

## Local Grievance # \_\_\_\_\_

### Issue Statements (Block 15 of PS Form 8190):

1. Did management violate the M-39 and M-41 Handbooks, M-00326, M-01458, M-01664 and M-01769 via Articles 15 and 19 of the National Agreement by recording some/all of the overtime worked by the grievant on **[date]** as unauthorized on PS Form 1017-B, and if so, what should the remedy be?
2. Did management violate Sections 115.4 of the M-39 Handbook, M-00304, M-01444, M-01664 and M-01769 via Articles 15 and 19 of the National Agreement by the manner used to make 3996 decisions and issue instructions on **[date]**, and if so, what should the remedy be?

### Union Facts and Contentions (Block 17 of PS Form 8190):

#### Facts:

1. The grievant notified management of his/her inability to complete his/her assignment in 8 hours via PS Form 3996 on the day in question (a copy of the PS Form 3996 is included in the case file).
2. Management approved only **[amount of time]** of the \_\_\_\_\_ the grievant needed to complete his/her assignment on the day in question.
3. The grievant's reason(s) for his/her request for overtime/auxiliary assistance are listed on his/her PS Form 3996. According to the grievant's statement and PS Form 3996 (included in the case file), he/she couldn't complete his/her assignment in the approved time on the day in question.
4. The grievant called back to the office to ask for further instructions and was directed to finish his/her assignment. The grievant followed his/her instructions.
5. Management recorded **[amount of time]** overtime the grievant worked on **[date]** as unauthorized overtime on PS Form 1017-B.
6. The Step 4 Settlement (M-00326) states in relevant part:

***“...the grievants did inform management of their inability to complete their routes in 8 hours. Further, it was demonstrated that they were ordered by management to complete their routes. (Although there was no expressed authorization to complete the delivery of the mail on an overtime basis, the permissions would be inherent in the authorization to continue delivery after notification that the grievants were unable to complete the routes.)...”***

## **Contentions:**

1. Management violated National Level Settlements M-01664 and M-01769 by using the DOIS Program to determine beginning, leaving, and return times for the grievant on the day in question.
2. Management failed to consider and grant time for some of the reasons/elements contained on PS Form 3996 for the grievant on the day in question. That aside, one of the inherent problems with making decisions using projections (as was done in this case) is that the projected leaving times in DOIS don't ever consider the actual leaving time of a Letter Carrier. Therefore, when a Letter Carrier is projected to leave the office at 8:30 in DOIS, but actually leaves the office at 9:30 due to the particular circumstances in the office that morning, the Letter Carrier is automatically denied that hour of time needed to complete his/her assignment.
3. Street time projections are also flawed in DOIS. By way of example, DOIS street projections take no time consideration for the amount of DPS mail or circulars a Letter Carrier has to deliver on a given day. Accordingly, if a Letter Carrier normally gets around 1,200 pieces of DPS mail, but receives 2,500 pieces of DPS mail on a given day, he/she would get no time to deliver it in DOIS. Additionally, DOIS projections do not consider the percent of coverage a Letter Carrier has on a given day. There are a host of other street factors that DOIS projections don't consider such as weather conditions, traffic, road construction, growth, etc. Once again, the Letter Carrier is automatically denied the extra time needed to complete his/her assignment when many different street time factors are present. DOIS will make the exact same street time projections for any route every day regardless of what circumstances are present. Then Supervisors follow DOIS and don't consider any of the factors outlined above as well as many others not specifically listed

when making decisions on PS Form 3996. For all these reasons, the recording of time entered on PS Form 1017-B as a result of the grievant not being able to complete his/her assignment in the time approved on PS Form 3996 cannot stand.

4. Rules must be reasonable. The rule that a Letter Carrier must make it back in the time approved on PS Form 3996 - even when he/she calls for further instructions, is told to complete his/her assignment, and follows the instructions given - under the circumstances surrounding this case is not a reasonable rule. The idea that a Letter Carrier must make a certain office/street time projection regardless of the above referenced circumstances violates the spirit and intent of National Level Settlements M-00304, M-01444, M-01664 and M-01769 as well as the M-39 and M-41 Handbooks.
5. The supervisor was well aware of the work that needed to be performed. With this knowledge, the supervisor instructed the grievant to perform the work involved. Under these circumstances, it is inappropriate to record the time spent performing the work as "unauthorized" on PS Form 1017-B.
6. The approval/authorization to work overtime to perform the work was "inherent" in accordance with Step 4 Settlement M-00326 (included in the case file).
7. The grievant notified management of his/her inability to complete his/her assignment as required by Section 131 of the M-41 Handbook. Management didn't act as required by Section 122 of the M-39 Handbook.
8. Management used DOIS Projections to make decisions on the grievant's 3996 request and issued improper instructions to the grievant. The supervisor should tell a Letter Carrier in the morning (before he/she leaves the office) what to do with the mail if he/she is unable to comply with the instruction of being back at a certain time. If a Supervisor instructs a Letter Carrier to curtail mail, he/she should tell the Letter Carrier how much mail to curtail and provide the Letter Carrier with a signed PS Form 1571 in accordance with Section 112 and 112(j) of the M-39 Handbook. If a Supervisor doubts a Letter Carrier's effort, he/she has the right to do street supervision so long as it's open and above board or better still, to get in the truck and ride with the Letter Carrier all day. None of this happened on the day in question.

9. Management makes no allegation that the grievant engaged in any time wasting practices on the day in question.
  
10. Section 115.4 of the M-39 Handbook requires managers to maintain an atmosphere of mutual respect for each other's roles and responsibilities. Management failed to follow this basic labor relations principle by placing the grievant in a "Catch-22" situation on the day in question. Management gave the grievant instructions that were impossible to follow in the morning on the day in question. This left the grievant with a choice of bringing mail back without authorization, delivering the rest of the mail without authorization, or calling back to the office for further instructions and following the instructions given. Regardless of which choice the grievant made, management would have recorded the overtime as "unauthorized overtime" on PS Form 1017-B. This is a clear violation of Section 115.4 of the M-39 Handbook.

**Remedy (Block 19 of PS Form 8190):**

1. That the record of unauthorized overtime recorded on PS Form 1017-B for the grievant on **[date]** be expunged from all employee records and files.
  
2. That management in the **[Installation name]** Installation cease and desist from recording time on PS Form 1017-B as unauthorized when the grievant is instructed to perform the work involved prior to performing the work.
  
3. That management be required to issue reasonable and proper instructions when in the morning when request(s) for overtime/auxiliary assistance are fully or partially denied in the future in the **[Installation name]** Installation, or whatever remedy the Step B Team or an Arbitrator deems appropriate.



# National Association of Letter Carriers

## Request for Information

To: \_\_\_\_\_  
Supervisor Customer Services

Date \_\_\_\_\_

\_\_\_\_\_  
Station/Installation

Dear \_\_\_\_\_,

Pursuant to Article 17 and 31 of the National Agreement, I am requesting the following information:

1. Copy of PS Form 3996 for Letter Carrier \_\_\_\_\_ from \_\_\_\_\_.
2. Copy of TACS Employee Everything Reports for Letter Carriers \_\_\_\_\_ from \_\_\_\_\_ to \_\_\_\_\_.
3. Copy of PS Form 1017B for the week of \_\_\_\_\_ through \_\_\_\_\_.
4. Copy of Letter Carrier \_\_\_\_\_'s Investigative Interview.
5. Copy of the Request for Discipline for Letter Carrier \_\_\_\_\_ for the \_\_\_\_\_ dated \_\_\_\_\_.
6. A copy of the Workhour/Workload Report (by Route) for Route \_\_\_\_\_ for the period \_\_\_\_\_ to \_\_\_\_\_.
7. A copy of the Workload Status Report for \_\_\_\_\_ Station for \_\_\_\_\_.

I am also requesting time to interview the following individuals:

1. Letter Carrier(s) \_\_\_\_\_.

Your cooperation in this matter will be greatly appreciated. If you have any questions concerning this request, or if I may be of assistance to you in some other way, please feel free to contact me.

Sincerely,

\_\_\_\_\_  
Shop Steward  
NALC

Request received by: \_\_\_\_\_

Date: \_\_\_\_\_



## National Association of Letter Carriers Request for Steward Time

To: \_\_\_\_\_  
Supervisor Customer Services

Date: \_\_\_\_\_

\_\_\_\_\_  
Station/Post Office

Dear \_\_\_\_\_,

Pursuant to Article 17 of the National Agreement, I am requesting the following steward time to:

Investigate a Grievance  Write & Prepare a Grievance  Interview Witnesses

I anticipate needing approximately \_\_\_\_\_ (hours) of steward time, which needs to be scheduled no later than \_\_\_\_\_. In the event more steward time is needed, I will inform you as soon as possible.

Individuals the union needs to interview:

_____	_____
_____	_____
_____	_____
_____	_____

Your cooperation in this matter will be greatly appreciated. If you have any questions concerning this request, or if I may be of assistance to you in some other way, please feel free to contact me.

Sincerely,

\_\_\_\_\_  
Shop Steward  
NALC

Request received by: \_\_\_\_\_

Date: \_\_\_\_\_