



Ms. Jeanette Dwyer  
President  
National Rural Letter Carriers'  
Association  
1630 Duke Street  
Alexandria, VA 22314-3467

Dear Jeanette:

This letter will serve to confirm our mutual understanding of the compensation to be provided to rural carriers when handling the tasks associated with work orders and alerts received during the testing of Service Performance Measurement (SPM).

On August 15, 2016, the parties agreed to a modified process for recording delivery work orders received during the testing of SPM, while we continued to discuss the appropriate compensation to be provided based on available rural route data for scanning and non-scanning events.

After extensive review of the available data and several meetings/discussions regarding SPM, the parties have reached an agreement on the compensation to be provided for SPM delivery work orders and alerts. The following rates will be implemented effective September 2, 2017:

- Thirty-five (35) seconds will be provided for each delivery point sample alert/work order which requires scanning of one or more mail pieces. (Annotated as the letter 'D')
- Eighteen (18) seconds will be provided for each delivery point sample alert/work order for which there is no scanning, regardless of whether the task requires one, two, or four additional keystrokes. (Annotated as the letter 'A')
- Seventy (70) seconds will be provided for each collection mail work order. (Annotated as the letter 'C')

Beginning September 2, 2017, there will be another modification to the process for recording of SPM work orders/alerts by rural carriers utilizing PS Form 4240. Rural carriers will record SPM work orders and alerts in accordance with the instructions to be issued related to this new process beginning September 2, 2017, and continuing until the effective date of the national mail count, February 24 – March 9, 2018. Compensation will be provided for this time period to regular rural carriers through PS Form 8127, *Rural Carrier Supplemental Payment*, and for leave replacements through PS Form 1314-A, *Auxiliary Rural Carrier Time Certificate* each pay period.

Prior to the beginning of the 2018 mail count, instructions will be disseminated regarding the process for recording SPM work orders and alerts during the mail count; and also for the process required to affect a base hour change on those routes not scheduled for a mail count.

Additionally, those rural carriers who properly recorded SPM alerts and work orders on PS Form 4240, in accordance with the letter of mutual understanding dated August 15, 2016, and who have not received any compensation; will be provided compensation using the rates of 35 seconds for work orders/alerts annotated as the letter 'D' and 18 seconds for alerts annotated as the letter 'A'. Payment will be made for regular rural carriers through PS Form 8127, *Rural Carrier Supplemental Payment*, and for leave replacements through PS Form 1314-A, *Auxiliary Rural Carrier Time Certificate*. Compensation will be calculated from September 3, 2016 through September 1, 2017, and must be submitted no later than September 15, 2017.

Further instructions will be provided outlining the procedures necessary to ensure compensation is provided in accordance with this memorandum, both retroactively and after September 2, 2017.

If Service Performance Measurement is adopted permanently, the provisions of Article 34 of the Agreement between the U.S. Postal Service and the National Rural Letter Carriers' Association will apply.

The parties also agree that this letter of mutual understanding does not set precedent in same or similar instances, nor does it prejudice the position of either party as it relates to the appropriate compensation provided to rural carriers during the test period for new products, services or work functions. In the future, should there be a significant modification to the current process used for the tasks associated with handling work orders and alerts during the testing of SPM, a meeting will be scheduled at the national level to discuss any necessary changes to rural carrier compensation.

Sincerely,



Cathy M. Perron  
Manager  
Contract Administration (NRLCA)

Concurrence:



Jeanette Dwyer, President  
National Rural Letter Carriers' Association

Date: 8/14/2017