

CAPITAL METRO AREA  
NALC/USPS STEP B  
DISPUTE RESOLUTION TEAM



**STEP B DECISION**

**CAPITAL METRO AREA**  
**NALC/USPS STEP B**  
**DISPUTE RESOLUTION**  
**TEAM**

**DISTRICTS**  
**CAPITAL**  
**BALTIMORE**  
**NORTHERN VIRGINIA**

**DECISION: RESOLVED**  
**USPS GATS #: K01N-4K-C 06242182**  
**GRIEVANT: Class Action**  
**BRANCH GRIEVANCE NUMBER: DP-142-DC-9994-5**  
**BRANCH: 142**  
**INSTALLATION: 10-10-4997**  
**DELIVERY UNIT: Zone 8**  
**STATE: Washington, DC**  
**DATE STEP A INITIATED: 12/19/05**  
**STEP A MEETING DATE: 09/27/2006**  
**DATE RECEIVED AT STEP B: 10/10/2006**  
**STEP B DECISION DATE: 02/01/2007**  
**ISSUE CODE: 19.2000**

**ISSUE:**

*Did Management violate Article 19 of the National Agreement, specifically the Handbook M- 41, Section 44.411, by instructing employees to process undelivered mail on the street and not in the office, and if so, what is the appropriate remedy?*

**DECISION:**

*The Dispute Resolution Team has **RESOLVED** this grievance. Based on the documentation contained in the case file, the Team has determined that Management did violate the contract in this instance. Management will "Cease and Desist" from instructing carriers to process undelivered mail on the street, and give a stand up talk on the proper deposition of handling undelivered mail. No other remedy is granted.*

**EXPLANATION:**

*Sometime in early December, 2005, Management at the Friendship Station in Washington, DC, instructed carriers during a stand up talk that they were to start processing all undelivered mail on the street before returning back to the office where they would complete their office duties for the day.*

***The Union contends that the processing of undelivered mail, found during delivery on the street, is an office function and not a street function and should be done in the office and not on the street.***

***Management contends that the instructions given to the carriers are not in violation of the National Agreement and that the instructions are in compliance with Article 3.c and d of the National Agreement.***

***After carefully reviewing all the facts and documentation in this case, the Step B Team agrees that Management, in this instant case, did violate the contract.***

***In reviewing the case file the Step B Team agrees that Management did violate Section 44.441 of the Handbook, M-41. Chapter four of the M-41 addresses "Office Time – Return", and states the following:***

#### **4 Office Time — Return**

- **441 Processing Undelivered Mail**

Follow procedures listed in part 24 to process forwardable and undeliverable mail (1) that you didn't process before leaving the office and/or (2) that you picked up on route. After processing, place this mail in throwback case, as explained in part 24.

***Part 24 below addresses undeliverable mail;***

- **24 Undeliverable as Addressed (UAA) Mail**

#### **241 Recording Address Change Information**

##### **241.1 Entries from Form 3575**

241.11 When Form 3575, *Change of Address Order*, is received, enter following data on Form 3982, *Changes of Address*:

- a. Effective date of change.
- b. Expiration date of change, if temporary.
- c. Customer's name.
- d. Customer's old address.
- e. Check whether family or individual.
- f. Customer's new mailing address. Carriers who receive Change of Address cards that have the request for Court Ordered Protected Individual (COPI) attached to them will log that the customer has moved, with the notation "COPI Status" in the new address block. Under no circumstances is the new address to be written or maintained at the carrier case.

241.12 Endorse Form 3575 with initials and route number.

241.13 Deposit all Forms 3575 in designated location for daily transmission to the Computerized Forwarding System (CFS) Unit. Do not hold Forms 3575 at the carrier's case or delivery unit until the effective date.