



American Postal Workers Union, AFL-CIO

1300 L Street, NW, Washington, DC 20005

Elizabeth Powell
Secretary-Treasurer

202-842-4215 (Office)
202-842-8530 (Fax)

December 7, 2011

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Executive Vice President

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Dear State/Local President:

Please be advised that effective January 9, 2012, the American Postal Workers Union's Headquarters' phone system will be converted to an automated answering system. Those calling Headquarters may still reach individuals by calling their direct extension as they have done in the past, or they may dial (202) 842-4200 to reach the automated system. An outline of the automated system prompts is enclosed.

A voicemail system will be set up for each department. Voicemails will be checked daily and forwarded to the appropriate individuals and/or departments.

If you should have any questions, please contact the Secretary-Treasurer's Department at (202) 842-4215.

With best wishes and kindest regards, I remain

Yours in Union Solidarity,

Elizabeth Powell
Secretary-Treasurer

Enclosure

CC: Resident Officers
Regional Coordinators
National Business Agents
APWU Staff

APWU Automated Phone System

Effective January 9, 2012, the phone system at APWU Headquarters will become automated. Please find below a list of the prompts and sub-prompts that will be listed during the greeting.

For instance, if you are calling for the Retirees Department, you would press 5. You will then hear a recording stating, "For the Retirees Department, press 1. For the Legislative/Political Department, press 2." To reach the Retirees Department, you will press 1.

<u>Prompt</u>	<u>Sub-Prompt</u>	<u>Department/Division</u>
1		Clerk, Maintenance & Motor Vehicle Divisions
	1	Clerk Division
	2	Maintenance Division
	3	Motor Vehicle Division
2		Secretary-Treasurer's Department
3		Per Capita Department
4		Industrial Relations, Arbitration & Safety and Health
5		Retirees & Legislative/Political Departments
	1	Retirees Department
	2	Legislative/Political Department
6		Human Relations, Organization & Research and Education Departments
	1	Human Relations Department
	2	Organization Department
	3	Research & Education Department
7		Accounting & Human Resources Departments
	1	Accounting Department
	2	Human Resource Department
8		Information Technology & Mail Room
	1	Information Technology Department
	2	Mail Room
9		Executive Offices
0		Further assistance