



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

NAPS/USPS Consultative Meeting Minutes

***in Conjunction with the 2017 NAPS Spring Executive Board Meeting
March 9, 2017 @ 1 PM - NAPS HQ***

US Postal Service Headquarters

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NAPS Executive Board

0317-01 NAPS has been made aware of the field that Address Management Systems (AMS) being moved under Addressing & Geospatial Technology (AGT). NAPS is requesting to know if AMS is still reporting to the Manager Operations Program Support (MOPS)? NAPS also would like to know what changes are going to be felt in the field due to this reporting structure change?

Response: As a result of HQ reorganization and the establishment of Enterprise Analytics, Address Management was renamed Addressing & Geospatial Technology (AGT). The reporting relationship between district AMS employees and the local district is unchanged.

Jim Wilson is the Director-Addressing and Geospatial Technology and is responsible for policy oversight of the AMS system.

RES16-50 NAPS is concerned that a source of stress in Customer Service is using different factors to validate productivity in each office. It seemingly changes on a regular basis—daily, monthly, quarterly or annually— using actual to base, actual to plan, actual to earned, actual to SPLY.

NAPS contend that all these factors can be successes and failures with the same actual numbers causing confusion in the field among EAS employees. The lack of unified processes creates unnecessary stress in a production environment.

NAPS is requesting that the USPS work to eliminate the ways various current methods are being used and determine one method to be used. NAPS is willing to solicit membership SME's on this issue to partner with USPS.

Response: The Postal Service does not adopt this resolution. One method can't be applied to productivity, performance, etc. Our own NPA Indictors have SPLY as a goal, others have other productivity targets. One size fits all isn't the most effective method to track performance. Management should set the goal, educate employees of the goal, and lead them towards reaching the goal.

RES16-51 NAPS is concerned that the USPS is continuing to increase the number of required programs and duties to manage Customer Service operations. In conjunction with the increased programs, the USPS has continued to reduce Support and Human Resource functions and incorporate programs and duties formerly performed by these eliminated positions into the management duties of Retail, Delivery and Collection operations.

NAPS contends that the USPS has no current process that accurately accounts for the actual time needed to manage and supervise Customer Service operations effectively. NAPS is requesting that each time a new program or task is created and assigned to Customer Service operations, the USPS will provide NAPS with an outline of how much time is required to efficiently perform each new program or task.

NAPS further requests that each time a new program or task is assigned to Customer Service operations, the USPS provide NAPS with an outline of how each new program or task is to be integrated into the existing workload and how each new program or task is to be prioritized with current duties.

Response: The Postal Service does not adopt this resolution. The Postal Service typically advises NAPS when programs are modified, changed or implemented in operations. The Postal Service is willing to discuss new tasks that are developed and are national in scope with NAPS, if asked. If NAPS feels that a local manager has implemented a task, report, etc. then questions should be directed to that local office for discussion. NAPS was successful in convincing the Postal Service to conduct a work study of supervisory daily duties/SWCs. Results from this study should help to enhance SWCs. The COO has pledged to reduce tasks and reports that have no value.

RES16-52. NAPS has received concerns that the USPS continues to operate post offices, delivery units and processing plants in high-cost areas.

NAPS contends that the current eCC tool used by the Postal Service is flawed and needs to be modified to become more effective. Currently, many eCC cases are not assigned to the proper office for resolution because the system assigns the complaint to the ZIP code of the complaining address—not the ZIP code where the problem occurred (i.e., delivery address or processing center),

NAPS is requesting that the eCC tool is modified to assign complaints to the ZIP code of where a problem occurred. NAPS further requests that the eCC tool is modified to populate postal contact information in the supervisor response screen of the eCC tool. The contact phone number and mailing address of both the delivery unit of the complaint and the phone number and mailing address of where the problem occurred should be shown.

Response: A modification to the eCC system was made in June of 2014. That modification changed the old logic of routing eCC cases to the customer's local office. Instead, all cases are now routed to the destination office/delivery office. We provided this information to NAPS during the May 2014 consultative meeting. As a result of the 2014 modification, eCC routing is significantly more accurate. Offices may still experience routing inaccuracy if customers omit or provide bad information when submitting complaints.

It is not common to have issues from the originating facility which is the reason why eCC cases are routed to facility where delivery issues occur. If eCC's are routed to the wrong facility, it is most likely the customer's data input is incorrect and therefore, the phone number and mailing address information would also be incorrect. Supervisors needing assistance should use the "Assistance Request" function under "Actions" within the eCC system. The Postal Service does not see a need to modify our legacy system at this time.

RES16-53

NAPS believes that in in spirit with the words found in Title 39 to attract and retain EAS the following. That when a detail opportunity and/or a posted ad-hoc position for an EAS vacancy becomes available, a titled EAS employee should have the first opportunity for consideration to apply and qualify for the position before bargaining-unit craft employees.

The USPS currently allows craft employees to fill these details and/or ad-hoc positions, while not allowing non-bargaining EAS employees the opportunity to gain experience, skills and knowledge, that is, the opportunity to further their career paths in other essential areas of operation.

Given the latest EAS WRIF positions in which the APWU was allowed to take positions held by EAS employees (e.g., mail flow controllers, address management specialists and, possibly, in the near future, process control assistants and retail specialists), NAPS requests the following.

That an EAS employee is given first consideration for EAS details and ad--hoc positions before bargaining-unit employees. Also, NAPS request that all EAS detail/ad-hoc postings be stipulate "EAS consideration."

Response: The Postal Service does not adopt this resolution. It could result in multiple detail assignments at the same time and may affect operations. Non-bargaining employees interested in detail assignments and developmental opportunities should inform their manager of this interest prior to detail assignments being available. The EAS Leadership Development (ELD) was established to identify and develop future leaders for key managerial positions and is available to EAS level 16 and above, District and Area employees. This program was previously not afforded to employees in positions lower than EAS-19 but was modified at the request of NAPS. ELD participants have the opportunity to develop their managerial and functional/technical skills through virtual learning, on-the-job development (detail assignments), feedback, and coaching.

RES16-55

NAPS believes that in spirit with the word found in Title 39 to attract and retain EAS, that the USPS change the current higher level rule. With current Postal Service higher-level rules, many EAS employees are required to perform higher-level duties, in addition to their normal duties, on a routine and recurring basis without appropriate compensation or recognition.

NAPS contends that these EAS employees still are held accountable for the decisions they make performing higher-level duties. NAPS also affirms that the Postal Service could not effectively operate without EAS employees managing in these vital decision-making positions on a daily basis. NAPS further contends that it is not ethical or financially responsible to expect EAS employees to be placed into higher-level, decision-making positions on a daily basis without proper compensation.

NAPS is requesting that the current waiting period for higher-level compensation for EAS employees is abolished and that a new, higher-level compensation procedure be created that will serve to acknowledge and compensate EAS employees immediately when they are required to perform higher-level duties in shift durations.

Response: The waiting period for higher-level detail compensation for EAS employees was changed from 30 to 5 days in 2004. At the time, the Postal Service deemed it inappropriate to make an EAS wait 30-days to receive compensation for higher-level temporary or detail assignments. However, the Postal Service also finds it inappropriate to modify the current 5-day waiting period to an immediate

compensation structure. Higher-level details serve as beneficial developmental opportunities for EAS employees and not just a compensable benefit. The Postal Service also recognizes potential problematic situations if the policy is to change from 5-day to immediate compensation.

A *temporary assignment* is defined as the placement of a career employee in another established position which is vacant or from which the incumbent is absent from duty. The career employee must be assigned the primary or core duties and be directed to assume the major responsibilities of the higher grade position to be eligible for higher level pay.