

# LETTER CARRIER PERFECT

## IV

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A Guide for The  
Professional Letter Carrier



NATIONAL ASSOCIATION OF LETTER CARRIERS  
MINNEAPOLIS REGION 7  
**TROY FREDENBURG**  
**NATIONAL BUSINESS AGENT**

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March 1, 2020

Dear Brothers and Sisters,

The Letter Carrier Perfect Guide was developed in 1997 to further enhance the professionalism of Letter Carriers within our Region. Since that time, it has undergone several revisions and updates to stay in line with current Postal Service rules and procedures.

The purpose of this guide is to ensure that Letter Carriers are aware of certain rights and responsibilities related to safety, service, and security of the mail that is entrusted to them. As you review this guide, you will notice that all references come from Postal Handbooks, Manuals, and the Joint Contract Administration Manual.

It is my hope that all Letter Carriers follow the rules, regulations, and work procedures outlined in this guide. If this happens, all carriers will be given a fair days work for a fair days pay while ensuring route protection.

I wish you all a long, safe, and successful career.

Troy Fredenburg

National Business Agent  
NALC Region 7

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City carriers perform an important function in the United States Postal Service. They serve millions of families and business firms daily. City carriers are highly respected by the American public. This respect has been earned by many years of dedicated service, especially during national and local emergencies, including prolonged periods of extreme weather conditions.

You are now a member of this group of faithful and dedicated employees. This handbook will help you provide high quality service that you will be proud of. Study this information carefully; ask your postmaster or manager to explain any points that are not clear to you.

***Handbook M-41, TL-4, 03-01-98***

Handbook M-41 is part of the letter carrier's route book. All changes in the Handbook provisions should appropriately be posted by the letter carriers in order that they are familiar with all changes concerning their responsibilities. ***M-00656 11/14/77***

To ensure that every citizen can have complete confidence in the integrity of the federal government, each federal employee, including each postal employee, must respect and adhere to the principles of ethical conduct. ***ELM 662.1***

### **Obligation to Employees**

The manager has the responsibility to resolve problems before they become grievances. ***M-39 115.3***

### **Mutual Respect Atmosphere**

The National Agreement sets out the basic rules and rights governing management and employees in their dealings with each other, but it is the front-line manager who controls management's attempt to maintain an atmosphere between employer and employee which assures mutual respect for each other's rights and responsibilities. ***M-39 115.4***

### **Violence and Behavior in the Workplace**

There is no excuse for, and will be no tolerance of, violence or any threats of violence by anyone at any level of the Postal Service; and that there is no excuse for, and will be no tolerance of, harassment, intimidation, threats or bullying by anyone.

The need for the USPS to serve the public efficiently and productively and the need for all employees to be committed to giving a fair day's work for a fair day's pay, does not justify actions that are abusive or intolerant.

*"Making the numbers" is not an excuse for the abuse of anyone.* Those who do not treat others with dignity and respect will not be rewarded or promoted. Those whose unacceptable behavior continues will be removed from their positions. ***Memorandum of Understanding 2/14/92***

### **A.M. OFFICE DUTIES**

#### **Ring In**

Supervisors shall not require, nor permit, employees to work off the clock. ***JCAM Article 41.3.k***

#### **Inspecting Vehicle**

Perform an Expanded Vehicle Safety Check as described on Notice 76 for deficiencies, body damage, or inoperable items and mail or equipment, which may have been left by previous driver. ***M-41 832***

## Expanded Vehicle Safety Check

1. Look under body for oil and water leaks.
2. Inspect two front tires for inflation and wear.
3. Check hood latches.
4. Check front for body damage.
5. Check left side for body damage.
6. Check left door lock.
7. Check for rear end leaks.
8. Check all rear tires for inflation and wear.
9. Check rear for body damage.
10. Check rear door lock.
11. Check right side for body damage.
12. Check right door lock.
13. Open door and move into driving position.
14. Start engine. (If in enclosed area, wait until step 21.)
15. With assistance -adjust pot-lid and left front mirror.
16. With assistance-check headlights, tail lights, brake lights, 4-way flashers, and directional signals, front and rear.
17. Adjust right side rear view mirror.
18. Adjust center rear view mirror.
19. Check steering wheel play.
20. Check accident report kit.
21. Check window locks.
22. Check windshield wipers and washers.
23. Check horn.
24. Check gauges (gas gauge requires 30 seconds for “warm-up”).
25. Check foot brake (no more than 2 inches free play).
26. Check hand brake.
27. Check seat belt and fasten.

### Notice 76

## Reporting Defects

Drivers must report all mechanical defects or failures and major body damage on Form 4565, Vehicle Repair Tag as soon as noted.

***M-41 842.1***

## Carrier Route Book

Check form 1564A, Route Instruction, to find the location of collection boxes, relay points, park and loop locations, route schedule, lines of travel and the authorized lunch locations. ***M-41 251-252***

## Flats and SPRs

When casing flats and small parcels and rolls (SPRs), the carrier stands directly in front of the flat case holding approximately 50 pieces (6 inches) in the left arm while distributing with the right hand. The carrier will not pick up pieces individually from the case ledge. ***M-39 121.16***

## Casing Letters

To case letter mail, the carrier stands a few inches back from the center of the case where labels can be easily read and letter separations reached without moving the feet. The carrier picks up 2 or more inches of mail with the left hand. ***M-39 121.14***

Hold to one side — letters for streets and block numbers of streets which do not appear on the case. These are probably intended for other routes but have been mis-sorted.

- a. Return mis-sorts to the distribution case before leaving on any trip and as far in advance of leaving time as possible.
- b. However, mis-throws that can be handed to a nearby carrier should not be returned for distribution. ***M-41 224.17***

## Casing Standards

Management may not charge or impose discipline upon a carrier merely for failing to meet the “18 and 8” casing standards. *M-00386 7/11/77*

## DOIS

Daily piece counts (PCRS) recorded in accordance with the above-referenced systems (POST or DOIS) will not constitute the sole basis for discipline. However, daily counts recorded in accordance with these procedures may be used by the parties in conjunction with other management records and procedures to support or refute any performance-related discipline.

This does not change the principle that, pursuant to Section 242.332 of the M-39, “No carrier shall be disciplined for failure to meet standards, except in cases of unsatisfactory effort which must be based on documented, unacceptable conduct that led to the carrier’s failure to meet office standards.”

Furthermore, the pre-arbitration settlement H1N-1N-D 31781, dated October 22, 1985, provides that “there is no set pace at which a carrier must walk and no street standard for walking.”

*M-01444 Pre-arb July 30, 2001, Q94N-4Q-C 99022154*

The Delivery Operations Information System (DOIS) is a management tool for estimating a carrier's daily workload. The use of DOIS does not change the letter carrier's reporting requirements. DOIS projections are not the sole determinant of a carrier's leaving or return time, or daily workload. As such, the projections cannot be used as the sole basis for corrective action. *Q01N-4Q-C 05022610 (M-01664)*

## Accountables

Check name and address on each article to determine if it is for an addressee who has moved or who lives on another route. If addressee has moved, supply the new address. If for another route, return article to clerk.

Verify registered number appearing on article with entry on Form 3867. Sign (surname and initial) Form 3867 opposite entries if correct. Multiple entries may be bracketed and a single signature entered. Individual responsibility is assumed by the carrier upon receipt.

*M-41 261.24*

## Undeliverable Accountable Mail

Return to the accountable clerk and explain why it is undeliverable. Under no circumstances should this type of mail be obtained from, or returned to, the accountable clerk without establishing proper accountability. *M-41 242.51*

## Form 3849

Use PS Form 3849, *Delivery Notice/Reminder/ Receipt*, for each accountable piece and numbered insured parcel.

(Minimum fee unnumbered insured parcels are delivered the same as ordinary mail — no receipt is needed.) **Usually prepare PS Form 3849 as you make delivery.** However, enter the address in the Delivery section on the barcoded side of the form, for identification, in the office at the time articles are issued. Place Form 3849 in proper separation case as a marker. Put registered articles in the pocket of the satchel.

## DO NOT PLACE REGISTERED MAIL IN CARRIER CASE WITH OTHER MAIL, OR IN RELAYS.

Place insured parcels loose in satchel or in relay sack. Do not tape PS Form 3849 to mail items. *M-41 262*

## Address Changes

It is your responsibility to record Form 3575, *Change of Address Order*, to Form 3982, *Changes of Address*.

## Change of Address Orders

Verify 3982 label for correctness and affix it on this form for permanent (18 months) and temporary orders. When needed, transcribe Forms 3546 or 3575-Z information before submitting the form to generate a 3982 label. Upon receipt of 3982 label, affix it over the transcribed information. Discontinue sending mail for forward processing at the end of 18 months for permanent changes and after the expiration date for temporary changes. “X” out permanent entries within 5 days after the end of the sixth full month. “X” out temporary entries on the expiration date. ***PARS- Delivery Unit Training 6/06***

## MLNA

When a customer moves and does not leave a forwarding order, the carrier must hold the customer’s mail for up to 10 days, pending receipt of a change of address. (Exception: Any mail containing specific instructions from the sender printed on the envelope must be handled in accordance with those instructions.)

If a change of address is not received after 10 days, the carrier must complete a Form 3575-Z to indicate that the customer has moved and left no forwarding address. ***M-41 241.15***

## Parcel Reminder

A carrier has the **option** of reversing a letter in the letter separation as a reminder of a parcel or odd-sized piece of mail for delivery.

***M-00409 8/5/83, M-41 225.16***

## Mis-throws

Carriers will be allowed to return mark-up mail and mis-throws to the throwback case or other designated location. It is our mutual understanding that the carrier case is not the designated location.

***M-01023 8/10/82, M-00070 9/27/83, M-00117 7/31/77***

## Sequenced Mailing

Any sequenced mailing received by a motorized curb delivery route shall be handled as separate bundles, unless the Delivery unit manager authorizes the casing and/or collating of the mailings. ***M-41 322.23***

## Fourth Bundle

Carriers on park and loop routes in a DPS environment are not required to carry a fourth bundle of mail. ***C-16863 6/9/97***

## Maintain Satchel

Maintain satchel, with attached forms pouch (Item 1200-D), in good order and place it in the hamper or suspend it from case hook when not in use. Check the forms pouch several times each week to be sure all necessary forms are there when needed. ***M-41 143***

## Supplies

All necessary equipment and supplies required will be furnished by the U.S. Postal Service. ***M-41 141***

## Unable to Complete Duties

When you think that you'll be unable to case all mail distributed to the route, perform other required duties, and leave on schedule or when you will be unable to complete delivery of mail within eight hours you should complete Form 3996 with an estimate of the time needed to complete your assignment. The amount of time requested is just an estimate, and the actual time may vary.

**\*Always request a copy for yourself\***

Show the reason in detail (Item J) for requesting assistance. Late leaving, circulars, walking/driving conditions, etc., are a few reasons. The phrase "heavy mail" is not a suitable explanation. The employer will advise a carrier who has properly submitted a Carrier Auxiliary Control Form 3996 of the disposition of the request promptly after review of the circumstances at the time. If you don't get a clear answer when you present your completed 3996 to your supervisor, request to see your steward immediately and have him/her get a direct answer or file a grievance.

## Report Undelivered Mail

Report on Form 1571 all mail undelivered — including all mail distributed to the route but not cased — and taken out for delivery. Estimate the number of pieces of mail. Do not curtail or eliminate any scheduled delivery or collection trip unless authorized by a manager, in which case you must record all facts on Form 1571. Before you leave the office, enter on Form 1571 the mail curtailed; when you return, add any mail which was not delivered and which was returned to the office. Follow any special local procedures set up to identify errors and corrective actions for mail returned because it was out of sequence.

**\*Always request a copy for yourself\* M-41 131.4**

## Hampers

Avoid placing heavy objects, sacks of mail, or mail in trays in hampers. Place heavy packages on flatbed trucks rather than in hampers. If you must remove a heavy package from a hamper, tip the hamper onto its side and lift the package from the floor to avoid excessive strain on your back. Use proper lifting techniques. **EL 814 7.D.2**

The parties agree that placing inverted plastic trays in the bottom of the 1046-P hamper as an insert is one way, among others, to address any local bending and lifting concerns. **M-01477 3/4/03**

## Check Cases

Check cases, vehicle and equipment to make certain that no mail has been left behind or fallen into or behind cases, under shelves, etc. **M-41 121.24**

## Personal Needs

An allowance of five minutes is permitted for personal needs, such as obtaining hat and coat, visiting swing room to obtain rain gear from locker, etc. **M-41 922.51.g**

## Safety Talks

Scheduled safety talks are intended to promote safety awareness. All line-supervisors are required to conduct safety talks **at least once a week** with their employee groups. **EL-801 1-7**

## Breaks

The Postal Service must ensure that all employees stop working during an office break. **C-08555 12/22/88**



## **STREET DUTIES**

The manager must maintain an objective attitude in conducting street supervision and discharge this duty in an open and above board manner. *M-39 134.21*

The manager is not to spy or use other covert techniques. Any employee infractions are to be handled in accordance with the section in the current *National Agreement* that deal with these problems. *M-39 134.22*

Certain criteria may call attention for *individual* street supervision. When overtime or auxiliary assistance is used frequently on a route (foot, motorized, parcel post, collection, relay), when a manager receives substantial evidence of loitering or other actions or lack of action by one or more employees, or when it is considered to be in the interest of the service, the manager may accompany the carrier on the street to determine the cause, or meet the carrier on the route and continue until such a time as the manager is satisfied. No advance notice to the carrier is required. *M-39 134.3*

### **Loading Carrier Vehicles**

The carrier should take all mail for delivery to the vehicle at the same time using a hamper or other assigned conveyance. After clocking onto street time, carriers should proceed directly to their vehicle and load the mail in an orderly fashion. *M-39 125.1*

### **Lines of Travel**

Carriers are required to follow their authorized lines of travel at all times except in emergencies. You should obtain permission from your supervisor prior to deviating from your line of travel. *M-39 125.3*

## **Curbside Delivery**

The USPS policy provides that employees performing curbside delivery from right hand drive vehicles, shall follow the procedures of (1) on level streets or roads, placing the vehicle in neutral (N), placing the foot firmly on the brake pedal while collecting mail or placing mail in the mail box; (2) on hills, placing the vehicle in park (P), placing the foot firmly on the brake pedal while collecting mail or placing mail in the mail box. *M-00994 9/13/85*

### **Postal Security**

Whenever the driver leaves the vehicle, the vehicle must be parked. To park the vehicle:

- a. Apply the foot brake and place automatic transmissions in the park position. Place manual transmissions in gear.
- b. Turn the vehicle's front wheels toward the curb if you are on a flat surface or when the vehicle is facing downhill. If the vehicle is parked facing up hill, turn the front wheels away from the curb.
- c. Set the hand-parking/emergency brake.
- d. Turn off the engine and remove key.
- e. Lock any sliding door(s) between the truck body and cab.
- f. Lock the doors if you will be out of direct sight of the vehicle.

*M-41 822*

### **Report Deficiencies**

Use Form 3521 to report irregularities with mailboxes, house numbers and other items which affect the prompt and proper delivery of mail to private residences and apartment houses, giving the name of the customer or owner and/or manager. *M-41 342*

### **Fingering Mail While Driving**

Carriers shall not finger mail when driving, or when walking up or down steps or curbs, when crossing streets, or at any time it would create a safety hazard to the carrier or the public. *JCAM Article 41.3.I*

### **Flat Mail on Arm**

It is not a **requirement** for carriers on a foot route to carry flats on their arm. While delivering mail, carriers may **opt** to carry flats on their arm. *M-00039 6/11/82*

### **Flat Mail in Satchel**

Flat mail is normally withdrawn from a satchel. Peel off the letters and circulars for the first house from bundle carried in the hand, and the flat mail from bundle standing on end in satchel.

*M-00504 5/21/84, M-41 321.3*

When withdrawing flats from satchel, observe and remember the address of next piece to avoid backtracking.

*M-41 321.5*

### **Fingering Mail While Walking**

Letter Carriers may be required to finger mail between stops as required by Part 321.5, M-41 Handbook. Obviously, the physical fingering activity may not be the same as for letter mail which is held in the hand. Flat mail is normally withdrawn from a satchel. The idea is to have all mail ready for deposit when the carrier reaches the delivery point and to avoid backtracking. **Safety should be a prime consideration, by all means.**

*M-41 Section 321.5* gives a letter carrier the right and obligation to finger each and every piece of DPS. *M-00504 5/21/84*

### **Placing Mail in Mail Receptacle**

Place mail well into receptacle. If a rack is available for magazines, place them in the rack. Do not place fingers into door slots. Do not place mail on steps, porches, etc. *M-41 321.4*

### **Carrier Satchel**

Carriers must use a satchel when delivering mail on foot, other than for authorized dismount deliveries. Carriers using the "Double Satchel" may wear it as a single or double pouch, with or without the shoulder strap(s) and waist belt, according to the needs of the carrier and the route.

*M-39 125.41*

### **Lawn Crossing**

It is management's position that letter carriers are expected to take available short cuts if the customers do not object and there are no particular hazards to the carrier.

Notwithstanding, blanket instructions to all carriers to cross all lawns would not be considered proper. *M-00275 1/15/80*

### **Chemically Treated Lawns**

The position of the USPS is that where a lawn has been chemically treated and a sign has been posted to that effect, the letter carrier would not be required to cross that lawn during the period the potential hazard remained in effect. *M-00160 8/7/86*

## Walking Pace

There is no set pace at which a carrier must walk and no street standard for walking. *M-00304 10/22/85, M-00360 10/31/85*

The union's request that the number of paces per minute be used as an observation and not as a specific criterion or standard of performance by the grievant is sustained. *M-00379 5/18/76*

## Special Services Mail

When delivering special services mail, make every reasonable effort to deliver; ring the bell or knock on door in order to make hand-to-hand delivery to addressee. You may tell or show the addressee the name and address of sender and the amount of the charges to be collected if COD, Customs, or postage due.

You may not, however, surrender the mail for examination, or for any other purpose, until all charges have been paid and/or a receipt has been signed if required. When the article cannot be delivered, you must leave a notice that bears the location of the delivery unit where the article may be called for. *M-41 331*

## Postage Due

Deliver the article after the specified amount due has been paid. When delivery cannot be made for any reason, complete and leave Form 3849. Endorse the article with the reason for non-delivery, such as, No Response, enter the date and your initials, and return it to the delivery unit. Ordinary postage due mail mixed in with DPS mail and identified while performing street duties will have a PS Form 3849 completed at the delivery point, to ensure proper recording of these items when the carrier returns to the office. The carrier should attempt delivery and have these items listed upon return to the office. Funds are to be turned in to the accountable clerk along with funds for any other postage due mail.

*M-41 332*

## Parcel Post

If a parcel does not fit completely within the mail receptacle or parcel locker (when available), determine if someone is available at the address by ringing the doorbell or knocking on the door.

If no one is available to receive the parcel, follow the procedures in 322.311 and 322.312. *M-41 321.4*

When the carrier is authorized to leave ordinary parcels.

a. Parcels must not be left in an unprotected location such as a porch unless the mailer participates in the carrier release program by endorsing the package "Carrier - Leave If No Response" or the addressee has given written directions for an alternate delivery location. Examples of protected locations are a locked vestibule, locked hallway or with the doorman of an apartment building, inside a storm door of a residence, etc. Form 3849, *Delivery Notice/Reminder/Receipt*, with the "It is located: \_\_\_\_\_" block completed must be left in the mail receptacle notifying the addressee of the mail left in the authorized alternate location. Parcels must not be left where adverse weather can affect them.

b. Mailers who participate in the carrier release program understand that there are areas where the Postal Service will not leave parcels for security reasons. Mailers also understand that carriers do not leave packages without protection from inclement weather. If there is not a suitable location to leave a carrier release parcel, Form 3849 must be left. *M-41 322.311*

If no one is available to receive a parcel, Form 3849 should be left after the first attempt. Endorse the parcel near the address, showing the reason for non-delivery, e.g., "No Response," date delivery was attempted, and the carrier's initials and route number. *M-41 322.312*

## **Park and Loop for Parcels**

For heavy parcels, the following systems may be used:

- a. Begin the loop at the point of the parcel delivery.
- b. Bypass the stop until the loop is complete, then drive to the delivery point with both the mail and the parcel.
- c. If a parcel is heavy, will not fit into your satchel, or requires a signed receipt, determine if someone is available at the address by ringing the doorbell or knocking on the door at the time of delivery of the rest of the mail. If no answer, follow the procedures in 322.311 and 322.312. If someone is available to receive the parcel return with it after completing the loop. *M-41 323.3*

## **Loss or Damage**

An employee is responsible for the protection of the mails entrusted to the employee. *JCAM Article 28.2*

## **Curblin Delivery**

On a curblin delivery route, the carrier must serve the mailbox without leaving the vehicle, except to collect postage dues, obtain payment or signature for special services mail, to deliver parcel post too large for the box, or to serve a box temporarily blocked. *M-39 125.81*

## **Motorized Routes**

When serving house boxes, withdraw sufficient letter mail before dismounting to allow fingering to determine the next delivery stop. *M-41 322.11*

## **Government Checks and Bonds**

Government checks and bonds include those issued by states, counties, and cities; and those issued for welfare assistance. *M-41 337.1*

Make sure checks are placed in the correct receptacles and if practicable, behind other mail matter. *M-41 337.2*

## **Delivery on Street**

Exhibit mail to the addressee only. Delivery may be made to a customer on the street if it does not delay the carrier unreasonably. *M-41 131.34*

## **Canceling Stamps**

Do not remove stamps from mail or throw away or improperly dispose of mail. Line through un-canceled stamps (except on philatelic mail) to prevent re-use. Delivery Point Sequence mail may contain un-canceled stamps that will not be identified until the mail is being readied while performing street duties. These stamps should also be lined through (except on philatelic mail) to prevent re-use. *M-41 131.14*

## **Collecting Mail as Scheduled**

Collect boxes in order and not earlier than the time shown on the schedule. *M-41 542.1*

Do not skip any collection boxes, except in emergency. In this case, a report listing each box skipped should be made to the manager on Form 1571. *M-41 542.2*

## Breaks

The carriers at the delivery unit will receive two 10- minute break periods. The local union **may annually opt** to have either (a) both breaks on the street or (b) one of the 10-minute breaks in the office and one break on the street. If two 10-minute breaks are taken on the street, they will be separate from each other. **Breaks must be separate from the lunch period.** The carrier shall record on Form 1564-A, *Delivery Instructions*, the approximate location of the break(s). *M-39 242.341*

## Breaks

The intent of the negotiated breaks for carriers allows that carriers may take their breaks on the line of travel to or from their designated delivery area and that one, or both, of the street breaks may be taken in the office as long as such is on the street time and duly recorded in the carrier route book. *M-00424 6/12/80*

## Breaks for PTFs

Break times for a part-time flexible letter carrier who works only a portion of a day performing carrier duties will be implemented on a pro-rata basis. The pro-rata basis will involve four equal segments of 2 hours each in the 8 hour day. Accordingly, a part-time flexible carrier who works 2 hours performing carrier duties is entitled to a 5-minute break; 4 hours carrier work would provide a 10-minute break; 6 hours carrier work would provide one 10-minute break and one 5-minute break; and 8 hours carrier work entitles the carrier to two 10- minute breaks. Break times are earned and should be taken. *M-00618 11/13/85*

## Breaks for CCAs

Breaks for CCAs who work only a portion of a day (less than eight hours) will be as follows: One ten-minute break if the employee works less than six hours and two ten minute breaks if the employee works six hours or more.

## Comfort Stops

Reasonable comfort stops will not be deducted from the carrier's actual time. *M-00242 9/13/76*

## Lunches

Letter carriers are free to pursue activities other than eating lunch during their authorized meal period so long as such activities are not in violation of postal regulations. *M-00622 8/22/85*

Carriers are permitted to pursue personal activities within applicable postal regulations during their authorized lunch period as long as there is no additional expense to the Postal Service, the assigned vehicle is parked at the authorized park point, and the mail is properly secured. *M-00545 6/25/85*

## Six Hours of Work

Except in emergency situations or where service conditions preclude compliance, **no employee may be required** to work more than six consecutive hours without a meal or rest period of at least thirty minutes. *M-00093 4/4/85*

## **SAFETY**

### **Safety Policy**

It is the responsibility of management to provide safe and healthful working conditions in all postal owned and postal-leased installations, educate all employees in safe work practices, and ensure that all employees work safely. Safety is an integral part of all managers responsibilities. **ELM 811.2**

### **Drive Safely**

Drive defensively and professionally; extend courtesy in all situations; and obey all state, local, and postal regulations when driving a vehicle owned, leased, or contracted for/by the Postal Service. **ELM 814.2**

### **Observe Laws**

Observe all traffic regulations prescribed by law. Rules applying to the public also apply to operators of postal vehicles. **M-41 812.2**

### **Crosswalks**

Use crosswalks when crossing busy streets, and follow traffic signals or the direction of traffic control personnel.  
**M-41133.3**

### **Seat Belts**

The lap belt, shoulder belt and shoulder harness policy for the Long Life Vehicle is as follows: The driver must wear the lap belt and shoulder belt at all times the vehicle is in motion. Exception: In instances when the shoulder belt prevents the driver from reaching to provide delivery or collection from curbside mailboxes, only the shoulder belt may be unfastened. The lap belt must remain fastened at all times the vehicle is

in motion. All passengers must be seated and wear a lap belt and shoulder harness at all times the vehicle is in motion. Only authorized passengers may be carried in the vehicle. **M-00968 3/23/87**

### **Vehicle Doors**

When traveling to and from the route, when moving between park and relay points and when entering or crossing intersecting roadways, all vehicle doors must be closed. When operating a vehicle on delivery routes and traveling in intervals of 500 feet (1/10 mile) or less at speeds not exceeding 15 mph between delivery stops, the door on the driver's side may be left open. **M-00547 11/21/84**

### **Sorting Mail on the Street**

Do not finger mail when driving, or when walking up or down steps or curbs, when crossing streets, or at any time it would create a safety hazard to the carriers or to the public. **M-141 133.2**

### **Sorting While Driving**

Do not finger mail while driving or hold mail in your hands while the vehicle is in motion. You must use mirror to check for pedestrians ahead, in back, and on both sides before placing the vehicle in motion.  
**M-41 812.4**

### **Obstruction of View**

Arrange letter mail, flat mail, and small parcels in the work tray provided on the ledge behind the windshield so as not to obstruct vision or use of the vehicle controls. Trays must not be piled on top of other trays on the ledge behind the windshield. **M-41 812.5**

## **Animal Interference**

Do not antagonize or attempt to pet dogs. Use animal repellent on attacking animals. Carriers are not required to deliver mail where dogs or other animals interfere. Report interference to manager. If service is withdrawn, use Forms 3982 or 1564-B to record special instructions.

*M-41 133.5*

## **Hazardous Conditions**

Carriers are not required to risk personal injury from icy steps, broken or rotten steps, or porches, protruding nails or sharp edges on mail boxes, or other hazardous conditions. Form 1767 is used to report such conditions and the supervisor must then take appropriate corrective action. *EL-814 9.B*

## **Accident Reporting**

Promptly report all personal injuries, no matter how trivial. Accident reports must be completed by management and processed within the time period listed on the Form 1769, Accident Report.

*EL-801 2-2.C (1), EL-814 2.A*

## **Injured While Working — Forms**

CA-1 Traumatic Injuries

CA-2 Occupational Diseases/Illness

CA-2a Recurrence of Disability

CA-16 Request for examination/treatment

CA-17 Duty Status Report

## **Choice of Physician**

If you are injured on the job, you have a right to your free choice of initial treating physician. *M-01385 2/5/99*

## **Emergency Treatment**

Supervisors may accompany you to the doctor's office or hospital only for emergency treatment. *ELM 545.41*

## **Animal Bites**

Animal bites or eye injuries are always considered emergencies. You have the right to seek immediate medical attention. Insist on that right. Go to the emergency room if necessary. *ELM 545.41*

## **Motor Vehicle Accidents**

If you are involved in an accident:

Stop at the scene.

Aid or assist any injured person.

Have someone call for an ambulance or the police, if necessary.

Safeguard the scene against any further accidents.

Safeguard the mail.

Try to identify witnesses.

Promptly notify your supervisor.

Follow the instructions in your Accident Report Kit, and any local accident reporting instructions. *EL-814 10.C*

## **Frequently Used Forms**

1571 Undelivered Mail Report

1767 Report of Hazard, Unsafe Condition or Practice

1769 Accident Report

3189 Request for Temporary Schedule Change

3849 Delivery Notice/Reminder/Receipt

3971 Request of Notification of Absence

3982 Changes of Address

3996 Carrier-Auxiliary Control

4565 Vehicle Repair Tag

## PM OFFICE

### Registered and Certified

Give finance clerk all undeliverable articles and Forms 3849 for each registered and certified delivery. **Complete Form 3821** showing the number of receipts and undeliverable articles returned to the clerk. Ensure that any accountable items found in the DPS mail are added to the total accountable pieces included on the form. If form is properly completed, clerk will sign and return it to you. This is your receipt, keep it for a 2-year period. Enter the date of delivery and your signature in the spaces provided on Form 3849 if you didn't do this when you delivered the article.

Deposit Form 3849 in the designated receptacle or give it to the finance clerk for clearance. If management has not authorized you to do any additional work in the office and you have reached the end of your scheduled tour, clock out. *M-41 432*



***Congratulations. If you followed rules and regulations that have been described in this book, you truly are a professional letter carrier and you were — LETTER CARRIER PERFECT***

## BENEFITS

### Emergency Annual Leave

Emergency requests do not require advance approval, but the employee must notify the appropriate postal authorities as soon as possible as to the emergency and the expected duration of the absence. *ELM 512.412*

### Illness

If you become ill while on annual leave, you may change the annual leave to sick leave. *JCAM Article 10.5.C*

### Leave Donation Program

Career employees may donate annual leave to other career postal employees who qualify for the Leave Donation Program. Employees must work in the same postal district. *M-01409 4/7/00*

### Sick Leave Earned

Full-time employees earn 4 hours for each pay period. PTFs earn 1 hour for each 20 hours of work. *ELM 513*

### Medical Documentation

Supervisors may accept the employee's statement for periods of absence of three days or less. Medical documentation is required for absences in excess of three days or when the supervisor deems documentation desirable for the protection of the interests of the USPS. *ELM 513.36* (If you believe the request is arbitrary and unjustified, follow the instructions and grieve later.)



## **Bereavement Leave**

City letter carriers may use a total of up to three workdays of annual leave, sick leave or leave without pay, to make arrangements necessitated by the death of a family member or attend the funeral of a family member.

## **Bereavement Leave for CCAs**

CCAs have the right to bereavement leave. However, CCAs do not earn sick leave and therefore may only request annual leave or leave without pay for bereavement purposes.

## **Dependent Care**

Sick leave may be used by an employee to give care or otherwise attend to a family member with an illness, injury or other condition which, if an employee had such condition, would justify the use of sick leave by that employee. Family members shall include son, daughter, parent, and spouse as defined in ELM 515.2. Up to 80 hours of sick leave for dependent care may be used per year. Approval of sick leave for dependent care will be subject to normal procedures for leave approval.

## **Sick Leave Credit towards FERS**

Postal employees under the Federal Employees Retirement System will receive credit for their unused sick leave in their retirement calculations. Employees will get credit for only half of their banked sick leave if they retire before January 1, 2014. Those who retire on or after January 14, 2014 will get 100 percent of their unused leave credited toward their annuities.

## **Family Medical Leave Act**

FMLA entitles you up to twelve workweeks of absence during a leave year for the reasons covered by the act. Reasons for FMLA Leave are:

Birth of child, or to care for the child during the first year after birth. Placement of a child with the employee for adoption or foster care. The employee's care is medically necessary for a spouse, son, daughter or parent with a serious health condition. The employee is unable to work due to his/her serious health condition. Military events and related activities for the Reserve and National Guard. *ELM 515*

## **EAP - Employee Assistance Program**

The EAP is a counseling and referral service staffed by trained mental-health professionals and designed to help you with your personal, job or family problems.

It is a formal, non-disciplinary program that is free, voluntary and confidential. EAP can help you with emotional, marital, family, job related, legal, financial, or other problems in addition to alcohol or drug abuse. For information or assistance 24 hours a day, 7 days a week call: **1-800-EAP-4- YOU (1-800-327-4968)**. *JCAM Article 35*

## **Employee Claims**

Subject to a \$10 minimum, an employee may file a claim within fourteen (14) days of the date of loss or damage and be reimbursed for loss or damage to his/her personal property **except for motor vehicles and the contents thereof** taking into consideration depreciation where the loss or damage was suffered in connection with or incident to the employee's employment while on duty or while on postal premises. *JCAM Article 27*

## UNION MEMBERSHIP

“All that harms labor is treason to America. If any man tells you he loves America, yet he hates labor, he is a liar. If a man tells you he trusts America, yet fears labor, he is a fool.” Abraham Lincoln

“The American labor movement has consistently demonstrated its devotion to the public interest. It is, and has been, good for all America.” John F. Kennedy

**You have the right and responsibility to join the NALC. Some of the many benefits include:**

- No Cost \$5,000 Accidental Death Coverage
- Right to attend and vote at State/National Conventions
- Right to choose the leaders to represent you
- Money saving benefits through Union Plus
- Right to vote on the National Agreement
- Savings on buying a home through Hit Home
- Right to belong to NALC Health Benefit Plan
- Affordable Retirement Living at Nalcrest
- Right to participate in Union Scholarships
- College Degree Program
- Right to purchase MBA Insurance
- Help with OWCP claims
- National Publication - *Postal Record*
- Satisfaction of being a contributing “Team Member!”
- Right to participate in Branch meetings

### NALC Member APP

The free NALC app for smartphones provide convenient access to tools and information about issues affecting active and retired letter carriers.

## NALC Veterans Group

The NALC Veterans Group is designed to provide NALC members who are military veterans access to the information and tools specific to veterans’ rights and benefits within the U.S Postal Service. It seeks to provide all NALC members who are also military veterans resources, rights information and a sense of camaraderie.

### LCPF – Letter Carrier Political Fund

This is NALC’s Political Action Fund where the monies are used to elect candidates who support legislation that is beneficial to letter carriers and all working families. All carriers are encouraged to donate at least \$5 a pay period to this fund. **Sign up through PostalEASE online at [www.liteblue.usps.gov](http://www.liteblue.usps.gov).**

### Grievance Time Limits

If you feel management has violated the contract, or if you are disciplined, you have 14 days to file a grievance. See your local steward. **Don’t wait!**

### Weingarten Rights

If a manager or supervisor requests to speak to you, you are entitled to have a steward present if that discussion could lead to discipline. **Representation is not automatic, you must ask for it!**

## Postal Inspectors

If you are asked to speak to a Postal Inspector, **you have the right to union representation.** It is always in your best interest to exercise that right!

## Garrity Warning

An employee who receives a Garrity Warning may be criminally prosecuted based upon the answers given so there is no obligation to answer and the interview is strictly voluntary.

## Kalkines Warning

If a Kalkines Warning is given, the employee cannot be criminally prosecuted based upon the answers given therefore the employee must cooperate. **However, in both of the Garrity and Kalkines warnings, the employee may be disciplined or discharged based upon the answers provided.** Therefore, it is important that employees are aware they have other rights, which they can use to counter the efforts of the OIG (Office of the Inspector General) to intimidate them. These are their Weingarten rights.

## Miranda Rights

If a carrier is given their Miranda Rights, **it is advised that they seek an attorney.**

## CONTACTS

### Local

NALC BRANCH PRESIDENT: \_\_\_\_\_

STEWARD: \_\_\_\_\_

USPS OFFICE: \_\_\_\_\_

### National Business Agent

Office: 612-378-3035

Fax: 612-378-1669

NALC Region 7  
1300 Godward Street Suite #2600  
Minneapolis, MN 55418

### Dispute Resolution Teams (DRT)

Northland / Dakotas: 612-349-4462  
Lakeland: 608-246-1212

Northland DRT  
200 South 1st Street South  
Room V206C  
Minneapolis, MN 55401

Lakeland DRT  
PO Box 7990  
Madison, WI 53707-7990

## NOTES

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**National Association of Letter Carriers**  
**Region 7**  
**Troy Fredenburg**  
**National Business Agent**