



RECEIVED
MAR 06 2024

March 4, 2024

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

Certified Mail Tracking Number:
7020 3160 0002 0328 0358

Dear Ivan:

As a matter of general interest, the Postal Service has updated the Window Operations Survey (WOS) time factors for Retail Systems Software (RSS) offices.

Enclosed is a PowerPoint presentation of the WOS time factors proposed for Fiscal Year 2024.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon Richardson".

Shannon Richardson
Director
Contract Administration (APWU)

Enclosure

Retail Experience

WOS Time Factors Proposed for FY24 After Site Observations

January 22, 2024

WOS Time Factors Methodology

- Single Item Visits are used to calculate the average Visit Time for each Product / AIC nationally for Q1, Q2 and Q3 of the current year in Q4. Outliers are eliminated by removing any visit > 15 minute.
- For Extra (Special) Services (ES) this is done twice, once for the Mail Class alone and another for the combination Mail class and ES to extract the ES difference on its own
- The variations between the Current WOS Time Factor-WTF and the average Visit Time are Calculated.
- Any item that has more than 10,000 visits and has a difference more than +/- 30% of the current time factor is highlighted as a candidate for change. The rest are kept the same from the previous Year.
- Any Item that is new is also highlighted as a change from previous year
- The proposal is then done based on the established principle that only 30% of the difference from year to year is proposed in the study so that the changes are introduced gradually thereby buffering the effects of the change
- The Proposal is sent to Management who either assigns it to the Operations Industrial Engineer-OIE or to few members of the Retail Data Mart-RDM team with extensive field experience to do site observations particularly for items that are proposed for changes
- The OIE study/team observations are taken into consideration before the revised proposal is approved by Management
- The changes are implemented end of September ready for the roll-out for the new FY on October 1st each year.

FY24 WOS Time Factor Process / Other

✓ Investigate and Add any new products that must be added like:

Non-revenue Products (1):

- Validate Package Dimensions

Revenue Products (4) added in July '23 :

- USPS Ground Advantage Up To 15 oz
- Non-Standard Domestic Length Fee max length charge
- USPS Ground Advantage Dim Weight
- USPS Ground Advantage Oversize

✓ Other activities involve opening investigations with RSS on two separate products that do not have a visit time

WOS Time Factors – Q1/Q2/Q3 FY 2023 and FY 2024 Proposed Decreases

Product/AIC Name	FY20 RSS WOS Time Factor	FY21 RSS WOS Time Factor	FY22 RSS WOS Time Factor	Current FY23 RSS WOS Time Factor	RSS Sites Average Single-Txn Visit Time QTR1, QTR2 and QTR3 FY2023 (mins)	RSS Sites Single-Txn Visits QTR1, QTR2 and QTR3 FY2023	Difference between Column J & Column K	%Variance	Proposed FY2024 WTF	Proposed Change in FY 2024
COD Pickup	3.42	3.42	3.02	3.02	2.19	38,676	(0.83)	-37.90%	2.74 3.02	Decrease Kept Same
Global Express Guaranteed	8.47	8.47	8.47	8.47	6.42	20,335	(2.05)	-31.93%	7.79	Decrease
Domestic Insurance	0.93	0.93	0.93	0.80	0.52	1,474,468	(0.28)	-53.85%	0.71	Decrease
Domestic Certified	0.82	0.82	0.82	0.74	0.53	6,738,442	(0.21)	-39.62%	0.67	Decrease
Domestic Certificate of Mailing	0.55	0.55	0.55	0.51	0.39	157,640	(0.12)	-30.77%	0.47	Decrease
Domestic Perishable Special Handling	1.32	1.32	1.32	0.96	0.23	14,985	(0.73)	-317.39%	0.72	Decrease
Non-Machinable First-Class International Surcharge	0.65	0.65	0.65	0.44	0.02	41,034	(0.42)	-2100.00%	0.30	Decrease

WOS Time Factors – Q1/Q2/Q3 FY 2023 and FY 2024 Proposed New

Product/AIC Name	FY20 RSS WOS Time Factor	FY21 RSS WOS Time Factor	FY22 RSS WOS Time Factor	Current FY23 RSS WOS Time Factor	RSS Sites Average Single-Txn Visit Time QTR1, QTR2 and QTR3 FY2023 (mins)	RSS Sites Single-Txn Visits QTR1, QTR2 and QTR3 FY2023	Difference between Column J & Column K	%Variance	Proposed FY2024 WTF	Proposed Change in FY 2024
Validate Package Dimensions					0.50	897,480	0.50		0.50	New
USPS Ground Advantage Up To 15 oz				1.35	2.22	4	0.87	39.19%	1.35	New*
USPS Ground Advantage Oversize				2.20	0.00	0	0.00		2.20	New*
USPS Ground Advantage Over 15 oz				2.20	4.31	3	2.11	48.96%	2.20	New*
USPS Ground Advantage Dim Weight				2.20	2.95	1	0.75	25.42%	2.20	New*

* Technically these were added last qtr FY23

WOS Time Factors – Q1/Q2/Q3 FY 2023 and FY 2024 Proposed Increases

Product/AIC Name	FY20 RSS WOS Time Factor	FY21 RSS WOS Time Factor	FY22 RSS WOS Time Factor	Current FY23 RSS WOS Time Factor	RSS Sites Average Single-Txn Visit Time QTR1, QTR2 and QTR3 FY2023 (mins)	RSS Sites Single-Txn Visits QTR1, QTR2 and QTR3 FY2023	Difference between Column J & Column K	%Variance	Proposed FY2024 WTF	Proposed Change in FY 2024
Hazardous Material Surcharge	0.51	0.51	0.51	0.51	0.95	248,686	0.44	46.32%	0.66	Increase
Non-Standard Dom Dimension Fee > 2 cubic feet				0.47	0.99	347,124	0.52	52.53%	0.64	Increase

Site Observations

- Three members of the RDM team visited three Retail Units in Different locations
- Observations and timings were recorded (full details on the attached excel Workbook) summarized and compared to the WOS Time Factors-WTF study in the table below:

Combined Site Observations vs WTF Proposal				
Product	Avg Sec	Avg Min	WTF Proposal	Observation/Action
Expedited Mail Acc	14.8	0.2	0.22	Minimal changes- No steps outside System workflow observed- accept WOS Time Study proposal
Forever Stamp Sales	63.2	1.1	0.5	Minimal changes- No steps outside System workflow observed- accept WOS Time Study proposal
Lobby Service Rev	98.3	1.6	1.62	Minimal changes- No steps outside System workflow observed- accept WOS Time Study proposal
Money Orders	101.0	1.7	2.72	Moderate changes- No steps outside System workflow observed- accept WOS Time Study proposal
PM Dim	292.9	4.9	6.64	Moderate changes- No steps outside System workflow observed- accept WOS Time Study proposal
PM Lrg. FRB	139.1	2.3	1.76	Moderate changes- No steps outside System workflow observed- accept WOS Time Study proposal
PM w. Domestic Insurance	276.3	4.6	2.69	Moderate changes- No steps outside System workflow observed- accept WOS Time Study proposal
PMI	293.8	4.9	6.64	Moderate changes- No steps outside System workflow observed- accept WOS Time Study proposal
USPS Ground Advantage Dim wt	213.3	3.6	2.2	Moderate changes- No steps outside System workflow observed- accept WOS Time Study proposal
USPS Ground Advantage Over 15 oz	155.1	2.6	2.2	Moderate changes- No steps outside System workflow observed- accept WOS Time Study proposal
COD Pickup	28.5	0.48	2.74	Moderate changes- Possible steps outside System workflow – Keep existing WOS Time Factor
Non-revenue pickup	102.0	1.7	0.98	Moderate changes- No steps outside System workflow observed- accept WOS Time Study proposal

Summary

➤ Summary of Proposed Changes

Products removed:

- None

Product WOS Time Factor Changes:

- 2 Product increases (see slide # 4)
- 6 Product decreases (see slide # 3)
- 4 Products added (see slide # 5)

- COD Pickup – Though this is a candidate for change, it was determined that additional workflow steps (preparing MO and mailing to Sender) need to be taken into consideration and therefore it was kept the same. This was confirmed by site observation.
- All Products that are known to require possible additional time for forms or applications (e.g. International Mailings or Passports etc.) have been kept the same.
- Most of the timings submitted by the site observations were in line with the general WTF study.
- In summary if we assume the exact same number of transactions next year, the effect of the WOS Time Factor changes on Earned Time is a net decrease of 0.04% i.e. very neutral change.