

Time records



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On a daily basis, supervisors edit letter carriers' clock rings to fix errors, such as incomplete rings or lack of moves from one function or route to another, in the actual time figures recorded in USPS' Time and Attendance Control System (TACS). When these time entry errors are noticed, supervisors will change the time in TACS to reflect when the clock ring should have been made. The editing of a letter carrier's clock rings in situations such as these is completely proper; however, management must ensure that the changes they make are accurate.

All entries and edits in TACS are transferred to USPS' Delivery Operations Information System (DOIS) for use in its various reports. In 2007, NALC and USPS agreed in an interpretive step settlement on DOIS (M-01664) that management is responsible for accurately recording volume and other data in DOIS. Therefore, any inaccurate edits in TACS will ultimately result in an inaccurate recording in DOIS resulting in a violation of M-01664.

Inaccurate edits or entries in TACS can have many negative effects. One such negative effect could be an inaccurate evaluation of a letter carrier's assignment or route, whether on a daily basis or during a route count and inspection. Time entries in TACS are transferred to DOIS, and inaccurate entries will make it appear that a letter carrier spent more or less time delivering their route than they actually did, depending on the mistake that was made. If a letter carrier receives one hour of auxiliary assistance, but that assistance is actually recorded as 30 minutes (or not recorded at all), then it would appear the route took less time to be delivered than it actually did. Conversely, the time actually spent delivering on that carrier's assignment must be recorded to another route or operation and it could make it appear another route took more time to be delivered than it actually did, or the carrier spent more time doing something else than they actually did.

Reports such as the Workhour/Workload Report in DOIS are used daily by managers to monitor letter carriers' previous-day work performance. Often, this report is used to question carriers why they took longer than projected to perform their duties the day prior, when in reality an inaccurate time entry was the reason. This report has also been used in every NALC/USPS joint route evaluation and adjustment process since 2008. The joint evaluation and

adjustment teams used the data from this report to determine the amount of time letter carriers took delivering their routes during the evaluation period. The teams spent much time identifying and eliminating time entry errors from the evaluations; however, it's obvious how unidentified inaccurate time recording could result in an improper evaluation.

Another negative result of inaccurate editing of clock rings is the effect it could have on a letter carrier's pay. Unfortunately, NALC has recently seen a couple of cases of widespread and intentional false editing of clock rings in certain cities. In these instances, managers were deliberately changing the end-of-tour clock rings made by letter carriers to reflect an earlier time while they were actually still working. These edits ranged from just a few minutes to several hours of time actually spent on-the-clock being taken away from employees. Obviously, these edits resulted in letter carriers being paid less than what they actually earned. Throughout the cities where this took place, letter carriers as a whole were shorted tens of thousands of dollars in pay.

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It's fortunate that the NALC representatives in those cities were able to identify these cases and make the affected letter carriers whole for the pay they rightfully earned and should have initially received. However, it's important for letter carriers to monitor the hours they work and the pay they ultimately receive themselves as well. Many letter carriers keep a log of the hours they work each day and, at the end of the pay period, check their pay to make sure it reflects the time they actually worked. I encourage all letter carriers to do the same. If you notice your paycheck doesn't reflect all of the hours you worked, no matter how minimal the discrepancy may be, you should immediately inform a local NALC branch representative for further investigation. Seven days a week, letter carriers work very hard delivering the nation's mail, and they deserve to be fully compensated for every minute of that work.