The purpose of this job aid is to explain the Create/Maintain Grievance transactions which are used to document an employee grievance. Grievance information should be entered as instances occur so that the system is current.

Infotypes that currently exist for the employee accessed are identified by green check marks to the right of the infotype descriptions.

An overview of the process contains some or all of the following steps:

- The Employee identifies a violation of Policy/Procedure and discusses with management.

- The Agency Representative/Management with the input from the Grievance Maintainer makes a decision to deny or settle the issue.

- The Agency Representative/Grievance Maintainer issues decision to the Employee.

- The Grievance Maintainer enters the appropriate information into Integrated HR/Payroll System.

- The Employee receives Management decision on the grievance and decides whether or not to continue.

- The Agency Representative Grievance Maintainer monitors the Grievance progress until required submission to Mediation or Appeals Court.

- The Mediation/Appeals Court issues the final decision/step in the Grievance process.

- The Grievance Maintainer – closes grievances as appropriate and updates the Employee record in the Integrated HR/Payroll System.
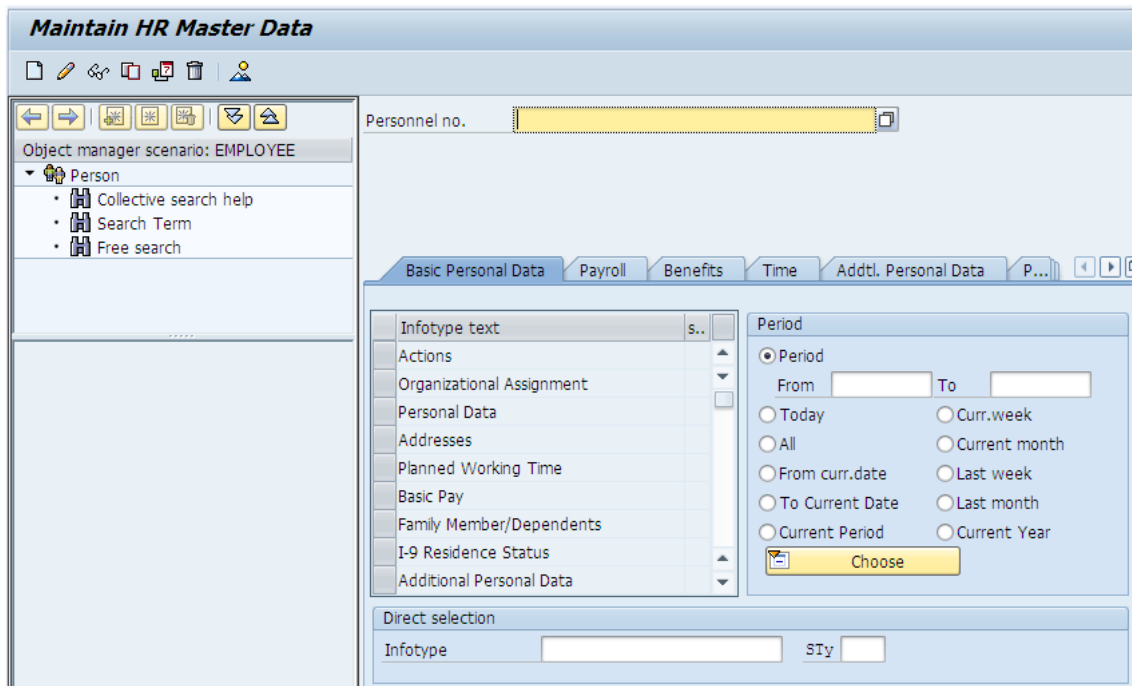
1. Enter the Personnel number in the Personnel no. field and click the **Enter** button.
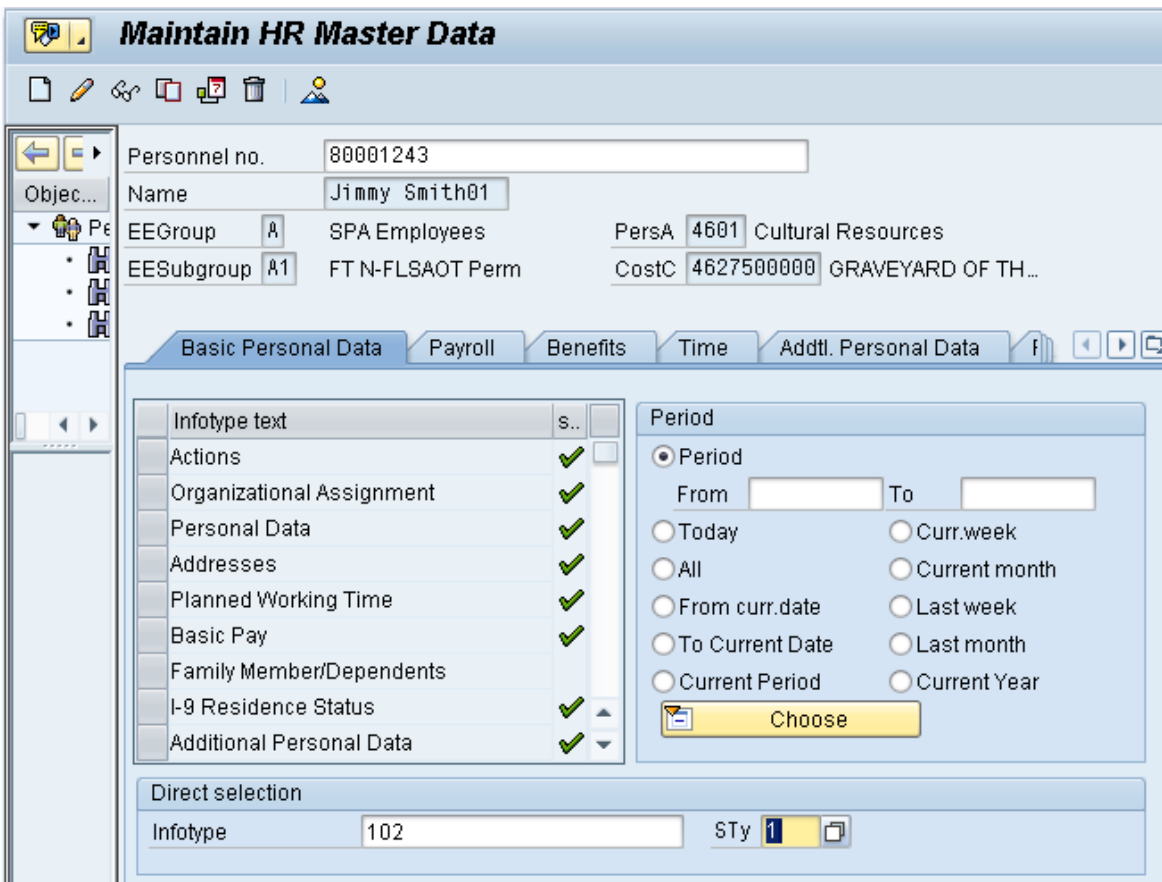
2. Enter the **Infotype** and the **Subtype (Sty)**.

3. Click the **Create** ▯ button.

Create Grievances NA (0102)

Personnel No	80001243	Name		Jimmy Smith01
EEGroup	A	SPA Employees	PersA	4601 Cultural Resources
EESubgroup	A1	FT N-FLSAOT Perm	Statu	Active
Start	06/07/2011	to	12/31/9999	

Grievance data

Subtype	1	Grievance - 3 step no mediation
Reason	04 ▯	
Grievance number		
Date entered		
Supervisor		

Status

Time from			
Resolved at			
Result		Date settled	

Estimated costs		USD

4. Complete the following fields and click **Enter**.

- Start (date)

- Reason

| ⓘ **Information**	The start date is when the Grievance process began. When records are created, they are assigned a "Start Date." Because the end dates are not typically known, SAP automatically applies an end date of 12/31/9999. **Once the actual "End Date" is known, the record is maintained (delimited) to apply the actual "End Date."**

You can use the matchcode to find the desired reason.

5. Click **Edit > Maintain text** on the toolbar at the top of the screen.

6. Enter appropriate text in the Infotype Text box that is displayed. (Don't forget to **Save** your comments.)

Information — Click in the body of the text field and add the appropriate text. The various application buttons above the text area will allow additional text to be imported/pasted, etc.

Create Grievances NA (0102)

Personnel No   80001243   Name   Jimmy Smith01
EEGroup   A   SPA Employees   PersA   4601   Cultural Resources
EESubgroup A1   FT N-FLSAOT Perm   Statu   Active
Start   06/07/2011   to   12/31/9999

Grievance data
Subtype   1   Grievance - 3 step no mediation
Reason   04   DA - Dismissal
Grievance number
Date entered   06/07/2011
Supervisor   80001283   Jesusa Servais01

Status
Time from   50   Initial Filing
Resolved at
Result   Date settled

Estimated costs   USD

Note that the screen now displays an icon indicating that there are comments attached to this record.

7. Complete the following fields, then click **Enter** and **Save**.

- Date Entered

- Supervisor

- Time from

8. Complete the following fields, then click **Enter** and **Save**.

- Task Type

- Date of Task

- Processing Indicator

- Comments

NOTE: Create a Monitoring of task during each step as a reminder to maintain the IT0102. Use dates from OSHR or OSHR-Approved Agency Policy.

Maintain HR Master Data

Personnel no. **80001243**

Name Jimmy Smith01

EEGroup	A	SPA Employees	PersA	4601	Cultural Resources
EESubgroup	A1	FT N-FLSAOT Perm	CostC	4627500000	GRAVEYARD OF TH…

Basic Personal Data | Payroll | Benefits | Time | Addtl. Personal Data | P…

Infotype text	S..	
Actions	✔	
Organizational Assignment	✔	
Personal Data	✔	
Addresses	✔	
Planned Working Time	✔	
Basic Pay	✔	
Family Member/Dependents		
I-9 Residence Status	✔	
Additional Personal Data	✔	

Period
- ● Period
  - From ____ To ____
- ○ Today ○ Curr.week
- ○ All ○ Current month
- ○ From curr.date ○ Last week
- ○ To Current Date ○ Last month
- ○ Current Period ○ Current Year

Choose

Direct selection

Infotype	Grievances NA	STy	1	Grievance - 3 step no mediati…

ⓘ Information — The infotypes have been created. Review via PA20 to ensure accuracy.
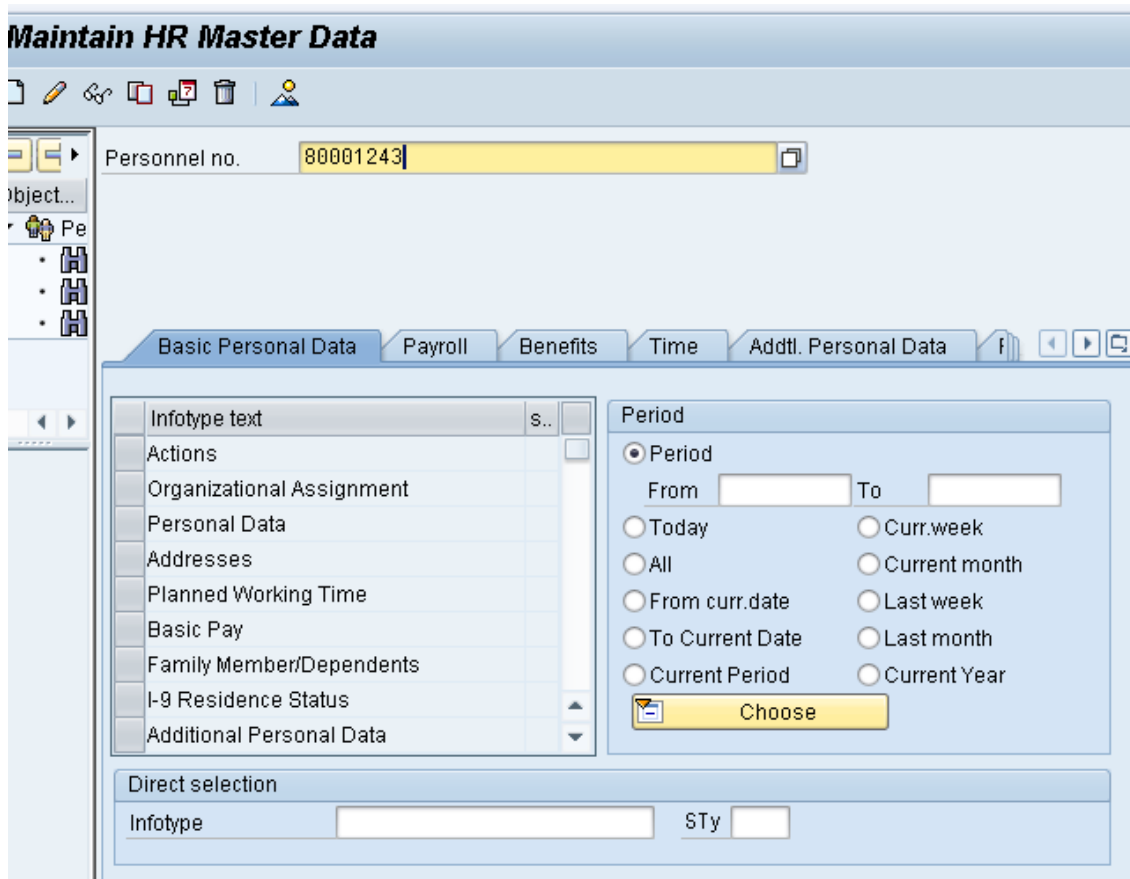
9. Click the **Back** button.

10. Type **PA30** in the Command field and press **Enter**.

11. Enter the **Personnel no.** in the Personnel no. field and click **Enter**.

Verify the employee displayed is the correct one.

12. Select the **All** ○All button.

13. Type **102** in the Infotype field.

14. Click the **Overview** 👤 button

15. Highlight appropriate row.

16. Click the **Copy** 🗂 button.

17. Enter the **beginning date** of the record in the Start field.

18. Enter the appropriate selection in the **Time from** field.

Options for the Time from field:	
Subtype 1 – Select appropriate step	• 50-Initial Filing • 51-1-Step 1 • 52-1-Step 2 • 53-1-Step 3
Subtype 2 – Select appropriate step	• 50-Initial Filing • 54-2-Mediation • 55-2-Hearing
Time from for both Subtypes 1 and 2	• 56-FAD • 57-OAH • 58-SPC • 59-Court

19. Enter the appropriate selection in the **Resolved at** field.

Options for the Resolved field:	
Subtype 1 – Select appropriate step	• 60-Step 1-1 • 61-Step 1-2 • 62-Step 1-3 • 63-Step 2-1 • 65-FAD
Subtype 2 – Select appropriate step	• 63-Step 2-1 • 64-Step 2-2 • 65-FAD
Select appropriate (not resolved at any other step)	• 66-OAH/SPC • 67-Appeal to Court

20. Enter the appropriate selection in the **Results** field.

21. Enter the appropriate selection in the **Estimated costs** field.

22. Enter the appropriate selection in the **Date Settled** field, then Enter and Save

Information	Repeat steps 9-21 for each step of the Grievance process. **Once the actual "End Date" is known, the record is maintained (delimited) to apply the actual "End Date."**

23. Click **Back.** The infotypes have been created. Review via PA20 for accuracy.

Additional Resources

Webinars	HR Conference Call/Webinar, January 18, 2011