



April 16, 2013

**ALL EMPLOYEES
SAN FRANCISCO DISTRICT**

SUBJECT: Interactive Voice System (IVR) for Requesting Unscheduled Leave

As we all know, technology continues to play an increasing role in everyday life. The new IVR system soon to be introduced to the San Francisco District focuses on effective management of scheduled and unscheduled absences utilizing the latest information technology. Through the deployment of the latest technology, the IVR system maximizes a supervisor's time by eliminating most of the manual transactional work associated with leave requests and establishes a consistent approach to leave management. This benefits not just management, as keeping a consistent approach to leave management enhances the work environment, increases operation efficiency, and reduces attendance related costs utilizing a system that will be easy for you to use when requesting unscheduled leave.

The IVR program begins on May 18, 2013. Beginning on that date, you must call the IVR System at 877-477-3273, option 4 (TTY 866-833-8777) when requesting unscheduled leave. Enclosed is a handy tent card with all the information you need to use the IVR system

The system will guide through an easy to understand step-by-step process and will capture the same information provided when completing a paper leave request.

You will need your Employee Identification Number (EIN) to use the system, so have your EIN available when you make your call. If you were issued a Family and Medical Leave Act number, you will need that number too.

Here are some questions IVR will ask when you request unscheduled leave:

- *Is your absence the result of an on-the-job condition? Answer "Yes" or "No"*
- *What is the reason for your absence? Say "Illness or injury", Personal emergency" or "Community disaster".*
- *Do you have a FMLA Case No. for this condition? Answer "Yes" or "No".*
- *What type leave are you requesting? Say "Sick leave", Annual leave", or Leave without pay".*



April 16, 2013

ALL UNION PRESIDENTS

SUBJECT: Interactive Voice System (IVR) for Requesting Unscheduled Leave

The attached letter announcing the implementation of the IVR system will be sent to all Customer Service employees in the District on May 18, 2013.

As the letter states, this new technology maximizes a supervisor's time by eliminating most of the manual transactional work associated with leave requests and establishes a consistent approach to leave management. I am certain establishing a consistent approach to leave management is a goal both management and Union share.

Additionally, the IVR system reduces attendance related costs utilizing a system that will be easy for Postal employees to use when requesting unscheduled leave.

The IVR system has been implemented in other Postal Districts and is an established success. Management believes we should achieve similar success here in the San Francisco District.

If you have questions about the IVR system, please call Robert Di Paolo, Manager Labor Relations at 415-550-5609.

Sincerely,

A handwritten signature in black ink, appearing to read "Rosemarie Fernandez", with a horizontal line underneath.

Rosemarie Fernandez

M-01818

LABOR RELATIONS

Sick Calls



Mr. Fredric V. Rolando
President
National Association of Letter
100 Indiana Avenue, N.W.
Washington, DC 20001-2144

Re: Q06N-4Q-C 11081434
Class Action
Washington, DC 20260-4101

Mr. Rolando:

Recently our representatives met in a prearbitration discussion of the above-referenced grievance.

The issue in this case involves changes to questions used in the automated Interactive Voice Response (IVR) system.

After reviewing this matter, we mutually agree that the subject issue has been resolved. Revisions to the IVR system on February 1, 2013, addressed the outstanding issues presented in this case. These changes were outlined in a January 31, 2013, letter to National President Rolando which states in relevant part:

Currently when an employee who calls the Employee Service Line (877-477-3273, Option 4) to request un-scheduled leave is unable to successfully negotiate the prompts, the caller is transferred to a contracted Call Center. There an agent collects the employee's information and enters it into the enterprise Resource Management System (eRMS). Beginning February 1 the IVR system will instead direct the employee to contact their supervisor in this circumstance.

This agreement is without prejudice to the position of either party in this or any other case or circumstance.

Please sign and return the enclosed copy of this decision as acknowledgment of your agreement to resolve this case and remove it from the national arbitration docket.

Sincerely,

Alan S. Moore
Manager
Labor Relations Policy
and Programs

Fredric V. Rolando
President
National Association of Letter
Carriers, AFL-CIO

Date: 5-16-13



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- *Do you have a FMLA Case No. for this condition? Answer "Yes" or "No".*
- *What type leave are you requesting? Say "Sick leave", "Annual leave", or "Leave without pay".*
- *What's the begin date of your leave?*
- *What's the end date of your leave?*
- *What time does your leave start?*
- *How many hours and minutes of leave are you requesting?*

If the system does not understand your response to a question after repeated attempts, the system will state, *"I am sorry we can't process your leave request at this time. Please contact your supervisor to request this leave.* At this point it is recommended you call the IVR back and retry your request. If you are still unable to complete your request, you should contact your supervisor.

Be certain to write your confirmation number and save the paper on which you write it. It is your evidence you completed the call.

Please contact your postmaster or station manager with any questions you might have with respect to the IVR system.



Rosemarie Fernandez