RevPak9

Guidelines for generating revenue in the United States Postal Service

Increasing Earned Workload

Introduction

POS ONE and Retail Data Mart opened the door to transactional data never before available. This data has enabled the Postal Service to see types of transactions, how long they take, peak transaction periods throughout the day and how they relate to available staffing.

Objective

The participant will be able to increase revenue and earned workload by understanding time factors given to different types of transactions and their earned workhour value.

Retail Earned Workload

Since the inception of POS ONE, every type of customer transaction has been tested and timed to develop a standard time factor. For instance, selling a stamp is worth .78 of a minute, while selling an Express Mail Flat Rate piece is worth 2.13 minutes. It is possible to earn multiple transaction *time(s)* by selling special services and upgrading to our premium products.

In addition to earning *time* for each transaction, time is allotted for opening and closing and 15 minutes of 'soft-time' credit is earned for every 45 minutes of earned transaction time. "Soft-time" is for other duties such as answering customer inquiries and performing lobby director duties.

A Perfect Day at the Office

To reach 100% efficiency - everyday - the perfect scenario is 5.5 *earned* workhours, 2 hours of earned 'soft-time' and no more than 30 minutes to open and close. A perfect day!

Earned vs Actual Staffing Graph
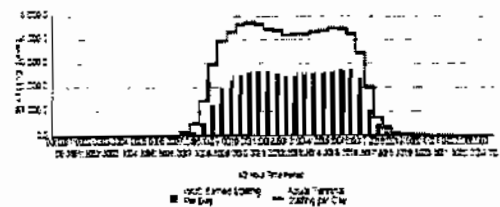
This graph is standard report available through the Retail Data Mart (RDM). RDM is populated with data received from POS ONE terminals. The bars indicate transactional data calculated into earned work-hours. The line indicates the actual hours used. As you can see, the line or actual hours used is far above the number of hours earned.

In this scenario, an office has several options. One option would be to bring the bars [transactions or earned workload] up to the line [actual hours used] by increasing earned work-hours. By doing this, the line [actual hours used] will lower and run closer to the bars [transactions or earned workload]. Another option is to reduce positions through attrition or re-bidding.

Why is earning workload important?

In the near future, offices will be budgeted and staffed according to the earned workload as demonstrated through transactional data available through the POS ONE system.

Getting the Credit you Deserve

The 'actual work-hours' on the previous graph reflect hours charged to window functions which are called LDC 45 (LDC=Labor Distribution Code). Workhours can be impacted by charging 'other duties', such as, second notices, P.O. Box distribution, putting up Hold Mail, etc. to the LDC 45 or Window function. To get the credit you're due, it is important to charge work to the correct LDC function. *See Job Aid for list of LDC 45 & 48 duties.*

In addition to accurate clock rings it is important to ensure every Non-Revenue transaction is entered into the POS ONE system. There are select Non-Revenue transactions that count towards earned workload credit – so take the time to get the credit you deserve! *See Job Aid for Earned Workload Credit by AIC.*

The third most common way an office may 'lose credit' is by inaccurate recording of Passport transactions. Scenario: A family of four is planning a European vacation and all of them come into your office to apply for Passports. A single payment is made for all four of the Passports – *and entered as a single transaction!* In this case, the office lost 26 minutes of earned time by recording only one transaction. If the same transaction included Passport Photos it would be possible to lose an additional 11 minutes, *for a total of 37 minutes of earned workload!* By trying to 'save' time, this office isn't getting the credit they deserve!

For Further Information

Recommended RDM Reports:
SIA Best Practices
RDM WOS Detail/Summary Report

Exercise: "What's it Worth?" Quiz

Job Aid: WOS Earned/Actual Staffing Graph

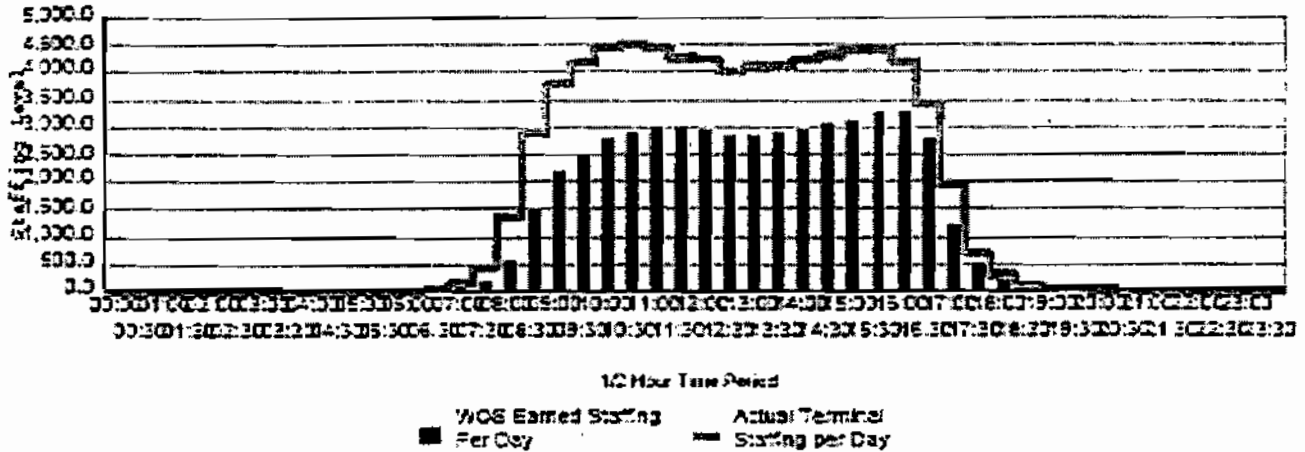. Job Aid: Earned Workload by AIC List

Job Aid: LDC 45 Window Operation/Window Activity Items

Job Aid: LDC 48 Administrative/Miscellaneous Duties

WOS Earned - Actual Staffing Graph

The Actual Terminal Staffing is based on activity on terminals at which customer transactions and passport acceptance are conducted.

Western Area Earned vs Actual Staffing Graph
October 2005 and March 2006

Earned Workload Credit by AIC

AIC	Description	Time Factor		AIC	Description	Time Factor
1. Non-Revenue				**4. Retail Services (con't)**		
	COD Pickup	4.77		113	Additional Postage Revenue	2.8
	Hold Mail	1.19		114	Postage Due Invoices	1.79
	Non-revenue Pickup	1.19		115	12-Month PO Box and Caller Service Fees	2.8
	Other Mail Pickup	1.19		116	BRM, Qualified, and Wt. Avg. Annual Acct Fee	2.8
	PO Overflow	1.19		117	First-Class Presort Annual Mailing Fee	2.8
	Un-num Parcels	1.19		118	Media and Library Mail Presort Mail Fees	2.8
2. Trust				120	Correction of Mailing Lists	2.8
53	Postage Due, Business Reply Advance Deposits	2.8		121	Permit Imprint First-Class Mail Postage	2.8
54	Customs Collections	1.97		122	Pending Periodicals Denied	2.8
55	Express Mail Advance Deposits	2.8		123	Lobby Services Revenue	0.78
57	Employee Stamp Credit Overage	2.8		124	Permit Imprint-Media Mail and Library Mail	2.8
70	Customer Permit Account Deposit	2.8		125	Permit Imprint -Standard Mail-Nonprofit	2.8
74	Locally Managed Trust Advance Deposits	2.8		126	Miscellaneous Non-Postal Revenue	0.78
3. Postage				127	Privacy Act Copying Fees	2.8
83	Local Commemorative Envelopes	0.78		129	Change of Address Information Fees	2.8
84	Breast Cancer Stamp Sales	0.78		130	Permit Imprint-Stand. Mail (not non-profit)	2.8
85	Discontinued	0.78		131	Permit Imprint- Bound Printed Matter Postage	2.8
86	Precancelled Stamps	0.78		132	Permit Imprint-International (only) Postage	2.8
87	Reserved	0.78		134	Business Reply Mail - Annual Permit Fee	2.8
88	Reserved	0.78		135	Periodicals-Outside County (only) Postage	2.8
89	Domestic Violence Stamp Sales	0.78		138	Annual Bulk Mailing Fees	2.8
90	Postage Stock Sales	0.78		139	Periodicals Application Fees	2.8
91	Bird Stamp Sales	0.78		140	Permit Imprint Application Fees	2.8
92	Philatelic Product Sales	1.08		141	Merchandise Return Permit Fee	2.8
4. Retail Services				142	Parcel Select-Annual Mailing Fee	2.8
100	Domestic Money Order - Value	1		146	Unclaimed Monies at MRC - (restricted)	2.8
101	Domestic Money Order - Fee	0		147	Services for Contractors	2.8
102	International Money Order - Value	1.08		148	USPS Customs Fees and Storage Charges	2.8
103	International Money Order - Fee	0		155	Returns and Shipper-Paid Forwarding Acct Fee	2.8
105	Sure Money - Funds (Restricted Entry)	6		158	6-Month PO Box and Caller Service Fees	2.8
106	Sure Money - Fee (Restricted Entry)	0		159	Premium Forwarding Service Fees	2.8
108	Premium Forwarding Service Application Fees	2.8		169	Qualified BRM (QBRM) Quarterly Billing Fee	2.8
110	Post Office Postage Meters Sales	0		172	Bulk Parcel Return Service Accounting Fee	2.8
111	Discontinued - Postage Meters Customer	5.06		197	Bound Printed Destination BMC Annual Fee	2.8
112	Discontinued - Postage Meters On Site Fees	2.8		198	Freedom of Information Fees	2.8

AIC	Description	Time Factor	AIC	Description	Time Factor
4. Retail Services (con't)				**7. Mailing & Special Services (con't)**	
223	Permit Imprint-Parcel Post Postage	2.8		Global PM By Weight	2.33
224	Periodicals-In County (only) Postage	2.8		Global PM Large	2.33
234	International Surface Air Lift (ISAL)	2.8		Global PM Small	2.33
235	International Priority Airmail (IPA)	2.8		Library Mail	1.77
236	Global Package Link (GPL)	2.8		Media Mail (Book Rate)	1.38
237	Permit Imprint- Priority Mail Postage	2.8		Parcel Post	1.2
238	Publishers' Periodicals-Foreign Postage	2.8		PM Flat Rate Box	1.13
241	Passport Photo Services	3.62		PM Flat Rate Envelope	1.13
264	USPS Passport Fees	8.45		Priority Mail	1.13
623	Refund of Premium Forwarding Service Fees	2.8	1004	Domestic Delivery Confirmation	0.58
5. Retail Products			1005	Domestic Signature Confirmation	0.58
93	Packaging Product Sales	1.79	1006	Domestic Insurance	0.57
98	Postal Related Merchandise Sales	1.08		International Insurance	0.57
99	Phone Card Sales	1.5	1007	Domestic Registered with Insurance	0.82
231	Official Licensed Retail Products	1.08		International Registered	1.18
6. Alternate Channels			1008	Domestic Certified	0.61
94	Stamp By Mail Sales	1.74		International Recorded Delivery	0.61
95	Stamps on Consignment Replenishment Sales	0.78	1009	Domestic COD	0.65
7. Mailing & Special Services			1010	Domestic Electronic Return Receipt	0.55
1001	Express Mail Flat Rate Post Office to Addressee	2.13		Domestic Return Receipt	0.55
	Express Mail Flat Rate Post Office to Post Office	2.13		Domestic Return Receipt for Merchandise	0.63
	Express Mail Post Office to Addressee	2.13		International Return Receipt	0.67
	Express Mail Post Office to Post Office	2.13	1011	Domestic Certificate of Mailing	0.7
	International Express Mail	3.7		Domestic First Class Enclosure	0.26
1002	GXG Documents	9.95		Domestic Parcel Air Lift	0.2
	GXG Non-Documents	9.95		Domestic Restricted Delivery	0.47
1003	Air Letter Post	1.33		Domestic Special Handling	0.5
	Air M-Bags	4.76		International Certificate of Mailing	0.7
	Air Parcel Post	2.92		International Correspondence Enclosed	0.26
	Bounded Printed Matter - Flat	1.13		International Restricted Delivery	0.47
	Bounded Printed Matter - Parcel	1.13	1012	Domestic Balloon Parcel Post	0.63
	Economy Letter Post	1.33		Domestic Balloon Priority Mail	0.58
	Economy M-Bags/Books	4.76		Domestic Non-Machinable	0.68
	Economy M-Bags/Regular	4.76		Domestic Non-Machinable Parcel Post	0.68
	Economy Matter for the Blind	4.77		Domestic Non-Standard	0.75
	Economy Parcel Post	2.92		Domestic Oversize Parcel Post	0.78
	First Class Letters, Flats, and Parcels	0.78		International Air Letter/ Letter Package Non-Std	0.75

AIC	Description	Time Factor
	8. Disbursements	
453	Postage Due/BRM Advance Deposits Withdrawal	2.8
470	Customer Permit Account Withdrawal	2.8
474	Locally Managed Trust Withdrawal	2.8
499	Phone Card Returns	2.8
523	Postal - Related Merchandise - Coupons	2.8
524	Local Commemorative Envelopes û Expense	0
525	Reserved	2.8
526	Refund Spoiled/Unused Customer Meter Strips	2.8
528	Refund Permit Postage and Fees	2.8
534	Reserved	2.8
535	Refund of Fees - Retail Services	2.8
539	Indemnity Claims Paid at Window	1.19
541	Refund Value Added Service	1.19
553	Refund Stamps and Fees	2.8
558	Reserved	2.8
586	Fee Offset - No Fee Money Order	0
608	Postal Related Products - Refunds	2.8
624	Refund of Miscellaneous Non-Postal Revenue	2.8
627	Cost of Precanceling of Stamps Paid at PO	2.8
676	Express Mail Refunds	2.8
751	Cash Remitted (Advance)	5.09