RETAIL ISSUES 2011

AMERICAN POSTAL WORKERS UNION AFL-CIO
CLIFF GUFFEY - PRESIDENT

Presented by:

NATIONAL BUSINESS AGENTS

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Subjects for Today

⊙ The POS and "Earned Hours"
⊙ CSAW – WOS – SOV - CSV
⊙ Available POS One Training
⊙ PS FORM 1994
⊙ Stand-By Time
⊙ Lobby Directors/Sweeps
⊙ Accountable Items
⊙ Relief and Pool
⊙ PSEs in Retail

Subjects for Today

⊙ Every Door Direct Mailing
⊙ Hallmark Program
⊙ Retail Customer Experience
⊙ Bulk Mail
⊙ APCs

The POS and Earned Hours

Every transaction you enter on the POS results in "earned hours" in Management's staffing programs.

When you are logged onto the POS and not in Standby mode you accumulate "actual hours" in Management's staffing programs.

The POS and Earned Hours

For every 45 minutes accumulated "earned hours" you earn 15 minutes of additional "earned hours" referred to as "soft time".

Remember, you earn hours on the POS by entering every transition correctly via the keyboard or scanner.

The POS and Earned Hours

Scan as many as you can!!! It is faster for 10 items or less (in some POS-Ones but not all) and it protects your job by giving you proper time credits which earn more hours.

Scanning one item and then using the keyboard to enter the number of items reduces your "earned hours"

The POS and Earned Hours

When leaving the retail/window operations to perform other functions (2nd notices, distribution, etc.) punch into proper operation numbers and go on stand by on the POS to get proper time credit.

If you were to remain live on the POS, you accumulate "actual hours".

Earned vs. Actual Hours

When Management compares "earned" against "actual" hours they determine staffing.

If you have more "actual" than "earned" you are overstaffed in their reports.

Management Staffing Programs

CSAW Customer Service Adjusted Workload – Measures earned verses actual hours in all Function Four Operations.

WOS Window Operations Survey – Creates staffing graphs in half-hour increments showing earned vs. actual staffing in the retail window.

Management Staffing Reports

Used in Function 4, Stations, Branches, and small Post Offices:

SOV Small Office Variance – Small office report that shows earned vs. actual in each Function 4 LDC. Gives total clerk staffing (includes Postmasters) in Post Offices Level 18 and below. Includes total reported volumes and work hours.

Management Staffing Reports

Used in Function 4, Stations, Branches, and small Post Offices:

CSV Customer Service Variance – Report that shows earned vs. actual in each Function 4 LDC. Gives total clerk staffing in Retail Units and larger Post Offices. Includes total reported volumes and work hours.

Retail Window Understaffed?

Is Management constantly understaffing your Retail Window Operations??

What can you do in your Local to increase your earned hours.

ANSWER: Help your Retail Clerks learn how to properly work with the POS One so the unit increases staffing or earned hours.

Function 4 Training DVD

APWU-produced DVD about Function 4 audits shows how window clerks can protect their jobs by working the window consistent with their training and the standards that management has established.

Function 4 Training DVD

The goal of the DVD is to help retail clerks understand how the Postal Service determines workload and staffing. The DVD can be ordered through the APWU Store, and can be reproduced as often as necessary for distribution to stewards and window clerks.

Function 4 Training DVD

In our experience, everywhere these methods have been followed by LSSAs, SSAs, and SSDAs within a Retail Unit managements reports (earned hours) do not show the Retail Unit as overstaffed

Overstaffed = Excessing

PS Form 1994 Scheduler

Manual Form PS 1994

Excel Spread Sheet Form 1994 – color coded with LDCs by number and color.

Normally has an "Average Day" and "Saturday" schedule. Printed version not as good as electronic version. Ask for the electronic version if possible.

PS Form 1994 Scheduler

Lists employees but not by name as it is a staffing tool to cover current operations

Does not give FTR employees off days during the week

Will be reintroduced on steroids very soon as what they will call a Matrix.

Stand by Time

- If there is work to do you shouldn't be in stand by time operation code 340 or 354.
- Don't confuse Stand by time as an "operation" in on the Time Clock with stand by for the POS-One
- If Management orders someone on stand by time and there is productive work available, grieve it as a violation of the M-32 under Article 19

HANDBOOK M-32 Management Operating Data System (MODS)

3-4.4 For personnel in mail processing, customer services and delivery services who cannot be gainfully employed, report workhours in the appropriate stand by operation number defined in Appendix A. This does not apply to temporary equipment breakdowns of ten minutes or less.

HANDBOOK M-32 Management Operating Data System (MODS)

4-4.4.1 Definitions
Stand-by hours are hours recorded for which career bargaining unit employees are guaranteed work hours, as required by applicable national labor agreements, but for which there is insufficient work available.

HANDBOOK M-32 Management Operating Data System (MODS)

4-4.4.4 Use of Stand-by Operation
Recording stand-by time is encouraged, when necessary, to accurately account for employee paid hours that cannot be used for productive work activity.

Lobby Directors

⊙ Cuts down wait time or perceived wait by interaction with customers.
⊙ Keeps management and others out of our retail lobby area as introduction of program says a "friendly, knowledgeable, uniformed clerk."
⊙ To increase revenue.

See Lobby Director Program Guide and the POM 125.41

Lobby Sweeps

⊙ Clerk craft work, don't give it away.

⊙ If they show old Step 4s argue they came before National Arbitrator Snow's award dealing with "gray" area.

⊙ Step 4s state not precluded or where the Lobby Director Program has been implemented.

⊙ Lobby sweeps involving retrieving of hold mail, accountable mail, packages, etc. is a part of the function keys on POS-ONE.

Accountables

Another problem area in Retail Units is Accountable items.

Management is cutting Clerk hours by not properly utilizing a Clerk to issue or clear accountable items to Carriers.

This is Clerk Bargaining Unit Work

Accountables

A Clerk should be scheduled in the morning to issue all accountable items to Carriers.

Likewise, a Clerk should be scheduled in the afternoon/evening to clear all Carriers with accountable items upon their return to the Station/Branch/Office.

Accountables

M-41 261.11 Accountable items are keys, postage due, customs duty, and special services mail .

M-39, Section 116.1 Schedule the accountable clerk to avoid delaying the carriers departures in the morning and for clearance of carriers upon their return to office.

Accountables

M-41, 261.12 Generally, carriers are required to call at the finance cage for accountable items. They may be called in groups by call or route numbers or by passing a paddle (see glossary for paddle system). At some offices, the items are delivered to the carrier at his/her case.

Accountables

M-41 436.2 The clearance clerk will sign Form 3584 if postage-due collected and returned articles agree with amount shown on Form 3584. You will be reimbursed for the amount due on the returned articles if you paid for the postage due articles in case (see exhibit 261.22

Accountables

M-41 335.16 Certified mail mixed in with DPS mail and identified while performing street duties is to be handled in the same manner as certified mail that is issued in the office by the accountable clerk. Form 3849 must be completed at the delivery point and delivery should be attempted. Receipts are to be turned in to the accountable clerk along with receipts for any other certified mail.

Accountables

M-41 432.1 Give finance clerk all undeliverable articles and Forms 3849 and/or 3811 for each registered and certified delivery.

We hope it is clear that issuing Carriers accountables and clearing Carriers in is Clerk work!

Relief and Pool Assignments

New Language in Article 37.3.F.9 , page 120 and the Relief and Pool Memo on page 202-203 of the 2010 CBA

Relief and Pool Assignments will now cover not only absences but also vacancies of window/distribution employees in their own installation and other installations.

Relief and Pool Assignments

Relief and Pool Memo page 202, 2010 CBA
a. In addition to covering absences and vacancies of window/distribution employees in their installation, or other installations, the Relief Employee may also be assigned to other installations to relieve a Postmaster, Supervisors and/or their Replacements at the appropriate bargaining unit rate.

Relief and Pool Assignments

Absolute notice requirement when covering an assignment 5 working days or more with a different schedule.

Clerk must be notified by the Wednesday of the preceding service week to alleviate payment of overtime/out of schedule pay in the case of a 5 or more working day assignment (page 203, 2010 CBA)

Relief and Pool Assignments

For less than 5 working day assignments, ELM 434.6 would determine payment for hours outside the Employee's normal schedule

Posted Relief and Pool Duty Assignments should list the locations to be covered.

Relief and Pool Assignments

Travel regulations apply to identified relief and pool assignments to other installations. See ELM 438 and Chapter 7 of Handbook F-15.

Note: Assignments to other installations must be listed on the posted duty assignment.

PSEs and Retail

Page 169, 2010 CBA

4. In Level 22 and above offices, PSEs in retail/customer services (Function 4) who work the window will not exceed 10% of the career retail clerks in that installation whose duties include working the window. The rounding-up rule of .5 and above applies.

PSEs and Retail

Page 169, 2010 CBA

In Level 21 and below offices, PSEs in retail/customer services (Function 4) who work the window will not exceed 20% of the career retail clerks in that installation whose duties include working the window,. The rounding-up rule of .5 and above applies.

PSEs and Retail

Page 169, 2010 CBA

When the hours worked by a PSE on the window demonstrates the need for a full-time preferred duty assignment, such assignment will be posted for bid within the section.

PSEs and Retail

Page 169, 2010 CBA

PSE employees who work the window may work in relief of employees holding duty assignments on the window.

PSEs and Retail

Page 173, 2010 CBA

When the opportunity exists for higher level assignment, the principle of preference for career employees over PSE employees should be utilized. PSE's will not be assigned to higher level assignments within function four (e.g., LSSA, Bulk Mail Tech, Special Postal Clerk, Lead Clerk) except when no career employee is available.

Retail Customer Experience

RCE or the program formally known as Mystery Shopper.

Changed in January 2011:

Clerks no longer required to use the Perfect Transaction Method

Clerks can customize their question to best address individual customer needs

Retail Customer Experience

Clerks no longer are scored on product offerings and product explanations

RCE (Mystery) Shopper comments for the above categories will be provided for informational purposes only

Retail Customer Experience

Hazmat question still required but not for individual packages, just once for the entire visit.

anything fragile, liquid, perishable, or potentially hazardous?

Retail Customer Experience

New Scoring Weights:

Wait Time in Line (25%)	40%
HAZMAT (10%)	15%
Product Offering (25%)	0%
Product Explanation (20%)	0%
Promotion & Merchandising (10%)	25%
Image (10%)	20%

Hallmark Program

Hallmark program is continuing.

Clerks are responsible for the Hallmark work between Hallmark visits.

Clerks are responsible for the work involving Ready Post and Click and Ship products.
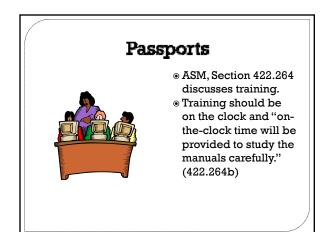
Automated Postal Centers (APC)

The position of the Clerk Division is "service" work (meaning emptying parcels, loading stamp books) performed that is related to the APC …is clerk craft work, period.

See Handbook 106 Automated Postal Center Program for specific Clerk Functions, Duties, Accountability, Etc….

Passports

- This work is Clerk Craft work don't give it away to other crafts and/or management,
- ASM ,Section 422.262a "…principle acceptance clerks."
- 444.262b "Employees other than retail window clerks may be designated; however, cash accountability must be established"
- 444.262c "Supervisory personnel should be designated only for emergency situations."

Passports

- ASM, Section 422.264 discusses training.
- Training should be on the clock and "on-the-clock time will be provided to study the manuals carefully." (422.264b)

Bulk Mail

⊙ Currently Level 7 rate of pay.
⊙ Position description includes:"
 …accepts, classifies, and computes the
 chargeable postage on second or third
 class mail matter or both."
⊙ Bulk Mail Clerks who normally work in
 BMAUs must attend 3 weeks of training
 and testing in Norman, OK.

Bulk Mail

⊙ There are thousands of clerks who accept
 bulk mailings but who are not required to
 go to Norman, OK for the training and
 testing. You must be verifying bulk mail.
⊙ If clerk is a bulk mail acceptance relief
 or working more than 20 hours per week
 must also go to Norman.
⊙ If less than 20 hours they get 8 hours of
 training. Can be self-taught or instructor.
 Also note it is not a pass/fail course.

Bulk Mail

⊙ Review assignments involving Bulk Mail
 duties to insure proper pay.
⊙ ELM 233.3 is used to evaluate mixed
 assignments so if scheduled every work
 day (time amount not relevant) or more
 than 50 % or more assignment is
 improper.
⊙ Note ELM 234 gives employee the right
 to challenge the assignment level.

Every Door Direct Mail EDDM

New Postal Retail Product

Allows saturation distribution of flats and irregular parcels without names and address on each mail piece

Customer goes online to generate target mailing area

Every Door Direct Mail EDDM

Uses the Simplified Mailing Process (SMP) which identifies USPS routes in the customer's target area

Customer selects routes and computer calculates cost and piece count. Computer generates PS Form 3602 and Facing Slip

EDDM entered at a retail unit, max 5000 pieces per day per customer

Every Door Direct Mail EDDM

Customer must provide a completed PS Form 3602, EDDM Documentation, and a sample mail piece.

EDDM postage is paid to the SSA at the time of mailing. Can use metered. Must have permit.

SSA provides receipt an directs customer to bring mail to counter or back door.

Registered Mail

⦿ If ordered to "cut corners" fill out a report of poor financial practice or security violation as it documents you used reasonable care.
⦿ Shifts burden of any lost registered mail to management instead of you, F-1 Section 14 and/or F-101 Section 8-7.1
⦿ DM-901 sets rules on "hand to hand" exchanges and proper form usage.
⦿ PO-209 Chapter 6 has references to proper handling of registered mails and pouches.

Uniforms

⦿ ELM 930
⦿ ELM 932.11g: at a retail counter for a minimum of 4 hours daily for 5 days a week on a continuing basis or for not less than 30 hours a week.
⦿ Must wear if provided to them outside of program.

Thank YOU
on behalf of you Clerk Craft Officers:

⦿ Director – Rob Strunk
⦿ Assistant Director – Pat Williams
⦿ Assistant Director – Lyle Krueth
⦿ Assistant Director – Lamont Brooks

THE END