


**MEMORANDUM OF AGREEMENT  
BETWEEN THE  
UNITED STATES POSTAL SERVICE  
AND THE  
NATIONAL ASSOCIATION OF LETTER CARRIERS, AFL-CIO**

- The USPS Directors of Field Labor Relations or their designees(s) and the NALC National Business Agents or their designee(s) are jointly responsible for the day-to-day functions of the Dispute Resolution Process, for implementation of the Memorandum of Agreement Re: *Arbitration Scheduling Procedures and Guidelines*, and for adherence to the protocols regarding communication with arbitrators as stated below.
- The Headquarters Labor Relations Service Center (LR Service Center) is responsible for the administrative functions of arbitration scheduling and communicating with arbitrators. This responsibility includes reaching out to arbitrators regarding hearing dates, place and time of hearings, cancellation or rescheduling of hearing dates, travel issues, and any other additional details regarding hearings.
- Neither party is authorized to unilaterally contact an arbitrator regarding interpretation of an award or issues that arise when an arbitrator retains jurisdiction. The same is true for arbitration scheduling, questions about arbitration briefs, issues such as new information/arguments contained in a brief, exchange of briefs, time extension requests, or any other matter concerning a hearing. Instead, in the event a question, concern, or request arises, the concerned party must contact the LR Service Center and copy the other party in on the communication. The LR Service Center will coordinate contact with the arbitrator and communicate the arbitrator's response to both parties.
- When an issue arises, the parties should first discuss the matter with the other side to see if a joint agreement can be reached or meeting with the arbitrator is proper. If you can confirm agreement, always coordinate with the LR Service Center to notify the arbitrator of your agreement or schedule the meeting between the parties and the arbitrator.
- Any request to cancel a hearing date must be jointly agreed to and sent through the LR Service Center. The LR Service Center will contact the arbitrator to officially cancel a hearing date. In the event a hearing date needs to be cancelled on the day of the hearing due to an emergency or other unforeseen circumstance, all parties (including the arbitrator, the other party, and the LR Service Center) must be copied on the cancellation notice.
- For additional information on ex-parte communication, please reference the Joint Contract Administration Manual (JCAM).

  
\_\_\_\_\_  
Jennifer Breslin  
Manager, Collective  
Bargaining & Arbitration  
United States Postal Service

Date 05/19/2021

  
\_\_\_\_\_  
Lew Drass  
Vice President  
National Association of Letter  
Carriers, AFL-CIO

Date 05/19/2021