



December 20, 2013

## VICE PRESIDENTS, AREA OPERATIONS

**SUBJECT: Update to the Re-Engineering of Function 4 – Customer Service Variance Program and Small Office Variance**

Post Office Operations is in the process of implementing several changes to the Function 4 Variance Models for Customer Service Variance (CSV) and Small Office Variance (SOV) reporting. These changes are being implemented in an effort to automate Function 4 parcel distribution volume recording and improve the overall LDC alignment of workload credits and work hour charging hygiene. Updates to the CSV business rules will increase the accuracy and relevancy of Function 4 performance measurement within the Variance Models. Many of the changes have already been incorporated while others are planned to be incorporated before the end of Quarter 1 FY 2014. Target completion dates for the remainder as detailed will be by end of Quarter 2 FY 2014. A brief overview of the changes and their status in regard to implementation timeframes are listed below.

### Parcel Volume Recording

The carryover and on-hand options for reporting parcels in Customer Service Adjusted Workload (CSAW) were disabled effective close of business on Friday, December 13, 2014. A one-time recast for all Arrival at Unit (AAU) parcel volume scans is scheduled for after the end of week 12, once the data becomes available. The recast will include AAU Scans for all user roles and will cover all of FY 2014. After the recast, Parcel Volumes will be populated with AAU scans performed by the following Function 4 user roles; Role 1 Postmaster, Role 4 Clerk and Role 7 Mail Handler. The Parcel Productivity Factor will be updated to include the AAU scanning activity; 270 for parcels per hour including safety talks and breaks. This reflects a reduced rate from the former standard of 337 parcels per hour.

### Addition of New Scan Credits

Workhour credit for all other scan activity will be credited in LDC 48. When the new parcel distribution credit is implemented and until the Variance receives a feed (Target Quarter 2 FY 2014) with all other scan record counts, an interim place holder will be used for this credit.

### Associate Post Offices (APO) and Remote Managed Post Offices (RMPO)

Postmaster Administrative earned workload credit (Support of Routes/Clerks) in RMPO's will be moved to their host APO.

### LDC 48 and 45 Update

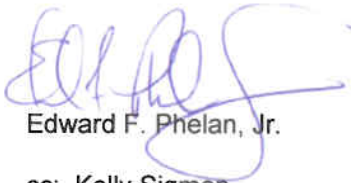
UBBM workload credit will be restored to LDC 48.

Lobby Assistants can use LDC 45 LA when they assist customers in the lobby or use mPOS devices.

There is an effort underway to incorporate alternate access credit into the units earned LDC 45 work hours which will go into effect shortly.

New Hub Types

Nine Post Offices have been identified as handling mail for a 3-digit zip code service area and perform automated processing. The nine offices will now be called SCF sites. There will be three new Hub Tiers within the editor to properly reflect workload being performed by hubs for downstream facilities that do not have automated processing. Tier 1 Hubs perform Hashing and Dock Transfer. Tier 2 Hubs perform Dock Transfer only. Tier 3 Hubs are for Sunday processing. This will be implemented during Quarter 2 FY 2014.



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