UNITED STATES POSTAL SERVICE®

Retail Operations Handbook

Handbook PO-209

October 2012
Transmittal Letter

A. **Introduction.** One of the key strategies of *Vision 2013* is to use cost management, new technology, and workforce planning to improve operational efficiency. Proper day-to-day management, training, and sales skills are key in maintaining costs and improving operational efficiency. Handbook PO-209 serves as a tool for providing Postal Service™ employees information about retail operations.

B. **Explanation.** This handbook provides direction and guidance for postmasters, managers, and supervisors with retail responsibility. The handbook is the cornerstone to understanding the policies and procedures for day-to-day retail management.

C. **Availability.** This handbook is available online via the Postal Service PolicyNet Web site:

- Go to *http://blue.usps.gov*.
- In the left-hand column under "Essential Links," click *PolicyNet*.
- On the PolicyNet page, click *HBKs*.

The direct, URL for the Postal Service PolicyNet Web site is *http://blue.usps.gov/cpim*.

D. **Rescissions.** Any previous applicable directive that is in conflict with this handbook is rescinded.

E. **Comments.** Submit questions and comments about the content of this directive in writing to:

RETAIL OPERATIONS
US POSTAL SERVICE
475 L'ENFANT PLZ SW RM 5621
WASHINGTON DC 20260-5621

F. **Effective Date.** This handbook is effective October 1, 2011.

Dean Granholm

Dean Granholm
Delivery and Post Office Operations

c. Point-of-service (POS) ONE Window Operations Survey (WOS) reports.

d. WOS Daily Scheduler.

If management initiates a temporary change of schedule to an employee by Wednesday of the preceding service week, even if this change is revised later, the employee's time can be limited to the hours of the revised schedule. An out-of-schedule premium is paid for those hours worked outside of, and instead of, an employee's regular schedule.

Eligible employees do not receive an out-of-schedule premium when attending a recognized training session that is a planned, prepared, and coordinated program or course.

4-3.1 Adherence to Fair Labor Standards Act

The Fair Labor Standards Act (FLSA) workweek for all employees is a fixed and regular recurring period of 168 hours: 7 consecutive 24-hour periods.

4-3.2 Full-Time Employees

For purposes of establishing the FLSA workweek, Saturday is considered a service day, even if it is not actually included as a service day in the full-time employee's regular schedule. The FLSA workweek begins 8 hours prior to the time that such employee's regular schedule would begin on Saturday.

4-3.3 Part-Time Employees

The FLSA workweek for part-time regular and flexible employees is defined and determined in the same manner as stated above for full-time employees except that the FLSA workweek for part-time employees may not begin prior to 20:00 (8:00 p.m.) on Friday.

4-4 Recording Time

Employees must follow guidelines established in Handbook F-21, *Time and Attendance*.

4-4.1 Labor Distribution Code and Functional Operations Number

The labor distribution code (LDC) is a 2-digit number used to identify the major activity of an employee. The LDC is used to compile work hour, labor utilization, and other financial reports for management use. The functional operations number code is a 4-digit number used for the same purposes as the LDC.

4-4.2 Clock Rings

Employees are required to input correct operational transaction codes.

Management is responsible for reviewing the Time and Attendance Control System Report and the Clock Ring Error Report and processing any necessary corrections. Management is responsible for the accuracy of the entries on time cards, must provide appropriate documents supporting time card entries to the timekeeper, and must ensure that the timekeeper complies with the procedures in Handbook F-21.

4-4.3 Timecards

All bargaining unit and casual employees are required to use time clocks (if available) to record clock rings on their time cards.

If time clocks are not available, employees must write in their clock rings each day, in blue or black ink, in the clock ring spaces on the back of the time card.

In certain situations, such as travel or assignment away from the time card location, the employee's supervisor may write in the daily clock rings for the employee. In such cases, the employee must submit a completed PS Form 1234, *Utility Card,* and the data must be verified to ensure compatibility with the previously submitted PS Form 1230 and/or PS Form1230-C, *Time Card.* PS Form 1234 must be filed with the original.

4-4.4 Disallowing Time

In those cases where a full-time regular employee's clock rings exceed 8.08 hours and management knows or has reason to know that the employee was not engaged in work or work-related activities while in the time-over-8 status, management must disallow the time on the clock that was not worked. In such cases, management must insert a written entry on PS Form 1017-A, *Time Disallowance Record.*

4-4.5 Unauthorized Work Time

An employee who continues to work contrary to a direct order from his or her manager must be paid for all time worked but may be subject to disciplinary action. In such cases, the manager must insert a written entry on PS Form 1017-B, *Unauthorized Overtime Record.*

4-4.6 Time Card Entry

When clock time is disallowed, the employee's manager must enter in the disallowed (reason) column of the time card the amount of time to be disallowed and an appropriate reason code. In such cases, the manager must prepare a written entry to document the basis for his or her knowledge that the employee was not working during the time disallowed. See Handbook F-21 for information on PS Forms 1017-A and 1017-B.

4-5 Meeting Dispatch Deadlines

4-5.1 Lobby Drop Schedules

Retail associates are responsible for ensuring that all mail collected over the retail counter and all other areas is properly culled and separated to the correct collection receptacles and ready for dispatch.

UNITED STATES
POSTAL SERVICE®

Time and Attendance

Handbook F-21

August 2009
Transmittal Letter 38

A. Explanation. Providing the field with the latest time and attendance instructions for rural carriers, as outlined in Chapter 5, is a key part of the *Transformation Plan* strategy of enhancing our performance-based culture.

B. Revision. The entire Handbook F-21 has been converted to a new software platform. However, no content changes were made with the exception of the time and attendance procedures for rural carriers in Chapter 5.

C. Online Availability. You may view this handbook in electronic format on the Postal Service PolicyNet Web site:

1. Go to http://blue.usps.gov.
2. Under "Essential Links" in the left-hand column, click on *References*.
3. Under *PolicyNet*, click on *HBKs*.

The direct URL for the Postal Service PolicyNet Web site is http://blue.usps.gov/cpim.

D. Comments and Questions. Address all questions and comments on the content of this handbook to:

MANAGER PAYROLL ACCOUNTING
US POSTAL SERVICE
2825 LONE OAK PARKWAY
EAGAN MN 55121-9500

E. Effective Date. This revision is effective August 2009.

Vincent DeVito

Vincent DeVito
Vice President, Controller

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WITH OUR BADGES

142.5 Moving Employees to Another Work Center

If an employee is moved to another work center, his or her preprinted time card should remain at the assigned work center. The employee should be provided PS Form 1234, *Utility Card,* by the supervisor so that it can be used to record clock rings at the temporary work center. The employee is to clock out on PS Form 1230 or PS Form 1230-C before clocking in on PS Form 1234. The utility time card must be used to record all clock rings by the employee at the temporary work center. PS Form 1234 may require special handling at week's end as described in chapter 6.

142.6 Clocking Out at the End of the Tour

Employees clocking out at the end of the tour must follow the same steps as when clocking out for mealtime. After the employee has clocked out at the end of the tour and has re-racked his or her time card or placed it in an out box, the time card is withdrawn from the racks or box. It is the supervisor's responsibility to see to it that employees clock out no later than 0.08 hours (5 minutes) after the scheduled tour end. If the supervisor has authorized overtime, extended the tour, or authorized out-of-schedule work, an employee is not expected to clock out when the scheduled tour ends.

Supervisors must ensure that employees are instructed not to remain "on the clock" unless specifically authorized to do so by a supervisor. Where employees continue to work contrary to instructions from a supervisor to "clock out," the corrective action is to be of a disciplinary nature. The employee is to be paid for all work performed even if the work is performed contrary to a supervisor's specific instruction. Employees should not be permitted to clock out without the supervisor's specific knowledge.

142.7 Attendance Checks

Periodic unannounced attendance checks must be made at least once every 6 weeks at all units where the time card is used as the assignment card and in other units where the number of employees involved is such that a check would serve a useful purpose. The attendance check provides management with the assurance that employees who are on the clock are accounted for. This procedure provides for group counts on an unannounced basis. The timekeeper is responsible for the following:

a. Posting to a tally sheet from PS Form 3981, *Standard Roster,* the total number of employees in each pay location being checked.

b. Sorting and listing the time cards for the employees not on duty for the pay location being checked, counting the time cards listed, and posting the total by pay location to the tally sheet.

c. Subtracting the number posted from the total number in each pay location. The result is the number of employees, by pay location, that should be on the clock.

d. Posting to the tally sheet the total number of employees shown by pay location from each supervisor's list received.

e. Totaling and comparing the number of employees shown on the list for each pay location with the number of employees scheduled. If these

425.23 Facilities not reporting to a field division or MSC complete PS Form 1236 in duplicate. The original is submitted to the DDE/DR site or PDC as designated in accordance with the above schedule.

425.24 PS Forms 1236 being submitted to the DDE/DR site or PDC as designated should be placed in an envelope or other suitable container. The forms should be batched, unfolded, and in finance number order. The container should be clearly marked in the lower left corner "PS Form 1236." Do not place PS Forms 1236 in the same envelope or box as timecards.

425.25 PS Forms 1236 which do not arrive at the DDE/DR site or PDC as designated in time to be processed for the applicable period will be processed by the DDE/DR site or PDC as designated in a subsequent period as a prior period adjustment. In addition, a report of field divisions or MSCs whose forms were late will be made to the regional office.

425.26 Duplicate copies of PS Form 1236 should be retained by the originating office and field divisions or MSCs for 60 days or until the PDC Report of Hours Transferred, Loaned, or Training is received and verified-whichever comes first.

425.3 Recording of Hours

425.31 Recording Transfer Hours

a. At the end of the week, arrange all PS Form 1230-C cards for higher level/transfer hours into groups by the employee's base designation/activity (D/A) codes and labor distribution codes (LDCs).

b. Take each group and further separate by the D/A code and/or LDC where the hours are to be transferred.

c. Total the work and overtime hours for each group and post on the week's PS Form 1236. In the *From* block in the statistics section, post the D/A code and/or LDC from which the hours are to be subtracted. Keep in mind the fact that when an employee in a CAG H, J or K office is paid higher level in a Rate Schedule Code E position, the hours are automatically transferred to D/A 09-0, LDC 01. Post the total work hours (including overtime) and the overtime hours in the proper block. In the *To* blocks, post D/A code and/or LDC to which the hours are to be added.

d. Arrange and total the hours on all PS Forms 1234 for transfer hours in the same manner as the PS Form 1230-C timecards, and post entries to the week's PS Form 1236.

425.32 Recording Loaned Hours

a. At the end of the week arrange all PS Form 1234 timecards for loaned hours into groups by the employee's base D/A codes and LDCs.

b. Take each group and separate by the D/A codes, LDCs, and finance numbers where the hours are to be loaned.

c. Total the work and overtime hours for each group and post on the week's PS Form 1236.

424.95 If the employee elected to take the scheme training, testing, and qualifying outside his regularly scheduled hours, these periods must be adjusted by adding to work and overtime hours, and by including night differential hours, if applicable.

424.96 If the employee fails the testing or does not accept the position, adjustments are not necessary.

424.97 Normal pay adjustment procedures required for processing PS Forms 2240, are contained in chapter 7. Sample completed PS Forms 2240 are shown in Exhibits Exhibit 722.31c and Exhibit 723.31c.

425 PS Form 1236, Loan, Transfer, and Training Hours

425.1 Definition

PS Form 1236 is used to properly allocate work and overtime hours recorded on PS Form 1234, *Utility Card,* (for transfer, loans, and training), or PS Form 1230-C, *Time Card-Other Service* (for higher level/transfer hours), and any local forms used to record a group of hours being transferred or shown as training. The information on PS Forms 1236 reallocates to the proper accounts the work and overtime hours charged to the payroll accounts by the timecard that are submitted. CAG A-G and CAG M-Z timecard offices are to report transfer, loan, and training hours. CAG H-L offices are to report loan and training hours. Also, at the discretion of the MSC manager, CAG H-J offices may report non-higher level transfers between craft (D/A) and LDC-a type of transfer which should be very infrequent in these offices.

425.2 Preparation and Submission

425.21 At the end of each week, required offices summarize all work and overtime hours that are to be transferred, loaned, or recorded as training on a PS Form 1236. At the end of the pay period, the totals from the PS Form 1236 for week 1 are combined with the totals from the PS Form 1236 for week 2 and posted on PS Form 1236 for the pay period. PS

425.22 Form 1236 is prepared in triplicate at the end of each pay period by those offices having hours to reallocate. One copy is maintained by the preparing office. The original and a copy are sent to the budget office at the field division or MSC no later than the Saturday after the close of the pay period. The field division or MSC will batch all of the original PS Forms 1236 and forward them to arrive at the DDE/DR site or PDC as designated no later than close of business the first Monday after the close of the pay period. It is permissible for the field division or MSC to make two mailings in case some PS Forms 1236 are not available in time for the initial dispatch. *Associate offices must not submit their PS Forms 1236 directly to the DDE/DR site or PDC as designated.* The field division or MSC should ensure that only one copy of the PS Forms 1236 for their offices is submitted each pay period. (In the past, both the original and copy have been submitted for some offices.)

JCIM 2017

Joint Contract Interpretation Manual

The United States Postal Service
And
The American Postal Workers Union AFL-CIO

May 2017

ARTICLE 15
GRIEVANCE-ARBITRATION PROCEDURE

Article 15.1

DEFINITION
A grievance is defined as a dispute, difference, disagreement or complaint between the parties related to wages, hours and conditions of employment.

Article 15.2, Step 1

FILING A GRIEVANCE
The grievant or the union must discuss the grievance with the employee's immediate supervisor within fourteen days of when the grievant or the union first learned, or may reasonably have been expected to learn, of the alleged violation. If the employee files his/her own grievance, then the grievant may be accompanied and represented by a union representative. If the union initiates a grievance on behalf of an individual, the individual grievant's participation in a Step 1 meeting is at the option of the union.

CLASS ACTION GRIEVANCES
Should the grievance affect more than one employee in the office, the union may initiate a class action grievance on behalf of all affected employees and management is obligated to designate an appropriate employer representative.

The union may designate one steward or union official in writing to the installation head/designee in lieu of all other stewards to file one class action grievance on behalf of all of the employees in an office/facility/installation. When the union notifies management of an office/facility/installation wide class action grievance, management will advise the union of the management representative whom they designate to handle the complaint.

When the Union files a class action grievance, all affected employees are covered and individual grievances shall not be filed on the same issue. All relevant information necessary to file or continue the processing of the grievance will be provided.

There is no dispute between the parties relative to the meaning and intent of Article 15.2 which provides in part, "Any employee who feels aggrieved must discuss the grievance with the employee's immediate supervisor . . ." Identifying the immediate supervisor of an employee, including an employee who is a union steward, at a particular installation must be determined locally.

STEP 1 WITHOUT UNION REPRESENTATION
Article 15 distinguishes between two aspects of a Step 1 meeting, the discussion and the adjustment. While both of these aspects may occur at the same meeting, the adjustment may be issued as much as five days following the discussion. A settlement is considered part of the adjustment phase of the procedure. A grievant has the option to exclude a steward from the discussion portion, where the merits of the grievance are discussed by the grievant and management.