

Supervisor Flow Chart

Each day should be initiated by the supervisor performing the task

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Typically between 4:00 and 6:00 AM, may vary depending on IOP						
First Dispatch Duties	Record volume on first dispatch by trip and compare to IOP (supv or designee)					
	Ensure mail is properly color-coded					
	Check for potential auto-compatible mail for backflow to Plant					
	Conduct sweep of facility to ensure prior days mail was delivered and dispatched.					
	Check eRMS for sick calls and fill vacancies as needed.					
	For carrier vacancies, make sure new assignments are made in DOIS					
	Communicate with each clerk and set daily expectations					
	Log into DOIS to allow for EOR downloads					
	Review and correct all clock-ring errors in TACS and/or DOIS					
	Review and document any unauthorized OT for discussion with employees					
	Entries must be recorded on PS Forms 1017b or 1017a					
	Review Penalty OT Report					
	Review and prepare control forms from previous day to discuss with carriers					
	Route Carrier Daily Performance					
	PS Form 1813					
	MSP Exception Reports					
	PS Form 3996s					
	PS Forms 1017b and 1017a					
	PS Form 3972					
	AVUS					
4240 if applicable						
Verify that all available mail from first dispatch is properly staged at carrier cases						
Measure and enter all linear mail into the DCD (using measuring device)						
Log in to Web ADVANCE and notate mailings as necessary						
Download DCD volumes into DOIS and roll in any curtailed mail from previous day						
Verify EOR downloads into DOIS						
Print and review the Workload Status Report.						
Conduct periodic reviews of the Distrib. and Box section to ensure clerks are meeting expectations						
This will be done throughout the AM and PM						
All first dispatch tasks completed prior to second dispatch						

This is a generic list of critical tasks and it not meant to be all inclusive.

Supervisor Flow Chart

Typically between 6:00 and 7:00 AM, may vary depending on IOP						
Second Dispatch Duties	Record volume on second dispatch by trip and compare to IOP					
	Modify clerk staffing as necessary to achieve service goals Hot Case and PO Box					
	Verify that all available mail from second dispatch is properly staged at carrier cases					
	Measure and enter all linear mail into the DCD (using measuring device)					
	Download DCD volumes into DOIS					
	Print and review the Workload Status Report. Identify opportunities to capture undertime and minimize OT (assign pivots) Based on workload projections prepare carrier expectations					
	All second dispatch tasks completed prior to final dispatch					

Typically between 7:00 and 9:30 AM, may vary depending on IOP						
Carrier AM Operation	Unlock EBR badges 5 minutes in advance of first carrier reporting.					
	Monitor carrier clock-in procedures					
	Observe vehicle inspections					
	Convey individual carrier expectations based on the latest Workload Status Report					
	Using the control forms prepared earlier, hold individual discussions with carriers that did not meet expectations. Where required, document carrier comments on control form					
	Monitor carrier withdrawals					
	Ensure that carriers are following the City Carrier Flowchart					
	Perform mid-morning office performance checks.					
	Log into MyPO and address all outstanding issues					
	Monitor carriers receiving accountables, ensure there is not a waiting line					
	Review and address each PS Form 3996 request Ensure all 3996s are received prior to established cutoff time (within 30 mins of carrier reporting) Address in writing on the 3996 and discuss decision with individual carrier Curtail if possible to avoid OT					

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Supervisor Flow Chart

Typically between 7:00 and 9:30 AM, may vary depending on IOP						
Last Dispatch Duties	Record volume on last dispatch by trip and compare to IOP					
	Measure and enter all reject/residual into the DCD					
	Download DCD volumes into DOIS					
	Modify clerk staffing as necessary to achieve service goals Hot Case and PO Box					
	Ensure that mishrows are flowed back to the Hot Case					
	Once Hot Case is finalized announce to carriers					
	Print and review the Workload Status Report.					
	Make final round determine if curtailment is needed					
	Make final round and record any curtailed mail Properly measure and record any curtailed/delayed mail Ensure that PS Form 1571 is completed and attached					
	Print and review the final Workload Status Report.					
	Monitor carrier pull down and loading procedures Verify that all carriers pull the Hot Case on the way out					
	Check carrier cases for sleepers and committed mail					

Typically between 9:00 and 11:30 AM						
AM Wrap-Up	Conduct periodic reviews of the Distrib. and Box section to ensure clerks are meeting expectations If necessary shift clerks to box section to meet up-time					
	Review and document performance related issues in Customer Service from AM.					
	Report all mail conditions in CSDRS by 10:30 AM					
	Monitor window operation and WTIL (lobby sweeps)					
	Assign and monitor clerk allied duties					
	Ensure housekeeping performed in carrier operation					

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Supervisor Flow Chart

Typically between 11:00 and 2:30 PM						
Mid-Day Duties	Perform street management					
	Conduct driver observations using PS form 4584					
	Street reviews, partial and/or full PS Forms 3999 as per M-39					
	Document findings of street reviews for discussion with carriers					
	Record volume on PM dispatch(es) by trip and compare to IOP					
	Verify that all carrier-routed mail is properly staged at carrier cases for next day's delivery					
	Monitor window operation during lunch period for WTIL (lobby sweeps)					
	Report any change in mail conditions in CSDRS by 2:00 PM					
Ensure clerks are scanning drop shipments and Parcel Returns						
Verify all collection assignments have been scheduled						

Typically between 2:30 and 4:30 PM						
Carrier Return	Monitor carriers returning and spot-check vehicle unloading procedures					
	Closely monitor PM office time to avoid creep OT/POT					
	Meet and greet each carrier					
	Discuss 3M errors					
	Ensure all deliveries were made					
	Monitor carriers checking in accountables					
	If rural carriers are allowed to EPM case, ensure they are working efficiently					
	Complete PS Form 4240 daily entries and verify next day's schedule					
	Verify that all collection points were collected					
	Direct communication with collector and using CPMS					
Secure EBR badges after last carrier has clocked off						
Correct any clock-ring errors						

Typically between 4:30 and 6:00 PM						
ut	Follow window closeout procedures					
	Outgoing dispatch prepared according to local SOP					
	Deposit secured in registered pouch					

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Supervisor Flow Chart

Close O	Inspect delivery and collection vehicles					
	Physically inspect all vehicles used for collections					
	Inspect random vehicles used for delivery (all vehicles if not secured within locked fence)					
	Final walk around to ensure no committed mail left in unit					
	Secure building					

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