

- Data analysis, route evaluation and adjustment, jointly conducting all carrier consultations and ensuring all resulting data is properly recorded and unit records are updated. Carrier consultations may be conducted in person, via video communications or telephonically.
- Immediately refer to the district lead team any issue the route evaluation and adjustment team is unable to resolve.
- Forwarding to the district lead team copies of all data and adjustments. Copies should be electronic when available.
- Ensuring the evaluation and adjustments are completed within prescribed time limits.

**Local Office Contacts** - Local office contacts will be selected by Delivery Operations at Headquarters, in consultation with the District Manager or designee, and by the Branch President or designee. The local office contacts will be provided information on their duties and responsibilities and will discuss these tasks with their assigned route evaluation and adjustment team prior to performing local office contact tasks.

The local office contacts are responsible for providing the route evaluation and adjustment team the following information:

- Local issues relevant to route evaluation and adjustment.
- Completed Local Office Contact Pre-Evaluation Questionnaire.
- A current seniority list.
- Current or anticipated vacancies and information regarding replacement carriers.
- Potential data integrity issues regarding Management Operating Data System (MODS) code entries, modifying time clock entries in TACS, auxiliary assistance tracking, work hour transfers, etc.
- Where appropriate, reasons why the selected review periods may not be valid for evaluation.
- Notification, as far in advance as practicable, when either local office contact will not be available to perform his/her responsibilities, including the name of his/her replacement.
- All PS Form 3999 data when requested.
- Designated back-up representatives.

Local office contacts are also responsible for the following:

- Reading and becoming familiar with all agreements related to the process.
- Jointly informing the route evaluation and adjustment team on the progress of the completion of valid and representative PS Forms 3999 when requested by the route evaluation and adjustment team.
- Ensuring the PS Form 3999 process is followed at the local level.

- Assisting the route evaluation and adjustment team with territory adjustments. The local office contacts may also jointly select someone with knowledge of the territory to provide this assistance.
- Providing carriers their routes' evaluated time, prior to the adjustment consultation.
- Providing carriers copies of any amended PS Form(s) 1840 Reverse if changes were made after the adjustment consultation by the route evaluation and adjustment team.

The district lead team may, by mutual agreement, assign additional tasks to a specific pair of local office contacts, on an individual, case-by-case basis.

### Issue Resolution

The issue resolution process will be used to resolve issues related to the Technology Integrated Alternate Route Evaluation and Adjustment Process. Team members at all levels should consult this document prior to elevating any unresolved issue. The steps and time frames for elevating unresolved issues are as follows:

