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**[Glos'sa·ry
of Postal
Terms.]**





The Postal Service, though steeped in tradition, is able to change with the times. Nowhere is this more apparent than in this book of postal terms.

The *Glossary of Postal Terms*, first published in 1974, has been updated three times to reflect the evolving language of our postal world.

The definitions in some cases are necessarily broad. And they are not intended to be precise legal definitions, but rather descriptions of what these terms generally mean in postal parlance.

The glossary was first compiled by the Southern Regional Office of Public and Employee Communications. Terms have been added, changed, and deleted as necessary by the Regions and Headquarters to reflect the latest and most common usages.

We hope you find the results helpful and informative.

William F. Bolger
Postmaster General

GLOSSARY

Accommodation Pouch. Mailbag made to save rehandling, when warranted by the quantity of mail, in addition to regularly authorized pouches.

Accountable. Mail requiring the signature of the addressee upon receipt (certified or registered).

Actual Count (AC). Exact numerical count of all classes of mail worked.

Additional Entry. A post office, other than the office of original entry, where mailings of a second-class publication may be mailed. (See Original Entry and Exceptional Dispatch.)

Administrative Support Manual (ASM). One of the six policy directives replacing the Postal Service Manual. Replaces PSM Chapter 6 and parts of Chapter 2. Contains policies and procedures for USPS administrative and support functions. Includes postal organization, Inspection Service, communications, government relations, facilities and equipment, and procurement. (See Policy Manuals.)

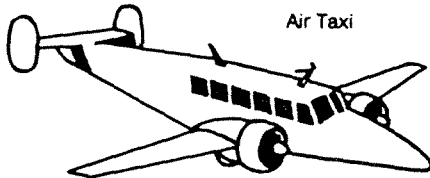
Advance Deposit Account. An account maintained for a mailer by the Postal Service, from which postage may be deducted at the time of mailing. (Also Trust Accounts.)

Aerogramme. Lightweight stationery that folds into a mailing envelope for correspondence to other countries.

Airlift. The movement of mail by air on certificated air taxi and air commuter carriers.

Airport Mail Facility (AMF). A postal facility located at an airport to receive, distribute, and dispatch mail transported by air. (Also Airmail Field.)

Air Taxi Service. Uncertificated service contracted between designated points specifically for the movement of mail.



A-Label Service. The variation of Express Mail Next Day Service that is picked up by the addressee at a postal facility.

Alternative Delivery. Use of non-postal distribution methods for all types of mail matter. Examples: facsimile and electronic funds transfer in place of First-Class Mail; air freight forwarders and airlines handling matter that could go by priority or Express Mail; private carriers of second-, third- and fourth-class mail. (Also Private Express statutes.)

Area Distribution Center (ADC). A mail processing facility that receives and distributes mail under the Managed Mail Program (MMP) destined for specific ZIP Code areas. One of the points within the national MMP distribution network.

Area Distribution Center Area. The area associated with an ADC, for which that ADC receives and distributes mail under the Managed Mail Program.

Area Mail Processing (AMP). The concentration of all outgoing mail at the sectional center from the associate offices for cancellation, distribution, and dispatch.

Area Mail Processing Center (AMPC). A central mail processing facility where part or all of both incoming and outgoing mail distribution for a sectional center area and designated adjoining associate office areas are processed. Usually the AMPC is also the sectional center, but may be exclusively a mail processing facility that has no stations, branches, or associate post offices.

Area Maintenance Office (AMO). An office covering a specific postal area that performs maintenance work on postal-owned equipment and buildings for postal facilities where local maintenance capability is unavailable.

Army & Air Force Post Office (APO). A military post office located overseas.

Aspect Ratio. Ratio of length to height. (See Nonstandard Mail.)

Associate Office (AO). An office located within the boundary of its management sectional center area that usually receives and dispatches all classes of mail from and to the MSC post office.

Authorized Pouch. Mailbag scheduled to be made regularly.

Automated Business Mail Processing System (ABMPS). A system in which the address on a postal customer's business reply or business return envelope is translated into a series of small vertical bars printed in the lower right corner of the envelope. Permits identification and sorting through high-speed automatic equipment.

Automated Time and Attendance Procedures (ATAP). Pilot system testing the concept of distributed data processing for time and attendance application.

Automatic Container Unloader. Machine that automatically unloads bulk mail center containers of mail onto mechanized conveyor systems. (Also Parcel Automatic Unloader and Sack Automatic Container Unloader.)

Automatic Data Processing Center (ADPC). A data processing facility that collects data on-line from post offices and supports the Postal Source Data System by furnishing information on hours worked, labor distribution, workload volumes, etc.

Automatic Density Analysis Profile Technique (ADAPT). A program that allows for automatic tabulation of sweep-side bin densities processed over the letter sorting machines. This is calculated automatically for each sort scheme based on the accumulated volume processed.

Automatic Fine Cull Machine (AFCM). Equipment installed between rough cull belt and facer-canceler to fine cull collection mail.

Autres Objets (AO). International mail consisting of printed matter, matter for the blind, and small packets. (French)

Auxiliary Route. A carrier route that evaluates at less than 8 hours per day.

Auxiliary Rural Carrier. Employee serving an auxiliary rural route; does not acquire postal career service status as a result of this service.

Auxiliary Service Facility (ASF). A bulk mail processing facility associated with a particular bulk mail center. Each ASF functions as a satellite to its BMC, providing turnaround service for its own service area.

Auxiliary Truck Schedule. Augments and supplements regular trips.

Backstamp. To make an impression with a postmarking (canceling) device on the back of a piece of mail, showing missent or date of receipt/dispatch.

Backtrack. Returning to a delivery point passed in error and for which carrier has some mail.

Bag Rack. (See Sorting Racks.)

Bale. Very large bundle of letters.

Balloon. Huge sack or pouch of mail.

Bar Code. A series of printed parallel bars on a mail piece, used to facilitate automated processing. (See Automated Business Mail Processing System and Facing Identification Mark.)

Basket. (Cart, Gondola, Gurney, Hamper, etc.) Canvas container used for hauling and sometimes distributing bulk mail. Descriptions:

Item No.	Baskets—Other Designations	Empty Weight Lbs.	Overall Size
1030	Basket without casters	23	30"x19"x17"
1031	Basket with four wheels	29	30"x19"x17"
1033	Gurney—Small hamper	44	34"x24"x22"
1035	Drag basket	15	28"x17"x10"
1046	Hamper—Large	80	44"x38"x32"
1075	Cart, utility, similar to a grocery cart, with four wheels	75	36"x22"x20"

Batch. To gather or stack collection mail on edges for machine feeding.

Bay Lifts. Device for lifting vehicles for repair and service.

Bays. Space for repair, lubrication, washing, and painting postal-owned trucks.

Benjamin Franklin Stamp Club. A group of elementary school students (4th, 5th, and 6th grades) organized by an official USPS representative. Clubs are established to introduce children to the fun and educational value of stamp collecting.

B-Label Service. The variation of Express Mail Next Day Service that is delivered to the addressee's street or box address.

Bin. (See Pocket.)

Block Face. One side of a street from one intersection to the next.

Board of Governors. A group of 11 members who direct the exercise of the powers of the Postal Service. Nine of them are known as Governors and are appointed by the President of the United States with the advice and consent of the Senate. The remaining two members are the Postmaster General (appointed by the Governors) and the Deputy Postmaster General (appointed by the Governors and the Postmaster General).

Brace. Entry in a scheme showing one or more post offices having the same mail supply.

Branch Post Office. Unit of a main post office located outside the corporate city limits.

Bricklay. To stack parcels in a trailer or van one over the other, like bricks, to achieve a stable load.

Brief. Formal action taken against common carriers or mail contractors for alleged mishandling or delay of mail.

British Thermal Unit (BTU). The amount of heat required to raise the temperature of one pound of water one degree Fahrenheit. All forms of heat energy can be con-

verted to BTUs for summary reporting purposes. (See Therm.)

Buck Slip. Informal reference slip to transmit papers and information.

Bulk. Nonpreferential second-, third-, and fourth-class mail. Includes parcel post, ordinary papers, and circulars.

Bulkie. A regular size private or business envelope containing an object that makes the letter nonmachinable (dentures, fountain pens, thermometers, eyeglasses, etc.). The envelope must be culled out to protect the letter and the machines.

Bulk Mail Center (BMC). A highly mechanized mail processing plant for the distribution of third class and nonpreferential second class in bulk form, and fourth class in piece and bulk form.

Bulk Mail System. (See National Bulk Mail System.)

Bulletin of Verification (BV). Form used in international mail to notify other countries of irregularities, changes, etc.

Bull's-Eye. (See Stamp, All-Purpose Dating.)

Bum. A bundle of empty sacks or pouches.

Bumpers. Protection to walls and fences from damage by vehicles.

Bundle (noun). A package. Several pieces of mail tied or banded together and handled as a single piece.

Bundle (verb). To package or form a bundle by either tying or banding.

Business Reply Mail (BRM). Specifically printed cards, envelopes, cartons, and labels that may be mailed without prepayment of postage. Postage and fees are

collected when the mail is delivered to the addressee. Unavailable to or from other countries.

Business Route. City delivery route on which at least 70% of the deliveries are to businesses.

Bypass. Metered, permit, and official penalty mail that arrives at the post office faced in trays, etc., and does not require preparation before outgoing distribution.

Caddy Cart. (See Satchel Cart.)

Cachet. A design of words/pictures referring specifically to the new stamp on the first day cover. Usually on the front, left side of the envelope. They can be printed, rubber-stamped, individually hand-created, or paste-on labels. The cachet decorates mail matter for philatelic purposes.

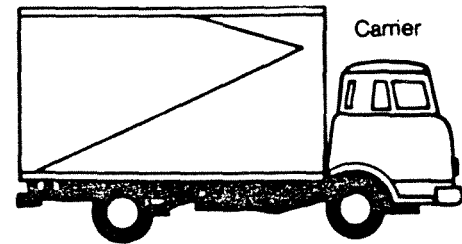
Cage. Secure area in a post office where registered mail and other accountable items are kept. Wire mesh is usually used to separate area from rest of workroom.

Caller Service. A convenience service provided for a fee to customers authorized to pick up their mail at the post office window. The postmaster designates the time, location, and call code.

Canceling Machine. Machine that processes mail by canceling stamps and placing postmarks on letters. (See Facer-Canceler.)

Cannibalize. To dismantle a vehicle or unit, salvage usable parts, and discard worn out items.

Carrier. A private transportation company or individual contractor that physically moves the mail (airline, trucking company, railroad, etc.). Also a postal letter carrier.



Carrier Route Information System (CRIS). A machine-readable incoming secondary distribution scheme for city delivery offices. (See Carrier Route Schemes.)

Carrier Route Presort Third-Class Mail. A subclass of third-class mail. Mailers who sort bulk third-class mail by individual carrier routes earn a discount off the bulk third-class rate. To qualify, mailings must contain at least 200 pieces or weigh 50 pounds. Pieces must be part of a group of 10 or more sorted to the same carrier route. Pieces that cannot be sorted to carrier routes do not qualify for the lower rate and cannot make up more than 5% of the mailing.

Carrier Route Schemes. Official lists of all delivery addresses on 161,000 postal routes, including city/rural delivery and post office lockbox sections. Schemes are available on magnetic tape or hard copy format for updating of customer mailing lists. (See Carrier Route Information System.)

Carry-By. Mail carried beyond the point of scheduled dispatch.

Carry-Out. Mail for the first part of the foot carrier route; the carrier takes it out of the office in a satchel.

Case (noun). Piece of equipment containing boxes (pigeonholes) into which letters, flats, or irregular parcels are sorted. (Also Flat or Letter Case.)

Case (verb). To sort pieces of mail or practice cards into a case.

Case Analysis System (CAS). A computer system used to analyze mail volumes and densities to determine the separations to be made on manual letter and flat cases and the best arrangement of the separations to ensure maximum productivity.

Case Label. A tag made of heavy paper or cardboard showing post office, state, or ZIP Code. It is placed above the case separation or box as a distribution guide. On carrier cases, labels are placed below rather than above the separations. (Also Header.)

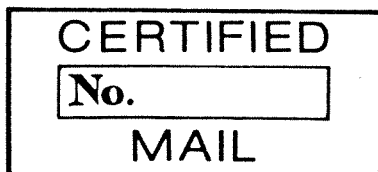
Casual Employee. A supplemental work force employee subject to specific limited periods of employment in each calendar year.

Central Markup System. A centralized or computerized address label-generating operation to forward customer mail. (Also Computerized Markup and Markup.)

Certificate of Mailing. A receipt prepared by the mailer to show evidence of mailing.

Certified. A service that provides a receipt to the sender and a record of delivery at the office of address. It is handled in the ordinary mail without insurance coverage. Unavailable to other countries.

Certified Mail Label



Check Errors. To note, record, and report errors in mail distribution and dispatch made by other clerks.

Chunk. Small parcel.

Circs. Short for circulars. Third-class mail consisting of printed or reproduced materials sent to several people. Circs must be dispatched within 24 hours after receipt, but are not given the high priority accorded letters, daily newspapers, and other preferential mail.

City Delivery. Carrier delivery of mail addressed to residences and businesses within an area having a population of 2,500 or more, or more than 750 possible deliveries.

City Delivery Establishment. Initiation of city delivery service in an area currently not receiving it.

City Delivery Extension. Initiation of city delivery service in any area not included in boundaries of present city delivery service, but is part of an area for which city delivery service has already been established.

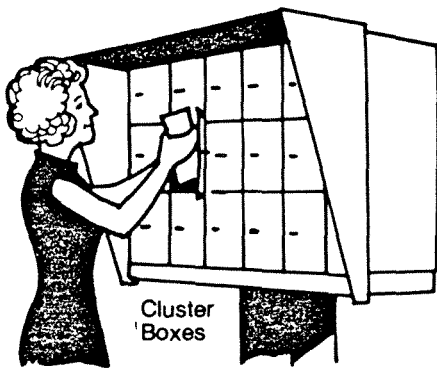
City. Made-up mail for a particular city. Distributed to station branches, principal firms, and letter carrier routes.

C-Label Service. Express Mail Same Day Airport Service.

Close of Business (COB). End of official working hours at any given installation.

Closed Transit Dispatches. Sealed bags of mail going through the USPS from one country to another country.

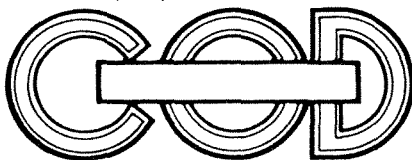
Cluster Box. A centralized unit of more than eight individually locked compartments for the delivery and collection of mail.



Coll. A roll of stamps.

Collect on Delivery (COD). A service where customers may mail an article for which they have not received payment. The amount due the sender and a money order fee are collected from the addressee. USPS returns amount due the sender by money order. Unavailable to other countries.

COD Stamp Imprint



Colis Postaux (CP). International parcel post (French).

Collection. The gathering of mail from street receptacles, businesses, or customers on the street. Usually scheduled to meet processing requirements.

Collection Box. Street boxes for deposit of mail.



Collection Box Insert. A fiberboard or plastic container placed in an empty collection box to receive deposited mail.

Collector. USPS letter carrier who gathers mail from street and building boxes and brings it to the post office for processing.

Combination Routes. Motorized routes that combine the functions of a collection route, relay route, parcel post route, and/or inter/intra city route.

Commemorative Stamps. Postage stamps that observe historical events, noted Americans, and topics of national importance. Issued in limited quantities and sold for a limited time.

Committed Space. Specific cubic feet of space for mail only on a designated aircraft or flight.

Community Post Office. A contract branch of an independent post office to serve the postal requirements of a small community when it is inadvisable to retain or establish an independent post office.

Complex Post Office. A post office that has its mail totally processed at an AMPC.

Computerized Forwarding System (CFS). (See Central Markup System.)

Computerized Label Printing Center (CLPC). A large facility situated at the Western Area Supply Center to print small and large strip labels, facing slips, and scheme cards.

Computerized Markup. Use of computers to improve delivery and reduce costs involved in forwarding undeliverable as addressed mail. (Also Central Markup System and Markup.)

Con-Con. Concentration and convoy of registered mail movement under controlled conditions. This is a USPS trademark.

Consolidation Point. (See Gateway.)

Consumer Service Card. A form used by customers and postal personnel to record service complaints or compliments. Postmasters or their representatives reply directly to complaints and submit them to Washington, DC, for tabulation and followup.

Contact Point. A specific area or point designated for the exchange of mail between USPS and a transportation company or agency.

Container. Any shipping or transport item that includes more than one piece of mail in a unit for movement. Includes sacks, pouches, trays, hampers, nutting trucks, a variety of boxes, carts, and aircraft units.

Container Cart. A small 4-wheeled cart used by city carriers to transport delivery mail, including small parcel post packages, usually on postal property.

Container Pouch. A mail pouch containing several small or lightly loaded pouches all dispatched to the same downstream point for delivery to individual destinations.

Saves handling and prevents loss between origin and delivery points.

Container Transport System (TOW-VEYOR). An electro-mechanical system for the movement of full or empty mail containers from one location in a facility to another. Uses programmed commands or guides to save manual labor.

Containerized Office. An associate office designated to send and receive bulk mail in BMC containers, general purpose mail containers, flats, and letter trays.

Contracting Officer. Person with authority to enter into and administer contracts on behalf of USPS.

Contract Post Office Unit. A postal unit that sells postage and supplies, transacts money order and registry business, and is operated under a contract by nonpostal personnel. Usually located in stores or other places of business.

Controlled Circulation. Periodicals mailed in bulk at flat (non-zoned) rates. These publications are frequently distributed without charge to the recipient.

Conversion Rate. The factor used for specific types and classifications of mail to convert weight, containers, or feet of mail to pieces.

Conveyor. Mechanical or gravity-operated belt or rollers for transferring mail between car or vehicle and platform, or from one location to another in a post office.

Convoy. To escort and guard registers and valuable shipments.

Cord Fastener. A combination label holder and attachment used to fasten the cord that closes the mouth of a mail sack.

Cost Ascertainment Grouping (CAG). The grouping of post offices according to revenue units. (Formerly First-, Second-, Third-, and Fourth-Class offices.) Categories are:

CAG A-G—Offices with 950 or more revenue units.

CAG H-J—Offices with 190, but less than 950.

CAG K—Offices with 36, but less than 190.

CAG L—Offices with less than 36.

Cost-of-Living Allowance (COLA). Pay allowance that provides an adjustment of base salary schedules of employees to compensate for increases in the cost of living.

Coupon. That part of a manifold registry bill separated by perforations. Used for receipt to the dispatching clerk.

Courtesy Box. Curbside collection box with chute or snorkel for deposit of mail from a vehicle. (Also Motorist Mail Chute or Snorkel.)

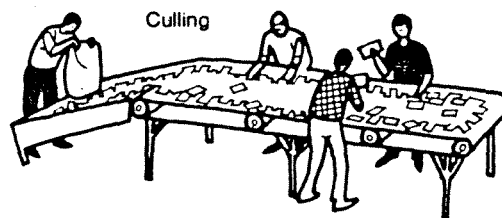
Creeper. A platform on casters to assist maintenance employees move under vehicles.

Critical Entry Time. The latest time transportation can arrive at destination post office that will assure the processing of a particular class of mail to meet the service commitment.

Cross Boundary. Mail shipments from one bulk mail center or auxiliary service facility area to a facility in another BMC or ASF area. Bypasses the parent BMC of the originating/destinating facility.

Cull. To mechanically or manually remove nonletter mail (small parcels, rolls, odd-shaped material) from letter mail. At the

same time the mail may be separated into airmail, specials, small parcels, and flats.



Culling and Facing Conveyor. A mechanized letter-facing conveyor with collection sack shakeout hopper and conveyor-belt top for culling, combined with a 2-channel edger-conveyor feeding to dual stackers.

Curblin Delivery. Method of city delivery where the carrier delivers to mailboxes from a vehicle without dismounting.

Curtailed. Mail the carrier has not cased prior to scheduled leaving time and is authorized to leave for next day casing.

Custodial Vehicles. Vehicles used by the post office for movement of supplies and postal equipment.

Customer Cooperation Programs/Customer Mail Preparation Programs. Joint effort of USPS and its customers to achieve better mail service at lower cost through special mail preparation programs. (See Presort.)

Customer Service Representative (CSR). USPS employee who establishes and maintains communications with customers to improve service, sell postal products, implement programs, and present customer viewpoints to postal management.

Customs. Mail originating in other countries and most U.S. territories that is subject to examination and is charged a duty fee.

Cutoff Time. A time set by the unit manager when carriers make a final withdrawal of mail from distribution cases.

Daylight Container. Mail transported in carrier-owned containers on airline flights scheduled to depart between 6:01 a.m. and 8:59 p.m. at a specified transportation rate.

Deadhead. A vehicle traveling without mail or a letter carrier retracing a portion of a route without delivering.

Dead Letter. A letter that is or becomes undeliverable, or unmailable, and cannot be returned to the sender.

Dead Letter Branch. Geographically located postal facilities to which undeliverable and unforwardable First-Class Mail of obvious value is sent. Unpaid mail without a return address is also sent to these branches.

Découvert, à. Open transit mail. (French)

Defective. Damaged pouch, sack, lock, or key.

Definitive Stamps. Postage stamps issued for ordinary postal needs and placed on sale for an unlimited period. Issued when postage rates change or a new series is introduced.

Deliver. To take mail from the post office to the customer. (Mail picked up by the customer at an office—whether box, window, or dock—is not considered a part of delivery.)



Delivery Center. A free-standing sheltered unit containing a number of lockboxes mounted in a wall. Includes mail collection receptacles, and parcel post compartments can be added.

Delivery Unit. A post office, station, or branch that has mail delivery functions.

Detached Label Delivery. A method of delivery using an address label with postage separate from the unaddressed merchandise, magazine, or paper.

Detached Mail Unit. Postal people assigned to a specific post office, but working in the mailroom operation of a private company to help prepare dispatches.

Diagram. Official plan for labeling letter cases and racks or loading mail in a vehicle, air, or rail container.

Diplomatic. U.S. State Department mail.

Direct. A package, pouch, sack, or other container of mail with all pieces addressed to the same delivery unit or post office.

Direct Runout. In mechanized mail sortation, the conveyors that transport sacks and parcels directly to rear of van doors from sorting machine discharge chutes. Additional conveyors may be added at this discharge point to help load the van.

Directives. Policy statements/regulations/guidelines issued by appropriate postal authorities. Includes the six policy manuals, all numbered handbooks and publications, the Postal Bulletin, Management Instructions, Headquarters Circulars, Regional Issuances, labels, notices, posters, and signs.

Dis. Short for *distribution at*. Used in labeling mail for two or more post offices that receive mail through the office of address.

Dismount Delivery. Method of delivery where a carrier leaves a vehicle for one or a few deliveries and then returns to move vehicle to next delivery.

Dispatch. Mail readied and loaded for transportation.

Dispatch of Value. Day's final outgoing dispatch or dispatch that makes a transportation schedule that meets service standards.

Dispenser. (See Stamp Vending Machine.)

Distributing Unit. The space in airport mail facilities, post offices, stations, and branches where distribution clerks sort mail.

Distribution. Mail sorted by address into machine bins, pigeonhole cases, trays, sacks, or pouches to group pieces with a common destination for transportation to the post office of address.

District Office. An office directed by a district manager who supervises the operation of management sectional centers and post offices within an established geographic area.

Dividers. Vertical separators for carrier cases.

Dock Transfer. Unloading mail from one van on a dock and reloading it on another for transportation without sorting or changing the packing form. However, a split of mail may be performed.

Document Reconstruction Insurance. Insurance provided for domestic Express Mail to cover loss, delay, or damage to non-negotiable items.

Domestic. Surface or airmail among the U.S., its territories, and possessions.

Domestic Mail Manual (DMM). One of the six policy directives replacing the PSM. Replaces PSM Chapter 1. Contains regulations of direct interest to mailers such as postage rates, mail classification, and mail preparation requirements. (See Policy Manuals.)

Double Bottom Trailers. Two trailers pulled by one tractor.

Doubles. More than one letter moving as one and causing an error.

Dress the Rack. To hang empty sacks or pouches on the distributing rack. (Also Hang the Rack.)

Drive-Out Agreement. An agreement between a carrier and the USPS in which the carrier furnishes personal vehicle for transportation and is reimbursed for this service.

Drop. Lobby slot or opening where customers deposit mail.

Drop Letters. Letters mailed for local delivery at post offices with neither city delivery nor collection and delivery by a rural carrier or highway contract route carrier. Letters are picked up by addressees.

Drop Shipments. Shipments of mailable items picked up from the mailer by a non-postal commercial carrier, transported to a distant city, and mailed for delivery in the city of destination and nearby areas.

Dual Address. Address using both a street address and post office box number. Place of delivery is address on line immediately above city, state, ZIP Code line.

Dumping Container. 4-wheeled parcel post container pivoted for fast dumping.

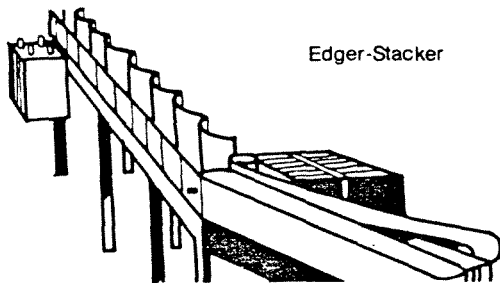
Dumping Table. Table where mail sacks or pouches are emptied.

Dump Up. To empty mail sacks and pouches on a work table or other sorting surface.

Duty. A fee collected by USPS on imported goods entering the U.S. by mail.

Eastern Area Supply Center (EASC). A large facility in Somerville, NJ, that stocks and distributes retail supplies and equipment, most postal printed matter, and capital and expendable items to the eastern states.

Edger-Feeder. A machine receiving culled mail that extracts thicks and flats, edges, and automatically feeds letter mail into a facer-canceler.



Edger-Stacker. A machine receiving culled letter mail for edging and stacking, usually for manual feeding into a facer-canceler.

Electronic Computer Originated Mail (E-COM). Transfer of messages electronically from a customer's computer to a post office computer which translates the messages into hard copy for delivery by postal carriers. E-COM is a USPS trademark.

Electronic Funds Transfer System (EFTS). Direct transfer or exchange of funds between computers. A method of exchanging money electronically without using paper.

Electronic Message Service. Use of electronic technology in delivering messages.

Electronic Sort Processor (ESP). Modification to multiposition letter sorting machine/ZIP mail translator. Makes the machine quieter and more accurate.

Employee and Labor Relations Manual (ELM). One of the six policy directives replacing the PSM. Replaces PSM Chapter 4 and old Postal Manual Chapter 7. Contains USPS personnel policies and regulations, organization management, job evaluation, employee relations, training, safety and health, and labor relations. (See Policy Manuals).

Empty Equipment. All empty sacks, pouches, and other mail holding equipment.

Encoded. Mail that has a bar-half bar code representation of its ZIP Code printed on the bottom right corner of the envelope. Encoding usually results from processing on code-sort OCR equipment, but can be preprinted on customer reply envelopes.

Encumbered Route. A rural route with a regular rural carrier assigned. Term used in rural route consolidation studies.

Engineering Change Board (ECB). A group of designated postal managers who must review and approve all submitted changes to standard configurations of designated and controlled postal equipment.

Engineering Data Isolation Technique (EDIT). A modular electronic unit, mounted in the ZMT cabinet, which can monitor the data keyed from individual LSM consoles. Enables the electronic technician or maintenance mechanic to check out the ZMT/LSM encoding, decoding, and letter drop performance, and identify errors due to machine malfunctioning.

Engineering Technical Unit (ETU). A term describing the industrial engineering function at the sectional center level.

Equal Employment Opportunity (EEO). A national program and policy of USPS to provide equal opportunities for all personnel in employment, training, assignment, promotion, and job security without discrimination because of race, color, religion, sex, national origin, age, physical, or mental handicap.

Error. Piece or unit of mail that must be rehandled, as opposed to missent mail actually transported to another office.

Examined Equipment. Empty sacks and pouches that were examined for serviceability and to see that no mail was left in them.

Exceptional Dispatch. Delivery of second-class publications, by the publisher, to post offices other than offices of original or additional entry.

Exchange. To dispatch to and receive mail from another office.

Exchange Office. A postal facility authorized to make and dispatch or receive international and military mail, both air and surface.

Executive and Administrative Schedule (EAS). Salary structure applying to executive and administrative employees.

Executive Committee. The established organization through which the Postmaster General and senior staff collectively consider and act on major policy, planning, and other management control matters.

Executive Leadership Program. Authorized training for selected, experienced postal managers to participate in advanced management courses conducted by specified universities.

Expanded ZIP Code. (See ZIP Code.)

Expanded ZIP Retrofit (EZR). A microprocessor that will replace the ZIP Mail Translator associated with the MPLSM, decrease maintenance, and provide 4-digit keying.

Expedited Preferential Mail Program. Letter carriers case preferential mail before leaving the office, and nonpreferential mail after returning from their routes. Provides earlier mail delivery to residential areas, more consistent delivery times, and better control.

Express Mail (EM). The class of mail afforded the highest priority in handling and provides highly reliable service. Delivery is promised on time or postage is refunded upon application by the mailer. Receipts are required at the origin and destination for all shipments. Insurance coverage is

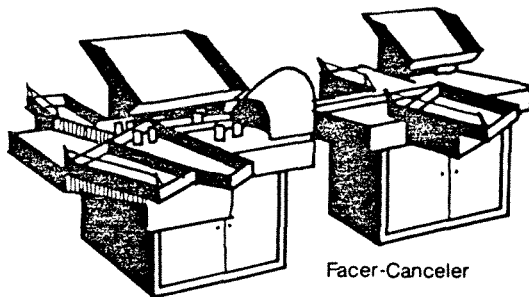
included in the rates. Express Mail is a registered USPS trademark. The services listed are also trademarks (either registered or pending registration). The four types of EM service are:

1. **Express Mail Same Day Airport Service.** Available between major AMFs. (Also C-Label.)
2. **Express Mail Custom Designed Service (Programmed Service).** Available throughout the U.S., but only on a pre-arranged and scheduled basis.
3. **Express Mail Next Day Service.** Available to destinations that can be reached overnight. (Also A- and B-Label.)
4. **Express Mail International Service.** Available to selected countries.

Express Reshipment. Shipment of box mail via Express Mail service from a box address to another location.

Faced. Mail arranged with all addresses and stamps facing the same way.

Facer-Canceler (Mark II and M-36). Machines that automatically face letter-size mail in the same orientations and cancel stamps. The M-36 processing rate is greater than the Mark II.



Facer-Canceler

Facility Bypass. Presorted mail from or to any post office within a facility service area that does not require handling at the

facility (plant-loaded mail, turnaround mail at other offices within the facility service area, mail sent directly to a bulk mail center, etc.).

Facing Identification Mark (FIM). A bar code pattern printed near the upper right corner of business reply mail and certain other bar coded mail that allows USPS equipment to mechanically face, sort, and cancel mail.

Facing Slip. A paper label attached to a package of mail showing the postal unit where the mail is due to be distributed, the class and type of mail, and the country or military APO or FPO.

Facing Table. Table on which letters are gathered and faced in the same direction before running them through a canceling machine. Some tables are fitted with conveyors to carry faced letters to one end of the table and stack them automatically. (Also Pickup Table.)

Fair Labor Standards Act (FLSA). A federal statute of general application that establishes requirements for child labor, minimum wage, equal pay, and overtime pay. The Department of Labor is responsible for compliance. The law also provides for court enforcement, if necessary. USPS became subject to FLSA May 1, 1974.

Field. A general term to denote a postal location other than national or regional headquarters and their related units.

Field Real Estate & Buildings Office (FREBO). An organizational element assigned the responsibility for administering the Postal Facility Leasing Program, new construction, repair and alteration projects, and facility improvement projects.

Final Case. (See Hot Case.)

Finance Unit. A nondelivery postal branch or station for financial services and acceptance of mail.

Financial Management Manual (FMM). One of the six policy directives replacing the PSM. Does not replace a specific PSM chapter; but summarizes USPS financial policies, including accounting, budgeting, planning, and asset control. Detailed procedures are in F-1, Financial Handbook for Post Offices. (See Policy Manuals.)

Fingering the Mail. While walking between deliveries, the letter carrier thumbs through mail in the satchel and pulls out all pieces for the next mailbox.

Firm Direct. Mail to a single addressee that, because of volume, justifies a separation on the incoming primary or secondary sortation.

Firm Holdout Service. Customers receiving 50 or more letters per day may pick up their mail at the post office once a day. There is no charge for this service.

First-Class Mail (FCM). Letters, post and postal cards, all matter wholly or partially in writing or typewriting, and all matter sealed or otherwise closed against inspection. First-Class Mail is a registered USPS trademark.

First Day Cover. An envelope, post card, or other mailing piece bearing a new stamp; a new postal card; a new stamped envelope; or a new aerogramme canceled with a special die reading: "First Day of Issue" and dated. Many first day covers bear an imprinted or engraved design specifically related to the newly issued stamp.

First Handling Pieces. Letters, flats, and

parcels sorted in the local post office for the first time.

Fixed Conveyor. A lift for moving mail from floor to floor or a system of conveyors for an entire post office or parcel post annex.

Flat. A piece of First- or third-class mail too large to be distributed in a regular letter case.

Flat Case. (See Case.)

Fleet Post Office (FPO). A military post office for Navy and Marine personnel.

Flexi-Van. Trade name for specially designed full-size demountable motor carrier vans that can be interchangeably hauled on truck-trailers and rail flatcars. Wheels are removable.

Float. (See Tram.)

Floor Crane. Portable machine for heavy lifting (engines, differentials, front end of trucks, etc.).

Foot Carrier. A city delivery letter carrier who does not use a mechanical or powered vehicle.

Fourth-Class Mail. Merchandise, printed matter, mailable live animals, and all other material not included in First-, second-, or third-class mail.

Franked. Official mail authorized by law to be transmitted without prepayment of postage. Used by the Vice President, Members of Congress, and other specifically authorized officials. The envelope or wrapper bears the sender's facsimile signature.

Fraud Order. An order issued by the Postmaster General or delegated assistant directing a postmaster to mark

FRAUDULENT and return to sender all mail addressed to any person or concern found violating the postal fraud or lottery statutes.

Free Matter. Material for the blind and specific military mail transmitted free of postage. Bears the postage and fees paid indicia.

Full-Time Regular Employee. An employee with a career appointment and a regular schedule of five 8-hour days in a service week.

Gateway. An important transportation center where mail routes converge and mail is routed for onward dispatch. (Also Consolidation Point.)

General Delivery. Mail to be picked up at post offices. Intended primarily for transients and customers who are not permanently located or who prefer not to use lockboxes. Identification is required.

General Mail Facility (GMF). A processing center, other than a BMC, such as a concentrated preferential mail handling center.

General Mail System (GMS). The entire postal system, including the bulk mail network and all postal field operations.

General Post Office (GPO). The main office in a city where there are several branches. Provides complete postal services to a specific area.

General Scheme. Pattern of distribution of mail for a state or section of a state, showing the route or supply by which each post office receives mail.

Gondola. Basket. Also a 6-wheeled truck

to move pouches, sacks, and nonsackable mail.

Governors. (See Board of Governors.)

Gravity Roller Conveyor. (See Conveyor.)

Gross Combined Weight (GCW). Combined gross vehicle weight of tractor and trailer.

Gurney/Hamper. (See Basket.)

Hang the Rack. (See Dress the Rack.)

Hards. Mail laid aside for instructions on proper dispatch. (Also Selects.)

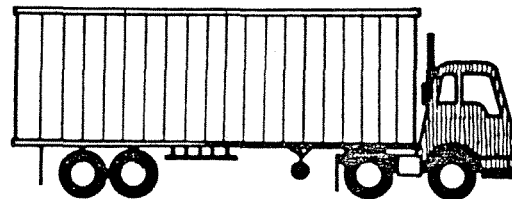
Hash. Mail that is not required to be ready for close connections and not in sufficient quantity to warrant a definite separation. (Also Layover or House.)

Header. (See Case Label.)

Head-Out. The starting point of a mail run or trip.

Headquarters. Administrative center of U.S. Postal Service at 475 L'Enfant Plaza, S.W., Washington, DC 20260.

Highway Contract Route (HCR). A contract for carrying mail over the highway between designated points. (Formerly Star Route.)



Highway Contract Carrier

Hlt. To postmark mail with a hand stamp.

Holdout. Mail held for special handling and dispatch, and heavy volume businesses.

Hot Case. Special distribution case in a delivery unit for last-minute sorting of mail the carrier collects enroute. (Also End Case.)

Hot House. Place for separating and dispatching preferential mail. (Also Hot Spot.)

Hot Mail. (See Preferential Mail.)

House Mail. (See Hash.)

Identical Piece. An individual piece that is identical in all physical aspects (size and weight) to all other pieces in a presort mailing. (See Presort First-Class Mail.)

Identification Card (ID). A special card, with or without a photograph, issued to postal employees for identification purposes only.

Idle Vehicle Time. Any time a vehicle is inactive during scheduled tour.

Improperly Returned. Mail erroneously returned to the sender.

Incoming. Mail received as opposed to sent out. Processed in one sectional center after partial processing and sorting at another sectional center. Usually refers to mail for delivery within a city.

Incoming Secondary Sorting Program (ISSP). A Headquarters computer program used to analyze and plan cost effective changes for incoming secondary sorting operations performed in large postal facilities using MPLSMs.

Indicia. Imprinted designation used on mail to denote payment of postage.



PENALTY FOR PRIVATE
USE TO AVOID PAYMENT
OF POSTAGE \$300



Indicia Examples

Industrial Engineering (IE). Application of engineering principles, training, and techniques to the design, improvement, and installation of postal systems to increase operational efficiency and productivity.

Industrial Trailer. A platform trailer 3' wide x 7' long with two fixed and two swivel casters, and end racks used generally for movement of sacked mail between operations in postal terminals. Equipped with self-contained coupling devices for making a train of trailers to be drawn by an electric tractor.

Insured. A service to customers who pay a special fee to obtain payment for lost, rifled, or damaged mail.

Interactive Postal Simulator (IPSIM). A computer-aided management tool. Simulates staffing schedules compatible with mail availability and selected operating variables. Assists in developing realistic and effective employee work assignments. (See Manpower Scheduling and Staffing Program.)

Interchange Program. A voluntary program

that allows field employees to work temporarily in Headquarters and Headquarters people to work temporarily in the field. The 2- to 6-month assignments provide career development opportunities for employees in grades EAS 17 and above.

Interline Movement. Mail moving between origin and destination by connecting schedules of more than one air, highway, or rail carrier.

Intermodal. Use of two or more modes of transportation to move mail from origin to destination.

International. Surface or airmail originating in one country and destined for another.

International Electronic Post (INTEL-POST). An international, facsimile, electronic mail service. INTELPOST messages are deposited by mailers in hard copy form (paper), then machine scanned. The resulting electronic signals are transmitted to the destination country, where an identical hard copy is produced and delivered to the addressee. INTELPOST is a USPS trademark.

International Exchange Office (IEO). Post office or airport mail facility authorized to exchange mail with another country.

International Mail Manual (IMM). One of six policy directives replacing the PSM. The IMM replaces Pub. 42, *International Mail*. Contains regulations, classification, and other requirements for mailing between the U.S. and other countries. (See Policy Manuals.)

International Surface Prints for Air Transportation (ISPAT). Airlifted second-class publications to other countries.

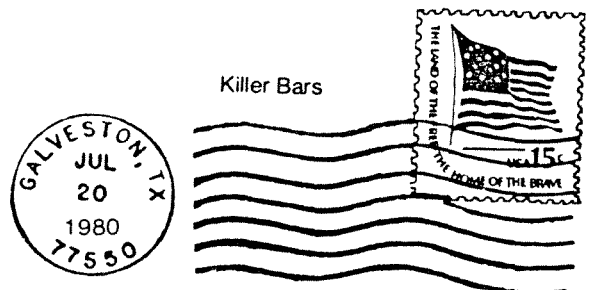
Irregular Parcels and Pieces (IPP). Non-machinable third- and fourth-class items: sackable rolls and tubes, small cubes, small fragile parcels, sackable films, paper or sleeve-wrapped catalogs, and non-caseable flats. (Formerly Small Parcels and Rolls.)

Jackpot/Jumbo. Mail for distant separations that the clerk masses together in one box or sack because there is no room in the case or rack. Distributed when space is available.

Junction. Office located where two or more railway or highway routes cross, meet, or diverge. Offices having dual air and surface supply by parallel routes are not designated junctions merely because of the dual supply.

Keyboard Sort. To sort mail by operating a keyboard.

Killer Bars. Parallel lines extending to the right of the circular postmark that cancel the stamp so it cannot be reused. Killer bars can be part of most standard machine and hand cancellations.



Label (noun). A printed strip of paper placed in label holders (cases) of pouches or sacks showing destination, class or type of mail, office of distribution and routing instructions. Printed singly or in multiples.

Label (verb). To imprint destination, routing, or other information on a label or facing slip. Also to insert labels in the holders of pouches and sacks before dispatch.

Labor Distribution Codes (LDC). The National Workhour Reporting System divides all workhours into 10 functional categories. These functions in turn are subdivided into 10 LDCs that define areas of specific activities for all postal organizations and installations.

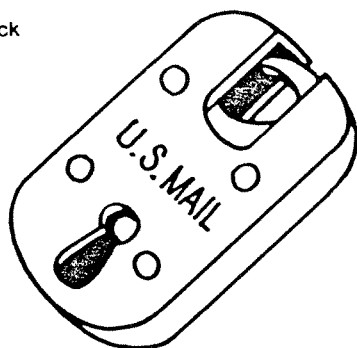
Labor Utilization Reports (LUR). Displays each pay period by 10 major functions. Shows hours worked, types of leave taken, and hours, salaries, and benefits paid.

Layover Mail. (See Hash.)

LA Key. Key to an ordinary iron mail lock.

LA Lock. The mail lock most used on mailbags and parcel post sacks. (From Lock Andrus—developed by a mail equipment shop official named Andrus.)

LA Lock



Lease, Regular or Commercial. Agreement to occupy and use space for a definite term at a fixed monthly rental.

Leave. Authorized absence from official duty.

Letter Carrier. A USPS employee who delivers and collects mail on foot or by vehicle in a prescribed area.

Letter Case. (See Case.)

Letter Chutes. (See Mail Chutes.)

Letter Jacket. A durable envelope used for registered letters.

Letter Mail Dimensional Standards. (See Minimum Size Standards.)

Letter Sorting Machine. (See Sorting Machines.)

Letter Trays. Variety of trays used at letter sorting machines, over conveyor systems, and in place of mail pouches. Used for transporting mail between major mechanized facilities and for originating customer mail. Holds several hundred per tray.

Lettres et Cartes (LC). International mail consisting of letters, letter packages, post cards, and aerogrammes. (French)

Line Haul Charge. Fee based on the quantity (weight or space occupied) and distance mail is transported by highway or rail between two points. Distinguished from the terminal charge for loading and unloading mail.

Loading Conveyor. (See Conveyor.)

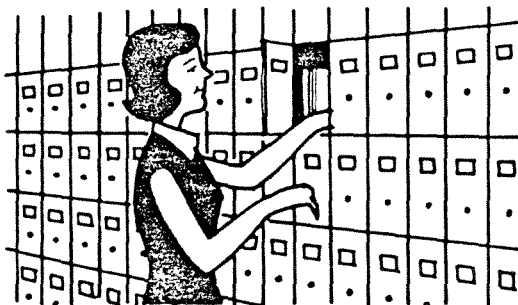
Local. Mail addressed for delivery within the postal area of the office where mailed. Used in customer separation to distinguish between immediate area and out-of-town mail.

Local Collection Box. Street letter box where mail can be deposited to obtain local city postmark.

Local Service Air Carriers. Small certified

air carriers operating in local short-haul service. Supplements mail trunkline operations of larger air carriers.

Lockbox. Rental box for public use to receive mail delivery in post office lobby or other authorized places with key or combination lock.



Lockboxes

Lock Holder. Small canvas bag with hooks to hang on bag rack. Holds surplus locks.

Log. Very Heavy parcel. (Also Truck.)

Loop. (See Park and Loop.)

Loose in the Mails. Material separated from an addressed envelope, container, or wrapper in which it was mailed.

Loose Loaded Parcels. Parcels loaded loose into a trailer or van without being enclosed in sacks.

Loose Pack Sack. A No. 2 sack for flats, or a No. 3 sack for letters or flats containing untied, faced, and stacked mail for dispatch.

Loose Sack. Sacks, pouches, and irregular pieces of mail transported outside of an air container at a particular transportation rate.

Luminescent Indicia Detector (LID). A device on the Mark II facer-canceler to detect luminescent material in the ink on stamps and meter imprints to allow automatic facing/canceling of mail.

Luminescent Ink. A stamp or indicium ink containing light reflecting additives. Provides unique sensing for automatic mechanical facing/canceling of letter mail.

M-36. (See Facer-Canceler.)

Machinable. Package or parcel that can be safely sorted by mail machinery (parcel sorter, etc.).

Machine Reading. Reading addresses electronically.

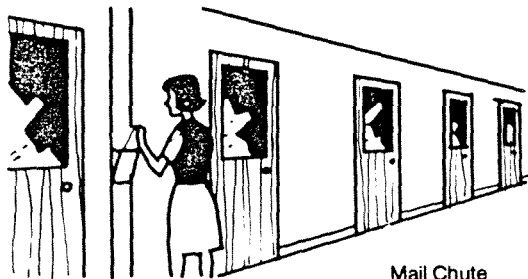
Made-Up. Fully processed mail ready for transportation.

Mailbag. A general term covering a mail sack or pouch.

Mailbag Depository. Field installations specifically designated to receive, store, ship, examine, sort, pack, wire tie, condemn, and bale mailbags. They also separate, consolidate, pack, store, issue and ship locks for mailbag equipment.

Mailbox. Any receptacle or container used by customers to receive mail by either door-to-door or curbside delivery.

Mail Chutes. Glass-front tubes with mail slots, used in tall buildings. Letters are dropped through the chute into a box on the street floor for collection.



Mail Chute

Mail Classification Center. Unit that provides information and guidance to post offices regarding mail classification and revenue protection matters. (Formerly Postal Service Center.)

Mail Condition Report. A system of reports that assists in identifying and monitoring problem areas in mail processing within a postal facility and supports the development of resources necessary to meet demands of fluctuating mail volumes and service commitments.

Mail Count. Amount of mail in pieces or pounds that has been sorted or handled.

Mail Cover. A record made of information on the outside cover of any class of mail to protect national security, locate a fugitive, or obtain evidence of commission or attempted commission of a crime punishable by law by imprisonment for a term exceeding one year. The process is lawful only if authorized under postal regulations. This is one of the few ways mail information can be properly disclosed to people outside the USPS.

Mail Equipment. Locks, sacks, and pouches used in handling and transporting mail.

Mail Exchange Center (MEC). A post office or installation that performs distribution

but is not involved in the general mail scheme.

Mailgram. A low-cost written message transmitted electronically by Western Union and delivered by the USPS. Mailgram is a registered trademark of Western Union.



Mail Handler. An employee who loads, unloads, and moves mail, cancels stamps, and performs other duties related to the moving and processing of mail.

Mail Pouch. Bag used for First-Class, registered, and airmail. Also, a special blue and orange pouch used for Express Mail service.

Mail Priority. Preference that transportation carriers give to mail as compared to other traffic.

Mail Receptacle. Mailbox.

Mail Sack. Bag used for nonpreferential second-, third-, and fourth-class mail, air parcel post, and loose pack mail.

Mail Stop Order. An order issued by the USPS Judicial Officer that directs the office of delivery to return to senders any mail responding to a false representation or lottery scheme.

Mailers' Technical Advisory Committee (MTAC). A group that provides technical information, advice, and recommendations on postal services, programs, regulations and requirements. Members represent associations of large commercial

mailing organizations and related mailing services.

Maintenance Schedule. Established dates when specific pieces of equipment are to receive preventive maintenance.

Make Up. To separate and group mail for dispatch.

Managed Mail Program (MMP). A distribution system used to mass mail at a mechanized area distribution center for receipt and 5-digit distribution within the ADC area.

Managed Mail Tray (MM Tray). Sleeve tray; container that can be stacked. Used to carry letter mail between selected post offices or between a customer's mail room and a designated post office.

Management Action Program (MAP). An approved project with identified tasks, assignments, schedules, resources, and project managers.

Management Action Series (MAS). A program that provides newly-appointed supervisors, managers, and postmasters with 3 weeks of basic training.

Management Instructions (MI). Looseleaf codified directives from Headquarters related to the six policy manuals. Replace Regional Instructions.

Management Operating Data System (MOD). System used in conjunction with the Postal Source Data System. Provides local postal management with information on the relationship between workloads and actual versus planned hours. (Formerly Workload Reporting System.)

Management Sectional Center (MSC). A designated postal facility whose manager has full management responsibility for all

post offices within the assigned ZIP Code areas. (See Sectional Center.)

Management Training Series (MTS). Training provided for all incumbent supervisors, managers, city delivery postmasters, and staff professionals. A means for local management to periodically certify acceptable job performance. Administered locally through postal employee development centers.

Manifold Book. Book containing perforated forms for billing registers.

Manpower Scheduling and Staffing Program (MSSP). A program that assists postmasters in improving mail processing. It derives cost savings by matching manpower with mail volume (scheduling and staffing using IPSIM), methods improvement, and other production control techniques. (Formerly Productivity Improvement Program.)

Mark II. (See Facer-Canceler.)

Markup. Piece of mail undeliverable as originally addressed. Must be endorsed to show the next address where delivery is to be attempted or other disposition to be made (return to sender, etc.). (Also Central Markup System and Computerized Markup.)

Massing. Combining mail in various separations because of insufficient quantity, time, or space for proper separations.

Massing Point. A selected point where mail is combined for shipment.

Massing Scheme. (See State Dispatch List.)

Master Instructor. A postal veteran with first-hand experience. Teaches newly

appointed postmasters or supervisors taking Management Action Series training.

Mean Time to Repair (MTTR). A statistical record of average time required to repair an item, such as equipment or component.

Mechanization. Manual motions replaced by mechanical aids or machines to increase operating efficiency and enhance use of employee skills.

Merchandise Return Service. A service whereby a company authorizes a customer to return shipments without prepayment of postage. Postage is collected upon return to original shipper.

Merchandise Samples. Pieces exceeding 5" wide or high, or 1/4" thick, or is non-uniform in thickness. Samples must be mailed with detached labels and distributed to 25% or more of the addresses in a 5-digit ZIP Code area. (See Detached Label Delivery.)

Metered Mail. Any class of mail with postage printed by a USPS-approved meter. The same privileges and conditions apply as to material mailed with stamps.

Meter Postage. Mechanical postage imprinter used on gummed tape or envelopes for letters and parcel post.

Meter Tape. Postage on gummed tape for letters and parcel post.

Methods Improvement Program—Standard Operating Procedures (MIP-SOP). A delivery services program that assists managers in identifying and correcting inefficient practices. Stipulates procedures that must be followed to achieve service goals to minimize daily operating costs.

Methods Time Measurement (MTM). A

system of determining work standards by predetermined data.

Micro Mark. A retrofit to the Mark II facer-canceler that exchanges the old vacuum tube electronics with the latest solid state type, including microprocessors.

Military Mailers Guide. A volume that instructs mailers how to sort mail bound for APOs/FPOs to *flag pole* post offices. A flag pole is an overseas military post office similar to a domestic sectional center.

Military Ordinary Mail (MOM). A classification of military mail moved by surface transportation to a gateway facility. From a gateway facility MOM is moved by air at a particular transportation rate and priority.

Minimum Size. The smallest physical requirements for all mail. Except for keys and identification items, any piece *less than 1/4" thick* must meet the following minimum criteria; otherwise it is nonmailable and will be returned to sender:

Rectangular shape. At least 3 1/2" high. At least 5" long. At least .007" thick. (See Nonstandard.)

Mint Sets. A folder containing all the commemorative stamps or definitive stamps/postal stationery issued during a calendar year. Contains a brief story on each stamp subject.

Miscoded/Miszipped. Mail with an incorrect ZIP Code as part of the delivery address.

Misdelivery. Mail erroneously delivered.

Mishandle. To handle mail improperly, causing delay or damage.

Missend. To send or dispatch a piece of mail improperly.

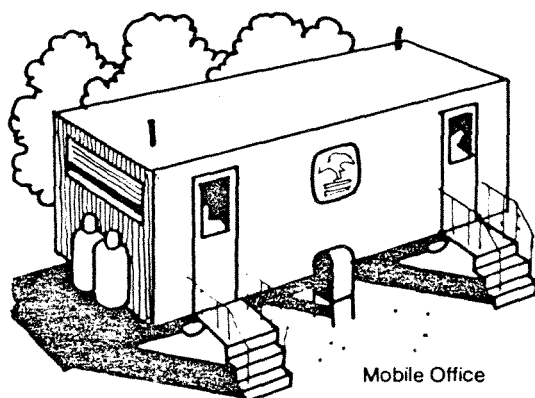
Missent. Mail that has not been dispatched according to official schemes, schedules, or special orders. (Also Mis-directed.)

Misthrown. Mail erroneously distributed.

Mixed City. A dispatch of mail for more than one zone in a city.

Mixed States. A dispatch of mail for several states.

Mobile Post Office. A trailer unit equipped to handle all major postal needs as an emergency or temporary replacement post office.



Mobile Vehicle Repair Facility (MVRF). A 40-foot van equipped as a one-bay garage that goes to postal facilities to service vehicles.

Motorist Mail Chute. (See Courtesy Box.)

Motor Vehicle Operator (MVO). Employee hired primarily to drive postal vehicles.

Motorized Carrier. Carrier who uses a vehicle to deliver mail. A motorized route is that served by a motorized carrier.

Mounted Route. City delivered route using a vehicle for delivery to curbside boxes.

Multicoded City. A post office having more than one 5-digit ZIP Code within its delivery area.

Multicommodity Vending Machine (MCVM). Stamp and stamped envelope dispensing equipment designed for customer use in post office lobbies, outdoor mall units, or other self-served postal center locations.

Multiposition Flat Sorting Machine. (See Sorting Machines.)

Multiposition Letter Sorting Machine. (See Sorting Machines.)

National Air and Surface System (NASS). Computerized system operated out of the St. Louis PDC and 26 transportation management offices for production of dispatch and labeling information for all classes of mail for use by mail processing facilities.

National Bulk Mail System (NBMS). A network of 21 highly mechanized bulk mail centers and 10 auxiliary service facilities linked together and to other postal facilities by a transportation network. Each BMC or ASF processes originating and destinating bulk mail for a specific geographic area. (See Auxiliary Service Facility and Bulk Mail Center.)

National Maintenance Information and Control System (NMICS). A computerized management information system for preventive plant and equipment maintenance.

National Quality Index (NQI). An estimate of the national picture on missent mail, uncanceled stamp trends, based on data collected at 30 offices.

National Test Administration Center (NTAC). Part of Headquarters operation located in Los Angeles. Runs the USPS examination program for hiring and promoting.

National Workhour Reporting System (NWRS). Represents the labor expense segment of a USPS functional planning, budgeting, and reporting system. NWRS records by 10 functional categories and up to 100 LDCs the hours worked, types of leave taken, hours paid, salaries and benefits paid throughout a postal fiscal year.

National Workhour Reports (NWR). Displays each pay period by function and LDC the hours worked compared to the operating plan, the year-to-date performance and the same period last year performance.

Neighborhood Delivery and Collection Box. (See Cluster Box.)

Newspaper Treatment. Expedited treatment provided for second-class periodicals published at least once per week featuring news of general interest. (Also Red Tag Service.)

Night Differential. 10% compensation added to an employee's base hourly rate for work time between 6 p.m. and 6 a.m.

Nixie. Letter or package not easily deliverable because of incorrect, illegible, or insufficient address. A nixie clerk is one who specializes in handling this mail.

Nonlocal. Outgoing mail.

Nonmachinable Outside (NMO). Generally a package, parcel, or other item that because of size, weight, or special characteristic cannot be safely sorted by mail machinery (parcel sorter, etc.). Handled manually.

Non-Personnel Office (NPO). An office having USPS-owned vehicles but no vehicle maintenance facility.

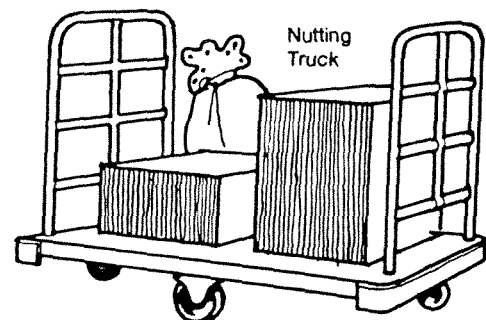
Nonreadable. Mail that cannot be read with the present optical scanning machines.

Nonstandard. First-Class Mail weighing 1 ounce or less or single-piece third-class mail weighing 2 ounces or less and:

More than 11½" long.
More than 6½" high.
More than ¼" thick.
The aspect ratio (ratio of height to length) is not between 1:1.3 and 1:2.5 inclusive.

No Office (NO). Used principally in mail schedules and in listing points traversed by highway contract routes to indicate that the point has no post office.

Nutting Truck. Small wheeled hand truck to move or store small quantities of mail within a postal facility. Named for designer of truck. (Also Platform Truck.)



Obvious Value. Third- and fourth-class mail undeliverable as addressed, but should not be discarded if it can be forwarded or returned to sender.

Office Time. Amount of time carrier spends in the office routing mail and performing other office duties before leaving to deliver mail or after returning.

Officer-in-Charge (OIC). Career postal employee appointed to fill a postmaster vacancy temporarily, usually for no longer than 180 days.

Official Mail. Penalty and franked mail authorized by law to be transmitted without prepayment of postage.

Official Matter. (See Free Matter.)

On-the-Clock/Off-the-Clock. On duty, off duty.

Open Transit. Mail from one country to another, usually in small quantities, sent to the U.S. for processing and dispatching.

Opening Unit. Operational area within a processing facility where pouches, sacks, and containers of mail are opened and prepared for distribution.

Operating Plan. A structured documentation of the processes to be performed, target times to be met, and supervisory responsibilities to be exercised for an office to achieve its processing and service standards.

Operation Alert. A program, usually in cooperation with a local agency, to alert letter carriers when elderly, handicapped, or live-alone customers are in trouble. Customers are sometimes identified by a small orange label inside their mailboxes. If customers do not collect their mail for

several days, the carrier suspects a problem and notifies the local agency. The agency checks to see if assistance is needed. (Also Postal Alert, Early Alert, etc.)

Optical Character Reader/One. (See Sorting Machines.)

Ordinary. Mail other than registered, insured, certified, COD, and special delivery or special handling.

Ordinary Papers. Magazines, newspapers, and other periodicals that are not entitled to the expedited service of weekly publications. (See Newspaper Treatment.)

Originating. Outgoing and local mail.

Origin Destination Information System (ODIS). An information system by which volume, service analysis, and other mail data are collected, developed, and reported in a variety of formats for all levels of postal management.

Original Entry. The post office where a second-class publication must be entered. A written request for additional entry may be filed by the publisher.

Outgoing. Mail processed within a sectional center that was not previously processed or sorted. Originating mail.

Outside Package/Parcel. Pieces of mail that must be handled outside mail sacks because of size, weight, shape, or nature of contents.

Over-the-Road Container (OTR). Containers used in conjunction with the bulk mail system and train transportation of surface preferential mail. Term used in BMCs to differentiate containers that move

between the BMC and its associate facilities from containers used exclusively in-house.

Package (noun). The basic unit of bulk mail for mail processing purposes. Usually six or more copies of a second-class publication or 10 or more pieces of third-class matter.

Package (verb). To bundle. Also the requirements for preparation of parcels by customers.

Pallet. Wooden, reusable platform on which mail is bricklayered. Each pallet weighs 75 pounds, measures 48" x 40" x 6" high, and handles mail loads ranging from 650 to 2,000 pounds. Identified by orange stringers stenciled *U.S. Mail* (Also Skid.)

Pane. One-quarter of a full sheet of stamps (e.g., 50 stamps from a sheet of 200) cut smaller for easier distribution and sale. The Bureau of Engraving and Printing prints full sheets that are perforated and cut into panes before distribution to post offices. Collectors often refer to a pane as a sheet.

Paper Rack. (See Sorting Racks.)

Parcel Airlift Mail (PAL). Personal military parcels with postage paid at surface rate plus a surcharge. Airlifted domestically to or from a gateway facility and to or from an overseas military unit on a space available basis at a specified transportation rate.

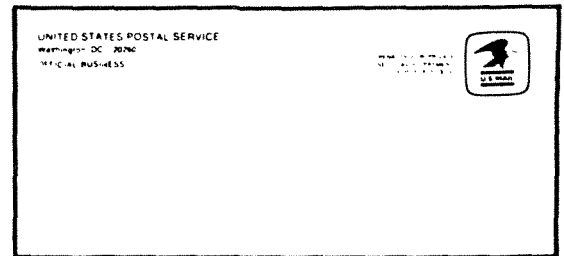
Parcel Sorting Machine. (See Sorting machines.)

Park and Loop. A method of delivery where the letter carrier parks the vehicle and *loops* one or two streets, delivering mail away from and back to the vehicle.

Part-Time Flexible Employee. Career employee with no fixed work schedule.

Part-Time Regular Employee. Career employee assigned to a regular schedule of less than 40 hours in a service week.

Penalty. Official mail of officers of the U.S. Government (except Members of Congress) and other specifically authorized officials. The envelope or wrapper bears the words *Official Business*, mailing agency's name, and statement of fine for unlawful use.



Penalty Envelope

Perforations. Line of small cuts or holes placed between two rows of stamps to ease separation.

Perimeter Office. An office with postal-owned vehicles that is organizationally attached to a VMF for vehicle maintenance and related programs.

Permit. Mail with printed indicia in lieu of a stamp, showing that postage was paid by the sender.

Phasing. Gradual imposition over a period of years, according to statutory plan, of higher postal rates on certain mailers, rather than imposition of the full rate increase at the time new rates are established. Extended phasing means that rate increases are phased over an even longer period of time (Public Law 93-328, enacted June 30, 1974). (Also Revenue Forgone Appropriations.)

Philatelic Center. A special stamp store or designated window in a post office lobby. Sells select and 4-position stamp stock and a complete line of philatelic products (Also Postique.)

Philately. The collection and study of postage and imprinted stamps for pleasure and profit.

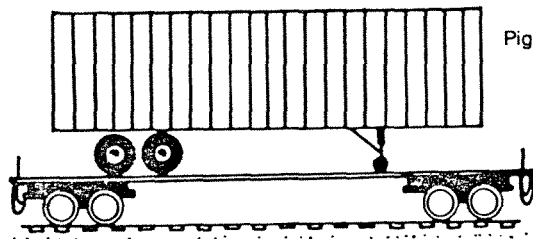
Pickup Table. (See Facing Table.)

Piece. A pouch or sack of mail or unsacked article of mail.

Piece Count. A method of determining the number of letter mail pieces per tray by optically scanning the letter edges through the bottom slot in each tray as it passes over a scanner. Net weight is multiplied by a standard conversion factor to find the numerical count. (Also Weight Count.)

Piece Rate. A basis of payment for transportation under contract according to the number of pouches, sacks, or outside pieces. The rate may apply to the total distance from origin to destination or it may be a specified amount per piece per mail.

Pig/Piggyback. Movement of a single truck-trailer on a rail flatcar. (Also Trailer on Flatcar.)



Pigeonhole. Opening in a distribution case.

Plant Loading. An operation where the

USPS provides mail transportation from the customer to destination, bypassing the local post office.

Plate Block. Two rows of stamps next to the selvage or marginal strip that includes the plate number(s) used to print the stamps. Collectors often collect a plate block of four corner stamps when there is only one plate number, and a larger block when there are additional plate numbers.

Platform Truck. Nutting Truck.

Pocket. An individual separation on the sweepside of a letter sorting machine and similar mechanized mail distribution equipment. Like a pigeonhole on a distribution case. (Also Bin.)

Policy Manuals. A group of six policy directives issued by Headquarters that obsoletes the Postal Service Manual. Their titles are:

1. Administrative Support Manual (ASM)
 2. Domestic Mail Manual (DMM)
 3. Employee & Labor Relations Manual (ELM)
 4. Financial Management Manual (FMM)
 5. International Mail Manual (IMM)
 6. Postal Operations Manual (POM)
- (See individual listings for summary contents).

Pool Case Shipments. Parcel post that is addressed, including ZIP Code, postage paid, and destined for sectional centers in containers that can be moved with lift trucks or similar handling equipment.

Portable Lockboxes. Post office boxes secured in a frame for central delivery in business buildings.

Postage and Fees Paid. The indicia printed on penalty envelopes of Federal

Government departments and agencies, other than USPS.

Postage Due Mail. Mail on which additional postage is collectable on final delivery. (Also Short Paid.)

Postal Area ZIP Code. All ZIP Code assignments other than unique. This category includes ZIP Codes assigned to postal facilities, box sections, ABMPS (bar code), caller service, VIM units (buildings), and delivery areas.

Postal Card. Blank card sold by the USPS with a printed or impressed postage stamp.

Postal Career Executive Service (PCES). Two levels of USPS executives. Level I includes MSC, District, Regional, and Headquarters managers. Level II consists of USPS officers. PCES provides special assignments and training for these executives.

Postal Center. A free-standing enclosed unit containing clusters of lockbox modules (100-300 boxes). The center has a collection receptacle and a stamp-vending machine. Parcel post compartments may be added.

Postal Clerk. An employee who separates incoming and outgoing mail according to established schemes, or performs a variety of services at a public window of a postal facility.

Postal Customer Council (PCC). A local group of both mailing organizations and local post offices to provide the mailers a forum in which to discuss postal-related matters and exchange ideas for improved mail service.



Postal Clerk

Postal Data Center (PDC). An accounting, disbursing, and data processing facility that provides support to postal activities.

Postal Employee Development Center (PEDC). Modern library/learning centers with the latest self-instructional audio-visual equipment available to all postal employees.

Postal Forum. An annual meeting of business mailers and postal officials to discuss common problems and solutions. Held nationally and regionally in alternating years.

Postal Logistics Directory (PLD). An official regional document issued and maintained by the regions composed of three parts:

PART I—Regional Information. A list by name and title of districts, TMOs, BMCs, AMFs, Inspection Service, mail-bag depositories, frequency table, and emergency instructions.

PART II—Operational Information. A list of all mail processing facilities in alphabetical order showing location, hours of operation, telephone numbers, transportation supplies, and type of distribution performed.

PART III—Labeling Information. A list showing the correct labeling for all classes of mail, including Canada, Mexico, international, and military.

Postal Operations Manual (POM). One of six policy directives replacing the PSM. Replaces PSM Chapters 3 and 5 and parts of Chapter 2. Contains the internal operations of post offices. Includes retail services, mail processing, transportation, delivery services, and fleet management. (See Policy Manuals.)

Postal Rate Commission (PRC). An independent rate and classification recommending body. Members are nominated by the President and approved by the Senate.

Postal Service Center. (See Mail Classification Center.)

Postal Service Manual. OBSOLETE. (See Policy Manuals.)

Postal Service Schedule (PS). Salary schedule applying to craft employees.

Postal Service Training and Development Institute (PST&DI). A USPS educational facility providing intensive management and technical development programs.

Postal Source Data System (PSDS). A modern high-speed electronic data processing network. Gathers operational and administrative data from post offices, with little or no manual intervention. Processes the data at a computer complex and disseminates information.

Postal Stationery. Generally, postal cards, wrappers, and envelopes with imprinted or embossed stamps. Does not include stamps. (Formerly Stamped Paper.)

Postal Vehicle Service (PVS). A service operated by employees of the local post

office to transport mail between branches, stations, terminals, and some post offices.

Post Card. Privately printed mailing cards for the transmission of messages.

Poste Restante (PR). International mail sent to general delivery. (French)

Postique. Philatelic center. USPS trademark.

Postmark. A cancellation imprint on letters and packages showing the time, date, and post office or sectional center of origin.



Postmark

Post Office (PO). The basic organizational unit of the USPS. Generally, each PO has a specific geographic area for which it has primary responsibility for collection, delivery, and retail operations.

Post Office Box. (See Lockbox.)

Post Office Branch. Unit of a main post office located outside the corporate limits of the city or town.

Post Office Station. Unit of a main post office located within the corporate limits of the city or town.

Pouch (noun). Mailbag identified by its leather strap locking device. Generally used to transmit mail given First-Class handling.

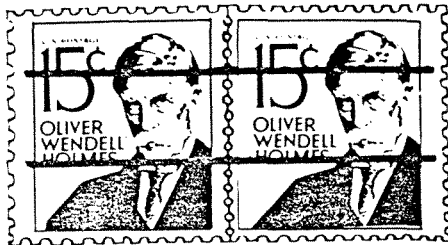
Pouch (verb). To place letter mail in pouches. Also used to indicate one unit making up a direct pouch labeled to another unit.

Pouch-On. To prepare a pouch of First-Class Mail for another post office.

Pouch Rack. (See Sorting Racks.)

Practice Case. Miniature case with small pigeonholes or boxes made especially for practicing letter distribution with cards representing letters.

Precanceled Stamps. Stamps canceled by printing across the face before they are sold to large mailers. Avoids using the canceling machine at the time of mailing.



Precanceled Stamps

Preferential Mail. All mail receiving preferential handling, including Express Mail, airmail, First-Class (includes priority mail), newspapers, time value magazines, and special deliveries. (Also Hot Mail.)

Preferred Rates. Postage rates, available to qualified mailers, which are maintained at low levels through Congressional subsidies and complementary limitations in the ratemaking process.

Presort. Preparation by the mailer by grouping pieces in a mailing by ZIP Code or other separation recommended by the USPS to bypass certain postal operations. A USPS trademark.

Presort First-Class Mail (Presort FCM). A subclass of First-Class Mail. Mailers who sort FCM by 5- and 3-digit ZIP Codes earn a

discount off the regular rate. To qualify, mailers must have 500 pieces in the mailing and must sort the mail to any 5-digit ZIP Code when there are 10 or more pieces and then to any 3-digit ZIP Code when there are 50 or more pieces. Pieces that cannot be sorted by 5- or 3-digit ZIP Codes do not qualify for the lower rate but can count toward the 500-piece requirement.

Preventive Maintenance. System for keeping government-owned vehicles and equipment in condition for uninterrupted mail service.

Primary. The first sorting operation for outgoing or incoming mail.

Primary Case. Case used for the initial sorting of letter mail.



Primary Case

Printed Matter. International mail consisting of literary items, newspapers, magazines, books, circulars, catalogs, and price lists.

Priority Mail. First-Class Mail weighing more than 12 ounces; principally flats and parcels. Provides faster delivery than parcel post.

Private Express Statutes. Laws giving the USPS exclusive right to carry letters over post routes. With specific exceptions, the carrying of letters by any person or organization other than the USPS is unlawful.

Probationary. A career employee who has not completed the initial trial period of employment and does not yet have access to the grievance or adverse action appeal systems. Probationary periods are: the first 90 calendar days for bargaining unit employees; the first 6 months for non-bargaining unit employees.

Processing. Canceling and sorting mail so it can be sent from a post office. All sub-functions that accommodate these two basic steps, including in/off-movement, are part of the processing activity.

Procurement Services Office (PSO). Centralized purchasing office that handles most procurements in excess of \$500.

Productivity Improvement Program. (See Manpower Scheduling and Staffing Program.)

Profile Assessment System for Supervisors (PASS). A personnel system the USPS uses to select initial level supervisors, incorporating self- and supervisor-evaluation of candidates.

Program for Alcoholic Recovery (PAR). A formal program to help alcoholic employees resume their usefulness to the USPS through recovery.

Prohibitory Order. A USPS order requested by the addressee of a *pandering advertisement*, which directs the sender to make no further mailings to that addressee.

PS Label. An identification sticker printed in various sizes, shapes, and colors. In

mail processing, labels are applied on all classes of mail, specifying a particular type of handling.

PS Tag. A heavy cardboard printed in various colors, attached to a pouch, sack, or tray that provides information on contents, mail makeup, and routing instructions. Provides specific handling information.

Public Service Appropriations. Annual appropriations by Congress for public service costs incurred in providing maximum nationwide postal service. Applies to communities where post offices may not be as self-sustaining as elsewhere.

Pull. To remove sorted mail from cases (boxes, etc.) and transport to next point of handling. (Also Sweep.)

Pull Racks. To take bags from the rack for dispatch. To close and lock all sacks and pouches containing mail in sorting racks, usually at the end of each trip or working tour. (Also Skin the Rack.)

Qualifying Pieces. Pieces which meet all requirements for a presort reduced rate. All pieces must bear the proper presort endorsement.

Quality Control (QC). The control of various mail processing factors to produce a consistent, uniform distribution that conforms to specified standards.

Rack. (See Sorting Racks.)

Rail Van. A railroad-owned trailer designed for use on intermodal moves. Can be transported either on a rail flatcar or over the highway.

Readable. ZIP Codes and addresses on letter mail that can be read by optical scanning machines.

Rebuts. International mail being returned to sender.

Red. Piece of registered mail. The term originated when registered mail was dispatched in red-striped pouches.

Red Man/Money Man. Register clerk.

Red Run. An assignment to handle registered mail.

Rod Tag Service. (See Newspaper Treatment.)

Reflective Tape. Material on the belt panel of trucks to improve the visibility of vehicles at night.

Regional Headquarters. An office managed by a Regional Postmaster General. Responsible for all aspects of postal management, transportation, equipment, supplies, facilities, and personnel within a large geographic area consisting of many states. There are five postal regions: Northeast, Eastern, Central, Southern, and Western.

Regional Issuance (RI). A directive originating *in* the regions *for* the regions. Used by Regional Headquarters to instruct all installations under their jurisdictions on a need-to-know basis.

Registered. Added protection for valuable and important mail. Gives evidence of mailing, delivery, and indemnity in case of loss or damage.

Relay. The sequenced portion of a city delivery route that is delivered *from* a relay box *to* a relay box, or from a vehicle back to the vehicle. It can weigh up to 35 pounds.

Relay Mailbox. Large street box used for mail storage or relay of mail to carriers.

Removal. An order, signed by a customer, directing that mail addressed to a former location be forwarded to a new address.

Residential Route. City delivery route on which at least 70% of the customers are nonbusiness.

Residue. Mail for small offices that have no direct separation space in case or rack.

Residue Case. Case for distributing mail for small offices that are not included in the primary or secondary case.

Rest Bar. A stool with a heavy base, adjustable as to height and angle of seat.

Retail Analysis Program (RAP). A management tool to study customer traffic. Used to decide the best location or relocation for postal facilities or units, and their staffing needs.

Retrace. The portion of a rural route on which the carrier travels and returns on the same road.

Return. Mail that must be sent in the opposite direction to be dispatched properly. (Also Turnback.)

Return Receipt Card. Card signed by the addressee of a registered, certified, or insured article and returned to the sender.

Revenue/Cost Analysis System. A group of methods used to collect and develop revenue, volume, and cost data for mail classes and special services as required by postal management.

Revenue Forgone Appropriations. Phasing. Appropriations authorized by Congress to reimburse USPS on an annual basis for revenue not received as a result of phased or lower rates for certain categories of mail, such as second class.

Revenue Protection. A national program to stop the loss of revenue by identifying and collecting short or unpaid postage and fees, uncanceled stamps, and misclassified mail.

Revenue Unit. The average amount of revenue received from postal rates and fees during the fiscal year for 1,000 pieces of originating mail and special service transactions. The amount in fiscal year 1979 was \$158.56. The number of revenue units is used to categorize post offices by size. (See Cost Ascertainment Grouping.)

Rewrap Area. The area in which damaged or broken parcels are endorsed and repaired.

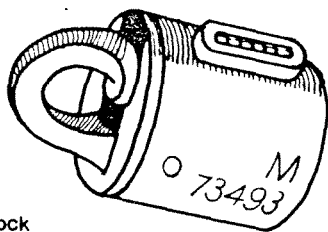
Riffle. To quickly thumb through the top of a tray of mail or the side of a bundle of mail by sliding the thumb along the edge.

Roller-Canceler. A canceling device for second-, third-, and fourth-class mail.

Roller Table. Table with a series of rollers as its surface to ease manual mail sorting and separating to a container at a sorting point within a processing facility.

Rolls. Mail in form of rolls, limited in size by postal regulations. (See Irregular Parcels and Pieces.)

Rotary Lock. Special lock for pouches of registered mail. The lock rotates to the next higher number with each turn of the key.



Rotary Lock

Rotary Sack Rack. (See Sorting Racks.)

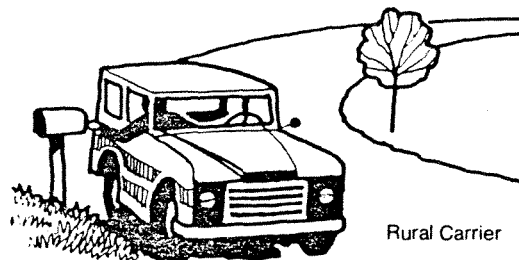
Route (noun). Scheduled course to be followed by employees or contractors in performing transportation or delivery duties.

Route (verb). To designate the time, schedule, mode of transportation (air/highway/rail), and line of travel to be used in dispatching mail from a postal unit or transportation terminal and to put mail in sequence of delivery.

Run. The scheduled line of travel and operation of a mail transportation vehicle.

Rural Boxes. Mailboxes on rural routes for delivery of customer mail without dismounting from the vehicle. Used also on city delivery curbside routes.

Rural Carrier. Employee who delivers and collects all classes of mail in rural communities that have no convenient postal facilities. Furnishes nearly all the services provided by a small post office.



Rural Carrier

Rural Delivery Service. A rural route operated primarily to deliver and collect mail from roadside boxes owned and maintained by residents in communities that have no other convenient postal facilities. (Formerly Rural Free Delivery.)

Sack (noun). A bag with a draw cord and fastener used by the USPS to transport mail other than First Class.

Sack (verb). To place mail in sacks.

Sack Car. Carload of empty equipment.

Sack Rack. (See Sorting Racks.)

Sack Routing System. The sorting of parcels into numbered sacks corresponding to route or geographical areas.

Sack Sorting and Dispatch System. A large mechanical overhead trolley system with suspended carriers or trays. Has keyboard input stations at central, remote in-house, and platform locations. Has discharge elements for in-house rework of mail, dispatch sequencing, and direct delivery to truck or rail cars.

Sack Sorting Machine. (See Sorting Machines.)

Sacs Vide (SV). Empty foreign mail equipment. (French)

Saratoga. A large satchel used for collections.

Satchel. A pouch used for carrying up to 35 pounds of mail by city delivery letter carriers on their routes. It is not used on 100% mounted routes.

Satchel Cart. Small portable handcart used by city carriers to transport satchels of delivery mail.

Sawtooth Platform. A sorting platform for sacks with a series of platform trucks arranged around the edge to form sawtooth pattern for ease and accessibility to loading.

Schedules and Schemes Information System (SSIS). Subsidiary program of Manpower Scheduling and Staffing Program. It is a data base of the work schedules and scheme knowledge of the employees within the office in question.

Scheme. A systematic plan to guide the effective distribution of mail to destination.

Scheme Knowledge. Proved by testing of an incoming, outgoing, or standpoint scheme.

Screenline. Partition separating public lobby from post office workroom.

Secondary. A second mail sorting operation.

Secondary Case. Case used for making separations that cannot be included in the primary case, such as second handling.

Second-Class Mail. Newspapers, magazines, and other periodicals issued at stated intervals, and not entered as controlled circulation mail.

Sectional Center (SC). A designated geographic area defined by ZIP Codes. The SC office is used for presort and makeup of certain classes of mails, computation of certain postal charges, distribution and dispatch. (See Management Sectional Center.)

Sector/Segment. (See ZIP Code.)

Selects. (See Hards.)

Self-Service Postal Center (SSPC). An unmanned postal unit providing postal financial and mailing services by customer-operated equipment.

Selva. The nonpostage strip or strips on the edge of a sheet of stamps showing the plate number, *Mr. ZIP*, and notice of copyright. *Mail Early* inscriptions appeared prior to 1978.

Separations. (See Pigeonhole /Pocket/Bin.)

Sequenced. Mail made up by mailers in order of delivery.

Sequence Loading. Loading mail onto a vehicle in the order it will be unloaded at destinations.

Service Improvement Program (SIP). Program to improve First-Class Mail service.

Service Standards. Commitments on dependability and timeliness of mail service that the public can expect for each class of mail.

Serving Post Office (SPO). A postal facility at which Mailgram messages are received in electronic form, printed, and sealed in envelopes.

Se Tenant. Stamps joined together as in the original sheet, but differing in design, overprint, color, or perforation. (French)

Set Up. To face letters, packages and papers the same direction on the work table to ease sorting into sacks and pouches.

Shakeout. Emptying mail from sacks and pouches.

Sheet. A complete, unseparated group of stamps as printed on a press. The sheet is cut into four panes for sale in post offices and philatelic centers.

Shift. Employee's assigned workhours. (Also Tour of Duty or Trick.)

Short Paid. Postage-due mail.

Shuttle Containers. Large steel mesh baskets for intercity transportation of parcel post in use experimentally in some localities.

Shuttle Service. Transporting mail between given points on schedule.

Sidewalk Service. Carriers serving boxes at the edge of the sidewalk nearest the residence.

Single-Position Flats Sorting Machine. (See Sorting Machines.)

Single-Position Letter Sorting Machine. (See Sorting Machines.)

Skid. A wooden structure, usually 4 x 4 ft., that holds various kinds of material. Usually moved by fork-lift truck. (Also Pallet.)

Skin Sack. Sack or pouch containing a small amount of mail.

Skin the Rack. (See Pull Rack.)

Skip. Letter that was processed through a canceling machine without canceling postage stamps.

Sleeper. Letter that is lodged in the back of a case instead of lying flat in pigeonhole.

Slugs. First- or third-class mail too large to be distributed in a case. Thick pieces manually culled from the facing and canceling operation.

Small Packets. International mail consisting mostly of merchandise and commercial samples.

Small Parcels and Rolls. (See Irregular Parcels and Pieces.)

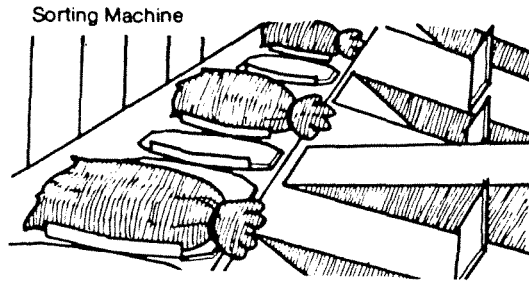
Snorkel. (See Courtesy Box.)

Sorting Conveyor. (See Conveyor.)

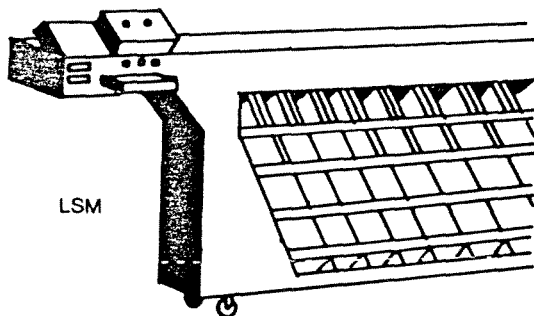
Sorting Machines.

1. Letter/Flat.

a. Letter Sorting Machine (LSM). Covers a variety of semiautomatic machines making from 50 to 300 mail sorts keyed by operators at stations on the machine consoles.



- b. **Flat Sorting Machine (FSM).** Machine that mechanically sorts flat mail.
- c. **Single-Position Flats Sorting Machine (SPFSM).** FSM that allows an operator to key flats into 100 bins at a rate of approximately 40 pieces per minute.
- d. **Single-Position Letter Sorting Machine (SPLSM).** LSM with one operator and a machine processing capability of approximately 3,600 pieces per hour with 99 separations.
- e. **Multiposition Flats Sorting Machine (MPFSM).** FSM capable of handling a full range of flats.
- f. **Multiposition Letter Sorting Machine (MPLSM).** An LSM with multiple input stations or operator keying consoles, generally 12, with a machine processing capability of 43,200 pieces per hour into 277 separations.



- g. **Bar Code Reader/Sorter.** Machine capable of reading bar-coded letter mail and sorting up to 305 separations.
- h. **Optical Character Reader/One (OCR).** An automatic mail sorting system that locates the address written on the face of an envelope and reads the bottom line or the second from bottom line. OCR is interlocked with letter sorting machines and processes letters at the rate of 36,000 per hour. The only manual involvement is the loading of mail in the transport system to the LSM, unloading unreadable items, and sweepaside activities.
- i. **Code Sort Optical Character Reader (CSOCR).** An optical character reader that reads the ZIP Code, prints a bar code, sorts and stacks the mail.

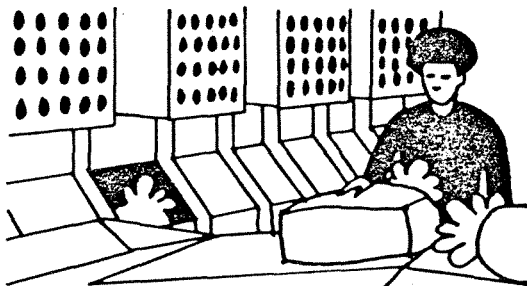
2. Sack/Parcel.

- a. **Monorail.** (Also Power & Free.) An overhead trolley system for hanging or placing sacks on a carrier to be transported for processing or dispatched at given areas.
- b. **Parcel.** A large memory-controlled machine with parcel inputs, operation station, sorting, and discharge elements for primary sorting of parcels to secondary sorting positions. Provides related primary and secondary separations, or both, from a single input.
- c. **Sack.** Similar to a parcel sorting machine, but of heavier construction. For primary sorting of sacks to saw-tooth platform, secondaries, or direct to highway trucks or mail storage cars.
- d. **Sack or Parcel—Carousel.** A machine

with a series of pallets traveling horizontally. Sacks or parcels are placed and coded for a specific destination along the travel route within the post office. The pallet tilts and discharges to a slide or conveyor at destination.

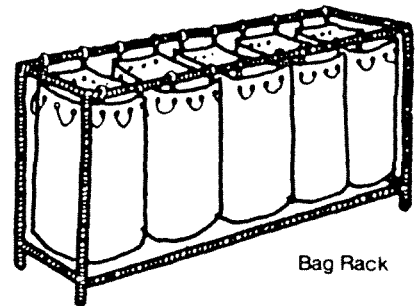
- e. **Sack or Parcel—Over and Under.** Same as the carousel, except that pallets return to coding station vertically, traveling below outgoing pallets.
- f. **Sack or Parcel—Multibelt.** A series of conveyors where sacks or parcels can be deposited. Each conveyor terminates at a specific separation area.

Sack Sorter



Sorting Racks.

1. **Regular** (Bag, Pouch, Sack, Paper, Parcel). A metal framework with hooks to hang mailbags while filling with letter mail, circulars, newspapers, parcel post. 5- to 10-bag capacity.
2. **Rotary.** A mechanical circular rack in a BMC. Rotates to a predetermined scheme and positions correct bag (sack, etc.) near the operator for minimum movement and maximum accuracy.
3. **Circular.** A stationary circular rack used in offices other than BMCs.



Bag Rack

Space Available Mail (SAM). A classification of military mail transported to and from overseas bases by air on a space available basis at a specified rate.

Special Delivery. A mailing system available for all classes of mail, except Express Mail. Receives preferential handling in processing and expedited delivery, including Sunday and holiday delivery.

Special Handling. A service for third- and fourth-class mail only. Provides preferential handling in dispatch and transportation, but no special delivery.

Special Services. Mail for which the customer must pay or sign for.

Special Service Transaction. Services for a fee other than postage (CODs, money orders, certified mail, etc).

Speedy Bag. A plastic bag used to segregate and identify special delivery mail to expedite delivery.

Speedy Line. A queuing system to reduce customer waiting time during peak periods in service lobbies, using signs with movable stanchions and fixed hooks that are connected by ropes. Customers line up single-file for the next available clerk at all-purpose windows.

Spike. To verify the proper destination of mail through piece-by-piece examination. (Also Verify.)

Stacker. Mechanical device that stacks letters at one end of a facing table.

Stamp, All-Purpose Dating. Device for imprinting name of city, branch or station, and date on registry and parcel post work. (Also Bull's Eye.)

Stamp Distribution Office. An office other than the parent sectional center designated, for security reasons, to supply stamp stock to associate offices.

Stamp, Postage. Gummed stamps used as payment for postal services glued to mail that is processed and delivered by USPS.

Stamp, Postmarking. Device for imprinting city and date on mail and canceling postage.

Stamp Tagging. A system in which stamps or postal indicia treated with luminescent ink may be readily identified and segregated from other letter mail during mechanical facing.

Stamp Vending Machine (SVM). A coin or bill-operated dispenser where customers may buy postage.

Stamps-By-Mail. A mail-order retail service for purchasing stamps. Customers use a self-mailer order form and pay by check (amount includes a nominal handling charge) for stamps that are delivered with their regular mail. Service is available at all city delivery post offices.

Stamped Paper. (See Postal Stationery.)

Standard Container Mail. Mail transported in air carrier-owned containers on flights

scheduled to depart between 9 p.m. and 6 a.m.

Standpoint Distribution. Distribution by use of standpoint scheme.

Standpoint Scheme. Printed or written scheme prepared for the dispatch of mail from a certain location.

Star Route. (See Highway Contract Route.)

State Case. Case for separating mail according to city destination in a single state.

State Dispatch List. Guide showing dispatch of state mail to post offices or terminals best equipped, staffed, or geographically located to perform the distribution.

States. Mixed mail for several states.

Station. (See Post Office Station.)

Storage Box. (See Relay Mailbox.)

Storage Conveyors. Conveyors on which non-preferential mail can be held for brief periods of time.

Storage Vehicles. Vehicles retired from service and awaiting sale.

Strap Out. To place straps or rubber bands around letters and flats, keeping them in delivery sequence.

Stringer. Pouch or sack hung loose on the outside of regular sacks. Also a sack with a broken drawstring.

String/Twine Tying Machine. Machine for mechanically tying bundles of letters or flats.

Strip Label. (See Label.)

Stuck. Having more mail than can be completely distributed prior to scheduled dispatch or carrier leaving time.

Subfunction. One of the main subdivisions of processing: culling, edging and stacking, facing and canceling, sorting, tying, pouching, bundling, and sacking.

Substitute Rural Carrier. An employee who usually replaces the regular rural carrier during annual and sick leave or other absences from the route.

Supply. The mode, method, or route by which a given office or locality receives its mail.

Supply Center. (See Eastern/Western Area Supply Center.)

Surface Preferential. All First-, second-, third-, and fourth-class mail bearing pre-paid special delivery fee. All third- and fourth-class mail bearing special handling fee. All second-class mail classified as time-value publications.

Surge Conveyors. A portion of the mail conveying system that holds back surges and meters out an even flow, keeping all mail in sequence.

Sweep. (See Pull.)

Swing. Short tour required to cover an absence.

Swing Room. Place where employees may spend their time while off-the-clock.

Swing Time. The periods employees spend at lunch or unemployed during their tours of duty.

Systems Engineering. The process of selecting and putting into a unified pattern the devices, mechanisms, and equipment necessary for optimum operation and control of a complex mail processing or service system.

Tagged Postage Stamps. A phosphorous additive to stamp ink. The stamp glows under ultraviolet light so letter mail can be face canceled and routed to the proper stacker on the facer-canceler.

Tailboard Delivery. To deliver mail to vehicle at platform and to receive mail at that point.

Tailgate Exchange. The transfer of mail between two postal or contract vehicles at an intersecting highway point rather than at a postal installation.

Tap. To collect mail from deposit box.

Teletypewriter Exchange (TWX). A teletype communications system used in large postal facilities to send and receive information.

Terminal. Postal unit for assembly, distribution, and dispatch of transit mail.

Terminal Charge. The amount charged for services performed by carriers at airports and railroad terminals, such as loading and unloading. Based on a fee per pound of mail enplaned.

Terminal Dues. Charge levied by the destination country to cover cost of delivery of international mail.

Terminal Handling. To receive, sort, route, and dispatch sacks, pouches, and outside parcels at truck or air terminals.

Tertiary. A third mail sorting operation.

Therm. A unit of heat energy; 100,000 British Thermal Units (BTUs).

Third-Class Mail. Usually circulars, printed matter, pamphlets, and merchandise weighing less than 16 ounces.

Throughput Capacity. The output of processed items from a machine.

Throwback. Miscased mail that must be returned for distribution.

Throwback Case. A separation case in delivery units for deposit of undeliverable and forwardable letters and flats.

Throwoff Pouch. To open a pouch and sort its contents to other pouches.

Tieout. To stop sorting letters and flats and tie or band the separations made.

Timesharing Services. Computer processing services provided post offices through terminals by either the postal data centers or commercial agencies.

Ton-Mile. 1 ton transported 1 mile.

Topicals. Area of philately with emphasis on the subject portrayed on stamps rather than the stamps themselves.

Tour of Duty. An employee's scheduled duty hours during a workday or workweek. (Also Shift or Trick.)

Tracer. Form used to locate delayed or undelivered mail.

Tractor-Trailer. Combination vehicle for hauling large volume of mail. The operator is an employee licensed and authorized to drive tractor-trailers.

Trailer on Flatcar (TOFC). Mail trailer on railroad flatcar. Piggyback.

Training Postmaster. A management-level employee, familiar with the duties of a postmaster, who trains newly-appointed postmasters.

Tram. A 6-wheeled platform truck for transporting sacked mail, trayed mail, and outside packages and parcels.

Transfer. Mail that receives first postal handling outside of receiving postal complex. Contains mail for delivery outside the postal complex, but requires only onward dispatch without opening.

Transfer Post Office (TPO). Service unit where the transfer of mail between carriers is complicated, voluminous, and requires supervision. Usually located at a principal postal truck terminal or airport.

Transit Charge. Fee levied by one country for transporting, through its system, mail destined for and belonging to another country.

Transit. Mail received from other post offices and handled for redistribution.

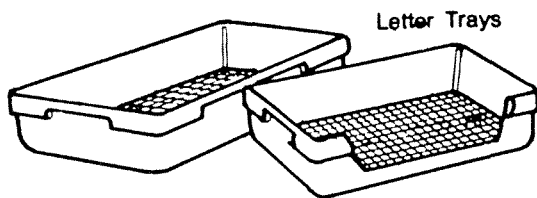
Transport. To move mail between post offices. Accomplished by contract carriers using planes, trucks, and railroads, and by post offices using government vehicles.

Transportation Management Office (TMO). A facility with centralized management authority to plan, monitor, and administer all mail movement within and originating from its area.

Transportation Management System (TMS). A system to organize, standardize, and make more efficient the management of USPS transportation in the movement of mail and mail equipment.

Tray Cart. 4-wheel cart, sizes 1 and 2, to transport loaded or empty letter trays.

Tray, Flats. 4-sided tray, 24-, 21-, and 18-inch inside lengths, for both mechanized and nonmechanized offices.



Tray, Letter. 3-sided tray, 24-inch inside length, for nonmechanized office; 4-sided for mechanized office. Inside size, 24 x 11 x 3¼ inches.

Trick. Tour of duty. Shift.

Truck. Very heavy parcel. (Also Log.)

Truck Schedule. Details of hour of departure and arrival at each postal unit, depot, boat dock, terminal, etc., constituting the operation of a vehicle.

Truck Terminal. Installation where mail transported, or to be transported, on highway mail routes is received, sorted, and dispatched.

Trust Account. (See Advance Deposit Account.)

Turnback Mail. (See Return Mail.)

Twine Tying Machine. String tying machine.

Uncoded. Mail on which the sender did not include the correct ZIP Code as part of the delivery address. (Also Unzipped.)

Undeliverable As Addressed (UAA). Mail that cannot be delivered as addressed and must be forwarded, returned to sender, or referred to the dead letter office.

Unique ZIP Code. A ZIP Code assigned to a company, based on the average daily volume of letter-size pieces received, availability of ZIP Code numbers in the postal area, and relative USPS cost benefits.

United States Postal Service (USPS). Successor to the Post Office Department. Established July 1, 1971, by the Postal Reorganization Act (PL 91-375, Aug. 12, 1970).

Universal Mix, U.S. A sample of 1,000 pieces of collection mail. Average mix contains 806 letters; 133 un-enveloped flats, circs, magazines, and papers; 39 enveloped flats and circs; 20 irregular; and 2 oversized flats (larger than 8½ x 11").

Universal Postal Union (UPU). Worldwide postal organization. The U.S. and most other countries are members. The exchange of mail, except parcel post, between the U.S. and other nations is governed by the provisions of the UPU Convention.

Untied Dispatch. Loose letter-size or flat mail packed in sacks, pouches, or trays for direct dispatch to destinations.

Unzipped. Uncoded mail.

Utility Carrier. A full-time city delivery letter carrier used to replace scheduled absences within a group of routes.

Valentine. Collection box test card used by delivery supervisors to assure boxes are collected and at proper times.

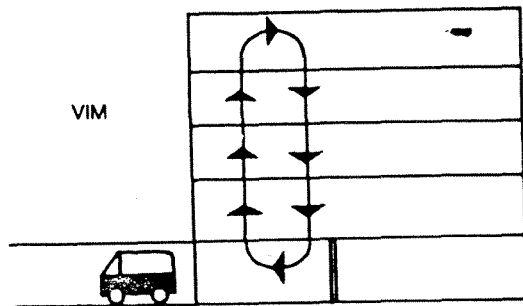
Vehicle Hire Contracts. Use of privately-owned vehicles for city delivery.

Vehicle Maintenance Facility (VMF). Repair shop to maintain and repair postal vehicles.

Vehicle Time. Length of time postal or contract vehicle is used for city delivery.

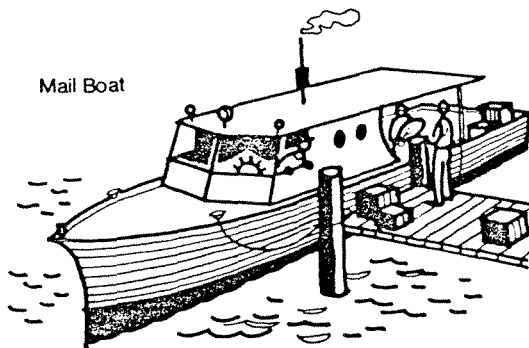
Vehicle Transfers. Exchange of postal vehicles between offices.

Verify. (See Spike.)



Vertical Improved Mail (VIM). A mail service within high-rise buildings. A carrier delivers and collects mail from the entire building by operating a small elevator installed by the owners in a mailroom, or by using a call window or lockbox delivery system.

Water Transportation. Movement of mail by boat over river, lake, coastal, or ocean waters.



Way Pouch. Pouch containing mail for post offices along a certain route. Opened at each office to remove local mail and add mail from that office to other destinations.

Weight Count. (See Piece Count.)

Western Area Supply Center (WASC). A large facility in Topeka, KS, that stocks and distributes retail supplies and equip-

ment, spare parts, and expendable items to the western states. The Data Automation Division is located at WASC.

Wing Case. An extension of the carrier's case protruding at an angle on either side.

Worked. Sorted mail ready for dispatch.

Working. Mail that must be sorted and distributed.

Working Pouch. Pouch of First-Class Mail for distribution in the unit of address.

Workload Reporting System. (See Management Operating Data System.)

Workroom. The part of an installation where the mail is actually handled, separated, and dispatched.

Workup. To complete distribution.

ZIP-A-LIST. The National ZIP Code Directory on computer tape.

ZIP Code (Zone Improvement Plan). A system of 9-digit codes that identifies specific delivery points. The code divisions are:

1. **Initial Code.** The first five digits identify the individual post office or metropolitan area delivery station associated with the address.
2. **Expanded Code.** The additional four digits effective in 1981. These break down into:
 - a. **Sector.** The first two additional digits designate a geographic portion of a zone. It can also indicate a portion of a rural route, part of a box section, or official designation.
 - b. **Segment.** The last two additional digits designate the specific block face, apartment house bank of boxes,

a firm, building, or other specific delivery locations.
(ZIP Code is a registered USPS trademark.)

ZIP Mail Translator (ZMT). An attachment for an LSM that translates keying of the ZIP Code by the operator, or operator scheme keying, to the proper bin location.

ZIP Match. A software computer program capable of ZIP Coding address lists that are on tape.

ABBREVIATIONS AND ACRONYMS

Definitions in text.

ABMPS	— Automated Business Mail Processing System
AC	— Actual Count
ADAPT	— Automatic Density Analysis Profile Technique
ADC	— Area Distribution Center
ADPC	— Automatic Data Processing Center
AFCM	— Automatic Fine Cull Machine
AMF	— Airport Mail Facility, also Airmail Field
AMO	— Area Maintenance Office
AMP	— Area Mail Processing
AMPC	— Area Mail Processing Center
AO	— Associate Office, also Autres Objets
APO	— Army & Air Force Post Office
ASF	— Auxiliary Service Facility
ASM	— Administrative Support Manual
ATAP	— Automated Time and Attendance Procedures
BMC	— Bulk Mail Center
BRM	— Business Reply Mail
BTU	— British Thermal Unit
BV	— Bulletin of Verification
CAG	— Cost Ascertainment Grouping
CAS	— Case Analysis System

CFS — Computerized Forwarding System
CLPC — Computerized Label Printing Center
COB — Close of Business
COD — Collect on Delivery
COLA — Cost-of-Living Allowance
CP — Colis Postaux
CRIS — Carrier Route Information System
CSOCR — Code Sort Optical Character Reader
CSR — Customer Service Representative
DMM — Domestic Mail Manual
EAS — Executive and Administrative Schedule
EASC — Eastern Area Supply Center
ECB — Engineering Change Board
E-COM — Electronic Computer Originated Mail
EDIT — Engineering Data Isolation Technique
EEO — Equal Employment Opportunity
EFTS — Electronic Funds Transfer System
ELM — Employee and Labor Relations Manual
EM — Express Mail
ESP — Electronic Sort Processor
ETU — Engineering Technical Unit
EZR — Expanded ZIP Retrofit
FCM — First-Class Mail
FIM — Facing Identification Mark
FLSA — Fair Labor Standards Act
FMM — Financial Management Manual
FPO — Fleet Post Office
FREBO — Field Real Estate & Buildings Office

GCW — Gross Combined Weight
GMF — General Mail Facility
GMS — General Mail System
GPO — General Post Office
HCR — Highway Contract Route
ID — Identification Card
IE — Industrial Engineering
IEO — International Exchange Office
IMM — International Mail Manual
INTELPOST — International Electronic Post
IPP — Irregular Parcels and Pieces
IPSIM — Interactive Postal Simulator
ISPAT — International Surface Prints for Air Transportation
ISSP — Incoming Secondary Sorting Program
LA — Lock Andrus (key or lock)
LDC — Labor Distribution Codes
LID — Luminescent Indicia Detector
LSM — Letter Sorting Machine
LUR — Labor Utilization Reports
MAP — Management Action Program
MAS — Management Action Series
MCVM — Multicommodity Vending Machine
MEC — Mail Exchange Center
MI — Management Instructions
MIP-SOP — Methods Improvement Program—Standard Operating Procedures
MMP — Managed Mail Program
MM Tray — Managed Mail Tray
MOD — Management Operating Data System

MOM — Military Ordinary Mail
MPFSM — Multiposition Flats Sorting Machine
MPLSM — Multiposition Letter Sorting Machine
MSC — Management Sectional Center
MSSP — Manpower Scheduling and Staffing Program
MTAC — Mailers' Technical Advisory Committee
MTM — Methods Time Measurement
MTTR — Mean Time to Repair
MTS — Management Training Series
MVO — Motor Vehicle Operator
MVRF — Mobile Vehicle Repair Facility
NASS — National Air and Surface System
NBMS — National Bulk Mail System
NMICS — National Maintenance Information and Control System
NMO — Nonmachinable Outside
NO — No Office
NPO — Non-Personnel Office
NQI — National Quality Index
NTAC — National Test Administration Center
NWR — National Workhour Reports
NWRS — National Workhour Reporting System
OCR — Optical Character Reader/One
ODIS — Origin Destination Information System
OIC — Officer-in-Charge
OTR — Over the Road Container
PAL — Parcel Airlift Mail

PAR — Program for Alcoholic Recovery
PASS — Profile Assessment System for Supervisors
PCC — Postal Customer Council
PCES — Postal Career Executive Service
PDC — Postal Data Center
PEDC — Postal Employee Development Center
PLD — Postal Logistics Directory
PO — Post Office
POM — Postal Operations Manual
PR — Poste Restante
PRC — Postal Rate Commission
PS — Postal Service Schedule
PSDS — Postal Source Data System
PSO — Procurement Services Office
PST&DI — Postal Service Training and Development Institute
PVS — Postal Vehicle Service
QC — Quality Control
RAP — Retail Analysis Program
RI — Regional Issuance
SAM — Space Available Mail
SC — Sectional Center
SIP — Service Improvement Program
SPFSM — Single-Position Flats Sorting Machine
SPLSM — Single-Position Letter Sorting Machine
SPO — Serving Post Office
SSIS — Schedules and Schemes Information System
SSPC — Self-Service Postal Center
SV — Sacs Vide
SVM — Stamp Vending Machine

TMO	— Transportation Management Office
TMS	— Transportation Management System
TOFC	— Trailer on Flatcar
TOWVEYOR	— Container Transport System
TPO	— Transfer Post Office
TWX	— Teletypewriter Exchange
UAA	— Undeliverable As Addressed
UPU	— Universal Postal Union
USPS	— United States Postal Service
VIM	— Vertical Improved Mail
VMF	— Vehicle Maintenance Facility
WASC	— Western Area Supply Center
ZIP	— Zone Improvement Plan
ZMT	— ZIP Mail Translator