February 16, 2018

AREA VICE PRESIDENTS
MANAGERS, OPERATIONS SUPPORT (AREA)
MANAGERS, DELIVERY PROGRAMS SUPPORT (AREA)

SUBJECT: National Rural Mail Count – Clarification

Headquarters Delivery Operations continues to receive inquiries regarding the Carrier Vehicle Loading SOP issued in November 2017, as well as requirements for carriers to perform acceptance scans on items picked up by the rural carrier.

The Carrier Vehicle Loading SOP is primarily intended to streamline loading procedures for city letter carriers. Managers should be providing instructions for rural carrier work methods based on current handbooks and manuals. Section 223.23 of Handbook PO-603, Rural Carrier Duties and Responsibilities states:

223.23 Flats and Odd-Size Pieces
Case flat mail and odd-size pieces........Place parcels or odd-size pieces that do not fit in the separations on the case ledge and sort into sequence of delivery. A letter may be reversed in the proper separation, or some other method may be used, to alert you that there is a parcel or odd-size article that cannot be cased for that address.

There have also been several inquiries regarding acceptance scanning. PUB 399 is clear regarding acceptance scans; carriers are not required to scan each piece if there are six (6) or more pieces. If customers have requested and been provided acceptance scans on each individual piece, the carrier should continue to scan each piece and credit will be provided during the mail count period.

The Postal Service should be focused on providing quality customer service. We must also ensure the mail count is a fair and accurate representation of work performed by rural carriers during the two week mail count period, February 24 through March 9, 2018.

Please ensure your respective rural delivery offices receive this information.

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