MEMORANDUM OF UNDERSTANDING
BETWEEN THE
UNITED STATES POSTAL SERVICE
AND THE
AMERICAN POSTAL WORKERS UNION, AFL-CIO

Re: Claims & Inquiry Clerks and Complaints & Inquiry Clerks Telework

Due to safety concerns surrounding the Coronavirus (COVID-19), the parties agree that on a temporary basis, and based on operational need as determined by the Postal Service, American Postal Workers Union (APWU) bargaining unit employees are allowed to telework in accordance with the provisions described below.

Telework is defined as being able to successfully and efficiently perform the assigned duties from an alternate location.

The parties agree that the following work rules will apply to Claims & Inquiry Clerks and Complaints & Inquiry Clerks:

- The Postal Service will provide the necessary equipment/hardware for employees to perform the duties. Equipment/hardware may include, laptop, Virtual Private Network (VPN) token, a telephone, and access to Postal Service systems.

- Internet access is required for authorization to telework. Those employees who do not have internet access should continue to report to the facility as scheduled. Based on equipment availability and carrier signal strength, a cellular device may be provided to those individuals who do not have internet access and want to telework.

- Employees will be expected to work their normal bid duty assignment from the alternate location, including breaks and lunch.

- Employees will be paid for all hours worked in accordance with the Fair Labor Standards Act (FLSA).

- Employees who work outside of, or in excess of, their normal bid duty assignment must have advance authorization from their supervisor or manager.

- Employee's work hours will be tracked through Postal Service systems and PS Form 1260, Non-Electronic Badge Reader Card.

- The contractual work hour guarantees and overtime as identified in Article 8 of the National Agreement will apply.

- While teleworking, employees are expected to minimize non-work disruptions, such as child/dependent care, personal phone calls, and visitors.

- Each facility with Claims & Inquiry Clerks or Complaints & Inquiry Clerks will still require one employee to report to the facility daily. A volunteer will be solicited first. If there is not a volunteer, the junior qualified and available employee will be mandated to report to the facility.

- The Postal Service is not responsible for any increase in an employee's personal utility costs that may result from the employee using his or her personally owned property as an alternate worksite, including maintenance, insurance, or utilities (e.g., heating, electricity, or water).

- This MOU will expire May 11, 2020. The parties will revisit this issue immediately prior to this MOU's expiration to determine if extension is appropriate.

Doug A. Tulino
Vice President, Labor Relations
United States Postal Service

Mark Dimondstein
President
American Postal Workers Union, AFL-CIO

Date: April 10, 2020