

**Questions and Answers**  
**New Employee Experience, Retention and Mentoring Program**

The attached jointly-developed document provides the mutual understanding of the national parties on issues related to the New Employee Experience Retention and Mentoring Program (NEERMP). This document will be updated if agreement is reached on additional matters related to NEERMP.



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Date July 7, 2025

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**Joint Questions and Answers**  
**New Employee Experience, Retention and Mentoring Program**

**First Day/Shadow Day/Onboarding Training/OJI**

1. Are their work limits on "shadow" day?

**This program does not alter shadow day. The employee is restricted to 11.5 workhours (consistent with Employee and Labor Relations Manual Section 432.32). The program's workhour restrictions begin week 1, which is defined as the week the employee begins OJI training.**

2. The program requires a new employee to stay in their employing office for their first 8 weeks. Can a new employee train in another office because their office does not have an OJI?

**Yes. The employee will report back to their employing office after completion of OJI.**

3. When does week 1 start?

**Journey week 1 begins the week the new employee starts on-the-job instructor (OJI) training.**

**Schedule/Hour Restrictions/OT**

4. Can the non-scheduled day for CCAs/PTFs be moved?

**Yes. The schedule must provide the anticipated non-scheduled day; however, the non-scheduled day can be moved to a later day in the week if a situation arises which requires the movement, and the employee receives proper notice; however, changes during the week to the scheduled day off should be an exception. Management should make every effort to adhere to the originally posted nonscheduled day.**

5. Can CCAs/PTFs be worked beyond their workhour limits to provide auxiliary assistance to a full-time regular not on the Overtime Desired List or Work Assignment List (i.e., the Letter Carrier Paragraph)?

**No. CCAs/PTFs that reach their workhour limits are unavailable to work.**

6. When will the CCA/PTF schedule be posted?

**The schedule for CCAs/PTFs must be posted no later than close of business on Wednesday of the preceding week.**

7. Can a new employee's first day in their employing office, after Carrier Academy be on a Sunday?

**No.**

8. When can CCAs/PTFs be worked in a Sunday hub office other than their duty station?

**Beginning in week 9. The MOU restricts the new employee to working only within their employing office for weeks 1 to 8.**

9. Do the weekly work hour limits include Holiday pay and annual leave?

**No. The MOU work hour limits refer to actual hours worked, but do not include any type of leave, paid or unpaid (e.g., annual, holiday, LWOP).**

10. When can CCAs and PTFs work seven days in a service week?

**Beginning week 9, there are two situations in which a CCA and a PTF may work seven days in a service week.**

- 1. CCAs and PTFs may volunteer to work a seventh day in a service week.**
- 2. CCAs and PTFs are not guaranteed a non-scheduled day during the "penalty overtime exclusion period".**

11. May CCAs/PTFs volunteer to work beyond the work hour limits?

**No.**

12. May the non-scheduled day of a CCA or PTF be on a holiday?

**Yes, this would satisfy the requirement of the employee being guaranteed a non-scheduled day each week.**

13. Do the scheduling requirements apply to CCAs and PTFs who were hired prior to July 1, 2025, the day the program was implemented nationwide?

**Yes, those employees who were hired prior to that date would be slotted into the program based on which journey week they were in on July 1, 2025.**

14. If a CCA or PTF is converted to full-time status prior to reaching journey week 12, do the workhour restrictions of the program still apply to them?

**No, the program only applies to CCAs and PTFs. Once a letter carrier becomes a full-time employee, they have other rights afforded to them within the collective bargaining agreement.**

15. If a previously employed CCA or PTF city letter carrier is rehired, do they start over at week 1 of the program?

**The only time a rehired former city letter carrier would start over at week 1 of the program is if they are required to reattend Carrier Academy. Otherwise, they would be slotted into the program at the journey week in which they were formerly at when they were previously employed.**

### **Joint Retention Teams (JRT)**

16. How are Joint Retention Teams created?

**JRTs may be established by mutual agreement of the USPS District Manager and NALC National Business Agent, or designees. JRTs are**

**comprised of one NALC member (compensated on a no loss, no gain basis) and one USPS member. The respective NALC National Business Agent, or designee, will select the NALC team member and the District Manager, or designee, will select the USPS team member.**

**17. What do Joint Retention Teams do?**

**Joint Retention Teams will educate, assist, and monitor compliance with the program at installations with city letter carriers. JRTs assist in communication with stations to facilitate best practices. These team(s) may be responsible for:**

- **Periodic on-site station visits to review scheduling, route books and maps, etc.**
- **Meeting with management teams and stewards to provide support and answer questions regarding the program**
- **Meeting with new employees to ensure they have received a welcome kit, introductions, and facility tour, are being communicated to, and working within the restrictions established by the MOU**
- **Reporting back to District Manager and the National Business Agent or their designee**
- **Conducting follow-up audits**

**Mentor**

**18. Can a CCA or PTF be selected to serve as a mentor?**

**Yes, if they meet the requirements of being a mentor as outlined in the program.**

**19. What if a new employee doesn't want a mentor?**

**Mentor and mentee participation in this program is voluntary. While the parties have a joint expectation that mentoring relationships will last for a period of four calendar months, the mentorship may be terminated by either the mentor or mentee at any time. In these circumstances, when practicable, efforts will be made to jointly assign a new mentor to the newly hired employee.**

**20. What is the definition of regular meetings between the mentor and mentee?**

**The intent regarding regular meetings is not to set a specific schedule or number of minutes per day/week. Rather, the intent is to maintain regular face-to-face meetings between the mentor and mentee sufficient to support the new employee and gauge their development. This can look like:**

- **Five minutes a day in the morning during the carriers initial learning period.**
- **A short meeting once or twice a week as the carrier begins to gain mastery of their new skills.**
- **A three-minute phone call around handling a street issue.**

**Meeting time and frequency should be adjusted based on the individual's**

development. A new carrier who acclimates more quickly may need shorter and/or less frequent conversations than someone who is struggling with mastering the skillset.

Regular meetings do not mean:

- A required number of minutes each day (reasonable times of a few minutes per day appropriate for your situation are acceptable).
- A required number of times to meet each week.
- A required day or time to meet (this does not preclude setting a meeting schedule that is mutually agreeable).

### General

21. Will new employees receive progress reviews?

Progress reviews for newly hired city letter carriers will be conducted at 30-, 60-, and 80-days in accordance with current guidelines. During these progress reviews, local management will identify opportunities for improvement, provide constructive feedback, and consider additional OJI/hands-on training, as necessary. Copies of these reviews will be provided to the local union.

22. What are the requirements for Sunday training?

The new employee must be shown the Sunday delivery process, including vehicle loading, turn by turn and any local Sunday specific procedures by a carrier experienced with Sunday delivery. There is no requirement that the Sunday trainer is a certified OJI. There is no set number of hours for training.

Training may be considered complete when the new employee and trainer agree that all Sunday delivery requirements have been demonstrated and understood.