

## CUSTOMER SERVICE REPORT FALL 2011

Mark Streeter Steward Customer Service

Greetings to all and with the holidays right around the corner Seasons Greetings. Thanks to the membership for enabling me to attend the National Craft Conference in October. I was able to obtain some information and training that I will be putting to use in some upcoming grievances.

One of the main focuses of all the craft conference was the extensive legislative issues facing our Union and The Postal Service today. First and foremost support for HR 1351 that's been stuck in the House of Representatives for over a year. HR 2309 introduced by Rep. Issa of California should have been HR 666 for the DEVILS Bill to Kill The Postal Service. This Bill would strip away any and all bargaining unit rights that we have and sell off all of The Postal Service money making services. This will leave the American Public with little or NO mail service as we know it today. Further, a new bill introduced in the senate bipartisan committee S1789 21<sup>st</sup> Century Postal Service Act. This senate introduced this bill while Postal friendly it does not provide any long term relief for the Postal Service. So hopefully the politics that surround these bills will eventually be worked out for the good of The American People, The Union and The Postal Service. I'm not holding my breath because as of next Friday these lawmakers may not be able to agree to the deficit reduction let alone the Postal Service WOES.

One of the classes I took was on Contract Postal Units (CPU). With the information I received I am in the process of obtaining the contracts of all CPU's within our locals' jurisdiction. I have requested this information through PM Doyle and I know it is being worked on. Basically with the new language in the collective bargaining agreement (CBA) some doors have been opened to try and get that work back. I am pursuing this grievance for two reasons. One I believe these CPU's are in violation of the CBA. Two with the Postal Service list of stations and branches to be closed locally I can show harm of these CPU's being operated within close proximity of the proposed stations and branches to be closed. Keep in mind this is a new area to be grieved and will take time to get through arbitration.

Another grievance I am working on is locally management has implemented an SOP for clerks to scan delivery confirmation. The SOP would not be a problem if it hadn't led to discipline of clerks. The problem is that management is requiring clerks to scan all delivery confirmation arrived at unit (AAU). I have found proof in a handbook that states that AAU scanning is for Express Mail Service and NO OTHER CLASS OF MAIL. Don't get me wrong I urge every clerk that scans to follow this SOP and scan EVERY PACKAGE. It is for the good of the service and JOB SECURITY.

Mgt. has been moving clerks within their sections when the need arises. While I realize that clearing carriers, spreading the mail or relief within your section may not be something you want to do. But the LMOU addendum 1/1/2011 address this. You can find this language on our web site.

Well Happy Holidays to all.

YOURS IN UNION SOLIDARITY

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