



# NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

## NAPS/USPS March Consultative Meeting

### In Conjunction with the 2023 NAPS Spring EB Meeting

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**03-30-01** NAPS is requesting a full briefing on the HERO process at the NAPS Spring 2023 Executive Board meeting consultative.

**Response:** **Kellie Calderon, Director Compensation Programs provided a briefing on Hero Performance Pilot.**

**03-30-02** Based upon the attached OIG report, many supervisor workhours are not recorded properly, or transferred properly, and this leads to numerous issues, particularly 43% of supervisors indicating they had not been paid for additional hours they had worked. As indicated in the report, USPS senior leadership agreed with the findings in the report. What specific steps will senior USPS leadership take to ensure that supervisors who are entitled to additional pay are compensated properly, and not intimidated to not properly record their workhours?

**Response:** **NAPS's statement that "43% of supervisors indicating they had not been paid for additional hours they had worked," per findings by the OIG was due to supervisors not recording the workhours. The OIG's findings were as follows:**

"We interviewed a judgmental sample of 72 supervisors, including acting supervisors, and found that 31 (43 percent) reported working extra time that was not recorded in TACS. Also, 34 (47 percent) of the 72 supervisors stated that there were circumstances where they were required to work through their lunch breaks.....This occurred because supervisors did not always follow procedures to record their extra hours by either using the time clock or a PS Form 1260.

"Ten supervisors cited reasons related to their perception of management's expectations and possible consequences of working more hours than expected. Eight supervisors indicated management had instructed them to limit their extra straight time, while two supervisors stated that they were afraid management would not allow the extra time or that they may take some action against them because of the extra hours."

#### **Supervisors are eligible for additional pay when meeting the eligibility of Employee and Labor Relations Manual (ELM) 434.143 Eligible for FLSA-Exempt EAS Additional Pay**

FLSA special exempt employees in EAS-18 positions and below are eligible for EAS additional pay if authorized to work over 8.5 hours on a scheduled day or any hours on a nonscheduled day, even while on a temporary assignment such as to an OIC position. When authorized work exceeds 8.5 hours on a scheduled day, EAS additional pay is received for the first half hour as well as for the authorized work over 8.5 hours. Regular FLSA-exempt employees in EAS-23 positions and below positions except postmasters and officers-in-charge are eligible during the designated Christmas period provided they are authorized to work over 8.5 hours on a scheduled day or any hours on a nonscheduled day and the additional hours are spent directly



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supervising bargaining unit employees in mail processing or delivery functions.

The OIG agreed with the Postal Service's response that management would reiterate proper timekeeping procedures and emphasize the requirement for supervisors to adhere to their work schedules and record all hours, including extra hours.

**03-30-03** NAPS HQ has been made aware that while NDC's no longer process SCF letters and flats, this remains part of the Four Walls Service indicator, as part of NPA. When and how will this be corrected?

**Response:** We will present this concern to the NPA committee for determination and asked NAPS for suggestions on measuring this indicator. Normally, the process for a scorecard that cannot generate a score would be to remove that indicator and redistribute the weight appropriately to the other indicators. The NPA committee includes representatives from each function of the Postal Service as well as representation from NAPS headquarters.

**03-30-04** NAPS HQ is requesting the formula/algorithm that Postal HQ uses to calculate clerk compliment for the HR Field Departments?

**Response:** There is no established staffing criteria for the HR clerk jobs listed below. The HR clerks were established in 2017 per an agreement with APWU to add 362 jobs as a result of EAS desk audit results. The Postal Service allocated 362 of the total HR clerk craft count to the districts in 2017. Distribution was based on total employee count and the district made the determination on the specific job that would be established. The 362 jobs were redistributed following the 2020 restructure and the 362 jobs have remained.

0203-0016	P7-06	HR CLERK - HEALTH & RESOURCE MGMT
0203-0014	P7-06	HR CLERK - LABOR RELATIONS
0203-0017	P7-06	HR CLERK - LEARN DEV & DIVERSITY
0203-0015	P7-06	HR CLERK - LOCAL SVC COMP MGMT
0203-0013	P7-06	HR CLERK - SAFETY

**03-30-05** NAPS is inquiring why an EAS Form 50 does not include tour, hours of work, and NS days?

**Response:** The form 50 does not include the employee's tour, hours of work or NS days. When the need to change an EAS schedule is determined for justifiable business reasons, the request is processed by submitting the appropriate forms in eHRSSC. The forms are processed by local field HR. The schedule change information is stored in the Human Capital Enterprise System (HCES). HCES is the warehouse for everything related to the employee. HCES information is output to other systems such as TACS/eRMS for entering workhours and leave and to the HRSSC for job postings. Employee schedules are also output to Webcoins.

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**03-30-06**

What specifically is included in the national loading time average of 22 minutes, which was mentioned numerous times at the Supervisor's symposium and is identified on the daily Triangulation report? Why is the 22-minute load time being used as a hardline and not a guideline when each carrier is different and this number is skewed based on parcel volume and other factors. This should be removed from the report.

**Response:** **Th National Average was gathered from every 3999 conducted in the country for calendar year 2021/generated from TIAREAP data. The 22 minutes is the mean of those load times based on 3999 data using clock rings and allocated DCD functions. This is a guideline (parameter) to measure load times.**

**03-30—07**

GEO Fence is not 100% accurate in the triangulation report. Currently, offices with routes delivering within the vicinity of the office are being picked up by the GEO fence as extending their loading time. Additionally, when a carrier returns to pick up a piece of another route to deliver and returns later, the GEO fence does not adjust to the additional street time. Based on these reports' inaccuracies, this should be removed from the report.

**Response:** There are instances where a carrier's Geo Location is inaccurate, particularly in areas with poor cell reception and/or tall buildings, (e.g., New York City) that can disrupt it. The system could assume that the carrier is within an office's Geo-Fence when he/she is delivering across the street. That said, the number of carriers that this affects is minimal compared to the total number of carriers out on the street every day. These issues would be in limited locations on limited routes and local management should be aware of these instances.

**03-30-08**

Triangulation report Office time variance to 60 minutes is another inaccurate report. Currently, each route is evaluated based on mail volume and casing standards set in the M41 of 18 & 8, along with built-in line items and local MOUs for every office. Several factors in the morning lower this number, such as ten-minute office breaks, vehicle checks, as well as safety & service talks. DOIS is a more accurate tool to measure office productivity, not a national 60-minute hard line number being used. This report should be removed.

**Response:** **This report is a guideline (parameter) to measure office performance and highlight offices and routes that exceed 60 minutes. It brings attention to local management and district leadership to investigate further to determine whether the excess to 60 minutes is justified.**

**03-30-09**

Now that Labor Relations is a HQ function, what guidance if any, has Labor given to the field on issuing corrective action? Who is to write the action? Who reviews the proposed action to ensure it is properly prepared and issued?

**Response:** **District Labor Relations is responsible for writing all 7-Day and 14-Day Suspensions as well as any Removals. The field should contact their District Labor Relations for any guidance on corrective action.**



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**03-30-10**

EAS are carrying mail, both on city routes and rural routes. The Postal Service does pay certain levels of EAS when they do, and hours are to be reported on Radar. However, how specifically should these workhours be recorded? If not properly recorded, a false picture is presented on many operations reports. This is true on both City and Rural routes. For example, Rural 4240's are not accurate, DOIS Earned workhours vs Actual workhour reports are skewed. Office time and Street time reports are not accurate, variance reports are skewed. Actual workhours and SPLY reports are skewed. SPLY workhours will not be accurate. NAPS is requesting that USPS HQ issue a standardized SOP on how workhours used by EAS to sort, case and deliver mail should be distributed.

**Response:** The Time and Attendance Collection System (TACS) site includes instructions on transferring work hours.

The LTATS (Loan, Transfer and Training System) Module in TACS allows you to manually enter a transfer of hours for current or previous pay weeks to another LDC (Labor Distribution Code) within your Office or to another Finance Number/Pay Location.

The LTATS Entry Module is used to transfer total work hours, not individual employee hours. Therefore, LTATS can be used to combine work hours and overtime for multiple employees in a single transfer. When transferring hours in LTATS, you can only transfer actual work hours and overtime hours. The TACS system will automatically create Loan, Transfer and Training (LTATS) hours based on employee moves. If there are adjustments for prior pay weeks or from offices that do not have Timeclock (EBR) moves, they would be entered in this module.

**03-30-11**

The Postal Service has purchased devices from Geo Tab so the VMF can monitor vehicles for performance. Currently most VMF Managers have not been granted access to the Telematics' system. When will VMF managers be granted access?

**Response:** The Cyber Information Security Office (CISO) requires that users needing access to any Postal system go through appropriate clearance and approval through the ARIS program. Since development time to build ARIS access into Geotab will take months, the IT team is building a temporary, albeit, automated PS Form 1357, Request for Computer Access, in order for VMF employees (EAS and craft) to obtain approval to access the system. All VMF employees will obtain access with differing levels according to their position.



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**03-30-12**

What is Fleet Management doing to prepare for the NGDV? Will all VMF's be able to handle the NGDV, for example, building size and lift capacity? Also, what is Fleet Management doing in terms of infrastructure to handle the new battery vehicles? What is status regarding training/tools for VMF employees with NGDV & COS vehicles?

**Response:** Fleet Management, in partnership with Engineering, NGDV PMO group, Safety and other stakeholders conduct monthly and weekly meetings with the vehicle supplier to review program updates. Management is continuously conducting route assessments to ensure that the NGDV is deployed to routes where its capability is maximized and avoid locations where it may not be used (i.e. height restricted routes/parking). Assessments have been conducted and we continue to reassess VMFs that may not have the ability or capacity to maintain the NGDV. Plans are in place to prioritize facility, equipment, and tool upgrades as the NGDV is deployed. A training facility is being built at the NCED campus in Norman, OK for our technicians to attend NGDV and other Commercial Off the Shelf (COTS) vehicles.

**03-30-13**

Why is it that only supervisors in level 22 offices and above offices were allowed to attend the delivery symposiums? When will supervisors in offices below level 22 receive the training and information provided at the symposiums?

**Response:** The success of the Supervisor Symposiums is being assessed and we will inform NAPS of any further trainings after that assessment is complete.

**03-30-14**

NAPS has requested specific pay data from USPS several times, but it has not been provided, in violation of Title 39 of the US Code. When will NAPS receive this information in accordance with the law? See attached request.

**Response:** This matter will be discussed outside of this forum.

**03-30-15**

NAPS has been made aware that many districts utilize unfunded positions/details in Human Resources called the HR support group or an integration team. Local offices are pressured from Postal HQ/ district managers to get carrier routes to base or better and get CSV to 100%. In addition, there are T-Time EAS usage restrictions and offices with limited EAS coverage. NAPS is requesting that these details be posted as regular positions for these teams if they are so necessary and important.

**Response:** We are unaware of an HR Support group/integration team. The HR function, although they interact with CRDO and post offices, is part of the headquarters structure rather than assigned to the district.



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### **03-30-16**

How is the criteria met for retention rate in NPA? Can this be adjusted to not include employees leaving because they find better jobs, better pay, go to school, or find a job in the field they wanted, naming just a few? This should be changed to only include retention that is under the control of offices.

**Response:** Retention was an FY2022 NPA goal. For FY2023, the metric was changed to career & non-career separations. Detailed reasons for employees leaving are not recorded but exit surveys are conducted. Nature of Action (NOA) codes which is either resignation, separations, terminations, removals, and retirements are recorded. For NPA purposes retirements, removals, and separations for cause (charges pending/pre-appointment condition) are excluded.

Based on Exit Surveys provided by employees leaving the USPS and who responded to the survey, the major factors for leaving the organization revolve around work environment, supervision, and work schedules which are all within our control.

### **03-30-17**

C360 cases must be answered that are not under the control of offices such as packages stuck at the plant or in transit for excess periods of time. Thus, these cannot be accurately answered yet the customer might give a bad rating since they did not get the package they wanted in a certain time frame. USPS should only count what is under the control of local offices, such as customer packages arriving in the office and not delivered or complains about a carrier, for example.

**Response:** C360 Package Inquiry Service Requests are routed based on the destination address of the package involved in the inquiry, meaning that the inquiry will be routed to the Local Post Office that serves the destination address on the package. The staff at the Local Post Office serve as the assigned point of contact for the customer. In the case of a package that has not reached the delivery unit at the time customer opened their Service Request, multiple tools exist to enable Local Post Office users assist their customers. Single Package Look Up (SPLU) is linked into the C360 Service Request and allows users to pull up any images captured of the package, which enables them to see if the address label or bar code has any problems that could be causing the delay, look to see if the package shows any signs of damage, etc. Examining the tracking record in either SPLU or Product Tracking and Reporting (PTR), the LPO User can determine if the package is looping and contact the appropriate processing facility Package Inquiry Team in Outlook (see below) to ask for their assistance. The District Consumer Affairs Manager can also provide guidance in resolving the issue.

Service Requests related to packages traveling through the network are created only if certain conditions are met.

- 1) The package has a real “possession” event, meaning that it has at least one physical scan on that package. Implied scans or pre-possession





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events are not proof that USPS really has possession of a package and Email Us prevents customers from being able to open Service Requests on any package not yet in USPS possession. This functionality was added in 2021.

- 2) The package must be in USPS possession for at least 5 days before we allow a Service Request to be created.

Additionally, research has shown that between 70-80% of the time, if the customer had just waited two more days before opening their Service Request, the package would have been delivered. When customers call the care Center about a package traveling in our network, we now explain that we believe the package will be delivered in another two days and we offer the customer the option of allowing us to call them back (text and email are also options) to give them an update on the package, rather than allowing them to open a Service Request immediately.

Those measures have been highly effective in reducing the number of package inquiry Service Requests related to packages traveling through our network. The specific numbers vary from office to office, but in the current state as much as 80% of all the package inquiries received by an LPO are about packages that *have reached* the delivery unit (scanned delivered but not received by the customer, scanning integrity issues (false scans applied to packages by either craft employees or EAS to "Stop-the-Clock, etc.).

Concerning the Survey Question referenced in the concern, the question we ask the customer is as follows.

*"Overall, how satisfied are you with the quality of service you received in response to the issue?"*

What we are asking the customer is to tell us about *how* the C360 User(s) who worked on their service request provided the assistance needed. The answer to that question is directly influenced by the way the C360 User(s) assisted the customer. Did they empathize with the customer and apologize for the situation or brush them off as "not my problem?" Did they provide communication and updates to the customer throughout the process? Did they ensure the Service Request was not closed prematurely, giving the appropriate time for the matter to be investigated and resolved? If the ultimately the package was not found, did the LPO C360 User(s) involved provide the customer clear guidance on how to file a claim, open a Missing Mail Search (where applicable) or advise the customer to contact the sender to let them know if an uninsured package was never received? And throughout, all of this, did they maintain a kind, respectful attitude in their attempts to assist the customer?

All of those actions are what influences a customer's perception of the *quality of service* provided to them during the investigation, handling, and resolution of their service request. Even when bad news is the only news we have to provide to the customer, when provided in an empathetic way



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and with clear communication that shows the customer we did everything we could to assist them, we see positive responses to the OSAT question.

#### **03-30-18**

EAS in support functions, such as HR personnel from Texas District 2 in the Houston district were denied administrative leave for an ice storm that crippled the state of Texas in February 2021. The local NAPS branch went thru district USPS leadership. All crafts and EAS from delivery and the plant were paid administrative leave for the days that the whole state was without power and the roads were undrivable. However, the HR group was never paid administrative leave. The Texas-2 HR manager, Seritia Clark, told the NAPS branch president that DM LeDoux had made the decision not to pay them and she (Clark) was not going to change the decision. Even though HR technically, did not report to the DM. NAPS is requesting that the HR EAS be paid Administrative Leave for the ice days of February 15 and February 16, 2021.

**Response: Requests for administrative leave needs to be reviewed on a case -by- case basis. We are unaware of the local determinations for these decisions for a time period of over 2 years ago. This should be directed to the Area office. This occurred during the pandemic and most administrative positions were either working remotely or had the capability of telework. Employees on annual leave, sick leave or LWOP are not eligible for administrative leave.**

#### **519 Administrative Leave**

##### **519.1 Definition**

*Administrative leave* is absence from duty authorized by appropriate postal officials without charge to annual or sick leave and without loss of pay.

##### **519.2 Special Conditions**

###### **519.21 Acts of God**

###### **519.211 General**

*Acts of God* involve community disasters such as fire, flood, or storms. The disaster situation must be general rather than personal in scope and impact. It must prevent groups of employees from working or reporting to work.

###### **519.212 Authorizing Administrative Leave for Acts of God**

The following provisions concern administrative leave for acts of God:

- a. Postmasters and other installation heads have authority to approve administrative leave for up to 1 day.
- b. District managers and Postal Career Executive Service (PCES) plant managers may authorize administrative leave beyond 1 day, but not to exceed a total of 3 days, for their installation and those reporting to it.
- c. District managers and senior or lead plant managers may approve administrative leave for periods up to and in excess of 3 days for their installation and those reporting to it.

###### **519.213 Determining the Cause of Absence**

Postmasters and other appropriate postal officials determine whether absences from duty allegedly due to "acts of God" were, in fact, due to such cause or whether the employee or employees in question could, with reasonable diligence, have reported for duty.

###### **519.216 Employees on Annual Leave, Sick Leave, or LWOP**

Employees on annual leave, sick leave, or LWOP remain in such status. They are not entitled to administrative leave.





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**03-30-19** How will hold mail and notice left parcels would be handled in an S&DC environment? Is the plan for customers to drive the extra miles to the S&DC to pick that mail up or will customers pick it up at their former post office (the retail unit) Will S&DC's have a retail window?

**Response:** The purpose of establishing S&DCs is to reduce transportation and mail handling costs as well as provide postal customers with additional services. S&DCs will allow for easier standardization and management of operations while improving building and operating conditions for employees. Upon establishment of the S&DC, carriers in nearby facilities and clerks were shifted from their prior installation to the S&DC. There was no impact to customer services, clerks assigned to window operations remained. The prior installations and its retail unit still service the customers of their zip code rather than the S&DC.

**03-30-20** NAPS HQ has heard from supervisors in the field that they are given scanning instructions on how to scan parcels that have been brought back in the evening, for example due to darkness or other safety concerns, road closures, or extreme weather events such as flooding just to name a few. What are the correct end of day scanning instructions for parcels that for one reason or another are brought back undelivered by an employee?

**Response:** Packages should be attempted/delivered at the point of delivery most of the time. If there is an "Act of God"/Extreme Weather, then if approved from their MPOO/DM they would utilize "Weather Delay" scan. These packages should go out for delivery as it's safe to do so. If there is a safety concern due to road closures, weather impacted loop/street, they would scan "No Access" at the closest point of the no access. (Unless Dangerous to do so) These packages should go out for delivery as it's safe to do so. If the packages were NOT attempted and brought back, they should be scanned "Delivery Delay". This is NOT a Stop the Clock and is simple informational for the customer. These packages should go out for delivery the following business day.