UNITED STATES POSTAL SERVICE

DBCS Processing Methodology

Field Trainer-ATF

Participant Guide

Course 10021203

January 2013

Employee Resource Management

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DBCS Processing Methodology

Field Trainer-ATF

Participant Guide

United States Postal Service
Employee Resource Management
475 L'Enfant Plaza SW
Washington, DC 20260-4215

Use of Training Materials

These training course materials are intended to be used for training purposes only. They have been prepared in conformance with existing USPS policies and standards and do not represent the establishment of new regulations or policies.

A Commitment to Diversity

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce. Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive of everyone.

Course materials and lectures, classroom debates and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment and harassment on any prohibited basis. Instructors and class participants are expected to support this commitment.

If you find course material that is presented in the classroom or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity and growth, and enables a broadening of existing concepts.

The Postal Service’s policy is to value the diversity of our employees, customers and suppliers, and to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.

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General Information

Terminal Objective:

Upon completion of this training, the participant will be able to utilize correct presentation techniques and understand the important role of the supervisor in regards to training employees, on the correct DBCS work methods.

Enabling Objectives:

- Understand the Machine Safety
- Be able to train employees based on the Job Instructions

Time Allocated for Course:

- 2 days

Instructional Methods:

- Classroom and Lab

Participant Material Used:

- Participant Workbook
- DBCS

Media Required:

- Computer
- Power Point slides
- Projector

Module 1: Introduction

Objective:

Upon completion of this module, the participant will be able to describe facilitating competencies and learn how to instruct learners effectively.

Time Allocated for Module:

- 30 minutes

Instructional Methods:

- Lecture
- Group Discussion

Facilitator Competencies

As a facilitative instructor, you play a vital role in the success of the United States Postal Service. In this role you will do much more than simply present information. You will guide your learners using hands-on experiences, one on one basis, in the real work situations.

Figure 1-1 Facilitator Competency Wheel

There are eight competencies identified in the Facilitator Competency Wheel.

Preparing to Facilitate

- Familiarizing yourself with the course materials
- Making administrative arrangements
- Collecting information about the learners
- Preparing the learning environment
- Preparing to document training

Creating a Positive Learning Environment

- Welcoming the learners
- Establishing open communications with the learners
- Ensure the safety and comfort of the learners

- Orienting learners to the course

Using Effective Communication Skills

- Staying focus on the topic
- Demonstrating passion and energy
- Making clear and understandable
- Delivering with varied pace
- Using effective guide

Using Training Aids

- Using pictures
- Using real objects
- Using job aids

Using Facilitative Methods

- Using demonstration
- Using questioning
- Using simulation

Managing the Learning Event

- Maintaining control of the training
- Managing time
- Keeping learning area clean and safe

Assessing Learning

- Assessing learner's progress
- Observing their demonstration

Closing out the Learning Event

- Performing closing activities
- Performing administrative duties
- Carrying out follow-up as recommended

How to Instruct Employees

We are now going to take a look at the correct method of Job Instruction.

Before instructing people how to do a job:

- ✓ Make a time table for training (see appendix A)
  - Who to train
  - For which job
  - By what date
- ✓ Break down the job
  - List Important steps
  - Select Key Points
  - State Reasons
- ✓ Get everything ready
  - Whatever needed to aid instruction
- ✓ Arrange the work
  - Teaching in a noisy area is a common problem. A principle of this Job Instruction is to teach the job at the actual work site. However, when people can not hear the explanation, telling and showing are incompatible methods of teaching. What needs to be done is to go to a quiet place when telling is necessary and to show with exceeding care at the actual work site.

Follow the four basic steps to do a complete, correct instructing job. Make each of the Four Steps stand out clearly and distinctively. The successful instruction followed a definite but simple plan. So few words are needed, but simple words are the best.

How to instruct employees:

1. Prepare the employee
2. Present the operation
3. Try out Performance
4. Follow up

1. Prepare the Employee

- Put the employee at ease.
- State the job.
- Find out what the employee already knows.
- Get the employee interested in learning the job.
- Place the employee in the correct position.

2. Present the Operation

- Tell, show and illustrate one Important Step at a time.
- Do it again stressing Key Points.
- Do it again stating Reasons for Key Points.

Don't give them more information than they can master at one time.

Here is the blank Job Instruction sheet:

IMPORTANT STEPS	KEY POINTS	REASONS
A logical segment of the operation when something happens to advance the work	Anything in a step that might- Make or break the job Injure the worker Make the work easier to do: Knack, trick, special timing, bit of special information	Reasons for the key points
1.	**1.** **2.** **3.** **4.**	**1.** **2.** **3.** **4.**
2.	**1.** **2.** **3.**	**1.** **2.** **3.**

Table 1-1 Blank Job Instruction

What is an important step?

An important step is a logical segment of the operation when something happens to ADVANCE the work.

For example, in putting a blade in a hacksaw:

- "Take hold of the wing nut" is not a step worth noting as a reminder.
- "Screw down wing nut" is a step, but not an important step.
- "Adjust the tension" is the IMPORTANT STEP. "Adjusting the tension" is the real thing that happens. It is unnecessary to go into greater detail.

What is a key point?

It is the 5-10 percent that represents the hard or tricky parts. These require the time to learn the real skill necessary. "Key Point" was the term chosen to represent whatever is the key to doing a step properly.

Key points mean, in their order of importance:

a. Those things that "make of break" the job. (**What makes or breaks the job?)**

b. Hazards (Injures the worker? Safety issue always makes a Key Point)

c. Things that make the work easier to do-"knack," "trick," "feel," "savvy," "special timing," "bit of special information." (**Knacks that make the work easier to do?)**

Key points do not mean every conceivable thing that is to be watched, or which might go wrong. There is no need to go that far into detail.

Knowing what key points are and how to pick them out quickly and easily is perhaps the most important single thing in Job Instruction.

a. "Feel"…When putting a micrometer on a piece of stock, the key point is "how tight" – a matter of "feel."

b. "Knack"…When riveting, an important point is to know when to remove the pneumatic riveter. The "key" to this point is to listen to the riveting. The sound will change when the pieces are solidly together.

c. "Timing and placing of heat"…When welding there are, among others, two main key points: apply the flame ahead of the weld and get the metal the right heat, a matter of observing the color and behavior of the metal.

d. "Hazard"…When using a knife, a key point is to 'cut away from you." When lifting a load with an overhead crane, a key point is to pull the chains or cables up taut, then hesitate for a moment to check the hitches, before lifting the load.

e. "Special motion"…When catching hot rods shooting out of rolling mills, the key point is to swing quickly the flowing rod in an arc away from you before inserting the end in the next set of rolls.

f. "Special information"…On some kinds of electrical wiring the key point is to attach the identified negative wire to the tinned screw, and the positive wire to the brass screw.

g. "Knack in judging sound"…In mines, the strength and safety of the roof is determined by tapping the roof rock with a steel bar. The "sound" as the bar strikes the roof tells the story. Judging the sound is the key point.

3. Try-out Performance

- Have the employee do the job – Correct errors.
- Have the employee explain each Important Steps to you as they do the job again.
- Have the employee add each Key Points to you as they do the job again.
- Have the employee add Reasons for Key Points to you as they do the job again.

Continue until *you* know *they* know.

4. Follow up

- Put the employee on their own
- Designate who the employee goes to for help (OJI).
- Check on the employee frequently.
- Encourage questions.
- Taper off extra coaching and close follow up.

Please remember:

- **Job Instruction is the way to get an employee to do a job:**
  - **Correctly.**
  - **Quickly.**
  - **Conscientiously.**
- **If the worker hasn't learned, the instructor hasn't taught.**

Module 2: Machine Safety

Objectives:

- Knowledge of Emergency Stop
- Knowledge of Operator Control Panel
- Knowledge of General Safety Guidelines
- Knowledge of Equipment Safety

Time Allocated for Module:

- 30 minutes

Instructional Methods:

- Classroom

USPS Safety Policy

EL 802 Managers must demonstrate a commitment to providing safe and healthful working conditions in all Postal Service – owned and leased – installations and become involved in day-to-day safety performance. They must be held accountable for safety performance and compliance with OSHA standards and regulations.

Change in Postal Service Status as Employer under OSHA

In 1998, the Postal Employees Safety Enhancement Act (PESEA) changed the status of the Postal Service as an employer under the Occupational Safety and Health (OSH) Act of 1970. Previously, the Postal Service, as federal agency, had been exempt from the private sector provisions of the OSH Act.

Employee and Labor Relations Manual

811.23 Guiding Principles

The guiding principles of the Postal Service are the following:

a. **People** — employees are our most valued resource. Our employees must be provided a safe and healthful workplace.

b. **Customers** — when our employees work more safely, our performance improves.

c. **Excellence** — we can demonstrate that management and employee attention to working safely is good business.

d. **Integrity** — as a leader in occupational safety and health, we enhance our integrity with our customers, business partners, and the Congress.

Community Responsibilities

When our employees work safely, our customers are safer, and we lead other employers by example.

811.24 Safety Philosophy

The safety philosophy of the Postal Service is the following:

a. Any occupational injury and illness can be prevented. This goal is realistic, not theoretical. Supervisors and managers have primary responsibility for the well-being of employees and must fully accept this principle.

b. Management, which includes all levels including the first–line supervisor, is responsible and accountable for the prevention of accidents and control of resultant losses. Just as the line organization is responsible for attaining production levels, ensuring quality of performance, maintaining good employee relations, and operating within cost and budget guidelines, supervisors and managers must likewise accept their share of responsibility for the safety and health of employees.

c. It is possible to safeguard against all operating exposures that can result in accidents, injuries, and illnesses. It is preferable to eliminate the sources of danger. However, where this is not practical, management must use protective measures including administrative controls, machine guards, safety devices, and personal protective equipment.

d. All employees must be trained in proper work procedures and must be educated to work safely and to understand that they are responsible for doing so. Management is responsible for the adequate safety training and education of employees. However, all employees are responsible for working safely, and in doing so, they benefit not only their organization but also themselves.

e. It is good business practice in terms of efficiency and economy to prevent personal injuries on and off the job. Injuries cost money, reduce efficiency, and cause human suffering.

Various safety devices are provided on each piece of postal equipment to protect personnel and equipment in case of an emergency. Personnel must understand where the appropriate emergency devices are located, how to use these devices in the event of an emergency, and how the visual and audible warning alarm system(s) work

In an electrical emergency, set the Main Disconnect Switch, to the OFF position; this will remove power to the associated equipment.

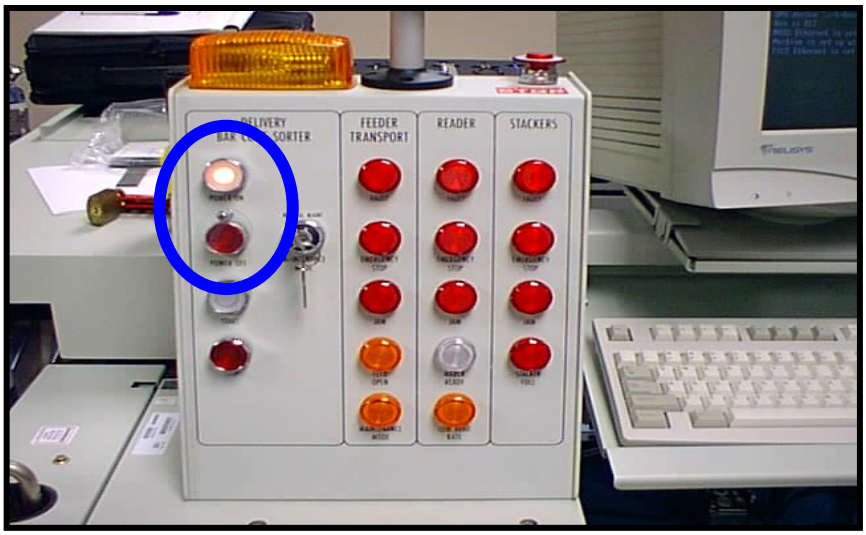


Figure 2-1 Power On/Off Button at OCP

Figure 2-2 Main Power S1 Switch at DBCS

Emergency Stop

E-stop buttons are located through out the machine for safety purposes. E-stop buttons are not used to stop the machine during normal conditions; only in the cases of personal injury, damage to the mail or damage to the equipment should the e-stops be utilized.

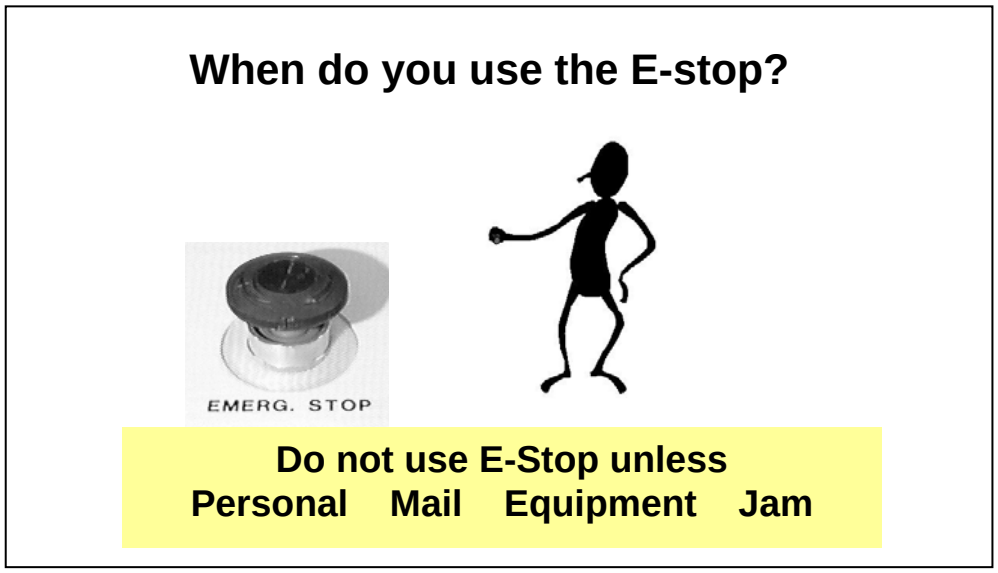


Figure 2-3 Emergency stop usage

E-stop button locations as follows:

- Top of Operator Control Panel (OCP)
- Front of Reader Module
- Front of Stacker Modules
- Back of Stacker Modules

Operator should familiarize themselves with the location of all Emergency Stop button locations on the equipment before operating.

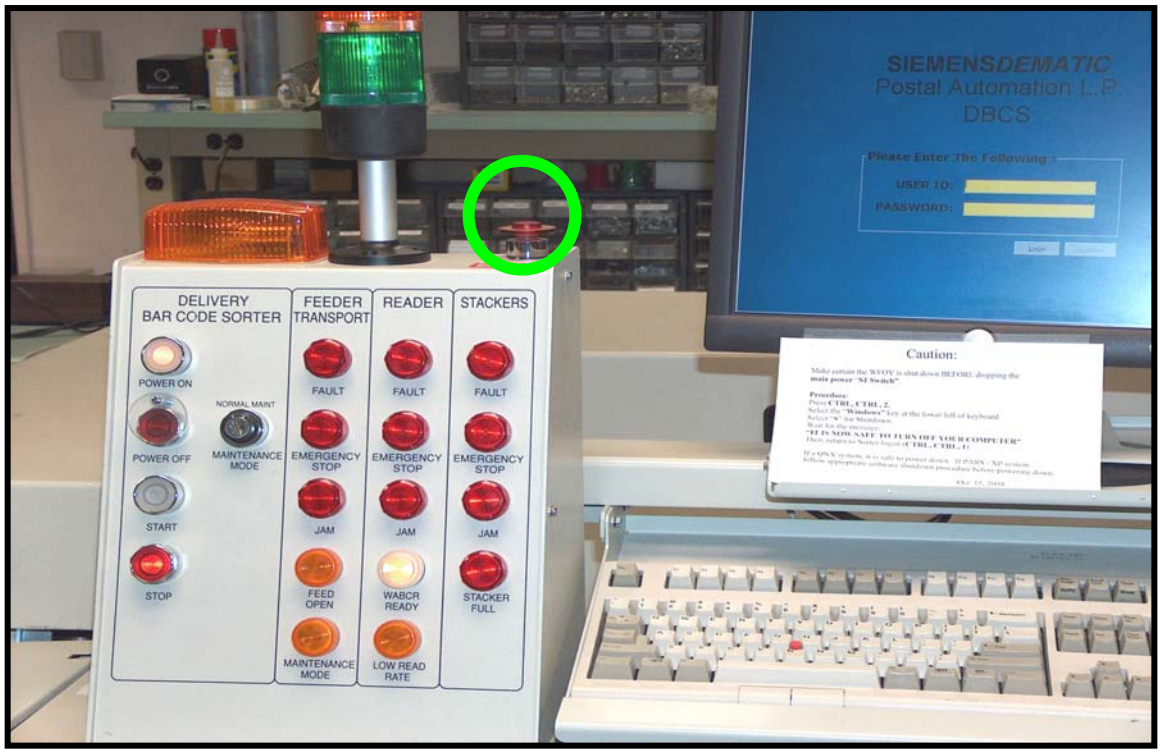


Figure 2-4 E-Stop Button at the OCP

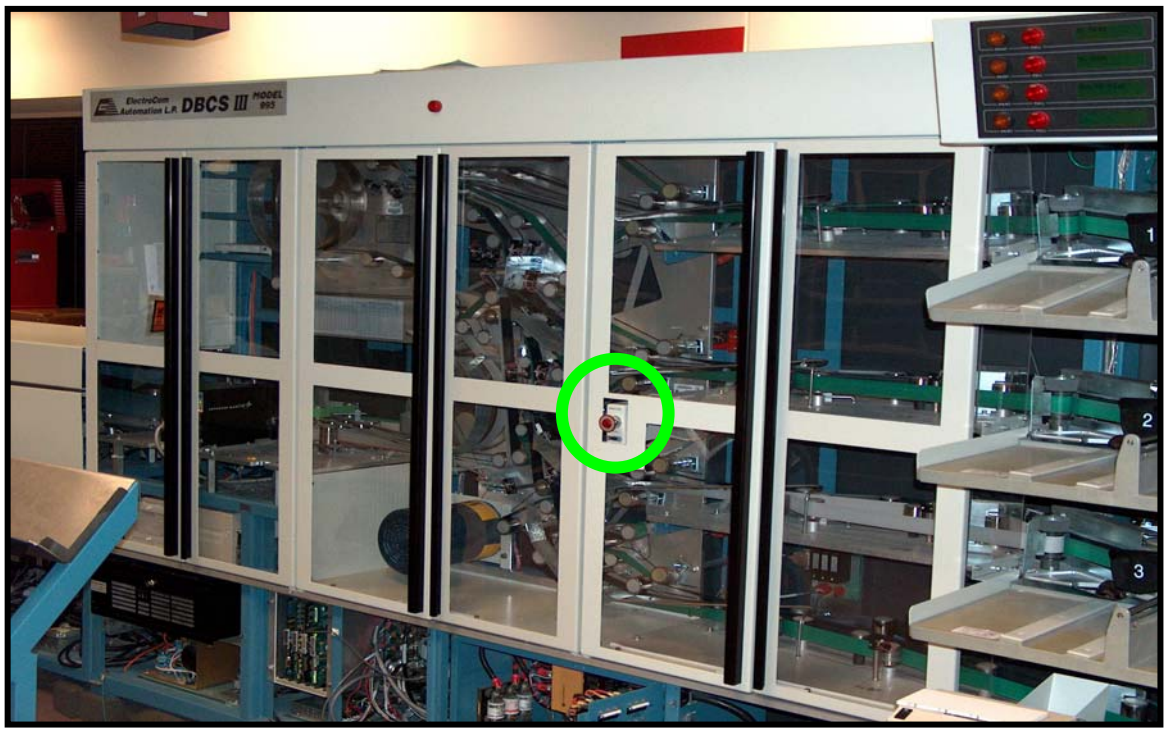


Figure 2-5 E-Stop Button at the Reader Module

Figure 2-6 E-Stop Buttons at the front side of Stacker Modules

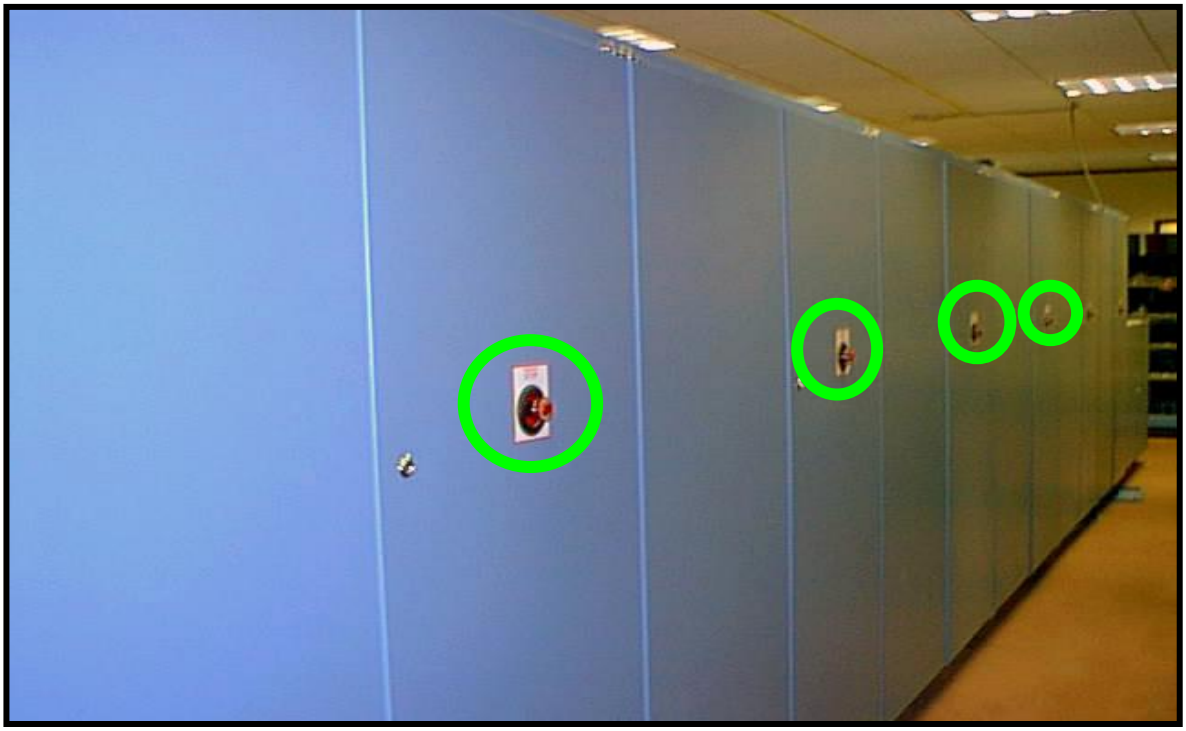


Figure 2-7 E-Stop Buttons at the rear side of the DBCS Machine

All Interlock switches will also stop the machine if disengaged. Interlocks are located at all door access to moving or electrical equipment on the machine.

When an abrupt stop occurs on any MPE, there is a potential to missort mail, either to the wrong bin or to a reject bin. Depending on the type of MPE, the number of mailpieces can vary and that is why the numbers are listed in a range. There is nothing that we know to change the equipment's response to abrupt stops (can't control), but work practices (can control) contribute to the abrupt stops. If an operator hit E-stops before going to break or a maintenance employee lifts a cover to stop a machine, which is a poor work practice and should be avoided. The proper work practice of using the 'normal' Stop button on the OCP does not create an abrupt stop because the MPE performs a 'controlled' (software) stop.

Here is a sample of the Job Instruction how to use the Emergency stop system:

Situational Use of Emergency Stop System

IMPORTANT STEPS	KEY POINTS	REASONS
1. Press the nearest E-stop button	1. Recognize an Emergency situation 2. When engaged, feel the snap 3. Hear and/or observe the machine stopping	1. Danger to person, mail or system 2. E-stop button may be faulty 3. Potential communication failure from E-stop button to actual machine stop
2A. If possible, rectify emergency situation	1. Remove damaged mail 2. Determine machine condition	1. Prevent further mail or machine damage
2B. If not, get help	1. Follow local SOP	1. Need to involve right personnel to rectify situation
3. Prepare machine for restart	1. When situation is resolved 2. Release E-stop button 3. Visually inform sweeper of start-up	1. Enabling machine for start-up 2. Prepare sweeper for machine start-up

Table 2-1 Situational Use of Emergency Stop System

Visual and Audible Emergency Alarms

When the Control Panel START switch is depressed, the start-up warning indicators around the sorter will flash amber. At the same time, the start-up warning horns will sound. The horns will sound for 5 seconds and then go off, while the warning indicators will continue to flash for an additional 10 seconds.

When an Emergency Stop switch is depressed to stop the equipment, the indicator on the switch will light red. When the Emergency Stop switch is pulled out, the indicator will go out. These switches should only be used to stop the sorter for emergencies or to prevent start up.

Operator Control Panel

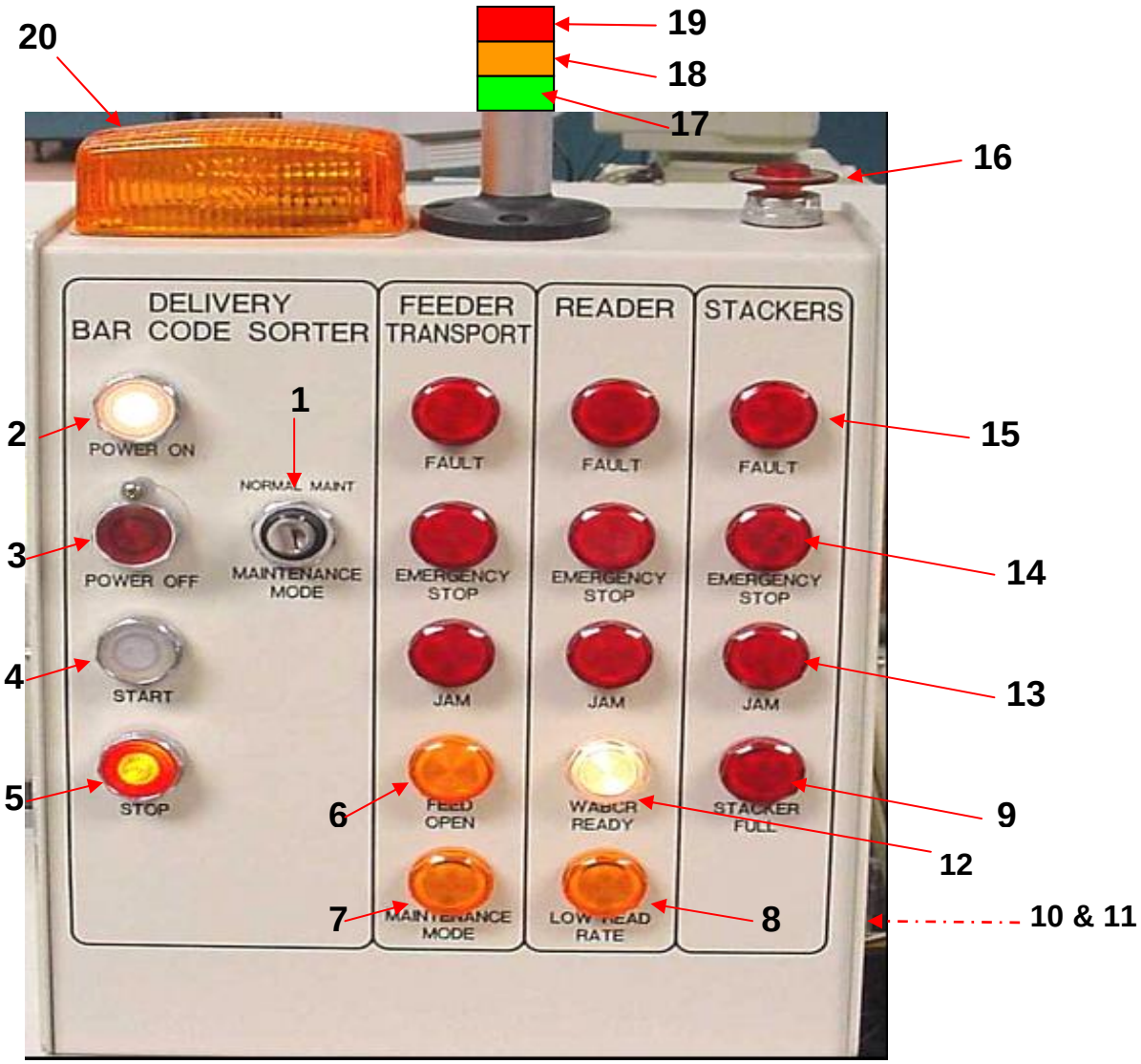


Figure 2-8 Operator Control Panel

The **Operator Control Panel Assembly** is part of the feeder module. It provides push button and selector switch control of the DBCS machine. It also has indicator lamps for normal operation and DBCS machine troubleshooting.

1. **Mode Switch** - selects Normal or Maintenance mode.

2. **Power On** - provides AC power to all units.

3. **Power Off** - removes AC power from all units.

4. **Start** - starts all 3 phase AC motors after a 10 second delay.

5. **Stop** - stops feeder pick-off first, then after a 5 second time delay stops all 3 phase AC motors.

6. **Feed Open** - lights when slide switch is open.

7. **Maintenance Mode Lamp** - indicates the feeder module is in the maintenance mode.

8. **Low Read Rate** - lights when read rate is low.

9. **Stacker Full Lamp** –flashes at 75% full and lights steady at 100% full.

10. **Warning Alarm** - sounds for 5 sec. at start-up or when a 75, 100% switch is activated. (Not shown)

11. **Warning Alarm** - sounds due to low read rate. (Not shown)

12. **WABCR Ready** - lights when the WFOV is ready (WFOV software and self tests OK).

13. **Jam Lamps** - indicate a jam in the module shown, flash for a soft jam and steady for hard jam.

14. **Emergency Stop Lamps** - indicate an E-stop in the module shown.

15. **Fault Lamps** - indicate a fault in the module shown.

16. **E-Stop Switch** - instantly stops the DBCS machine.

17. **Green Lamp** - indicates the DBCS is running in a mail processing mode. If the light is flashing, the motors are running but mail is not being fed. If the light is steady, the motors are running and mail is being fed.

18. **Amber Lamp** - indicates DBCS is in a standby mode. If the light is flashing, the software is not enabled. If the light is steady, the software is enabled and the machine is ready for mail processing.

19. **Red Lamp** - indicates DBCS is in maintenance mode. If the red light is steady, the machine is in maintenance/test mode OR the sort plan is loaded and an E-Stop is depressed OR an interlock/door is open. If the light is flashing, the sort plan is NOT loaded. However, there may be a Jam or E-stop condition left in the machine.

20. **Start Warning Lamp** - flashes for 10 seconds on start-up.

Safety is the responsibility of every individual in the U.S. Postal Service. Safe working conditions can be achieved only by finding and eliminating unsafe conditions and practices. By understanding where the hazardous areas are located and following proper safety precautions while operating and maintaining postal equipment, you will ensure a safer work environment for all employees.

All mail processing equipment (MPE) equipment contains numerous rollers, belts, augers, and pulleys which operate at high speeds.

There are mechanical hazards that can catch, pinch, or cut. Safety awareness is crucial at all times when working in or around these mechanical hazard areas. There are also many electrical hazards that can cause electrical shock. Areas such as the Main Power Panel, various power supplies, 208 VAC three-phase at the motor control panel, and terminal strips containing 208 VAC three-phase. The installation, operation, and maintenance of mail processing equipment have several elements of potential danger. Carelessness can result in injury or death from electrical shock.

General Safety Guidelines

The following general guidelines should be observed at all times to ensure your safety and the safety of the people in your workplace.

- **DO NOT** operate equipment without proper authority
- **DO NOT** operate unsafe or defective equipment
- **DO NOT** engage in horseplay around equipment
- **DO NOT** operate equipment without proper safety guards

- Know location of all energy isolation devices
- Avoid unsafe acts and conditions
- Follow all safety precautions
- Keep mentally and physically alert
- Report all hazardous conditions to your immediate supervisor
- **DO NOT** place food or drink on any part of the equipment, even if the equipment is not in operation
- Keep the work area clean and neat
- Practice good housekeeping
- Warn others of possible hazards

- Use caution when working near areas that have exposed moving parts, such as, feeder belts, rotating augers on the stackers, exposed transport belts and pulleys can all cause serious injury
- Always depress an Emergency Stop switch when clearing a jam

Equipment Safety

The following defines the different hazard labels used on most postal equipment:

WARNING

Identifies a hazard or procedure that could cause bodily injury or loss of life

CAUTION

Identifies a hazard or procedure that could result in equipment damage or destruction

NOTE

Identifies a condition or task that requires special attention

General Lockout Procedures

All equipment shall be locked out to protect against accidental or inadvertent operation when such operation could cause injury to personnel. Do not attempt to operate any switch, valve, or other energy-isolating device when it is locked out.

Procedure Involving More Than One Person

When more than one individual is required to lock out the machine or equipment, each individual will place his/her own personal lockout device on the energy-isolating devices. When an energy-isolating device cannot accept multiple locks, a multiple lockout device must be used (see: figure below).

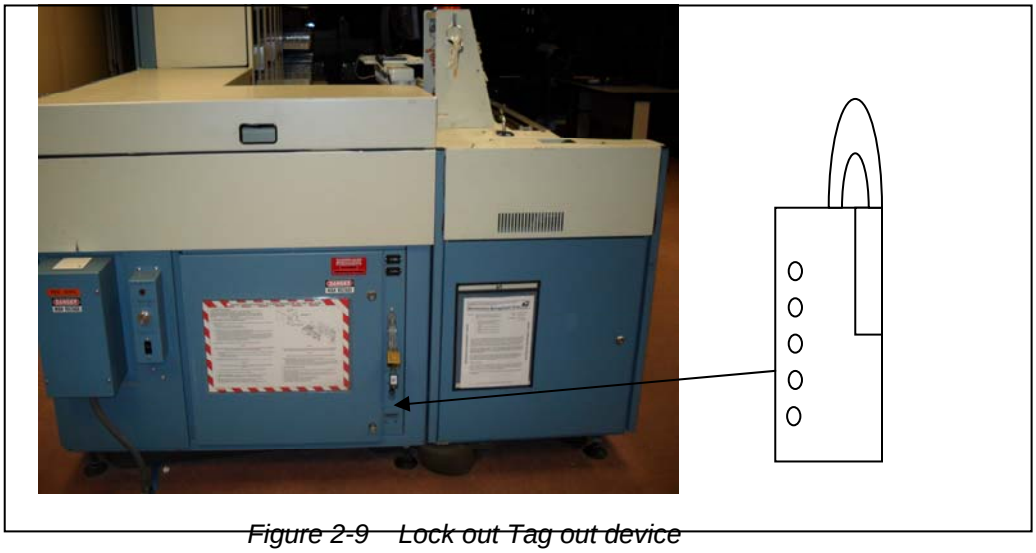


Figure 2-9 Lock out Tag out device

The following specific precautions should always be observed for mail processing equipment:

To disable equipment, place a lockout/tagout on the Main disconnect switch when performing maintenance on machines to avoid inadvertent power application.

DO NOT Rely solely on safety interlock devices.

If it becomes necessary to work on equipment with power applied, keep one hand free at all times (behind you or in your pocket).

Make sure that there is no power applied to a circuit when making a continuity or resistance check (meter may be damaged).

Follow fuse listings posted on the machine and in the handbook when replacing faulty fuses. Always use the correct amperage replacement fuse and never try to wire around or bypass a fuse.

Always remove power from the circuit before removing any fuse.

Use caution when working near the areas that have exposed moving parts. The feeder belts, rotating augers on the stacker pockets, and exposed transport belts and pulleys can all cause serious injury.

Questions?

Always depress an Emergency Stop button when clearing a jam.

Safety consciousness is everyone's concern in the U.S. Postal Service.

Module 3: Fundamental Job Instruction

Objective:

Upon completion of this module, the participant will be able to have an understanding of all fundamental Job Instructions

- Job Instruction on Culling and Plugging
- Job Instruction on Jogging and Loading
- Job Instruction on Proper Two-Handed Sweeping Practices
- Job Instruction on Proper One-Handed Sweeping Practices
- Job Instruction on DBCS Special Information
- Job Instruction on Verification of Sort Plan and Mode
- Job Instruction on Monitoring Machine Performance
- Job Instruction on Clearing Jams in the F/T/R Modules
- Job Instruction on Clearing Jams in the Stacker Modules
- Job Instruction on Clearing Soft Jams
- Job Instruction on Clearing Diverter Threshold Failures and unplanned
- Job Instruction on Norman/Abrupt Shutdown Procedures
- Job Instruction on Random Verification
- Job Instruction on Use of Platform

Time Allocated for Module:

- 7 hours

Instructional Methods:

- Participant Workbook
- DBCS Lab

JOB INSTRUCTION BREAKDOWN SHEET

F-01 Culling and Plugging Mail

IMPORTANT STEPS	KEY POINTS	REASONS
1. Pull label and verify destination	1. Match ZIP at 3 locations (near the ¼, ½, ¾ in the tray) 2. Dispose of label in trash	1. Out of sort plan is the highest At Risk failure category 2. Not on floor and don't re-use
2. Bring tray to the Transfer Mail Table	1. Close to body, no twisting 2. Address to the right	1. Avoids injury* 2. Correct direction mail is fed into the machine
3. Put mail on the jogger	1. Comfortable amount 2. Scooping fingers underneath	1. To reduce a risk of injury* and for effective jogging 2. To prevent dropping mail
4. Remove non–machineable mail	1. Over ¼ inch thick 2. No oversized or damaged pieces 3. Place in cull tray	1. To prevent jams and mechanical rejects 2. To avoid damaging mail 3. To prevent going back to regular mail stream
5. Intermix problematic mail on the jogger	1. In every hand width 2. Fan thin & irregular mail	1. Reduces Jams & mechanical rejects 2. Reduces double feeds

* Safety

Table 3-1 F-01 Culling and Plugging Mail

Plugging method:

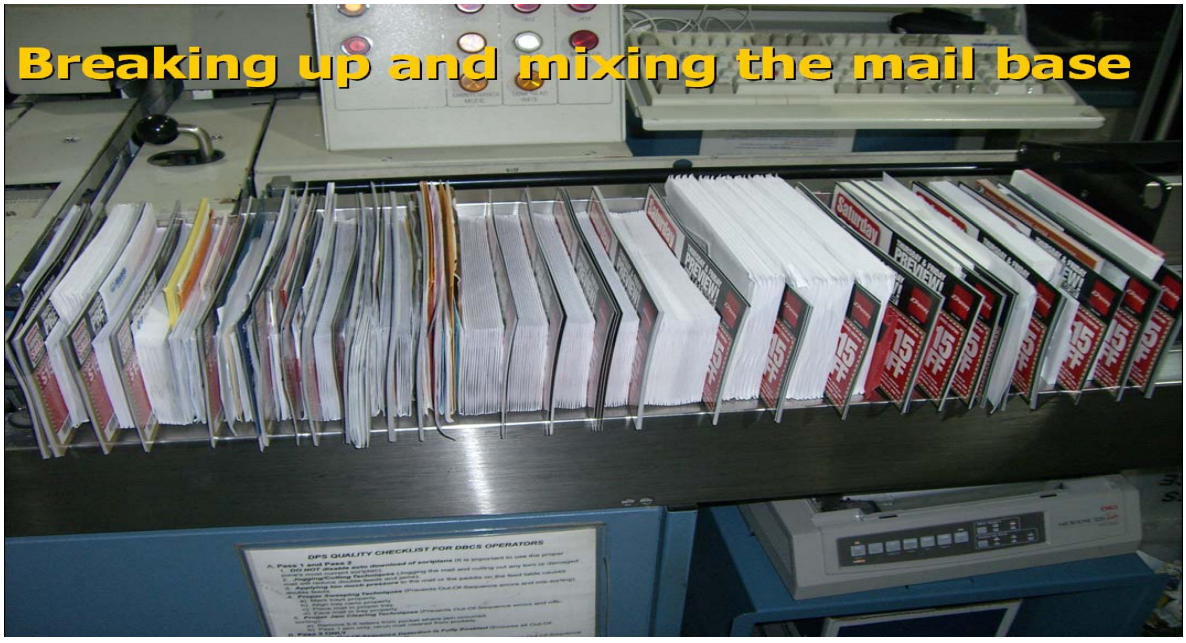


Figure 3-1 Plugging Method

Specification of automation mail

- Length…minimum of 5” and maximum of 11.5”
- Height…minimum of 3.5” and maximum of 6.125”
- Thickness…maximum of ¼” (Bulky mod takes maximum of ½”)

Any non machineable mail (ripped, damaged, outside machineable dimensions) should be culled during the jogging process.

Culling during OSS operations at the feeder will result in leakage.

DIOSS Automation mail characteristics

Size (Inches)	Minimum	Maximum
Length	5.0”	11.5”
Height	3.5”	6.125”
Thickness	.007”	.312”
Weight	-	3 oz.

DIOSS Bulky mail characteristics

Size (Inches)	Minimum	Maximum
Length	5.0”	11.5”
Height	3.5”	**6.5”**
Thickness	.007”	**.500”**
Weight	-	**6 oz.**

Table 3-2 Automation mail characteristics

The operator is the most important part of this team. Without dedicated, observant, and qualified operators, customer satisfaction would be severely impacted.

The operator has the responsibility to jog, cull, edge, and feed the mail through the machine correctly. If mail is fed in wrong direction, all mail will be rejected as “No Code.”

The operator is also the first to notice maintenance problems with the feeder and the entire machine.

If any of these areas are overlooked, the consequences could be:

- Reduced operational throughput
- Reduced machine throughput
- Jams
- Mechanical rejects

These will impact GAR and MAR and the overall ability to read and sort the mail.

Transfer Mail Table: 20 degree tilted top toward the operator is desirable with the height of 32 to 34 inches. There is added advantage if it is easily positioned by the operator.

JOB INSTRUCTION BREAKDOWN SHEET

F-02 Jogging and Loading Mail

IMPORTANT STEPS	KEY POINTS	REASONS
1. Fan out mail – grow the pile	1. Loosely tilt mail left and right	1. Puts air in between mail 2. Separates mail that are stuck together
2. Align lead and bottom edges to the back of the jogging plate and jog	1.Tapping top and back 2. Looking from top down 3. Pushing short ones down 4. For trail mail, jog longer	1. Makes even with edge 2. Edge is visible 3. Prevents double feeds 4.Trail mail is lined up on wrong edge
3. Slide mail to belt	1. Push gently – don't compress 2. Lightly, no bumping 3. Up against registration bar	1. Takes air out of mail 2. To prevent jams and mechanical rejects
4. Position the slide paddle of the feed table	1. Don't compress 2. Don't go past the red line	1. Takes air out of mail 2. The Red line initiative – Optimum blade pressure

Table 3-3 F-02 Jogging and Loading Mail

Hand feeding the mail is not allowed.
There are moving parts in the feeder.

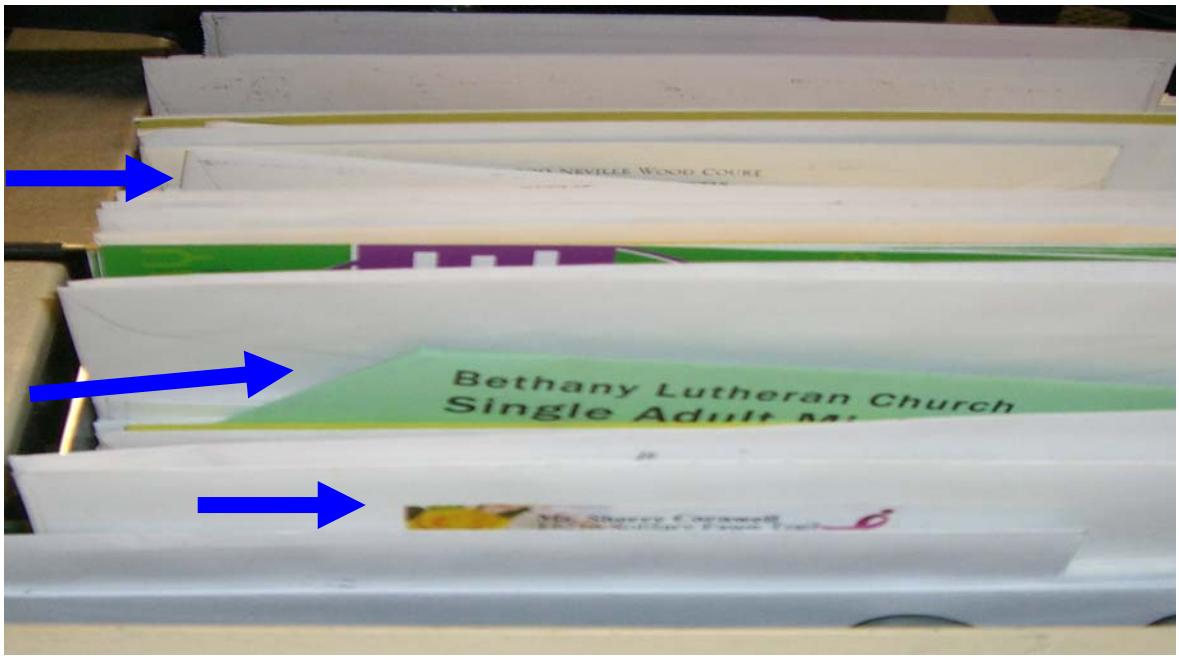


Figure 3-2 Mail not edged properly

- Mail must be removed from the trays to jog.
- Edge and jog all trays of mail. Mail should be jogged until all mailpieces are edged for proper pickoff in the feeder. Length of jogging should be proportional to the quality of the mail.
- Ensure leading edges are aligned. Ensure bottom edge of mailpieces is aligned. Be sure the leading edges of envelopes are flush against the edge plate of the jogger.
- Transition from jogger to feed table should be smooth.

Figure 3-3 The Red Line Initiative, MMO-102-06

- This Red line Initiative MMO came out in September 25, 2006 to affix labels to all DBCS feeder transports. The label assists the operators in avoiding mail compression on the feed table by filling it to a point two inches short of the full travel of the feed paddle. This will eliminate undue pressure on the feeder transport paddle and the feed system which could potentially damage the equipment and/or mail is to be loaded to enhance feeder performance.

- After the mail has been jogged and manually placed on the feeder transport belt, the transport blade is positioned behind the mail to hold the mail upright. This is to maintain a constant pressure against the mail as it is picked off by the feeder pickoff belts.

- Don't compress the stack of mail in front of the paddle because this defeats the purpose of the vibration process. The operator is encouraged not to apply additional pressure on the transport blade; doing so contributes to double feeds, gap errors and jams in the feeder area.

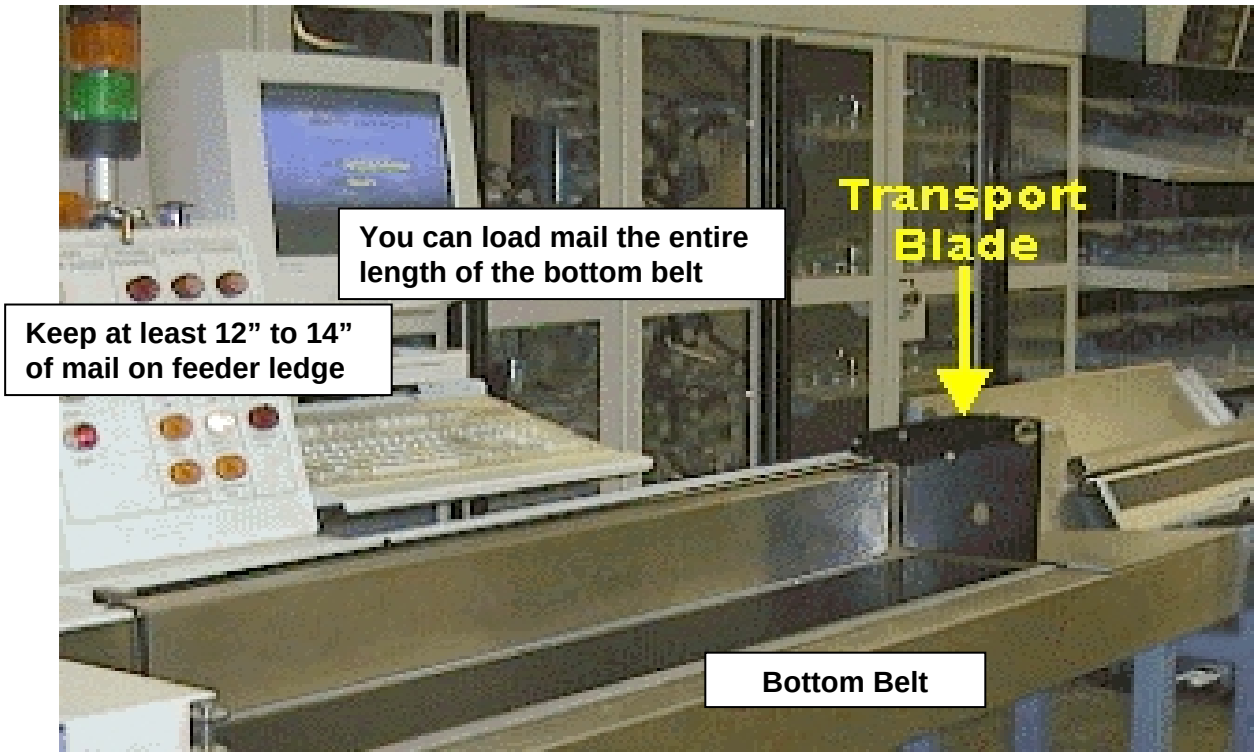


Figure 3-4 Loading Bottom Belt

- Operators are encouraged to maintain sufficient mail on the feed table to sustain run at a constant flow.

- If you follow these procedures, there will be less jams and damaged mail. The result will improve machine performance and service for all customers' mail.

- **Recommend jogging mail on 2nd pass** even though the mail was jogged on 1st pass, for better DPS results.

JOB INSTRUCTION BREAKDOWN SHEET

F-03 Proper Two-Handed Sweeping Practices

IMPORTANT STEPS	KEY POINTS	REASONS
1. Identify bin	1. Half full 2. Prioritize sweeping largest volume first	1. Reduces frequency of sweeping* and reduces stresses to hands & wrists* 2. Reduces jams & full bins
2. Pull out drawer from rack	1. Stand to the side of bin 2. Right shoulder toward bins 3. Ensure correct drawer	1. Reduces sweep motion* 2. Less reaching* 3. Prevents wrong mail into tray
3. Lift paddle	1. Support mail with left hand 2. With right hand, reposition paddle leaving at least 2 inches of mail 3. Comfortable amount	1. Prevents mail from falling 2. Safety – covers moving parts* 3. Reduces a risk of injury*
4. Sweep mail	1. Scoop mail with both hands 2. Fingers are kept beneath the mail 3. Side step toward the drawer & drop mail into tray	1. Controls the stack of mail 2. Prevents mail from dropping 3. Reduces reaching*
5. Slide drawer back	1. Tray rack in place	1. Prevents injury while sweeping*

* Safety

Table 3-4 F-03 Proper Two-Handed Sweeping Practices

Figure 3-5 Leaving 2” mail in stacker

Figure 3-6 Two-Handed Sweeping Practices

Proper sweeping techniques include:

1. Identify the half full bin (7-9 inches full).
2. Stand between the stacker module and the 1226F tray cart facing feeder.
3. Make sure that the tray labels and the stacker display match.
4. Pull the tray and expose the empty section.
5. Lift the stacker paddle with right hand.
6. Allow 7 to 9 inches of mail to fall toward the left hand.
7. Place the stacker-paddle behind the mail to be swept, keeping at least 2” of mail in the bin.
8. Scoop the stack of mail to be swept with the right hand, supporting it with the left, as the fingers are kept beneath the mail.
9. Sweep into the correct tray using both hands.
10. Slide thee tray back into the tray rack.

JOB INSTRUCTION BREAKDOWN SHEET

F-04 Proper One-Handed Sweeping Practices

IMPORTANT STEPS	KEY POINTS	REASONS
1. Identify bin	1. Small, manageable amount	1. Reduces a risk of injury*
2. Pull out drawer from rack	1. Stand to the side of bin 2. Right shoulder toward bins 3. Ensure correct tray	1. Reduces sweep motion* 2. Less reaching* 3. Prevents wrong mail into tray
3. Lift paddle	1. Support mail with left hand 2. With right hand, reposition paddle behind all mail	1. Prevent mail from falling 2. Machine MUST NOT be running*
4. Sweep mail	1. Cradle mail toward palm 2. Side step toward the drawer & drop mail into tray	1. To avoid pinch grip* 2. To reduce reaching
5. Slide drawer back	1. Tray rack in place	1. Prevents injury while sweeping*

*** Safety**

Table 3-5 F-04 Proper One-Handed Sweeping Practices

NOTE: This technique should be used when there are small amounts of mail left in the stackers, typically at sweep-down.

Figure 3-7 One-Handed Sweeping

When sweeping smaller amounts of mail, such as during sweep down, the one handed method can be used.

To safely and properly sweep stacker bins,

- Stand sideways in the sweep aisle with the left shoulder towards tray cart and right shoulder towards stacker bins
- Pull out tray cart corresponding to the bin being swept
- Side-step to the Stacker Bin to sweep mail, avoid twisting your body
- Place your left hand on mail to support the mail when the paddle is lifted
- With your right hand, grasp and raise paddle until clear of mail
- Remember - continue to support mail with your left hand
- Lower paddle back into mail at point you feel comfortable sweeping with one hand, usually 1-3 inches
- Allow mail to fall into cup of hand, minimize wrist movement (See graphic at top of page)
- Cradle mail between thumb and fingers
- Lift mail out and side-step to left toward tray cart
- Place mail in an upright position with the mail facing away from the stacker
- Ensure mail is placed into the correct tray that corresponds with the bin being swept
- Push tray cart shelf back into its original fully retracted position.

JOB INSTRUCTION BREAKDOWN SHEET

F-05 DBCS Special Information

IMPORTANT STEPS	KEY POINTS	REASONS
1. Visually inspect Tray carts	1. Unserviceable? 2. Damaged?	1. Red Tag* 2. Notify maintenance
2. Position Tray carts	1. Offset by one bin width, towards feeder 2. Approximately 36” from the edge of lowest tier	1. Ergonomically efficient, reduces half body turn to quarter turn* 2. Reduces motion*
3. Schedule Operator rotation	1. Minimum at least every two hours 2. Start rotation with different task than previous day	1. To allow for rest and recovery* 2. Reduces fatigue*
4. Monitor bin capacity	1. Highest volume bins in middle two tiers except DPS	1. Local sort plans can be adjusted

* Safety

Table 3-6 F-05 DBCS Special Information

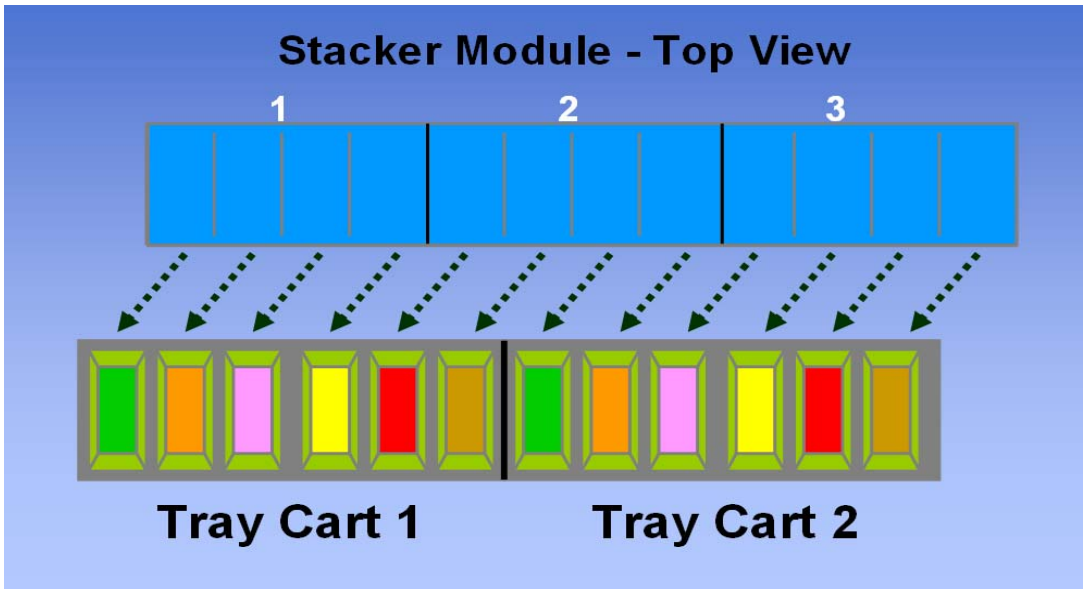


Figure 3-8 6 Different Color Codes

Each tray cart has 6 columns of trays, 4 rows high, a total of ***6 different colors are utilized***. The colors are the same for each column top to bottom and are to be consistent for all machines (for example bin #32 will be coded the same color on all DBCS). *Suggested* tray cart color-code columns:

Column 1 Green	Column 2 Orange	Column 3 Pink	Column 4 Yellow	Column 5 Red	Column 6 Beige

The color-coded numbered tray cart must be **offset one bin width** to the DBCS / DIOSS / CIOSS sweeper's left from the color-coded numbered DBCS / DIOSS / CIOSS bin. This is ergonomically more efficient, the employee has only to make a quarter turn instead of a half turn to sweep and place mail in the tray cart

Managers, Maintenance

- Are responsible for ensuring that DBCS/DIOSS machines and 1226F removed for repair and have the correct labeling on the replacement/repaired parts.

Managers, Distribution Operations (MDO)

- Ensure that the color-code label system is implemented & maintained.
- Monitor processing on a recurring basis and follow-up to ensure that proper methods are followed.

Supervisors, Distribution Operations (SDO)

- Provide direction and training for employees assigned to an operation to ensure compliance with proper procedures
- Identify issues that impair effective sweeping procedures to the MDO.
- Monitor processing on a recurring basis and follow-up to ensure that proper methods are followed.

JOB INSTRUCTION BREAKDOWN SHEET

F-06 Verification of Correct DBCS Sort Plan and Mode

IMPORTANT STEPS	KEY POINTS	REASONS
1. Confirm if the DBCS is ready to start	1. Ensure the proper amount of mail for starting machine 2. Ensure sweeper has labels and empty trays	1. If you don't have enough mail, productivity will be decreased 2. Sweeper will be able to perform labeling while machine is running
2. Verify sort plan and mode	1. Ensure the correct sort plan and mode are loaded for processing: A. DBCS/ICS…mail with IMBC B. DBCS/OSS…mail from ISS with ID tag C. DIOSS/MULTI…mail with or without IMBC, or with ID tags from ISS mode	1. If wrong sort plan or mode are selected, mail will be misdirected and major functions may be bypassed
3. Start the DBCS	1. Press the Start button	1. Enables machine start-up

Table 3-7 F-06 Verification of correct Sort Plan and Mode

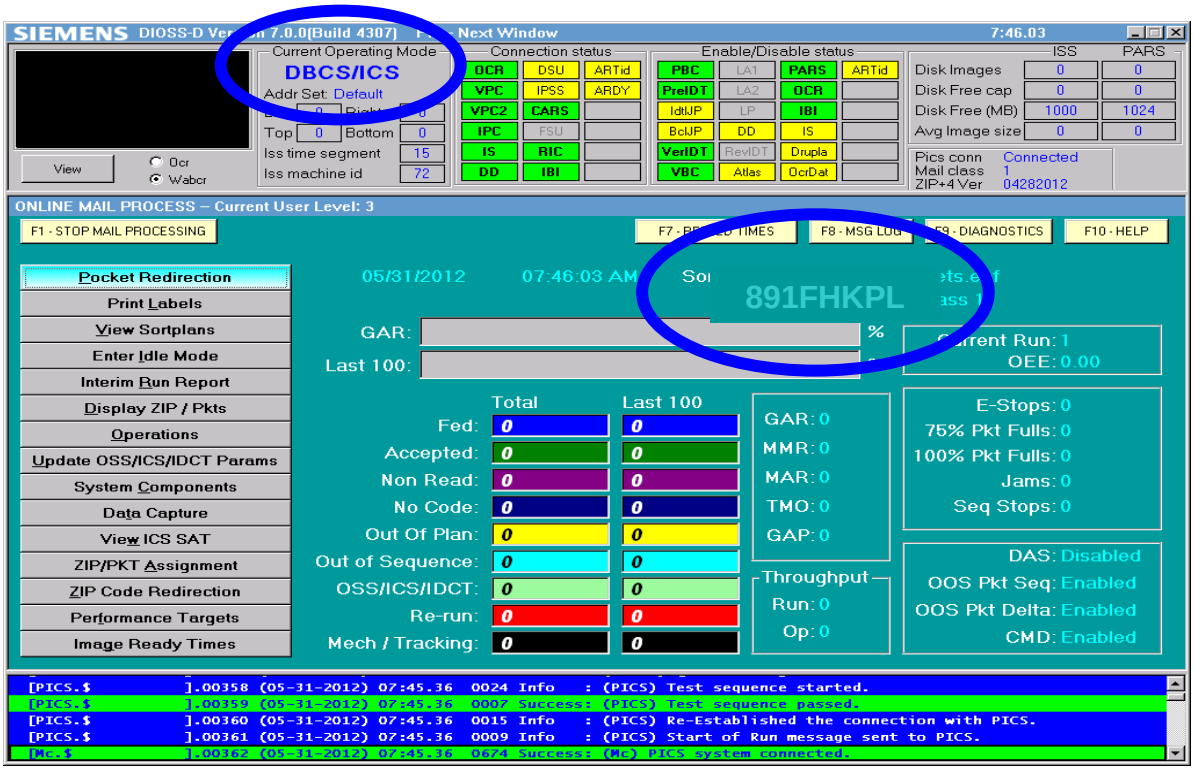


Figure 3-9 Operating Mode & Sort Plan

There are varieties of Machines and Sort Plans used in the Postal system. Here is a list of most commonly used Sort Plans and Modes at the Processing and Distribution Centers:

DBCS/ICS: 891…Outgoing Primary or FIM
892…Outgoing Secondary
893…MMP processing
894…Incoming SCF Primary
895…Incoming City Primary
896…Incoming Secondary
897…Box mail processing
898…Sector segmentation 1st pass
899…Sector Segmentation 2nd pass
918…DPS 1st pass
919…DPS 2nd pass

OSS: 271 Local…Originating local OND processing
271 Outgoing…Originating 2&3 day processing

DIOSS Multi mode: 481-487
DBCS Bulky mode 291-297

JOB INSTRUCTION BREAKDOWN SHEET

F-07 Monitoring Machine Performance

IMPORTANT STEPS	KEY POINTS	REASONS
1. Monitor feed table	1. Ensure feeder paddle maintains constant pressure 2. Minimum of 12-14 inches and maximum up to the Red line 3. When constantly running low, stop machine, fully load up and restart	1. Paddle holds mail up 2. Excessive paddle pressure can cause feeder errors and jams
2. Monitor feeder performance	1. Check computer monitor for Gap and Mech/Tracking errors 2. Listen to the feeder sounds 3. Notify SDO or Maintenance	1. Excessive gaps reduce throughput and skew errors increase the likelihood of jams 2. Operator will get a feel for smooth running feeder
3. Monitor computer screen for excessive tracking and/or mechanical errors	1. If tracking/mechanical is greater than 0.1%, notify SDO or Maintenance	1. Tracking errors indicate belt issues 2. Mechanicals indicate possible feeder issues
4. Monitor Machine Accept Rate (MAR) percentage on computer screen	1. MAR should never be less than 99% 2. If MAR is 98% or lower, notify SDO or Maintenance	1. The system is not reading IMBC or ID tags properly. 2. Machine is degraded and needs attention of maintenance
5. Monitor Gross Accept Rate (GAR) percentage on computer screen	1. GAR changes from operation to operation. On DBCS/ICS GAR should be less than 1% from MAR 2. If GAR percentage is below average, notify SDO or Maintenance	1. Machine is not sorting the percentage of mail required 2. Excessive mail not being finalized and needs subsequent handlings 3. Machine is degraded and needs attention of maintenance

Table 3-8 F-07 Monitoring Machine Performance

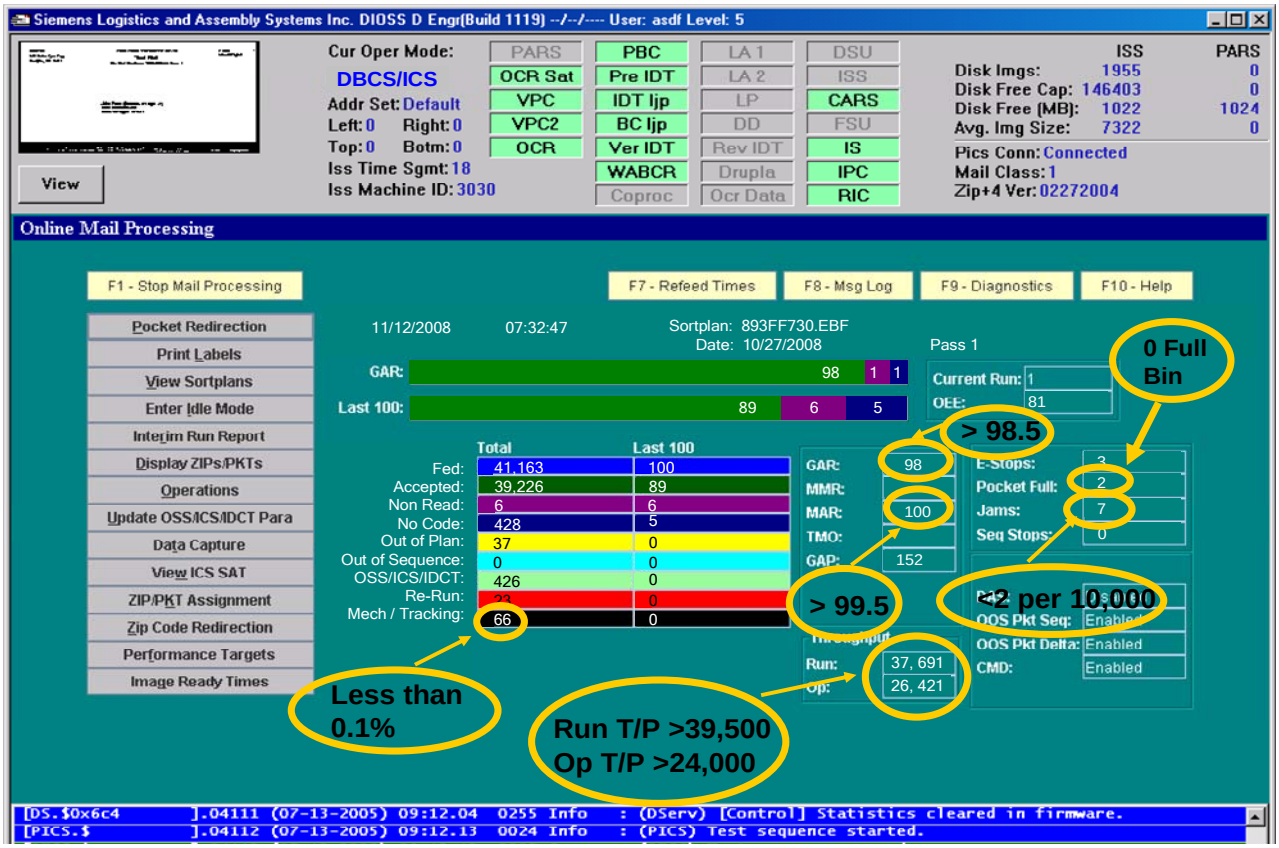


Figure 3-10 Machine Performance

What is MAR?
It is a Machine Acceptance Rate. Total number of mail pieces fed minus total number of mail pieces not read (**Non Read**), divided by the total number of mail pieces fed.

What is GAR?
It is a Gross Acceptance Rate. Total number of mail pieces accepted divided by the total number of mail pieces fed. Total number of mail pieces accepted is the total number of mail pieces fed minus total number of non-conforming pieces.

The following are the non-conforming categories:

- **Non Reads** – Enough bars were seen to determine that there is an IMBC Bar Code, but it could not read the IMBC or the mail pieces do not have an IMBC.
- **No Codes** – Not enough bars were seen to determine that there is an IMBC Bar Code or the mail pieces do not have an IMBC.
- **Out of Sequence** – OOS is only reported when running in the DPS mode of operation. The mail is NOT in walk sequence so the software shuts the machine down so it can be corrected so the mail will be in Walk Sequence for our carriers.
- **Out of Sort plan** – The IMBC (or ID TAG) was NOT within the limits set for the Sort Plan. Every Sort Plan has a range of ZIP Codes.

- **Mechanical Rejects** –The DBCS mechanical reject light barriers measure each mailpiece for the following conditions:
    - Gap between mailpiece trailing-edge and next mailpiece leading-edge
    - Mailpiece length
    - Mailpiece leading edge skew (or damage/"dog-eared")

  1. Length errors are defined as a piece of mail that is over 11 ½ inches long measured by the light barriers and TAC pulses. The leading edge of the mailpiece breaks a light barrier and the DBCS will count the TACH pulses to determine how long it is. Length errors are usually caused by double feeds off the feeder. This can be corrected through proper maintenance and operator responsibilities.

  Reducing Overlength Errors

  As stated previously, overlength errors can occur when mailpieces are double fed, or one mailpiece overtakes another mailpiece on its journey to a sort pocket. On unexpected machine stops, mail that is in levelers may move a few inches due to "coasting", and this can cause mailpieces to join and become an over length piece.

  Likely suspects for overlengths are:

    - Double feeds
    - Slick or loose belts
    - Coast on stops in levelers
    - Mismatched belt speeds between different sections of the machine due to poor mechanical coupling, loose belts, incorrect drive roller pulleys, dirty rollers and pulleys, etc.

  2. Gap errors are defined as two mailpieces without the proper spacing between them. This will causes jams in the machine and as such is diverted to the end pocket. There is a minimum gap between mailpieces. The reason the machine has a minimum gap is to allow for proper opening and closing of the gates in the reader and stacker modules.

  Reducing Gap Errors

  Several things can cause gap errors, but the usual problems are:

    - Incorrect feeder alignments
    - Slick or loose belts.
    - Mail dragging on the deck plate.
    - Mail coasting after a machine stop in the levelers.
    - Leveler belts installed incorrectly (rubber side goes to the mail).
    - Mail rubbing or hitting faceplates or mail guides.
    - Speed mismatch problems between modules

- Circuit cards (P-GL4, etc.).
- Measuring light barrier problems (low voltage, slow receiver, dirty, or misalignment).
- Static electricity from mail in levelers, clinging to the belts or each other.
- Software/firmware corruption.
- Operator pressing the paddle into the mail (excessive pressure).
- Improper culling by operator of non-machineable mail (sticking together, etc.)

3. Skew errors are defined as mailpieces that are skewed up or dog eared. This condition can cause jams as well as read errors. Skew errors occur when the leading edge of a mailpiece does not block the measuring light barriers at the same time. This is how the machine knows the mailpiece is folded, or the front edge is not straight and may jam if it is diverted into a pocket.

Reducing Skew Errors

Skew errors can be caused by many factors, including:

- Mailpieces folding under the feeder pickoff
- Mail hitting something along the mail path
- Mail rubbing the mail deck
- Mail hitting the transition between modules (if not aligned)
- Misadjusted feeder

All mechanical rejects will be deposited in the last pocket bottom tier to reduce the possibility of jams through the machine (except for DIOSS-C and DIOSS-D) All mechanical errors can be traced back to improper maintenance or improper operator techniques. The supervisors around the equipment should be aware that the end pockets are for tracking problems or overflow pockets. Either condition will cause the last pocket to fill up and if not swept will cause the machine to suddenly stop.

The DIOSS (Delivery Input Output Subsystem) sorts mail based on an IMBC barcode to a stacker in accordance with sort program. The DIOSS has OCR capability for lookup and spraying barcodes, Image Lift capability for sending non-readable pieces through RCR and IPSS. In OSS mode, it will spray an IMBC based on RCR or IPSS keyer results. There are different performance targets for DIOSS:

Throughput/ Run hr on ISS/OCR Mode	36,000
Throughput/ Run hr on BCS/ICS Mode	39,500
Throughput/ Run hr on OSS/SAT Mode	39,000
Throughput/ Run hr on DIOSS C/D Bulky mode	16,000

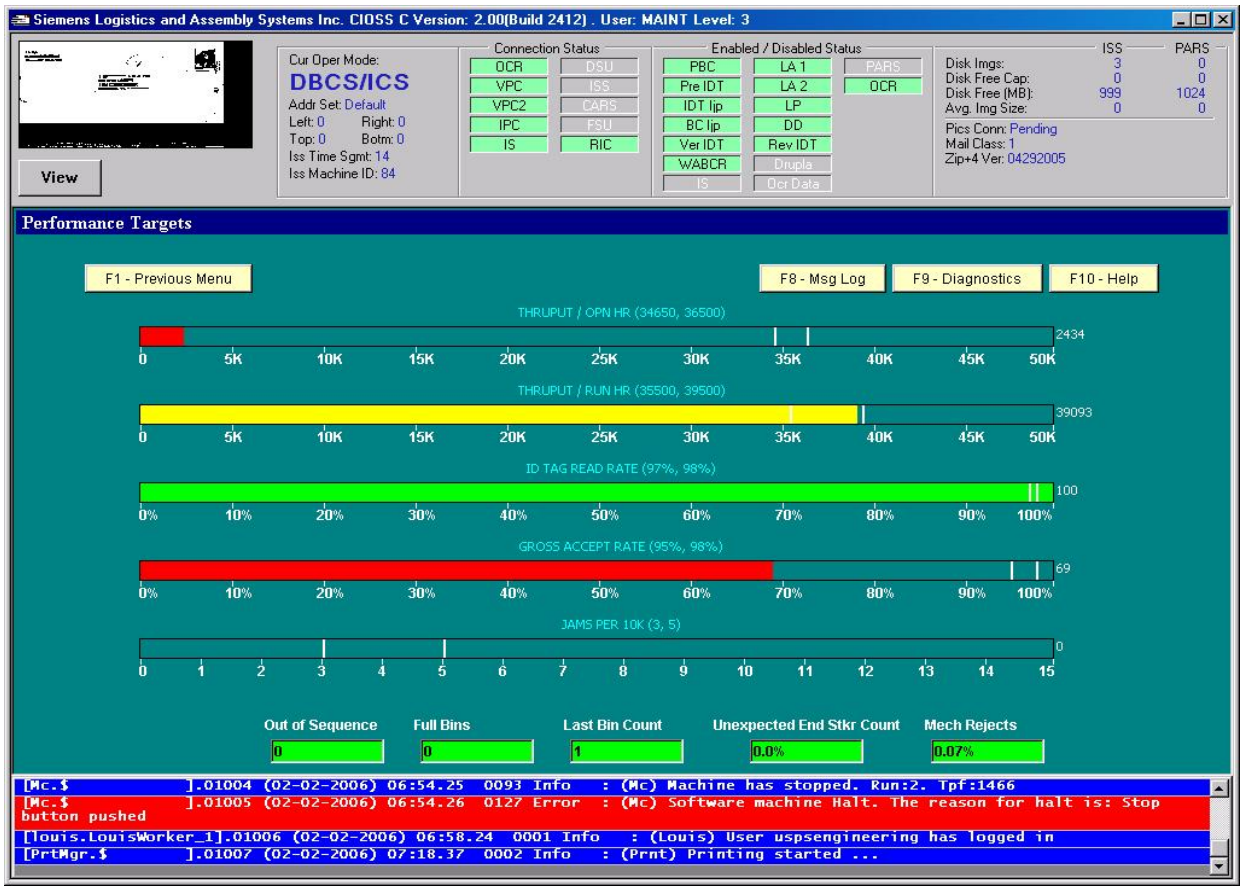


Figure 3-11 Performance & Target Status

Operators should check the performance targets periodically for their performance by clicking the 2nd from the bottom of the option menu located vertically on the left side of the monitor screen.

- Green Bar…met the Target
- Yellow Bar…may need just a little bit more effort
- Red Bar…Find Out Why???

The DBCS/ICS target categories are:

- Throughput Operation and Run hour
- ID Tag Read Rate
- Gross Acceptance Rate
- Jams per 10K
- OOS
- Full Bins
- Mechanical Rejects
- Doubles Rate

JOB INSTRUCTION BREAKDOWN SHEET

F-08 Clearing Jams in the Feeder/ Transport/ Reader

IMPORTANT STEPS	KEY POINTS	REASONS
1. Locate the jam in the F/T/R module	1. Look at the computer monitor 2. Verify with F/T/R module jam indicator lights	1. Will identify a jam in the feeder 2. Will identify the jam location
2. Press E-stop button	1. Closest to the jam area	1. So you have a control over machine and no one else can start it* 2. Quickly and easily be able to reset E-stop when done
3. Open F/T/R module and remove mail	1. Ensure cover/lid is fully raised 2. Pull from middle of jam – reverse direction & up 3. Watch for sharp edges and pinch points 4. Don't bump the light barriers	1. Safety, so cover will not close while clearing jam* 2. Belts will try to come off as letters are pulled 3. Personal Safety* 4. Moving them will result in a jam
4. Notify maintenance if jam can't be cleared	1. NEVER forcefully pull out the mail – belts too tight 2. DO NOT use tools. Only Maintenance is allowed to use tools to pull out mail	1. You may get hurt if mail releases suddenly and/or mail may get torn* 2. You could get shocked, hurt yourself, or damage the machine*
5. Prepare machine for restart	1. Close all doors, panels, covers/lids 2. Release the E-stop button that was pressed 3. Visually inform sweeper of start-up of the machine	1. Enables machine for start-up 2. Prepares sweeper for machine start-up*
6. Evaluate the removed mail pieces	1. Rerun selected mail if not badly damaged – except 2nd Pass 2. Damaged pieces in designated tray	1. Keep mail in automated processing 2. To prevent reentering the automation mail stream

* Safety

Table 3-9 F-08 Clearing Jams in the Feeder\Transport\Reader

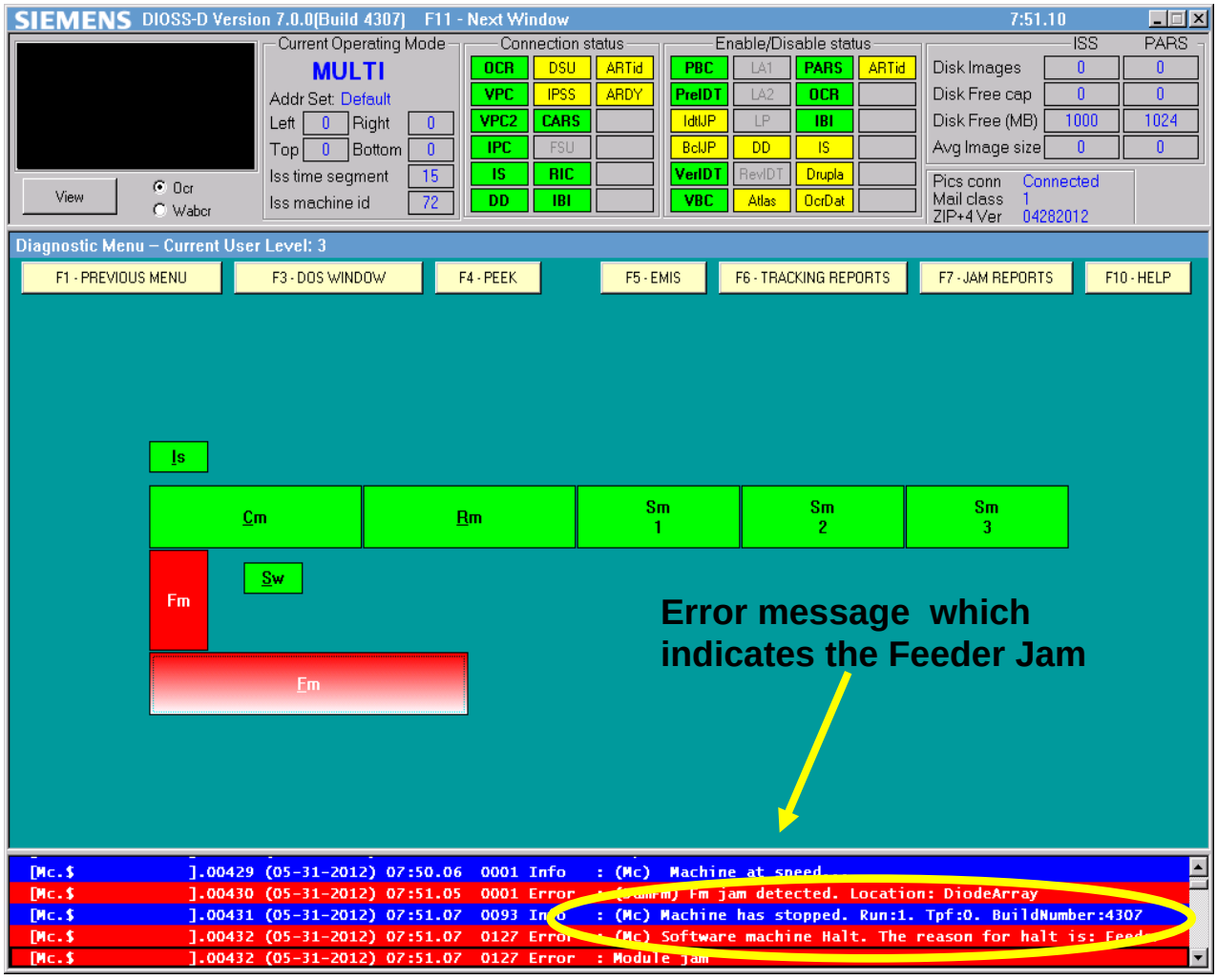


Figure 3-12 Feeder Jam Error Messages

What impacts do Jams have on your operation?

Let's say the DBCS machine is running with 36,000 pieces per hour at the jam rate of 3.5 Jams/10K which equals 13 jams per hour. If an operator takes 60 seconds to clear jams and restart the machine. You will lose 13 minutes of productivity per hour. If you calculate those numbers into pieces count, it will be 7800 pieces (approximately 16 trays if one tray contains 500 pieces) that you lose productivity per hour. Nobody can afford to run the machine with only 75% efficiency just from the Jam effects. If you add other reasons preventing continuous run, it will be even lower than 75% efficiency.

JOB INSTRUCTION BREAKDOWN SHEET

F-09 Clearing Jams in the Stacker Module

IMPORTANT STEPS	KEY POINTS	REASONS
1. Locate the jam in the stacker module	1. Look at computer monitor/System Control Panel 2. Verify jam indicator light by looking down stacker module	1. To find a jam location for feeder 2. To find a jam location for sweeper
2. Press the E-stop button	1. Closest to the jam area	1. So you have control and no one else can start it* 2. Easy to reset the E-stop button
3. Proceed to the jam and remove mail	1. If jam is in a bin, remove 5 pieces plus mail in belts of bin 2. Pull from last and/or middle of jam – reverse direction and up	1. Up to 5 pieces may have gone into the bin 2. Reduce tracking concerns 3. Belts might come off as letters are pulled
4. Notify maintenance if the jam can't be cleared or recurring jams	1. NEVER force to pull out the mail – belts too tight 2. Unidentifiable cause 3. DO NOT use tools. Only Maintenance is allowed to use tools to pull out mail	1. You may get hurt if mail releases suddenly and/or mail may get torn* 2. Need a technician 3. You could get shocked, hurt yourself, or damage the machine*
5. Prepare machine for restart	1. Close all doors, panels, covers/lids 2. Release the E-stop button that was pressed 3. Visually inform co-worker of start-up of the machine	1. Enables machine for start-up 2. Prepares sweeper for machine start-up*
6. Evaluate the removed mail pieces	1. Rerun selected mail if not badly damaged, except 2nd Pass 2. Damaged pieces in designated tray	1. Keep mail in automated processing 2. To prevent reentering the mail stream

- Safety

Table 3-10 F-09 Clearing Jams in the Stacker Module

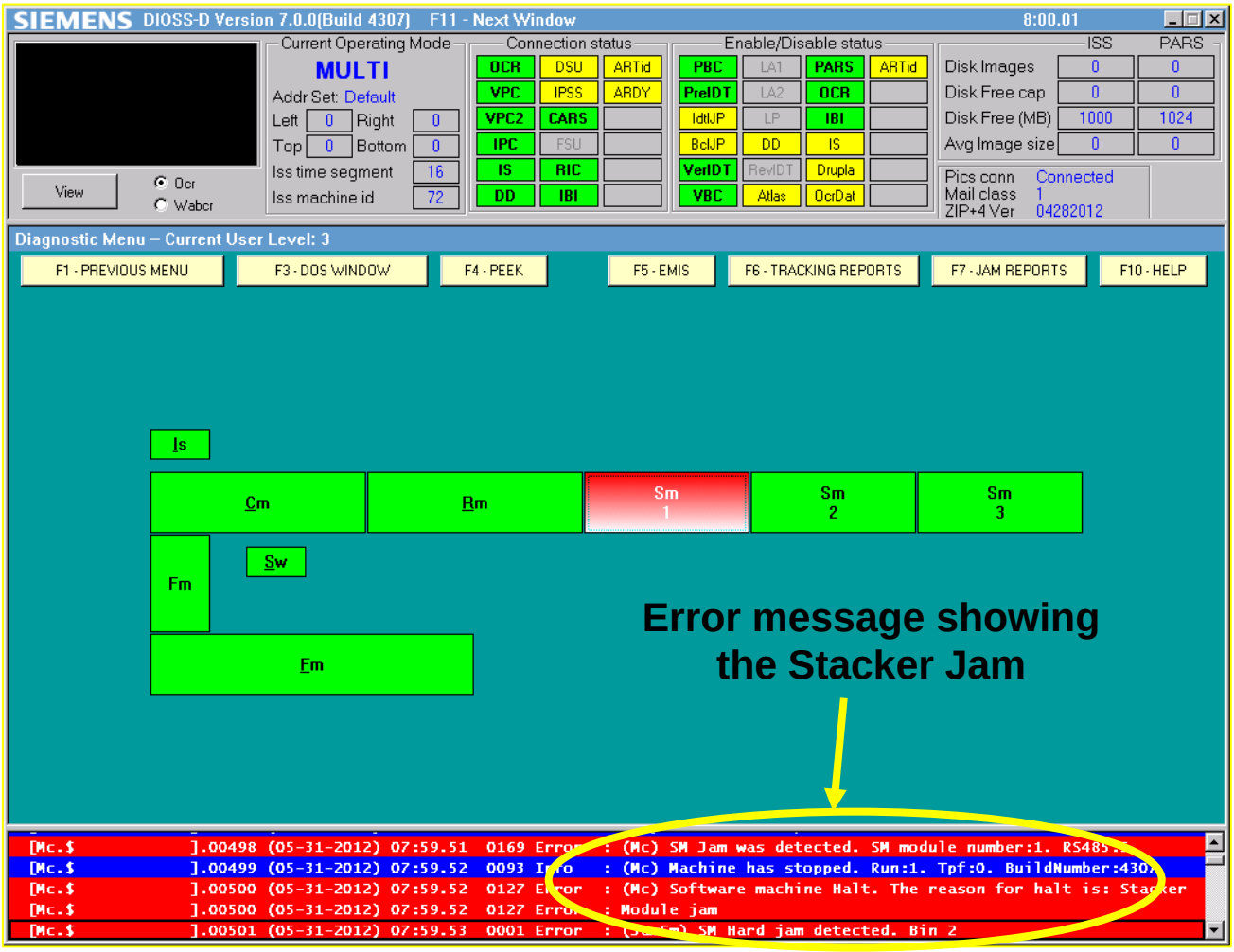


Figure 3-13 Stacker Jam Error Messages

When a jam occurs that holds a stacker gate opened, remove the last 5 pieces of mail and run it again except for DPS 2nd pass**.**

If a particular gate jams more than twice or has a diverter failure scenario, call a technician to investigate.

Remove all mail from a bin having a diverter threshold type failure and run it again except for DPS 2nd pass**.**

Advise that when clearing jams the operators flip the gate flag to make sure the transport belt is not dragging against the flag, or hold the transport belt in place while clearing a jam.

JOB INSTRUCTION BREAKDOWN SHEET

F-10 Clearing Soft Jams

IMPORTANT STEPS	KEY POINTS	REASONS
1. When machine stops, determine if it is a Soft jam	1. Look at Computer Monitor 2. Check System Control Panel 3. Look to see if light is blinking red	1. Jam area will be highlighted in RED 2. Look for the location of illuminated red jam light 3. Blinking indicates a soft jam
2. Press nearest emergency stop button at location of blinking light	1. Closest to the jam area 2. Lift any covers or lids 3. Ensure cover/lids are fully raised (except stacker module)	1. So you have control over machine and no one else can start it* 2. Allows viewing of letter track 3. Safety, so cover will not close while clearing a jam*
3. Inspect letter track downstream up to 4 ft	1. Remove all over-length or torn letters, paper scraps, rubber bands, and string 2. Notify maintenance for recurring jams 3. If nothing is found, go to step 4	1. Items that will cause another soft jam 2. Maintenance must take corrective action
4. Prepare machine for restart	1. Close all doors, panels, lids, and covers 2. Release the E-stop button that was previously pressed 3. Visually inform sweeper of start-up of the machine	1&2. Enables machine for Start-up 3. Prepares sweeper for machine start-up*
5. Evaluate the removed mail pieces	1. Rerun selected mail if not badly damaged – except 2nd Pass 2. Damaged pieces in designated tray	1. Keep mail in automated processing

* Safety

Table 3-13 F-10 Clearing Soft Jams

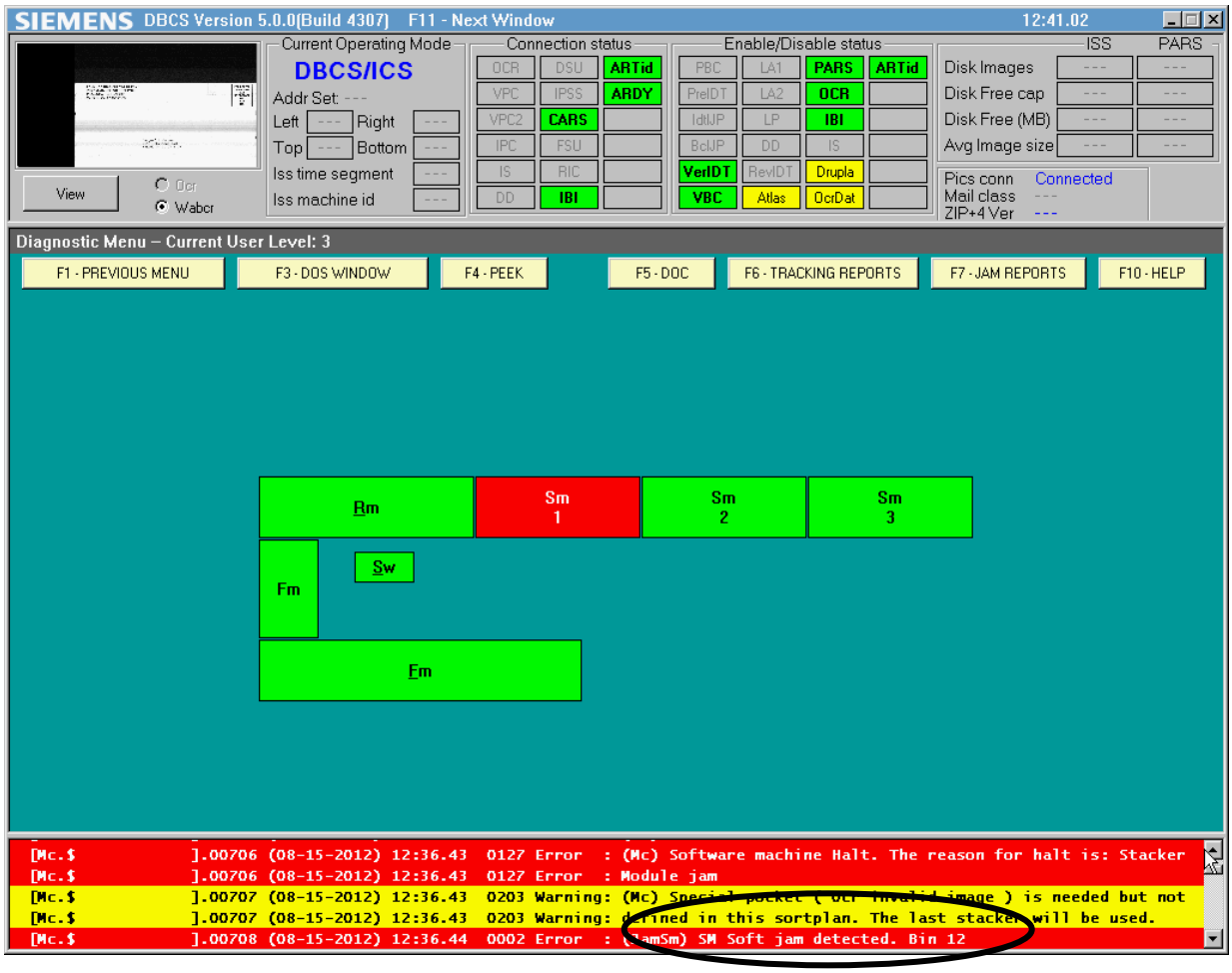


Figure 3-14 Soft Jam Error Messages

Soft jams sometimes start out as hard jams. Light barriers may be blocked too long and machine registers a soft jam, but mail piece will continue to travel in the machine.

When machine stops for a “soft jam”, the mail piece may not be at the location of flashing indicator light, but may have traveled 3-4 feet downstream.

Do not restart the machine at the operator control panel to “run” that mail piece into the last stacker module (walking the dog analogy).

The correct practice is to promptly find the jam, press e-stop, clear jam (Inspect two stacker modules: the module where soft jams flashing light location and next stacker module), then promptly restart the machine.

JOB INSTRUCTION BREAKDOWN SHEET

F-11 Clearing Diverter Threshold Failures and Unplanned

IMPORTANT STEPS	KEY POINTS	REASONS
1. When machine stops, check Computer Monitor	1. Observe error message (may be scrolled off screen) 2. Determine if “Consecutive Displaced Letters”	1. Location 2. Mail in wrong bin
2. Call Maintenance	1. Do not restart machine or end run 2. Maintenance provides location and number of pieces	1. Maintenance will find cause 2. Mail recovered
3. Remove affected pieces	1. All mail from the affected bin 2. Rerun all mail, except for 2nd pass	1. OSP or OOS downstream 2. Not in walk sequence, follow local SOP

Table 3-14 F-11 Clearing Diverter Threshold Failures and Unplanned

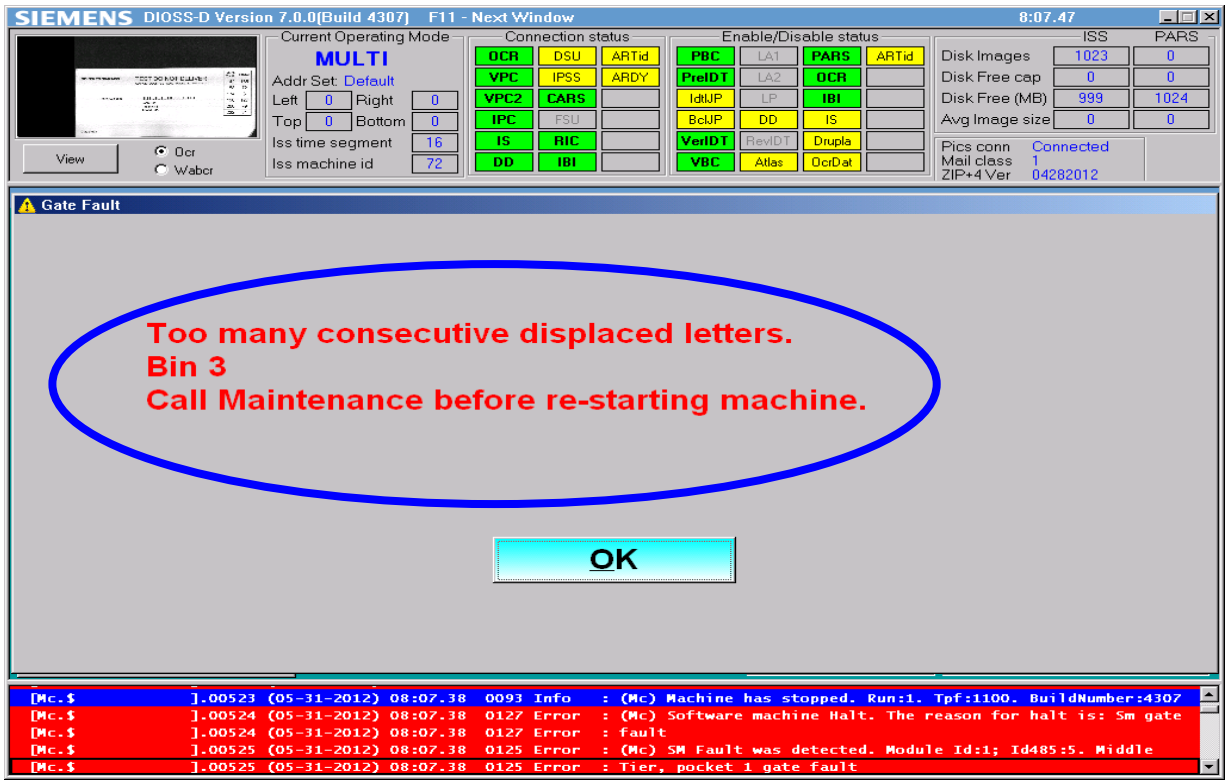


Figure 3-15 Too Many Consecutive Displaced Letters

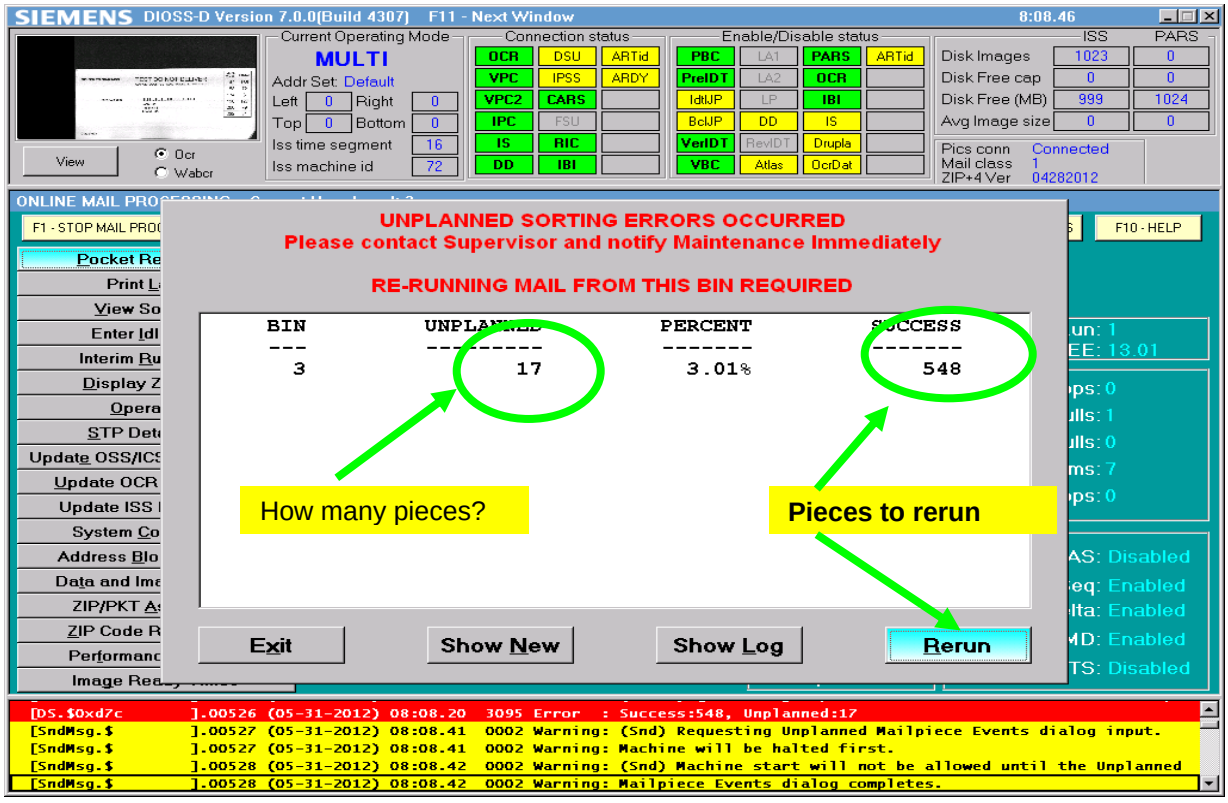


Figure 3-16 Unplanned Sorting Errors

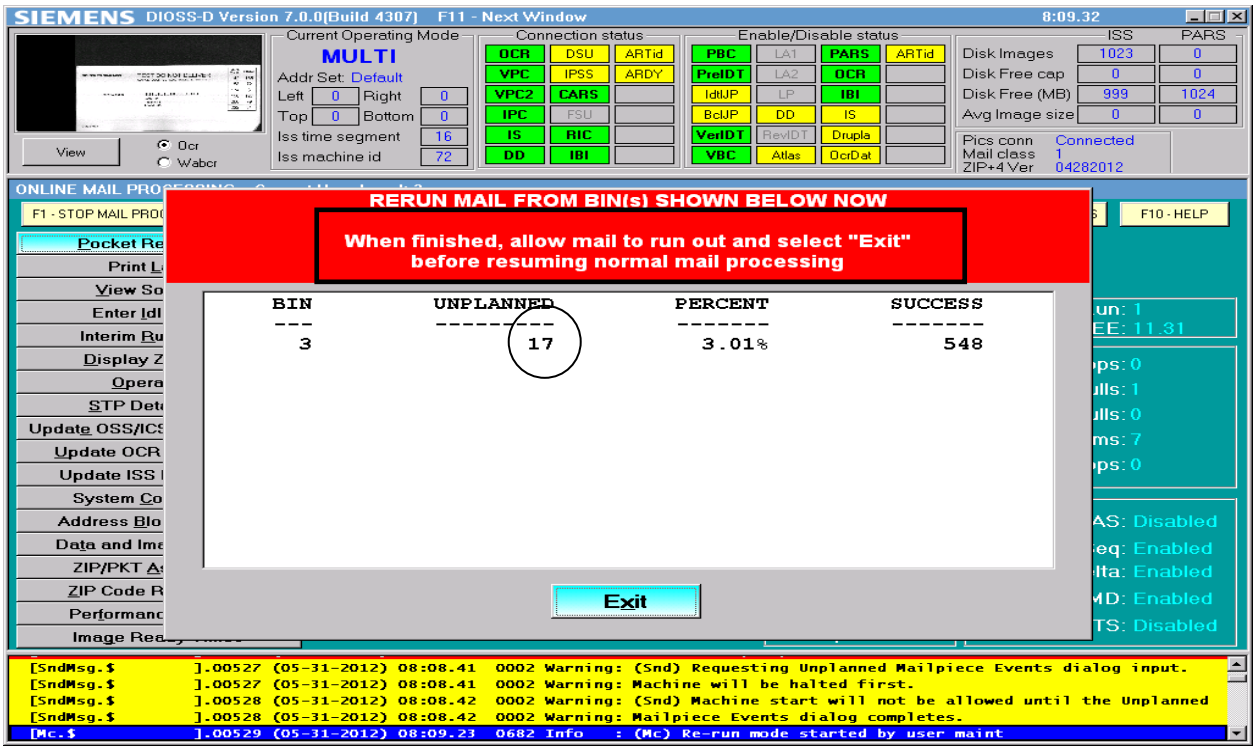


Figure 3-17 Rerun Mail in Bin #

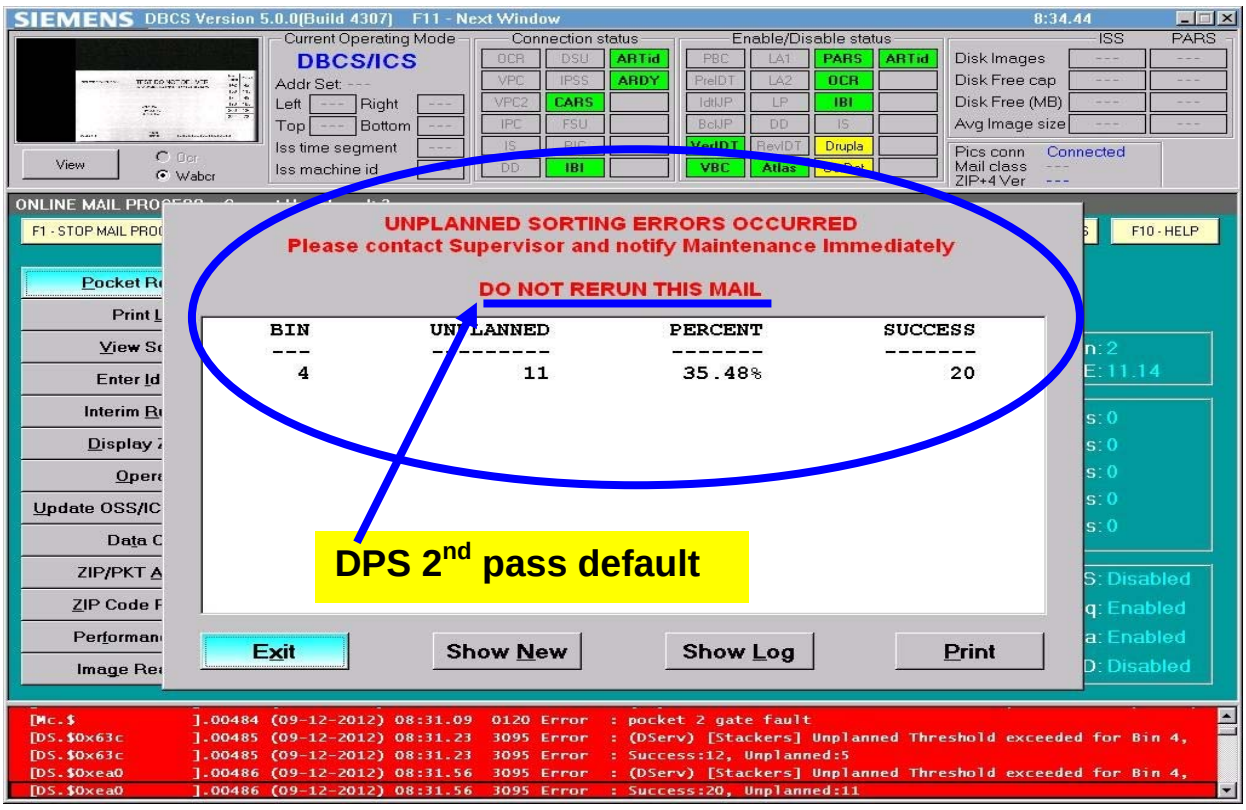


Figure 3-18 2nd Pass (Do Not Rerun)

Too many Consecutive Displaced letters

If diverter gates are not working correctly, mail may be missorted, either by going in the wrong pocket or by not being diverted into the assigned pocket.

If this is the first pass and mail is in the wrong pocket, you will find out about it on the 2nd pass. If this outgoing mail, the next site will reject the pieces because they didn't belong (unless it went to the last pocket on the tier and is rerun).

Many times the cause of a diverter threshold error in the stacker is an obstruction to the diverter gate flap movement such as a piece of mail being wrapped around the flag preventing it from properly opening or closing.

To ensure the mail is sorted correctly, always **CALL MAINTENANCE**, when you see the error messages listed above! Have operator remove mail as indicated on the DTF screen from the problem stacker (if maintenance tech doesn't) and rerun, except on the 2nd pass. On the 2nd pass, mail must be removed, trayed with a placard and sent to the delivery unit. The delivery unit will sort this mail in the "Hot Case".

US Postal Service ***Standard Operating Procedure***
November 1, 2009

UNPLANNED EVENT

OBJECTIVE

This Standard Operating Procedure (SOP) is to be used to detect, capture and reprocess mail that is potentially trapped by a bin for which that mail was not intended. Proper use of this SOP will reduce the volume of mis-sequenced, missent and missorted mail.

BACKGROUND

Mail sorted to the wrong bin as a result of an unplanned event such as jams and Diverter threshold failures may be a root cause of first pass DPS out of sequence (OOS) and possible "Last Mile" service failures. Mail pieces missorted due to a "Consecutive Displaced Letter" or Diverter Threshold Failure" may trigger an Unplanned Event alert window to appear with DBCS

3.0 software. The following procedures must be followed to help ensure on-time delivery of letter mail.

PROCEDURES

I. ALL PRIMARY and SECONDARY INCOMING/OUTGOING PROCESSING PROCDEURES- TO INCLUDE FIRST PASS DPS - FOR UNPLANNED EVENTS:

II. Call for a maintenance technician ***immediately*** if the Consecutive Displaced Letters or Diverter Threshold Failure occurs. Do not rerun any mail until the machine fault has been remedied. Mail may be rerun when Unplanned Events alert window appears.

III. In the event that an Unplanned Event pop-up occurs, proceed as follows:

NOTE

Unplanned Events pop-ups may take up to 5 minutes following a missort episode. The default threshold for Unplanned Events is 3 letters in the last 500 pieces sorted to the bin. Exceeding that threshold will result in an Unplanned Alert.

1) Pull the mail from the bin shown in the alert window and bring it back to the feeder table after having been properly jogged. The Unplanned pieces are located within the mail and need to be re-sorted.
2) The number of rerun letters will be in the "Success" column of the pop-up window Rerun up to, but no more than, the last 500 letters from the identified bin.
3) Push existing mail back on the feeder table and keep it separate from the rerun mail by using the feeder paddle as a separator
4) Select the "Rerun" button at the bottom right of the alert window.
   a) The system will be placed into "Rerun mode. Follow the instructions on the screen by pressing the START button and feeding **ONLY THE MAIL YOU RETREIVED FROM THE BIN.**
   b) When the mail has finished feeding and has cleared the machine, select the Exit button to exit the Rerun mode and return to normal processing. **DO NOT KEEP FEEDING NORMAL MAIL** when the alert window is displayed.
   c) When the run is ended, a reminder screen will be displayed to allow rerunning any bins that may have been missed. If you selected the " Exit" button when these errors originally occurred, the "Re-Ran" status of that bin will be shown as "NO". This is your last chance to rerun any bins that are shown in this list. The sort program **WILL NOT** end until the Re-Ran status window is closed by selecting "EXIT".

II. DPS SECOND PASS PROCESSING PROCEDURES FOR UNPLANNED EVENTS

Do not rerun any mail identified by an Unplanned Event alert while processing 2nd pass DPS. The system will provide an alert like all other operations, however, an option to rerun this mail in 919 operations is not provided. You are still expected to notify a supervisor and Maintenance of the issue so it can be corrected.

1) Call for a maintenance technician ***immediately*** if the Consecutive Displaced Letters or Diverter Threshold Failure occurs. Do not rerun any mail until the machine fault has been remedied.

2) In the event that an Unplanned Event pop-up occurs, proceed as follows:

a) **In the event of an unplanned event on the 2nd pass DPS processing run, DBCS software 3.0 will alert the operator with a screen "pop up" message. This message instructs the operator not to rerun this mail.**

b) **For Multiple ZIP code sort programs, the operators will identify the tray and attempt to retrieve the missent letters. These are the letters that have a different 5 digit ZIP code that does not belong to that carrier. For single ZIP code sort programs, proceed to step *C*.**

c) **The Operator will then place a copy of the locally produced "Unplanned Alert" placard to the tray identified by the pop up. Place the Alert placard at the beginning of the tray where the missorts are identified.**

d) **The tray will be placed on the top rack of the proper container for easy identification upon arrival at the delivery unit.**

e) **Delivery Supervisors and Managers MUST ensure these letters are retrieved and expedited to the HOT CASE for distribution prior to ANY carriers departing the office.**

JOB INSTRUCTION BREAKDOWN SHEET

F-12 Normal/Abrupt Shutdown Procedures

IMPORTANT STEPS	KEY POINTS	REASONS
1. Normal shutdown, press Stop button	1. Current run; temporarily out of mail, and lunch & breaks 2. Do not use E-stop button	1. Normal shutdown within 10-15 seconds 2. Overheating of circuitry and Fire hazard*
2. Abrupt shutdown – Jam or E-stop	1. Jam or E-stop procedure 2. Follow the jam clearance 3. Avoid “I will get it after break”	1. Abrupt stop clearance procedures
3. Restart DBCS	1. Press Start button	1. Clears mail and returns to Normal operation state
4. Perform Normal shutdown	1. Press Stop button	1. Normal shutdown within 10-15 seconds

* Safety

Table 3-15 F-12 Normal/Abrupt Shutdown Procedures

Abrupt stops
- Jams
- E-Stops
- Last Stacker Full (not used on AFCS)

Potential for misdirected mail:
DBCSs – 10+ pieces At Risk each stop
DIOSS, DBCS/ISS or OSS – 6 to 50+

Due to Delay line's physical layout in this type of MPE

All of the abrupt stops listed put mail "At Risk":
- Some specific mis-sorting events can trigger a condition which leads to higher chance of service failure
- Could cause additional mail processing

E-stops are not used to stop the machine during normal conditions; only in the cases of personal injury, damage to the mail or damage to the equipment should the e-stops be utilized.

All Interlock switches will also stop the machine if disengaged. Interlocks are located at all door access to moving or electrical equipment on the machine.

Do not leave E-Stops engaged in the DBCS during breaks or lunch

Do not leave jams in the DBCS unless impossible to clear and restart. Call Maintenance and restart the machine after machine is fixed by the maintenance tech.

JOB INSTRUCTION BREAKDOWN SHEET

F-13 Random Verification

IMPORTANT STEPS	KEY POINTS	REASONS
1. Randomly check mail for quality of IMBC and ID tag	1. Bars straight – not crooked 2. Not smeared	1. Barcodes and ID tags are readable by the machine
2. Randomly check bins	1. Address matches bin 2. Check for errors 3. Is volume higher than normal in special handling bins?	1&2. Ensure correct mail for designated bin due to sort plan might change daily 3. Needs to identify equipment or component issue
3. Check last stacker – all levels	1. Look for patterns 2. Rerun mail	1. Indicate upstream gates 2. To Rerun last stacker mail, except Pass 2
4. Check mechanical rejects	1. Good mail? 2. High mechanical reject? 3. Rerun mail	1. Indicates feeder or operator issues 2. Notify supervisor or maintenance 3. Except Pass 2
5. Review rejected pieces	1. Non Conforming pieces in designated tray 2. If excessive, notify supervisor or maintenance	1. Ensure reject mail to next operation

Table 3-16 F-13 Random Verification

Operators should perform a quick visual of an IMBC barcode placement and quality of barcodes when sweeping bins. IMBC barcodes should be checked periodically for general readability. IMBC barcodes should be evenly spaced, no missing bars, not smeared or skewed.

Results of missing barcodes (IMBC or ID Tags) will be re-handling mail through automation or increasing manual work hours.

If barcodes are not within specifications contact Management or Maintenance.

Quality ID tags are more essential and necessary due to ID Code Sorting (ICS). The ID tag will now be a consistent and expected backup for the ICS function of the mail processing equipment.

Use an ID Tag template for quality checks of ID tag printing: Poor quality of the fluorescent ink due to ink expired or inferior.

What causes ID Tags to smear?

- Slick Mail
- Ink Jet Printers misaligned

DIOSS Multi mode Special handling bins

Bin number	Description	Next handling
1	Read reject	Rerun once then to manual
2	Out of sort program	To manual
3*	UAA Label mode	CIOSS Label mode
4	Double feed	Rerun once then to manual
5	No Code	Rerun on Multi mode
6	Result not Ready	Rerun on Multi mode
7	COA form	COA form to CIOSS
8	Unreadable ID tag	LCREM back then to Multimode
9	Invalid ZIPs	Manual
10	IMBC verify error	LCREM front then to Multi mode
11	Misfaced	Face then rerun on Multi mode
12	Non-IMBC	Rerun on Multi mode
13*	UAA Lift mode	CIOSS Lift mode
219-222	Mech Reject / Overflow	Rerun on Multi mode

*** Tour 3 Operation 481 has bin 3 and bin 13 opposite**

JOB INSTRUCTION BREAKDOWN SHEET

F-14 Use of the Platform

IMPORTANT STEPS	KEY POINTS	REASONS
1. Lower platform	1. Foot near center 2. Place hand on machine 3. Pull out tray from the Rack	1. Ease in lifting* 2. Aids in balance* 3. Sweep into correct tray
2. Step onto platform	1. Both feet	1. For balance*
3. Perform sweeping method using 1 hand sweeping only	1. Comfortable amount	1 Reduces stress on hands and wrists*
4. Step down	1. Both feet 2. Mail into tray	1. For balance* 2. Sweep into correct tray
5. Raise platform	1. Foot near center 2. Place hand on machine	1. Ease in lifting* 2. Aids in balance*

* Safety

Table 3-17 F-14 Use of the Platform

Figure 3-19 Proper Use of Platform

Module 4: Special Operations Job Instruction

Objectives:

Upon completion of this module, the participant will be able to have an understanding of all Special Operations Job Instructions except DPS.

- Feeding and Monitoring 271 operation
- Feeding and Monitoring 891 FIM operation
- Feeding and Monitoring 481 Multi mode

Time Allocated for Module:

- 1 1/2 hours

Instructional Methods:

- Participant Workbook
- DBCS Lab

JOB INSTRUCTION BREAKDOWN SHEET

SO-01 Feeding and Monitoring Operation 271 OSS

IMPORTANT STEPS	KEY POINTS	REASONS
1. Identify mail for OSS	1. Local, Outgoing Not FIM	1. Right mail Right machine
2. Identify Trail mail tray (not AFCS 200)	1. Local SOP on Trail jogging program	1. Requires extra jogging to edge
3. Cull	1. Damaged mail only	1. Removed mail will be leakage
4. Review MAR & GAR	1. MAR, >99% 2. GAR (O/N), >94% 3. GAR (O/G), >97%	1. MAR% equals readable ID tags 2. GAR% equals sort correctly
5. Review Throughput	1. Run T/P is 39,500 per Hour	1. National goal

Table 4-1 SO-01 Feeding and Monitoring Operation 271

DIOSS / DBCS-OSS Nonconforming Pieces:

ZIP Not Received
Non Reads
No Codes
Out of Sort plan
Mechanical Rejects
Unreadable ID Tag Codes
IMBC Verifier Errors

* Special handling bins of OSS-271 operation:

Bin number	Description	Next handling
1	Read reject	Rerun once then to manual
2	Out of sort program	To manual
3	Empty	
4	Double feed	Rerun once then to manual
5	No Code	To ISS
6	Result not Ready	Rerun on OSS
7	COA form	COA form to CIOSS
8	Unreadable ID tag	LCREM back then to ISS
9	Invalid ZIPs	Manual
10	IMBC verify error	LCEM front then to OSS
11	Misfaced	Face then to ISS
12	Non-IMBC	Rerun on OSS
13	UAA label mode (PARS)	To PARS operation 092

Table 4-2 Special Handling Bins

When feeding mail on OSS operations the operator should not face the mail individually if ID tag is sprayed on the front side of the mail.

JOB INSTRUCTION BREAKDOWN SHEET

SO-02 Feeding and Monitoring Operation 891 FIM

IMPORTANT STEPS	KEY POINTS	REASONS
1. Identify Trail mail (not AFCS 200)	1. Local SOP on Trail jogging program	1. Requires extra jogging
2. Edge the mail	1. Short and/or windowed mail pieces	1. Increases mechanical rejects and double feeds
3. Review MAR & GAR	1. MAR, >99% 2. GAR, >96%	1. MAR% - IMBC is readable 2. GAR% equals sorted correctly 3. All mail should be pre-barcoded
4. Review Throughput	1. Run T/P is 39,500/Hr 2. Less than 41,000 per Hour	1. National goal 2. Short mail pieces

Table 4-3 SO-02 Feeding and Monitoring Operation 891 FIM

Feeder Gap Setting

Machine type	Standard mode	OSS mode	Multi mode	FIM mail run
DBCS II-V	90mm (Rotary switch 5)	110mm (Rotary switch 7)	NA	120-130mm (Rotary switch 8-9)
DBCS VI*	120mm	NA	NA	
DIOSS*	120mm	140mm	140mm	
CIOSS*	120mm	120mm	NA	

* Feeder Gap control is done by Software

Table 4-4 Feeder Gap Setting

Various FIM codes

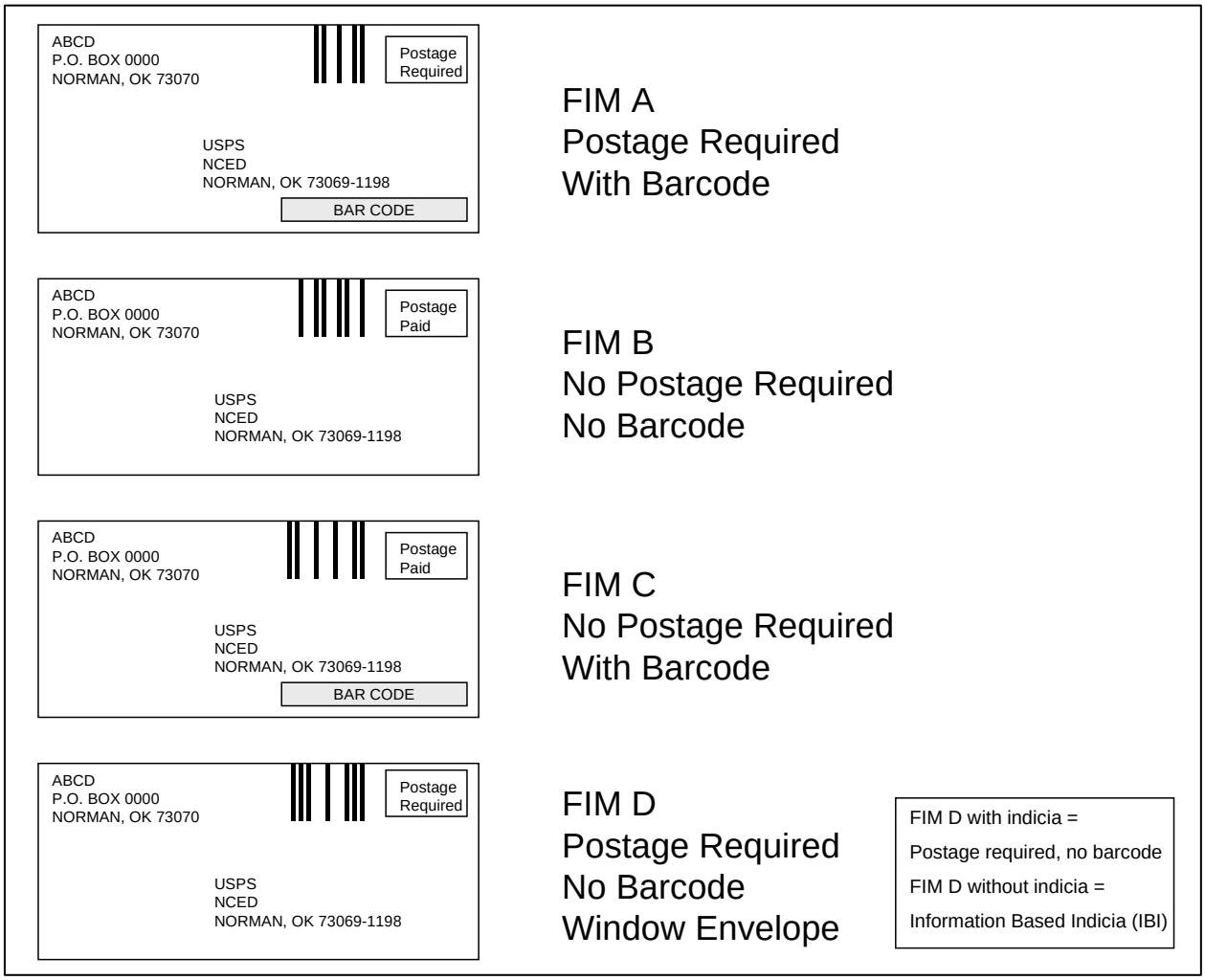


Table 4-5 Various FIM codes

JOB INSTRUCTION BREAKDOWN SHEET

SO-03 Feeding and Monitoring Operation 481 Multimode

IMPORTANT STEPS	KEY POINTS	REASONS
1. Process mail for Multi mode	1. Follow Supervisors instructions	1. Right mail Right machine
2. Monitor Special handling bins	1. Higher than normal?	1. Equipment or component issue
3. Maintain down flow discipline	1. Follow bin direction	1. Ensures correct mail flow

Table 4-6 SO-03 Feeding and Monitoring Operation 481 Multimode

DIOSS Nonconforming Pieces:

ZIP Not Received
Non Reads
No Codes
Out of Sort plan
Mechanical Rejects
Unreadable ID Tag Codes
IMBC Verifier Errors

Special handling bins of DIOSS-481 operation:

Bin number	Description	Next handling
1	Read reject	Rerun once then to manual
2	Out of sort program	To manual
3	UAA Lift mode	CIOSS Lift mode
4	Double feed	Rerun once then to manual
5	No Code	Rerun on Multi mode
6	Result not Ready	Rerun on Multi mode
7	COA form	COA form to CIOSS
8	Unreadable ID tag	LCREM back then to Multi mode
9	Invalid ZIPs	Manual
10	IMBC verify error	LCREM front then to Multi mode
11	Misfaced	Face then rerun on Multi mode
12	Non-IMBC	Rerun on Multi mode
13	UAA Label mode	CIOSS Label mode
219-222	Mech Rej / Overflow	Rerun on Multi mode

*Table 4-7 Special handling bins of DIOSS – 481 Oper**ation***

Module 5: Delivery Point Sequencing Job Instruction

Objective:

Upon completion of this module, the participant will be able to have an understanding of Delivery Point Sequencing Job Instructions

- Feeder Duties – 918 & 919 Set up
- Sweeper Duties – 918 & 919 Set up
- Handling 1st pass excess trays and 919 loading
- Pocket Delta OOS stop, <10
- Pocket Delta OOS stop, >10
- Pocket Sequence OOS stop, Two hit wonder
- Pocket Sequence OOS stop, >10
- Residual and Reject mail run

Time Allocated for Module:

- 6 1/2 hours

Instructional Methods:

- Participant Workbook
- DBCS Lab

JOB INSTRUCTION BREAKDOWN SHEET

DPS-01 Feeder Duties- 918 & 919 Set Up

IMPORTANT STEPS	KEY POINTS	REASONS
1. Load the 1st pass sort plan and start processing	1. Enough volume to start the machine	1. To initiate 1st pass
2. Print 2nd pass labels and continue running 1st pass	1. While running 1st pass 2. Run all 1st pass mail	1 For sweeper to label 2nd pass racks 2. To maximize DPS
3. Notify maintenance	1. When 1st pass is completed 2. To allow clean up	1. Prepare for 2nd pass
4. Assist with sweep-down	1. Sweep from front end of the machine 2. “Up-down” technique	1. Closest to the feeder 2. To expedite pull down and reduce the static posture*
5. Pull down non-sequenced trays	1. Place in designated area 2. Non-DPS trays in 1st pass rack (top)	1. Reject and residue for subsequent handling 2. Carrier routed for dispatch
6. Prepare 2nd pass and start processing	1. Position first two tray racks to the feeder	1. Efficient changeover

* Safety

Table 5-1 DPS-01 Feeder Duties - 918 & 919 Set Up

1. Before starting any DBCS, the feeder conveyor, including the jogger, is to be **fully edged and loaded** with mail.

2. Ensure old tray labels are removed and properly disposed, minimizing missent trays.

3. The machine operator is to work primarily **in front of the jogger**, not next to the feeder mechanism.

4. Ensure operators **cull** damaged, oversized, irregularly sized, and some types of open mail capable of causing jams.

5. Inform operators if large amounts of bi-fold, odd, poor candidate, or irregularly shaped mail is being fed, it is helpful to use the **plugging method** to increase the likelihood of processing and reducing mail piece damage.

6. After jogging, edging, and culling, the mail should then be pushed towards the feeder mechanism **using two hands.** The paddle should then be put in place behind the last piece of mail.

7. The feeder operator is responsible for maintaining full ledges and a constant mail flow to the feeder.

8. The feeder operator is responsible to clear the jams in the feeder section. On DBCS's this includes the elevator transport section.

9. The machines have been engineered to have little interaction with the feeder mechanism. The feeder is designed to control the pressure on the pick-off belt. An operator **can not maintain the machine loading at the feeder table**.

10. The paddle is designed to keep the mail in a vertical position. The operator **should not apply pressure to the paddle**.

11. The **slide** must remain in the **closed position** unless there is a machine problem. Running the DBCS with slide in the open position deteriorates machine performance. The only acceptable time when the slide should be in the open position is when clearing jams in the feeder pick-off area.

12. Ensure operators are aware of the Machine Acceptance Rate (**MAR**) & Gross Acceptance Rate (**GAR**). These values indicate how well the machine is reading barcodes and sorting correctly.

JOB INSTRUCTION BREAKDOWN SHEET

DPS-02 Sweeper Duties-918 & 919 Set Up

IMPORTANT STEPS	KEY POINTS	REASONS
1. Prepare the 1st & 2nd pass racks	1. While running 1st pass 2. Place empty trays 3. Label trays for 2nd pass	1. Mail is distributed evenly and slowly into the bins at the beginning of the run
2. Sweep bins at the end of 1st pass	1. Reduce bin volume for final sweep 2.From back end toward middle 3. "Up-down" technique	1. To expedite sweep 2. To meet the feeder in middle of the machine 3. To expedite pull down and to reduce static posture*
3. Position first 2 racks of the 1st pass	1. Align them parallel to the feeder	1. Easy for feeder to pull out trays to the TMT for jogging
4. Position remaining 1st pass racks	1. While replacing with 2nd pass racks	1. Keep racks in order
5. Set up the dispatch containers for 2nd pass	1. APC or APC with inserts 2. Place the dispatch placards	1. Ready to pull down when 2nd pass is done
6. Take care of all non-DPS mail	1. Rejects to the designated area 2. Dispatch non-DPS mail	1. For subsequent handling 2. Per local SOP

* Safety

Table 5-2 DPS-2 Sweeper Duties – 918 & 919 Set Up

1. Upon machine startup the Sweeper is to fill all the tray racks with empty trays and place labels in the trays.
2. The Sweeper is responsible to sweep stackers when the mail has filled at least half the stacker.
3. The stacker blade support arm should not be allowed to activate the 100% bin full switch during the sweeping process.
4. Always leave approximately 2 inches of mail in the stacker pocket when sweeping a machine that is running. This is called the **"2 inch rule"**. It prevents exposure to and potential injury from moving parts.
5. The Sweeper is to **rotate** assignments during the tour with the Feeder, recommending **at least every two hours**. Ensure replacements are capable of performing each functions properly, maintaining the same level of performance achievement.
6. **Periodically verify** that the tray labels and contents are accurate. When errors are found, those should be corrected because that mail being in the wrong tray causes the out of sequence stops during 2nd pass, requiring subsequent handling, or causes 3 M's at the Station and potentially impacting service.
7. Ensure operators **verify labels** before dispatching. Missents negatively impact service and costs.
8. Ensure trays are **not overstuffed**. This often causes mail falls out of overstuffed trays in transit.
9. During final dispatch, the feeder is to work with the sweeper to sweep and dispatch the entire machine.
10. Employees must **set-up for the next tour** as much as possible, have mail and support MTE on hand.

JOB INSTRUCTION BREAKDOWN SHEET

DPS-03 Handling 1st Pass Excess Trays and 919 Loading

IMPORTANT STEPS	KEY POINTS	REASONS
1A. If one set of 1226 F racks, off-load all trays	1. With APC with inserts, use the method #1 2. With other equipment, use the method #3	1. Easy to slot in 2. All in numerical sequence order
1B. If two sets of 1226F racks, off-load only full trays or all full trays if full trays are greater than 12	1. No more than 2 rows on the top shelf of 1226F rack 2. If more than 12 trays, use the method #3, #2 or #4	1&2. Safety*
2. Prepare the 1st pass mail for the 2nd pass	1. While Sweeper moving racks 2. All trays in numerical sequence – clearly labeled 3. Identify multiple trays 4. Could be in separate supportive container	1. Efficient change over 2. Need to feed from the lowest number first then to higher number 3. All multiple trays should be fed before changing sequence 4. If not properly done, the OOS might occur
3. Load Feeder table	1. Well jogged 2. Load up to the Red line	1. To reduce jams and OOS error 2. Loading beyond the Red Line increases the paddle pressure 3. Full feeder provides 2 minutes run time
4. Load the 2nd pass sort plan and start	1. Maintain a full feeder	1. Best practice

* Safety

Table 5-3 DPS-03 Handling 1st pass Excess trays and 919 Loading

If 1st pass mail volume is;

a) Less than 70,000 pieces…does not need to off-load all trays.

b) 70,000-120,000 pieces… needs to off-load all full trays.

Use methods #1 or #2 or #3 or #4 in this order for ergonomical reasons.

c) Greater than 120,000 pieces… needs to have a combination of above methods due to up to 3 full trays per bin.

If only one set of 1226F rack…off-load all trays using the method #1 or #3.

- When additional empty trays are placed in the 1226F rack, the label will be marked with the tray number. For example, a '2' will be written on the label of the 2nd tray for that bin.
- The feeder for 2nd pass will observe labels and locate the additional full trays for any labels marked with a "2" or higher number to maintain mail sequence.
- Any additional full trays can be placed on top of the 1226F rack directly above the same column. Stack ***NO MORE THAN 2 ROWS***. And empty trays placed in the 1226F rack now will have "3" on the label.

Tray stacking method #1

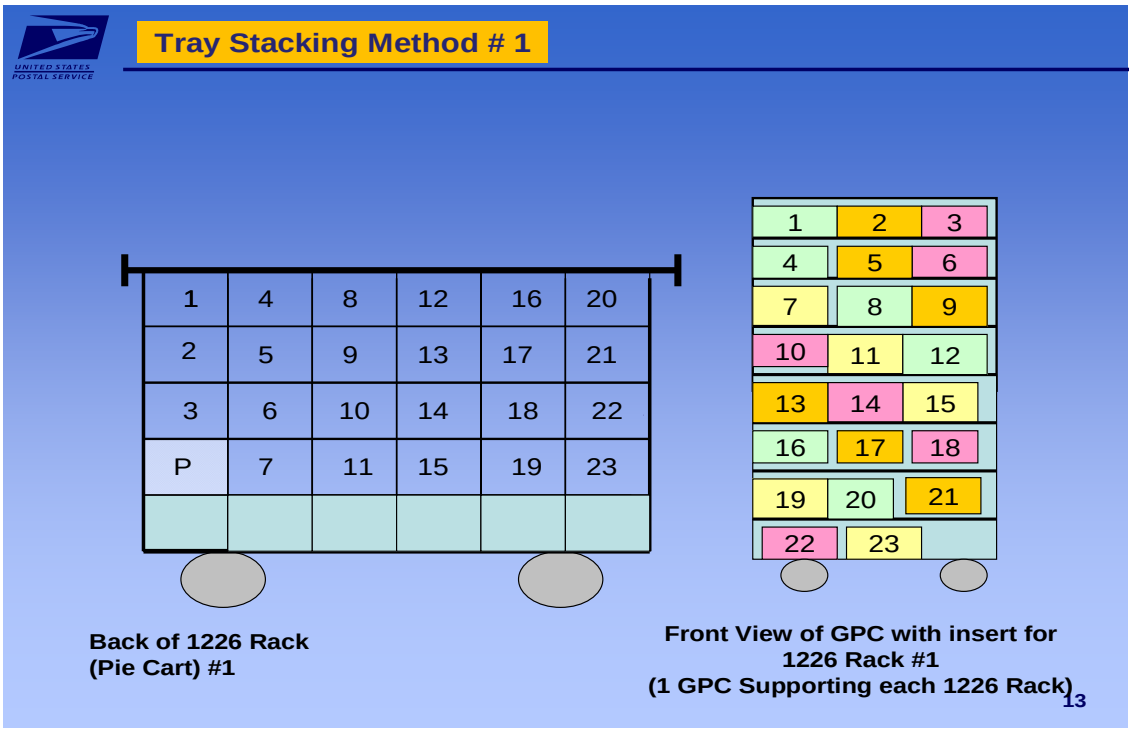


Figure 5-1 Tray Stacking Method #1

Figure 5-2 Checker Board style

Tray Stacking Method #2

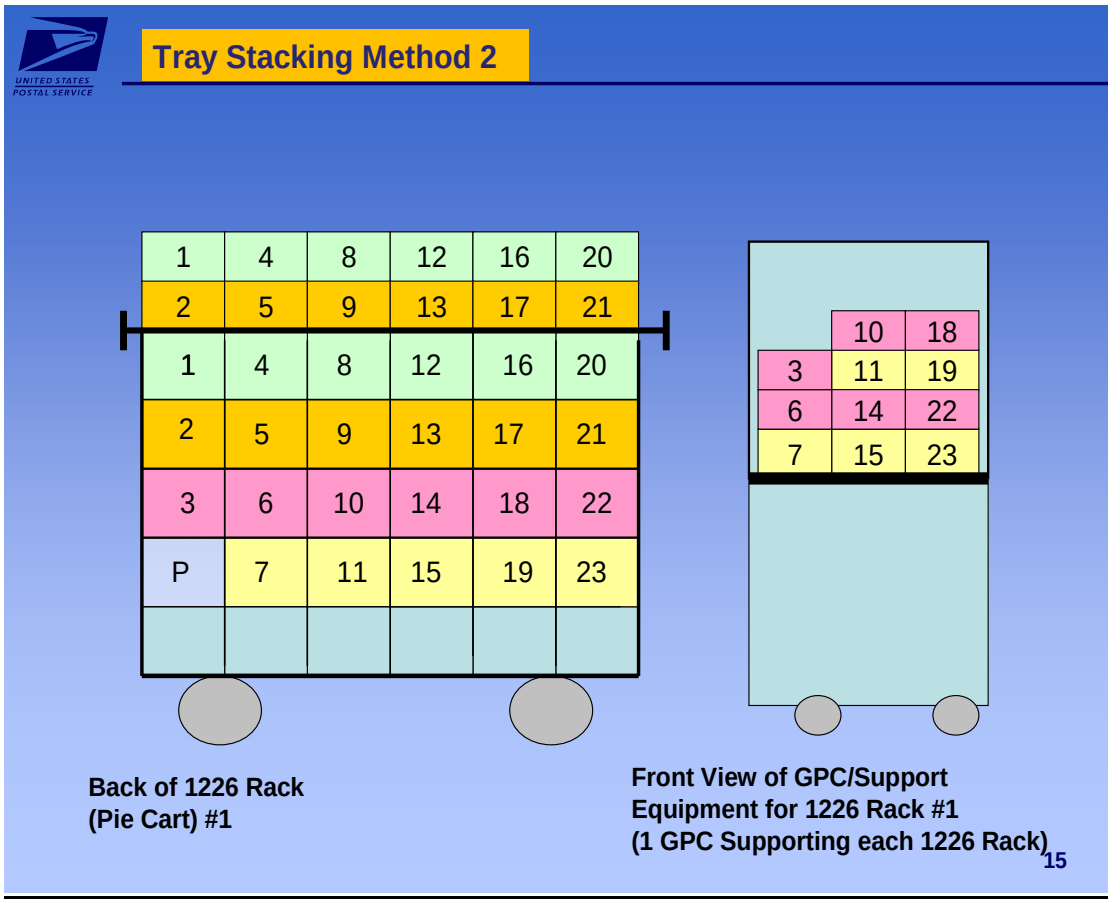


Figure 5-3 Method #2

Tray Stacking Method #3

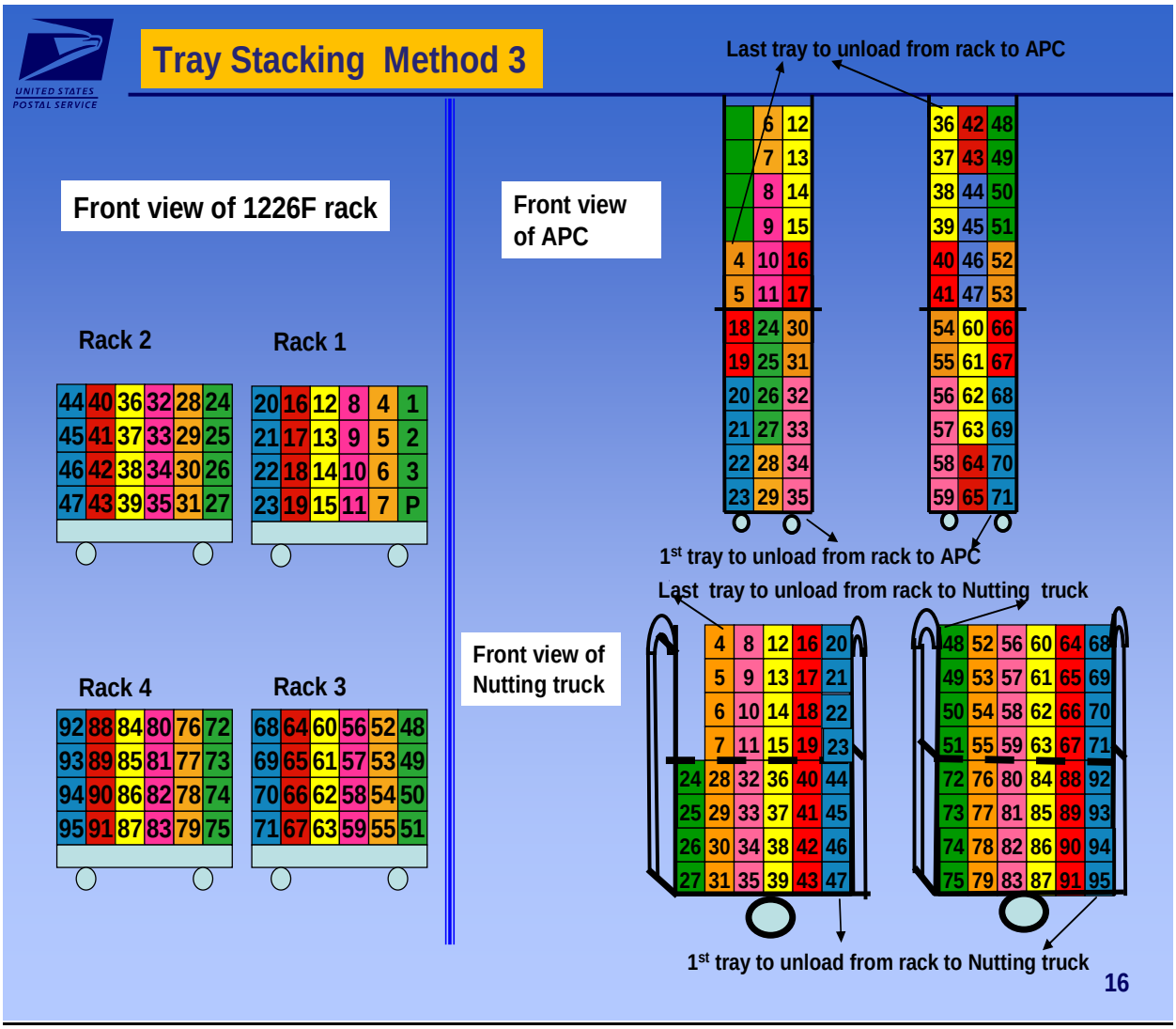


Figure 5-4 Method #3

Tray Stacking Method #4

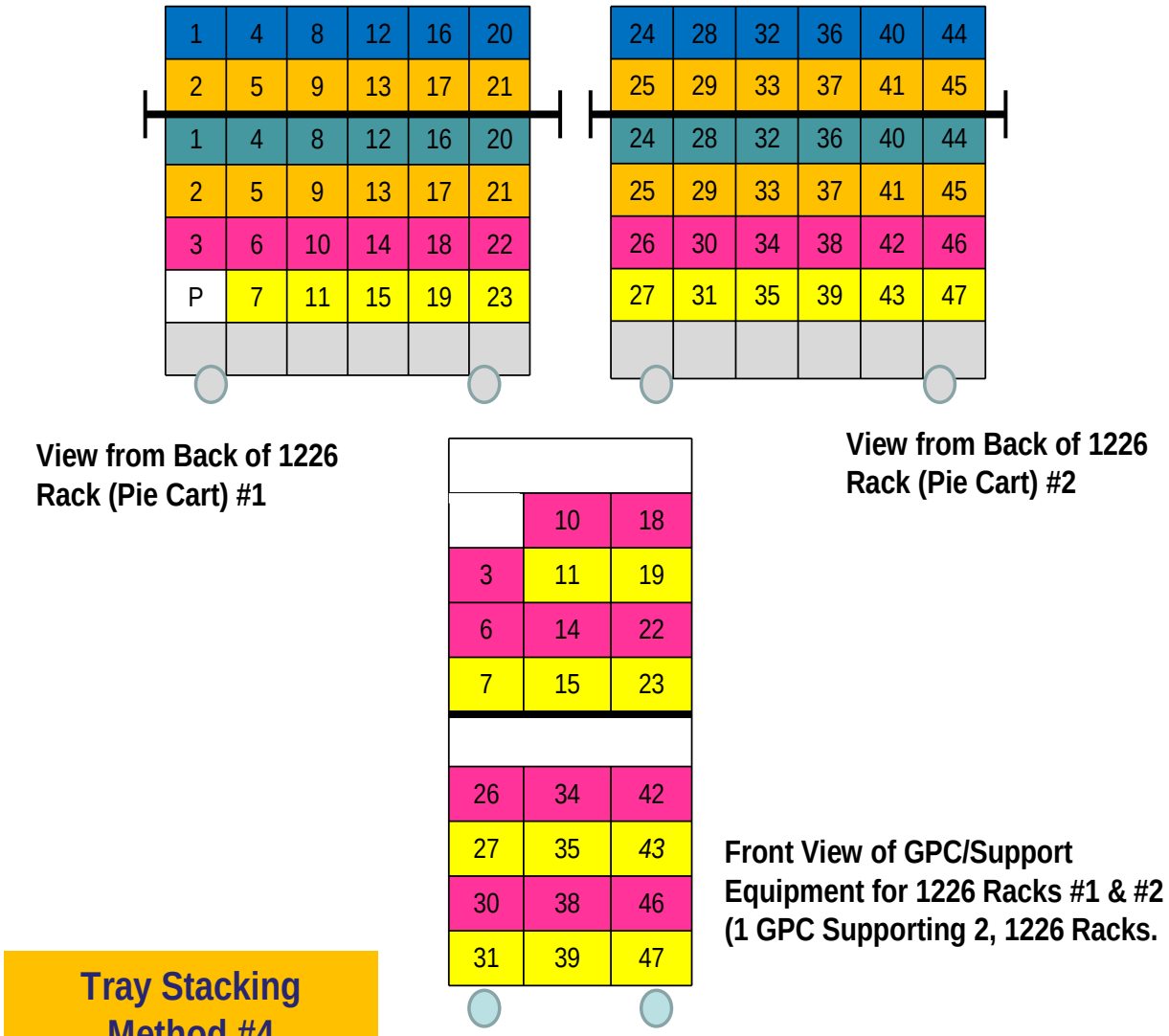


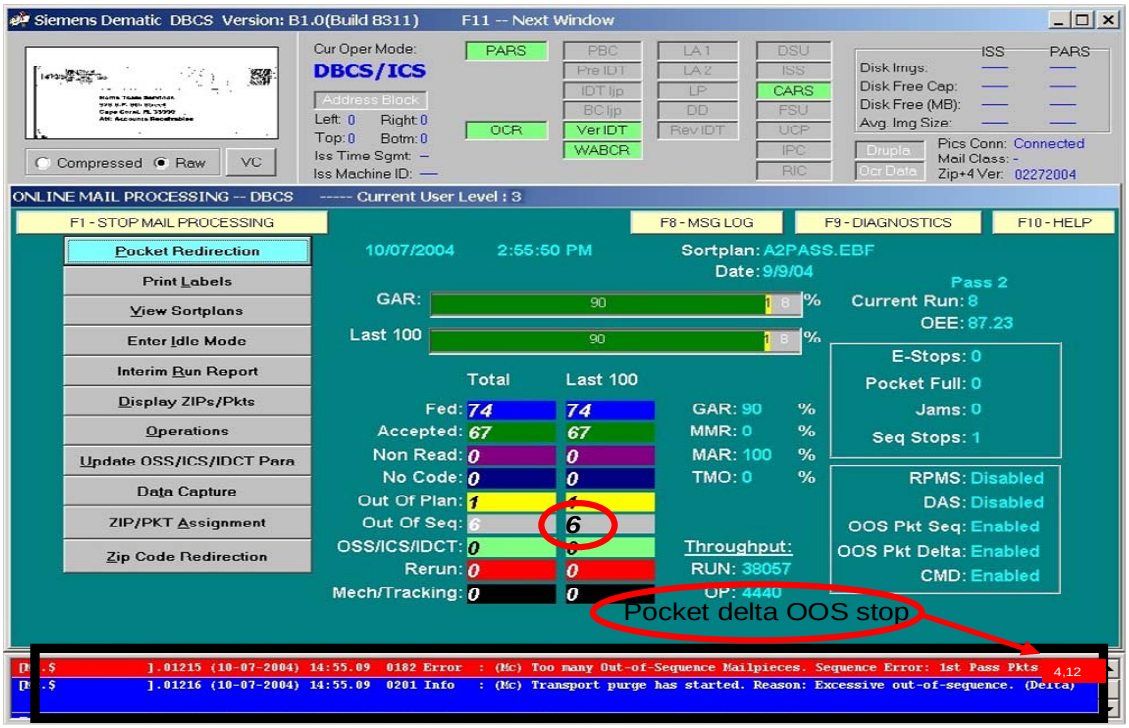
Figure 5-5 Method #4

JOB INSTRUCTION BREAKDOWN SHEET

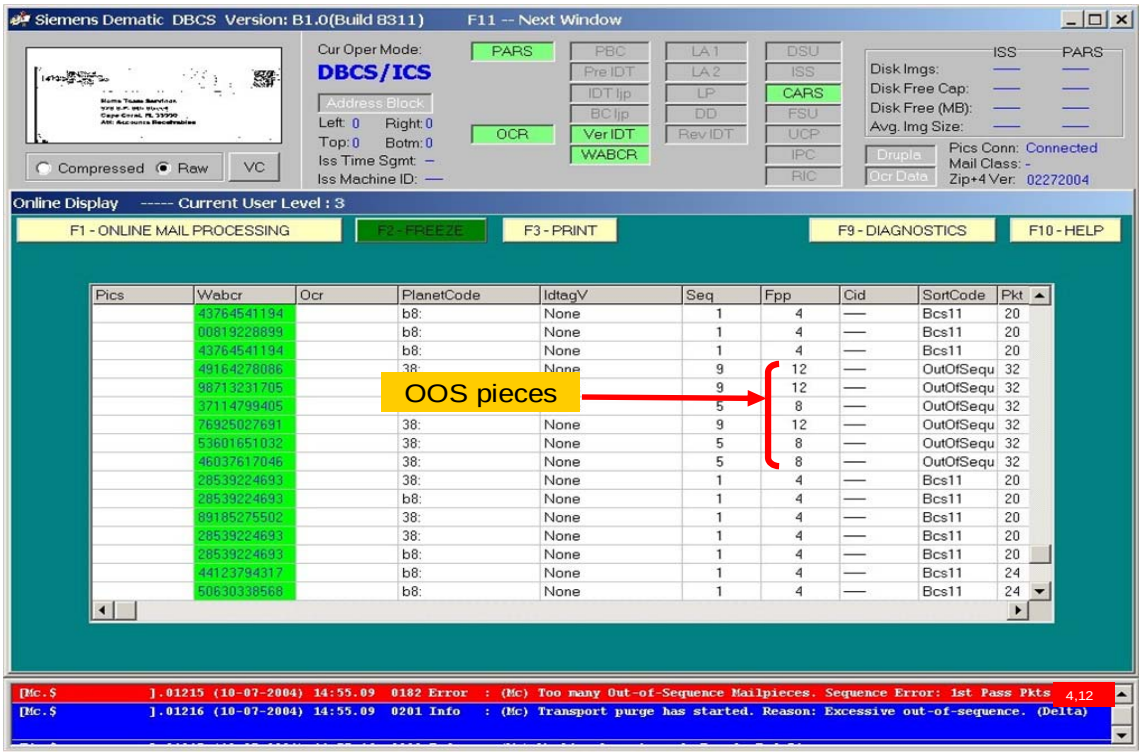
DPS-04 Pocket Delta OOS, <10

IMPORTANT STEPS	KEY POINTS	REASONS
1. Check the error message	1. Observe the monitor for error message, 'too many out of sequence mail pieces, Sequence error: 1st pass Pkts x,x' with more than 1 number difference	1. If number difference is >1, it is a pocket delta violation
2. Check last 100 pieces on the monitor for OOS	1. OOS pieces are <10	1. Mail sequence is already back on track
3. Restart the DBCS	1. Press Start button	1. Continue on 2nd pass

Table 5-4 DPS-04 Pocket Delta OOS, <10



Figure's 5-6 Pocket Delta OOS Stop



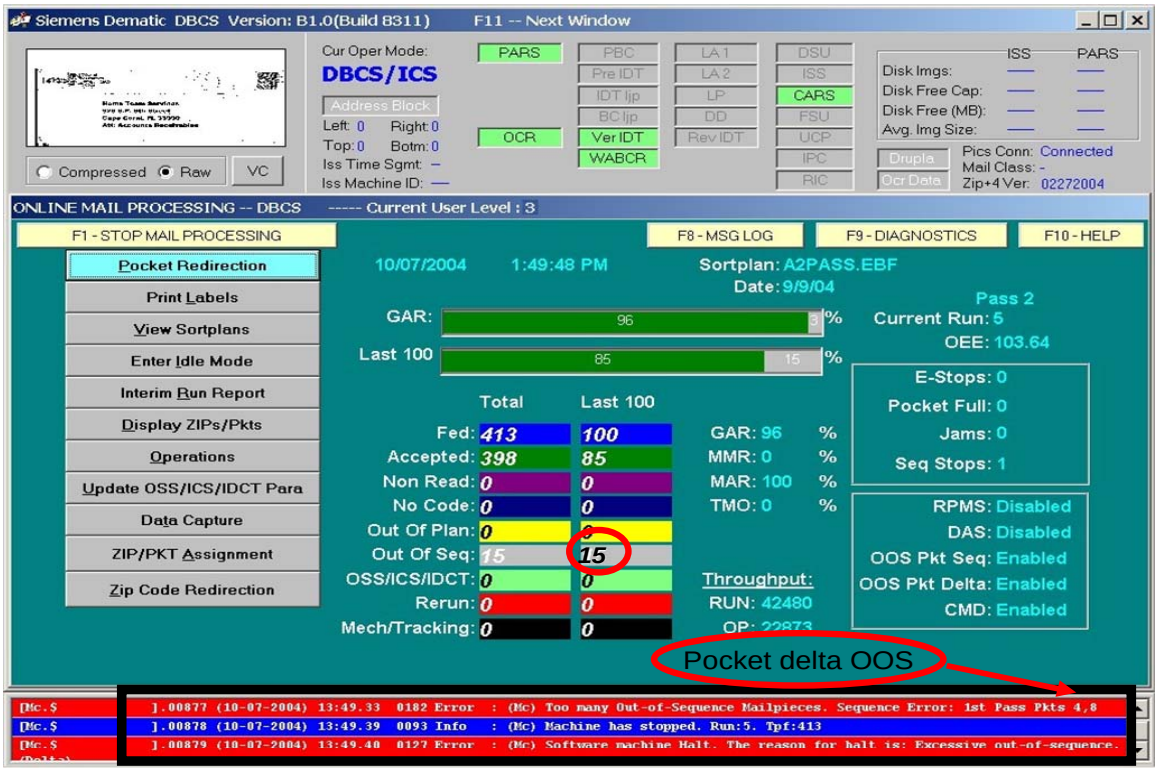
JOB INSTRUCTION BREAKDOWN SHEET

DPS-05 Pocket Delta OOS, >10

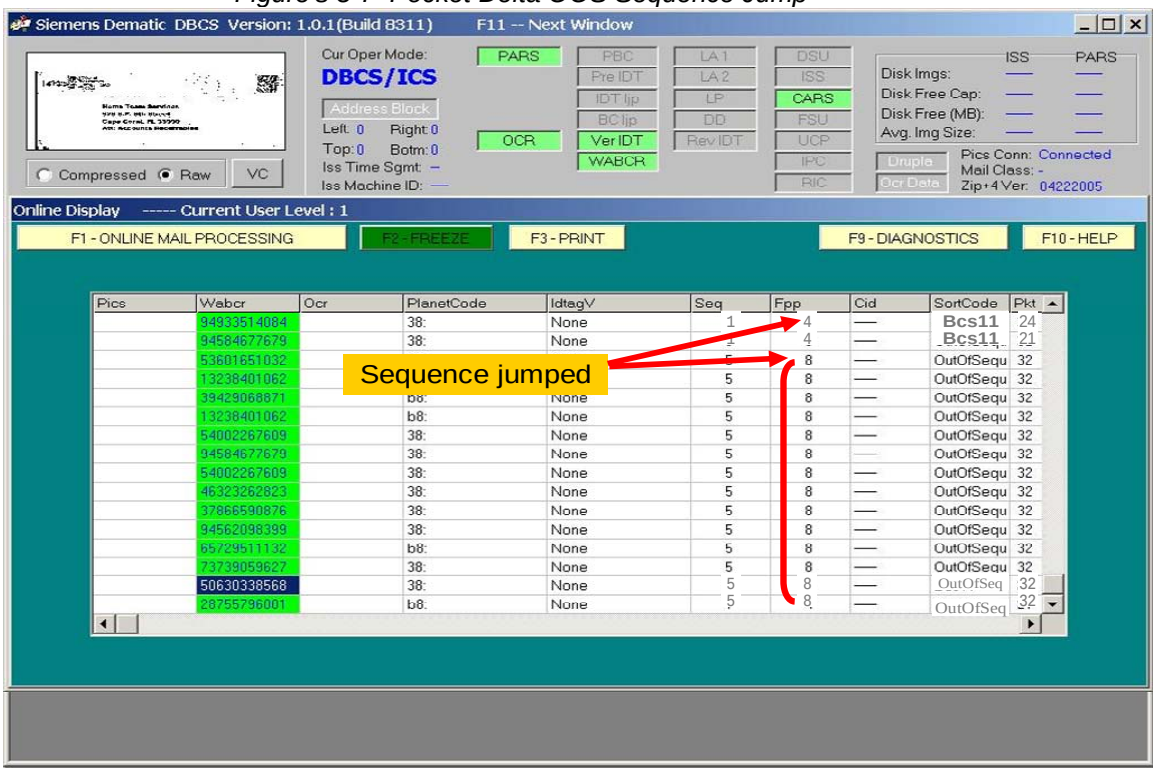
IMPORTANT STEPS	KEY POINTS	REASONS
1. Check the error message	1. Observe the monitor for error message, 'too many out of sequence mail pieces, Sequence error: 1stpass pkts x,x' with more than 1 number difference	1. If number difference is >1, it is a delta violation
2. Check last 100 pieces on the monitor for OOS	1. OOS count is >10	1. Wrong sequence at the feeder
3. Run one letter and observe OOS count	1. Single letter at 6" from pick-off 2. If OOS count does NOT change, remove that 6' of mail and go to step 5	1. Need to find the next right sequence to continue
4. Repeat the above procedure if OOS does change	1. Up to 4 more times until OOS count does NOT change 2. If no change after 5th attempt, call SDO or Maintenance	1. Need to find the next right sequence to continue 2. To reset the sequence
5. Restart the DBCS	1. Press start button	1. Continue 2nd pass

Table 5-5 DPS-05 Pocket Delta OOS, >10

After the 5th attempts at correction, then the Operations Supervisor should be notified. The operations supervisor needs to determine how an entire tray of mail was run out of order and make necessary corrections. Resetting the Out-of-Sequence count should only be a last resort and if employed the delivery unit should be notified to expect DPS mail potentially sorted out of sequence.



Figure's 5-7 Pocket Delta OOS Sequence Jump

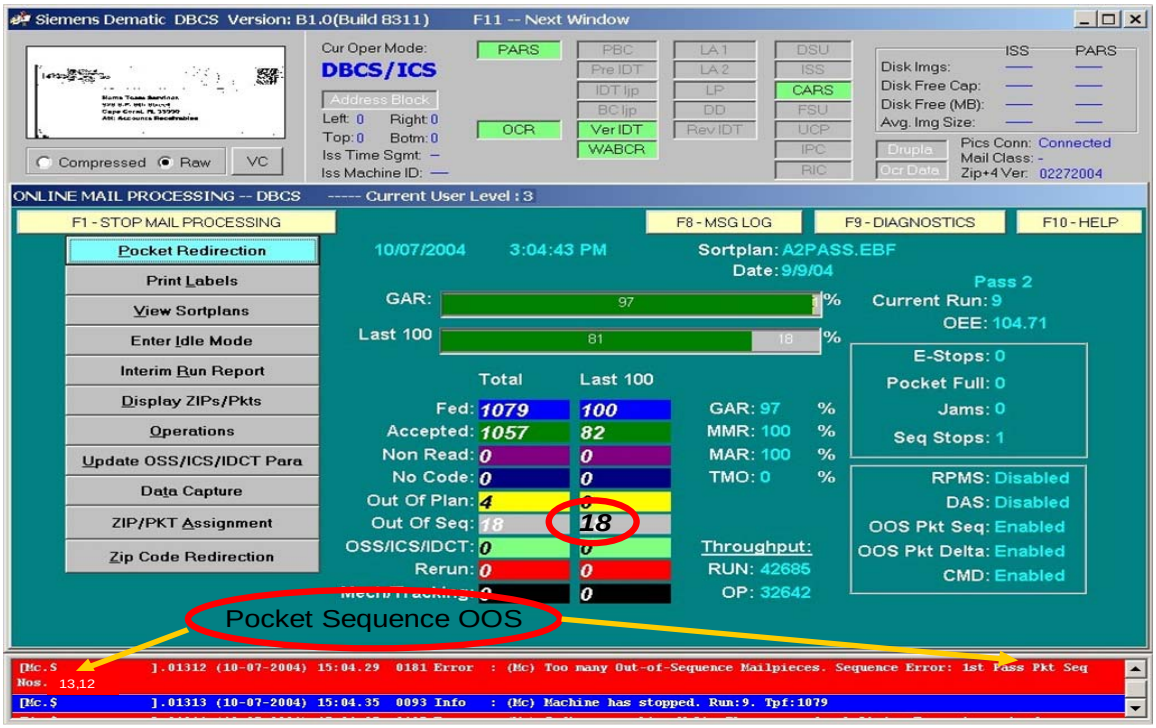


JOB INSTRUCTION BREAKDOWN SHEET

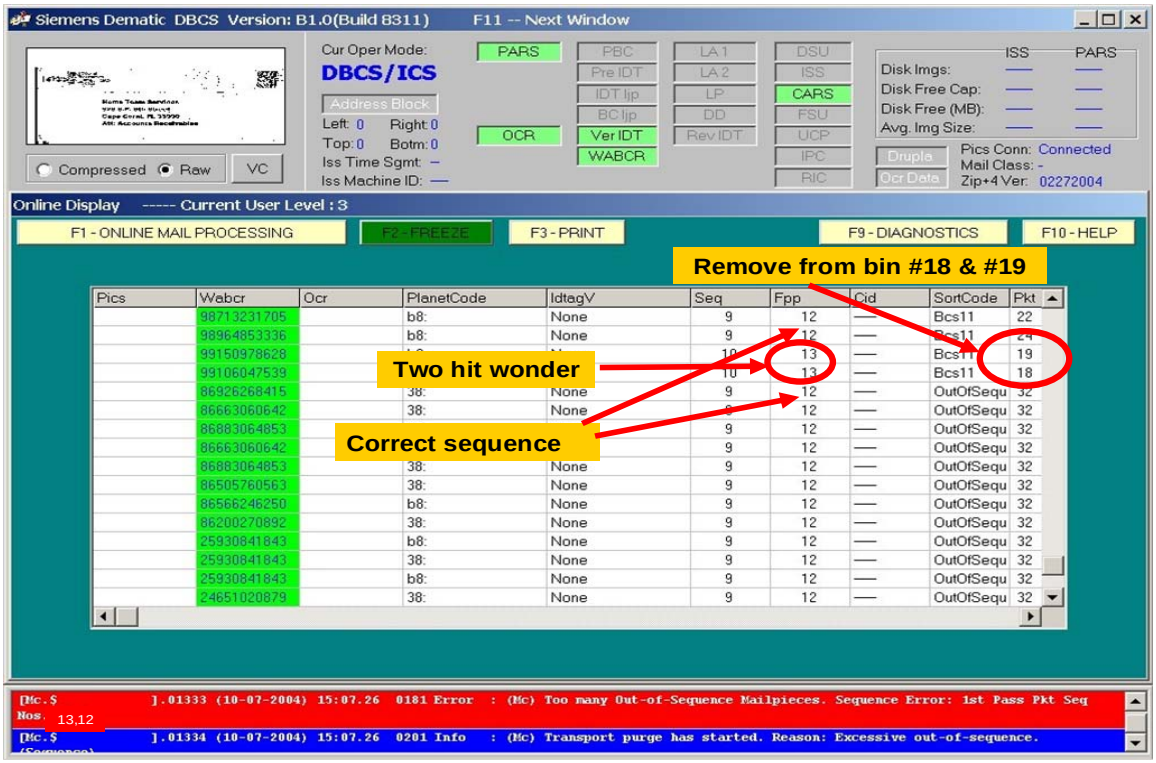
DPS-06 Pocket Sequence OOS, Two Hit Wonder

IMPORTANT STEPS	KEY POINTS	REASONS
1. Check the error message	1. Observe the monitor for error message, 'too many out of sequence mail pieces, Sequence error: 1st pass Pkt Seq Nos x,x' with sequence count going backward	1. If sequence count is backward, it is a pocket sequence violation
2. Find out number of sequence error mail pieces	1. Open up 'Display ZIPs and pockets' and Online display – Hit 'D' and 'O' on the keyboard	1. Shows history of last 100 mail pieces 2. Identify Two hit wonder
3. Perform OOS reset	1. Call SDO or Maintenance for reset	1. Two pieces from the next sequence incremented the OOS count
4. Retrieve two pieces	1. Identify the bins and remove 2. Place them for non-DPS run	1. Out of walk sequence for Carrier
5. Restart the DBCS	1. Press start button	1. Continue on 2nd pass

Table 5-6 DPS-06 Pocket Sequence OOS, Two hit wonder



Figure's 5-8 Pocket Sequence OOS

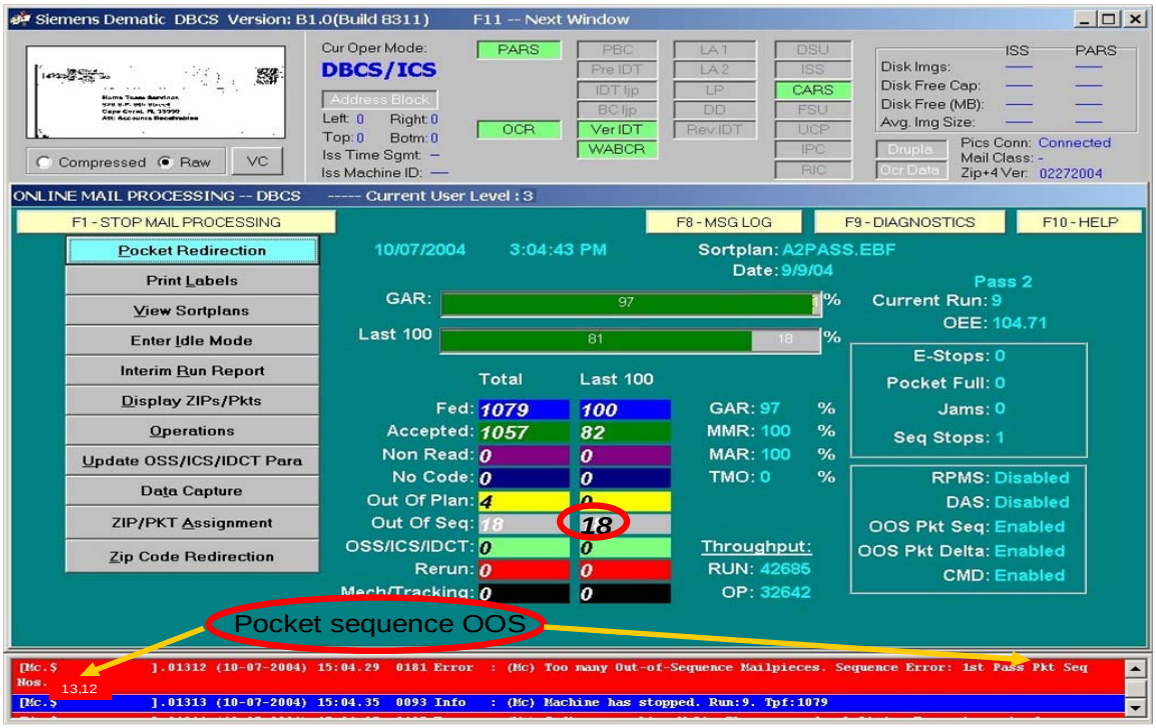


JOB INSTRUCTION BREAKDOWN SHEET

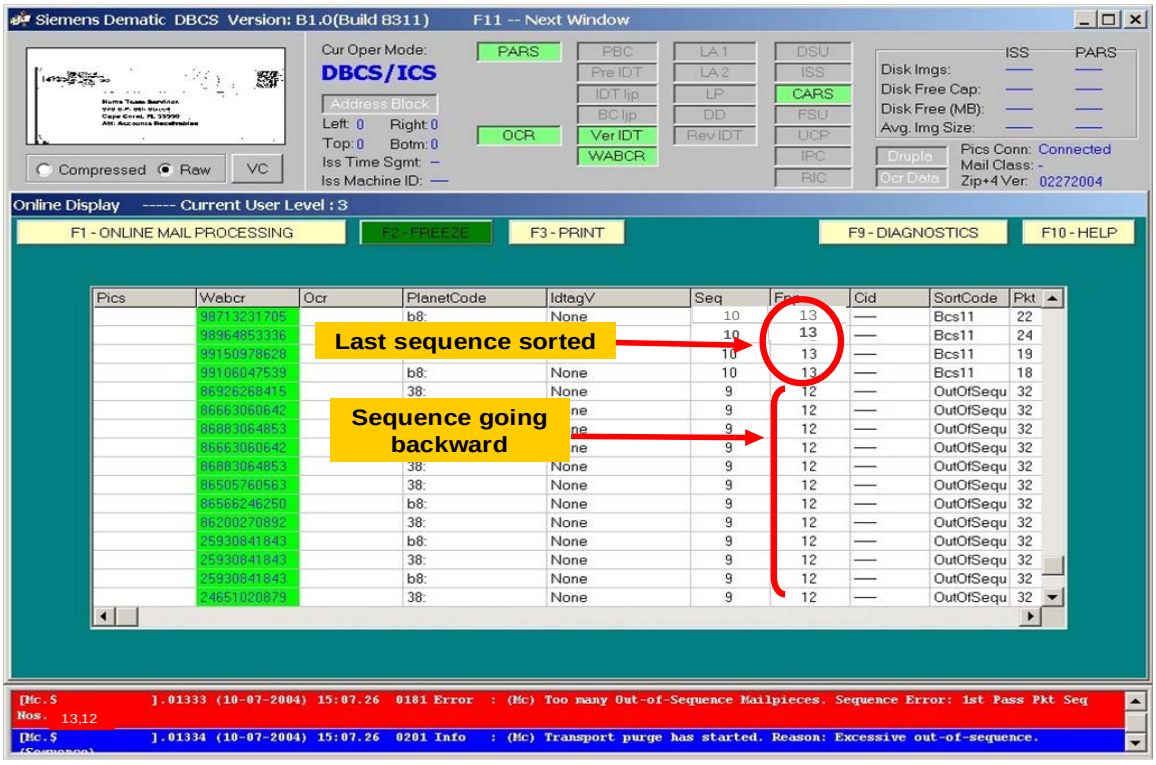
DPS-07 Pocket Sequence OOS, >10

IMPORTANT STEPS	KEY POINTS	REASONS
1. Check the error message	1. Observe the monitor for error message, 'too many out of sequence mail pieces, Sequence error: 1st pass Pkt Seq Nos x,x' with sequence count going backward	1. If sequence count is going backward, it is a pocket sequence violation
2. Find out the number of sequence error mail pieces	1. Open up 'Display ZIPs and pockets' and 'Online display' – Hit 'D' and 'O' on the keyboard	1. Shows history of last 100 mail pieces 2. To find if preceding sequence number is greater than 2 pieces
3. Run one letter and observe OOS count	1. Single letter at 6" from pick-off 2. If OOS count does NOT change, remove that 6" of mail and go to step 5	1. Need to find the right sequence number to continue
4. Repeat the above procedure if OOS does change	1. Up to 4 more times until OOS count does NOT change 2. If no change after 5th attempt, call SDO or Maintenance	1. Need to find the right sequence number to continue 2. To reset the current sequence
5. Restart the DBCS	1. Press start button	1. Continue on 2nd pass

Table 5-7 DPS-07 Pocket Sequence OOS, >10



Figure's 5-9 Pocket Sequence OOS, >10



JOB INSTRUCTION BREAKDOWN SHEET

DPS-08 Residual and Reject Mail Run

IMPORTANT STEPS	KEY POINTS	REASONS
1. Collect residual and reject mail	1. From bin #1, reject mail tray and mail from the last pockets 2. All residual trays	1. Process on subsequent operation at the Plant
2. Decide to run or dispatch: a. Run	1. Run on non-DPS operation according to the local policy	1. Automate residual volume
2. (continued) b. Dispatch to the Station	1. Volume not justified to run according to the local policy	1. To work at the Station
3. Dispatch	1. Separate the Carrier routed mail and the working reject mail	1. Easy to find and distribute for the clerk and carriers to work at the Station

Table 5-8 DPS-08 Residual and Reject mail run

What do non-DPS operations mean?

All reject mail and residual mail can not be run on DPS operation, but could be run on following machines for carrier route sort:

896 operation	DBCS/DIOSS/CIOSS-BCS mode
266 operation	DBCS/DIOSS/CIOSS-OCR mode

How do you dispatch non-DPS mail?

All non- DPS mail, such as carrier routed mail, box mail, and raw reject mail, should be placed in a separate container if possible or on top of DPS trays clearly marked as non-DPS so that the delivery station could access the non- DPS mail easily to work first. Please remember that the DPS trays are not working mail for the delivery station, but all others need to be worked manually by a clerk or carriers.

Appendix A: Job Instruction Status Sheet

DBCS Processing Methods STD MOD-1-ATF	**Page A-1**
DBCS Processing Methods STD MOD-2-ATF	**Page A-2**
DBCS Processing Methods DPS MOD-1-ATF	**Page A-3**
DBCS Processing Methods DPS MOD-2-ATF	**Page A-4**
DBCS Processing Methods Outgoing-ATF	**Page A-5**

DBCS Processing Methods STD MOD-1-ATF LMS #10021204

Job Instruction Status Sheet

	F-01	F-02	F-03	F-04	F-05	Comments
Employee Name	Culling and Plugging Mail	Jogging and Loading Mail	Proper Two Handed Sweeping Practices	Proper One Handed Sweeping Practices	DBCS Special Information	

Job Instruction Status Sheet

	F-06	F-07	F-08	F-09	F-10	F-11	F-12	F-13	F-14	Comment
Employee Name	Verification of Correct DBCS Sort Plan and Mode	Monitoring Machine Performance	Clearing Jams in F/T/R Module	Clearing Jams in the Stacker Module	Clearing Soft Jams	Clearing DTF and Unplanned Events	Normal and Abrupt Shutdown Procedure	Random Verification	Use of the Platform	

Job Instruction Status Sheet

	DPS-01	DPS-02	DPS-03	Comments
Employee name	Feeder Duties- 918 & 919 Set Up	Sweeper Duties- 918 & 919 Set Up	Handling 1st Pass Excess Trays and 919 Loading	

Job Instruction Status Sheet

	DPS-04	DPS-05	DPS-06	DPS-07	DPS-08	Comments
Employee Name	Pocket Delta OOS, less than 10	Pocket Delta OOS, greater than 10	Pocket Sequence OOS, Two Hit Wonder	Pocket Sequence OOS, greater than 10	Residual and Reject Mail run	

Job Instruction Status Sheet

	SO-01	SO-02	SO-03	Comments
Employee Name	Feeding and Monitoring Operation 271	Feeding and Monitoring Operation 891	Feeding and Monitoring Operation 481	

Appendix B: DBCS Safety and Health Inspection Checklist

U.S. Postal Service

Safety and Health Inspection Checklist

Facility Name _____ **Facility Head** _____ **Date Received** _____

Facility Address _____ **Signature** _____ **Date Posted** _____

Inspection Dates _____ **Date** _____

Subject DBCS Ergonomics Assessment Plants

Item	Inspection Criteria	References	Status (Y,N,NA)	Severity (I,N,S)	Comments or Actions Taken	Suggested Corrective Action	Date Abated
1	1226F carts are set up 36 inches away from the DBCS and offset one stacker width to the left.					1226F carts are set up 36 inches away from the DBCS and offset one stacker width to the left to avoid twisting when	
2	Sort plans are assessed and modified, when possible, to minimize use of the bottom and top stackers.					Modify sort plans to allow for heaviest mail volume densities in the middle to reduce bending and reaching when	
3	Employees push, don't pull, containers and rolling stock.					Communicate the policy of pushing not pulling container and rolling stock to avoid awkward postures and forceful	
4	Employees in DBCS operations use proper lifting and handling techniques of mail and mail trays.					Communicate the use of sound lifting and handling techniques to avoid lifting with bent back and twisting of the back.	
5	Trays are positioned on the Transfer Mail Table (TMT) prior to placing mail on the jogger.					Communicate the use of a transfer mail table (TMT)	
6	Sweepers primarily use a two-handed sweep as stackers approach 50% full.					Communicate, to state primarily use two-hand sweep, approaching 50% full.	
7	Procedures are in place to remove broken or malfunction support equipment from the work room floor and inform maintenance of the need to					Ensure broken or malfunctioning equipment that could create an ergonomic hazard has been removed	
8	Employees in DBCS Operations have received and completed the required training.						

DBCS Safety _ Health Inspection Checklist_SAH_121012