

CENTENIAL YEAR

1926 - 2026

Representing the Stations of

Encino – Panorama City – Sherman Oaks – Sun Valley – Tarzana – Van Nuys Main

VOLUME 63

NOVEMBER 2026

NUMBER 10

PRESIDENT'S REPORT

By

JEMMAYEN MACARAEG

DOIS vs. Reality: What the Numbers Don't Tell You

What Every Letter Carrier Should Know About Documentation and Protecting Your Rights

As letter carriers, we know that every route is different, and every workday comes with its own challenges. Mail volume, package deliveries, weather conditions, and unexpected delays can all affect how long it takes to complete our assignments.

Although USPS management uses DOIS (Delivery Operations Information System) to estimate workload and assist with daily operations, DOIS does not tell the whole story of your workday. It is important to understand the difference between projected numbers and the actual work you perform.

Knowing your rights and properly documenting your work can help protect you when questions arise about your workload, overtime, or management's instructions.

1. Form 1571: When You Cannot Deliver All Your Mail

Have you ever been instructed to bring mail back to the office or found that you could not complete your deliveries within your scheduled time?

Form 1571—Undelivered Mail Report (M-39 213 et al.) This form is used to report all delayed (curtailed) pieces of mail on a delivery assignment on any given day. Some carriers may be unaware that, *unless authorized by a manager*, you guys are required to case all mail distributed to the route they are serving. You are *not allowed*, without authorization from management, to curtail or eliminate any scheduled delivery or collection trips. Form 1571 plays an important role because it provides a written record of any management instruction to curtail mail. After the authorization is given to curtail mail and Form 1571 completed, management is required to verify the type and amount of mail curtailed to see if it agrees with that shown on Form 1571 (M-39 126.12). Carriers are also required to record any mail that was not delivered and returned to the office. Finally, supervisors are to report to the appropriate manager the total amount of curtailed mail recorded by carriers on Form 1571.

If management instructs you to curtail mail, make sure the it's properly documented.

Remember: Always follow management's instructions, and make sure the mail you are unable to deliver is accurately reported. Proper documentation helps establish what happened during your workday.

2. Form 1813: When You Leave or Return Late

There may be days when you leave the office later than scheduled or return later than expected. These situations can happen for many reasons, including delays in the office, additional workload, or circumstances encountered on the street.

Form 1813, Late Leaving and Returning Report, documents late departures and returns.

Management is required to establish leaving schedules for delivery routes, and once the time has been established, management is responsible for ensuring that carriers leave and return to the office on time every day. Managers must be aware of, and record, the daily workload for each route and provide assistance where necessary for carriers to meet scheduled leaving times. They also must recognize when a judicious use of curtailment of non-preferential mails is appropriate to maintain the schedule.

If a carrier leaves and/or returns late, management must record this information on Form 1813 along with notes to explain the reasons for leaving late. When analyzing Form 1813, managers must determine whether one or more carriers frequently leave late. If a carrier frequently leaves late it may be an indication that their route may not be adjusted properly, that starting or leaving times are improper, or that possible inefficiency exists (M-39 131.213 et al.).

If you are asked to explain a delay, provide accurate information about the circumstances. Recurring delays should not be ignored, especially when they may indicate an ongoing operational problem.

Your actual workday matters. Make sure the facts are documented accurately.

(Continued on Page 3)

"The MailCall" is published monthly by "Heart of the Valley Branch 2462, NALC, 6910 Hayvenhurst Ave., Suite 104, Van Nuys, CA 91406 in the interest of and for the Letter Carriers of the Van Nuys Post Office and its Stations. **ARTICLES FOR PUBLICATION MUST BE IN THE HANDS OF THE EDITOR ON NIGHT OF THE REGULAR BRANCH MEETING. ALL ARTICLES MUST BE TYPED OR ON COMPUTER DISK WITH SINGLE LINE SPACING.** The Editor reserves the right to delete any article he deems necessary, improper, or unfit. All opinions expressed are those of the writer and are not necessarily those of the Editor or Branch 2462, NALC. The views expressed in this document are those of the author and do not necessarily represent the official views of the U.S. Postal Service. In the hopes that any material contained herein may be of benefit to your Branch and to the goals of the NALC, permission is granted to copy and/or use any material in this publication with our best wishes.

ATTENDANCE CHART BRANCH MEETINGS

MONTH	J	F	M	A	M	J	J	A	S	O	N
MAIN OFFICE	2	5	5	4	5	5	5	4	3	6	
ENCINO	1	1	2	1	1	1	1	1	1	0	
PANORAMA CITY	3	2	2	2	2	1	3	2	2	2	
SHERMAN OAKS	5	4	6	6	6	5	6	5	6	5	
SUN VALLEY	0	0	0	0	0	0	0	0	0	0	
TARZANA	4	3	3	2	1	1	1	1	1	3	
RETIREE'S	7	6	5	7	7	7	5	5	3	5	
TOTAL	22	21	23	22	22	20	21	18	16	21	

NEXT MEETING

TUESDAY
NOVEMBER 3rd
2026

6:30 p.m.
BRANCH OFFICE

DEADLINE DATE FOR THE NEXT
ISSUE OF "THE MAIL CALL" IS

Nov 8, 2026

WEB PAGE.... WWW.NALCBRANCH2462.ORG
BRANCH OFFICE.....818-786-8505
O P C PERSONNEL OFFICE.....818-374-5600
[E-Mail.....Branch2462nalc@gmail.com](mailto:Branch2462nalc@gmail.com)

"RETIREE CORNER" ATTENTION: !!!!

We have concluded our Retiree Breakfasts for the year. We hope that all who attended enjoyed a chance to get together to see and talk with those we worked with as Active Carriers. See you next year.

Thank You

SPECIAL NOTICE

BRANCH 2462
HOLIDAY OPEN
HOUSE
FRIDAY EVENING
DECEMBER 11,
2026
AT
MASONIC LODGE

14750 Sherman Way, Van
Nuys, CA

DOORS OPEN 6:30 PM

ALL MEMBERS AND THEIR
FAMILY
ARE INVITED TO ATTEND

FREE FOOD - FREE DRINK -
FREE FUN

DOOR PRIZES FOR MEMBERS

FOOD WILL BE
CATERED BY
STONEFIRE GRILL

PRESIDENTS REPORT

(Continued from Page 1)

3. Form 3996: When You Need Additional Time or Assistance

Do you regularly find yourself unable to complete your assignment within your scheduled hours? Form 3996 is used to request overtime or auxiliary assistance when additional time or help is needed.

Managers are required to analyze all auxiliary assistance and/or overtime used on carrier assignments. This information is found on Form 3996. As most carriers know, the purpose of this form is to document if overtime or auxiliary assistance is authorized in the office or on the street. Carriers should not only complete Form 3996 when provided, they should also request a copy of the completed form for their records. This is because a completed form provides a detailed written record of the mail to be carried as well as the travel and delivery times of the auxiliary assistance. When Forms 3996 demonstrate that overtime or auxiliary assistance is frequently used on a route, management is required to make a determination on whether the route is properly adjusted (M-39 131.223). In addition, carriers often use the data to substantiate requests for special route inspections in accordance with M-39 271.g.

When requesting assistance, explain the reasons clearly and provide an honest assessment of your workload. Follow your office's established procedures, and ask for a copy of the completed form for your records when available.

Do not feel that you must remain silent when your workload cannot reasonably be completed within your scheduled time.

Request the assistance you need, communicate the facts, and make sure your request is properly documented.

4. Your Daily Workload Is More Than a Number

DOIS projections do not automatically reflect every circumstance you encounter during your workday.

Think about the days when you receive additional packages, experience delays in the office, encounter difficult delivery conditions, or are assigned work that takes longer than expected.

These circumstances matter.

If you consistently need overtime or auxiliary assistance, keep track of the facts and communicate your concerns through the proper channels. Repeated workload problems may deserve further review.

Remember that no single form automatically proves a violation. However, accurate and consistent documentation can help establish what is happening and support a request for further review.

5. Protect Yourself Through Proper Documentation

As letter carriers, we have a responsibility to perform our duties, *follow legitimate instructions, and communicate honestly with management.* We also have rights under the National Agreement and applicable USPS policies.

Here are a few reminders to help protect yourself:

Be accurate. Provide *truthful* information when completing forms or explaining delays.

Document your workload. When additional time or assistance is needed, follow the proper procedures.

Keep records. Retain copies of relevant forms and written instructions when available and permitted.

Ask questions. If you do not understand a form or management's instructions, seek clarification.

Speak up. If you believe your contractual rights have been violated, contact your shop steward or branch representative for assistance.

You should never falsify information or assume that a form is unnecessary simply because management already knows about the situation.

KNOW YOUR RIGHTS. DOCUMENT THE FACTS. PROTECT YOURSELF.

Your workday is more than a projection on a computer screen. The work you perform, the conditions you encounter, and the instructions you receive are important.

Do your job, follow the proper procedures, and make sure the facts speak for themselves.

As members of NALC, we are stronger when we understand our rights, keep accurate records, and stand together to protect the interests of every letter carrier.

New memorandums of understanding and national-level settlements

The NALC and the Postal Service have agreed to a Memorandum of Understanding (MOU) Re: Monetization of Annual Leave (M-02019) in which career employees covered under the NALC agreement may sell back up to 80 hours of annual leave prior to the beginning of the leave year. To qualify for annual leave monetization, employees must meet two criteria: They must be at the *ELM* Section 512.32 maximum annual leave carryover limit, 440 hours, at the start of the leave year and must have used fewer than 75 hours of sick leave in the previous leave year.

In addition, the national parties have agreed to a MOU Re: Annual Leave Carryover for Leave Year 2027 (M-02020), which increases the maximum allowable annual leave carryover amounts outlined in the *Employee and Labor Relations Manual (ELM)*. For Leave Year 2027, regular workforce career employees covered by the *USPS-NALC National Agreement* may carry over 520 hours of accumulated annual leave from Leave Year 2026 to Leave Year 2027. The memorandum, which does not change the provisions in the *ELM* for payment of accumulated leave, will expire with the conclusion of the 2027 leave year.

(Continued on Page 5)

Vice President Report

By Calvin Brookins

Solicitations of Outside Insurance Companies:

With open season right around the corner letter carriers may be approached by outside insurance people trying to sell different types of insurance policies. You could be approached by someone in the parking lots, by someone calling you on the phone or by management mistakenly allowing someone onto postal property to attempt to sell you insurance.

There are Manuals and Federal Law that prohibits this kind of solicitation. It is the obligation of local Postal Service management to prohibit solicitations on postal premises. Solicitations of this type on Postal Service property are prohibited by Postal Operations Manual (POM) 124.54 a., which states:

- a. Soliciting alms and contributions, campaigning for election to any public office, collecting private debts, commercial and nonprofit soliciting and vending (including, but not limited to, the vending of newspapers and other publications), the display or distribution of commercial advertising and soliciting of signatures on petitions, polls, or surveys on postal premises (except as authorized by 39 CFR part 259) or impeding the access to or egress from Post Offices are prohibited.

This prohibition does not apply to the following:

1. Commercial or nonprofit activities performed under contract with the Postal Service or pursuant to the provisions of the Randolph-Sheppard Act.
2. Posting notices on bulletin boards as authorized by 39 CFR 243.2(a).
3. The solicitation of Postal Service and other federal military and civilian personnel for contributions by recognized agencies as authorized by the Manual on Fund Raising Within the Federal Service, issued by the Chairman of the United States Civil Service Commission under Executive Order 10927, March 13, 1961.

The three exclusions regarding solicitations are not applicable to these outside insurance companies. The first exclusion cites the Randolph-Sheppard Act, which allows licensed blind persons to operate vending facilities on any federal property.

The second exclusion is covered by Article 22 (Bulletin Boards) of the National Agreement.

The third exclusion allows for fundraising through the Combined Federal Campaign.

The prohibition against solicitations conducted on postal property is also referenced in the U.S. Code of Federal Regulations, specifically at 39 CFR 232.1 (h)(1), and can also be found on USPS Poster 7, Rules and Regulations Governing Conduct on Postal Service Property, which must be posted on postal property for all those entering to view. Poster 7 is a mandatory posting required by the POM Section 125.342. More often, letter carriers are solicited by mail at their employing office. This type of solicitation also is prohibited and should not be allowed by local management.

POM 124.54 c. states:

c. Solicitations and other actions that are prohibited by 124.54a when conducted on Postal Service property should not be directed by mail or telephone to postal employees on Postal Service property. The Postal Service will not accept or distribute mail or accept telephone calls directed to its employees when such contacts are believed to be contrary to 124.54a.

Again, this prohibition comes directly from federal law, at 39 CFR 232.1 (h)(2).

If these solicitations are happening in your location, please notify your Shop Steward or call the Union office.

Keep in mind as a member of the NALC you and your family have access to a variety of insurance products through the Mutual Benefits Association (MBA), including term and whole life insurance, hospital confinement insurance, and annuities. Additionally, Mutual Benefits Association (MBA) offers short-term disability insurance to active carriers who are members of the NALC.

While there are insurance products sold by other companies that Mutual Benefits Association (MBA) does not offer, these companies most likely also sell the same or variations of products offered by the Mutual Benefits Association (MBA). This would make them a rival of the Mutual Benefits Association (MBA).

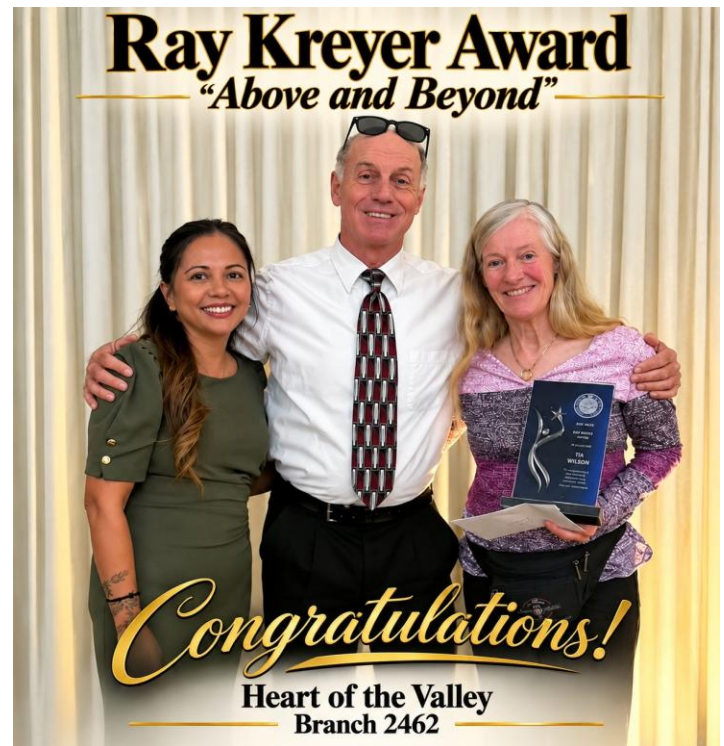
Even if the salesperson limits the scope of their sells pitch to only products that are not offered by the Mutual Benefits Association (MBA), the branch allowing access to their membership could be seen as an endorsement of that company. Once insurance companies gain access to potential clients, they can offer all types of insurance products, even those that are offered by the Mutual Benefits Association (MBA).

Again, if these solicitations are happening in your location, please notify your Shop Steward or call the Union office.

President Report (Continued from Page 3)

Also, in a letter dated Sept. 3, 2026 (M-02021), USPS and NALC have renewed the bidding procedures outlined in [Article 12.3.A](#) of the *National Agreement*, effective May 23, 2026. This renewal allows city letter carriers to continue bidding on, and subsequently be awarded, vacant job assignments during the ongoing contract negotiations and in the event the parties come to an impasse and proceed to interest arbitration. Successful bids following May 23, 2026, will count toward the maximum bids established in the next *National Agreement*.

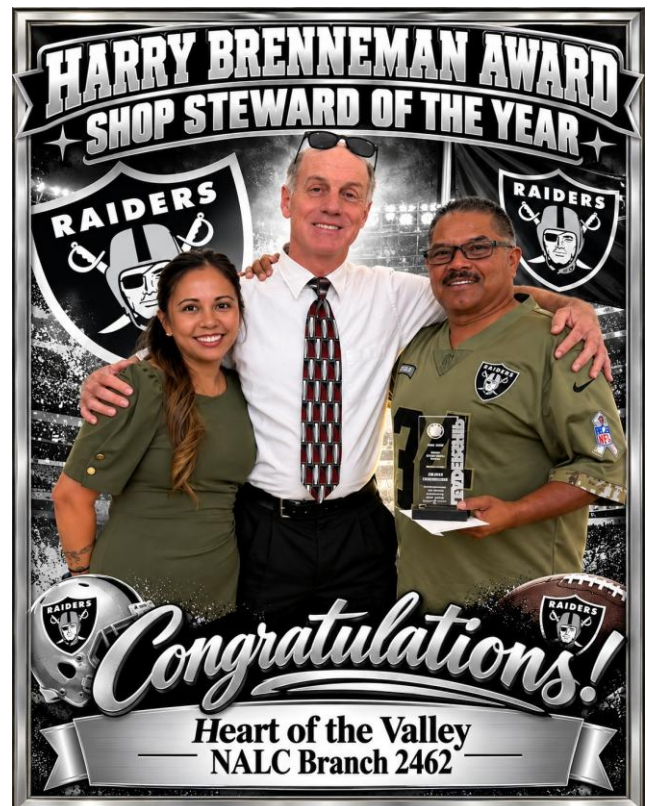
NALC and USPS have also resolved two issues pending at the national-level interpretive step. The parties have reached an agreement on a national-level grievance regarding the Postal Service's Heat Illness Prevention Program (M-02017), and the Postal Service has withdrawn a request for an interpretive review of a national-level dispute (M-02018) regarding the filing of PS Form 1767 and remedies for rights not bargained for in the contract. Grievances held pending the outcome of these national cases will be processed in accordance with Article 15 of the *National Agreement*.



Pictured above left to right
President Macaraeg, Financial Sec. Mullinax &
2026 Ray Kreyer Winner Tia Wilson



Pictured above is our current Region 1
National Business Agent Alan Rios, who
addressed the gathered members at the
Annual Frank Brash Memorial Retiree Luncheon.



Pictured above left to right
President Macaraeg, Financial Sec. Mullinax &
2026 Harry Brenneman Award Winner
Main Office Shop Steward Miguel Maldonado

THE MAIL CALL
BRANCH 2462,
NALC
6910 Hayvenhurst
104
Van Nuys, CA 91406

NONPROFIT
ORG.
U.S. POSTAGE
PAID
VAN NUYS, CA
PERMIT No. 314

Address Service
Requested

Branch Meeting Minutes October 6, 2026

By
Steve Seyfried, Secretary

The Meeting was held at the Branch 2462 Union Hall 6910 Hayvenhurst Ave, #104 Van Nuys California. It was called to order by PRESIDENT MACARAEG at 7:27 p.m.

The Pledge of Allegiance was led by Trustee PAUL JEFFREY

MOMENT OF SILENCE--In Memory of all Active & Retired members who have passed this year.

ROLL CALL OF OFFICERS

PRESENT— MACARAEG, SEYFRIED, WILSON, GODDARD, JEFFREY, PEREZ, SOLIS, MILTON, MARISCAL

ABSENT—BROOKINS, MULLINAX, MORALES

MINUTES ACCEPTED AS PRINTED IN MAILCALL WITH CORRECTION BROTHER SERGIO GARCIA & JESUS CRISOSTOMO RECENTLY RETIRED. ANTHONY NORIEGA WAS CONVERTED TO PTF

CORRESPONDENCE READ

APPLICATION FOR MEMBERSHIP

CAMERON DECKER, JAMES MULLINS, MARIO ROSAS, OSCAR OCAMPO GOMEZ

BILLS READ--NONE

COMMITTEE REPORTS

AUDIT & BUDGET—TRUSTEES The audit will be held on January 21, 2027. The budget will be held on January 12, 2027
SAFETY & HEALTH—MARISCAL Mgt is making a big push to watch Carriers on the street and issuing discipline for various things they find. Carriers should always be aware of their surroundings and always practice Heat safety

RETIREEES--WILSON 5 Retiree's present tonight.

MDA FUND--GODDARD \$ 3962.00 in the fund

HBR—SOLIS Spoke on the Health Plan

App which can help with many questions and concerns. All of these are available to members for free. Open Season will begin on November 9, 2026, and will close on December 14, 2026. During this time, you are given the opportunity to choose which health plan you want for the coming year. If you have any questions regarding the NALC Health Plan contact EDGAR through the Union Office.

MDA— Coordinator position open

MBA—MILTON Spoke on the many Insurance Plans being offered to both fulltime and CCA Carrier's through the Mutual Benefits Plan. One in particular, is a 20 year Life Insurance Plan. For further information contact me at the Union Office.

EDITOR—MARISCAL Paper was prepared and mailed last week. Sufficient funds are on deposit at P. O.

POLITICAL REPORT—JEFFREY NALC elections are currently being held for all National Officers. Be sure to fill out your ballot and return it as soon as you receive it in the mail.

FINANCE REPORT—MULLINAX No Report

TREASURERS REPORT--WILSON Financial Reports read.

Motion to accept Financial Reports as read M/S/C

VICE PRESIDENT—BROOKINS No Report

PRESIDENT REPORT Special Thanks to all who

attended the Frank Brash Memorial Retiree Luncheon. We had a smaller crowd, but everyone enjoyed the great food and the opportunity to catch up with friends. We were honored to have our National Business Agent ALAN RIOS, State Association President HAROLD KELSO and Special Political Representative CORRINA SOLIS speak to us and keep us informed as to what is going on in both the State and National levels. Also happy to announce that TIA WILSON was awarded this year's RAY KREYER AWARD. MIGUEL MALDONADO was awarded the HARRY BRENNEMAN AWARD as this year's TOP Shop Steward.

Congratulations to both of these well deserving members.

OLD BUSINESS--NONE

NEW BUSINESS

MOTION—Move that the Branch renew the 2 CD accounts at Chase Bank for 7 months at 3.5%

M/S/C

UNDERLINED INDICATES UNANIMOUS VOTE

MDA DRAWING

\$ 2.00 DESTINY GONZALEZ—MAIN OFFICE--DONATED

\$ 3.00 DESTINY GONZALEZ—MAIN OFFICE

GOOD OF THE ASSOCIATION

New member JAMES MULLINS was sworn in and was presented with a Membership Pin by Recording Secretary STEVE SEYFRIED. We welcome James and all the recent new members to the Branch. Tonight's meeting was almost cancelled because we did not have enough members in attendance. We ask that members please try and come to these meetings. They are only held once each month and many important things are discussed that are not included in the minutes. We serve dinner at each meeting, have drawings for cash and without more participation our Branch will not be able to continue to function. Do yourself and others a favor and attend, your participation is vital.

Meeting Adjourned 9:05 PM