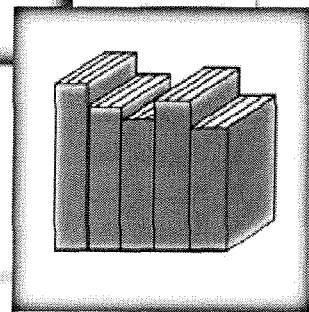
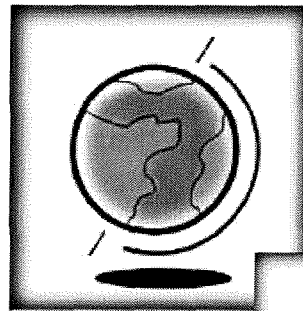


American Postal Workers Union

APWU Search

USER GUIDE



Industrial Relations

Greg Bell, Director

American Postal Workers Union, AFL-CIO

William Burrus, President

APWU Search

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Chapter 1—Introduction to APWU Search

A. Chapter Overview

This chapter provides a history of the APWU Search program and outlines the main advantages and features of the new Internet-based Search program.

The following topics are addressed:

- B. History of APWU Search
- C. Advantages of Internet-based APWU Search
- D. Features of Internet-based APWU Search

B. History of APWU Search

APWU Search was developed and implemented in 1995 by the American Postal Workers Union to replace its Arbitration Information Retrieval System (AIRS). The only remaining legacy of AIRS is that arbitration awards are still assigned a sequential number which is known as the AIRS number.

APWU Search is the central research database for arbitration and contract negotiation documents. It is available to local unions, field offices, and APWU Headquarters in Washington, DC. Users can use key word searches to locate regional and national arbitration awards, Step 4 decisions and settlements, and handbooks and manuals.

When initially implemented, the database of documents resided at APWU headquarters and was accessed using special software. The original copies of documents were available from a set of CD-ROM disks which had to be obtained from APWU Headquarters.

In December of 1999, the APWU Search database was moved to the Lexis-Nexis EKSearch company in Ohio and became available through the Internet.

C. Advantages of Internet-based APWU Search

The biggest advantage of the Internet-based APWU Search is that it can be accessed, without special software, from any computer with Internet access—your home, your office, a public library, or even from your laptop in a hotel room.

Other advantages of APWU Internet-based Search include:

- Elimination of CD ROM disks, long-distance telephone charges, and special software to view the original document images,
- Simplified search interface,
- Capability to save awards and other documents to a disk,
- Quicker access to newly released awards and other documents,
- Access to an "800" Help Line 24 hours a day, 7 days a week.

D. Features of Internet-based APWU Search

Users access the APWU Search page by entering an ID and password, which can be obtained from the APWU Industrial Relations department. From the Search page users conduct simple or sophisticated "key word" searches to obtain a list of arbitration awards, Step 4 settlements, handbook or manual citations, or CBR articles that meet their search criteria.

The Search page also includes "links" to the APWU Home Page, MSPB Awards, the U.S. Code, the Code of Federal Regulations, the Federal Register and Postal Bulletins.

Search results are displayed in the original document format (PDF—Portable Document Format) and in a web-based format (HTML—Hypertext Markup Language). The exception is that the CBR is displayed in HTML format only. See page 31 for a complete explanation of the document formats.

Chapter 2—Getting Started with APWU Search

A. Chapter Overview

This chapter outlines the basic information needed to begin using APWU Search. Topics covered in this chapter include:

- B. Software and Hardware Requirements
- C. Signing on to APWU Search
- D. Obtaining Help
- E. Using the Internet Explorer Toolbar
- F. Selecting Search Options

B. Software and Hardware Requirements

To use APWU Search you need a PC with one of the later versions of Windows or Windows NT, access to the Internet, and a web browser.

This section describes the specific software and hardware requirements to optimally use APWU Search.

1. Internet Explorer (IE), version 4.01 or higher web browser. You must use IE to be able to access all Search features. You can obtain a copy of the latest version from the following web site:
 - <http://www.microsoft.com/windows/ie/default.htm>
2. Adobe Acrobat Reader 3.0 or higher. Version 4.0 is strongly recommended because it provides the latest features including an updated toolbar. This software that enables you to read arbitration decisions in their original format. You can obtain a copy of version 4.0 from the following web site:
 - <http://www.adobe.com/products/acrobat/readstep.html>
3. One of the following versions of Windows: 95, 98, 2000 or NT 4.0.
4. A monitor with a screen resolution of 800 X 600 at 256 colors or better. A monitor with a screen resolution of 1024 X 768 at high color is recommended.
5. A connection to the Internet. This can be through a modem or through a connection provided by your network. A connection of 56K or higher is strongly recommended.

Notes: To easily obtain a copies of the software from the web sites listed above, choose the **System Requirements** help topic from the drop-list in the opening APWU Search page.

MAC users and users of Windows 3.X, NT 3.51, Internet Explorer 3.X or below, Netscape, or any other software not listed above will not be able to use some aspects of APWU Search.

C. Signing onto APWU Search

The first thing you must do is establish a connection with the Internet. Because some Internet Service Providers, such as AOL, use Netscape Navigator as their default browser, you may first need to launch Internet Explorer (IE). After you have launched Internet Explorer you are ready to connect to the APWU Search web site.

1. In the address portion of IE, enter the following web address:

- <https://eks.lexis-nexis.com/eksearch/>

Tip! Create a **shortcut** to APWU Search after you connect to the Lexis-Nexis Sign-On page by right-clicking on the page and choosing "Create Shortcut." You will receive the following message: "A shortcut will be placed on your desktop." Click OK. The next time you connect to the Internet, simply click on the APWU Search shortcut to go to the Sign-On page.

2. From the Lexis-Nexis EKSearch Sign-On page:

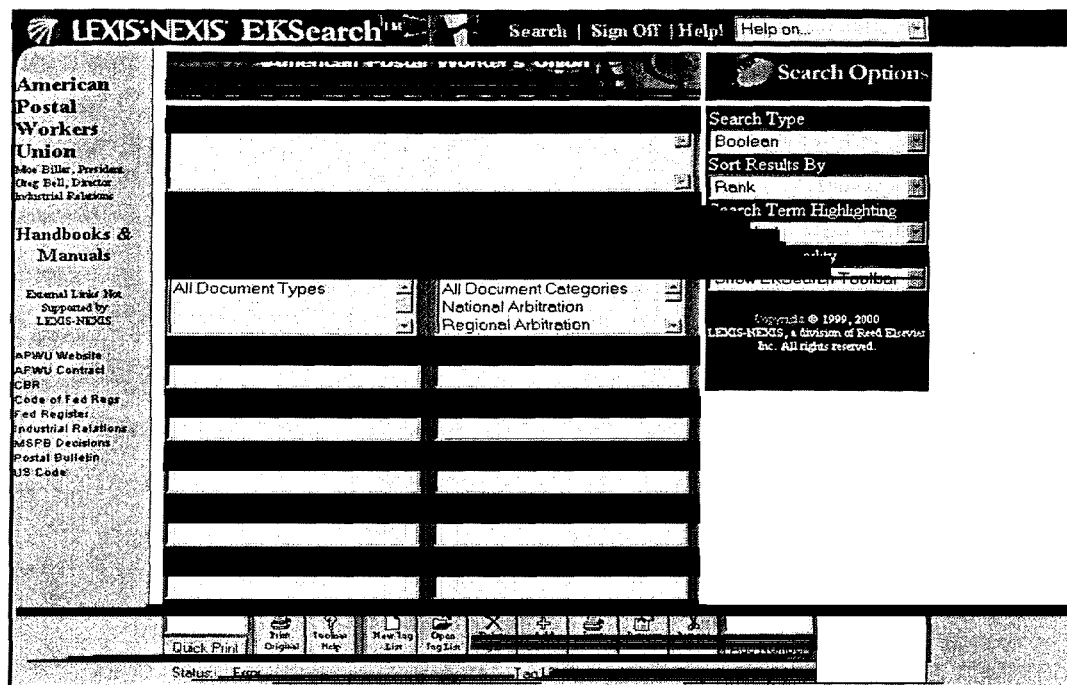
- 2.1 Enter your Lexis-Nexis ID, which was assigned to you by APWU Industrial Relations, and press <Tab>.
- 2.2 Enter your Password, which is the same as your ID.

- If you don't want to enter your ID and password each time you use APWU Search, click "Check this box to save your password and login information."
- You don't need to enter anything in the Database field because APWU uses only one database, which is invoked automatically.
- The "Check this box to use SSL (recommended)" is marked by default. It provides an encryption program to prevent unauthorized interception of APWU Search data.

2.3 Click the Sign-On button or press <Enter>.

Note: You may be prompted to change your password. If this occurs, just follow the instructions presented on the screen.

3. After you sign on you will be at the APWU Search page.



D. Obtaining Help

There are three types of help available to APWU Search users:

- The Help Line, available 24 hours a day, 7 days a week to answer technical problems, provided by Lexis-Nexis (the company that administers the Search database).
- APWU Industrial Relations department to answer questions about the capabilities of the Search program or to obtain a user ID and password.
- Online Help found on the APWU Search page.

1. To reach the Help Line:

- 1.1 Call 1-800-543-6862.
- 1.2 Select the appropriate option:
 - a) Option 1, help with Searching.
 - b) Option 3, Technical Troubleshooting.
 - c) Option 4, trouble with your ID or password.
- 1.3 Specify that you are an APWU Search user.

2. To reach APWU Industrial Relations:

- 2.1 Call 202-842-4273.
- 2.2 Ask for Joanne Gibson or Kevin George.

3. To use Online Help, click the Help on drop-down list from the APWU Search page and choose from the following topics:
 - 3.1 The Search Page—provides a visual reference along with a description of the elements of the APWU Search page.

Also included are basic instructions on the mechanics of using the search options, displaying the search results and navigating the search results.
 - 3.2 Searching Tips—free text searching and Boolean searching is described along with examples of Boolean searches. A list of noise words is included.
 - 3.3 System Requirements—explains the software and hardware requirements to optimally use APWU Search. Includes hyperlinks to web sites to obtain copies of updated software versions.
 - 3.4 Customer Service—provides the phone number of the Help Line and lists the available help options.
4. Help topics may be printed by clicking the Print button on the Internet Explorer toolbar.

E. Using the Internet Explorer Toolbar

The Microsoft Internet Explorer (IE) toolbar consists of buttons that are shortcuts for menu commands. They make browsing faster and easier. This section describes the most frequently used IE buttons.



1. **Back**—enables you to return to pages you've just viewed, beginning with the most recent.
2. **Forward**—enables you to move forward through pages you've viewed previously using the Back button.

Note: If you are using Internet Explorer 5.0, you can right-click the Back button or the Forward button and select from a list of recently visited web sites.

3. **Stop**—halts the process of loading a web page. Click this button if you want to stop loading the page for any reason. For example, if you're loading a page and it's taking too long and you don't want to wait, click Stop. Then try downloading it again or browse elsewhere.
4. **Refresh**—updates the web page you're currently viewing.
5. **Home**—returns you to your home page. You can designate any web page as your home page.
6. **Search**—displays a choice of popular Internet search engines in the left frame (the Explorer bar). Choose a search engine and enter the word or phrase you're searching for. In the list of search results, click one of the hyperlinks to display the page in the right frame. The search results remain displayed in the left frame.
7. **Favorites**—displays a list of the web sites, folders and files that you've saved as a Favorite. To go to a Favorite, click the hyperlink.

- 7.1 To add a web page to your Favorite list:
 - a) Go to the web site.
 - b) From the IE menu, click Favorites, Add to Favorites, OK.
8. History—displays a list of folders containing links for Web sites visited in previous days and weeks. Click a folder or page to display the Web page.
9. Print—prints the page you're viewing. This is one way to save information from the Internet so that you don't have to reconnect to view it again. To print a specific portion of the page, multiple copies and other options prior to printing, right-click on the page, choose Print and select your options.
10. Fullscreen—displays more of the web page by hiding the title bar, menu bar, address bar and task bar. To restore the screen to its previous size, click the Fullscreen button again.

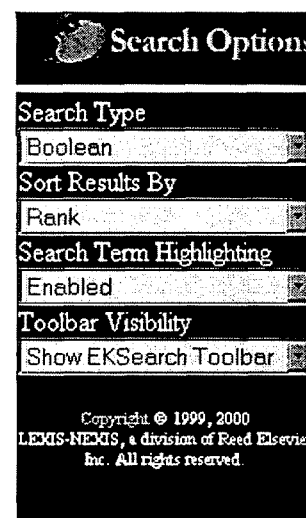
F. Selecting Search Options

The Search Options are found in a black frame on the APWU Search page. Once the four options are set, they remain at that setting until you change them. You probably will change only the Sort Results By option when performing a search. This section explains the four search options.

1. Search Type—configures your search word or phrase for Boolean or FreeText searching.

- 1.1 Boolean—the default search type. Boolean searching uses the AND, OR and NEAR connectors to relate key words. It also utilizes wildcards to find many forms of a word.

- 1.2 FreeText—this type of query performs a best match of the specified words and phrases. It ignores Boolean connectors and wildcards.



Note: APWU recommends using **BOOLEAN** as your Search Type.

2. Sort Results By—orders the search results based on the option you select. The following sort options are available:
 - 2.1 Rank—sorts the search results, beginning with the documents which contain the largest number of words or phrases that match your search criteria.
 - 2.2 Date Added—sorts the documents according to when they were added to the APWU Search database. The most recent documents are listed first.
 - 2.3 Document Number—sorts the search results list by document number in ascending order.

- 2.4 Hearing Date—sorts the Search Results list according to when the arbitration hearing was held. The most recent hearing dates are listed first.
- 2.5 Decision Date—sorts the Search Results list according to when the arbitration decision was written. The most recent decision dates are listed first.
- 2.6 Settlement Date—sorts the Search Results list according to when the settlement was signed. A settlement is only applicable to Step 4 grievances and is signed by both the APWU and the Postal Service.
- 2.7 USPS Number—sorts the Search Results list by USPS number in ascending order.
- 2.8 Union—sorts the Search Results list according to the sponsoring Union in ascending order. Since APWU is always listed first, go to Last Results to view the bottom of the list to see if the Mail Handlers or the NALC sponsored any of the grievances.
- 2.9 Contract Topic/Article—sorts the Search Results list according to Contract article or handbook/manual that is cited in the case.
- 2.10 Grievant—sorts the Search Results list by Grievant in ascending order.
- 2.11 AIRS Number—sorts the Search Results list by AIRS Number in ascending order. Usually the Document Number and the AIRS Number are the same.
- 2.12 Union Advocate—sorts the Search Results list by Union Advocate in ascending order.
- 2.13 Arbitrator—sorts the Search Results list by Arbitrator in ascending order.

- 2.14 USPS Advocate—sorts the Search Results list by USPS Advocate in ascending order.
 - 2.15 Subject—sorts the Search Results list by subject as specified in the document header information. Only Step 4 documents contain a subject.
- 3. Search Term Highlighting—when enabled, search terms in the search results documents are highlighted in red. When using a Boolean search, connectors (AND, OR, NEAR) are ignored. When using FreeText searching, all words or phrases used in the search are highlighted.
 - 4. Toolbar Visibility—you can choose to hide or show the Printing and Tagging Toolbar.

Note: *The first time you sign onto APWU Search, the default is to hide the Toolbar. To make the Toolbar visible, select Show EKSearch Toolbar. **It may take several minutes to load the toolbar the first time it is enabled**, especially if you are connecting to the Internet with a modem.*

Chapter 3—Constructing a Boolean Search

A. Chapter Overview

Through the use of examples, this chapter explains the procedure used to construct a Boolean search. Use of the connectors AND, OR , NEAR and AND NOT are explained, as well as how to use wildcards to find different forms of a word. The technique of nesting search terms within parentheses to increase the complexity and power of searching is also explained.

Topics covered in this chapter include:

- B. Summary of the Search Procedure
- C. Identifying Key Words and Phrases
- D. Using Connectors
- E. Using Wildcards
- F. Constructing Nested Searches
- G. Sample Searches

B. Summary of the Search Procedure

This section summarizes the steps for constructing, executing and modifying a search.

1. Design the search.
 - 1.1 Identify the issue.
 - 1.2 Determine which key words or phrases to use.
2. Enter the search terms.
 - 2.1 Use the appropriate connectors (OR, AND, NEAR) to join words or phrases.
 - 2.2 Use wildcards (single or double asterisk*) to find all forms of a word.
 - 2.3 Use parentheses, if necessary, to enclose a phrase to be searched first.
3. Execute the search.
 - 3.1 Click the *Search* button to obtain the Search Results list of documents.
 - 3.2 To return to the Search page, click the *Search* link in the Search Results page.
4. Modify your search terms if desired and execute the search again.
5. To conduct a new search and clear out the old search parameters, click the *Reset* button.

C. Identifying Key Words and Phrases

When beginning a search, it is important to identify the issue for which you want to find arbitration awards or other documents. Searches are not case sensitive. This section suggests an approach for designing your search.

1. Examine all the facts of the situation and ask yourself "What is the major issue in this case?" Phrase the issue in terms of a question.
2. Identify the key search words.
 - 2.1 Look closely at the question you used to describe the issue.
 - 2.2 Use short concise words to identify the issue rather than long phrases.
 - 2.3 Think of words that are synonyms of the key words.
3. Eliminate "noise words." Examples of noise words include common words such as "was, were, for, from" and so on.

D. Using Connectors

After you have identified the key words and phrases, link them together using connectors. The connector determines how the database will be searched. This section describes each of the connectors and includes examples.

1. OR—expands the scope of your search. When the OR connector is inserted between two key words or phrases, the system searches for documents which contain either of the key words or phrases.
 - Example: falsification OR fraud—all documents which contain either of these words will appear on Search Results list.
2. AND—narrows the scope of your search. When the AND connector is inserted between two key words or phrases, the system searches for documents which contain both of the key words or phrases. Because both key words or phrases must exist in the document, fewer documents meet this criteria.
 - Example: falsification AND fraud—all documents which contain both of these words will appear on the Search Results list.
3. AND NOT—excludes certain words from your search.
 - Example: falsification AND NOT employment application—all documents which contain the word "falsification" will be found, and documents that also mention "employment application" will be excluded from the Search Results list.
4. NEAR—this connector requires that one key word appear within 50 words of another key word.
 - Example: falsification NEAR fraud—all documents which contain the words falsification and fraud and are within 50 words of each other, will appear on the Search Results list.

E. Using Wildcards

When performing a search, wildcards are symbols that can substitute for a single character or multiple characters in a word. Wildcards enable you to find all forms of a word. APWU Search uses these two wildcards:

1. Single asterisk (*)—looks for words that begin with the same letters.
 - Example: key* will find key, keying, keyhole, keyboard, etc.
2. Double asterisk (**)—looks for all forms of a word.
 - Example: fly** will find fly, flew, flown, and flying.

F. Constructing Nested Searches

This method of structuring a search is particularly helpful when writing complex search queries. When using both the AND and the OR connector in a search, one of the phrases is placed within the parentheses. Using parentheses in a search forces the order of how the search is processed.

1. APWU Search always processes the search phrase within the parentheses first.
2. The results from the first part of the search (within the parentheses) are combined with the last part of the search to produce the Search Results list. Using the parentheses ensures that the OR terms are kept together as a logical unit.
 - Example: (falsification or fraud) and mistake—all documents that contain either of the words "falsification" or "fraud," are located. Next, documents that also contain the word "mistake" are located. The Search Results list includes documents with the word "mistake" as well as either of the words "falsification" or "fraud."
 - Example: falsification or fraud and mistake—by not using the parentheses, documents are found that contain the word "falsification" by itself, and also documents containing both the words "fraud" and "mistake."

G. Sample Searches

Intermittent Family Medical Leave

Between January and March of 1999, Grievant took several intermittent absences covered under the Family Medical Leave Act (FMLA) in order to care for her daughter who suffers from a chronic medical condition. In January she had more than 1250 hours during the previous 12-month period, which is required under the FMLA.

In May of 1999 she was given a letter of warning regarding her absences. During June and July she had five more absences to care for her chronically ill daughter. In September she was suspended for one week.

The Union filed a grievance and the suspension was withdrawn. However, the letter of warning was still in affect. The issue is whether a person, eligible for FMLA at the time their leave commences, but then due to intermittent leave for the same medical condition, falls below the minimum required 1250 hours in the previous 12-month period, is still eligible for medical leave. The position of the Union is that the grievant is still eligible for leave under the FMLA, but the Postal Service disagrees.

1. You want to find cases that support the Union's position.
 - fmla near intermittent or family medical leave near intermittent
 - (fmla near intermittent or family medical leave near intermittent) and 1250 hours
- OR
- (fmla near intermittent or family medical leave near intermittent) and (1250 hours or eligib*)
2. Find only cases that are sustained or modified. See Chapter 4—Using Advanced Search Terms, page 22 for instructions.

Subcontracting

In April 2000 APWU learned that a contractor was used in the Tampa, Florida Post Office to relocate the power supplies for mail processing equipment that had been moved into the North section of the building. The relocation would involve disconnecting the power supply, removing and remounting the electrical panels to be closer to the work area, extending new conduit and wiring and installing new overhead fluorescent lights. The controls in the electrical panels were not rewired. The electrical service involved was three phase 440 volts.

The APWU local filed a grievance, now scheduled for arbitration, contending that the Agreement was violated when Management used the services of an electrical contractor to perform all of this Maintenance Craft work when there were qualified level 6 Maintenance Electricians and/or Level 7 MPE Mechanics or Level & Building Equipment Mechanics from the craft available to do all of this work in a timely manner. In addition the Union claims that all the requirements of the Contract and handbooks and manuals concerning subcontracting were not followed—in particular, that Management repeatedly denied the Union's request for information about the subcontracting, nor did it provide any documentary evidence that it gave good faith consideration to any of the required subcontracting factors.

Management claims that this is a repair and alterations project for which the prohibitions on subcontracting do not apply, that this project is beyond the scope of work of in-house personnel, and the voltages involved were beyond the limits approved for Postal Service electricians.

1. Find any cases that address the Union's argument that the moving of the electrical panels and replacement of lights is beyond the scope of work of the bargaining unit technicians.
 - sub-contract* near electric* or subcontract* near electric*
2. The Union also wants the arbitrator to shape a remedy that punishes management for its failure to respond to the three information requests of the Union. Find any cases that discuss the authority of the arbitrator to provide this type of remedy.

- (sub-contract* near information or subcontract* near request for information) and (punitive near damages)

OR

- (sub-contract* or subcontract*) and (information request or request for information) and (punitive near damages)

3. Modify your search and find only cases that have an outcome of sustained or modified.

Chapter 4—Using Advanced Search Terms

A. Chapter Overview

Within the APWU Search page, the Advanced Search Terms portion provides additional options when constructing a search. It allows you to search on individual fields. These searchable fields are also referred to as segments.

For example, you can choose the type of document to search, add date restrictions to your search, and focus your search by including a particular piece of summary information such as the name of the grievant, the nature of the case or the outcome of a case.

Individual fields or segments can be selected together to get the best possible results for the search criteria. When constructing a search within a segment field, search terms can be combined with the connectors (AND, OR).

Topics covered in this chapter include:

- B. Selecting a Document Type and Category
- C. Adding Segment Searches
- D. Entering Date Restrictions

The screenshot displays the 'American Postal Worker's Union APWU Search' interface. It features a large search input field at the top. Below this, there are two columns of filter options. The left column includes 'All Document Types' and a list of document types: 'Sustained' and 'Modified'. The right column includes 'All Document Categories' and a list of categories: 'National Arbitration' and 'Regional Arbitration'. At the bottom, there are two more filter sections, each with a 'Not Selected' dropdown and a list of outcomes: 'Contract' and 'Impasse'. The interface is designed for users to refine their search results based on these criteria.

B. Selecting a Document Type and Category

At this time there is only one document type (the PDF file) but in the future other document types may be added. Choosing one or more Document Categories allows you to search specific documents.

1. You can choose to search the following Document Categories:
 - 1.1 All Document Categories—by default, all documents are searched.
 - 1.2 National Arbitration—includes only arbitration decisions made at the national level.
 - 1.3 Regional Arbitration—includes only arbitration decisions made at the regional level.
 - 1.4 Step 4—includes only decisions and settlements made at Step 4 of the arbitration grievance process.
 - 1.5 Handbooks and Manuals—includes all current versions of handbooks and manuals written by the Postal Service.
 - 1.6 Old Handbooks and Manuals—includes all previous versions of handbooks and manuals written by the Postal Service.
 - 1.7 CBR—includes issues (1995—present) of the monthly Collective Bargaining Report, which contains articles analyzing arbitration awards, settlements, court decisions, MSPB and EEO decisions, and other news and information related to the collective bargaining agreement.
2. To select multiple document categories, hold down the <Ctrl> key while clicking on each Document Category.

C. Adding Segment Searches

Segments are the individual fields that are pulled from an arbitration award or other document, by the Headquarters staff who read and code the documents for use in the APWU Search database. The document summary, found at the beginning of the document, consists of this coded information.

1. The following individual segments can be searched alone or in combination with other fields by entering a word or words in the text box. The connectors (AND, OR) can be used.
 - 1.1 Document Number—if you know the APWU Search document number, you can quickly retrieve it by simply entering it. For most arbitrations, this number is the same as the AIRS number. To bring up multiple documents in the Search Results list, use the OR connector between the document numbers.
 - Example—105 OR 678 OR 1976 will produce these three documents in the Search Results list.
 - 1.2 USPS Number—use this field to bring up a single case or many cases by connecting the USPS numbers with the OR connector.
 - Example—N8W0214 OR A8W0220 will produce both of these documents in the Search Results list.
 - 1.3 Union—enter a single union or use the AND connector to locate cases that were handled by more than one union. Use the following acronyms when entering a union name:
 - a) APWU—American Postal Workers Union
 - b) NALC—National Association of Letter Carriers
 - c) MH—National Association of Mail Handlers
 - Example: APWU AND NALC will produce a list of cases where both unions handled the grievance.

- 1.4 Contract Topic/Article—this is the Contract article or handbook/manual cited in the case.
- 1.5 Grievant—this field is useful if you don't know anything else about a case except the name of the grievant. Type the grievant's last name in the field. All cases with the same last name will appear on the Search Results list.
- 1.6 AIRS Number—for most arbitrations, this number is the same as the Document Number. Use the OR connector to display multiple cases.
 - Example—65 OR 66 will produce both of these documents in the Search Results list.
- 1.7 Union Advocate—use this field to display a list of cases for a particular advocate. Type the last name or the full name of the union advocate.
- 1.8 Arbitrator—use this field to display a list of cases for a particular arbitrator. Type the last name or the full name of the arbitrator.

Tip! *Combine segment fields for very specific results. For example, to find all the cases where the Union Advocate was Collins and the Arbitrator was either Martin or McGury, enter the search as follows:*

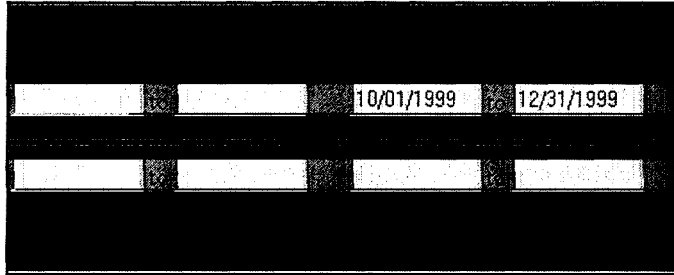
***Union Advocate: Collins
Arbitrator: Martin OR McGury***

- 1.9 USPS Advocate—use this field to display a list of cases for a particular USPS advocate. Type the last name or the full name of the USPS advocate.
- 1.10 Subject—used with Step 4 decisions or settlements only. If you know the subject of the grievance, enter it to bring up cases with the same subject.

2. The following individual segments can be searched alone or in combination with other fields by selecting one or more options from the drop-down list.
 - 2.1 Outcome—if you want to find cases with a particular outcome (e.g. sustained), click on that outcome from the drop-down list. If you want to find cases with different outcomes (e.g. sustained or modified), hold down the <Ctrl> key while clicking on each outcome. Possible outcomes include:
 - a) Sustained
 - b) Modified
 - c) Denied
 - d) Remanded
 - e) Settled
 - f) Withdrawn
 - g) Other
 - 2.2 Nature—this field is used with arbitration awards only. If you want to find a particular type of case (e.g. Discipline) click on that case type from the drop-down list. Hold down the <Ctrl> key to select more than one case type. Nature of a case includes:
 - a) Contract
 - b) Impasse
 - c) Discipline

D. Entering Date Restrictions

By using date restrictions, you can obtain Search Results that are confined to a particular time period. It is a way to narrow your search results.

A screenshot of a search interface with a dark background. It features two rows of text input fields. The top row has two fields; the first is empty, and the second contains the date '10/01/1999'. The bottom row also has two fields, both of which are empty.

1. To restrict your search by date:
 - 1.1 Enter the beginning date in the first text box using the format mm/dd/yyyy (e.g. 10/01/1999).
 - 1.2 Enter the ending date in the second the second text box using the format mm/dd/yyyy (e.g. 12/31/1999).
 - 1.3 The results will include documents that fall between the two dates.
2. You can restrict your date search using the following criteria:
 - 2.1 Date Added—the date the document was added to the APWU Search database by Lexis-Nexis.
 - 2.2 Hearing Date—the date of the arbitration hearing.
 - 2.3 Decision Date—the date the decision was awarded.
 - 2.4 Settlement Date—the date the Step 4 case was settled.
 - 2.5 Contract Year—cases that were initiated in a particular contract year or within a range of contract years. To find cases for a specific Contract year, enter the APWU contract year in both the beginning date and ending date text boxes, using the format yyyy (e.g. 1998).

Chapter 5— Navigating and Viewing Search Results

A. Chapter Overview

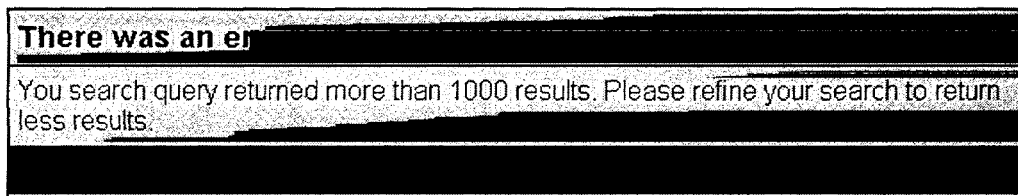
After you construct your search and click the Search button, the Search Results page appears listing all documents that meet your search criteria. This chapter explains how to navigate the Search Results list, how to view the individual documents, and how to print and save the documents.

The specific topics covered in this chapter include:

- B. Navigating the Search Results List
- C. Document Formats
- D. Navigating an HTML Document
- E. Printing an HTML Document
- F. Navigating a PDF Document
- G. Printing and Saving a PDF Document
- H. Viewing a PDF File Offline

B. Navigating the Search Results List

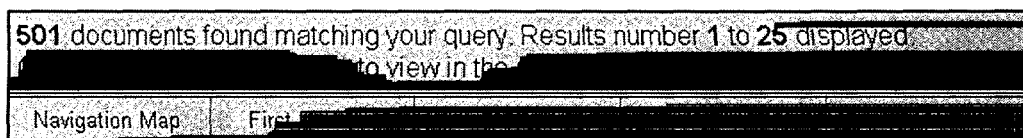
After you construct your search and click the Search button, a list of documents meeting your search criteria displays on the Search Results page. The total number of documents found is displayed at the top of the page, along with a summary of the first 25. A maximum of 1000 results can be displayed at a time. If your search was too broad, and more than 1000 documents were found, you receive a message which asks you to try a different search.



The documents are ordered according to the Sort Results by field, with Rank as the default order. For a complete explanation of sorting the search results, see Chapter 2, Section F "Selecting Search Options," page 11.

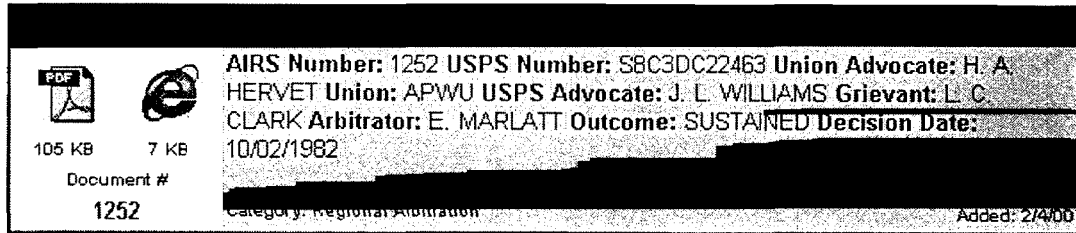
This section explains the navigation tools used for viewing the entire list and describes the document summary information.

1. Navigation Tools—a series of links enables you to quickly view the summaries of the documents that were found for the search.



- 1.1 Next Results—displays the next 25 search results.
- 1.2 Previous Results—displays the previous 25 search results (unless you are already at the top of the list).
- 1.3 First Results—displays the first 25 search results on the list.
- 1.4 Last Results—displays the last 25 search results on the list.

- 1.5 Navigation Map—displays a table at the bottom of the list with links to search results in groups of 25.
2. Document summary information—provides a quick overview of the document's highlights.



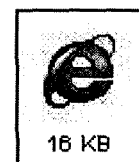
- 2.1 Rank—a number that indicates the prevalence of the key words in the document. The higher the rank number, the greater the number of key words in the document.
- 2.2 Document number—a sequential number assigned by APWU Search to the document.
- 2.3 Document format—icons located directly above the document number indicate the types of formats available for viewing and printing. (See Section C below, "Document Formats.")
- 2.4 Summary description—includes the information which was pulled from the document and coded into individual fields (also called segments) by the Headquarters staff who read and summarize the documents for use in APWU Search.
- 2.5 Category—indicates which category this document falls into: National Arbitration, Regional Arbitration, Step-4, or Handbooks and Manuals.
- 2.6 Added—indicates the date this document was added to the APWU Search database.

C. Document Formats

Most of the documents found using APWU Search are displayed in two document formats: HTML and PDF. Some documents, such as Handbooks and Manuals are displayed in HTML format only. This section describes the HTML and PDF document formats.

1. HTML—is an acronym for HyperText Markup Language.

1.1 On the Search Results page, HTML documents are indicated with the IE icon.



1.2 Most web-based text is written in HTML format.

1.3 HTML documents are quickly retrieved for viewing.

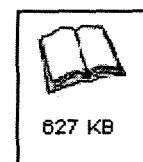
2. PDF—is an acronym for Portable Document Format.

2.1 On the Search Results page, PDF documents are indicated with the following icons:



a) PDF icon—indicates arbitration awards and Step 4 decisions.

b) Handbook icon—indicates a bookmark that takes you to the PDF version of a handbook or manual, where you can print a portion or the entire document.



Note: When performing a key word search that is limited to Handbooks and Manuals, choosing the HTML document format enables to you to view only the section where the key word is located and to print only the **page**. If you want to view or print the entire document, you must select the PDF (Handbook icon) format.

2.2 PDF documents contain the original text, including formatting, signatures, etc. and are generally much larger in size than HTML documents.

2.3 PDF documents are viewed using the Adobe Acrobat Reader. Because of the larger size and the fact that you must wait for the Acrobat Reader to launch, it takes much longer to display the PDF document than to display the HTML document.

3. This table compares download times of arbitration awards in PDF and HTML formats, based on using a 56K modem with a connection speed of 49,000 bps.

Arbitration Award Size	PDF Download time	HTML Download time
5 pages	45 seconds	5 seconds
21 pages	90 seconds	10 seconds
28 pages	130 seconds	12 seconds

D. Navigating an HTML Document

Click the IE icon next to the document you want to view in HTML format. The document downloads and displays on the screen. A navigation toolbar is available to help you move quickly from one document to another.

1. To view the displayed HTML document, use the scroll bar located on the right side of the screen.
2. If the document you are viewing is an arbitration award or Step 4 decision, the navigation toolbar, located at the top of the page, contains the following options:

Search Results			Previous in Search Results	Next in Search Results	View Image / Original Format
----------------	--	--	----------------------------	------------------------	------------------------------

- 2.1 Next in Search Results—moves to the next document that is listed on the Search Results page.
- 2.2 Previous in Search Results—moves to the previous document that is listed on the Search Results page.

- 2.3 View Image/ Original Format—downloads and displays the document in the original format as a PDF document.
 - 2.4 Search Results—returns to the Search Results page.
3. If the document you are viewing is a handbook or manual, the navigation toolbar, located at the top of the page, contains the following options:

Search Results	Previous Page	Next Page	Previous in Search Results	Next in Search Result	
----------------	---------------	-----------	----------------------------	-----------------------	--

- 3.1 Next in Search Results—moves to the next document that is listed on the Search Results page.
- 3.2 Previous Page—moves to the previous page of the handbook or manual you are viewing.
- 3.3 Next Page—moves to the next page of the handbook or manual you are viewing.
- 3.4 Search Results—returns to the Search Results page.

E. Printing an HTML Document

An HTML document can be printed either from the Search Results list or after it displays on the screen.

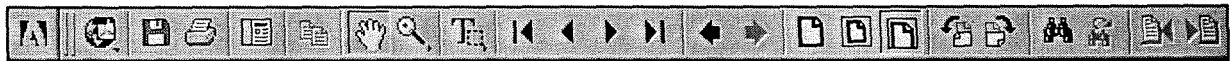
1. To print an HTML document from the Search Results list:
 - 1.1 Right-click the IE icon (HTML format) of the document you want to print.
 - 1.2 Choose Print Target.
 - 1.3 From the Print dialog box, change the options if desired and click OK.
2. To print an HTML document after it downloads and displays, use one of the following three methods:
 - 2.1 Right-click from the document.
 - a) Choose Print.
 - b) From the Print dialog box, change the options if desired and click OK.
 - 2.2 Click the Print button on the IE toolbar.
 - a) The entire document prints and does not allow you to change print options.
 - 2.3 From the IE menu:
 - a) Choose File, Print.
 - b) From the Print dialog box, change the options if desired and click OK.

Note: When performing a key word search that is limited to Handbooks and Manuals, choosing the HTML document format enables to you to print only the **page** where the key word is located . To print the entire document, select the PDF (Handbook icon) format.

F. Navigating a PDF Document

When you click the PDF icon next to the document you want to view, the Adobe Acrobat Reader launches, and the document downloads and displays on the screen. The document is the scanned image of the original text including signatures.

The Acrobat Reader toolbar is available to help you move around within the document, as well as to provide other functions such as printing and saving.



1. The following toolbar buttons help you view the document:
 - 1.1 Last Page/First Page—moves to the end of the document or the beginning of the document
 - 1.2 Previous Page/Next Page—moves to the previous or next physical page of the original document.
 - 1.3 Zoom in Tool—enlarges the document image. Click the Zoom in Tool, then click in the document to magnify the image.
 - 1.4 Actual Size—displays the size of the original document.
 - 1.5 Fit in Window—displays the full page of the document.
 - 1.6 Fit Width—displays the document to the original viewing size, which fits the width of the screen viewing area.
 - 1.7 Rotate View 90 CC/CCW—displays the document a quarter of a turn clockwise or counter clockwise. This is helpful if the image was scanned as a landscape document.

6. Printing and Saving a PDF Document

After a PDF document has been downloaded, it can be printed or saved to a disk. You can save it to a floppy disk, a zip disk or your computer's hard disk. It may be a good idea to save a handbook or manual (e.g. the ELM) that you use frequently. Then you can access it from your computer without going online.

To print and save a PDF document:

1. Download the document by clicking the PDF icon from the Search Results list. Or while viewing the HTML format of the document, click the **View Image/Original Format** button.
2. To print the document, click the **Print** button on the Acrobat Reader toolbar.
 - 2.1 From the Print dialog box, change the options if desired.
 - 2.2 Click OK.
3. To save the document, click the **Save** button on the Acrobat Reader toolbar.
 - 3.1 From the Save As dialog box, specify the following:
 - a) **Save in**—the location where you want the file saved. Use the drop-down list to specify a drive and folder.
 - b) **File name**—type the name you want to give to the file.
 - c) **Save as type**—the default is PDF. Do not change this. You will view the file using the Acrobat Reader.

<p>Note: The Save button is available only with version 4.0 of the Acrobat Reader.</p>
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H. Viewing a PDF File Offline

After you have downloaded and saved a PDF file, use the Acrobat Reader to view the document. To view the document offline:

1. Go to the Windows Explorer or My Computer.
2. Locate the document number and double-click it.
3. The Acrobat Reader automatically launches so you can read it.

Chapter 6—Using the Printing and Tagging Toolbar

A. Chapter Overview

The Printing and Tagging toolbar (known as the EKSearch Toolbar in the program) provides two major functions:

Printing—ability to print a document in the original (PDF) format while viewing it in web (HTML) format, or by simply entering the document number.

Tagging—ability to flag documents from the Search Results for later use. The user creates a list of these documents, which is called the Tag List. Once created, you can print documents from the Tag List, save them to your disk and retrieve them when you're offline.

The tagging feature is useful if you need to view or print these documents at a later time, or while you are researching online. You can tag several cases and then view or print them when you are finished, and remain online.

Before you can use the Printing and Tagging (EKSearch) toolbar, you must make sure that Toolbar Visibility is set to "show" in the Search Options.

The specific topics covered in this chapter include:

- B. Show Toolbar
- C. Toolbar Buttons
- D. Printing Documents
- E. Creating a Tag List
- F. Opening an Existing Tag List
- G. Adding Documents to a Tag List
- H. Retrieving (Saving) and Printing Documents from the Tag List
- I. Removing a Document from the Tag List
- J. Deleting the Tag List

B. Show Toolbar

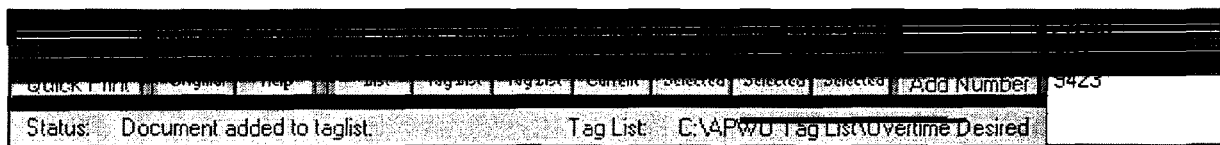
When you first begin using APWU Search, the default is to hide the Printing and Tagging toolbar. Adjust the Search Options to show the toolbar. Since the Search Options remain set until you change them, the next time you log into APWU Search, the Printing and Tagging toolbar will be visible.

To show the toolbar:

1. From Search Options, click the Toolbar Visibility drop-down list.
2. Click on Show EKSearch Toolbar.

C. Toolbar Buttons

The Printing and Tagging toolbar contains a total of nine buttons and two text boxes. One button and one text box (Quick Print) relate to the printing feature, and eight buttons and one text box (Add Number) relate to the tagging feature. Below the toolbar is a status bar indicating whether a Tag List is open and its current status of the Tag List.



This section briefly explains all the toolbar components.

1. The printing function includes the following:
 - 1.1 Quick Print—the user enters the document number to print the original version (PDF) of the document.
 - 1.2 Print Original—prints the original version (PDF) of the document while you are viewing it in HTML format.
2. The tagging function includes the following:
 - 2.1 Toolbar Help—provides an explanation of each toolbar button.

- 2.2 New Tag List—creates a .tag file. After this file is created, you can place documents in this file. This file is known as a Tag List.
- 2.3 Open Tag List—opens the .tag file so documents can be added to the list.
- 2.4 Delete Tag List—deletes the .tag file (and all the documents on the list).
- 2.5 Add Current—adds the document you are currently viewing (in HTML format only) to the opened Tag List.
- 2.6 Retrieve Selected—allows you to save the selected document or documents from the Tag List onto disk in PDF format, for later viewing or printing.
- 2.7 Print Selected—allows you to print the selected document or documents from the Tag List.
- 2.8 Remove Selected—deletes the selected document or documents from the Tag List.
- 2.9 Add Number—the user enters the document number to add it to the currently opened Tag List.

D. Printing Documents

There are two buttons, unrelated to the Tag List, that you can use to print documents. Use the Quick Print button to print a document if you know its number. Use the Print Original button (while viewing a document in HTML format) to print the original version which includes signatures, stamped dates, etc.

1. Quick Print—enter the document number in the text box and click the Quick Print button.

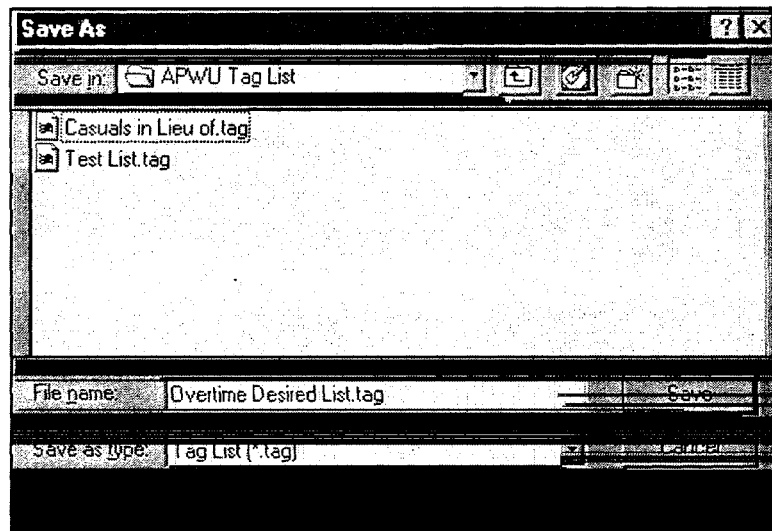


2. Print Original—to use this print button you must be viewing the document in HTML format. From the document, simply click the Print Original button.

E. Creating a Tag List

Before documents can be "tagged" and added to a list, you must create the Tag List. The Tag List is actually a file on your computer's hard disk where the document numbers are saved. To create the Tag List:

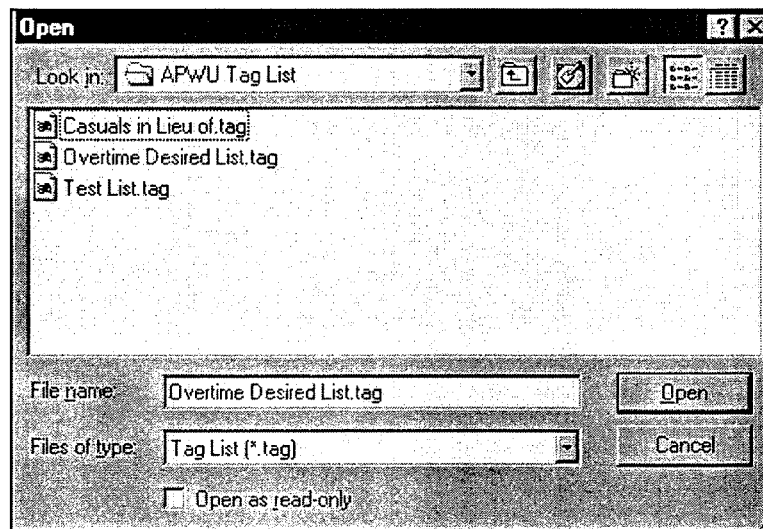
1. Click the New Tag List toolbar button.



2. Select the drive and folder where you want to save the Tag List.
 - Example: C:\APWU Search Tag List.
3. In the File name text box, type the name of the Tag List.
 - Example: Overtime Desired List. This tag list would contain the especially important documents relating to this issue.
4. As soon as the Tag List is created, it is automatically opened and ready for you to add documents.

F. Opening an Existing Tag List

If you created a Tag List during another session of APWU Search, you must open the Tag List before you can add documents to the list. To open a Tag List:



1. Click the Open Tag List toolbar button.
2. Open the folder where the Tag List is located.
3. Double-click the Tag List file you want to open.
4. The status bar at the bottom of the screen displays the name of the open Tag List.
 - Example: C:\APWU Search Tag List\Overtime Desired List

G. Adding Documents to a Tag List

After you receive your Search Results and you've opened a Tag List, you are ready to add documents. There are two ways to add documents to the Tag List:

1. Type the document number displayed in the Summary into the Add Number text box. Click the Add Number button.
2. View the document in HTML format and click the Add Current toolbar button.

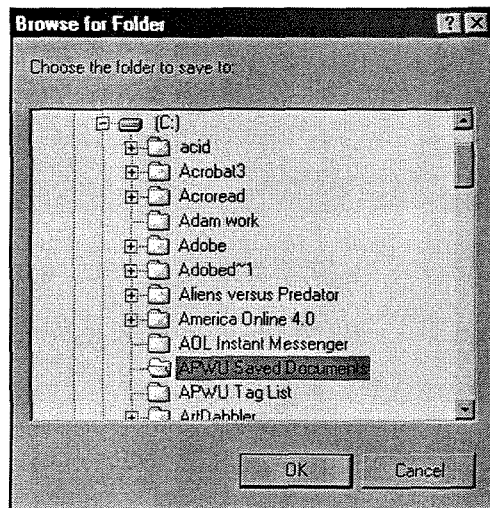
27649	703
Add Number	9423

H. Retrieving (Saving) and Printing Documents from the Tag List

The Retrieve Selected and Print Selected buttons allow you to save or print one or several documents in their original format as a PDF file. The saved documents can be viewed or printed offline. To save or print a single or multiple documents from the Tag List:

1. Click and highlight the document number(s) you want to save to disk print. Use the <Ctrl> key to select multiple documents.
2. To save single or multiple documents:
 - 2.1 Click the Retrieve Selected toolbar button.

- 2.2 Locate the folder in which to save the document(s). Click OK. The documents automatically are named with their document number.

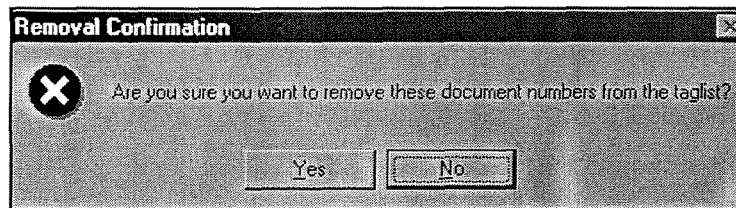


- 2.3 Notice the status bar displays the message "Retrieving, " followed by "Complete" when the process is finished. This may take several seconds depending on the size of the document.
- 2.4 To view the document offline,
- Go to the Windows Explorer or My computer.
 - Locate the document number and double-click it.
 - The Acrobat Reader automatically launches so you can read it.
3. To print the selected document or documents from the Tag List, simply click the Print Selected button.

I. Removing a Document from the Tag List

When you no longer need a document on the Tag List, there is a simple process to delete it. To remove a document from the Tag List:

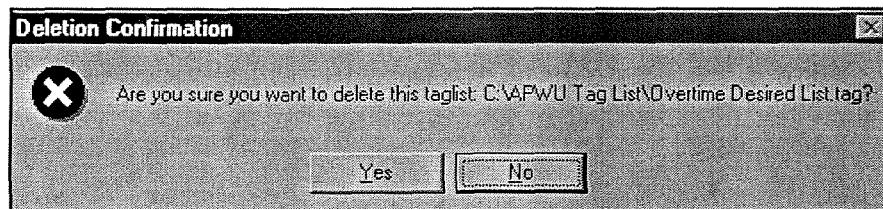
1. Click and highlight the document number(s) you want to delete from the list. Use the <Ctrl> key to select multiple documents.
2. Click the Remove Selected toolbar button.
3. Click Yes in response to the prompt "Are you sure you want to remove these document numbers from the tag list?"



J. Deleting the Tag List

When you no longer need a particular Tag List you can delete it and all the documents in it by using the Delete Tag List button.

1. Open the Tag List you want to delete.
2. Click the Delete Tag List button.
3. Click Yes in response to the prompt "Are you sure you want to delete this tag list?"



Chapter 7—Using Other Search Features

A. Chapter Overview

More than 22 U.S. Postal Service Handbooks and Manuals can be accessed from the APWU Search page. These manuals can be viewed online, printed or downloaded and saved to your computer's hard disk.

The APWU Search page also has links to the APWU home page and other web sites containing documents such as the Postal Bulletin, the APWU Contract and the Collective Bargaining Report (CBR).

The specific topics covered in this chapter include:

- B. Searching Handbooks and Manuals
- C. Accessing APWU Links to other Web Sites

B. Searching Handbooks and Manuals

The Postal Service Handbooks and Manuals include the widely-used Employee and Labor Relation Manual (ELM) and the Administrative Support Manual (ASM). Also included are guides such as the CSRS Retirement Guide, the Facilities Environmental Guide and the Postal Employee Guide to Safety.

You can view all documents using the Acrobat Reader. You can also print and save the documents for later use. The complete list of handbooks and manual includes:

- Administrative Support Manual (ASM)
- Asbestos Management Guide (AS-556)
- Business Mail Acceptance (DM-109)
- CSRS Retirement Guide (EL-502)
- Directives and Forms Catalog (PUB-223)

- Employee and Labor Relations Manual (ELM)
- Environmental Compliance Quality Assurance (AS-555)
- Facilities Environmental Guide (RE-6)
- General Purchasing Concepts and Practices (P-1)
- Glossary of Postal Terms (PUB-32)
- Executive's and Manager's Safety Compliance Guide (EL-802)
- Guidelines for Local Joint Labor-Management Safety and Health Committees (EL-809)
- Hazardous Materials and Spill Response (EL-812)
- Maintenance Operations Support (MS-63)
- Maintenance Selection System Handbook (EL-304)
- Post Office Accounting Procedures (F-1)
- Postal Computing Environment (AS-820)
- Postal Employee Guide to Safety (EL-814)
- Registered Mail (DM-901)
- Self Service Vending Operational and Marketing Program (PO-102)
- Travel and Relocation (F-15)
- Vehicle Washing Technologies (AS-554-C)

1. To view Handbooks and Manuals:

- 1.1 Click the Handbooks and Manuals link on the gold panel on the left side of the APWU Search page.
- 1.2 The complete list of hand books and manuals displays. Click the link to the specific document you want to view.

- 1.3 Depending on the size of the document, you can view the full manual or a specific section of it.
- 1.4 Click the portion of the document you want to view.
- 1.5 The document is downloaded into the Acrobat reader.
- 1.6 Use the navigation tools in the Acrobat toolbar to move through the document. See Chapter 5, Navigating a PDF Document (page 34) for a full explanation of the toolbar.
2. To print the document, click the Print button on the Acrobat toolbar.
3. To save the document, click the Save button on the Acrobat Reader toolbar. From the Save As dialog box, specify the following:
 - 3.1 Save in—the location in which you want the file saved. Use the drop-down list to specify a drive and folder.
 - 3.2 File name— type the name you want to give to the file.
 - 3.3 Save as type—the default is PDF. Do not change this. You will view the file using the Acrobat Reader.

<p>Note: The Save button is available only with version 4.0 of the Acrobat Reader</p>
--

4. To view the document offline,
 - 4.1 Go to the Windows Explorer or My computer.
 - 4.2 Locate the document number and double-click it.
 - 4.3 The Acrobat Reader automatically launches so you can read it.

C. Accessing APWU Links to other Web Sites

There are several other web sites that can be accessed from the APWU Search page.

1. To access an external web site, click the link of the site to which you want to go.
 2. To return to the APWU Search page, use one of the following methods:
 - 2.1 Click the Back button on the IE toolbar.
 - 2.2 Click the Favorites button the IE toolbar and choose APWU Search.
- Note:** *You must have added the APWU Search web site to your Favorites list to use this method.*
- 2.3 Type the APWU Search web site in the Address bar of IE (<http://eks.lexis-nexis.com/eksearch/>).
3. The following links are available from the APWU Search page:
 - 3.1 APWU Website—contains more than 25 links providing information about the Union including a calendar of events, legislative updates and links to APWU Locals.
 - 3.2 APWU Contract—contains the full text of the 1998—2000 Collective Bargaining Agreement. Can be viewed, printed and saved through the Acrobat Reader.
 - 3.3 CBR—issues of the Collective Bargaining Report from 1995 forward are available to authorized users. An ID and password are required.

- 3.4 **Code of Fed Regs**—the Code of Federal Regulations (CFR) web site is maintained by the Government Printing Office. You can search the CFR by key word, or you can retrieve specific CFR sections by citation.
- 3.5 **Fed Register**—the Federal Register for the current and previous calendar years can be searched, either by key word or by date of publication.
- 3.6 **Industrial Relations**—part of the APWU web site, this page contains several links including health & safety information and answers to frequently-asked questions regarding the Family Medical Leave Act.
- 3.7 **MSPB Decisions**—contains the final decisions of the U.S. Merit Systems Protection Board since 1994. The decisions can be searched by key word.
- 3.8 **Postal Bulletin**—published by the USPS, it contains updates to policies and procedures. You can view, print and save specific issues of the Bulletin, or you can search all issues by key word.
- 3.9 **US Code**—the United States Code can be searched by key word. You can restrict your search to specific portions of the Code such as title, section, subtitle, chapter, etc.

Chapter 8—Case Studies for Practice

A. Chapter Overview

This chapter contains several cases that have been appealed to arbitration. You want to determine if a similar case has been brought to arbitration in the past.

After each case study a suggested search is listed. You may also want to confine your search to include only cases where the outcome is sustained or modified. Remember that there is no "right or wrong" search; it's the results you get that matter.

Sections in this chapter include:

- B. Veteran's Preference
- C. Hearing Impaired
- D. Falsification of Employment Application
- E. Practice Exercises

B. Veteran's Preference

You are representing a grievant, a preference eligible veteran, who has been removed from employment. He has already appealed to the Merit System Protection Board but in a preliminary hearing the MSPB ruled that the MSPB appeal was untimely. In the grievance process the USPS is arguing that the grievance cannot proceed to arbitration because it is precluded by Article 16, Section 9. They say Article 16.9 prevents grievant from getting two bites of the apple, and consequently, because grievant's appeal was heard by MSPB it can not now be heard by arbitrator.

Article 16, Section 9 (Veterans' Preference) states:

A preference eligible is not hereunder deprived of whatever rights of appeal such employee may have under the Veterans' Preference Act; however, if the employee appeals under the Veterans' Preference Act,

the employee thereby waives access to any procedure under the Agreement beyond Step 3 of the grievance-arbitration procedure.

The essence of the APWU's grievance is that Article 16, Section 9 does not preclude arbitration where the MSPB has dismissed an appeal as untimely.

- appeal near veterans preference act
- appeal near veterans preference act and (time* or untime*)
- Appeal near veterans preference act and (time* or untime*) and (waiv* near arbitration or grievance)

C. Hearing Impaired

A hearing impaired employee bid on a distribution clerk position that has recently been vacated and posted. She is the senior qualified bidder for the job and is capable of performing the essential functions of the position. The local postmaster has refused to award the bid because he claims that the grievant would be unable to fulfill essential functions of the positions—namely, communicating with other employees and customers. Part of the duties of this position include the assignment of accountable mail and postage due to carriers. These duties, according to the postmaster, would require extensive oral communication. Duties of this position would also include communication between the clerk and customers who are experiencing problems or have questions about their accounts. The employee who last held this position performed much of this type of work over the telephone.

The basis of the APWU's grievance is that the Postal Service violated the Agreement by refusing to consider Grievant as the successful bidder for the distribution clerk position because she is hearing impaired. The APWU will argue in arbitration that the Postal Service failed to make any reasonable accommodation for the hearing impairment. The grievance requests that the distribution clerk position be awarded to the grievant.

- hearing impair* or deaf
- (hearing impair* or deaf) and bid

- (hearing impair* or deaf) and bid near clerk

D. Falsification of Employment Application

Grievant has been charged with falsification of her employment application concerning a question about whether she had previous federal or postal employment. She said no to this question when she was hired as a career employee in 1990. In reality, she had worked for a few months as a casual in 1985. She was terminated from the casual position after two months for reporting to work two hours late because of child care problems. The failure to reveal the 1985 employment came to the attention of a supervisor who was reviewing grievant's records in connection with some recent tardiness on the part of the grievant. The Postal Service has charged the grievant with falsification of an official document (PS Form 2591 - Application for Employment). Grievant completed this application when she applied for her career employment in 1990. In response to question 19, "Are you a former Federal Civilian Employee not now employed by the United States Government?" she had replied "No."

Grievant contends that she had no intention of falsifying her application. She says that at the time of completing the application for her current employment that she just did not understand that her casual employment was equal to being a former federal employee. To her, the question was confusing and she claims she had no intention of falsifying the application.

You are going to arbitration on the grievance. You talk about the case with a few colleagues. A national business agent overhears your conversation and says, "I remember a case a few years ago just like that, but I can't remember who the APWU advocate was in the case. You should try looking for it on APWU Search."

- Employment application or form 2591
- (Employment application or form 2591) and federal near employ*
- (Employment application or form 2591) and (federal near employ*) and (falsi* or fraud)

- (Employment application or form 2591) and (federal near employ*) and (falsi* or fraud) and (question 19)

E. Practice Exercises

For each of the cases described above, perform the following:

1. Construct a keyword search to find cases that are on point.
2. Find only cases that are sustained or modified. Sort the Search Results by Decision Date.
3. Tag List.
 - 3.1 Create a Tag List and give it a name that describes the issue in the case.
 - 3.2 Add at least three documents to this list.
 - 3.3 Using the Retrieve Selected button, save all three documents to your computer's hard disk.
 - 3.4 View the saved documents using the Adobe Acrobat Reader.
4. If appropriate, search Handbooks and Manuals to find all references to the issue presented in the case.

