



April 4, 2007

POSTMASTERS/OIC's  
BAY VALLEY DISTRICT

Subject: STANDARD OPERATING INSTRUCTION – PS FORM 1994

## **INTRODUCTION**

### **PURPOSE**

This Work Instruction is to document a process that utilizes a standardized method in developing a PS Form 1994 based on earned workload, which in turn establishing an operational efficient complement.

### **SCOPE**

The development and implementation of this process will be the responsibilities of cross-functional involvement—Manager, Operations Programs Support; Managers, Post Office Operations; Manager, Marketing; Host Postmasters; Postmasters and Officers-In-Charge.

### **OBJECTIVE**

The objective of this process is to provide a standardized and comprehensive staffing structure to achieve Retail/Customer Service Productivities.

### **DATA GATHERING**

Gathering the following data is critical in ensuring the formation of a comprehensive PS Form 1994:

- Completed Mail Arrival Profile (MAP) for the last 30 days
- Integrated Operational Planning (IOP)
- RDM/WOS exception Reports
- Validated ROVER File
- AWPS/CSV Budget Report
- Local Performance Measurements

**COMPLETED MAIL ARRIVAL PROFILE (MAP) (LDC 43 & 44)**

The significance of the completed MAP when constructing a PS Form 1994 is to ascertain when your first employee should be scheduled, how many employees should be scheduled and the type of skills that they need to complete certain task (i.e., scheme/zone knowledge) The MAP also provides the projected earned Function 4 hours for each shape of mail.

**INTEGRATED OPERATIONAL PLANNING (IOP) (LDC 43 & 44)**

The IOP is an agreement between the Unit and Plant of the arrival time of transportation as well as the percentage of mail to be received at the unit through the course of the day. It's significance when constructing a PS Form 1994 is to staff according to the volume and time mail arrives in your unit.

**RDM/WOS Exception Reports (LDC 45)**

The significance of the RDM/WOS Exception Reports when constructing a PS Form 1994 is to determine when to staff the retail unit in accordance with the revenue and non/revenue workload.

**VALIDATED ROVER FILE (LDC 43, 44, 45, 46, & 48)**

The significance of a Validated Rover File when constructing a PS Form 1994 is to ensure that the Unit Profile is current—When the Unit Opens to Close, the number of possible deliveries, rented post office boxes, etc. This information drives earned Function 4 hours.

**AWPS/CSV Budget Report (LDC 43, 44, 45, 46 & 48)**

The significance of the AWPS/CSV Budget Report when constructing a PS Form 1994 is to ensure that we assimilate Function 4 earned hours instead of Actual Reported Function 4 hours.

**LOCAL PERFORMANCE MEASUREMENTS (LDC 48)**

The significance of the Local Performance Measurements when constructing a PS Form 1994 is to ensure that we validate all pertinent Administrative Function in LDC 48.

## **AUTOMATED PS FORM 1994**

The following is Bay Valley's Website where you can download a copy of an Automated PS Form 1994:

**<http://bayvalleyintranet/reports/bayvalleyintranet/reports/automated%5F1994%2Exls>**

## **TRAINING AND TECHNICAL SUPPORT**

Training on how to complete PS Form 1994 are scheduled to begin the first week of April, 2007.

If you have any questions, prior to the schedule training, please contact Les Contreras at (510) 874-8612.

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