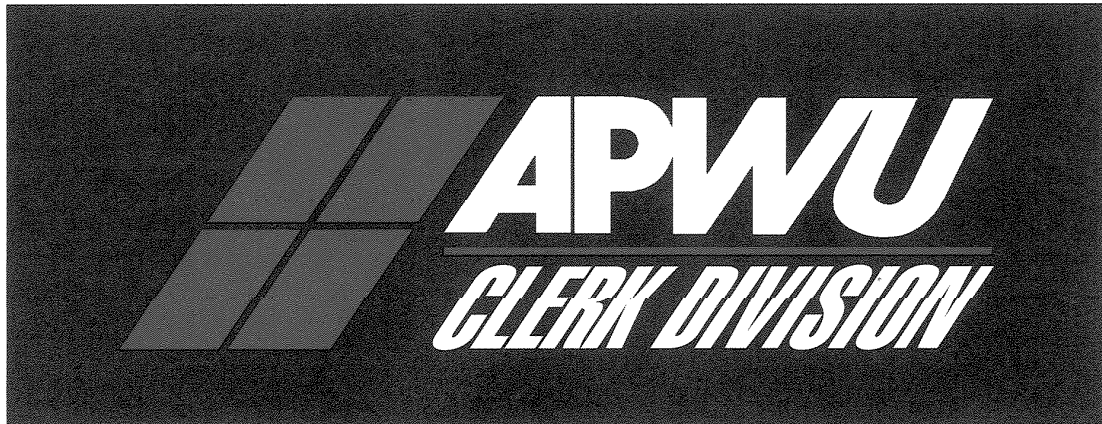


American Postal Workers Union, AFL-CIO

C. J. "CLIFF" GUFFEY, *Director, Clerk Division*  MOE BILLER, *President*



JIM MCCARTHY
Assistant Director

ROB STRUNK
Assistant Director

TOMMY THOMPSON
Assistant Director

RETAIL RIGHTS AND WRONGS

Window Clerks have many different duties and functions. Clerks are taught these duties and functions with the intent to provide service to our customers. The complete performance of these duties and functions protects the positions of clerks.

The American Postal Workers Union recognizes there are continuing issues involving, clerks who work window/retail operations. This bulletin is intended to address some of these issues as a permanent posting.

POSTAL INSPECTORS

Postal Inspectors are law enforcement officers. Postal Inspectors are not your friends. They are not here to help you. They are conducting an investigation. Even though they may be in your office to investigate another Postal Worker, always request that a Union steward be present.

Remember, *you* must request representation—they are not obligated to automatically provide it for you. Reprinted below is a "Statement of Rights before Postal Inspectors" card you may obtain from the APWU.

Rights Before Postal Inspectors

If questioned by a U.S. Postal Inspector, even if you believe you are not guilty of any wrong doing, it is suggested that you:

- Remain calm;
- Correctly identify yourself;
- Do not physically resist an arrest or a search of your person or property;
- Read aloud to the Postal Inspector(s) the statement on the reverse side of this card;
- Remain silent until you have consulted with your APWU representative or attorney, as appropriate.

This is not complete legal advice. Always consult with a lawyer.

Statement

I request the presence of my APWU representative. If I am a suspect in a criminal matter, please so advise me. If so, I wish to contact my attorney.

His/Her name is _____

Telephone number _____

If I am under arrest, I request you to so advise me and to inform me of the reason or reasons.

I do not consent to a search of my person or property. If you have a search warrant, I request to see it at this time.

I do not waive any of my rights, including my right to remain silent. I will not sign a waiver-of-rights form, nor admit or deny any allegation, nor make any written or oral statement unless my attorney is personally present and so advises me.

DON'T BE A HERO

If a robbery occurs:

- Don't take any risks.
- No amount of money is worth **YOUR LIFE**.
- Remain calm and try not to provoke the robber.
- Contact the police when safe to do so.

ARTICLE 28 Employer Claims

SECTION 1. Shortages in Fixed Credits

Employees who are assigned fixed credits or vending credits shall be strictly accountable for the amount of the credit. If any shortage occurs, the employee shall be financially liable unless the employee exercises reasonable care in the performance of his duties. In this regard, the Employer agrees to:

- Continue to provide adequate security for all employees responsible for Postal Funds.
- Prohibit an employer from using the fixed

credit or other financial accountability of any other employee without permission.

- Grant the opportunity to an employee to be present whenever that employee's fixed credit is being audited and if the employee is not available to have a witness of the employee's choice present.
- Absolve an employee of any liability for loss from cashing checks of the employer following established proclaims.
- Audit each employee's fixed credit no less frequently than once every four months.

RETAIL EQUIPMENT PROBLEMS

- Document **all** equipment failures by notifying your supervisor in writing and keep a copy.
- Include the date, time and type of equipment, i.e., POS terminal, IRT, calculator, etc. Make sure to detail the specific malfunction.
- For POS problems, call the HELP DESK so a

ticket can be generated to document that a problem exists and a fix can be initiated.

HELP DESK Phone Number

1-800-877-7435

1-800-USPS-HELP

AUDITS

Examinations of Stamp Credits

- Must be conducted by supervisory personnel or the Postal Inspection Service.
- You have the right to be present whenever your credit is being audited or if you are not available you may have a witness of your choice present.

Individual Clerk Credit Accountability		Segmented Inventory Accountability (SIA)	
<ul style="list-style-type: none"> • Fixed Credits must be audited no less frequently than once every four months. 		<ul style="list-style-type: none"> • Clerk Cash retained must be audited at least every two weeks. 	
Tolerances			
Amount of Stamp Stock	Tolerance	Cash Retained Amount	Tolerance
Up to \$30,000.00	\$ 50.00	\$100.00	\$5.00
\$30,000.01 to \$60,000.00	\$100.00		
Above \$60,000.00	\$150.00		

- Use form 3294 to document count.
- If count is out of tolerance, either over or under, request a second count.
- Adjust your 1412 **only** if you are out of tolerance.
- You have a right to a recount whether you are **OVER** or **SHORT**.

UNIFORMS

Retail personnel at Post Offices whose official assignment at a retail counter is 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 are required to wear the prescribed uniform while performing their duties.

Employees who do not qualify for a uniform allowance under the criteria described above must wear the appropriate uniform for the position **if it is provided to them outside of the uniform allowance program.**

The uniform is required to be worn when clerks are scheduled to work the retail windows.

If any clerk is being forced by management to purchase clothing to be worn at the window with personal funds—please notify your steward and file a grievance to be reimbursed for your time and purchase! Make sure you save your receipt to document your purchase.

TRAINING

All window clerks must receive adequate training before taking their test. This applies to the classroom and on-the-job. If you are not trained properly you should contact your steward immediately. Don't wait until after the fact to file a grievance.

OJI's must be certified as retail coaches. They must remain with the trainee throughout the entire process. Clerks left alone during training are not adequately trained and should not be administered

the exam. Clerks must be trained on all 32-core items on the job prior to the exam. Only then will clerks be considered eligible for exam.

At the end of a student's on-the-job training and before taking the qualifying examination, the student will be asked to sign that they have been properly trained on PS Form 2528. If the student is not satisfied with the training, **DO NOT SIGN** the form. Ask to see a steward.

LOBBY SWEEPS

Are supervisors doing lobby sweeps in your office? If they are and your office has over 100 bargaining unit employees it is a violation of Article 1.6A of the contract. Stations and branches are considered a part of the main facility so if there are over 100 total installation employees, 1.6A applies.

Lobby Sweeps involving retrieving hold mail, certifies, registered, parcel port packages, etc. is distribution. Supervisors are prohibited from per-

forming the core clerk function of distribution in 1.6A offices.

In offices of less than 100 bargaining unit employees Article 1.6B applies. It contains language allowing, "when the duties are included in the supervisor's portion description" for performance of bargaining unit work. Contact your union representative to see if you have a grievance in your size office.

DO NOT TAKE SHORTCUTS

Shortcuts result in losses of money and JOBS!

- Carry out each task on the window as you were taught in window training.
- Make certain you witness the verification of monies you turn in and obtain a signed receipt.
- Utilize the appropriate terminal key when retrieving accountable mail or otherwise assisting customers in non-revenue transactions.
- Never accept stock while on window—take time to count!
- Never accept or swap stock without a form 17.
- When retrieving a certified or registered item, you should log off (if using retail equipment) to "non-revenue" prior to leaving the window and **lock** your drawer.
- The Union can best protect you from discipline and paying for shortages if you help protect yourself by following proper procedure.

SECURITY

The contract, in conjunction with postal manuals, **requires** the Postal Service to provide clerks with adequate security. Report any security problem in writing to management. You may use APWU's Report of Security Problem or Poor Financial Practice Form to report the problem. If you choose not to use APWU's form put it in writing somehow. Retain a copy as proof.

Common security problems to look for include: a yearly lock and key check not being done (this needs to be done to insure no ones' keys can open another's drawer or safe compartment); drawers

not securing or locking on the counter line; retail equipment failures; duplicate key inventory envelope PS Form 3977 problems including the required 6-month check not being conducted; others having access to the envelope by it not being secured in a proper safe compartment, or tampering with the envelope; and password or code for retail equipment should only be known to the clerks themselves.

If you have questions on what constitutes a security or financial problem contact your APWU representative.

COMPACT DISK

The APWU Clerk Division has developed a Window Programs CD containing handbook and manual references as well as policies and grievance and arbitration decisions helpful to clerks who work the window.

If you are interested in obtaining a copy (at a

cost of \$5.00 each), you may write the APWU Order Department at 1300 L Street N.W., Washington, DC 20005.

Any questions regarding your rights, grievances or contract issues should be directed to your local union or National Business Agent.

MYSTERY SHOPPER

The postal service has implemented the Mystery Shopper program throughout the country. This program is designed to improve customer service. The program is intended to have the clerks ask five (5) questions of the customer in order to provide the best service possible. It had been agreed with the postal service, that the Mystery Shopper program

would not be utilized as a tool for discipline. Since the postal service is not living up to their side of the agreement, window clerks are to ask these questions to avoid being disciplined. If window clerks are issued any form of discipline under the Mystery Shopper program, contact an APWU steward immediately.

PUT YOUR CHECKBOOK AWAY

All demands for money **must** be put in writing. That demand for money should be in the form of a Letter of Demand. No demand for money should be given orally. The Letter of Demand must contain the employee's appeal rights in the grievance process.

Grievances must be filed within 14 days of receiving the Letter of Demand. Contact your union representative immediately if you are issued a Letter of Demand. Also, if the demand is grieved

the grievant does not have to pay the demand until the issue has reached a final resolution.

Even if the Letter of Demand reaches resolution in the grievance/arbitration process you may elect to continue under the Debt Collection Act. You would not pay the demand until the Debt Collection Act decision has been reached. If you have any questions on demands for money, contact your Union representative.

Retail Rights and Wrongs Updates

Do you think we could add other Information? Send written suggestions to: APWU Clerk Division, 1300 L Street, NW, Washington, DC 20005. Cliff "C.J." Guffey, Director.