

MEMORANDUM OF UNDERSTANDING (MOU)

Support Services Division – Beneficiary Travel Expense Reimbursement Standard Operating Procedures (SOP)

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees (AFGE), AFL-CIO National Veterans Affairs Council (NVAC) #53, (Union) regarding Support Services Division – Beneficiary Travel Expense Reimbursement Standard Operating Procedures (SOP).

1. Employees will receive training on the new procedures and a copy of the SOP. Any employee on a production or timeliness standard will be on excluded time. No leave will be cancelled for this training.
2. Management will ensure employees have the proper access to systems and software to follow the new procedures.
3. Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
4. Management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control.
5. After implementation, if either party is made aware of issues that may affect employees, both parties agree to discuss the issues and work to mutually resolve the issues for the employees. If the parties are unable to resolve the issue(s) by discussion, the parties will implement the negotiating process to the extend required by the statute.
6. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within (10) ten days of the date this MOU is signed.

Kevin D. Nelson

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For the Agency

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02/07/2020

Date