NATIONAL ASSOCIATION OF POSTAL SUPERVISORS NAPS/USPS May 2022 Consultative Meeting

In Attendance: NAPS: Ivan Butts, Chuck Mulidore, Jimmy Warden

USPS: Bruce Nicholson, James Timmons

0530-01 NAPS is requesting reconsideration of the USPS decision ending the temporary extension of modified pay provision for EAS-18 and above. This request for reconsideration is due to the on-going COVID pandemic that recent CDC data (attached) documents a sharp increase in COVID positivity cases being reported across the country. With this increase of COVID positivity rates comes a decrease in employee availability, which has been a leading cause of EAS being required to work longer hours, and, at times, deliver mail and essential supplies to customers since early 2020. NAPS is requesting the modification of pay provisions remain in effect indefinitely, until such time that the CDC has declared the COVID 19 pandemic concluded.

Response: All COVID-19 related MOUS have expired for non-bargaining and bargaining employees. Criteria and time periods for isolation has decreased, as recommended by the CDC, and has continued to decrease over the past year. The Postal Service is posting and filling EAS positions expeditiously. These factors contribute to higher availability of non-bargaining employees. This pay modification will not be extended.

0530-02 NAPS is requesting an explanation of EAS being required to video via Zoom GEMBA walks on their phone. What is the rationale for this? Are these being recorded at the district or some other level? How are any privacy concerns being addressed?

Response - The GEMBA walks via ZOOM videos are virtual audits and began in 2020. The process is to be recorded rather than specialists performing work activities/audits on site. The recording is used for analysis and process failures such as identifying delayed mail and parcels and are recorded by Retail and Delivery Operation Command Center specialists. These employees are tasked with identifying and evaluating the health of offices. The invitations to conduct these ZOOM activities are primarily sent to offices identified through various reports based on performance and compliance. One example could be an office not reporting delayed or curtailed mail over several days yet significant service failures are identified. The videos are not shared with other departments.

The ZOOM Gemba walk is essentially no different than specialists performing physical audits in a station. If the Gemba walk by ZOOM does not identify any concerns, there's no on-site audit. If issues are identified, recovery procedures are put in place and may include physical audits and providing training.

Training was provided to NAPS on Operational Excellence, "Go to Gemba" during the Fall 2020 NAPS Executive Board Meeting.

530-03 NAPS is requesting the rationale for the Redline Process that has been implemented in units across the country. Carriers are being told to not cross certain red lines, as painted on floor, with mail in their hands, and EAS are being required to certify that their units are in compliance with the SOP for that process. How are EAS to monitor this process with the myriad other duties they are required to perform?

The Redline Process has been in place for numerous years and is a helpful tool for supervisors to audit mail that has been returned to the office after carriers complete on-the-street duties. The Back Door Audits are conducted to ensure that all deliverable mail has been delivered and that the supervisor is made aware of any circumstances of non-delivery. The Redline is intended to be a visual for carriers and to assist the supervisor in conducting Back Door Audits. Carrier and management activities should be in accordance with Handbook M-39 and M-41. Requiring all carriers to stand behind a redline or supervisors to wait at the redline for every carrier to return to the office to complete an audit is not the expectation.

0530-04 NAPS is requesting the policy and procedures for upgrades of VMF managers. What is the criteria for level upgrades for VMF Managers? As background, VMF have received, in some cases, hundreds of additional Mercedes vans with more on the way. Headquarters has told VMF Managers that no pay level increases are going to occur until the final deployments are completed (whenever that is). At that time, a decision on the appropriate pay levels could be determined. This delay is unacceptable the VMF manages increased numbers of employees and vehicles while this delay is occurring, without additional compensation.

Response: There is no frequency to change the grade of a VMF Manager, up nor down. We discussed in the past and agreed that we should not establish a frequency that upgrades a manager level and then downgrades the manager's level within weeks of the upgrade. We do not intend to wait to study the VMF structure, levels of Managers and complement of Supervisors, until all vehicles are deployed but will revisit this in the coming months. Once we are ready to make changes to the formula that establishes VMF Managers and Supervisors, we will include NAPS in the development of any changes.

0530-05 The Safety Specialist TL job was abolished under the most recent district restructure. NAPS successfully fought for this position to receive a proper SDA based on the levels of employees that were supervised. NAPS has been made aware that under that EAS restructure all of these positions were eliminated even though the successor position is required to do the same work, but now is not receiving the SDA. The supervision of Driver Safety Instructors (DSI) continues under this successor position. NAPS believes this position should have the proper SDA reinstated.

Response: NAPS identified an issue in 2018 with the former Safety Specialist TL position being required to supervise bargaining unit employees, the position was studied and therefore added to the SDA chart. There was no "fight" over the matter. The Safety Specialist SR position will be reviewed to determine the appropriate authority over the Driver Safety Instructors and make any appropriate changes.

0530-06 The USPS.com/careers website only shows the first 100 postings. After that one has to search for the actual office to find a vacancy. This is hindering hiring in some areas. Perhaps when hiring postcards are sent out, wording can be added that allows for a Keyword search for a particular office?

Response: This site allows for full text search by keyword. One feature of the new hiring system is that it will provide maps for applicants to identify areas to apply for positions.

0530-07 Is the USPS working on allowing the lead 7 clerks to have full access to all the TACS programs? Currently, the APWU understanding is they have the rights to pull the TACS reports yet they do not have access to do so.

Response - The Lead Clerk Clock Office Role in TACS is specific to Lead Clerks. This is not the same access level that is provided to Supervisors. We are proving a list of the reports that Lead Clerks can access from TACS.

Module Id	Module Name	TabName
TAC007F0	Report Queue Module	Report Queue
TAC100R0	Finance Reports Module	LDC/Operation Summary
TAC100R0	Finance Reports Module	Station Summary
TAC120F0	Master Schedule Maintenance Module	NS Days
TAC120F0	Master Schedule Maintenance Module	Work Schedule Rule
TAC120R0	Schedule Reports Module	Daily Hours
TAC300F0	Rural 1314 Entry Module	1314 Regular
TAC310F0	Rural 1314A Entry Module	1314-A Auxiliary
TAC330R0	RTACS 330 Reports Module	Miss Cert
TAC330R0	RTACS 330 Reports Module	Certificates Sign Off
TAC500R0	Employee Reports Module	Employee Moves
TAC510F0	PS Form 1723 Module	Prior 1723s
TAC510F0	PS Form 1723 Module	PS Form 1723
TAC520F0	PS Form 3189 Module	Prior 3189s
TAC520F0	PS Form 3189 Module	PS Form 3189
TAC800F0	Clock Ring Editor Module	Week 1 Clock Rings
TAC800F0	Clock Ring Editor Module	Week 2 Clock Rings
TAC800F0	Clock Ring Editor Module	Future
TAC800F0	Clock Ring Editor Module	Pre-Process
TAC800R0	Clock Ring Reports Module	Clock Ring Errors
TAC800R0	Clock Ring Reports Module	Missing Time
TAC800R0	Clock Ring Reports Module	OT Trans
TAC820F0	Timecard Entry Module	Base Timecard
TAC820R0	Timecard Entry Reports Module	Missing Offices
TAC820R0	Timecard Entry Reports Module	Missing Employees
TAC820R0	Timecard Entry Reports Module	Time Certifications
TAC840F0	PPWk Holds Module	Week 1 Holds
TAC840F0	PPWk Holds Module	Week 2 Holds
TAC840R0	PPWk Reports Module	Non-Crossfoot Errors

TAC880F0	PS Form 1017 Module	PS Form 1017-A
TAC880F0	PS Form 1017 Module	PS Form 1017-B
TAC880R0	PS Form 1017 Reports	1017-A Disallow
TAC880R0	PS Form 1017 Reports	1017-B Unauth OT

0530-08 Currently the lead 7 clerk doesn't have the capacity to go back a week or longer and pull the station summary reports in TACS. Does the USPS plan on allowing them to do so, and if so, when? And if not, why not?

Response – According to HQ Payroll, Lead Clerks with the Lead Clerk Clock Office Role in TACS have access to pull the Station Summary report.

0530-09 Currently the lead 7 TACS backup clerk has a lag time of days before they are allowed to actually have TACS access again, to replace a lead 7 when they are out on S/L or A/L. This is a great inconvenience to the operation and this needs to be addressed. Does the USPS have any plans either currently or in the near future to correct this situation?

Response - Facilities with more than one lead clerk, should ensure that the other Lead Clerk(s) in the office is trained and has access to TACS in order to provide backup timekeeping in the absence of the Lead Clerk who primarily performs timekeeping duties. In offices with one lead clerk, they can have up to three backup Level 6 clerks trained with access to TACS. A clerk who is detailed to a Lead Clerk position must have a PS Form 1723 completed and on file, including the name of the Lead Clerk he/she is backfilling for.

There are several steps in the approval process once a request is made in eAccess;
- eAccess routes the request to the approving manager

  o If the manager approves the request, it is routed to the local Functional System Coordinator (FSC).

  o If the local FSC approves the request, it is routed to the National FSC for final determination.

- The **FSC** may **only approve requests** that are for a user who has an **essential business need** (based on the employees **Job Description**) for the access.

HQ Payroll is creating programming via eAccess for backup Lead Clerks to have access to TACS.

0530-10 When can delivery units expect carriers to have access to move from operation to operation with their scanners to be active?

Response - The MDD-TR/MIO Timekeeping National Rollout is still on schedule. It will be implemented in 9 area phases between 5/21/2022 – 5/20/2023.

Also, referencing the March 22, notification, the Postal Service has determined to continue the MDD/MIO Timekeeping pilot in the existing pilot locations through the national rollout. This will allow for additional collection of data as it relates enhancements to the technology and to improve the user experience. This will include both the clerks and carriers currently testing the applications.

The extension of the pilot will continue from April 23 and will remain in place through the national roll out with Phase 1 tentatively scheduled to begin on May 21.

0530 –11 Are level 7 clerks required to have eRMS access, thus enabling them to enter approved leave? If so, this could allow a craft employee to see confidential information, for example, such as corrective action notes.

Response - Enterprise Resource Management System (eRMS) is identified as a Management tool, accessible to management, used to monitor and manage employee attendance. Lead Clerks do not have access to eRMS.

In accordance with the Clerical Work MOU and the Clerk Craft MOU, employees assigned the Lead Clerk Office Roll in TACS are not prohibited from entering supervisor approved leave into TACS. Entering supervisor approved leave entries into TACS is a Lead Clerk duty.

With respect to entering leave in both TACS and eRMS. Having multiple leave entry systems can lead to leave being entered incorrectly or multiple times causing clock ring errors which could lead to employees not being paid correctly and making costly pay adjustments. Also, eRMS is fully integrated with the TACS application (excluding RTACS and Timecard Offices), but TACS does not integrate information to eRMS.

In accordance with the September 7, 2021, Memo from Simon Storey, Vice President Human Resources, All Leave entry capabilities in TACS will be disabled after peak season of FY2022. ERMS is the USPS official source system for managing employee leave.

0530-12 NAPS is requesting a briefing on "mega units" that are being planned by Headquarters, that will combine multiple delivery units and plant operations under one roof. How will this impact customer service EAS staffing and plant EAS staffing? Since this can impact EAS staffing, why was NAPS not consulted on this process?

Response: The Sorting and Delivery Centers (S&DCs) is a newly established and in the concept phase. A briefing will be provided to NAPS. Bargaining and non-bargaining staffing is yet to be determined and therefore no proposal was developed and sent to NAPS.

RES – 50 That USPS Headquarters, with NAPS officers, jointly creates a formula for SWCs determination that takes into account as many indicators as possible to effectively develop a system whereby local units are properly staffed with numbers of front-line EAS supervisors necessary to successfully and profitably operate a local unit.

Response: The Postal Service has engaged NAPS as a work team to discuss supervising staffing and explore modifications to the model.

RES – 51 That one USPS vehicle be provided for EAS employees' use to each Level-18-to-20 office, two USPS vehicles be provided to each Level- 21-to-22 offices and three USPS vehicles be provided to each Level-24-to- 26 offices.

Response – This resolution is not adopted.

The USPS is updating the Admin Program that would assign vehicles to certain positions and others in a motor pool. These vehicles will be available to EAS for use whether they are assigned to the position or assigned to the pool.