

BCAL APWU / USPS Retail Training

- FUNCTION 0 - Operations Support
- FUNCTION 1- Mail Processing
- FUNCTION 2- Delivery Services
- FUNCTION 3- Maintenance
- FUNCTION 4 - Customer Services
- FUNCTION 5- Finance
- FUNCTION 6- Human Resources
- FUNCTION 7- Customer Services Support
- FUNCTION 8- Administration
- FUNCTION 9- Training

Function 4

On Site Review

This portion of the review is most recognizable to employees. It is performed by visiting supervisory personnel from a different office, the Review Team.

They are responsible for observing the operations of the office, and are instructed not to change any operation or practice, but they will make recommendations to the Postmaster during the review, and make recommendations at the exit meeting.

The amount of time a Review Team is in a particular office will vary, depending upon the size of the office, the hours of operation and other factors.

Customer Service Variance Models (CSSOM, CSAW, CSV) Can be and are reviewed by USPS at HQ & Area

Some Function Fours consist of only a data review

Tools used to establish the workload

- Customer Service Variance Base Data
- WOS – Window Operating Survey
- Unit Distribution and PO Box Volumes

WOS

- Window Operating Survey
- May still be conducted on-site
- Information from POS entries feeding directly into Retail Data Mart – reducing the need for on-site WOS
- Results being downloaded into CSV Models from POS daily, weekly

REPORTS REPORTS REPORTS

Customer Service activities and mail volume are monitored then analyzed

Specific to the window operations are the WOS window operating survey and RAP retail analysis profile

Based on data collected, recommendations are made on scheduling and staffing

3 Easy ways for a Window Clerk to make a difference

- Scan when you can (as much as you can) to get more earned time credit
- Identify the 3 keys that give you earned time credit for non-revenue (not all do) and use them, as required, to represent the time it takes for your non-revenue actions and services you provide
- When not working the window, clock off the window operation and onto correct operation

SCAN

WOS TIME FACTORS

- First class .97 – 1.29
- Priority 1.29
- Certified .57
- Return receipt .69
- Insurance .93
- Del conf .38
- Sign conf .62
- Parcel Post 1.11
- Postage sales .58
- Express "collection" w/ PVI .98
- Money order 1.2
- P O box payment 2.8
- Intl Global Exp 3.7
- GXG 7.9 – 9.95
- Passport photo 3.62
- Passport 9.8
- Advance 5.09

(Letter Cert w/ RR = 2.23)

Non-revenue Keys

The POS **does not** assign
earned time credit to
EVERY
non-revenue key

such as ...

Locate them

Mailing	Money Orders
Stamps	PO Box / Caller
Customer Services	Mail Pick Up
Clerk Services	Prepaid Mail Acceptance
Look Up	Inquiries Claims Refunds
Help	Advanced Deposits
	Non-automated Trans
	More ...

Locate them

Mailing	Money Orders	Numbered Mail P/U
Stamps	PO Box / Caller	COD
Customer Services	Mail Pick Up	BRM Amount Due
Clerk Services	Prepaid Mail Acceptance	Keys & ID devices
Look Up	Inquiries Claims Refunds	Un-numbered Mail
Help	Advanced Deposits	Vacation Hold
	Non-automated Trans	PO Box Overflow
	More ...	

Time Clock Operation

"Earn" Time Credit

- Scan stamps, books and rolls individually
- Use non-revenue keys
- Clock onto the correct operation

LDC 45 – POSTAL STORE/WINDOW OPERATION

- SOFT TIME - Every forty-five minutes earned on the window equals to additional 15 minutes of soft time. Too good to be true, you are right!
- Every SSA that does one revenue/non-revenue transaction on POS is reported on the RDM towards staffing within that half hour of the transaction process. Remember, if SSA does not earn the 45 minutes, they will not received 15 minutes of soft time.

Why we need Soft Time

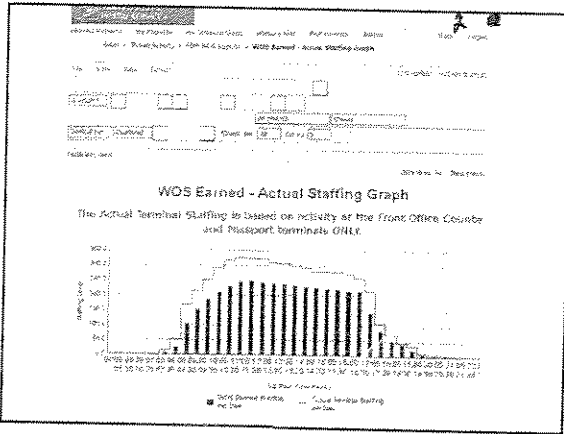
Previously, we automatically earned the following:

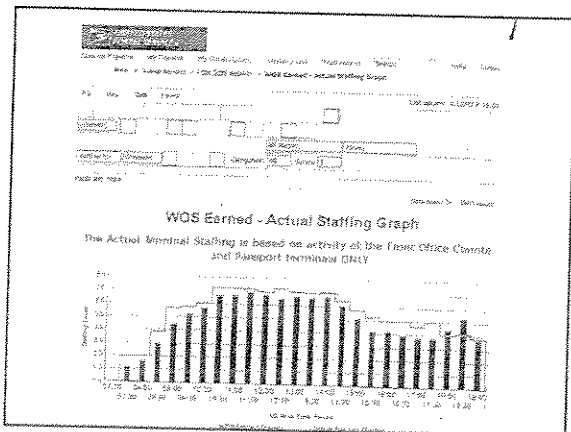
Audit Stamp Credits or Cash Drawers	6.79 min per week
Stock Requisition (17) or Loose Stock	11.28 min/store/day
Stocking/straightening Store Shelves	14.97 min/store/day
Intermediate Log/on/off	3.53 min/store/day
Obtain Cash Register Change	3.48 min/store/day

This is now in your 15 minute soft time (but only if you earn 45 minutes)

Window Tips

- Enter Box Rents received by mail, BRM Deposits and Passports on an operating window. It is not helpful to open an extra counter just for this
- Deliver mail using the POS terminal not the hand held scanner
- Limit the number of SSA doing one or two transactions per half hour
- Use the correct operation
- Input the information correctly into POS
- Move in and out of window/operation when needed





LDC 43 – MANUAL DISTRIBUTION OPERATION

- **Accurate volume count** – This is first thing F4 will look at during on site inspection. If the station/branches are not counting volume properly volume, F4 will change the volume projection for the year by the +/- percentage number during the inspection.

Container	Full	3/4	1/2	1/4
#1 sack	9	7	4	1
GTR/BMC/Carboard	261	196	131	65
Hamper	40	30	20	10
APC/GPC	102	77	51	25
Wire cage	118	89	59	30

Productivity – Unit Distribution LDC 43

Although there are not Contractual productivity standards for clerks, management does have clerk productivity expectations.

On Average, Distribution Clerks sort:
(50-63 Separations)

7.75' of letters per hour

9.5' of flats per hour

Parcels/SPRS – 325 pieces per hour

Customer Service Variance Models use these productivity rates for determining earned clerk staffing and work hour budgets

LDC 44- PO Box Section

- Operation 769 – This is the operation where clerks are not properly identifying to
- *Example:* Every day at 6:30am, one clerk moves in the Box Section and is in correct operation. Two clerks from the letter distribution unit, Operation 151, are needed to help in the box section at 8:00am. The two clerks moved into operation 769, but never moved out when the mail was finished. Thus showing more hours used than actual. Even though the two clerks were working in another operation after the mail was finished. The rings will show there is opportunity to capture this time.

Incorrect clock rings by clerks may impact clerk staffing

Productivity P O BOX Distribution
LDC 44

- Box Letters (Manual) - 5' per hour
- Box Letters (DPS) – 10' per hour
- Box Flats – 7' per hour
- Box parcels/sprs – 225 per hour

Retail Effectiveness
South Florida District

South Florida

Sales Skill/Product Knowledge

1. When a customer is mailing an item, what is the *first* question the SSA should ask the customer, after asking the required HazMat question?

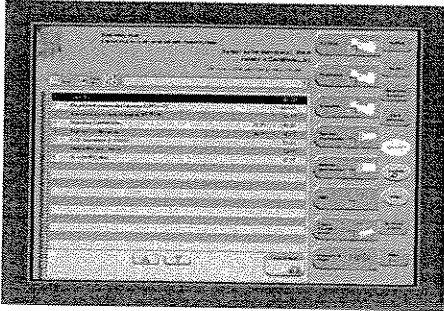
Answer: *Express Mail is our Premium Guaranteed Service and it includes \$100 insurance and tracking.
Express Mail must be offered *FIRST*

2. If a customer turns down Express Mail, what should the SSA do next?

Answer: The SSA should offer Priority Mail next and explain a feature/benefit of Priority Mail. (2-3 days delivery, free packaging supplies)

South Florida

Sales Skill/Product Knowledge continue



South Florida

Sales Skill/Product Knowledge continue

3. After the mail class has been determined, what should the SSA do next?

Answer: The SSA should offer Extra Services and explain them.

EXTRA SERVICE(S) OFFERED / EXPLAINED:

- Delivery Confirmation
- Insurance
- Signature Confirmation
- Certified Mail
- Return Receipt
- Certificate of Mailing
- Registered
- Restricted Delivery

South Florida

Sales Skill/Product Knowledge continue

4. After the mailing is complete what should the SSA do next?

Answer: The SSA should offer additional products and explain them.

ADDITIONAL PRODUCT(S) OFFERED / EXPLAINED:

- Stamps
- Packaging/Shipping Products
- P.O. Box Rental
- Passports
- Money Order

5. The employee must provide or offer a receipt without the customer having to ask for one at the end of the transaction.

Questions??

NAME SSA CLERK #1

Earned		NCR TIME FACTOR	
0.38		TIME FACTOR	
TOTAL TRANSACTION FOR EACH 1/2 HR			
UNITS	MIN/SEC	UNITS	MIN/SEC
1	3 BOOKS OF STAMPS	0.60	0.36
2	CUSTOMER WANTS TO RESUME MAIL DELIVERY	0.00	0
3	CUSTOMER WANTS 65 .02 CENT STAMPS	0.60	0.36
4	CUSTOMER WANTS TO PICK-UP UN-NUM PARCEL	0.00	0
5	MONEY ORDER TRANSACTION OF \$ 500.00	1.13	1.08
6	COD PICKUP	5.30	5.18
7	5 BOOKS OF STAMPS	0.60	0.36
8	CUSTOMER BROUGHT IN PRIORITY BOX WITH STAMPS ON THE PACKAGE (over 13oz pkg)	0.00	0
9	1st class PARCEL WITH INS AND DEL CONF	2.35	2.21
10	2 BOOK OF STAMPS	0.60	0.36
11	1 BOOK OF STAMPS	0.60	0.36
12	PO BOX OVERFLOW	0.00	0
		TIME EARNED FOR THIS 1/2 PERIOD	11.78
		SOFT TIME EARNED	0.00
		TIME ROLLOVER TO NEXT 1/2 HR PERIOD	11.47

Wrong Way of doing Business

NAME SSA CLERK #2

Earned		NCR TIME FACTOR	
0.75		TIME FACTOR	
TOTAL TRANSACTION FOR EACH 1/2 HR			
UNITS	MIN/SEC	UNITS	MIN/SEC
1	3 BOOKS OF STAMPS	1.80	1.48
2	CUSTOMER WANTS TO RESUME MAIL DELIVERY	1.19	1.11
3	CUSTOMER WANTS 65 .02 CENT STAMPS	2.40	2.24
4	CUSTOMER WANTS TO PICK-UP UN-NUM PARCEL	1.19	1.11
5	MONEY ORDER TRANSACTION OF \$ 500.00	1.13	1.08
6	COD PICKUP	5.30	5.18
7	5 BOOKS OF STAMPS	3.00	3.00
8	CUSTOMER BROUGHT IN PRIORITY BOX WITH STAMPS ON THE PACKAGE (over 13oz pkg)	1.25	1.15
9	1st class PARCEL WITH INS AND DEL CONF	2.35	2.21
10	2 BOOK OF STAMPS	1.20	1.10
11	1 BOOK OF STAMPS	0.60	0.36
12	PO BOX OVERFLOW	1.19	1.11
		TIME EARNED FOR THIS 1/2 PERIOD	22.60
		SOFT TIME EARNED	0.00
		TIME ROLLOVER TO NEXT 1/2 HR PERIOD	22.36

Correct Way of doing Business

TOTAL
 Earned for 1/2 period SSA **1.13**
 Actual for 1/2 period SSA **2**

-0.87

TOTAL

NAME SSA CLERK #1

Eamed		TIME FACTOR	
9:00AM	0.74	UNITS	MINS/SEC
<u>Wrong Way of doing Business</u>			
TOTAL TRANSACTION FOR EACH 1/2 HR			
1		2.45	2.27
2		1.20	1.12
3		1.87	1.52
4		11.10	11.06
5		5.51	5.30
(2) BOOKS OF STAMPS - (9) STAMPS - (1) PRIORITY PKG (4) BOOK OF STAMPS - 2 SHEETS OF .02 CENT STAMPS PACKAGING PRODUCT SALES - HOLD MAIL - DOMESTIC MO (6) FLAT RATE PRIORITY BOXES /W DEL-(5) COILS OF Stamps EXPRESS MAIL INT FLAT RATE - PARCEL POST - (5 SHEETS) .17 STAMPS			
		TIME EARNED FOR THIS 1/2 PERIOD 22.13 22.08	
		ROLLOVER FROM 8:30am 22.00	
		SOFT TIME EARNED 0.00	
		TIME ROLLEROVER TO NEXT 1/2 HR 44.08	

TOTAL

Eamed for 1/2 period SSA
2.27

TOTAL

Actual for 1/2 period SSA
2

0.27

NAME SSA CLERK #2

Eamed		TIME FACTOR	
9:00A	1.54	UNITS	MINS/SEC
<u>Correct Way of doing Business</u>			
TOTAL TRANSACTION FOR EACH 1/2 HR			
1		3.05	3.03
2		3.60	3.36
3		3.06	3.03
4		13.50	13.30
5		7.91	7.54
(2) BOOKS OF STAMPS - (9) STAMPS - (1) PRIORITY PKG (4) BOOK OF STAMPS - 2 SHEETS OF .02 CENT STAMPS PACKAGING PRODUCT SALES - HOLD MAIL - DOMESTIC MO (6) FLAT RATE PRIORITY BOXES /W DEL-(5) COILS OF Stamps EXPRESS MAIL INT FLAT RATE - PARCEL POST - (5 SHEETS) .17 STAMPS			
		TIME EARNED FOR THIS 1/2 PERIOD 31.12 31.07	
		ROLLOVER FROM 8:30am 41.47	
		SOFT TIME EARNED 15.00	
		TIME ROLLEROVER TO NEXT 1/2 HR 27.54	

NAME SSA CLERK #1

Earned		TIME FACTOR	
UNITS	MINS/SEC	UNITS	MINS/SEC
Wrong Way of doing Business			
TOTAL TRANSACTION FOR EACH 1/2 HR			
1	7.35	7.35	7.21
2	1.80	1.80	1.48
3	1.59	1.59	1.35
4	0.00	0.00	0.00
5	6.57	6.57	6.34
TIME EARNED FOR THIS 1/2 PERIOD		17.31	17.18
ROLLOVER FROM 9:00am		44.08	
SOFT TIME EARNED		15.00	
TIME ROLLEROVER TO NEXT 1/2 HR		16.26	

NAME SSA CLERK #2

Earned		TIME FACTOR	
UNITS	MINS/SEC	UNITS	MINS/SEC
Correct Way of doing Business			
TOTAL TRANSACTION FOR EACH 1/2 HR			
1	7.35	7.35	7.21
2	9.00	9.00	9.00
3	2.19	2.19	2.11
4	1.19	1.19	1.11
5	7.76	7.76	7.45
TIME EARNED FOR THIS 1/2 PERIOD		27.49	27.29
ROLLOVER FROM 9:00am		27.54	
SOFT TIME EARNED		15.00	
TIME ROLLEROVER TO NEXT 1/2 HR		10.23	

TOTAL

Earned for 1/2 period SSA
2.48

TOTAL

Actual for 1/2 period SSA
2

0.48

NAME: SSA CLERK #1

WYOMIA WAY OF doing Business

10:00am

Earned 0.25

NAME: SSA CLERK #2

CONNECT WAY OF doing Business

10:00am

Earned 0.44

NAME: SSA CLERK Accountable Clerk

WRONG Way of doing Business

10:00 AM

Earned 0.44

TOTAL TRANSACTION FOR EACH 1/2 HR		TIME FACTOR	
UNITS	MIN/SEC	UNITS	MIN/SEC
1	PO Box Overflow	0.00	0.00
2	(1) Book of stamps	0.60	0.36
3	(5) .02 cent stamps	0.60	0.36
4	Hold Mail	0.00	0.00
5	Express Mail Pickup	1.19	1.11
6	(2) Books of stamps	0.60	0.36
7	Hold Mail	0.00	0.00
8	Priority Mail Package over 13 oz with postage affix(stamps) (2) sheets/over 28 cent stamps - (5) post cards	1.20	1.12
9	International Express Mail	3.61	3.38
10	(5) Book of stamps	0.60	0.36
TIME EARNED FOR THIS 1/2 PERIOD		8.40	8.44
ROLLOVER FROM 9:30am		16.26	
SOFT TIME EARNED		0.30	
TIME ROLLEROVER TO NEXT 1/2 HR		14.50	
TOTAL		33.36	
EARNED TO DATE		1.35	

TOTAL 33.36

EARNED TO DATE 1.35

SOFT TIME EARNED 0.30

TIME ROLLEROVER TO NEXT 1/2 HR 14.50

ROLLOVER FROM 9:30am 16.26

TIME EARNED FOR THIS 1/2 PERIOD 8.40

-1.65

TOTAL TRANSACTION FOR EACH 1/2 HR		TIME FACTOR	
UNITS	MIN/SEC	UNITS	MIN/SEC
1	PO Box Overflow	1.19	1.11
2	(1) Book of stamps	0.60	0.36
3	(5) .02 cent stamps	0.60	0.36
4	Hold Mail	1.19	1.11
5	Express Mail Pickup	1.19	1.11
6	(2) Books of stamps	1.20	1.12
7	Hold Mail	1.19	1.11
8	Priority Mail Packages over 13 oz with postage affix(stamps) (2) sheets/over 27 cent stamps - (5) post cards	5.45	5.27
9	International Express Mail	3.61	3.38
10	(5) Book of stamps	3.00	3.00
TIME EARNED FOR THIS 1/2 PERIOD		19.27	19.13
ROLLOVER FROM 9:30am		19.23	
SOFT TIME EARNED		0.59	
TIME ROLLEROVER TO NEXT 1/2 HR		29.33	

TIME EARNED FOR THIS 1/2 PERIOD 19.27

ROLLOVER FROM 9:30am 19.23

SOFT TIME EARNED 0.59

TIME ROLLEROVER TO NEXT 1/2 HR 29.33

TOTAL TRANSACTION FOR EACH 1/2 HR		TIME FACTOR	
UNITS	MIN/SEC	UNITS	MIN/SEC
1	Postage Due Invoice	0.55	0.33
2	Business Reply Mail - Annual Permit Fee	2.21	2.12
3	Business Reply Mail - Annual Permit Fee	2.21	2.12
4	Business Reply Mail - Annual Permit Fee	2.21	2.12
5	Postage Due Invoice	0.55	0.33
6	Postage Due Invoice	0.55	0.33
7	Cash Advance	5.09	5.05
8	End of Clerk Day runs final		
TIME EARNED FOR THIS 1/2 PERIOD		13.37	13.22
SOFT TIME EARNED		0.00	
TIME ROLLEROVER TO NEXT 1/2 HR		0.00	

TIME EARNED FOR THIS 1/2 PERIOD 13.37

SOFT TIME EARNED 0.00

TIME ROLLEROVER TO NEXT 1/2 HR 0.00

NAME: SSA CLERK #1

Earned	TIME FACTOR	UNITS	MINS/SEC	TOTAL TRANSACTION FOR EACH 1/2 HR	
				UNITS	MINS/SEC
10:30am					
1	0.00	0.00	0.00		
2	0.60	0.36	0.36		
3	0.60	0.36	0.36		
4	0.00	0.00	0.00		
5	1.11	1.11	1.11		
6	0.60	0.36	0.36		
7	0.00	0.00	0.00		
8	0.60	0.36	0.36		
9	3.61	3.36	3.36		
10	0.60	0.36	0.36		
11	0.00	0.00	0.00		
				ROLL-OVER FROM 10:00am	74.80
				SOFT TIME EARNED	0.00
				TIME ROLL-OVER TO NEXT 1/2 HR	32.38
TOTAL				SSA	2.45

NAME: SSA CLERK #2

Earned	TIME FACTOR	UNITS	MINS/SEC	TOTAL TRANSACTION FOR EACH 1/2 HR	
				UNITS	MINS/SEC
10:30 AM					
1	1.11	1.11	1.11		
2	3.00	3.00	3.00		
3	0.60	0.36	0.36		
4	1.11	1.11	1.11		
5	1.11	1.11	1.11		
6	2.49	2.24	2.24		
7	1.11	1.11	1.11		
8	1.80	1.48	1.48		
9	3.61	3.36	3.36		
10	1.80	1.48	1.48		
11	1.11	1.11	1.11		
				ROLL-OVER FROM 10:00am	15.00
				SOFT TIME EARNED	0.00
				TIME ROLL-OVER TO NEXT 1/2 HR	0.85
TOTAL				SSA	15.85

NAME: SSA CLERK T-7

Earned	TIME FACTOR	UNITS	MINS/SEC	TOTAL TRANSACTION FOR EACH 1/2 HR	
				UNITS	MINS/SEC
10:30 AM					
1*					
2*					
3					
				ROLL-OVER FROM 10:00am	32.00
				SOFT TIME EARNED	0.00
				TIME ROLL-OVER TO NEXT 1/2 HR	32.00
TOTAL				SSA	64.00

NAME: SSA CLERK #3

-0.55

NAME SSA CLERK Box Section Clerk

Earned	11:00 AM	TOTAL TRANSACTION FOR EACH 1/2 HR		TIME FACTOR	
		UNITS	MINS/SEC	UNITS	MINS/SEC
0.92					
	1	6 month PO Box and Caller Fee	2.80	2.48	
	2	12 month PO Box and Caller Fee	2.79	2.47	
	3	12 month PO Box and Caller Fee	2.79	2.47	
	4	12 month PO Box and Caller Fee	2.79	2.47	
	5	6 month PO Box and Caller Fee	2.80	2.48	
	6	Cash Remitted (Advance)	5.09	5.05	
		End of Clerk DAY			
			TIME EARNED FOR THIS 1/2 PERIOD		19.06
			SOFT TIME EARNED		0.00
			TIME ROLLEROVER TO NEXT 1/2 HR		0.00

NAME SSA CLERK #6

Earned	11:00am	TOTAL TRANSACTION FOR EACH 1/2 HR		TIME FACTOR	
		UNITS	MINS/SEC	UNITS	MINS/SEC
0.45					
	1	(5) .02 cent stamps	0.80	0.26	
	2	(3) BOOK OF STAMPS	1.82	1.48	
	3	PO BOX OVERFLOW	1.19	1.11	
	4	(4) FLAT RATE PRIORITY BOXES W/DEL - (3) COILS OF Stamps	9.80	8.48	
	5	International Express Mail	3.61	3.36	
			TIME EARNED FOR THIS 1/2 PERIOD		16.03
			SOFT TIME EARNED		0.00
			TIME ROLLEROVER TO NEXT 1/2 HR		19.45

NAME SSA CLERK #7

Earned	11:00am	TOTAL TRANSACTION FOR EACH 1/2 HR		TIME FACTOR	
		UNITS	MINS/SEC	UNITS	MINS/SEC
0.91					
	1	(5) .02 cent stamps	0.02	0.26	
	2	(3) BOOK OF STAMPS	0.80	0.26	
	3	PO BOX OVERFLOW	0	0.00	
	4	(4) FLAT RATE PRIORITY BOXES W/DEL - (3) COILS OF Stamps	7.80	7.36	
	5	International Express Mail	3.01	3.36	
			TIME EARNED FOR THIS 1/2 PERIOD		12.74
			SOFT TIME EARNED		32.36
			TIME ROLLEROVER TO NEXT 1/2 HR		15.00

TOTAL	2.08	SSA	3	SSA	-0.92
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TOTAL	19.45	SOFT TIME EARNED	0.00	TIME ROLLEROVER TO NEXT 1/2 HR	19.45
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TOTAL	19.06	SOFT TIME EARNED	0.00	TIME ROLLEROVER TO NEXT 1/2 HR	19.06
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NAME: SSA CLERK #1

Earned		TIME FACTOR	
UNITS	MINS/SEC	UNITS	MINS/SEC
1	0.00	0.00	0.00
2	0.60	0.60	0.36
3	0.60	0.60	0.36
4	0.00	0.00	0.00
5	11.70	11.70	11.06
6			
TOTAL TRANSACTION FOR EACH 1/2 HR		12.30	12.18
11:30am		TIME EARNED FOR THIS 1/2 PERIOD	
1.41		ROLLOVER FROM 11:00AM	
		SOFT TIME EARNED	
		TIME ROLLOVER TO NEXT 1/2 HR	
		12:20	

Wrong Way of doing Business

TOTAL
 Earned for 1/2 period: SSA 1.81
 Actual for 1/2 period: SSA 2

-0.19

Wrong Way of doing Business
 AFTER 4 HRS ON THE WINDOW THIS SSA CLERK EARNED 1/2 HR OF SOFT TIME

NAME: SSA CLERK #2

Earned		TIME FACTOR	
UNITS	MINS/SEC	UNITS	MINS/SEC
1	1.19	1.19	1.11
2	3.60	3.60	3.36
3	2.45	2.45	2.27
4	1.19	1.19	1.11
5	13.50	13.50	13.30
6*	5.09	5.09	5.05
TOTAL TRANSACTION FOR EACH 1/2 HR		27.02	27.01
11:30a		TIME EARNED FOR THIS 1/2 PERIOD	
1.40		ROLLOVER FROM 11:00AM	
		SOFT TIME EARNED	
		TIME ROLLOVER TO NEXT 1/2 HR	
		1.46	

Correct Way of doing Business

Correct Way of doing Business
 AFTER 4 HRS ON THE WINDOW THIS SSA CLERK EARNED 1 HR OF SOFT TIME

NAME SSA CLERK #1

Earned	0.00		
12:00P		TOTAL TRANSACTION FOR EACH 1/2 HR	TIME FACTOR
		UNITS	MINS/SEC
OUT TO LUNCH WINDOW CLOSED FOR 1HR			
		TOTAL TIME EARNED	0.00

NAME SSA CLERK #2

Earned	0.00		
12:00P		TOTAL TRANSACTION FOR EACH 1/2 HR	TIME FACTOR
		UNITS	MINS/SEC
OUT TO LUNCH WINDOW CLOSED FOR 1HR			
		TOTAL TIME EARNED	0.00

Wrong Way of doing Business

Correct Way of doing Business

TOTAL

Earned for 1/2 period	0.00
Actual for 1/2 period	0.00

TOTAL

Earned for 1/2 period	0.00
Actual for 1/2 period	0.00

0.00

NAME SSA CLERK #1

Earned		NCR TIME FACTOR	
0.40		1:00pm	
TOTAL TRANSACTION FOR EACH 1/2 HR			
UNITS	MINS/SEC	UNITS	MINS/SEC
1	0.60	0.60	0.36
2	0.00	0.00	0
3	0.60	0.60	0.36
4	0.00	0.00	0
5	1.13	1.13	1.08
6	5.30	5.30	5.18
7	0.60	0.60	0.36
8	0.00	0.00	0
9	2.75	2.75	2.45
10	0.60	0.60	0.36
11	0.60	0.60	0.36
12	0.00	0.00	0
TIME EARNED FOR THIS 1/2 PERIOD		12.48	12.11
ROLLOVER FROM 11:30AM		12.20	
SOFT TIME EARNED		0.00	
TIME ROLLEROVER TO NEXT 1/2 HR		24.31	

Wrong Way of doing Business

NAME SSA CLERK #2

Earned		NCR TIME FACTOR	
0.77		1:00pm	
TOTAL TRANSACTION FOR EACH 1/2 HR			
UNITS	MINS/SEC	UNITS	MINS/SEC
1	1.80	1.80	1.44
2	1.19	1.19	1.11
3	2.40	2.40	2.24
4	1.19	1.19	1.11
5	1.13	1.13	1.08
6	5.30	5.30	5.18
7	3.00	3.00	3.00
8	1.25	1.25	1.15
9	2.75	2.75	2.45
10	1.20	1.20	1.12
11	0.60	0.60	0.36
12	1.19	1.19	1.11
TIME EARNED FOR THIS 1/2 PERIOD		23.00	23.00
ROLLOVER FROM 11:30AM		1.46	
SOFT TIME EARNED		0.00	
TIME ROLLEROVER TO NEXT 1/2 HR		24.46	

Correct Way of doing Business

TOTAL
 Earned for 1/2 period SSA 1.17
 Actual for 1/2 period SSA 2

-0.83

NAME SSA CLERK T-7

Wrong Way of doing Business		TOTAL TRANSACTION FOR EACH 1/2 HR		TIME FACTOR	
UNITS	MINS/SEC	UNITS	MINS/SEC	UNITS	MINS/SEC
1		(1) USPS PASSPORT ACCEPTANCE FEES	12.00		12.00
2		(2) PASSPORT PHOTO SERVICES	8.00		8.00
3		T-7 LOGS OFF			
EARNED		TIME EARNED FOR THIS 1/2 PERIOD		20.00	
1:30PM		ROLLOVER FROM 10:30PM		32.00	
		SOFT TIME EARNED		15.00	
		TIME ROLLEROVER TO NEXT 1/2 HR		7.00	

NAME SSA CLERK T-7

Correct Way of doing Business		TOTAL TRANSACTION FOR EACH 1/2 HR		TIME FACTOR	
UNITS	MINS/SEC	UNITS	MINS/SEC	UNITS	MINS/SEC
1		EXPRESS MAIL PICKUP	1.18		1.32
2		GLOBAL PM SMALL	2.82		2.55
3		MEDIA MAIL - (1) BOOK OF STAMPS - CERTIFIED	3.13		3.08
		LETTER W/RETURN RECEIPT			
4		NON-REVENUE PICKUP - (100) .02 CENT STAMPS	5.38		5.23
		STAMPS - (2) COILS (STAMPS)			
5		(1) .02 CENT STAMPS	0.02		0.36
6		UN-NUMBER PARCEL	1.19		1.11
7		(2) BOOK OF STAMPS	1.20		1.12
8		PO BOX OVERFLOW	1.19		1.11
EARNED		TIME EARNED FOR THIS 1/2 PERIOD		15.01	
1:35pm		ROLLOVER FROM 1:00PM		24.46	
		SOFT TIME EARNED		0.02	
		TIME ROLLEROVER TO NEXT 1/2 HR		41.34	

NAME SSA CLERK T-7

Wrong Way of doing Business		TOTAL TRANSACTION FOR EACH 1/2 HR		TIME FACTOR	
UNITS	MINS/SEC	UNITS	MINS/SEC	UNITS	MINS/SEC
1		EXPRESS MAIL PICKUP	1.19		1.32
2		GLOBAL PM SMALL	2.82		2.55
3		MEDIA MAIL - (1) BOOK OF STAMPS - CERTIFIED	3.13		3.08
		LETTER W/RETURN RECEIPT			
4		NON-REVENUE PICKUP - (100) .02 CENT STAMPS	1.20		1.12
		STAMPS - (2) COILS (STAMPS)			
5		(1) .02 CENT STAMPS	0.80		0.26
6		UN-NUMBER PARCEL	0.00		0
7		(2) BOOK OF STAMPS	0.80		0.36
8		PO BOX OVERFLOW	0.00		0
EARNED		TIME EARNED FOR THIS 1/2 PERIOD		9.38	
1:30PM		ROLLOVER FROM 1:00PM		24.31	
		SOFT TIME EARNED		0.00	
		TIME ROLLEROVER TO NEXT 1/2 HR		34.09	

TOTAL TOTAL
 Earned for 1/2 period SSA 21.03
 Actual for 1/2 period SSA 3

-0.97

NAME: T-7

Earned		3:30pm		TOTAL TRANSACTION FOR EACH 1/2 HR		TIME FACTOR	
UNITS	MIN/SEC	UNITS	MIN/SEC	UNITS	MIN/SEC	UNITS	MIN/SEC
1	4.00	4.00	4.00	Passport PHOTO	4.00	4.00	4.00
2	5.09	5.09	5.05	Cash Remitted (Advance)	5.09	5.05	5.05
3	0.00	0.00	0.00	End of Clerk DAY	0.00	0.00	0.00
				TOTAL TRANSACTION FOR THIS 1/2 PERIOD			
				TIME EARNED FOR THIS 1/2 PERIOD			
				9.09			
				ROLLOVER FROM 2:30PM			
				31.00			
				SOFT TIME EARNED			
				0.00			
				TIME ROLLEROVER TO NEXT 1/2 HR			
				0.00			

NAME: SSA CLERK #2

Earned		3:30pm		TOTAL TRANSACTION FOR EACH 1/2 HR		TIME FACTOR	
UNITS	MIN/SEC	UNITS	MIN/SEC	UNITS	MIN/SEC	UNITS	MIN/SEC
1	1.19	1.19	1.11	1st-number Parcel	1.19	1.11	1.11
2	2.49	2.49	2.24	(4) Book of stamps	2.49	2.24	2.24
3	0.00	0.00	0.00	(5) .04 cent stamps	0.00	0.00	0.00
4	1.19	1.19	1.11	PO BOX OVERFLOW	1.19	1.11	1.11
5	1.09	1.09	1.11	Express Mail Pickup	1.09	1.11	1.11
6	1.20	1.20	1.12	(2) Books of stamps	1.20	1.12	1.12
7	1.19	1.19	1.11	PO BOX OVERFLOW	1.19	1.11	1.11
8	1.20	1.20	1.12	(2) sheets/pans of stamps	1.20	1.12	1.12
9	3.61	3.61	3.38	International Express Mail	3.61	3.38	3.38
10	1.29	1.29	1.48	(3) Books of stamps	1.29	1.48	1.48
11	1.19	1.19	1.11	HOLD MAIL	1.19	1.11	1.11
				TOTAL TRANSACTION FOR THIS 1/2 PERIOD			
				TIME EARNED FOR THIS 1/2 PERIOD			
				16.70			
				ROLLOVER FROM 3:00PM			
				42.40			
				SOFT TIME EARNED			
				15.00			
				TIME ROLLEROVER TO NEXT 1/2 HR			
				14.25			

NAME: SSA CLERK #2

Earned		3:30pm		TOTAL TRANSACTION FOR EACH 1/2 HR		TIME FACTOR	
UNITS	MIN/SEC	UNITS	MIN/SEC	UNITS	MIN/SEC	UNITS	MIN/SEC
1	0.00	0.00	0.00	1st-number Parcel	0.00	0.00	0.00
2	0.36	0.36	0.36	(4) Book of stamps	0.36	0.36	0.36
3	0.30	0.30	0.30	(5) .04 cent stamps	0.30	0.30	0.30
4	0.00	0.00	0.00	PO BOX OVERFLOW	0.00	0.00	0.00
5	1.19	1.19	1.11	Express Mail Pickup	1.19	1.11	1.11
6	0.00	0.00	0.00	(2) Books of stamps	0.00	0.00	0.00
7	0.00	0.00	0.00	PO BOX OVERFLOW	0.00	0.00	0.00
8	0.00	0.00	0.00	(2) sheets/pans of stamps	0.00	0.00	0.00
9	3.38	3.38	3.38	International Express Mail	3.38	3.38	3.38
10	0.36	0.36	0.36	(3) Books of stamps	0.36	0.36	0.36
11	0.00	0.00	0.00	HOLD MAIL	0.00	0.00	0.00
				TOTAL TRANSACTION FOR THIS 1/2 PERIOD			
				TIME EARNED FOR THIS 1/2 PERIOD			
				7.80			
				ROLLOVER FROM 3:00PM			
				19.04			
				SOFT TIME EARNED			
				0.00			
				TIME ROLLEROVER TO NEXT 1/2 HR			
				25.52			

TOTAL	1.60	SSA	3	SSA
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-1.40

NAME SSA CLERK #1

NAME SSA CLERK #2

Earned		TIME FACTOR	
UNITS	MINS/SEC	UNITS	MINS/SEC
4:00pm			
TOTAL TRANSACTION FOR EACH 1/2 HR			
1	(5) .02 cent stamps	0.60	0.36
2	(3) BOOKS OF STAMPS	0.60	0.36
3	(4) FLAT RATE PRIORITY BOXES W/ DEL - (3) COILS OF Stamps	7.21	7.12
4	(2) FLAT RATE PRIORITY BOXES W/ DEL-(2) COILS OF Stamps	4.10	4.06
TIME EARNED FOR THIS 1/2 PERIOD 12.51			
ROLLOVER FROM 3:30PM 26.52			
SOFT TIME EARNED 0.00			
TIME ROLLEROVER TO NEXT 1/2 HR 39.22			

Wrong Way of doing Business

Earned		TIME FACTOR	
UNITS	MINS/SEC	UNITS	MINS/SEC
4:00pm			
TOTAL TRANSACTION FOR EACH 1/2 HR			
1	(5) .02 cent stamps	0.60	0.36
2	(3) BOOKS OF STAMPS	1.80	1.48
3	(4) FLAT RATE PRIORITY BOXES W/ DEL - (3) COILS OF Stamps	8.41	8.24
4	(2) FLAT RATE PRIORITY BOXES W/ DEL-(2) COILS OF Stamps	4.70	4.42
5	CASH REMITTED (ADVANCE) BEFORE CLOSING	5.09	5.05
TIME EARNED FOR THIS 1/2 PERIOD 20.60			
ROLLOVER FROM 3:30PM 14.25			
SOFT TIME EARNED 0.00			
TIME ROLLEROVER TO NEXT 1/2 HR 35.01			

Correct Way of doing Business

TOTAL	Actual for 1/2 period	SSA
1.09	2	

-0.91

NAME: SSA CLERK #

NAME: SSA CLERK #

Earned		TIME FACTOR			
0.74		UNITS	MINS/SEC		
TOTAL TRANSACTION FOR EACH 1/2 HR					
1	Hold Mail	0.00	0.00		
2	(1) BOOK OF STAMPS - 2 SHEETS OF .02 CENT STAMPS	1.20	1.12		
3	Priority Mail Package over 13 oz with postage affix(stamps) - (2) sheet/panes of stamps	0.60	0.36		
4	NON-Revenue Pickup	0.00	0		
5	Hold Mail	0.00	0.00		
6	(2) BOOKS OF STAMPS	0.60	0.36		
7	CASH REMITTED (ADVANCE) BEFORE CLOSING	5.00	5.05		
TIME EARNED FOR THIS 1/2 PERIOD		7.40	7.25		
ROLLOVER FROM 4:00PM		39.22	15.00		
SOFT TIME EARNED		15.00	0.00		
TIME ROLLEROVER TO NEXT 1/2 HR		0.00	0.00		

TOTAL	Account for 1/2 period	SSA	Account for 1/2 period	SSA
1.66	2			

-0.34

Earned		TIME FACTOR			
0.02		UNITS	MINS/SEC		
TOTAL TRANSACTION FOR EACH 1/2 HR					
1	Hold Mail	1.19	1.11		
2	(1) BOOK OF STAMPS - 2 SHEETS OF .02 CENT STAMPS	1.00	1.48		
3	Priority Mail Package over 13 oz with postage affix(stamps) - (2) sheet/panes of stamps	2.45	2.27		
4	NON-Revenue Pickup	1.19	1.11		
5	Hold Mail	1.19	1.11		
6	(2) BOOKS OF STAMPS	1.20	1.12		
7	CASH REMITTED (ADVANCE) BEFORE CLOSING	5.00	5.05		
TIME EARNED FOR THIS 1/2 PERIOD		14.11	12.64		
ROLLOVER FROM 4:00PM		35.01	15.00		
SOFT TIME EARNED		15.00	0.00		
TIME ROLLEROVER TO NEXT 1/2 HR		0.00	0.00		

Correct Way of doing Business

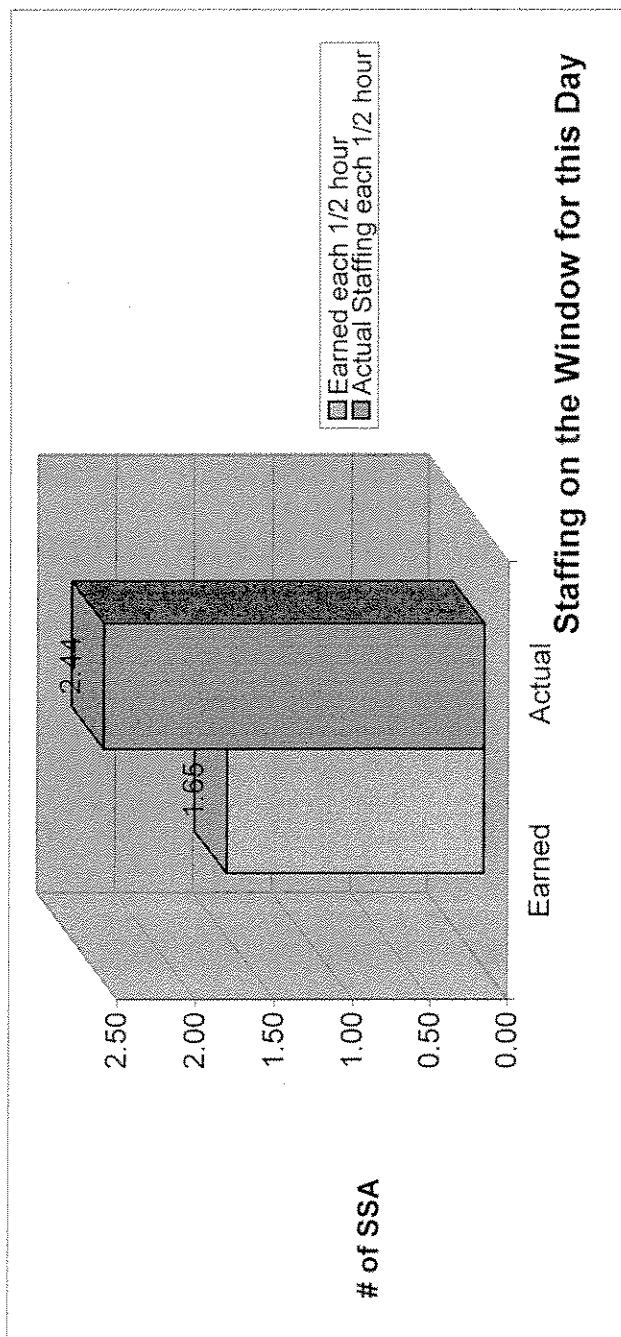
Wrong Way of doing Business

Wrong Way of doing Business

AFTER 8 HRS ON THE WINDOW THIS SSA CLERK EARNED 1 HR OF SOFT TIME

Correct Way of doing Business

AFTER 8 HRS ON THE WINDOW THIS SSA CLERK EARNED 1hr and 45 mins of SOFT TIME



Three Easy ways for a Window Clerk to make a difference

1. **Scan** when you can to receive earned time credit
Scan postage individually – earn .58 minute each scan (36 seconds)
Use the “quantity” key less - or not at all
1. **Non-Revenue Key** - Identify the 3 keys that give you earned time credit for non-revenue (not all do) and use them to represent the time it takes for your non-revenue actions and services you provide. Make it a habit
2. **Clock off** window operation and onto correct operation

First class .97 or 1.29 Priority 1.29 Certified .57 Return receipt .69
Insurance .93 Del conf .38 Sign conf .62 Parcel Post 1.11
Postage sales .58 Express “collection” w/ PVI .98
Money order 1.2 P O box payment 2.8 Intl Global Exp 3.7
GXG 7.9 – 9.95 Passport photo 3.62 Passport 9.8 Cash Advance 5.09

Each of the following Non-revenue keys offer 1.19 minutes of earned time:

Un-numbered mail pick up Vacation / Hold mail pick up P O Box overflow

LDC 45 Duties performed on Window Operations:

Set up counter
Serving customers
Audits of stamp credits
Stock requisitioning
Close / final 1412
Passport application

LDC 48 (Admin) Duties NOT performed on Window Operations

Consolidation 1412 (T-7)
Dispatch
Scanning Express Mail w/ CTT scanner
Manual handling and scanning of accountable mail
Office duties/answering phones/ordering supplies / copy machine admin
Nixies
Opening / closing office
Claims / Inquires
Safety / Service Talks
Stamps by Mail / FAX
Caller Services
P O Box maintenance
BRM

Here is some additional info for the
POS/Function 4 CD we sent you in a
separate Priority envelope.
Carolyn Pierce -- BCAL APWU

Window Tips:

- Enter Box Rents received by mail, BRM Deposits and Passports on an operating window. It is not helpful to open an extra counter just for this
- Sign out of POS ... not stand by
- Deliver mail using the POS terminal not the hand held scanner
- Limit the number of SSA doing one or two transactions per half hour
- Add a zero PVI strip to "collection" Express
- Input postage paid certified mail – treat these like gold- input when window is slow or between customers - (add a zero PVI strip)
- Move in and out of window/operation when needed

Every forty-five minutes earned on the window qualifies for an additional 15 minutes of soft time. To good to be true, you are right! You have to EARN the 45 minutes.

*remember ... Every SSA that does one revenue/non-revenue transaction on POS is reported toward staffing within that half hour of the transaction process.

Station Distribution:

Accurate volume count – This is first thing BPI will look at during on site inspection. If the station/branches are inflating volume, BPI will reduce the volume projection for the year by inflated percentage number during the inspection. Although management does not have Contractual Standards for clerks, they (management) do have expectations.

- **On Average, Distribution Clerks sort: (50-63 Separations)**
- **7.75' of letters per hour (prior AWPS 5.90ft +31.4%)**
- **9.5' of flats per hour (prior AWPS 9.14ft +4%)**
- *****Parcels/spurs – 325 pieces per hour (- 32%)**
- **These expectations are what AWPS (management) uses in establishing distribution hours.**

P O Box operation:

Operation Number – This is the unit where clerks, most of the time, are not moving in or out of operation number 769.

Example: Every day at 6:30am, one part time clerk moves is in the Box Section and is in correct operation. Two full time clerks from the distribution unit operation 240 are required to help in the box section at 8:00am. The two clerks move into the operation 769, but never moved out when the mail was finished. Thus showing that Box Section was overstaffed base on the volume. Even though the two full time clerks were working in another unit after the mail was finished. Do not let rings be part of management excuse to get rid of full time jobs.

- **5' of letters per hour (prior AWPS 4.17ft +19.9%)**
- **7' of flats per hour (prior AWPS 5.81ft +20.5%)**
- **10' of DPS Letters per hour (prior AWPS 5.67ft +76%)**
- **7' of DPS Flats per hour (prior AWPS 5.81ft +20.5%)**
- **225 parcels/spurs per hour (prior AWPS 146 +53.7%)**

LDC	Operation	Job Description
42	637	Parcel Return Service: Identifying, scanning "Available for Pickup", separating by agent for pickup, staging, scanning "Picked up by Agent", etc.
42	639	Merchandise Return Service: Identification and separation of MRS parcels by permit #, weighing/rating, debiting customer's trust account, delivering processed parcels to customer
42	649	Business Reply: Sorting, weighing, rating, counting and manual recording of BRM and Postage Due mail
43	151	Manual Letter - Incoming Primary: Distribution of letters (raw, missorted, etc) into a distribution case
43	171	Manual Flat - Incoming Primary: Distribution of flats (raw, missorted, etc) into a distribution case
43	079	Packages - Incoming Distribution: Distribution of parcels/SPRS
43	241	Allied Distribution: Set up distribution area, unload and stage mail, mail preparation, pull distribution cases, presort mail, spread mail, store empty equipment
44	769	PO Box Distribution: Boxing directs, boxing secondary letters, boxing non-DPS letters, boxing DPS letters, boxing flats, boxing parcels
45	355	Window Operations: Set up counter, close counter final 1412, advance deposit, audit stamp credits, stock requisition, lobby sweeps, scanning delivery confirmation
48	228	Express Mail Delivery (by clerks)
48	558 / 742	Administrative: Reg cage, office work, records, UBBM, second notices, T-6 unit 1412 closeout, etc.
48	608	Steward - Clerks: Shop steward time to research grievances, clerk time to meet/seek advice from APWU
48	638	Premium Forwarding Service/Express or Priority Reshipment: Processing Prem Forward. Service or Reship - collect mail to be forwarded, packaging shipments, weighing, rating, tracking, scanning, dispatch
48	640	Collections (Clerks): pickup mail from lobby drops or collection boxes located at work location
48	644	Bulk Mail Acceptance: Accept and verify mailings, customer account maintenance and other tasks associated with the processing of mailings accepted in a delivery unit OTHER THAN BULK MAIL LOCATIONS
94	784	Training - Clerks: OJT training, service talks safety talks