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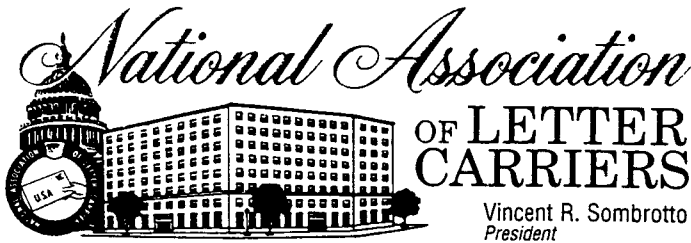
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June 26, 2001

**MEMORANDUM**

TO: All NALC Region 12 Branch Presidents

SUBJECT: MSP - Managed Service Points

Attached please find copies of information regarding *Managed Service Points (MSP)*.

MSP Timeline - is a Management time line.

MSP Implementation Guideline - identifies what Management is to do to implement.

Frequently Asked Questions - issues and questions.

Managed Service Points is a Management tool in determining customer satisfaction and timely delivery. If you have any questions or incur any problems, please contact me.

With every good wish, I remain

Sincerely and fraternally,

Timothy C. O'Malley  
National Business Agent

TCOM/fh  
313-01  
Enclosures

cc: Files

# MSP Implementation Guidelines

## First Things First

### **1. Program Introduction**

- Explain the program to local managers, union officials, and all employees. Inform public through local media releases.
- Program introduction and implementation needs personal involvement of PM and local station manager.

### **2. Training issues and software installation.**

- Local managers will need to be trained on how to enter the base data, and print mailing labels and initial supply and replacement barcodes (level-24 and above only).
- They will need to be trained on how to understand, read and analyze reports, print reports, and update the base data as unit conditions change.

### **3. Identification of MSP points**

Initial MSP points will be identified at seven locations.

1. Hot Case (Leave Office)
2. Leave for route (Loading complete)
3. First Delivery
4. Last Delivery before lunch
5. First Delivery after lunch
6. Last Delivery
7. Return to Office

Managed Service Points 3 through 6 can be determined by review of carrier edit sheet and authorized location to leave route for lunch on route 1564-A.

When making the selection, certain information must be collected:

1. Actual mailing address
2. Time scheduled to be at that managed delivery point

When identifying these points, it is important to verify that these are not vacant addresses, or addresses that do not normally receive mail on a daily basis. It would be impractical to assign a walk up delivery a label, when the customer only receives mail a few days each week. It would also be impractical to assign a label to an address such as a convenience store that generates no outgoing mail, and only occasional incoming mail. ***Coordinate with the carrier prior to making your final selection.*** Provide carrier with a list of Managed Service Points on their route showing address and detailed location of label. **DO NOT** include MSP scheduled time on this list. Place MSP listing on 1564-a reverse.

The selection of the up to 5 maximum additional MSPs will be determined by the local management. **District approval required.**

The selection to be based on logical breakpoints in route delivery pattern, such as beginning or end of loop, or park point on park & loop routes. Logical segments for splitting up a route on curb and dismount routes. **Coordinate with the carrier prior to making your final selection.**

When making the selection, certain information must be collected:

1. Actual mailing address
2. Time scheduled to be at that managed delivery point

### ***Label deployment.***

Prior to deploying labels on mail boxes.

- Load MSP addresses into database. Make revisions as necessary after carrier consultations on vacant, etc...
- Print customer labels for mailing customer letters.
- Advise customers via official correspondence of our intentions. Advise them of the following: (*Recommend use of Sample letters provided*)
  1. *We have selected their address as a managed service point.*
  2. *Explain what a managed service point is, and why we are doing it, (improved consistency of time of day delivery).*
  3. *Offer them the opportunity to opt out as a participant.*
  4. *Thank them for their support and participation.*
  5. *Give them a local contact name, PM or Office manager.*
- Allow 3 business days for customers to respond.
- Make revisions as necessary after receipt of any customer objections.
- Discuss adjustments with carrier to ensure regular delivery addresses are used to replace those where customers opt out.

## ***Actual label deployment***

- Determine how many labels you will need and how long it will take to get the labels to you.

It is estimated that one sheet of labels (10 labels) equal to one route.

- The labels will be printed at the District office or at level 26 and PCES offices only. You will need to notify the District to let them know that you have requested the labels. Estimate that it will take approximately two days to be shipped to you.

- Have a plan for deploying the labels. How are you going to get the labels on the boxes?

The distribution and placing of the labels are recommended to be done by the Postmaster, Station Manager or Delivery Supervisors. No bargaining employee should be involved with the deploying of the labels.

- Each office will have unique circumstances that will determine how this task will be completed.
- Install labels on boxes, providing detail information describing exact location. Place labels so they may be scanned without difficulty and can be scanned under normal delivery conditions (*Labels in bright sunlight are difficult to scan*).

***Note: Be sure to take a scanner along when installing labels. Test each label after installation to ensure it can be read.***

- Send customers follow-up letters thanking them for their support and cooperation (*Sample letter provided*).
- Send thank you letter to customers who opted out of the program (*Sample letter provided*).
- Establish location for leave and return office MSP barcodes.

***Note: Provide sufficient white space between barcodes if a board type system is used to allow carriers to easily scan their own route without possibly scanning a different route by mistake.***

- Conduct training with carriers explaining scanning procedures and provide carriers with detailed location of MSP barcodes on their route.

### ***Data collection and Reports***

- Read the reports, and learn what they are telling you.
- Supervisors, challenge the carriers, document their actions, and follow-up.

### ***Performance Review***

- Compliment carriers when all scans are completed,
- Advise carriers when scans are missed.

## MSP Timeline

- Immediately
- Notification to local NALC as soon as site identified. Letter may be general enough to include all city delivery routes within local management control.
- Identify managers and supervisors who will need to access the MSP web site. Acquire logon ID's for those individuals. While waiting for logon ID's begin collecting data entry information.
- Route number (AMS 3 digit number) - (15 seconds per route)
- Vehicle ID - (20 seconds per vehicle)  
Vehicle type (LLV, ¼ ton, ½ ton, 1 ton, 2 ½ ton, 5 ton, passenger, misc)
- Employee last name, first initial, middle initial, last 4 of SSAN (<1 min per employee)
- Review route pivot plan. Positively identify the following locations
  - First delivery on route
  - Location authorized to leave route for lunch
  - First delivery after lunch
  - Last delivery
- Make sure these service points normally receive mail on all service days.
- Review route pivot plan and add additional service points as needed to provide enough service points to accurately evaluate delivery goals, approximately 45 min. intervals. **Note: Do not exceed 12 total service points on a route. District approval required with documented justification.**
  - (10 minutes per route for required scans)
  - (15 minutes per route for additional scans)
- Data entry for identified MSP's (<30 seconds each)
- Print labels - (25 minutes)  
Select and download label information templates and data

## MSP CHECKLIST

District MSP Task	Date	Initials	Time used
<b>Week 1</b>			
Identify Sites			
Union Notification			
Conduct Training			
Build Facilities ( Data Entry)			
Edit Customer Letters (Site Specific)			
Issue Logon ID's			
<b>Week 2</b>			
Print Labels			
Print revised Labels			
Monitor Scans/Reports			
Follow-up			

Facility MSP Task	Date	Initials	Time used
<b>Week 1</b>			
Union notification			
Employee service talks			
Edit Customer Letters (Site Specific)			
<b>Information gathering</b>			
Enter Vehicle Number and type (motorized routes only)			
Enter City Carrier last name, first and middle initial last 4 of SSAN			
Route number (three digit AMS format) and authorized mileage (motorized routes only)			
Review Pivot plan and 3999 to portion out street time			
Discuss MSP selection and intervals with carrier			
Enter MSP service points			
Request MSP labels			
<b>Week 2</b>			
<b>Letters and labels</b>			
Customer address labels from data entry			
Send MSP request letter to customers			
Place "Fixed MSP" labels from data entry			
Vehicle Labels from data entry			
<b>Week 3</b>			
Send thank you letter to participants			
Place MSP's and start scanning			
Send thank you letter to non participants			
Select revised MSP's			
Repeat customer letter process			
Place MSP's and start scanning			

## FREQUENTLY ASKED QUESTIONS (FAQ's)

### **1. What if the bar code doesn't scan?**

*Make sure the laser beam is centered across the entire barcode. The scanner may not read in direct sunlight so it could be necessary to shade the barcode with your hand or body. If it still won't scan, scan the "Begin Segment" bar code on your Service Point Location Card and notify your supervisor that the bar code needs to be replaced.*

### **2. After scanning, why does the scanner ask if it is an international mailpiece?**

*This means the assignment zip code in the scanner does not match zip code of delivery address. Press 3: "NEITHER" and return to setup and change assignment zip code to match the zip code for the area you are delivering.*

### **3. Why are carrier names missing on reports?**

*The employee may not be in the "Employee File" or during the scanner set-up process, the last four digits of employee's social security number and the route were not entered correctly. It is especially important to check after a day off or if you are not the regular carrier of that route.*

### **4. How does a substitute carrier know where to find the bar-coded labels when they are not familiar with the route?**

- *Every route should have a MSP Location Report at the case and MSPs annotated on the Form 1564-A in the route book. These can be viewed and printed by clicking on "MSP LOCATIONS" button on the reports menu. Service Point Location Cards should also be cased in with residual letters.*
- *Every route will have Locator Cards that are to be cased in with the residual letters. These cards are intended to let ALL carriers know the address (es) where the MSP barcode(s) is (are) located as well as the physical location of the barcode, e.g., back of mailbox, under the mailbox lid, etc. In addition, the Locator Cards also contain a substitute barcode that the carrier will scan if the original MSP barcode cannot be located or if it has been removed or damaged so that it can not be scanned.*
- *In addition, all MSP points will be listed in the route book on the PS Form 1564A, and there is an MSP Location Report that can be viewed and printed by clicking on "MSP LOCATIONS" button on the reports menu.*



5. Several carriers in our office prefer, and have been allowed to take lunch before beginning delivery or after completion of delivery. How does that affect MSP?

- *The 1564A in the carrier route book requires that carriers leave the route for lunch from the same location every day. (ref: M41-251.6)*
- *For MSP, the schedule for the last delivery before lunch represents the authorized departure point for lunch. In the example of a carrier taking lunch after completing delivery, the schedule between the last delivery of route and return to office scans would include the lunch period, plus any travel/allied time normally required between those scans.*

**NOTE:** Employees cannot be denied the opportunity to take lunch after 6 hours of duty, but are not required to take lunch within 6 hours. If an employee wishes to take lunch after more than 6 hours of duty, only written requests should be considered or approved. This should be negotiated locally, in writing, and shown on the 1564A.

- Except in emergency situations or where service conditions preclude compliance, no employee may be required to work more than 6 continuous hours without a meal or rest period of at least one-half hour. (ref: ELM 432.33)
- It is not the intent of the MSP program to alter this requirement. However, if an employee requests an arrangement that would result in working more than 6 continuous hours, the request may be granted. In these cases, it is advisable to accept only written request and the keep request and approval (when approved) on file.
- In a related topic, it is worth noting that MSP requires that carriers leave the route for lunch from the same predetermined and approved location every day. Therefore, the elapsed time between the barcode scan from the last delivery before lunch until the barcode scan from the first delivery after lunch represents the actual time taken for lunch, plus any allied time used after scanning the last delivery before lunch, and any allied time used before scanning the first delivery after lunch.
- In the example of a carrier taking lunch after completing the street portion of the route, the time between the barcode scan at the last delivery and the return to office barcode scan would include the time used for travel and allied time, if any, used between those scans plus the time actually taken for lunch.

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