

Memorandum of Understanding between the Alcohol and Tobacco Tax and Trade Bureau (TTB) and the National Treasury Employees Union (NTEU), Chapter 305 on the establishment of a procedure to document the scheduling of Industry Interviews conducted by a National Revenue Center (NRC) Specialist.

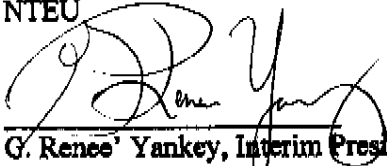
In accordance with the Collective Bargaining Agreement (CBA) between TTB and NTEU, Article 39, this agreement is conditioned on the following terms, mutually reached by the parties:

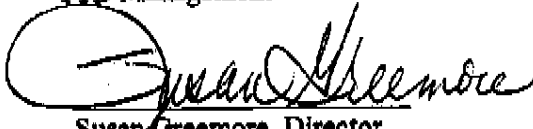
The Microsoft Scheduling Program will be utilized to document the scheduling of industry interviews of all applicants/tax payers. The employees will allow read only access to the documented scheduling to their first and second line supervisors.

Meetings will be held with the employees to outline the new procedure. A representative from NTEU Chapter 305 will be present at each of these meetings. The employees will be provided samples and a step by step explanation of the new procedure. Any employee that has additional questions or needs further assistance will be provided the assistance upon request.

Attached to this agreement are the instructions to be provided to the employees.

This agreement will become effective on the date the last person representing the parties to the agreement sign below:

NTEU

G. Renee Yankey, Interim President
NTEU Chapter 305

TTB Management

Susan Greemore, Director
Human Resources Division

DATE: 2/24/09

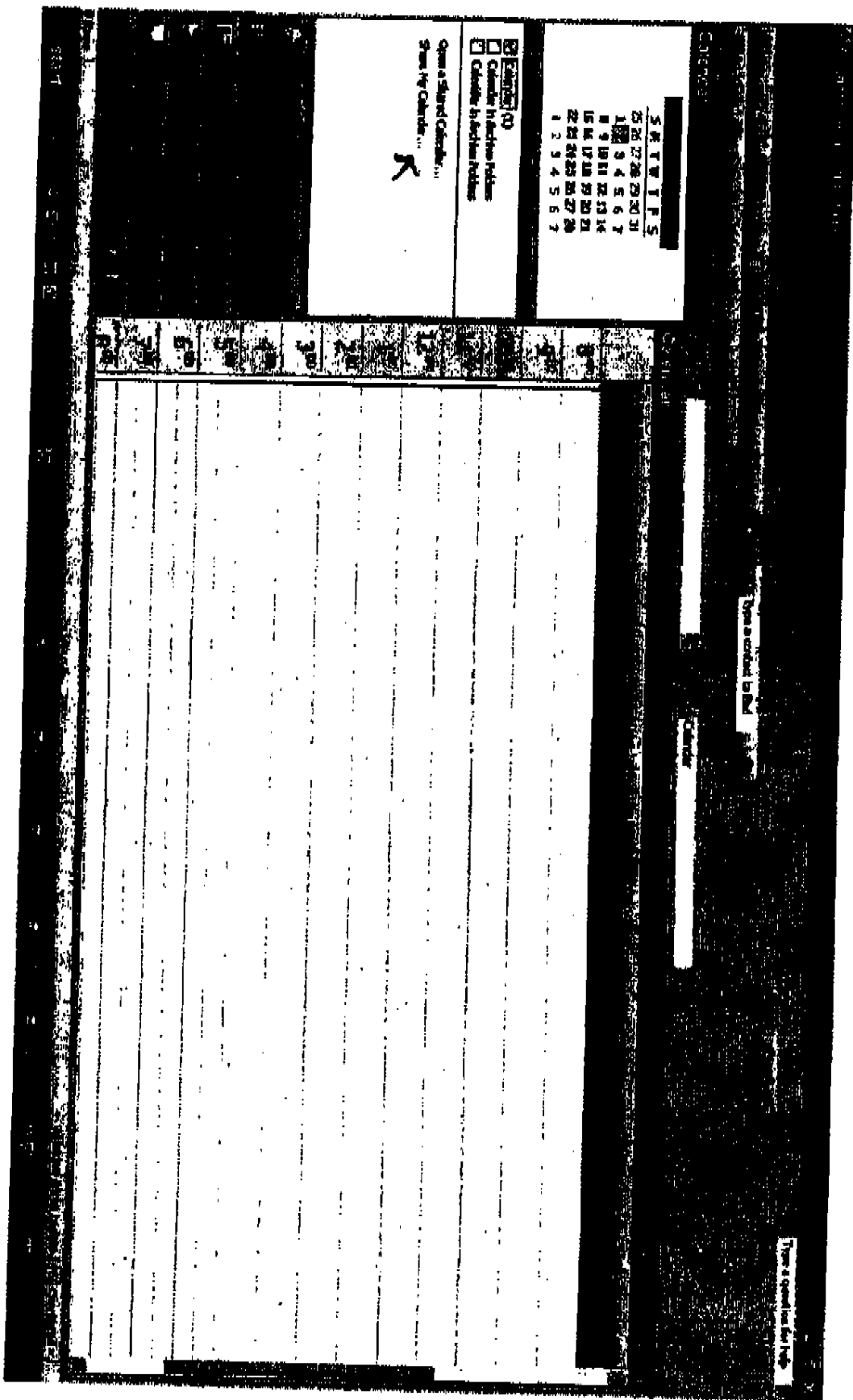
DATE: February 23, 2009

This is to be completed by all NRC Permit Specialist to allow for scheduling of interviews with the industry on Microsoft Calendar:

1. Go into your Microsoft Outlook
2. Click to go into your Calendar
3. Click to share your computer
4. Under Calendar Properties, click to Add
5. Pick the 1st and 2nd Line supervisors and add them
6. Highlight each manager's name, and click to allow read access (this will give them reviewer status). Once completed with both managers, click apply and ok.

For each interview scheduled:

- (1) Subject Line should be the entity business name and the registry/permit numbers
- (2) The location should list office or flex-i-place
- (3) Label should be business
- (4) Start and End times should be listed (end time projected).
- (5) Time should be shown as busy
- (6) Body of the record should reflect the name and number of the industry member you will be calling.



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