

ATTENTION ALL WINDOW CLERKS ATTENTION ALL WINDOW CLERKS

Here we go again. I recently attended a labor management meeting with President Ron Mathieu, Vice President Ray Kearns, and Craft Director Steve Poole. For Management it was Mgr. Customer Service Gary Neirinckx. The staffing issues have reared its ugly head again. I was given an opportunity to review Workstation Operational Surveys (WOS) for East Providence, Riverside, and Rumford. When I say **UGLY** I mean **UGLY**.

In East Providence where they do passports and lines are not uncommon especially on a Saturday due to Passports WOS reports earned staffing never reached above 1.8 clerks. At first I thought there was a mistake but after talking to a couple of Clerks I realized it was not a mistake. I have preached about accounting for your time on the window for years and crunch time has come. We have not seen the proposals for staffing at these three stations but we were given an idea of what it would be. It's not good. It comes down to WOS reports and not recording all of your time doing productive work on window. For instance if a customer comes to your window and starts talking to you **DON'T JUST STAND THERE HIT THE BUTTON**. What am I talking about when the customer comes to the window and starts talking to you go to **CUSTOMER SERVICE/NONAUTOMATED TRANSACTIONS** and select a button from 1-18. If the customer is talking about stamps hit rate product service inquiry #5. If you don't have any idea what they are talking about hit 18 other. If it is in regards to passports hit 11 passport forms. If you wait till you review the passport application, take pictures or just hit fee **YOU LOSE** and **WE LOSE JOBS!!!!** I employ all window clerks to take time to **THINK** the next time you work. When you start talking to a customer, dispatching mail, writing certified's, answering the phone anything productive and haven't **HIT A BUTTON** you've lost credit to your offices workhours. These WOS reports are the sole factor in determining function 4 hours for windows. I don't get it, I see clerks doing it I remind them and it just doesn't happen. I know the economy is in the toilet and window revenue is way down but you need to account for your time. I'm not asking anyone to try and pump up the numbers just account for your time. It's not time to panic and jump ship just protect your job. Just a point of information the F101 has changed in regards to closing a station. The old F101 stated that you needed a witness to verify deposits in Category A-G offices. All Providence is category A. New language makes no references to size of office and states that the verifier of the deposit should sign deposit slip and if there is no witness available **DO NOT WRITE NO WITNESS AVAILABLE**. In other words it is within Postal Regulations to **CLOSE A STATION WITH ONE CLERK..** We are trying to see if our National Union has filed a grievance on the change to the F101. I still advise all close out clerks to put NWA or no witness available on all forms requiring a verifying signature. **Cover Your ASS!!!** I know nobody wants to hear it but **Mystery Shopper ASK THE QUESTIONS** it doesn't hurt and might even help revenue in some cases. I wish I could have given this report my self but I'm on **MOWU** duty this Sunday but I'll put it on our web site.

**YOURS IN UNION SOLIDARITY
MARK A. STREETER**