



June 9, 2010

ANTHONY C. WILLIAMS
DISTRICT MANAGER, NORTHLAND DISTRICT

SUBJECT: Audit Report – Color-Coding of Standard Mail® and Mail Condition Reporting in the Northland District (Report Number NO-AR-10-006)

This report presents the results of our audit of color-coding of Standard Mail and mail condition reporting in the Northland District (Project Number 10XG029NO000). The objectives were to determine whether employees properly color-coded the mail as well as accurately counted and reported delayed mail volumes. This is the fourth in a series of self-initiated reviews addressing the color-code policy for Standard Mail. This audit addresses operational risk. See [Appendix A](#) for additional information about this audit.



For Standard Mail, the color-coding process involves using a series of color tags to ensure efficient processing in a first-in first-out (FIFO) sequence to meet processing, dispatch, and delivery targets. A color-coded tag represents the day of the week the mail arrives on Postal Service premises and denotes the target clearance date from the facility. Mail condition reports summarize the on-hand and delayed mail volumes of all classes of mail at each mail processing facility.

Conclusion

The Northland District¹ was not properly color-coding or reporting delayed mail. We found that:

- Eighty-three percent of the containers were not properly color-coded.
- The correct color was not always maintained throughout processing.
- Delayed mail was not always properly reported. For example, during our first 2 days of observation, employees counted approximately 264,000 mailpieces but did not report it as delayed.
- The date of the oldest mail on-hand was not always accurately reported.

Once we brought proper color-coding and mail condition reporting procedures to management's attention, they took immediate corrective action to have employees properly tag the mail and accurately report mail conditions.

Color Coding of Standard Mail

Of the 354 staged Standard Mail containers reviewed at both the [REDACTED] [REDACTED] only 61 (about 17 percent) were properly color-coded and the remaining 293 were not color-coded in accordance with policy. Specifically:

- Tags on 245 containers (69 percent) were missing the time and/or date.
- Color-code tags were missing from 42 containers (12 percent).
- Six containers had the wrong color tags based on the date the mail entered the mail stream.

We also found that when employees processed mail bearing different color-codes together; they did not properly re-color-code some of it. Additionally, [REDACTED] P&DC employees did not always use the national standardized tag.

These conditions occurred due to:

- Limited color-code training and awareness of the policy.
- Limited oversight by the color-code coordinator.
- Plant personnel failed to tag some containers received at the dock that needed them.

¹ We performed reviews at the Minneapolis and St. Paul Processing and Distribution Centers (P&DC).

Without accurate color-coding, the Postal Service cannot ensure timely processing, dispatch, and delivery of Standard Mail. Without a date and time on the tag, the Postal Service cannot determine whether employees processed Standard Mail using the FIFO method.² Additionally, the Postal Service cannot readily track service standards and accurately report mail conditions in the web-based Mail Condition Reporting System (MCRS). Failure to accurately color-code and date the mail could also confuse delivery units about when the mail needs to be delivered. See [Appendix B](#) for our detailed analysis of this topic.

We recommend the Northland district manager:

1. Train employees to ensure proper color-coding of Standard Mail according to Postal Service policy.
2. Direct the district color-code coordinator to conduct periodic color-code reviews and provide program oversight.

Mail Condition Reporting

[REDACTED] underreported delayed mail and did not accurately report the date of the oldest mailpiece in some cases. Bringing these matters to the attention of plant management resulted in proper reporting, effective February 25, 2010.

These conditions occurred because:

- [REDACTED] misinterpreted the policy believing they had until the delivery day to process the mail before reporting it as delayed.
- [REDACTED] employees did not adequately oversee the employees performing the mail count.

Not properly reporting delayed volumes may prevent management from making effective operational decisions. This could also impact customer service without management's knowledge. See [Appendix B](#) for our detailed analysis of this topic.

We recommend the Northland district manager:

3. Provide mail condition reporting training and oversight to employees.

Management's Comments

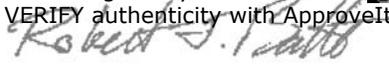
² Mail is staged and processed based on order of receipt.

Management agreed with the findings and recommendations. During the audit, management corrected the deficiencies in the processes. In addition, applicable employees received color-code and mail condition reporting training, and management is conducting periodic reviews of the color-coding process. See [Appendix D](#) for management's comments, in their entirety.

Evaluation of Management's Comments

The U.S. Postal Service Office of Inspector General (OIG) considers management's comments responsive to the recommendations and management's corrective actions should resolve the issues identified in the report.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact James L. Ballard, director, Network Processing, or me at 703-248-2100.

E-Signed by Robert Batta 
VERIFY authenticity with ApproveIt


Robert J. Batta
Deputy Assistant Inspector General
for Mission Operations

Attachments

cc: Patrick R. Donahoe
Steven J. Forte
Jordan M. Small
Sylvester Black
Susan M. LaChance
Erica A Brix
Sally K. Haring

Dispatch are no longer reported for Standard Mail. The term “Delayed Mail Flow for Standard Mail” is a new MCRS definition and occurs when mail is not processed, finalized, or dispatched from a specific operation or facility to ensure delivery by the programmed delivery day.

OBJECTIVES, SCOPE, AND METHODOLOGY

Our objectives were to determine whether the mail was properly color-coded as well as whether it was accurately counted and reported.

This is the fourth in a series of audits addressing color-coding and mail reporting at P&DCs nationwide. We selected the Northland District based on historical delayed mail reporting volumes.

To determine whether color-coding procedures conformed to the national color-coding policy, we observed color-coding of Standard Mail at both the [REDACTED] P&DCs during the week of February 22, 2010. We observed mail color-coded at other facilities, including the Minneapolis Network Distribution Center (NDC)⁵ and Minneapolis Hub. Additionally, we verified mail counts and reviewed count data reported in MCRS. We interviewed Postal Service officials and employees, photographed operations, and observed conditions.

We used computer-processed data from the following systems:

- Web Enterprise Information System
- Web Mail Condition Reporting System (webMCRS also referred as simply MCRS)
- Enterprise Data Warehouse

We did not test controls over these systems. However, we checked the reasonableness of results by confirming our analysis and results with Postal Service managers and multiple data sources. We conducted this performance audit from February through June 2010 in accordance with generally accepted government auditing standards and included such tests of internal controls as we considered necessary under the circumstances. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. We discussed our observations and conclusions with management officials on February 25, 2010 and included their comments where appropriate.

⁵ Formerly the Minneapolis Bulk Mail Center (BMC).

PRIOR AUDIT COVERAGE

Report Title	Report Number	Final Report Date Report	Results
<i>Color-Coding of Standard Mail and Mail Condition Reporting at the Albany Processing and Distribution Center</i>	NO-AR-10-005	March 31, 2010	Opportunities exist for the Albany P&DC to improve color-coding as well as the counting and reporting of delayed mail. Management agreed with the report recommendations.
<i>Color-Coding of Standard Mail and Mail Condition Reporting at the Santa Clarita Processing and Distribution Center</i>	NO-AR-09-008	August 6, 2009	Opportunities exist for the Santa Clarita P&DC to improve color-coding and reporting of delayed mail to reflect the color-coding and delayed mail reporting requirements as of August 29, 2008. Management agreed with the report recommendations.
<i>Color-Coding of Standard Mail and Mail Condition Reporting at the West Palm Beach Processing and Distribution Center</i>	NO-AR-09-006	June 10, 2009	Opportunities exist for the West Palm Beach P&DC to improve color-coding and reporting of delayed mail to reflect the color-coding and delayed mail reporting requirements as of August 29, 2008. Management agreed with the report recommendations.

APPENDIX B: DETAILED ANALYSIS

Color-Coding of Standard Mail

During the week of February 22, 2010, we reviewed 354 containers of Standard Mail at the [REDACTED] for compliance with the national color-coding policy. We found that only 61 (about 17 percent) were properly color-coded and the remaining 293 were not color-coded in accordance with policy. Specifically:

- Two hundred forty-five containers (69 percent) were missing the time and/or date from the tag.
- Forty-two containers (12 percent) were missing color-code tags.
- Six containers had the wrong color tags based on the date the mail entered the mail stream.

See [Appendix C](#) for our observations.



We also found when mail bearing different color-codes was processed together, some of the mail was not properly re-color-coded. Additionally, the [REDACTED] did not always use the national standardized tag. See Illustration 3.

Illustration 3:
The small violet piece of paper
stuck in the frame of this
all-purpose container is intended
to act as a color code-tag.



Causes

These conditions occurred due to:

- Limited supervision and oversight by the color code coordinator.
- First-Class Mail® processing taking precedence over the Standard Mail processing.
- Plant personnel did not tag some containers received at the dock even though they needed tags.
- Limited awareness of the policy because some employees were not trained.

A review of training records indicated not all Minneapolis and St. Paul P&DC employees involved in these operations had received the national color-code training provided through the Postal Employee Development Center. Specifically:

- 31 of the 42 Minneapolis P&DC managers and supervisors (about 74 percent) had received documented color-code training.
- 27 of the 33 St. Paul P&DC managers and supervisors (about 82 percent) had received documented color-code training.

Criteria

According to the national color-coding policy for Standard Mail, color-coding procedures provide a guide to help maintain service goals for Standard Mail. All Standard Mail will be color-coded and Standard Mail without color-coded tags will be coded the same color as the oldest mail in the unit at the time of its discovery. Additionally, all color-code tags will comply with a standardized national format which will require employees to enter the date and time of mail entry on each tag. The delivery color-code is based on the original entry date and time of the mail, not the processing date or time. Additionally,

the P&DC must develop local procedures to ensure they maintain the correct color-code for all mail based on its arrival, even when such mail is entered into mechanized or automated sorting systems.

Effect

Without accurate color-coding, the Postal Service cannot ensure timely processing, dispatch, and delivery of Standard Mail. Without a date and time on the tag, the Postal Service cannot determine whether employees processed Standard Mail using the FIFO method. Additionally, the Postal Service cannot readily track service standards and accurately report mail conditions in the web-based MCRS. Failure to accurately color-code and date the mail could confuse delivery units about when the mail needs to be delivered.

Mail Condition Reporting

During our observations the week of February 22, 2010, Northland District employees were not accurately recording and reporting delayed mail.

- On February 23, 2010, the Minneapolis P&DC's count sheet showed delayed Standard Mail volume of 52,291 pieces, while the actual count showed 201,501 pieces. This resulted in the underreporting of 149,210 pieces of delayed Standard Mail.
- Also, on February 23, 2010, the St. Paul P&DC reported 391 pieces of delayed Standard Mail, while the actual count showed 5,041 pieces. This resulted in the underreporting of 4,650 pieces of delayed Standard Mail.
- Additionally, when recording the "oldest mail" date in webMCRS, the employee who entered the data did not always accurately record the date from the color-code tag.

We could not verify the accuracy of prior reports at the Minneapolis P&DC because the count sheets⁶ were destroyed after daily MCRS data input. The St. Paul P&DC did not document the volume of mail on-hand by delivery day; therefore, we were not able to enumerate the underreported volume prior to our observations. Bringing these issues to the attention of plant management resulted in the proper reporting of delayed mail and retention of the count records. See Tables 1 and 2 below.

⁶ There is no requirement to retain the daily count sheets. However, the Postal Service Headquarters is considering requiring count sheets be retained for up to 1 year.

Table 1: Mail Condition Reporting Observations at the Minneapolis P&DC

Date	On-Hand Standard Mail Reported	Reported Delayed	Actual Delayed	Underreported	Oldest Date Reported	Oldest Date Observed
2/23/2010 ⁷	16,48	7	52,291	201,501	149,210	2/22/2010 2/20/201 0
2/24/2010 ⁸	83,79	6	13,760	89,310	75,550	2/23/2010 2/21/201 0
2/25/2010 ⁹	60,68	9	78,372	78,372	0	2/23/2010 2/23/2010
Total	2,260,97	2	144,423	369,183	224,760	

Table 2: Mail Condition Reporting Observations at the Saint Paul P&DC

Date	On-Hand Standard Mail Reported	Reported Delayed	Actual Delayed	Underreported	Oldest Date Reported ⁸	Oldest Date Observed
2/23/2010 ⁷	78,08	7	391	5,041	4,650	2/20/2010 2/20/201 0
2/24/2010 ⁸	90,70	1	4,455	39,083	34,628	2/22/2010 2/22/201 0
2/25/2010 ⁹	760,69	9	11,142	11,142	0	2/23/2010 2/23/2010
Total	1,629,48	7	15,988	55,266	39,278	

A comparison of the Minneapolis and St. Paul P&DCs delayed mail volumes to similar-sized sites (Group 1 and 2 plants, respectively) showed large variances. For example, in fiscal year (FY) 2009, the Minneapolis P&DC's delayed volume totaled 19.7 million pieces, while the average for Group 1 plants totaled over 56.5 million pieces. We believe it is likely that delayed mail at the Minneapolis and St. Paul P&DC's may have been underreported for several years. See Table 4 for additional information on delayed mail reporting.

⁷ Bringing OIG observations to the attention of plant management resulted in proper MCRS reporting as of February 25, 2010.

⁸ The Oldest Date Reported and the Oldest Data Observed were the same, so we noted no problems.

⁹ Bringing OIG observations to the attention of plant management resulted in proper MCRS reporting as of February 25, 2010.

Table 4: Delayed Mail Reporting

Minneapolis P&DC							
	Priority	FCM	Periodicals	Standard	Packages	Total	
FY 2006	0	444,99	1	14,596	3,554,969	0	4,014,556
FY 2007	1,680	253,09	4	7,554	836,828	0	1,099,156
FY 2008	0	75,367		0	3,302,279	0	3,377,646
FY 2009	1,400	21,681		2,134	19,687,279	0	19,712,494
Average Group 1							
	Priority	FCM	Periodicals	Standard	Packages	Total	
FY 2006	77,537	4,328,79	3	9,124,170	64,075,061	86,848	77,674,1 34
FY 2007	36,282	3,415,45	0	7,905,068	58,395,685	84,706	69,825,7 44
FY 2008	24,508	1,617,09	5	3,372,220	37,172,993	16,010	42,197,3 77
FY 2009	36,615	1,680,36	0	3,446,147	51,375,671	23,953	56,559,1 68
St. Paul P&DC							
	Priority	FCM	Periodicals	Standard	Packages	Total	
FY 2006	567	7,505		120,666	1,874,731	1,114	2,004,583
FY 2007	0	40,269		5,454	515,918	0	561,641
FY 2008	0	43,722		56,153	1,478,795	0	1,578,670
FY 2009	2,256	307,18	6	84,279	22,077,873	596	22,472,190
Average Group 2							
	Priority	FCM	Periodicals	Standard	Packages	Total	
FY 2006	47,705	3,165,87	3	5,928,385	50,560,476	67,267	59,764,1 83
FY 2007	28,141	2,476,73	1	3,459,299	35,553,272	61,921	41,575,7 81
FY 2008	38,876	1,736,54	1	2,428,128	29,342,070	53,846	33,593,1 18
FY 2009	38,014	1,806,66	7	1,981,172	48,119,910	10,328	51,953,4 74

Cause

These conditions occurred because:

- The employee counting the mail misinterpreted the policy believing they had until the delivery day to process it before reporting it as delayed.
- In-Plant Support employees did not adequately oversee the employees performing the mail count.

Criteria

According to the national color-coding policy and the policy for mail condition reporting, reporting delayed mail flow for Standard Mail is necessary to provide an accurate snapshot of daily facility conditions for Standard Mail. Additionally, employees should report destinating 5-digit non-delivery point sequenced mail¹⁰ as delayed 1 day before the scheduled delivery day. Finally, the date of the oldest mail for Standard Mail is the date recorded on any color-code tag affixed to a Standard Mail container at the time of the count.

The Postal Service's Network Operations Website, Processing Operations, In-Plant Training, requires Operations support specialists (OSS) to consolidate and review data from operations to ensure the integrity of the information collected. Additionally, the OSS must audit webMCRS by checking volume numbers from the webMCRS report against manual counts (verifying counts with data collectors) and compliance with color-coding policies.

Effect

Not properly reporting delayed mail may prevent management from making effective operational decisions. This could also impact customer service without management's knowledge.

¹⁰ Destinating 5-digit mail requires additional sorting to the carrier route.

APPENDIX C: COLOR-CODING OBSERVATIONS OF STAGED MAIL

Date	Time	Location	Containers Observed	Missing Tags	Incomplete Tags	Wrong Color	Tag Origin
2/23	0540	Minneapolis P&DC 3-5L	2	2			
2/23	0545	Minneapolis P&DC 3-9AC	2	2			No Tag
2/23	0545	Minneapolis P&DC 3-10AC	1	1			No Tag
2/23	0550	Minneapolis P&DC 2-16AC	2	2			No Tag
2/23	0550	Minneapolis P&DC 2-16A	2		2		Minneapolis P&DC
2/23	0605	Minneapolis P&DC 2-10B	43		39		Minneapolis P&DC
2/23	0610	Minneapolis P&DC 2-8AB	8		8		Minneapolis P&DC
2/23	0615	Minneapolis P&DC 2-5AG	4		4		Minneapolis P&DC
2/23	0625	Minneapolis P&DC 2-6AC	23		23		Minneapolis P&DC
2/23	0630	Minneapolis P&DC 2-5C	4		4		Minneapolis P&DC
2/23	0640	Minneapolis P&DC 3-9A7	2		2		Minneapolis P&DC
2/23	0642	Minneapolis P&DC 3-9AM	11	8	3		Minneapolis NDC
2/23	0642	Minneapolis P&DC 3-34	1		1		Minneapolis NDC
2/23	0650	Minneapolis P&DC Ramp	54	1	40		Minneapolis NDC
2/23	0655	Minneapolis P&DC 3-43	11	1			Minneapolis NDC
2/23	0655	Minneapolis P&DC 3-62	8	8			No Tag
2/23	1530	Minneapolis P&DC 2-12	8			1	Minneapolis P&DC
2/23	1530	Minneapolis P&DC 2-03	1		1		Minneapolis P&DC
2/23	1535	Minneapolis P&DC Automation	23		18		Minneapolis P&DC
2/23	1540	Minneapolis P&DC Automation	14	2	11		Minneapolis P&DC
2/23	1545	Minneapolis P&DC 2-10B	10		7	1	Minneapolis P&DC
2/23	1550	Minneapolis P&DC 2-6C	11		10	1	Minneapolis P&DC
2/24	1600	St. Paul P&DC 4-15	1		1		St. Paul P&DC
2/24	1600	St. Paul P&DC 4-35	12	12			No Tag
2/24	1600	St. Paul P&DC 2-15	2		2		St. Paul P&DC
2/24	1640	St. Paul P&DC 3-Elevator	25		25		St. Paul P&DC
2/24	1640	St. Paul P&DC 3-8C	3		3		St. Paul P&DC
2/24	1640	St. Paul P&DC 3-6D	1		1		St. Paul P&DC
2/24	1640	St. Paul P&DC 3-8D	1		1		St. Paul P&DC
2/24	1640	St. Paul P&DC LTCS Staging	7		7		St. Paul P&DC
2/25		St. Paul P&DC Dock	12		12		St. Paul P&DC
2/24	1625	St. Paul P&DC 4-6H	18				Minneapolis NDC
2/24	1627	St. Paul P&DC 4-8G	5	1	2	2	Minneapolis NDC
2/24	1630	St. Paul P&DC 4-8H	4		4		Advanced Flat Sorting Machine Rework
2/24	1637	St. Paul P&DC 3-8F	1			1	Prescott River Falls Post Office
2/25	0700	St. Paul P&DC 4-Flats	7	2	5		St. Paul P&DC
2/25	0710	St. Paul P&DC Auto. Staging	8		8		St. Paul P&DC
2/25	0712	St. Paul P&DC Auto. Staging	2		1		St. Paul P&DC
Totals			354	42	245	6	
		Error Percent		11.9%	69.2%	1.7%	

APPENDIX D: MANAGEMENT'S COMMENTS

Northland District



May 27, 2010

LUCINE M. WILLIS
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Northland District response to Transmittal of Draft Audit Report – Color-Coding of Standard Mail® and Mail Condition Reporting in the Northland District (Report Number NO-AR-10-DRAFT)

The Northland District agrees with the findings and recommendations identified in the draft audit report, and have taken the following actions to be in full compliance of the policies.

OIG Observations from Draft Report, pg.2 Color Coding of Standard Mail

Of the 354 staged Standard Mail containers reviewed at both the Minneapolis and St. Paul P&DCs, only 61 (about 17 percent) were properly color-coded and the remaining 293 were not color-coded in accordance with policy. Specifically:

- Tags on 245 containers (69 percent) were missing the time and/or date.
- Color code tags were missing from 42 containers (12 percent).
- Six containers had the wrong color tags based on the date the mail entered the mail stream.

We also found when mail bearing different color-codes were processed together; some of the mail was not properly re-color-coded. Additionally, the Minneapolis P&DC did not always use the national standardized tag.

We recommend the Northland district manager:

1. Train employees to ensure proper color-coding of Standard Mail according to Postal Service policy.

From pg. 8 - Color-Coding of Standard Mail

A review of training records indicated not all Minneapolis and St. Paul P&DC employees had received the national color-code training provided through the Postal Employee Development Center. Specifically:

- 31 of the 42 Minneapolis P&DC managers and supervisors (about 74 percent) had received documented color-code training.
- 27 of the 33 St. Paul P&DC managers and supervisors (about 82 percent) had received documented color-code training.

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**OIG Observations from Draft Report, pg.2
Color Coding of Standard Mail (continued)**

2. Direct the district color-code coordinator to conduct periodic color-code reviews and program oversight.

Northland Actions Taken: Color Coding of Standard Mail

To address observed containers with missing dates and times, missing color code tags, and wrong color code tags, the Senior Plant Manager, Operations, and In-Plant Support initiated the following corrective actions to the above OIG recommendations.

1. Training:
 - Northland agrees with the training compliance noted in the report as 74% complete at the Minneapolis P&DC and 82% complete in St. Paul P&DC.
 - Records for Color Code Training, course #5120612, at the Minneapolis P&DC, St. Paul P&DC, Twin Cities Metro Hub (TCMH) and the Minneapolis/St. Paul NDC were reviewed. Remaining training for supervisors and managers who have not completed the training or are new to their position will be completed by 6/11/10, as outlined below.
 - 11 supervisors/managers in the Minneapolis P&DC
 - 2 supervisors/managers in the St. Paul P&DC
 - 4 supervisors/managers in the TCMH
 - 1 supervisor in the Minneapolis/St. Paul NDC
 - Color code coordinator provided on-site color code refresher training to 7 supervisors and managers at the TCMH on 3/1/10.
 - Color code coordinator sent refresher color code information to PDFs on 3/1/10 (attachment 1).
 - Color code coordinator provided refresher training for all Mpls IPS staff on 3/5/10.
2. Conduct Periodic Reviews and Program Oversight:
 - IPS added color coding compliance check list items to AM daily walkthrough on 2/25/10 for both Minneapolis P&DC and St. Paul P&DC (attachment 2 & 3)
 - IPS validated color code signage at Minneapolis, St. Paul, TCMH and NDC to ensure it was current and visible to operations, completed 2/27/10 (attachment 4).

Northland District

- Color code coordinator posted signage at AFSMs to clarify acceptable color code placards. No scraps of paper or color dots are to be used. Completed 3/5/10 (attachment 5).
- Color code coordinator started weekly color code audits for Minneapolis, TCMH, and St. Paul on 3/1/10. Each facility is audited by IPS once a week with results tracked for continued compliance (attachments 6 & 7).
- On IPS daily walkthrough and audit result spreadsheets, IPS replicated the compliance measuring method used by the OIG team. The method includes a total of all containers checked, the number non-compliant containers for each item checked, and the calculated percent to compliance. The information will provide more clarity and identify improvement areas for supervisors and managers. (attachment 7 shows total container section added as of 5/4/10)
- Added color code validation to supervisor's daily checklist on 5/7/10. (attachments 8 & 9)
- NDC replicated the Minneapolis weekly audit plan and tracking process starting 5/10/10.
- Color Code coordinator continues to work daily with MIPS and Sr. Management to hold all EAS accountable to the results of the audit and walkthrough results for compliance. All new EAS will be provided training on the National Color Code Policy. (on-going action)
- Sr. Plant manager sent a letter on 5/5/10 to EAS at Minneapolis, St. Paul, TCMH, and NDC facilities regarding their roles and responsibilities to comply with National Color Code Policies. (attachment 10)

Current Compliance Improvement:

- Minneapolis and St. Paul combined have improved color code compliance by 68% from the February OIG audit. [The OIG report \(pg. 2\) identified 61 of 354 containers in compliance \(17%\)](#). Current compliance for the last four weeks is 2307 containers out of 2714 containers checked for total compliance of 85%.
- Minneapolis daily walkthroughs for the past 4 weeks show 82% compliance.
- St. Paul daily walkthroughs for the past 4 weeks show 87% compliance.
- TCMH audits show 90% compliance.

Northland District

OIG Observations from Draft Report, pg. 3 Mail Condition Reporting

The Minneapolis and St. Paul P&DCs underreported delayed mail and did not accurately report the date of the oldest mailpiece in some cases. Bringing these matters to the attention of plant management resulted in proper MCRS reporting effective February 25, 2010.

These conditions occurred because:

- The employee counting the mail misinterpreted the policy believing they had until the delivery day to process the mail before reporting it as delayed.
- In-Plant Support employees did not provide adequate oversight to the employees performing the mail count.

Not properly reporting delayed volumes may prevent management from making effective operational decisions. This could also impact customer service without management's knowledge. See Appendix B for our detailed analysis of this topic.

We recommend the Northland district manager:

3. Provide mail condition reporting training and oversight to employees.

Northland Actions Taken: Mail Condition Reporting

To address underreported delayed mail and improper identification of the oldest mail the Senior Plant Manager, Operations, and In-Plant Support initiated the following corrective actions to the above OIG recommendations:

3. Provide Mail Condition Reporting training and oversight to appropriate employees.
 - Minneapolis IPS modeled the St. Paul count sheet, as recommended by the OIG team, for Minneapolis and the TCMH, starting with MCRS reported on 2/27/10 (attachment 11). Past practice in Minneapolis used hand written count sheets, verbal or email messages to communicate daily count to supervisor inputting daily MCRS report. Daily count sheets and message documents were not kept on file for future reference.
 - Minneapolis IPS created file system for daily MCRS documents and manual count sheet from operations. Starting with MCRS reported on 2/27/10, daily reports are printed and filed for both Minneapolis and the TCMH daily in the Minneapolis IPS office. (attachment 12)
 - Monthly audits for Minneapolis, St. Paul, TCMH, and NDC facilities are conducted by IPS to validate MCRS reporting procedures and accuracy between reported volume from operations and IPS count. Based on IPS

Northland District

MCRS audits, accuracy and integrity of reporting is currently compliant. Audits are filed with daily MCRS documents.

- Color Code coordinator will train supervisors on reporting MCRS as needed due to staffing changes.

Management Summary of OIG draft audit results

All non-compliant items identified in the OIG draft audit report have been taken seriously by Northland Management and have been abated, as noted in the above response. The Sr. Plant Manager, along with management and support staff at all Northland plant facilities will continue to ensure the National Color Code policies are strictly adhered to for a sustained compliance target of 95% or greater. The results will ensure the Postal Service provides timely processing, dispatch, and delivery of Standard Mail.



Erica A. Brix
Senior Plant Manager
Northland District

Northland District

Attachment 1 – Email to P&DF Managers, Color Code Refresher

From: Chen, Juchi - Minneapolis, MN
 Sent: Monday, March 01, 2010 6:27 PM
 To: Christensen, Mark T - Eau Claire, WI; Jaskar, J, William A - Duluth, MN; Korkel, Philip E - Saint Cloud, MN; Krage, Dave F - Rochester, MN; Lindman, Nicholas J - Anckerdo, MN; Sundstrom, Steven M - La
 Wic
 De: Weiser, Julie H - Minneapolis, MN; Stevens, Michael D - Minneapolis, MN; Chen, Juchi - Minneapolis, MN; Stewart, Harold O - Minneapolis, MN; Chen, Juchi - Minneapolis, MN
 Subject: Color Code Policy and MCRS Delayed Mail Flow Reporting Update

Color Code Policy Refresh:

1. Follow the color code matrix when applying color codes at point of entry. (Please see below snapshot.)
2. The National standardized color code tag should be used. Full size tags are approximately 3.6 inches by 8.5 inches or 8.5 inches by 11 colored papers. The templates are attached. (see below snapshots.)
3. The date and time of mail entry should be entered on each tag.
4. ONLY use official placards, color dots and colored strips of paper are not to be used for color coding.
5. The color codes stay with the mail from the dock, through processing until dispatch.

Code Color Key of Color Codes (000.P) Blank
 (1,010) (010)... p (2 MB) /m/Tag Template (000007) Template >

PLACAT	STANDARD MAIL COLOR CODE	MXD STATES RESIDUE	ONE DAY PROCESSING DELIVERY	TWO DAY COLOR CODE APPLIED	THREE DAY COLOR CODE APPLIED	ORANGE - TR
FRI 16PT - SAT 1600	SAT	WHITE - SUN	WHITE - SUN	ORANGE - TR	ORANGE - TR	ORANGE - TR
SAT 16PT - SUN 1600	SUN	ORANGE - TR	ORANGE - TR	ORANGE - TR	ORANGE - TR	ORANGE - TR
SUN 16PT - MON 1600	MON	ORANGE - TR	ORANGE - TR	ORANGE - TR	ORANGE - TR	ORANGE - TR
MON 16PT - TUE 1600	TUE	GREEN - WED	GREEN - WED	GREEN - WED	GREEN - WED	GREEN - WED
TUE 16PT - WED 1600	WED	GREEN - WED	GREEN - WED	GREEN - WED	GREEN - WED	GREEN - WED
WED 16PT - THU 1600	THU	YELLOW - FRI	YELLOW - FRI	YELLOW - FRI	YELLOW - FRI	YELLOW - FRI
THU 16PT - FRI 1600	FRI	YELLOW - FRI	YELLOW - FRI	YELLOW - FRI	YELLOW - FRI	YELLOW - FRI
FRI 16PT - SAT 1600	SAT	WHITE - SUN	WHITE - SUN	WHITE - SUN	WHITE - SUN	WHITE - SUN

MCRS Policy: December 08 Update

Document: pdf:1276 - Document.pdf (1 KB)

100 S 1st St
 Minneapolis MN 55401

Northland District

Attachment 2 – AM Walkthrough Check Sheet – Minneapolis P&DC

Date:	Office name: MPLS P & D	
Date	Reviewer Name(s):	
ALL questions are Critical	IN-PLANT MORNING WALK THRU MPLS P&DC - FY 2010	
		Y / N
1	BASEMENT 3PB8(BIn 100), Elevator Staging Area - Are containers properly identified and committed mail cleared? Comments:	
2	BASEMENT Open and Distribute Staging Areas, - Are staging areas clear of committed open and distribute containers Areas to review 3PB8 West Wall, PMOD pouch on WUC, Open and Distribute dump belt, Sub basement belts and Express Mail Wucs Open and Distribute Tag 81 properly scanned? Report any improper scans found Comments:	
3	PRIORITY 8UB BASEMENT 664 "High", 664 "Low", dump belts 38A, 42A & 44A, Express WUC, Dump belts C-2 & C-3 - Are these areas cleared of committed mail? Comments:	
4	Box Section: - Is the Box Section mail sorted on time (08:00 A.M.)? Comments:	
5	1st Floor Dook & Dump Belts C-2, C-3; LCT8 Staging - Are containers properly identified and cleared of committed mail? Comments:	
6	2nd Floor DB staging areas (IDF-205 overhead, Elevator 5, Column 2-12AG/2-14AB) - Are containers properly identified and color coded current? Comments:	
7	2nd Floor Culling Dump Belts 24,25 - Has all Committed Mail been cleared? Comments:	
8	2nd Floor 030,044 Manual - Has Priority Holdout (Tub) in APC, any staged 33 Benefit checks, nixles, tear-ups & postage due all been cleared? Is G-machine clear? If not include number of trays. Comments:	
9	2nd Floor Loop Mail staging Area - Is, if any, Loop mail found, identified and properly segregated for proper processing? Comments:	
10	2nd Floor LAMM staging area - Do containers have dated placards for LAMM arriving after previous nights CET? Comments:	
11	2nd Floor tear Ups Area - Are the Tear Up containers date current? Report any containers over 2 days old. Comments:	
12	2nd Floor Standard Mail staging Under VFS 8 overhead - Are the Color Coded APC's current? Comments:	
13	2nd Floor West End DBC8 standard mail staging areas(888, 918 (high), 918 (low), 883, 886, 881) - Are the Placards current color code? Comments:	
14	2nd Floor Elevator 3 staging area, Postage due, Tear Up, Nixles - Do the containers have current dates? Report volume over 2 days old. Comments:	
15	2nd Floor PAR8 Staging ; CIO88 1,2, Between column 2-7D and 2-7E - Do containers have dated Placards? Report any PAR8 over 2 days old or containers not identified Comments:	
16	3rd Floor Manual Flats - Have all committed flats been cleared from cases in the 080,078, & 074? Comments:	
17	3rd Floor Standard Flats staging area (Between 3-8A and 3-11C columns, Elevator 8 staging Area - Are containers identified and current color code? Comments:	
18	All units throughout the building must use full, correct Color Code Placard. Straps or strips of colored paper are not acceptable - Are units using proper Color Code Placards? Comments:	

Northland District

Attachment 3 – AM Walkthrough Check Sheet – St. Paul P&DC

MORNING COMMITTED MAIL CHECK								
LOCATION	What to look for.....	Volume/Comments	# Reviewed	# No Color	# Bad CC	No Time/D.K.#	Name - Manager Notified	Recovery Made Y/N
Box Section	Verify D-12 Color service cases is clear at 0630 - daily							
K-dock	Check color code and bin holds on LCTS for hot mail FCM with no take away tags / hot stamp / meter - hampers or tabs							
1st Floor - 010								
1st Floor - 010	Verify Rewrap is clear by 0500							
1st Floor - Priority	Check for delayed Priority volume / Prime and secondary							
HOT	Check for delayed Volume / Acc/Prod Prim TUFMED a.m.							
1st Floor - 650 B&C	NOISE ON THURSDAY JCP (check in-home date) PMOD FRIDAYS Fleet Prim THURS-FRI OTHER							
2nd Floor - Letter Machines	FCM omitted / DB 26 (6/4) / DB 8 (P-also-6/5) & POF staged							
2nd Floor - LCTS	Check holds for hot stamp / meter							
2nd Floor - 030 Manual	Check cases & containers for hot stamp / meter							
2nd Floor - 030 Loop / Missing / RTS Staging	Verify no committed pieces found in staged containers.							
2nd - STD Ltrs - Color Code	Check for "OLD" or "NO" or "BAD" color code/dates & time							
2nd Floor - JC Penney Mail	Check JC Penney volume and by 271 ball pen - North of elevator #18							
3rd - Machine (Box)	Verify all committed box mail processed and dispatched							
3rd Floor - Letter Machines	FCM omitted / also PARS operation for coast dates							
3rd Floor - LCTS	Check holds for hot stamp / meter							
3rd Floor - PARS	Check for label / RT trays more than one day old							
3rd - STD Ltrs - Color Code	Check for "OLD" or "NO" or "BAD" color code/dates & time							
4th Floor - Flat sorters	Check for hot stamp / meter / news - 3 Biggs POF							
4th Floor - Manual Area	Check cases & containers for hot stamp / meter							
4th Floor - Flk Loop / Missing / RTS Staging	Verify no committed pieces found in staged containers.							
4th - STD Flts - Color Code	Check for "OLD" or "NO" or "BAD" color codes applied to containers							
5th Floor - 8P/8S	Check for "OLD" or "NO" codes applied to containers							
5th Floor - 8P/8S	Check for delayed Priority volume / Prime and secondary							
5th Floor - Taxes	Check for all mail cleaned							
All Locations	Color Code Compliant							

Northland District

Attachment 4 – Color Code Signage

New Color Code Policy Changes

ORIGINATING STANDARD mail

- Mailhandlers will apply a 1 day Clearance Color Code for outgoing standard mail drop at plant.
- Mailhandlers will apply a 2 day Processing Color Code for MXD Trays arriving from TCMH or BMC.
- The application of the processing color code must be based on the original entry date and time of the mail, date shown on the clearance color code.
- Nationally standardized placards will be utilized, starting at 16:01, July 31, 2008.




PLANT	STANDARD MAIL COLOR CODE		
	STANDARD MAIL	OUTGOING	MXD STATES RESIDUE
COLOR CODE	TYPE	ONE DAY CLEARANCE	TWO DAY PROCESSING
RECEIPT TIME	DAY OF RECEIPT	COLOR CODE APPLIED	COLOR CODE APPLIED
FRI 16:01 - SAT 16:00	SAT	WHITE - SUN	
SAT 16:01 - SUN 16:00	SUN		ORANGE - TUE
SUN 16:01 - MON 16:00	MON	ORANGE - TUE	GREEN - WED
MON 16:01 - TUE 16:00	TUE	GREEN - WED	VIOLET - THU
TUE 16:01 - WED 16:00	WED	VIOLET - THU	YELLOW - FRI
WED 16:01 - THU 16:00	THU	YELLOW - FRI	PINK - SAT
THU 16:01 - FRI 16:00	FRI	PINK - SAT	WHITE - SUN

New Color Code Policy Changes
Mail Processing Operators

What are the changes to the DESTINATING STANDARD mail ?

- TCMH Employees will apply a 3 day Delivery Color Code (NDC: 5 day Delivery Color Code) to destinating mail.
- The applied color remains with mail through processing until delivery.
- Nationally standardized placards will be utilized, starting from 16:01, July 31, 2008.

PLANT	STANDARD MAIL COLOR CODE			
	STANDARD MAIL	OUTGOING	MXD STATES RESIDUE	AADC, ADC, SCF, 3-DIGIT, 5-DIGIT
COLOR CODE	TYPE	ONE DAY CLEARANCE	TWO DAY PROCESSING	THREE DAY DELIVERY
RECEIPT TIME	DAY OF RECEIPT	COLOR CODE APPLIED	COLOR CODE APPLIED	COLOR CODE APPLIED
FRI 16:01 - SAT 16:00	SAT	WHITE - SUN		ORANGE - TUE
SAT 16:01 - SUN 16:00	SUN		ORANGE - TUE	GREEN - WED
SUN 16:01 - MON 16:00	MON	ORANGE - TUE	GREEN - WED	VIOLET - THU
MON 16:01 - TUE 16:00	TUE	GREEN - WED	VIOLET - THU	YELLOW - FRI
TUE 16:01 - WED 16:00	WED	VIOLET - THU	YELLOW - FRI	PINK - SAT
WED 16:01 - THU 16:00	THU	YELLOW - FRI	PINK - SAT	WHITE - SUN
THU 16:01 - FRI 16:00	FRI	PINK - SAT	WHITE - SUN	

 **Color Code Policy**

Impact on Operation Cont'd :

- Employees will ONLY use the official placards, color dots and colored strips of paper are not to be used for color coding
- Follow the color code matrix when applying color codes at point of entry
- Processing mail in FIFO order (First In First Out)

PLANT	STANDARD MAIL, DEPTH OF SORT AT ENTRY :						
	STANDARD MAIL	LEVEL	OUTGOING	MXD FOR LEVEL 1, 1411 & SATEWAY	1-DIGIT, CRT	SCF, 3-DIGIT	AADC, ADC
COLOR CODE	TYPE	CLEARANCE	PROCESSING	DELIVERY	DELIVERY	DELIVERY	
RECEIPT TIME	DAY OF RECEIPT	COLOR CODE APPLIED	COLOR CODE APPLIED	COLOR CODE APPLIED	COLOR CODE APPLIED	COLOR CODE APPLIED	
FRI 16:01 - SAT 16:00	SAT	WHITE - SUN	BLUE - MON	BLUE - MON	ORANGE - TUE	GREEN - WED	
SAT 16:01 - SUN 16:00	SUN	BLUE - MON	ORANGE - TUE	ORANGE - TUE	GREEN - WED	VIOLET - THU	
SUN 16:01 - MON 16:00	MON	ORANGE - TUE	GREEN - WED	GREEN - WED	VIOLET - THU	YELLOW - FRI	
MON 16:01 - TUE 16:00	TUE	GREEN - WED	VIOLET - THU	VIOLET - THU	YELLOW - FRI	PINK - SAT	
TUE 16:01 - WED 16:00	WED	VIOLET - THU	YELLOW - FRI	YELLOW - FRI	PINK - SAT	WHITE - SUN	
WED 16:01 - THU 16:00	THU	YELLOW - FRI	PINK - SAT	PINK - SAT	WHITE - SUN		
THU 16:01 - FRI 16:00	FRI	PINK - SAT	WHITE - SUN	BLUE - MON	BLUE - MON	ORANGE - TUE	

Slide 3

Northland District

Attachment 5 – Signage on using proper color code tags

Color Code Policy

- Employees must **ONLY** use the official Placards, **COLOR DOTS AND COLOR STRIPS OF PAPER ARE NOT TO BE USED.**
- Employees must enter original entry dates and times on the placards.

RECEIPT
DATE: _____
TIME: _____

**STANDARD
MAIL
FOR
DELIVERY
(DAY OF THE WEEK)**

Minneapolis MN P&DC
Minneapolis MN 55401

Northland District

Attachment 6 – Color Code Audit Form

Color Code Compliance Checklist

DATE: _____

Reviewer: _____

Legend: TC: Total Containers Reviewed, NC: Total Non-Compliant Containers, % NC: % Non-Compliance, % C: % Compliance

AREA	TC	NC	% NC	% C	Comments
How many containers are audited? How many are missing the color code tags? (Quantity, %)			#(M)01	#(M)01	
How many containers are audited? How many are missing the date and time? (Quantity, %)			#(M)01	#(M)01	
How many containers are audited? How many had the wrong color code tags? (Quantity, %)			#(M)01	#(M)01	
TOTAL	0	0			

PLATFORM 2nd & 3rd Floor Staging Area

- Are national standardized color code tags used? (if no, quantify)
- Is mail arriving from BMC with correct designated color code tags? With entry date and time?
- Is mail arriving from TCMH with correct designated color code tags? With entry date and time?
- Is mail arriving from STP with correct designated color code tags? With entry date and time?
- Is color coding of mail conducted in accordance with the new National Color Code Policy?
 - Is outgoing mail color coded with one day clearance color code?
 - Is MCO (MCO States Residue) color coded with two days processing color code?
 - Is the date and time of mail entry entered on each tag? (if no, quantify)
 - Does mail only have single color code tag? (Not multiple color codes)

DBCS

- Is back-flowed mail sent back from station retaining the original color code?
- Are containers arriving from upstream operations with proper color code tags attached?
- Is standard mail processed in FIFO order and in compliance with color code?
- Are containers generated from 893-03 tagged with standardized color code tags?
 - Is FIFO downflow to Flats operation affixed with color code tags? 89103 (aircraft seating color code) 89303 (delivery color code)

AFSM 100

- Is standard mail processed in FIFO order and in compliance with color code?
- Is all Ergo Cart from operation 035 tagged with color code based on the original color code tags? With original entry date and time of the mail? (if no, quantify)
- Is all cluster standard mail distributed with standardized color code tags?
- Is all standard mail dispatched with correct color code? With original entry date and time?
- Is all standard mail dispatched with standardized color code tag?

STANDARD MAIL COLOR CODE		STANDARD MAIL COLOR CODE	
STANDARD MAIL	COLOR CODE	STANDARD MAIL	COLOR CODE
OUTGOING	TYPE	STANDARD MAIL	RECEIPT
ONE DAY CLEARANCE	DAY OF RECEIPT	STANDARD MAIL FOR DELIVERY FRIDAY (YELLOW)	STANDARD MAIL FOR PROCESSING SATURDAY (PINK)
THREE DAY DELIVERY	APPLIED	STANDARD MAIL FOR MONDAY (BLUE)	STANDARD MAIL FOR CLEARANCE MONDAY (BLUE)
COLOR CODE APPLIED	COLOR CODE APPLIED	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101
WHITE - SUN	WHITE - SUN	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101
BLUE - MON	BLUE - MON	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101
ORANGE - TUE	ORANGE - TUE	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101
GREEN - WED	GREEN - WED	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101
YELLOW - THU	YELLOW - THU	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101
PINK - FRI	PINK - FRI	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101
WHITE - SAT	WHITE - SAT	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101
BLUE - SUN	BLUE - SUN	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101	MINNEAPOLIS MN P.R.D.C. MINNEAPOLIS MN CC-101

Northland District

Attachment 8 – SDO daily checklists, letters (3rd floor)

MACHINE CHECK / WALK THRU VERIFICATION

3rd Floor

DATE: _____

Machine walk includes: Machine tops, Stackers, Racks, stray APCs / nuttings, tray line & overflow belts

3rd Floor	SDO
DBCS II # 32	
DBCS II # 33	
DBCS II # 34	
DBCS II # 35	
DBCS II # 36	
DBCS II # 37	
DBCS II # 38	
DBCS VI-EC # 65	
DBCS I # 25	
DBCS I # 11	
DBCS I # 12	
DBCS I # 13	

Committed mail check	SDO
Staged containers - 2:00	
Staged containers - 4:00	
2nd floor rework break-up - 3:30	
2nd floor rework break-up - 6:30	

Final belt checks	SDO
3rd Floor - 6:30	

STD MAIL PROPERLY COLOR-CODED	SDO

Northland District

Attachment 8 (continued) – SDO daily checklists, letters (East end)

MACHINE CHECK / WALK THRU VERIFICATION

East End

DATE: _____

Machine walk includes: Machine tops, Stackers, Racks, stray APCs / nuttings, tray line & overflow belts

OUTGOING	SDO
DBCS I # 20	
DBCS I # 21	
DBCS II OSS # 27	
DBCS II OSS # 29	
DBCS II # 31	
DBCS IV OSS # 45	
DBCS III LCOCR # 54	
DIOSS # 56	
DIOSS # 57	
DIOSS-EC # 58	
DIOSS-EC # 59	
DIOSS-EC # 60	
DIOSS-EC # 61	
DIOSS-EC # 62	

Outgoing Belt Checks	SDO
OSS side	
OCR side	
Overflow	
Area 51	
Strapper	

Call MDC on radio with "outgoing all clear" once all machines, racks, belts have been verified.

END TOUR	SDO
DBCS I # 20	
DBCS I # 21	
DBCS II OSS # 27	
DBCS II OSS # 29	
DBCS II # 31	
DBCS IV OSS # 45	
DBCS III LCOCR # 54	
DIOSS # 56	
DIOSS # 57	
DIOSS-EC # 58	
DIOSS-EC # 59	
DIOSS-EC # 60	
DIOSS-EC # 61	
DIOSS-EC # 62	

Final Belt Checks	SDO
OSS side	
OCR side	
Overflow	
Strapper	

Committed mail check	SDO
Staged containers - 3:00	
Staged containers - 6:00	

	SDO
STD MAIL PROPERLY COLOR-CODED	

Northland District

Attachment 8 (continued) – SDO daily checklists, letters (West end)

MACHINE CHECK / WALK THRU VERIFICATION																																																					
West End / Area 51																																																					
DATE: _____	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;"></td> <td style="width: 20%; text-align: center;">SDO</td> </tr> <tr> <td style="background-color: yellow;">STD MAIL PROPERLY COLOR-CODED</td> <td></td> </tr> </table>		SDO	STD MAIL PROPERLY COLOR-CODED																																																	
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<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">METRO - by 0445 - 0455</th> <th style="text-align: center;">SDO</th> </tr> <tr><td>WB</td><td></td></tr> <tr><td>LAZ</td><td></td></tr> <tr><td>BLMS</td><td></td></tr> <tr><td>ELK RIVER</td><td></td></tr> <tr><td>CHJRD</td><td></td></tr> <tr><td>GMPS</td><td></td></tr> <tr><td>HPED</td><td></td></tr> <tr><td>A-31</td><td></td></tr> <tr><td>A-32</td><td></td></tr> <tr><td>894 Machine - # 53</td><td></td></tr> <tr><td>894 Machine - # 28</td><td></td></tr> </table>	METRO - by 0445 - 0455	SDO	WB		LAZ		BLMS		ELK RIVER		CHJRD		GMPS		HPED		A-31		A-32		894 Machine - # 53		894 Machine - # 28		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">Metro Belt Checks</th> <th style="text-align: center;">SDO</th> </tr> <tr><td>Area 51 - 0445</td><td></td></tr> <tr><td>Strapper - 0445</td><td></td></tr> </table>	Metro Belt Checks	SDO	Area 51 - 0445		Strapper - 0445																							
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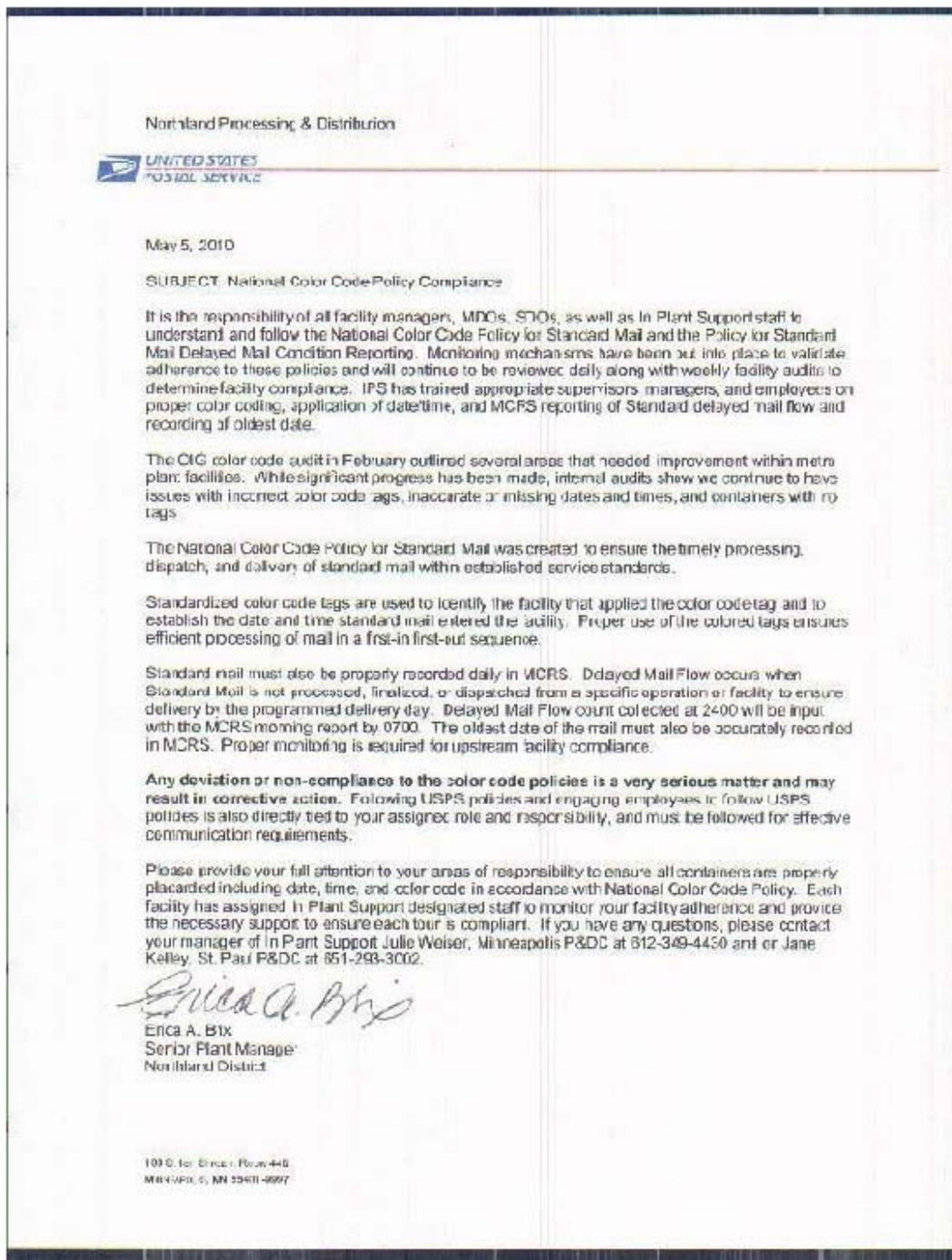
Northland District

Attachment 9 – SDO daily checklist, flats

SDO Names	Color Code Questions	Date					
		Tour 2	Tour 3	Tour 1	Comments		
All Tours		Yes	No	Yes	No	Yes	No
	1. Is standard mail processed in FIFO order and in compliance with color code?						
	2. Is all E-go Cart from operation 035 bagged with color code based on the original color code tags?						
	3. With original entry date and time of the mail? (if no, quantify)						
	4. Is all cluster standard mail distributed with standardized color code tags?						
	5. Is all standard mail dispatched with correct color code? With origin entry date and time?						
	6. Is all standard mail dispatched with standardized color code tags?						
	Enter Quantities Below						
	7. How many containers were audited?						
	8. How many audited containers are missing the color code tags? (Quantity, %)						
	9. How many audited containers are missing the date and time? (Quantity, %)						
	10. How many audited containers had the wrong color code tags? (Quantity, %)						
	All Tours						
	11. Were Special Bins Rerun? Which Machines / Sort plans were validated?	Yes	No	Yes	No	Yes	No
	12. Machines / Sort Plans checked for Meltrown Tubs						
	Tour 3						
	1. Was all FCM Mail MMP processed on Operation 403017	Yes	No	Comments			
	2. Were all MMP Flats cleared on AFSM 100 by 19:10? (pcs fed)						
	3. Were all rejects rerun prior to tie out? (if no, Quantify)						
	4. Did mail arrive after CEI?						
	5. If yes, quantify.						
	6. Was all Hot MMP distributed to Flats Operation by CET (18:35)? (if no, quantify)						
	7. Was MMP 073 cleared by 19:30? (if no, Quantify @ end)						
	8. Was all SCF 560 Mail cleared by 19:10 CT? (if no, Quantify)						
	9. Was all SCF 563, 564 & 566 Mail cleared by 19:50? (if no, Quantify)						
	10. Was all Hot MMP broken down by 19:00? (if no, Quantify)						
	Tour 1						
	1. Were all Metro 406 Flats cleared by 02:30? (pcs fed)	Yes	No	Comments			
	2. Which AO clusters did not clear by 02:30?						
	3. Were all SCF 404 Flats cleared on AFSM 100 by 03:45? (pcs fed)						
	4. Was all 553 secondaries dispatched by 03:50? If no, describe?						
	5. Was all FCM CITY Mail processed on Operation 405001?						
	6. Were all CITY 405 Flats cleared by 05:00? (pcs fed)						
	7. Were all CITY 406 Flats cleared by 05:20? (pcs fed)						

Northland District

Attachment 10 – Letter from Sr. Plant Manager to EAS



Northland District

Attachment 11 – MCRS count sheet

MPLS P & DC
24:00 Delayed Mail Flow (Standard Mail) Report

Please indicate the NUMBER OF CONTAINERS for Each

SID LETTERS		APC	BMC	CAGE	SMALL TOWER	LARGE TOWER	L HAM	S HAM	NUTTING	FEET	WUC
DELAIED STANDARD											
1.) ADC											
2.) SCF											
3.) City											
Above items 1 thru 3 = Delayed Mail Flow Status if Today's Delivery Day Color or 1 or 2 Days Later											

Note

Pallets by

LEVEL	AADC, ADC, INP, SCF, 3-DIGIT
TYPE	DELIVERY
COUNT AT :	Dest. CET
DAY	DELAYED
SAT	BLUE - MON
SUN	ORANGE - TUE
MON	GREEN - WED
TUE	VIOLET - THU
WED	YELLOW - FRI
THU	PINK - SAT
FRI	* PINK - SAT

* PINK - SAT due to no Sunday delivery

TODAY'S DATE: _____
SIGNATURE: _____

Please indicate the NUMBER OF CONTAINERS for Each

SID LETTERS		APC	BMC	CAGE	ERGO	L HAM	S HAM	NUTTING	FEET	TOWER	WUC
DELAIED STANDARD											
1.) ADC											
2.) SCF											
3.) City											
Above items 1 thru 3 = Delayed Mail Flow Status if Today's Delivery Day Color or 1 or 2 Days Later											

Note

Pallets by

Northland District

Attachment 12 – MCRS documents on file in IPS

