

Download the NALC Member App to connect to workplace resources



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NALC continuously works to provide our members and branch officers with resources that provide information about their jobs and the tools to enforce the rights and benefits afforded to letter carriers in our collective-bargaining agreement. We also have worked to make these resources as accessible as possible.

The NALC Member App was recently developed and made available to download for iPhone and Android smartphones. The app was developed at NALC Headquarters, and it contains links to many workplace resources, including the following:

The National Agreement—our collective-bargaining agreement with the Postal Service. It sets forth the wages, benefits, hours of work, employee classifications, discipline procedure, grievance-arbitration procedure, working conditions for letter carriers and more.

The Joint Contract Administration Manual (JCAM)—a publication jointly written by NALC and USPS representatives at the national level. The *JCAM* provides the parties' jointly agreed-upon explanations and interpretation of most provisions contained in the National Agreement. In the *JCAM*, you will see the actual National Agreement language and, below that language, you will see the explanation, or agreed-upon interpretation, for that particular provision. Also incorporated into the *JCAM* are numerous national-level arbitration decisions and grievance settlements, and memorandums of understanding that further explain and interpret the provisions of our National Agreement.

The Materials Reference System (MRS)—one of our most effective tools for making information easily available. The MRS is a collection of contract administration materials assembled by NALC Headquarters' Contract Administration Unit. The MRS is a listing of various topics that generally arise and become the subjects of the grievance procedure. The MRS contains summaries and, in some cases, the full text of many important national-level materials, including settlements of national-level grievances, memorandums of understanding, USPS policy statements, NALC publications and more. The MRS also contains cross-references to significant national and regional arbitration awards. Organized by topic in alphabetical order, the MRS also contains relevant National Agreement and *JCAM* language on particular topics.

The NALC City Carrier Assistant Resource Guide—This reference guide was created to assist both new CCAs and experienced CCAs alike. It thoroughly covers the letter carrier job and the rights and benefits afforded to CCAs. The guide also provides information and guidance for CCAs during the process of conversion to full-time career status. Throughout this guide are many references and quotes from various sources, such as the National Agreement, the *JCAM*, and various USPS handbooks and manuals. This guide also contains many references to a jointly-developed document containing 83 common questions and answers (Q-and-A's) regarding various rights and benefits of CCAs. This document, assigned as M-01870 in the MRS, provides the mutual understanding of the national parties on issues related to the 2011 USPS/NALC National Agreement. It is separated into two sections: the first concerning city carrier assistants (CCAs) and the second addressing other contractual provisions.

The 2012 NALC Guide to Route Inspections—This was created to assist shop stewards and branch officers with identifying contractual violations that take place during management's unilateral six-day route counts and inspections/adjustments, and with filing successful grievances on those violations. This guide was created in 2012 and is still current. There have since been no changes to the relevant sections of *Handbook M-39, Management of Delivery Services*, which define the route count and inspection process. The sections in this guide take you through the inspection in chronological order and provide an easy reference to various provisions and related national settlements that govern route inspections. There is also a section with detailed descriptions and advice on how to read the various forms, reports and screens used during the route count and inspection process.

These are just a few of the resources NALC has made readily available to our members. If you haven't downloaded the new NALC Member App, then I suggest you do so. Once you download the app, you will find a "Workplace Resources" link at the bottom of the home screen that will lead you to all the resources made available. While NALC will continue to communicate information and resources through printed versions of certain publications and the NALC website, the NALC Member App will literally put this information and these resources in the palm of your hand.