



# National Postal Mail Handlers Union

**Paul V. Hogrogian**  
*National President*

**Michael J. Hora**  
*National Secretary-Treasurer*

**June Harris**  
*Vice President*  
*Central Region*

**John A. Gibson**  
*Vice President*  
*Eastern Region*

**David E. Wilkin**  
*Vice President*  
*Northeastern Region*

**Lawrence B. Sapp**  
*Vice President*  
*Southern Region*

**Don J. Sneesby**  
*Vice President*  
*Western Region*

September 29, 2020

To: All Local Presidents  
Regional Directors/Representatives  
National Executive Board

Fr: Charles R. Manago *CRM*  
Contract Administration Representative

Re: **Postal Service delivers Service Talk re: Missent Election Mail**

Dear Sisters and Brothers:

Please find enclosed a copy of the above-reference document from the Postal Service regarding Service Talk re:Missent Election Mail.

According to the Postal Service, Timely redirection of missent mail is always critical to good customer service. During an election year, this becomes even more important due to the time sensitive voting information and ballots in the mail stream.

All employees, beginning with the truck drivers who pick up the mail from the delivery units, should watch for red Special Handling placards such as the one shown below in Figure 1. If containers are consolidated during loading, the red placard must be affixed to the container holding the Election Mail trays or tubs.

In the plants, any tubs and trays with this placard on the tub lid or tray sleeve must be transferred to the Election Mail processing area, where the mail will be redirected, as necessary.

Figure 1 –Special Handling Placard

The following pitch and catch process will be in place to expedite redirection of missent mail:

- Delivery office - contact the plant via phone
  - Notify the Manager, Distribution Operations/ Plant Manager of dispatched mail. Verbally communicate:
    - truck number
    - time truck left
    - driver's name





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- Delivery office - send an email:
  - Include: Plant manager/supervisor, POOM, Postmaster, Local Political Mail Coordinator, Manager, Distribution Operations. Include:
    - time the call was placed
    - who they spoke with
    - type of container the mail is in (i.e. a flat tub in an APC)
- Plant – replies “to all” via email to include:
  - when the truck arrived
  - who handled the mail (Supervisor/MDO name)
  - time mail was processed

Thank you for doing your part every day to ensure a successful election year.

Please disseminate this information, as you deem appropriate and should you have any questions, or comments and/or suggestions regarding the above, please contact this office or forward your responses to the Contract Administration Department.

Cc: Paul V. Hogrogian, National President  
Michael J. Hora, National Secretary-Treasurer  
Teresa L. Harmon, Manager Contract Administration

## Service Talk -Missent Election Mail

Audience: All Plant Personnel, All Truck Drivers Collecting Mail from Delivery Units

Timely redirection of missent mail is always critical to good customer service. During an election year, this becomes even more important due to the time sensitive voting information and ballots in the mail stream. All employees, beginning with the truck drivers who pick up the mail from the delivery units, should watch for red Special Handling placards such as the one shown below in Figure 1. If containers are consolidated during loading, the red placard must be affixed to the container holding the Election Mail trays or tubs.

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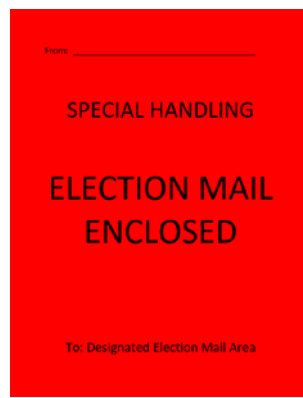


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