

**Memorandum of Understanding
Between the
United States Postal Service
And the
American Postal Workers Union, AFL-CIO**

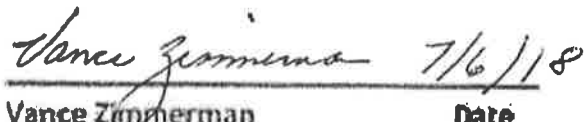
Subject: eAppeals MOU Extension

The Parties agree to extend the *Memorandum of Understanding Between the United States Postal Service and the American Postal Workers Union, AFL-CIO Subject: eAppeals* and its related Questions and Answers dated November 20, 2014 will be extended through December 31, 2022.



Michael R. Miakar
Manager, Field Labor Relations
United States Postal Service

7/6/18
Date



Vance Zimmerman
Industrial Relations Director
American Postal Workers Union, AFL-CIO

**Memorandum of Understanding
Between The
United States Postal Service
And The
American Postal Workers Union, AFL-CIO**

Subject: eAppeals


The parties agree to extend the process for the electronic transmission of grievance appeals to Steps 1, 2, 3, Direct Appeals and arbitration, union requests for information and other related documents and correspondence (e.g. GATS numbers, grievance decisions, information requests, case files, etc.) for an additional five (5) years commencing on the date of this agreement, while also continuing the use of standard paper document transmissions.

Prior to the implementation or expansion of the use of any of these formats of electronic transmission for Steps 1,2 and union requests for information, the local parties must meet to discuss the procedures that will be followed in order to maintain the terms of Article 15 (Grievance-Arbitration Procedure) of the Collective-Bargaining Agreement and exchange email addresses.

The parties will meet periodically during the five (5) year period to review and discuss the results and to make modifications or enhancements, as mutually agreed to.



Michael R. Miakar
Manager, Field Labor Relations
United States Postal Service
11/20/14
Date



Tony D. McKinnon, Sr.
Director Industrial Relations
American Postal Workers Union
11/20/2014
Date

Electronic Grievance System: Questions and Answers

Questions and Answers Re: Electronic Grievance System (EGS)/eAppeals, USPS-APWU.

(These questions and responses are not intended to alter, amend or modify in any way the terms of the National Agreement)

1. What is the Electronic Grievance System (EGS)?

Answer: EGS is a web-based grievance tracking and data storage software system developed for the APWU.

2. Is the eAppeals option in EGS still a pilot program with USPS?

Answer: No, the parties at the National level have agreed to extend the process for the electronic transmission of grievance appeals (eAppeals) for an additional five years.

3. How can a local union access EGS?

Answer: The local President can sign up to use EGS at www.APWUegs.com and receive the initial username and password as a local Administrator.

4. How are grievance appeals received through EGS?

Answer: The local union must contact the District Labor Relations office to obtain the e-mail address that is to be used for the receipt of appeals to Step 1 and to Step 2. Step 3 appeals and Direct Appeals are sent to LReAppeals@usps.gov. Grievance appeals sent through or to a personal e-mail address will not be accepted.

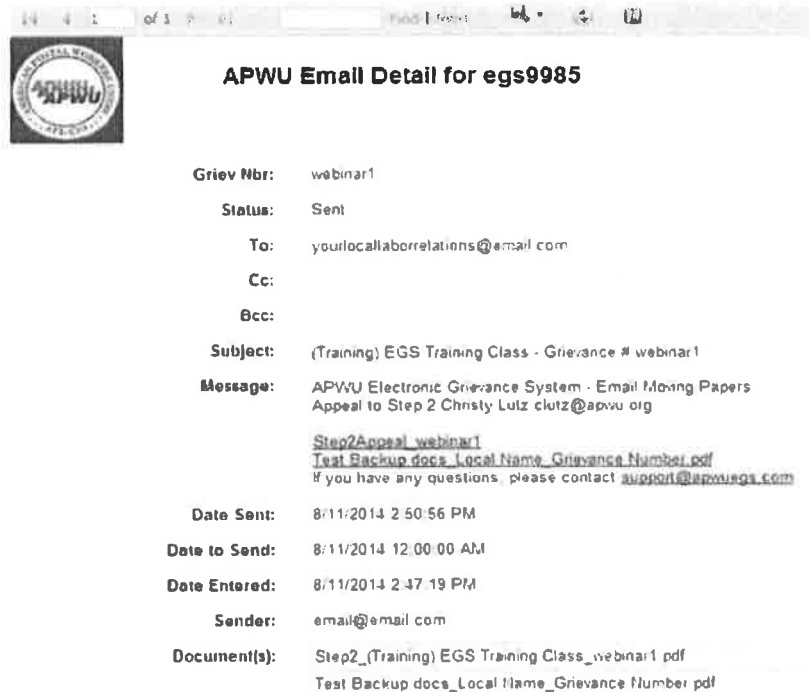
5. Where will the EGS Appeals come from?

Answer: All EGS appeals will come to the USPS email address of your choice from a dedicated email support@grievancetrack.com. The appeals will not come from the Steward's email address.

6. Must a local union that has properly opted to the use of eAppeals file all grievances electronically?

Answer: No. The union may follow electronic grievance appeals by also mailing the hard copy documents to the appropriate, designated official.


7. How is proof of an eAppeal grievance filing evidenced?
Answer: EGS contains a menu item titled "Reports", with a link that is titled "Emails", which records the time and date of each eAppeal transmission.




The screenshot shows an email client interface with a search bar at the top. Below the search bar is the APWU logo and the title "APWU Email Detail for egs9985". The email details are as follows:

- Griev Nbr:** webinar1
- Status:** Sent
- To:** yourlocallaborrelations@email.com
- Cc:**
- Bcc:**
- Subject:** (Training) EGS Training Class - Grievance # webinar1
- Message:** APWU Electronic Grievance System - Email Moving Papers Appeal to Step 2 Christy Lutz clutz@apwu.org
[Step2Appeal_webinar1](#)
[Test Backup docs_Local Name_Grievance Number.pdf](#)
If you have any questions, please contact support@apwuegs.com
- Date Sent:** 8/11/2014 2:50:56 PM
- Date to Send:** 8/11/2014 12:00:00 AM
- Date Entered:** 8/11/2014 2:47:19 PM
- Sender:** email@email.com
- Document(s):** Step2_(Training) EGS Training Class_webinar1.pdf
Test Backup docs_Local Name_Grievance Number.pdf

8. May the local and Regional/Area parties exchange and transmit other relevant documents electronically?
Answer: Yes. The eAppeals MOU between the parties provides for the electronic transmission of other related documents and correspondence such as GATS numbers, RFI's and responses, etc.


Michael R. Mlakar **Date**
Manager, Field Labor Relations
United States Postal Service


Tony D. McKinnon, Sr. **Date**
Director Industrial Relations
American Postal Workers Union