

PER-07 Create/Maintain Grievances

Purpose

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:

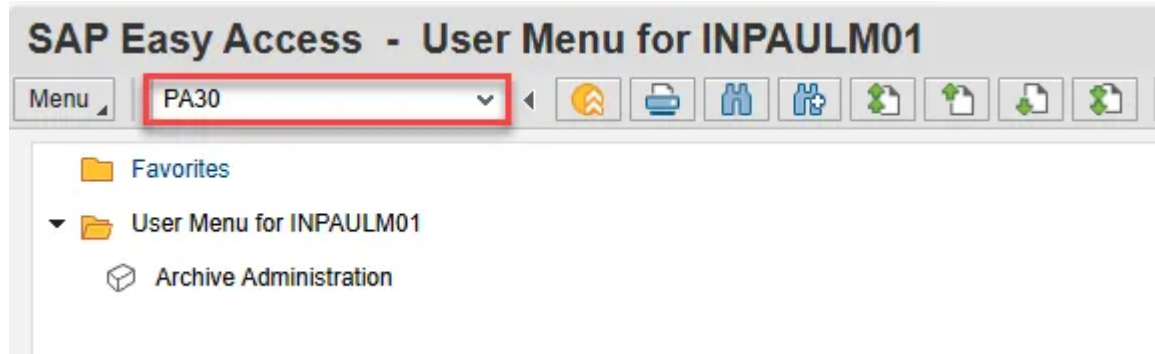
- The Employee identifies a violation of Policy/Procedure and discusses with management.
- The Agency Representative/Management with the input from the Grievance Maintainer makes a decision to deny or settle the issue.
- The Agency Representative/Grievance Maintainer issues decision to the Employee.
- 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.

Create/Maintain Grievances

There are 19 steps to complete this process.

Step 1. Access transaction code **PA30**.

Image



Step 2. Enter the **Personnel number** in the Personnel no. field and click **Enter**.

Image

Maintain HR Master Data

Menu

Personnel no.

Name

EEGroup SHRA Employees PersA Environmental Quality

EESubgroup FT N-FLSAOT Perm CostC DENR

Infotype Text	Statu
Actions	✓
Organizational Assignment	✓
Personal Data	✓
Addresses	✓
Planned Working Time	✓
Basic Pay	✓
Family Member/Dependents	
I-9 Residence Status	✓
Additional Personal Data	✓

☒ Period
 From To
☐ Today ☐ Current Week
☐ All ☐ Current Month
☐ From Today ☐ Last Week
☐ Until Today ☐ Last Month
☐ Curr. Period ☐ Current Year

Direct selection

Infotype STy

Step 3. In the Direct selection area, type **102** in the Infotype field and **1** in the STy field and click **Enter**.

Image

Maintain HR Master Data

Menu 

Personnel no.

Name

EEGroup SHRA Employees PersA Environmental Quality

EESubgroup FT N-FLSAOT Perm CostC DENR

« **Basic Personal Data** Payroll Benefits Time Addtl. Personal Data Planning Data » 

Infotype Text	Statu	Period
Actions	✓	☒ Period
Organizational Assignment	✓	From To
Personal Data	✓	☐ Today ☐ Current Week
Addresses	✓	☐ All ☐ Current Month
Planned Working Time	✓	☐ From Today ☐ Last Week
Basic Pay	✓	☐ Until Today ☐ Last Month
Family Member/Dependents		☐ Curr. Period ☐ Current Year
I-9 Residence Status	✓	Choose
Additional Personal Data	✓	

< ... >

Direct selection

Infotype	Grievances NA	STy	1	Grievance - 3 step no mediation
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Step 4. Click the **Create** button.

Image

Maintain HR Master Data

Menu 

Personnel no.

Name

EEGroup SHRA Employees PersA Environmental Quality

EESubgroup FT N-FLSAOT Perm CostC DENR

☒ Basic Personal Data
 ☐ Payroll
 ☐ Benefits
 ☐ Time
 ☐ Addtl. Personal Data
 ☐ Planning Data

Infotype Text	Statu
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
 ☐ Current Week

☐ All
 ☐ Current Month

☐ From Today
 ☐ Last Week

☐ Until Today
 ☐ Last Month

☐ Curr. Period
 ☐ Current Year

 Choose

Direct selection

Infotype STy Grievance - 3 step no mediation

Step 5. Complete the following fields and click **Enter**.

- Start (date)
- Reason

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.

Image

Create Grievances NA (0102)

Menu

Personnel No	80000030	Name	Elizabeth Watkins
EEGroup	A SHRA Employees	PersA	1601 Environmental Quality
EESubgroup	A1 FT N-FLSAOT Perm	Statu	Active
Start	02/25/2026	to	12/31/9999

Grievance data

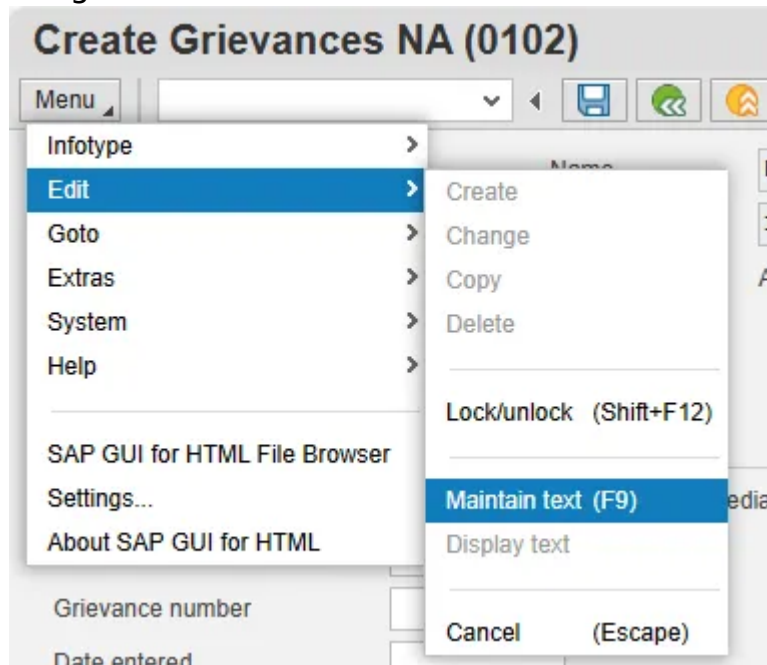
Subtype	1	Grievance - 3 step no mediation
Reason		
Grievance number		
Date entered		
Supervisor		

Status

Grievance status			
Stage			
Result		Date settled	
Estimated costs		USD	

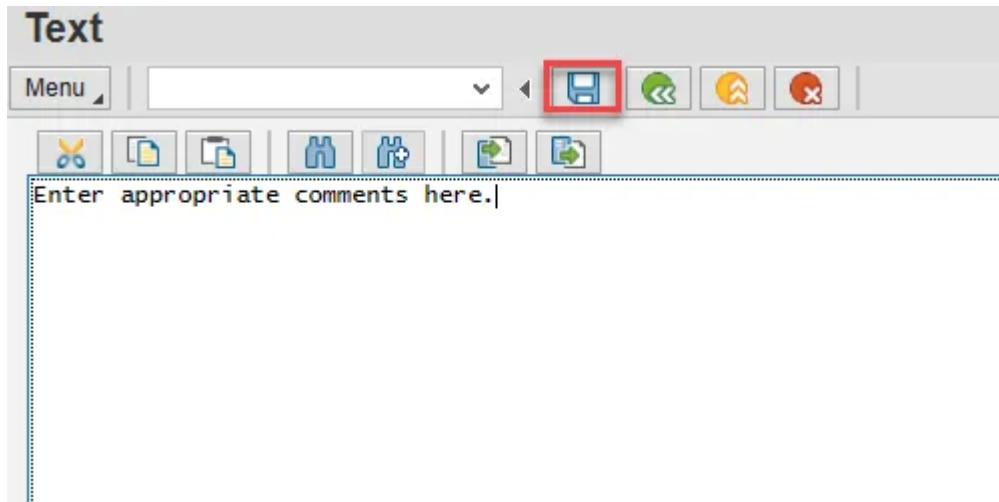
Step 6. Click **Menu > Edit > Maintain text** on the toolbar at the top of the screen.

Image



Step 7. Enter appropriate text in the Infotype Text box that is displayed. Don't forget to **Save** your comments.

Image



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

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

- Date Entered
- Supervisor
- Time from

Step 9. On IT0019, 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.

Image

Create Monitoring of Tasks (0019)

Menu       

Personnel No Name

EEGroup SHRA Employees PersA Environmental Quality

EESubgroup FT N-FLSAOT Perm Statu Active

Task

Task Type

Date of Task Processing indicator

Reminder

Reminder Date

Lead/follow-up time For specific task type

Comments

The infotypes have been created. Review via PA20 to ensure accuracy.

Step 10. Click the **All** button.

Image

Maintain HR Master Data

Menu 

Personnel no.

Name

EEGroup SHRA Employees PersA Environmental Quality

EESubgroup FT N-FLSAOT Perm CostC DENR

⏪ **Basic Personal Data** Payroll Benefits Time Addtl. Personal Data Planning Data ⏩ 

Infotype Text

Statu

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

☐ Current Week

☒ All

☐ Current Month

☐ From Today

☐ Last Week

☐ Until Today

☐ Last Month

☐ Curr. Period

☐ Current Year

 Choose

Direct selection

Infotype STy Grievance - 3 step no mediation

To Maintain the Grievance

Step 11. Choose **Overview**.

Image

Maintain HR Master Data

Menu 

Personnel no.

Name

EEGroup SHRA Employees PersA Environmental Quality

EESubgroup FT N-FLSAOT Perm CostC DENR

⏪ **Basic Personal Data** Payroll Benefits Time Addtl. Personal Data Planning Data ⏩ 🗂

Infotype Text Statu

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 ☐ Current Week

☒ All ☐ Current Month

☐ From Today ☐ Last Week

☐ Until Today ☐ Last Month

☐ Curr. Period ☐ Current Year

 Choose

Direct selection

Infotype STy Grievance - 3 step no mediation

Step 12. Highlight the appropriate row and choose **Copy**.

Image

List Grievances NA (0102)

Menu | [Dropdown] | [Icons]

Personnel No: Name:

EEGroup: SHRA Employees PersA: Environmental Quality

EESubgroup: FT N-FLSAOT Perm Statu: Active

Choose: to STy.:

Grie...	Start Date	End Date	R...	Name	Description
1	02/25/2026	12/31/9999	04	Grievance - 3 step no mediation	DA - Dismissal

Step 13. Enter the **beginning date** of the record in the Start field.

Step 14. Enter the appropriate selection in 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

Step 15. Enter the appropriate selection in the **Resolved at** 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

Step 16. Enter the appropriate selection in the **Results** field.

Step 17. Enter the appropriate selection in the **Estimated costs** field.

Step 18. Enter the appropriate selection in the **Date Settled** field, then Enter and Save

Note: 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.”

Step 19. Click **Back**. The infotypes have been created. Review via PA20 for accuracy.

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Tue, 06/16/2020

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Thu, 02/26/2026

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