



**STEP B DECISION**

<b>Step B Team:</b>	Decision:	<b><u>RESOLVE</u></b>
USPS:	USPS Number:	<b>G11N-4G-C 1754 7530</b>
<b>Alex Zamora</b>	Grievant:	<b>Class</b>
NALC:	Branch Grievance Number:	<b>421-669-17</b>
<b>Karrie Kimbrell</b>	Branch:	<b>421</b>
	Installation:	<b>San Antonio</b>
Deciding District:	Delivery Unit:	<b>Hackberry</b>
<b>Rio Grande</b>	State:	<b>Texas</b>
	Incident Date:	<b>06/26/2017-Ongoing</b>
	Informal Step A Initiated:	<b>07/07/2017</b>
	Formal Step A Meeting:	<b>No meeting</b>
USPS Formal A:	Date Received at Step B:	<b>07/26/2017</b>
<b>Stephanie Olivares</b>	Step B Decision Date:	<b>08/02/2017</b>
NALC Formal A:	Issue Code:	<b>41.4860</b>
<b>Richard Gould</b>	NALC Subject Code:	<b>600118</b>

**ISSUE:**

Did management violate Articles 3, 5, and 19 of the National Agreement by instructing all carriers to process mail on street time and limit their PM office time to 5 minutes? If so, what is the remedy?

**DECISION:**

The Dispute Resolution Team (DRT) mutually agreed to **RESOLVE** this grievance. The case file did evidence a violation. Requiring carriers to perform office time duties while on street time or after ending tour is improper. Job duties that are meant for office time will be done under that function regardless of whether the carrier will exceed 5 minutes in the PM. See DRT explanation.

**EXPLANATION:**

The issue in this case concerns the allegation that management had issued a blanket instruction to limit the carrier's office time to five minutes.

**The union** contends carriers at Hackberry Station have been told to limit their office time to 5 minutes or less. In many instances, carriers are told to clock off immediately upon clocking in to the office. The union listed many possible office functions as per the M-41 that could exceed 5 minutes if performed. There is no absolute when it comes to how long it takes to perform PM office duties. Management has unilaterally taken it upon itself to change the process by which carriers perform their PM duties. The union requests as remedy that management cease and desist violating the M-41 regarding PM office duties and an instruction to rescind any instructions by management regarding any time values for PM duties.

**Management** did not meet at the Formal Step A level and did not provide any contentions.

**The DRT** determined a violation was evidenced in this case. Carriers will not be forced to limit their PM office time to 5 minutes if they are still performing job functions that are meant

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to be done on office time. The M-41 details various job functions that are to be performed in the PM on office time. Shown below are some of those responsibilities taken from the M-41 in relevant part:

*4 Office Time — Return*

*41 Use of Timecards*

*412 PSDS Offices*

*Follow instructions in 211.2 - except (1) set dials to indicate "R.S." for Return Street and (2) set dials to indicate "E.T." for End Tour.*

*42 Disposition of Collected Mail*

*Place the mail collected on designated table or in receptacles.*

*43 Clearance for Accountable Items*

*431 Keys*

*Turn in mail keys in exchange for assigned key check or signature clearance.*

*432 Registered and Certified*

*432.1 Give finance clerk all undeliverable articles and Forms 3849 and/or Form 3811 for each registered and certified delivery.*

*432.2 Complete Form 3821 showing the number of receipts and undeliverable articles returned to the clerk. Ensure that any accountable items found in the DPS mail are added to the total accountable pieces included on the form.*

*44 Undelivered Mail*

*441 Processing Undelivered Mail*

*Follow procedures listed in part 24 to process forwardable and undeliverable mail (1) that you didn't process before leaving the office and/or (2) that you picked up on route. After processing, place this mail in throwback case, as explained in part 24.*

*442 Completing Form 1571*

*442.1 After return from trip, obtain Form 1571, Undelivered Mail Report, (see Exhibit 442.1) from unit manager.*

*442.2 Add any mail which was not delivered but was returned to the office.*

*442.3 Sign the form and give it to a unit manager.*

*45 Expedited Preferential Mail System*

*452 Record non-preferential mail which you don't case in the afternoon before the end of your tour on Form 1571.*

*46 Answering Official Communications*

*Whenever an inquiry requires a written or oral reply, furnish the information concisely and inclusively.*

*47 Ending Tour of Duty*

*Perform such other work as the manager may direct or as is required to maintain the case and route book in good condition. Record ending time on timecard as explained in subchapter 41.*

The M-39 states the following concerning the expectation that carriers immediately clock to the office upon return from the street:

**127 Office Work When Carriers Return From Route**

*The carrier unit managers must observe and direct carrier activity when carriers return from the route. Observe such things as:*

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a. See that carriers promptly clock in on return to office.

Once clocked to the office, the carriers should perform the required PM office duties prior to ending tour. These duties may exceed 5 minutes.



Alex Zamora  
USPS Step B Representative



Karrie Kimbrell  
NALC Step B Representative

**Grievance File Contents:**

PS Form 8190  
Union Contentions  
Carrier Interviews  
Handbook M-41 Excerpt

Informal Step A Request  
USPS Tracking  
Employee Everything Report  
Formal Step A Request

cc: Area Manager of Labor Relations, Southern Area  
NALC NBA, Region 10  
District Manager, Rio Grande District  
Manager, Human Resources, Rio Grande District  
Manager, Labor Relations, Rio Grande District  
NALC Branch President  
USPS Formal A Representative  
NALC Formal A Representative  
DRT File