



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS Consultative Meeting Minutes

May 11, 2016 @ 10 AM - USPS HQ

US Postal Service Headquarters

Bruce Nicholson, USPS Labor Relations
Phong Quang, USPS Labor Relations
Scott Hooper, Mgr. Delivery Strategy
Missy McClelland, Delivery Strategy
Pam Grooman, Mgr. Pay & Performance Programs

National Association of Postal Supervisors

Louis M. Atkins, President
Ivan D. Butts, Exec. Vice President
Larry Ewing, Chairman (telecom)

Agenda

1. This is a follow up to an agenda item from the April 2016 consultative. NAPS was made aware of a change made to the NPA Unit Indicator “Trips on Time /24 Hr. Clock 12-7 am”. This indicator was changed without consulting with NAPS on the reasoning or necessity for the change as well as allowing for NAPS to provide its input in accordance with 39 U.S. Code § 1004(d).

NAPS request that this Unit indicator be returned back to its original description as outlined in FY 2016 USPS PFP Corp Unit Matrix and indicator definitions issued by the USPS.

USPS Response: NAPS also sent this inquiry to the Jeff Williamson, Chief Human Resource Officer (CHRO). USPS Labor Relations will not respond to the consultative item until a response is received from the CHRO.

NAPS is inquiring whether a response has been received from the CHRO.

USPS Response: NAPS included this inquiry during the April consultative meeting and our response was that NAPS had sent this inquiry to the CHRO and responsive information will be provided in that arena. LRPA has asked to be provided with a copy of the information once it's sent to NAPS.

2. NAPS is submitting a request for the following update to ELM 432.112. The current provision pre-dates the inception of Customer Care Centers. This provision does not account for or properly compensates EAS who directly supervise craft employees for the work that is being performed. The ELM 432.112 (2) states;

432.112 (2)

Special Exempt — career employees who are exempt from the Fair Labor Standards Act (FLSA) provisions, whose permanent assignments are to Executive and Administrative Schedule (EAS)-15 through -18 positions, and who directly supervise two or more equivalent bargaining unit employees in production operations.



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NAPS contends that this ELM provision is no longer in line with the direct supervisory duties of EAS. NAPS further contends that this update would be in line with received updates to the OCC Codes to the SDA.

NAPS is requesting the following ELM update;

432.112 (2)

Special Exempt — career employees who are exempt from the Fair Labor Standards Act (FLSA) provisions, whose permanent assignments are to Executive and Administrative Schedule (EAS)-15 and above positions, and who directly supervise two or more equivalent bargaining unit employees.

***USPS Response:** NAPS' request to expand the definition of special-exempt under the special pay provisions of ELM 432.112 (2) should be discussed during pay talks pursuant to 39USC1004.*

NAPS responded that it was requesting a change in the ELM, not pay. When NAPS inquired about ELM changes were pay talk related, the USPS responded that an ELM was not pay related. NAPS is contending there is no difference between this action and that taken with the SDA. NAPS is asking the USPS to change system and process. NAPS is not asking the USPS to revise the SDA policy, only evaluate current jobs under the policy.

3. NAPS has several questions in association with the recent USPS announcement concerning the termination of the EOD reporting system.
 - a. Why was the EOD report system shutdown?
 - b. What are the "integrity" issues cited by the Postal Service?
 - c. Will any negative impact to NPA scanning scores be mitigated by the Postal Service?

***USPS Response:** The EOD report was originally developed to help supervisors with finalizing package delivery. This action is in response to postings seen on Social Media reflecting complaints from customers about deliveries that never occurred. It was found that packages were being cleared even though there was no actual local delivery. Sometimes STC scans were recorded across the nation. Clearing was just "check the box" without proof.*

During discussion with NAPS, USPS acknowledged integrity issues with scanning going to back to leadership mandates to clear all packages on the EOD report. The "Delivery Delayed" scan was created for parcels brought back. This scan caused a notice to be sent to the customer to tell them it will be attempted the next day (tomorrow).



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USPS HQ revised their mandate not to clear such scans, but Area and District offices continued the mandate that office clear all scans on the EOD report. USPS is not going to drop the NPA rating scanning goal, because scanning is too important. Stopping the EOD has not had a negative impact on delivery scans. *Undeliverable as Addressed* (UAA) and delivered scan % have improved since the shutdown of EOD. New record lows of UAA scans last week of 100,000. AAU compared to delivery has shown no impact.

4. NAPS received correspondence from Mr. Tulino, Labor Relation VP, in response to its concerns related to the loss of exigency rate revenue and whether such a revenue loss was built into the corporate revenue plan. NAPS is inquiring the documentation was used to calculate the corporate revenue plan.

USPS Response: *The Office of Revenue & Volume Forecasting confirmed that the 2016 Integrated Financial Plan (IFP) included the exigent surcharge rollback which accounted for lower revenues due to lower prices and this was done last year.*

NAPS commented that it wanted the USPS to demonstrate how it calculated the adjustment. USPS stated it need NAPS to rephrase its question to the USPS knows what NAPS actually is asking.

5. NAPS is inquiring as to what NPA direction and guidance is being given to EAS employees on detail assignments with regard to those individuals that are in authorized and unauthorized positions (Form 50 supported and Form 1723 detail supported) that are not covered by NPA. NAPS is requesting a briefing on how USPS HQ is providing guidance and direction to USPS field EAS. Below is an example of a position;
 - Each District has a Form 1723 detailed LSS Black Belt that oversees the District LSS activity. The position is not an authorized Form 50 position. Therefore, there is no match to an NPA profile. If a person is on detail, they are instructed to enter that detail into PES/NPA. However, since that position is not an authorized Form 50 position there is no corresponding profile in PES. How does that person get graded and compensated fairly if there are no reasonable goals that have been developed for that position?

USPS Response: *Pam Grooman, Manager, Pay & Performance Programs, stated the USPS does not dictate which scorecard the employee should select. The same is true on any detail assignment. If detailed, the scorecard to select is indicated by their manager/evaluator. Common sense is assumed when available. Depending on the detail, a person may want to choose a district scorecard. The manager should include that consideration in the issuing of a detail.*



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Ms. Grooman stated it's not only the employee's responsibility but their manager's as well, to verify a profile is correct. Ms. Grooman gave the example of how does a CFS Manager, know which scorecard is appropriate? It is up to the employee and manager to agree to a scorecard. If the employee chooses poorly, USPS HQ has no way to know if it is correct. The District or Area Manager may have more knowledge and input when no profile is selected. There are no red flags that go up when you choose wrong. However, the system will remind you endlessly if you fail to complete the profile process until complete. If the detail is not entered in the system there is no way for the system to know. An employee can't go back after the PES system closes to enter the detail. USPS HQ assumes that an employee had had a midyear and EOY and it should have been corrected if it was previously in error.

There was discussion between NAPS and the USPS that if a person makes an error on the PES you take corrective action, but don't penalize their pay. Other issues included individuals serving on details did not enter their details in PES at all and the person benefited on their PFP by remaining in their base profile. USPS stated that every one that was reviewed, it was determined that PES is acting properly but was wrong due to the failure of an employee to properly input detail information. Over the years PES has evolved and there are so many flags now, but a line has to be drawn somewhere. USPS further stated that this is an employee's compensation and they should be taking responsibility for their own pay.

NAPS stated many have never been trained in the process. Therefore, before the USPS starts penalizing EAS in their salary they need to be trained. NAPS asked for examples of the alerts that USPS HQ receives when a person has not properly completed their PES profile, so NAPS can better understand it and explain it to the members when they call. USPS did state that new employees are given PES training but I don't know if it's part of the NSP.

6. NAPS is requesting an update based on the USPS response to consultative agenda item #1 from March 2016, where the USPS responded;

The Postal Service is evaluating all occupation codes to determine whether the established criteria for SDA eligibility are met, as stated in ELM 412.1b, and will take steps to modify the list of occupation codes eligible for the SDA once the evaluation is complete.

USPS Response: *Occupation codes are still being evaluated to determine whether the established criteria for SDA eligibility are met. NAPS will be advised once the process is complete.*



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7. NAPS HQ has received a request for an update to the Salt Lake City District request for an EAS-17 Product Information Quality Analyst (PIQA) position that was submitted through the Western Area. Western Area leadership states that the request is pending review by HQ Organizational Effectiveness. NAPS is requesting a status update on this review.

***Response:** Organization Design (OD) returned the request for a Product Information Quality Analyst position back to the Western Area for additional information and review. Once that is completed, the Western Area will send it back to OD for final determination.*