

SALES & SERVICES ASSOCIATE ACADEMY

Module 12: Union Representation



Objectives

- Recognize improper security practices.
- Ensure proper training with the OJI.
- Explain Article 28.

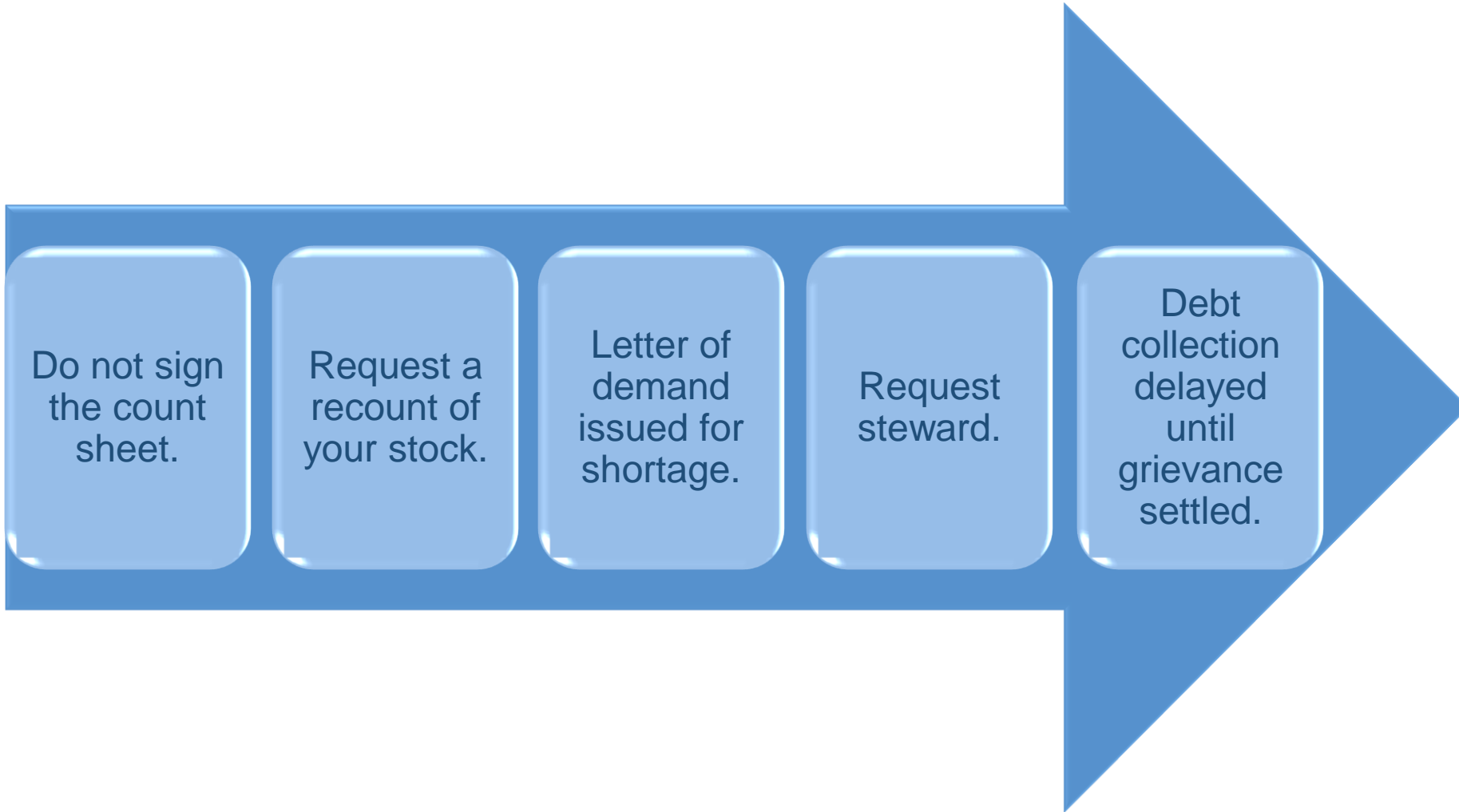


Audit or Count Drawers

- Fixed Credit count at least every four months.
- Cash Credit count at least once every three months (quarter).
- Conduct in a quiet area.
- No transactions during count.
- Count your own drawer.



Out of Tolerance



Qualifying

- You have the right to decline to sign and/or take the exam.
- OJI assigned after classroom training.
- OJI covers necessary job performance items including retail equipment.



Report Security Violations

- Management responsible for providing adequate security.
- Ensure that you report violation in writing.



Security Violations 1

- Duplicate Key Envelopes not checked every 6 months.
- Drawer locks not changed prior to issue.
- Annual Lock and Key Examination not performed.
- Others have access to your drawer.
- Stamp Orders not filled weekly.
- Stamp Stock is not counted as it is received.
- Others working from your drawer.



Security Violations 2

- Were all of your postage stock and accountable items counted?
- Were you given an opportunity for rechecks of computations and a recount?
- Did you sign PS Form 3294 that you agreed to the count?
- Was the result of the count entered on PS Form 3368-P?
- Was Step-1 grievance filed within 14 days of date of Letter of Demand?
- Are you provided with a locking drawer?
- Do you always lock your drawer if away for any reason?
- Have you exchanged stock without a PS Form 17?

The image shows two overlapping United States Postal Service forms. The top form is 'Cash and Stamp Stock Count and Summary' (PS Form 3294), which includes sections for 'Type of Accountability', 'Unit Reserve', 'Unit Cash', and 'Summary of Accountability'. The bottom form is 'Accountability Examination Record' (PS Form 3368-P), which features a grid for recording counts and a section for 'Verification of Money Orders'. Both forms include fields for 'Name of Employee', 'Location', and 'Date of Count'.

Security Violations 3

- Was a Letter of Demand issued?
- Was your stamp stock counted within four months?
- Was your cash credit counted within three months?
- Have you designated someone to count in your absence?
- Were you or your designee present at the count?
- Have you permitted anyone to work from your drawer?
- Do you get a receipt for all money turned in?
- Do you count all requisitions upon receipt?
- Have you reported faulty equipment as soon as it was discovered?



Security Violations 4

- Do you show all transactions on PS Form 1412?
- Do you run adding machine tapes of Money Orders and fees in numerical sequence at the end of the day?
- Do you enter Money Order numbers at beginning and end of tapes?
- Do you verify that all vouchers are accounted for?
- If you have missing vouchers, is drawer counted immediately and overages entered into trust?
- Do you enter Money Orders and fees on PS Form 1412?
- Was check accepted for Money Order?

UNITED STATES POSTAL SERVICE®		Daily Financial Report			
Unit or Individual Name		Unit Finance Number (10-digit Unit Finance #)			
RECEIPTS			STAMP ACCOUNTABILITY		
Description	AIC	\$ Amount	Withdrawals	AIC	\$ Amount
Forever Stamp Sales - Retail Window	007		Opening Balance - Stamp Accountability	840	
Forever Stamp Sales - By Internet - Mail - Telephone	011		Stamp Stock Received (+)	841	
Forever Envelope Sales	016		Stock Increase - Revaluation (+)	844	
Forever Stamped Card Sales	017		Stamped Envelope Discount (-)	846	
Forever Philatelic Postage	018		Stamp Stock Returned (-)	848	
Species Conservation Semi-Postal Stamp	081				
Breast Cancer Research Stamp Sales	084		Stock Decrease - Revaluation (-)	850	
Postage Stock Sales	090		Total Sales (007-018, 081-092, 094)	852	
Bird Stamp Sales	091		Closing Balance Stamp Accountability	853	
Philatelic Product Sales	092		DISBURSEMENTS		
Packaging Product Sales	093		Withdrawals		
Stamps by Mail - Internet - Telephone	094			AIC	\$ Amount
			Business Reply Mail/Postage Due Advance		

Checks

- Was check made out to Postmaster in exact amount?
- Is bad check list posted?
- Were proper procedures for check acceptance followed including all required forms of identification presented?
- Was ID one of the following: driver's license, military ID, passport, state issued ID, or other traceable ID?
- Did signature on check match ID?
- Upon leaving unit such as transfer, separation, etc., were the locks changed?



Security Violations 5

- Are master keys kept in PS Form 3977, and proper procedures followed?
- Is safe combination changed when a person knowing the combination is separated, transferred, etc.?
- Is overage in your trust fund?
- Do you have legal financial transactions with other employees?
- If overages/shortages are applied to offset each other have you attached supporting documentation?



Best Practices

- Scan and enter every sale item.
- Input every transaction into RSS at the time of the transaction.
- Do not make any personal transactions from your cash drawer.
- Avoid “GL Adjustments,” “Error Corrects,” “No Sales,” etc.
- PVI errors - submit PS Form 3533 the same day.
- Always provide the customer with a receipt.
- Never hold checks for any reason.
- Always use Money Orders in sequential order.
- Serve customers one at a time.
- Avoid interruptions during a transaction.
- Lock cash drawer when away from the window.
- Log off POS ONE terminal when taking break or at lunch.
- Always count change back to the customer.
- Verify that Money Order is correct, and funds are paid before issuing.

Shortage in Fixed Credits

- Provide adequate security for all employees responsible for postal funds.
- Prohibit employee from using fixed credit or other financial accountability of another employee without permission.
- Grant opportunity for employee to be present whenever their fixed credit is being counted, and if the employee is not available, to have their choice of witness present.
- Absolve employee of any liability for loss from cashing checks if they follow established procedures.
- Count each employee's fixed credit at least every four months.



Burden of Proof

Employee held accountable for shortage or loss unless:

- Employee exercised reasonable care.
- Other defense established.

If grievant is negligent, union must show something else caused the loss:

- Management failure.
- Grievant negligence not contributing factor.

Burden of Proof

Where proof of causation is lacking or unjust to hold grievant liable:

- Split loss for fairness.
- Adopt comparative negligence approach.
- Shift burden of proof to management.



Stamp Stock Tolerances

Amount of Stamp Stock	Tolerance
Up to \$30,000.00	\$50.00
\$30,000.01 to \$60,000.00	\$100.00
Above \$60,000.00	\$150.00
Amount of Cash Credit	Tolerance
Up to \$100.99	\$25.00

Collection Procedures

- Collection will be delayed until disposition of grievance and/or petition, either through settlement or exhaustion of contractual and/or administrative remedies.
- Limited to 15% of employee's disposable pay or 20% of employee's gross pay, whichever is lower (or other agreed upon amount), deducted each pay period.



Summary

- Exercise reasonable care while performing duties.
- Management must provide adequate security.
- Take time to do things properly.
- Report security violations.

