

NAPUS State Convention Class Descriptions

Sunday Classes	Class Descriptions		
eCareer Morrie Smith	The eCareer class will teach attendees how to develop their Candidate Profile and apply for vacancies. We actually access the webpage and review each application step-by-step. Pointers are presented to meet the specified spacing constrictions within the program, and well as tips to receive higher ratings by review committees.		
Interview Techniques Morrie Smith	The Interviewing Techniques class will review the current rating process, and present options to help attendees present strong presentation skills during the interview process. Possible questions, review of flash reports, and review of NPA reports are examined to prepare applicants to become the qualified choice for the position sought.	The classes build upon one another, and if members plan to attend them both, they should attend the eCareer class first for maximum comprehension	
Computer Question & Answer Ed Carley	All your Ace II answers and some tricks to help make your job easier.		
Labor Relations/Conflict Management Ed Carley	Apply tried and trusted Conflict Resolution Systems to improve your workplace environment.		
SOV Barri Betz			
CSV Barrie Betz			
PostalOne! Q&A Loretta Tolliver/Greg Miller	Get some of your questions answered on PostalOne!		
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eUARS/AMS/DSMART Gail Bell	EUARS is an opportunity for postal employees to improve customer service, improve processing and delivery operations, reduce customer complaints, and generate revenue. EUARS records are created when change of address orders filed by our customers cannot be matched to an existing address in the Address Management System (AMS) database. Mail forwarded to these addresses can fall out of the automation mail stream. As a result, operating expenses increase due to manual handling and customer satisfaction diminishes due to forwarding mail taking longer to reach its intended destination. EUARS records are also created when mailers are unable to match or validate the addresses in their mailing lists. Treatment of these records is identical to those created by the change of address process. This session offers Tips and Tricks on navigating the application to maintain 100% resolution.	You can use DSMART to identify areas of opportunity to improve AMS quality, increase DPS volume, and reduce UAA volume. DSMART comparison can identify potential missing delivery points, address quality issues, mailer addressing deficiency issues, and additional AMS coding opportunities.	Review of the five DSMART modules (Potential Missing Delivery Points, High-Rise Analysis, Potential Street to High-Rise Coding Opportunity, No/Low Volume, and DSMART Business Names) will help you improve DPS sortation so you can more effectively manage work hours.
WebEES Gail Bell	The Customer Service environment is constantly changing with addresses being added and requests being made for special handling of mail. These types of changes need to be added promptly to DPS so mail continues to be sorted correctly to the carrier's Line of Travel (LOT). Accurate database files are crucial to the development of quality sort programs and to sequenced mail presented to carriers.	Successful implementation of DPS relies on the sort program being 100 percent accurate. Getting data into the DPS sort program database is a dynamic process. Each postmaster logs into WebEES every day and inputs holdouts and other changes. DPS sort programs are updated to include this new information and downloaded onto mail processing equipment accordingly. Communication between AMS, the sort program developer, and Customer Service is critical to the accuracy of the sort program.	This session will help you prepare address data for sort plan development: • Make Station Inputs • Mark Holdouts: Temporary Changes of Address (COAs), Temporary Non-Deliveries (TNDs), Non-Delivery Days (NDDs), Window Calls (WCs), and PO Box Throwbacks (POBTs) • Add Address Records • Move Address Records Within a Route • Make Electronic Edit Sheet Changes • Download Route Adjustment Information.
CSDC/ DUO & Discontinuance Sue Wandersee	CSDC - Change, Suspension, Discontinuance Center - Brief Overview of Delivery Unit Optimization (DUO) process and the Discontinuance process. Timelines of what is happening, what is expected in the upcoming months, and why we are doing it...and a touch on PSForm 150.		
Planning for Retirement TAG	Do you know the rules if your offered the early out-VER? Get the most out of your investments and your retirement. Will you retire with enough? It not too early to start planning for your retirement.		