



March 27, 2023

CHIEF RETAIL AND DELIVERY OFFICER AND EXECUTIVE VICE PRESIDENT  
VICE PRESIDENT, DELIVERY OPERATIONS  
VICE PRESIDENT, RETAIL AND POST OFFICE OPERATIONS  
VICE PRESIDENT(S), AREA RETAIL & DELIVERY OPERATIONS

SUBJECT: Supervisor Customer Services Workload Credit Update

The Supervisory Workload Credit (SWC) model used to determine the number of Supervisor Customer Services EAS-17 (SCS) authorized in Post Offices has been updated to account for changes in retail and delivery operations.

The SWC model is based on workload factors: it identifies and measures the workload of supervisors in Post Offices, Stations, and Branches. The revisions to the workload model address the challenges expressed by leadership and the management associations through the following modifications.

- Giving credit for Postmaster Reliefs (PMRs) employees.
- Giving credit for Sunday operations.
- Changing the credit for Rural Carrier Associate (RCA) and Assistant Rural Carrier (ARC) from route based to employee count.
- Lowering the ratio for earning the additional Supervisor Customer Services from 35:1 to 15:1 in large Installations with complex operations.
- Increased credit for Custodians in Post Offices.

The new Supervisory Workload Credit model will go into effect on **April 1, 2023**.

The SWC staffing tool will reflect the updates with the April posting and can be found on the Workforce webpage at <https://workforce.usps.gov/welcome>.

A national review of the new earned staffing will be completed by the Field Staffing team. Additional earned SCS will be authorized in the Human Resources system of record effective **April 8, 2023**. At that time offices can establish position numbers and post in the Vacancy Management Tool. There is no need to submit individual staffing requests at this time.

For questions regarding the earned staffing at your Post Office following the national review, contact your Field Human Resources staff. Questions regarding established EAS staffing criteria can be directed to Field Staffing—Organization Design, [QM34N0@usps.gov](mailto:QM34N0@usps.gov).

A handwritten signature in blue ink that reads "Jennifer D. Utterback".

Jennifer D. Utterback

cc: Ms. Hendrix  
Mr. Storey  
Mr. Blum