Mr. Brian J. Wagner  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service proposes to establish a form titled Observation of Retail and Customer Service Practices.

The purpose of the proposed form is to provide management with a means of observing and managing employees assigned to Retail and Customer Service Operations. It is anticipated that the observations performed by management using the subject form will result in the identification of work practices that have a positive contribution to the operation or have resulted in, or could result in, operational deficiencies.

Enclosed are the following:

- A draft copy of the proposed Observation of Retail and Customer Service Practices form; and
- A narrative explanation of the purpose and impact of the proposed Observation of Retail and Customer Service Practices form.

Please contact Mike Faber at 215-432-0613 if you have any questions concerning this matter.

Sincerely,

Shannon R. Richardson  
A/Manager  
Contract Administration (APWU)

Enclosures
### Observation of Retail and Customer Service Practices

The primary purpose of conducting employee observations is to improve efficiency by identifying actions and patterns that could lead to time-wasting practices. This form provides an opportunity for positive recognition and reinforcement of all aspects of Function 4 (F4) operations. Conduct positive discussions with employees, including the benefits gained from demonstrating efficient work methods. If an observation is determined to require work improvement, such action will be documented by management, discussed with employee and followed up as necessary.

#### A. Classification Based on Duration of Postal Employment

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>One evaluation per quarter</td>
<td>20 day, 20 day, 20 day evaluation</td>
</tr>
<tr>
<td>Non-Career</td>
<td>0 - 3 months</td>
</tr>
<tr>
<td></td>
<td>4 - 23 months</td>
</tr>
<tr>
<td></td>
<td>2 years plus</td>
</tr>
</tbody>
</table>

#### B. Employee Information

<table>
<thead>
<tr>
<th>Name of Employee</th>
<th>EIN:</th>
<th>Time of Observation: From: To:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Day of week:</td>
</tr>
</tbody>
</table>

Post Office — Station/Branch: Finance Number:

#### C. Check Appropriate (S = Satisfactory, U = Unsatisfactory, N/A = Not Observed)

- Property displayed proper ID as required
- Achieved the correct phone/Bluetooth policy while on workroom floor
- In proper uniform including footwear as required
- Engaged in work immediately after clocking in
- Began tour (BT) as scheduled
- Utilized correct operational codes throughout the tour
- Took breaks and/or lunch as scheduled
- Processed Postal One and PRS at times not to interfere with distribution or retail operations.
- Processed PRS as directed
- Processed BRM, Postage Due, Merchandise Return received before the unit's CET as defined by the IOP.
- Demonstrated no idle time during loading/unloading. (Actively assisted in the unloading / loading process)
- Properly made all required scans on trucks and containers
- Used proper safety techniques when moving equipment.
- Followed the National Color Codes and utilized color code cards
- Prioritized workload to meet critical timelines such as DUT & DOV
- Used all available scanning technology during distribution
- Avoided unnecessary double handling during parcel distribution
- Avoided non-work related conversation and/or movement during distribution
- Loaded the ledge full with all available working letter mail
- Grasped a handful of mail in their arm/hand during distribution for maximum efficiency
- Spread circular flat sets and NLM to the carrier routes in a manner that avoided back tracking
- Prior to letter and flat distribution, mail was accurately measured with device and properly recorded on PS3922, (including PO box secondary, if applicable)
- Verified UIBM to prevent disposal of First Class or encosed mail
- Accountable items distributed to achieve DUT
- Collection mail properly separated/scanned
- Performed collections adhering to CPMS times
- Advanced all available mail to the plant on all pre-closeout trucks.
- WEIBATS - SOP followed during all Webcats duties
- LPARS - RTS/FWD letters processed daily as directed
- FFPRS - RTS/FWD flats processed daily as directed
- RFS - processed daily as directed

#### D. Professional Work Practices Demonstrated: Recognition Recommended (Leave blank if not applicable)

During this observation, the employee performed safe and professional practices at all times. The employee was given the following recognition:

Personally commend employee

#### F. Name/Title of Observer

Name/Title of Manager

#### G. Comments to be Completed by Employee’s Immediate Supervisor

Signature of Employee observed

Signature of Employee’s Manager

#### H. Form Destruction

- Employee Observed (original)
- Employee’s Immediate Supervisor
Narrative Statement:

The purpose of the proposed form is to provide management with a means of observing and managing employees assigned to Retail and Customer Service Operations. It is anticipated that the observations performed by management using the subject form will result in the identification of work practices that have a positive contribution to the operation or have resulted in, or could result in, operational deficiencies. In addition, it is also anticipated that the subject form will result in opportunities for management, in a one-on-one format, to provide employees with positive recognition while also reinforcing the various aspects of F4 operations. If an observation using this form is determined to require official action, such action will be in accordance with the terms of the National Agreement.