers and test pieces for recording later by a trained data collector.
- Each quarter, every district must conduct at least one day of statistical programs training for DCTs, cadre, ad hoc, and backup data collectors. Station, AO or mail processing personnel who isolate and tag mail for sampling, or who are IOCS telephone readings respondents should receive any relevant update information provided during the quarterly training. To facilitate accomplishing this training, districts have the option of rescheduling or not conducting all statistical programs tests for one day each postal quarter. If a district

decides not to conduct statistical programs tests for a day to conduct comprehensive training, the MSP must adhere strictly to the guidelines provided each quarter with the non-training days report (available on the Statistical Programs Home Page) showing the days “blocked out” as a test-sensitive day. Selection of any training day must be coordinated through the Statistical Programs Service Center if tests will be rescheduled or not conducted. Those IOCS readings not rescheduled are to remain delinquent.

- All new data collectors are to be taught the Process Activated Training System (PATS) processes for a specific statistical program prior to conducting a test on their own in that program.

B. Data Collector Process Review

Headquarters has established a *minimum* requirement for data collector process reviews. The intent is to provide the MSP the flexibility to conduct data collector process reviews more frequently for those data collectors who require it. Every person involved with collecting statistical programs data is to be reviewed on all processes he or she regularly performs. Included are DCTs, cadre, ad hoc, and backup data collectors. The *minimum* requirement is as follows:

- A data collector with less than a year’s experience in a program is to be reviewed at least twice during the first year in that program.
- A data collector with more than a year’s experience in a program is to be reviewed at least once during the fiscal year in that program.

C. Administration Process Review

The manager of Statistical Programs (MSP) is to perform a self-audit of the administrative procedures used in the statistical programs unit at least once each fiscal year. If the district has a subordinate unit with statistical programs administrative responsibilities, then the subordinate unit should also be reviewed at least once each fiscal year.

D. Frame Review

When a data collector review is conducted, the frame for the facility where the data collector review is conducted is to be reviewed.

E. Process Review Tools

There are three tools — a Process Review Guide, the Process Support and Tracking System, and Planning Process Review forms.

- **Process Review Guide:** This guide provides information on how to conduct process reviews.
- **Process Support and Tracking System (PSTS):** MSPs are required to use PS Form 1444 (A–P), *Statistical Programs Process Review*. This form may be found in PSTS, which is used for administering the Process Review Program. Copies of this form can be downloaded and reprinted locally or used as Excel spreadsheets.

Once a process review is completed, the results must be entered in PSTS. Entry is to be completed within *5 business days* after the close of the quarter. PSTS also provides reports to be generated on a quarterly basis and used to identify training opportunities. PSTS can be accessed on the Statistical Programs Home Page in the SPFS area under Assessment. A PSTS user's guide is available on the PSTS page.

- **Planning Process Reviews:** MSPs are required to maintain data collector training records and process review planning schedules. The following two forms may be useful:
 - PS Form 8215, *Statistical Programs Employee Training Profile*, is available as an aid for MSPs in tracking a data collector's training. However, its use is not required.
 - PS Form 8216, *Statistical Programs Planning Calendar for Process Review*, is available as an aid for MSPs in planning their process reviews; however, its use is not required.



Note: If the training profile or planning calendar is not used, then some locally designed record or system must be used to track this information.

Appendix D Conducting Telephone Readings

This appendix provides step-by-step instructions for conducting an In-Office Cost System (IOCS) reading by telephone. Telephone readings should only be conducted when on-site readings cannot be taken (section 3.3.2). In some instances, a telephone reading may also involve a return call from the facility in which the sampled employee is working (section 3.3.3).

To conduct an IOCS reading by phone, follow these instructions:

1. Identify yourself.

As soon as the call is answered, identify yourself as a statistical programs data collector from the local or district office.

2. Request to speak with the employee's supervisor or other IOCS respondent.

Ask for the sampled employee's supervisor and inform him or her that you are conducting an IOCS telephone reading. If the employee's supervisor is not available, ask for someone to help conduct the reading. The employee selected for the IOCS reading should not be the respondent unless no other respondent is available.

3. Explain the purpose of the call.

If the respondent is not familiar with IOCS, explain the purpose of IOCS and the importance of collecting accurate information. IOCS data are used to distribute the labor costs of clerks, mail handlers, city carriers, and supervisors to the activities carried out by those employees, particularly activities related to the handling of mail of all classes and rate categories and to the provision of special services. The information collected from the IOCS is used to develop proposals for new postal rates, assist in budget preparation, and conduct management studies. Inform the respondent that these calls can be monitored and that there are penalties for falsification of the data.

Ask the respondent if he or she understands your explanation and if he or she has any questions.

Next, identify the employee that has been selected for the reading.

4. Verify and, if necessary, change the reading information.

Ask the respondent for any information needed to complete the *IOCS Header* screen and record the information (section 3.4). This includes verifying the employee's reporting and ending times, including any overtime, and recalculating the reading time if the employee's schedule has changed.

If the sampled employee is not covered by IOCS or is not clocked in, the *End Test* screen will appear and you should complete the reading (Chapter 9). Then proceed to *Step 7, Complete the Call*.

5. Inform the respondent of what you need him or her to do.

If the respondent is not the sampled employee, inform the respondent that he or she will need to observe the sampled employee and will need a scale to complete the reading if the sampled employee is handling mail during the reading. Ask the respondent if it would be better to move to a different phone, and if so, to do so now.

If the respondent is the sampled employee, he or she should respond to the IOCS questions based on the activities being performed just before the call.

Then, using the following guidelines, explain what you will need the respondent to do to complete the reading.

If the sampled employee is a supervisor, you will need to know the following:

- The type of facility in which the supervisor is working.
- The operation in which the sampled supervisor is clocked.
- The supervisor's activity, including the categories of employee(s) the supervisor's activity involves, or for which the supervisor is responsible.
- The activities being performed by the supervised employees.

If the sampled employee is a city carrier, you will need to know the following:

- If the employee is clocked into an office or street-time activity, and if he or she is on the premises.
- The route to which the carrier is assigned.
- What the carrier is doing.
- Details about any forms, mailpieces, or containers the carrier is handling.

If the sampled employee is a clerk or mail handler, you will need to know the following:

- The PIMS, MODS, or work center code in which the employee is clocked.
- If the employee is on the premises.
- The operational area in which the employee is assigned.
- What specific activity the employee is doing.

- Details about any forms, mailpieces, or containers the employee is handling.



Note: Never influence the response of the person answering your questions. For example, do not tell the respondent to get a piece of mail from the sampled employee. The sampled employee may not be handling mail at the time of the reading.

6. Continue With the Reading.

Read through the scripted IOCS questions as they appear on the screen, recording the respondent's answers as you go. It is important that you read each question as it is scripted and follow the flow of the IOCS software to avoid influencing the response of the person answering your questions.

There are two instances when it is acceptable to deviate from the scripted text.

- If a respondent indicates that he or she does not understand the scripted question as you have read it, or gives a response that indicates that he or she misunderstood, you should rephrase the question, being careful not to phrase it so that you're leading the respondent to answer in a certain way.
- If the respondent has already provided a response to the question as part of a previous answer, you may paraphrase the script to confirm that the answer previously provided is correct.

After you have answered all of the activity questions and mail characteristics questions, you will be directed to review the data entered and complete the test (Chapter 9). Ask the respondent for any information needed to complete the reading and record it.

7. Complete the Call.

When the IOCS reading is complete, thank the respondent for his or her time and assistance.

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Glossary

This glossary contains official Postal Service terms and definitions for IOCS. A thorough understanding of all the terms in this glossary will be useful for data collectors, SPSs, and MSPs. Please refer to *Publication 32, Glossary of Postal Terms*, for more definitions.

Accountable Mail	Mail that 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, insured mail for more than \$50, Registered Mail, and Return Receipt for merchandise. Accountable mail also includes postage due mail and Business Reply Mail (BRM).
Activity Code	A 1-digit number that indicates the functional area in which a Postal Service employee is assigned; it is usually joined to the 2-digit roster designation code as a second element.
Actual Reading Time	The instant in time when the data collector or telephone respondent actually observes the activity of the selected employee.
Address Block	The area on a mailpiece containing the location to which the Postal Service is to deliver or return a mailpiece. It consists of certain elements such as recipient name, street name and house number, and city, state, and ZIP Code as required by the mail class.
Address Management System (AMS)	Computerized files containing carrier route information. Also known as Address Information System and Carrier Route Information System.
Advanced Flat Sorting Machine (AFSM)	The AFSM processes all flat size mail and has three high-speed feeders that are capable of feeding two flat mailpieces each second which translates into a maximum throughput rate of 21,600 pieces fed per hour. The AFSM has Optical Character Reader (OCR) and Barcode Reader (BCR) capability that allows it to read an address or barcode to determine the proper sort location.
AFSM 100 Cart	See RM 7-1.
Airmail	A service by which international mail receives First-Class Mail service domestically, is dispatched by the most expeditious transportation, and receives air or priority handling in the destination country.
Airport Mail Center/ Facility (AMC/F)	A postal unit, located at or next to an airport, that concentrates, transfers, receives, distributes, and dispatches mail transported principally by air.
All-Purpose Container (APC)	See RM 7-1.
Ancillary Service	Forwarding, return, or address correction service included within a mail class. Depending on the mail class, these services are performed at a charge or at no additional charge, if and when the service is actually rendered.
Ancillary Service Endorsement	A marking used by a mailer to request the new address of an addressee and to provide the Postal Service with instructions on how to handle mail that is undeliverable as addressed.

Area Distribution Center (ADC)	A mail processing facility that receives, processes, and distributes mail destined for specific ZIP Code areas under the Managed Mail Program (MMP). This facility is one point within the national MMP distribution network and covers a specific service area.
Armed Forces Free Mail	This free mailing privilege may be used only by members of the U.S. Armed Forces on active duty who are either assigned to military duty in certain designated overseas areas or are hospitalized in a facility under the jurisdiction of the U.S. Armed Forces. These mailpieces must be addressed to a Military Post Office or a place in the United States served by a U.S. Post Office and must be marked "FREE" in the upper right corner.
Army Post Office (APO)	A branch of a designated Postal Service civilian Post Office which falls under the jurisdiction of the postmaster of either New York or San Francisco. It is operated by the Department of Defense to serve military personnel overseas or aboard ships where the Postal Service does not operate and a military situation requires service. APO serves the Army and the Air Force.
Associate Office (AO)	(obsolete) A Post Office that reported to a larger Post Office or that was within the service area of a sectional center facility. It usually received and dispatched all mail classes from and to the sectional center facility.
Automated Area Distribution Center (AADC)	An area distribution center (ADC) that uses multiline optical character readers (MLOCs), barcode sorters (BCSs), and other equipment designed for processing automation-compatible mail.
Automated Package Processing System (APPS)	A carousel type sorter used to sort parcels and bundles of mail. It is designed to replace the older labor-intensive SPBS in larger offices. It has a large processing capacity and has OCR capability.
Autres Objets (AO)	Also known as other articles. In CODES readings, <i>autres objets</i> indicates international mail that consists of printed matter, small packets, and matter for the blind.
Auxiliary Route	A carrier route that is regularly scheduled for completion in less than 8 hours and is not up for bid by full-time carriers.
Banding	An operation in which letter or flat trays are sleeved, banded, and put into rolling containers for dispatch to nonlocal transportation.
Barcode (BC)	A series of vertical bars and half bars representing the ZIP Code information for the delivery address on a mailpiece. The barcode facilitates automated processing by barcode reader equipment. For information on specific types of barcodes, see POSTNET barcode and PLANET barcode. Each numeric digit is represented by a series of five bars (always a combination of two full bars and three half bars). A complete barcode contains two bars framing the code; the 5, 9, or 11 digits containing ZIP Code and address information; and a final correction digit that allows the machine to check its reading of the ZIP Code.
Barcode Clear Zone	A rectangular area in the lower right part of a letter-size mailpiece that must be kept free of printing and symbols, except for the barcode itself. This requirement allows automated processing machines to read or apply a barcode.

Barcode Sorter (BCS)	A computerized machine that sorts letter size mail by using a barcode reader to interpret an imprinted barcode. This machine consists of a mail feed and transport unit, barcode reader, stacker module, and associated electronic equipment that can sort into a large number of separations.
Bass Cart	See RM 7-1.
Bound Printed Matter (BPM)	A subclass of Package Services that weighs not more than 15 pounds and that consists of permanently bound sheets of which at least 90 percent are printed with advertising, directory, editorial matter, or combination of these.
Boxholder Firm	A customer who has an assigned box/caller or phantom box number. The customer's incoming mail must be regularly distributed by name on the primary or secondary distribution operation(s) or the box section primary. If the mail is distributed to a number series separation on the box primary case, it is not a direct boxholder firm. Therefore, the customer is not a firm.
Box Section	The part of a Postal Service facility having caller service or lock boxes.
Branch (classified)	A unit of a main Post Office that is outside the corporate limits of the city or town of the main Post Office.
Break/Personal Needs	An official break, an approved absence from the work area, and wash-up time. Includes time that elapses from the moment the employee leaves the work station until the employee returns to the work station.
Buggy	See RM 7-1.
Bulk Mail Center/Facility (BMC/F)	A highly mechanized mail processing plant that is part of the National Bulk Mail System. This facility distributes Standard Mail and Periodicals in bulk form and Package Services in both piece and bulk form.
Bulk Mail Container (BMC)	See RM 7-1.
Bundle	See RM 7-1.
Business Mail Entry Unit (BMEU)	The area of a Postal Service facility where a mailer presents for acceptance bulk mail or presorted mail. It includes dedicated platform space, office space, and a staging area on the workroom floor.
Business Reply Mail (BRM)	Specially printed postcards, envelopes, cartons, and labels that may be mailed without postage prepayment. Postage and fees are collected when the mail is delivered back to the original sender. This domestic service enables authorized mailers to receive First-Class Mail, without prepaid postage, back from customers by paying the postage and fee on receipt of mailpieces.
Business Route	A city route on which 70 percent or more of the possible deliveries are to businesses.
Cadre Staff	A group of trained data collection personnel who are designated by the district's MSP to conduct statistical programs tests when a district data collection technician is not available.

Cage	A secure, enclosed area in a Post Office, separated from the rest of the workroom, where Registered Mail and other accountable mail is kept.
Caller Service	An optional delivery service provided for a fee at all Post Offices to customers with large volumes of mail, to customers needing multiple separations, or to customers who need a Post Office box number address when no Post Office boxes are available.
Cancel	To render a postage stamp (except a precanceled stamp) unusable, usually at the point of original entry into the mailstream. This is done by using a facer-canceler or a handstamp.
Canceling Machine	A mail processing machine that cancels a postage stamp and places a postmark on a letter.
Cancellation	A postmark that contains the Post Office name, state, ZIP Code, and month, day, and year that the mail was canceled.
Carrier Sequence Barcode Sorter (CSBCS)	An automated machine that sorts an individual carrier's mail allowing the mail to go directly from the automation equipment to the carrier in delivery sequence for delivery to Postal Service customers. The CSBCS is a smaller BCS designed for delivery units with 10 or more routes.
Certificates of Mailing	A special service that provides a receipt prepared by the mailer as proof of mailing.
Certified Mail	A special service that provides the sender with a receipt at the time of mailing; a record of delivery is kept at the Post Office of address. This type of mail must be sent at the regular First-Class Mail or Priority Mail rate. If sent as First-Class Mail, it is dispatched and handled in transit as ordinary mail. There are additional fees for Return Receipt.
Change-of-Address (COA) Order	A customer's notification to the Post Office of a permanent or temporary change of address (COA) by using PS Form 3575, <i>Change of Address Order</i> , or other written or personal notice.
City Delivery Route	A delivery route serviced by a city carrier.
Clocking In or Out (BT/ET/OL/IL)	Clocking in or out for the Begin Tour (BT), End Tour (ET), Out to Lunch (OL), and In from Lunch (IL) ring types. Clocking in or clocking out includes the time spent traveling between the time clock and the work area and any time spent waiting in line to use the time clock.
CODES Computer Support Center (CCSC)	The main help desk support unit for CODES users. The CCSC specializes in assisting CODES users with solving hardware and software problems.
Collect On Delivery (COD)	A special service that any mailer may use COD service to mail an article for which the mailer has not been paid and have its price and cost of the postage collected from the recipient. If the recipient remits the amount due by check payable to the mailer, the Postal Service forwards the check to the mailer. If the recipient pays in cash, the Postal Service sends a postal money order to the mailer. The amount collected from the recipient may not exceed \$1,000.00. COD service provides the mailer with a mailing receipt, and a delivery record is kept at the Post Office of address.

Collection Route	In city delivery service, a motorized carrier route for picking up mail deposited in collection boxes or lobby drops and picked up from large companies.
Computerized Forwarding System (CFS)	A centralized, computerized address label-generating operation that performs address correction and forwards or returns undeliverable-as-addressed mail to customers.
Computerized On-Site Data Entry System (CODES)	A computerized data entry system that uses portable computers to record data for IOCS, and other statistical systems. It also provides administrative processing and telecommunications.
CON-CON	See RM 7-2.
Container Types	Any equipment used to hold more than one mailpiece. The term includes a sack, pouch, hamper, nutting truck, basket, letter tray, flat tray, and a variety of boxes and carts. Mail transport equipment is used to move mail in plant or between authorized Postal Service facilities. These include the Amtrak container, bulk mail center over-the-road (BMC-OTR) container, BMC in-house container, CON-CON container, multipurpose containers (eastern region mail container and general purpose mail container), and wire container.
Cost Ascertainment Group (CAG)	A method of classifying Post Offices according to volume of revenue generated. Each year, the <i>Postal Bulletin</i> publishes the number of revenue units for each classification. CAGs range from A to L.
Culling	To remove nonletter mail (such as small parcels, rolls, and odd-shaped material) from letter mail (and nonmachinable mailpieces from automation rate pieces) by hand or machine. During culling, specials (such as special delivery and accountable mail) and flats are segregated from other letter mailpieces.
Curb Route	A motorized route on which 50 percent or more of the possible deliveries are made to customer mailboxes at the curb. A curb delivery must be served by a carrier not dismounting from the vehicle.
Cursor	A flashing, movable image on the laptop display screen that indicates where the test data are entered and displayed.
Data Collection Technician (DCT)	An employee whose position is with finance and is dedicated to statistical programs work involving data collection.
Data Field	A specific type of information required by the data entry program to complete the test.
Delivery Confirmation	A special service that provides the mailer with information about the date and time an article was delivered and, if delivery was attempted but not successful, the date and time of the delivery attempt.
Delivery Barcode Sorter (DBCS)	A small, multilevel, high speed barcode sorter.
Delivery Point Sequence (DPS)	Machinable letters sorted according to the delivery sequence by the carrier. An 11-digit barcode enables a barcode sorter (BCS) to sequence mail in the exact order of delivery. This process eliminates the need for carriers to manually sort these letters prior to delivery.

Designated Holiday	A paid holiday for an employee that is an alternative to the recognized or actual holiday, usually due to the employee being not scheduled to work on the recognized holiday.
Detached Address Label (DAL)	Cards used to display address information for unaddressed Periodicals, Standard Mail, and Bound Printed Matter. They are associated with parent mailpieces (often called Marriage Mail) in the destinating offices. DALs can sometimes be returned to the plant for reprocessing with automation mail.
Diskette	A 3.5-inch 1.44 MB, hard plastic-covered device, coated with magnetic material used for storing information or software.
Dispatch	Mail readied and loaded for transportation. To ready the mail for loading.
Distribution	The sorting of mail into pigeonhole cases, trays, sacks, machine bins, or pouches in order to group pieces with a common destination for transportation to the Post Office of address. It may be done by manual, mechanized or automated means. The term is also applied to the distributed mail itself.
Dock Transfer	The movement of mail on a dock from one vehicle to another without further sorting or changing the packing form. A split of mail can be done.
Dolly	See RM 7-1.
<i>Domestic Mail Manual (DMM)</i>	A directive that contains the basic Postal Service standards for domestic mail services; a description of and requirements for each mail class, special service, and ancillary service, and conditions governing their uses; and standards for rate eligibility and mail preparation.
Eastern Region Mail Container (ERMC)	See RM 7-1.
Endorsement	An authorized marking on a mailpiece that shows handling instructions, a special service, or a request for an ancillary service.
Enhanced Carrier Route (ECR)	Two subclasses of Standard Mail for mailpieces weighing less than 16 ounces and prepared in carrier route sequence. One subclass is available only to authorized mailers of Nonprofit Standard Mail. Mailers who sort bulk Standard Mail by individual carrier routes earn a discount from the bulk rate.
ERGO Cart	See RM 7-1.
Event Code	A digit or letter indicating the purpose of the scan (e.g., an acceptance or delivery scan).
Expediter	A clerk in a large mail processing facility who at the cutoff times ensures the on-time dispatching and routing of all mail classes to the correct trucks.
Express Mail	A mail class that provides expedited Postal Service overnight delivery service for mailable matter (up to 70 pounds), subject to certain standards.
Expedited/Express Mail Delivery or Run	A route devoted to Express Mail or other expedited mail delivery or the transportation of Express Mail between facilities.

Facility	Any building used by the Postal Service to accept mail, process and distribute mail, and/or deliver mail. Examples of facilities are: airport mail center, bulk mail center, processing and distribution center, associate Post Office station, or branch.
Facing Identification Mark (FIM)	A series of vertical bars used by automated postal equipment that identifies, orients, and separates Business Reply Mail, courtesy reply mail, meter reply mail, and mail with IBI or PC Postage. These bars are positioned in the upper right corner of the mailpiece to the left of the indicia (area reserved for postage). FIMs serve as an orientation mark for automated facing and canceling equipment.
FASTforward	A Postal Service-licensed automated system that updates addresses by identifying names and addresses for which current change of address orders are on file.
Finance Number	An assigned six-digit number that identifies an installation for processing financial data. The first two digits are a state code; and the last four are uniquely assigned from 0001 through 9999 to each installation in alphabetical order.
Firm	A business, school, church, library, apartment building, or government agency.
Firm Holdout	A service for customers who receive 50 or more pieces on the first delivery trip on a carrier route. These customers may pick up their mail at the Post Office once a day.
Firm Sheet	A list of accountables and their status by business customer.
First-Class Mail	First-Class Mail weighs 13 ounces or less. It includes letters, cards, flats, small parcels, and rolls.
Flat	A rectangular-shaped mailpiece that exceeds one of the dimensions for letter-size mail (11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick) but that does not exceed the maximum dimension for the flat mail processing category (15 inches long, 12 inches high, 3/4 inch thick).
Flat Mail Cart	See RM 7-1.
Flat Sorting Machine (FSM)	A machine that mechanically sorts flats by ZIP Code. Using four operators, a FSM distributes between 10,000 and 13,500 pieces per hour into one of one hundred bins or stackers. Also known as multi-position flat sorting machine (MPFSM).
Flat Tray	See RM 7-2.
Fleet Post Office (FPO)	A branch of a designated Postal Service civilian Post Office which falls under the jurisdiction of the postmaster of either New York or San Francisco. It is operated by the Department of Defense to serve military personnel overseas or aboard ships where the Postal Service does not operate and a military situation requires service. FPO serves the Coast Guard, Navy, or Marine Corp.
Foot Route	A city delivery route served by a carrier on foot. A foot route may use a bicycle or automotive vehicle solely as transportation to and from the start of the route. Park-and-loop routes are not considered foot routes.

Franked Mail	Official mail sent without postage prepayment by members and members-elect of Congress, the vice president, and other specifically authorized individuals. Mail must relate to the official business, activities, and duties of the U.S. Congress. The mailpiece bears a written signature, printed facsimile signature, or other required marking instead of a postage stamp.
Free Matter for the Blind or Handicapped	Material sent to or by the blind and other handicapped persons and bearing postage and fees paid indicia. It must be marked "Free Matter for the Blind or Handicapped."
Function Keys	Computer keys that are pre-programmed to perform certain functions upon execution. Function keys are usually F1 through F12.
General Purpose Container (GPC)	See RM 7-1.
General Purpose Mail Container (GPMC)	See RM 7-1.
Hamper	See RM 7-1.
Headquarters	The national Postal Service unit that directs administration, policy, and operations. It is located at 475 L'Enfant Plaza, SW, Washington, DC 20260-0001.
Help	Information displayed at the user's request that explains how to use a specific software option, thus aiding a DCT in providing correct information.
Highway Contract Route (HCR)	A route of travel served by a postal contractor to carry mail over highways between designated points. Some HCRs include mail delivery to addresses along the line of travel. Formerly called star route.
Holdout	Mail held for handling and dispatch and for businesses that receive a large volume of mail.
Hot Case	A special distribution case in a delivery unit for last-minute sorting of mail. The letter carrier collects this mail before leaving his or her route. (Also called end case and final case).
Identical Mail	In IOCS, mailpieces are considered identical if they have the same mail class, subclass, shape, size, postage, and approximate weight. It is not necessary for the pieces to have the same origin or destination address. Multiple Postal Service forms of the same type should be considered identical as well.
Incoming Mail	Mail received by a Postal Service facility, most commonly for distribution and delivery within the delivery area of the receiving facility.
Incoming Primary	This is a scheme or sort plan in which incoming or destinating mail is sorted to city zones and local stations, branches, or Post Offices. Note that most incoming primary distributions may also have a small number of separations for finer local separations.
Incoming Secondary	This is a scheme or sort plan in which incoming mail is sorted to carrier routes, Post Office boxes or box sections, or other final delivery units. Do not include schemes or sort programs for delivery point sequencing (DPS) of letters in this category.

Indicia	The type of postage or evidence of postage payment that appears on a mailpiece. Postage options commonly found include stamps, permit imprints, postage meter strips, and personal computer (PC) postage products. In many instances, the amount of postage paid is not displayed on the mailpiece.
Information Based Indicia (IBI)	A type of <i>postage security device (PSD) meter</i> , categorized under the <i>Generation 2</i> evidencing systems. IBI can be applied as an indicium to any class of mail except Periodicals. IBIs are digital indicia that include human-readable information and a Postal Service approved two-dimensional barcode or other Postal Service approved symbology, with a digital signature and other required data fields (revenue, postmark date, origin city and state, and origin ZIP Code). Human-readable information pertaining to revenue is optional. IBI as a type of metered mail is entitled to all privileges and is subject to all conditions applying to the various classes of mail.
Insured Mail	A special service to customers who pay a fee in advance to obtain payment in the event that the mail is lost, rifled, or damaged.
International Business Reply Mail (IBRM)	In international mail, a service that allows envelopes and postcards to be distributed in certain foreign countries for return without postage prepayment to the original sender in the United States.
International Gateway	Facilities or work areas that process outbound international mail and dispatch it using the Military and International Dispatch Assignment System (MIDAS). For a listing of International Gateways, see RM 4–1.
International Service Center (ISC)	A facility devoted solely to the processing of international mail. For a listing of ISCs, see RM 4–1.
International Standard Serial Number (ISSN)	A publication number issued by the Library of Congress that identifies a specific periodical (such as a Periodicals publication).
Intra-City/Inter-Station Run	The transporting of mail between facilities and/or stations within a city.
Irregular Parcel and Pieces (IPP)	Parcels that do not meet the dimensional criteria of machinable parcels and other parcels that cannot be processed by parcel sorters (for example, a noncaseable flat, small cube, or fragile parcel, paper, or sleeve-wrapped catalog, and sackable roll, tube, or film).
ISAL (International Surface Air Lift)	A Postal Service business product for international bulk mailing. ISAL provides service for printed matter, books and sheet music, and publishers' periodicals that is faster than ordinary surface mail and lower-cost than airmail. Mail must be sacked in disposable gray plastic sacks and labeled to country with Tag 155, <i>Surface Airlift Mail</i> . ISAL should not be confused with surface airlift mail, which is a combined mode of transporting international mail and military mail by surface and air.
Keyline	Optional mailer information printed at least two lines above the delivery address or in the lower left corner of the mailpiece. Under some postage payment systems, a required data line that contains specific information regarding the mailpiece.

Keys and Identification Devices	Keys and identification devices (identification cards or uncovered identification tags) bearing, containing, or having securely attached the name and complete address of a person, organization, or concern, with instructions to return the piece to that address and a statement guaranteeing payment of postage due on delivery.
Laptop Personal Computer (PC)	A compact PC used by data collection personnel for source data entry, online editing, automated test control and electronic transmission of statistical data to the CODES Web Base Unit for final processing.
Lettres et Cartes (LC)	A French phrase meaning letters and cards. As one of the two classes of Postal Union international mail, LC mail includes these subclasses: letters and letter packages, aerogrammes, and postal cards/postcards.
Letter	A rectangular-shaped mailpiece that exceeds one of the dimensions for card-size mail (6 inches long, 4-1/4 inches high, 0.016 inch thick) but that does not exceed the maximum dimension for the letter mail processing category (11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick).
Letter Tray	See RM 7-2.
Library Mail	A Package Services subclass for items on loan from or exchanged between academic institutions, public libraries, museums, and other authorized organizations. Books, sound recordings, academic theses, and certain other items may be mailed at the Library Mail rate if marked on the outside of the mailpieces as "Library Mail" or "Library Rate."
Linear Integrated Parcel Sorter (LIPS)	A machine, similar to the SPBS, that sorts parcels and packages or bundles of letters and flats. It is smaller and performs fewer separations than the SPBS.
Local Area Network (LAN)	A group of computers and associated devices that share a common communicating line. IOCS test data can be transmitted to the CODES Web Base Unit using a Standard Postal Service computer that has a LAN connection.
M-Bag	A special direct sack for mailers who wish to send printed matter to a single addressee in other countries.
Mail Processing Barcode Sorter (MPBCS)	A computer controlled, high-speed machine that sorts letters based on an imprinted bar code. Consisting of a mail feed and transport unit, stacker module, and associated electronic equipment, this BCS has only one tier of bins.
Mail Recovery Center (MRC)	A postal facility designated only to receive and attempt to return undeliverable and unforwardable mail of obvious value. Unpaid mail without a return address is also sent to one of these facilities. Formerly called <i>dead letter office</i> , <i>dead letter branch</i> , or <i>dead parcel branch</i> .
Mailgram	A hard-copy message transmitted electronically by Western Union and delivered by the Postal Service. Mailgram is a trademark of Western Union.
Mailpiece	A single addressed article of mail, usually a letter, flat, postal card, or parcel.
Main Office	The primary Postal Service facility in a city where the Post Office uses subordinate Post Office stations or Post Office branches. It provides complete postal services to a specified geographic area. (Formerly called <i>general Post Office</i> — <i>GPO</i> .)

Manager of Statistical Programs (MSP)	The manager of Statistical Programs (MSP) is responsible for the collection of statistical data associated with Statistical Programs. The primary responsibilities include implementing, operating, and ensuring data integrity of statistical programs within the district.
Manifest Mailing System (MMS)	A postage payment system that enables the Postal Service to accept and verify permit imprint mailings that contain nonidentical-weight and/or nonidentical-rate pieces of the same mail class (except Periodicals) and same mail processing category. These pieces are prepared by the mailer according to certain standards.
Marking	A notation on a mailpiece that shows mail class or rate.
Marriage Mail	Unaddressed mail accompanied by detached address labels (DALs). For recording mail characteristics, both the DAL and parent piece will be needed.
Mechanized Tray Sorting Machine	Mechanized tray sorters are not standardized, but usually involve trays traveling on a main conveyor until they are displaced down a runout.
Menu	A listing of selections used to navigate through the software programs. The user selects the appropriate option.
Merchandise Return Service	A special service whereby an authorized company provides a customer with a special mailing tag or label to return a shipment without postage prepayment. The company pays the return postage.
Meter Stamp	A postage imprint (either on meter tape or as a direct impression) applied in the upper right corner of the envelope, address label, or tag.
Metered Mail	Any mail class (except Periodicals) with postage printed by a Postal Service-approved postage meter. This mail is entitled to all privileges and subject to all conditions that apply to the various mail classes.
Military (APO/FPO) Mail	Domestic mail that bears a U.S. military delivery address or return address and that, in some stage of its transmission, is in the possession of the Department of Defense.
Mixed (Business and Residential) Route	A foot or motorized route on which 31 to 69 percent of possible deliveries are business establishments. Mixed routes may include a route on which business and residential deliveries are made on the first trip and only the business areas are served on subsequent trips. To determine the percentage, consider the total possible deliveries (counting business establishments only once).
MODS (Management Operating Data System) Code	MODS is a system that provides local management with information on the relationship between workloads and actual hours versus planned hours. MODS uses standard three-digit operation numbers or codes to designate various activities performed in plants. For example, MODS code 831 is an outgoing primary sort on letters using an MLOCR.
Motorized Route	A city delivery route on which a motorized vehicle is used to deliver and collect all classes of mail.
Multiline Optical Character Reader (MLOCR)	An optical character reader that reads and interprets multiple lines of the delivery address on a mailpiece.

NMO (Nonmachinable Outside)	A parcel or mailpiece that must be processed manually because of size, weight, or another characteristic that prevents safe sorting by mechanized or automated mail processing equipment. The piece (such as a truck tire) cannot be placed inside a container that can be mailed.
Nixie	A mailpiece that cannot be sorted or delivered because of an incorrect, illegible, or insufficient delivery address. A nixie clerk specializes in handling this mail.
Nonmachinable Outside (NMO) Machine	A mechanized, operator-controlled machine used to sort parcels that cannot be sorted on PSMs.
Nonprofit Standard Mail	A subclass of Standard Mail that is available only to qualified organizations specified by U.S. statute.
Nutting Truck	See RM 7-1.
OMMS (Official Mail Messenger Service)	A route type found only in Washington, DC. It must not be selected at any other office in the IOCS.
Opening Unit	An operational area within a mail processing facility where pouches, sacks, and containers of mail are received from arriving dispatches and are opened and prepared for distribution.
Optical Character Reader/Channel Sorter (OCR/CS)	An automated mail sorting machine that locates the delivery address on the face of a mailpiece; reads and interprets the city, state, and ZIP Code; prints a barcode; and sorts the mailpiece into either 44 or 60 stackers. OCR/CS consists of a mail feed and transport unit; stacker modules; and a computer with system control, video monitor, and printer.
Originating Mail	Outgoing mail and local mail that enter the mailstream (that is, the point of origin) for mail processing and delivery.
Outgoing Mail	Mail sorted within a mail processing facility that is dispatched to another facility for additional processing or delivery.
Outgoing Primary	This is a scheme or sort plan in which outgoing mail is sorted to area distribution centers (ADCs), automated area distribution centers (AADCs), processing and distribution centers (PDCs), states, large cities, or foreign countries. Outgoing primary schemes may also include separations for local mail, such as to zones or even carrier routes.
Outgoing Secondary	This is a scheme or sort plan in which mail that was sorted in an outgoing primary operation is further sorted to finer outgoing separations. Examples include managed mail program (MMP) schemes, where mail that has previously been sorted to an ADC or AADC in an outgoing primary operation is sorted to other ADC/AADCs and PDCs.
Over the Road Containers (OTR)	See RM 7-1.
Package Delivery/Parcel Post Route	A regular route devoted entirely to Parcel Post or Package Services delivery. This category does not include auxiliary routes.

Package Services	Usually matter that weighs 16 ounces or more. It comprises four subclasses: Bound Printed Matter, Library Mail, Parcel Post, and Special Standard Mail.
Pallet	See RM 7–2.
Pallet Box	See RM 7–2.
Parcel	Mail shape/type category that includes any mailpiece not categorized as a card, letter, or flat.
Parcel Airlift (PAL)	A service that provides air transportation for parcels on a space-available basis to or from military Post Offices outside the contiguous 48 states.
Parcel Post (PP)	Parcel Post (including Parcel Select) is Package Services mail that is not mailed as Bound Printed Matter, Media Mail, or Library Mail. Any Package Services matter may be mailed at Parcel Post rates, subject to the basic standards for Package Services. There are five Parcel Post (including Parcel Select) rate categories: Intra-BMC, Inter-BMC, destination bulk mail center (DBMC), destination sectional center facility (DSCF), and destination delivery unit (DDU). Destination entry rates are named Parcel Select. Intra-BMC and Inter-BMC Parcel Post rates and DBMC Parcel Select rates are calculated based on the zone to which the parcel is addressed and the weight of the parcel. DSCF and DDU Parcel Select rates are calculated based on the weight of the parcel.
Parent Piece	The mailpiece that is identified by the detached address label (DAL). These are often unaddressed Periodicals, Standard Mail, and Bound Printed Matter pieces.
Park and Loop Route	A route that uses a motor vehicle to transport all classes of mail to the route. Once there, the letter carrier parks the vehicle and walks out and back over one or more streets, delivering mail away from and looping back to the vehicle.
Penalty Mail	Official mail sent without postage prepayment by officers of the executive and judicial branches of the U.S. Government, and by specifically authorized individuals. The term comes from the endorsement “Penalty for Private Use” printed on the mail.
Periodicals, Periodicals Class	A mail class consisting of magazines, newspapers, or other publications formed of printed sheets that are issued at least four times a year at regular, specified intervals (frequency) from a known office of publication. Periodicals usually must have a list of subscribers and/or requesters, as appropriate.
Permit Imprint	Printed indicia, instead of an adhesive postage stamp or meter stamp, that shows postage prepayment by an authorized mailer.
Pipe	See RM 7–1.
PIMS (Productivity Information Management System) Code	PIMS is a data system used by the Postal Service to collect workload and workhour information on BMC/BMFs. It is the BMC equivalent of the MODS system. For IOCS, the PIMS code or number refers to the first three digits of the PIMS or BMC work center number.

Planet (Code) Barcode	Barcode used to track mail electronically. It provides mailers electronic tracking information about a mailer's outgoing or incoming First-Class Mail and Standard Mail mailpieces. The PLANET Code is a 12-digit barcode using long and short bars. The PLANET Code is the inverse of the POSTNET barcode, reversing long bars for short and short for long.
Postage	Payment for delivery service that is affixed or imprinted on a mailpiece usually in the form of a postage stamp, permit imprint, or meter impression.
Postage Due Mail	Mail marked postage due or mail bearing a special service marking, such as business reply, merchandise return, or address correction, indicating additional postage and fees are required.
Postage Statement	Documentation provided by a mailer to the Postal Service that reports the volume of mail being presented and the postage payable or affixed, and certifies that the mail meets the applicable eligibility standards for the rate claimed.
Postage Validation Imprint (PVI)	A postage label similar to a meter stamp strip that is printed at a Post Office retail unit. A PVI label contains the Postal Service eagle logo, as well as the date, time, mailpiece origin, and postage amount. This label may contain a barcoded destination ZIP Code that is compatible with automated mail processing equipment.
Postal Card	A blank mailing card sold by the Postal Service (as distinguished from a commercial postcard) with a printed or impressed postage stamp.
Postal Numeric Encoding Technique (POSTNET)	The barcode system used by the Postal Service for translating ZIP Code, ZIP+4 code, and delivery point information into a machine-readable format that consists of a series of vertical full and half bars. These POSTNET barcodes can be found in the address block (either above or below the address), at the bottom of the mailpiece, in the address area, or even in the indicia of a PVI meter. (See also <i>Delivery Point Barcode</i> .)
Postcard	A privately printed mailing card.
Pouch	See RM 7-2.
Preferential Mail	Mail categories that receive preferential handling including Express Mail, International Airmail, First-Class Mail, Priority Mail, and time-sensitive periodicals (daily or weekly). Also identified as "pref" mail.
Primary Parcel Sorting Machine (PSM)	A large machine with an input station controlled by a computer that sorts and discharges parcels from transport trays to primary and secondary separations based on the particular scheme being run.
Priority Mail	A subclass of First-Class Mail that weighs more than 13 ounces and usually consists of flats and parcels. At the mailer's option, mail weighing 13 ounces or less may be sent at the Priority Mail rates. Any mailable matter may be sent as Priority Mail. Priority Mail is a Postal Service trademark.
Processing & Distribution Center/ Facility (PDC/PDF)	A central mail facility that processes and dispatches part or all of both incoming and outgoing mail for a designated service area. PDC and PDFs also provide instructions on the preparation of collection mail, dispatch schedules, and sorting plan requirements to mailers.

Prompt	A computer screen indication to the DCT to take an action or provide needed information.
Publication Number	A number issued by the Library of Congress that identifies a specific book or periodical.
Random Access Memory (RAM)	A storage location within the computer where data is entered, stored, and retrieved. RAM is also known as internal memory. Any information stored in RAM is lost when the computer is turned off or loses power.
Random Sampling	A type of sampling in which every item in the population of interest has a known chance of being included in the sample.
Registered Mail	A special service by which, through a system of receipts, the Postal Service monitors the movement of the mailpiece from the point of acceptance by the Postal Service to delivery. The sender receives a receipt at the time of mailing, and a delivery record is kept at the Post Office of address. This service also provides optional indemnity in case of loss or damage. Registered Mail is the most secure service offered by the Postal Service.
Regular Route	A route for which a regular carrier position has been authorized.
Relay Route	A route identified as primarily performing relay service on an “as needed” basis.
Residential Route	A foot or motorized route on which 70 percent or more of the possible deliveries are residential.
Restricted Delivery	A supplemental mail service that generally limits who may receive an item. This special service is available in conjunction with Certified Mail, Collect on Delivery (COD), insured mail, and Registered Mail.
Return Address	A mailpiece element that is usually placed in the upper left corner of the mailpiece to indicate the address of the sender. This address indicates where the sender wants the mail returned if it is undeliverable and whether the sender will pay any fee due for that mail.
Return Call Reading	An IOCS reading that is made via telephone where the designated respondent must call the DCT because they are unavailable to conduct a phone reading when the DCT makes initial contact.
Return Receipt	This special service is available in conjunction with Express Mail or recorded delivery, Certified Mail, Collect on Delivery (COD), mail insured for more than \$50, Registered Mail, or Return Receipt for merchandise. The mailing card for this service (PS Form 3811, <i>Domestic Return Receipt</i> , for domestic and PS Form 2865, <i>Return Receipt for International Mail</i> , for international) is signed by the addressee of the article and mailed back to the sender as evidence of delivery.
Robotics	Computer controlled systems used to load trays and flat tubs onto dispatch containers. Pedestal-type robots operate from a single central support around which containers are staged. Gantry robots operate overhead, distributing mail to containers staged within an enclosed area.
Roster Designation	A numerical designation that identifies a Postal Service employee by occupation type (e.g., carrier, clerk, mail handler, supervisor).

Rural Route	A route primarily for the delivery and collection of mail from boxes owned and maintained by persons residing in communities served by rural carriers.
Sack	See RM 7–2.
Sack Sorting Machine (SSM)	A mechanized, operator-controlled machine similar to a parcel sorting machine but of heavier construction. It is used to separate sacks, trays, and parcels.
Scale	Electronic scale used to determine weight measurements of sample mailpieces.
Scheduled Reading Time	The scheduled time for observing a sample employee. Scheduled reading time (1) must be based on the employee's actual reporting time on the day of the reading, (2) is calculated in advance on the CODES Web Base Unit, and (3) is automatically calculated by the CODES Web Base Unit if the scheduled reporting and ending times are re-entered. It may be necessary to recalculate the scheduled reading time if the sampled employee's schedule is different than that shown on the Readings Schedule Report.
Secondary PSM (Parcel Sorting Machine)	A large machine with an input station controlled by a computer running a secondary scheme that sorts and discharges parcels from transport trays to secondary positions based on the particular scheme being run. Mail is typically run through this machine after it has been processed first on a primary PSM, although there is sometimes direct induction when containers arrive that are specifically for schemes run on the secondary PSM.
Self Service Postal Centers (SSPC)	An unstaffed postal unit that uses vending machines to provide postage stamps and other retail products and services.
Shrinkwrap	A plastic covering that is placed around mail and packages of stamps and then heat-sealed to enclose it tightly. Also, to cover mail with such material.
Signature Confirmation	Special service that provides the mailer with information about the date and time an article was delivered and, if delivery was attempted but not successful, the date and time of the delivery attempt. A delivery record, including the recipient's signature, is maintained by the Postal Service and is available, via fax or mail, upon request.
Small Parcel and Bundle Sorter (SPBS)	A modular machine that sorts small parcels and packages or bundles of letters and flats to 100 specific bins for either delivery or processing.
Small Parcel Tray (SPR/SPBS)	See RM 7–2.
Software	A set of coded instructions which directs a computer to perform tasks in a specified sequence under specific conditions.
Stamped Card (Postal)	A blank card sold by the Postal Service with a preprinted, precanceled postage stamp. The card must be a rectangular mailpiece of uniform thickness and made of card stock (single and double cards).
Standard Mail	A mail class consisting of mailable matter that weighs less than 16 ounces and is mailed in bulk.
Statistical Programs Service Center (SPSC)	Headquarters field unit that provides technical and field support to the district statistical programs units.

Statistical Programs Specialist (SPS)	The statistical programs specialist is responsible for assisting the MSP (as necessary) in fulfilling their organizational responsibilities such as, training, process review, and any other requirements.
Subclass	A subdivision of a mail class, usually based on the consideration of a physical characteristic rather than content.
Tabber	A machine that applies paper or plastic "tabs" to seal the ends of open-ended mailpieces.
The 30-Minute Rule	Because it is not always possible for actual and scheduled reading times to agree, the 30-minute leeway rule was developed. This rule allows the data collector to take a reading within 30 minutes of the scheduled reading time. However, this rule is not for the convenience of the data collector.
Time and Attendance Collection System (TACS)	The Time and Attendance Collection System is a Web-based time and attendance system that is linked with the payroll system and provides supervisors and managers with actual workhour data.
Tour	One of three scheduled Postal Service shifts: Tour I (usually from 11 p.m. to 7 a.m.) is the night shift, Tour II (usually from 7 a.m. to 3 p.m.) is the daytime shift, and Tour III is the evening shift (usually from 3 p.m. to 11 p.m.).
Transporting Mail	Moving mail either by manually pushing a container or by using powered equipment.
Tray Management System (TMS)	A computerized transport system used to move and stage trays or tubs of mail within mail processing plants.
Traying Mail	Putting letters or flats into trays in preparation for distribution.
U-Cart	See RM 7-1.
UFSM 1000 Cart	See RM 7-1.
Undeliverable as Addressed (UAA)	Mail that the Postal Service cannot deliver as addressed and must forward to the addressee, return to the sender, or send to a mail recovery center (depending on endorsements and the treatment authorized for that mail class).
Utility Cart	See RM 7-1.
Vertical Improved Mail (VIM)	A mail service within high-rise buildings. The carrier delivers and collects mail for the entire building by operating a small elevator in a mailroom or by using a call window or lockbox delivery system, or some combination of these.
VIM (Vertical Improved Mail) Route	A route where mail is delivered directly to the mailroom of office or residential building or other location. The carrier sorts or cases the mail in the mailroom and places it in the receptacles at the building or location.
Wiretainer	See RM 7-1.

ZIP Code

The numeric code of which the first 3 digits identify the delivery area of a sectional center facility or a major-city Post Office serving the delivery address area. The next 2 (the fourth and fifth) digits identify the delivery area of an associate Post Office, Post Office branch, or Post Office station. All Post Offices are assigned at least one unique 5-digit code. ZIP+4 is a 4-digit expanded code: the first two additional digits designate the sector and the last 2 digits designate the segment.

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