

LABOR RELATIONS



Mr. Fredric V. Rolando  
 President  
 National Association of Letter  
 100 Indiana Avenue, N.W.  
 Washington, DC 20001-2144

Re: Q06N-4Q-C 11081434  
 Class Action  
 Washington, DC 20260-4101

Mr. Rolando:

Recently our representatives met in a prearbitration discussion of the above-referenced grievance.

The issue in this case involves changes to questions used in the automated Interactive Voice Response (IVR) system.

After reviewing this matter, we mutually agree that the subject issue has been resolved. Revisions to the IVR system on February 1, 2013, addressed the outstanding issues presented in this case. These changes were outlined in a January 31, 2013, letter to National President Rolando which states in relevant part:

*Currently when an employee who calls the Employee Service Line (877-477-3273, Option 4) to request unscheduled leave is unable to successfully negotiate the prompts, the caller is transferred to a contracted Call Center. There an agent collects the employee's information and enters it into the enterprise Resource Management System (eRMS). Beginning February 1 the IVR system will instead direct the employee to contact their supervisor in this circumstance.*

This agreement is without prejudice to the position of either party in this or any other case or circumstance.

Please sign and return the enclosed copy of this decision as acknowledgment of your agreement to resolve this case and remove it from the national arbitration docket.

Sincerely,

Alan S. Moore  
 Manager  
 Labor Relations Policy  
 and Programs

Fredric V. Rolando  
 President  
 National Association of Letter  
 Carriers, AFL-CIO

Date:

5-16-13