

American Postal Workers Union

APWU Search 4.0

USER GUIDE



Industrial Relations

Tony D. McKinnon, Sr., Director

American Postal Workers Union, AFL-CIO

Mark Dimondstein, President

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Chapter 1—Getting Started with APWU Search

A. Chapter Overview

This chapter outlines the basic information needed to begin using APWU Search. Topics covered in this chapter include:

- Software and Hardware Requirements
- Signing on to APWU Search
- Obtaining Help

B. Software and Hardware Requirements

To use APWU Search you need a PC with one of the later versions of Windows or Mac OS, access to the Internet, and a web browser.

This section describes the specific minimum software and hardware requirements to optimally use APWU Search.

1. Operating Systems:

Windows® XP
Vista®
Windows 7®
Mac OS X® - 10.x

Note: Users of older versions of Mac or Windows may not be able to use some aspects of APWU Search.

2. Screen Resolution:

1024x768 or higher

3. Browsers:

Internet Explorer® 7.0 or higher
Firefox® 3.0 for Windows or higher
Safari® 4.0 for Macintosh or higher

The latest browsers can be downloaded for free from the following sites:

For Microsoft Internet Explorer, go to:

- <http://windows.microsoft.com/en-us/internet-explorer/products/ie/home>

For Mozilla Firefox®, go to:

- <http://www.mozilla.org/en-US/firefox/new/>

For Apple Safari®, go to:

- <http://www.apple.com/safari/download/>

4. Adobe Acrobat Reader 8.0 or higher. This is the software that enables you to read arbitration decisions in their original format. You can obtain a copy of the latest version of Adobe Acrobat from the following web site:
 - <http://get.adobe.com/reader/>
5. A connection to the Internet. This can be through a modem or router or through a connection provided by your network. A connection of 56K or higher is strongly recommended. A broadband connection is not required, but will make downloading PDFs noticeably faster.

C. Logging-in to APWU Search

The first thing you must do, if you don't have an "always-on" connection, is establish a connection with the Internet. The next step is to launch your browser. After you have launched your browser you are ready to connect to the APWU Search web site.

1. In the address portion of your browser, enter the following web address:

- <https://w3.lexis.com/clients/apwu>

Notice the "s" after the "http" in the web address. Though you can log in using a regular "http://" request, it is recommended that you use "https://" instead. This will make your Search session more secure.

TIP!



Create a shortcut to APWU Search after you connect to the Sign-In page by right-clicking anywhere on the page and choosing "Create Shortcut." You will receive the following message: "A shortcut will be placed on your desktop." Click OK. The next time you connect to the Internet, simply click on the APWU Search shortcut to go to the Sign-In page.

2. From the APWU Search Sign-In page (See Fig. 1.1):

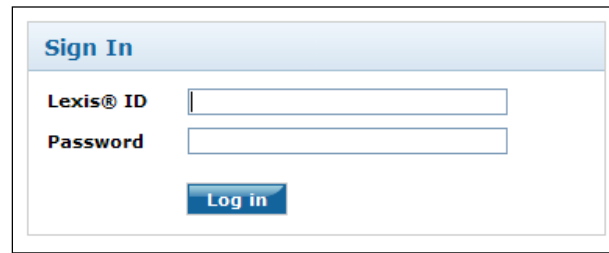


Figure 1.1

- a. Enter your Lexis ID, which was provided to you by APWU Industrial Relations, and press the <Tab> key.
 - b. Enter your Password which was provided with your Lexis ID.
 - c. Click the “Log in” button or press <Enter>.
3. After you sign on you will be at the APWU Search page.

D. Obtaining Help

There are three types of help available to APWU Search users:

- The Help Line, available 24 hours a day, 7 days a week, to answer technical problems, provided by Lexis-Nexis (the company that administers the Search database).
 - APWU Industrial Relations department to answer questions about the capabilities of the Search program or to obtain a user ID and password.
 - Online Help found on the APWU Search page.
1. To reach the Help Line:
 - a. Call 1-800-543-6862.
 - b. Listen to the menu and select the appropriate option. You may obtain help with Searching, Technical Assistance, or trouble with your ID or password.
 2. To reach the APWU Industrial Relations Department:
 - a. Call 202-842-4273.

Chapter 2 – The APWU Search Interface

A. Chapter Overview

This chapter provides an overview of the new APWU Search user interface. Topics covered in this chapter include:

- Overview of the new APWU Search user interface
- The Search Database Tab
- The Director's Pick Tab
- Handbooks and Manuals Archive
- CBR Archive

B. Overview of the new APWU Search User Interface

The new APWU Search has a completely redesigned user interface. (See Fig. 2.1)

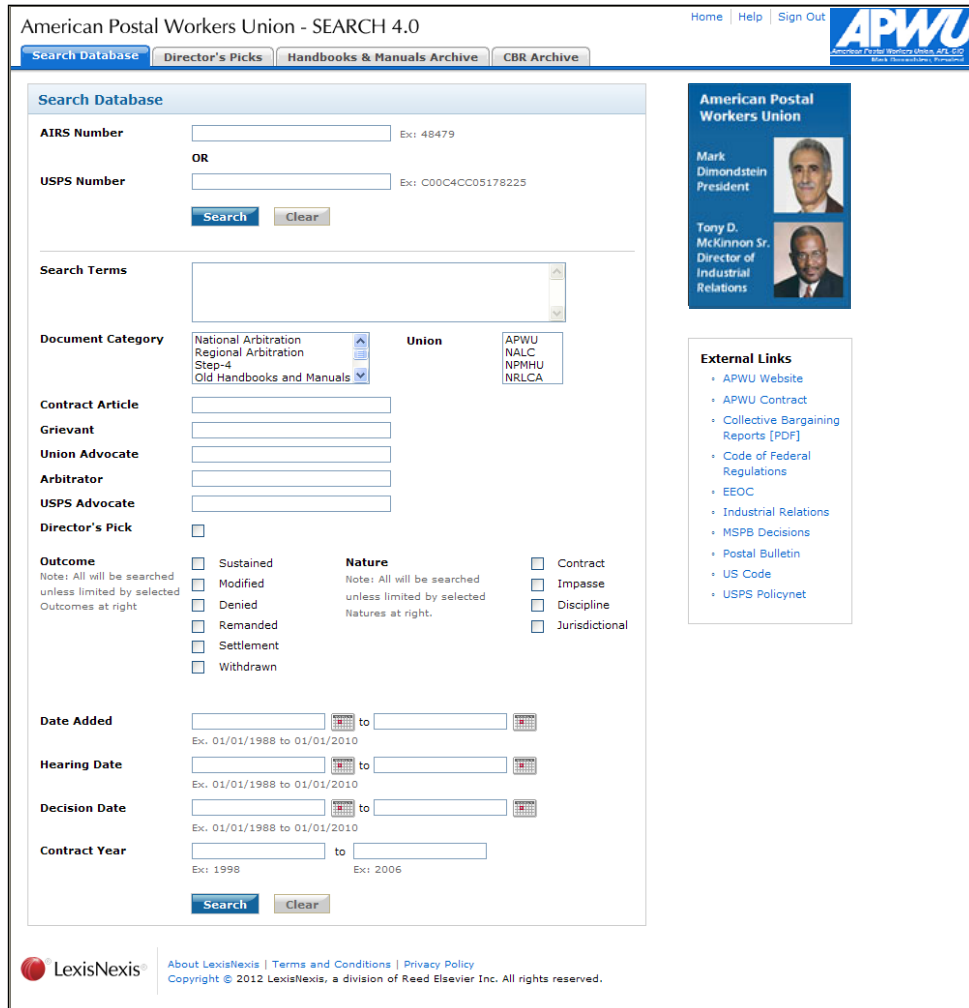


Figure 2.1

The first thing you'll probably notice about the new Search interface is that it has a tabbed navigation layout. (see Fig. 2.2) When you log into Search, you are placed on the Search Database tab. Clicking on any other tab will bring up the corresponding screen. The available tabs are: Search Database, Director's Picks, Handbooks & Manuals Archive, and CBR Archive.



Figure 2.2

C. The Search Database Tab

The first tab – Search Database – is the screen you see after logging in to Search. This is the screen where you'll enter your search terms and execute your searches. Though it has a different look, this page works in the same manner as the previous version of APWU Search.

The Search Database tab contains:

1. Search fields that correspond to the information (metadata) coded by APWU into each case. Metadata is information about the case, e.g. the AIRS or USPS number, the name of the arbitrator, grievant, advocates, etc.

There are at least 15 items of metadata coded into each case:

- a. AIRS number
- b. USPS number
- c. Document Category
- d. Union
- e. Contract Article(s)
- f. Name of Grievant
- g. Name of Union Advocate
- h. Name of Arbitrator
- i. Name of USPS Advocate
- j. Outcome
- k. Nature of the Case (i.e., contract, discipline, etc.)
- l. Date Added (i.e., document load date)
- m. Hearing Date
- n. Decision Date
- o. Contract Year

In addition, some cases (Director’s Picks, which will be covered next) contain the following additional metadata:

- p. Director’s Pick (Yes or No)
- q. Article and Topic(s)
- r. Synopsis of the Case

You use the Search Database tab by entering terms in the appropriate field, or combination of fields, and clicking the Search button.

Note: An explanation of how to identify the key words that will constitute your search terms, and how to combine your search terms using connectors, can be found in Chapter 3.

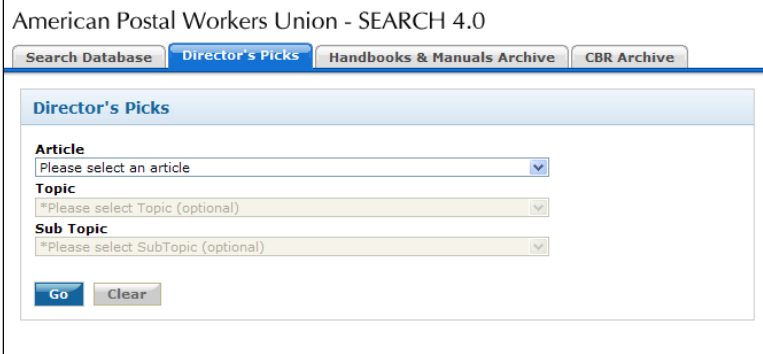
The Lexis search engine will search just the fields you specified for the terms you specified. In other words, if you enter a USPS number in the USPS number field, Lexis will search the USPS number field of every case in the database looking for an exact match. It will not search other fields, nor will it search through the entire text of the document. This means that if the USPS number appears somewhere else in a document (e.g., a reference to it by the arbitrator in the body of the award), searching the USPS number field will not return those instances.

If you want to search the full-text of awards, there is one field on the Search Database tab that works differently than the others – the “Search Terms” field. When you enter a search in the Search Terms box, the Lexis search engine will look through the full text of every award in the database, looking for your search terms anywhere they appear in the body of the document. When you use the Search Terms field, you are searching the full-text of the award, and NOT the metadata.

A detailed explanation of each field can be found in Chapter 4, “Advanced Searching.”

D. The Director’s Pick Tab

The next tab – Director’s Picks – is a brand new feature of APWU Search. Director’s Picks are pre-selected awards on various and specific grievance/arbitration topics. Unlike the Search tab, which requires you to formulate and run a search, the Director’s Picks tab allows you to browse for awards by contract Article and Topic.



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Search Database Director's Picks Handbooks & Manuals Archive CBR Archive

Director's Picks

Article
Please select an article

Topic
*Please select Topic (optional)

Sub Topic
*Please select SubTopic (optional)

Go Clear

Figure 2.3

To browse the Director's Picks, begin by selecting an Article from the first drop-down list. This list contains all the Articles of the contract for which a Director's Pick has been identified. Once you select an Article, the Topic drop-down list (which is grayed out until an Article is selected) will be populated with all the Topics that have been identified for that Article. Likewise, once you select a Topic, the Sub-Topic drop-down list will be populated with relevant sub-topics.

You may select an Article by itself, an Article and Topic, or an Article, Topic and Sub-Topic. At any point after selecting an Article, you may click on the "Go" button to bring up a list of Director's Picks.

In general, Director's Picks are intentionally limited to a handful of cases that are on point for any given Article and Topic (and Sub-Topic). These have been selected as the "best" awards on that subject.

The selection of Director's Picks is an ongoing effort. If, in the future, a better award is identified for a particular topic, it will be added to the list of Director's Picks.

E. Old Handbooks & Manuals Archive

The Old Handbooks & Manuals Archive tab contains many, but not all, out-of-date USPS handbooks and manuals that are used by APWU representatives in the handling of grievances. Non-current versions of handbooks and manuals are often needed when presenting an arbitration case that arose when a previous handbook or manual was in effect.

APWU Search does NOT contain current handbooks and manuals. For the most recent versions, you should use USPS PolicyNet at <https://policynet.usps.gov>. All duly certified APWU representatives are entitled to access to PolicyNet under procedures agreed upon by the parties resulting from the *MOU re: Electronic Access to Information*. A copy of the "APWU Representative Request for PolicyNet VPN Access" may be found in Appendix A of this users' guide.

Note: Some manuals are available on the USPS' public website and are not available on PolicyNet. Use and <http://about.usps.com/periodicals-publications/welcome.htm> instead.

Many handbooks and manuals are also available on the APWU website at <http://www.apwu.org/dept/ind-rel/iruspshbks.asp>.

F. CBR Archive

The CBR Archive tab contains full-text versions of every CBR ever produced from 1967 to 2011. The CBR Archive is searchable from the "Search Database" tab by selecting "CBR" from the Document Category drop-down list.

Chapter 3 – Constructing a Boolean Search

A. Chapter Overview

This chapter provides an explanation of the procedures used to construct a Boolean search. Topics covered in this chapter include:

- What is Boolean searching?
- Summary of the Search Procedure
- Identifying Key Words and Phrases
- Using Connectors
- Using Wildcards and Placeholders
- Connector Order and Priority

B. What is Boolean Searching?

Boolean searches allow you to combine words and phrases using logical connecting words such as AND, OR, and NOT (otherwise known as Boolean operators) to define, limit or widen your search. Most Internet search engines default to these Boolean search parameters anyway, but a good Web searcher should know how to use basic Boolean operators.

Where does the term “Boolean” come from?

George Boole, an English mathematician in the 19th century, developed "Boolean Logic" in order to combine certain concepts and exclude certain concepts when searching databases.

The Lexis® research service uses Boolean search logic. A Boolean search request includes the terms and phrases that reflect ideas essential to your research, and the optional terms and connectors that let you search for term variations and link your search terms and phrases. Using other options, such as date limitations, wildcard characters, and segment searching, can help shape your search results.

The Lexis service searches for documents containing the specific terms and combinations of terms in your search request. Every term (or form of the term) in your search request must appear in the document for that document to be included in your search results.

C. Summary of the Search Procedure

1. Design your Search

- Identify the issue and the arguments you intend to make.
- Determine which key words or phrases to use as your search terms.

2. Enter the search terms in the Search Terms box of the Search Database tab.

- Use the appropriate connectors (OR, AND, W/n) to join words or phrases.
- Use wildcards and/or placeholders to find all forms of a word.
- Use parentheses, if necessary, to enclose a phrase that should be searched first.

3. Execute the Search

- Click the Search button to obtain the Search Results list of documents.

4. Review your results and modify your search terms, if desired, to execute the search again.

- To return to the Search Database tab, without losing the terms you entered, use the Modify Search link near the top right corner of the Search window. (See Fig. 3.1)
Note: the Modify Search link is only visible on a Search Results page.
- To return to the Search Database tab, with the fields cleared of any terms you entered on a previous search, click on the Home link near the top right corner of the Search window.



Figure 3.1

5. To conduct a new search, make sure to clear out any search parameters from your previous search by clicking the Clear button.

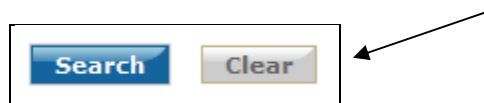


Figure 3.2

D. Identifying Key Words and Phrases

When beginning a search, it is important to identify the key words and phrases you want to search for in arbitration awards. Remember, your key words are the words or phrases that Search will be looking for in the document. Identifying the right key words is one of the most important steps in formulating an effective search. If your search is framed too broadly, you end up with too many results or results that are not on point. If you frame your search too narrowly, you won't get any results. This section suggests an approach for designing your search.

Start with a statement of the case. In most cases, the relevant key words can be extracted from a statement of the case, using this formula:

$$\text{Issue} + \text{Argument} - \text{Noise Words} = \text{Key words or phrases}$$

where your issue and your argument are combined to form a statement of the case. For example, a statement of the case might combine a statement of the issue (e.g. attendance) with the argument(s) you intend to make (e.g. grievant had a serious health condition).

Example: *The grievant was issued a notice of removal for failure to meet attendance requirements. Each of the grievant's absences was the result of a serious health condition.*

Let's look at each piece of this formula.

1. The issue is what the case is about.

In a discipline case, your issue can be identified by completing the following sentence:

“Did management have just cause to issue the grievant a (Letter of Warning or Suspension or Removal) for _____?”

where you fill in the blank with the nature of the charges, e.g., Failure to Meet Attendance Requirements, Failure to Protect Postal Funds, Falsification of an Employment Application, or whatever.

In a contract case, your issue can be identified by completing this sentence:

“Did management violate the contract when they _____?”

where you fill in the blank with the management action that led to the grievance, e.g., “refused to pay administrative leave for a snowstorm,” or “denied the grievant overtime in violation of the overtime pecking order.”

2. Your argument is the reason you give the arbitrator for why the grievance should be sustained

For example, in an attendance case you may argue that the absences should have been covered by FMLA, or in the Failure to Protect Postal Funds case you might cite a lack of station security.

Keep in mind that cases often have multiple issues and multiple arguments. However, when you do a search for an arb cite, you'll probably get your best results by limiting your search to a single issue and a single argument, and performing multiple searches, if necessary.

Look carefully at your statement of the case. Try to use short concise words to identify your issue and arguments.

3. Eliminate the Noise Words

Next, eliminate the noise words. Noise words are everyday words, like “the, to, from, because,” and words that appear so often in an award that they don't help distinguish one case from another. For example, the word “removal.” It is better to use the charge cited in the removal, e.g. “Failure to Meet Attendance Requirements.” Then whittle that down to its essence, i.e., “attendance” or “attendance requirements.” Do the same thing with each argument you intend to make.

See Appendix B for an extensive list of “noise” words.

Tip: when making multiple arguments, use a separate search request for each argument. While an issue like attendance is common, a combination of the issue using multiple arguments might not be. By making a separate search request for each argument, you will be more likely to find at least one case that made the same argument successfully.

4. Identify your Key Words.

In the above example, you might settle on these terms as your key words/phrases:

“attendance” “serious health condition”

Note that APWU Search is NOT case-sensitive. This means “attendance,” “Attendance,” and “aTTENDANCE” are all the same word as far as Lexis is concerned.

E. Using Connectors

After you have identified the key words and phrases, link them together using connectors. Connectors such as OR, AND, W/n, and so on define relationships between your search terms. The connector determines how the database will be searched. This section describes each of the connectors available in the new Search, and includes examples.

1. The AND Connector

When you separate key words with AND, you're telling Search to find results that include both key words. "AND" means that both key words must be present in the document in order for it to be returned as a search result.

AND narrows your search. For example, if you did a search for "Apples AND Oranges" Search would look for cases that included both the word Apples and the word Oranges. It would not return cases that only included one or the other. Only cases that included both would be returned.

Use AND when you want to make sure all of your key words are present in your results.

Example: falsification AND fraud—all documents which contain both of these words will appear on the Search Results list.

2. The OR Connector

When you separate key words with OR, you're telling Search to find results that include either one or the other, or both, key words.

OR broadens your search. For example, if you did a search for "Apples OR Oranges" Search would look for cases that included either the word Apples or the word Oranges. It would return cases that included either or both key words.

OR is handy when you want to search for synonyms for a key word, e.g., let's say you were looking for cases involving the denial of a bid to a hearing-impaired employee. Relevant cases might include the phrase hearing impaired or the word deaf. You could use the OR connector to search for cases that included either or both key words.

Example: hearing impaired OR deaf—all documents which contain either of these phrases will appear on Search Results list.

Use the OR connector to link search terms that are synonyms, antonyms, alternative spellings, or abbreviations. For example:

- Synonyms lawyer OR counsel OR attorney
- Antonyms regulated OR deregulated
- Alternatives takeover or take over
- Abbreviations international business machines OR i.b.m. OR ibm

3. The AND NOT Connector

When you separate key words with AND NOT, you're telling Search to find results that include the first key word, but not the second. Cases including the key word to the right of the AND NOT connector will be excluded from the results.

AND NOT narrows your search. For example, if you did a search for "Apples AND NOT Oranges" Search would look for cases that included the word Apples but not the word Oranges. In other words, it would only return cases that contained the word Apples if the word Oranges was not also included.

AND NOT is useful if you want to narrow your search to exclude a key word that you know would cause irrelevant results, e.g., suppose you wanted to find cases involving overtime violations but not involving holidays. You could narrow your search to cases involving one but not the other key word by searching for "Overtime AND NOT holidays."

Example: overtime AND NOT holidays — all documents which contain the word "overtime" will be found, but any of those documents that also mention "holidays" will be excluded from the Search Results.

If you include AND NOT in your search, it should be the last connector you use. Otherwise it may produce undesired results.

4. Proximity Connectors

Proximity connectors tell Search that your key words should be close to each other. In the old Search, there was a single proximity connector – NEAR. When you separated key words with NEAR, you were telling Search to find results that include both key words (like with AND), but only if they're within 50 words of each other.

Important! The NEAR connector no longer exists in the new Search. Instead there are a group of proximity connectors that allow you to specify how near or far your key words can be from each other.

The proximity connectors available within the new Search program are:

W/n or /n	W/p or /p	W/s or /s	W/seg	PRE/n
NOT W/n	NOT W/p	NOT W/s	NOT W/seg	

Note that in all of the proximity connectors, “W” is short for “within.” We will look at each of these in turn.

- **Using the W/n or /n (Within n words) Connector**

Use the W/n or /n connectors interchangeably to find documents with search terms that appear within "n" words of each other. The value of "n" can be any number up to 255. Use W/n to join terms and phrases that express parts of a single idea or to join closely associated ideas. Like with AND, both terms must appear in the document.

Tip: As a general rule, use AND when it doesn't matter where your search terms appear in a document. Use the W/n connector when there is a connection between your search terms and you need to find the terms near each other.

Terms or phrases linked by W/n must be in the same segment (i.e., search field. For example: “USPS number” or “Search Terms,” etc.).

Example: John w/3 Smith
 John /3 Smith

This search request tells Lexis to find documents in which both terms appear in the same segment, within three or fewer words of one another.

Note: Either term may appear first. Therefore, this search might retrieve documents containing the terms John Smith; John R. Smith; John Robert Smith, and Smith, John R., etc.

Tip: When it comes to specifying the value of "n" there is no magic formula, but these guidelines may prove useful:

<u>Choose:</u>	<u>For search words to appear in approximately the same:</u>
W/3 - W/5	phrase
W/15	sentence
W/50	paragraph

Caution: Although you can choose a number for “n” as large as 255, you may wish to choose a number less than 100. Choosing a number greater than 100 is likely to retrieve documents in which your search terms are used in unrelated contexts.

Using Multiple W/n or /n Connectors

If W/n or /n connectors have the same number, they operate from left to right. If they have different numbers, the smaller number operates first. The following search finds "airport" within five words of "noise" and then some form of the term "abate" within five words of either "airport" or "noise":

```
airport W/5 noise W/5 abate
airport /5 noise /5 abate
```

The following search first looks for documents in which forms of the term "assign" appear within five words of "collateral," then finds occurrences of "lease" within 8 words of "assign":

```
lease W/8 assign W/5 collateral
```

The search above finds documents that contain all three search terms, and the search terms would be within 13 searchable words of one another.

- **Using the NOT W/n (Not Within *n* Words) Connector**

The NOT W/n connector tells Lexis to find documents in which at least one occurrence of the first search term is not within *n* searchable words of the second term. The second term need not appear in the document at all, but if it does, all occurrences of the second term must be at least *n*+1 searchable words away from at least one occurrence of the first word.

Example: The following search finds documents in which the term "rico" occurs but at least one occurrence of the term "rico" is not within two searchable words of the term "puerto":

```
rico NOT W/2 puerto
```

This finds documents that have at least one occurrence of "rico" (possibly standing for Racketeer Influenced and Corrupt Organizations Act) that has no occurrences of the term "puerto" within two searchable words of it. Note: This does not mean the same document could not have these two words within two searchable words of each other elsewhere.

- **Using the W/s or /s (Within Sentence) Connectors**

Use the W/s connector to find documents with search terms that appear within the same sentence. You can also use W/s when you want a close relationship between terms without specifying an exact proximity.

Example: sanction W/s frivolous
sanction /s frivolous

The above example finds "sanction" within the same sentence as "frivolous":

Note: W/s connectors cannot be used in combination with W/n connectors.

- **Using the NOT W/s (Not Within Sentence) Connector**

The NOT W/S connector tells the research software to find documents in which at least one occurrence of the first search term appears in a sentence that does not contain the second term. The second term need not be in the document at all, but if it is, all occurrences of the second term must be in different sentences than at least one occurrence of the first word.

Example: market NOT W/s share

This finds documents that have at least one occurrence of "market" in a sentence that has no occurrences of the term "share". This does not mean the same document could not have these two terms in the same sentence elsewhere.

- **Using the W/p or /p (Within Paragraph) Connectors**

Use the W/p or /p connectors interchangeably to find documents with search terms that appear within the same paragraph. You can also use W/p when you want your search terms to have a general relationship to each other.

Example: rule W/p sanction
rule /p sanction

The above example finds "rule" within the same paragraph as "sanction":

The following example finds "take over" or "takeover" within the same paragraph as "poison pill":

take over OR takeover W/p poison pill
take over OR takeover /p poison pill

Note: W/p and /p connectors cannot be used in combination with W/n connectors.

- **Using the NOT W/p (Not Within Paragraph) Connector**

The NOT W/P connector tells Lexis to find documents in which at least one occurrence of the first search term appears in a paragraph that does not contain the second term. The second term need not be in the document at all, but if it is, all

occurrences of the second term must be in different paragraphs than at least one occurrence of the first term.

Example: cable NOT W/P television

This finds documents that have at least one occurrence of "cable" in a paragraph that has no occurrences of the term "television". This does not mean the same document could not have these two terms in the same paragraph elsewhere.

- **Using the W/seg (Within Segment) Connector**

The W/seg connector tells Lexis to find documents in which both of your search terms appear within the same segment. Terms joined with W/seg can occur together in any segment.

Example: opec W/SEG gasoline

This search finds documents in which "opec" and "gasoline" are in the same segment:

W/seg is slightly more restrictive than the AND connector. In the example above, a document in which "opec" is in the headline and "gasoline" is in the text would not be found by this search, because the terms are not in the same segment.

- **Using the NOT W/seg (Not Within Segment) Connector**

The NOT W/seg connector tells the search engine to find documents that have at least one segment in which the first search term appears, but not the other search term.

Example: tank NOT W/SEG m1

The above search finds documents in which there is at least one segment with the term "tank" but not the term "m1":

This does not mean the same document could not have both terms in some other segment.

- **Using the PRE/n (Preceded by *n* Words) Connector**

Use the PRE/n connector to find documents in which the first search term precedes the second by not more than the stated number of words. As with W/n, both words must be in the same segment.

Example: pay PRE/3 television

The above search finds documents in which "pay" precedes "television" by three or fewer words.

If you search for "pay W/3 television" instead, you find documents that refer to pay television, as well as documents that discuss what television networks pay their employees and how often television news teams pay attention to local events.

PRE/n is primarily useful in situations where a different word order significantly alters meaning. For example, "summary judgment" is significantly different from "judgment summary."

If you are searching for individuals whose names might produce undesired results if used in reverse order, such as McGeorge Bundy, consider using the PRE/n connector.

F. Search Commands

The new Search also contains a half dozen search “commands” that can be used to further refine your search:

- **Using the ATLEAST Command**

Use ATLEAST to require that a term or terms appear ‘at least’ so many times in a document. Use ATLEAST when you want only documents that contain an in-depth discussion on a topic rather than just a mention.

To find documents that contain an in-depth discussion of FMLA, the Family and Medical Leave Act, enter:

Example: `atleast10(fmla)`

This search requires `fmla` to appear in every document at least 10 times. You can use any number from 1 to 255 with the ATLEAST command.

- **Using the ALLCAPS Command**

Using the ALLCAPS command, you can restrict your Boolean search to find terms in which all letters are capitalized.

Example: `allcaps (era)`

finds documents referencing the Equal Rights Amendment (ERA). The documents this search request finds may also contain occurrences of the time period (era) or laundry detergent (Era), but only incidentally.

- **Using the CAPS Command**

Using the CAPS command, you can restrict your Boolean search to find terms in which capital letters appear anywhere in the term.

Example: `caps (supervga)`

finds documents containing `superVga`, `SuperVga`, `Supervga`, `SUPERVGA`, and so on.

- **Using the NOCAPS Command**

Using the NOCAPS command, you can restrict your Boolean search to find terms in which none of the letters are capitalized.

To search on documents about foreign aid, but not the disease AIDS, use

Example: nocaps (aid)

The documents this search request finds may also include references to AIDS, but only incidentally.

- **Using the PLURAL Command**

The research software automatically finds singular, regular plural, and possessive endings for search words. However, there may be times when you want only the plural form of a term.

To search for documents discussing Steven Jobs, the founder of Apple Computer, enter:

Example: steven W/3 plural (job)

You can further refine your search request by combining the CAPS and PLURAL commands:

Example: steven W/3 caps (plural (jobs))

- **Using the SINGULAR Command**

The Lexis software automatically finds singular, regular plural, and possessive endings for search terms. However, there may be times when you want only the singular form of a term.

To search for documents discussing job discrimination, enter:

Example: singular (job) W/5 discrimination

F. Using Wildcards

Using wildcard characters lets you easily combine or eliminate search terms, making your search simpler. **Note:** the wildcard character in Search 4.0 is different than the wildcard character in the previous version of Search.

- **The Exclamation Mark**

Use an exclamation mark (!) to find a root word plus all the words made by adding letters to the end of it.

Example: acqui!

would find variations on the term *acquire* such as *acquires*, *acquired*, *acquiring*, and *acquisition*

Caution: Use the Exclamation mark (!) only on unique roots; *fir!* will find *fired*, *firing*, and *fires*, but will also find *first*, which you may not want. In the example above, *acqui!* will also find *acquiesce*, *acquiescent*, *acquit*, *acquiet*, and so on.

- **The Asterisk**

Use an asterisk (*) to replace characters anywhere in a term, except the first character. Use one asterisk for each character you want to replace.

Example: *wom*n* would find woman and women

Use the asterisk to hold a space for variations in spelling at any point in a term.

Example: *bernst**n* would find both the *ei* and the *ie* spelling of the name

If you use asterisks at the end of a term, they do not all have to be filled, but may find up to the specified number of characters.

Example: *transplant*** would find transplant, transplanted, transplanter

Note: *transplant*** does not find *transplantation* or *transplanting* because only two wildcard characters are used. To find all the variations of *transplant*, use the ! wildcard character instead of the asterisk.

G. Connector Order and Priority

Connectors operate in the following order of priority:

1. OR
2. W/n, PRE/n, NOT W/n
3. W/s
4. W/p
5. W/SEG
6. NOT W/SEG
7. AND
8. AND NOT

Note: You cannot use the W/p and W/s connectors with a proximity connector (e.g., W/n).

If you use the same connector more than once in your search string, the connectors operate from left to right. If the "n" (number) connectors have different numbers, the smallest number is operated on first.

For example, the connectors in the following search string are operated on in the manner described below:

bankrupt! W/25 discharg! AND student OR college OR education W/5 loan

1. OR has the highest priority, so it operates first and creates a unit of *student OR college OR education!*.
2. W/5, the smaller of the W/n connectors, ties together the term *loan* and the previously formed unit of *student OR college OR education!*.
3. W/25 operates next and creates a unit of *bankrupt! W/25 discharg!*.
4. AND, with the lowest priority, operates last and links the units formed in the second and third bullets above.

- **Changing Connector Priority**

To change the connector priority, use parentheses. Connectors inside parentheses have priority over, or operate before, connectors outside parentheses.

Example:

bankrupt! W/25 discharg! AND (student OR college OR education W/5 loan)

Prioritizes as: *(student OR college OR education W/5 loan) AND (bankrupt! W/25 discharg!)*

Chapter 4 – Advanced Searching with Segments and Date Restrictions

A. Chapter Overview

- Simple Searching
- Advanced Searching
- Document Categories
- Segments
- Date Restrictions

B. Simple Searching

The simplest search you can perform in APWU Search is to look up the AIRS or USPS number. Because this is the most common use of APWU Search, these fields have been moved to the top of the Search Database screen.

In Chapter 3, you learned how to create complex queries by identifying key words and phrases, combining them using connectors, and searching the full-text of awards.

Even though these queries can be quite complex, they still rely on searching a single field: the Search Terms box.

But APWU Search allows you to build even more complex queries by combining your search term query with segment searching.

You may recall from the last chapter that Lexis uses the term “segment” to refer to information (metadata) that is coded into each case by the APWU and includes such items as: the name of the grievant, the name of the union advocate, the name of the management advocate, name of the arbitrator, outcome, etc.

These “segments” correspond to searchable fields on the Search Database tab.

C. Advanced Searching

When you combine a key word query with a segment search, or search multiple segments at the same time, you are performing advanced searching.

The only difference between simple searches and advanced searches is that, with advanced searches, you are searching more than one field at a time.

Even though these can become quite complicated, they’re really not any more difficult to create than a key word query. In fact, segment searches are quite easy to construct.

This chapter will look at each of the fields on the Search Database tab, and provide some tips and tricks for working with segments. It will also alert you to some quirks of working with segments.

THINK ABOUT IT

Actually, every field on the Search Database tab is a “segment.” This is because each segment is merely a field in the database. Some segments contain pre-defined data, e.g. the Union field and the Document Category field are drop-down lists. In these segments, you may only select from among those pre-defined choices. Even the Search Terms field is a segment, though it’s an unusual one. Whereas most other fields contain a limit to how much data you can enter, the Search Terms field is flexible enough to contain the full text of the longest award.

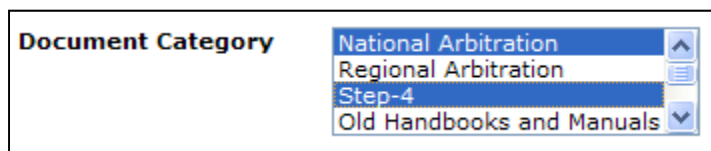
D. Document Categories

The Document Category field, or segment, is a drop-down list specifying the types of documents contained in Search. All documents included in Search are one of the following types:

- National Arbitration—includes only arbitration decisions made at the national level.
- Regional Arbitration—includes only arbitration decisions made at the regional level.
- Step-4—includes only decisions and settlements made at Step 4 of the arbitration grievance process.
- Old Handbooks and Manuals—includes previous versions of handbooks and manuals written by the Postal Service.
- CBR—includes full text of the Collective Bargaining Reports (1967—2011), which contain articles analyzing arbitration awards, settlements, court decisions, MSPB and EEO decisions, and other news and information related to the collective bargaining agreement.
- RI-399—includes only arbitration decisions arising out of the tripartite RI-399 MOU.
- Private Sector—includes only arbitration decisions for private sector employees in the Support Services craft, e.g., private sector drivers.

To select multiple document categories, hold down the <Ctrl> key while clicking on each Document Category you wish to select. Each category you click on while holding the <Ctrl> key will be highlighted, indicating that it is selected.

Example:



When you select multiple document categories, the search engine treats each selected category as if it were connected by a Boolean OR. In the above example, your search will return cases that are coded as National Arbitration OR Step-4.

Important: If you do not select a document category, APWU Search assumes you are looking for an arbitration award and will return any national or regional award matching your search criteria. In other words, the default behavior of Search (if you don't select a specific category or categories) will be as if you had selected National Arbitration OR Regional Arbitration. **Note:** this default behavior is different than the default behavior in the previous version of Search.

Tip: When beginning a new search, always make sure your search fields are cleared of any values from a prior search. The simplest way to do this is to use the "Clear" button.

E. Segment Searching

Now that we know that the fields on the Search Database tab are "segments," and that they correspond to the fields in the database, let's look at each segment, and note anything unique about each. We'll also look at how different segments can be combined in meaningful and helpful ways.

1. AIRS Number—The AIRS number is assigned by APWU when adding a case to the database. It is used to ensure that each case in the database has a unique ID.

We looked briefly at this segment earlier. In general, when you know the AIRS number of the case you are looking for, you do not need to create a complex query. You can search this segment for the specific case by simply entering the AIRS number and clicking the "Search" button.

Because this is one of the most common searches, and because this field is generally searched alone, i.e., not in combination with other fields, this field was placed at the top of the Search Database page, away from most other segments.

Tip: You can use the OR connector within the AIRS Number field to search for multiple cases.

Example: Entering “43665 or 43666” into the AIRS Number field will return one or both cases (assuming that one or both exist) in the Search Results list.

Why is it Called an AIRS Number?

The AIRS number is a feature that originated with the very first version of the APWU arbitration database, which was called the Arbitration Information Retrieval System (AIRS, for short).

2. USPS Number—The USPS number is assigned by the USPS, usually when a case is appealed to Step 3.

If you know the USPS number of the award(s) you’re looking for, you can use this field to bring up a single case or many cases by connecting the USPS numbers with the OR connector.

Example: Entering “C94C1CD98052999 or C94C1CD98053005” into the USPS Number field will return one or both cases (assuming that one or both exist) in the Search Results list. **Important: Do NOT include hyphens or spaces in the USPS number when searching the USPS Number field.**

Like the AIRS Number, this is one of the most common searches and is generally searched alone, i.e., not in combination with other fields. Also like the AIRS Number, this field was placed at the top of the Search Database page, away from most other segments.

3. Union—the Union field is a drop-down list containing the following values:
 - APWU
 - NALC
 - NPMHU
 - NRLCA

If you don’t specify a value for this field, APWU Search will return cases from any of the above unions that match your search criteria.

If you want to limit your search to a specific union, select that union from the drop-down list. Alternatively, you can <Ctrl> + <click> to select multiple unions to locate cases that were handled by more than one union.

Note: only in cases in which one union intervened in another union's grievance would the case be coded with more than one union.

4. Contract Article—this is the Contract article or handbook/manual cited on the cover page of the case. This segment is useful in combination with search terms when you want to narrow your search to a specific article or articles. All of the Boolean connectors can be used in this field.

Example: 2 and 10
ELM 510

This first example will return cases that cite both Article 2 and Article 10. The second example would return cases that cite ELM Section 510.

You can search for more than two articles, e.g. "2 and 10 and 16"

You can also search for combinations of articles and handbooks:

Example: (2 and 10) or ELM 510.

Note: in this example, the parentheses serve to override the normal order of operation of Search (see Chapter 3, Section G.) Without parentheses, this search would return cases that cite Article 2 and cases that cite Article 10 or ELM 510. With the parentheses, this search will return cases that cite Article 2 and Article 10, or cases that cite ELM 510.

5. Grievant—this field is useful if you don't know anything else about a case except the name of the grievant. For example, if you type the grievant's last name in the field, all cases with the same last name will appear on the Search Results list.

You can also use connectors and wildcards or placeholders in this field.

Example: *Bernst**n* would find both the *ei* and *ie* spelling of the name.

Example: *j! w/2 Jones*

The above example would return, among others: J. Jones; John Jones; Joseph R. Jones; Jones, Joni; John Robert Jones, etc.

6. Union Advocate—use this field to display a list of cases handled by a particular advocate. Type the last name or the full name of the union advocate. As in the above examples, you can also use connectors, wildcards or placeholders in this field.

7. Arbitrator—use this field to display a list of decisions by a particular arbitrator. Type the last name or the full name of the arbitrator. You can also use connectors, wildcards or placeholders in this field.
8. USPS Advocate—use this field to display a list of cases for a particular USPS advocate. Type the last name or the full name of the USPS advocate. As in the other name fields, you can also use connectors, wildcards or placeholders in this field.

Tip! Combine segment fields for very specific results. For example, to find all the cases where the Union Advocate was Collins, the USPS advocate was Smith, and the Arbitrator was either Martin or McGury, enter the search as follows:

Union Advocate: Collins
USPS Advocate: Smith
Arbitrator: Martin OR McGury

9. Director's Pick—this field can only be “checked” or “unchecked.” If it is checked, then your search results will only include cases that are tagged as Director's Picks. If it is unchecked, it is ignored.
10. Outcome—if you want to find cases with a particular outcome (e.g. sustained), click on the checkbox next to that outcome. If you check multiple outcomes, the search engine will treat each outcome as if it were separated by an OR connector. For example, if you want to find cases with an outcome of sustained or modified, check the box next to Sustained and the box next to Modified. The list of possible outcomes include:
 - Sustained
 - Modified
 - Denied
 - Remanded
 - Settlement
 - Withdrawn
11. Nature—this field is used with arbitration awards only. If you want to find a particular type of case (e.g. Discipline) check the box next to that case type. Nature of a case includes:
 - Contract
 - Impasse
 - Discipline
 - Jurisdictional

If you check multiple checkboxes under Nature, the search engine will treat each one as if it were separated by an OR connector. For example, if you want to find cases with a Nature of Contract or Discipline, check the box next to Contract and the box next to Discipline. This will return cases that are coded as Contract or Discipline, and exclude cases coded as Impasse or Jurisdictional.

F. Date Restrictions

By using date restrictions, you can obtain Search Results that are confined to a particular time period. It is a way to narrow your search results.

1. To restrict your search by date:
 - Enter the beginning date in the first text box using the pop-up calendar.
 - Enter the ending date in the second text box using the pop-up calendar.
 - The results will include documents that fall between the two dates.
2. You can restrict your date search using the following criteria:
 - Date Added—the date the document was added to the APWU Search database.
 - Hearing Date—the date of the arbitration hearing.
 - Decision Date—the date the decision was awarded.
 - Contract Year—cases that were filed in a particular contract year or within a range of contract years. To find cases for a specific Contract year, enter the APWU contract year in both the beginning date and ending date text boxes.

Example:

Contract Year	<input type="text" value="1998"/>	to	<input type="text" value="2006"/>
----------------------	-----------------------------------	----	-----------------------------------

G. Summary

Segment searching is a very powerful tool for fine-tuning your search parameters. You can combine Search Terms with data in any segment that makes sense.

Tip: When searching with segments, it is important to remember to clear out any search parameters before beginning a new search, especially because some of these fields may appear below the fold, i.e., you need to scroll down to see them.

Chapter 5 – Viewing and Navigating Search Results

A. Chapter Overview

After you construct your search and click the Search button, the Search Results page appears listing all documents that meet your search criteria. This chapter explains how to navigate the Search Results, how to view individual documents, and how to print and save the documents.

The specific topics covered in this chapter include:

- Navigating the Search Results
- Document Formats
- Navigating an HTML Document
- Printing and Faxing an HTML Document
- Navigating a PDF Document
- Printing and Saving a PDF Document
- Viewing a PDF File Offline

B. Navigating the Search Results

After you construct your search and click the Search button, a list of documents meeting your search criteria is displayed on a Search Results page. (See Fig. 5.1)

American Postal Workers Union - SEARCH 4.0

Home | Modify Search | Help | Sign Out

Search Database | Director's Picks | Handbooks & Manuals Archive | CBR Archive

APWU
American Postal Workers Union, AFL-CIO
Cliff Gustafson, President

FOCUS™ Terms: DOC-CATEGORY("National Arbitrat... Search Within: Original Results (1 - 568) Go Advanced...

View Cite

Select for FOCUS™ or Delivery

1 - 25 of 568

1. AIRS NUMBER: 51359, USPS NUMBER: C06C4CC09113610, DOCUMENT CATEGORY: Regional Arbitration, CONTRACT YEAR: 2006, GRIEVANT: LEO KREYENBUHL, UNION: APWU, ARBITRATOR: PHILIP W PARKINSON, USPS ADVOCATE: LAUREN M KEENAN, UNION ADVOCATE: RUSSELL P BUGARY, HEARING DATE: 7/15/2010, DECISION DATE: 9/1/2010, NATURE: Contract, OUTCOME: Denied, CONTRACT ARTICLE: ARTICLE 15
2. AIRS NUMBER: 50713, USPS NUMBER: D94T1DC98066909; D94T1DC98067870, DOCUMENT CATEGORY: Regional Arbitration, CONTRACT YEAR: 1994, GRIEVANT: CLASS ACTION, UNION: APWU, ARBITRATOR: PHILIP W PARKINSON, USPS ADVOCATE: JACK BARNETT, UNION ADVOCATE: VANCE ZIMMERMAN, HEARING DATE: 4/29/2010, DECISION DATE: 5/22/2010, NATURE: Contract, OUTCOME: Sustained, CONTRACT ARTICLE: ARTICLE 15; MOU-MAINTENANCE CRAFT 1994-1998
3. AIRS NUMBER: 48513, USPS NUMBER: C06C1CD08282820, DOCUMENT CATEGORY: Regional Arbitration, CONTRACT YEAR: 2006, GRIEVANT: LESLEY MCNEAL, UNION: APWU, ARBITRATOR: PHILIP W PARKINSON, USPS ADVOCATE: THERESA ROBINSON-QUINN, UNION ADVOCATE: JAMES E DENNIS, HEARING DATE: 3/24/2010, DECISION DATE: 4/24/2010, NATURE: Discipline, OUTCOME: Denied, CONTRACT ARTICLE: ARTICLE 16
4. AIRS NUMBER: 48484, USPS NUMBER: C94T1CC9802319, DOCUMENT CATEGORY: Regional Arbitration, CONTRACT YEAR: 1994, GRIEVANT: CLASS ACTION, UNION: APWU, ARBITRATOR: PHILIP W PARKINSON, USPS ADVOCATE: CHRISTOPHER L BEEBE, UNION ADVOCATE: KERMIT CRUMP, HEARING DATE: 3/3/2010, DECISION DATE: 4/17/2010, NATURE: Contract, OUTCOME: Denied, CONTRACT ARTICLE: ARTICLE 3
5. AIRS NUMBER: 50793, USPS NUMBER: C98V1CC0104818, DOCUMENT CATEGORY: Regional Arbitration, CONTRACT YEAR: 1998, GRIEVANT: CLASS ACTION, UNION: APWU, ARBITRATOR: PHILIP W PARKINSON, USPS ADVOCATE: BRIDGETTE LONGINOTHOMAS, UNION ADVOCATE: RICH OLSON, HEARING DATE: 3/31/2010, DECISION DATE: 4/16/2010, NATURE: Contract, OUTCOME: Denied, CONTRACT ARTICLE: ARTICLE 19; ARTICLE 32
6. AIRS NUMBER: 50769, USPS NUMBER: C06C4CC08034169, DOCUMENT CATEGORY: Regional Arbitration, CONTRACT YEAR: 2006, GRIEVANT: STEVE BOVIA, UNION: APWU, ARBITRATOR: PHILIP W PARKINSON, USPS ADVOCATE: RONALD V ZIMCOSKY, JR, UNION ADVOCATE: JULIE M TRUSS, HEARING DATE: 3/3/2010, DECISION DATE: 4/12/2010, NATURE: Contract, OUTCOME: Denied, CONTRACT ARTICLE: ARTICLE 8

Figure 5.1, Search Results in Cite View (max. 25 cases per page)

The total number of documents found is displayed at the top of the page:

By default, Lexis displays your results in Cite View. Cite view provides information about each case that corresponds to the metadata discussed in Chapter 2.

Note: Alternatively, you can view your results in Full View which displays each case, one screen at a time. (See Fig. 5.2)

In Cite View, a maximum of 25 cases can be displayed per page. You can move forward through each successive page by clicking on the forward arrow. As long as it is highlighted, you can page forward in the results list.

As you move forward past the first page, the back arrow becomes active and you can move backward through the search results list until you return to the first page.

Clicking on the AIRS number of a case in Cite View will take you to the Full View of that case. You can navigate a case in Full View in the same manner as you navigate Cite View, by clicking the forward and back arrows at the top of the page.

You can also view the original award as a PDF by clicking on the “See pdf version” hyperlink located directly above the metadata in Full View.

The screenshot shows the American Postal Workers Union Search 4.0 interface. At the top, there are navigation links: Home, Modify Search, Help, and Sign Out. The search bar contains the query "FOCUS™ Terms DOC-CATEGORY('National Arbitration)" and shows "Original Results (1 - 568)". Below the search bar, there are tabs for "Search Database", "Director's Picks", "Handbooks & Manuals Archive", and "CBR Archive". The main content area displays the title "American Postal Workers Union" and "AIRS". A "See pdf version" link is located above the metadata. The metadata includes: AIRS NUMBER: 51359, USPS NUMBER: C06C4CC09113610, DOCUMENT CATEGORY: Regional Arbitration, CONTRACT YEAR: 2006, GRIEVANT: LEO KREYENBUHL, UNION: APWU, ARBITRATOR: PHILIP W PARKINSON, USPS ADVOCATE: LAUREN M KEENAN, UNION ADVOCATE: RUSSELL P BUGARY, and HEARING DATE: 7/15/2010. At the top of the results area, there are navigation arrows and a "View Full" dropdown menu. The page number "Pages: 27" is displayed in the bottom right corner.

Figure 5.2, Search Results in Full View (one case per page)

Your Cite View might look different than the above example, depending on whether you include key words in the Search Terms box, or just in some other segment(s).

If you search includes key words in the Search Terms field, the Cite View will display and highlight your “Key Word(s) in Context” below the metadata. (See Fig. 5.3)

American Postal Workers Union - SEARCH 4.0

Home | Modify Search | Help | Sign Out

Search Database | Director's Picks | Handbooks & Manuals Archive | CBR Archive

APWU
American Postal Workers Union, AFL-CIO
CITE Cluffay, President

FOCUS™ Terms | leave and DOC-CATEGORY("Nation | Search Within | Original Results (1 - 83) | GO | Advanced...

View Tutorial

View Cite

Select for FOCUS™ or Delivery

1 - 25 of 83

1. AIRS NUMBER: 46027, USPS NUMBER: C00C1CD06045638, DOCUMENT CATEGORY: Regional Arbitration, CONTRACT YEAR: 2000, GRIEVANT: DONALD L ANDERSON, UNION: APWU, ARBITRATOR: PHILIP W PARKINSON, USPS ADVOCATE: KATHLEEN POLLOCK, UNION ADVOCATE: VIOLETTA WARD, HEARING DATE: 11/30/2007, DECISION DATE: 1/15/2008, NATURE: Discipline, OUTCOME: Sustained, CONTRACT ARTICLE: ARTICLE 15; ARTICLE 16

... eventually he was put back on the 340 code around December 15. He was on family medical **leave** but returned to work around January 7. That is when Supervisor Trusnik said that he was needed ill the ...
 ... admitted to fraud nor did he commit fraud. After the interview, he reported to Supervisor Trusnik and he told him that he had to **leave** the building, that he was being investigated and put on Emergency Placement. Supervisor Trusnik never told him what he was ...
 ... Steward when Mr. Balfour had interviewed him. He did sign a form regarding his rights and was told he could **leave** at any time. 11. POSITION OF THE PARTIES A. EMPLOYER The Postal Service feels that the issue is whether Management ...
 ... went to the medical unit on three occasions thereafter because of pain. He took family medical **leave** from January 4 to January 8, 2006 due to the injury, and returned to work on January ...

2. AIRS NUMBER: 45333, USPS NUMBER: C00V4CD05159678, DOCUMENT CATEGORY: Regional Arbitration, CONTRACT YEAR: 2000, GRIEVANT: PAUL WAGNER, UNION: APWU, ARBITRATOR: PHILIP W PARKINSON, USPS ADVOCATE: RON ZIMCOSKY, UNION ADVOCATE: RICH OLSON, HEARING DATE: 3/1/2007, DECISION DATE: 3/20/2007, NATURE: Discipline, OUTCOME: Sustained, CONTRACT ARTICLE: ARTICLE 15

... Conference in Las Vegas. BrLICC Jackson had been granted three weeks of annual **leave**, which was to begin on July 31, 2005. He would not be available until August 220. ...
 ... Jackson, the regular Steward at the Vehicle Maintenance Facility would not be available due to a full **leave**, bill pointed out that according to Article 17 of the Joint Contract Interpretation ...
 ... Steward to represent the Grievant, even though it should have known that he would not return from full **leave** until August 22, 2005. The Union states that the argLI111CIt the appeal to Step 2 was ...

3. AIRS NUMBER: 44509, USPS NUMBER: C94T1CC97060767, DOCUMENT CATEGORY: Regional Arbitration, CONTRACT YEAR:

Figure 5.3, Cite View, displaying Key Words in Context

Key Words in Context means your key word(s) will be highlighted and the surrounding words (approximately 20 on either side) will be displayed. Seeing your key word(s) in context helps you to quickly determine whether the highlighted terms are relevant or not to your particular query.

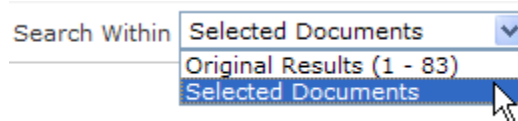
Another new feature of APWU Search is the ability to Search Within Original Results, or Search Within Selected Documents from your original results. This feature allows you to run a second query just on the results from your first query, instead of searching the entire database.

FOCUS™ Terms | leave and DOC-CATEGORY("Nation | Search Within | Original Results (1 - 83) | GO

To search within results, first run a search with the desired key word(s) and connector(s). After APWU Search returns your results, you can search just within those results by entering another key word, or key words separated by a connector, in the FOCUS™ Terms box at the top of the page, and clicking Go.

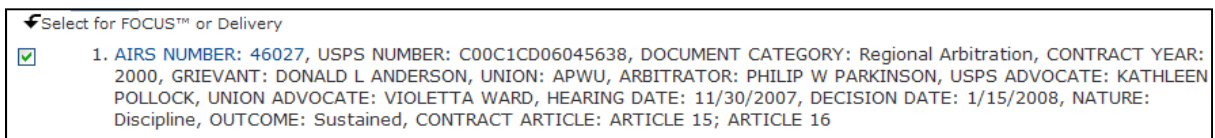
Note: Your original search terms will appear in the FOCUS™ Terms box until you replace them with new search terms. You can enter new search terms simply by placing your cursor in the FOCUS™ Terms box, highlighting the terms that are already in there, pressing the <Delete> key on your keyboard, and entering new terms in the now-empty FOCUS™ Terms box.

You may choose between your Original Results, or just specific Selected Documents, by clicking on the Search Within box.



To select documents on the results page, click the “Select for FOCUS™ or Delivery” checkbox next to the case information.

Example:



A maximum of 3000 results can be retrieved on any one search. If more than 3000 documents were found, you receive a message which asks you to try a different search. See Fig. 5.4 for an sample error message.

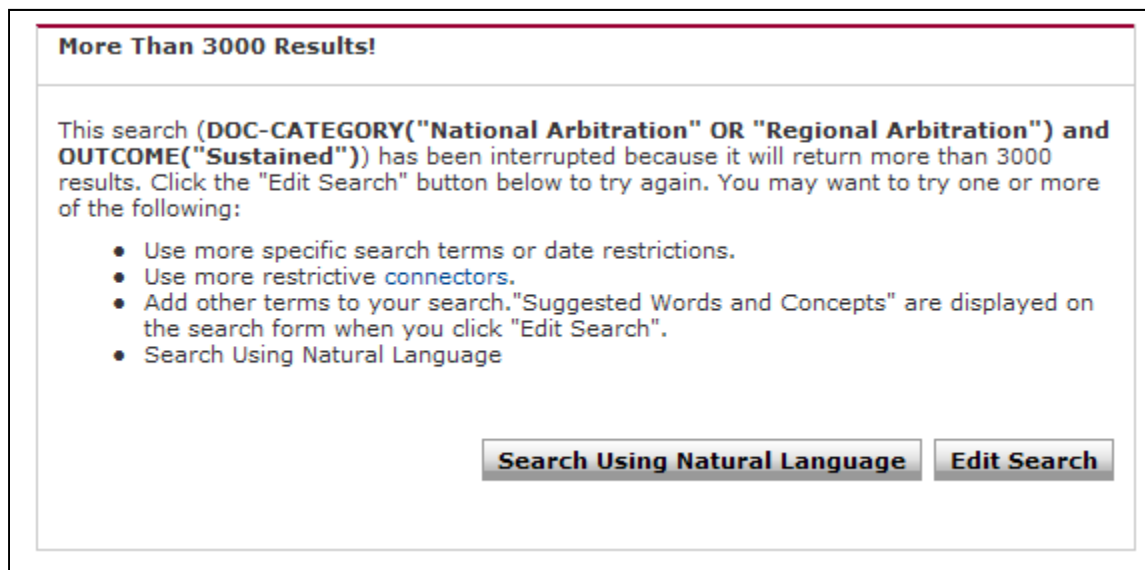


Figure 5.4

Important! The error message you receive when you find more than 3000 results is a Lexis.com error message that appears when any Lexis user receives more than 3000 results. It is NOT a custom error message for APWU Search. You can click the Edit Search button, or the Search Using Natural Language button, but this is NOT recommended. Instead, click on the Modify Search link near the top of your screen to the left of the APWU logo.



This will take you back to your original search screen with your search parameters intact. Make any changes you desire and re-search.

Tip! If you click on the Edit Search button instead, you will be taken to an Edit Search screen that is more complicated to use than necessary. **All of the functionality on this Edit Search screen can be performed more simply on the original Search Database tab.**

C. Document Formats

The documents found using APWU Search are displayed in two document formats: HTML and PDF. This section describes the HTML and PDF document formats.

1. HTML—is an acronym for Hypertext Markup Language.
 - On the Search Results page, clicking on the AIRS number will take you to an HTML view of the document.
 - Most web-based text is written in HTML format.
 - HTML documents are quickly retrieved for viewing.
2. PDF—is an acronym for Portable Document Format.
 - When viewing a document in Full View (HTML), you can click on the link labeled “See pdf version” to open a PDF of the document.
 - PDF documents contain the original text, including formatting, signatures, etc. and are generally much larger in size than HTML documents.
 - The PDF version is the one you want to print out to give to the arbitrator, once you’ve determined that it is on point.
 - PDF documents are viewed using the Adobe Acrobat Reader. Because of the larger size and the fact that you must wait for the Acrobat Reader to launch, it takes much longer to display the PDF document than to display the HTML document.

D. Navigating an HTML Document

Clicking on the AIRS number on the Search Results page will bring up the Full View of the document, which is the HTML version of the award. To view the displayed HTML document, use the scroll bar located on the right side of the screen to move down and up in the document.

American Postal Workers Union

AIRS

[See pdf version](#)

AIRS NUMBER: 51534

USPS NUMBER: G06C4GD09251904

DOCUMENT CATEGORY: **Regional Arbitration**

CONTRACT YEAR: 2006

GRIEVANT: D ROBINSON

UNION: APWU

ARBITRATOR: MARETTA COMFORT TOEDT

USPS ADVOCATE: O.D. CURRY

UNION ADVOCATE: LEON TATUM

HEARING DATE: 8/4/2010

DECISION DATE: 8/23/2010

NATURE: Discipline

OUTCOME: **Sustained**

CONTRACT ARTICLE: ARTICLE 15; ARTICLE 16

TEXT: **Contract:** ARTICLE 15; ARTICLE 16

AIRS No.

51534

SOUTHWEST REGULAR ARBITRATION PANEL

In the matter of the Arbitration

Between

The top of the document contains the metadata that was coded into the award by APWU. This corresponds to the searchable fields on the Search Database tab.

Above the metadata is the link to the PDF version of the award.

Further down the page is the full-text of the award, in HTML format. Also, any search terms you entered should be highlighted in **bold**.

E. Printing or Faxing an HTML Document

You can print the HTML (plain text) version of the award using your browser's print button.

Before you print, you can create a printer-friendly version by clicking on the printer icon in the top right corner of the page. (See Fig. 5.5)



Figure 5.5, showing the Fax button, the Printer-Friendly button, and a Page count.

Notice that you can see how many pages this will be if you print it out by looking at the page count below the printer icon.

You can also fax the HTML version by clicking on the fax button to the left of the printer button. Fill in the To:, From:, and Fax #:, select any options, and click Fax.

Fax Documents Help

Source: Private Customer Data
Terms: attendance and AWOL and FMLA and DOC-CATEGORY("National Arbitration" OR "Regional Arbitration") and OUTCOME("Sustained")

To:

From:

Fax #: e.g. (937) 555-5555

Add a brief note:

Document View:

Full

Show Hits

Show Cite List Overviews

Show Case Summary

Show LexisNexis® Headnotes

Show Core Terms

Dual Column Print **

Document Range:

Current Document (7)

Original Results (1 - 210)

Selected Documents

e.g. 1,3-5,9

Page Options:

Cover Page

End Page

Each Doc New Page

Break Pages at Document Page Breaks

Formatting Options:

Font Type: Times New Roman

Note: Use Courier font for tables

Search Terms in Bold

Search Terms Underlined

Embedded Legal Cites in Italic Type

Displayed Pagination in Bold Type

Distribution is subject to [Terms & Conditions](#)
** Not available for documents that use a pre-specified format.

F. Navigating a PDF Document

When you click the hyperlink labeled “See pdf version” above the metadata in Full view, a new tab (or window, depending on your settings) will open the Adobe Acrobat Reader, and the original version of the document downloads and displays on the screen. The document is the scanned image of the original text including signatures.

The Acrobat Reader toolbar (See Fig. 5.6) is available to help you move around within the document, as well as to provide other functions such as printing and saving.



Figure 5.6 (Note: Your Acrobat toolbar might not look exactly the same, depending on your version and settings.)

The following toolbar buttons help you view the document:

- Last Page/First Page—moves to the end of the document or the beginning of the document
- Previous Page/Next Page—moves to the previous or next physical page of the original document.
- Zoom in Tool—enlarges the document image. Click the Zoom in Tool, then click in the document to magnify the image.
- Fit in Window—displays the full page of the document.
- Fit Width—displays the document to the original viewing size, which fits the width of the screen viewing area.

G. Printing and Saving a PDF Document

After a PDF document has been downloaded, it can be printed or saved to a disk.

To print a PDF document:

1. Print the document by clicking the Printer icon in the Acrobat toolbar.
2. From the Print dialog box, change the options if desired.
3. Click OK.

To save the PDF document, click the Save button on the Acrobat Reader toolbar.

1. From the Save As dialog box, specify the following:
 - a) Save in—the location where you want the file saved. Use the drop-down list to specify a drive and folder.
 - b) File name—type the name you want to give to the file.
 - c) Save as type—the default is PDF. Do not change this.

H. Viewing a PDF File Offline

After you have downloaded and saved a PDF file, use the Acrobat Reader to view the document. To view the document offline:

1. Go to the Windows Explorer or My Computer.
2. Locate the document number and double-click it.
3. The Acrobat Reader automatically launches so you can read it.

Appendix A – APWU Representative Request for Access to USPS PolicyNet

*PolicyNet Access for APWU Representatives
Headquarters Labor Relations
July 2008*

APWU Representative Request for PolicyNet VPN Access

Directions: APWU representatives must complete this form and provide this request to their postal manager to request electronic access to PolicyNet in accordance with a Memorandum of Understanding.

The postal manager must input the request in eAccess. After access is granted, the manager will be notified via email and provided with the APWU representative's ACE logon and temporary password that will allow the representative Internet access to <https://policynet.usps.gov>.

APWU representative: Please complete this document and give it to the manager of your reporting unit.

Manager: Please input this request in eAccess. After you are notified the request is approved, please provide the logon identification and temporary password to the APWU representative.

Request date: _____

APWU Representative's Name: _____
Last First MI

Employee Identification Number: _____

Facility Address: _____

Business/work phone number: _____

For Manager's use only:

Approved by: _____
USPS manager's signature

Date approved: _____

Date entered into eAccess: _____

Manager: Please return a completed copy of this form to the APWU representative.

Please expect account activation to take approximately two weeks after the request has been entered into eAccess. Managers will receive approval via email from eAccess when the user account has been activated. The manager must provide the new user with his/her ACE logon and temporary password. This authentication is required to access <https://policynet.usps.gov>.

NOTE: *The ACE logon and password established as the result of the approval of this request are required to access this website but do not allow access to Blue or to this website from postal-owned computers connected to Blue.*

Appendix B – Common Noise Words

about	from	same
1	get	see
after	got	should
2	has	since
all	had	some
also	he	still
3	have	such
an	her	take
4	here	than
and	him	that
5	himself	the
another	his	their
6	how	them
any	if	then
7	in	there
are	into	these
8	is	they
as	it	this
9	like	those
at	make	through
0	many	to
be	me	too
\$	might	under
because	more	up
been	most	very
before	much	was
being	must	way
between	my	we
both	never	well
but	now	were
by	of	what
came	on	where
can	only	which
come	or	while
could	other	who
did	our	with
do	out	would
each	over	you
for	said	your
a b c d e f g h i j k l m n o p q r s t u v w x y z		