



February 2, 2022

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 8484

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 on compact disc are the WOS time factors for Fiscal Year 2022.

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

Proposed 2022 WTF based on QTR1, QTR2 and QTR3 FY2021 Avg Visit Time with Previous Years Comp

WOS Group	WOS Group Desc	AIC	Product/AIC Name	FY18 RSS WOS Time Factor	FY19 RSS WOS Time Factor	FY20 RSS WOS Time Factor	Current FY21 RSS WOS Time Factor
1	Non-Revenue	0000	In Person Proofing***				
1	Non-Revenue	0000	Non-automated Mail Pickup (POS)	1.89	1.50	1.50	1.50
1	Non-Revenue	0000	Non-revenue Pickup	1.21	1.21	1.21	1.21
1	Non-Revenue	0000	Passport Scheduler Appointment Made***				
1	Non-Revenue	0000	Zip Code Lookup				
4	Retail Services	0100	Domestic Money Order - Value	1.45	1.45	1.16	1.16
4	Retail Services	0123	Lobby Services Revenue	1.39	1.39	1.39	1.39
6	Alternate Channels	0011	Forever Stamp Sales, by Internet, Mail, Phone	1.50	1.05	0.89	0.89
7	Mailing & Special Services	1003	Operation Santa Mailing				
7	Mailing & Special Services	1003	PM APO/FPO Flat Rate Box	2.59	2.59	2.59	2.59
7	Mailing & Special Services	1003	Priority Mail International Flat Rate Envelope	3.43	3.43	3.43	3.43
8	Disbursements	0526	Refund Spoiled/Unused Customer Meter Strips	3.08	3.08	2.48	2.48
8	Disbursements	0535	Refund of Fees - Retail Services	2.38	2.38	1.91	1.91
8	Disbursements	0553	Refund Stamps and Fees	3.01	3.01	2.50	2.50
8	Disbursements	0624	Refund of Miscellaneous Non-Postal Revenue	2.74	2.74	2.21	2.21

RSS Sites Average Single-Txn Visit Time QTR1, QTR2 and QTR3 FY2021 (mins)	RSS Sites Single-Txn Visits QTR1, QTR2 and QTR3 FY2021	Difference between Column J & Column I	%Variance	Proposed FY2022 WTF	Change in FY 2022	Net Change in FY22 Q1, Q2, Q3 assuming Same single txn Visits as 2020 (min)	Total in FY22 if no change
1.64	31,089	1.64	100.00%	1.64	New	50,987	
1.11	1,368,124	(0.39)	-35.14%	1.37	Decrease	(177,678)	1,874,508
0.76	43,792,798	(0.45)	-59.21%	1.06	Decrease	(6,562,351)	46,426,935
2.87	504,442	2.87	100.00%	2.87	New	1,447,749	
0.95	1,718,127	0.95	100.00%	0.95	New	1,632,221	
0.53	60,430	(0.63)	-118.87%	0.95	Decrease	(12,678)	57,421
2.08	183,750	0.69	33.17%	1.62	Increase	42220.2375	297633
0.65	151,091	(0.24)	-36.92%	0.81	Decrease	(12,075)	122,396
3.26	8,124	3.26	100.00%	3.26	New	26,484	
5.02	190,377	2.43	48.41%	3.40	Increase	154,051	647,128
5.44	42,885	2.01	36.95%	4.10	Increase	28,704	175,800
1.42	13,932	(1.06)	-74.65%	2.13	Decrease	(4,918)	29,634
1.30	11,055	(0.61)	-46.92%	1.71	Decrease	(2,246)	18,869
1.67	79,702	(0.83)	-49.70%	2.22	Decrease	(22,029)	177,226
1.23	10,764	(0.98)	-79.67%	1.88	Decrease	(3,513)	20,276