



## Sales Consultative Meeting Agenda 10/2/2018 Held at USPS HQ

### US Postal Service Headquarters

Doug Tulino, USPS VP of Labor Relations  
Dennis Nicoski, Acting VP of Sales  
Christine Bailey, National Executive  
Director of Sales

### National Association of Postal Supervisors

Brian Wagner, NAPS President  
Ivan Butts, NAPS Executive VP  
Chuck Mulidore NAPS Sec-Treasurer

1. What is the role of Peter Sgro in the Sales organization?

What is his job title, and what are his duties and responsibilities?

**Response:** A response was provided by Cliff Rucker, former VP, Sales regarding Mr. Sgro's role in the Sales organization and delivered to NAPS's Executive Board in October 2017.

The following was provided to NAPS's national president on May 31: Peter Sgro is the HR liaison.

**It is NAPS position that Mr Sgro should remain in his official position as a Sales Analyst.**

2. NAPS would like an update on the enabling of "Find Friends" requests.

Sales managers are ordering subordinate Sales EAS to enable the "Find Friends" feature on their USPS issued phones. NAPS believes this is an invasion of an employee's privacy.

NAPS contends most Sales employees are required to carry their USPS issued phones at all times. Why do managers need to know the location of each Sales employee's cell phone during and after work hours?

**Response:** We are not aware of this initiative and it should be addressed locally. Please provide the location where this mandate was given.

3. Corrective Action

NAPS would like a listing of all corrective actions issued from January 1, 2018 to the present, to include Letters of Warning, Letters of Warning in Lieu of a 7- or 14-Day Suspension, and Adverse Actions to EAS under the Sales umbrella.

**Response:** There is no centralized tracking system for discipline. If NAPS believes that excessive discipline is being issued in the field, it should be addressed to the respective District and/or Area and escalated to headquarters, if necessary.

4. Voluntary Downgrades in Sales

Does USPS HQ Sales follow EL-312, Section 752 (see below), without additional criteria or higher-level approval, when EAS Sales employees request a downgrade to another EAS position within the Sales?

**752 Noncompetitive Selection Procedures**

*Competitive procedures are not required when management initiates or an employee requests reassignment to the same level, or when an employee voluntarily accepts or requests in writing a position at a lower level.*

- a. An employee seeking noncompetitive consideration submits a written request to the selecting official.*
- b. An employee may request noncompetitive consideration before a vacancy is posted, during the time it is posted, or after the posting has closed.*
- c. A noncompetitive applicant may be selected before the competitive process begins, during the competitive process, or after a competitive package has been considered.*
- d. Selection is solely at the discretion of the selecting official.*
- e. Employees selected in this manner must meet the qualification requirements for the position, except that such applicants are not required to meet the Examination 642 requirement.*

**Note:** *If an employee grade level EAS-17 or above chooses to compete in response to a vacancy announcement, the employee must follow the standard process for competitive consideration including submitting an application for the position via eCareer (see [753](#)).*

**Response:** Handbook EL-312, Section 752 is not applicable to Sales positions. Sales follows Handbook EL-312, Section 743.6 in these circumstances which state:

*All selections (competitive or noncompetitive; internal or external) are subject to next higher-level review and approval. The required higher-level review and approval must be accomplished before the personnel action is affected or the selection announced.*

5. EAS Sales Employees – Engagement Training

NAPS is requesting that all EAS Sales employees be provided the opportunity to attend Employee Engagement Training if they have not already attended such training in FY 2018. If USPS HQ Sales does not believe Employee Engagement Training is relevant or necessary for EAS Sales employees, please provide NAPS with a brief narrative why?

**Response:** All Sales personnel have either been trained or are scheduled for the training.

6. Sales Lead vs. Actual Sale

NAPS is requesting a briefing on the difference between a Sales “Lead” vs. actual “Sale”, to include how a Sale is quantified from a lead to a legitimate sale in order to provide EAS Sales employees with credit towards their NPA goals.

**Response:** A lead is a prospective customer. A sale occurs on the first day of mailing when a customer commits to and implements a shipping or mailing solution proposed by a salesperson.

A lead is quantified by multiplying the volume of packages or mail pieces by the appropriate postage per piece.

It is NAPS understanding that if a new customer projects \$500,000 in sales as a lead, yet ultimately mails only \$200,000 worth of product, the \$500,000 remains in the system as a sale. But, if the customer ultimately mails \$750,000 worth of product, then the \$500,000 figure remains in the system as a sale.

7. Sales NPA Goals

Briefing how NPA Sales goals are determined for each respective EAS Sales position.

- a. NAPS position is that a “sales lead” is a projection or an estimate of anticipated revenue. If the company that the sales lead is based changes direction and actually mails less than what was projected how is that “lead” handled in regard to whether or not a Sales employee receives credit towards their annual NPA sales goal?

**Response:** Answered above.

- b. Is there Sales Training or written procedures/policies that an EAS Sales employee is to use to properly project revenue from a Lead in the sales cycle?

**Response:** It’s a simple formula, answered above.

- c. Who quantifies, qualifies and approves that a sale's lead is an actual sale and how is that sale accounted for in the goals of EAS Sales employees?

**Response:** Answered above.

- d. What criteria are used to approve a sales lead as a legitimate sale?

**Response:** A review of the opportunity data in Panorama.

8. NAPS Representation by USPS Sales Headquarters employee

NAPS is requesting USPS Sales message out to its leadership to ensure official NAPS representatives, who report to USPS HQ Sales, may use reasonable official USPS time on the clock during their regular scheduled workday to represent NAPS members, per ELM 912 and ELM 651.2, as listed below. Such messaging to include NAPS representatives may not be required or mandated to use annual leave or leave-without-pay (LWOP) on their regularly schedule workday to conduct NAPS business while representing members due to USPS generated action (i.e. investigative interviews, pre-disciplinary interviews, requests for NAPS participation at official USPS meetings with postal leadership, etc.)..

In addition, to ensure efficiency of USPS operations, NAPS requests clarification when NAPS representatives may use official postal equipment and vehicles to represent NAPS members during their scheduled workday as a result from officially generated USPS action previously listed above.

ELM references below:

912 **Participation and Membership in Supervisory and Managerial Organizations**

912.1 **Right to Participation**

Postal personnel have the right, freely and without fear of penalty or reprisal, to form, join, or assist a supervisory or managerial organization or to refrain from any such activity. Such personnel are protected in the exercise of such rights. Such rights include participation in the management of the organization and acting as organization representative and may include the presentation of the organization's views to Postal Service officials, officials of the Executive Branch, the Congress, or other appropriate authority.

912.2 **Right to Membership**

No interference, restraint, coercion, or discrimination to encourage or discourage membership in such an organization shall be effected in the Postal Service.

651.2 **Representation**

Subject to prohibitions regarding Executive and Administrative Schedule (EAS)/Craft representation, employees have free choice of representation. Representatives designated by employees, if postal employees and if otherwise in a duty status, are granted a reasonable amount of official time to respond to notices of proposed disciplinary action, to prepare for and represent the employee at a hearing held in accordance with [652.24](#), and/or to represent an employee who has appealed a letter of warning or emergency placement in a nonduty status in accordance with [652.4](#). Employees covered under these provisions may request representation during investigative questioning if the employee has a reasonable belief disciplinary action may ensue.

**Response:** The following Management Instructions, in addition to the provision of ELM 651.2, *Representation* already exist and are applicable to this agenda item:

Management Instruction FM-530-2013-5 General Policy Regarding the use of Government or Postal Owned or Leased Vehicles

Management instruction EL-660-2009-10 Limited Personal use of Government Office Equipment and Information Technology

**ELM 651.2 Representation**

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