

## Service Talk – March 2010

The Postal Service faces huge challenges both in the near term and for years to come. The organization is currently facing a 9 billion dollar loss in fiscal year 2010, alone. This will have a dramatic and lasting impact on both the processing and delivery operations. We must change the way we are currently operating. We will not survive as organization if we do not.

A project team worked in our Area and developed strategies that have improved operational efficiencies. We will be implementing those strategies here in the Capital District. As a result, I will place a renewed emphasis on matching office workload to work hours. Our customers expect reliable and efficient service and at a time like this when economic crisis exist throughout the nation we have to review and modify our operations to ensure we are using our resources prudently.

Effective immediately, all carriers will take their lunches between 11:00am - 1:00pm. Lunch must be completed before 1:00pm, meaning the latest you can begin your lunch is 12:30pm.

Also, there will be no more “no lunch” punches. This is a violation of Federal law and cannot be allowed. All carriers who are scheduled to work more than six hours in the day are expected to take their 30 minute lunch – between 11:00am and 1:00pm, as mentioned above.

Our customers expect consistent and timely scanning on all products. To remain competitive, it is imperative that each of you ensure accurate and timely scans. Therefore, to assist in improving the scanning performance and provide our customers with the service they have paid for, all carriers are required to write their initials, route number and date on all articles that were attempted, but not delivered. This includes certified and registered mail, delivery confirmation, signature confirmation, parcels and any other item for which you have left notice.

We are also looking for immediate improvement in other areas, such as: clock ring errors, AVUS scans and mileage inputs, Voyager and MSP scans. Performing these tasks correctly is part of your job as professional letter carriers. If you are doing them correctly thank you and keep it up! If you are not doing these things correctly, you need to begin today. If you need assistance, see me or someone else in management.

Thank you

From  
Henry Dix