SWC’s = Supervisor Workload Credits

Managers Customer Service and Supervisors Customer Service this is the most important file you need to monitor.

SWC’s (Supervisor Workload Credits) is the driving force behind your Managerial Staffing. It is imperative that all EAS working in a delivery unit should be aware of how this process is calculated.

USPS HQ updates the SWC’s calculations monthly and it can be accessed through the blue page. There are four slides which will walk you through the process so that you can pull up your individual numbers each month. If you feel that there is a discrepancy, the best way to prove your theory is to do a manual SWC’s.

It is strongly suggested that you do a manual SWC’s since the updated version on the USPS HQ blue page is calculated through Webcoins and you may have discrepancies there. If you find errors, they should be brought to the attention of the NY District so that corrections can be made. You should also contact us at the Branch along with the proper documentation.

There are many times when EAS are asking us why they are losing an EAS from their unit. We can only go by what we are given. You have the access to the numbers for your unit and you need to push back when there are discrepancies. Otherwise, you will continue to work with fewer EAS and have more of a burden on your operation.

The basic concept of managing a unit properly is having the right staffing. If your staffing is incorrect, you and your fellow EAS along with your employees will suffer undue hardship for it.

This is your survival. WEBCOINS must be accurate.

SWC’s must be reviewed at the beginning of every month.