

LABOR RELATIONS



Mr. Randy Anderson
Director of Labor Relations
National Rural Letter Carriers'
Association
1630 Duke Street, 4th Floor
Alexandria, VA 22314-3465

Re: Q00R-4Q-C 04083637
Class Action
Washington, DC 20260-9300

Dear Randy:

On several occasions, the most recent being October 21, 2004, we met to discuss the above-captioned grievance at the fourth step of our contractual grievance procedure.

The issue in this grievance concerns the orientation of letters for Delivery Point Sequence (DPS) processing for rural delivery.

During our discussion, we mutually agreed that the following will constitute full and complete settlement of this grievance:

The parties agree that the enclosed Headquarters' directive dated September 24, 2004 concerning the orientation of letters fed into mail processing equipment resolves the issue in this case.

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

Sincerely,

A handwritten signature in black ink that reads "W. Daigneault".

William Daigneault
Manager
Contract Administration
(NRLCA)

A handwritten signature in black ink that reads "Randy Anderson".

Randy Anderson
Director of Labor Relations
National Rural Letter Carriers'
Association

Date: 11/12/04

Enclosure



September 24, 2004

MANAGERS, DELIVERY PROGRAMS SUPPORT (AREA)
MANAGERS, IN PLANT SUPPORT (AREA)
MANAGERS, OPERATIONS PROGRAMS SUPPORT (DISTRICT)
PLANT MANAGERS

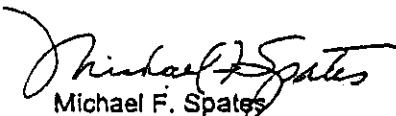
SUBJECT: Orientation of Letters for Delivery Point Sequence Processing


According to instructions for feeding letters into mail processing equipment, the standardized method involves placing mailpieces on the feeder transport belt, orienting with stamps at top, and facing away from the feeder pickoff assembly. It has been brought to our attention that carriers are receiving Delivery Point Sequence (DPS) mail in an inverted position. Management must ensure that employees use the proper method of feeding letters in an upright position into mail processing equipment.

There have been past attempts, in very limited circumstances, to increase the percentage of DPS mail processed, by feeding "certain" mailings in an inverted position to improve the readability rate of these mailpieces. Based on the wide field of view (WFOV) technology, mail can be read when it is handled in this manner. However, procedures call for mail to be fed into processing equipment in an upright position, which will minimize those problems, if any, experienced by delivery operations resulting from inverted mail.

Assigned to the district's Business Mail Entry Unit, a mailpiece design analyst (MDA) can improve the readability of "certain" mailings. The MDA can identify the cause of the readability problem and work with the mailer to improve the design of the mailpiece. In some cases, additional assistance may be provided by engineering staff.

Installation of WFOV cameras on delivery bar code sorters (DBCS) and carrier sequence bar code sorters (CSBCS) has resulted in fewer rejects from automated processing equipment, less re-handling and less manual processing of letter size mail. We understand that there will continue to be a small percentage of mail received in an inverted position due to normal processing operations. However, the practice of feeding mail in an inverted position, whether re-running reject mail or enhancing the readability of a particular mailing must be avoided. Employees who process DPS mail must be instructed on the proper orientation of letters fed into the DBCS or CSBCS.


Michael F. Spates
Manager
Delivery Operations


Walter O'Torney
Manager
Processing Operations

