



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

National Headquarters
1727 KING STREET, SUITE 400
ALEXANDRIA, VA 22314-2753
(703) 836-9660

November 12, 2024

Board Memo 171-2024: Updated FY2024 HERO Pay-for-Performance Evaluation Rules

Executive Board,

Please find attached updated Pay-for-Performance evaluation rules for non-bargaining employees provided from the USPS. The Performance Evaluation System Field Evaluation Rules and Performance Pilot Evaluation Rules for headquarters non-bargaining employees have been updated for the FY2024 fiscal year.

Please share this information with your membership.

Thank you and be safe.

NAPS Headquarters

LABOR RELATIONS



November 6, 2024

RECEIVED
NOV 11 2024

Mr. Ivan Butts
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Ivan:

This is in further reference to the Postal Service's Pay-for-Performance programs. The Pay-for-Performance evaluation rules for non-bargaining employees has been updated for this fiscal year and provided for your review.

Enclosed you will find two copies, the fiscal year (FY) 2024 Performance Evaluation System (PES) Field Evaluation Rules for Field Non-Bargaining Employees and the FY2024 Performance Pilot Evaluation Rules for headquarters Non-Bargaining Employees.

Please contact Paulita Wimbush at extension 4042 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bruce A. Nicholson".

Bruce A. Nicholson
Director
Labor Relations Policies and Programs

Enclosures

Performance Pilot Evaluation Rules for HQ Non-Bargaining Employees

October 2024



Purpose of Pay for Performance

What is the Performance Pilot Program?

The Performance Pilot provides users the ability to create and edit goals, as needed, to reflect current business priorities throughout the evaluation period. It also provides an environment where employees can continuously receive the coaching and feedback needed to develop new skills, maximize engagement, and optimize results.

There is a compensation component that is directly tied to your individual performance results and contributions. Performance Pilot users are eligible for a merit increase based on their End-of-Year (EOY) individual performance rating and a lump-sum payment based on their Functional Scorecard NPA Composite Performance Summary. The NPA scorecard indicators are created and aligned to improve customer service, generate revenue, manage costs, and enhance a performance-based culture.

Performance reviews are required after Mid-Year and EOY each fiscal year (FY). Specific due dates will be shared by the Compensation team. Performance discussions, including feedback and coaching, should take place and be documented throughout the fiscal year to maximize individual performance and business results.

The Performance Pilot is designed to:

- Reward employees based on individual performance
- Align individual performance with corporate objectives and the Delivering for America (DFA) plan
- Enable dynamic goal-setting process and continuous feedback
- Retain talent and elevate engagement levels
- Simplify and reduce non-value-add actions to complete performance management process
- Influence positive behaviors via effective training and guidelines
- Deploy pay-for-performance program to recognize two components:
 - Merit Pay – Individual Performance Rating
 - Lump Sum – Functional Scorecard NPA Composite Performance Summary

Performance Pilot

FY24 Evaluation Rules for HQ Non-Bargaining Employees



MyHR

What is the Performance Pilot process?

- Goal Setting
 - The Performance Pilot process begins with goal setting at the start of the FY. Goals should be discussed with your evaluator but can change throughout the year.
 - If an employee enters the Performance Pilot, or changes their position, SMART goals must be created within 30 days of the new role or detail start date.
 - Employees are required to maintain a minimum of three “in progress” goals at all times but not to exceed a maximum of five.
 - Goals must be SMART (Specific, Measurable, Achievable/Actionable, Relevant, and Time-Based/Timely).
- Mid-Year Evaluation
 - The Mid-Year evaluation period is from October 1 through March 31.
 - Mid-Year self-evaluations and evaluator ratings occur in April.
 - Mid-Year performance reviews offer an ongoing opportunity for feedback and recommendations for continuous improvement and are required elements of the program.
- End-of-Year Evaluation
 - The EOY evaluation period is from April 1 through September 30.
 - EOY self-evaluations and evaluator ratings occur in October.
 - An EOY performance evaluation review averages the Mid-Year and EOY Individual Performance Ratings to obtain an overall EOY rating for the merit increase. Additionally, employees may have a lump-sum payout based on the Functional Scorecard NPA Composite Performance Summary.
- Ratings Recourse
 - Ratings Recourse is only available after year-end ratings have been finalized; dates will be communicated annually.
 - Ratings Recourse requests can be submitted when an employee disagrees that their final FY Individual Rating (Average of All Ratings) accurately reflects the product, effort, or results achieved during the FY.

Performance Pilot

FY24 Evaluation Rules for HQ Non-Bargaining Employees



MyHR

Who is eligible for the Performance Pilot program?

Career non-bargaining HQ and HQ-related employees in the below ELT and VP functions are included in the FY24 Performance Pilot program. See **Attachment A** for a list of PFP excluded positions/employees. Note that ineligible non-bargaining unit employees who are detailed to an eligible position are ineligible from PFP payments. Bargaining-unit employees detailed to eligible positions are also ineligible from PFP payments.

Performance Pilot Participants	
CHIEF RETAIL & DELIVERY OFFICER & EVP	CHIEF LOGISTICS & INFRASTRUCTURE OFFICER & EVP
OFFICE OF ELT	OFFICE OF ELT
VP DELIVERY OPERATIONS	VP FACILITIES
VP RETAIL & PO OPERATIONS	SVP LOGISTICS
CHIEF COMMERCE & BUSINESS SOLUTIONS & EVP	• OFFICE OF SVP LOGISTICS
OFFICE OF ELT	• VP LOGISTICS
CHIEF CUSTOMER & MARKETING OFFICER & EVP	• VP TRANSPORTATION STRATEGY
OFFICE OF ELT	CHIEF PROCESSING & DISTRIBUTION OFFICER & EVP
VP CUSTOMER EXPERIENCE	OFFICE OF ELT
VP MARKETING	VP PROCESSING OPERATIONS
VP SALES INTELLIGENCE & SUPPORT	CHIEF TECHNOLOGY OFFICER & EVP
VP & MANAGING DIRECTOR INTERNATIONAL BUSINESS	OFFICE OF ELT
CHIEF FINANCIAL OFFICER & EVP	VP APPLIED ENGINEERING
OFFICE OF ELT	VP ENGINEERING SYSTEMS
SVP FINANCE & STRATEGY	DPMG & CHIEF HUMAN RESOURCES OFFICER
VP CONTROLLER	OFFICE OF ELT
VP PRICING & COSTING	VP HUMAN RESOURCES
VP SUPPLY MANAGEMENT	VP LABOR RELATIONS
CHIEF INFORMATION OFFICER & EVP	VP ORGANIZATION DEVELOPMENT
OFFICE OF ELT	POSTMASTER GENERAL & CEO
VP CHIEF DATA & ANALYTICS	OFFICE OF PMG
VP INFORMATION SECURITY	VP CORPORATE AFFAIRS
VP NETWORK & INFRASTRUCTURE TECHNOLOGY	VP CORPORATE COMMUNICATIONS
VP TECHNOLOGY APPLICATIONS	VP GOVERNMENT RELATIONS & PUBLIC POLICY
CHIEF POSTAL INSPECTOR	SVP NATIONAL SALES
OFFICE OF ELT	• OFFICE OF SVP NATIONAL SALES
GENERAL COUNSEL & EVP	• VP SALES
OFFICE OF ELT	

Performance Pilot

FY24 Evaluation Rules for HQ Non-Bargaining Employees



MyHR

Non-Bargaining Field employees under the below ELT and VP functions will remain in the PES program for FY24 and are not eligible to participate in the Performance Pilot program at this time.

PES Participants
CHIEF RETAIL & DELIVERY OFFICER & EVP
VP ATLANTIC RETAIL & DELIVERY
VP CENTRAL RETAIL & DELIVERY
VP SOUTHERN RETAIL & DELIVERY
VP WESTPAC RETAIL & DELIVERY
CHIEF LOGISTICS OFFICER & EVP
VP LOGISTICS
SR DIR ATLANTIC REGIONAL LOGISTICS
SR DIR CENTRAL REGIONAL LOGISTICS
SR DIR SOUTHERN REGIONAL LOGISTICS
SR DIR WESTPAC REGIONAL LOGISTICS
CHIEF PROCESSING & DISTRIBUTION OFFICER & EVP
VP EASTERN PROCESSING
VP WESTERN PROCESSING

Who is considered an evaluator?

An evaluator manages or has leadership responsibility over the performance of an eligible employee. This person is responsible for the direct day-to-day performance management of employees. An evaluator monitors each employee's performance, provides appropriate resources, and is responsible for coaching and feedback.

An evaluator is accountable for the performance or nonperformance of the work unit. In HQ and HQ-related units, an evaluator may assign a co-planner to perform employee reviews within the Performance Pilot system in the event of a planned or unplanned absence such as long-term leave or a position change (Form 50 or Detail). A co-planner can only perform evaluator reviews on behalf of the current evaluator – they cannot perform other evaluator tasks within the system such as assigning and approving goals.

Evaluation Process

Are performance discussions required?

Evaluators are required to have an interactive discussion with employees to address expectations at the beginning of the evaluation period and have continuous feedback and coaching throughout the performance management process.

What occurs during the Mid-Year and End-of-Year evaluation periods?

Performance Pilot

FY24 Evaluation Rules for HQ Non-Bargaining Employees



MyHR

The first step is to complete and submit your self-evaluation. Remember that your performance is assessed using data collected throughout the evaluation period. Do not assume that your manager knows or remembers everything that you have accomplished throughout the evaluation period. Review your SMART goals and accomplishments for the performance period. Consider what challenges or barriers to success you have encountered and make note of those items in your self-evaluation.

The next step is to meet with your evaluator for your performance discussion. Go into the session with an open mind and a collaborative approach. Ask questions to understand the evaluator's point of view.

The third step is to document the meeting. Include a summary of points discussed with notations of agreed-upon next steps, timelines, and success measures. Ensure both you and the evaluator have this information at the close of the performance discussion to avoid any confusion about ownership and/or expectations.

The evaluator should enter ratings after the self-evaluation and performance discussion with the employee. This ensures the evaluator considers the employee's perspective and comments before rating.

Evaluators should compare the employee's results with the standards outlined in each goal and determine whether the various components of the goal were achieved. Evaluation factors include the timelines, competencies exhibited, quality of the product or result, and utilization of resources.

Who completes the performance review for each evaluation period (Mid-Year/End-of-Year) in the Performance Pilot?

The evaluator of an employee who occupied an eligible position (including detail assignments) during the evaluation period conducts the performance discussion and enters the performance ratings.

At Mid-Year, if an employee is detailed, reassigned, or promoted to an eligible position during the evaluation period, then the evaluator of the employee's position as of March 31st conducts the Mid-Year Review.

At EOY, if an employee is detailed, reassigned, or promoted to an eligible position for less than 276 calendar days during the evaluation period, then the evaluator of the employee's position (detailed or permanent) at the end of the fiscal year (September 30) discusses the overall rating with the employee.

Employees who occupied an eligible position in the Performance Pilot, including detail assignments 276 days or more, will have their final rating and PFP payment from the Performance Pilot program. Employees who occupied an eligible position in the Performance Evaluation System (PES), including detail assignments 276 consecutive days or more, will have their final rating and PFP payment from the PES program.

Performance Pilot

FY24 Evaluation Rules for HQ Non-Bargaining Employees



MyHR

While our evaluation rules indicate employees occupying eligible PFP positions for less than 90 calendar days during the evaluation period may be marked as N/A, this should not apply to employees that have been in other PFP-eligible positions within the fiscal year and have just been appointed to a new positions less than 90 days.

Those instances require evaluators to collaborate with previous evaluators to provide employees with a fair assessment of their achievements.

What is included in the overall performance rating?

Ratings are the final component of the performance management cycle. Ratings are used to formally communicate how employee performance compares to the outcomes and standards outlined in their goals.

At the end of the evaluation period, the employee's performance on each goal is assessed using data collected throughout the evaluation period.

Evaluators should enter ratings after the self-evaluation review and discussion with the employee. This ensures the evaluator considers the employee's perspective and comments before rating performance.

Employee performance evaluation requires the evaluator to compare the employee's results with the standards outlined in each goal and determine whether the various components of the goal were achieved.

Evaluation factors include the timelines, competencies exhibited, quality of the product or result, and utilization of resources.

For the Mid-Year and EOY evaluations, each in-progress goal will be rated on a scale of 1 to 5. Ratings from a previous eligible position within the same evaluation period in the Performance Pilot are included in the average rating for that period.

The system will average these goal ratings at both Mid-Year and EOY to calculate the final rating for that evaluation period (**i.e., Mid-Year or EOY**).

The Overall Individual Rating for the FY is the average of the Mid-Year and EOY ratings. The Overall Individual Rating (Average of All Ratings) for the FY determines the employee's PFP base salary increase.

What is my Functional Scorecard NPA Composite Performance Summary?

The employee's Functional Scorecard NPA Composite Performance Summary is based on the position of record (Form 50 position or authorized detail assignment entered in the Performance Pilot) as of September 30. Performance Pilot participants' NPA lump-sum payment is determined by the EOY FY Functional Scorecard NPA Composite Performance Summary.

Performance Pilot

FY24 Evaluation Rules for HQ Non-Bargaining Employees



MyHR

When is a performance rating not performed?

Under certain conditions, it may not be possible to derive a performance rating for an employee. If an evaluator determines that such conditions apply to an employee, concurrence from the next higher level PCES executive and the Sr. Director, National Human Resources, must be obtained.

Conditions when a performance rating may not be possible include:

- Employee is in a PFP-eligible position (Appointment or Detail) for less than 90 calendar days. If applicable, there may still be goals that need to be rated for the prior or permanent position(s) by prior or permanent manager

Please refer to the scenarios below to determine a fair assessment of your employee's achievements:

- **New USPS Hire Less than 90 Days** – Recent external hire to the USPS organization, evaluator may or may not rate the employee for less than 90 days.
- **Appt/Detail Less than 90 Days (DO NOT SELECT if prior position in PES)** – Employee was in position (detail or appointment) for less than 90 days, and as the evaluator, you may or may not rate the employee if you feel there was not enough time to fairly rate performance. If you are the employee's current evaluator, please work with the previous evaluator/co-planner to ensure that the employee is rated for their former position goals in the performance pilot program. **DO NOT SELECT "N/A - No Rating"** if the employee was also in a Field position under the PES program during the evaluation period. If they entered the Performance Pilot program from a Field/PES position, please rate the employee based on the time they were in the HQ role to the best of your ability.
- Employee's permanent position is a bargaining-unit position
- Employee is devoted to full-time service as a Management Association National Officer
- Employee is in a paid leave and/or leave without pay (LWOP) status for the entire evaluation period (mid-year/end-of-year), including protected leave categories such as active LWOP Military and LWOP OWCP

NOTE: Employees in Career Ladder and the Management Progression Program for MDOs assigned to these positions after October 1, 2007 are not eligible for PFP.

Employees who are on active LWOP Military and LWOP OWCP are rated as indicated in the Qs and As below.

When can employees be excluded from PFP?

The evaluator may exclude an employee from PFP when documented action is pending or has been taken for conduct clearly unacceptable to the organization. Such determinations by the evaluator must be supported by appropriate documentation and have concurrence by the next higher level PCES executive and the Sr. Director, National Human Resources.

Performance Pilot

FY24 Evaluation Rules for HQ Non-Bargaining Employees



MyHR

When can evaluators discuss overall performance ratings?

Evaluators must discuss overall performance ratings before signing and submitting the evaluation.

What happens if an employee is a bargaining employee on detail into a non-bargaining PFP eligible position?

Evaluators must select the N/A reason “Employee is a Bargaining Employee” from the N/A dropdown into the Performance Pilot system for bargaining employees. Numerical ratings **must not** be entered into the Performance Pilot system.

What happens if an employee is on LWOP OWCP?

For employees who are on LWOP OWCP for the entire evaluation period for Mid-Year (as of 3/31) and/or the entire evaluation period for EOY (as of 9/30), evaluators must select the N/A reason “LWOP OWCP” from the N/A dropdown into the Performance Pilot system. Numerical ratings **must not** be entered into the Performance Pilot system by the evaluator. The employee will receive the previous fiscal year individual performance rating, if available, or an individual performance rating that is equal to the average overall rating of their ELT department. The NPA scorecard rating (possible lump sum component) will be based on the employee’s functional scorecard.

The individual rating the employee receives is based on the following factors:

- If the employee received a Performance Pilot individual overall rating in the previous fiscal year, their rating for the current fiscal year will be equal to that of the previous fiscal year.
- If the employee did not receive a Performance Pilot individual overall rating in the previous fiscal year, the employee will receive an individual performance rating that is equal to the average overall rating of their ELT department for the current fiscal year.
- If the employee received their NPA rating in the PES platform for the previous fiscal year, the employee will receive an individual performance rating that is equal to the average overall rating of their ELT department for the current fiscal year

What happens during active LWOP Military?

For employees who are on LWOP because of active military service for the entire evaluation period for Mid-Year (as of 3/31) and/or the entire evaluation period for EOY (as of 9/30), evaluators must select the N/A reason “LWOP Military” from the N/A dropdown into the Performance Pilot system. Numerical ratings **must not** be entered into the Performance Pilot system by the evaluator. The employee will receive the previous fiscal year individual performance rating, if available, or an individual performance rating that is equal to the average overall rating of their ELT department. The NPA scorecard rating (possible lump sum component) will be based on the employee’s functional scorecard.

Performance Pilot

FY24 Evaluation Rules for HQ Non-Bargaining Employees



MyHR

The individual rating the employee receives is based on the following factors:

- If the employee received a Performance Pilot individual overall rating in the previous fiscal year, their rating for the current fiscal year will be equal to that of the previous fiscal year.
- If the employee did not receive a Performance Pilot individual overall rating in the previous fiscal year, the employee will receive an individual performance rating that is equal to the average overall rating of their ELT department for the current fiscal year.
- If the employee received their NPA rating in the PES platform for the previous fiscal year, the employee will receive an individual performance rating that is equal to the average overall rating of their ELT department for the current fiscal year

What happens if an employee separates on or after 9/30?

Employees who separate for reasons other than cause, misconduct, performance, or attendance after the evaluation period and before the effective date of the pay action **must be evaluated and rated**, as they are eligible for PFP. Nature of Action (NOA) Codes that would not require evaluations include, but are not limited to, the following: 310: Resignation-Charges Pending; 328: Termination During Probation (Pre-appointment Condition); 329: Termination During Probation; or 346: Removal.

Is higher-level concurrence required for overall performance ratings?

Generally, higher-level concurrence is not required for overall performance ratings. However, under certain conditions, an evaluator may find it challenging to rate the performance of an employee, and if faced with those conditions, the evaluator should seek guidance from the Pay for Performance Pay Rules under "Eligibility" to assist them in complying with the Pay Rules, but if a evaluator determines a fair evaluation and rating cannot be done of the employee, they must obtain concurrence from their next "Higher Level Executive".

Performance Pilot

FY24 Evaluation Rules for HQ Non-Bargaining Employees



MyHR

Attachment A

Position/Employee Categories Excluded From FY 2024 Performance Pilot

Certain postal employees are **not** eligible for participation in the Performance Pilot program and will be excluded from PFP:

- Bargaining-unit Employees
- Supervisor Apprentices
- Casual and Non-career Employees
- Office of Inspector General
- Postal Regulatory Commission
- Judicial Office employees covered by specific federal salary statutes
- Postal Inspectors
- Contract employees (e.g., contract doctors)
- Employees of certain structured development programs (e.g. trainees and career ladder positions)

*A list of these positions is shown below, but it is not all inclusive.

PES / Performance Pilot Ineligible Occ Codes	
Job Title	Occ-Code
ACCOUNTANT ASSOCIATE	0525-0013
ACCOUNTANT ASSOCIATE	0525-0014
ADMIN SERVICES COORDINATOR (TEMP)	0342-5029
ADMINISTRATIVE JUDGE	0935-4003
ANALYTICS INTERN	1599-0002
ANNUITANT	2305-7182
ANNUITANT	2305-0158
ARCHITECTURE/ENGINEERING INTERN	0899-0001
ASSET MGMT & SUPPLY CHAIN ASSOCIATE	2003-0026
ASSET MGMT & SUPPLY CHAIN ASSOCIATE	2003-0027
ASSOC JUDICIAL OFFICER	0905-5030
ASSOCIATE MEDICAL DIRECTOR	0602-7005
ATTORNEY (HONOR PROGRAM)	0905-0038
BENEFITS SPECIALIST	0201-0339
BENEFITS SPECIALIST	0201-0348
BOARD OF GOVERNORS INTERN	0399-0001
BUSINESS ANALYST (MEPT) TRAINEE	2210-0149
BUSINESS ANALYST (MEPT) TRAINEE	2210-0150
BUSINESS ANALYTICS TRAINEE (PDP-02)	2370-0688
BUSINESS SYSTEMS ANALYST TRAINEE	2210-0407
CHIEF ADMINISTRATIVE LAW JUDGE	0935-4004
CHIEF OF STAFF TO THE PMG	2305-0077
COMMUNICATIONS INTERN	1099-0002
COMPENSATION PRGMS TRAINEE (PDP-01)	0201-0257
COMPENSATION PRGMS TRAINEE (PDP-02)	0201-0347
COMPUTER SCIENCE INTERN	1599-0004

Performance Pilot

FY24 Evaluation Rules for HQ Non-Bargaining Employees



MyHR

COMPUTER SCIENCE TRAINEE (PDP-01)	1550-0002
COMPUTER SCIENCE TRAINEE (PDP-02)	1550-0001
CYBER SECURITY INTERN	2299-0002
CYBERSECURITY TRAINEE (PDP-01)	2210-0420
CYBERSECURITY TRAINEE (PDP-02)	2210-0528
DATA ANALYST & STAT ASSOCIATE	1530-0048
DATA ANALYST & STAT ASSOCIATE	1530-0049
DATA ANALYTICS TRAINEE (PDP-01)	1530-0052
DATA ANALYTICS TRAINEE (PDP-02)	1530-0072
DATA SCIENCE SPEC TRAINEE	1530-0046
DATA SCIENCE SPEC TRAINEE	1530-0047
ECONOMICS INTERN	0199-0002
ECONOMIST ASSOCIATE	0110-0042
ECONOMIST ASSOCIATE	0110-0043
EEO SUPPORT TECHNICIAN	0260-0047
ENGINEERING ANALYST TRAINEE	1640-0009
ENGINEERING ANALYST TRAINEE	1640-0010
ENGINEERING INTERN	0899-0002
ENGINEERING TRAINEE (PDP-01)	0801-0045
ENGINEERING TRAINEE (PDP-02)	0801-0047
ETHICS / LEGAL COMPLIANCE INTERN	0999-0002
FINANCE/ACCOUNTING INTERN	0599-0002
FINANCIAL ANALYST ASSOCIATE	0505-0192
FINANCIAL ANALYST ASSOCIATE	0505-0191
FIREARMS AND TOOLMARK EXAMINER	1397-0013
FORENSIC ANALYST	1320-0021
FORENSIC CHEMIST	1320-0024
FORENSIC COMPUTER ANALYST	2210-0218
FORENSIC DOCUMENT EXAMINER	1397-0012
FORENSIC LATENT PRINT ANALYST	0072-0011
FORENSIC PHOTOGRAPHER	1060-0012
GENERAL ANALYST	2335-0039
GENERAL ANALYST	2335-0040
GIS QUALITY ANALYST TRAINEE (PDP-01)	2210-0547
GOVERNMENT RELATIONS / POLY SCI INTERN	1099-0003
HR POLICY SPECIALIST TRAINEE	0343-0292
HR POLICY SPECIALIST TRAINEE	0343-0304
HUMAN RESOURCES MANAGEMENT INTERN	0299-0002
HUMAN RESOURCES TRAINEE (PDP-01)	0201-0371
HUMAN RESOURCES TRAINEE (PDP-02)	0201-0420
I/O PSYCHOLOGY TRAINEE (PDP-01)	0180-0030
I/O PSYCHOLOGY TRAINEE (PDP-02)	0180-0041
INDUSTRIAL ENGN TRAINEE (LVL-01)	0896-0019
INDUSTRIAL ENGN TRAINEE (LVL-02)	0896-0018
INDUSTRIAL HYGIENE TRAINEE (PDP-01)	0690-0003
INDUSTRIAL PSYCHOLOGY INTERN	0199-0001
INFORMATION SECURITY SPEC TRAINEE	2210-0361
INFORMATION SECURITY SPEC TRAINEE	2210-0363
INFORMATION TECHNOLOGY INTERN	2299-0001

Performance Pilot

FY24 Evaluation Rules for HQ Non-Bargaining Employees



MyHR

INNOV DEV SPECIALIST TRAINEE (PDP-01)	2370-0559
INNOV DEV SPECIALIST TRAINEE (PDP-02)	2370-0560
INNOVATION TECHNOLOGY INTERN	2299-0003
INNOVATION TECHNOLOGY TRAINEE (PDP-01)	2370-0627
INSPECTION SERVICE STUDENT INTERN	2399-0001
INTL POSTAL AFFAIRS SPEC TRAINEE	0343-0275
INTL POSTAL AFFAIRS SPEC TRAINEE	0343-0276
IT TRAINEE (PDP-01)	2210-0419
IT TRAINEE (PDP-02)	2210-0529
JUDICIAL OFFICER	0905-7008
LABOR RELATIONS SPEC TRAINEE (PDP-01)	0201-0262
LABOR RELATIONS SPEC TRAINEE (PDP-02)	0201-0263
LABOR RELATIONS SPECIALIST	0233-5017
LEGISLATIVE RESEARCH ANALYST TRAINEE	1035-0112
LEGISLATIVE RESEARCH ANALYST TRAINEE	1035-0115
MAIL & PKG INFO SYS ANALYST TRAINEE	2210-0362
MANAGEMENT TRAINEE (A)	0343-0295
MANAGEMENT TRAINEE (B)	0343-0296
MANAGEMENT TRAINEE (C)	0343-0297
MARKETING INTERN	2399-0002
MASTER BLACK BELT IN TRAINING (NTE)	0343-0279
MATHEMATICAL STATISTICAL INTERN	1599-0005
MECHANICL ENGINEER TRAINEE (PDP-01)	0830-0005
MECHANICL ENGINEER TRAINEE (PDP-02)	0830-0006
MEDICAL DIRECTOR INSPECTION SERVICE	0602-0004
NURSE ANNUITANT	0610-0009
OPERATIONS MGMT TRAINEE (PDP-01)	1515-0043
OPERATIONS MGMT TRAINEE (PDP-02)	1515-0051
ORGANIZATION DESIGN TRAINEE (PDP-01)	0201-0344
ORGANIZATION DESIGN TRAINEE (PDP-02)	0201-0321
PERSNL RSRCH PSYCH TRAINEE (PDP-01)	0180-0042
PERSONNEL PROCESSING ASSOCIATE (TEMP)	0201-0213
PERSONNEL PROCESSING SPEC (HRSS)	0201-0086
PERSONNEL PROCESSING SPEC TEMP (HRSS)	0201-0106
PERSONNEL SECURITY TECHNICIAN (TEMP)	0080-0065
POSTAL INSPECTOR (A1)	2335-0060
POSTAL INSPECTOR (B)	2335-0061
POSTAL INSPECTOR (C)	2335-0062
POSTAL INSPECTOR (D)	2335-0063
PRICING ANALYST ASSOCIATE	2345-0154
PRICING ANALYST ASSOCIATE	2345-0155
PURCHASING & SM ASSOCIATE	1102-0083
PURCHASING & SM ASSOCIATE	1102-0084
PURCHASING & SM TRAINEE (PDP-01)	1102-0098
PURCHASING & SM TRAINEE (PDP-02)	1102-0099
RETAIL MANAGEMENT ANALYST TRAINEE	2305-0159
SECRETARY OF THE BOG	0301-5258
SENIOR EXECUTIVE ADVISOR	0301-0617
STAFF COUNSEL/HEARING OFFICER	0905-4038

Performance Pilot

FY24 Evaluation Rules for HQ Non-Bargaining Employees



MyHR

SUPERVISOR PEAK SEASON TEMP	2315-0088
SUPPLY CHAIN MGMT LOGISTICS INTERN	0399-0002
SUPV CUSTOMER SERVICES (APPRENTICE)	2310-0069
SUPV DISTRIBUTION OPS (APPRENTICE)	2315-0104
SURFACE LOG PLAN TRAINEE (PDP-01)	2330-0162
SURFACE LOG PLAN TRAINEE (PDP-02)	2330-0163
TRAINING INSTRUCTOR (CL)	1712-0013
TREASURY ANALYST ASSOCIATE	0505-0193
TREASURY ANALYST ASSOCIATE	0505-0194



Performance Evaluation System

**Evaluation Rules for Field Non-bargaining
Employees**

October 2024



Purpose of Pay for Performance

What is Pay for Performance (PFP)?

PFP places emphasis on the organization's success through objective, measurable performance indicators. These performance indicators are measurable at the corporate and functional unit levels.

Key elements of the program include:

- Ensuring expectations are clearly stated
- Providing periodic feedback on actual performance compared to established targets
- Aligning expectations at the unit level to organizational structures
- Supporting successes that drive unit and organizational performance in a positive direction

PFP introduces a heightened awareness of performance distinctions at the unit and corporate levels and recognition of such contributions toward continuing performance improvement.

PFP encourages cooperation and team effort toward organizational success and focuses on the mutual interest shared by all – maximization of the effectiveness and efficiency needed to strengthen the organization in support of achieving set targets. In this way, the focus of employees is on achievements within the control of the unit and the expectations at the organizational level. Employees learn where priorities lie, what is expected of them, and how results impact the organization.

The PFP Program is designed to:

- Provide clear performance expectations
- Provide regular feedback on unit and organizational performance
- Link contributions at unit and functional levels to organizational success
- Support successful unit performance
- Ensure accountability at all levels of the organization

What is the PFP process?

Employees are evaluated on unit and corporate performance indicators. The unit and corporate performance indicators are established and measured in the National Performance Assessment (NPA) system. Unit and corporate performance indicators are aligned to improve customer service, generate revenue, manage costs, and enhance a performance-based culture.

Mid-year performance reviews offer an on-going opportunity for feedback and recommendations for continuous improvement and are required elements of the program. An end-of-year performance evaluation review pulls together contributions to unit and corporate performance indicators.

Performance Evaluation System

FY24 Evaluation Rules for Field Non-bargaining Employees



MyHR

Who is eligible for PFP?

Career non-bargaining employees in the below ELT and VP functions are included in the PES program for FY24. Field employees are not eligible to participate in the Performance Pilot program at this time.

PES Participants
CHIEF RETAIL & DELIVERY OFFICER & EVP
VP ATLANTIC RETAIL & DELIVERY
VP CENTRAL RETAIL & DELIVERY
VP SOUTHERN RETAIL & DELIVERY
VP WESTPAC RETAIL & DELIVERY
CHIEF LOGISTICS OFFICER & EVP
VP LOGISTICS
SR DIR ATLANTIC REGIONAL LOGISTICS
SR DIR CENTRAL REGIONAL LOGISTICS
SR DIR SOUTHERN REGIONAL LOGISTICS
SR DIR WESTPAC REGIONAL LOGISTICS
CHIEF PROCESSING & DISTRIBUTION OFFICER & EVP
VP EASTERN PROCESSING
VP WESTERN PROCESSING

Employees who occupy the positions and employee categories identified in **Attachment A** are not included for PFP. Ineligible non-bargaining unit employees who are detailed to an eligible position are excluded from PES. Bargaining-unit employees detailed to eligible positions are also excluded from PES.

Who is considered an evaluator?

An evaluator manages or has leadership responsibility over the performance of an eligible employee. This person is responsible for the direct day-to-day performance management of employees. An evaluator monitors each employee's performance, provides appropriate resources, and is responsible for coaching and feedback.

An evaluator is accountable for the performance or nonperformance of the work unit. A PCES unit manager may delegate the authority to a subordinate evaluator to oversee the work performance of employees provided there is a direct reporting relationship to the employee being evaluated. In these cases, the PCES unit manager retains the responsibility for proper implementation of PFP.



Evaluation Process

Are unit performance expectation discussions required?

Evaluators are required to have an interactive discussion with employees to address expectations at the beginning of the evaluation period.

What occurs during the mid-year discussion?

Employees record their understanding of unit goals to be achieved and their efforts toward achieving those goals. The evaluator and the employee should obtain the NPA Report Card for the unit as well as reports that reference actual performance to prepare for this review. Evaluators review employees' narratives of the employees' efforts toward team success and conduct mid-year performance review discussions during which employees receive feedback concerning their performance. Evaluators should help employees focus on efforts and strategies to achieve desired outcomes.

Are mid-year performance discussions required?

Evaluators are required to perform and record the dates that mid-year discussions were conducted for all eligible employees.

When are end-of-position accomplishment discussions required?

On assignment for 90 to 275 days:

Employees detailed, reassigned, promoted, or newly hired to eligible positions for more than 90 consecutive calendar days but less than 275 consecutive calendar days during the evaluation period must receive an end-of-position (EOP) discussion regarding their performance from the evaluator of that position. The EOP discussion must be based on the employee's overall contributions toward targets.

All EOP reviews must be completed by the evaluator within 15 days following the end of the employee's assignment to the eligible position.

The employee is responsible for ensuring that his/her work assignment profile is kept up to date for the entire evaluation year, including the dates of assignments held for 90 days or more.

Who performs the overall rating at the end-of-the-year evaluation period?

- The evaluator of an employee who occupied an eligible position, including detail assignments, for more than 275 consecutive calendar days during the evaluation period discusses the overall rating.

The evaluator of the employee's position (detailed or permanent) at the end of the fiscal year discusses the overall rating with an employee detailed, reassigned, or promoted to an eligible position for less than 276 consecutive calendar days during the evaluation period.



- Field employees who occupied an eligible position for at least 180 consecutive days and no more than 275 consecutive days will receive an interim rating based on the number of days the position was occupied.

What is included in the overall performance rating?

The overall performance rating is based on the NPA Composite Score (Corporate and Unit) for an employee's unit rounded to the nearest whole number. For example, if the NPA Composite Summary is 5.1, the overall numeric rating is 5.1, and thus the overall performance rating is rounded to 5. If the NPA Composite Summary is 3.57, the overall numeric rating is 3.57, and the overall performance rating is rounded to 4.

Are end-of-year performance discussions required?

Evaluators are required to perform and document the dates that end-of-year discussions were conducted for all eligible employees.

When is a performance rating not performed?

Under certain conditions, it may not be possible to derive a performance rating for an employee. If an evaluator determines that such conditions apply to an employee,

concurrence from the next higher level PCES executive and the Director, Field Human Resources must be obtained.

Conditions when a performance rating may not be possible include:

- Employees occupying eligible positions for less than 90 consecutive calendar-days during the evaluation period, or
Employees who are in a paid leave and/or leave without pay (LWOP) status for the entire evaluation period, **except for active Military LWOP and OWCP LWOP.**
- Employees in Career Ladder positions after October 1, 2023, are not eligible for PFP.

When can employees be excluded from PFP?

The evaluator may exclude an employee from PFP when documented action is pending or has been taken for conduct clearly unacceptable to the organization. Such determinations by the evaluator must be supported by appropriate documentation and have concurrence by the next higher level PCES executive and the Director, Field Human Resources.

When can evaluators discuss end-of-position results?

Evaluators can discuss EOP performance after it has been entered into the Performance Evaluations System (PES).



When can evaluators discuss overall performance ratings?

Evaluators must discuss overall performance ratings after they have been notified through the Performance Evaluations System (PES) that all overall performance ratings are finalized. Following this notification, evaluators may begin discussions with employees on their overall performance ratings.

What happens if an employee is on OWCP LWOP?

Employees who are on OWCP LWOP for the entire fiscal year (i.e., did not work at all) or for any part of the fiscal year, will receive a rating equal to their previous fiscal year rating, if available, or the rating that is equal to their NPA unit rating for the current fiscal year.

Employees on OWCP LWOP for any part of the fiscal year must be evaluated based upon his/her performance while at work. The rating must not be reduced because of the time spent in OWCP LWOP status.

An evaluator must select OWCP LWOP from the drop-down under ratings in PES, and the employee will receive a rating equal to their previous fiscal year rating, if available, or the rating that is equal to their NPA unit rating for the current fiscal year.

The rating the employee receives is based on the following factors:

- If the employee received a PES rating in the previous fiscal year, their rating for the current fiscal year will be equal to that of the previous fiscal year.
- If the employee did not receive a PES rating in the previous fiscal year, the employee will receive a rating that is equal to their NPA unit rating for the current fiscal year. If the employee received their individual overall & NPA rating in the Performance Pilot Program for the previous fiscal year, the employee will receive a rating that is equal to their NPA unit rating for the current fiscal year.

What happens if an employee is on LWOP for active military service?

Employees who are on LWOP because of active military service must be treated like they are in their current position as if they never left for military duty. An evaluator must select LWOP Military from the drop-down under ratings in the Performance Evaluation System (PES), and the employee will receive a rating that is equal to the average rating of PES or their previous fiscal year rating.

The rating the employee receives is based on the following factors:

- If the employee received a PES rating in the previous fiscal year, their rating for the current fiscal year will be equal to that of the previous fiscal year.
- If the employee did not receive a PES rating in the previous fiscal year, the employee will receive a rating that is equal to their NPA unit rating for the current fiscal year.
- If the employee received their individual overall & NPA rating in the Performance Pilot Program for the previous fiscal year, the employee will receive a rating that is equal to their NPA unit rating for the current fiscal year.

Performance Evaluation System

FY24 Evaluation Rules for Field Non-bargaining Employees



MyHR

For employees who are on active military LWOP during the entire evaluation period or in a duty status for less than 90 consecutive calendar days during the evaluation period, the following occurs:

- An employee will receive an overall performance rating proportional to the average of the employee's unit.

Employees who are in a duty status for 90 or more consecutive calendar days during the evaluation period receive a narrative performance review from their evaluator. All narrative performance reviews conducted during the evaluation period must be taken into consideration when deriving the employee's overall performance rating at the end of the evaluation period. Employees receive an overall performance rating based on an assessment of their contribution toward achievement of approved objectives at the end of the year.

- Under no circumstance should an employee's overall performance rating be adjusted based on periods of active military LWOP.

What happens if an employee separates after the evaluation period?

Employees who separate for reasons other than cause, misconduct, performance, or attendance after the evaluation period and before the effective date of the pay action must be evaluated. Nature of Action (NOA) Codes that would not require evaluations include, but are not limited to, the following: 310: Resignation-Charges Pending; 328: Termination During Probation (Pre-appointment Condition); 329: Termination During Probation; or 346: Removal.

What happens if an employee retires on 9/30? Are they still PFP eligible for payout?

If the employee retires or separates on 9/30, the evaluator just needs to select a "Reason for No End-of-Year" discussion as "Separated or Retired," enter in comments, and click the submit button. The evaluator will then be done with the pending action.

Is higher-level concurrence required for overall performance ratings?

In some instances, an employee in any given unit may have a different overall rating than the other employees in the same unit. This is because interim ratings are taken into account on a pro-rated basis in the calculation of overall ratings in cases where an employee spent 180 days or more in an eligible position. These ratings must be reviewed and approved by the functional unit PCES executive.

Performance Evaluation System

FY24 Evaluation Rules for Field Non-bargaining Employees



MyHR

Attachment A Position/Employee Categories Excluded From FY 2024 Pay-For-Performance (PFP)

Certain postal employees are not eligible for participation in the Pay-For-Performance (PFP) program and will be bypassed by PFP processing programs:

- Bargaining-unit Employees
- Casual and Non-career Employees
- Office of Inspector General.
- Postal Regulatory Commission.
- Judicial Office employees covered by specific federal salary statutes
- Postal inspectors.
- Contract employees (e.g., contract doctors)
- Employees of certain structured development programs (e.g. trainees and career ladder positions).

A list of these positions is also shown below, but it is not all inclusive.

PES / Performance Pilot Ineligible Occ Codes	
Job Title	Occ-Code
ACCOUNTANT ASSOCIATE	0525-0013
ACCOUNTANT ASSOCIATE	0525-0014
ADMIN SERVICES COORDINATOR (TEMP)	0342-5029
ADMINISTRATIVE JUDGE	0935-4003
ANALYTICS INTERN	1599-0002
ANNUITANT	2305-7182
ANNUITANT	2305-0158
ARCHITECTURE/ENGINEERING INTERN	0899-0001
ASSET MGMT & SUPPLY CHAIN ASSOCIATE	2003-0026
ASSET MGMT & SUPPLY CHAIN ASSOCIATE	2003-0027
ASSOC JUDICIAL OFFICER	0905-5030
ASSOCIATE MEDICAL DIRECTOR	0602-7005
ATTORNEY (HONOR PROGRAM)	0905-0038
BENEFITS SPECIALIST	0201-0339
BENEFITS SPECIALIST	0201-0348
BOARD OF GOVERNORS INTERN	0399-0001
BUSINESS ANALYST (MEPT) TRAINEE	2210-0149
BUSINESS ANALYST (MEPT) TRAINEE	2210-0150
BUSINESS ANALYTICS TRAINEE (PDP-02)	2370-0688
BUSINESS SYSTEMS ANALYST TRAINEE	2210-0407
CHIEF ADMINISTRATIVE LAW JUDGE	0935-4004
CHIEF OF STAFF TO THE PMG	2305-0077
COMMUNICATIONS INTERN	1099-0002
COMPENSATION PRGMS TRAINEE (PDP-01)	0201-0257
COMPENSATION PRGMS TRAINEE (PDP-02)	0201-0347
COMPUTER SCIENCE INTERN	1599-0004

Performance Evaluation System

FY24 Evaluation Rules for Field Non-bargaining Employees



MyHR

COMPUTER SCIENCE TRAINEE (PDP-01)	1550-0002
COMPUTER SCIENCE TRAINEE (PDP-02)	1550-0001
CYBER SECURITY INTERN	2299-0002
CYBERSECURITY TRAINEE (PDP-01)	2210-0420
CYBERSECURITY TRAINEE (PDP-02)	2210-0528
DATA ANALYST & STAT ASSOCIATE	1530-0048
DATA ANALYST & STAT ASSOCIATE	1530-0049
DATA ANALYTICS TRAINEE (PDP-01)	1530-0052
DATA ANALYTICS TRAINEE (PDP-02)	1530-0072
DATA SCIENCE SPEC TRAINEE	1530-0046
DATA SCIENCE SPEC TRAINEE	1530-0047
ECONOMICS INTERN	0199-0002
ECONOMIST ASSOCIATE	0110-0042
ECONOMIST ASSOCIATE	0110-0043
EEO SUPPORT TECHNICIAN	0260-0047
ENGINEERING ANALYST TRAINEE	1640-0009
ENGINEERING ANALYST TRAINEE	1640-0010
ENGINEERING INTERN	0899-0002
ENGINEERING TRAINEE (PDP-01)	0801-0045
ENGINEERING TRAINEE (PDP-02)	0801-0047
ETHICS / LEGAL COMPLIANCE INTERN	0999-0002
FINANCE/ACCOUNTING INTERN	0599-0002
FINANCIAL ANALYST ASSOCIATE	0505-0192
FINANCIAL ANALYST ASSOCIATE	0505-0191
FIREARMS AND TOOLMARK EXAMINER	1397-0013
FORENSIC ANALYST	1320-0021
FORENSIC CHEMIST	1320-0024
FORENSIC COMPUTER ANALYST	2210-0218
FORENSIC DOCUMENT EXAMINER	1397-0012
FORENSIC LATENT PRINT ANALYST	0072-0011
FORENSIC PHOTOGRAPHER	1060-0012
GENERAL ANALYST	2335-0039
GENERAL ANALYST	2335-0040
GIS QUALITY ANALYST TRAINEE (PDP-01)	2210-0547
GOVERNMENT RELATIONS / POLY SCI INTERN	1099-0003
HR POLICY SPECIALIST TRAINEE	0343-0292
HR POLICY SPECIALIST TRAINEE	0343-0304
HUMAN RESOURCES MANAGEMENT INTERN	0299-0002
HUMAN RESOURCES TRAINEE (PDP-01)	0201-0371
HUMAN RESOURCES TRAINEE (PDP-02)	0201-0420
I/O PSYCHOLOGY TRAINEE (PDP-01)	0180-0030
I/O PSYCHOLOGY TRAINEE (PDP-02)	0180-0041
INDUSTRIAL ENGN TRAINEE (LVL-01)	0896-0019
INDUSTRIAL ENGN TRAINEE (LVL-02)	0896-0018
INDUSTRIAL HYGIENE TRAINEE (PDP-01)	0690-0003
INDUSTRIAL PSYCHOLOGY INTERN	0199-0001
INFORMATION SECURITY SPEC TRAINEE	2210-0361
INFORMATION SECURITY SPEC TRAINEE	2210-0363
INFORMATION TECHNOLOGY INTERN	2299-0001

Performance Evaluation System

FY24 Evaluation Rules for Field Non-bargaining Employees



MyHR

INNOV DEV SPECIALIST TRAINEE (PDP-01)	2370-0559
INNOV DEV SPECIALIST TRAINEE (PDP-02)	2370-0560
INNOVATION TECHNOLOGY INTERN	2299-0003
INNOVATION TECHNOLOGY TRAINEE (PDP-01)	2370-0627
INSPECTION SERVICE STUDENT INTERN	2399-0001
INTL POSTAL AFFAIRS SPEC TRAINEE	0343-0275
INTL POSTAL AFFAIRS SPEC TRAINEE	0343-0276
IT TRAINEE (PDP-01)	2210-0419
IT TRAINEE (PDP-02)	2210-0529
JUDICIAL OFFICER	0905-7008
LABOR RELATIONS SPEC TRAINEE (PDP-01)	0201-0262
LABOR RELATIONS SPEC TRAINEE (PDP-02)	0201-0263
LABOR RELATIONS SPECIALIST	0233-5017
LEGISLATIVE RESEARCH ANALYST TRAINEE	1035-0112
LEGISLATIVE RESEARCH ANALYST TRAINEE	1035-0115
MAIL & PKG INFO SYS ANALYST TRAINEE	2210-0362
MANAGEMENT TRAINEE (A)	0343-0295
MANAGEMENT TRAINEE (B)	0343-0296
MANAGEMENT TRAINEE (C)	0343-0297
MARKETING INTERN	2399-0002
MASTER BLACK BELT IN TRAINING (NTE)	0343-0279
MATHEMATICAL STATISTICAL INTERN	1599-0005
MECHANICAL ENGINEER TRAINEE (PDP-01)	0830-0005
MECHANICAL ENGINEER TRAINEE (PDP-02)	0830-0006
MEDICAL DIRECTOR INSPECTION SERVICE	0602-0004
NURSE ANNUITANT	0610-0009
OPERATIONS MGMT TRAINEE (PDP-01)	1515-0043
OPERATIONS MGMT TRAINEE (PDP-02)	1515-0051
ORGANIZATION DESIGN TRAINEE (PDP-01)	0201-0344
ORGANIZATION DESIGN TRAINEE (PDP-02)	0201-0321
PERSNL RSRCH PSYCH TRAINEE (PDP-01)	0180-0042
PERSONNEL PROCESSING ASSOCIATE (TEMP)	0201-0213
PERSONNEL PROCESSING SPEC (HRSS)	0201-0086
PERSONNEL PROCESSING SPEC TEMP (HRSS)	0201-0106
PERSONNEL SECURITY TECHNICIAN (TEMP)	0080-0065
POSTAL INSPECTOR (A1)	2335-0060
POSTAL INSPECTOR (B)	2335-0061
POSTAL INSPECTOR (C)	2335-0062
POSTAL INSPECTOR (D)	2335-0063
PRICING ANALYST ASSOCIATE	2345-0154
PRICING ANALYST ASSOCIATE	2345-0155
PURCHASING & SM ASSOCIATE	1102-0083
PURCHASING & SM ASSOCIATE	1102-0084
PURCHASING & SM TRAINEE (PDP-01)	1102-0098
PURCHASING & SM TRAINEE (PDP-02)	1102-0099
RETAIL MANAGEMENT ANALYST TRAINEE	2305-0159
SECRETARY OF THE BOG	0301-5258
SENIOR EXECUTIVE ADVISOR	0301-0617
STAFF COUNSEL/HEARING OFFICER	0905-4038

Performance Evaluation System

FY24 Evaluation Rules for Field Non-bargaining Employees



MyHR

SUPERVISOR PEAK SEASON TEMP	2315-0088
SUPPLY CHAIN MGMT LOGISTICS INTERN	0399-0002
SUPV CUSTOMER SERVICES (APPRENTICE)	2310-0069
SUPV DISTRIBUTION OPS (APPRENTICE)	2315-0104
SURFACE LOG PLAN TRAINEE (PDP-01)	2330-0162
SURFACE LOG PLAN TRAINEE (PDP-02)	2330-0163
TRAINING INSTRUCTOR (CL)	1712-0013
TREASURY ANALYST ASSOCIATE	0505-0193
TREASURY ANALYST ASSOCIATE	0505-0194