
American Postal Workers Union, AFL-CIO

Memorandum

Telephone
(202) 842-4230

1300 L Street, NW
Washington, DC 20005



From the Office of THOMAS "TOMMY" THOMPSON
T.L.T. Assistant Director, Clerk Division

October 28, 1999

TO: Regional Coordinators &
National Business Agents, Clerk Division

RE: Sales & Service Associate Training Program
Segmented Inventory Accountability
Business Mail Academy Training Program (B.M.A.T.P.)
POS ONE Retail and Message Center

Sales & Service Associate Training Program

The new Sales & Service Associate Training Program replacing the old Standard Window Training Program has been completed and should commence January 2000.

I would like to thank the following members of the American Postal Workers Union Committee for their time, devotion and commitment to the development of this program:

Mary Hogarty, Boston Metro Area Local
John Palmer, Phoenix Metro Area Local
Willie Mellen, State President Minneapolis, MN
Ben Lyons, National Business Agent, Oklahoma City, OK

Regional Coordinators &
National Business Agents, Clerk Division
October 28, 1999
Page-TWO

Segmented Inventory Accountability

Segmented Inventory Accountability is expanding their Pilot Sites (see attached list of sites).

We had three members on this committee including myself. The other two were Mary Hogarty, Boston Metro Area Local and Myrna Garcia, New York Metro Area Local. We lost Myrna Garcia early on and Mary has been flying solo on this program. However, I hope to shift John and Willie to assist in the pilot sites.

Business Mail Academy Training Program (B.M.A.T.P.)

The B.M.A.T.P. is intended to replace the Standard Mail Classification Training Program. The Postal Service went solo on this since they are moving the training academy to Norman, Oklahoma. The American Postal Workers Union has voiced objections early on. We have requested another meeting on the new training documents (see attached letter).

POS ONE Retail and Message Center (aka Bulletin Board)

The POS ONE Message Center is an electronic bulletin board function of the POS ONE system. It will allow Retail and other functional areas to relay POS ONE and other corporate information directly to window clerks and their supervisors (see attached letter).

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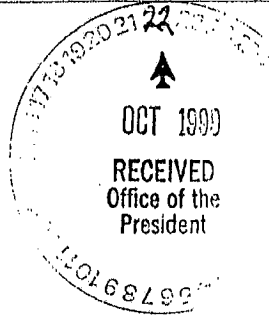
Attachments

LABOR RELATIONS



October 18, 1999

VIA CERTIFIED
Z 203 878 271



Mr. Moe Biller
President
American Postal Workers
Union, AFL-CIO
1300 L Street, NW
Washington, DC 20005-4128

Dear Moe:

This is to inform you that the Postal Service is developing a Business Mail Academy training program; enclosed are drafts of the training program which will support the Academy. This new training program is intended to replace the Standard Mail Classification Training Program.

The new training documents consists of:

- Administrator's Guide, Business Mail Entry Prerequisite Process
- Participant's Workbook, Introduction to Business Mail Entry
- Facilitator's/Instructor's Guide, Business Mail Academy
- Participant's Guide, Business Mail Academy

The Business Mail Academy, located at the National Center for Employee Development (NCED), Norman, Oklahoma, will provide centralized training in a state-of-the-art learning environment. Students will also receive intensive hands-on-training in accepting and verifying business mailings and in using the PERMIT system.

A dry run of the new training program at NCED is planned from October 25 through November 5. A pilot test of the entire process is scheduled for the period November 8 through December 10.

If there are any questions concerning this matter, please contact Curtis Warren of my staff at (202) 268-5359.

Sincerely,

Daniel P. Magagnoli
For Peter A. Sgro
Manager
Contract Administration

Enclosure

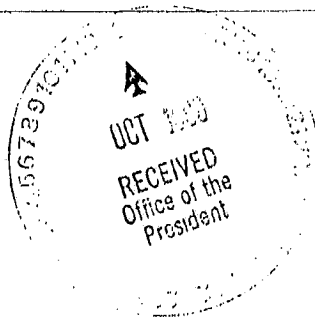
475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-4100

LABOR RELATIONS



October 8, 1999

VIA CERTIFIED
Z 203 878 251



Mr. Moe Biller
President
American Postal Workers
Union, AFL-CIO
1300 L Street, NW
Washington, DC 20005-4128

Dear Moe:

This is notice to you that the Postal Service plans to pilot a new function of the Retail POS ONE system, the POS ONE Message Center (a.k.a. Bulletin Board). A national rollout to all POS ONE sites would occur in late October.

The POS ONE Message Center is an electronic bulletin board function of the POS ONE system. It will allow Retail and other functional areas to relay POS ONE, Retail, and other corporate information directly to window clerks and their supervisors.

The Message Center will be implemented in two phases:

Phase I

During October 1999, Retail will pilot the basic Message Center functionality to 10 IBM and 10 NCR pilot sites. Once the functionality testing is concluded, Retail will rollout the Message Center nationally. In November, we will disseminate a questionnaire to the original twenty pilot sites to get feedback on the message content.

Phase II

Enhancements to the POS ONE Message Center is tentatively scheduled in March 2000 and June 2000, for IBM and NCR equipment, respectively. At that time the Message Center will take on a new look with added capabilities, which will include graphics functionality.

If there are any questions concerning this matter, please contact Curtis Warren of my staff at (202) 268-5359.

Sincerely,

A handwritten signature in black ink, appearing to read "Peter A. Sgro".

Peter A. Sgro
Manager
Contract Administration

American Postal Workers Union, AFL-CIO

Telephone
(202) 842-4230

Memorandum

1300 L Street, NW
Washington, DC 20005

From the Office of THOMAS "TOMMY" THOMPSON
T.L.T. Assistant Director, Clerk Division

January 18, 2000

TO: All Local Presidents

**RE: Administrator's Guide
Business Mail Entry Unit Uniform Program Vendors
Proposed Revised Sales and Service Associate Positions**

Attached is the Administrator's Guide showing the Ad Hoc Classroom Instructor is a bid position and the Retail Coach which is the On-The-Job Instructor is a selected position. Both positions have Training Courses listed that must be successfully completed before being assigned.

The page number for the Classroom Instructors Announcement and Retail Coach should be 16 and 17. However, that will be corrected in the final copy.

In addition I have attached the Business Mail Entry Unit Uniform Program vendors; since the Postal Service has failed to publish the Vendors in the Postal Bulletin.

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Attachments



SALES AND SERVICES ASSOCIATE TRAINING

Administrator's Guide

TD-A

Course 23501-02

January 2000

United States Postal Service
Retail Workforce Strategies
Employee Development
475 L'Enfant Plaza SW
Washington DC 20260-4215



March 15, 2000

Mr. Cliff Guffey
Director
Clerk Division
American Postal Workers
Union, AFL-CIO
1300 L Street, NW
Washington, DC 20005-4128

Dear Cliff:

After consulting with the APWU regarding the training, testing, and practical demonstration of skills for Business Mail Entry Unit (BMEU) positions, the following is how the new training will be administered. Senior bidders for BMEU positions must view the job preview video and successfully complete the training course, *Introduction to Business Mail Entry*. Then they must pass Test 425, Business Mail Entry Prerequisite. With regard to Test 714 (data entry), we will maintain the status quo. In other words, for mailing requirements clerk positions, it will remain a mandatory requirement. For bulk mail clerk and bulk mail technician positions, it will remain a local option.

Bidders who successfully complete all of the above components will then attend training at the Business Mail Academy, NCED, Norman, Oklahoma. Upon graduating from the academy, they will be considered qualified for the job on which they bid. They will receive further on-the-job training when they report to their work unit.

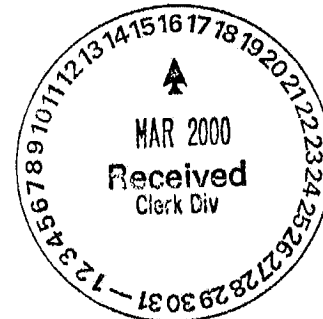
The implementation of the training as described above does not preclude the Postal Service from revising this training in the future in accordance with the collective bargaining agreement.

If there are any questions concerning this matter, please contact Curtis Warren of my staff at (202) 268-5359.

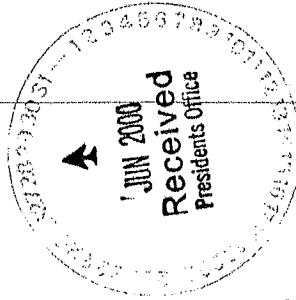
Sincerely,

A handwritten signature in black ink, appearing to read "P. Sgro".

Peter A. Sgro
Manager
Contract Administration



LABOR RELATIONS



June 21, 2000

Cert.#7000 0600 0020 9736 8943

Mr. Moe Biller
President
American Postal Workers
Union, AFL-CIO
1300 L Street, NW
Washington, DC 20005-4128

Dear Moe:

As a matter of general interest, enclosed is a proposed Management Instruction (MI), Business Mail Academy Program, EL 720-2000-X.

This MI is intended to provide information about the use of the Business Mail Academy Training Program, which replaced the Standard Mail Classification Training Program.

The Business Mail Academy Training Program supersedes all existing programs for training employees entering Bulk Mail Clerk, Bulk Mail Technician, and Mailing Requirements Clerk positions, and is the only training program that may be used.

If you have any questions regarding this matter, please contact Curtis Warren of my staff at (202) 268-5359.

Sincerely,

A handwritten signature in black ink, appearing to read "Peter A. Sgro".

Peter A. Sgro
Manager
Contract Administration

Enclosure

DRAFT

Management Instruction

BUSINESS MAIL ACADEMY TRAINING PROGRAM

Date:	April xx , 2000
Effective:	Immediately
Number:	EL-720-2000-x
Obsoletes:	EL-730-85-3
Unit:	Employee Development

Yvonne Maguire,
Vice President
Employee Resource Management

PURPOSE

This instruction informs officers, executives, and managers at Headquarters, areas, and districts about the policy for use of the Business Mail Academy Training Program, which replaced the Standard Mail Classification Training Program and its accompanying qualifying exam, Postal Service Test 480, that were discontinued February 11, 2000.

This new training program changes the process in which senior bidders, or senior bidders for relief assignments, for the following positions, attend training and ultimately qualify for them:

- a. Bulk mail clerk.
- b. Bulk mail technician.
- c. Mailing requirements clerk.

Note: For the purposes of this training program, a *relief assignment* is an assignment in which handling business mail in a relief capacity is indicated in the bid posting.

Policy

General

The Business Mail Academy Training Program supersedes all existing programs for training employees entering these positions and is the only training program that may be used. The program is in accordance with the *Employee and Labor Relations Manual* (ELM) issue 15, chapter 7, section 720, and applicable provisions of Article 37 of the USPS / APWU National Agreement.

Deferment Period

Article 37 allows senior bidders for these positions to be deferred from permanent assignment until they have successfully completed components 1 through 6 listed below. The deferment period begins with the identification of the senior bidder and ends when the results of Postal Service Test 427 (component 6) are received.

Description

The Business Mail Academy Training Program consists of seven components listed in the left-hand column below. These components are addressed in the *Business Mail Academy Training Program Administrator's Guide* (course number 57601-02) and are to be provided in the order given. Qualified bidders will attend on-the-job training (component 7).

	What component is offered?	Is component required for bulk mail clerk?	Is component required for bulk mail technician?	Is component required for mailing requirements clerk?	Where is the component administered?
1.	<i>Working in Business Mail Entry: A Job Preview for Clerks (video)</i>	Required	Required	Required	Locally
2.	Postal Service Test 714, <i>Data Entry</i>	Local option	Local option	Required	Locally
3.	<i>Introduction to Business Mail Entry</i>	Required	Required	Required	Locally
4.	Postal Service Test 425, <i>Business Mail Entry Unit</i>	Required	Required	Required	Locally
5.	<i>Business Mail Academy</i>	Required	Required	Required	National Center for Employee Development (Norman, OK)
6.	Postal Service Test 427, <i>Business Mail Academy</i> .	Required	Required	Required	National Center for Employee Development (Norman, OK)
7.	<i>On the Job Training for Business Mail Academy Graduates</i>	Required, but not for qualification	Required, but not for qualification	Required, but not for qualification	Locally

Application

Any employee identified as senior bidder, or a senior bidder for relief assignment, that is assigned to the following positions must successfully complete the first 6 components listed above to qualify for the job.

Employee	Level	Occupational Code
Bulk mail clerk	PS-5	2320-15xx
Bulk mail technician	PS-6	2320-28xx
Mailing requirements clerk	PS-5	2345-32xx
Mailing requirements clerk	PS-6	2345-32xx

Exceptions

An employee identified as the senior bidder is deemed *already qualified* if any one of the following statements is true:

- a. The employee's "live record" indicates that he/she is qualified in accordance with Article 37.1.L of the National Agreement.
- b. The employee has successfully completed the (now-obsolete) Standard Mail Classification Program and passed Postal Service Test 480 (now obsolete) within the last 5 years.
- c. The employee has successfully completed the Business Mail Academy Training Program and passed Postal Service Test 427 within the last 5 years.
- d. The employee has held a relief bid assignment for a bulk mail clerk position, mailing requirements clerk position, or bulk mail technician position within the last 5 years.

If any of the above exceptions are true, the senior bidder need not requalify. He or she may be required to attend brush-up training in accordance with Article 37.1.M and with the Brush-Up Training Memorandum of Understanding of the National Agreement, paragraph II.G.