

MSP & MISSED SCANS DEFENSE ARGUMENTS

1. If a carrier scans the hot case scan, and accidentally scans your bar code, it will automatically lock out anyone else from entering the bar code. This means that when you leave and scan your bar code, at the end of the day, the other carrier locked you out from downloading the office scans and you will show up as missing all the office scans. Your proof will be the mileage entered in the scanner from the previous days return to office scan. Although you will show up as a missed scan, you cannot enter the mileage without having scanned the back to office scan. This was done a year and a half ago. I have not seen that they have corrected this error. Have the manger attempt this and prove if a lockout occurs.
2. A dirty or wet cover to the laser (red plastic piece) may cause the scanner to miss the scan.
3. We have had an express mail scanned and then show up as missed. The investigation turned up that the label was numbered with one number, but the bar code showed another express number. Hence, the express showed a failure because of the (dual) miss numbered label.
4. Very strong Electromagnetic pulses can cause lost scans or even totally erase the memory chip (X-ray machines, Construction and Junk Yard Electromagnets for heavy lifting, heavy industrial electromagnets, ETC.)
5. The batteries have begun to lose their charge and won't scan correctly.
6. The barcode label becomes worn and won't scan correctly. Labels printed on a "personal computer" have incomplete or missing lines in the Barcode because of a dirty print head.
7. There is a computer error.
8. Most holsters have a drainage rivet right where it contacts and scratches the plastic, this causes download problems.
9. The very common inaccuracies and errors that are found in the scanner data retrieval system is exactly why the language was agreed to in M-01458
10. Ask for the manufacturer's accuracy figures. This should be a sound way of combating a claim of missed scans. Whether management can actually supply such a document is unknown to me, but until they do, I would claim that any missed scans are due to the error rate of the scanner. I read a post a few months ago where someone had said that the manufacturer only certified the scanners to read accurately 98% of the time. If that is true, then one out of 50 scans would not be recorded, and no carrier would be to blame.
11. Since the only evidence for this type of discipline (unless the supervisor actually witnessed the carrier missing the scan) is the "MSP data," how can management use it as the "sole basis" for discipline? An inadvertent, occasional missed scan is to be expected, especially since no installation's MSP scan expectation is set at 100%. Such an unrealistic expectation of perfection would in itself constitute a violation of just cause. Ask how many misses would justify discipline, even after a job discussion?

12. Make sure the scanner has right info in it as well... sometimes our PO Box section clerks will grab our scanners and type in their zip code. If you aren't awake in the morning, you might miss this.

13. Once a scanner is returned to the office, it must be put back in the cradle exactly right or it won't download correctly.

14. A carrier was written up for failure to scan an express which he claims he did. They scanned the express mail with the numbers under the bar code. The scanner showed a completely different number in the scanner. (See No. 3 above)

15. Scanned an MSP scan a several times with it showing successfully scanned and it never showed up on the download. Bar code was again scanned over a four day period and each time we added additional scans to the bar code; once the first day, twice the second, and so on. The manager. then replaced the bar code and it was no longer a problem. Note however, the scanner was recording all was well, but information was not downloading. The ONLY thing management. can prove is that the scanner did not download onto their computer. They cannot PROVE that the carrier did not scan the item. They may infer he didn't, but they cannot prove it.

16. The only proof they have is that the computer printout failed to download a successful scan. They were not there, so there is NO PROOF that the carrier failed to do his duty. Only an assumption he didn't, because of an already proven fallible computer program. When asked Management cannot definitively tell you that the computer program is completely infallible and absolutely perfect. Ask that in an interview.

Be sure to bring up that their own computer programs for CFS and DPS have a 2% error rate they attribute to them, so they know the programs are not perfect. The only one for sure that knows if the bar code is scanned is the carrier since they were the only ones there and their statement says it was scanned. There is no proof to the contrary, just a report of a failed download.

17. If the battery is dying it will purge memory to keep important scans. If there is an internal memory problem or the scanner is dying for what ever reason it purges. A brand new scanner can hold 300 scans per day. The older the scanner gets the less it can hold. if you check out the instruction manual for them they will give you a list of most important scans to least important scans:

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|-------------------------|---------------------|--------------------|-----------|
| 1.Express Mail | 2.Registered letter | 3.Certified letter | 4.Insured |
| 5.Delivery confirmation | 6.Signature Conf | 7.Collection | 8.MSP. |

18. If the scanner is placed in the cradle, and the supervisor attempts to download the information too quickly, for example to check collection scans, the report will show the last few (depending on how soon the download was attempted) as missed scans. Downloading after about 10 minutes seems to capture all the information.

19. Carrier simply forgot. However I would never admit to missing a scan if you thought it was going to get you in trouble.

20. Use Step 4 #M-01458 See M-01458 it states that "MSP data may not constitute the sole basis for disciplinary action."