

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?

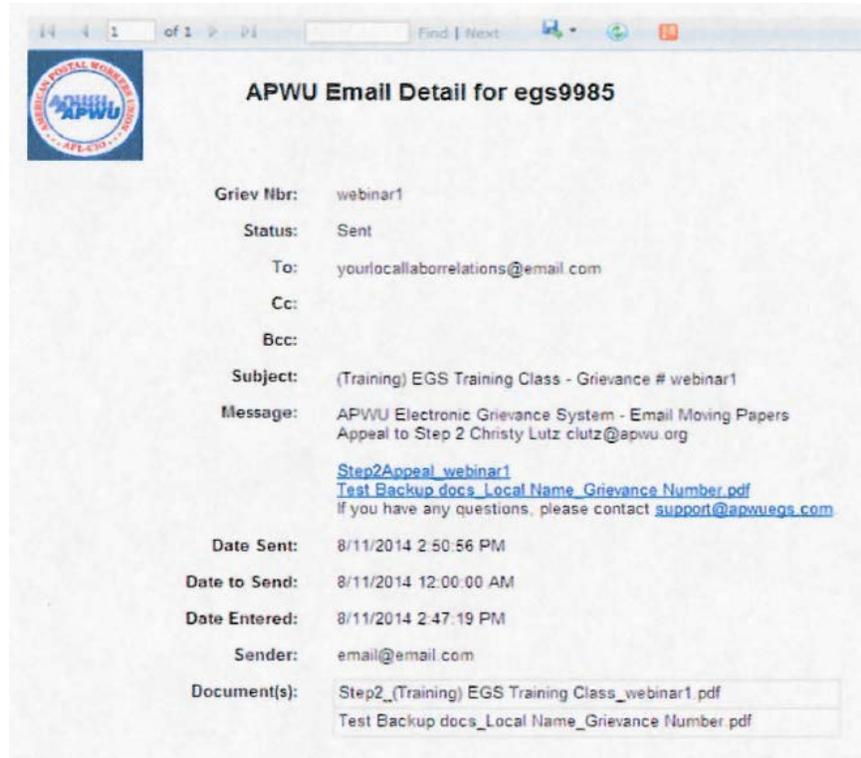
Answer: All EGS appeals will come to the USPS email address of your choice from a dedicated email support@grievancetrack.com. The appeals will not come from the Steward's email address.

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?

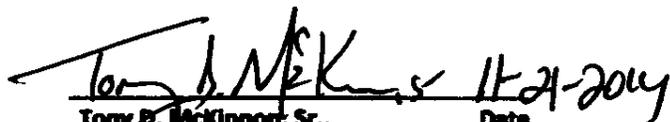
Answer: EGS contains a menu item titled "Reports", with a link that is titled "Emails", which records the time and date of each eAppeal transmission.



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.


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