

RRECS KEYSTROKE/SCAN COMMON EXAMPLES

CLOCKIN/CLOCKOUT

- Only use once per day per route and **each must be used daily**. Multiple entries will invalidate prior entries.
- Do not use for split routes.

STARTLOADVEH/ENDLOADVEH

- Can be used multiple times if there is a need to load the vehicle multiple times **to include 2nd trips**. Must always have both keystrokes to properly calculate time credit.
 - **Example:** The carrier has three hampers of mail ready to push out to the vehicle. Enter STARTLOADVEH when starting to push the first hamper out to vehicle. Return to the building for second hamper, return for third, then when finished **all** loading, use the ENDLOADVEH keystroke.
 - **Example:** The carrier does not have enough hampers to pull down all at once, so he takes the parcels to the vehicle to load to free up the hamper. Use the STARTLOADVEH and ENDLOADVEH keystrokes to start and end the time to load the parcels. The carrier then returns to the case to finish pulling down. Use the STARTLOADVEH and ENDLOADVEH keystrokes again when the carrier continues loading the vehicle

DEPART2RTE/RETURN2DU

- **Each should** only be used one time per day. Multiple uses will invalidate other entries.
- Use only when the carrier departs the post office to begin delivery of the full route, and returns to the post office when completed delivery of the full route
 - **Example:** Carrier makes an AM parcel run prior to departing to deliver the full route. The carrier will make **no** keystrokes to indicate this time. Time for this AM parcel run is compensated as a second trip (F-21 563.3). AM casing is calculated by the volumes on the route so there is no need to “stop the clock” during AM casing
 - **Example:** Carrier completes the route, empties and secures the vehicle, then uses the RETURN2DU keystroke. Once inside the building, the manager instructs the carrier to make a second trip. The carrier will use the PMCASING keystroke to stop the clock to do the second trip. (See PMCASING below)

PMCASING

- PMCASING “stops the clock for end of shift activities”
- PMCASING is only for use after the RETURN2DU keystroke is made
- The time between RETURN2DU and CLOCKOUT is credited to the route as actual time. PMCASING stops the clock during this time. **It is necessary to stop the clock since the time for activities made while on PMCASING are calculated and compensated under separate actions.**
- PMCASING should be used when the time associated with the activity will be compensated by a specific separate action
 - **Example:** Casing volume for the next delivery day. The credit for this activity is credited to the route by the volume. Stopping the clock during this time will eliminate double crediting to the route
 - **Example:** Carrier has been instructed to make a 2nd trip for parcels that would not fit in the vehicle or were late arriving. Carrier should utilize Hotkey 6 STARTLOADVEH and Hotkey 7 ENDLOADVEH to capture load time associated with second trips. Second trips continue to be compensated per F-21 563.3 at 2 minutes per mile plus load time on 4240 as well.
- PMCASING is to be utilized when carrier performs a 2nd trip at the end of the day and after all end of shift duties are completed
 - Once carrier selects Hotkey K PMCASING, carrier should then utilize Hotkey 6 STARTLOADVEH and Hotkey 7 ENDLOADVEH to capture load time associated with 2nd trip
 - Once 2nd trip is completed and carrier has returned to delivery unit, carrier then selects Hotkey L CLOCKOUT to end their workday
 - 2nd trips continue to be compensated per Handbook F-21 563, this information is to be documented on carriers PS Form 4240

FLATWSS/LETTERWSS

- If a route receives a **full saturation set** of addressed flats or letters, this keystroke should be used.
- If the mailing has been run on automation (is in DPS, FSS, or *loose* in mail tubs or trays) do **NOT** use this keystroke as this mail has already been counted
 - **Example:** A full set of WSS letters is in the route’s DPS for the day. The LETTERSWSS keystroke **should not be used** as this mail has been counted through the DPS total counts
 - **Example:** A full set of WSS flats has been brought to the case by a clerk in tubs. The mail is still bundled and strapped. The carrier should use the keystroke once to indicate the full set
- Do **not** use if an individual mailpiece is found loose in the mail
- If the full set is delivered on multiple days, **the keystroke should be used only on the first day of delivery.**

FLATSBOXHOLDERS/LETTERSBOXHOLDERS

- If a route receives a full saturation set of non-addressed flats or letters, this keystroke should be used.
- If the full set is delivered on multiple days, **the keystroke should be used only on the first day of delivery.**

TRIP2DOOR

- If the carrier must go to the door more than once to deliver or collect from the address

- **Example:** Carrier has 2 large parcels to deliver. He cannot carry both to the door at the same time so must make two separate trips. When the second parcel is taken to the door, the carrier should use the TRIP2DOOR and enter the **total** number of trips (2) into the scanner. RRECS will credit both parcels to the route's volume based on the delivery scan made on the parcels. The route will also be credited with the first walk based on the park point and door plotted location in DPM, as well as credit for the second walk based on the same plotted points. It is important to enter the **total** number of trips made. RRECS will credit total trips minus 1, as the first walk to the door is automatically credited by the first delivery scan made by scanning the barcode on the parcel.
- **Example:** Carrier has two parcels to deliver to the door. He can carry both to the door at the same time. There is **no** need to use the TRIP2DOOR keystroke. The route is credited for both parcels by the delivery scans made at the door, and the walk distance is credited by the park point and door plotted location in DPM for the address.

DOORMISC

- This is used to indicate the need to walk to the door for a delivery that has no barcode to scan for delivery. This is most commonly used for hold mail that will not fit in the mailbox
 - **Example:** Carrier has hold mail that will not fit in the mailbox and must take to the door for delivery. Use the DOORMISC keystroke to indicate the additional activity needed to deliver this mail
 - **Example:** Carrier has hold mail that will fit in the mailbox. There is no need to make any keystroke to indicate this action as all mail fit in the mailbox.
 - **Example:** Carrier delivers hold mail to the door and returns to the vehicle to get a parcel that was also on hold. The carrier delivers the parcel to the door and scans it as delivered to the door. There is **no** need to use the DOORMISC scan. RRECS will credit the parcel to the route's volume based on the delivery scan made on the parcel. The route will also be credited with the walk to the door based on the location of the door that was plotted in DPM.

AUTHDISMOUNT

- Used only to indicate additional trips to an **authorized dismount**.
 - **Example:** Carrier has an authorized dismount to a school. The school has been closed for break and has more volume on this day so the carrier must make additional trips to deliver the mail on this day. The carrier should use the AUTHDISMOUNT keystroke to indicate the total number of trips made to deliver the letters and flats.
 - **Example:** Carrier has to return to the vehicle at a CBU dismount to get more mail as the volume was too much to carry in one trip. The carrier should use AUTHDISMOUNT to indicate the **total** number of trips made to the dismount.

UNSCANPARCEL

- **Example:** Carrier has a parcel that has no barcode on it to scan but must be delivered to the door. The carrier should use the UNSCANPARCEL to indicate the trip to the door to deliver.
- **Example:** Carrier has a small parcel that will fit in the mailbox but there is no barcode on the package. The carrier should use the UNSCANPARCEL keystroke to indicate this delivery.
- **Example:** Carrier has a thick flat piece and a thick letter that has no barcode. Both can be delivered to the mailbox. **The UNSCANPARCEL keystroke should not be used** to indicate this delivery, as it is the same as any other letter or flat that is delivered to the mailbox.

CARRIERPU

- This keystroke is for use when completing a Carrier Pickup Request.
 - **Example:** Carrier has a MyPO request from a customer. The carrier walks to the door to collect the parcels. The customer has provided a 5630. There are 200 parcels over 2 pounds each sacked into 5 sacks. The carrier will indicate the pickup by using the CARRIERPU keystroke. When prompted the carrier will scan 5630, enter the number of parcels/containers, the carrier will enter 5, as there were 5 sacks.
 - **Example:** Carrier finds a note in the mailbox to come to the door to collect parcels. The 10 parcels are over 2 pounds each and are prepaid. The carrier indicates the activity in the scanner by using the CARRIERPU keystroke. The carrier will indicate there are 10 parcels to pick up and will scan the first 5 parcels. No other steps are needed.
 - **Example:** Carrier is flagged down by the customer to pick up 15 parcels, each over 2 pounds and prepaid. The carrier indicates the activity in the scanner by using the CARRIERPU keystroke. The carrier will indicate there are 15 parcels to pick up and will scan the first 5 parcels. The customer requests the carrier provide the acceptance scan on the parcels at this time. The carrier should exit to the "On Street" menu and use the Prepaid Acceptance scan to **scan the remaining 10 parcels**.

RURALREACHCUSTOMER

- This keystroke is used to indicate time spent talking with a customer to generate a lead for the Rural Reach Program
 - **Example:** A customer asks the carrier about the best way to ship out items she makes in her growing home business. The carrier takes the customer's information to provide to the supervisor to make contact to assist the customer. The carrier should indicate this activity on the scanner by using the RURALREACHCUSTOMER keystroke.
 - **Example:** A customer stops the carrier and asks about the big ballgame over the weekend. They talk for 7 minutes about the ball game. The carrier **should use the** OUTLUNCH at the beginning of the conversation and the RETURNLUNCH keystroke when the conversation ends. This type of conversation is **not** considered Rural Reach related.