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



# NTFT MOU

Per the 2010-15 Memorandum of Understanding regarding NTFT duty assignments, before implementing **any new non-traditional assignments** the local union will have the opportunity to:

- Review
- Comment
- Make suggestions, and
- Propose alternatives

# TYPES OF REPORTS

REPORTS	PURPOSE OF REPORT
CSV	Customer Service Variance- Used in Function 4 replaced previous programs- measure and monitors office performance; assist in establishing budget, match complement work load, unit route and deliveries. We will be requesting 302 Customer Service Days report.
CSV - Workload Worksheet	Provides volume, productivity, hrs, (STB) Standup Talks and Breaks for LDC 41, 42, 43, 44, 45, 46, and 48
CSV – LDC 42 Earned Work hours	Provides earned time for BRM/PD, Merchandise Return SVC, and Parcel Return SVC.
CSV - LDC – 48 Earned Work hours	Provides earned time for workload element benchmark value and csv factors.
CSV – Facility Database Information	Provides information about the unit - open/closing time, Auto/Mech, distribution and box section cutoff time.
CSV – Clerk/Mailhandler Complement	Provides current employees on the roll, Earned Complement, Current (Actual) Daily Hrs for each LDC, Target (Earned) Daily Hrs for each LDC.
CSV – Data Stream	Provides earned, benchmark and flash data for daily mail volume for each LDC, CAG, and total transaction. Information provides key information into the CSV reports.

## TYPES OF REPORTS CONT'D

REPORTS	PURPOSE OF REPORT
CSV – Complement Utilization	Provides information about the District actual Function 4, annual leave, sick leave, overtime and LWOP hours.
LDC BREAKDOWN FOR ALL TOURS 1, 2, & 3	LDC-41 Automation Operation LDC-42 BRM/PD Parcel Return SVC LDC-43 Distribution Operation LDC-44 Box Operation LDC-45 Window Operation LDC-46 Vending Equipment LDC-48 Administration
PS 1994	Management Scheduling tool for Function 4.
CSAW	Customer Service Adjusted Workload - Used daily to assist in staffing and balancing of work hours. CSAW is weekly report we will need four weeks in row. Make sure the CSAW week has been finalized by management.
MPV	Mail Processing Variance- Used in function 1 replaced previous programs- measure and monitor office performance, assist in establishing budget , match complement work load
MPV - Workload Worksheet	Provides workload, target productivity rate, Earned Hrs, Actual Hrs, Opportunity for LDC 11, 12, 13, 14, 15, 17, and 18



REPORTS	PURPOSE OF REPORT
MPV- Clerk/Mail Handler Complement	Provides current employees on the roll, Earned Complement, Current (Actual) Daily Hrs. for each LDC, Target (Earned) Daily Hrs. for each LDC
MPES Work hour	Mail Processing Employee Schedule- Used daily to assist in staffing and balancing of work hours for Clerks and Mail Handlers. MPES is available for all tours. MPES is weekly report we will need four weeks in row. Make sure the MPES week has been finalized by management.
RDM	Retail Data Mart
WebEOR	
WebEIS-	Electronic Information System
WOS	Window Operating Survey

# **PURPOSE OF USPS FORMS**

# CUSTOMER SERVICE VARIANCE REPORT (CSV)

**CSV**- Management is using CSV Data during 13 week period to determine earned hours for that period.

According to management this 13 rolling weeks of data using the CSV calculations is for every activity that occurs in an office, by LDC and sub-activity to determine the “earned” hours for each activity. It analyzes “hard time” activities- duties that must be performed each day at specific time and “soft time” activities – duties that don’t have a critical time frame for completion that may be performed during the course of a work day. For example, window service and mail distribution are considered “hard time” activities. Moving empty equipment to the dock is considered “soft time” duties.

# Facility Data Base Information (FDB)

**FDB Information-** shows the arrival and dispatch times for each trip. Also contains PO Box Distribution “Up Time”, times for opening and closing the window and similar information needed for creating work schedules.



# LDC 42 AND LDC 48 REPORTS

**These reports-** provide detailed information about the “hard time” and “soft time” activities conducted during the course of each work day under these two labor distribution codes.

# Mail Arrival Profile

**Mail Arrival Profile-** contains the arrival patterns for mail coming into the office each day by time of day and volume.

# e1994

**e1994-** contains data that provides a visual schedule indicating the number of employees needed for every function in the office during every 15 minute time slot throughout the work day. Indicates the overlapping of employees and gaps in time where no employee's service is needed other than at the retail window.

# Putting Together Desirable Duty Assignments

**Step 1-** Request documents from Management

**Step 2-** After receipt of PS Matrixes- review postings

**Step 3-** Review all documents received from  
Management & Determine if Function 1 or 4

**Step 4-** Use the APWU Scheduler and information  
from the Postal Service documents to create  
Desirable Duty Assignments

**Step 5-** Compare your Desirable Duty Assignments to  
PS Matrixes and with Management



# What Hours are Used to Establish NTFT Assignments?

It is clear that management is using only CSV and earned hours to establish NTFT Assignments. **This violates our contracts.** Locals should be advised that a grievance should be filed on each NTFT assignment using the argument of **all available hours**, Article 37.3.A.1, and if there is a reason to establish a NTFT duty assignment it must be operationally necessary. *Appeal to ADRP* (Administrative Dispute Resolution Process)

# Creating and Posting NTFT JOBS

- All NTFT Duty Assignments **must** be posted for bid in accordance with **Article 37.3.A.1**
- Review PSE Hours to ascertain whether or not Full-time assignments can be carved out of it.
  - ❖ Automation- WEBeor & RPG
  - ❖ Manual- TACS Clock Rings

# Creating and Posting NTFT JOBS

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  - ❖ Automation- WEBeor & RPG
  - ❖ Manual- TACS Clock Rings

# CSAW REPORT

In the CSAW Report- We might need to add Earned Hours to refer to productivity time factors that were used in LDC to complete task.

According to the Postal Service CSAW Report is the Actual Hours referred to TACs rings that were used in LDC to complete the task.



# Review Office/Facility Information

- Number of Full-Time Employees as of May 23, 2011-placed into 40-44 hour jobs
- Upon receipt of Matrixes, review number of jobs in Postal Service proposed matrix that a full-time regular [as of day of contract] can be placed into (to prevent making unsuitable).

# **Current Occupied/Vacant/Residual Duty Assignments**

- How many current Occupied Duty Assignments are there?
- How many Vacant Duty Assignments are there?
- How many Residual Duty Assignments (by installation, tour, and section) are there?
- If Function 4 (Station/Branch)?

# Documents/Information Needed

If not available, Locals should submit information request to include:

- ✓ Reports associated with Customer Service
- ✓ Variance (CSV)
- ✓ Unit Variance
- ✓ Workload worksheet
- ✓ LDC 42 Worksheet
- ✓ LDC 48 Earned Worksheet

# Documents/Information Needed

## Cont'd

- ✓ Facility Database
- ✓ Data Stream
- ✓ Productivity Worksheet
- ✓ CSV Summary
- ✓ FTES/FTEE
- ✓ Reports associated with Customer Service Adjustment Workload (CSAW)- each week is a separate report.  
Request each week for next four week period.



# Documents/Information Needed

## Cont'd

- ✓ Reports associated with CBOP
- ✓ PRS Form 1994
- ✓ Function 4 Scorecard
- ✓ Time office opens and closes
- ✓ Time window opens and closes
- ✓ What's wall up time for box mail
- ✓ What time mail must be ready for carriers
- ✓ How many Light Duty positions authorized in LMOU
- ✓ Review residuals

# REVIEW OF MATRIXES



# REVIEW OF MATRIXES

- Review operational needs information for each non traditional duty assignment
- Need to know start time and end time for each operation
- Were NTFT assignments posted for bid?

## REVIEW OF MATRIXES CONT'D

- What is the postal service proposed compliment?
- How many hours used by installation, tour, section according to LMOU?
- What is the number of employees by installation, tour, section? (Current and Proposed)
- Breakdown of Traditional Full-Time and NTFT by installation, tour and section?

# REVIEW OF MATRIXES CONT'D

- Were Traditional assignments changed to NTFT? If so, when and why?
- Were excessed clerks provided retreat rights before placing Junior PTF/PTRs who were converted after the signing of this agreement?
- Were newly converted PTF/PTRs given 40 hrs traditional assignment in accordance to Art 37, Sec. 4, if not placed in a residual assignment?
- Are there PSE hours that can be used to create 30 hour assignments?

# Alternative Desirable Duty Assignments

- After review of all relevant documents and information the Union should be prepared to provide alternative Desirable Duty Assignments, always keeping in mind that **a current FT employee as of May 23, 2011 cannot be involuntarily assigned to NTFT assignments of less than 40 hours a week.**

# **Alternative Desirable Duty Assignments**

- All other employees, including current PTRs, PTFs, and any career employees hired after the signing of this Agreement, may be assigned to any residual NTFT duty assignment in accordance with Article 37 or 39 respectively. (Add actual language here)

# Alternative Desirable Duty Assignments

Traditional Full Time Employees may be reassigned to occupy NTFT assignments of **40-44 hours a week**, so long as those assignments have **at least two (2) scheduled off days**, with **no** scheduled **work days** of **less than six (6) hours or more than ten (10) hours**.



# APWU SCHEDULER TOOL KIT

- Is not on the CD from the All Craft Conference
- Newer version with APWU Logo and recent updates is located on the APWU WEBSITE
- Only Local Presidents can download the programs by going to [www.apwu.org/index2.htm](http://www.apwu.org/index2.htm).

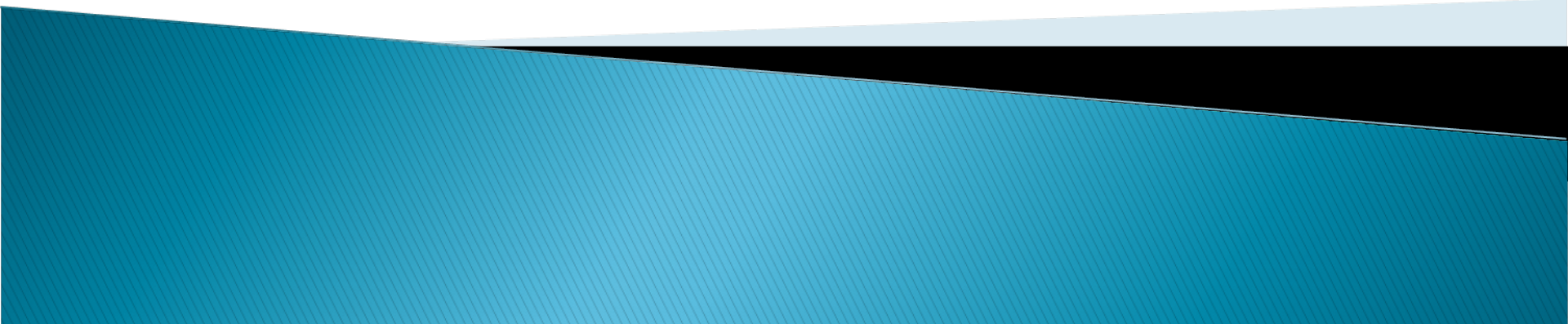
# Accessing the Scheduler

- ✓ On main page of the APWU home page locate **Members Only**
- ✓ Click on Members Only
- ✓ Login with your password
- ✓ On Member's Home Page, My Local and Personal Info- In the **My Local Profile** section located on the far left side
- ✓ Click on **APWU Scheduler** located on the bottom ,in My Local Profile Section
- ✓ Next page is **Welcome to the APWU Scheduler**
- ✓ Click on **Next**
- ✓ Next page is **User Agreement-** After you have read the terms of this agreement and agree to all of its provisions Click on the box next to I agree,
- ✓ Then click on **Submit**
- ✓ Next page is the **Instructions for Using the APWU Scheduler** (this page is used to download the APWU Scheduler Files – print this page prior to downloading the files)
- ✓ Click **on Download APWU Scheduler Files**
- ✓ Follow the instructions that you printed out prior to downloading the APWU Scheduler Files

# Scheduler Tabs

- **Tab 1-** Input Basic Information
- **Tab 2-** Input Customer Service Workload Information  
Using Weeks 1, 2, 3 and 4
- **Tab 3-** Is optional – use to see history of office
- **Tab 4-** Input management proposed schedule
- **Tab 5-** Will be explained in more details

# INSIDE THE TOOL KIT “WORKSHEET”





# INSIDE THE WORKSHEET

**STEP-1:** Before you get started, you will need to **print out** the **Basic Information about the Office** as listed below:

- **PS Form 1260-** for changing time into hours and units
- **Basic Information about the office-** normally completed by the Shop Steward (s).
- **IOP Agreement for mail arrival-** from information request that was submitted by the shop steward to management.
- **Customer Service Variance Report-** facility data information # of deliveries LDC 48 Earned hours- requested by Shop Steward
- **CSAW Report-** requested by Shop Steward
- **Customer Service Adjusted Workload Performance Review**
- **4 Weeks in a Row** – Looks like 12/26/2011 – 3/25/2011

**Example:**      Week 1    2/26/2011 – 3/04/2011

Week 2    3/05/2011 – 3/11/2011

Week 3    3/12/2011 – 3/18/2011

Week 4    3/19/2011 – 3/25/2011

# INSIDE THE WORKSHEET

**STEP-2:** Once you have the Basic Information about the Office, IOP Trip Agreement, CSV report and the CSAW report you are to follow these Steps:

Open the Electronic Worksheet. (to get a copy of the form: Put icon on the word [Worksheet] hold the ctrl button and left click); Save it using a new name, by clicking on “Save As.” Give the file a name you will remember; such as “Pat’s Devalle Station”, and save it in a folder or on your desktop. (Giving each file a new name will allow you to save data for more than one station or branch.) You will see the word “Tabs” at the bottom.

Click on TAB-1, from the Basic Information Sheet. (All information that requires time will be entered as hours and units (24 hour clock).

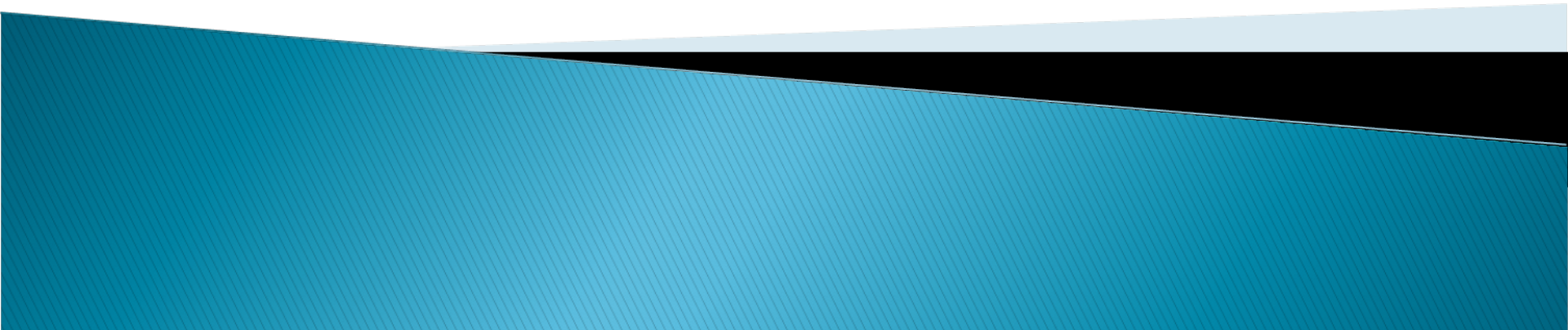
**Example 1:** 8:45 will be entered into the workbook as 8.75

**Example 2:** 1:30pm will be enter as 13.50 (Start with Name of office/finance number)



# INSIDE THE WORKSHEET

Enter the information that is needed in the worksheet from the Basic Information about the Office, IOP agreement and CSV reports that you obtained from the USPS and the Function 4 office. To view an example of the information that is needed for Tab 1 from the CSV report click on [CSV – Facility Database Information, # of Deliveries – LDC 48 Earned Workhours](#), and [CSV Clerk/Mailhandler Complement Actual/Earned for each LDC](#).





# Office Information

- ▶ Date of completion of schedule – Date that the local union gave management their proposal on the revised schedule.
- ▶ All time **MUST** be entered in (24 hour clock) hour and units. Example: 8.50 (eight-point-fifty) 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. Compare CSV to the local information received from the steward or clerk that was filled out from the local information form.
- ▶ # 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





# 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) <b>Distribution</b>	
Cut OFF Time - LDC 44 (Hour:units) <b>Box Section</b>	
Cut OFF Time - CALLER MAIL (Hour:units)	

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 employee(s)?	
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 employee(s)?	
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 employee(s)?	
Enter the time clerk(s) moves into operation 355 (hours:units)	

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

- ▶ Local information – The steward or clerk who works in the office will fill out this form. They are our best source of information. We will be able to use most of the information on this sheet to compare to the USPS reports that we will or have requested.



# 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 Internal Operation Plan/Standard Operation Plan



# Office Information

- ▶ **Employee(s) Information** – we will need to know if any of the clerks are scheduled to work in LDC 43 in the morning to the cut off time for distribution.
- ▶ **Example:** Clerk –1 starts at 4.25am (that's 4 hour and 25 units) and the cut off time for LDC 43 is 9.00am. Clerk–1 wants to work the window and the window opens at 8.50am (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.

# Conversion Table



Time Conversion Table

Minutes	Hun- dredths
0	.00
1	.02
2	.03
3	.05
4	.07
5	.08
6	.10
7	.12
8	.13
9	.15
10	.17
11	.18
12	.20
13	.22
14	.23
15	.25
16	.27
17	.28
18	.30
19	.32
20	.33

Minutes	Hun- dredths
21	.35
22	.37
23	.38
24	.40
25	.42
26	.43
27	.45
28	.47
29	.48
30	.50
31	.52
32	.53
33	.55
34	.57
35	.58
36	.60
37	.62
38	.63
39	.65
40	.67

Minutes	Hun- dredths
41	.68
42	.70
43	.72
44	.73
45	.75
46	.77
47	.78
48	.80
49	.82
50	.83
51	.85
52	.87
53	.88
54	.90
55	.92
56	.93
57	.95
58	.97
59	.98

"The collection of this information is authorized by 39 USC 401, 1003, 1005, 5 USC 8339. It will be used to reflect accurate time-keeping. As a routine use, this information may be disclosed to a Federal agency when relevant to the administration of employment benefits and programs including EEO, to an appropriate law enforcement agency for investigative or prosecution proceedings, to a congressional office at your request, to OMB for review of private relief legislation, to a labor organization as required by the NLRA, and where pertinent, in a legal proceeding to which the Postal Service is a party. Completion of this form is voluntary; however, if this information is not provided, you may not be paid for hours worked."





# 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



# CSV Information Request

Example of CSV request

# Customer Service Variance Menu

#1

CSV - FACILITY DATABASE INFORMATION - 1433926		
(4C) 140 WESTERN NEW YORK PFC - MPOO 5 - BFL-WEST SENECA BR 351018		
WORKHOUR ANALYSIS		
Unit Variables	Actual	
UNIT OPEN	04:00	
MAIL ARRIVAL	04:05	
AUTO / MECH CUTOFF TIME		
DIST / PO BOX CUT-OFF TIME	11:00	Open Hours Monday - Friday
WINDOW OPEN MONDAY - FRIDAY	08:30	14.00
UNIT LUNCH CLOSE MONDAY - FRIDAY		
UNIT LUNCH OPEN MONDAY - FRIDAY		
WINDOW CLOSE MONDAY - FRIDAY	17:00	Open Hours Saturday
UNIT CLOSE MONDAY - FRIDAY	18:00	14.00
UNIT OPEN SATURDAY	04:00	
WINDOW OPEN SATURDAY	08:30	
WINDOW CLOSE SATURDAY	15:00	
UNIT CLOSE SATURDAY	18:00	



Following information is used for scheduling:

#2

- 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/SOP 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:

Cut OFF Time - LDC 43 (Hour:units)	9:00AM
Cut OFF Time - LDC 44 (Hour:units)	11:00AM
Cut OFF Time - CALLER MAIL (Hour:units)	9:00AM

MAIL ARRIVAL PROFILE FROM PLANT - SOP PLAN	HR:UNITS	MAIL VOLUME TO % PLAN
TRIP 1	4.00	65
TRIP 2	5.08	20
TRIP 3	6.50	15
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 employee(s)?	1
Enter the time clerk(s) moves into operation 769 (hours:units)	8.75

Is the Accountable clerk(s) working in LDC 43 (morning only)

If YES answer questions #3 and #4.

How many employee(s)?	YES
Enter the time clerk(s) moves into operation 544 (hours:units)	8.50

Is the Window clerk(s) working in LDC 43 (morning only)

If YES answer questions #5 and #6.

How many employee(s)?	NO
Enter the time clerk(s) moves into operation 355 (hours:units)	

Enter the time for lunch - hour=1 - 1/2hour=.50 (units)	1.00
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THE CSV COMPLEMENT MODEL SHOULD NOT BE THE SOLE SOURCE OF PERMANENT STAFFING DECISIONS.

## CUSTOMER SERVICE VARIANCE - CLERK/MAILHANDLER COMPLEMENT #3

Delivery Days: 302	BUFFALO PO - BFL-WEST SENECA BR 351018	DATE :01/11/2011
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### Leave Replacement Calculation

Leave Type	Hrs Per Day	Leave %	Formula	Employees Earned
Annual Leave	48	14.00%	(CSV Avg Daily Hours x 14.00%x(6 day wk/40 hr Wtk))=	1.02 Clerk/MH(s)
Sick Leave	48	3.50%	(CSV Avg Daily Hours x 3.50%x(6 day wk/40 hr Wtk))=	0.25 Clerk/MH(s)
LWOP	48	1.00%	(CSV Avg Daily Hours x 1.00%x(6 day wk/40 hr Wtk))=	0.07 Clerk/MH(s)
(Subtract Overtime)	48	8.00%	(CSV Avg Daily Hours x 8.00%x(6 day wk/40 hr Wtk))=	0.58 Clerk/MH(s)
Net Total		10.50%	Leave/OT Replacement Needs >>>>	0.76 Clerk/MH(s)
			Replacement for Replacement >>>>	0.08 Clerk/MH(s)
			Total Leave Replacement >>>>	0.85 Clerk/MH(s)

Man Year (0 < 100, 1 100-199, 2 => 200)	2	Current Ratio FT/PT	100%	0%
		Target Ratio FT/PT	100%	0%

### Current on Rolls

Full Time Clerk	7	Full Time Clerk	8
Part Time Flexible Clerk	0	Part Time Flexible Clerk	0
Part Time Regular Clerk	0	Part Time Regular Clerk	0
Full Time Mailhandler	0	Full Time Mailhandler	0
Part Time Flexible Mailhandler	0	Part Time Flexible Mailhandler	0
Part Time Regular Mailhandler	0	Part Time Regular Mailhandler	0
Total F4 on Rolls	7	Total F4 Earned	8

Current Actual	Daily Hrs	Employees	Target (EARNED)	Daily Hrs	Employees
LDC 41 Clerk/MH(s)	0.00	0.00	LDC 41 Clerk/MH(s)	0.00	0.00
LDC 42 Clerk/MH(s)	0.71	0.11	LDC 42 Clerk/MH(s)	0.66	0.10
LDC 43 Clerk/MH(s)	20.18	3.05	LDC 43 Clerk/MH(s)	16.40	2.48
LDC 44 Clerk/MH(s)	2.72	0.41	LDC 44 Clerk/MH(s)	0.89	0.13
LDC 45 Clerk/MH(s)	15.36	2.32	LDC 45 Clerk/MH(s)	16.97	2.56
LDC 48 Clerk/MH(s)	13.72	2.07	LDC 48 Clerk/MH(s)	13.33	2.01
Total Actual Daily Hrs	52.69	7.96	Total Earned Daily Hrs	48.25	7.29

Daily Hours Actual	52.69	Daily Hours Earned	48.25
Current Complement	7	Target Complement	8.13
FTEE Current	2273	FTEE Target	1792
Projected Annual Hrs Actual	15,912	Projected Annual Hrs Earned	14,571
On Duty Required Totals	7.29	Full Time Equiv Employee (Hrs per)	1792
Leave Replacement Totals	0.85	Variance FTEE	- 1.13
Complement Total	8.13	Complement % Achieved	114.29%



#4



# IOP Agreement Station Name & Zip

WEST SENECA 14224

	Trip 1	Trip 2	Trip 3	Trip 4
Leaves GMF 0320	Leaves GMF 0440	Leaves GMF 0605	Leaves GMF 1325	
Arrives at station 0400	Arrives at station 0505	Arrives at station 0630	Arrives at station 1345	
WORKING LETTERS: THICK/NON-MACH/LOOP/MISSENTS	65%	20%	15%	0%
CARRIER ROUTED LETTERS: PREF RESIDUAL/DBCS/BULK/OCR	0%	0%	100%	0%
CARRIER ROUTED LETTERS: STD RESIDUAL/DBCS/BULK/OCR	0%	0%	0%	100%
DPS LETTERS	0%	0%	100%	0%
FLATS: Requiring manual sort at office	50%	25%	20%	5%
AUTOMATED FLATS: Preferential	0%	0%	100%	0%
AUTOMATED FLATS: Standard	0%	0%	0%	100%
FLATS Carrier routed by mailer	50%	40%	10%	0%
PRIORITY MAIL	30%	45%	25%	0%
PARCELS	70%	30%	0%	0%
SMALL PARCELS (SPRS)	30%	45%	25%	0%

SR PLANT MANAGER

DATE

MANAGER BUL/PLANT SUPPORT

DATE

LEAD MDC

DATE

MANAGER OPS SUPPORT

DATE

POSTMASTER

DATE

STA BRANCH  
MANAGER

DATE

MGR TRANSPORTATION

DATE

#5

Customer Service Adjusted Workload

Page 1 of 1

[JULY] BUL WEST SENECA BR					[Previous Week: FY 2011 WK 23 12/26/2011-01/02/2012]											
BUFFALO PO - BUL WEST SENECA BR					Sat 12/26	Sun 12/27	Mon 12/28	Tues 12/29	Wed 12/30	Thur 12/31	Fri 1/1/12	Total				
Workload	Trend	Factors	Earned	Trend	Prod/Act	Prod/Act	Prod/Act	Prod/Act	Prod/Act	Prod/Act	Prod/Act	Prod/Act				
LDC 41 LTRS	0	0	0.00	Vol in pcc	0	0	0	0	0	0	0	0				
LDC 41 FLTS	0	0	0.00	Vol in pcc	0	0	0	0	0	0	0	0				
LDC 43 UDLT	13.50	8.80	1.53	Letters (R)	44.17	0.00	15.17	7.50	18.50	11.25	9.80	97.50				
LDC 43 UDPL	13.83	10.87	1.27	Flats (R)	7.43	0.00	43.17	8.00	11.00	11.50	15.67	96.84				
LDC 43 PAK	2,520	126.00	7.49	PP (pcc)	1496	0	2147	991	1479	1240	1391	8,486				
LDC 43 Allied		8.17		Base	8.33	0.00	9.80	7.84	6.86	7.35	8.52	43				
LDC 43 Total	27		18.48	Base	52	0	58	16	22	23	25	194				
LDC 44 BVLW	0.40	5.18	0.08	Letters (R)	0.42	0.00	0.15	0.10	0.17	0.25	0.33	2.29				
LDC 44 BVLW	863	18.36	0.3672	Ltrs (pcc)	708	0	1036	709	875	923	969	5,209				
LDC 44 BOXF	1.58	7.24	0.22	Flts (R)	1.00	0.00	2.58	0.83	1.25	1.17	0.42	7.25				
LDC 44 BVP	11	231.00	0.05	PP (pcc)	15	0	17	8	13	15	16	84				
LDC 44 Total	6	7.11	0.81	Base	5	0	6	4	5	5	5	32				
LDC 45 Trans	910	1.07	16.16	WGS	812.00	0.00	1,067.00	1,048.00	881.00	750.00	778.00	5,187				
LDC 45 35A	3.97	27.00	1.79	WGS	3.00	0.00	4.00	4.00	4.00	3.00	3.00	21.00				
LDC 42		0.91	0.91	Base	0.90	0.00	1.10	0.88	0.77	0.82	0.99	9				
LDC 48		13.36		Base	13.81	0.00	18.02	12.81	11.21	12.01	14.41	80				
Daily Earned to Actual Analysis - TACS GM 8																
LDC	Sat Earned	Sat TACS	Sun Earned	Sun TACS	Mon Earned	Mon TACS	Tues Earned	Tues TACS	Wed Earned	Wed TACS	Thur Earned	Thur TACS	Fri Earned	Fri TACS	Earned	PROJ TACS
41	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
42	0.93	0.50	0.00	0.00	1.10	0.64	0.80	0.00	0.77	0.53	0.82	0.17	0.99	1.19	5.48	2.89
43	18.48	18.94	0.00	0.00	21.88	27.00	12.38	18.21	13.47	18.19	13.39	17.20	14.53	18.60	94.13	114.26
44	0.58	1.41	0.00	0.00	1.11	5.18	0.81	2.37	0.73	2.20	0.76	2.77	0.70	1.89	4.89	15.82
45	18.14	18.30	0.00	0.00	21.09	18.31	19.99	18.01	18.12	15.09	13.74	15.04	12.81	107.31	107.31	60.30
48	13.81	0.94	0.00	0.00	18.02	12.81	14.82	11.21	18.07	12.04	16.08	14.41	18.51	88.07	88.07	79.87
Totals	51.84	40.94	0.00	0.00	61.18	61.84	48.66	51.83	44.18	58.57	42.07	49.96	45.87	43.00	282	306
Daily Variance	-10.90		0.00		0.88		5.17		14.39		7.89		-2.67		15	
Posted Sched	52.48		0.00		61.72		48.40		43.23		48.31		55.58		308.79	
Weekly Summary																
LDC 41	LDC 42	LDC 43	LDC 44	LDC 45	LDC 48	TOTAL	Sick Leave			Over Time			Penalty OT			
0.00	-2.90	20.13	11.23	-14.81	-0.29	14.35	25.50			22.51			0.00			

tpc: lance/cv/csm/csm\_report\_daily.cfm

3/8/2011





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

0

WK 3

TOTAL

EARNED HRS

0.00

ACTUAL HRS

0.00

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

0

WK 4

TOTAL

EARNED HRS

0.00

ACTUAL HRS

0.00





## Earned Hour Schedule

## Management's proposed Schedule.

[illegible]





# Schedules

- ▶ The following schedule examples are for the Same Office. Actual data used was from the CSV and CSAW reports.







**Same Station different examples**

43 hrs refers to Hours in LDC 43

MAX - 295 hours

Current Schedule

EMPLOYEE NAME      NS Days		Sat			Mon			Tue			Wed			THR			Fri			280
		HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	CLERK HOURS PER WK
Employee 1	Sun/Tue	8	4.00	5.00	8	6.50	2.50	0	0.00	0.00	8	6.50	2.50	8	6.50	2.50	8	4.00	5.00	40
Employee 2	Sun/Thr	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	40
Employee 3	Sun/Tue	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	8	4.00	5.00	8	7.50	1.50	40
Employee 4	Sun/Fri	8	5.25	3.75	8	4.50	4.50	8	4.50	4.50	8	5.25	3.75	8	4.00	5.00	0	0.00	0.00	40
Employee 5	Sun/Thr	8	6.50	2.50	8	4.50	4.50	8	6.50	2.50	8	8.50	0.00	0	0.00	0.00	8	5.00	4.00	40
Employee 6	Sat/Sun	0	0.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	40
Employee 7	Sun/Wed	8	8.50	0.00	8	8.50	0.00	8	8.50	0.00	0	0.00	0.00	8	8.50	0.00	8	8.50	0.00	40

**Example 4**

EMPLOYEE NAME      NS Days		Sat			Mon			Tue			Wed			THR			Fri			280
		HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	CLERK HOURS PER WK
Employee 1	Fri/Sat/Sun	0	0.00	0.00	10	6.50	2.50	10	6.50	2.50	10	6.50	2.50	10	6.50	2.50	0	0.00	0.00	40
Employee 2	Sun/Thr	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	40
Employee 3	Sun/Tue	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	8	4.00	5.00	8	7.50	1.50	40
Employee 4	Sun/Fri	8	5.25	3.75	8	4.50	4.50	8	4.50	4.50	8	5.25	3.75	8	4.00	5.00	0	0.00	0.00	40
Employee 5	Sun/Thr	8	5.50	2.50	8	4.50	4.50	8	6.50	2.50	8	8.50	0.00	0	0.00	0.00	8	5.00	4.00	40
Employee 6	Sat/Sun	0	0.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	40

MAX - 295 hours

**Example 5**

EMPLOYEE NAME      NS Days		Sat			Mon			Tue			Wed			THR			Fri			288
		HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	CLERK HOURS PER WK
Employee 1	Sun/Tue	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	40
Employee 2	Sun/Thr	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	40
Employee 3	Sun/Tue	8	5.25	3.75	8	5.25	3.75	0	0.00	0.00	8	5.25	3.75	8	4.50	4.50	8	5.00	4.00	40
Employee 4	Sun/Fri	8	6.50	2.50	8	8.50	0.00	8	8.50	0.00	8	8.50	0.00	8	8.50	0.00	0	0.00	0.00	40
Employee 5	Sun/Wed	8	6.50	2.50	8	8.50	0.00	8	8.50	0.00	0	0.00	0.00	8	8.50	0.00	8	8.50	0.00	40
Employee 6	Fri/Sat/Sun	0	0.00	0.00	12	5.00	4.00	12	5.00	4.00	10	7.00	2.00	10	7.00	2.00	0	0.00	0.00	44
Employee 7	Sat/Sun	0	0.00	0.00	9	5.00	4.00	9	4.00	5.00	8	6.50	2.50	8	5.50	3.50	10	7.00	2.00	44

MAX - 295 hours

**Example 3**

EMPLOYEE NAME      NS Days		Sat			Mon			Tue			Wed			THR			Fri			276
		HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	CLERK HOURS PER WK
Employee 1	Sun/Tue	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	40
Employee 2	Sun/Thr	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	40
Employee 3	Sun/Tue	8	5.50	3.50	8	5.00	4.00	0	0.00	0.00	8	5.25	3.75	8	4.00	5.00	8	7.50	1.50	40
Employee 4	Sun/Fri	8	6.50	2.50	8	5.25	3.75	8	5.00	4.00	8	5.25	3.75	8	5.25	3.75	0	0.00	0.00	40
Employee 5	Sun/Thr	8	6.50	2.50	8	8.50	0.50	8	8.50	0.00	8	8.50	0.00	0	0.00	0.00	8	5.00	4.00	40
Employee 6	Sat/Sun	0	0.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	40
Employee 7	Sat/Sun/Wed	0	0.00	0.00	9	8.50	0.00	9	8.50	0.00	0	0.00	0.00	9	8.50	0.00	9	8.50	0.00	36

MAX - 295 hours

**Example 2**

EMPLOYEE NAME      NS Days		Sat			Mon			Tue			Wed			THR			Fri			272
		HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	CLERK HOURS PER WK
Employee 1	Sun/Tue	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	40
Employee 2	Sun/Thr	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	40
Employee 3	Sun/Tue	8	5.50	3.50	8	5.00	4.00	0	0.00	0.00	8	5.25	3.75	8	4.00	5.00	8	7.50	1.50	40
Employee 4	Sun/Fri	8	6.50	2.50	8	5.25	3.75	8	5.00	4.00	8	5.25	3.75	8	5.25	3.75	0	0.00	0.00	40
Employee 5	Sun/Thr	8	6.50	2.50	8	8.50	0.50	8	8.50	0.00	8	8.50	0.00	0	0.00	0.00	8	5.00	4.00	40
Employee 6	Sat/Sun	0	0.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	40
Employee 7	Sat/Sun/Wed	0	0.00	0.00	8	8.50	0.00	8	8.50	0.00	0	0.00	0.00	8	8.50	0.00	8	8.50	0.00	32



### Same Station different examples

43 hrs refers to Hours in LDC 43

MAX - 295 hours

Current Schedule		Sat			Mon			Tue			Wed			THR			Fri			280
EMPLOYEE NAME	NS Days	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	CLERK HOURS PER WK
Employee 1	Sun/Tue	8	4.00	5.00	8	6.50	2.50	0	0.00	0.00	8	6.50	2.50	8	6.50	2.50	8	4.00	5.00	40
Employee 2	Sun/Thr	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	40
Employee 3	Sun/Tue	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	8	4.00	5.00	8	7.50	1.50	40
Employee 4	Sun/Fri	8	5.25	3.75	8	4.50	4.50	8	4.50	4.50	8	5.25	3.75	8	4.00	5.00	0	0.00	0.00	40
Employee 5	Sun/Thr	8	6.50	2.50	8	4.50	4.50	8	6.50	2.50	8	8.50	0.00	0	0.00	0.00	8	5.00	4.00	40
Employee 6	Sat/Sun	0	0.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	40
Employee 7	Sun/Wed	8	8.50	0.00	8	8.50	0.00	8	8.50	0.00	0	0.00	0.00	8	8.50	0.00	8	8.50	0.00	40

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

MAX - 295 hours

Example 4		Sat			Mon			Tue			Wed			THR			Fri			280
EMPLOYEE NAME	NS Days	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	CLERK HOURS PER WK
Employee 1	Fri/Sat/Sun	0	0.00	0.00	10	6.50	2.50	10	6.50	2.50	10	6.50	2.50	10	6.50	2.50	0	0.00	0.00	40
Employee 2	Sun/Thr	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	40
Employee 3	Sun/Tue	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	8	4.00	5.00	8	7.50	1.50	40
Employee 4	Sun/Fri	8	5.25	3.75	8	4.50	4.50	8	4.50	4.50	8	5.25	3.75	8	4.00	5.00	0	0.00	0.00	40
Employee 5	Sun/Thr	8	6.50	2.50	8	4.50	4.50	8	6.50	2.50	8	8.50	0.00	0	0.00	0.00	8	5.00	4.00	40
Employee 6	Sat/Sun	0	0.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	40
Employee 7	Sun/Wed	8	8.50	0.00	8	8.50	0.00	8	8.50	0.00	0	0.00	0.00	8	8.50	0.00	8	8.50	0.00	40

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**

MAX - 295 hours

Example 5

		Sat			Mon			Tue			Wed			THR			Fri			288
EMPLOYEE NAME	NS Days	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	CLERK HOURS PER WK
Employee 1	Sun/Tue	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	40
Employee 2	Sun/Thr	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	40
Employee 3	Sun/Tue	8	5.25	3.75	8	5.25	3.75	0	0.00	0.00	8	5.25	3.75	8	4.50	4.50	8	5.00	4.00	40
Employee 4	Sun/Fri	8	6.50	2.50	8	8.50	0.00	8	8.50	0.00	8	8.50	0.00	8	8.50	0.00	0		0.00	40
Employee 5	Sun/Wed	8	6.50	2.50	8	8.50	0.00	8	8.50	0.00	0		0.00	8	8.50	0.00	8	8.50	0.00	40
Employee 6	Fri/Sat/Sun	0	0.00	0.00	12	5.00	4.00	12	5.00	4.00	10	7.00	2.00	10	7.00	2.00	0	0.00	0.00	44
Employee 7	Sat/Sun	0	0.00	0.00	9	5.00	4.00	9	4.00	5.00	8	6.50	2.50	8	5.50	3.50	10	7.00	2.00	44

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)**

MAX - 295 hours

Example 3

		Sat			Mon			Tue			Wed			THR			Fri			276
EMPLOYEE NAME	NS Days	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	CLERK HOURS PER WK
Employee 1	Sun/Tue	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	40
Employee 2	Sun/Thr	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	40
Employee 3	Sun/Tue	8	5.50	3.50	8	5.00	4.00	0	0.00	0.00	8	5.25	3.75	8	4.00	5.00	8	7.50	1.50	40
Employee 4	Sun/Fri	8	6.50	2.50	8	5.25	3.75	8	5.00	4.00	8	5.25	3.75	8	5.25	3.75	0	0.00	0.00	40
Employee 5	Sun/Thr	8	6.50	2.50	8	8.50	0.50	8	8.50	0.00	8	8.50	0.00	0	0.00	0.00	8	5.00	4.00	40
Employee 6	Sat/Sun	0	0.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	40
Employee 7	Sat/Sun/Wed	0	0.00	0.00	9	8.50	0.00	9	8.50	0.00	0	0.00	0.00	9	8.50	0.00	9	8.50	0.00	36

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**



MAX - 295 hours

Example 2

EMPLOYEE NAME	NS Days	Sat			Mon			Tue			Wed			THR			Fri			272
		HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	CLERK HOURS PER WK
Employee 1	Sun/Tue	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	40
Employee 2	Sun/Thr	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	40
Employee 3	Sun/Tue	8	5.50	3.50	8	5.00	4.00	0	0.00	0.00	8	5.25	3.75	8	4.00	5.00	8	7.50	1.50	40
Employee 4	Sun/Fri	8	6.50	2.50	8	5.25	3.75	8	5.00	4.00	8	5.25	3.75	8	5.25	3.75	0	0.00	0.00	40
Employee 5	Sun/Thr	8	6.50	2.50	8	8.50	0.50	8	8.50	0.00	8	8.50	0.00	0	0.00	0.00	8	5.00	4.00	40
Employee 6	Sat/Sun	0	0.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	40
Employee 7	Sat/Sun/Wed	0	0.00	0.00	8	8.50	0.00	8	8.50	0.00	0	0.00	0.00	8	8.50	0.00	8	8.50	0.00	32

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

MAX - 295 hours

Example 1

EMPLOYEE NAME	NS Days	Sat			Mon			Tue			Wed			THR			Fri			270
		HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	HR	START	43 HRS	CLERK HOURS PER WK
Employee 1	Sat/Sun	0	0.00	0.00	6	4.00	5.00	6	4.00	5.00	6	4.00	5.00	6	4.00	5.00	6	4.00	5.00	30
Employee 2	Sun/Thr	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	8	4.00	5.00	0	0.00	0.00	8	4.00	5.00	40
Employee 3	Sun/Tue	8	4.00	5.00	8	5.00	4.00	0	0.00	0.00	8	5.25	3.75	8	4.00	5.00	8	7.50	1.50	40
Employee 4	Sun/Fri	8	5.25	3.75	8	5.25	3.75	8	5.50	3.50	8	5.25	3.75	8	5.25	3.75	0	0.00	0.00	40
Employee 5	Sun/Thr	8	6.50	2.50	8	5.25	3.75	8	6.50	2.50	8	8.50	0.00	0	0.00	0.00	8	5.00	4.00	40
Employee 6	Sat/Sun	0	0.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	8	9.00	0.00	40
Employee 7	Sun/Wed	8	8.50	0.00	8	8.50	0.00	8	8.50	0.00	0	0.00	0.00	8	8.50	0.00	8	8.50	0.00	40

Six 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 (5) 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

# Having trouble opening Excel

Install this compatibility pack if you would like to open, edit, and save documents, workbooks, and presentations that were created in the newer versions of Word, Excel, and PowerPoint.

- ▶ <http://www.microsoft.com/download/en/details.aspx?id=3>

Q&As



# **What should we request?**

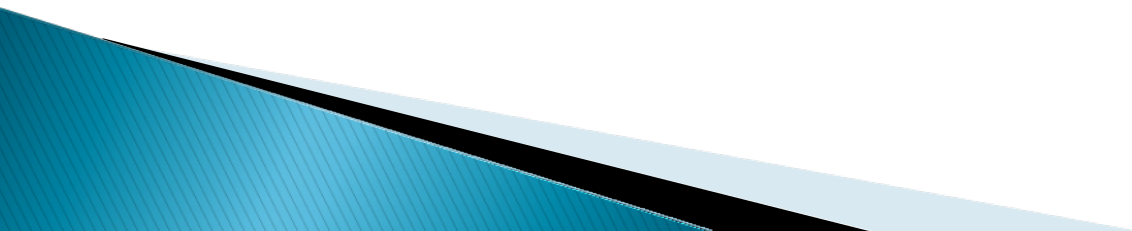
**Q- What would be the best 4 weeks to use for the CSAW report?**



# What should we request?

- ▶ **A-** If you know that management is going to submit a new schedule soon start requesting immediately. Request CSAW Report for the next four weeks.

**Note:** If there is a Holiday in one week, use the previous CSAW report data and input the data for the week that has the holiday.



# FOOD FOR THOUGHT

- If there is no schedule being proposed we still want information. Request CSAW Report:
  - The last two weeks in March and first two weeks in April
  - The week after Labor Day Holiday for the next four weeks

# What should we request?

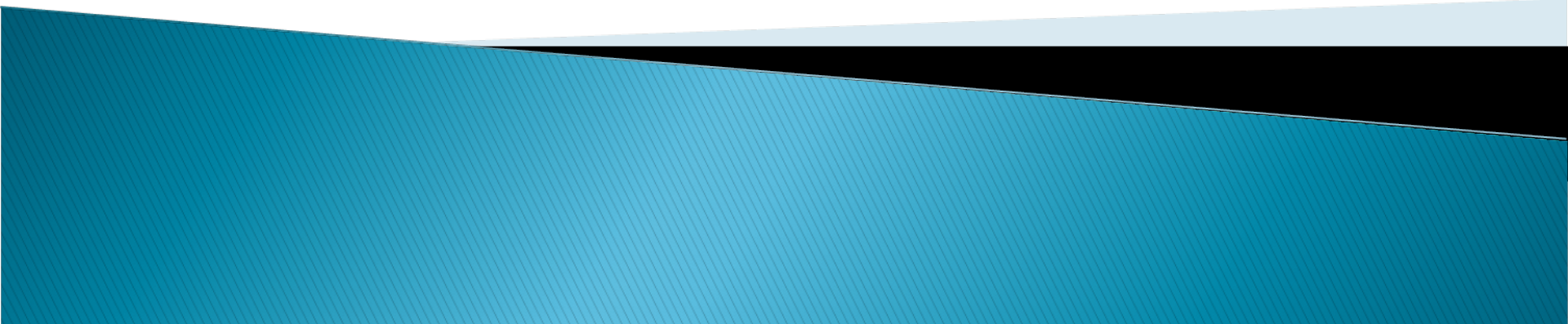
- A- SAME AS ABOVE

# What should we request?

- **Q- In one of my offices, they have on the 1994 a PSE included. Do I add them to the staffing matrix?**

# What should we request?

A– No. We want to utilize ALL Available Hours to maximize Traditional/NTFT Schedule.





# What should we request?

**Q-** LDCs, where do we find the information?

# What should we request?

- ▶ **A-** They are found on the power point.  
They can also be found on management's 1994s.

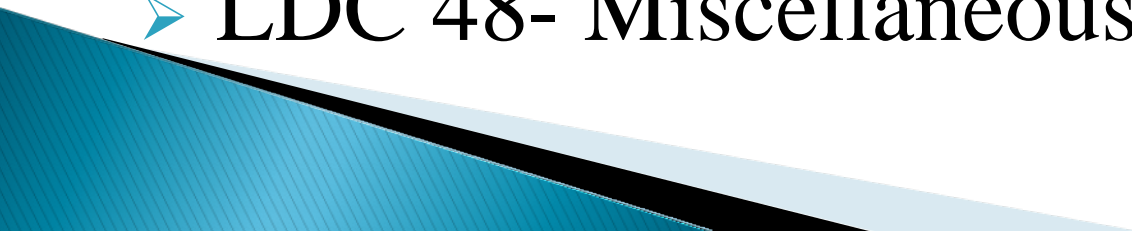


# What should we request?

**Q- What are LDC Codes?**

# What should we request?

A- They are Labor Distribution Codes for operations such as:

- LDC 41- Automation
  - LDC 42- Parcel
  - LDC 43- Distribution- Manual
  - LDC 44- Box
  - LDC 45- Window
  - LDC 48- Miscellaneous
- 

# What should we request?

**Q- For Box Section 2-3 people other days,  
how do you figure it out?**

# What should we request?

- ▶ **A-** Do the average

# **What should we request?**

**Q- How do we cover all 50 Post Offices  
by October 21?**

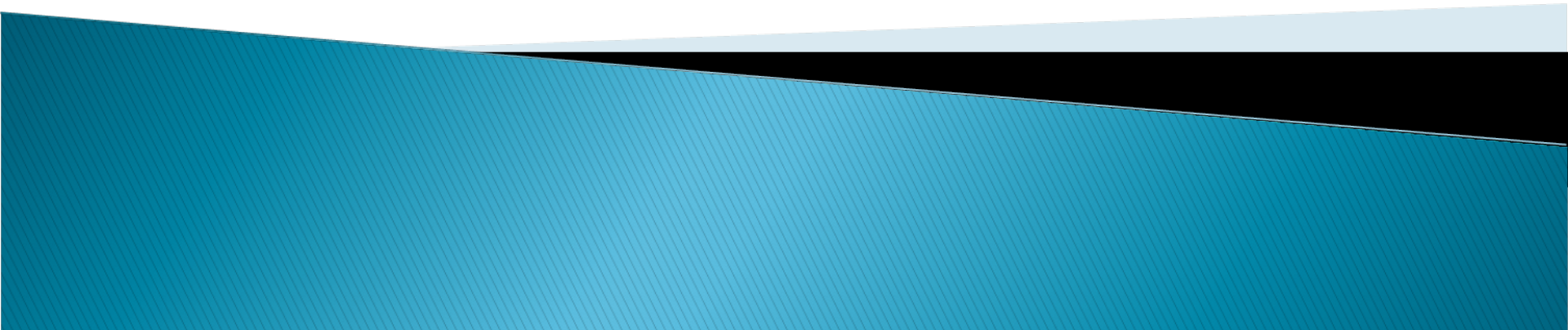


# What should we request?

- ▶ **A-** We need to find individuals/stewards in our local to help with the work.

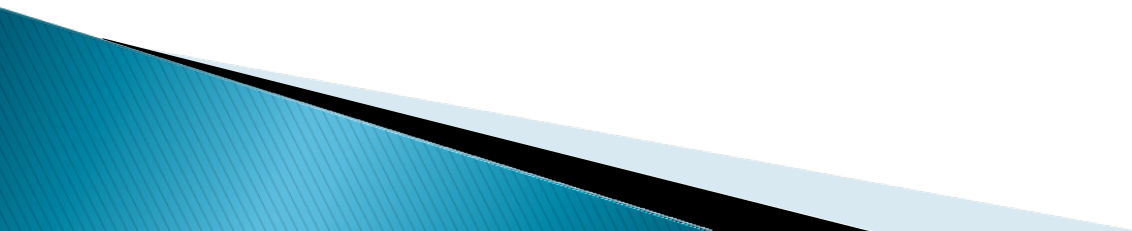
# What should we request?

**Q-** Would one challenge be the fact that employees have ceased moving from one operation to another?





# What should we request?

- ▶ **A-** Yes, however, its management's responsibility to see that the CSAW is correct. What they are saying is 'Yes' no one is working there that day. If you have box hours 2 hours a day, but shows 20 there is a problem.
- 



# What should we request?

**Q- Is it a better idea to use Actual instead of Earned?**

# What should we request?

- ▶ **A**– You should put in both. Management is going to provide the schedule based on Earned hours. You will be able to see from your schedule the difference.

# Documenting NTFT Grievances

- ❖ If there is a need to file grievances use the above information we provided of documents needed and the check list to ensure that All relevant documentations are in the case files.

**CONGRATULATIONS  
HAVE JUST COMPLETED  
THE FUNCTION 4 WORKBOOK**

