



NAPS Consultative Meeting Agenda Items Held January 10, 2018 at USPS HQ

USPS Headquarters

Bruce Nicholson, USPS Labor Relations
Phong Quang, USPS Labor Relations
Henry Bear, USPS Labor Relations

National Association of Postal Supervisors

Brian Wagner, NAPS President
Ivan Butts, NAPS Executive VP
Chuck Mulidore, NAPS Sec-Treasurer
Tim Ford, NAPS Chairman of the Board (via telecon)

0118-01. NAPS has received a detail assignment announcement and would like some USPS HQ job clarification.

The detail positions are for a Manager, Mail Processing Operations and Manager, Delivery/Customer Service Programs.

NAPS is requesting the Standard Position Descriptions (SPD) for the positions of Manager, Mail Processing Operations and Manager, Delivery/Customer Service Programs.

Response: NAPS was provided with the STD Job Description for the two positions referenced.

0118-02 The USPS in the past two years has transitioned to what is now known as the Business Solution Center. NAPS reports that the USPS has 29 facilities that have gone through this transition process to provide mailers with "World Class Service".

NAPS is concerned that pay associated with the EAS that have assumed numerous new duties and responsibilities does not reflect pay that commiserates with additional duties that were added to the position of Supervisor, Business Mail Entry.

In this transition, NAPS notes that the below-listed duties that were completed by the below-listed HQ position were added to the already overburdened workload of the Supervisor, Business Mail Entry.

- PGM MGR BSN MLR SUP
- BSN MLR SUPP ANALYS EAS-23
- BSN MLR SUPP ANALYS EAS-21

The Business Solution Center (BSC) Program is administered by the Mail Entry and Payment Technology (MEPT) division of the United States Post Office (USPS). The mission of the BSC is to, "Provide world-class, one-stop, solution-oriented customer service by identifying the best mailing solutions for customer's

commercial mailing needs through consultation, diagnostics, research, recommendations, and hands-on assistance

The duties formally done at an HQ level are;

- Service Now and Full-Service Assessment & Outreach Coordinators: - Monthly Review and Follow Up with Customers for Non-Compliance Assessments. Assign and Track Outreach Calls to customers trending towards assessments.
- Full-Service Adoption Outreach Coordinators – Assign and Track weekly Full Service Outreach/Adoption calls update Area Spreadsheet on Area Blue Page.
- IMpb Compliance, Outreach & Adoption Coordinators– Conduct and Monitor Compliance and Outreach Calls along with following up support.
- IMsb Outreach & Training Coordinators - Conduct and Monitor Compliance and Outreach Calls along with follow up support.
- eVS Outreach, Compliance & Billing Coordinators –Monitor, Adjust Compliance Billing, Conduct Overall eVS conversion of applicable mailers program.
- SORT Compliance Monitor & Coordinators –Monitor Weekly Compliance and send Reminder Messaging and Area notifications of In-Active Sites for the week.
- CDP Coordinators & Auditors –Conduct Reviews, spot reviews and Remediation Follow up Reviews)
- Mailer Customer Survey Monitors –Monitor and Respond to Customer Surveys via Area, etc.
- BME Political Mail Coordinators – Monitor Weekly Compliance.
- Training Facilitators and Monitors –Track and Coordinate all District Training Activities for AO offices & LDC 79 offices.
- SOX process reviews at all Detached Mail Units on a weekly basis–Conduct Reviews.

In addition to the duties that were performed at an HQ level, the below-listed training and new responsibilities were also added to the workload of the Supervisor, Business Mail Entry.

- Seamless/Seamless Parallel Onboarding & Acceptance, Full Service & Mailer Scorecard Resolution:
- Move Update, eVS & Move Update Mailer Scorecard Resolution:
- eInduction & Acceptance, Mailer Scorecard Resolution:
- IMpb, IMsb Programs & Compliance, Mailer Scorecard Resolution:
- Informed Delivery, Informed Visibility & 2017 Promotions, and Incentives:
- PostalOne Roadmap, New Initiatives, Payment Modernization & EPOBOL:

SME's in this area report that 70% of USPS revenue comes through the BMEU. Field EAS are also responsible for revenue protection by following multiple levels of SOX compliance.

NAPS is requesting that supervisory staff at the Business Solution Centers listed below be reviewed and the levels of the Supervisor, Business Mail Entry be brought up to EAS 18. Also, NAPS is requesting that the BME Managers position be raised to at least EAS 21.

Cap Metro	Charlotte
	Louisville
	Pittsburgh
Eastern	Cleveland
	Columbus
	Philadelphia
	Milwaukee
Great Lakes	Michigan Metro
	St. Louis
Northeast	New York
Pacific	Los Angeles
	Santa Anna
	Sacramento
	San Diego
	Houston
	Dallas
Southern	Tampa
	Tallahassee
	North Texas
Western	Denver
	Des Monies
	Kansas City
	Las Vegas
	Phoenix
	Portland

Omaha
Saint Paul
Salt Lake City
Seattle

Response: Garrett Hoyt, Manager Mail Entry, attended meeting and addressed this agenda item. Mr. Hoyt indicated in his remarks that 94% of mail that comes through the BSC program has electronic acceptance, providing customers visibility of their mailings. No additional duties associated with the BME supervisor as part of this world class service transition process. The focus has shifted from contacting customers after mail acceptance that have problems associated with their mailings to now reaching out to customers prior to mailing as a method of improving quality. As this focus has shifted, there has been a reduction in some aspects of the supervisory workload, such as a significant reduction in manual mail verifications. Training has focused on reinforcement of current processes rather than adding new processes. Therefore, there is no need at this time to consider upgrades to the position of Supervisor, Business Mail Entry.

0118-03 NAPS has been made aware of EAS employees being mandated to take part in being interviewed by union officials when EAS employees are addressing work performance issues per the procedures found in Article XV of Collective Bargaining Agreements.

NAPS is requesting that if EAS are going to be mandated to participate in interviews by union officials for discharging the Managerial Rights of Articles III and XV of unions collective bargaining agreements be supported by the leadership of the USPS. The support should be in the form of a Labor Relations Specialist.

Response: Union officials may interview supervisors in processing a grievance or to determine whether a grievance exists in accordance with Article 17. Supervisors requiring guidance in preparation for such interviews should contact their District Labor Relations.

NAPS contention remains that EAS being interviewed by union officials as part of the grievance investigation process as outlined in section 17.3 of the collective bargaining agreement should be supported, at a minimum, by a Labor Relations Specialist.

UPDATE **Item #1017-04** addressed NAPS concern for the lack of issuance of a RIF timeline for the CFS impact. The USPS response is list below.

NAPS has received confirmation that CFS EAS in the field are being informed of their RIF status, while NAPS still has not been briefed on or received any engagement from the USPS on a RIF timeline.

1017-04

NAPS received the CFS Master Site List that identifies EAS that will be impacted by the CFS and PARS organization change.

NAPS is requesting to know the RIF avoidance timeline for this Organizational Change? NAPS would like to know what cross-training opportunities are being afforded to the potentially impacted EAS? NAPS is requesting current EAS vacancies within a 50-mile radius of the impacted facility.

Response: The Postal Service provided a briefing to NAPS on August 31 regarding the Mechanized Forwarding System (MFS) pilot.

The CFS initiative is still being tested, therefore implementation of this system is undetermined. Upon completion of the pilot, if it is determined that CFS will be implemented, and if that implementation may result in impacts to non-bargaining employees in CFS, then we will discuss those impacts with NAPS.

Response: The Mechanized Forwarding System (MFS) pilot is ongoing. As stated in our response during the October 2017 consultative meeting, upon completion of the pilot and if it is determined that MFS will be implemented and if that implementation may result in impacts to non-bargaining employees in CFS, we will discuss those impacts with NAPS. At this time there is currently no CFS RIF.