

# Electronic Grievance System User Guide

**Stewards and Read-Only  
Users**

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# 1 Introduction

The Electronic Grievance System (EGS) is a grievance-tracking program that gives Union Officials access to grievance documents and information through this website:

[www.egstrack.com/apwu](http://www.egstrack.com/apwu)

EGS is used to store paperwork associated with a grievance, create and process grievance appeals and forms, and review current and closed grievances.

## 1.1 System Requirements

- Internet accessible device
- Google Chrome, Firefox, Internet Explorer, or Safari.

## 1.2 Logging into EGS

1. Open your internet browser and go to the grievance track website at [www.egstrack.com/apwu](http://www.egstrack.com/apwu). You will be directed to the Logon box.



The image shows a screenshot of a web-based login interface. At the top, there is a dark blue header bar with the text "APWU Electronic Grievance System" in white, and "Logon" in a smaller font below it. Below the header is a white rectangular box with a blue border. Inside this box, the word "Logon" is centered at the top. Below it, there are two labels: "User ID:" followed by a white text input field, and "Password" followed by another white text input field. At the bottom of the white box is a small, light gray button with the word "Logon" on it.

Figure 1-1: Logon Box.

2. Enter the User ID and password assigned to you by the Administrator for your Local.
3. Select Logon. You will be directed to the Welcome screen.



**Figure 1-2: Welcome Screen.**



The first time you log in, you will be prompted to change your password. Passwords can be up to eight characters long.



No one has access to passwords. If you forget your password, ask your Administrator to reset it.

### 1.3 Navigating EGS



There are two sections to the EGS screen: the Navigation Menu (blue bar on the left-hand side) and the Grievance Detail box (grey section on the right-hand side).

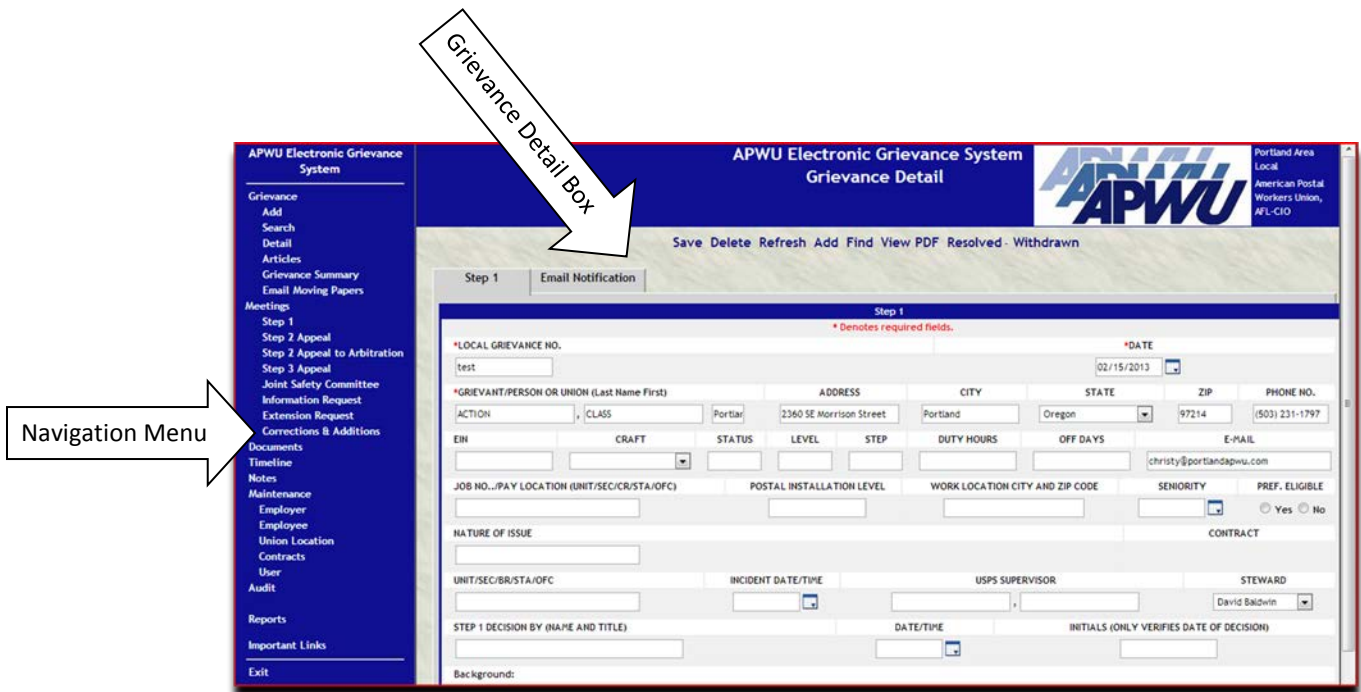


Figure 1-3: Two main sections of the EGS screen.



The links in the Navigation Menu will be different depending on your actions. If you do not see a link, search for and select a grievance, and other links will appear.

## 1.4 Getting Started

- **To create a Step 1 Appeal or start a new grievance**, see *Adding a New Grievance* in the *Steward* section.
- **To search for a grievance**, see *Searching for a Grievance* in the *Read-Only* section.
- **To file an Appeal**, see *Emailing a Document* in the *Steward* section.

## 2 Steward Tasks



Stewards have access to tasks for their *own grievances only* and viewing rights for other Stewards' grievances.

### 2.1 Steward Links in the Navigation Menu

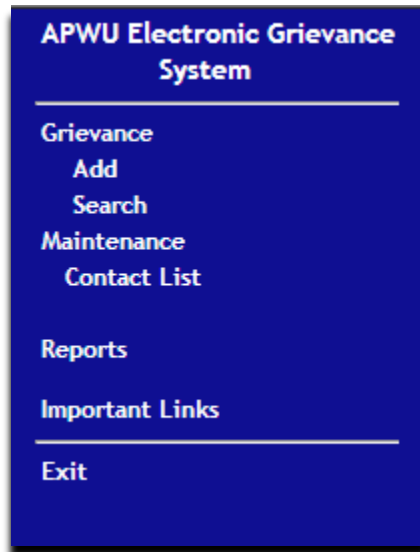


Figure 2-1: These links are visible when a Steward logs into EGS.



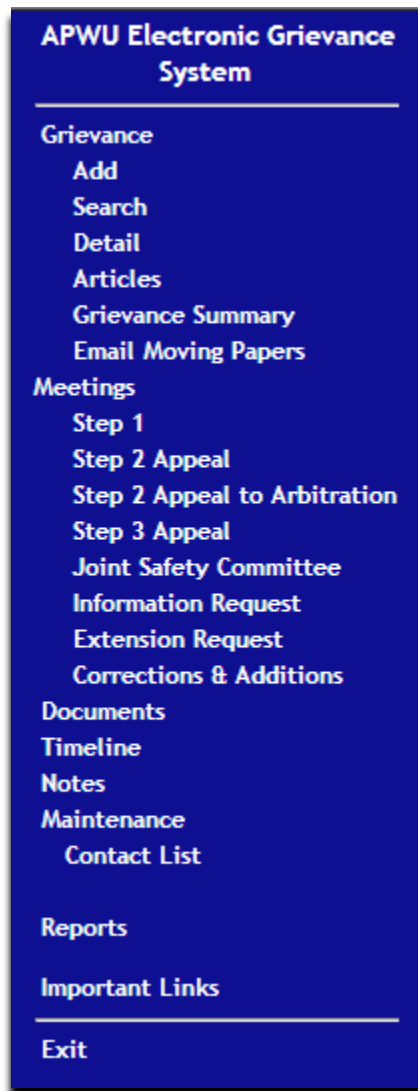
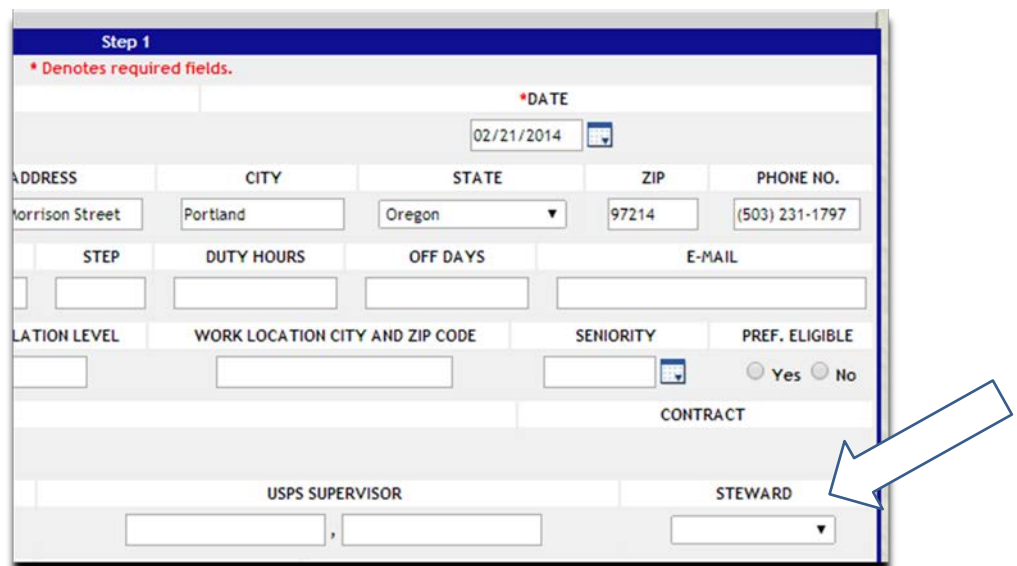


Figure 2-2: These links are visible when a Steward adds or views a grievance.

## 2.2 Assigning Yourself as Steward for a Grievance

- When adding a new grievance (see *Adding a New Grievance*), choose your name from the Steward drop-down list on the Step 1 Appeal.



The image shows a screenshot of a web form titled "Step 1" with a red asterisk indicating required fields. The form includes a date field set to 02/21/2014, an address field with "Morrison Street", a city field with "Portland", a state dropdown menu with "Oregon" selected, a ZIP field with "97214", and a phone number field with "(503) 231-1797". Below these are fields for "STEP", "DUTY HOURS", "OFF DAYS", and "E-MAIL". Further down are fields for "RELATION LEVEL", "WORK LOCATION CITY AND ZIP CODE", "SENIORITY", and "PREF. ELIGIBLE" with radio buttons for "Yes" and "No". At the bottom, there are fields for "USPS SUPERVISOR" and "STEWARD", with a white arrow pointing to the "STEWARD" dropdown menu.

Figure 2-3: Steward Drop-Down List.



Remember: you can perform Steward tasks for *your own grievances only*. As a Steward, you have Read-Only access to other Stewards' grievances.

## 2.3 Adding a New Grievance (Creating a Step 1 Appeal)



A grievance is added to EGS by creating a Step 1 Appeal. Even if you have a verbal Step 1 and want to start at Step 2 in EGS, first add the basic information for the grievance into the Step 1 Appeal by following the steps below.

1. Select Grievance > Add. You will be directed to the Grievance Detail – Member Select box.

A screenshot of a web application interface. At the top left, it says 'Step 1'. The main title is 'Grievance Detail - Member Select'. Below the title, there are two dropdown menus: 'Member: Class Action Portland Oregon Area Local' and 'Select Employer: USPS'. A blue 'Next' button is at the bottom right. A white callout box with a black border and arrow points to the 'Member' dropdown menu, containing the text 'Member Drop-Down list.'

Figure 2-4: Grievance Detail - Member Select Box.

2. From the Member drop-down list, choose the grievant's name or choose New Member if the grievant's name is not in the list.
3. Select Next. You will be directed to the Step 1 Appeal box.

A screenshot of a web application interface for a Step 1 Appeal. The title is 'Step 1' and there are navigation links: 'Save', 'Add', 'Find', 'View PDF', 'Resolved', 'Withdrawn'. The form contains several sections: 'LOCAL GRIEVANCE NO.' with a date field; 'EMPLOYMENT/PERSON OR UNION (Last Name First)' with fields for ADDRESS, CITY, STATE, ZIP, and PHONE NO.; 'EM' with fields for CRAFT, STATUS, LEVEL, STEP, DUTY HOURS, and OFF DAYS; 'JOB NO./PAY LOCATION (UNIT/REG/OUSTA/OPC)' with fields for POSTAL INSTALLATION LEVEL, WORK LOCATION CITY AND ZIP CODE, SENIORITY, and PREF. ELIGIBLE; 'NATURE OF ISSUE' with a CONTRACT dropdown; 'UNIT/REG/OUSTA/OPC' with fields for INCIDENT DATE/TIME, LSP'S SUPERVISOR, and STEWARD; 'STEP 1 DECISION BY (NAME AND TITLE)' with fields for DATE/TIME and INITIALS (ONLY VERIFY DATE OF DECISION); 'Background:' with a large text area; 'Corrective Action:' with a text area; and 'Management Response:' with a text area. At the bottom, there are navigation links: 'Save', 'Add', 'Find', 'View PDF', 'Resolved', 'Withdrawn'.

Figure 2-5: Step 1 Appeal Box.

4. Fill in as much grievance information as you have available.




The Grievance Number, Date, First Name, and Last Name must all be filled in or the appeal form will not save.

Figure 2-6: Required fields on a Step 1 Appeal form.

5. Select Save. You will remain on the same page and additional links will appear in the Navigation Menu.



Information that is entered into a Step 1 Appeal will auto-populate to other appeals and forms.

 To view or print appeals and forms, select the Documents link in the Navigation Menu (*see Viewing and Printing an Appeal, Form, or Document*).

To submit an appeal through email, select the Email Moving Papers link in the Navigation Menu (*see Emailing a Document*).

## 2.4 Citing and Removing an Article Number from a Grievance



You can cite only one article while creating the Step 1 appeal. To cite additional articles, follow the steps below.



If you are unable to add an article, go to the Step 1 Appeal. The first article must be added there. Then, additional articles can be added from the Grievance > Articles link.

1. Search for the grievance.
2. Select Grievance > Articles. You will be directed to the Grievance Detail box and a drop-down list of articles.



Figure 2-7: Grievance Detail Box and Article Drop-Down List.

3. Choose the article from the drop-down list.
4. Select Add Article. You will remain on the same page so that you can add or delete articles for that grievance, if desired.



If you need to remove an article from a grievance, check the box next to it in the Delete column, and select Remove Article.

## 2.5 Creating a Step 2 Appeal



You will not be able to create a Step 2 Appeal or any other appeals until you have first added a new grievance at Step 1 (see *Adding a New Grievance*).

1. Search for the grievance.
2. Select Meetings > Step 2 Appeal.
3. Enter the Step 2 Appeal information for that grievance.
4. Select Save. You will remain on the same page and can continue to work on that grievance using the links in the Navigation Menu.

Save - Refresh - Resolved - Withdrawn  
View PDF

Step 2 Appeal						
CLASS ACTION or GRIEVANT NAME (Last Name First)		ADDRESS	CITY	STATE	ZIP	PHONE NO.
Portland Oregon Area Local, Class Action		2360 SE Morrison Street	Portland	OR	97214	5032311797
EIN	CRAFT	LEVEL	STEP	DUTY HOURS	OFF DAYS	E-MAIL
JOB NO./PAY LOCATION (UNIT/SEC/CR/STA/OFC)		WORK LOCATION CITY AND ZIP CODE		SENIORITY DATE		PREF. ELIGIBLE
STEP 2 AUTHORIZED UNION REP (NAME AND TITLE)		AREA CODE PHONE (OFFICE)		E-MAIL		
LOCAL UNION PRESIDENT (NAME)		AREA CODE PHONE (OFFICE)		E-MAIL		
Brian Dunsmore		503-231-1797		brian_d4@yahoo.com		
STEP 1 MEETING AND DECISION						
UNIT/SEC/BR/STA/OFC	POSTAL INSTALLATION LEVEL		STEP 1 MEETING	USPS REP - SUPR	INITIALS	
STEP 1 DECISION BY (NAME AND TITLE)			STEP 1 DECISION	STEWARD		
NATURE OF ISSUE		CONTRACT	LOCAL GRIEVANCE NO.			
		CBA/17	PDXTEST			
TO: USPS STEP 2 DESIGNEE (NAME AND TITLE)		INSTALLATION / SEC. CEN./ NDC	PHONE NO.	USPS GRIEVANCE NO.		
FROM: LOCAL UNION (NAME OF)		ADDRESS	CITY	STATE	ZIP	
Portland OR Area Local APWU		2360 SE Morrison Street	Portland	OR	97214	
Pursuant to Article 15 of the National Agreement we hereby appeal to Step 2 the following Grievance alleging a Violation of (but not limited to) the following: NATIONAL, (Art./Sec.) LOCAL MEMO (ART/SEC) OTHER MANUALS, POLICIES, L/M MINUTES, ETC.						
<input type="text"/>						
DETAILED STATEMENT OF FACTS/CONTENTIONS OF THE GRIEVANT						
<input type="text"/>						
List of attached papers as identified						
Step1_Portland Area Local_PDXTEST.pdf						
Step2_Portland Area Local_PDXTEST.pdf						
Step3_Portland Area Local_PDXTEST.pdf						
InformationRequest_Portland Area Local_PDXTEST.pdf						
ExtensionRequest_Portland Area Local_PDXTEST.pdf						
CorrectionsAndAdditions_Portland Area Local_PDXTEST.pdf						
Uploaded Document.xlsx						
CORRECTIVE ACTION REQUESTED						
<input type="text"/>						
SIGNATURE		TITLE OF AUTHORIZED LOCAL UNION REP.			02/21/2014	
SIGNATURE ON FILE					DATE	

Figure 2-8: Step 2 Appeal Form.

## 2.6 Creating a Step 2 Appeal to Arbitration

1. Search for the grievance.
2. Select Meetings > Step 2 Appeal to Arbitration.
3. Enter the Step 2 Appeal to Arbitration information for that grievance.
4. Select Save. You will remain on the same page and can continue to work on that grievance using the links in the Navigation Menu.

Save · Refresh · Resolved · Withdrawn

Step 2 Appeal to Arbitration				
GRIEVANT/PERSON OR UNION (Last Name First) Portland Oregon Area Local, Class Action	WORK LOCATION CITY, STATE, ZIP CODE (FROM LINE 10)	LOCAL GRIEVANCE NO. PDXTEST		
DISCIPLINE (NATURE OF) OR CONTRACT (ISSUE)	CRAFT	STEP 2 DECISION RECEIVED ON	USPS GRIEVANCE NO.	
TO: Labor Relations Appeals United States Postal Service P.O. Box 25398 TAMPA, FL 33622-5398	DATE: <input type="text"/>			
Please Check the "Sent By" Box <input type="radio"/> Mail <input type="radio"/> FAX <input type="radio"/> E-MAIL				
Please be advised that pursuant to Article 15, Section 2, Step 2 (h) of the Collective Bargaining Agreement, the Union hereby is appealing the above-referenced grievance to arbitration. The appeal includes a copy of the Step 2 appeal form, the employer's written Step 2 decision and the union's corrections and additions to the Step 2 decision if submitted.				
<input type="checkbox"/> Check if Applicable	The Postal Service refused or failed to schedule a Step 2 meeting or render a written Step 2 decision within the prescribed time limits and to provide the union a full statement of the Employer's understanding of (1) all relevant facts, (2) the contractual provisions involved, and (3) the detailed reasons for denial of the grievance.			
FROM: LOCAL UNION (NAME OF) Portland OR Area Local APWU	ADDRESS 2360 SE Morrison Street	CITY Portland	STATE OR	ZIP 97214
COPY - LOCAL FILE COPY - USPS STEP 2 DESIGNEE SUBMIT UNION'S REGIONAL COPY WITH FILE TO : (or as instructed) NATIONAL BUSINESS AGENT				
<input type="text"/>  		Sincerely <input type="text"/> Authorized Local Union Representative		
Please check the Expedited or Regular Arbitration Panel box based on type of grievances listed below that may be appealed from Step 2, to arbitration pursuant to Step 2 (h) of the National Agreement. Note: Safety and Health grievances appealed to Step 2, pursuant to Art. 14.2, may also be appealed to arbitration using this form.				
<input type="radio"/> Expedited Arbitration Panel Issues: <ul style="list-style-type: none"> <li>• AWOL</li> <li>• Letters of Warning</li> <li>• Suspensions of 14 Days or Less</li> <li>• Letter of Demand of Less Than \$2,000</li> <li>• Withholding of Step Increases</li> <li>• Article 25-Higher Level Assignments</li> <li>• Individual Grievances for: Overtime, Annual Leave, Sick Leave, Leave Without Pay, Court Leave, Restricted Sick Leave, Requests for Medical Certification, Holiday Scheduling, Clerk Seniority Disputes</li> </ul>		<input type="radio"/> Regular Arbitration Panel Issues: <ul style="list-style-type: none"> <li>• Suspensions of More Than 14 Days or Discharge</li> <li>• Indefinite Suspension Crime Situation</li> <li>• Emergency Procedure</li> <li>• LMOU Disputes - Grievances where the primary article(s) or disputes(s) being grieved is over the interpretation, application of, or compliance with the Local Memorandum of Understanding</li> <li>• Safety and Health</li> </ul>		

Figure 2-9: Step 2 Appeal to Arbitration Form.

## 2.7 Creating a Step 3 Appeal

1. Search for the grievance.
2. Select Meetings > Step 3 Appeal.
3. Enter the Step 3 Appeal information for that grievance.
4. Select Save. You will remain on the same page and can continue to work on that grievance using the links in the Navigation Menu.

Save - Refresh - Resolved - Withdrawn  
View PDF

Step 3 Appeal    Email Notification

Step 3 Appeal				
CLASS ACTION or PERSON ( Last Name First) Portland Oregon Area Local, Class Action	WORK LOCATION CITY AND ZIP CODE (FROM LINE 10)	LOCAL GRIEVANCE NO. PDXTEST		
DISCIPLINE (NATURE OF) OR CONTRACT (ISSUE)	CRAFT	STEP 2 DECISION RECEIVED ON	USPS GRIEVANCE NO.	
THE ABOVE GRIEVANCE IS BEING APPEALED TO STEP 3 - PROVIDE DATE: 02/21/2014				
Labor Relations Appeals United States Postal Service P.O. Box 25358 TAMPA, FL 33622-5398		Any appeal from an adverse decision in Step 2 shall be in writing to Appeals /Employee Labor Relations Center, with a copy to the Employer's Step 2 Representative, and shall specify the reasons for the appeal. (Within fifteen (15) days)		
Please Check the "Sent By" Box <input type="radio"/> Mail <input type="radio"/> FAX <input type="radio"/> E-MAIL				
This Appeal is in accordance with Article 15, Sec. 2, Step 2 (h) and Step 3 (a) for the following reasons:				
and we have attached the Step 2 appeal grievance form, the employers written Step 2 decision and our corrections and additions to the Step 2 decision if we submitted same to employer's Step 2 representative.				
FROM - LOCAL UNION (NAME OF)	ADDRESS	CITY	STATE	ZIP
Portland OR Area Local APWU	2360 SE Morrison Street	Portland	OR	97214
COPY - LOCAL FILE COPY - USPS STEP 2 DESIGNEE SUBMIT UNION'S REGIONAL COPY WITH FILE TO : (or as instructed) NATIONAL BUSINESS AGENT				
		Sincerely <input type="text"/> Authorized Local Union Representative		

Figure 2-10: Step 3 Appeal Form.



## 2.8 Creating a Joint Safety Committee Appeal

1. Search for the grievance.
2. Select Meetings > Joint Safety Committee.
3. Enter the Joint Safety Committee information for that grievance.
4. Select Save. You will remain on the same page and can continue to work on that grievance using the links in the Navigation Menu.

Save · Refresh · Resolved · Withdrawn

Joint Safety Committee | Email Notification

Joint Safety Committee			
SAFETY ISSUE	LOCAL GRIEVANCE NO. PDXTEST	DATE OF STEP 2 MTG 02/21/2014	DATE OF STEP 2 DECISION RECD Fri Feb 21 15:19:56 EST 2014
WORK LOCATION CITY/ZIP	PAY LOCATION	FACILITY	TOUR
FROM: LOCAL UNION (NAME OF) Portland OR Area Local APWU	ADDRESS 2360 SE Morrison Street	CITY Portland	STATE/ZIP OR 97214
TO: LOCAL/DISTRICT JOINT SAFETY COMMITTEE CHAIR	USPS ADDRESS	EMAIL brian_d4@yahoo.com	
SENT VIA:		STATE/ZIP	
MAIL: <input type="radio"/>		FAXED TO: <input type="radio"/>	
E-MAIL TO: <input type="radio"/>		HAND DELIVERED TO: <input type="radio"/>	
THIS APPEAL IS MADE IN ACCORDANCE TO ARTICLE 14 SECTION 2 (D) OF THE NATIONAL AGREEMENT TO THE LOCAL SAFETY AND HEALTH COMMITTEE. THE LOCAL CONTENDS A VIOLATION OF, BUT NOT LIMITED TO,			
SAFETY/HEALTH ISSUE/VIOLATION; CONDITION; PRACTICE; CONTENTIONS OF THE LOCAL UNION			
CORRECTION ACTION SOUGHT:			
<input style="width: 100px;" type="text"/> Authorized Union Representative			
Cc USPS Step 2 Designee, APWU Safety Rep. Note: An Appeal of An Adverse or Untimely decision from JLMS&HC is appealed to arbitration			

Figure 2-11: Joint Safety Committee Appeal Form.

## 2.9 Creating a Request for Information



You must create a grievance (*see Adding a New Grievance*) before you can create a Request for Information.

1. Search for the grievance.
2. Select Meetings > Information Request.
3. Enter the required information for an Information Request.
4. Select Save. You will remain on the same page and can continue to work on that grievance using the links in the Navigation Menu.

Save - Refresh - Resolved - Withdrawn  
View PDF

Information Request    Email Notification

**Information Request**

CLASS ACTION OR PERSON (Last Name First)    NATURE OF ALLEGATION  
Portland Oregon Area Local, Class Action

02/21/2014  
DATE OF REQUEST

TO: test    TITLE: test  
FROM: test    TITLE: test

SUBJECT: REQUEST FOR INFORMATION AND DOCUMENTATION RELATIVE TO PROCESSING A GRIEVANCE

We request that the following documents and/or witnesses be made available to us in order to properly identify whether or not a grievance does exist and, if so, their relevancy to the grievance:

	Information provided?	YES	NO
1. test		<input type="radio"/>	<input type="radio"/>
2.		<input type="radio"/>	<input type="radio"/>
3.		<input type="radio"/>	<input type="radio"/>
4.		<input type="radio"/>	<input type="radio"/>
5.		<input type="radio"/>	<input type="radio"/>
6.		<input type="radio"/>	<input type="radio"/>
7.		<input type="radio"/>	<input type="radio"/>
8.		<input type="radio"/>	<input type="radio"/>
9.		<input type="radio"/>	<input type="radio"/>
10.		<input type="radio"/>	<input type="radio"/>
11.		<input type="radio"/>	<input type="radio"/>
12.		<input type="radio"/>	<input type="radio"/>
13.		<input type="radio"/>	<input type="radio"/>
14.		<input type="radio"/>	<input type="radio"/>

NOTE: Article 17, Section 3 requires the Employer to provide for review all documents, files, and other records necessary in processing a grievance. Article 31, Section 3, requires that the Employer make available for inspection by the Unions all relevant information necessary for collective bargaining or the enforcement, administration or interpretation of this Agreement. Under 8 a (5) of the National Labor Relations Act it is an Unfair Labor Practice for the Employer to fail to supply relevant information for the purpose of collective bargaining. Grievance processing is an extension of the collective bargaining process.

REQUEST APPROVED     REQUEST DENIED

02/21/2014    \_\_\_\_\_  
DATE    SIGNED

Figure 2-12: Request for Information Form.

## 2.10 Creating a Request for Extension

1. Search for the grievance.
2. Select Meetings > Extension Request.
3. Enter the required information for an Extension Request.
4. Select Save. You will remain on the same page and can continue to work on that grievance using the links in the Navigation Menu.

Save - Refresh - Resolved - Withdrawn  
View PDF

Extension Request    Email Notification

**Extension Request**

CLASS ACTION or PERSON ( Last Name First) Portland Oregon Area Local, Class Action	TODAY'S DATE 02/21/2014	
ISSUE	LOCAL GRIEVANCE NO. PDXTEST	
OFFICE/INSTALLATION		
It is mutually agreed by the authorized parties below to extend the time limit(s) for appeal of the above referenced grievance at:		
<input type="radio"/> Step 1		
<input checked="" type="radio"/> Step 2 Appeal		
<input type="radio"/> Step 2 Appeal to Arbitration		
<input type="radio"/> Step 3 Appeal		
From: 02/21/2014 (date)	To: 02/28/2014 (date)	
Union Rep. Name: <input type="text"/>	Union Rep. Signature: <input type="text"/>	Date: <input type="text"/>
Mgmt Rep. Name: <input type="text"/>	Mgmt Rep. Signature: <input type="text"/>	Date: <input type="text"/>

Figure 2-13: Request for Extension Form.

## 2.11 Creating Corrections & Additions

1. Search for the grievance.
2. Select Meetings > Corrections & Additions.
3. Enter the Corrections & Additions information for that grievance.
4. Select Save. You will remain on the same page and can continue to work on that grievance using the links in the Navigation Menu.

The screenshot shows a web application interface for 'Corrections & Additions'. At the top, there are navigation links: 'Save', 'Refresh', 'Resolved', 'Withdrawn', and 'View PDF'. Below this is a header bar with two tabs: 'Corrections & Additions' (selected) and 'Email Notification'. The main content area is a form with a blue border. It contains a table with the following data:

Corrections & Additions			
CLASS ACTION or PERSON ( Last Name First)	WORK LOCATION CITY AND ZIP CODE (FROM LINE 10)	LOCAL GRIEVANCE NO.	
Portland Oregon Area Local, Class Action		PDXTEST	
DISCIPLINE (NATURE OF) OR CONTRACT (ISSUE)	CRAFT	DATE OF STEP 2	USPS GRIEVANCE NO.
		Fri Feb 21 15:19:56 EST 2014	

Below the table is a section labeled 'CORRECTIONS AND ADDITIONS:' with a text area containing the word 'test'.

Figure 2-14: Corrections & Additions Form.

## 2.12 Updating a Grievance

1. Search for the grievance.
2. Using the links in the Navigation Menu, access the appeals and forms to make changes as desired.

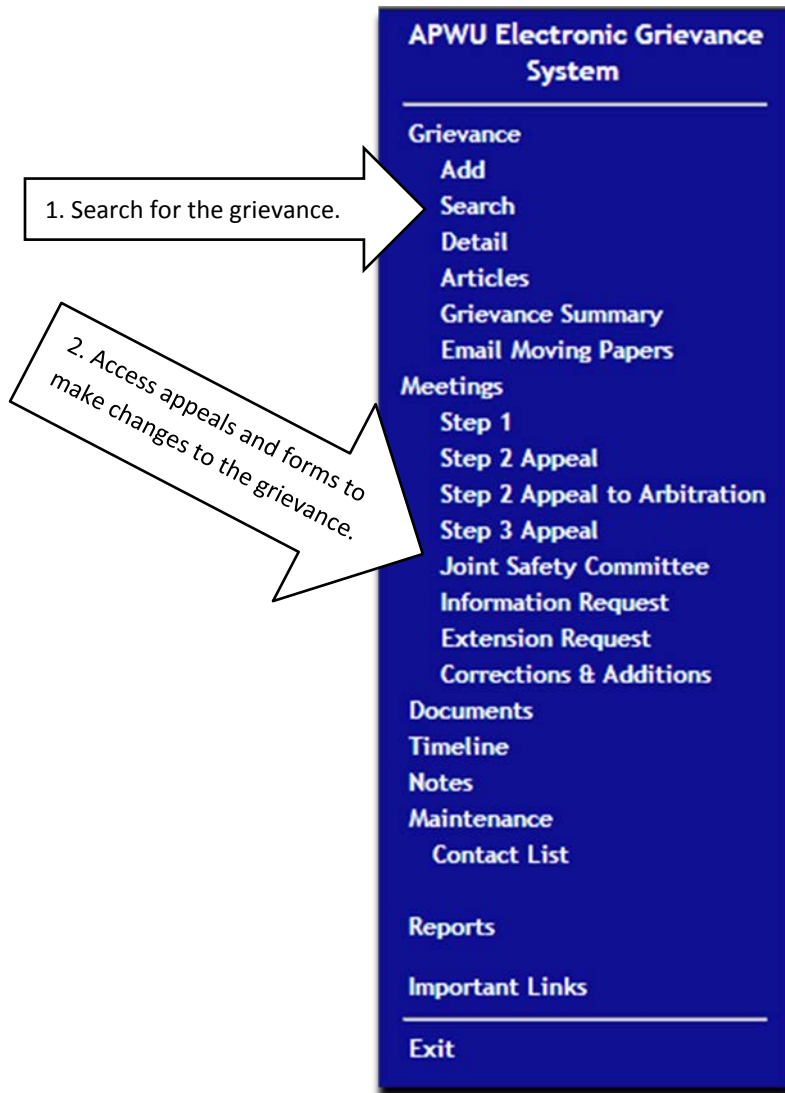


Figure 2-15: Links in the Navigation Menu.

3. Select Save. You will remain on the same page and can continue to work on that grievance using the links in the Navigation Menu.

## 2.13 Adding a Document



All documents, including any appeal forms created with EGS, are saved under the Documents link. You can attach backup documents by uploading them from this link.



It is good practice to name your Documents as follows:  
Document Name\_Local Name\_Local Grievance Number.

1. Search for the grievance.
2. Select Documents.
3. Select Choose File.
4. Choose the document you want to add, and select Open.
5. Select Upload. Once the document uploads, it will appear in the Documents box.

The screenshot shows a 'Save' screen with a table of documents. The table has columns for 'Delete', 'Document', 'Sequence', and 'Include in Step 2 List'. Below the table, there is a red message: 'Disabled checkboxes are due to a document being attached to an email.' Below this message are buttons for 'Delete', 'Upload Document', and 'Upload'. There is also a 'Document to upload:' section with a 'Choose File' button and the text 'No file chosen'.

Delete	Document	Sequence	Include in Step 2 List
<input type="checkbox"/>	<a href="#">Step1 Portland Area Local PDXTEST.pdf</a>	1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<a href="#">Step2 Portland Area Local PDXTEST.pdf</a>	2	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<a href="#">Step3 Portland Area Local PDXTEST.pdf</a>	3	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<a href="#">InformationRequest Portland Area Local PDXTEST.pdf</a>	4	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<a href="#">ExtensionRequest Portland Area Local PDXTEST.pdf</a>	5	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<a href="#">CorrectionsAndAdditions Portland Area Local PDXTEST.pdf</a>	6	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<a href="#">Uploaded Document.xlsx</a>	7	<input checked="" type="checkbox"/>

Disabled checkboxes are due to a document being attached to an email.

Delete

**Upload Document**

Document to upload: Choose File No file chosen

Upload

Select Choose File to browse for the document you want to add.

After you select the document you want to add, select open, then select upload.

Figure 2-16: Documents Screen and Box.

## 2.14 Emailing a Document (Filing an Appeal)



You can file an appeal with the USPS by emailing the appeal through the Email Moving Papers link. You can also email grievance documents to Stewards, etc. through this link.



You cannot access the Email Moving Papers link after a grievance has been closed. Either save the documents to your computer or print and scan the documents and then email them from your personal email.

1. Search for the grievance.
2. Select Grievance > Email Moving Papers. You will be directed to the Email Moving Papers Screen.

Send  
Email Notification  
\* Denotes required fields.

\*Date To Send:

Select All	Name	Type
<input type="checkbox"/>	Step1_Portland Area Local_PDXTEST.pdf	STEP 1 GRIEVANCE OUTLINE WORKSHEET
<input type="checkbox"/>	Step2_Portland Area Local_PDXTEST.pdf	STEP 2 GRIEVANCE APPEAL FORM
<input type="checkbox"/>	Step3_Portland Area Local_PDXTEST.pdf	STEP 3 GRIEVANCE APPEAL FORM
<input type="checkbox"/>	InformationRequest_Portland Area Local_PDXTEST.pdf	INFORMATION REQUEST
<input type="checkbox"/>	ExtensionRequest_Portland Area Local_PDXTEST.pdf	EXTENSION AGREEMENT
<input type="checkbox"/>	CorrectionsAndAdditions_Portland Area Local_PDXTEST.pdf	CORRECTIONS AND ADDITIONS
<input type="checkbox"/>	Uploaded Document.xlsx	

(Multiple email addresses may be entered by separating with a comma.)

\*Senders:

\*To:  (Notification List)

Cc:  (Notification List)

Bcc:  (Notification List)

\*Subject: Portland Area Local - Grievance # PDXTEST

\*Message:

Figure 2-17: Email Moving Papers Screen.

3. In the Date To Send box, enter the date you would like the email to be sent.
4. In the Select Documents to Email box, check the box next to the documents you would like to send.
5. In the Sender box, type in your email address.
6. In the To box, type the email address of the intended recipient or choose an email from the drop-down box.



It is good practice to cc: your personal email address and a dedicated local email address (e.g., LocalNamebackup@email.com) in order to have backup proof that documents were sent.

**Send**

Email Notification  
\* Denotes required fields.

\*Date To Send:

Select All	Name	Type
<input type="checkbox"/>	Step1_Portland Area Local_PDXTEST.pdf	STEP 1 GRIEVANCE OUTLINE WORKSHEET
<input type="checkbox"/>	Step2_Portland Area Local_PDXTEST.pdf	STEP 2 GRIEVANCE APPEAL FORM
<input type="checkbox"/>	Step3_Portland Area Local_PDXTEST.pdf	STEP 3 GRIEVANCE APPEAL FORM
<input type="checkbox"/>	InformationRequest_Portland Area Local_PDXTEST.pdf	INFORMATION REQUEST
<input type="checkbox"/>	ExtensionRequest_Portland Area Local_PDXTEST.pdf	EXTENSION AGREEMENT
<input type="checkbox"/>	CorrectionsAndAdditions_Portland Area Local_PDXTEST.pdf	CORRECTIONS AND ADDITIONS
<input type="checkbox"/>	Uploaded Document.xlsx	

(Multiple email addresses may be entered by separating with a comma.)

\*Sender:

\*To:  (Notification List)

Cc:  (Notification List)

Bcc:  (Notification List)

\*Subject: Portland Area Local - Grievance # PDXTEST

CC: your personal email and a dedicated local email (e.g., LocalNamebackup@email.com).

**Figure 2-18: CC: your personal email address when emailing moving papers.**





To further verify if the email was sent, view an Email Report (*see Viewing Email Status*).

7. In the Message box, type a message. The email will not send without one.



Your message should contain the following: purpose of the email (e.g., appealing to step 3); your name; and your contact information.

8. Select Send. An “Email Sent” message will appear at the top of the screen. You will remain on the same page so you can send more than one email for the grievance you are working on.



The email will be sent from the address [support@grievancetrack.com](mailto:support@grievancetrack.com), not from your personal email address. Be sure to let recipients know to allow emails from that address.



Email Address for **appealing Step 1 or 2s**: request an email address from your Local Labor Relations.



Email Address for appealing Step 3s and Step 2 Appeals to Arbitration (Tampa Labor Relations Email Address): **LReAppeals@usps.gov**.

Email Addresses for National Business Agents:

### **Atlanta Region**

**Email [TampaNBA@apwu.org](mailto:TampaNBA@apwu.org):**

Robert Bloomer, Clerk  
Pat Davis-Weeks, Clerk  
Michael Sullivan, Clerk  
Bruce Amey, MVS

**Email [IrvingNBA@apwu.org](mailto:IrvingNBA@apwu.org):**

John Gearhard, Maint

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### **Chicago Region**

**Email [ChicagoNBA@apwu.org](mailto:ChicagoNBA@apwu.org):**

Linda J. Turney, Clerk  
Mike O'Hearn, Clerk  
Merlie H. Bell, MVS

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### **Cincinnati Region**

**Email [DaytonNBA@apwu.org](mailto:DaytonNBA@apwu.org):**

Randy Downard, Clerk  
Mike Schmid, Clerk  
Vance Zimmerman, Maint

---

### **Dallas Region**

**Email [HoustonNBA@apwu.org](mailto:HoustonNBA@apwu.org):**

Jack Crawford, Clerk

**Email [IrvingNBA@apwu.org](mailto:IrvingNBA@apwu.org):**

Larry Crawford, Clerk  
Sam Lisenbe, Clerk  
Terry B. Martinez, Maint  
Dwight (D.D.) Johnson, MVS

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### **Denver Region**

**Email [DenverNBA@apwu.org](mailto:DenverNBA@apwu.org):**

Marilyn "Mo" Merow, Clerk

**Email [MesaNBA@apwu.org](mailto:MesaNBA@apwu.org):**

Stella "JoAnn" Gerhart, Clerk  
Louis M. Kingsley, Jr., Maint

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### **Memphis Region**

**Email [BirminghamNBA@apwu.org](mailto:BirminghamNBA@apwu.org):**

Billy Woods, Clerk  
Jerry McIlvain, Clerk

---

### **Minneapolis/Central Region**

**Email [BloomingtonNBA@apwu.org](mailto:BloomingtonNBA@apwu.org):**

William Mellen, Clerk  
Martin J. Mater, Clerk  
Curtis Walker, Maint

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### **New England Region**

**Email [HolyokeNBA@apwu.org](mailto:HolyokeNBA@apwu.org):**

Frank Rigiero, Clerk

**Email [DanversNBA@apwu.org](mailto:DanversNBA@apwu.org):**

Stephen Lukosus, Clerk  
Tom O'Brien, Clerk  
Chris Howe, Maint

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**New York Region**

**Email [NewYorkNBA@apwu.org](mailto:NewYorkNBA@apwu.org):**

Peter Coradi, Clerk  
Liz Swigert, Clerk  
Bernard C. Timmerman, Clerk  
Joseph LaCapria, MVS

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**Northwest Region**

**Email [PortlandNBA@apwu.org](mailto:PortlandNBA@apwu.org):**

Martin Barron, Clerk  
Brian Dunn, Clerk

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**Philadelphia Region**

**Email [SicklervilleNBA@apwu.org](mailto:SicklervilleNBA@apwu.org):**

Robert Romanowski, Clerk  
John Jackson, Clerk  
Jeff Kehlert, Clerk  
William LaSalle, Maint  
Kenneth Prinz, MVS

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**St. Louis/Central Region**

**Email [KansasCityNBA@apwu.org](mailto:KansasCityNBA@apwu.org):**

Robert D. Kessler, Clerk  
Dennis Taff, Clerk  
Jeffrey S. Beaton, Maint

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**Pacific Area NBA**

**Email [HawaiiNBA@apwu.org](mailto:HawaiiNBA@apwu.org):**

Vacant, All-Craft

**Washington, DC Region**

**Email [GlenBurnieNBA@apwu.org](mailto:GlenBurnieNBA@apwu.org):**

Rachel Walthall, Clerk  
Pamela Richardson, Clerk  
Nancy E. Olumekor, Clerk

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**San Francisco Region**

**Email [PasadenaNBA@apwu.org](mailto:PasadenaNBA@apwu.org):**

Gilbert Ybarra, Clerk  
James Scoggins, Clerk  
Jerome Pittman, MVS

**Email [BurlingameNBA@apwu.org](mailto:BurlingameNBA@apwu.org):**

Chuck Locke, Clerk  
Shirley J. Taylor, Clerk  
Jimmie Waldon, Maint

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**Wichita Region**

**Email [OklahomaCityNBA@apwu.org](mailto:OklahomaCityNBA@apwu.org):**

Christine Pruitt, Clerk

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**Alaska Area**

**Email [AlaskaNBA@apwu.org](mailto:AlaskaNBA@apwu.org):**

James M. Patarini, All-Craft

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**Caribbean Area NBA**

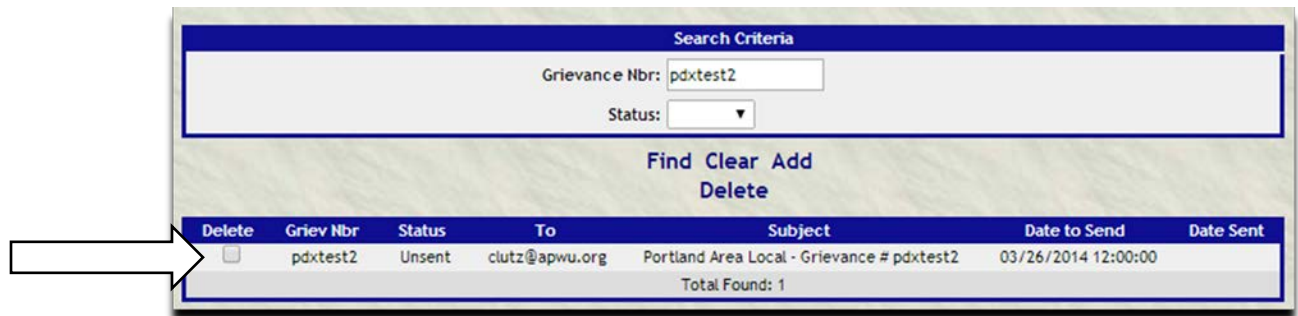
**Email [SanJuanNBA@apwu.org](mailto:SanJuanNBA@apwu.org):**

Daniel Soto, All-Craft

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## 2.15 Cancelling an Email

1. Select Reports > Emails.
2. Enter search criteria or leave blank for a list of all grievances.
3. Select Find. An email list will appear.



Search Criteria						
Grievance Nbr: pdxtest2						
Status: ▾						
Find Clear Add Delete						
Delete	Griev Nbr	Status	To	Subject	Date to Send	Date Sent
<input type="checkbox"/>	pdxtest2	Unsent	clutz@apwu.org	Portland Area Local - Grievance # pdxtest2	03/26/2014 12:00:00	
Total Found: 1						

Figure 2-19: Email List.

4. Check the box in the Delete column next to the grievance number.
5. Select Delete. You will be asked “Are you sure you want to delete this item?”
6. Select OK. You will remain on the same page.



Once an email has been sent, you will not be able to delete it.

## 2.16 Viewing and Printing an Appeal, Form, or Document



There are several ways to view and print documents.

1

1. Search for the grievance.
2. Under Meetings, select the appeal you want to print. You will be directed to the appeal form.
3. Select View PDF. The appeal will open in PDF form. Select the print icon to print.

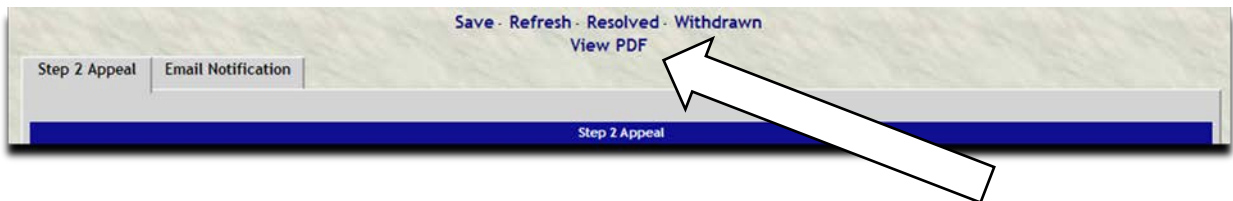


Figure 2-20: Printing from the View PDF link.

2

1. Search for the grievance.
2. Select Grievance > Grievance Summary.
3. In the Documents box, select the document you want to print. The document will open in PDF form. Select the print icon to print.

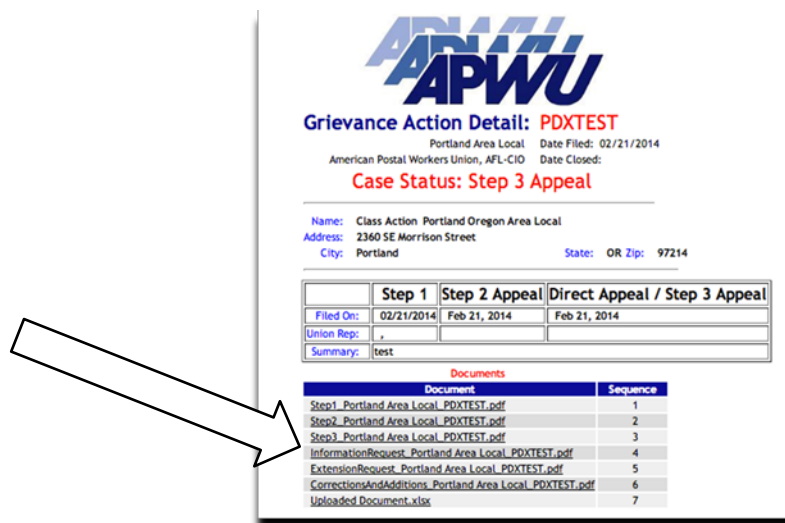


Figure 2-21: Printing from the Grievance Summary Documents Box.

3

1. Search for the grievance.
2. Select Documents.
3. Select the document you want to print. The document will open in PDF form. Select the print icon to print.

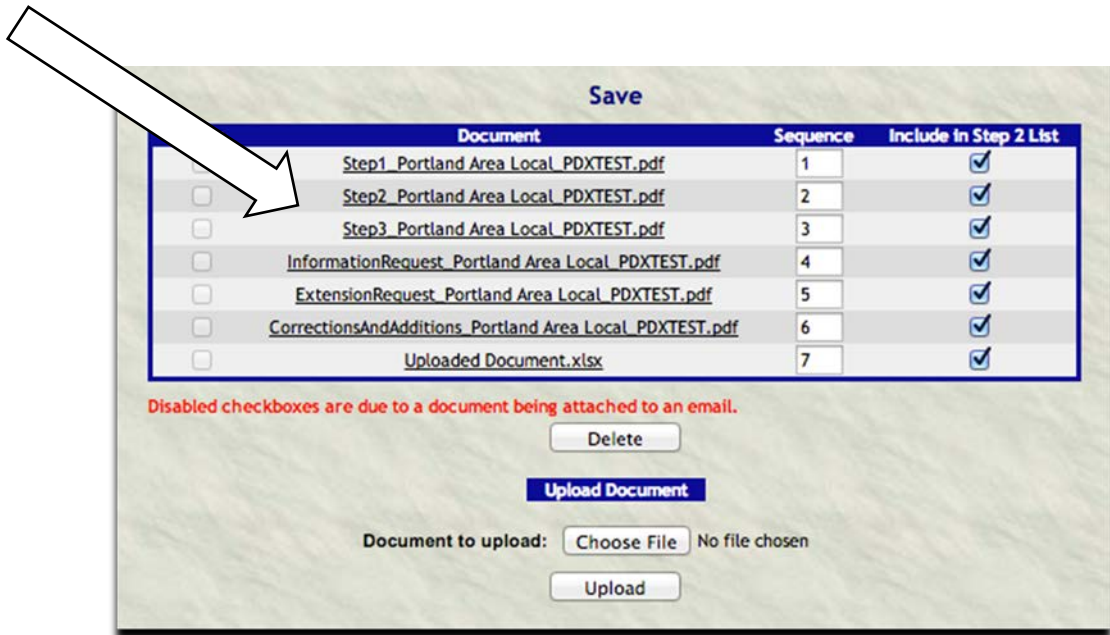


Figure 2-22: Printing from the Documents screen.



Figure 2-23: Print Icon.

## 2.17 Deleting a Document

1. Search for the grievance.
2. Select Documents.
3. Check the box next to the document you want to delete.

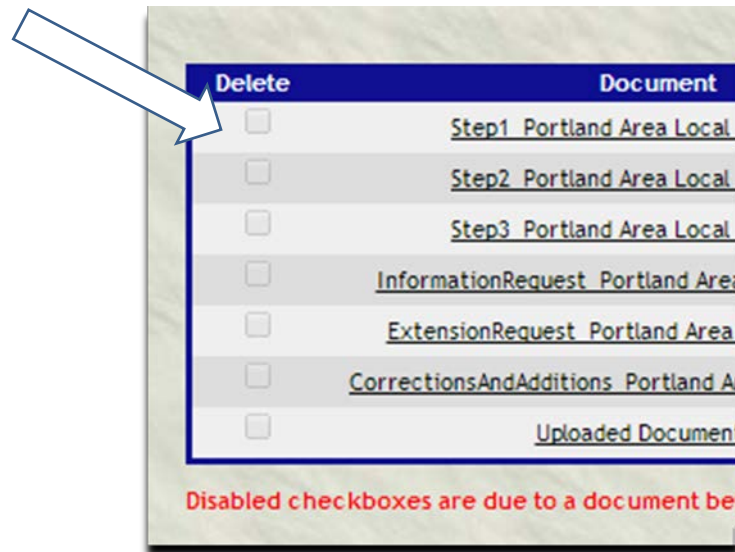


Figure 2-24: Delete Check Box on the Documents screen.

4. Select Delete. You will remain on the Document screen.



If a document has been attached to an email, you will not be able to delete it.

## 2.18 Creating a Timeline



Use Timeline entries to record dates and status information such as the Step 2 decision received date, Remand information, etc.

1. Search for the grievance.
2. Select Timeline.
3. Select Add Timeline. You will be directed to the Timeline box.

A screenshot of a web application interface for creating a timeline entry. The main header is a dark blue bar with the text "Timeline for Grievance No: PDXTEST" in white. Below this, there are three columns: "Delete", "Date", and "Description". A "New Timeline" section is highlighted with a blue border. It contains a "Date:" label followed by a text input field and a calendar icon, and a "Description:" label followed by a larger text area. A "Save" button is located at the bottom left of the form.

Figure 2-25: Timeline Box.

4. Enter the date and a description of the event you are recording.
5. Select Save. The Timeline entry will appear in the Timeline box.



To delete a Timeline entry, check the box next to the entry in the Delete column of the Timeline box and select Delete.



## 2.19 Adding Notes to a Grievance



Use Notes for personal notes associated with a grievance.

1. Search for the grievance.
2. Select Notes. You will be directed to the Grievance Notes box.

A screenshot of a web application window titled "Grievance Notes for PDXTEST". The window has a blue header bar with the title. Below the header is a large white text area with a blue border, containing the text "test note". At the bottom of the window, there is a blue bar with the text "Save Delete Refresh" in white.

Figure 2-26: Notes Box.

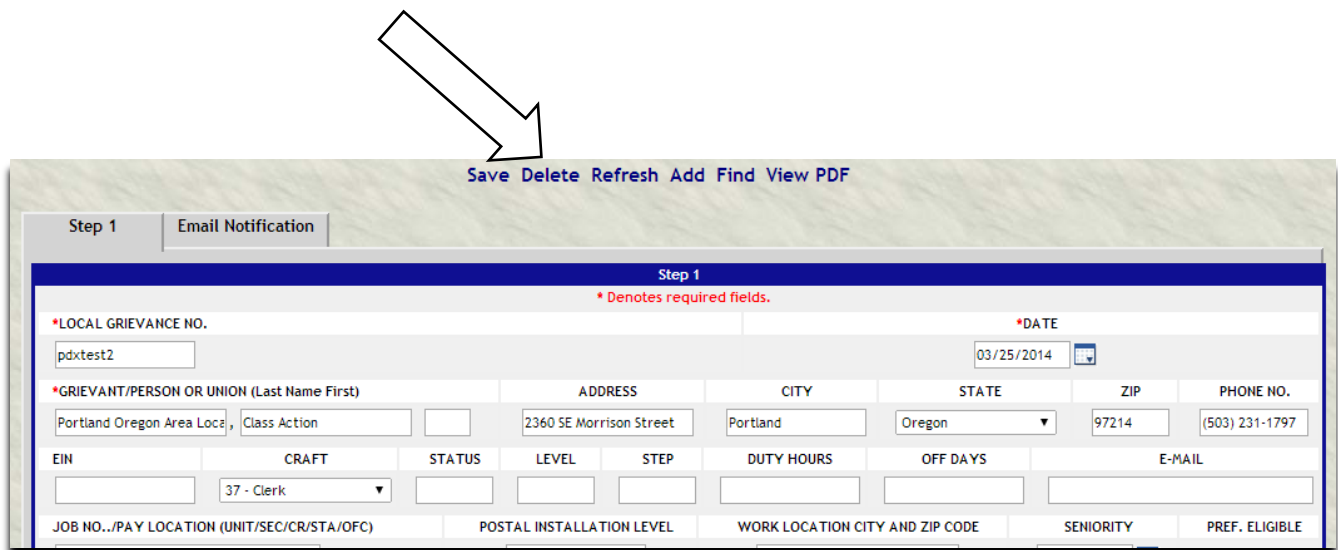
3. Enter your notes.
4. Select Save. You will remain on the same page.



Notes are not attached to any appeals and cannot be emailed from EGS. If you have Read-Only access, you cannot access Notes.

## 2.20 Deleting a Grievance

1. Search for the grievance.
2. Select Meetings > Step 1.
3. Select Delete.
4. You will be asked “Are you sure you want to delete this item?”
5. Select OK. You will be directed to the Search Criteria box.



The screenshot shows a web application interface for managing grievances. At the top, there is a navigation bar with buttons: Save, Delete, Refresh, Add, Find, View, and PDF. Below this, there are two tabs: 'Step 1' (selected) and 'Email Notification'. The main content area is titled 'Step 1' and contains a form with the following fields:

- \*LOCAL GRIEVANCE NO.: pdxtest2
- \*DATE: 03/25/2014
- \*GRIEVANT/PERSON OR UNION (Last Name First): Portland Oregon Area Local, Class Action
- ADDRESS: 2360 SE Morrison Street
- CITY: Portland
- STATE: Oregon
- ZIP: 97214
- PHONE NO.: (503) 231-1797
- EIN: [Empty]
- CRAFT: 37 - Clerk
- STATUS: [Empty]
- LEVEL: [Empty]
- STEP: [Empty]
- DUTY HOURS: [Empty]
- OFF DAYS: [Empty]
- E-MAIL: [Empty]
- JOB NO../PAY LOCATION (UNIT/SEC/CR/STA/OFC): [Empty]
- POSTAL INSTALLATION LEVEL: [Empty]
- WORK LOCATION CITY AND ZIP CODE: [Empty]
- SENIORITY: [Empty]
- PREF. ELIGIBLE: [Empty]

\* Denotes required fields.

Figure 2-27: Deleting a grievance from the Meetings > Step 1 screen.

## 2.21 Closing a Grievance



Once a grievance is closed, you will not be able to make any changes to the grievance and will only be able to view a Grievance Summary (see *Viewing a Grievance Summary*).

1. Search for the grievance.
2. Select any link under Meetings.
3. Select Resolved. The Select Close/Withdrawn Date box will appear.

A screenshot of a web application interface. At the top, there are navigation links: 'Save', 'Refresh', 'Resolved', and 'Withdrawn'. Below these is a 'View PDF' link. The main content area is a modal dialog box titled 'Select Close/Withdrawn Date'. It features a date input field with a calendar icon to its right, and two buttons: 'Continue' and 'Cancel'. The background shows a table with columns for 'CLASS ACTION', 'EIN', and 'JOB NO../PAY'. A white arrow points from the text 'Select Resolved to close a grievance.' to the 'Resolved' link in the top navigation bar.

Figure 2-28: Close/Withdrawn Date Box.

4. Enter the settlement date. Select Continue.
5. You will be asked, "Are you sure you want to close this grievance?"
6. Select OK. You will be directed to the Welcome screen.

## 2.22 Withdrawing a Grievance



Once a grievance is withdrawn, you will not be able to make any changes to the grievance and will only be able to view a Grievance Summary (see *Viewing a Grievance Summary*).

1. Search for the grievance.
2. Select any link under Meetings.
3. Select Withdrawn. The Select Close/Withdrawn Date box will appear.

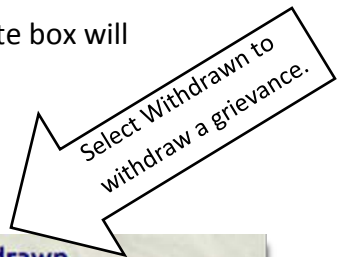
A screenshot of a web application interface. At the top, there are links: "Save - Refresh - Resolved - Withdrawn" and "View PDF". Below this, there are tabs for "Step 2 Appeal" and "Email Notification". A central dialog box titled "Select Close/Withdrawn Date" is open, featuring a date input field with a calendar icon, and "Continue" and "Cancel" buttons. The background shows a table with columns for "CLASS ACTION", "EIN", "JOB NO../PAY", "STEP 2 AUTHORIZED UNION REP (NAME AND TITLE)", and "AREA CODE PHONE (OFFICE)".

Figure 2-29: Close/Withdrawn Date Box.

4. Enter the withdrawal date. Select Continue.
5. You will be asked, "Are you sure you want to withdraw this grievance?"
6. Select OK. You will be directed to the Welcome screen.



You must add any documents before closing or withdrawing a grievance (see *Adding a Document*). If you need to make changes to the grievance after it is closed, contact your Administrator to re-open it.

## 2.23 Re-Opening a Grievance



Contact your Administrator to re-open a grievance.



If you need to add information to a grievance after it has been closed, you will need to re-open it, add the information, and then close it again.

You cannot email documents through the Email Moving Papers link after a grievance has been closed. You can save the documents to your computer or print and scan them and then email them from your personal email address.

## 2.24 Adding an Employee



Once you add an employee's information into a grievance (see *Adding a New Grievance*), EGS saves it for use in future grievances. When filing future grievances for that employee, you can choose the employee's name from the Member drop-down list and the information will auto-populate to appeal forms.

A screenshot of a web application interface. At the top left, it says 'Step 1'. The main title of the form is 'Grievance Detail - Member'. Below the title, there are two dropdown menus: 'Member:' with 'New Member' selected, and 'Select Employer:' with 'USPS' selected. A blue 'Next' button is located below the second dropdown. A white arrow points from the top right towards the 'Member' dropdown menu.

Figure 2-30: Member Drop-Down List when Adding a New Grievance.



**Stewards have access to the tasks in the preceding section as well as to the tasks in the section below.**

### 3 Read-Only Tasks



Read-Only Users have Grievance Summary viewing rights for all grievances.

#### 3.1 Read-Only Links in the Navigation Menu

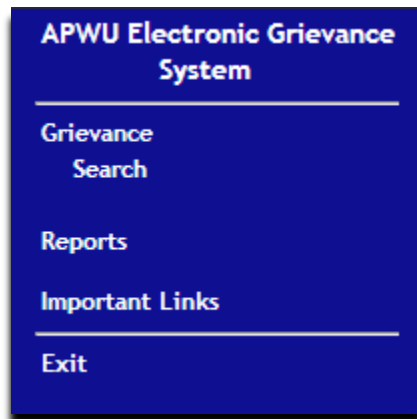


Figure 3-1: These links are visible when a Read-Only User logs into EGS.

### 3.2 Searching for a Grievance

1. Select Grievance > Search.
2. In the Search Criteria box, enter search criteria or leave boxes blank to return a list of all grievances.

**Search Criteria**

Grievance Nbr:

Employee:

Supervisor Last Name:

Steward:

Contract:

Article:

Status:

Active Status:  Active  Not Active  Both

Employer:

Date Filed Begin:

Date Filed End:

Keyword(s):

EIN:

CRAFT:

Find Clear Add

**Figure 3-2: Search Criteria Box.**

3. Select Find. You will be directed to a grievance list.

Select the grievance number to view the grievance.

Griev Nbr	Employee Name	Steward	Date Filed	Status	EIN	CRAFT	Re-Open?
<a href="#">PDXTEST test</a>	Portland Oregon Area Local, Class Action		02/21/2014	Step 3 Appeal			

Articles:  
Total Found: 1

**Figure 3-3: Grievance List.**

4. Under the Grievance Nbr. column, select the grievance number. You will be directed to the Step 1 Appeal screen for that grievance.



### 3.3 Viewing a Grievance Summary



The Grievance Summary is an overview of the grievance you are currently working on, including status, grievant, Union Rep, issue, and a list of documents. When Read-Only Users search for and select a grievance, they are directed to a Grievance Summary for that grievance.

1. Select Grievance > Grievance Summary.
2. You will be directed to the Grievance Summary page. From this page, you can select a document to view from the Documents box.

**APWU**  
**Grievance Detail: PDXTEST**  
 Portland Area Local Date Filed: 02/21/2014  
 American Postal Workers Union, AFL-CIO Date Closed:

**Case Status: Step 3 Appeal**

Name: Class Action Portland Oregon Area Local  
 Address: 2360 SE Morrison Street  
 City: Portland State: OR Zip: 97214

	Step 1	Step 2 Appeal	Direct Appeal / Step 3 Appeal
Filed On:	02/21/2014	Feb 21, 2014	Feb 21, 2014
Union Rep:			
Summary:	test		

**Documents**

Document	Sequence
Step1_Portland Area Local_PDXTEST.pdf	1
Step2_Portland Area Local_PDXTEST.pdf	2
Step3_Portland Area Local_PDXTEST.pdf	3
InformationRequest_Portland Area Local_PDXTEST.pdf	4
ExtensionRequest_Portland Area Local_PDXTEST.pdf	5
CorrectionsAndAdditions_Portland Area Local_PDXTEST.pdf	6
Uploaded Document.xlsx	7

**Figure 3-4: Grievance Summary.**



Once a grievance is closed, the Grievance Summary is the only view you can access for that grievance.

### 3.4 Viewing Email Status (Reports)



You can use this link to verify whether or not an email was sent and to see the date and time that it was sent.

1. Select Reports > Emails.
2. Enter search criteria or leave blank to find all emails.
3. Select Find. You will be directed to a report showing email status information for that grievance.

Griev Nbr	Status	To	Subject	Date to Send	Date Sent
<a href="#">PDXTEST</a>	Sent	clutz@apwu.org	<a href="#">Portland Area Local - Grievance # PDXTEST</a>	02/25/2014 12:00:00	02/25/2014 03:30:21
<a href="#">PDXTEST</a>	Sent	clutz@apwu.org	<a href="#">Portland Area Local - Grievance # PDXTEST</a>	07/24/2014 12:00:00	07/24/2014 01:28:00

Figure 3-5: Email Report.

4. Select the grievance number link to view a more detailed report of the sent email.

**APWU Email Detail for EGS9996**

Griev Nbr: PDXTEST  
Status: Sent  
To: clutz@apwu.org  
Cc:  
Bcc:  
Subject: Portland Area Local - Grievance # PDXTEST  
Message: APWU Electronic Grievance System - Email Moving Papers test  
[Step1\\_PDXTEST](#)  
If you have any questions, please contact [support@apwuegs.com](mailto:support@apwuegs.com).  
Date Sent: 7/24/2014 1:28:00 PM  
Date to Send: 7/24/2014 12:00:00 AM  
Date Entered: 7/24/2014 1:24:11 PM  
Sender:  
Document(s):

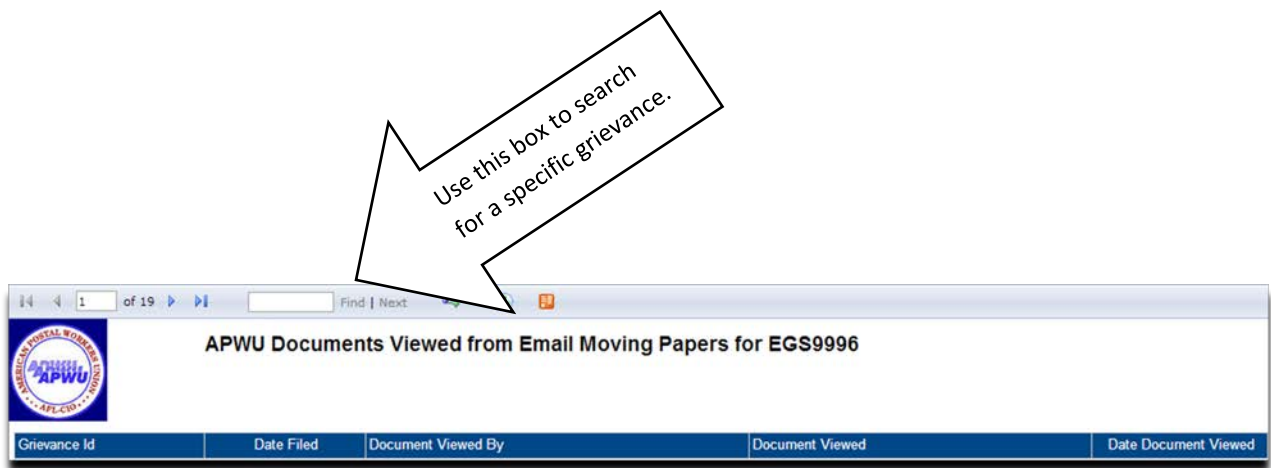
Figure 3-6: Sent Email Report.

### 3.5 Verifying Document Review Status



You can use the Reports > Email Moving Papers Documents Viewed link to verify whether or not a document sent by email through EGS was viewed by the recipient and to see the date and time it was viewed.

1. Select Reports > Email Moving Papers Documents Viewed.
2. You will be directed to a report showing viewing information for all grievances.



**Figure 3-7: Email Moving Papers Documents Viewed Screen.**

3. You can search for a specific grievance in the Find box at the top of the screen.

### 3.6 Adding, Updating, and Deleting a Contact List



A Contact List is a group of email addresses listed on the *Email Moving Papers* page. Create a Contact List when you routinely email the same documents to a group of people.

1. Select Maintenance > Contact List.
2. Select Add Contact List. You will be directed to the Contact List screen.

Use this box to name the Contact List.

Figure 3-8: Contact List Screen.

3. Name the Contact List.
4. Add an email address for the list, and select Save. Continue to add email addresses to the list, and select Add in between each one.
5. To delete any email addresses from the list, check in the Delete column before that email address, and select Delete.
6. After adding all email addresses, select Save. You will remain on the same page.

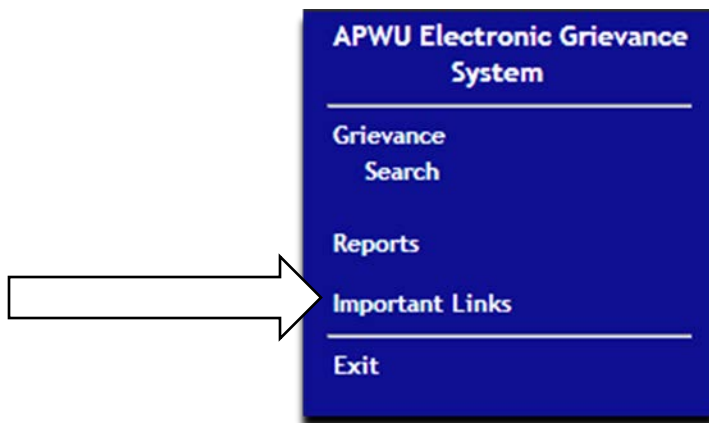


To delete an entire Contact List, select Maintenance > Contact List, check the box in the Delete column before that Contact List, and select Delete Contact List.

To update a Contact List, select Maintenance > Contact List, select the Contact List to update, make changes as desired, and select Save.

### 3.7 Viewing Reference Information

1. Select Important Links.
2. Select any of the following reference materials:
  - APWU Contract
  - APWU Industrial Relations
  - APWU Search
  - APWUegs Support
  - Video Tutorials
  - EGS User Guide
  - Request for Information
  - JCIM.



**Figure 3-9: Important Links in the Navigation Menu.**

## 4 Appendix

### 4.1 Troubleshooting

- On appeals, you need to choose the date from the drop-down calendar under Date. If you type it in, it will not save.
- A grievance is always entered into EGS by creating a Step 1 Appeal. If your grievance is at Step 2 or higher, you must begin by creating a Step 1 Appeal and then creating any other appeals that you need.
- If you need to add information to your grievance but your current appeal will not allow it, go back to the Step 1 Appeal and enter it there.
- If a grievance will not allow you to make changes, check to see if you are the Steward for the grievance. If you are not the Steward for that grievance, you cannot make changes to it.
- If you are unable to add to a grievance, check to see if the grievance is closed. If the grievance is closed, contact your Administrator to re-open the grievance.
- If you are unable to add an article, go to the Step 1 Appeal. The first article must be added there. Then, additional articles can be added from the Grievance > Articles link.
- The View PDF link will not be visible until after you save the appeal form you are working on.

### 4.2 Document Naming Conventions



When naming documents to attach to a grievance in EGS, avoid special characters (such as / or \*) to avoid issues when emailing. Underscores are acceptable.



It is good practice to name your Documents as follows:  
Document Name\_Local Name\_Local Grievance Number.

### 4.3 Signature on File



Each Local is responsible for ensuring that scanned copies of Officer and Steward signatures are captured and stored at the Local.

- When “Signature On File” is present on a form in EGS, it signifies that a scanned signature is stored at the Local office and that a typed signature in the Signature field is acceptable.

A screenshot of a web form. At the top, there is a header box labeled 'CORRECTIVE ACTION REQUESTED'. Below this is a large empty text area. Underneath is a smaller empty text input field. Below that is a row with two options: 'SIGNATURE' and 'SIGNATURE ON FILE'. A white arrow points from the left towards the 'SIGNATURE ON FILE' option, which is currently unchecked. The bottom of the form has a greyed-out area.

**Figure 4-1: Signature on File.**



**IMPORTANT!** Each Local must make an agreement with their local Labor Relations that a typed name in the Signature field is acceptable as long as a scanned signature is kept at the Local.

## 4.4 Email Notification Tab



Each appeal form has an Email Notification tab. The Email Notification is internal, accessible to EGS users only; recipients who do not use EGS will not be able to receive Email Notifications. Use Email Notifications to notify another EGS user of action taken on a grievance or to move a grievance forward within your Local. You can attach one document when sending an email notification.



If you want to appeal a grievance, use the Email Moving Papers link instead (*see Emailing a Document*).

1. Search for the grievance.
2. From any appeal form, select the Email Notification tab.
3. Choose the Date to Send.

A screenshot of a web application interface for sending an email notification. The window title is "Step 1 Email Notification" and "Send". The form is titled "Email Notification" and includes a red asterisk and the text "Denotes required fields." at the top right. The form fields are: "Date To Send:" with a calendar icon; "Attach Document:" with a note "(Multiple email addresses may be entered by separating with a comma.)"; "Sender:"; "To:" with a dropdown menu labeled "(Notification List)"; "Cc:" with a dropdown menu labeled "(Notification List)"; "Bcc:" with a dropdown menu labeled "(Notification List)"; "Subject:"; and "Message:" with a large text area. A white arrow points to the "Date To Send:" field.

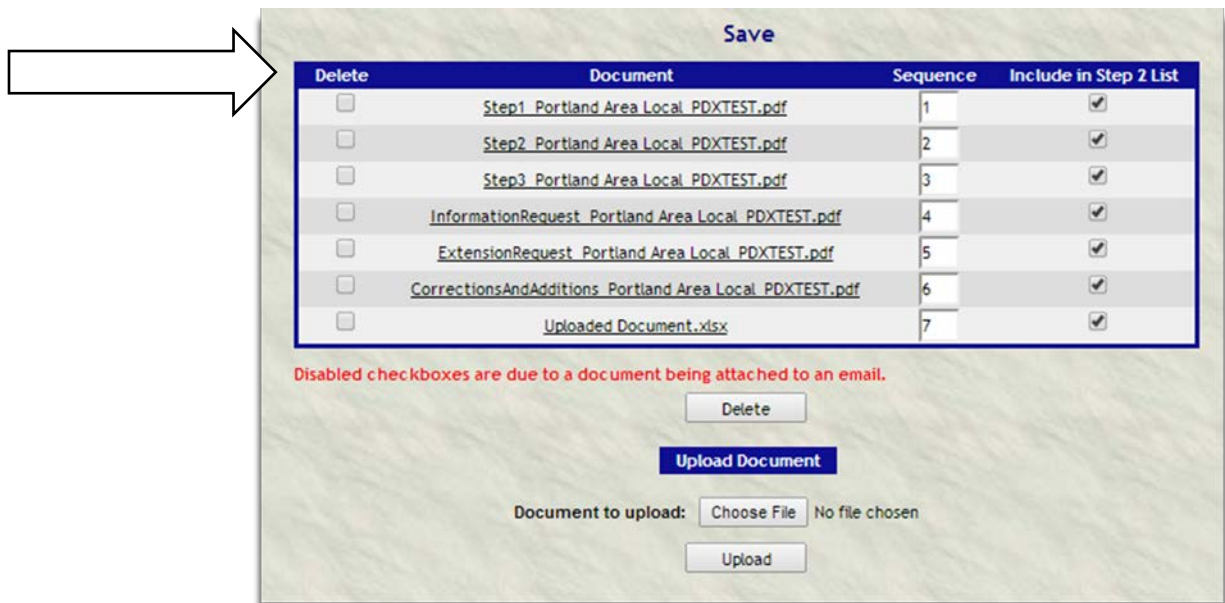
**Figure 4-2: Email Notification Tab.**

4. Attach a document, if desired, and fill in the Sender, To, Subject, and Message boxes.
5. Select Send. You will be directed back to the Step 1 Appeal form.



## 4.5 Document Sequence

- On the Documents page, there are four columns in the Documents list box: Delete column, Document column, Sequence column, and Include in Step 2 List column.
- Check the Delete column when you want to delete a document (*see Deleting a Document*).
- The Document column lists the document's name and will direct you to a PDF of the document if you click on it.
- The Sequence column determines the order the documents are listed in on the Documents page as well as on the Step 2 Appeal for that grievance.
- The Include in Step 2 List column determines if the document name is listed on the grievance's Step 2 Appeal under "List of attached papers as identified." If you want the document to be listed on the Step 2 Appeal, keep the box in this column checked. Uncheck the box and select Save at the top of the screen if you do not want the document to be listed on the Step 2 Appeal form.



The screenshot shows a web interface titled "Save" with a table of documents. A white arrow points to the "Delete" column. The table has four columns: "Delete", "Document", "Sequence", and "Include in Step 2 List". Below the table, there is a red message: "Disabled checkboxes are due to a document being attached to an email." and buttons for "Delete", "Upload Document", "Choose File", and "Upload".

Delete	Document	Sequence	Include in Step 2 List
<input type="checkbox"/>	<a href="#">Step1 Portland Area Local PDXTEST.pdf</a>	1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<a href="#">Step2 Portland Area Local PDXTEST.pdf</a>	2	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<a href="#">Step3 Portland Area Local PDXTEST.pdf</a>	3	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<a href="#">InformationRequest Portland Area Local PDXTEST.pdf</a>	4	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<a href="#">ExtensionRequest Portland Area Local PDXTEST.pdf</a>	5	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<a href="#">CorrectionsAndAdditions Portland Area Local PDXTEST.pdf</a>	6	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<a href="#">Uploaded Document.xlsx</a>	7	<input checked="" type="checkbox"/>

Disabled checkboxes are due to a document being attached to an email.

Delete

Upload Document

Document to upload: Choose File No file chosen

Upload

Figure 4-3: Documents Box.

## 4.6 Leaving the Search Criteria Box Blank



Leaving the Search Criteria box blank will return a list of all items. For example, leaving the Grievance > Search boxes blank will return a list of all grievances.

A screenshot of a web-based search interface titled "Search Criteria". The form contains the following fields: "Grievance Nbr:" (text input), "Employee:" (dropdown menu), "Supervisor Last Name:" (text input), "Steward:" (dropdown menu), "Contract:" (text input), "Article:" (text input), "Status:" (dropdown menu), "Active Status:" (radio buttons for "Active", "Not Active", "Both"), "Employer:" (dropdown menu), "Date Filed Begin:" (calendar icon), "Date Filed End:" (calendar icon), "Keyword(s):" (text input), "EIN:" (text input), and "CRAFT:" (dropdown menu). At the bottom of the form are three buttons: "Find", "Clear", and "Add". All fields are currently blank.

**Figure 4-4: Blank Search Criteria Box.**

**Table 4-1: Links to Tasks**

<b>Grievance &gt; Add</b>	To add a new grievance.
<b>Grievance &gt; Search</b>	To search for a grievance.
<b>Grievance &gt; Detail</b>	To view the Step 1 Appeal (shortcut to Step 1 Appeal).
<b>Grievance &gt; Articles</b>	To cite article numbers in a grievance.
<b>Grievance &gt; Grievance Summary</b>	To view summarized information about the grievance.
<b>Grievance &gt; Email Moving Papers</b>	To email moving papers and to appeal grievances to the USPS.
<b>Meetings &gt; Step 1</b>	To create and save a Step 1 Appeal. To open a grievance.
<b>Meetings &gt; Step 2 Appeal</b>	To create and save a Step 2 Appeal.
<b>Meetings &gt; Step 2 Appeal to Arbitration</b>	To create and save a Step 2 Appeal to Arbitration.
<b>Meetings &gt; Step 3 Appeal</b>	To create and save a Step 3 Appeal.
<b>Meetings &gt; Joint Safety Committee</b>	To create and save a Joint Safety Committee appeal.
<b>Meetings &gt; Information Request</b>	To create and save an Information Request.
<b>Meetings &gt; Extension Request</b>	To create and save an Extension Request.
<b>Meetings &gt; Corrections &amp; Additions</b>	To create and save Corrections & Additions.
<b>Documents</b>	To attach documents to a grievance or to view and print documents already attached to a grievance.
<b>Timeline</b>	To create entries that record important dates and grievance status updates.
<b>Notes</b>	To add personal notes to a grievance.
<b>Maintenance &gt; Contact List</b>	To add, update, delete or search for an email group.
<b>Reports &gt; Emails</b>	To view email status information or a list of sent and unsent emails.
<b>Reports &gt; Email Moving Papers Documents Viewed</b>	To view which documents sent through email were viewed by the recipient.
<b>Important Links</b>	To view information on filing grievances, APWU information, and Help information for EGS.

## 5 Glossary

**Table 5-1: Glossary**

<b>User</b>	A person who interacts with EGS.
<b>Employer</b>	USPS; the Stations and Associate Offices in the Local.
<b>Employee</b>	Grievant.
<b>Union Location</b>	Contact information for the Local for appeal forms.
<b>Documents</b>	Appeals and any other backup documentation for your grievance.
<b>Local Administrator</b>	The person who oversees the EGS account for your Local and has an Access Type of Administrator.

## 6 APWU EGS Committee

Tony McKinnon, Director of Industrial Relations

Omar Gonzalez, EGS Advisor and Western Region Coordinator

Idowu Balogun, EGS Chair

Jesus M. Gonzales, EGS Co-Chair and President, Michigan PWU and Central Michigan Local

Dana T. Coletti, President, Manchester Area Local

Annette August-Taylor, President, Virginia Postal Workers Union

Edgar V. Peralta, President, San Jose Area Local

Leonard D. Dennison, President, Greensboro BMC Local

Joseph P. Cogan, Vice President, Portland Oregon Area Local

Al Davison, North Houston Associate Vice President, Houston Area Local

Adam J. Souza, Maintenance Craft Director, Providence Area Local

Charles P. Gonnello, Maintenance Craft Director, Tampa Area Local

Ingrid Rivera, Steward, Cleveland Area Local

Christy Lutz, User Guide Author and Secretary of Record

**Contact the Committee at [eappeals@apwu.org](mailto:eappeals@apwu.org).**

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