

July steward language

M-41

**131.41 It is your responsibility to verbally inform management when you are of the opinion that you will be unable to case all mail distributed to the route, perform other required duties, and leave on schedule or when you will be unable to complete deliver of all mail.**

**131.42 Inform management of this well in advance of the scheduled leaving time and not later than immediately following the final receipt of mail. Management will instruct you what to do.**

The National Level Settlement (M-01664) states in relevant part:

**“After reviewing this matter, the parties agree to resolve this dispute based on the following: The Delivery Operations Information System (DOIS) is a management tool for estimating a carrier’s daily workload. The use of DOIS does not change the letter carriers reporting requirements outlined in section 131.4 of Handbook M-41, the supervisor’s scheduling responsibilities contained in Section 28 of Handbook M-41. DOIS projections are not the sole determinant of a carrier’s leaving or return time, or daily workload. As such, the projections cannot be used as the sole basis for corrective action.”**  
(Emphasis added.)

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**122.33 The employee, upon request, will be provided a Form 3996, Carrier – Auxiliary Control, after the supervisor has been verbally informed as to the reason for the request. The employee shall not be denied the form and, upon request, a duplicate of the completed form will be provided the employee.**

Did Management violate Section 122 of the M-39 Handbook via Article 19 of the National Agreement when they failed to provide Letter Carrier **[name]** a PS Form 3996 upon their request on **[date]** at the **[Station/Post Office]**, and if so, what should the remedy be?