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POSTAL SERVICE

February 22, 2024

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FEB 2 6 2024

Mr. Ivan D. Butts
President
National Association of Postal Supervisors
1727 King St., STE 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7019 2280 0001 6260 5384

Dear Ivan:

As a matter of general interest, the Postal Service intends to conduct site reviews in select Computerized Forwarding System (CFS) operations. The purpose of the review is to evaluate and update the work activities for the unit.

The review will consist of an observation of the following and the data collected will be included in Customer Service Variance (CSV) for the CFS operation:

- Scanning / Keying Forward and Return to Sender (RTS) mail
- COA Scanning
- PS Form 3547 and PS Form 3547D processing
- PS Form 3579 processing
- Allied / Miscellaneous duties
- Non-Applicable – nonwork related activity

Reviews will begin in early March and tentatively conclude in mid-April at the following CFS sites:

- Denver, Colorado
- Seattle, Washington
- Pasadena, California
- Indianapolis, Indiana
- Dallas/Coppell, Texas
- Kingston, New York

Enclosed for your review is a copy of the *CFS Review Auditor Training*. Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter or if you would like to participate in any of the observations.

Sincerely,

Dion Mealy

Shannon Richardson
Director
Contract Administration (APWU)

Enclosure

(CA2024-025)

CFS Review
Auditor Training

March 2024

CFS Review and CSV Inclusion

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Background / Proposal / Purpose

Computerized Forwarding System (CFS) operation measurements are outdated, lacking clearly defined productivity expectations for all work activities.

- Conduct onsite reviews in 6 of the 23 CFS sites to validate workload activities

- Evaluate primary workload elements and analyze current metrics
  - Scanning / Keying Forward and Return to Sender (RTS) mail
  - COA Scanning
  - PS Form 3547 and PS Form 3547D processing
  - PS Form 3579 processing
  - Allied / Miscellaneous duties
  - Non-Applicable – nonwork related activity

- Include factors in Customer Service Variance (CSV) with a CFS module

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Review Site Selection

Six out of 23 CFS sites will be reviewed

- All areas represented
- Located in and off-site from a plant facility
- All ranges of productivity performance (high, mid, low)
- Sites with varying tours (one-two)
- Varying ranges of complement

Facility Name	Average of Total LDC 4900 On-Rolls	Average of Employees Scheduled	Average of Total Pieces per HR for Day	Rank	Located in Plant (Y/N)	How many Tours for your facility? (Indicate below - 1,2,3)	How many employees are regularly scheduled for each tour?				Time Evaluation / Review Details	
							Tour I	Tour II	Tour III	# of Total Employees	Location Schedule	Total Team Members
Denver CO	48	24	66	22	N	2	0	22	22	44	1	12
Seattle WA	12	6	138	10	Y	1	0	12	0	12	2	12
Pasadena CA	29	16	105	14	Y	1	0	25	0	30	3	12
Indianapolis IN	21	11	194	1	N	1	0	16	0	20	4	12
Dallas/Coppell TX	30	16	166	4	Y	1	0	31	0	31	5	12
Kingston NY	30	14	70	20	N	2	18	12	0	30	6	12
Highest # employees per tour							18	31	22	71		
Employees reviewed per Work Study App - available (3)												

On-site Review Schedule

Review Dates
- 3/4/2024 – 3/28/2024
- 21 Total days
- Includes travel days

Review Plan
- Onsite training
- Dry run
- Two days of review per week

								FY2024 QTR2
PP	WK	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	USPS WEEK
PP 6	WK 1	24	25	26	27	28	29	1	22
PP 6	WK 2	2	3 Travel Day Denver CO	4 Review Team Walk thru CFS site Onsite Training	5 Review Team Dry Run	6 Day of Review T2	7 Day of Review T3	8 Travel Day Seattle WA	23
PP 7	WK 1	9	10	11 Day of Review Seattle WA	12 Travel Day Pasadena CA	13 Day of Review Pasadena CA	14 Travel Home	15	24
PP 7	WK 2	16	17	18 Travel Day Dallas TX	19 Day of Review	20 Travel Day Indianapolis IN	21 Day of Review	22 Travel Home	25
PP 8	WK 1	23	24	25 Travel Day Kingston NY	26 Day of Review T2	27 Day of Review T1	28 Travel Home	29	26

March 2024

Workload Elements and Process Steps

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Scan and Key - Workload Element

Scan and Key Process – TACS OPERATION 797
Begin: Load mail for scanning / keying process on flat forwarding terminal (FFT)
End: Dispatch all outgoing mail daily
Process within:
Scanning / Keying employee sufficiently loads ledge with mail (repeat as needed)
Log into FFT w/ selected mail shape (letters/flats/parcels)
Scan / key each mail piece (forward or return to sender) / determine disposition
After label is placed on mail piece, deposit in separations appropriately
**(Ex. separation waste mail, no record mail, machinable or non-machinable)
Sweep mail as needed and place in designated location for dispatch preparation
Dispatch all outgoing mail daily

PS Form 3547 - Workload Element

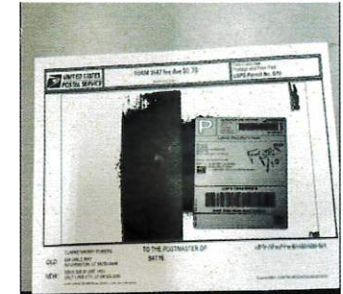| PS Form 3547 Process – TACS OPERATION 667 |
|---|
| **Begin:** Employee leaves workstation going to PS Form 3547 printer |
| **End:** Prepare printouts by processing operation and dispatch daily |
| **Process within:** |
| Withdraw previously printed PS Form 3547's |
| Riffle and review printed items |
| Verify, confirm clarity and correctness of printed PS Form 3547 |
| Reload, restock paper and confirm printer cartridge is printing properly |
| Report to management any necessary information (reorders paper or cartridges) |
| Prepare printouts for dispatch, OPN 060 or machinable as needed |
| Dispatch daily with other mail |

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PS Form 3579 - Workload Element

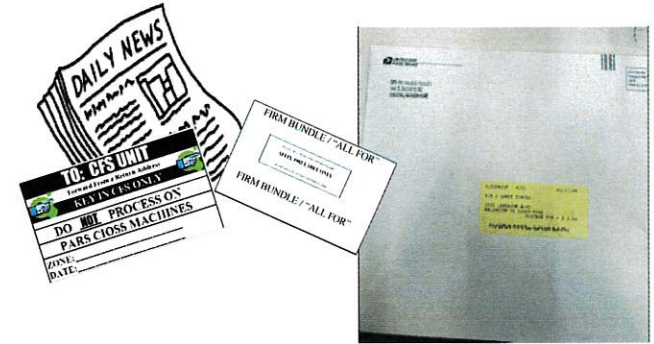| PS Form 3579 Process – TACS OPERATION 667 |
|---|
| **Begin:** Sweep staged area/FFT for processed PS form 3579 mail pieces |
| **End:** Dispatch all outgoing mail daily |
| **Process within:** |
| Retrieve all processed PS Form 3579 mail pieces |
| Relocate mail pieces to designated PS Form 3579 area for processing |
| Sort by mail pieces to like publishers (A-Z) |
| Remove front / back covers and PM info (within 3-5 pgs) as needed then staple |
| Stack / count and write quantity of like publishers to be keyed |
| Return to FFT with organized bundles to process and key into 3579 module |
| Process 3579 / select publishers/ provide quantity of enclosed mail pieces |
| Place postage due label on envelope addressed to publisher |
| Place in envelope and seal |
| Dispatch all outgoing mail daily |

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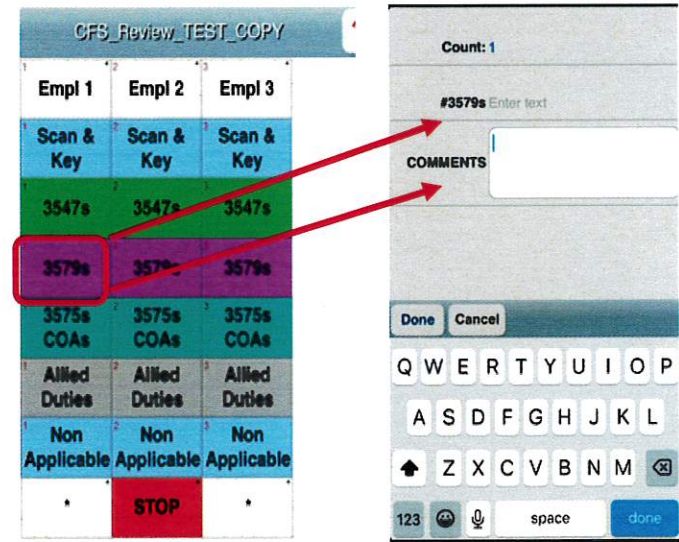
PS Form 3575- COA- Workload Element

| COA Process - PS Form 3575 – TACS OPERATION 085 |
|---|
| **Begin:** Gather hard copy (HCN) COA PS Form 3575 cards to begin process |
| **End:** Sort/File stored COA's and dispatch delivery unit COA's for validation |
| **Process within:** |
| Prep for COA scanning |
| Peel yellow stickers from HCN |
| ** (Notate how many HCN - PPH) |
| Scan all forms into COA server scanner |
| Key From Paper (KFP) - Manual -"Bulletin Board" print |
| Corrections / Interpretation for Illegible issues |
| All COA's will be verified, accepted or failed |
| Failed to verify, prep for return to delivery unit (DU) w/ Information |
| Sort by ZIP Code to delivery DU |
| Complete envelope addressing to DU and insert "failed" COA forms |

Retain/ Recycle	HCN - (30-day retention) File and Purge files
Retain/ Recycle	iCOA - (one-year retention) File and Purge files

Dispatch all outgoing mail daily
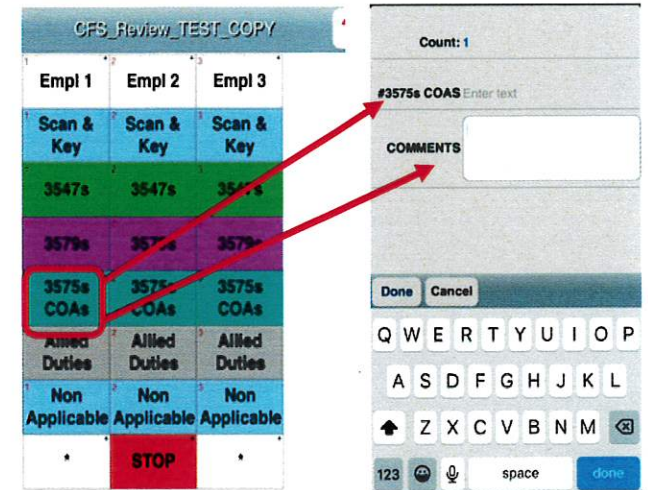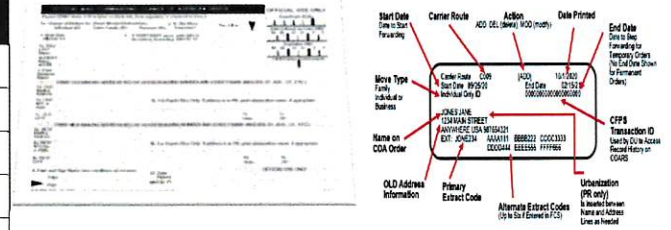
Allied Work - Workload Element

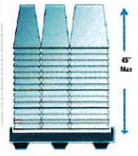| Allied / Miscellaneous Duties - TACS OPERATION 667 |
|---|
| **Begin:** Unlock doors / unload truck / scan truck 99T (if available) |
| **End:** Dispatch all outgoing mail daily |
| **Process within:** |
| Unload truck and stage mail for breakdown process |
| Remain in FIFO (First In / First Out) process for mail flow |
| Place color code / date / time on arriving mail placards |
| Prepare mail for processing / categorizing by shape of mail (Ltrs/Flts/ Parcels) |
| Measure volumes report to management (if applicable) quantity of tubs/trays reported |
| Move prepped mail into designated locations to be processed |
| Return to prepping area to process MTE (Empty Equipment) |
| Palletize MTE / label with appropriate MTEL placard |
| Move to transportation staging area for dispatch |
| Retrieve empty container / replace recycle "waste mail" when necessary (3/4 full) |
| Move recycle to transportation staging area |
| Recycle at unit (if applicable) |
| Sweep outgoing mail / prep for dispatch / label with appropriate MTEL placard |
| Dispatch all outgoing mail daily |

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Non-Applicable

Non-Applicable
Begin: Clerk stops performing work-related activity
End: Resumes work-related activity
Examples:
Employee stops working to talk about non-related work topics
Employee stops working to eat or drink on the workroom floor
Employee checking cell phone
Employees pushes/moves empty equipment around to look busy
Employee walks around continuously
Employee shuffling mail from one tray/tub to another
Employee checking for mail arrival unnecessarily - multiple times
Excessively tapping or verifying before scanning/ keying
Unnecessary double handling mail
Employee disappears
Employee is talking to the union steward
Excessive talking

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