

Performance Evaluation System

Ratings Recourse

Includes:
How to submit a ratings recourse request

Quick-Start Guide for Employees

NOTE: This Quick-Start Guide provides you basic information on navigating through PES. Screens may be slightly different or different functionality may have been added that is not included in this guide. If you have any questions on how to navigate in PES, please contact your PFP Coordinator.

Version 3, January 2010

Overview of the Ratings Recourse Process

What recourse is available for core requirements ratings?

An employee who believes that one or more of the core requirements ratings does not substantively reflect a fair assessment of his/her contribution to the work unit must document the concerns and rationale in the Performance Evaluation System (PES) within **45 days** of the date ratings are published to employees. This option is located on the main PES screen listed as End-of-Year Ratings Recourse.

Upon successful submission, the employee may request a follow-up discussion with the evaluator. If the evaluator is not in agreement and disapproves the ratings Recourse request in PES, the employee may request a review by the next higher-level evaluator within **10 days** of the disapproval. This is accomplished by submitting a timely request directly to the next higher level evaluator in PES. The next higher level evaluator reviews the employee's documented concerns and rationale and makes a determination. Normally, these reviews do not extend beyond the unit PCES manager.

All notifications of approval or disapproval are made by PES and final decisions typically occur within **90 days** from the beginning of the Recourse process.

Employees in *non-computer* offices will continue to document their concerns and rationale on paper and submit their ratings Recourse requests to their evaluators within the same **45-day** period.

The overall timeframe of the ratings Recourse process typically occurs within **90 days**, and the PES system has been enhanced to process such requests. All Recourse requests must be filed and processed within PES. Only employees at *non-computer* offices will continue to use the paper process to initiate a ratings Recourse request.

Before You Begin

Before you attempt to access PES, have your login information on hand.

Your Employee Identification Number (EIN) and USPS PIN or ACE Logon and Password. Your EIN is the unique, 8-digit number printed on your earnings statement, and your USPS PIN is the same PIN you use for PostalEase.

Access the System

You can access PES in either of two ways:

- type **http://performance.usps.gov** into your web browser's URL line — or —
- click on **Pay for Performance** on the main page of **Blue**, then click on the link for **Performance Evaluation System**.

At the logon screen, do the following:

- Log in with your EIN and USPS PIN or ACE Logon and Password

Access the Ratings Recourse Screen

After logging into the system, access the ratings Recourse screen.

Employee Name

Log Out | welcome to the Performance Evaluation System

Please select the fiscal year of the objectives you wish to access.

Fiscal Year 2006 Fiscal Year 2007 Fiscal Year 2008

Log Out | Back to Top

1. Click the appropriate Fiscal Year. The main menu for will display.

Employee Name Evaluator Name
Title Title

Log Out | Change Fiscal Year | welcome to the Performance Evaluation System

Calendar of Required Actions

End-of-Year Ratings Recourse
Perform tasks in the end-of-year ratings recourse process.

Reports
Print out reports

January 2008						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

View Full Calendar of Events

Log Out | Change Fiscal Year | welcome to the Performance Evaluation System

Calendar of Required Actions

Enter and Submit End-of-Year Ratings Recourse
Perform tasks in the end-of-year ratings recourse process.

Reports
Print out reports

January 2008						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

View Full Calendar of Events

2. Place your cursor over **End-of-Year Ratings Recourse**.
3. Click the **Enter and Submit End-of-Year Ratings Recourse** option.
4. A pop-up warning will appear. The warning informs the employee of the date that the Employee Ratings Recourse Request must be submitted.

Ratings Recourse Screen Overview

The ratings Recourse request screen displays in the following pages.

Note: The screens shown on the following pages illustrate the rating Recourse process for **Field EAS** employees. If your pay package is **HQ/HQ-Related Executives, Field Executives, HQ/HQ-Related EAS, Area EAS, Postmasters, ACS Attorneys, PPO Managers/Supervisors, EEO Field Operations** or **Sales EAS**, you will notice slight differences in how information is displayed on these screens. For example, **HQ/HQ-Related EAS** employees can only challenge the overall rating rather than multiple core requirements ratings because they only receive one overall rating for their core requirements.

- Employees can review their End of Year overall rating, as well as their individual core requirement ratings, by clicking the link highlighted in the **red box**.*
- Employees are able to review their individual core requirements by clicking the checkbox(es) to the right of each core requirement (**Show/Hide Core Requirement Detail**).

*This screen is displayed when you click the finalized End of Year Rating link.

Challenge Core Requirement Rating

The following screens will display each step in the ratings Recourse request process.

Note: The screens shown on the following pages illustrate the ratings Recourse request process for **Field EAS** employees. If your pay package is **HQ/HQ-Related Executives, Field Executives, HQ/HQ-Related EAS, Area EAS, Postmasters, ACS Attorneys, PPO Managers/Supervisors, EEO Field Operations** or **Sales EAS**, you will notice slight differences in how information is displayed on these screens. Slight differences might include:

- **HQ/HQ-Related Executives** – view 3 core requirements; 1 rating (1-15)
- **Field Executives (including PCES Postmasters)** – view 2 core requirements; 1 rating (1-15)
- **HQ/HQ-Related EAS** – view 4 core requirements; 1 rating (1-15)
- **Area EAS** – view 2 core requirements; 2 ratings (1-15)
- **Postmasters (including A-E)** – view 2 core requirements; 2 ratings (1-15)
- **ACS Attorneys** – view 4 core requirements; 1 rating (1-15)
- **PPO Managers/Supervisors** – view 4 core requirements; 4 ratings (1-15)
- **EEO Field Operations** – view 4 core requirements; 4 ratings (1-15)
- **Sales EAS** – view 4 core requirements; 4 ratings (1-15) **or** 2 core requirements; 2 ratings (1-15)

Home | Log Out | Change Fiscal Year

Submit Ratings Recourse Request - Fiscal Year

Click on the checkbox below the rating(s) you wish to challenge. Include your justification, documentation and the rating you request. You may save your work by clicking on the "Save and Finish Later" button. To return to the previous screen, click the "Back" button. Your request is not complete until you submit it to your direct evaluator. To submit to your direct evaluator, click on the "Submit to Evaluator" button.

To review your finalized End of Year Rating, [click here](#).

CAUTION: BE CERTAIN YOUR REQUEST IS COMPLETE AND INCLUDES ANY RATING(S) YOU WISH TO CHALLENGE PRIOR TO SUBMITTING TO EVALUATOR. YOU WILL NOT BE ABLE TO EDIT OR RECALL A SUBMITTED REQUEST.

**Submitted requests that do not meet the minimum requirements will not advance to the evaluator.

Assignment Type	Begin Date	End Date	Finance Number	Performance Pay Program	Unit or Postmaster Level	MPOO Code	Position Type	Evaluator
Permanent	10/01/2006	09/30/2007	123456	Field EAS (District and Facility EAS)	PCES Post Office	None	EAS Supervisor/Staff	Evaluator Name

Core Requirement #1 Show / Hide Core Requirement Details

Challenge this core requirement rating

Rationale for Ratings Recourse Change to this Core Requirement

Justification
Address your rationale and justification for challenging the rating for this core requirement.

Documentation
Provide documentation and data source that supports your requested rating change for this core requirement.

Rating Recourse Requested Change

Non-contributor	Contributor	High Contributor	Exceptional Contributor
<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3	<input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9	<input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12	<input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15

1. To challenge one or more core requirement rating(s), click the applicable **Challenge this core requirements rating** checkbox(es).
2. Enter your justification for challenging that core requirement rating in the **Justification** field.
3. Enter the documentation information that supports your challenge in the **Documentation** field. You should fully address the documentation/data source information in PES. PES does not have the ability to attach documents or files. However, if you choose to submit any **additional** hard copy documentation, it is your responsibility to provide that to your evaluator in a timely manner.

Rating Recourse Requested Change

Once you have entered your **Justification** and **Documentation** text, you must select the desired numerical rating Recourse change for that particular core requirement.

**You cannot submit a ratings Recourse request unless you provide justification and documentation to support the request.*

Challenge this core requirement rating

Rationale for Ratings Recourse Change to this Core Requirement

Justification
Address your rationale and justification for challenging the rating for this core requirement.

The reason I am challenging this core requirement rating is because....

Documentation
Provide documentation and data source that supports your requested rating change for this core requirement.

Documentation supports my request for this rating change because...

Rating Recourse Requested Change

Non-contributor <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3	Contributor <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9	High Contributor <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12	Exceptional Contributor <input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15
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<< Back Save and Finish Later Submit to Evaluator

1. Select the **Rating Recourse Requested Change**. *The system will not allow you to select a rating below your End of Year rating, or to request a rating change for a particular core requirement if you have already received the highest rating.*
2. If you select the **Back** button, any information that was not previously saved will be lost.
3. If you select **Save and Finish Later**, you will be taken back to the main screen and your progress will be successfully saved.
4. If you select **Submit to Evaluator**, a popup warning will appear asking if you are sure that you want to submit. Click **OK** only if you are completely finished and ready to submit.

Challenge this core requirement rating

Rationale for Ratings Recourse Change to this Core Requirement

Justification
Address your rationale and justification for challenging the rating for this core requirement.

The reason I am challenging this c...

Documentation
Provide documentation and data so...

Documentation supports my reques...

Rating Recourse Requested Change

Non-contributor <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3	Contributor <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9	High Contributor <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12	Exceptional Contributor <input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15
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<< Back Save and Finish Later Submit to Evaluator

Note: You should use the “Save and Finish Later” button as needed.

When the “Submit to Evaluator” button is clicked, a caution message appears. Once you confirm that you are ready to submit by clicking “OK,” the request has finalized and you will not have another opportunity to modify the request.

Rating Recourse Requested Change, cont'd.


5. If your ratings Recourse submission **does** meet the minimum requirement of an impact on your overall rating, your request will advance to your evaluator for further processing.

Employee Name	Evaluator Name
Title	Title
Home Log Out Change Fiscal Year	
Ratings Recourse Successfully Submitted!	
Your ratings recourse request has been successfully submitted to: Evaluator Name	
Log Out Change Fiscal Year	Back to Top

6. If your ratings Recourse submission **does not** meet the minimum requirement of an impact to your overall rating, your request will not advance to your evaluator. No further processing will be permitted.

Employee Name	Evaluator Name
Location	Title
Home Log Out Change Fiscal Year	
Ratings Recourse Submitted. Minimum Requirements Not Met.	
Your request does not meet the minimum requirement of impacting your overall rating. It will not advance to your evaluator and no further processing is permitted. Please contact your PFP coordinator if there are any questions related to the recourse process.	
Log Out Change Fiscal Year	Back to Top

The same message will display at the top of the employee's recourse submission screen.

Employee Name	Evaluator Name
Title	Title
Home Log Out Change Fiscal Year	
 Submit Ratings Recourse Request -	
Your request does not meet the minimum requirement of impacting your overall rating. It will not advance to your evaluator and no further processing is permitted. Please contact your PFP coordinator if there are any questions related to the recourse process.	

What Happens Next?

- You will receive notification via email of the decision concerning your ratings Recourse request.
- If your direct evaluator disapproves your ratings Recourse request, you will be notified via email. Log into PES to view the disapproval comments.

Submit Ratings Recourse Request

The recourse that you submitted to your evaluator was disapproved

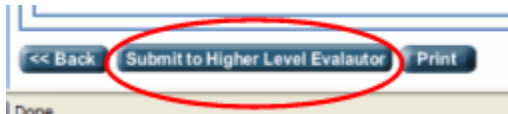
To review the disapproval comments, scroll down to the Ratings Recourse Disapproval comments section. You may request a review of this decision by your next level evaluator within 10 days of the disapproval date. To do so simply scroll down and click the "Submit to Higher Level Evaluator" button.

NOTE: If you do not submit this ratings recourse disapproval to the higher level evaluator within 10 days of the disapproval date, the decision will become final. At that time, no further processing will be available.

Assignment Type	Begin Date	End Date	Finance Number	Performance Pay Program	Unit or Postmaster Level	MPOO Code	Position Type	Evaluator
Permanent	10/01/2006	09/30/2007	123456	Field EAS (District and Facility EAS)	PCES Post Office	None	EAS Supervisor/Staff	Initial Evaluator

<< Back **Submit to Higher Level Evaluator** Print

- You may request a review of the direct evaluator's Recourse disapproval by the next higher level evaluator within **10 days**.
- To do so, click the **Submit to Higher Level Evaluator** button at the bottom of the screen. You will receive notification via email of the final decision.



- If you do not submit a request for review of your direct evaluator's Recourse disapproval within the 10 day period, the disapproval is final and no further processing will be permitted.

For Additional Information

- General information regarding the Pay-for-Performance program is also available on the PFP website.
- Direct specific questions regarding PES and the PFP program to your **PFP coordinator**. These coordinators are listed on the PFP website.