



## Grievance Management Software Application Plan CLIENT Postal Workers April, 2009

### Introduction

The CLIENT Postal Workers Grievance Manager Software Application is planned as a means of bringing grievances into a central, searchable database system. The application will automate notifications by email, allow for on-demand printing of forms, and include other features as described.

### Application Server

The server is a Net Integrator Mark I Server, running the Linux operating system, the Apache web server with 128 bit encryption for data security, the MySQL database server, and the PHP hypertext pre-processor for programming. The server has Intelligent Disk Backup, to run nightly.

### Development Methodology and Process

We plan to build the Application using the L.A.M.P. (Linux, Apache, MySQL, PHP) open-source development system. L.A.M.P. technology is preferred for its cost-effectiveness. It is functionally appropriate in all respects, comparable with more expensive methods using Microsoft .NET and Java 2 Enterprise Edition technologies.

The Application will be built to the specifications contained in this document and its appendices. Features and Functions not explicitly contained in this document and its appendices, or implicit to language in this document, will be built only by additional explicit agreement(s) between Union Built PC and CLIENT Postal Workers.

### Application Specifications

## The GM Application will include the following forms:

*\*Note: These forms are mocked up examples only and may change to accommodate client requirements discussed, to match the descriptions beneath the windows/forms displayed here.*

1. **The Entrance Screen.** Initial User screen.  
Four buttons giving the User the choice of:

### *Grievance:*

- a. New Grievance-gives blank Step 2 Grievance Entry Form.
- b. View/Update Grievance-brings User to Open Grievances Screen
- c. View Manuals
- d. View/Print blank forms.

### *Archive:*

- e. Citations- upload Citations documents here for later assignment within a Grievance
- f. Manuals- upload Manuals here for viewing throughout the Grievance process.
- g. Blank forms for printing- upload blank Grievance documents that can be printed.

### *Reports:*

- h. Summary Reports
- i. Grievance Query Report

### *Administration: (opens new Administration window)*

- a. Users
- b. Members
- c. Stewards
- d. Contracts-to update the 3 contracts visible on the left side of the Grievance Entry Form
- e. Maintenance of other values: Discipline, Craft and Unit on step 2 appeal
- f. Three drop downs on Grievance Log (Union Rep, Mgmt Rep, Decision)
- g. PDF default Values. (See Description under Admin at the end of this proposal).

The User has the option to press the Log Out or Back buttons to leave the GM.

2. **Main Grievance Form.** The initial entry form to record the fields listed below for grievances.  
From the Step 2 Grievance Appeal Form. Refer to Appendix. Links to the three contracts visible on the left side of the screen.

## MENU:

### *For a new Grievance:*

- Save-after pressing Save here, the User remains on the Grievance Form for the same grievance but now in Edit mode, where there are now more Menu buttons available (see below).
- Blank Forms-brings User to a new window for printing blank Grievance Forms as needed.
- Manuals-brings User to a new window for viewing previously uploaded/archived Manuals.
- Close

- Menu-back to the Entrance Screen.
- Log out

*Editing an Existing Grievance (in addition to above buttons):*

- Delete- to delete current Grievance.
- Print- prints the current Grievance Entry Form page as a PDF in the format of the original CLIENT Step 2 Grievance Appeal form. Other Windows are printed in the format of their original counterparts as well (not how they appear on screen).
  - Main Grievance Form (modeled after the Step 2 Grievance Appeal Form)
  - Step 2 Grievance Appeal Form Draft
  - Step 2 Hearing Record
  - Supplement to the Step 2 Appeal
  - Additions and Corrections to the USPS Step 2 Decision
  - Step 2 Appeal to Arbitration Grievance Form
  - Step 3 Grievance Appeal Form
  - (Grievance Log and Issue/Complaint Form are not specific to its original form)
- Statements- bring User to page 2 of the grievance form where citations and statements are indicated and/or uploaded.
- Submit-when a Steward has finishing enter a grievance initially, the Steward will push this button to notify Gene that the grievance is ready for his approval. From that point on, only Gene and designated Users will have edit capability for the grievance.
- Email- Send an email that will have a link to the current grievance showing. The recipient will be prompted to login upon clicking on the link and will only see the Grievance after successful login to protect the data.
- Docs-User may attach documents from the User's PC to a particular grievance.  
Note: These are not citation documents (those are uploaded separately and noted elsewhere in this proposal), but any other relevant documents.
- Save- the User is brought back to the Open Grievances screen.
- Edit- if in View Only Mode (having clicked the magnifying glass icon in the Open Grievances Grid instead of the Red Edit form icon), User can click here to be able to Edit the Grievance if has permission to do so.
- Blank Forms-brings User to a new window for printing blank Grievance Forms as needed.
- Manuals-brings User to a new window for viewing previously uploaded/archived Manuals.
- Window Navigation buttons (to move between all online form windows if User has permission, after Main Grievance Form is submitted (i.e. Submit button pressed). The first time the blank window is opened. If a window has been saved previously, and not deleted, it will be the saved version that opens each time after, for the grievance in question):
  - Step 2 Supplements:* (label)
    - a) Supplement (for Supplement to Step 2). Or Suppl. if needed.
    - b) Hearing (for Step 2 Hearing Report)
    - c) Additions (for Additions and Corrections to the Step 2 Decision)

*Appeals:* (label)  
d) Step 3  
e) Arb.  
(blank line)  
f) Grievance Log

## **FIELDS:**

### **GENERAL**

1. Discipline (nature of) or Contract Issue. A combo box drop down with values that CLIENT can enter. User may also type in a value. CLIENT will be able to maintain this list of value through an Administration feature where values can also be linked to previously archived/ uploaded documents.

\*Initial values list from CLIENT received in 2/23/2009 email.

AWOL  
Bargaining Unit Work  
Crossing Crafts  
Disparity of Treatment  
Emergency Placement off Duty Status  
Employee Classification  
Fourteen Day Suspension  
Grievance-Arbitration Procedure  
Holidays  
Hours of Work  
Leave  
Letter of Demand  
Letter of Warning  
Notice of Proposed Removal  
Overtime  
Posting and Bidding  
Principles of seniority, Posting and Reassignment  
Safety and Health  
Seven Day Suspension  
Steward Release Time  
Subcontracting  
Unilateral Action

2. Craft. A drop down box with values that CLIENT can enter. Maintain through Admin. As above. MVS is the third value.
3. Date. Text box with calendar icon next to it. User can enter the date in format MM-DD-YY or select from the calendar. Appeal to Step 2 Date.
4. Local Grievance Number. Enterable alphanumeric field with a unique identifying number for the grievance.
5. USPS Grievance Number. Enterable alphanumeric field.

### **STEP 1 MEETING AND DECISION**

6. Unit/Sec/Br/Sta/Ofc. A combo box drop down with values already received from CLIENT APWU. User may type in a value as well. Maintain through Admin. Will automatically

populate the Work Location field on the PDF. Work Location is not a field on the window as it will just display the same value from the Unit combo box here.

7. Date. Text box with calendar icon next to it User can enter the date in format MM-DD-YY or select from the calendar. Step 1 Meeting Date.
8. USPS Rep. Enterable text field.
9. Steward. Enterable text field. Look up field where User can click the magnifying glass icon and search/filter/select Steward names from the list. This list of names will be maintained by CLIENT in the Admin. Section. Similar to the Grievant Name look up.
10. Step 1 Decision By (Name and Title). Enterable text field.
11. Date. Text box with calendar icon next to it User can enter the date in format MM-DD-YY or select from the calendar. Step 1 Decision date.
12. Time. Enterable text field.
13. Resolved at Step 1 radio buttons for YES and NO. Mutually exclusive, one is chosen. NO is defaulted.

#### GRIEVANT


14. Grievant First Name. Enterable text field. Grievant is a look up field (with the magnifying glass) so that a User can search for the name from the pre populated member list. First Name, Last Name and Employee ID can all be populated when name is chosen from the look up. The Look Up is maintained through the Members Administration feature.
15. Grievant Last Name. Enterable text field. Populated by the Grievant Name look up.
16. SSN.
17. Employee ID. Enterable text field. Populated by the Grievant Name Look Up.
18. Senior Service: Craft: Populated by the craft field above.
19. Street Address. Enterable text field. Could be automatically populated by Grievant Name Look Up.
20. City. Enterable text field. Could be automatically populated by Grievant Name Look Up.
21. State. Drop down box with abbreviations for all states for User to select.
22. Zip. Enterable numeric text field. Could be automatically populated by the Grievant Name Look Up.
23. Phone. Enterable alphanumeric text field. Could be automatically populated by the Grievant Name Look Up.
24. Employment. Mutually exclusive radio buttons. FTR-Full Time Regular. PTR-Part-Time Regular. PTF-Part-Time Flexible. TE-Temporary.
25. Level. Enterable alphanumeric text field.
26. Step. Enterable alphanumeric text field.

27. Duty Hours. Enterable alphanumeric text field.
28. Off Days. Check boxes. SA, SU, M, T, W, TH, F.
29. Job No. Enterable alphanumeric text field.
30. Pay Location. Enterable alphanumeric text field.
31. Lifetime Security. Yes/No.
32. Veteran. Yes/No.
33. Phone. Enterable alphanumeric text field.

### CITATIONS


34. National Contract. Enterable text field.
35. Local Memo. Enterable text field.

Links to the three full contracts will be available in the left margin of the entry windows.



**APWU**  
American Postal Workers Union, AFL-CIO  
William Burrus, President

## Philadelphia APWU Grievance Manager



Welcome Gene Chieffo

☐ CLOSE

STATEMENTS

**Contract:**

- ☒ APWU Contract
- ☐ Memo. of Underst.

### New Grievance

**GENERAL:**

Discipline (nature of) or Contract Issue:	Craft: <<SELECT>>	Date: <input type="text"/>	Local Grievance #:	USPS Grievance #:
<input type="text"/>			T.B.D.	

**STEP 1 MEETING AND DECISION:**

Unit/Sec/Br/Sta/Ofc:	Date: <input type="text"/>	USPS Rep:	Steward:
<input type="text"/>			

Step 1 Decision By (Name and Title):  Date:  Time:

Resolved at Step 1? ☒ NO ☐ YES

**GRIEVANT**

Grievant first name:	Grievant last name:	SSN:	Employee ID:	Service Seniority:	Craft:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	[CRAFT]

Street Address:	City:	St:	Zip:	Phone:
<input type="text"/>	<input type="text"/>	PA	<input type="text"/>	<input type="text"/>

Employment:	Level:	Step:	Duty Hours:	Off Days:
<input type="radio"/> FTR <input type="radio"/> PTR <input type="radio"/> PTF <input type="radio"/> TE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> SA <input type="checkbox"/> SU <input type="checkbox"/> M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> TH <input type="checkbox"/> F

Job No:	Pay Location:	Work Location:	Phone:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**CITATIONS**

National Contract:	Local Memo:
<input type="text"/>	<input type="text"/>

3. **Statements Window.** Clicking on the Statements button on above Entry Form will open this window, where statements and contractual provisions can be entered and attached.

#### MENU:

- Save
- Back- bring the User back to the Main Grievance Form (page 1)..
- Close- bring the User back to the Open Grievance Screen
- Menu-back to entrance screen.
- Log Out

#### FIELDS:

Detailed Statement of Facts/Contentions of the Grievant. Multi-line text box.

Attached Documents. Multi-line text box. Clicking on this label will pop-up an upload window, where the User can browse their computer for documents to attach/associate with the grievance.

Corrective Action Requested. Multi-line text box.

Contractual Provisions. Multi-line text box. Clicking on this label will pop-up a window with a default list of citations associated with the Discipline chosen on page 1 of the entry form (archived/associated previously through the citation archive/upload window). Each document will have a check box that will be checked by default. The User can uncheck the box if it should in fact not be associated with the particular grievance. The User can also cut/paste text into the Citations text box in addition to selecting previously uploaded and displayed citation documents.

*\*Note: cut/paste gives you unformatted blocks of text in a Citations text box field, but does not give the User the ability to create separate additional page for linking/attaching (only the previously uploaded Citation documents can be selected for linking/attaching as a complete separate document)..*

Management Response. Multi-line text box.

Attached Documents. Multi-line text box. Clicking on this label will pop-up an upload window, where the User can browse on the computer for documents to attach/associate with the grievance.



**Philadelphia APWU  
Grievance Manager**

UNION  
BUILT  
PC

American Postal Workers Union, AFL-CIO  
William Burrus, President

Welcome Gene Chieffo

**Grievance 08-0001**

**Contract:**

- APWU Contract
- Memo. of Underst.

**DETAILED STATEMENT OF FACTS/CONTENTIONS OF THE GRIEVANT:**

[Attached Documents:](#)

**CORRECTIVE ACTION REQUESTED:**

[Contractual Provisions:](#)

**MANAGEMENT RESPONSE:**

- Contractual Provisions Assigned Window.** Clicking the Contractual Provisions link above brings the User to this window, where previously archived/uploaded Contractual Provisions documents can be assigned to the particular Grievance.

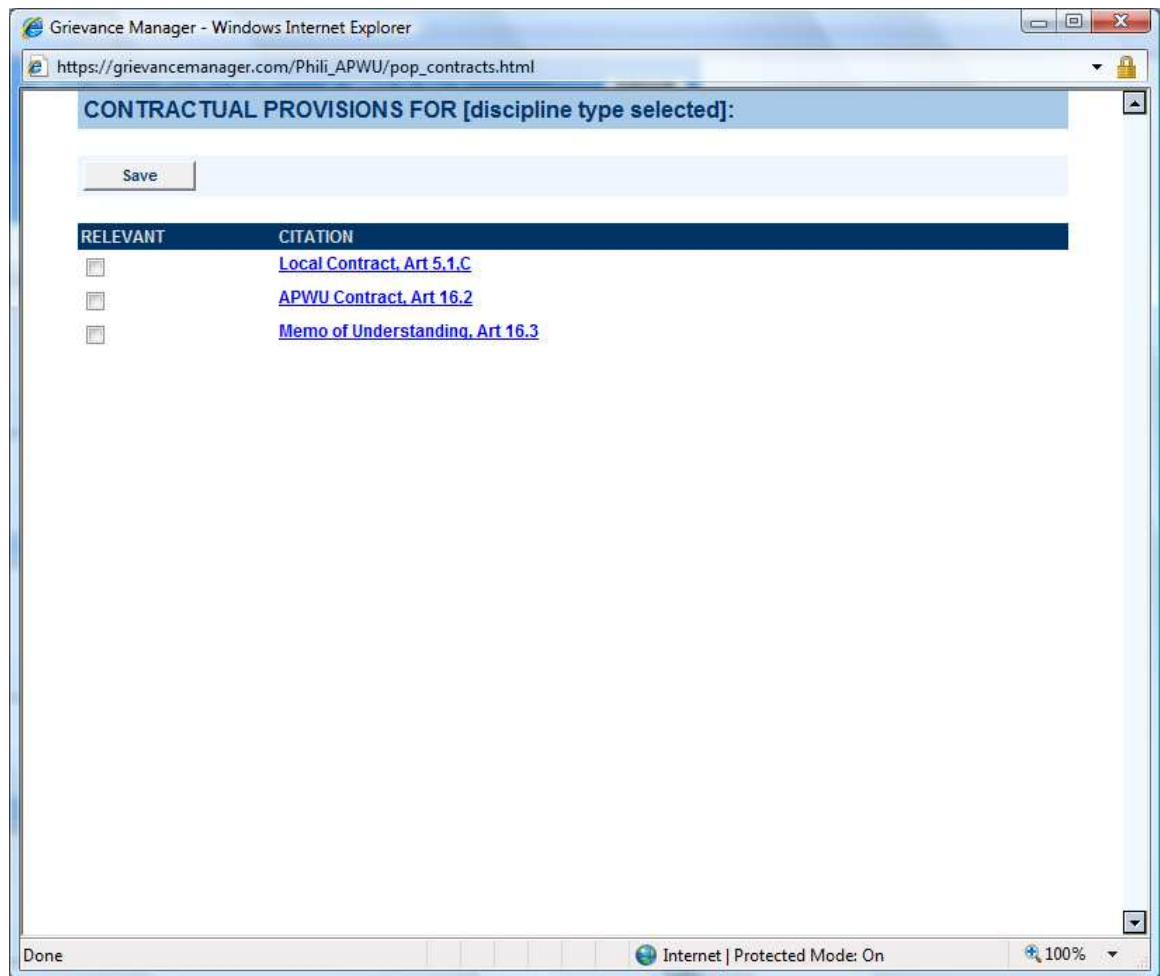
Table/Grid with columns:

Relevant. Checkboxes for assigning previously uploaded/archived Minutes/Awards to this Grievance.

Citation. Title of the document. A link to the actual document.

The Save button will assign/attach documents that have the Relevant checkbox checked.





5. **The Open Grievances Screen.** A grid of all open grievances, showing grievances in rows. Each row will have icons for viewing and editing the grievance (magnifying glass for view and red form for edit). Grievances will no longer display on this window when any of the following are true:
- 1) Resolution at Step 1 is YES on the Main Grievance Form.
  - 2) Resolved is chosen from the Decision drop down box on the Grievance Log.
  - 3) The Appeal to Arbitration date is filled in and saved on the Appeal to Arbitration Window
  - 4) The Step 3 Appeal date is filled in and saved on the Step 3 Appeal Window

#### MENU:

- New File- to open the Main Grievance Form for entering a new Grievance.
- Menu - back to entrance screen.
- Log Out

#### FIELDS:

##### Columns:

1. Local Grievance Number
2. USPS Grievance Number

3. Discipline
4. Craft
5. Grievant Name
6. Steward

Each column header is a link and rows can be sorted using it as criterion, toggling ascending to descending order. There is also a text box for search/filter criteria, which looks for matches in Local or USPS Grievance Number or Grievant Name, by either full or partial match. Filtered results can be resorted by any column heading. All screens are paginated, 20 rows per page. User name with view and edit permission levels are shown at the top left of the screen.

6. **Contractual Provisions Upload/Archive Window.** Clicking Archive Contractual Provisions on the GM Entrance Screen (#1 above), brings the User to the Contractual Provisions Window where the previously archived/uploaded Provisions can be viewed and edited, and new Provisions uploaded (when Add New is pressed and Upload window #7 below pops up).

Grid/table with the columns: Citation (link to the actual document), Description, and Date. There are Edit and Delete icons next to each row. There are Back and Add New buttons.

7. **Upload Contractual Provisions/Citations Window.** Clicking on the Add New button shown above on the Citations window (# 6 above) brings the User here for archiving/uploading Citations documents. User can upload PDF or Word, PDF being the preferred. A Citations document can refer to multiple Grievances.

MENU:

- Close
- Menu
- Log Out
- Upload

FIELDS:

1. Document Title. Text field. (Auto populate this with the filename if left blank)
2. Date (format MM-DD-YY or click calendar)
3. Description/Summary. Multi line text box
4. File. Text field (for listing the path of the file by choosing the Browse button and searching on the User computer)
5. Discipline. Checkboxes to indicate Discipline(s) to which the uploaded document should be associated (a document can be associated to greater than one Discipline value).

8. **Associated Citations Window.** Clicking on the red edit icon next to a Citations document on the above Statements Window (where the User sees the list of documents already assigned to a particular grievance- Window # 2 above) displays this window where a description of the Archived Citation document can be entered. (to be able to clarify how this document relates specifically to the grievance to which it has been associated/assigned).

Fields:

1. Description. Multi-line text box.

There is a Save button.

*Refer to printed form as reference for the following windows:*

9. **Supplement to the Step 2 Appeal Window.** Refer to Appendix. Three Step 2 Supplement windows are available after Step 2 Appeal Window above has been submitted and are usually filled out in order starting with this one, then the Hearing Record and then Additions and Corrections. The first time opened, the form will be new with any default values populated. Each time after that, a form will open as it's last saved version.

**MENU:**

- Save
- Close
- Menu-back to the Entrance Screen.
- Log out
- Delete- to delete current form.
- Print- prints the current Form page as a PDF in the format of the original printed CLIENT form: Supplement.
- Edit- if in View Only Mode (having clicked the magnifying glass icon in the Open Grievances Grid instead of the Red Edit form icon), User can click here to be able to Edit the Grievance if has permission to do so.
- Window Navigation buttons (to move between all online form windows if User has permission, after Main Grievance Form is submitted (i.e. Submit button pressed). The first time the blank window is opened. If a window has been saved previously, and not deleted, it will be the saved version that opens each time after, for the grievance in question):

Main Grievance Form

St 2 Draft

Step 2 Supplements: (label)

Hearing.

Additions (for Additions and Corrections to the Step 2 Decision)

Appeals: (label)

Step 3

Arb.

(blank line)

Grievance Log

**FIELDS:**

Header as printed on original form.

1. Date of Hearing. Calendar icon and text field or could auto-populate.
2. Grievant. Text field. First/last.
3. Grievance #. Alphanumeric text field. (auto-populate)
4. USPS#. Alphanumeric text field. (auto-populate)
5. Union Rep. Text field. (auto-populate)
6. Mgmt. Step 2 Designee. Text field.
7. Violation. Text field. (auto-populate)
8. Hard code text regarding supplemental contentions and evidence, with multi-line text box for contentions.
9. Hard code text: 'Elements of Evidence Included: (attach all elements of evidence).' Multi-line text box.
10. Link for uploading additional documents here. Separate list will be printed but the documents will reside with those from Step 2 Appeal Form.
11. Union Rep's Signature. Text field.
12. Date. Calendar icon with text box or could default date.

13. Management Rep Signature and Date.

**10. Step 2 Hearing Record Window.** Refer to Appendix.

**MENU:**

- Save
- Close
- Menu-back to the Entrance Screen.
- Log out
- Delete- to delete current form.
- Print- prints the current Form page as a PDF in the format of the original printed CLIENT form: Step 2 Hearing Record.
- Edit- if in View Only Mode (having clicked the magnifying glass icon in the Open Grievances Grid instead of the Red Edit form icon), User can click here to be able to Edit the Grievance if has permission to do so.
- Window Navigation buttons (to move between all online form windows if User has permission, after Main Grievance Form is submitted (i.e. Submit button pressed). The first time the blank window is opened. If a window has been saved previously, and not deleted, it will be the saved version that opens each time after, for the grievance in question):

Main Grievance Form

St 2 Draft

*Step 2 Supplements:* (label)

Supplement (for Supplement to Step 2). Or Suppl. if needed.

Additions (for Additions and Corrections to the Step 2 Decision)

*Appeals:* (label)

Step 3

Arb.

(blank line)

Grievance Log

**FIELDS:**

Header with Officers and contact info.

1. Grievant. Text field. First/last (auto-populate)
2. Date of Hearing. Calendar icon and text field or auto-populate...
3. Grievance #. Alphanumeric text field. (auto-populate)
4. USPS #. Alphanumeric text field. (auto-populate)
5. \*\*\*Union Rep. Text Field. (auto-populate). Populates 'Recorded by' with this same value so Recorded by will appear on the PDF but not on the window.
6. Mgmt. Step 2 Designee
7. Violation. Text field. (auto-populate)
8. Hard code text regarding arguments and evidence from Step 2
9. Field label: 'The Union's Presented Arguments-Not Presented within the Step 2 Appeal.' Multi-line text box.
10. Field label: 'The Union's Presented Evidence-Not Included within the Step 2 Appeal.' Multi-line text box.
11. Field label: 'The USPS' Presented Arguments at the Step 2 Hearing.' Multi-line text box.
12. Field Label: 'The USPS' Presented Evidence at the Step 2 Hearing.' Multi-line text box.
13. Link for uploading additional documents here. Separate list will be printed but the documents will reside with those from Step 2 Appeal Form.
14. on \_\_\_\_\_. Text box for date/auto-populate.

15. The Step 2 Meeting began at \_\_\_\_\_ and ended at \_\_\_\_\_. Two text fields for meeting time begin and end.
16. Union Representative's Signature. Text field.
17. Date. Calendar icon and text field. auto-populate.

**11. Additions and Corrections to the USPS Step 2 Decision Window.** Refer to Appendix.

Header as above with Officers and contact information. \*\*\*This form is one page (even though original printed form indicates page 1 of more). Evidence and Arguments do not carry over to this form as it is here that is included information not included on the prior forms.

**MENU:**

- Save
- Close
- Menu-back to the Entrance Screen.
- Log out
- Delete- to delete current form.
- Print- prints the current Form page as a PDF in the format of the original printed CLIENT form: Additions and Corrections to Step 2 Decision.
- Edit- if in View Only Mode (having clicked the magnifying glass icon in the Open Grievances Grid instead of the Red Edit form icon), User can click here to be able to Edit the Grievance if has permission to do so.
- Window Navigation buttons (to move between all online form windows if User has permission, after Main Grievance Form is submitted (i.e. Submit button pressed). The first time the blank window is opened. If a window has been saved previously, and not deleted, it will be the saved version that opens each time after, for the grievance in question):

Main Grievance Form

St 2 Draft

*Step 2 Supplements:* (label)

Supplement (for Supplement to Step 2). Or Suppl. if needed.

Hearing

*Appeals:* (label)

Step 3

Arb.

(blank line)

Grievance Log

**FIELDS:**

1. Grievant. Text field. first/last names.
2. Date of Hearing. Calendar and text field or can auto-populate if it always falls a certain number of days after an event or another date.
3. Grievance # . Alphanumeric text field. (auto-populate)
4. USPS #. Alphanumeric text field. (auto-populate)
5. Union Rep. Text field. (auto-populate)
6. Mgmt. Step 2 Designee. Text field.
7. Violation. Text field.
8. Field Label: 'The following Union arguments were raised at the Step 2 hearing, yet were not included with the USPS Step 2 decision.' Multi-line text box.
9. Field Label: 'The following Union arguments were raised at the Step 2 hearing, yet were not accurately included with(in) the USPS Step 2 decision.' Multi-line text box.
10. Field Label: 'The following Union evidence was presented at the Step 2 hearing in support of Union Arguments.' Multi-line text box.

11. Field Label: 'USPS arguments presented at the Step 2 hearing.' Multi-line text box.
12. Hard code text: 'USPS evidence presented at the Step 2 hearing.'
13. \*\*\*Field Label: 'The following USPS Step 2 decision arguments were not raised by the USPS during the 'Step 2 Meeting' (this last text is not on the printed form but should be included as worded here) ... Multi-line text box....
14. Hard code text: 'The following USPS evidence – which the USPS included with its Step 2 decision – was not presented by the USPS in support of any position at the Step 2 hearing.' Multi-line text box.
15. Union Representative's Signature. Text field. Date. Calendar icon/text field or default with current date or another date. Two fields on same line.
16. Management Representative's Signature. Text field. Date. Calendar icon/text field or default with current date or other date.

**12. Step 3 Grievance Appeal Form Window.** Refer to Appendix.

**MENU:**

- Save
- Close
- Menu-back to the Entrance Screen.
- Log out
- Delete- to delete current form.
- Print- prints the current Form page as a PDF in the format of the original printed CLIENT form: Step 3 Appeal.
- Edit- if in View Only Mode (having clicked the magnifying glass icon in the Open Grievances Grid instead of the Red Edit form icon), User can click here to be able to Edit the Grievance if has permission to do so.
- Window Navigation buttons (to move between all online form windows if User has permission, after Main Grievance Form is submitted (i.e. Submit button pressed). The first time the blank window is opened. If a window has been saved previously, and not deleted, it will be the saved version that opens each time after, for the grievance in question):

Main Grievance Form

St 2 Draft

*Step 2 Supplements:* (label)

Supplement (for Supplement to Step 2). Or Suppl. if needed.

Hearing.

Additions (for Additions and Corrections to the Step 2 Decision)

*Appeals:* (label)

Arb.

(blank line)

Grievance Log

**FIELDS:**

**Page 1:**

1. Header with Certified Mail # field.
2. Field Label: 'Grievant – person or union'. First/last together. Text field. (auto-populate).
3. Work Location. Hard-coded.
4. Region's Grievance #. Alphanumeric text field.
5. Discipline (Nature of) or Contract (Issue). (auto-populate from drop down box on Step 2 Appeal Form).
6. Craft. (auto-populate from drop down box on Step 2 Appeal Form).
7. Date of Step 2. (auto-populate).

8. Local Grievance #. Text field. (auto-populate).
9. USPS Grievance #. Text field. (auto-populate).
10. Hard code text: 'The above grievance is being appealed to Step 3/Date \_\_\_\_.' Date field. Calendar icon and date field or could auto-populate with current date or other date.
11. SSN. Text field.
12. \*\*\*Default address and text from printed form except Local Address should be the Darby Address found on the other forms. (On this printed form it is an outdated address).
13. Field Label: 'The Appeal is in accordance with XV Grievance Arbitration Procedures Sec. 2 Step 2 (h) and Step 3 (a) for the following reasons.' Multi-line text box.
14. Default text at the bottom of the printed form (see printed form).

Page 2:

1. Grievant – Person or Union (From Line 8). Text field. Auto-populate.
2. Work Location. Hard-coded.
3. Region's Grievance #. Fields 1-3 here are on the same line on the printed form. Alphanumeric field.
4. Discipline (Nature of) or Contract (Issue). Auto-populate.
5. Craft. Auto-populate.
6. Date of Step 2. Auto-populate.
7. Local Grievance #. Auto-populate.
8. USPS Grievance #. Auto-populate. Fields 4-8 are on the same line on the printed form.
9. Additional Contentions. Multi-line text box is one half of the page after the fields at the top.
10. Additional Corrective Action. Multi-line text box. The last quarter of the bottom of the page.

Page 3:

1. Grievant – Person or Union (From Line 8). Text field. Auto-populate.
2. Work Location. Hard-coded.
3. Region's Grievance #. Fields 1-3 here are on the same line on the printed form. Alphanumeric field.
4. Discipline (Nature of) or Contract (Issue). Auto-populate.
5. Craft. Auto-populate.
6. Date of Step 2. Auto-populate.
7. Local Grievance #. Auto-populate.
8. USPS Grievance #. Auto-populate. Fields 4-8 are on the same line on the printed form.
9. More Additional Contentions. Multi-line text box taking up the remainder of the page after the header fields above.

Page 4:

1. Grievant – Person or Union (From Line 8). Text field. Auto-populate.
2. Work Location. Hard-coded.
3. Region's Grievance #. Fields 1-3 here are on the same line on the printed form. Alphanumeric field.
4. Discipline (Nature of) or Contract (Issue). Auto-populate.
5. Craft. Auto-populate.
6. Date of Step 2. Auto-populate.
7. Local Grievance #. Auto-populate.
8. USPS Grievance #. Auto-populate. Fields 4-8 are on the same line on the printed form.
9. Hard code text: 'The contentions and corrective action cited on the Step 2 Appeal form were put forth at the Step 2 hearing. Multi-line text box taking up the remainder of the entire page after the header fields.

Page 5:

1. Grievant – Person or Union (From Line 8). Text field. Auto-populate.
2. Work Location. Hard-coded.
3. Region's Grievance #. Fields 1-3 here are on the same line on the printed form. Alphanumeric field.
4. Discipline (Nature of) or Contract (Issue). Auto-populate.
5. Craft. Auto-populate.
6. Date of Step 2. Auto-populate.
7. Local Grievance #. Auto-populate.

8. USPS Grievance #. Auto-populate. Fields 4-8 are on the same line on the printed form.
9. Blank space on the remainder of the page. Multi-line text box.

Page 6:

1. Grievant – Person or Union (From Line 8). Text field. Auto-populate.
2. Work Location. Hard-coded.
3. Region's Grievance #. Fields 1-3 here are on the same line on the printed form. Alphanumeric field.
4. Discipline (Nature of) or Contract (Issue). Auto-populate.
5. Craft. Auto-populate.
6. Date of Step 2. Auto-populate.
7. Local Grievance #. Auto-populate.
8. USPS Grievance #. Auto-populate. Fields 4-8 are on the same line on the printed form.
9. Blank space on the remainder of the page. Multi-line text box.

13. **Step 2 Appeal to Arbitration Grievance Form Window** . Refer to Appendix. Evidence and Arguments will carry over from the Statements window, page 2 of the Main Grievance Form, as well as from all three Step 2 Supplement Forms to both Appeal Forms.

MENU:

- Save
- Close
- Menu-back to the Entrance Screen.
- Log out
- Delete- to delete current form.
- Print- prints the current Form page as a PDF in the format of the original printed CLIENT form: Appeal to Arbitration.
- Edit- if in View Only Mode (having clicked the magnifying glass icon in the Open Grievances Grid instead of the Red Edit form icon), User can click here to be able to Edit the Grievance if has permission to do so.
- Window Navigation buttons (to move between all online form windows if User has permission, after Main Grievance Form is submitted (i.e. Submit button pressed). The first time the blank window is opened. If a window has been saved previously, and not deleted, it will be the saved version that opens each time after, for the grievance in question):

Main Grievance Form

St 2 Draft

*Step 2 Supplements:* (label)

Supplement (for Supplement to Step 2). Or Suppl. if needed.

Hearing

Additions (for Additions and Corrections to the Step 2 Decision)

*Appeals:* (label)

Step 3

(blank line)

Grievance Log

FIELDS:

Page 1:

1. Certified Mail #. Alphanumeric field.
2. Grievant – Person or Union. First/last. Text field. Auto-populate.
3. Work Location-hard coded for every instance of work location after the Main Grievance Form- 'CLIENT, PA'.
4. USPS Grievance #. Auto-populate. Fields 2-4 are on the same line.



5. Discipline (Nature of) or Contract (Issue). Auto-populate.
  6. Craft. Auto-populate.
  7. Date of Step 2. Auto-populate.
  8. APWU Grievance #. Alphanumeric field. Fields 5-8 are on the same line.
  9. Date. Default with current date.
  10. Hard code text. See printed form.
  11. Hard code text regarding The Postal Service refused or failed to schedule. Field Label: 'Check if Applicable'. Checkbox.
  12. Expedited Arbitration Panel Issues checkbox.
  13. Regular Arbitration Panel Issues. Mutually exclusive from above.
- \*\*\* Auto-check the correct box above based on grievance and criteria for each if possible. If not, User will check.

Page 2:

1. Certified Mail #. Alphanumeric field.
2. Grievant – Person or Union. First/last. Text field. Auto-populate.
3. Work Location . Hard-coded.
4. USPS Grievance #. Auto-populate. Fields 2-4 are on the same line.
5. Discipline (Nature of) or Contract (Issue). Auto-populate.
6. Craft. Auto-populate.
7. Date of Step 2. Auto-populate.
8. APWU Grievance #. Alphanumeric field. Fields 5-8 are on the same line.
9. The contentions and corrective action cited on the Step 2 Appeal form were put forth at the Step 2 hearing. Multi-line text box down the remainder of the page.

Page 3:

1. Certified Mail #. Alphanumeric field.
2. Grievant – Person or Union. First/last. Text field. Auto-populate.
3. Work Location . Hard-coded.
4. USPS Grievance #. Auto-populate. Fields 2-4 are on the same line.
5. Discipline (Nature of) or Contract (Issue). Auto-populate.
6. Craft. Auto-populate.
7. Date of Step 2. Auto-populate.
8. APWU Grievance #. Alphanumeric field. Fields 5-8 are on the same line.
9. Blank space on the remainder of the page. Multi-line text box without a field label.

Page 4:

1. Certified Mail #. Alphanumeric field.
2. Grievant – Person or Union. First/last. Text field. Auto-populate.
3. Work Location. Hard-coded.
4. USPS Grievance #. Auto-populate. Fields 2-4 are on the same line.
5. Discipline (Nature of) or Contract (Issue). Auto-populate.
6. Craft. Auto-populate.
7. Date of Step 2. Auto-populate.
8. APWU Grievance #. Alphanumeric field. Fields 5-8 are on the same line.
9. Blank space on the remainder of the page. Multi-line text box without a field label.

- 14. Grievance Log Window.** Summary of the grievance. Refer to Appendix.  
Step 2 Decision field is on this window for use in controlling Timed Notifications.

MENU:

- Save
- Close
- Menu-back to the Entrance Screen.
- Log out
- Delete- to delete current form.

- Print- prints the current Form page as a PDF.
- Edit- if in View Only Mode (having clicked the magnifying glass icon in the Open Grievances Grid instead of the Red Edit form icon), User can click here to be able to Edit the Grievance if has permission to do so.
- Window Navigation buttons (to move between all online form windows if User has permission, after Main Grievance Form is submitted (i.e. Submit button pressed). The first time the blank window is opened. If a window has been saved previously, and not deleted, it will be the saved version that opens each time after, for the grievance in question):

Main Grievance Form

St 2 Draft (for Step 2 Grievance Appeal Form Draft)

*Step 2 Supplements:* (label)

Supplement (for Supplement to Step 2). Or Suppl. if needed.  
Hearing.

Additions (for Additions and Corrections to the Step 2 Decision)

*Appeals:* (label)

Step 3

Arb.

## FIELDS:

1. Local Grievance #
2. Grievant's Last Name
3. Grievant's First Name
4. Officer
5. Craft
6. Social Security #
7. Steward's First Name
8. Steward's Last Name
9. Supervisor's First Name
10. Supervisor's Last Name
11. Section
12. Step 2 Jurisdiction
13. Discipline (Nature of) or Contract (Issue)
14. Infraction (for Discipline only)
15. Articles Violated (National)
16. Articles Violated (Local)
17. Date of Step 1 Decision
18. Date of Step 2 Appeal. Where the initial Step 2 Appeal Grievance Entry Form Window begins.
19. Date of Step 2 Hearing
20. Step 2 Union Rep
21. Step 2 Management Rep
22. Date of Step 2 Answer. Fields 17-22 are on the same line on the printed form.
23. Date of Step 3 Appeal.
24. \*\*\*Step 3 Union Rep. Drop down box.
25. \*\*\*Step 3 Management Rep. Drop down box.
26. Date of Step 3 Answer
27. Date of Appeal to Arbitration. Fields 23-27 are on the same line on the printed form.
28. Regional Arbitration #
29. \*\*\*Decision. Drop down box.
30. Forum. Two radio buttons. Arbitration and Pre-Arb.
31. Date o Arb/Pre-Arb. Fields 30-31 on the same line.
32. Remarks
33. Date Remanded from Step 3
34. Date of Step 2 Remand Hearing. Fields 33-34 on the same line.

35. Date of Remand Appeal to Step 3
36. Date of Step 3 Remand Decision. Fields 35-36 on the same line and fields 33-36 outlined in a box in the far bottom right corner of the printed form.

15. **Step 2 Grievance Appeal Form Draft.** Refer to Appendix. This form is available after the Step 2 Appeal Window above has been submitted by the Steward, on which the Craft Director can make suggestions before Gene's finalization.

#### MENU:

- Save
- Close
- Menu-back to the Entrance Screen.
- Log out
- Delete- to delete current form.
- Print- prints the current Form page as a PDF in the format of the original printed CLIENT form: Supplement.
- Edit- if in View Only Mode (having clicked the magnifying glass icon in the Open Grievances Grid instead of the Red Edit form icon), User can click here to be able to Edit the Grievance if has permission to do so.
- Window Navigation buttons (to move between all online form windows if User has permission, after Main Grievance Form is submitted (i.e. Submit button pressed). The first time the blank window is opened. If a window has been saved previously, and not deleted, it will be the saved version that opens each time after, for the grievance in question):

Main Grievance Form

*Step 2 Supplements:* (label)

Supplement to Step 2

Hearing.

Additions (for Additions and Corrections to the Step 2 Decision)

*Appeals:* (label)

Step 3

Arb.

(blank line)

Grievance Log

#### FIELDS:

1. Discipline (nature of) or Contract Issue.
2. Craft.
3. Date.
4. Local Grievance Number.
5. USPS Grievance Number.
6. Detailed Statement of Facts/Contentions of the Grievant. Multi-line text box.
7. Corrective Action Requested. Multi-line text box.
8. National Contract. Enterable text field.
9. Local Memo. Enterable text field.

Links to the three full contracts will be available in the left margin of the window.

16. **Issue (Complaint) Form.** This form will be used to document complaints that will not go through the formal grievance process. If later, such a complaint is to go through the formal grievance process, these fields can be automatically transferred over to the Main Grievance Form. These will be available from reporting, but not on the Open Grievances screen.

## MENU:

- Save
- Close
- Menu-back to the Entrance Screen.
- Log out
- Delete- to delete current form.
- Print- prints the current Form page as a PDF.

## FIELDS:

1. Date. Enterable date field with calendar icon.

### GRIEVANT

2. Grievant First Name. Enterable text field. Grievant is a look up field (with the magnifying glass) so that a User can search for the name from the pre populated member list. First Name, Last Name and Employee ID can all be populated when name is chosen from the look up. The Look Up is maintained through the Members Administration feature.
3. Grievant Last Name. Enterable text field. Populated by the Grievant Name look up.
4. SSN.
5. Employee ID. Enterable text field. Populated by the Grievant Name Look Up.
6. Senior Service: Craft: Populated by the craft field above.
7. Street Address. Enterable text field. Could be automatically populated by Grievant Name Look Up.
8. City. Enterable text field. Could be automatically populated by Grievant Name Look Up.
9. State. Drop down box with abbreviations for all states for User to select.
10. Zip. Enterable numeric text field. Could be automatically populated by the Grievant Name Look Up.
11. Phone. Enterable alphanumeric text field. Could be automatically populated by the Grievant Name Look Up.
12. Employment. Mutually exclusive radio buttons. FTR-Full Time Regular. PTR-Part-Time Regular. PTF-Part-Time Flexible. TE-Temporary.
13. Level. Enterable alphanumeric text field.
14. Step. Enterable alphanumeric text field.
15. Duty Hours. Enterable alphanumeric text field.
16. Off Days. Check boxes. SA, SU, M, T, W, TH, F.
17. Job No. Enterable alphanumeric text field.

18. Pay Location. Enterable alphanumeric text field.
19. Lifetime Security. Yes/No.
20. Veteran. Yes/No.
21. Phone. Enterable alphanumeric text field.
22. Detailed Statement. Multi-line text field. Use format from Main Grievance Form page 2 Statements.
23. Corrective Action. Multi-line text field. Use format from Main Grievance Form page 2 Statements.

## Reporting Customizations:

### **Grouped Reports:**

Definition:

A grouped (or “aggregate”) report is a summary showing the *number* of grievances per some criterion, or multiple criteria in combination. Date ranges may also be specified. (These Grouped Reports do not show individual grievance details. See Non-Grouped Report below for creating reports with one line per grievance).

1. Grievances by Craft, where Date of Step 1 Meeting was after [entered] and before [entered]
2. Grievances by Discipline, where Date of Step 1 Meeting was after [entered] and before [entered].
3. Grievances by Unit/Sec/Br/Sta/Ofc, where Date of Step 1 Meeting was after [entered] and before [entered].
4. Grievances by Step 2 Jurisdiction, where Date of Step 1 Meeting was after [entered] and before [entered].

### **Non-grouped Report (advanced search) Tool:**

Definition:

This tool allows filtering of grievances based on multiple criteria, as many as are practical (typically 10-15 criteria set with drop-downs, text filters and date ranges). Order and fields to display in the results are also configurable in the tool. Results are lists of grievances in either HTML (the grievance number may be clicked to open the full grievance view screen), or as a time-stamped PDF. One grievance on each row of the report.

### **Grievance non-grouped search report:**

Criteria:

1. Local Grievance Number
2. USPS Grievance Number
3. Grievant Name
4. Employee ID
5. Discipline
6. Craft
7. Unit/Sec/Br/Sta/Ofc
8. Step 1 Meeting Date
9. Step 2 Appeal Date
10. Steward
11. USPS Rep
12. Work Location

Display Fields:

1. Local Grievance Number
2. USPS Grievance Number
3. Grievant Name
4. Craft

5. Discipline
6. Unit/Sec/Br/Sta/Ofc
7. Step 1 Meeting Date

## Customizations to other features:

### **Immediate Email Notification:**

**1. When Steward presses the Submit button for a grievance, signifying it has been entered and is ready for review by Gene.** \*\*\*Could generate lots of emails-could be in report format instead.

Email goes to Gene Chieffo and appropriate Craft Director.

Note: If recipients of the Notification are not set up as GM Users with a login and password, they will not be able to click on the link in the Notification emails to see the actual Grievance Form.

### **Timed Email Notifications: (will be sent a day before the actual deadline)**

REF	POSITIVE TRIGGER	UNLESS	EFFECT
N1	Step 2 Appeal within 10 days of Step 1 decision (Step 1 Decision Date is on the Main Griev. Form--third date from the top)	Step 2 Appeal Date entered on Main Grievance Form (first date at the top of the form), or Step 3 Appeal Date, or Arb Appeal Date.	Reminder email that Step 2 Appeal is due.
N2	Step 2 Meeting within 7 days of the Step 2 appeal	Step 2 Meeting Date entered on the Supplement to the Step 2 Appeal Form (or on the Hearing or Addition and Corrections. Forms) OR if Step 3 Appeal date or Appeal to Arb. date entered on either Appeal form.	Reminder email that Step 2 Meeting is due.
N3	Step 2 decision within 10 days of the Step 2 meeting	Step 2 decision on the Grievance Log Form has been entered OR if Step 3 Appeal date or Appeal to Arb. Date entered on either Appeal Form.	Reminder email that Step 2 decision is due.
N4	Submission of corrections and/or additions within 10 days of Step 2 decision	The Additions and Corrections Form has been saved or printed OR if Step 3 Appeal date or Appeal to Arb. Date entered on either Appeal Form.	Reminder email that corrections and additions are due.
N5	Step 3 appeal within 15 days of Step 2 decision	Step 3 Appeal date or Appeal to Arb. Date entered on either Appeal Form.	Reminder email that Step 3 appeal is due.
N6	Direct appeal to Arbitration within 30 days.	Step 3 Appeal date or Appeal to Arb. Date entered on either Appeal Form.	Reminder email that Appeal to Arb is due.



**Recipients:**

Gene Chieffo to receive the Timed Notifications.

*Note: If recipients of the Notification are not set up as GM Users with a login and password, they will not be able to click on the link in the Notification emails to bring up the actual Grievance.*

**Abeyance/time limit extension:**

There will be an abeyance checkbox field by grievance.

When checked, the notifications will not be sent out for that particular grievance.

When the abeyance checkbox is unchecked, the GM will calculate how many days the system was 'frozen' and then start up the notification process again based on this later date. This is true as well if the abeyance box is checked and unchecked multiple times for a single grievance. The checkbox will signify an indefinite 'hold' without an option to enter a number of days.

**GM System Users:**

- Gene Chieffo  
[dir@phillyapwu.com](mailto:dir@phillyapwu.com)
- Kathy
- Others to be listed as the project progresses

## **User Access and Restrictions by Login**

Each individual accessing the application will have a unique user account, with username, password, first name, last name, local (if applicable) and email address. User accounts will be created by an Administrator (a previously existing User with administrative rights), and the user record can be edited anytime by an Administrator. User accounts may also be deleted by an Administrator.

Passwords will be stored with a one-way hash encryption, meaning they can never be read back into unencrypted form from the database. An existing password cannot be read by anyone. Users may change their passwords anytime, but if they forget their current one, a new one must be assigned by an Administrator.

An Administrator can assign user roles, and grant or revoke Administrator rights to other users. It's recommended that there not be more than two or three Administrative users.

**Types of Access:**

User Groups who can enter grievances: Steward (enter grievance initially), Chief Steward, Administrator, Secretary, Craft Director (edit access to all in their craft). View and/or Edit access will be given by Document/window. All forms will be listed in the User Admin such that view, edit or none can be chosen for each form for each group. Stewards will see only their grievances. Individuals will not need access, instead it would be by title by area/section.

Administrators will have the ability to control the following:

- After a Grievance is submitted, Stewards will have view only access and to their grievances only.
- Only Administrators and Secretaries will be able to edit the Main Grievance Form after submit.
- Administrators will be the only group who can edit the Grievance Log, Step 3 Appeal and Appeal to Arbitration.
- After the Main Grievance Form is printed, only Administrators can edit the form.

CLIENT will be able to change User permission levels through a series of radio buttons in the User Administrative function as needed (i.e. A Steward may be given a Chief Steward's access temporarily if the Chief Steward is out).

## **Administrative Features**

1. Users. Administrator may add, edit or delete Users of the GM application.
2. Members. UBPC will load initial member file and then CLIENT can maintain the individual member record updates.
3. Stewards. To maintain the look up list. UBPC will load the initial list of Stewards from CLIENT and then CLIENT can maintain the individual Steward records after that.
4. Contracts listed/linked on left side of the Step 2 Appeal Window.
5. Maintain Discipline, Craft, and Unit (drop down box values) from the Step 2 Appeal Window
6. Maintain three drop down boxes on Grievance Log Window (Union Rep, Mgmt Rep and Decision)
7. Maintenance of defaulted Values for PDFs:
  - A) Header with address, names/titles on the three Step 2 Supplement Forms
  - B) To Step 2 Designee on Step 2 Appeal Form
  - C) Local Union (on Step 2 Appeal, Appeal to Arb and Step 3 Appeal Forms)
  - D) Authorized Union Rep (Step 2 Appeal, Appeal to Arb, Step 3 Appeal)
  - E) Local Union President (Step 2 Appeal Form)
  - F) TO Area Office (Appeal to Arbitration and Step 3 Appeal Forms)
  - G) National Business Agent/VP (Appeal to Arb and Step 3 Appeal Forms)
  - H) Coordinator and title (Appeal to Arb Form)

## **Application Security**

The Application will be internet-based, and therefore accessible from any location. Each user will have his/her own login account, with a username and password. It is strongly recommended that users do not share logins; doing so compromises security for this or any network application.

Users will have to login to see any part of the Application. The login process, and all other user interactions with the Application, will occur only through a web browser enabled with SSL (secure socket layer) security. This feature is built into all modern browsers. The Application will only accept encrypted data, so any attempt to circumvent SSL (to send or receive non-encrypted data) will result in the user being immediately logged out and re-directed back to the secure login page.

Additionally, passwords will use a one-way hash algorithm, so that only the person who creates (and remembers) the password will know it, regardless of database or server privileges. Administrators will be able to create and reset passwords, but never retrieve an existing one. After a login is created, the user may change the password at any time.

**Copyright to Application, Source Code and Open Source License**

The CLIENT Postal Workers Grievance Manager Application is considered to be a “work for hire” for CLIENT Postal Workers, and source code will be delivered at the time the application is launched.

Costs:

**Administration**

---

User management feature and permissions	\$600
Member list, management feature and initial input	\$360
Steward list, management feature and initial input	\$360
Contract and Manual PDFs, management feature and initial uploads	\$120
Citations management (file upload) feature	\$480
Discipline and Craft lists, management feature and initial input	\$360
Unit/Section/Branch/Station/Office unified list w/category distinction, management feature and initial input	\$360
Union Rep, Mgmt Rep, and Decision lists, management features and initial input	\$360
Defaulted values for PDF output forms, eight fields, management feature and initial input	\$120

**Login and initial screens**

---

User login	\$120
Entrance screen	\$300
Open Grievances screen	\$720

**Input and Edit Forms**

---

Form 1: Initial Entry and Statements, associated lookup-forms for population	\$1,440
Per Grievance document upload	\$360
Per Grievance citation assignment	\$840

Form 2: Step 2 Hearing Record	\$960
Form 3: Supplement to the Step 2 Appeal	\$960
Form 4: Additions and Corrections to the USPS Step 2 Decision	\$960
Form 5: Step 2 Appeal to Arbitration Grievance Form	\$1,200
Form 6: Step 3 Grievance Appeal Form	\$1,200
Form 7: FilePro Grievance Log	\$960
Form 8: Step 2 Grievance Appeal Draft	\$720
Form 9: Issue (complaint) form, and separate life as potential but not actual grievance	\$1,800

#### **PDF Output Forms**

---

Step 2 Grievance Appeal Form	\$1,920
Step 2 Hearing Record	\$1,200
Supplement to the Step 2 Appeal	\$600
Additions and Corrections to the USPS Step 2 Decision	\$1,200
Step 2 Appeal to Arbitration Grievance Form	\$1,440
Step 3 Grievance Appeal Form	\$1,200
Grievance Log	\$1,200
Step 2 Grievance Appeal Form DRAFT	\$600

#### **Notifications**

---

Immediate	\$240
N1-N6 Notifications	\$2,400
Per grievance abeyance feature, adjusting timelines	\$1,200

#### **Reporting**

---

Grouped, 4 reports	\$600
Advanced Query	\$1,800

<b>TOTAL</b>	<b>\$31,380</b>
--------------	-----------------

**Terms of Payment:**

One half due upon acceptance of the attached proposal.

Last half due upon completion of the Grievance Manager, as described in this document.

Client Signature:

---

Gene Chieffo  
Director  
CLIENT APWU

AGREED UPON AND ACCEPTED BY Union Built PC Inc.:

By Barry Bidler

Title: Development Manager

By [Signature]

Title Project Coordinator

## **Appendix: Form and Field Diagrams, Input to Output**