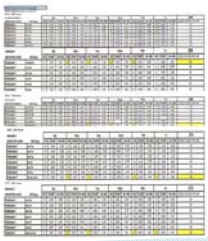
FUNCTION 4

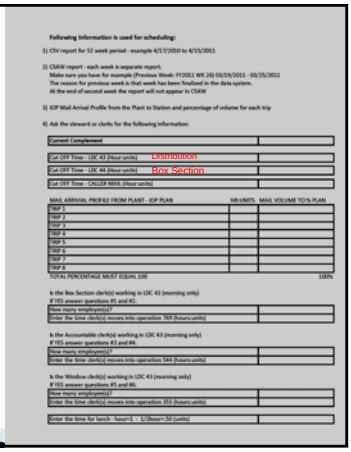
PUTTING TOGETHER MATRIX



Created by the Clerk Division:
Rob Strunk, Director
Pat Williams, Asst. Dir
Lyle Krueth, Asst. Dir
Lamont Brooks, Asst. Dir

A special thank you to Mike Barrett for all his assistance with this project

COPY OF
BASIC INFORMATION SHEET



Following information is used for scheduling:

1) CSV report for 52 week period - example 4/17/2010 to 4/15/2011

2) CSAW report - each week is separate report.
Make sure you have for example (Previous Week: FY2011 WK 26) 03/19/2011 - 03/25/2011
The reason for previous week is that week has been finalized in the data system.
At the end of second week the report will not appear in CSAW

3) IOP Mail Arrival Profile from the Plant to Station and percentage of volume for each trip

4) Ask the steward or clerks for the following information:

Current Complement	
Cut OFF Time - LDC 43 (Hour units)	
Cut OFF Time - LDC 44 (Hour units)	
Cut OFF Time - CALLER MAIL (Hour units)	

Distribution
Box Section

MAIL ARRIVAL PROFILE FROM PLANT - IOP PLAN	HR UNITS	MAIL VOLUME TO % PLAN
TRIP 1		
TRIP 2		
TRIP 3		
TRIP 4		
TRIP 5		
TRIP 6		
TRIP 7		
TRIP 8		
TOTAL PERCENTAGE MUST EQUAL 100		100%

Is the Box Section clerk(s) working in LDC 43 (morning only)
If YES answer questions #1 and #2.

How many employees(#)?	
Enter the time clerk(s) moves into operation 769 (hours:units)	

Is the Accountable clerk(s) working in LDC 43 (morning only)
If YES answer questions #3 and #4.

How many employees(#)?	
Enter the time clerk(s) moves into operation 544 (hours:units)	

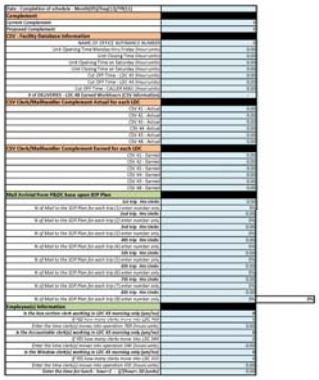
Is the Window clerk(s) working in LDC 43 (morning only)
If YES answer questions #5 and #6.

How many employees(#)?	
Enter the time clerk(s) moves into operation 353 (hours:units)	

Enter the time for lunch - hour=1 - 1/2hour=.50 (units)	

Local Information

- Local information – preferred method for this information is the steward or clerk who works at the office will fill out this form they are our best source of information. Most of the information on this sheet we will be able to compare to the USPS reports that we will be requesting.



Office Information

- Date of completion of schedule – Date that the local union gave management their proposal on the revised schedule.
- All time must be **MUST** be entered in (24 hour clock) hour and units. Example **8.50** will be entered in our workbook – NOT 8:50
- CSV – Facility Database Information can be found on the CSV report we will want to make sure the information is correct. We will compare CSV to the local information that we received from steward or clerk that was filled out from the local information.
- # of Deliveries – CSV report located in the LDC 48 Earned Workhours

Note: CSV is acronym for Customer Service Variance
LDC is acronym for Labor Distribution Code

Office Information

- CSV Clerk/Mail handler Complement – We will be using the data in section label Current Actual , Target and Daily Hrs for each LDC. Example of complete CSV report
- Mail Arrival from P&DC base upon IOP/SOP Plan – Information request will be needed.

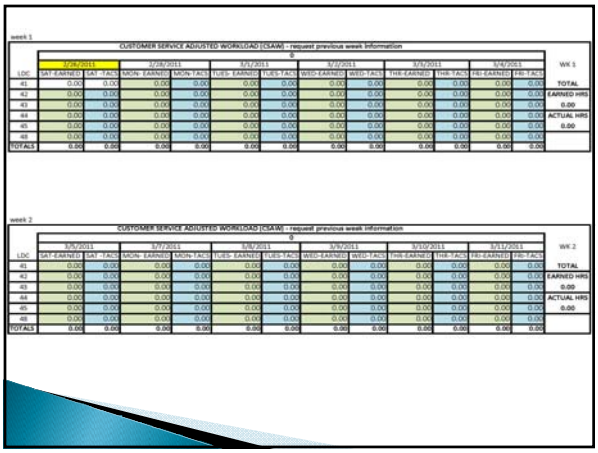
Note: IOP / SOP are acronyms used for mail arrival profiles

Office Information

- **Employee(s) Information** – we will need to know if any of the clerks are schedule to work in LDC 43 in the morning to the cut off time for distribution.
- **Example:** Clerk –1 starts at **4.25**am (that's 4 hour and 25 units) and the cut off time for LDC 43 is **9.00**am. Clerk–1 wants to work the window and the window opens at **8.50**am (8 hours and 50 units) the clerk moves into operation 355 at **8.25** (8 hours and 25 units) to setup the window. There is a total of 4 hours spent in LDC 43. That is subtracting their moved time (8.25) from their begin tour (4.25). Because the cut off time for LDC 43 is **9.00** am. the matrix workbook will add .75 units back into LDC 43 to complete the task.

CSAW Information

- Customer Service Adjusted Workload (CSAW) Each previous week information Earned and TACS will be inputted into the CSAW Info section of the workbook.
- Each week is separate report for the CSAW and we will need the previous week information. The reason for previous week is that it has been finalized in the data system. Example of CSAW report


week 1

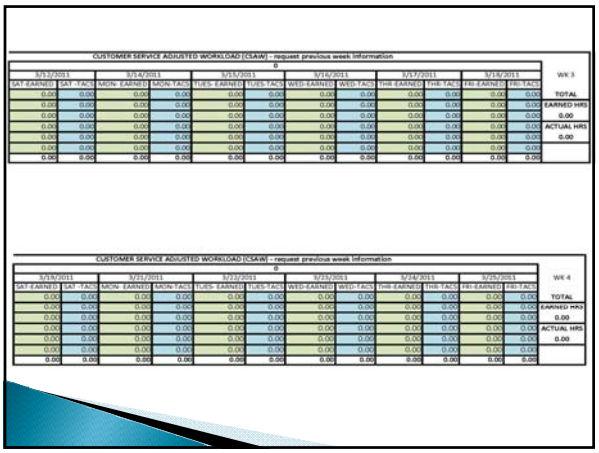
CUSTOMER SERVICE ADJUSTED WORKLOAD (CSAW) - request previous week information

LDC	3/26/2011 SAT-EARNED	SAT-TACS	3/28/2011 MON-EARNED	MON-TACS	3/1/2011 TUES-EARNED	TUES-TACS	3/2/2011 WED-EARNED	WED-TACS	3/3/2011 THR-EARNED	THR-TACS	3/4/2011 FRI-EARNED	FRI-TACS	WK 1
42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	TOTAL
43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	EARNED HRS
43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
44	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	ACTUAL HRS
45	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
48	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
TOTALS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

week 2

CUSTOMER SERVICE ADJUSTED WORKLOAD (CSAW) - request previous week information

LDC	3/5/2011 SAT-EARNED	SAT-TACS	3/7/2011 MON-EARNED	MON-TACS	3/8/2011 TUES-EARNED	TUES-TACS	3/9/2011 WED-EARNED	WED-TACS	3/10/2011 THR-EARNED	THR-TACS	3/11/2011 FRI-EARNED	FRI-TACS	WK 2
42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	TOTAL
43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	EARNED HRS
43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
44	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	ACTUAL HRS
45	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
48	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
TOTALS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

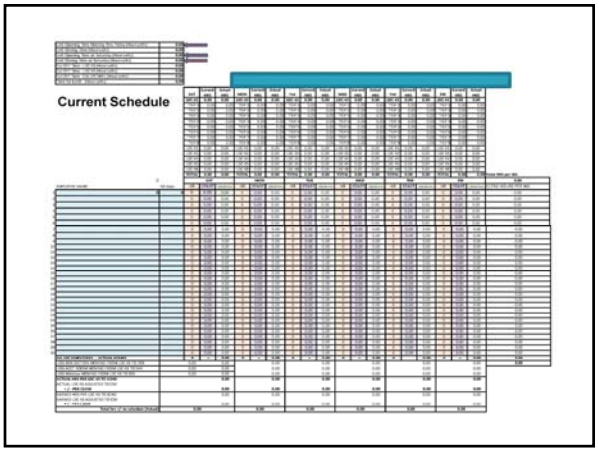


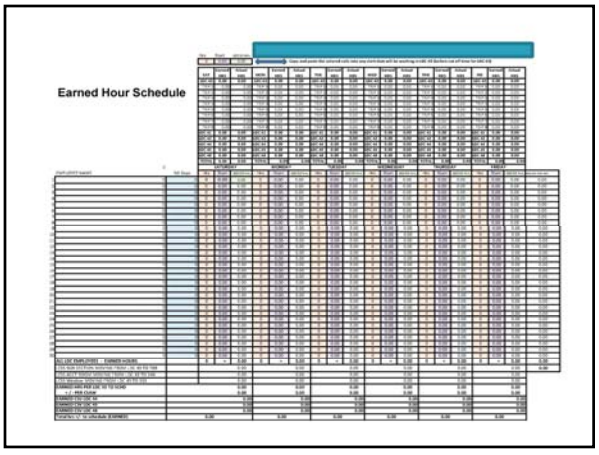
CUSTOMER SERVICE ADJUSTED WORKLOAD (CSAW) - request previous week information

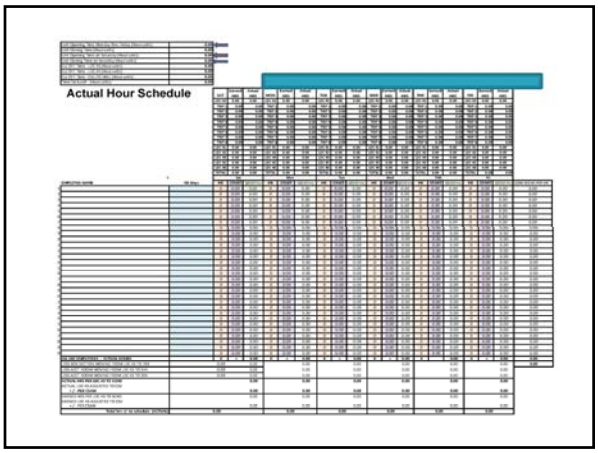
3/12/2011		3/14/2011		3/15/2011		3/16/2011		3/17/2011		3/18/2011		WK 3
SAT-EARNED	SAT - TACS	MON- EARNED	MON-TACS	TUES- EARNED	TUES-TACS	WED-EARNED	WED-TACS	THR-EARNED	THR-TACS	FRI-EARNED	FRI-TACS	
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	TOTAL
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	EARNED HRS
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	ACTUAL HRS
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

CUSTOMER SERVICE ADJUSTED WORKLOAD (CSAW) - request previous week information

3/19/2011		3/21/2011		3/22/2011		3/23/2011		3/24/2011		3/25/2011		WK 4
SAT-EARNED	SAT - TACS	MON- EARNED	MON-TACS	TUES- EARNED	TUES-TACS	WED-EARNED	WED-TACS	THR-EARNED	THR-TACS	FRI-EARNED	FRI-TACS	
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	TOTAL
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	EARNED HRS
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	ACTUAL HRS
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

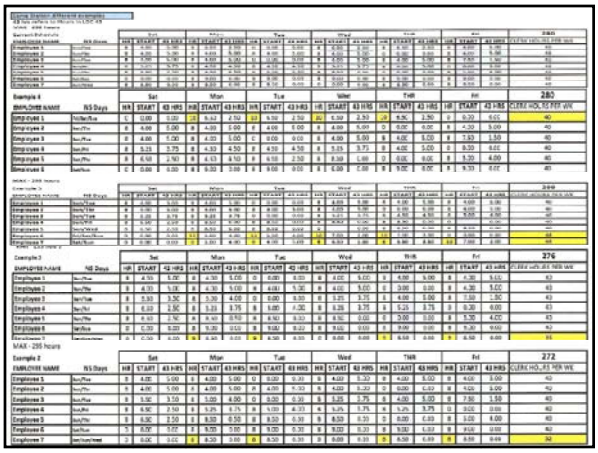


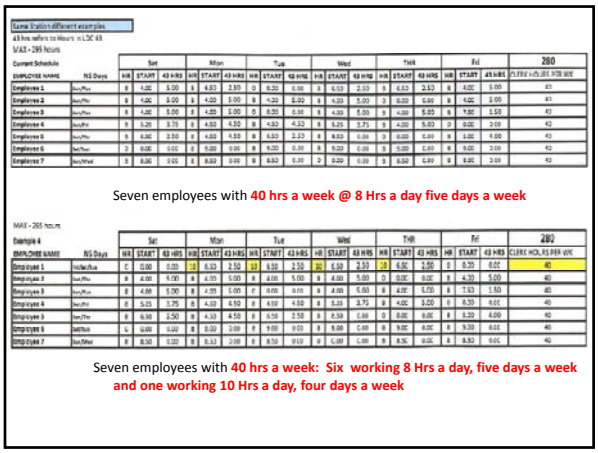




Schedules

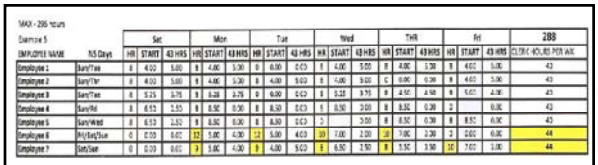
- The following schedule examples are for the same office. Actual data used was from the CSV and CSAW reports.
  - EXAMPLE SCHEDULE



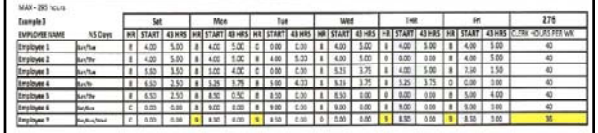


Seven employees with **40 hrs a week @ 8 Hrs a day five days a week**

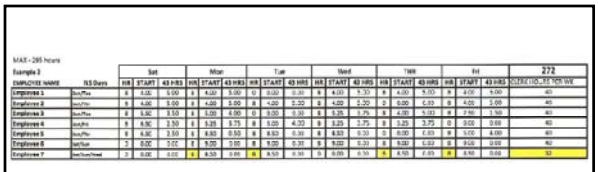
Seven employees with **40 hrs a week: Six working 8 Hrs a day, five days a week and one working 10 Hrs a day, four days a week**



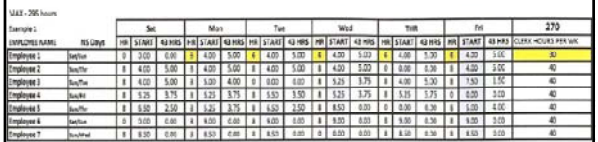
Five employees with **40 hrs** @ 8 Hrs a Day
and Two employees with **44 Hrs (one with two 12 Hrs a day and two 10 Hrs. a Day) (one with two 9 Hrs a day, two 8 Hrs a day and one 10 Hrs a Day**



Six employees with **40 hrs a week with** 8 Hrs a Day @ five days a week
and One employee with **36 Hrs a week** @ 9 Hrs four days a week

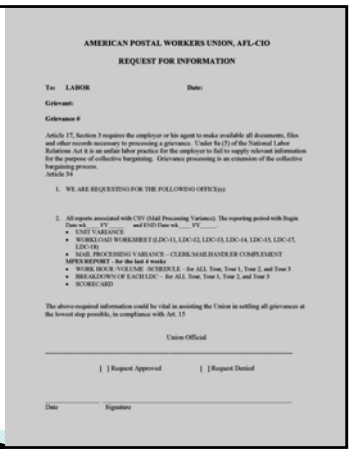


Four employees with **40 hrs @ 8 Hrs a Day**
and One employee with **32 Hrs @ 8 Hrs a Day four days a week**



Four employees with **40 hrs a week @ 8 Hrs a Day 5 days a week**
and One employee with **30 Hrs a week @ 6 Hrs a Day 5 days a week**

CSV REPORT REQUEST



AMERICAN POSTAL WORKERS UNION, AFL-CIO

REQUEST FOR INFORMATION

To: LABOR Date:

Grievant:

Grievance #

Article 17, Section 3 requires the employer or his agent to make available all documents, files and other records necessary to processing a grievance. Under 8a (3) of the National Labor Relations Act it is an unfair labor practice for the employer to fail to supply relevant information for the purpose of collective bargaining. Grievance processing is an extension of the collective bargaining process.
Article 34

1. WE ARE REQUESTING FOR THE FOLLOWING OFFICE(s):

2. All reports associated with CSV (Mail Processing Variance). The reporting period with Begin Date wk____ FY____ and END Date wk____ FY____
   - UNIT VARIANCE
   - WORKLOAD WORKSHEET (LDC-11, LDC-12, LDC-13, LDC-14, LDC-15, LDC-17, LDC-18)
   - MAIL PROCESSING VARIANCE – CLERK/MAILHANDLER COMPLEMENT

   MPES REPORT – for the last 4 weeks
   - WORK HOUR / VOLUME SCHEDULE – for ALL Tour, Tour 1, Tour 2, and Tour 3
   - BREAKDOWN OF EACH LDC – for ALL Tour, Tour 1, Tour 2, and Tour 3
   - SCORECARD

The above-required information could be vital in assisting the Union in settling all grievances at the lowest step possible, in compliance with Art. 15

Union Official

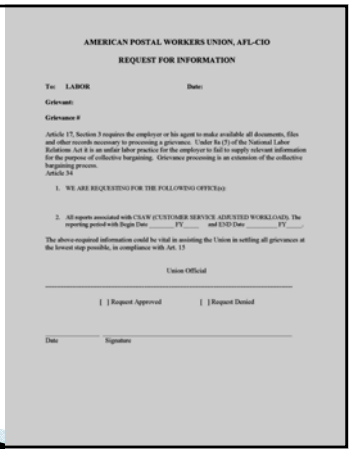
[ ] Request Approved [ ] Request Denied

Date Signature

CSV Information Request

Example of CSV request

CSAW REPORT REQUEST



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Article 34

1. WE ARE REQUESTING FOR THE FOLLOWING OFFICE(s):

2. All reports associated with CSAW (CUSTOMER SERVICE ADJUSTED WORKLOAD). The reporting period with Begin Date _____ FY____ and END Date _____ FY____

The above-required information could be vital in assisting the Union in settling all grievances at the lowest step possible, in compliance with Art. 15

Union Official

[ ] Request Approved [ ] Request Denied

Date Signature

CSAW Information Request

Example of CSAW request

Function 4 Workbook

- Instruction guide to Function 4
- The mechanics of the Function 4 workbook

FUNCTION 4 WORKBOOK

THANK YOU