



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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September Consultative Meeting Agenda 9/11/2019 Held at USPS HQ

US Postal Service 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 Secretary Treasurer
Tim Ford, NAPS Chairman of the Board
(via telecon)

NAPS incorrectly noted in the March 2019 consultative: NAPS notes that this marks the end of resolutions that delegates at the 2018 National Convention passed with the expressed desire for inclusion in the monthly consultative process as defined by 39 U.S. Code § 1004(c)(1).

RES-63

Delegates at the 2018 National Convention expressed by resolution, the following issue for discussion;

EAS detail assignment and/or special projects are to be no longer than 90 days per the calendar year.

Detail assignments and/or special projects cannot run from one calendar year into the next year, thereby causing an EAS employee to be out of their PS Form 50 position for up to six consecutive months.

No detail assignment and/or special project are exempt from these guidelines, except an EAS employee holding a NAPS National Officer position.

NAPS is requesting that for any detail assignments and/or special projects that total more than 90 days in a calendar year, the USPS will create a career EAS funded position to accommodate the vacancy.

In addition, NAPS request that the new position be created and posted no more than 60 days from the date the USPS is informed of the violation of the agreement.

NAPS also request that the new EAS position is at a comparable level as other EAS employees doing the same duties and functions.

Response: Joseph Bruce, Director National Human Resources (Headquarters) attended to respond to this agenda item.

This resolution is not adopted. The guidelines for temporary assignments are established in Handbook EL- 312 Section 716.12, *Temporary Assignments to Nonbargaining Positions*. These guidelines include higher level approval of temporary assignments, next higher-level

approval of assignments in excess of 90 days and VP approval for assignments exceeding one year.

Temporary Assignments are often to occupied positions of an individual that is on an extended absence for an unknown duration that could exceed 90 calendar days. Temporary Assignments are also utilized for employee developmental opportunities.

RES-65

The Fleet Management function should be added as an individual unit in NPA.

This would provide specific NPA targets directly related to Fleet Management.

Fleet Management represents a one half-billion-dollar budget manage by approximately 300 EAS employees.

NAPS contends that the Fleet Management/VMF, having been restructured as a Headquarters function, has no direct control over the corporate goals used for NPA.

NAPS is requesting that Fleet Management/VMF functions be returned to field EAS NPA.

Response: Prior to the establishment of Fleet Management at headquarters, NPA performance for EAS at the VMFs were measured based on the Manager Operations Support (MOPS) scorecard. The MOPS scorecard was made up of corporate performance indicators and unit performance indicators such as Deliveries per Hour % SPLY, Percent DPS and other Function 2 and Function 4 indicators measured at the district. Budgets and performance of Fleet Management is not tied to District performance. This resolution should be developed further.

NAPS notes that this marks the end of resolutions that delegates at the 2018 National Convention passed with the expressed desire for inclusion in the monthly consultative process as defined by 39 U.S. Code § 1004(c)(1).

0919-01

NAPS would like to know why NAPS cannot get OIG reports (ROI's) in conjunction with proposed Adverse Action cases without going thru Freedom of Information Act?

NAPS contends that this documentation is part of the document relied upon as just cause for the USPS action and should be released without a request being made under the Freedom of Information Act (FOIA) as it is done in cases involving APWU, Mail Handler and Letter Carrier unions.

Response: Joseph Bruce, Director National Human Resources (Headquarters) attended to respond to this agenda item.

If the Report of Investigation issued by the OIG was relied upon in proposing an adverse action, then that information should be provided to the employee or representative upon request.

0919-02 NAPS notes that USPS attorneys are attending ELM 650 mediation hearings with their computer. NAPS further contents that the USPS attorneys are generating numerous pages of legal language instead of the standard documentation that the mediator uses.

NAPS would like to know why are USPS Attorneys being assigned and allowed to take part in the ELM 650 mediation process against EAS. Is this USPS attorney participation a new USPS policy? If yes, NAPS contention is that the USPS did not consult with NAPS and afford NAPS direct participation as outlined in 39 U.S. Code § 1004(b).

Response: The guidelines for mediation are developed and administered by the Federal Mediation and Conciliation Service (FMCS). Participation by postal attorneys in administrative proceedings is not a new USPS policy.

0919-03 NAPS would like to bring up the issue of Customer 360. NAPS presumes this process is designed to replace the eCC process.

NAPS is requesting to know what steps are being taken by the USPS to address concerns of inadequate training.

NAPS is requesting to know what steps are being taken by the USPS to address concerns of lack of understanding of the screen prompts.

NAPS is requesting to know what steps are being taken by the USPS to address concerns of the poor workflow.

NAPS contend that the implementation of this process impacts the benefits of EAS and therefore entitles NAPS to "participate directly in the planning and development of pay policies and schedules, fringe benefit programs, and other programs relating to supervisory and other managerial employees." NAPS notes that the USPS did not afford NAPS direct participation in the initial development of the Customer 360 program, as outlined in 39 U.S. Code § 1004(b).

Response: Kelly Scott, Customer Experience Process Improvement Analyst and Rose Torres, Program Manager Customer Policy and Engagement provided a briefing on the Customer 360 initiative in response to this agenda item.

The briefing deck was provided to NAPS' national office. Customer 360 (C360) is a web-based application designed to replace the eCustomer Care Application (eCC). The Complaint Handling process has not changed.

The C360 HQ Program Office created two (2) Web-Based HERO training courses based on the user role (Local Post Office Operation and Consumer and Industry Contact Operation). The training was deployed in June 2019. The course consisted of 6 modules to introduce Consumer & Industry Contact (C&IC) and Local Post Office Personnel to the new application. The course educated learners on how to use C360 to collect customer data and manage customer inquiries from receipt all the way to resolution. In addition to the web-based training modules, classroom training sessions, and daily/weekly webinars hosted

by District Ambassadors and Power Users, Headquarters hosted two (2) Q&A sessions within the first 3-weeks of national deployment.

Each Area selected 1 Power User to be trained as a Subject Matter Expert (SME) by the HQ C360 Program Office. The Area Power Users conducted 4 – hour (In-Person/Hands On) Training with the District Ambassadors in Norman, OK in June 2019. District Ambassadors and Consumer & Industry Contact (C&IC) users were advised to contact their Area Power Users for support. Area Power Users also conducted daily/weekly webinars for additional support.

Each District selected 1 to 3 ambassadors to be trained as District Subject Matter Experts (SMEs). District Ambassadors conducted a 2-hour (In Person) - Quality Service Request Resolution training for Level 22 and above Local Post Offices. Some Districts chose to train Level 18 and above Local Post Offices. Local Post Office users were advised to contact their District Ambassadors for support. District Ambassadors also conducted daily/weekly webinars for additional support.

The following C360 website was established for additional support for all users:
<https://blue.usps.gov/caweb/c360.htm>

Customer 360 (C360) is not a program, it is a web-based application. There is no change to the complaint handling process. Multiple correspondences have been sent to NAPS since the first notification of C360 in June 2018. The Postal Service welcomes recommendations for enhancements.