

1. **Sign-on Process** – You are not expected to answer calls at the very start of your tour of duty. Only after the sign-on process to the system is completed, should you begin answering calls. [Part II Sec. 1 C]
2. **Read Time** – You are entitled to 60 minutes of weekly read time to stay current on IRM, new laws, etc. [Part I Subsection 2.B.2]
  - a. If your read time is cancelled, you are insulated from any mistakes you may make. [Part I Subsection 2.D]
  - b. If your read time is shortened or cancelled, it is to be made up generally within two weeks (with the exception of the April 1-15 moratorium period). [Part I Subsection 2.B].
  - c. While management has the right to assign topics for read time, the assignment should not take time away time needed for updates, etc.
3. **No Black Out Dates** – The IRS agreed not to have blackout dates for requesting annual leave prior to the initial approval period but can consider workload, telephone schedules and/or projected customer demand. [Part I Subsection 3.B.4] Also, you have the option of requesting ad hoc annual leave for personal business or other events that cannot be foreseen or planned during the prearranged leave solicitation planning periods. [Part I Subsection 3.G.]
4. **Leave Swap** – While your leave is granted based on IRS EOD, you may swap annual leave dates with another employee within the same leave pool. [Part I Subsections 3.B.5 and 3.C].
5. **Eighteen-Minute Grace Period** – You are allocated 18 minutes per day for beginning and end of shift activities, in addition to time for reviewing the accuracy of your time in the automated time tracking system. [Part II Subsections 1.B.1 and 1.E.5]
6. **Slippage** – You do not need prior supervisory approval to use the OFP code for slippage to reconcile time not reported by the automated time tracking system up to 5 percent of your direct time. This 5 percent slippage does not include items for which there is a separate OPF code. [Part II Subsection 1.E.6]

**Tip:** Direct time does not include any leave you may have taken that day.
7. **Utilize the Right Idle Codes** – You are allowed to use the Temporarily Off the Telephone code if you need a short breather between calls. You do not need preapproval to use the Stress Break Time code if you are unavailable to take a call because of a stressful situation.

**Tip:** Although the Stress Break Time code doesn't require preapproval, it may be good practice to inform your manager when returning for exception purposes. This is for a stressful situation, not just a stressful call, and can include a manager speaking loudly enough for coworkers to hear, receiving a bad review, etc. However, it should not be used to extend your break or lunch, taken at the beginning of your tour, or taken the same time every day. It also shouldn't last an hour or so.
8. **Dropped Calls** – You should not be penalized if a taxpayer's call is dropped and a new taxpayer is automatically connected if you follow national and local telephone procedures. [Part II Subsection 4.C.3]
9. **Meeting Time** – Recurring meetings should focus on clarifying technical and procedural items. Postponed meeting times must be rescheduled within two weeks. The duration is dictated by the local agreement and can be an hour. These meetings should not be used for training purposes, but rather to reinforce and clarify technical and procedural items. [Part I Subsection 2.E.1-3]
10. **Automated Tracking System** – The system cannot be used to monitor time and attendance issues. For example, if a manager wants to discipline an employee for tardiness, it must be observed. [Part II Subsection 1.E.2]