

Computerized Forwarding System Managers and Supervisors Guide

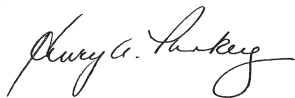
Handbook PO-602

June 2003
Transmittal Letter 2

- A. Purpose.** This full revision of Handbook PO-602 updates undeliverable-as-addressed mail guidelines for managers and supervisors because of current breakthroughs in technology that increase productivity while reducing workhours. Managers and supervisors should use the provided guidelines and tools to transform work practices to build a highly effective and motivated workforce and aid Postal Service customers.

An important transformation strategy is the use of technology to add value to postal products and services. This, in turn, can support growth. The Computerized Forwarding System programs and the Postal Automated Redirection System use advanced technologies to make it easier and more convenient for our commercial customers to do business with the Postal Service and continue providing affordable, universal service — even when our customers move. Expanding customer access to our products and services is an important part of the Postal Service's transformation efforts.

- B. Explanation.** This is a full revision of Handbook PO-602, *CFS Management Guidelines*, November 1986.
- C. Distribution.** Handbook PO-602 is available on the Postal Service Corporate Intranet at <http://blue.usps.gov/cpim> (click on HBKs tab). It is also found on the Customer Service Operations web site at http://blue.usps.gov/delivery/cs_operations.htm.
- D. Comments.** Address all questions and comments about the content of this handbook to:
- MANAGER CUSTOMER SERVICE SUPPORT
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA SW RM 5621
WASHINGTON DC 20260-5613
- E. Effective Date.** This revision is effective June 2003 and obsoletes all previous issues of Handbook PO-602.



Henry A. Pankey
Vice President
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About This Handbook

Purpose

Handbook PO-602 provides United States Postal Service Computerized Forwarding System (CFS) unit managers and supervisors with information to effectively manage CFS operations. CFS operations provide forwarding, return, and address correction services to Postal Service customers. This handbook also provides general information about CFS processes and procedures and directs managers and supervisors to the Customer Service Operations web site for more specific information and current tools approved by Headquarters. For those CFS employees who are unable to access the information and tools provided on the web site for CFS units, contact the area CFS advisory board representative to provide you with the information and tools.

This handbook is to be used in conjunction with the Customer Service Operations web site on the Postal Service Corporate Intranet at http://blue.usps.gov/delivery/cs_operations.htm. The Customer Service Operations web site will provide tools as needed such as:

- Operating plan (see 4-1.1).
- Work instructions, which replace standard operating procedures (SOPs) and best practices.
- Advisory list.
- Mail arrival profile.
- Staffing and scheduling tools.
- Quality control forms.

This handbook is intended to improve the internal management of the Postal Service and is not intended to, nor does it, create any right, benefit, or trust responsibility, substantive or procedural, enforceable at law or equity by any party against the Postal Service. This handbook is not a Postal Service regulation; it concerns internal procedures and practices that do not affect individual rights and obligations. It also does not create any right to judicial review involving compliance or noncompliance with the procedures established by this handbook.

Organization of Handbook

This handbook is organized as follows:

- Chapter 1, Introduction, explains the processing of undeliverable-as-addressed mail, which is the main purpose of CFS. This chapter provides information about several change of address (COA) programs and ancillary services that affect the business and customers.
- Chapter 2, Overview of CFS Operational Equipment and Maintenance Information, provides information about equipment that is used to process the mail and general maintenance information.
- Chapter 3, CFS Functional Processes, provides a review of the functions that occur within CFS operations, from the customer's submission of the change of address to the various processes and ending with the dispatch operations.
- Chapter 4, CFS Unit Manager and Supervisor General Duties, discusses their responsibilities related to the unit plan, unit performance, employee performance, time and attendance, management reporting, customer service, safety, and environment.

Many forms are referenced throughout this handbook. For information about the most current form and source to obtain it, see Publication 223, *Directives and Forms Catalog*, which is updated monthly online at <http://blue.usps.gov/cpim/pubid.htm>.

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