

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE
UNITED STATES POSTAL SERVICE
AND THE
AMERICAN POSTAL WORKERS UNION**

Re: Customer Care Center (CCC) Temporary Staffing MOU

The parties acknowledge their commitment to insourcing the call center work with sufficient staffing in order to bring closure to the outsourced contract. With the understanding that the terms of this memo have no effect on the parties dispute over the CCC job levels and also with the understanding that this memo will not be cited by either party for any reason in that dispute, the parties agree to the following staffing provisions:

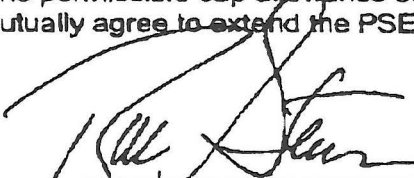
Residual vacancies that have not been filled via the bidding process, reassignment (excessing), rehab status job offer, unassigned regular preferencing or e-Reassign transfers will be filled temporarily for a period not to exceed six months from the date the first group of temporary staffing employees report for training at the CCC in Troy and LA, and 6 months from the date of opening at the Kilmer CCC, in the following order:

1. Rehab status and limited duty clerks by seniority within the installation
2. Rehab status and limited duty clerks by seniority within a 50 mile radius
3. Light duty clerks by seniority within the installation
4. Light duty clerks by seniority within a 50 mile radius

After these steps have been completed, remaining vacancies may be filled with Customer Care Center PSE's. These PSE's will be tracked and reported to the union on a monthly basis during the temporary period after which time they may be reassigned into Function 1 or Function 4 within the permissible cap allowance or terminated for lack of work, unless the parties mutually agree to extend the PSE employment in a CCC.

 2/25/13

Mike Mlakar Date
Manager, Field Labor Relations
USPS

 2-25-13

Rob Strunk Date
Director, Clerk Division
APWU (AFL-CIO)