


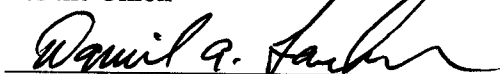
MEMORANDUM OF AGREEMENT

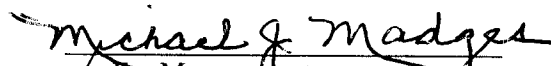
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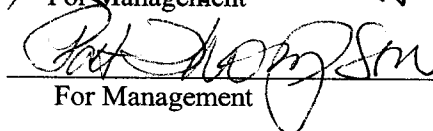
On
myPay System

1. The American Federation of Government Employees (AFGE) Council 214 and Air Force Materiel Command (AFMC), hereafter referred to as the Union and Management, hereby enter into this Memorandum of Agreement regarding the full implementation of the "myPay" system as it applies to bargaining unit members covered by the Master Labor Agreement (MLA) between the parties. The parties recognize that this web-based system can be used for tracking leave, earnings, allotments and tax information and for making certain voluntary changes with respect to pay-related items
2. The parties recognize that employees can access the myPay website at <https://mypay.dfas.mil/mypay.asp>. For security purposes, the parties further acknowledge that employees must provide their social security number and an individualized PIN to access the system. As of the date of this agreement, the parties are aware that the majority of affected employees have voluntarily accessed the system successfully. While the system was specifically designed to be user-friendly, the home page provides a listing of Frequently Asked Questions which should address most inquiries.. Should the employee need more assistance navigating the system, the user can contact the DFAS myPay Assistance/Customer Support office at 1-800-390-2348 where whatever level of assistance needed will be provided. While questions regarding how to use the system can be referred to the DFAS Center, specific pay questions should be taken to the employee's local Customer Service Representative (CSR). On request, the CSR will provide a pamphlet explaining the features of myPay and the phone number for the DFAS customer support. The CSR will assist employees who still have questions after contacting the DFAS customer support.
3. Management will provide duty time for employees to review LES information on a bi-weekly basis and to update identification and allotment information as required. The amount of time will be commensurate with the availability and access to suitable computer equipment. The parties recognize that it is in the best interest of both management and employees to have close access to computers with appropriate web access and print capabilities.
4. In the event an employee reports he/she is having a problem accessing the myPay system, he/she is encouraged to advise management who, in turn, will take prompt action to pursue resolution of the problem.
5. The parties agree that local union and management will work together to manage local implementation of myPay. Four weeks after paper-copy leave and earning statements are terminated, installation management will provide the local union a gross percentage of employees who have yet to establish a permanent myPay account. If necessary, local union and management will jointly evaluate the problems affecting this population and develop local strategies to address them. Local union and management will subsequently meet as needed to discuss how myPay is working at the base and identify any problems or concerns with the program.
6. In the spirit of partnership, the Union and Management agree to work together to address unforeseen issues that may arise during implementation or concerns over compliance with this MOA. All remedies available under the MLA or 5 U.S.C. Chapter 71, when applicable, will remain available to the Parties if concerns cannot be cooperatively resolved.


For the Union


For the Union


For Management


For Management