



## DECEMBER FY/10 NPA TIP

The recent changes to NPA for FY/10 included the addition of SOX index. This was a non-measured unit goal last year so a baseline could be determined. Attached is the SOX matrix from last year and this years goals with all four measured areas. You will note that if you are not a PostalOne site that only two areas can be measured.

Employee Items; these are open items and include salary & travel > 30 days, stamp & cash shortages > 90 days and accounts receivable not in collection. Since these offices only have two indicators the value is 40%, not the 20% as indicated for PostalOne sites. Be very careful on the open items. Quite often, instead of going to collections, agreements are made to allow the employee to make payments on accounts receivable and in certain cases salary advances. Be aware of the 30 and 90 day rule as they apply to each, these will count against you.

The second measured item for non-PostalOne sites is Bank Adjustments. These adjustments are for *any* type of error, not including credit and debit. This indicator is worth 60% in non-PostalOne sites, 30% for offices with PostalOne. Here again any error will count against you, even CPUs that are under your finance number. You can go into EDW and find out when and where the bank adjustments are coming from. Go to EDW >Accounting > Shared Reports > Postmaster > Reconciliation Exceptions by Site.

For PostalOne sites you also have Performance Based Verification (37.5%). All four categories have to be 100% verified. Late Mailings have a weight of (12.5%). If PostalOne is down and you are not able to input the postage statement you will not get 100%. Send an email to the District and keep a copy for your records. If this amounts to enough to change your score you may be able to use this to get your score changed. See the attachment for more explanation on these two goals.

The good thing is that these items are within your control and if made will give you a unit score that will help offset the impact of the near impossible unit goals of Retail Revenue and TOE. The bad thing is there is little room for error so pay special attention to those items that drive the numbers.