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April 15, 2021

APR 19 2021

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

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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



DRAFT

Observation of Retail and Customer Service Practices

The primary purpose of conducting employee observations is to improve efficiency by identifying and actions 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						1				
One evaluation per quarter 30 day, 60 day, 80 day evaluation Non-Career 0 - 3 months			1		One evaluation per of	quarter	Two evaluations per y	ear		
Non-Career 0 - 3 months B. Employee Information		SIDAK			4 - 23 Months L	2 years plus				
Name of Employee:				Date of Observation: Pos		Post Office -	– Station/Branch:			
EIN: Time of Observation:		Day		Day	of week:					
Job Title: To:						Finance Nur	nber:			
	priate S = Satisfactory (performe must observe the employee in five or				U = Unsatisfactory (needs satisfy the minimum require					
GENERAL OBSERVATIONS		s	U	N/A	UNIT DISTRIBUTION (CONTINUED)		(CONTINUED)	S	U	N/A
Properly displayed postal ID as required					Replaced parcel hampers when necessary to prevent overflow				570.00	
Adhered to the cell phone/Bluetooth policy while on workroom floor					Avoided leaving distribution area except when necessary					
In proper uniform including footwear as required		T			PO BOX DISTRIBUTION			S	U	N/A
Engaged in work immediately after clocking in					Accurately measured and recorded all available volume on PS3922 prior to beginning PO box distribution					
Began tour (BT) as scheduled					Utilized parcel lockers when available					
Utilized correct operational codes throughout the tour		_			Avoided non-work related conversation during PO box distribution					
Took breaks and/or lunch as scheduled					Staged volume nearest to each PO box section					
BUSINESS SERVICES		s	U	N/A	Segregated UBBM, Missent, Missort and LPARS while walling avoiding excessive re-handling					
Processed Postal One and PRS at times not to interfere with distribution or retail operations.					RETAIL OBSERVATION			S	U	N/A
Processed PRS as directed					Retail counter line was clear of all mail, stamp stock and cash drawers were secured from previous day.					
Processed BRM, Postage Due, Merchandise Return received before the unit's CET as defined by the IOP.					Workstation was well stocked and organized					
UNLOADING and LOADING		s	U	N/A	Performed ancillary duties between customer visits					
Demonstrated no idle time during loading/unloading. (Actively assisted in the unloading / loading process)					Requested unprepared customers to step aside to serve the next customer in line.					
Properly made all required scans on trucks and containers					The open/close process was	performed in a	accordance with the F-101			
Used proper safety techniques when moving equipment.					Final deposit took a reasonable amount of time to finalize from the time the window closed					
UNIT DISTRIBUTION		s	U	N/A	DELIVERY ADMINISTRATION			s	U	N/A
Followed the National Color Codes and utilized color code cards					Verified UBBM to prevent dis	sposal of First	Class or endorsed mail			
Prioritized workload to meet critical timelines such as DUT & DOV					Accountable items distributed to achieve DUT					
Used all available scanning technology during distribution		\vdash	Н		Collection mail properly separated/scanned Performed collections adhering to CPMS times				_	_
Avoided unnecessary double handling during parcel distribution		-	_					_	H	
Avoided non-work related conversation and/or movement during distribution					Advanced all available mail to the plant on all pre-closeout trucks.					
Loaded the ledge full with all available working letter mail Grasped a handful of mail in their arm/hand during distribution for maximum efficiency					VEBBATS - SOP followed during all Webbats duties					
					LPARS - RTS/FWD letters processed daily as directed					
Spread circular flat sets and NLM to the carrier routes in a manner that avoided back tracking					FPARS - RTS/FWD flats processed daily as directed					
Prior to letter and flat distribution, mail was accurately measured with device and properly recorded on PS3922. (including PO box secondary, if applicable)					RFS - processed daily as directed					
D. Professional Work Practices Dem						A WELL	440113487 (400)			37.7
During this observation, the employee per Personally commend employee	formed safe and professional practices Other:	at a	II tim	es. Th	e employee will be given the	following recog	nition:			
F. Name/ Little of Observer		N 900			Name/Title of Manager		THE RESIDENCE		64	
		700	5.0		Name/Title of Manager			40.5		
G. Comments to be Completed by Er	nployee's Immediate Supervisor	13	N		NO MENTERS	SECTION SERVICES	THE RELEASE OF		W/C	
Signature of Employee observed		**************************************			Signature of Employee's Manager		CONTRACTOR OF THE PARTY.	X-A		
H. Form Distribution			ZĬ.							
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.