Labor Relations System Applications

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UNITED STATES POSTAL SERVICE®

Labor Relations System Applications

- GATS - Grievance Arbitration Tracking System
- GATS-ASR (Application System Reporting)
- ECM-NSC (National Service Center)

***System Use

Access Requirements

- Access must be submitted via eAccess or ARIS for approval
- Access level is restricted based on grievance handling responsibilities
- Access requests must be supported by an appropriate business justification.
- Access is granted with completion of required training

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Grievance Arbitration Tracking System (GATS)

Welcome to GATS 3.0.3

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Grievance Arbitration Tracking System (GATS)

What is GATS?

A national site used for tracking the status of grievances through the grievance process. The system provides a record of grievance appeal and arbitration activity including settlements, decisions, and payment history.

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Realignment- Restructure Updates

***Access is limited and is based on business need**.

Most Users Require Multiple Selections
Area/Region • PC/Division • HQ Related

- Retail and Delivery
- Logistics
- Processing
- Fleet Management
- Customer Care/Customer Contact
- Chief Postal Inspector
- Etc...

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Grievance Arbitration Tracking System (GATS)

GATS USER ROLES

DATA ENTRY BASIC	**The Data Entry Basic role is responsible for adding appeal and grievance data. This role can add and update a profile, an appeal and ultimately update grievances within GATS.**
INFORMAL ADJUSTMENT	**The Informal Adjustment role can add and update informal pay adjustments, profiles; and has access to make payments.**
	This role for entry of monetary remedies at the lowest appeal level.
DECISION WRITER	**The Decision Writer role can add and update informal pay adjustments; make mass decisions; add or update a person's profile; add, update and view appeals and grievances; access letters – write decisions; retract decisions and request payments.**
MANAGER - READ ONLY	**The Manager - Read Only role is a limited access. This role can view appeals, decision letters and grievances; access the Payment, Grievance and Appeal Reports.**

Grievance Arbitration Tracking System (GATS)

What are the primary uses for GATS?

- Create & Update Grievances
- Track grievance appeals progression
- Make payments (formal & informal)
- View past decisions
- Customize GATS (alerts)
- Generate grievance related reports
- View grievance trends
  - Repetitive violations
  - Identify areas for improvement

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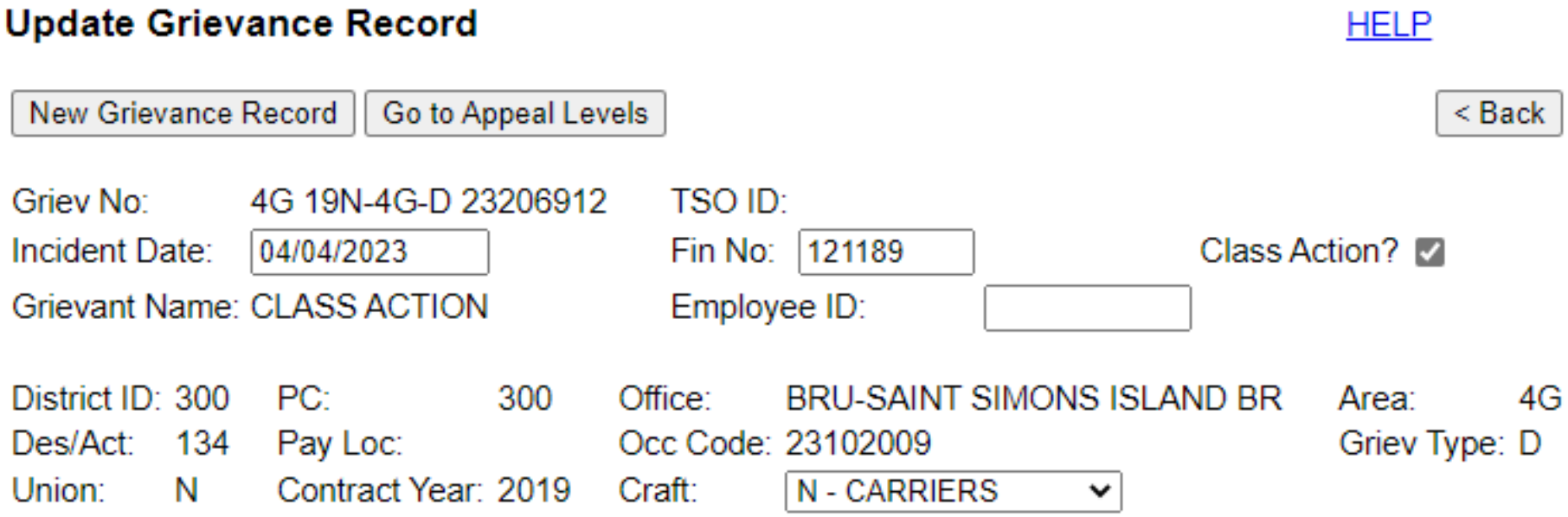
Grievance Arbitration Tracking System (GATS)

Create / Update



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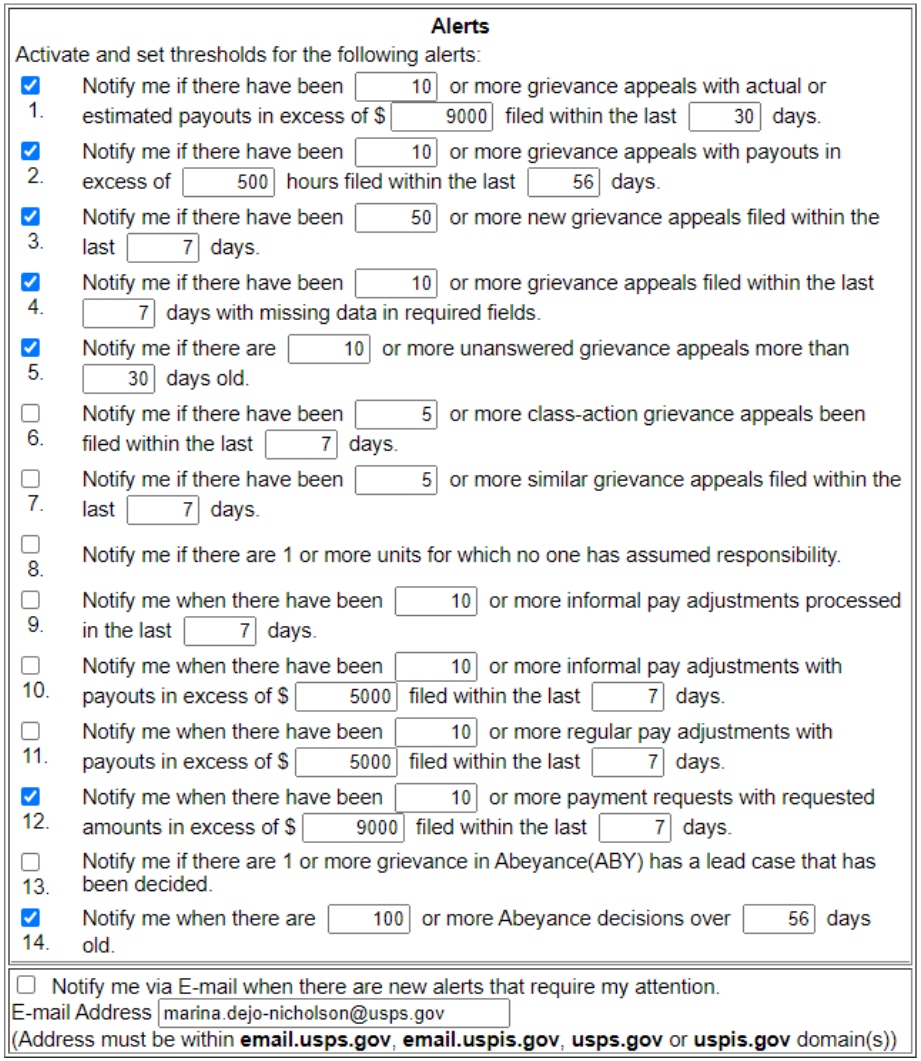
Grievance Arbitration Tracking System (GATS)

Set Alerts

- Activate up to 14 electronic notifications with an optional email for an alert condition.
- Alerts provide the number and nature of recent grievance appeals filed within your Functional Responsibility.
- Displays a count of grievance activity that satisfies user-specified alert criteria.



Alerts

Activate and set thresholds for the following alerts:

1. ☑ Notify me if there have been 10 or more grievance appeals with actual or estimated payouts in excess of $ 9000 filed within the last 30 days.
2. ☑ Notify me if there have been 10 or more grievance appeals with payouts in excess of 500 hours filed within the last 56 days.
3. ☑ Notify me if there have been 50 or more new grievance appeals filed within the last 7 days.
4. ☑ Notify me if there have been 10 or more grievance appeals filed within the last 7 days with missing data in required fields.
5. ☑ Notify me if there are 10 or more unanswered grievance appeals more than 30 days old.
6. ☐ Notify me if there have been 5 or more class-action grievance appeals been filed within the last 7 days.
7. ☐ Notify me if there have been 5 or more similar grievance appeals filed within the last 7 days.
8. ☐ Notify me if there are 1 or more units for which no one has assumed responsibility.
9. ☐ Notify me when there have been 10 or more informal pay adjustments processed in the last 7 days.
10. ☐ Notify me when there have been 10 or more informal pay adjustments with payouts in excess of $ 5000 filed within the last 7 days.
11. ☐ Notify me when there have been 10 or more regular pay adjustments with payouts in excess of $ 5000 filed within the last 7 days.
12. ☑ Notify me when there have been 10 or more payment requests with requested amounts in excess of $ 9000 filed within the last 7 days.
13. ☐ Notify me if there are 1 or more grievance in Abeyance(ABY) has a lead case that has been decided.
14. ☑ Notify me when there are 100 or more Abeyance decisions over 56 days old.

☐ Notify me via E-mail when there are new alerts that require my attention.
E-mail Address marina.dejo-nicholson@usps.gov
(Address must be within **email.usps.gov**, **email.uspis.gov**, **usps.gov** or **uspis.gov** domain(s))

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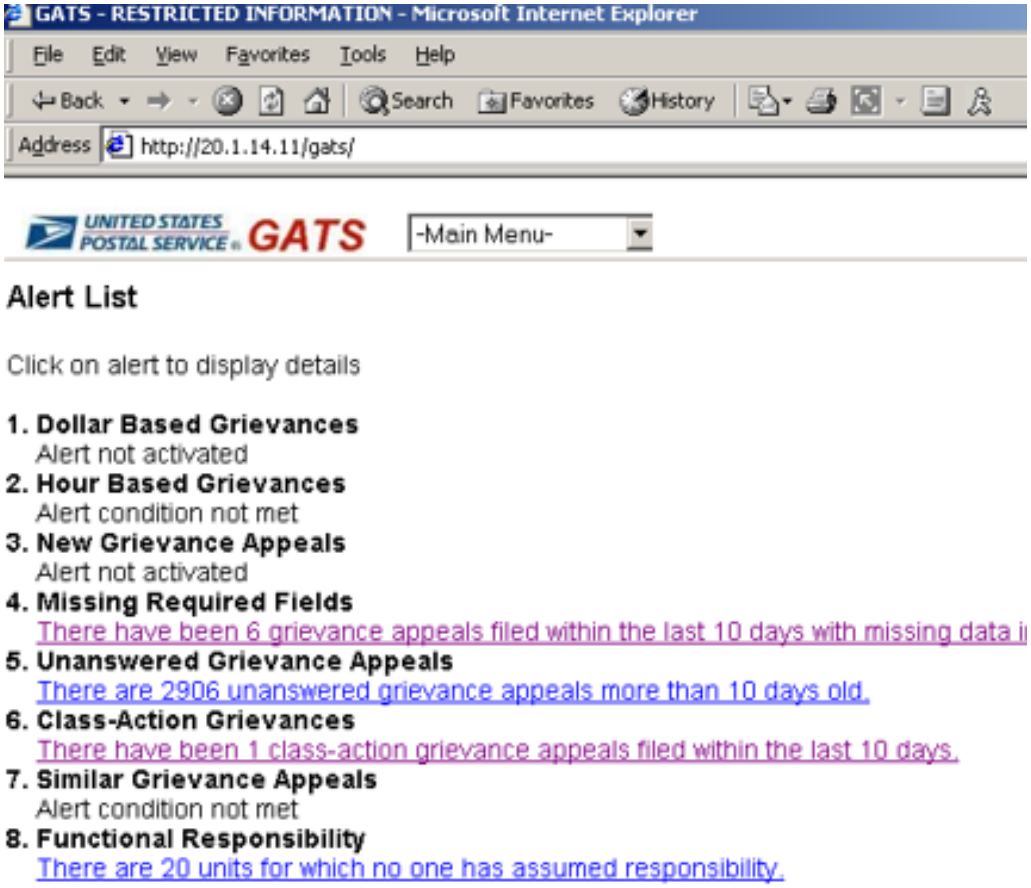
Grievance Arbitration Tracking System (GATS)

View Alerts

- Review your alerts online.
- Drill down to see the actual cases that satisfy the alert condition.
- Identify and minimize potential problems early.
- Identify and respond quickly to grievance trends.



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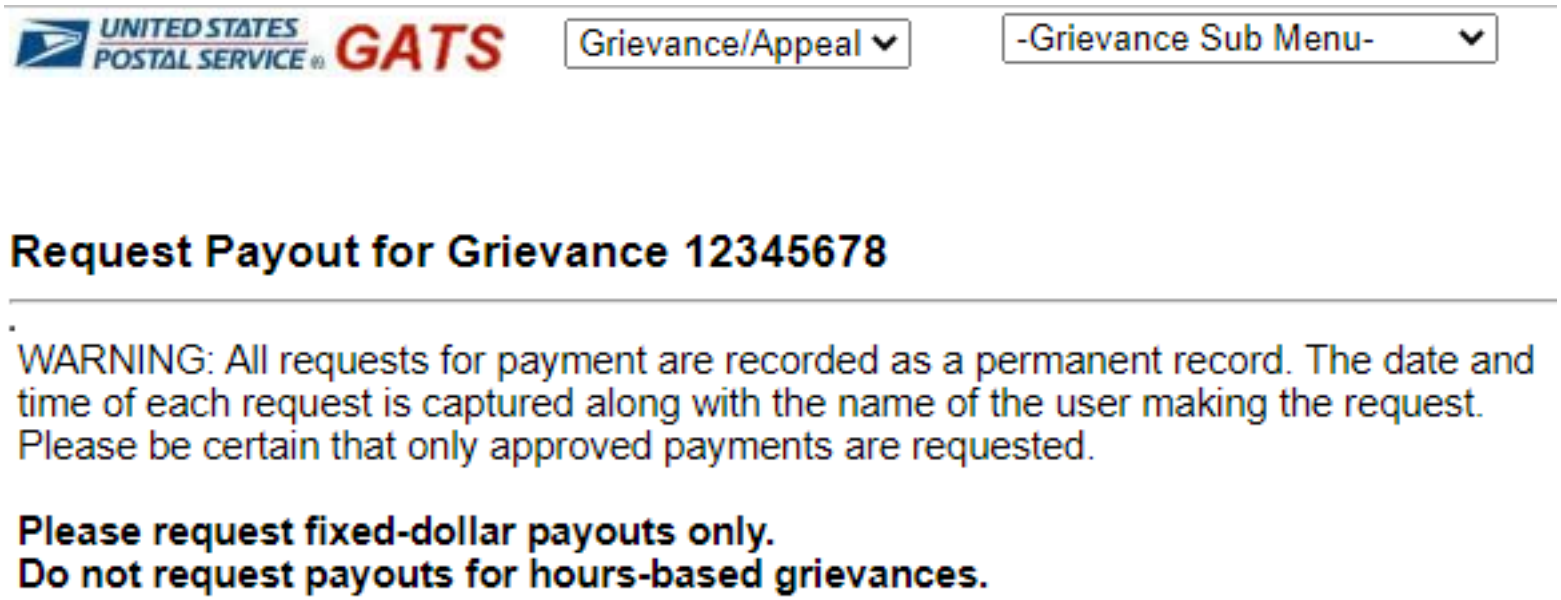
Grievance Arbitration Tracking System (GATS)

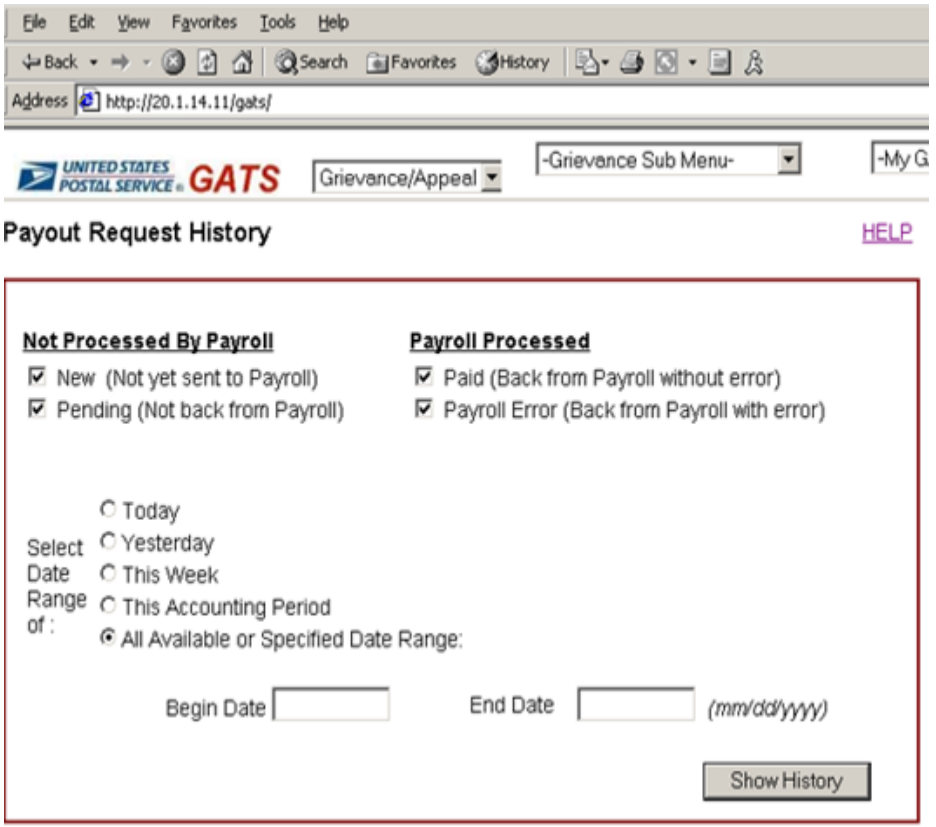
Make Payments



Grievance Arbitration Tracking System (GATS)

View Payout History

- Review payout history for a single case.
- Review payout history for all cases within your functional responsibility and within a specified date range.
- See dollar amount of new, pending, paid, and failed payout requests.
- Limited to your access role or Functional Responsibility



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Grievance Arbitration Tracking System (GATS)

Reports:

- Open Cases
- Aging and Open Cases
- Cases Appealed
- Lead/Held Cases
- Payments
- Management Rep Detail Report

Grievance Arbitration Tracking System (GATS)

Management Detail Report

UNITED STATES POSTAL SERVICE GATS Reports -Reports Sub Menu-

Management Rep Detail Report Results

MGT REP	ID	CASE NO	APPEAL LEVEL	ASSIGNED DATE	DEC	DEC DATE
Clinkscale, M	516236	4B 18C-4B-D 20206223	2	03/24/2020	DEN	2020-04-15
Clinkscale, M	516236	4B 18C-4B-C 21207106	2	04/15/2021	DEN	2021-04-29
Clinkscale, M	516236	4B 18C-4B-D 20248638	2	04/28/2020	DEN	2020-05-21
Clinkscale, M	516236	4B 18C-4B-D 20307664	2	06/11/2020	DEN	2020-07-10
Total *DEN* cases for Mgt Rep Clinkscale: 4						
Clinkscale, M	516236	4B 19N-4B-C 22059202	A	11/26/2021	NLO	2021-12-28
Total *NLO* cases for Mgt Rep Clinkscale: 1						
Clinkscale, M	516236	4B 16N-4B-D 20134033	A	01/16/2020	RES	2020-03-11
Clinkscale, M	516236	4B 16N-4B-C 20119048	A	02/11/2020	RES	2020-03-10
Clinkscale, M	516236	4B 19N-4B-C 22185596	A	04/05/2022	RES	2022-04-26
Clinkscale, M	516236	4B 19N-4B-C 22185578	A	04/05/2022	RES	2022-04-15
Clinkscale, M	516236	4B 16N-4B-D 20248213	A	05/19/2020	RES	2020-06-08
Total *RES* cases for Mgt Rep Clinkscale: 5						
Total cases for Mgt Rep Clinkscale: 10						

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Grievance Arbitration Tracking System (GATS)

GATS Integrity

You Are Responsible for Your GATS Entries

- Your ACE ID is associated with all GATS entries
- Do you have documents to support your decisions?
  - Settlement
  - Abeyance
- Is your decision letter a “One Liner”?
- Did you receive an appeal before entering a new level in GATS?

Grievance Arbitration Tracking System (GATS)

GATS Payments

- Do you have proper documentation and/or a signed settlement to support payments submitted?
- Does your GATS decision capture the Who, What, When, Why and How Much?
- You are responsible to monitor payments to ensure payment submitted reflect a PAID status
- Payment error codes require action. Re-submitting without correcting the error will result in a processing failure with no option to resubmit.
- GATS is not appropriate for back pay or missing work hours settlements.

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Grievance Arbitration Tracking System (GATS)

“Hanging Decisions”

A hanging decision is a decision entered into GATS but not completed…

- The incomplete decision will be greyed out
- A GATS record with a hanging decision will appear on open case lists
- You will be unable to complete the decision if a subsequent appeal is added
- ASR report – Unapproved Decisions

Appeal Levels: Select a level to update.

Level/ Process	Appeal Sequence	Received Date	Decision	Decision Status	Decision Date	Issue	Comments	Status	Last Update	
2 / R	1	08/05/2021	DEN	Current	08/23/2021	Y	N	A	10/29/2021	Edit
3 / R	2	09/02/2021	REM	Current		Y	N	A	10/29/2021	
3 / R	2	09/02/2021	REM	Pending	10/20/2021	Y	N	A	10/29/2021	Edit
2 / R	3	10/29/2021	SET	Current	11/12/2021	Y	Y	A	11/12/2021	Edit

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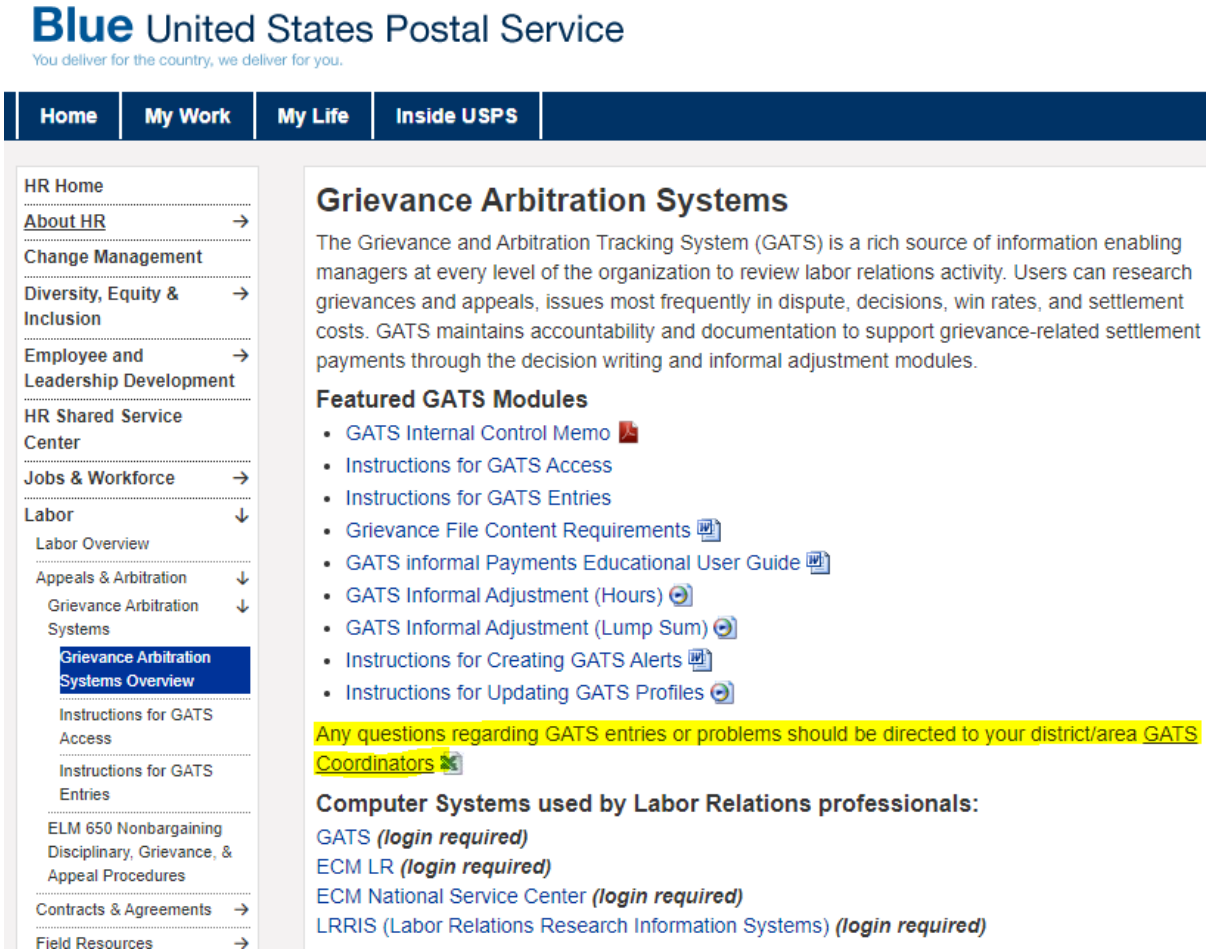
Grievance Arbitration Tracking System (GATS)

GATS Coordinators

- Reach out to your local GATS Coordinator for application related issues and questions.
- The list of GATS coordinators is located on the Labor Relations webpage.



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GATS- Application Systems Reporting (GATS-ASR)

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GATS –Application Systems Reporting GATS-ASR

What is GATS-ASR?

- GATS ASR is a reporting repository for specific types of reporting data.
- Created to provide easy access to data associated with grievance payouts and grievance totals.
- Reporting for Multiple Functional Areas from Various Sources: Accounts Payable, Complement, Finance Number Control Master, General Ledger/Financial Performance, Payroll, Property & Equipment, Standard Accounting for Retail and Grievance Appeal/Arbitration Information.

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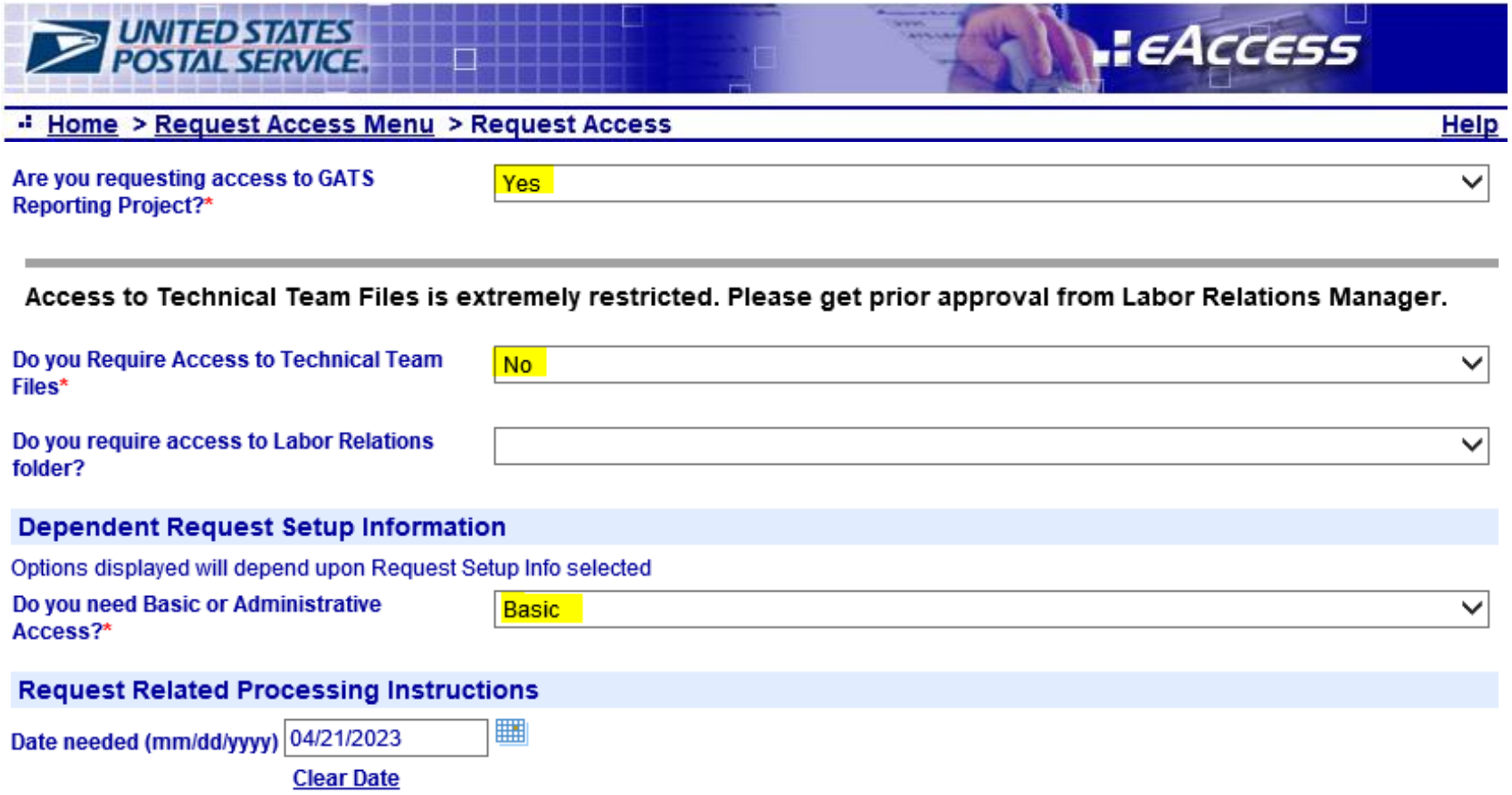
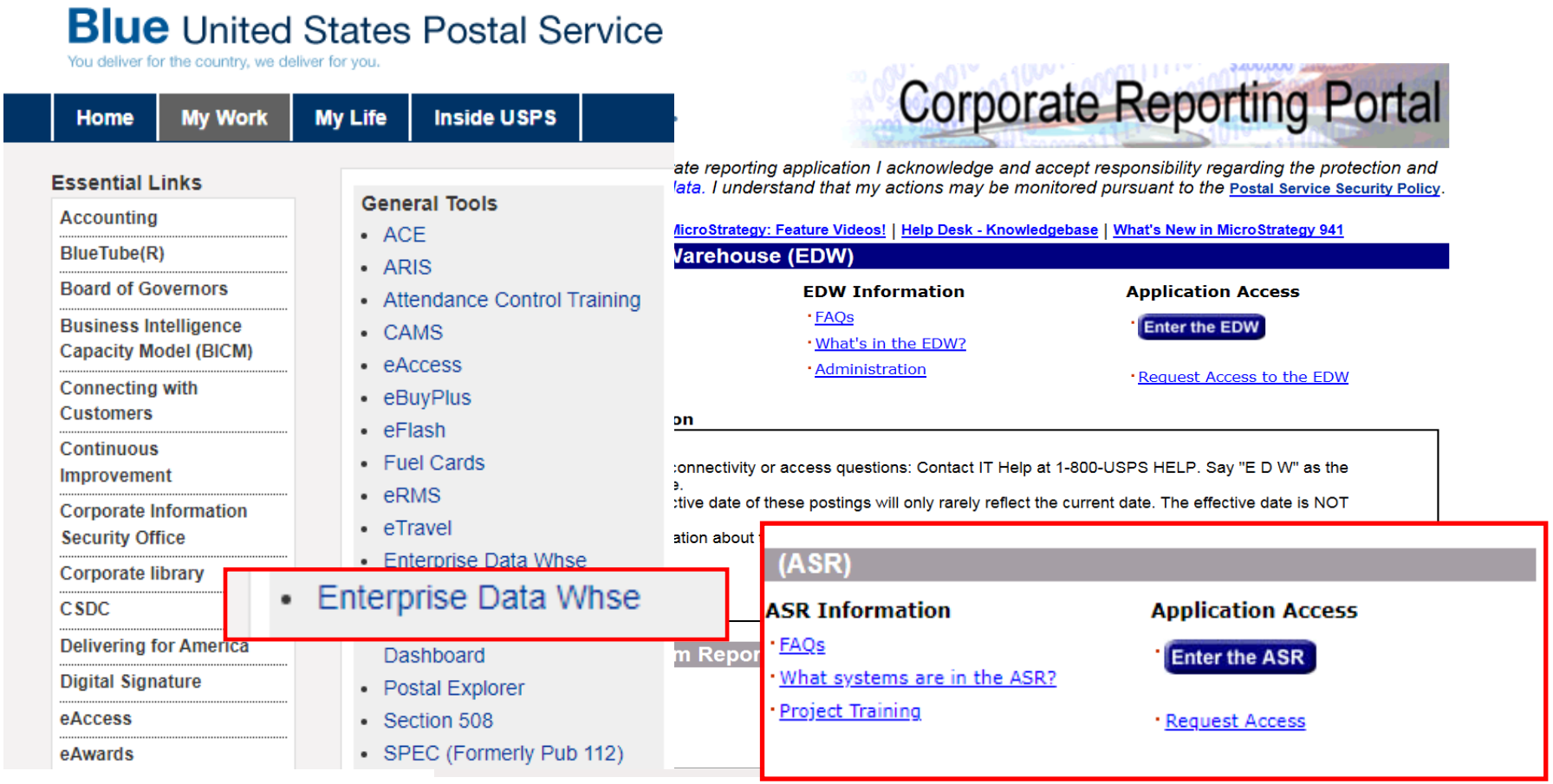
GATS –Application Systems Reporting GATS-ASR

GATS ASR ACCESS



GATS –Application Systems Reporting GATS-ASR

ENTER GATS ASR THROUGH EDW



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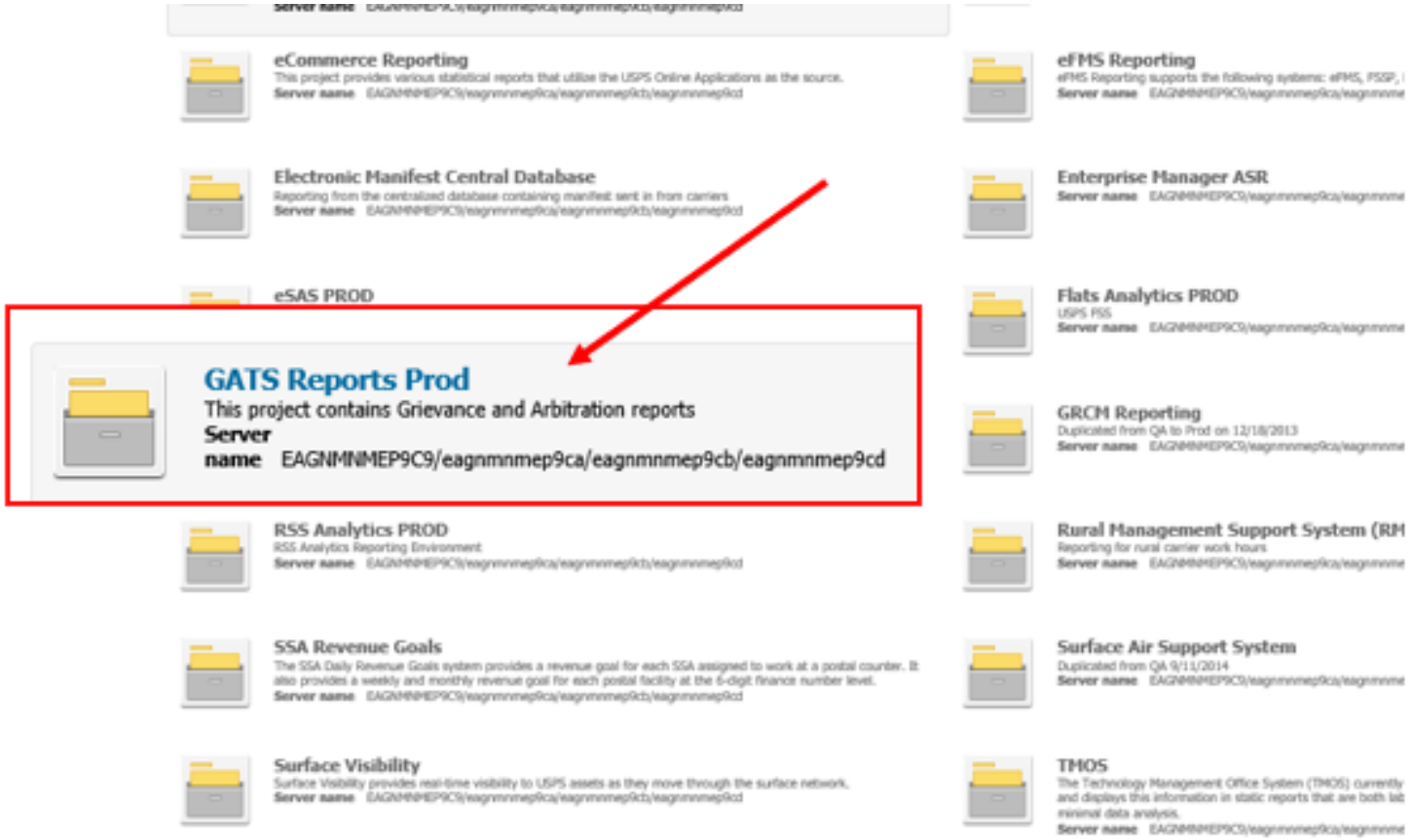
GATS –Application Systems Reporting GATS-ASR

GATS REPORTS PROD



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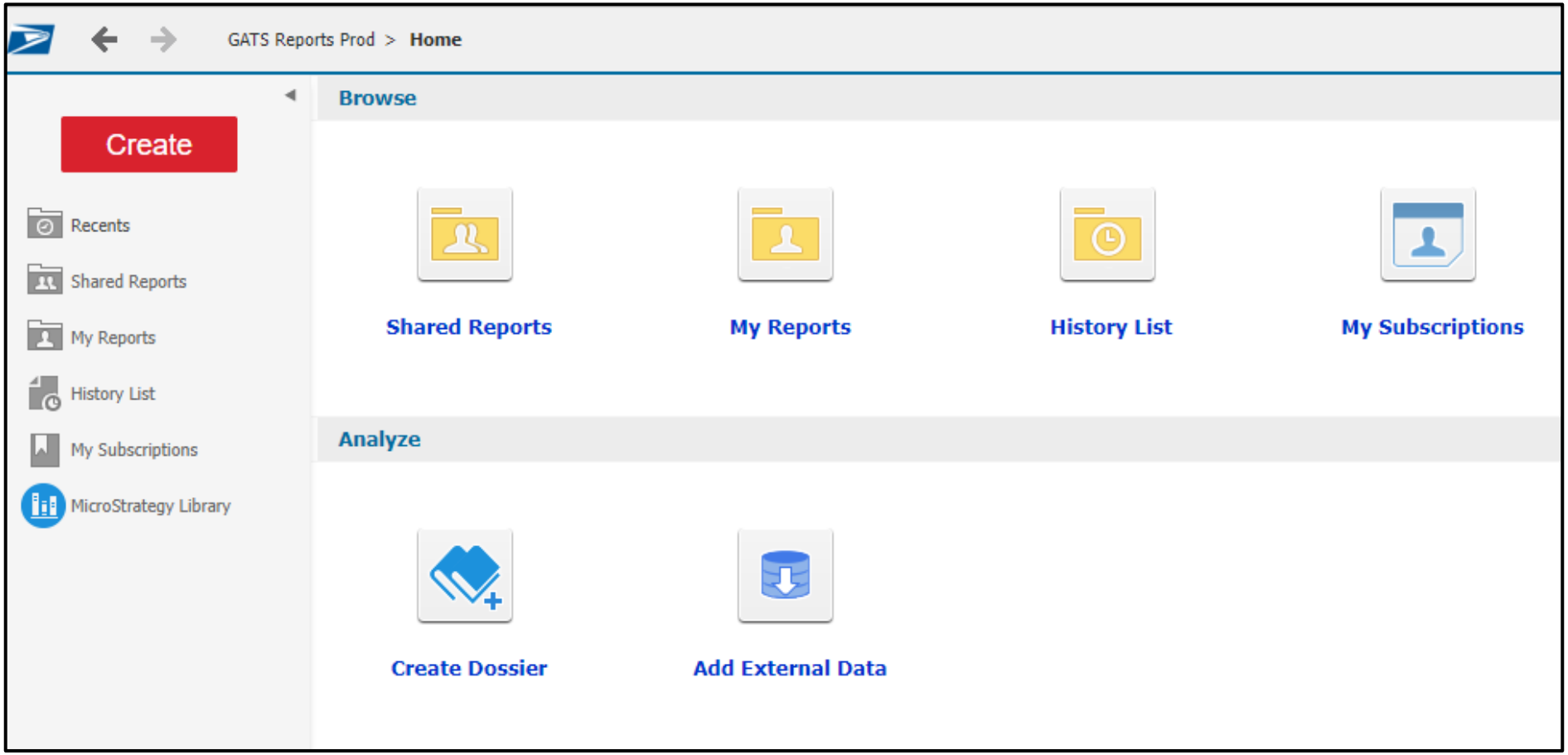
GATS –Application Systems Reporting
GATS-ASR



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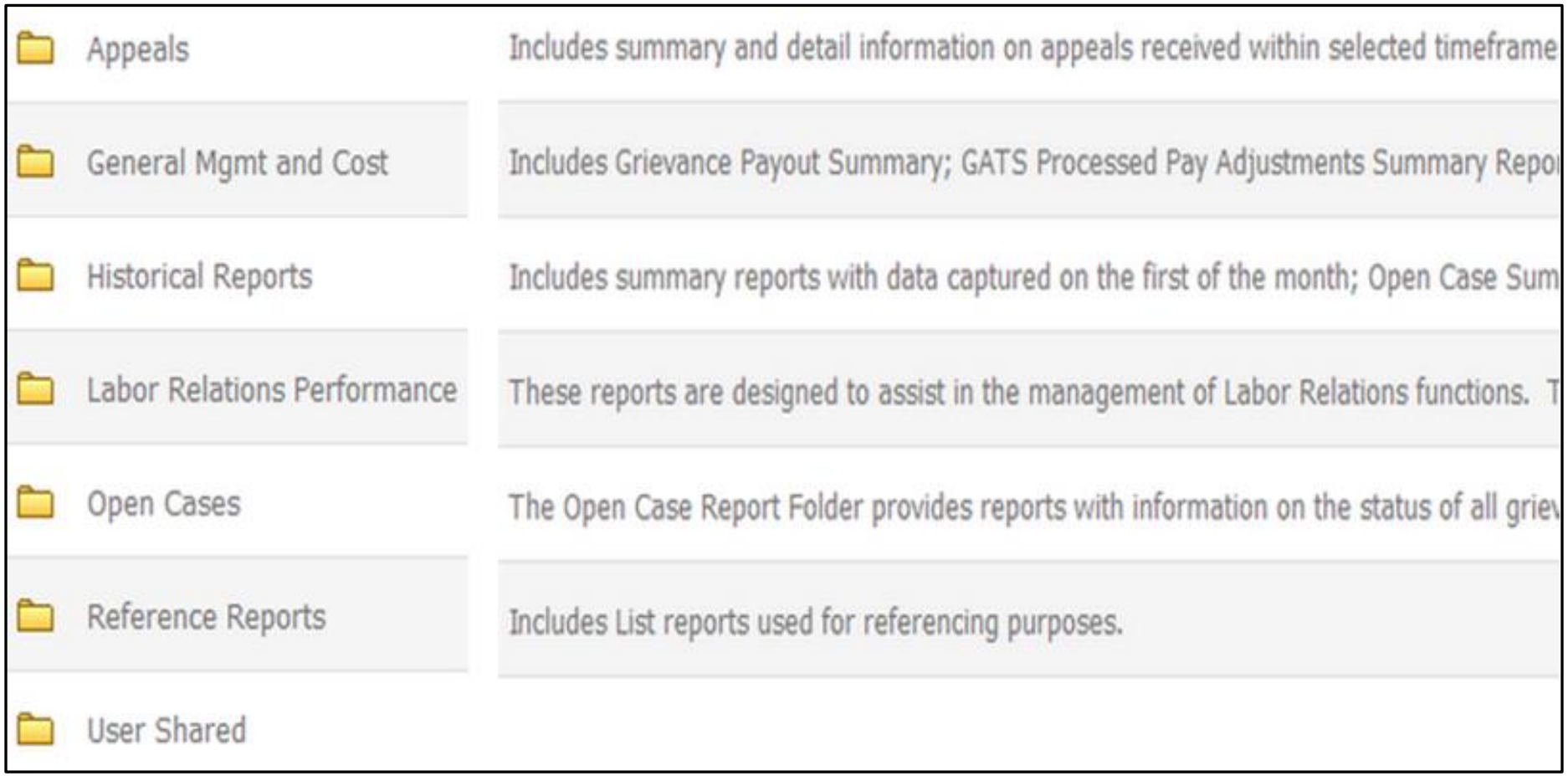
GATS –Application Systems Reporting
GATS-ASR

GATS ASR REPOSITORIES



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GATS –Application Systems Reporting GATS-ASR

GATS ASR Frequently Used Reports

- Open Cases Summary Report
- Open Cases Detail Report
- Rep & Held Pending Cases Report
- Grievance Payout Summary Report
- Grievance Payments Processed by GATS Detail Report
- OT Payouts Summary Report

GATS –Application Systems Reporting GATS-ASR

What can GATS-ASR do for you?

- Track your grievance activity
- Identify grievance trends
- Monitor payouts
- Manage abeyance decisions
- Identify areas of improvement
- Allows you to keep a pulse on grievance activity from a National level

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GATS –Application Systems Reporting GATS-ASR

Basic Reporting Functions

- Drill Down
- Filter On
- Remove Column(s)
- Save to My Reports Folder
- Export to Excel, Word, PDF
- Create a Report Subscription

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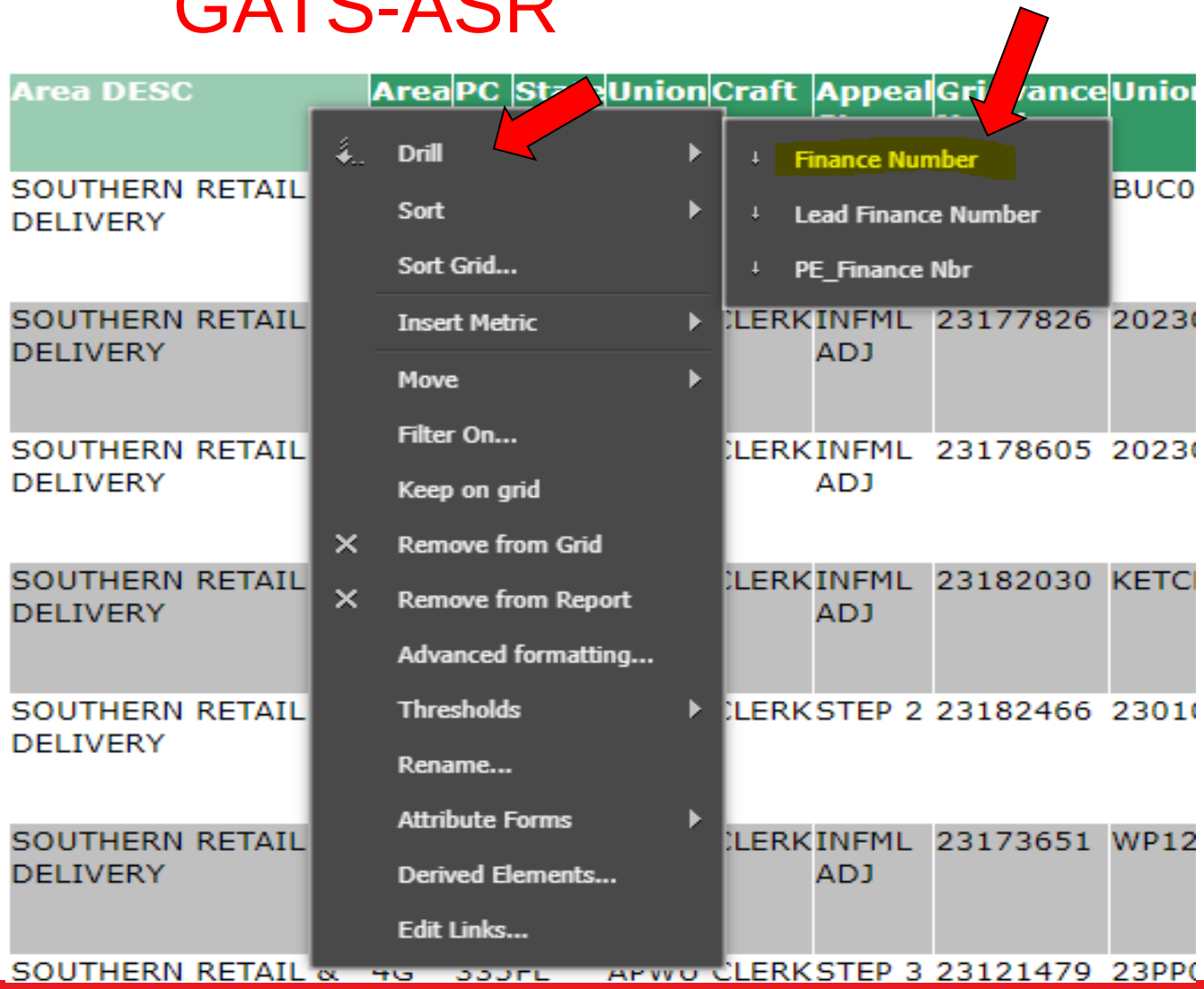
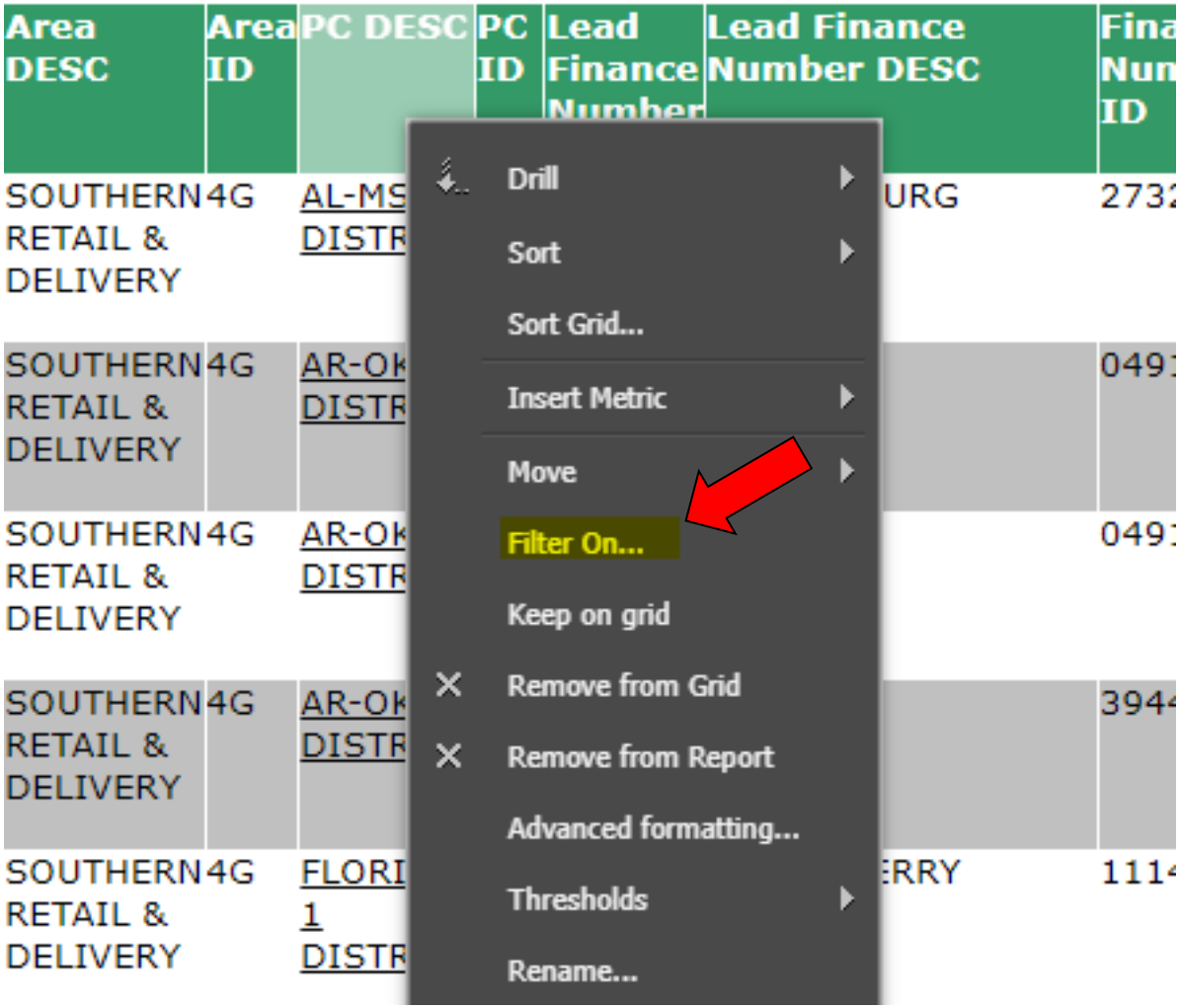
GATS –Application Systems Reporting GATS-ASR

Drill down



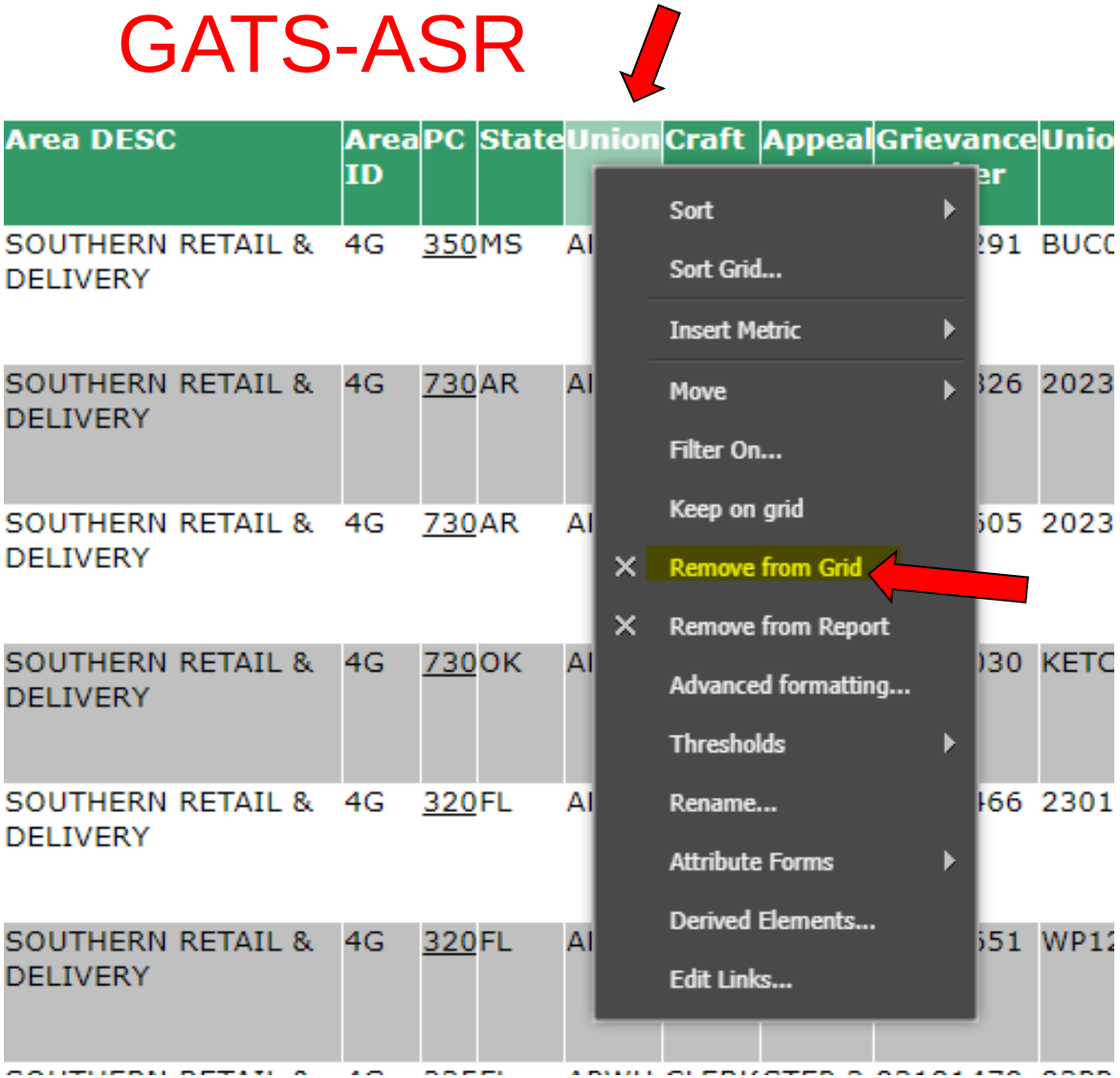
GATS –Application Systems Reporting GATS-ASR

Filter On



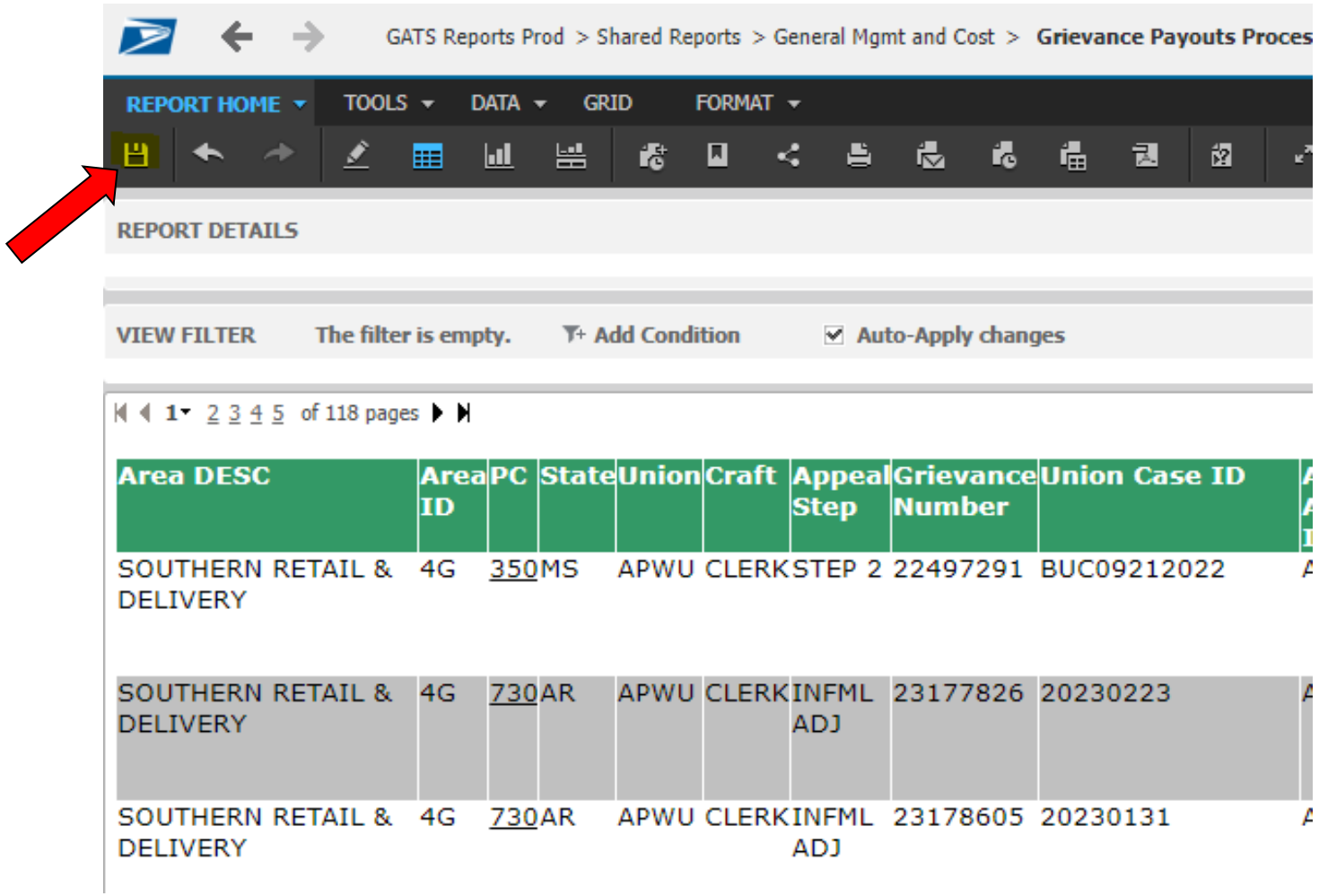
GATS –Application Systems Reporting
GATS-ASR

Remove from Grid



GATS –Application Systems Reporting GATS-ASR

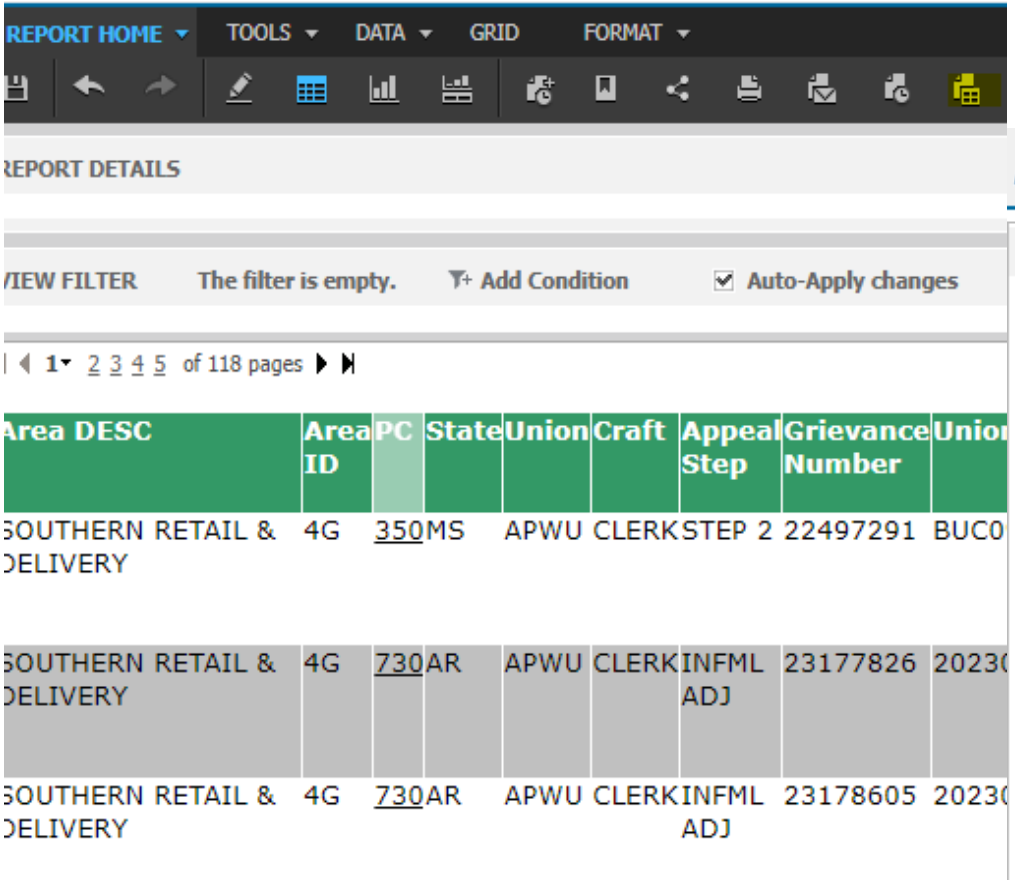
Save

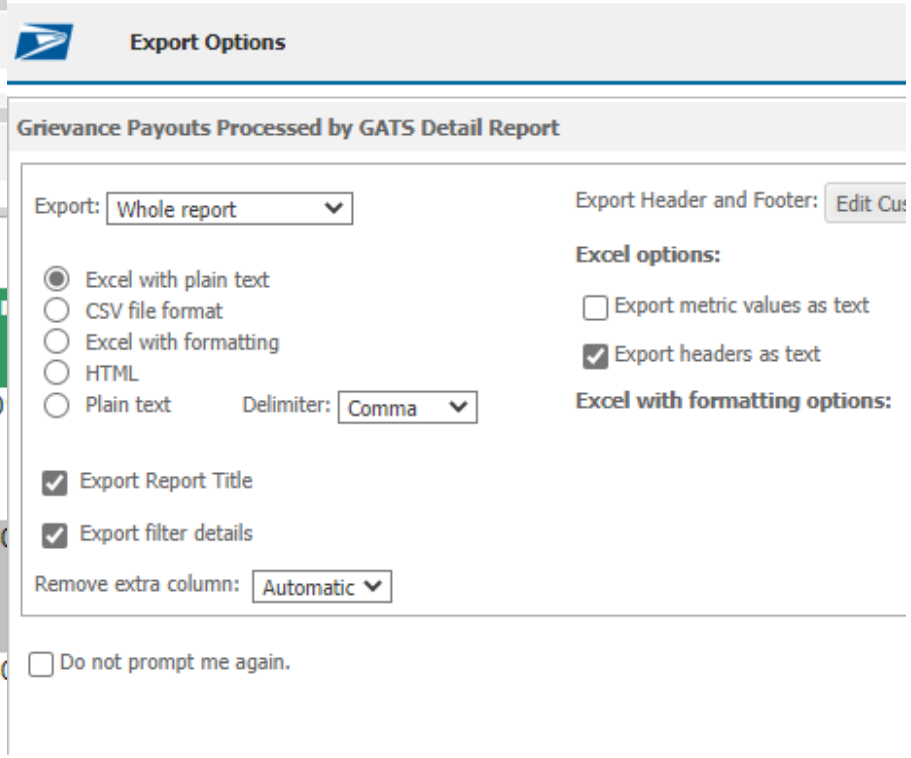


Area DESC	Area ID	PC	State	Union	Craft	Appeal Step	Grievance Number	Union Case ID
SOUTHERN RETAIL & DELIVERY	4G	350	MS	APWU	CLERK	STEP 2	22497291	BUC09212022
SOUTHERN RETAIL & DELIVERY	4G	730	AR	APWU	CLERK	INFML ADJ	23177826	20230223
SOUTHERN RETAIL & DELIVERY	4G	730	AR	APWU	CLERK	INFML ADJ	23178605	20230131

GATS –Application Systems Reporting GATS-ASR

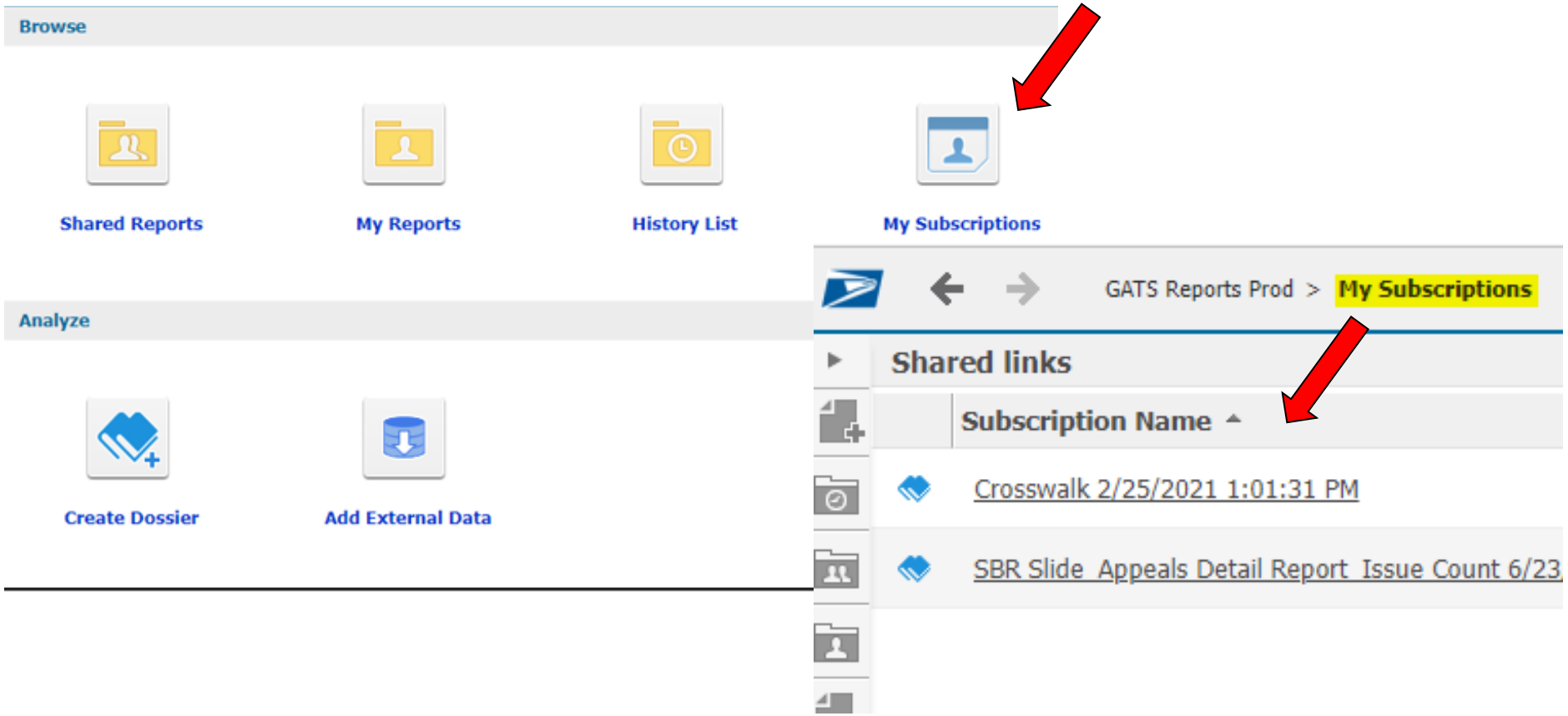
Export





GATS –Application Systems Reporting GATS-ASR

Create a Report Subscription



Enterprise Content Management-National Service Center

(ECM-NSC)

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Enterprise Content Management – National Service Center ECM-NSC

What is ECM-NSC?

- A secure repository for the uploading and storage of Union appeals. Management has access to view the union's appeals as well as to add substantiating management information. ECM-NSC replaces a manual, hard copy process. ECM-NSC also provides real time access for labor relations.

- ECM-NSC is also the location for State Problem Files (grievance appeals received at the Appeals Processing Center that have not been entered into GATS)

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Enterprise Content Management – National Service Center ECM-NSC

What are the Primary uses for ECM-NSC?

- Retrieve Arbitration Scheduling Letters
- Search for case files
- Import / Export case files
- Correct State Problem Files

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Enterprise Content Management – National Service Center ECM-NSC

What can ECM-NSC do for you?

- Provides a secure repository for grievance case files
- Allows users to access to grievance case files
- Allows users to import / share case file(s) with other users
- Allows users to export union appeals and moving papers
- Eliminates the possibility of a “lost” or “missing” fil

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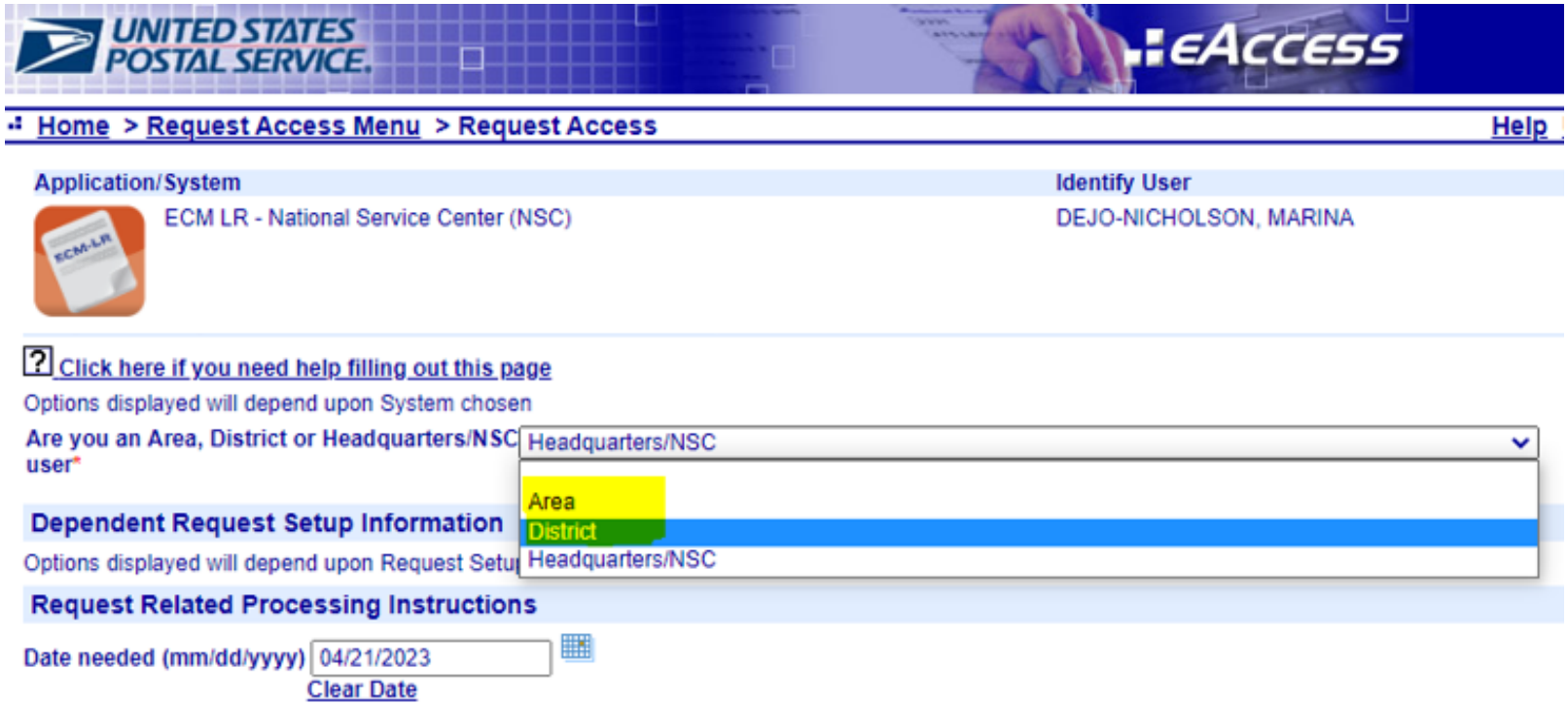
Enterprise Content Management – National Service Center ECM-NSC

ECM-NSC eACCESS



Enterprise Content Management – National Service Center

ECM-NSC LOGIN

ECM-NSC

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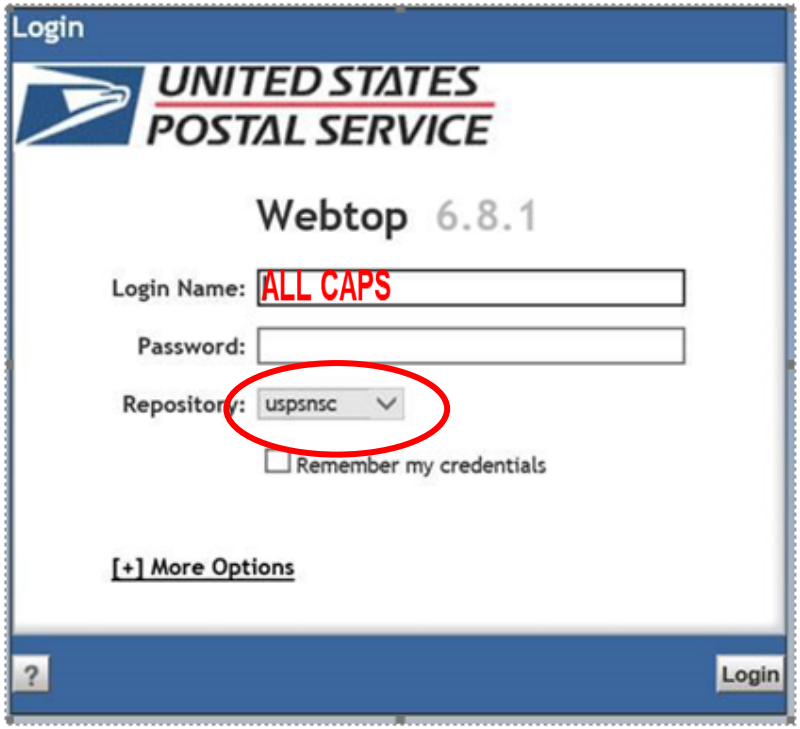
Enterprise Content Management – National Service Center ECM-NSC

ECM-NSC LOGIN

https://ecm-prod.usps.gov/webtopnsc/component/main

- Login Name must be in all CAPS
- Repository should be uspsnsc not uspslr



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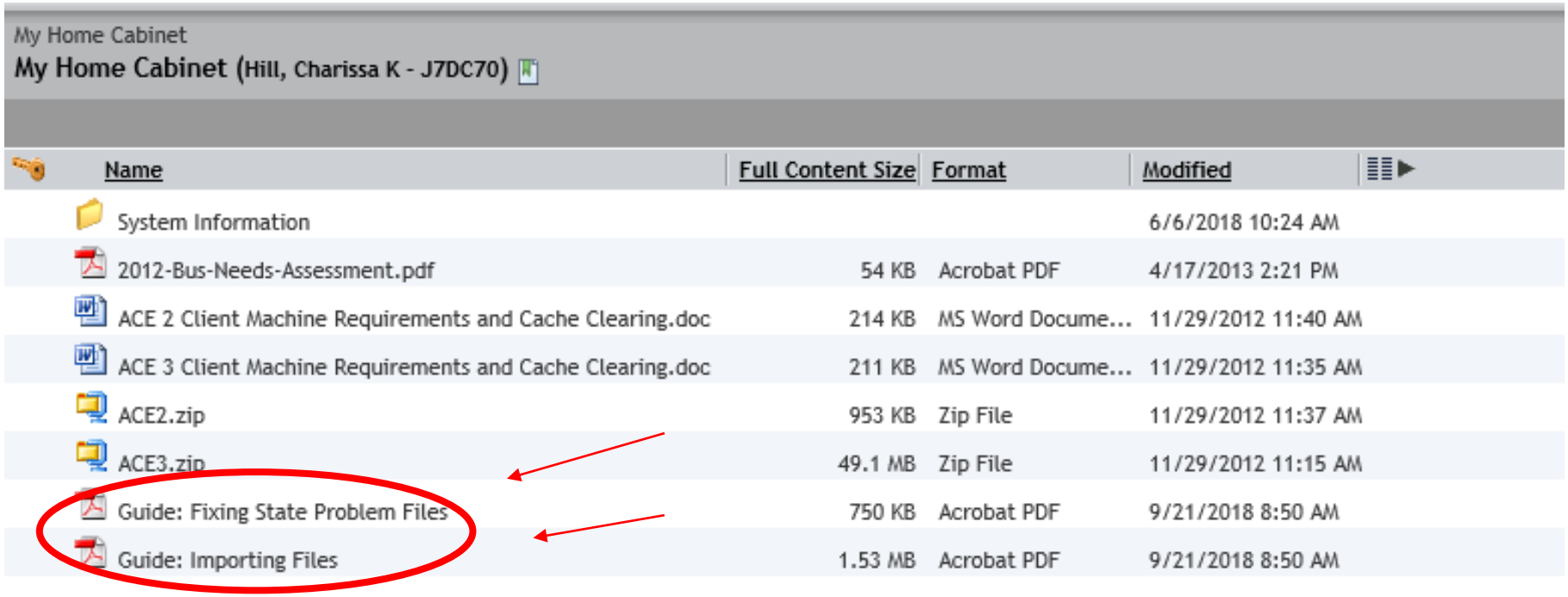
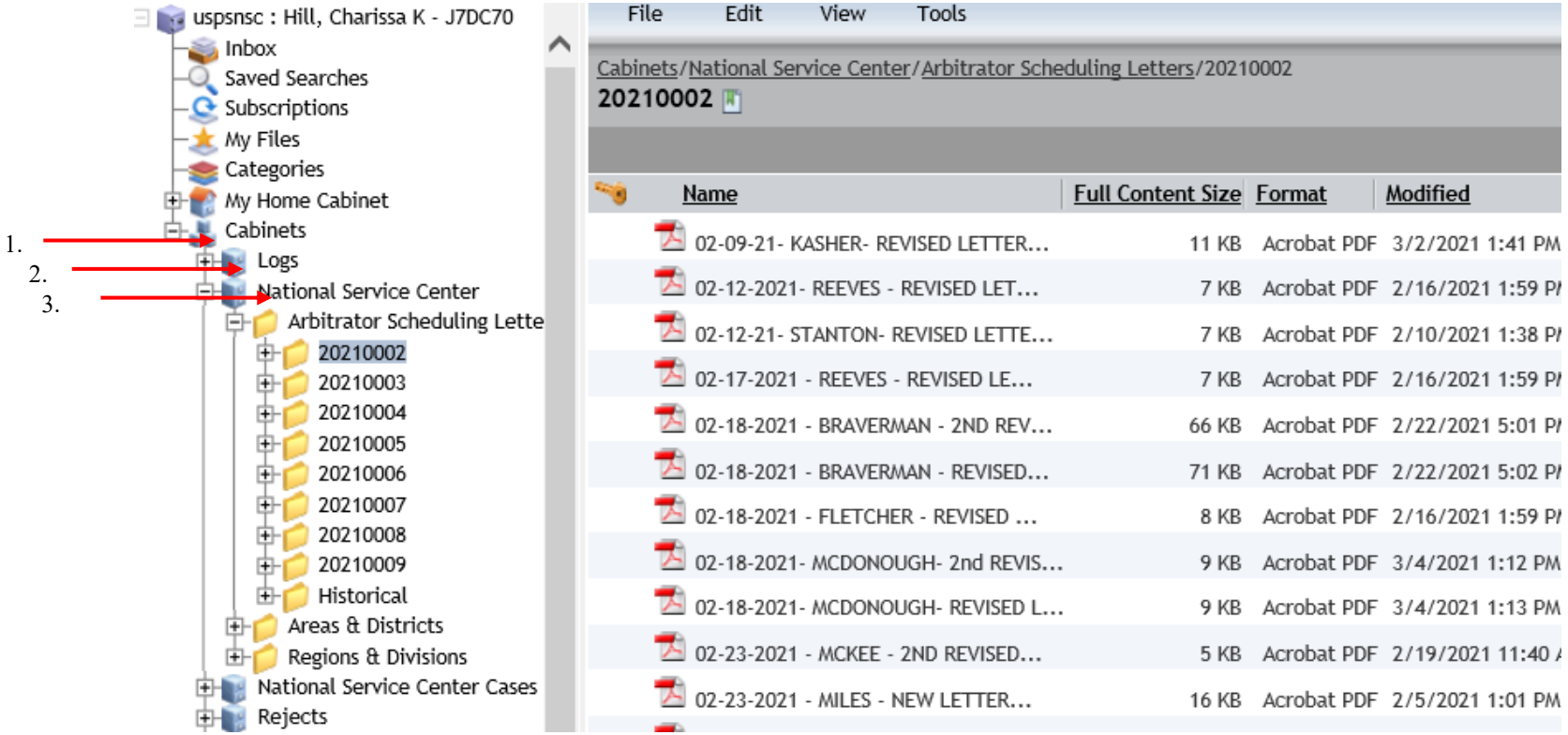
Enterprise Content Management – National Service Center ECM-NSC

ECM HOME CABINET



Enterprise Content Management – National Service Center ECM-NSC

Arbitration Scheduling Letters



Enterprise Content Management – National Service Center ECM-NSC

Arbitration Scheduling Letters

Cabinets/National Service Center/C - Eastern/Arbitrator Scheduling Letters/20190010

20190010

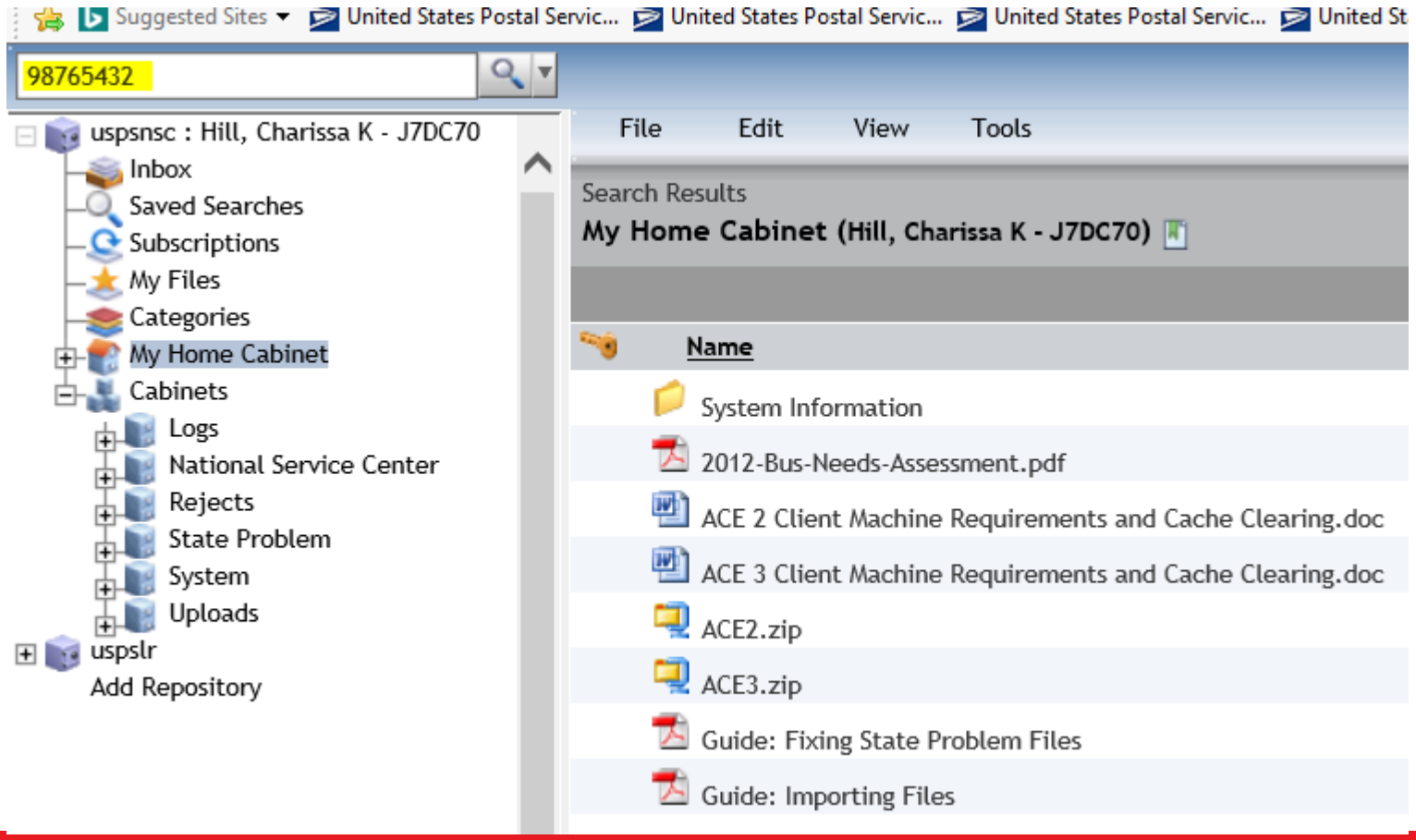
Name	For	Modified	ACL Name	Full Cont	Type
10-08-2019 MILES - CENTRAL PA - APWU.pdf	Acr	9/16/2019 11:37 AM	n_hq_acl	7 KB	nsc_case_doc
10-10 MILES - REVISED LETTER - WESTERN PA - EASTERN - APWU.pdf	Acr	10/9/2019 6:24 PM	n_hq_acl	7 KB	nsc_case_doc
10-16 BARRETT - NORTHERN OHIO - NALC.pdf	Acr	8/22/2019 5:30 PM	n_hq_acl	108 KB	nsc_case_doc
10-17 DESIMONE - REVISED LETTER - NORTHERN OHIO - EASTERN - APWU.pdf	Acr	8/29/2019 6:48 PM	n_hq_acl	7 KB	nsc_case_doc
10-17 DESIMONE - REVISED LETTER - NORTHERN OHIO - EASTERN - APWU.pdf	Acr	10/1/2019 12:01 PM	n_hq_acl	7 KB	nsc_case_doc
10-17 DESIMONE - SCHEDULING LETTER - NORTHERN OHIO - EASTERN - APWU.pdf	Acr	8/19/2019 6:03 PM	n_hq_acl	9 KB	nsc_case_doc
10-17 KELLY - REVISED LETTER - PHILADELPHIA - EASTERN - APWU.pdf	Acr	8/29/2019 6:48 PM	n_hq_acl	6 KB	nsc_case_doc
10-18 BRAVERMAN - OHIO VALLEY - NALC - REVISED.pdf	Acr	10/1/2019 12:49 PM	n_hq_acl	117 KB	nsc_case_doc
10-18 BRAVERMAN - OHIO VALLEY - NALC - REVISED.pdf	Acr	10/8/2019 9:22 AM	n_hq_acl	117 KB	nsc_case_doc
10-22 BRAVERMAN - OHIO VALLEY - NALC - RESCHEDULE.pdf	Acr	10/8/2019 9:22 AM	n_hq_acl	113 KB	nsc_case_doc
10-22 MCKISSICK - REVISED LETTER - NORTHERN OHIO - EASTERN - APWU.pdf	Acr	8/29/2019 6:48 PM	n_hq_acl	7 KB	nsc_case_doc
EASTERN APWU OCTOBER 2019 SCHEDULING LETTERS.pdf	Acr	8/29/2019 6:48 PM	n_hq_acl	28 KB	nsc_case_doc
EASTERN OCTOBER 2019 SCHEDULING LETTERS.pdf	Acr	7/26/2019 1:02 PM	n_hq_acl	135 KB	nsc_case_doc
NPMHU FINAL SCHEDULING LETTER(S) - OCTOBER 2019 - EASTERN.pdf	Acr	8/15/2019 8:38 AM	n_hq_acl	30 KB	nsc_case_doc
WESTERN OCTOBER 2019 LETTERS - APWU.pdf	Acr	8/27/2019 4:09 PM	n_hq_acl	24 KB	nsc_case_doc

Revised Letters, New Letters, Continuances

Letters Issued During Monthly Scheduling Period

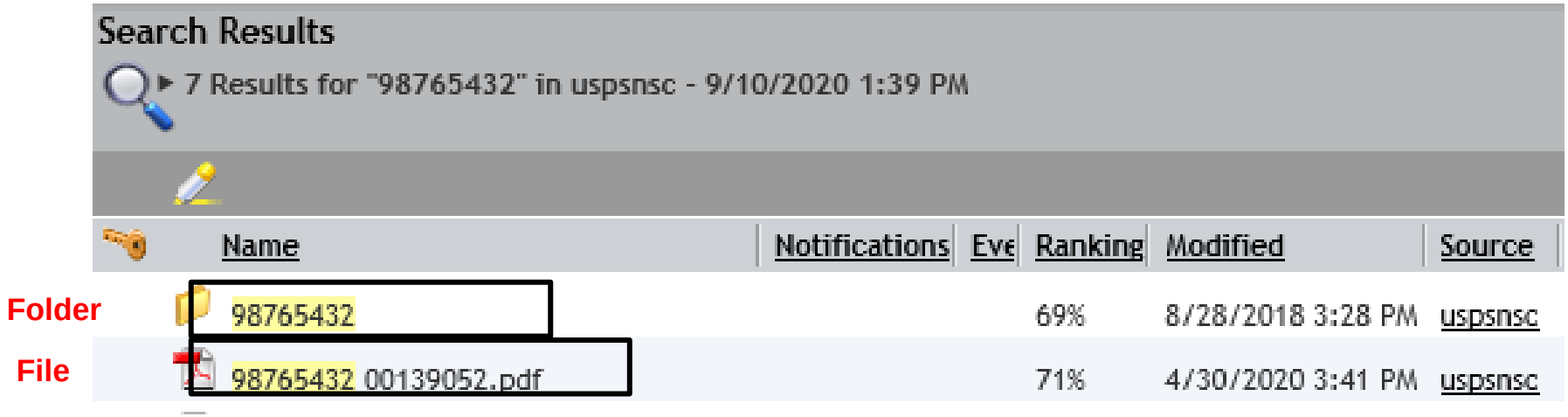
Enterprise Content Management – National Service Center ECM-NSC

SEARCH



Enterprise Content Management – National Service Center ECM-NSC

FOLDERS/FILES



Enterprise Content Management – National Service Center ECM-NSC

How are the Folders Created?

The folder generation is triggered by two actions…..

- The entry of a Step 2, A or B Decision into GATS
- The receipt of an appeal at the Appeals Processing Center.

Enterprise Content Management – National Service Center ECM-NSC

EXPORT & IMPORT

Export

1. Identify file to export (or save)
2. Right click
3. Select Export
4. Identify the destination folder

Import

1. Open folder
2. Click file → Import (or add/upload)
3. Add files
4. Identify file to import → Next → Finish

Labor Relations System Applications

FINAL THOUGHTS

- LR Systems applications are available to facilitate efficient grievance management
- Reference materials are available on the Labor Relations website located on the Blue page
- Your District / Area GATS Coordinators are available to provide guidance
- Your local Labor Relations Office is available to provide guidance