

**Memorandum of Understanding between the Alcohol and Tobacco Tax and Trade Bureau (TTB) and the National Treasury Employees Union (NTEU), Chapter 305 on the installation of the VOIP telephone system (Call agent Module) at the NRC.**

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 VOIP Telephone System (Call Agent Module) will be installed at the National Revenue Center located in Cincinnati Ohio. Training on the new system will take place in each work section as the call agent is implemented for all affected employees. A contact person and a back up will be provided if there are any problems or additional assistance/help is needed after the training, as a user's manual will not be provided to the employees. The agency will track the total number of calls coming into each section.

There will be no "voice recording" or additional tracking of calls during this phase without providing Chapter 305 proper notice in accordance with Article 39 and 5 USC 7114. However, the first and second line supervisors will have the capacity to determine who is online and the capability to log an employee into the Call Agent Software if the employee has not logged in.

In accordance with the CBA, Article 7, Section 9, B, only time spent performing work related to an employee's elements and standards will be considered in evaluating performance. Authorized time spent away from an employee's normal job responsibilities will not be considered as a negative factor when evaluating an employee's performance. If any employee is performing such authorized activities, collateral duties that result in interruptions of normal work, such factors will be taken into account when evaluating the employee. Duty hours in which an employee spends on general work related business calls (not related to an assigned work item) will be considered in accordance with Article 7, Section 9.

In accordance with Article 39 and 5 USC 7114, any additional features that may be used in the future will be forwarded to the Union for an opportunity to negotiate the impact and implementation prior to implementation.

The parties agree to meet six months from the last date of signature on this agreement to evaluate the progress of this initiative and discuss any potentially needed improvements.

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

NTEU

TTB Management

  
G. Renee Yankey, President  
NTEU Chapter 305

DATE: 3/18/2010

  
Susan Greemore, Director  
Human Resources Division

DATE: 3/22/2010