

NAPS/USPS Consultative Meeting Minutes
USPS Headquarters
January 4, 2012 @ 9 AM

USPS HQ Attendees

Lee McGirr, Labor Relations
Bruce Nicholson, Labor Relations
John Cavallo, Labor Relations
Fletcher Heard Customer & Field Performance
Robert Raines, Customer & Field Performance
Barbara Phipps, Field Labor Relations

NAPS Attendees

Louis Atkins, President
James Killackey, Vice President
Brian J. Wagner, Secretary-Treasurer
Ben Clapp, Board Chairman

1. NAPS request a briefing on all aspects of mail scanning. We have received inquiries from our members on several issues that involve scanning including the practice of entering missing scans and scanning mail as attempted when it remains in the delivery unit at the end of the day.

NAPS would like to have an expert from delivery available at the meeting to provide an explanation of the entire cycle of scanning from acceptance through to delivery, attempted delivery, entering data for missed scans and return to sender and for the representative from management to be able to respond to any follow-up questions. NAPS would also like to be provided with any documents that pertain to scanning.

USPS Response: *The Postal Service explained the scanning process; from acceptance to delivery, including en-route scans. USPS is now using ring-scanners in some plant and customer service operations. The Postal Service provided NAPS with scanning procedures dated August 2011.*

According to USPS HQ, there are only two reasons for a manual scans—one is a scanner malfunction at time of delivery and the other is when a scanner is not present for a scanning event. There should be no other reason for entering manual scans other than for these two purposes.

Scans are important to the external customer for tracking visibility and internally for the USPS to show how packages are moving through the processing and delivery network. The Postal Service wants scans to provide accurate information at every part of the shipments journey. If a scan is missed in the process the USPS would rather have a missing scan than bad/inaccurate scanning information. Although there are parts of the country that place a great deal of emphasis and time into completing missed scans, the Postal Service at the headquarters level does not count or credit manual scans as a success. Therefore, there is no credit for manual scans in scanning performance and manual scans do not increase performance measurement.

Missed Scan Report – IMS Assistant – pieces not scanned. For pieces that are time/date sensitive it is important to get a scan. The intention of IMS Report is to see if carriers/clerks are scanning correctly. The intent of the report was not for the field to go back and input scans missed by the carrier/clerk. Manual input of scans does not count toward scanning performance, but “keyed” entries do. IMS Assistant was to give responsibility to a specific carrier and identify scanning issues of employees. The IMS Assistant was a tracking tool. It was never intended nor should it be used as a disciplinary tool.

The field is using a lot of unnecessary extra hours having employees scan packages to generate the IMS Report and for the manager to review and then correct IMS Report for missed scans. We were advised that there is now under development the next generation of scanners that will pilot a "smart phone" for real-time scanning. Smart-phone won't use the laser but a picture of the barcode for tracking.

NAPS asked if there was a "Missed Scanned" policy.

*USPS Response: **USPS headquarters does not have such a policy.** A missed scan is a missed scan. There are no procedures to re-create the scan. Every District and Area has a Delivery Confirmation Coordinator. Offices are encouraged to contact their local District or Area offices for policy procedures. USPS wants accurate information to the customer. Adding additional scans is adding cost to the USPS.*

NAPS Comment: It has become a check-off item for EAS to make sure the IMS Report does not have any missing scans. In addition, offices are making barcodes as a work-around for missed scans on the IMS Report. The barcode maker is not even an USPS program.

USPS Response: In some barcode programs the "symbolology" of the barcode does not work on USPS scanners, therefore the scan is not counted towards performance.

2. This is a follow-up to an agenda item previously submitted. In Alexandria, LA there was a situation that had two-EAS 17's in a reporting relationship. We learned that the USPS did correct this reporting relationship by increasing the level of Joey Rudisill to EAS-18 in October, 2010.

The member named above believes that the upgrade should have been retroactive back to the date that the original request was filed. This would result in re-computing multiple years for which the upgrade should have been recognized.

USPS Response: *This is an individual level to be corrected in the field. This is not a Consultative issue. NAPS can discuss this issue outside the Consultative process.*

3. NAPS request an update on the seepage audits including a list of positions that are currently under review or scheduled for review in the future.

USPS Response: *Interviews were conducted with employees in the jobs being reviewed for the seepage audits. Interviews were conducted in numerous states that included NY, VA, DC, MD, OK, and NC. Subject Matter Experts (SMEs) will be brought together in focus groups to review the interviews. Then surveys will be developed to send to the incumbents currently in the positions being reviewed. Organizational Effectiveness will then review all the data received to see what the duties are of each position. The final decision will be what work is craft or EAS.*

If the work was first performed by bargaining unit and it seeped away (given) for EAS to perform, those specific duties will be reviewed. USPS will do a thorough analysis of the duties in question being

performed by the selected EAS positions under review. A determination will be made if the duties will go back to the craft or remain with the EAS position. If the duties are given back to the craft, it does not mean that an EAS position will be eliminated. A decision will be made as to how much seepage work was being performed by EAS and if there is still enough EAS work to keep the position. The APWU has the right to request the USPS HQ to review EAS positions. However, the Union needs a valid reason to request a review prior to the USPS providing one. The following EAS positions are under seepage audit reviews:

EAS-19 Information Systems Specialist 0332-0014
EAS-16 Retail Specialist 2345-5030
EAS 16 Process Control Assistant 0332-0017
EAS-14 Mail Flow Controller 2315-2011

4. NAPS is ready to schedule a site visit to the Pittsburgh NDC and would like to formalize the trip for January 19-20, 2012.

USPS Response: *Arrangements have been made with the NDC Manager for a walk-through and a meeting with the manager on January 20, 2012.*

5. NAPS would like to schedule a meeting to continue our discussion on our ELM 650 proposals.

USPS Response: *There is a meeting scheduled for January 17, 2012 at 9 AM to get further suggestions/input from all three Management Associations. It is taking longer to try and get all three Associations together at the same time. Therefore, USPS HQ will get suggestions from all three associations. Then Labor Relations will analyze the suggestions and provide recommendations to Doug Tulino based on the suggestions from NAPS, League and NAPUS.*

6. NAPS would like to schedule a meeting to present proposals for a new SWC formula for EAS staffing for Customer Service Operations.

USPS Response: *Postal Service requested that NAPS provide their SWCs proposal in advance of the meeting with John Mularski. NAPS will send a SWCs proposal.*