

Article 28 requires management to audit each employee's fixed credit no less frequently than once every four months. The count of an employee's stamp credit must take place away from the window operation, preferably in a quiet area. There must be adequate space for both the supervisor and the employee to count.

The supervisor must enter the count on PS Form 3294, and the employee must enter an independent count to a separate Form 3294. A credit should only be recounted at the request of the employee. An employee cannot transfer his/her credit to another employee in lieu of being counted out (audited by management).

### ***TRAINING***

The Postal Service should provide necessary training prior to assigning an employee to duties that require financial or security responsibilities.

The Window Clerk Examination should be administered immediately following completion of the classroom training. Work related interruptions of trainees and instructors should be avoided. Employees who receive a rating of marginal or better report to their new bid assignment. Such employees are not eligible for out-of-schedule premium while awaiting their test results.

## **Article 28.4**

### ***DEMAND LETTERS***

Management cannot cash an employee's payroll check to liquidate a debt without the employee's permission and the Inspection Service cannot withhold an employee's salary check when the employee is issued a Letter of Demand. Rather, when collecting a debt from an employee, the Postal Service must adhere to the requirements of Article 28 and Chapter 460 of the Employee & Labor Relations Manual (ELM).

All employees must receive written notice (Letter of Demand) of any money demand for any reason. The Letter of Demand, which must be signed by the postmaster or his/her designee, must notify the employee of a Postal Service determination of the existence, nature, and amount of the debt.

A Letter of Demand must specify the options available to the employee to repay the debt or to appeal the Postal Service's determination of the debt or the proposed method of repayment. Requirements governing the collection of debts from bargaining unit employees are in ELM, Section 460. If a grievance is filed regarding a demand for payment or a petition is filed pursuant to the Debt Collection Act, such demand is held in abeyance until final disposition of the grievance or petition regardless of the amount of the demand or type of debt.

Section 437 of the ELM provides a mechanism for an employee to request a *Waiver of Claims for Erroneous Payment of Pay*. Section 437 includes the purpose for which a waiver can be filed (Section 437.1), definitions (Section 437.2) and the mechanics for filing a claim (Section 437.3). In addition, a review by the installation head and human resources is provided for in Sections 437.4 and 437.5. Sections 437.6 and 437.7 complete the process.