

**Works, Anita - Denver, CO**

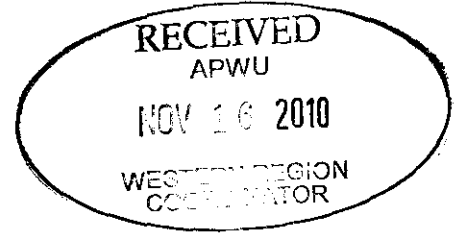
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**From:** Works, Anita - Denver, CO  
**Sent:** Tuesday, November 02, 2010 5:10 PM  
**To:** Omar M. Gonzalez (ogonzalez@apwu.org)  
**Cc:** David E. Ross (npmhudenver@comcast.net); Paul Price (price@nalc.org)  
**Subject:** Notice of Withholding for Wolf Point, MT (Clerk Craft)

**Attachments:** Document.pdf



Document.pdf  
(876 KB)



Omar,

This is notice of withholding for the Wolf Point, MT, Clerk Craft event. The withholding is necessary due to the removal of a CSBCS machine and the reduction in mail volume. I will be sending you additional documentation and contacting you in the near future for a Regional Union Meeting. If you have any questions feel free to contact me at 303-313-5605.

Anita Works  
Labor Relations Specialist  
Western Area  
303-313-5605

11-12-10

Omar,

Left message for you to call me  
so that we can schedule a Regional  
Union Mtg - Writing on your call -

Thanks,

Anita



November 2, 2010

Omar M. Gonzalez  
Western Regional Coordinator  
APWU, AFL-CIO  
500 Airport Blvd., Suite 450  
Burlingame, CA 94010-1940

RE: Notice of Withholding for Wolf Point, MT Post Office

Dear Mr. Gonzalez:

Please be advised that due to the removal of a CSBCS machine, and the reduction in mail volume it is anticipated that it will be necessary to excess one (1) level PS-7, FTR Clerk outside the craft and/or installation. Therefore, we authorize the withholding for the same position in level PS-7, and below positions in the clerk, custodial, letter carrier and mail handler crafts within 100 miles of the Wolf Point, MT Post Office.

If you have any questions, please contact Anita Works, Labor Relations Specialist, Western Area at 303-313-5605.

Sincerely,

A handwritten signature in cursive script, appearing to read "Anita Works".

Anita Works for  
Simon Storey  
Manager, Human Resources (act)  
Western Area

cc: Manager Labor Relations, Western Area  
Manager Programs Delivery Support, Western Area  
District Manager, Big Sky  
Manager Human Resources, Big Sky  
Regional Director NPMHU, Denver  
NALC National Business Agent, Region 2

Attachments: Site Impact Report, Seniority List, Map.

aw:20871

## WorkHour Impact Report

|   |                                   |
|---|-----------------------------------|
| <b>Impacted Bid Cluster</b>               | WOLF POINT POST OFFICE            |
| <b>Installation Address</b>               |                                   |
| <b>Area Name</b>                          | WESTERN                           |
| <b>Impact Type</b>                        | Reduction Other Than by Attrition |
| <b>Date of Impact</b>                     | 02/28/2011                        |
| <b>Period (Dates) of Review Performed</b> | 09/12/2009 thru 09/10/2010        |
| <b>Report Prepared By</b>                 | Craig Hazen                       |
| <b>Report Prepared Date</b>               | 10/07/2010                        |
| <b>Reviewed By</b>                        | John Diperi                       |
| <b>Phone</b>                              | (406) 657-5701                    |

# WorkHour Impact Report

Craft = CLERK

|       | A                                | B                        | C                     | D                  | E                               | F                     | G                                |
|-------|----------------------------------|--------------------------|-----------------------|--------------------|---------------------------------|-----------------------|----------------------------------|
|       | Current<br>Average<br>Weekly Hrs | Planned<br>Weekly<br>Hrs | Weekly Hrs<br>Savings | Monthly<br>Savings | Annual<br>Work Hours<br>Savings | Annual FTE<br>Savings | Current<br>FTE Yearly<br>Hr Rate |
| Total | 319                              | 284                      | -35                   | -140               | -1820                           | -1                    | 1820                             |

## OverTime Impact

|       | Current OT<br>Average<br>Weekly Hrs | Current<br>OT Rate | Planned OT<br>per Week<br>from changes | Additional<br>Planned OT<br>per Week | Percent<br>Planned OT<br>per Week | Planned OT<br>Hours per<br>Week | Planned OT<br>Rate |
|-------|-------------------------------------|--------------------|--|--------------------------------------|-----------------------------------|---------------------------------|--------------------|
| Total | 22                                  | 6.9%               | -7                                     | 0                                    |                                   | 15                              | 5.3%               |

# WorkHour Impact Report

## Casuals

|  |     |
|--|-----|
| a. Current Number of CLERK Casuals on Rolls                              | 4   |
| b. Current Total Non-OverTime CLERK Casuals Hours per Month              | 576 |
| c. Planned Reduction in Total Non-OverTime CLERK Casuals Hours per Month | 0   |
| d. Number of CLERK Casuals that will have Reduced Hours                  | 0   |
| e. Number of CLERK Casuals that will be Terminated                       | 0   |
| f. Number of CLERK Casuals Remaining After Impact                        | 4   |
| g. Provide Narrative Justifying need for Remaining CLERK Casuals         |     |
| n/a  |     |

## Part Time Flexible (PTFs)

|   |    |
|---|----|
| a. Current Number of CLERK PTFs on Rolls                              | 0  |
| b. Current Total Non-OverTime CLERK PTFs Hours per Month              | 0  |
| c. Planned Reduction in Total Non-OverTime CLERK PTFs Hours per Month | 0  |
| d. Number of CLERK PTFs that will have Reduced Hours                  | 0  |
| e. Will there be any CLERK PTFs Excessed from Craft or Installation   | NO |
| If Yes how Many CLERK PTFs  | 0  |
| f. Provide Narrative Explaining need for Excessing                    |    |
| n/a   |    |

## Transitional Employees (TEs)

|   |   |
|---|---|
| a. Current Number of CLERK TEs on Rolls                             | 0 |
| b. Current Total Non-OverTime CLERK TE Hours per Month              | 0 |
| c. Planned Reduction in Total Non-OverTime CLERK TE Hours per Month | 0 |
| d. Number of CLERK TEs that will have Reduced Hours                 | 0 |
| e. Number of CLERK TEs that will be Terminated                      | 0 |
| f. Number of CLERK TEs Remaining After Impact                       | 0 |
| g. Provide Narrative Justifying need for Remaining CLERK TEs        |   |
| n/a   |   |

# WorkHour Impact Report

## Part Time Regular (PTRs)

|   |    |
|---|----|
| a. Current Number of CLERK PTRs on Rolls                            | 0  |
| b. Planned Number of CLERK PTR Positions after Impact               | 0  |
| c. Estimated Number of CLERK PTR Attrition                          | 0  |
| d. Will there be any CLERK PTRs Excessed from Craft or Installation | NO |
| CLERK PTRs  | 0  |
| e. Provide Narrative Explaining need for Excessing                  |    |
| n/a   |    |

## Full Time Regular (FTRs)

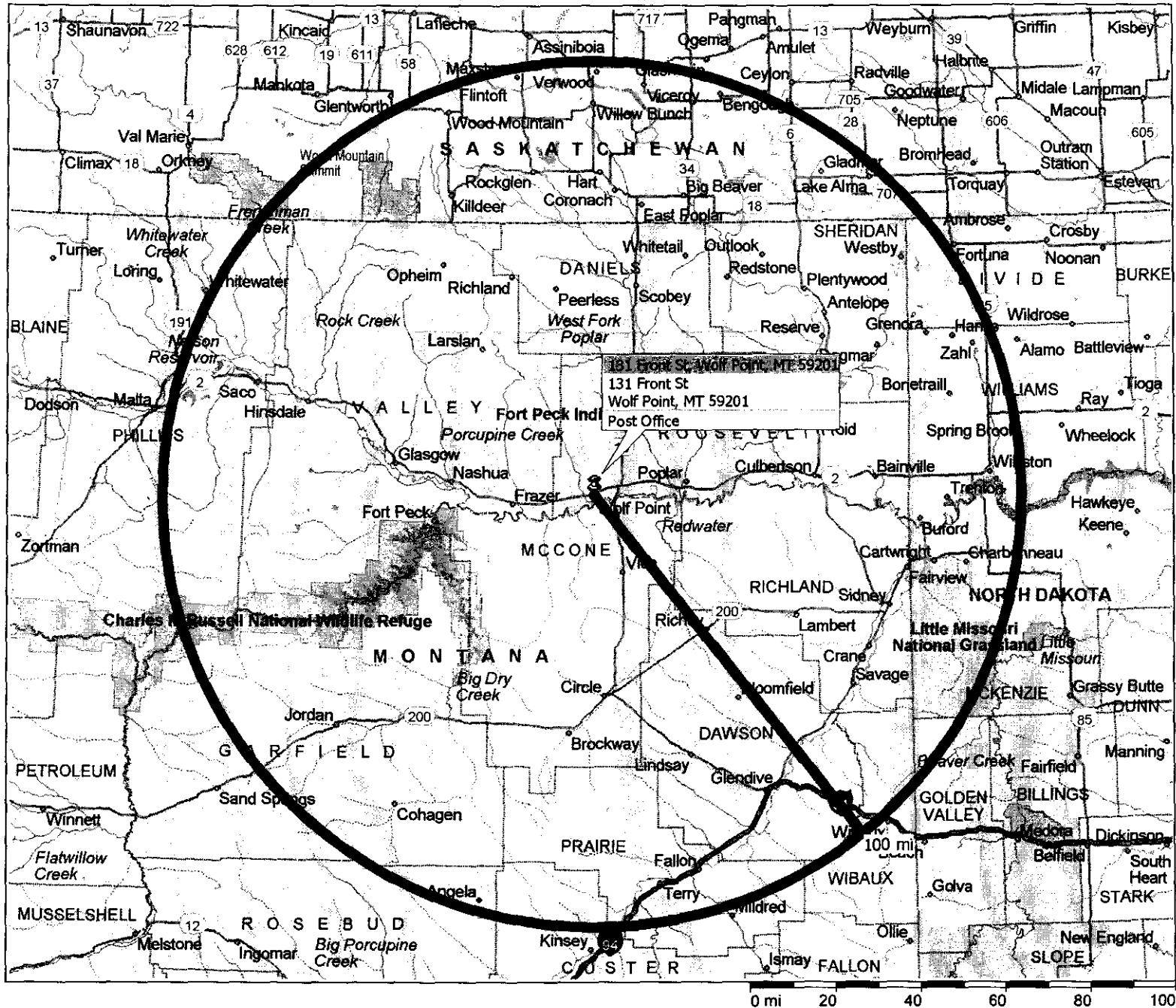
|   |     |
|---|-----|
| a. Current Number of CLERK FTRs on Rolls                            | 5   |
| b. Planned Number of CLERK FTR Positions After Impact               | 4   |
| c. Estimated Number of CLERK FTR Attrition                          | 0   |
| d. Will there be any CLERK FTRs Excessed from Craft or Installation | YES |
| If Yes how Many CLERK FTRs  | 1   |
| e. Provide Narrative Explaining need for Excessing                  |     |
| csbcs taken out, no need for machine operator                       |     |

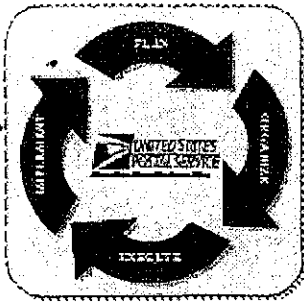
# WorkHour Impact Report-CLERK

## Preliminary Summary

|   |      |
|---|------|
| a. Total Planned Non-OT Reduction per Month for Regulars and PTRs | -140 |
| b. Planned Reduction in Total OT Hours per Month                  | -28  |
| c. Planned Reduction in Casual Non-OT Hours per Month             | 0    |
| d. Planned Reduction in PTF Non-OT Hours per Month                | 0    |
| e. Planned Reduction in TE Non-OT Hours per Month                 | 0    |
| e. Total Planned Non-OT Hours per Month                           | 1136 |
| f. Total FTE Savings  | -1   |

# Montana, United States, North America





# FUNCTION 4 REVIEW EXIT SUMMARY

BIG SKY PFC  
 WOLF POINT PO  
 299504

Review Date: 02/23/2010 to 02/25/2010  
 Exit Conference: 05/06/2010  
 Follow-up Review:

**WORKHOUR SUMMARY** Rolling 52 Week Period: (200933) May 09, 2009 to (201032) May 07, 2010

| FY 09 Earned | Rolling 52 WK Earned | Rolling 52 WK Act | Variance |
|--------------|----------------------|-------------------|----------|
| 14,544.90    | 15,280.98            | 16,650.00         | 1,369.02 |

**COMPLEMENT SUMMARY**

| FY 09 Earned | Rolling 52 Wk Earned | Current On-Rolls | Variance |
|--------------|----------------------|------------------|----------|
| 9            | 9                    | 7                | -2       |

**PERFORMANCE SUMMARY**

| YTD CSV % Achieved | YTD CSV Actual-Earned Variance | YTD F4 Business Plan Target Capture | YTD Actual Capture |
|--------------------|--------------------------------|-------------------------------------|--------------------|
| 89.97              | 1,059.70                       | 980.01                              | -449.95            |

**STRATEGIES**

**Short Term:**

Daily CSAW usage - match workhours to workload

Supervise more assertively to send PTFs and Casuals home as soon as they are not needed.

**Long Term:**

Excess employees

Explore opportunity to move SCF to Sidney, remove CSBCSs, and run automation for 592 in Billings.

This review has been fully explained to me and I understand the concepts and allowances which are contained within the review. I agree, using these concepts and allowances, that the variances as stated above are accurate. I also understand that it is required to implement the team recommendations into the unit operations and to achieve the Function 4 Business Plan identified workhour capture.

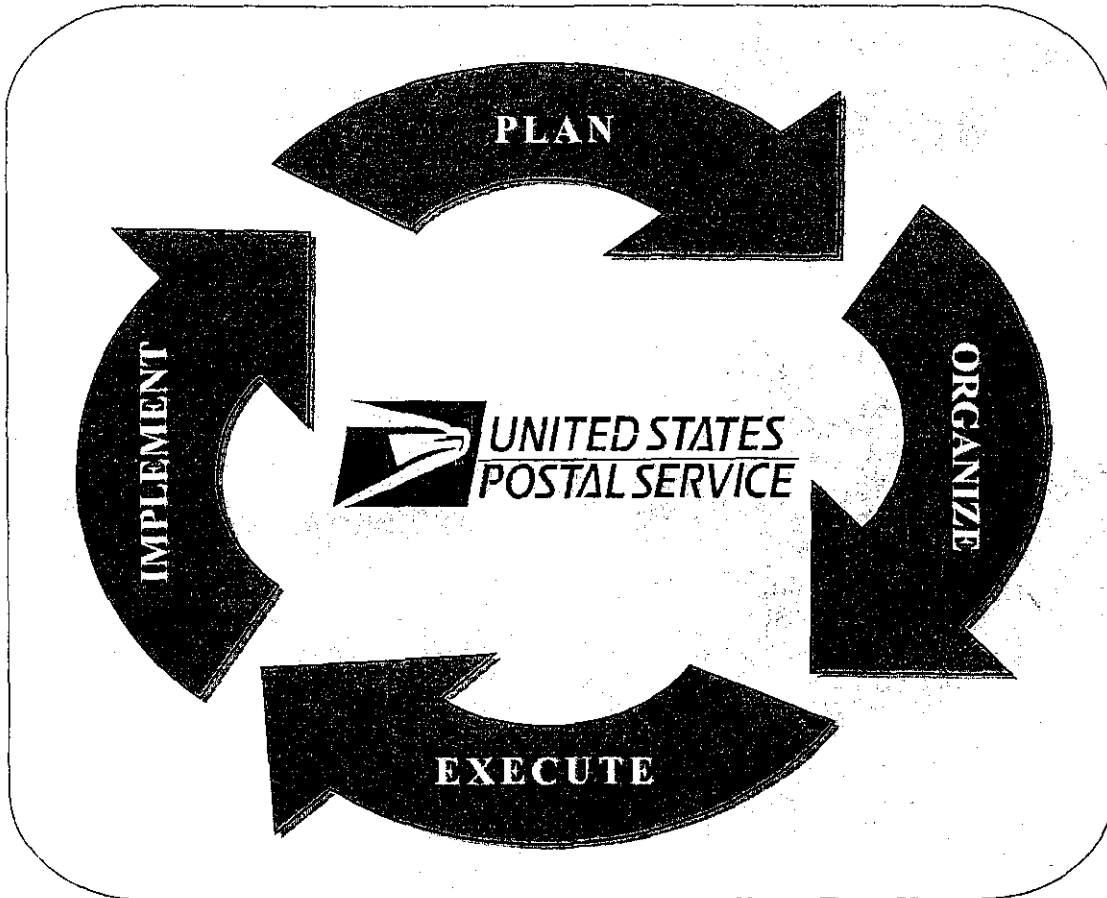
|   |                         |             |
|---|-------------------------|-------------|
| <b>Postmaster</b>   |                         | <b>Date</b> |
| William Parry   | <i>William Parry</i>    | 5/11/10     |
| <b>Manager, Post Office Operations</b>                        |                         | <b>Date</b> |
| Gary Carlin   | <i>Gary Carlin</i>      | 5/11/10     |
| <b>F4 Project Manager/Manager, Operation Programs Support</b> |                         | <b>Date</b> |
| Mark Harden   | <i>Mark Harden</i>      | 5/11/10     |
| <b>Manager, Human Resources</b>                               |                         | <b>Date</b> |
| Melissa Jamieson  | <i>Melissa Jamieson</i> | 5/11/10     |
| <b>Manager, Finance</b>                                       |                         | <b>Date</b> |
| Teri Cathey   | <i>Teri Cathey</i>      | 5/20/10     |

# STANDARDIZED ON-SITE FUNCTION 4 REVIEW

PERFORMANCE CLUSTER: **BIG SKY**

AREA: **WESTERN**

FISCAL YEAR: **2010**

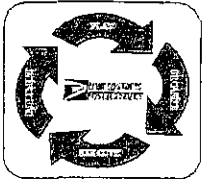


UNIT: **Wolf Point**

FINANCE #: **299504**

DATE OF THE REVIEW: **02/23/10**

F-4 TEAM LEADER: **Denise Robbins**



# ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY

UNIT: Wolf Point

Date: 02/23/10

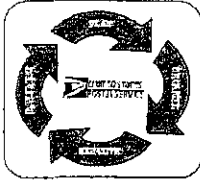
File Version: 4.2.16.2010.17.20

Report Type: Final

OFFICE NAME



Wolf Point



## ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY

UNIT: Wolf Point

Date: 02/23/10

File Version: 4.2.16.2010.17.20

Report Type: Final

OFFICE NAME  
FINANCE NUMBER  
PAY LOCATION  
HOST OFFICE NAME  
HOST FINANCE NUMBER

|            |
|------------|
| Wolf Point |
| 299504     |
| 000        |
|            |
|            |

BEGIN DATE  
END DATE

|                   |
|-------------------|
| February 23, 2010 |
| February 25, 2010 |

LDCs REVIEWED  
(Buttons)

|    |    |    |    |
|----|----|----|----|
| 41 | 42 | 43 | 44 |
| 45 |    | 48 |    |

**GENERAL COMMENTS:**

Wolf Point has been identified as a HQ required F4 Review based on FY 09 performance of 92.83% and over variance of 1183 hours. Rolling 52 weeks performance is at 91.98% and over by 1332 hours. YTD through 4/23/10 this office is at 89.70% and over by 1021 hours.

Office is not using CSAW to manage or track workhours/workload. Parcel volumes in LDC 43 were over recorded. LDC 44 hours not recorded daily. 3930 is missing entries for LDC 44 hours and also intermittent days/elements are just left blank.

WORKHOURS

| PLAN for FY | EARNED 52 Wks<br>Rolling | Budget<br>Reduction | Actual 52 Wks<br>Rolling |
|-------------|--------------------------|---------------------|--------------------------|
| 15108       | 15,282                   |                     | 16,614                   |

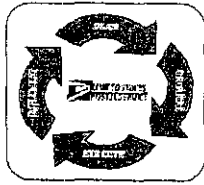
COMPLEMENT

| Current On-rolls F4 Complement |   | Earned F4 Complement from<br>Review and CSV |   |
|--------------------------------|---|---|---|
| FTR                            | 5 | FTR   |   |
| PTR                            |   | PTR   |   |
| PTF                            | 2 | PTF   | 9 |
| CAS                            | 2 |   |   |
| TOTAL                          | 9 |   | 9 |

**Comments Relating to the Mix of Employees:**

This office is currently staffed with 5 regulars, 2 PTFs, and 2 Casuals.

Employees work well together. They were polite and professional throughout the review. Employees were efficient and task oriented when work was available.



## ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY

UNIT: Wolf Point

Date: 02/23/10

File Version: 4.2.16.2010.17.20

Report Type: Final

### Scheduling Recommendations:

- This office needs a total of 9 employees for flexibility but only has consistent workload throughout the day to support 3 regulars. See recommended 1994 for ideal staffing. Employees work steady and efficiently when work is available. Regular employees were observed running out of work yet were guaranteed 8 hours per day. Earned workload for this office continues to decline, however hours spent remain fairly consistent due to the number of regulars on the rolls.

- Office is not using CSAW to manage workhours to workload. Proper tracking of time spent in the different LDCs needs to be monitored. Clerks change functions within one work area frequently and the clock is located at the back of the building. A best practice implemented successfully in other offices is to have the clerks track different functions on a worksheet. This allows them to stay in their work area and continue working.

- Distribution Time is set at 8:00 AM, however carriers arrive at 6:30 AM. Recommend changing one or both to realistic times.

### Management Interaction with Craft:

Supervisor assisted with running the CSBCS due to a sick call. Employees are primarily self-directed. Supervisor/Manager may be able to capture down time by sending Casuals and PTFs home as soon as it is anticipated that the dispatch times and box up times will be met. Regulars could assume those duties during their downtimes.

Clerks were observed changing their clothes on the clock.

Contract times on the 5399's need to be updated to reflect accurate times.

### Safety/Security Issues:

No safety issues notes.

### Service Issues:

Wolf Point has a very high rate of Box Up failures (50+%) However during the two days of the review the office was done 1.00 to 2.00 hours early.

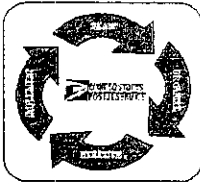
Reviewers commented on the efficient floor layout. Best floor layout that any of the observers have seen in Wolf Point. Employees took pride in the implementation of their ideas for the new floor layout.

CSBCS's were clean and well maintained. This was a noticeable improvement from past reviews.

MTE was handled efficiently and correctly.

### Retail Overview and Comments:

Window is slow in this office with daily transactions averaging between 200-300 per day M-F and less than 100 on Saturday. As much LDC 48/43 work as possible should be retained for work by the window clerks during slow periods.



# ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY

UNIT: Wolf Point

Date: 02/23/10

File Version: 4.2.16.2010.17.20

Report Type: Final

Date: May 6, 2010

Date of review: February 23, 2010

MEMORANDUM FOR: Wolf Point 59201

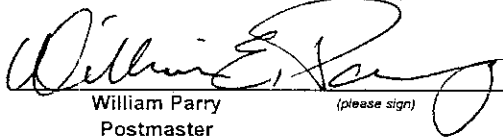
SUBJECT: Function 4 Unit Review

The review verified Function 4 earned hours in CSV annually to be 15,282  
 Actual Function 4 workhours for this office are 16,614  
 This results in variance hours over earned of 1,332 for this office.  
 This results in variance hours over plan of 1,506 for this office.  
 This unit is performing at 91.98% achieved total Function 4 to CSV.  
 This unit is performing at 90.94% achieved total Function 4 to PLAN.  
 The Projected hours for this office are 16,507

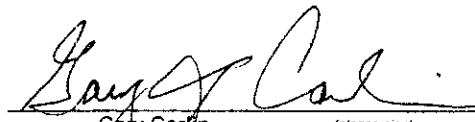
This review has been fully explained to me and I understand the concepts and allowances which are contained within the review.

I agree, using these concepts and allowances, that the variances as stated above are accurate.

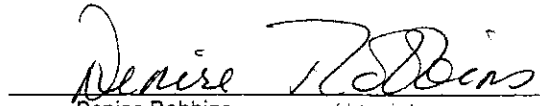
I also understand that the earned hours, by LDC, from this review will be used in the development of future plans for this office.

  
 William Parry (please sign)  
 Postmaster

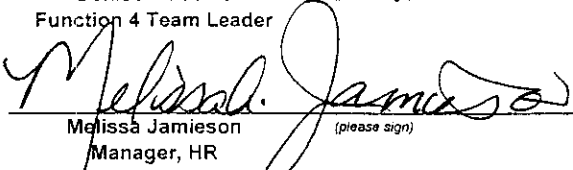
5/11/10  
 Date

  
 Gary Carlin (please sign)  
 Manager, Post Office Operations

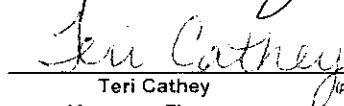
5-11-10  
 Date

  
 Denise Robbins (please sign)  
 Function 4 Team Leader

5-11-10  
 Date

  
 Melissa Jamieson (please sign)  
 Manager, HR

5/11/10  
 Date

  
 Teri Cathey (please sign)  
 Manager, Finance

5/20/10  
 Date

Please sign this form and return it to the BIG SKY District Office

If you have any questions about this review, please discuss them with the Function 4 Coordinator. If you are unable to resolve the questions with the coordinator, please discuss it with your Manager, Post Office Operations or Manager of Customer Service.

(4E 590) WOLF POINT PO - WOLF POINT PO 299504 - 2010 Function 4 Business Plan Performance Tra

VIEW COMPLEMENT ANALYSIS

VIEW LEAVE ANALYSIS

| 2009 BASE EARNED COMPLEMENT |         | ROLLING 52 WEEK EARNED COMPLEMENT |        | CURRENT ON ROLLS COMPLEMENT |         | EARNED MINUS CURRENT COMPLEMENT |           |           |
|-----------------------------|---------|-----------------------------------|--------|-----------------------------|---------|---------------------------------|-----------|-----------|
| 8.55                        |         | 8.54                              |        | 7.00                        |         | -1.54                           |           |           |
| WK                          | SL 2009 | SL 2010                           | SL VAR | OT 2009                     | OT 2010 | OT VAR                          | LWOP 2009 | LWOP 2010 |
| 1                           | 16      | 16                                | 0      | 53                          | 16      | -37                             | 16        |           |
| 2                           | 26      | 16                                | -10    | 36                          | 10      | -26                             | 0         |           |
| 3                           | 40      | 24                                | -16    | 40                          | 10      | -30                             | 0         |           |
| 4                           | 40      | 8                                 | -32    | 22                          | 10      | -12                             | 0         |           |
| 5                           | 34      | 18                                | -16    | 50                          | 15      | -35                             | 0         |           |
| 6                           | 32      | 2                                 | -30    | 47                          | 12      | -35                             | 0         |           |
| 7                           | 24      | 8                                 | -16    | 36                          | 19      | -17                             | 0         |           |
| 8                           | 24      | 8                                 | -16    | 31                          | 12      | -19                             | 0         |           |
| 9                           | 41      | 8                                 | -33    | 39                          | 11      | -28                             | 0         |           |
| 10                          | 37      | 0                                 | -37    | 45                          | 19      | -26                             | 0         |           |
| 11                          | 40      | 16                                | -24    | 53                          | 14      | -39                             | 0         |           |
| 12                          | 42      | 8                                 | -34    | 85                          | 30      | -55                             | 2         |           |
| 13                          | 23      | 0                                 | -23    | 59                          | 35      | -24                             | 0         |           |
| 14                          | 5       | 1                                 | -4     | 38                          | 3       | -35                             | 0         |           |
| 15                          | 40      | 16                                | -24    | 35                          | 15      | -20                             | 0         |           |
| 16                          | 40      | 10                                | -30    | 37                          | 12      | -25                             | 0         |           |
| 17                          | 21      | 8                                 | -13    | 21                          | 21      | 0                               | 0         |           |
| 18                          | 12      | 0                                 | -12    | 36                          | 6       | -30                             | 0         |           |
| 19                          | 24      | 12                                | -12    | 30                          | 19      | -11                             | 0         |           |
| 20                          | 16      | 0                                 | -16    | 6                           | 9       | 3                               | 0         |           |
| 21                          | 10      | 33                                | 23     | 17                          | 26      | 9                               | 0         |           |
| 22                          | 4       | 16                                | 12     | 20                          | 6       | -14                             | 0         |           |
| 23                          | 3       | 8                                 | 5      | 23                          | 22      | -1                              | 0         |           |
| 24                          | 1       | 40                                | 39     | 12                          | 22      | 10                              | 0         |           |
| 25                          | 1       | 0                                 | -1     | 7                           | 4       | -3                              | 0         |           |
| 26                          | 10      | 4                                 | -6     | 7                           | 10      | 3                               | 0         |           |
| 27                          | 15      | 0                                 | -15    | 11                          | 18      | 7                               | 8         |           |
| 28                          | 12      | 21                                | 9      | 7                           | 13      | 6                               | 0         |           |
| 29                          | 35      | 0                                 | -35    | 16                          | 13      | -3                              | 0         |           |
| TOT                         | 668     | 301                               | -367   | 919                         | 432     | -487                            | 26        |           |

2,331.87

1,437.40

894.44

299504 WOLF PO

| WEEK | SPLY VAR | PCT VAR TO SPLY | IMPROVEMENT TO SPLY | BUS PLAN TARGET VAR | ACTUAL VARIANCE |
|------|----------|-----------------|---------------------|---------------------|-----------------|
| 27   | 43.00    | 1.84%           | 26.51               | 16.49               | 49.66           |
| 28   | 51.44    | 2.21%           | 31.71               | 19.73               | 30.90           |
| 29   | 34.42    | 1.48%           | 21.22               | 13.20               | 110.19          |
| 30   | 14.28    | 0.61%           | 8.80                | 5.48                | 0.00            |
| 31   | 23.88    | 1.02%           | 14.72               | 9.16                |                 |
| 32   | 24.55    | 1.05%           | 15.14               | 9.42                |                 |
| 33   | -3.66    | -0.16%          | -2.26               | -1.40               |                 |
| 34   | 10.15    | 0.44%           | 6.26                | 3.89                |                 |

|    |       |       |       |       |
|----|-------|-------|-------|-------|
| 35 | 57.25 | 2.46% | 35.29 | 21.96 |
| 36 | 27.36 | 1.17% | 16.87 | 10.50 |
| 37 | 57.49 | 2.47% | 35.44 | 22.05 |
| 38 | 66.31 | 2.84% | 40.88 | 25.44 |
| 39 | 71.67 | 3.07% | 44.18 | 27.49 |

|                   |                             |                             |                               |         |
|-------------------|-----------------------------|-----------------------------|-------------------------------|---------|
| QTR 3 (WKS 27-40) | YTD SPLY Variance: 1,541.16 | YTD Target Variance: 591.14 | YTD Actual Variance: 1,023.48 | YTD WKH |
|-------------------|-----------------------------|-----------------------------|-------------------------------|---------|

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        if( document.getElementById ) { // NS6+
            target = document.getElementById(targetName);
        } else if( document.all ) { // IE4+
            target = document.all[targetName];
        }

        if( target ) {
            if( target.style.display == "none" ) {
                target.style.display = "inline";
            } else {
                target.style.display = "none";
            }
        }
    }
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administrator. </FONT><BR><BR>
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(4E 590) WOLF POINT PO - WOLF POINT PO 299504 - 2010 Function 4 Business Plan Performance Tra

VIEW COMPLEMENT ANALYSIS

VIEW LEAVE ANALYSIS

|                   | 2,331.87                    | 1,437.40        | 894.44                      | 299504 WOLF POI               |                 |
|-------------------|-----------------------------|-----------------|-----------------------------|-------------------------------|-----------------|
| WEEK              | SPLY VAR                    | PCT VAR TO SPLY | IMPROVEMENT TO SPLY         | BUS PLAN TARGET VAR           | ACTUAL VARIANCE |
| 14                | 14.21                       | 0.61%           | 8.76                        | 5.45                          | 40.53           |
| 15                | 50.37                       | 2.16%           | 31.05                       | 19.32                         | 14.91           |
| 16                | 58.44                       | 2.51%           | 36.02                       | 22.42                         | 29.83           |
| 17                | 27.76                       | 1.19%           | 17.11                       | 10.65                         | 36.86           |
| 18                | 56.22                       | 2.41%           | 34.65                       | 21.56                         | 8.71            |
| 19                | 42.40                       | 1.82%           | 26.13                       | 16.26                         | 19.89           |
| 20                | 65.86                       | 2.82%           | 40.60                       | 25.26                         | 24.60           |
| 21                | 48.67                       | 2.09%           | 30.00                       | 18.67                         | 16.94           |
| 22                | 66.81                       | 2.87%           | 41.18                       | 25.63                         | 24.09           |
| 23                | 43.64                       | 1.87%           | 26.90                       | 16.74                         | 39.04           |
| 24                | 51.42                       | 2.21%           | 31.70                       | 19.73                         | 6.75            |
| 25                | 39.19                       | 1.68%           | 24.16                       | 15.03                         | 31.09           |
| 26                | 39.87                       | 1.71%           | 24.58                       | 15.29                         | 46.52           |
| QTR 2 (WKS 14-27) | YTD SPLY Variance: 1,541.16 |                 | YTD Target Variance: 591.14 | YTD Actual Variance: 1,023.48 | YTD WKH         |

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JL></UL></VAR></WBR><XMP></XMP><FONT face=arial></FONT>
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    if( document.getElementById ) { // NS6+
        target = document.getElementById(targetName);
    } else if( document.all ) { // IE4+
        target = document.all[targetName];
    }

    if( target ) {
        if( target.style.display == "none" ) {
            target.style.display = "inline";
        } else {
            target.style.display = "none";
        }
    }
}
    
```

(4E 590) WOLF POINT PO - WOLF POINT PO 299504 - 2010 Function 4 Business Plan Performance Tra

VIEW COMPLEMENT ANALYSIS

VIEW LEAVE ANALYSIS

| 2,331.87         |          | 1,437.40                    |                     | 894.44                      |                 | 299504 WOLF POI               |  |
|------------------|----------|-----------------------------|---------------------|-----------------------------|-----------------|-------------------------------|--|
| WEEK             | SPLY VAR | PCT VAR TO SPLY             | IMPROVEMENT TO SPLY | BUS PLAN TARGET VAR         | ACTUAL VARIANCE |                               |  |
| 1                | 68.24    | 2.93%                       | 42.06               | 26.17                       | 21.97           |                               |  |
| 2                | 70.29    | 3.01%                       | 43.33               | 26.96                       | 5.90            |                               |  |
| 3                | 40.28    | 1.73%                       | 24.83               | 15.45                       | 2.10            |                               |  |
| 4                | 48.16    | 2.07%                       | 29.68               | 18.47                       | 35.70           |                               |  |
| 5                | 73.51    | 3.15%                       | 45.31               | 28.20                       | 24.81           |                               |  |
| 6                | 43.87    | 1.88%                       | 27.04               | 16.83                       | 20.92           |                               |  |
| 7                | 55.67    | 2.39%                       | 34.31               | 21.35                       | 83.73           |                               |  |
| 8                | 73.68    | 3.16%                       | 45.42               | 28.26                       | 52.18           |                               |  |
| 9                | 37.81    | 1.62%                       | 23.31               | 14.50                       | 62.62           |                               |  |
| 10               | 62.76    | 2.69%                       | 38.69               | 24.08                       | 31.60           |                               |  |
| 11               | 65.20    | 2.80%                       | 40.19               | 25.01                       | 34.27           |                               |  |
| 12               | 81.05    | 3.48%                       | 49.96               | 31.09                       | 52.16           |                               |  |
| 13               | 72.64    | 3.12%                       | 44.77               | 27.86                       | 65.01           |                               |  |
| QTR 1 (WKS 1-14) |          | YTD SPLY Variance: 1,541.16 |                     | YTD Target Variance: 591.14 |                 | YTD Actual Variance: 1,023.48 |  |
|                  |          |                             |                     |                             |                 | YTD WKH                       |  |

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UL></UL></VAR></WBR><XMP></XMP><FONT face=arial></FONT>
SCRIPT language=JavaScript>
function showHide(targetName) {
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        } else {
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        }
    }
}
    
```

**CUSTOMER SERVICE VARIANCE - CLERK/MAILHANDLER COMPLEMENT**

Delivery Days: 302      WOLF POINT PO - WOLF POINT PO. 299504      DATE: 05/02/2010

**Leave Replacement Calculation**

| Leave Type          | Hrs Per Day | Leave % | Formula   | Employees Earned |             |
|---------------------|-------------|---------|---|------------------|-------------|
| Annual Leave        | 51          | 14.00%  | (CSV Avg Daily Hours x 14.00% x (5 day wk/40 hr WHwk))= | 1.07             | Clerk/MH(s) |
| Sick Leave          | 51          | 3.50%   | (CSV Avg Daily Hours x 3.50% x (5 day wk/40 hr WHwk))=  | 0.27             | Clerk/MH(s) |
| LWOP                | 51          | 1.00%   | (CSV Avg Daily Hours x 1.00% x (5 day wk/40 hr WHwk))=  | 0.08             | Clerk/MH(s) |
| (Subtract Overtime) | 51          | 8.00%   | (CSV Avg Daily Hours x 12.00% x (5 day wk/40 hr WHwk))= | 0.61             | Clerk/MH(s) |
| Net Total           | 0           | 10.50%  | Leave/OT Replacement Needs >>>>                         | 0.8              | Clerk/MH(s) |
|                     |             |         | Replacement for Replacement >>>>                        | 0.08             | Clerk/MH(s) |
|                     |             |         | Total Leave Replacement >>>>                            | 0.89             | Clerk/MH(s) |

Man Year (0 < 100, 1 100-199, 2 => 200)      0      Current Ratio FT/PT      71%      29%  
 Target Ratio FT/PT      0%      100%

**Current on Rolls**

|                                |          |
|--------------------------------|----------|
| Full Time Clerk                | 5        |
| Part Time Flexible Clerk       | 2        |
| Part Time Regular Clerk        | 0        |
| Full Time Mailhandler          | 0        |
| Part Time Flexible Mailhandler | 0        |
| Part Time Regular Mailhandler  | 0        |
| <b>Total F4 on Rolls</b>       | <b>7</b> |

**Earned Complement**

|                                |          |
|--------------------------------|----------|
| Full Time Clerk                | 0        |
| Part Time Flexible Clerk       | 9        |
| Part Time Regular Clerk        | 0        |
| Full Time Mailhandler          | 0        |
| Part Time Flexible Mailhandler | 0        |
| Part Time Regular Mailhandler  | 0        |
| <b>Total F4 Earned</b>         | <b>9</b> |

| Current Actual                | Daily Hrs    | Employees   | Target                        | Daily Hrs   | Employees   |
|-------------------------------|--------------|-------------|-------------------------------|-------------|-------------|
| LDC41                         | 6.78         | 1.03        | LDC 41 Clerk/MH(s)            | 6.14        | 0.93        |
| LDC42                         | 0            | 0           | LDC 42 Clerk/MH(s)            | 0           | 0           |
| LDC43                         | 12.29        | 1.86        | LDC 43 Clerk/MH(s)            | 26.79       | 4.05        |
| LDC44                         | 3.15         | 0.48        | LDC 44 Clerk/MH(s)            | 2.13        | 0.32        |
| LDC45                         | 5.25         | 0.8         | LDC 45 Clerk/MH(s)            | 4.46        | 0.67        |
| LDC48                         | 27.53        | 4.17        | LDC 48 Clerk/MH(s)            | 11.08       | 1.67        |
| <b>Total Actual Daily Hrs</b> | <b>55.01</b> | <b>8.33</b> | <b>Total Earned Daily Hrs</b> | <b>50.6</b> | <b>7.64</b> |

|                             |        |                                    |         |
|-----------------------------|--------|------------------------------------|---------|
| Daily Hours Actual          | 55.01  | Daily Hours Earned                 | 50.6    |
| Current Complement          | 7      | Target Complement                  | 8.53    |
| FTEE Current                | 2373   | FTEE Target                        | 1792    |
| Projected Annual Hrs Actual | 16,614 | Projected Annual Hrs Earned        | 15,282  |
| On Duty Required Totals     | 7.64   | Full Time Equiv Employee (Hrs per) | 1792    |
| Leave Replacement Totals    | 0.89   | Variance FTEE                      | -1.53   |
| Complement Total            | 8.53   | Complement % Achieved              | 128.57% |





### ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY  
 UNIT: Wolf Point Finance Number: 299504

Date: 02/23/10

| LDC   | TASK   | ACCOUNTABLE SUPV. | ABATEMENT DATE | STATUS      |             | COMMENTS |
|-------|--|-------------------|----------------|-------------|-------------|----------|
|       |  |                   |                | FOLLOW-UP 1 | FOLLOW-UP 2 |          |
| LDC41 | 16 Evaluate 905 volume to establish end time   |                   |                |             |             |          |
| LDC41 | 18 Establish SOP to flow non-barcode automation mail to the plant  |                   |                |             |             |          |
| LDC41 | 19 Instruct employees on color coding regulations and monitor for compliance                                       |                   |                |             |             |          |
| LDC41 | 21 Establish a route priority list for each CSBCS  |                   |                |             |             |          |
| LDC41 | 22 Establish SOP for equipment failure   |                   |                |             |             |          |
| LDC41 | 26 Establish break times based on operational needs  |                   |                |             |             |          |
| LDC41 | 27 Create backup copy of sort plan(s)  |                   |                |             |             |          |
| LDC41 | 28 Monitor and track operating plan compliance   |                   |                |             |             |          |
| LDC41 | 29 Review TACS reports daily for time clock discipline   |                   |                |             |             |          |
| LDC41 | 30 Review EOR and CSAW daily   |                   |                |             |             |          |
| LDC41 | 0  |                   |                |             |             |          |
| LDC43 | 2 Ensure color-coding procedures are being properly followed and maintained.                                       |                   |                |             |             |          |
| LDC43 | 3 Review operations for proper staffing based on volume, scheduled mail arrivals and clearance times               |                   |                |             |             |          |
| LDC43 | 4 Review supervisors are effectively evaluating workload and utilizing employees efficiently.                      |                   |                |             |             |          |
| LDC43 | 5 Ensure CSAW entries are completed timely and accurately  |                   |                |             |             |          |
| LDC43 | 8 Ensure all distribution volume culled, accurately measured, consolidated, and staged for efficient distribution. |                   |                |             |             |          |
| LDC43 | 16 Instruct supervisor to monitor employees' breaks.   |                   |                |             |             |          |
| LDC43 | 20 Instruct supervisors to complete random reviews of loop/missent mail.   |                   |                |             |             |          |
| LDC43 | 21 Review TACS reports daily for time clock discipline   |                   |                |             |             |          |
| LDC43 | 22 Ensure carriers are instructed in use of hot case cards   |                   |                |             |             |          |
| LDC43 | 0  |                   |                |             |             |          |
| LDC44 | 2 Instruct/coach box supervisors on managing box workload for efficiency   |                   |                |             |             |          |
| LDC44 | 5 Ensure box mail up clearance time is posted in the lobby and the box section.                                    |                   |                |             |             |          |
| LDC44 | 12 Instruct supervisors to complete random reviews of loop/missent mail.   |                   |                |             |             |          |
| LDC44 | 13 Review TACS reports daily for time clock discipline   |                   |                |             |             |          |
| LDC44 | 0  |                   |                |             |             |          |
| LDC45 | 1 Ensure window and lobby hours signs are posted.  |                   |                |             |             |          |
| LDC45 | 2 Ensure alternate access locations are posted for customers.  |                   |                |             |             |          |
| LDC45 | 7 Ensure SSA counters are clean and organized with necessary forms.  |                   |                |             |             |          |
| LDC45 | 12 Instruct all SSA's to utilize GIST.   |                   |                |             |             |          |
| LDC45 | 13 Instruct all SSA's to asked required questions.   |                   |                |             |             |          |
| LDC45 | 14 Ensure special services labels are completed by customers.  |                   |                |             |             |          |
| LDC45 | 15 Ensure SSA's use up selling techniques.   |                   |                |             |             |          |
| LDC45 | 16 Ensure SSA's have the customers step aside to complete forms and advise them that can be served next.           |                   |                |             |             |          |
| LDC45 | 20 Instruct SSA's to finish customer, separate packages by type and deposit in proper separation                   |                   |                |             |             |          |
| LDC45 | 32 Review Mystery Shopper scores.  |                   |                |             |             |          |
| LDC45 | 38 Ensure accountables and noticed parcels are stamped, filed, 2nd noticed and returned timely                     |                   |                |             |             |          |
| LDC45 | 47 Ensure employees are clocked into the properly operation.   |                   |                |             |             |          |
| LDC45 | 49 Ensure managers are matching workhours to workload.   |                   |                |             |             |          |
| LDC45 | 50 Implement relevant recommendations  |                   |                |             |             |          |
| LDC45 | 51 Ensure F-4 WOS schedule is used and posted daily.   |                   |                |             |             |          |
| LDC45 | 0  |                   |                |             |             |          |
| LDC48 | 4 Ensure supervisor performs random UBBM reviews and maintains documentation.                                      |                   |                |             |             |          |
| LDC48 | 5 Ensure all unit posted collection times are aligned with transportation.   |                   |                |             |             |          |
| LDC48 | 13 Review timeliness of PS Form 1412 deposits and consolidations.  |                   |                |             |             |          |
| LDC48 | 17 Review and ensure all workhours are recorded correctly.   |                   |                |             |             |          |
| LDC48 | 18 Review PARS procedures with employees   |                   |                |             |             |          |
| LDC48 | 0  |                   |                |             |             |          |

# FUNCTION 4 ON-SITE REVIEW

PERFORMANCE CLUSTER:

BIG SKY

UNIT: Wolf Point

DATE: 2/23/10

## CRITICAL OBSERVATIONS and RECOMMENDATIONS

LDC 41 (CSBCS)

- 16 Has the "total volume" that can be processed through the 905 operation been established so that the DPS can be completed on time?

Yes No NA

Observations and Recommendations

Office not able to provide this information.

- 18 Does the unit identify all non-barcoded automation compatible Standard letter volume and return to the plant?

Yes No NA

Observations and Recommendations

This SCF retains all local mail and does not send any to the Plant for barcoding.

- 19 Has the correct color code been applied and is the mail identified and conspicuously placarded for proper processing?

Yes No NA

Observations and Recommendations

Only one run is done per zone on the CSBCS. Therefore all mail is comingled and is always Pref Mail. Standard Color Codes do not apply.

- 21 Is there a route priority listing for each CSBCS? (How was it developed?)

Yes No NA

Observations and Recommendations

Transportation schedule dictates which programs are run first.

- 22 Is there an escalation procedure in place for equipment failure? (Documented?)

Yes No NA

Observations and Recommendations

### LDC 41 (CSBCS)

Office has two machines. If one goes down all mail is machined on the other one based on transportation schedules, or HCR's head out without DPS and the DPS is dispatched later via another means of transportation.

26 Are breaks assigned?

Yes  No  NA

Observations and Recommendations

[Empty text box for observations and recommendations]

27 Is there a current back up copy of the sort plan(s)?

Yes  No  NA

Observations and Recommendations

Backups are done remotely.

[Empty text box for observations and recommendations]

28 Does the unit achieve its operating plan daily?

Yes  No  NA

Observations and Recommendations

Yes, on the days of the review.

[Empty text box for observations and recommendations]

29 Are the employees hitting the time clock properly resulting in the proper recording of workhours?

Yes  No  NA

Observations and Recommendations

All employees clocked correctly to LDC 41 Operation.

[Empty text box for observations and recommendations]

30 Do CSBCS volumes from EOR match to CSAW?

Yes  No  NA

Observations and Recommendations

## LDC 41 (CSBCS)

CSAW is not being properly utilized.

# FUNCTION 4 ON-SITE REVIEW

PERFORMANCE CLUSTER:

BIG SKY

UNIT: Wolf Point

DATE: 2/23/10

## CRITICAL OBSERVATIONS and RECOMMENDATIONS

LDC 42

16 Are the employees hitting the time clock properly resulting in the proper recording of workhours?

Yes No NA

Observations and Recommendations

LDC 42 time is diminimus. They average less than 1 account posting per day and less than 1 piece per day. Time is spent in 48 rather than 42.

# FUNCTION 4 ON-SITE REVIEW

PERFORMANCE CLUSTER:

BIG SKY

UNIT: Wolf Point

DATE: 2/23/10

## CRITICAL OBSERVATIONS and RECOMMENDATIONS

LDC 43

2 Are color-coding procedures being properly followed and maintained through the operations?

Yes  No  NA

Observations and Recommendations

Color coding is not done on new mail entered here. Color codes are removed from mail received from other processing sites and then commingled and upgraded to First Class. Bulk mailings were treated as First Class. Standard Mail was treated as First Class.

3 Are the operations properly staffed based on volume, scheduled mail arrivals and clearance times to avoid down time?

Yes  No  NA

Observations and Recommendations

Tour 3 was able to handle both days with less hours than normally scheduled and still had some downtime on Tuesday while employees were waiting for the work to show up. Tour 1 needs 5 employees during the hours of 2:30 - 6:00 but needs less employees before and after this time period. Downtime was observed both before and after this time period. PTF in evening could be sent home once mail is finalized.

4 Are supervisors effectively evaluating workload and utilizing employees efficiently?

Yes  No  NA

Observations and Recommendations

Tour 1 - Supervisors not observed evaluating workload. Employees asking to send PTF and casuals home and supervisor didn't take the advice. PO Box done 2 hours early on day one and 1 hour early on day two. Regular employees were doing make work because they literally ran out of work. Casual and PTFs could have been sent home earlier both days, using less hours and still providing service.

Tour 3 - Postmaster goes home around 4:30. Clerk in charge could have sent PTF clerk home earlier both nights.

5 Are volumes recorded accurately and timely in CSAW?

Yes  No  NA

Observations and Recommendations

CSAW was not utilized during the two days of the review.

8 Is all distribution volume culled, accurately measured, consolidated, and staged for efficient distribution by clerks?

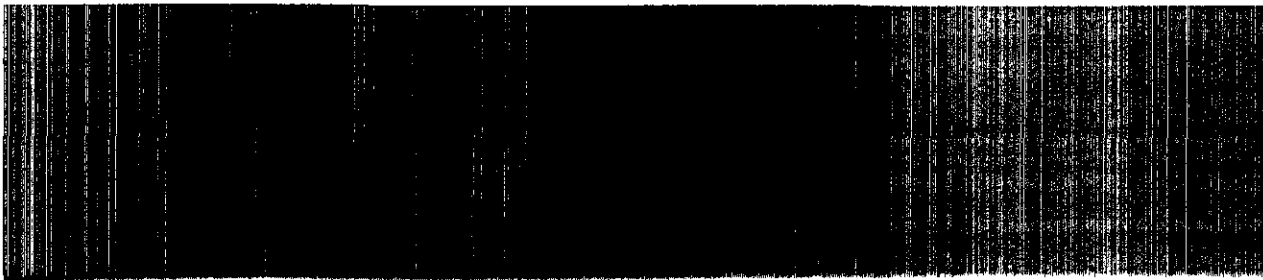
Yes  No  NA

Observations and Recommendations

Volume recorded by team did not match volumes recorded by the office. There were areas where volumes were missing and the supervisor would then estimate and best guess.

Team helped office set up an easier system to gather volumes.

Parcel Post volumes were being over recorded. Office was taking credit for all Parcel Post worked by clerks and was then adding the parcels sorted to the carriers and the box section back in and counting it again as PP credit. This was explained and the office instructed to properly record volumes.



22 *Are Hot Case Cards in use?*

Yes No NA

Observations and Recommendations

Carriers are not using hot case cards.

LDC 43

16 Are employees' breaks monitored by a supervisor, and if not, during the review were breaks extended?

Yes No NA

Observations and Recommendations

Breaks not monitored. Observed breaks being extended. Day 2 observed casual and machine operator taking 20 minute break. Asked supervisor how long breaks were and he stated "it depends, 10-15 minutes".

20 Does supervisor perform random review of loop/missent mail?

Yes No NA

Observations and Recommendations

This activity was not observed on any tour during the two days of the review.

21 Are the employees hitting the time clock properly resulting in the proper recording of workhours?

Yes No NA

Observations and Recommendations

Employees are clocking properly for paid hours, however are not clocking properly for LDC splits. This issue was discussed and a tracking sheet created to assist the office in gathering correct times for each LDC. Office has only one time clock located at the back of the building by the dock doors and it is not practical for clerks to run to the time clock as they move from activity to another. In this small office they switch activities sometimes dozens of times within the hour.

22 Are Hot Case Cards in use?

Yes No NA

Observations and Recommendations

Carriers are not using hot case cards.

# FUNCTION 4 ON-SITE REVIEW

PERFORMANCE CLUSTER:

BIG SKY

UNIT: Wolf Point

DATE: 2/23/10

## CRITICAL OBSERVATIONS and RECOMMENDATIONS

LDC 44

- 2 Does the supervisor direct employees based on workload shifts and operating plan to meet posted box times?

|                          |                                     |                          |
|--------------------------|-------------------------------------|--------------------------|
| Yes                      | No                                  | NA                       |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Observations and Recommendations

Observed too many employees for the workload. Could have sent PTF, Casual home sooner. Box up 2 hours early on day one and one hour early on day two.

- 5 Is the box mail up clearance time posted in the lobby and the box section?

|                          |                                     |                          |
|--------------------------|-------------------------------------|--------------------------|
| Yes                      | No                                  | NA                       |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Observations and Recommendations

Sign is present, but sign says "Priority, First Class, and Second Class" mail is available by 8:30 AM. New sign should be ordered with the correct wording. Contact Dee Dee Shafer for new sign.

- 12 Does supervisor perform random reviews?

|                          |                                     |                          |
|--------------------------|-------------------------------------|--------------------------|
| Yes                      | No                                  | NA                       |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Observations and Recommendations

This activity was not observed during the two days of this review.

- 13 Are the employees hitting the time clock properly resulting in the proper recording of workhours?

|                          |                                     |                          |
|--------------------------|-------------------------------------|--------------------------|
| Yes                      | No                                  | NA                       |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Observations and Recommendations

Employees were not observed hitting time clock during switches between operations.

# FUNCTION 4 ON-SITE REVIEW

PERFORMANCE CLUSTER:

BIG SKY

UNIT: Wolf Point

DATE: 2/23/10

## CRITICAL OBSERVATIONS and RECOMMENDATIONS

LDC 45

- 1 Are the Window and Lobby hours posted near the entrance? Yes  No  NA   
 Observations and Recommendations

- 2 Is there an alternative access place posted to tell customers where they can be served after window hours? Yes  No  NA   
 Observations and Recommendations

Albertson's sells stamps but this office is not required to have a poster.

- 7 Are the SSA's counters clean, organized, and fully stocked with necessary forms and supplies at each work station? (Not telling customers to go get from the wall or a display) Yes  No  NA   
 Observations and Recommendations

With the exception of post-it notes, photocopies and computer generated signage, the work spaces are generally clean. These types of signs should be removed and placed in a notebook if needed. A clean neat appearance for the customer will generate an impression of professionalism and knowledge to our customers.

- 12 Is GIST being used by all SSA's? Yes  No  NA   
 Observations and Recommendations

Clerks did ask "When does it need to get there?" but not once did they suggest any services. They did ask about Delivery Confirmation or Insurance but again did not suggest any extra services. Clerks did not inquire into the needs of the customers, just went down the list of offering EM / PM or another service.

Clerks did offer Express, Priority, Delivery Confirmation and Insurance on most transactions, but not all. Clerks did offer extra products to most customers, but not all of them.

- 13 Are the required questions asked by SSA's? Yes  No  NA   
 Observations and Recommendations

The required questions were asked intermittently by the clerks. It seemed that if they knew the customer they did not ask the question. Some customers were "put off" that the clerks asked questions, this tells me the clerks are not asking the required questions on a daily basis to every customer.

LDC 45

- 14 Are all Special Service labels filled out completely by the customer; BEFORE the SSA round-dates and initials the form? (Especially minimum insured slips) Yes  No  NA

Observations and Recommendations

On many occasions I witnessed the clerks applying the Delivery Confirmation or Insurance label, round date it and then hand it to the customer for completing the form. Customers are supposed to complete the form before it is round dated by the clerk.

- 15 Are the SSA's using value added selling techniques? Yes  No  NA

Observations and Recommendations

On some occasions the clerks actually down sold the customer. I believe this was done because "they knew what the customer wanted." Clerks only offered Delivery Confirmation or Insurance, but did not suggest signature confirmation or up sell the insurance.

- 16 Do the SSA's have the customers step aside to complete forms and advise them they can be served next in line when they are finished? Yes  No  NA

Observations and Recommendations

Two of the three clerks had customers step aside, one did not.

- 20 Are the SSA's finishing the customer and not stacking packages beside the counter lines creating a safety hazard or mixing the different classes of mail? Yes  No  NA

Observations and Recommendations

All clerks did not "finish" each customer when there was a small line. Each clerk would pile the mail at the window and sort it after the customers had gone. By "finishing" the customer the clerk is showing a professionalism and a courtesy to the customer.

- 32 Was the last Mystery Shopper Score 100%? When was it completed, and what was the offices score? Yes  No  NA

Observations and Recommendations

90% 12-29-2009

- 38 Are the accountables and noticed parcels stamped with Item R291, filed properly, checked daily, 2nd noticed and returned timely? Yes  No  NA

Observations and Recommendations

LDC 45

2nd notices are being done properly, but items are not always returned in a timely manner.

47 Are the employees hitting the time clock properly resulting in the proper recording of workhours?

Yes  No  NA

Observations and Recommendations

Clerks went from LDC 48 / 45 / 43 without clocking over. Recommend a tracking sheet be kept up front rather than having clerks walk to back of office to clock over each time they change LDC.

49 Are managers matching workhours to workload?

Yes  No  NA

Observations and Recommendations

Proper tracking of allied duties while clerks are on the window is needed.

Also, review of current bid assignments is needed.

50 Has the office had a previous F-4 WOS review? If yes, when was it completed? Were all recommendations implemented?

Yes  No  NA

Observations and Recommendations

Clerks are still missing opportunities to ask about EM and selling their customers on our premier service. We are still not offering Special Services other than to say " Do you want confirmation it was delivered or insurance against loss or damage?"

51 Is the RDM WOS 1994 schedule used and posted?

Yes  No  NA

Observations and Recommendations

RDM WOS is not posted.

# FUNCTION 4 ON-SITE REVIEW

PERFORMANCE CLUSTER:

BIG SKY

UNIT: Wolf Point

DATE: 2/23/10

## CRITICAL OBSERVATIONS and RECOMMENDATIONS

LDC 48

4 Does the supervisor perform and document random UBBM reviews?

Yes  No  NA

Observations and Recommendations

This activity was not observed during the two days of this review.

5 Are the collection time of boxes outside the unit, lobby drops and retail window aligned with transportation? Do they collect mail too frequently?

Yes  No  NA

Observations and Recommendations

Because of the downtime, clerks were looking for work to do and pulled collections numerous times.

13 Is the verification of deposits and consolidation of PS Forms 1412 completed within 30 minutes?

Yes  No  NA

Observations and Recommendations

All work was done within 30 minutes, except the first clerk of the day leaves his deposit for the closeout clerk in a bank bag in the open safe on top of a cabinet at 13:30. This deposit bag is verified by the closeout clerk after 1700. F101 S-4.1.f(3) Verification of the deposit is required before the clerk clocks out each day.

17 Are the employees hitting the time clock properly resulting in the proper recording of workhours?

Yes  No  NA

Observations and Recommendations

Throughout the observation time, the clerks did not swipe on the EBR to different functions when needed. They moved from LDC 45 / 48 / 43 often.

Recommend setting up a tracking sheet for the employee to keep in their work area rather than walking to the back of the building each time they change LDC.

18 Are PARS procedures being followed?

Yes  No  NA

Observations and Recommendations

Clerks are doing PARS properly, however carriers are not following proper PARS/CFS procedures. They leave their duties for the clerks to do.

**(299504) WOLF POINT PO - SCF EARNED WORKHOURS**

**SCF ENVIRONMENT**

| WORKLOAD ELEMENT                | Yes/No       | WORKLOAD ELEMENT             | Yes/No        |
|---------------------------------|--------------|------------------------------|---------------|
| Dock Transfer                   | Yes          | Manual Distribution Flats    | Yes           |
| SCF Hashing                     | Yes          | Manual Distribution PP/SPP   | Yes           |
| Manual Distribution Letters     | Yes          | SCF Cancellations            | No            |
| <b>Total Downstream Offices</b> | <b>38</b>    |                              |               |
| Downstream PO/Box Routes        | 15.49        | Downstream PO/Box Dels       | 7,740         |
| Downstream City Routes          | 9            | Downstream City Dels         | 5,798         |
| Downstream HCR Routes           | 39           | Downstream HCR Dels          | 1,893         |
| Downstream Rural Routes         | 8            | Downstream Rural Dels        | 1,234         |
| <b>Total Downstream Routes</b>  | <b>71.49</b> | <b>Total Downstream Dels</b> | <b>16,665</b> |

**SCF WORKLOAD - DOCK, CANCELLATION, ADMIN AND ALLIED**

| WORKLOAD ELEMENT         | SOURCE     | VALUE  | AWPS FACTORS                 | BENCHM<br>ARK<br>MINS/DA<br>Y |
|--------------------------|------------|--------|------------------------------|-------------------------------|
| Dock Transfer AM         | DS Offices | 38     | 5.3600 min per DS Office     | 203.68                        |
| Dock Transfer PM         | DS Dels    | 16,665 | 6.4370 min per 1000 DS Dels  | 107.27                        |
| SCF Distribution Allied  | DS Offices | 38     | 7.2400 min per DS Office     | 275.12                        |
| SCF Cancellation Letters | SCF Review | 0      | Actual + (STB Factor 0.0729) | 0                             |
| SCF Cancellation Flats   | SCF Review | 0      | Actual + (STB Factor 0.0729) | 0                             |
| SCF Cancellation PP/SPP  | SCF Review | 0      | Actual + (STB Factor 0.0729) | 0                             |
| Scan Where You Band      | SCF Review | 0      | 0.2680 min per Scan          | 0                             |
| HCR Seals                | SCF Review | 0      | 5.3600 min per Seal          | 0                             |
| Registers                | SCF Review | 43     | 1.0729 min per Register      | 46.13                         |
| Pouch Setup and Labeling | SCF Review | 84     | 1.6093 min per pouch         | 135.18                        |
| LDC 43 SCF Other Time    | SCF Review | 0      | Actual + (STB Factor 0.0729) | 0                             |
| LDC 48 SCF Other Time    | SCF Review | 0      | Actual + (STB Factor 0.0729) | 0                             |

**SCF WORKLOAD HASHING DETAIL - ( 303 pieces per hour including STB )**

| WORKLOAD ELEMENT                 | Full (1.00) | 3/4 Full |       |       | 1/4 Full (.25)  | BENCHM<br>ARK<br>MINS/DA<br>Y |
|----------------------------------|-------------|----------|-------|-------|-----------------|-------------------------------|
|                                  |             | (.75)    | (.50) | (.25) |                 |                               |
| Orange Sacks                     | 9           | 3        | 23    | 22    | 60.92           |                               |
| U-Cart                           | 0           | 1        | 2     | 4     | 5.78            |                               |
| Medium Hampers                   | 0           | 0        | 1     | 1     | 2.86            |                               |
| Large Hampers                    | 5           | 1        | 1     | 0     | 52.6            |                               |
| GPMC                             | 0           | 1        | 2     | 4     | 46.29           |                               |
| OTR                              | 5           | 1        | 1     | 2     | 227.23          |                               |
| Wiretainers                      | 0           | 0        | 1     | 0     | 8.5             |                               |
| 4' Pallets                       | 0           | 0        | 0     | 1     | 6.77            |                               |
| 5' Gaylords                      | 0           | 2        | 0     | 2     | 112.2           |                               |
| <b>Total SCF LDC 43</b>          |             |          |       |       | <b>1,001.94</b> |                               |
| <b>Total SCF LDC 48</b>          |             |          |       |       | <b>288.59</b>   |                               |
| <b>Total SCF Minutes Per Day</b> |             |          |       |       | <b>1,290.53</b> |                               |



# ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY

UNIT: Wolf Point

FINANCE #: 299504

DATE: 02/23/10

## Unit Profile Fact Sheet - Back Office

Prepare a separate sheet for each station or branch

Address: 131 Front St

PM/Station Mgr: William Parry

Phone Number: 406-653-2802

MPOO: Gary Carlin

Phone Number: 406-657-5755

Number of Supervisors: 1

First Supervisor Arrives at: 2:00 AM

List Clerical Pay Location(s), include description:

Number of Zones: 1

ZIP Codes Covered:

Host Post Office Name:

Host Post Office Finance Number:

Number of Clerks:

Authorized: REG: PTF: 9 PTR: Other: 2

On-Rolls: REG: 5 PTF: 2 PTR: Other: 2

Number of Mail Handlers:

Authorized: REG: PTF: PTR: Other:

On-Rolls: REG: PTF: PTR: Other:

LDC 69 (Clerical):

LDC 79:

Hours of Operation: Mon: 1:00 AM - 9:00 PM, Sat: 1:00 AM - 9:00 PM, Tues-Fri: 1:00 AM - 9:00 PM, Sun: 4:00 AM - 10:00 AM

Time First Clerk Arrives: Mon: 1:00 AM, Tues-Fri: 1:00 AM, Sat: 1:00 AM, Sun: 4:00 AM

Time First Truck Arrives: Mon: 1:20 AM, Tues-Fri: 2:10 AM, Sat: 2:10 AM, Sun: 4:00 AM

Number of Trips: Mon: 10, Tues-Fri: 10, Sat: 10, Sun: 4

Other Trip Times: 3:00 AM, 3:45 AM, 5:40 AM, 6:15 AM

Posted Box Up Time: 8:30 AM, Walling Begins: 6:30 AM, Is/will the site have FSS? No

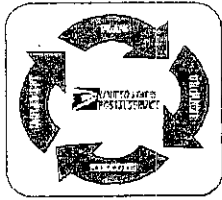
Dutch Door? Yes, Are rural carriers paid withdrawal time? No

Type (s) Service Provided at Dutch Door:

Accountable pickup outside window hours.

Dutch Door Hours of Operation: Mon-Fri: 1:00 AM - 8:00 AM, Sat: 1:00 AM - 12:30 PM, Sun: 4:00 AM - 9:00 AM

List Any Unique Situations in this Office:



# ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY

UNIT: Wolf Point

FINANCE #: 299504

DATE: 02/23/10

## Unit Profile Fact Sheet - Retail

Prepare a separate sheet for each station or branch

Retail Mgr:

POS ONE Office Yes/ No  Does management perform unit close out? Yes/ No

If IRT Office Provide Clerks Names with IRT ID #s:

| Name | IRT ID | Name | IRT ID | Name | IRT ID |
|------|--------|------|--------|------|--------|
|      |        |      |        |      |        |
|      |        |      |        |      |        |
|      |        |      |        |      |        |
|      |        |      |        |      |        |

Window Hours:                      OPEN      CLOSE                      OPEN      CLOSE                      OPEN      CLOSE

Mon-Fri:        Sat:        Sun:

Is the Window Closed for Lunch: Yes/No  If Yes, How Long (minutes):

Time Window Closed:                      CLOSE      OPEN                      CLOSE      OPEN                      CLOSE      OPEN

Mon-Fri:        Sat:        Sun:

Number of Windows Available Including Cashwrap:  Is hold mail staged at carrier cases? Yes/No

Number of Windows Staffed Daily:      Mon:       Tue-Fri:       Sat:       Sun:

Number of SSA's Working Window Daily:      Mon:       Tue-Fri:       Sat:       Sun:

Do SSA's have Scheduled Lunches: Yes/No  How Long (minutes):

Do SSA's have Scheduled Breaks: Yes/No  How Long (minutes):

Does This Office Have Lunch Relief SSA's?: Yes/No  Does This Office Have a T-6?: Yes/No

How Many Hours Per Day Does T-6 Work On the Window?:

Mon:       Tue-Fri:       Sat:       Sun:

Does This Office do an Advance Deposit?: Yes/No  Time Advance Deposit Started:

Does this Office Have a Drive-up Window? Yes/No  Does this Office Have a Mobile Unit? Yes/No

Does this Office Have a Stamps by Mail Unit? Yes/No

List Any Unique Retail Situations in this Office (such as regular LARGE Stamp Sales):

Paste Workload Report from CSV starting in cell below

**Workload Worksheet - WOLF POINT PO - WOLF POINT PO**

| <b>Benchmark LDC 41 Ltrs</b>  | <b>Volume</b>            | <b>Prod Rate</b> | <b>Hrs</b>     | <b>STB</b>    | <b>Analysis Prd</b> | <b>Net Rate</b> |
|-------------------------------|--------------------------|------------------|----------------|---------------|---------------------|-----------------|
| DBCS Pcs                      | 0                        | 13,888.89        | 0              | 0             | 0                   | 0               |
| CSBCS Pcs                     | 16,207,946               | 21,153.33        | 766.21         | 55.86         | 822                 | 19716           |
| Number DBCS Machines          | 0                        |                  |                |               |                     |                 |
| Number CSBCS Machines         | 2                        |                  |                |               |                     |                 |
| Allied DBCS                   |                          | 12.11            | 0              | 0             | 0                   |                 |
| Allied CSBCS                  |                          | 44.15            | 254.57         | 18.56         | 273                 |                 |
| <b>Total LDC 41 Letters</b>   | <i>Flex &gt;&gt;&gt;</i> | <b>0</b>         | <b>1020.78</b> | <b>74.41</b>  | <b>1095</b>         | <b>14799</b>    |
| <b>Benchmark LDC 41 Flats</b> | <b>Volume</b>            | <b>Prod Rate</b> | <b>Hrs</b>     | <b>STB</b>    | <b>Analysis Prd</b> | <b>Net Rate</b> |
| FSM Pcs                       | 0                        | 1,333.33         | 0              | 0             | 0                   | 0               |
| Nbr of FSM Machines           | 0                        |                  |                |               |                     |                 |
| Allied FSM                    |                          | 10.74            | 0              | 0             | 0                   |                 |
| <b>Total LDC 41 Flats</b>     | <i>Flex &gt;&gt;&gt;</i> | <b>0</b>         | <b>0</b>       | <b>0</b>      | <b>0</b>            | <b>0</b>        |
| <b>Total LDC 41 Ltrs/Flts</b> | <i>Flex &gt;&gt;&gt;</i> | <b>0</b>         | <b>1020.78</b> | <b>74.41</b>  | <b>1095</b>         | <b>14799</b>    |
| <b>Earned LDC 41 Ltrs</b>     | <b>Volume</b>            | <b>Prod Rate</b> | <b>Hrs</b>     | <b>STB</b>    | <b>Analysis Prd</b> | <b>Net Rate</b> |
| DBCS Pcs                      | 0                        | 13,888.89        | 0              | 0             | 0                   | 0               |
| CSBCS Pcs                     | 16,436,145               | 21,153.33        | 777            | 56.64         | 834                 | 19716           |
| Number DBCS Machines          | 0                        |                  |                |               |                     |                 |
| Number CSBCS Machines         | 2                        |                  |                |               |                     |                 |
| Allied DBCS                   |                          | 12.11            | 0              | 0             | 0                   |                 |
| Allied CSBCS                  |                          | 44.15            | 254.57         | 18.56         | 273                 |                 |
| <b>Total LDC 41 Letters</b>   | <i>Flex &gt;&gt;&gt;</i> | <b>0</b>         | <b>1031.57</b> | <b>75.2</b>   | <b>1107</b>         | <b>14851</b>    |
| <b>Earned LDC 41 Flts</b>     | <b>Volume</b>            | <b>Prod Rate</b> | <b>Hrs</b>     | <b>STB</b>    | <b>Analysis Prd</b> | <b>Net Rate</b> |
| FSM Pcs                       | 0                        | 1,333.33         | 0              | 0             | 0                   | 0               |
| Nbr of FSM Machines           | 0                        |                  |                |               |                     |                 |
| Allied FSM                    |                          | 10.737           | 0              | 0             | 0                   |                 |
| <b>Total LDC 41 Flts</b>      | <i>Flex &gt;&gt;&gt;</i> | <b>0</b>         | <b>0</b>       | <b>0</b>      | <b>0</b>            | <b>0</b>        |
| <b>Total LDC 41 Ltrs/Flts</b> | <i>Flex &gt;&gt;&gt;</i> | <b>0</b>         | <b>1031.57</b> | <b>75.2</b>   | <b>1107</b>         | <b>14851</b>    |
| <b>Benchmark LDC 43</b>       | <b>Volume</b>            | <b>Prod Rate</b> | <b>Hrs</b>     | <b>STB</b>    | <b>Analysis Prd</b> | <b>Net Rate</b> |
| LtrMan Footage                | 6190                     | 10               | 619.04         | 45.13         | 664                 | 9.32            |
| FltMan Footage                | 7958                     | 12.5             | 636.64         | 46.41         | 683                 | 11.65           |
| PP/Sprs Man Pcs               | 128471                   | 361.11           | 355.77         | 25.94         | 382                 | 337             |
| Allied Hrs per Day            | <i>SCF&gt;&gt;&gt;</i>   | 2,692.76         | 228.48         | 16.66         | 3134                | 18.12           |
| <b>Total LDC 43</b>           | <i>Flex &gt;&gt;&gt;</i> | <b>0</b>         | <b>4532.69</b> | <b>330.43</b> | <b>4863</b>         |                 |
| <b>Earned LDC 43</b>          | <b>Volume</b>            | <b>Prod Rate</b> | <b>Hrs</b>     | <b>STB</b>    | <b>Analysis Prd</b> | <b>Net Rate</b> |
| LtrMan Footage                | 6666                     | 10               | 666.56         | 48.59         | 715                 | 9.32            |
| FltMan Footage                | 7433                     | 12.5             | 594.62         | 43.35         | 638                 | 11.65           |
| PP/Sprs Man Pcs               | 165293                   | 361.11           | 457.73         | 33.37         | 491                 | 337             |
| Allied Hrs per Day            | <i>SCF&gt;&gt;&gt;</i>   | 2,692.76         | 224.82         | 16.39         | 3130                | 18.09           |
| <b>Total LDC 43</b>           | <i>Flex &gt;&gt;&gt;</i> | <b>0</b>         | <b>4636.5</b>  | <b>338</b>    | <b>4975</b>         |                 |
| <b>Benchmark LDC 44</b>       | <b>Volume</b>            | <b>Prod Rate</b> | <b>Hrs</b>     | <b>STB</b>    | <b>Analysis Prd</b> | <b>Net Rate</b> |
| LtrMan                        | 134.04                   | 5.56             | 24.13          | 1.76          | 26                  | 5.18            |
| FltMan                        | 1142.56                  | 7.78             | 146.9          | 10.71         | 158                 | 7.25            |
| PPMan                         | 4152                     | 250              | 16.61          | 1.21          | 18                  | 233.01          |
| DPS (90.00%)                  | 1206.34                  | 11.11            | 108.57         | 7.91          | 116                 | 10.36           |
| Allied (Box Rent Notices)     | 885                      | 0.0483           | 24.49          | 1.79          | 26                  |                 |
| <b>Total LDC 44</b>           | <i>Flex &gt;&gt;&gt;</i> | <b>0</b>         | <b>320.69</b>  | <b>23.38</b>  | <b>344</b>          | <b>7.22</b>     |

**Workload Worksheet - WOLF POINT PO - WOLF POINT PO**

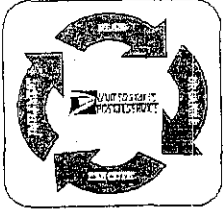
| <b>Earned LDC 44</b>           | <b>Volume</b>            | <b>Prod Rate</b> | <b>Hrs</b>    | <b>STB</b>                     | <b>Analysis Prd</b> | <b>Net Rate</b> |
|--------------------------------|--------------------------|------------------|---------------|--------------------------------|---------------------|-----------------|
| LtrMan                         | 412.78                   | 5.56             | 74.3          | 5.42                           | 80                  | 5.18            |
| FitMan                         | 1210.57                  | 7.78             | 155.64        | 11.35                          | 167                 | 7.25            |
| PPMan                          | 5434                     | 250              | 21.74         | 1.58                           | 23                  | 233.01          |
| DPS (68.79%)                   | 909.61                   | 11.11            | 81.87         | 5.97                           | 88                  | 10.36           |
| Allied (Box Rent Notices)      | 827                      | 0.0483           | 22.88         | 1.67                           | 25                  |                 |
| <b>Total LDC 44</b>            | <i>Flex &gt;&gt;&gt;</i> | <b>0</b>         | <b>356.43</b> | <b>25.98</b>                   | <b>382</b>          | <b>6.62</b>     |
| <b>Benchmark LDC 45</b>        | <b>Volume</b>            | <b>Prod Rate</b> | <b>Hrs</b>    | <b>STB</b>                     | <b>Analysis Prd</b> | <b>Net Rate</b> |
| Transactions                   | 38232                    | 0.76             | 484.27        | <small>Included in WOS</small> | 484                 | 0.76            |
| WOS Ancillary (33%)            |                          |                  | 159.81        | <small>Included in WOS</small> | 160                 |                 |
| Open/Close                     | 360.32                   | 27               | 162.15        | <small>Included in WOS</small> | 162                 | 27              |
| <b>Total LDC 45</b>            | <i>Flex &gt;&gt;&gt;</i> | <b>0</b>         | <b>806.23</b> | <small>Included in WOS</small> | <b>806</b>          | <b>1.27</b>     |
| <b>Earned LDC 45</b>           | <b>Volume</b>            | <b>Prod Rate</b> | <b>Hrs</b>    | <b>STB</b>                     | <b>Analysis Prd</b> | <b>Net Rate</b> |
| Transactions                   | 37695                    | 0.74             | 464.91        | <small>Included in WOS</small> | 465                 | 0.74            |
| WOS Ancillary (33%)            |                          |                  | 153.42        | <small>Included in WOS</small> | 153                 |                 |
| Open/Close                     | 344                      | 27               | 154.8         | <small>Included in WOS</small> | 155                 | 27              |
| <b>Total LDC 45</b>            | <i>Flex &gt;&gt;&gt;</i> | <b>0</b>         | <b>773.12</b> | <small>Included in WOS</small> | <b>773</b>          | <b>1.23</b>     |
| <b>Benchmark LDC 48</b>        | <b>Volume</b>            | <b>Prod Rate</b> | <b>Hrs</b>    | <b>STB</b>                     | <b>Analysis Prd</b> | <b>Net Rate</b> |
| Delivery Support               | 425,926                  | 0.03119          | 221.41        | 16.14                          | 238                 | 0.03346         |
| <b>Earned LDC 48</b>           | <b>Volume</b>            | <b>Prod Rate</b> | <b>Hrs</b>    | <b>STB</b>                     | <b>Analysis Prd</b> | <b>Net Rate</b> |
| Delivery Support               | 415,892                  | 0.03119          | 216.19        | 15.76                          | 232                 | 0.03346         |
| Benchmark Total LDC 48         |                          |                  |               |                                | 1663                |                 |
| <i>Adjusted for Deliveries</i> |                          |                  |               |                                | -6                  |                 |
| <b>Total LDC 48</b>            | <i>Flex &gt;&gt;&gt;</i> | <b>0</b>         |               |                                | <b>1657</b>         |                 |
| <i>Adjusted for Deliveries</i> |                          |                  |               |                                | 0                   |                 |
| <b>Total LDC 48</b>            | <i>Flex &gt;&gt;&gt;</i> | <b>0</b>         |               |                                | <b>0</b>            |                 |

**WOLF POINT PO - WOLF POINT PO - LDC 42 EARNED WORKHOURS**

| <b>WORKLOAD ELEMENT</b>   | <b>SOURCE</b> | <b>VALUE</b>                       | <b>CSV FACTORS<br/>INCLUDES STB</b> | <b>BENCHMARK<br/>MINS / DAY</b> |
|---|---------------|------------------------------------|-------------------------------------|---------------------------------|
| BRM/PD #ACCT.POSTED   | AVERAGE DAILY | 1                                  | 2.0367 Minutes ea. Daily avg.       | 2.04                            |
| BRM/PD AVG PIECES   | AVERAGE DAILY | 1                                  | BRM/PD Pieces / 10.0666 = Minutes   | 0.1                             |
| FLEX TIME   | APPROV MIN.   | 0                                  | Actual Authorized Other Time        | 0                               |
| MERCHANDISE RETURN SVC  | AVERAGE DAILY | 0                                  | 1.4971 Minutes ea. Daily avg.       | 0                               |
| PARCEL RETURN SVC   | AVERAGE DAILY | 0                                  | 1.4971 Minutes ea. Daily avg.       | 0                               |
| <b>Period 09/26/2009 - 04/23/2010 (173 Data Days)</b>             |               | <b>TOT.BENCHMARK MINUTES P/DAY</b> |                                     | <b>2.14</b>                     |
| <b>Report date 05/02/2010</b>                                     |               | <b>TOT.LDC42 BENCHMARK HOURS</b>   |                                     | <b>6.16</b>                     |
| <b>Bold Lettering = District Level Editable Workload Elements</b> |               |                                    |                                     |                                 |

**WOLF POINT PO - WOLF POINT PO - LDC 48 EARNED WORKHOURS**

| <b>WORKLOAD ELEMENT</b>   | <b>SOURCE</b>    | <b>BENCH VALUE</b> | <b>CSV FACTORS<br/>INCLUDES STB</b>                           | <b>BENCHMARK<br/>MINS / DAY</b> |
|---|------------------|--------------------|---|---------------------------------|
| 2ND NOTICES DLVS  | DELIVERIES       | 2462               | 1.9305 minutes per 1000 Deliveries                            | 4.75                            |
| APC MAINTENANCE   | # PER MACHINE    | 0                  | 4.8281 per machine  | 0                               |
| AVG MAILINGS PER  | # PER            | 41                 | 302   | 44.94                           |
| BOX ACCOUNTABLE MAIL  | ROUTES 1 per 500 | 1.77               | 5.7933 minutes per route                                      | 10.25                           |
| CALLER SERVICE (PAID)   | AVG DAY          | 0                  | Callers *1.2060 minutes                                       | 0                               |
| CANCEL MAIL   | ACTUAL MINUTES   | 10                 | Actual + (STB Factor 0.0729)                                  | 10.73                           |
| CARRIER ACCOUNTABLES  | ROUTES           | 7                  | 5.7933 minutes per route                                      | 40.55                           |
| CFS MAINTENANCE   | DELIVERIES       | 2462               | 0.5793 minutes per 500 Deliveries                             | 2.85                            |
| COLLECTIONS   | ACTUAL           | 30                 | Actual + (STB Factor 0.0729)                                  | 32.19                           |
| DISPATCH DLVS   | DELIVERIES       | 2462               | 5.7933 minutes per 1000 possible                              | 14.26                           |
| EXPRESS MAIL DELIVERY   | ACTUAL           | 0                  | Actual + (STB Factor 0.0729)                                  | 0                               |
| EXPRESS/PRIORITY SCANS  | # OF SCANS       | 250                | 0.1350 min for each of the 1st 200 +<br>0.1350 min each > 200 | 33.75                           |
| FIRM HOLDOUT  | AVG DAY          | 0                  | Firm Holdouts *1.2060 minutes                                 | 0                               |
| FLEX TIME   | APPROV MIN.      | 0                  | Actual Authorized Other Time                                  | 0                               |
| GENERAL CLERK   | OFFICE LEVEL     | 0                  | Lead Finance Level 22,24 or 26<br>+(STB Factor 0.0729)        | 0                               |
| NIXIE/UBBM  | DELIVERIES       | 2462               | 4.8281 minutes per 500 Deliveries                             | 23.77                           |
| OFFSITE TRAVEL/ADMIN  | ACTUAL MINUTES   | 0                  | Actual + (STB Factor 0.0729)                                  | 0                               |
| OPN &CLS SUPPLIES &SVCS   | # OF OFFICES     | 1                  | 12.07 minutes per office                                      | 12.07                           |
| P.O. BOX MAINT  | BOXES-RENTED     | 885                | Rented boxes *1.9305 min / 302                                | 5.66                            |
| POST OFFICE BOXES   | RENTED           | 885                | Not Applicable  |                                 |
| PREMIUM FOWARDING SVC   | ACTUAL           | 0                  | Actual + (STB Factor 0.0729)                                  | 0                               |
| ROUTES CDS  | DELIVERIES       | 392                | Not Applicable  |                                 |
| ROUTES CITY   | DELIVERIES       | 1185               | Not Applicable  |                                 |
| ROUTES RURAL  | DELIVERIES       | 0                  | Not Applicable  |                                 |
| TELEPHONE   | DELIVERIES       | 2462               | 2.8968 minutes per 1000 Deliveries                            | 7.13                            |
| VALIDATE 1412 'S  | POS              | 2.08               | 5.7933 minutes per 1412                                       | 12.07                           |
| VERIFY DEPOSIT/TRANSMIT   | # OF OFFICES     | 1                  | 33.1650 minutes per Office                                    | 33.17                           |
| <b>Period 09/26/2009 - 04/23/2010 (173 Data Days)</b>             |                  |                    | <b>TOTAL EARNED MINUTES P/DAY</b>                             | <b>576.64</b>                   |
| <b>Report date 05/02/2010</b>                                     |                  |                    | <b>TOTAL LDC48 EARNED HOURS</b>                               | <b>1662.65</b>                  |
| <b>Bold Lettering = District Level Editable Workload Elements</b> |                  |                    |   |                                 |



# ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY

UNIT: Wolf Point

FINANCE #: 299504

DATE: 02/23/10

## INPUT SHEET- Cell Separation Worksheet

LDC 43 - The productivity rates assigned to the unit are established based on the number of valid separations on the letter and flat cases. The number of separations also allocates the set up time, spread time, and pull down time for the unit. For Authorized Cells, 500 rented PO boxes equal 1 Route Equivalent (RTE) to calculate allied time and 120 rented for productivity. Each firm or other separation must receive 50+ pieces of mail per day to qualify for an authorized cell on the distribution case.

### PRIMARY (LDC 43)

- Number of city routes
- Number of rural routes
- Number of highway contract routes
- Number of PO box route equivalents (1 cell for every 120 rented)\*
- Number of firms/caller/other separations receiving 50+ pieces a day\*\*

Total Cell Separations for LDC 43

| Actual Cells |           |
|--------------|-----------|
| Letter Case  | Flat Case |
| 2            | 2         |
|              |           |
| 5            | 5         |
| 14           | 9         |
| 3            |           |
| 24           | 16        |

| Authorized Cells |           |
|------------------|-----------|
| Letter Case      | Flat Case |
| 2                | 2         |
|                  |           |
| 5                | 5         |
| 7                | 7         |
| 3                |           |
| 17               | 14        |

\*CSV uses 120 rented PO boxes to establish manual productivity. It allocates allied time based on 500 rented PO boxes.

\*\*If there is more than one distribution case, add pieces from each case to determine if that cell receives 50+ pieces. PROVIDE A COPY OF THE WEBBATS REPORT OF PAID CALLERS TO DETERMINE THE NUMBER OF CELLS.

### SECONDARY (LDC 43)

Please describe the contents of the case cells -Drop downs provided

SCF Offices

Outgoing SCF

Total Cell Separations for LDC 43

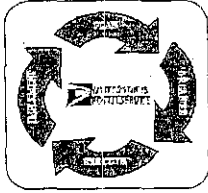
| Actual Cells |           |
|--------------|-----------|
| Letter Case  | Flat Case |
| 28 40        | 28 40     |
| 25           | 18        |
|              |           |
|              |           |
|              |           |
| 38           | 38        |

| Authorized Cells |           |
|------------------|-----------|
| Letter Case      | Flat Case |
| 38               | 38        |
|                  |           |
|                  |           |
|                  |           |
|                  |           |
| 38               | 38        |

Please use blank lines above with drop downs to indicate the workload that will be worked in these cases. For example, SCF Offices, Stations or Branches, Finance Station, or Unique Zips.

In offices where a true secondary operation exists District Manager authorization is required for separations receiving 50+ pieces a day. To improve efficiency, every effort should be made to eliminate secondary cases.

Comments:



# ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY

UNIT: Wolf Point

FIN #: 299504

DATE: 02/23/10

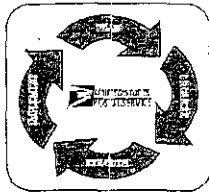
## CUSTOMER SERVICE VOLUME RECORDING WORKSHEET

### MANUAL VOLUME RECORDING WORKSHEET

|         |       | INCHES | FEET  | Total PIECES |
|---------|-------|--------|-------|--------------|
| Letters | DAY 1 | 394    | 32.83 | 7,453        |
|         | DAY 2 | 290    | 24.17 | 5,486        |
| Flats   | DAY 1 | 417    | 34.75 | 3,996        |
|         | DAY 2 | 380    | 31.67 | 3,642        |

| DAY 1 - Parcel Post  |                      | Full   | 3/4   | 1/2   | 1/4   | Pieces        |
|--|----------------------|--------|-------|-------|-------|---------------|
| <i>For Manual Entry, use conversion factors shown at bottom of page 2.</i> |                      |        |       |       |       |               |
| Hamper (1046)  | Number of Containers | 5      | 3     |       |       | 308.14        |
|  | Total Pieces         | 212.50 | 95.64 |       |       |               |
| Gurney (1033)  | Number of Containers |        |       | 1     |       | 9.62          |
|  | Total Pieces         |        |       | 9.62  |       |               |
| U-Cart (1075)  | Number of Containers |        | 1     |       |       | 7.97          |
|  | Total Pieces         |        | 7.97  |       |       |               |
| GPMC (APC)   | Number of Containers |        |       |       |       |               |
|  | Total Pieces         |        |       |       |       |               |
| Wire Container   | Number of Containers |        | 1     |       |       | 64.38         |
|  | Total Pieces         |        | 64.38 |       |       |               |
| OTR/EMC  | Number of Containers |        |       |       |       |               |
|  | Total Pieces         |        |       |       |       |               |
| Cardboard (Gaylord)  | Number of Containers |        |       |       |       |               |
|  | Total Pieces         |        |       |       |       |               |
| #1 Sack  | Number of Containers | 18     |       | 7     | 25    | 302.17        |
|  | Total Pieces         | 196.02 |       | 38.15 | 68.00 |               |
| #1 Pallet  | Number of Containers |        |       |       |       |               |
|  | Total Pieces         |        |       |       |       |               |
| <b>Total Pieces</b>  |                      |        |       |       |       | <b>692.28</b> |

| DAY 2 - Parcel Post |                      | Full   | 3/4    | 1/2   | 1/4   | Pieces          |
|---------------------|----------------------|--------|--------|-------|-------|-----------------|
| Hamper (1046)       | Number of Containers | 2      | 3      | 3     |       | 244.39          |
|                     | Total Pieces         | 85.00  | 95.64  | 63.75 |       |                 |
| Gurney (1033)       | Number of Containers | 2      |        |       |       | 38.46           |
|                     | Total Pieces         | 38.46  |        |       |       |                 |
| U-Cart (1075)       | Number of Containers | 3      | 1      |       |       | 39.83           |
|                     | Total Pieces         | 31.86  | 7.97   |       |       |                 |
| GPMC (APC)          | Number of Containers |        | 1      |       | 1     | 85.00           |
|                     | Total Pieces         |        | 63.75  |       | 21.25 |                 |
| Wire Container      | Number of Containers |        |        |       |       |                 |
|                     | Total Pieces         |        |        |       |       |                 |
| OTR/BMC             | Number of Containers | 3      |        | 1     |       | 595.00          |
|                     | Total Pieces         | 510.00 |        | 85.00 |       |                 |
| Cardboard (Gaylord) | Number of Containers |        | 1      |       | 1     | 283.31          |
|                     | Total Pieces         |        | 212.48 |       | 70.83 |                 |
| #1 Sack             | Number of Containers | 18     | 7      | 8     | 8     | 318.57          |
|                     | Total Pieces         | 196.02 | 57.19  | 43.60 | 21.76 |                 |
| #1 Pallet           | Number of Containers |        |        |       |       |                 |
|                     | Total Pieces         |        |        |       |       |                 |
| <b>Total Pieces</b> |                      |        |        |       |       | <b>1,604.56</b> |



# ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY

UNIT: Wolf Point

FIN #: 299504

DATE: 02/23/10

## CUSTOMER SERVICE VOLUME RECORDING WORKSHEET

### MANUAL VOLUME RECORDING WORKSHEET

| Volume Comparison | F4 Team | PS 3930 | +/-   | % | Average Day Volume |
|-------------------|---------|---------|-------|---|--------------------|
| Letters (Pcs)     | 6,470   |         | 6,470 |   | 8,746              |
| Flats (Pcs)       | 3,819   |         | 3,819 |   | 4,941              |
| Parcels (Pcs)     | 1,148   |         | 1,148 |   | 955                |

If adjustment percentage exceeds plus or minus 100%, PS 3930 volumes are suspect.

Average Daily Nbr Parcels from 8125:

DPS percentage:

AFSM 100 Sortation (Y or N):

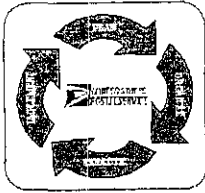
FSS Sortation (Y or N):

| Outlier Comparison Pcs per RTE | F4 Team | PS 3930 | Benchmark Volume |
|--------------------------------|---------|---------|------------------|
| Letters (Pcs)                  | 383     |         | 518              |
| Flats (Pcs)                    | 275     |         | 356              |
| Parcels (Pcs)                  | 68      |         | 57               |

| Route Equivalent |
|------------------|
| 17               |
| 14               |
| 17               |

#### OBSERVATION OF RECORDING METHODS -

Office was improperly recording parcels. They were recording containers and were then adding back in the amount of parcels that were given to the carriers and the box section. Office was instructed to discontinue adding these parcels in twice. Clerks record volume on all tours and were not always careful to properly record volume. Supervisor would guess on volumes if volume sheets were left blank. Office was instructed to report volumes accurately in each operation as the mail is worked.



# ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY

UNIT: Wolf Point

FIN #: 299504

DATE: 02/23/10

## CUSTOMER SERVICE VOLUME RECORDING WORKSHEET

### BOX VOLUME RECORDING WORKSHEET

|                              |       | INCHES | FEET | Total PIECES |
|------------------------------|-------|--------|------|--------------|
| Walled Letters<br><i>RHW</i> | DAY 1 | 18     | 1.50 | 341          |
|                              | DAY 2 | 15     | 1.25 | 284          |
| Walled DPS                   | DAY 1 | 40     | 3.35 | 761          |
|                              | DAY 2 | 57     | 4.74 | 1,077        |
| Walled Flats                 | DAY 1 | 24     | 2.00 | 230          |
|                              | DAY 2 | 11     | 0.92 | 105          |
| Parcel Post                  | DAY 1 |        |      | 20           |
|                              | DAY 2 |        |      | 24           |

|        |       | TIME | SPMS SCAN TIME |
|--------|-------|------|----------------|
| Uptime | DAY 1 | 6:12 | 6:12           |
|        | DAY 2 | 7:26 | 7:26           |

Average Daily Nbr Parcels Notified:

Average Daily Nbr Overflow Boxes Handled:

| Volume Comparison | F4 Team | PS 3930 | +/- | % | YTD Daily Avg Volume |
|-------------------|---------|---------|-----|---|----------------------|
| Letters (Pcs)     | 312     |         | 312 |   | 542                  |
| DPS Letters (Pcs) | 919     |         | 919 |   | 1,194                |
| Flats (Pcs)       | 168     |         | 168 |   | 805                  |
| Parcels (Pcs)     | 22      |         | 22  |   | 31                   |

If adjustment percentage exceeds plus or minus 100%, PS 3930 volumes are suspect.

| Letter Volume comparison | % of Total |
|--------------------------|------------|
| Walled Letters           | 25.35%     |
| Walled DPS               | 74.65%     |

### National Container Conversion Rate (Parcels)

|                      | Full   | 3/4    | 1/2    | 1/4   |
|----------------------|--------|--------|--------|-------|
| Orange Sack          | 10.89  | 8.17   | 5.45   | 2.72  |
| U-Cart (1075)        | 10.62  | 7.97   | 5.31   | 2.66  |
| Medium Hamper (1033) | 19.23  | 14.42  | 9.62   | 4.81  |
| Large Hamper (1046)  | 42.50  | 31.88  | 21.25  | 10.63 |
| GPMC (APC)           | 85.00  | 63.75  | 42.50  | 21.25 |
| Wiretainer           | 85.84  | 64.38  | 42.92  | 21.46 |
| Pallet 4'            | 136.70 | 102.53 | 68.35  | 34.18 |
| OTR/BMC              | 170.00 | 127.50 | 85.00  | 42.50 |
| Gaylord 5'           | 283.30 | 212.48 | 141.65 | 70.83 |

Paste Data Stream starting in cell below

|                                |               |
|--------------------------------|---------------|
| DISTRICT CODE                  | 590           |
| POST OFFICE FINANCE NBR        | 299504        |
| POST OFFICE NAME               | WOLF POINT PO |
| UNIT NAME                      | WOLF POINT PO |
| UNIT FINANCE NUMBER            | 299504        |
| UNIT LEVEL                     | 20            |
| BENCHMARK V41D                 | 0             |
| BENCHMARK V41C                 | 1620794553    |
| BENCHMARK V41E                 | 0             |
| BENCHMARK UDLE                 | 1405207395    |
| BENCHMARK UDHE                 | 9151596892    |
| BENCHMARK PAK                  | 1284708838    |
| BENCHMARK EVLM                 | 3042674615    |
| BENCHMARK BOXE                 | 1013940709    |
| BENCHMARK BVED                 | 2738881535    |
| BENCHMARK BVP                  | 4152          |
| EARNED BENCHMARK LDC41L        | 10907281      |
| EARNED BENCHMARK LDC41E        | 0             |
| EARNED BENCHMARK LDC42         | 609           |
| EARNED BENCHMARK LDC43E        | 48628826      |
| EARNED BENCHMARK LDC43L        | 6641708       |
| EARNED BENCHMARK LDC43E        | 6830559       |
| EARNED BENCHMARK LDC43P        | 38159741      |
| EARNED BENCHMARK LDC43A        | 81340567      |
| EARNED BENCHMARK LDC44         | 5242073       |
| EARNED BENCHMARK LDC45         | 8271822       |
| EARNED BENCHMARK LDC48         | 1062458       |
| BENCHMARK NBR DBCS             | 0             |
| BENCHMARK NBR CSBGS            | 2             |
| BENCHMARK NBR USM              | 0             |
| BENCHMARK NBR AFM              | 0             |
| BENCHMARK NBR SPESM            | 0             |
| BENCHMARK CITY ROUTES          | 2             |
| BENCHMARK RURAL ROUTES         | 0             |
| BENCHMARK HCR ROUTES           | 5             |
| BENCHMARK EQUIV BOX ROUTES     | 177           |
| BENCHMARK CITY DELIVERIES      | 185           |
| BENCHMARK RURAL DELIVERIES     | 0             |
| BENCHMARK HCR DELIVERIES       | 392           |
| BENCHMARK EQUIV BOX DELIVERIES | 885           |
| MAN YEAR IN D                  | 0             |
| OFFICE OPEN SATURDAY           | 1             |
| AVERAGE FIRM HOLDOUTS          | 0             |
| CAG                            | 0             |
| NUMBER DBCS                    | 0             |
| NUMBER CSBGS                   | 2             |
| DBCS PIECES                    | 0             |
| CSBGS PIECES                   | 1646145       |
| FSM41 PIECES                   | 0             |
| FLASH LDC41E                   | 1126          |
| FLASH LDC41L                   | 1126          |
| FLASH LDC41E                   | 0             |
| FLASH LDC42                    | 0             |

|                                  |           |
|----------------------------------|-----------|
| FLASH LDC 43                     | 2212      |
| FLASH LDC 44                     | 549       |
| FLASH LDC 45                     | 762       |
| FLASH LDC 48                     | 5261      |
| FLASH LDC L43A                   | 949       |
| FLASH LDC L43F                   | 461       |
| FLASH LDC L43E                   | 432       |
| FLASH LDC L43P                   | 370       |
| FLASH UDL                        | 1513080   |
| FLASH UDF                        | 854755    |
| FLASH PAK                        | 165293    |
| FLASH BVEM                       | 93700     |
| FLASH BVLD                       | 206482    |
| FLASH BVP                        | 5434      |
| FLASH BOX                        | 139215    |
| DELIVERY DAYS                    | 173       |
| UNIT RETAIL DAYS                 | 173       |
| TOTAL TRANSACTIONS               | 37695     |
| TRAVEL TIME                      | 0         |
| CLERK COLLECTIONS TIME AMT       | 30        |
| CANCEL TIME AMOUNT               | 10        |
| BRM POSTING AMOUNT               | 4         |
| BRM PIECES AMOUNT                | 12        |
| VERIFY DEPOSIT NBR               | 1         |
| VALIDATE 1412 NBR                | 20828     |
| EXPRESS MAIL AMOUNT              | 113       |
| AVERAGE MAILINGS AMT             | 41        |
| CITY ROUTES                      | 2         |
| RURAL ROUTES                     | 0         |
| HCR ROUTES                       | 5         |
| EQUIVALENT BOX ROUTES            | 165       |
| CITY DELIVERIES                  | 1184      |
| RURAL DELIVERIES                 | 0         |
| HCR DELIVERIES                   | 396       |
| BOX DELIVERIES                   | 827       |
| CURRENT ON ROLES CLERKS FT       | 5         |
| CURRENT ON ROLES CLERKS PT       | 2         |
| CURRENT ON ROLES CLERKS PFR      | 0         |
| CURRENT ON ROLES MAILHANDLER FT  | 0         |
| CURRENT ON ROLES MAILHANDLER PT  | 0         |
| CURRENT ON ROLES MAILHANDLER PFR | 0         |
| BENCHMARK LDC45 TRANS RDM        | 3823/8582 |
| SELECTED BEGIN PERIOD            | 9/26/2009 |
| SELECTED END PERIOD              | 4/23/2010 |
| FLEX TIME 41                     | 0         |
| FLEX TIME 42                     | 0         |
| FLEX TIME 43                     | 0         |
| FLEX TIME 44                     | 0         |
| FLEX TIME 45                     | 0         |
| FLEX TIME 48                     | 0         |
| LETTER PRODUCTIVITY              | 211573    |
| FLAT PRODUCTIVITY                | 13398     |
| FLAT PRODUCTIVITY                |           |

## 8 WEEK ANALYSIS of 3930 INFORMATION

### DAILY LDC 43 LETTER VOLUME IN PIECES

| Week    | Postal Week | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | TOTAL  |
|---------|-------------|----------|--------|--------|---------|-----------|----------|--------|--------|
| 1       | 14          | 2951     | 0      | 7605   | 7832    | 4824      | 6697     | 6697   | 36604  |
| 2       | 15          | 10726    | 2724   | 9534   | 14358   | 9704      | 14528    | 7264   | 68838  |
| 3       | 16          | 10839    | 1532   | 8853   | 9137    | 13336     | 4200     | 6697   | 54594  |
| 4       | 17          | 3859     | 681    | 1589   | 5618    | 12201     | 7718     | 11691  | 43357  |
| 5       | 18          | 7434     | 0      | 5845   | 10329   | 14188     | 11066    | 6526   | 55388  |
| 6       | 19          | 8740     | 1589   | 8059   | 12145   | 13098     | 8229     | 5051   | 56909  |
| 7       | 20          | 5448     | 1759   | 9250   | 8796    | 10839     | 10045    | 6072   | 52210  |
| 8       | 21          | 10385    | 1476   | 1362   | 7037    | 9137      | 6583     | 7321   | 43300  |
| AVERAGE |             | 7548     | 1220   | 6512   | 9406    | 10916     | 8633     | 7165   | 51400  |
| FT      |             | 33.25    | 5.38   | 28.69  | 41.44   | 48.09     | 38.03    | 31.56  | 226.43 |

### DAILY LDC 43 FLAT VOLUME IN PIECES

| Week    | Postal Week | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | TOTAL  |
|---------|-------------|----------|--------|--------|---------|-----------|----------|--------|--------|
| 1       | 14          | 4083     | 805    | 3680   | 3623    | 4485      | 2760     | 1725   | 21160  |
| 2       | 15          | 4543     | 1150   | 4370   | 5980    | 4830      | 4543     | 4830   | 30245  |
| 3       | 16          | 5175     | 4370   | 5980   | 3910    | 5808      | 5635     | 5693   | 36570  |
| 4       | 17          | 7015     | 805    | 1840   | 5520    | 4255      | 3996     | 3853   | 27284  |
| 5       | 18          | 4514     | 1438   | 2415   | 5865    | 5750      | 4370     | 7015   | 31366  |
| 6       | 19          | 5175     | 1495   | 4370   | 3795    | 4916      | 3105     | 2645   | 25501  |
| 7       | 20          | 4485     | 5520   | 4715   | 3220    | 5175      | 7705     | 4370   | 35190  |
| 8       | 21          | 5520     | 1610   | 2588   | 2875    | 4830      | 4255     | 7188   | 28865  |
| AVERAGE |             | 5064     | 2149   | 3745   | 4348    | 5006      | 4546     | 4665   | 29523  |
| FT      |             | 44.03    | 18.69  | 32.56  | 37.81   | 43.53     | 39.53    | 40.56  | 256.72 |

### DAILY LDC 43 PARCEL POST VOLUME IN PIECES

| Week    | Postal Week | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | TOTAL |
|---------|-------------|----------|--------|--------|---------|-----------|----------|--------|-------|
| 1       | 14          | 499      | 350    | 537    | 798     | 842       | 541      | 562    | 4129  |
| 2       | 15          | 733      | 590    | 873    | 381     | 1023      | 499      | 1116   | 5215  |
| 3       | 16          | 533      | 276    | 805    | 618     | 737       | 500      | 554    | 4023  |
| 4       | 17          | 398      | 783    | 1114   | 316     | 903       | 710      | 1083   | 5307  |
| 5       | 18          | 774      | 602    | 216    | 776     | 857       | 617      | 880    | 4722  |
| 6       | 19          | 657      | 1021   | 1425   | 765     | 680       | 436      | 198    | 5182  |
| 7       | 20          | 420      | 522    | 773    | 474     | 396       | 752      | 696    | 4033  |
| 8       | 21          | 318      |        | 815    | 316     | 458       | 579      | 352    | 2838  |
| AVERAGE |             | 542      | 592    | 820    | 556     | 737       | 579      | 680    | 4431  |

### DAILY LDC 43 WORKHOURS

| Week    | Postal Week | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | TOTAL |
|---------|-------------|----------|--------|--------|---------|-----------|----------|--------|-------|
| 1       | 14          | 12.25    | 2.50   | 14.30  | 14.00   | 12.80     | 0.00     | 0.00   | 55.85 |
| 2       | 15          | 14.90    | 3.00   | 14.80  | 16.70   | 15.35     | 0.00     | 15.40  | 80.15 |
| 3       | 16          | 14.00    | 5.00   | 15.00  | 13.25   | 16.66     | 12.98    | 14.70  | 91.59 |
| 4       | 17          | 15.30    | 3.80   | 4.45   | 13.13   | 13.50     | 15.28    | 15.45  | 80.91 |
| 5       | 18          | 13.25    | 4.00   | 10.50  | 15.00   | 15.68     | 14.93    | 15.15  | 88.51 |
| 6       | 19          | 14.33    | 5.20   | 14.90  | 13.50   | 15.15     | 12.60    | 11.80  | 87.48 |
| 7       | 20          | 13.10    | 7.65   | 14.00  | 13.20   | 14.95     | 16.55    | 13.60  | 93.05 |
| 8       | 21          | 15.40    | 4.40   | 5.75   | 12.15   | 15.10     | 13.40    | 15.45  | 81.65 |
| AVERAGE |             | 14.07    | 4.44   | 11.71  | 13.87   | 14.90     | 10.72    | 12.69  | 82    |



# ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY

UNIT: Wolf Point

Fin#: 299504

02/23/10

## Mail Arrival Profile

| <i>Arrival Times</i> |           |         |             |          |
|----------------------|-----------|---------|-------------|----------|
|                      | Scheduled | Day 1   | Day 2       | Comments |
| Trip 1               | 2:10 AM   | 2:30 AM | 2:46 AM     |          |
| Trip 2               | 3:00 AM   | 2:00 AM | 2:00 AM     |          |
| Trip 3               | 3:45 AM   | 4:03 AM | 3:34 AM     |          |
| Trip 4               | 5:40 AM   | 5:40 AM | 5:40 AM     |          |
| Trip 5               | 6:15 PM   | 6:17 PM |             |          |
| Trip 6               | 6:25 PM   | 6:17 PM |             |          |
| Trip 7               | 6:50 PM   | 6:34 PM | 6:40 PM     |          |
| Trip 8               | 7:05 PM   | 7:35 PM |             |          |
| Trip 9               | 7:20 PM   | 6:57 PM | 7:05 PM     |          |
| Trip 10              | 7:45 PM   | 7:30 PM | 7:25 PM     |          |
| Total                | 5         | 5       | 10.65138889 |          |

# ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY

UNIT: Wolf Point

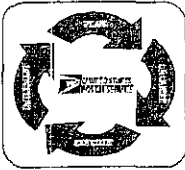
Fin#: 299504

02/23/10

## Mail Arrival Profile

### Containers

|              | Day 1     | Day 2     | Total      | Comments |
|--------------|-----------|-----------|------------|----------|
| Trip 1       | 3         | 7         | 10         |          |
| Trip 2       | 16        | 19        | 35         |          |
| Trip 3       | 6         | 6         | 12         |          |
| Trip 4       | 1         | 1         | 2          |          |
| Trip 5       | 13        | 14        | 27         |          |
| Trip 6       | 10        | 8         | 18         |          |
| Trip 7       | 9         | 10        | 19         |          |
| Trip 8       | 14        | 18        | 32         |          |
| Trip 9       | 5         | 7         | 12         |          |
| Extra        | 9         | 8         | 17         |          |
| <b>Total</b> | <b>86</b> | <b>98</b> | <b>184</b> |          |



# ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY

UNIT: Wolf Point

Fin#: 299504

Date: 02/23/10

## Mail Arrival Profile

Day 1 or 2:

TRIP #

Please Enter the Date this Data was Collected:

| ARRIVAL TIME  |        | Container Type      | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Contents | Container |
|---|--------|---------------------|-----------|------------------|------------------------------|-----------|
| SCHEDULED   | ACTUAL |                     |           |                  |                              |           |
| 3:00  | 2:00   | U-Cart              | Mixed     | 0.25             |                              |           |
| <p>=====</p> <p><b>GENERAL INSTRUCTIONS</b></p> <p>=====</p> <p>When completing the Mail Arrival limit your entries to the list of containers and mail types.</p> <p>-----</p> <p><b>CONTAINER TYPES</b></p> <p>-----</p> <p>BMC/OTR<br/>Cardboard/Gaylord<br/>GPMC/APC<br/>Gurney<br/>Hamp</p> |        | U-Cart              | Mixed     | 0.25             |                              |           |
|   |        | BMC / OTR           | Mixed     | 0.75             |                              |           |
|   |        | GPMC /APC           | Flats     | 0.75             | transfer to Sidney           |           |
|   |        | GPMC /APC           | Flats     | 0.50             |                              |           |
|   |        | GPMC /APC           | Flats     | 0.25             | transfer to Plentywood       |           |
|   |        | BMC / OTR           | Flats     | 0.25             | transfer to Glasgow          |           |
|   |        | GPMC /APC           | Flats     | 0.25             |                              |           |
|   |        | HAMPER (1046)       | Mixed     | 0.50             |                              |           |
|   |        | GPMC /APC           | Parcel    | 1.00             |                              |           |
|   |        | BMC / OTR           | Parcel    | 1.00             |                              |           |
|   |        | BMC / OTR           | Parcel    | 1.00             |                              |           |
|   |        | Pallets             | Flats     | 0.50             | bundles                      |           |
|   |        | Cardboard / Gaylord | Flats     | 0.75             | bundles                      |           |
|   |        | Cardboard / Gaylord | Flats     | 0.75             | bundles                      |           |
|   |        | Wire Container      | Parcel    | 0.50             |                              |           |
|   |        |                     |           |                  |                              |           |
|   |        |                     |           |                  |                              |           |
|   |        |                     |           |                  |                              |           |
|   |        |                     |           |                  |                              |           |

BIG SKY

DATA COLLECTION SHEET

Wolf Point

Mail Arrival Profile

TRIP #

Air Taxi

Please Enter the Date this Data was Collected:

2/23/10

| ARRIVAL TIME  |        | Container Type | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Contents | Container |
|---|--------|----------------|-----------|------------------|------------------------------|-----------|
| SCHEDULED   | ACTUAL |                |           |                  |                              |           |
| 2:10  | 2:30   | BMC / OTR      | Letters   | 1.00             |                              |           |
|   |        | BMC / OTR      | Parcel    | 0.75             |                              |           |
|   |        | BMC / OTR      | Mixed     | 1.00             |                              |           |
| <p>=====</p> <p><b>GENERAL INSTRUCTIONS</b></p> <p>=====</p> <p>When completing the Mail Arrival limit your entries to the list of containers and mail types.</p> <p>-----</p> <p><b>CONTAINER TYPES</b></p> <p>-----</p> <p>BMC/OTR<br/>Cardboard/Gaylord<br/>GPMC/APC<br/>Gurney<br/>Hamp</p> |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |

BIG SKY

DATA COLLECTION SHEET

Wolf Point

Mail Arrival Profile

TRIP # Williston

Please Enter the Date this Data was Collected: 2/23/10

| ARRIVAL TIME   |        | Container Type | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Contents | Container  |  |
|--|--------|----------------|-----------|------------------|------------------------------|--|--|
| SCHEDULED  | ACTUAL |                |           |                  |                              |  |  |
| 3:45   | 4:03   | Sack #1        | Flats     | 0.50             | news                         |  |  |
| <p>=====</p> <p>GENERAL INSTRUCTIONS</p> <p>=====</p> <p>When completing the Mail Arrival limit your entries to the list of containers and mail types.</p> <p>-----</p> <p>CONTAINER TYPES</p> <p>BMC/OTR<br/>Cardboard/Gaylord<br/>GPMC/APC<br/>Gurney<br/>Hamp</p> |        | Sack #1        | Flats     | 0.50             | news                         |  |  |
|  |        | Sack #1        | Flats     | 0.50             | news                         |  |  |
|  |        | Sack #1        | Flats     | 0.50             | news                         |  |  |
|  |        | Sack #1        | Flats     | 0.50             | news                         |  |  |
|  |        | Sack #1        | Flats     | 0.50             | news                         |  |  |
|  |        |                |           |                  |                              | Williston had issues and the letters and flats for 592 were not dispatched as normal |  |
|  |        |                |           |                  |                              |  |  |
|  |        |                |           |                  |                              |  |  |
|  |        |                |           |                  |                              |  |  |
|  |        |                |           |                  |                              |  |  |
|  |        |                |           |                  |                              |  |  |
|  |        |                |           |                  |                              |  |  |
|  |        |                |           |                  |                              |  |  |
|  |        |                |           |                  |                              |  |  |
|  |        |                |           |                  |                              |  |  |





BIG SKY

DATA COLLECTION SHEET

Wolf Point

Mail Arrival Profile

TRIP #

59237

Please Enter the Date this Data was Collected:

2/23/10

| ARRIVAL TIME  |        | Container Type | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Contents | Container |
|---|--------|----------------|-----------|------------------|------------------------------|-----------|
| SCHEDULED   | ACTUAL |                |           |                  |                              |           |
| 18:15   | 18:15  | Sack #1        | Mixed     | 0.50             |                              |           |
| <p>=====</p> <p><b>GENERAL INSTRUCTIONS</b></p> <p>=====</p> <p>When completing the Mail Arrival limit your entries to the list of containers and mail types.</p> <p>-----</p> <p><b>CONTAINER TYPES</b></p> <p>-----</p> <p>BMC/OTR<br/>Cardboard/Gayford<br/>GPMC/APC<br/>Gurney<br/>Hamp</p> |        | Sack #1        | Mixed     | 0.50             |                              |           |
|   |        | Sack #1        | Mixed     | 0.50             |                              |           |
|   |        | Sack #1        | Mixed     | 0.50             |                              |           |
|   |        | Sack #1        | Mixed     | 0.25             |                              |           |
|   |        | Sack #1        | Mixed     | 0.25             |                              |           |
|   |        | Sack #1        | Mixed     | 0.25             |                              |           |
|   |        | Sack #1        | Mixed     | 0.25             |                              |           |
|   |        | Sack #1        | Mixed     | 0.25             |                              |           |
|   |        | Sack #1        | Mixed     | 0.25             |                              |           |
|   |        | Sack #1        | Mixed     | 0.25             |                              |           |
|   |        | Sack #1        | Mixed     | 0.25             |                              |           |
|   |        | Sack #1        | Mixed     | 0.25             |                              |           |
|   |        | Sack #1        | Mixed     | 0.25             |                              |           |
|   |        | Sack #1        | Mixed     | 0.25             |                              |           |
|   |        | U-Cart         | Mixed     | 0.25             | 1 tub flats, 2 trays letters |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |

BIG SKY

DATA COLLECTION SHEET

Wolf Point

Mail Arrival Profile

TRIP #

59236

Please Enter the Date this Data was Collected:

2/23/10

| ARRIVAL TIME  |        | Container Type | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Container Contents |
|---|--------|----------------|-----------|------------------|--|
| SCHEDULED   | ACTUAL |                |           |                  |  |
| 18:50   | 18:34  | U-Card         | Mixed     | 0.50             | 4 trays letter, 1 tub flats, 4 parcels |
| <p>=====</p> <p><b>GENERAL INSTRUCTIONS</b></p> <p>=====</p> <p>When completing the Mail Arrival limit your entries to the list of containers and mail types.</p> <p>-----</p> <p><b>CONTAINER TYPES</b></p> <p>-----</p> <p>BMC/OTR<br/>Cardboard/Gaylord<br/>GPMC/APC<br/>Gurney<br/>Hamp</p> |        | Sack #1        | Parcel    | 0.50             |  |
|   |        | Sack #1        | Parcel    | 0.50             |  |
|   |        | Sack #1        | Parcel    | 0.50             |  |
|   |        | Sack #1        | Mixed     | 0.25             |  |
|   |        | Sack #1        | Mixed     | 0.25             |  |
|   |        | Sack #1        | Mixed     | 0.25             |  |
|   |        | Sack #1        | Mixed     | 0.25             |  |
|   |        | Sack #1        | Mixed     | 0.25             |  |
|   |        |                |           |                  |  |
|   |        |                |           |                  |  |
|   |        |                |           |                  |  |
|   |        |                |           |                  |  |
|   |        |                |           |                  |  |
|   |        |                |           |                  |  |

BIG SKY

DATA COLLECTION SHEET

Wolf Point

Mail Arrival Profile

TRIP # 59239

Please Enter the Date this Data was Collected: 2/23/10

| ARRIVAL TIME  |        | Container Type | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Contents | Container |
|---|--------|----------------|-----------|------------------|------------------------------|-----------|
| SCHEDULED   | ACTUAL |                |           |                  |                              |           |
| 19:20   | 18:57  | HAMPER (1046)  | Mixed     | 1.00             |                              |           |
| <p>=====</p> <p><b>GENERAL INSTRUCTIONS</b></p> <p>=====</p> <p>When completing the Mail Arrival limit your entries to the list of containers and mail types.</p> <p>-----</p> <p><b>CONTAINER TYPES</b></p> <p>-----</p> <p>BMC/OTR<br/>Cardboard/Gaylord<br/>GPMC/APC<br/>Gurney<br/>Hamp</p> |        | HAMPER (1046)  | Mixed     | 1.00             |                              |           |
|   |        | HAMPER (1046)  | Mixed     | 1.00             |                              |           |
|   |        | HAMPER (1046)  | Mixed     | 1.00             |                              |           |
|   |        | HAMPER (1046)  | Mixed     | 1.00             |                              |           |
|   |        | HAMPER (1046)  | Mixed     | 1.00             |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |
|   |        |                |           |                  |                              |           |



BIG SKY

DATA COLLECTION SHEET

Wolf Point

Mail Arrival Profile

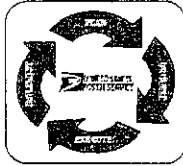
TRIP #

59238

Please Enter the Date this Data was Collected:

2/23/10

| ARRIVAL TIME   |        | Container Type | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Contents | Container |
|--|--------|----------------|-----------|------------------|------------------------------|-----------|
| SCHEDULED  | ACTUAL |                |           |                  |                              |           |
| 19:05  | 19:35  | Sack #1        | Mixed     | 1.00             |                              |           |
|  |        | Sack #1        | Mixed     | 1.00             |                              |           |
|  |        | Sack #1        | Mixed     | 1.00             |                              |           |
| <p>=====</p> <p><b>GENERAL INSTRUCTIONS</b></p> <p>=====</p> <p>When completing the Mail Arrival limit your entries to the list of containers and mail types.</p> <p>-----</p> <p><b>CONTAINER TYPES</b></p> <p>BMC/OTR<br/>Cardboard/Gaylord<br/>GPMC/APC<br/>Gurney<br/>Hamp</p> |        | Sack #1        | Mixed     | 1.00             |                              |           |
|  |        | Sack #1        | Mixed     | 1.00             |                              |           |
|  |        | Sack #1        | Mixed     | 1.00             |                              |           |
|  |        | Sack #1        | Mixed     | 1.00             |                              |           |
|  |        | Sack #1        | Mixed     | 0.25             |                              |           |
|  |        | Sack #1        | Mixed     | 0.25             |                              |           |
|  |        | Sack #1        | Mixed     | 0.25             |                              |           |
|  |        | Sack #1        | Other     | 0.50             | Express                      |           |
|  |        | Sack #1        | Other     | 0.50             | Express                      |           |
|  |        | U-Cart         | Mixed     | 0.75             |                              |           |
|  |        |                |           |                  |                              |           |
|  |        |                |           |                  |                              |           |
|  |        |                |           |                  |                              |           |
|  |        |                |           |                  |                              |           |
|  |        |                |           |                  |                              |           |
|  |        |                |           |                  |                              |           |
|  |        |                |           |                  |                              |           |



# ON-SITE FUNCTION 4 REVIEW PROCESS

PERFORMANCE CLUSTER: BIG SKY

UNIT: Wolf Point

Fin#: 299504

Date: 02/23/10

## Mail Arrival Profile

Day 1 or 2 :

2

TRIP #

591L5

Please Enter the Date this Data was Collected:

2/24/10

| ARRIVAL TIME   |        | Container Type      | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Contents | Container |  |
|--|--------|---------------------|-----------|------------------|------------------------------|-----------|--|
| SCHEDULED  | ACTUAL |                     |           |                  |                              |           |  |
| 3:00   | 2:00   | U-Cart              | Mixed     | 0.50             |                              |           |  |
|  |        | U-Cart              | Mixed     | 0.25             |                              |           |  |
| <p>=====</p> <p><b>GENERAL INSTRUCTIONS</b></p> <p>=====</p> <p>When completing the Mail Arrival limit your entries to the list of containers and mail types.</p> <p>-----</p> <p><b>CONTAINER TYPES</b></p> <p>BMC/OTR<br/>Cardboard/Gaylord<br/>GPMC/APC<br/>Gurney<br/>Hamp</p> |        | GPMC /APC           | Flats     | 0.25             |                              |           |  |
|  |        | GPMC /APC           | Flats     | 0.25             | transfer to Glasgow          |           |  |
|  |        | BMC / OTR           | Mixed     | 0.75             |                              |           |  |
|  |        | GPMC /APC           | Flats     | 0.25             | transfer to Plentywood       |           |  |
|  |        | Cardboard / Gaylord | Parcel    | 0.25             |                              |           |  |
|  |        | GPMC /APC           | Flats     | 0.25             |                              |           |  |
|  |        | GPMC /APC           | Flats     | 0.75             | transfer to Sidney           |           |  |
|  |        | BMC / OTR           | Flats     | 1.00             |                              |           |  |
|  |        | GPMC /APC           | Parcel    | 0.25             |                              |           |  |
|  |        | BMC / OTR           | Parcel    | 1.00             |                              |           |  |
|  |        | Cardboard / Gaylord | Parcel    | 0.75             |                              |           |  |
|  |        | GPMC /APC           | Other     | 0.75             |                              |           |  |
|  |        | BMC / OTR           | Parcel    | 1.00             |                              |           |  |
|  |        | GPMC /APC           | Parcel    | 0.25             |                              |           |  |
|  |        | GPMC /APC           | Flats     | 0.25             |                              |           |  |
|  |        | Cardboard / Gaylord | Flats     | 0.75             | bundles                      |           |  |
|  |        | Cardboard / Gaylord | Mixed     | 0.50             |                              |           |  |
|  |        |                     |           |                  |                              |           |  |

BIG SKY

DATA COLLECTION SHEET

Wolf Point

Mail Arrival Profile

TRIP #

Air Taxi

Please Enter the Date this Data was Collected:

2/24/10

| ARRIVAL TIME  |        | Container Type | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Contents | Container |  |
|---|--------|----------------|-----------|------------------|------------------------------|-----------|--|
| SCHEDULED   | ACTUAL |                |           |                  |                              |           |  |
| 2:10  | 2:46   | Gurney         | Letters   | 0.75             |                              |           |  |
| <p>=====</p> <p><b>GENERAL INSTRUCTIONS</b></p> <p>=====</p> <p>When completing the Mail Arrival limit your entries to the list of containers and mail types.</p> <p>-----</p> <p><b>CONTAINER TYPES</b></p> <p>-----</p> <p>BMC/OTR<br/>Cardboard/Gaylord<br/>GPMC/APC<br/>Gurney<br/>Hamp</p> |        | BMC / OTR      | Mixed     | 0.50             |                              |           |  |
|   |        | BMC / OTR      | Letters   | 1.00             |                              |           |  |
|   |        | BMC / OTR      | Parcel    | 1.00             |                              |           |  |
|   |        | GPMC / APC     | Parcel    | 0.50             |                              |           |  |
|   |        | BMC / OTR      | Parcel    | 1.00             |                              |           |  |
|   |        | BMC / OTR      | Parcel    | 1.00             |                              |           |  |
|   |        |                |           |                  |                              |           |  |
|   |        |                |           |                  |                              |           |  |
|   |        |                |           |                  |                              |           |  |
|   |        |                |           |                  |                              |           |  |



BIG SKY

DATA COLLECTION SHEET

Wolf Point

Mail Arrival Profile

TRIP #

News

Please Enter the Date this Data was Collected:

2/24/10

| ARRIVAL TIME   |         | Container Type | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Contents | Container |  |
|--|---------|----------------|-----------|------------------|------------------------------|-----------|--|
| SCHEDULED  | ACTUAL  |                |           |                  |                              |           |  |
| 5:40   | 5:40 AM | Sack #1        | Flats     | 0.50             | GTF Tribune & Bigs Gazette   |           |  |
| <p>=====</p> <p><b>GENERAL INSTRUCTIONS</b></p> <p>=====</p> <p>When completing the Mail Arrival limit your entries to the list of containers and mail types.</p> <p>-----</p> <p><b>CONTAINER TYPES</b></p> <p>BMC/OTR<br/>Cardboard/Gaylord<br/>GPMC/APC<br/>Gurney<br/>Hamp</p> |         | Sack #1        | Flats     | 0.50             |                              |           |  |
|  |         | Sack #1        | Flats     | 0.50             |                              |           |  |
|  |         | Sack #1        | Flats     | 0.50             |                              |           |  |
|  |         | Sack #1        | Flats     | 0.50             |                              |           |  |
|  |         | Sack #1        | Flats     | 0.50             |                              |           |  |
|  |         |                |           |                  |                              |           |  |
|  |         |                |           |                  |                              |           |  |
|  |         |                |           |                  |                              |           |  |
|  |         |                |           |                  |                              |           |  |
|  |         |                |           |                  |                              |           |  |

BIG SKY

DATA COLLECTION SHEET

Wolf Point

Mail Arrival Profile

TRIP #

59235

Please Enter the Date this Data was Collected:

2/24/10

| ARRIVAL TIME  |        | Container Type | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Container Contents |
|---|--------|----------------|-----------|------------------|--|
| SCHEDULED   | ACTUAL |                |           |                  |  |
| 18:25   |        | U-Cart         | Mixed     | 0.50             | 4 trays, 3 tubs, 3 parcels             |
| <b>GENERAL INSTRUCTIONS</b><br>=====<br>When completing the Mail Arrival limit your entries to the list of containers and mail types.<br>=====<br><b>CONTAINER TYPES</b><br>-----<br>BMC/OTR<br>Cardboard/Gaylord<br>GPMC/APC<br>Gurney<br>Hamp |        | Sack #1        | Mixed     | 0.25             |  |
|   |        | Sack #1        | Mixed     | 0.25             |  |
|   |        | Sack #1        | Mixed     | 0.50             |  |
|   |        | Sack #1        | Mixed     | 0.50             |  |
|   |        | Sack #1        | Mixed     | 0.50             |  |
|   |        | Sack #1        | Mixed     | 0.50             |  |
|   |        | Sack #1        | Mixed     | 0.50             |  |
|   |        |                |           |                  |  |
|   |        |                |           |                  |  |
|   |        |                |           |                  |  |

BIG SKY

DATA COLLECTION SHEET

Wolf Point

Mail Arrival Profile

TRIP #

59239

Please Enter the Date this Data was Collected:

2/24/10

| ARRIVAL TIME   |        | Container Type | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Contents | Container |  |
|--|--------|----------------|-----------|------------------|------------------------------|-----------|--|
| SCHEDULED  | ACTUAL |                |           |                  |                              |           |  |
| 19:20  | 19:05  | HAMPER (1046)  | Mixed     | 1.00             |                              |           |  |
| <p>=====</p> <p>GENERAL INSTRUCTIONS</p> <p>=====</p> <p>When completing the Mail Arrival limit your entries to the list of containers and mail types.</p> <p>-----</p> <p>CONTAINER TYPES</p> <p>BMC/OTR<br/>Cardboard/Gaylord<br/>GPMC/APC<br/>Gurney<br/>Hamp</p> |        | HAMPER (1046)  | Mixed     | 1.00             |                              |           |  |
|  |        | Sack #1        | Mixed     | 1.00             |                              |           |  |
|  |        | Sack #1        | Mixed     | 1.00             |                              |           |  |
|  |        | Sack #1        | Mixed     | 1.00             |                              |           |  |
|  |        | Sack #1        | Mixed     | 0.50             |                              |           |  |
|  |        | U-Cart         | Mixed     | 0.25             | 1 tub, 1 tray                |           |  |
|  |        |                |           |                  |                              |           |  |
|  |        |                |           |                  |                              |           |  |
|  |        |                |           |                  |                              |           |  |
|  |        |                |           |                  |                              |           |  |
|  |        |                |           |                  |                              |           |  |
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|  |        |                |           |                  |                              |           |  |
|  |        |                |           |                  |                              |           |  |

BIG SKY

DATA COLLECTION SHEET

Wolf Point

Mail Arrival Profile

TRIP # 59236

Please Enter the Date this Data was Collected: 2/24/10

| ARRIVAL TIME   |        | Container Type | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Container Contents |
|--|--------|----------------|-----------|------------------|--|
| SCHEDULED  | ACTUAL |                |           |                  |  |
| 18:50  | 18:40  | U-Cart         | Mixed     | 0.25             | 14 trays letter, 1 tub flats, 1 parcel |
| <p>=====</p> <p><b>GENERAL INSTRUCTIONS</b></p> <p>=====</p> <p>When completing the Mail Arrival limit your entries to the list of containers and mail types.</p> <p>-----</p> <p><b>CONTAINER TYPES</b></p> <p>BMC/OTR<br/>Cardboard/Gaylord<br/>GPMC/APC<br/>Gurney<br/>Hamp</p> |        | Sack #1        | Parcel    | 0.25             |  |
|  |        | Sack #1        | Parcel    | 0.25             |  |
|  |        | Sack #1        | Parcel    | 0.25             |  |
|  |        | Sack #1        | Mixed     | 0.25             |  |
|  |        | Sack #1        | Mixed     | 0.25             |  |
|  |        | Sack #1        | Mixed     | 0.25             |  |
|  |        | Sack #1        | Mixed     | 0.25             |  |
|  |        | Sack #1        | Mixed     | 0.50             |  |
|  |        | Sack #1        | Mixed     | 0.50             |  |
|  |        |                |           |                  |  |
|  |        |                |           |                  |  |
|  |        |                |           |                  |  |
|  |        |                |           |                  |  |
|  |        |                |           |                  |  |

BIG SKY

DATA COLLECTION SHEET

Wolf Point

Mail Arrival Profile

TRIP #

59237

Please Enter the Date this Data was Collected:

2/24/10

| ARRIVAL TIME   |        | Container Type | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Container Contents |  |
|--|--------|----------------|-----------|------------------|--|--|
| SCHEDULED  | ACTUAL |                |           |                  |  |  |
| 18:15  |        | U-Cart         | Mixed     | 0.75             | 1 tray, 3 tubs, 8 parcels              |  |
| <p>=====</p> <p>GENERAL INSTRUCTIONS</p> <p>=====</p> <p>When completing the Mail Arrival limit your entries to the list of containers and mail types.</p> <p>-----</p> <p>CONTAINER TYPES</p> <p>BMC/OTR<br/>Cardboard/Gaylord<br/>GPMC/APC<br/>Gurney<br/>Hamp</p> |        | Sack #1        | Mixed     | 0.75             |  |  |
|  |        | Sack #1        | Mixed     | 0.75             |  |  |
|  |        | Sack #1        | Mixed     | 0.75             |  |  |
|  |        | Sack #1        | Mixed     | 0.75             |  |  |
|  |        | Sack #1        | Mixed     | 0.25             |  |  |
|  |        | Sack #1        | Mixed     | 0.25             |  |  |
|  |        | Sack #1        | Mixed     | 0.25             |  |  |
|  |        | Sack #1        | Mixed     | 0.25             |  |  |
|  |        | Sack #1        | Mixed     | 0.25             |  |  |
|  |        | Sack #1        | Mixed     | 0.25             |  |  |
|  |        | Sack #1        | Mixed     | 0.25             |  |  |
|  |        | Sack #1        | Mixed     | 0.25             |  |  |
|  |        |                |           |                  |  |  |
|  |        |                |           |                  |  |  |



BIG SKY

DATA COLLECTION SHEET

Wolf Point

Mail Arrival Profile

TRIP #

59238

Please Enter the Date this Data was Collected:

2/24/10

| ARRIVAL TIME   |        | Container Type | Mail Type | Full 3/4 1/2 1/4 | General Comments<br>Contents | Container |                     |  |
|--|--------|----------------|-----------|------------------|------------------------------|-----------|---------------------|--|
| SCHEDULED  | ACTUAL |                |           |                  |                              |           |                     |  |
| 19:05  |        | Sack #1        | Mixed     | 1.00             |                              |           |                     |  |
| <p>=====</p> <p><b>GENERAL INSTRUCTIONS</b></p> <p>=====</p> <p>When completing the Mail Arrival limit your entries to the list of containers and mail types.</p> <p>-----</p> <p><b>CONTAINER TYPES</b></p> <p>BMC/OTR<br/>Cardboard/Gaylord<br/>GPMC/APC<br/>Gurney<br/>Hamp</p> |        | Sack #1        | Mixed     | 1.00             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 1.00             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 1.00             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 1.00             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 1.00             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 0.50             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 0.50             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 0.25             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 0.25             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 0.25             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 0.25             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 0.50             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 0.50             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 0.50             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 0.75             |                              |           |                     |  |
|  |        | Sack #1        | Mixed     | 0.75             |                              |           |                     |  |
|  |        |                |           | U-Cart           | Mixed                        | 0.75      | 7 parcels, 10 trays |  |
|  |        |                |           |                  |                              |           |                     |  |
|  |        |                |           |                  |                              |           |                     |  |