USER GUIDE

LR CASES and MATTERS

The **Labor Relations Case** form/workflow tracks Labor Relations (LR) case information. This form/workflow is used to document the activities, major events, and history of LR cases (Information Requests, Negotiability, Negotiation, Negotiated Grievances, Representation, and Unfair Labor Practices).

The **Labor Relations Matter** form is used to link or relate many Labor Relations Cases together that share a common overarching issue.

This form/workflow does not track consultation activities. Use the Employee/Labor Relations Consultation form/workflow to track work related to consulting activities.

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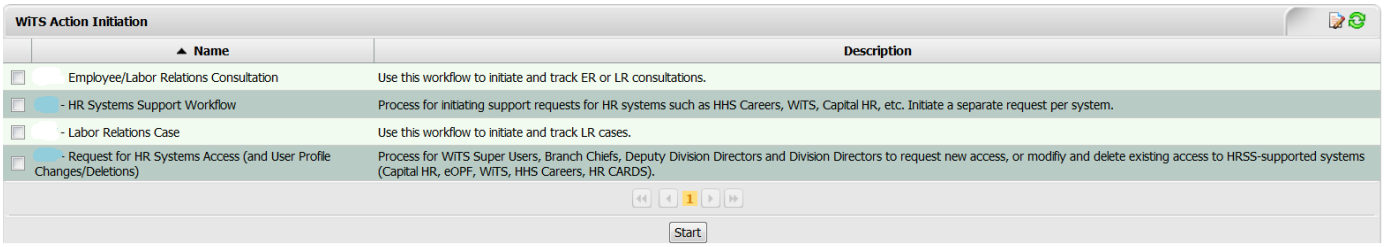
Bizcoves on your Team Page

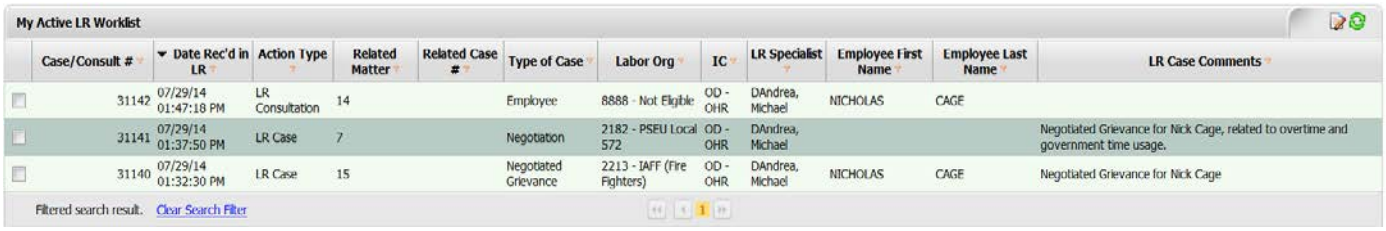
You can locate and access ER/LR Consultations and LR Cases from the following bizcoves on your Team page (LR Team A).

To **initiate an LR Case**, select the **Labor Relations Case** process from the 'WiTS Action Initiation' bizcove.



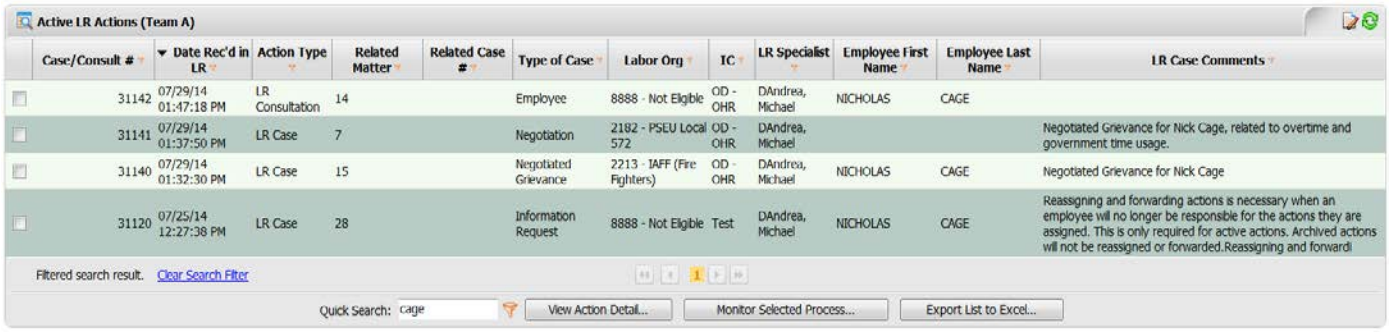
My Active LR Worklist

This bizcove displays your active actions.



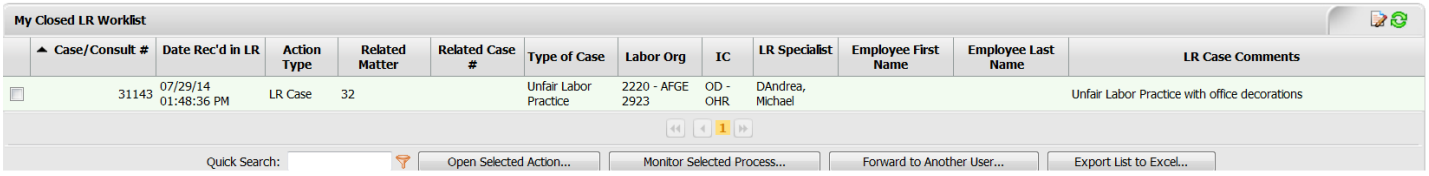
Active LR Actions (Team A)

This bizcove displays your team's active actions.



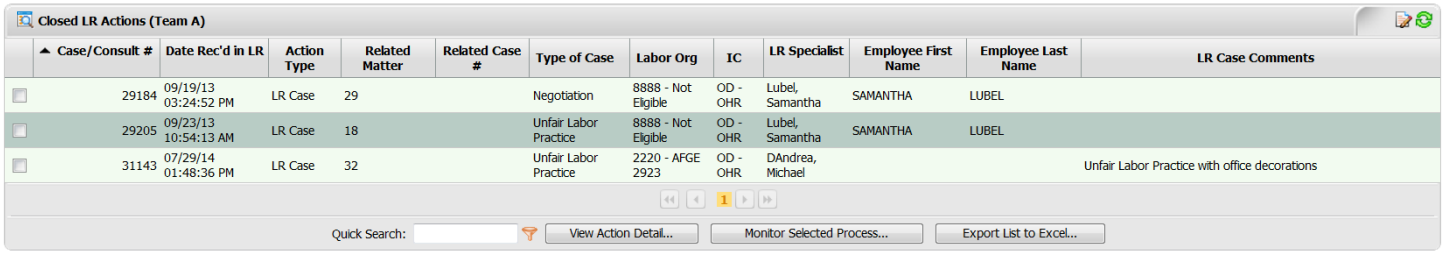
My Closed LR Worklist

This bizcove displays your closed actions.

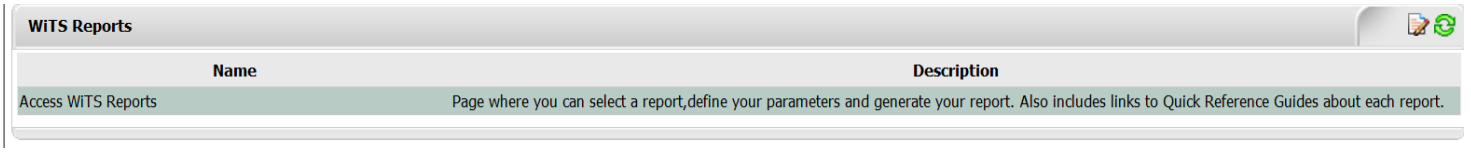


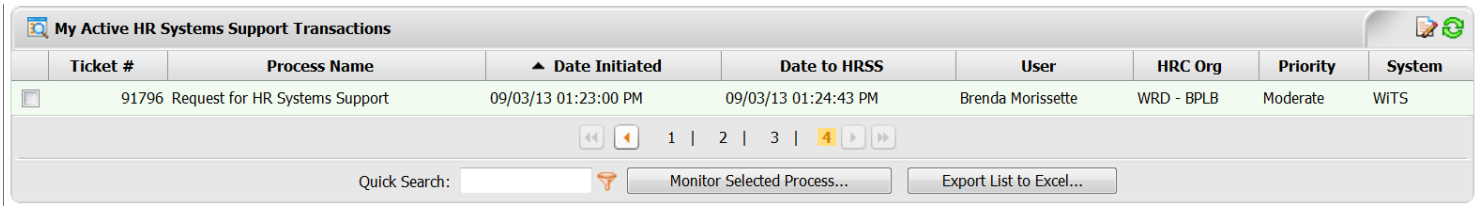
Closed LR Actions (Team A)

This bizcove displays your team's closed actions.



Additionally, there is a WiTS Reports bizcove (located at the top of your workarea page), which is where you will access your reports and a bizcove (located at the bottom of your workarea page) displaying your HR System Support tickets that you have entered.

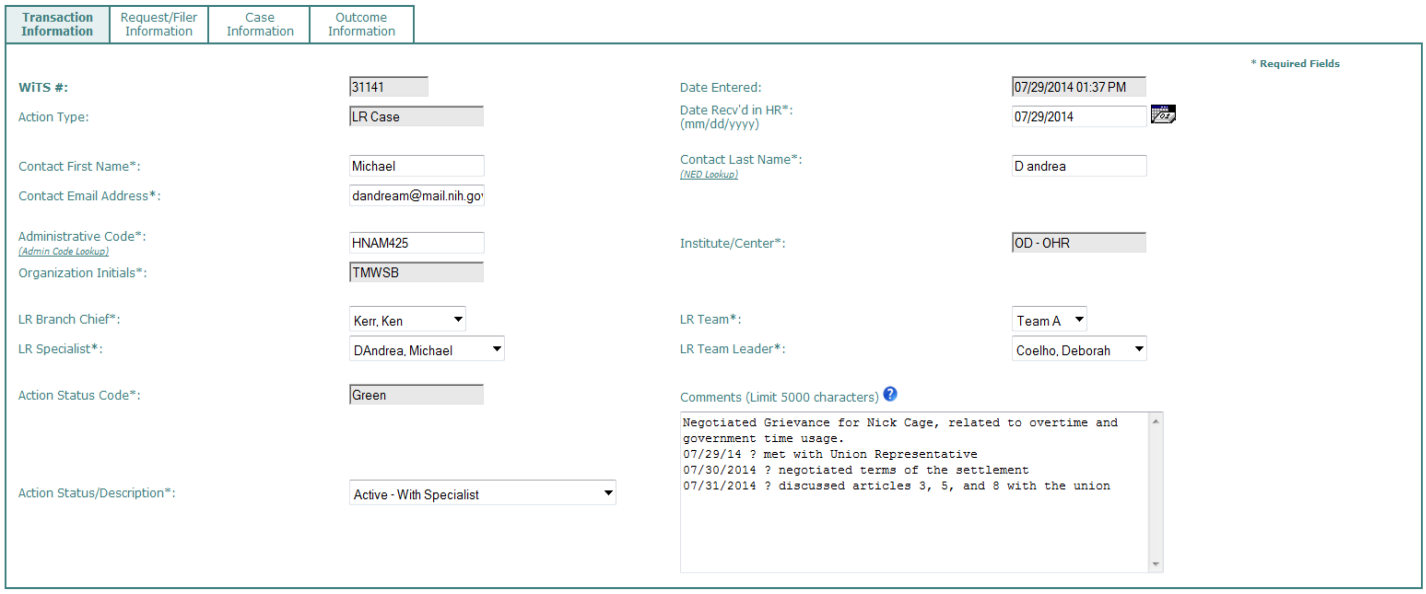




Quick Search Feature

The quick search feature can be used to locate any action in your bizcove or worklist. It searches all of the data elements (Case/Consult#, Labor Org, Type of Case, Employee Last Name, etc.) within the bizcove. *For example, if you are looking for all active actions with the Type of Case 'Negotiation', you can simply type the text in the Quick Search text box and click the filter icon. Your worklist will then be filtered by anything that contains 'Negotiation.' This works for every column in the worklist.*

Transaction Information Tab



- ***WiTS#*:** Automatically assigned when the action is created and is not editable.

- ***Date Entered:*** Automatically assigned when the action is created and is not editable.

- ***Date Rec'd in HR:*** Enter the date that the LR Case started. The default date is the 'Date Entered.'

- ***Contact First Name, Last Name, & Email address***: This is the primary contact or audience in the IC or Program area for the LR Case. Specialists **must** use the *NED Lookup* feature to locate the contact information for the IC Contact (e.g., supervisor, administrative officer, or proposing official). By using the *NED Lookup* feature to select the desired IC Contact, the case will be accurately reflected on reports and queries.

- ***Administrative Code, Institute/Center, & Organization Initials***: These fields will autopopulate with the IC Contact's information when the *NED Lookup* feature is used. You can edit the 'Administrative Code' or enter it manually if needed. You can also use the *Admin Code Lookup* feature if you are unsure of the administrative code. Once the 'Administrative Code' is entered, the 'Institute/Center' and 'Organization Initials' will autopopulate.

- ***LR Branch Chief, LR Team Leader, LR Specialist, & LR Team:*** The LR Specialist is defaulted to the individual who initiates the action. The LR Specialist's Team, Team Leader, and Branch Chief are then populated. This information can be changed if needed..

- ***Comments***: The first 25 characters of the comments field are displayed on the LR Consultation Case Lookup. Use the first 25 characters to describe the case in a way that will help you identify it when linking this case to a LR Consultation action. Use the rest of the comments field to note any information about the case that needs to be recorded that is not addressed elsewhere on the case form. The first 250 characters appears on your bizcoves.

- ***Action Status/Description***: Select the appropriate status. The 'Action Status Code' will autopopulate based on the 'Action Status/Description' you select. The 'Action Status/Description' field is used to help others identify the status of a particular action quickly.

Action Status/Description Legend

Action Status/Description	Action Status Code (Color)	Action Status Meaning
Active—With Specialist	**Green**	Action is active and is with the LR Specialist *(Default status)*
Active—Under Review (Team Leader)	**Green**	Action is active and is with the LR Team Leader *(Automatically changes when action is sent to the Team Leader)*
Active—Under Review (Branch Chief)	**Green**	Action is active and is with the LR Branch Chief *(Automatically changes when action is sent to the Branch Chief)*
Active—With IC	**Yellow**	Action is active and is with the IC for action *(Must be changed manually)*
Closed	**Red**	Action is Closed *(Automatically changes when action is sent to the Closed page)*
Archived	**Blue**	Action is Archived *(Automatically changes when action is sent to the Archives page)*
Active— Third Party (Non-Appeal)	**Tan**	Action is active and is pending action/decision from an entity outside of the NIH *(Must be changed manually)*
Pending—Under Appeal	**Tan**	Action is pending and is under appeal *(Must be changed manually)*

Request/Filer Information Tab

- ***Type of Case:*** Select the type of LR Case (Information Request, Negotiability, Negotiation, Negotiated Grievance, Representation, or Unfair Labor Practice). **Note:** You can change the Type of Case afterwards, but all information on the Case Information tab will be cleared.

- ***Matter:*** The Matter field is used to link or relate many Labor Relations Cases together that share a common issue. If your case is related to an overarching issue, select the Matter. If not, leave this field blank. Only active Matters will appear in the Matter drop down menu. *See the Understanding the Matter section of this guide for more information about the Matter.*

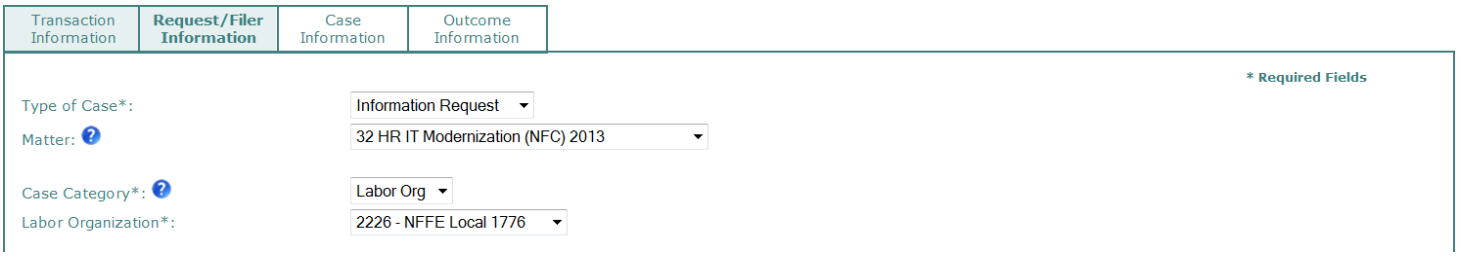
- ***Case Category:*** Use this field to indicate the category of the LR Case.

    - Select Employee if the LR Case is related to or for one specific employee. For multiple employees, please enter separate cases.

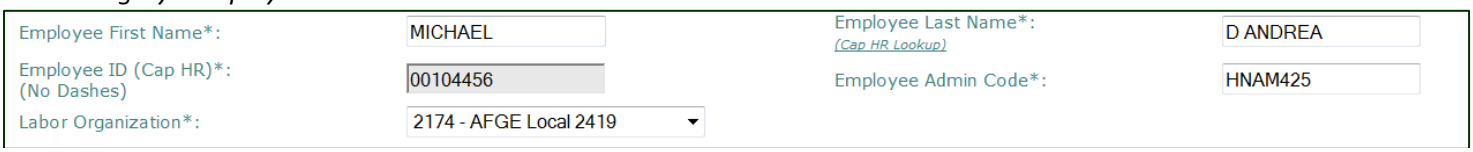
    - Select Labor Org if the LR Case is related to or for one specific Union. For multiple Unions, please enter separate cases.

- ***Labor Organization:*** If the Case Category is 'Labor Org' then indicate the Union that is associated with the case.

- ***First Name, MI, Last Name, Employee ID, and Labor Organization*:** If the Case Category is 'Employee' then indicate the employee associated with the LR Case. This information is autopopulated from the *Cap HR Lookup* feature.



Case Category: Employee

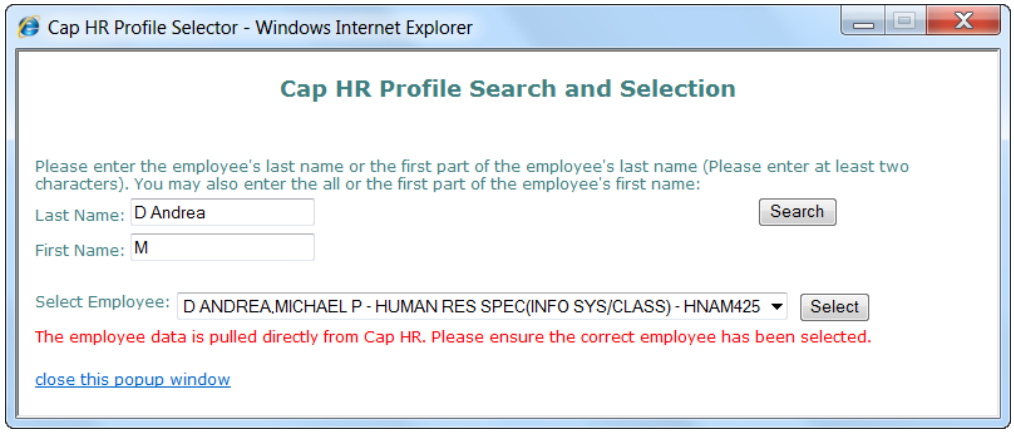


Note: *Use the Cap HR Lookup feature when the Case Category is 'Employee'. It is the only way to generate the 'Employee ID.' WiTS uses the 'Employee ID' to relate other LR Cases and Consultations to a specific employee and union. Not using the Cap HR Lookup feature will cause a misrepresentation or incomplete history on reports.*

Using the Cap HR Lookup Feature

1. *Click* on the *Cap HR Lookup* link under the 'Employee Last Name' field.

2. Type in part or all of the employee's last name and then *click* the 'Search' button. *To further narrow the list of names returned, you can also search by the employee's first name.*
3. Locate the correct employee in the 'Select User' field and then *click* the 'Select' button.
    a. The employee's title and administrative code will be displayed to assist you with your selection.



Important Information about the data from Capital HR

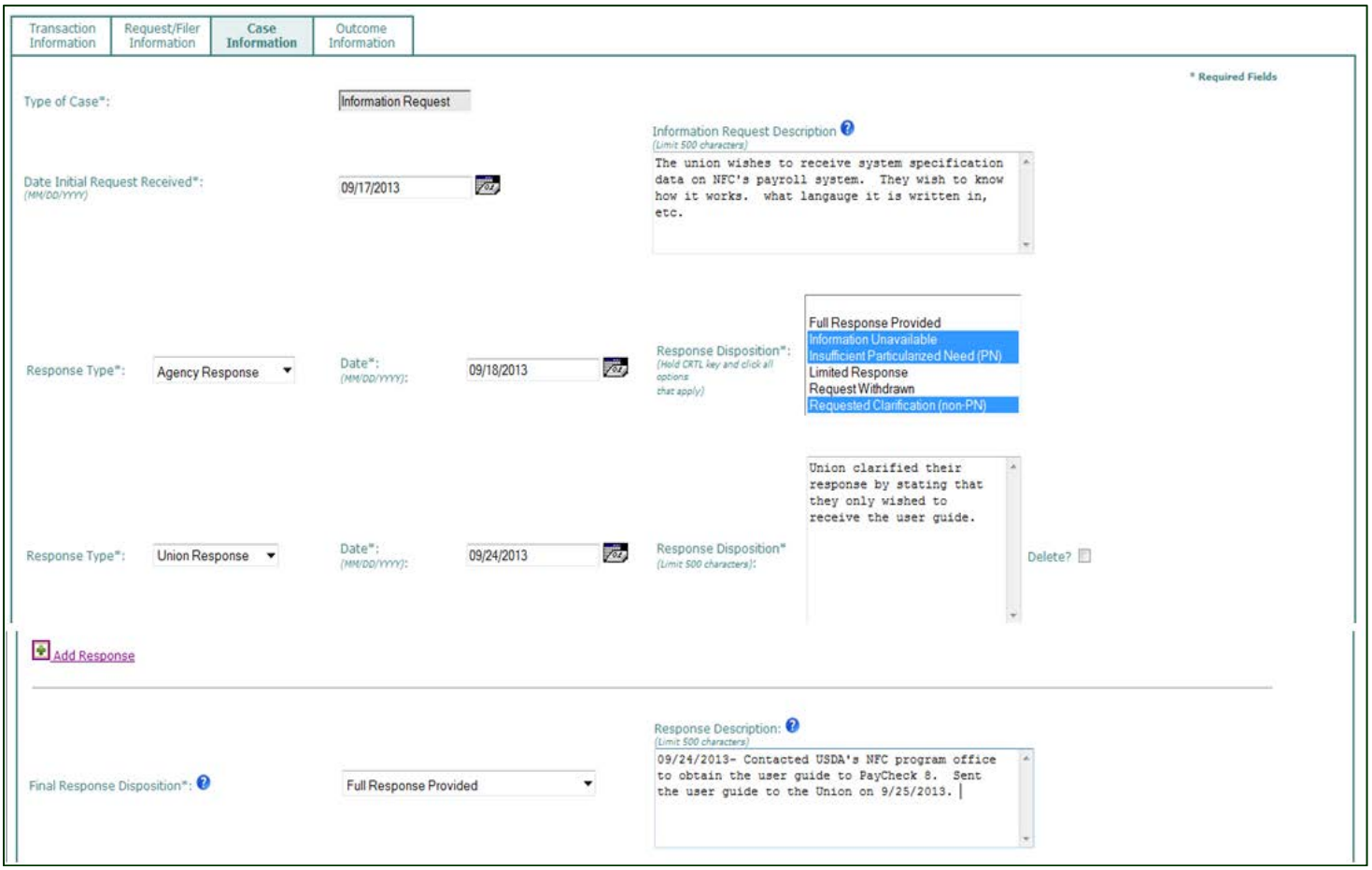
- The WiTS Team downloads processed job, position, employee, within grade, and probationary data from Capital HR on a bi-weekly basis at the beginning of each pay period.

- The WiTS Team downloads the data as-is from Capital HR. Questions regarding the authenticity or integrity of the data should be directed toward the appropriate division in the Office of Human Resources.

Case Information tab:

The form fields on the Case Information tab are dynamic based on the Type of Case you select. The information tracked on the Case Information tab is specific to each type of case.

Information Request:



- ***Date Initial Request Received:*** Enter the date that the agency first received the information request.

- ***Information Request Description:*** Use this field to describe the Information Request from the Union.

  Response Blocks

  The response blocks and the associated fields are used to track the "back and forth" between the union and the agency on the Information Request. Depending upon the Response Type, the Response Disposition will differ.

You can add up to ten (10) response blocks. To add another block, click on the 'Add Response' link.

- ***Response Type:*** Select 'Agency Response' if you are tracking the agency's response. Select 'Union Response' if you are tracking the union's response.

- ***Date:*** Indicate the date of the response, by either party.

- ***Response Disposition:***

    - For agency responses, select one or many options from the list.

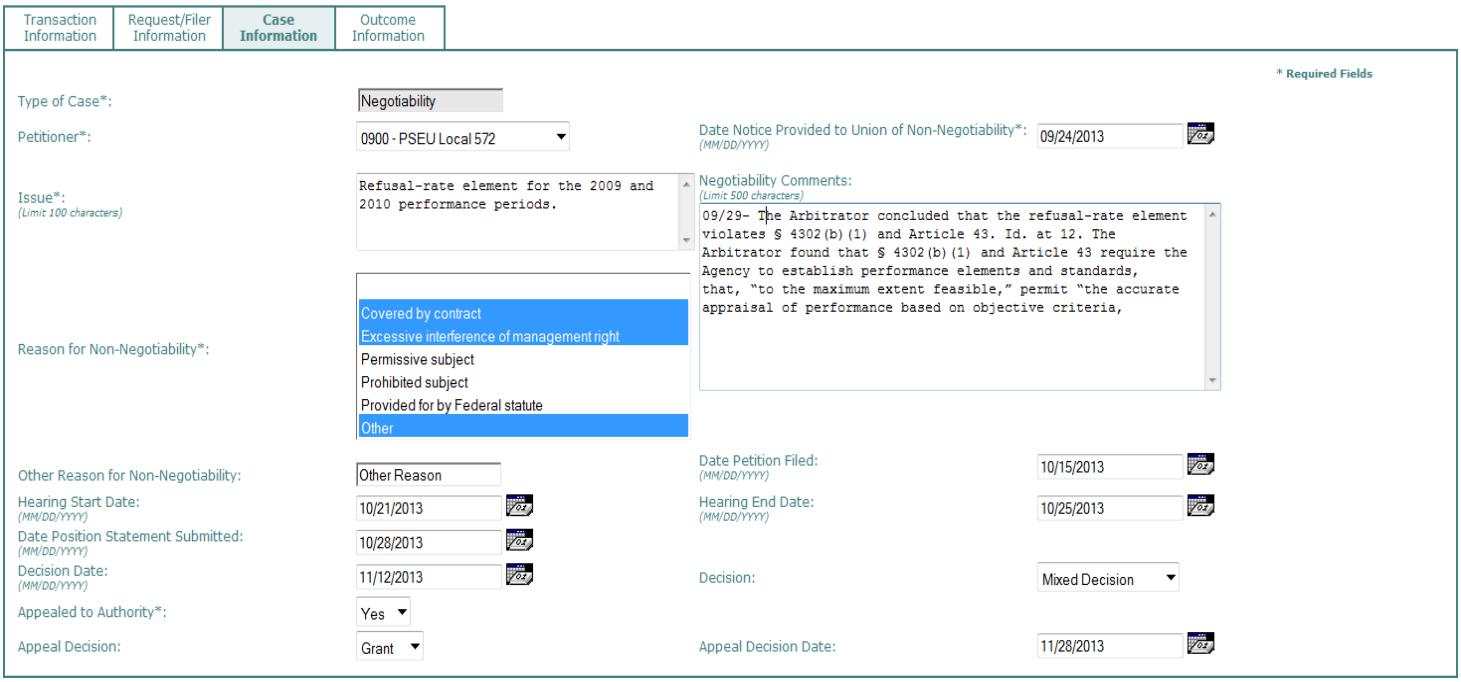
    - For union responses, provide a brief narrative of the union's response. *For example, if you or the agency requests clarification on a request, indicate how the union responded to that request.*

- ***Final Response Disposition:*** Use this field to indicate the final, or ultimate, disposition of the Information Request.

- ***Response Description:*** Use this field to describe the back and forth with the union and any pertinent information regarding the response.

*Once you are complete with the Case Information tab, proceed to the Outcome Information tab to close the case.

Negotiability:



- ***Petitioner:*** Select the Petitioner ("Union") that the Negotiability case is related to.
- ***Date Notice Provided to Union of non-Negotiability:*** Indicate the date that the agency provided the notice to the union of non-Negotiability.
- ***Issue:*** Provide a brief description (one sentence) describing the issue related to the Negotiability case.
- ***Reason for non-Negotiability:*** Select one or many reasons for non-Negotiability. Select 'Other' if the reason is not listed.
- ***Other Reason for non-Negotiability:*** If you selected 'Other' in the Reason for non-Negotiability field, please write-in the other reason here.
- ***Negotiability Comments:*** Use this field to record major events, key dates, or anything significant related to the case.
- ***Date Petition Filed:*** Indicate the date that the union's petition for review was filed.
- ***Hearing Start and End Date:*** If applicable, enter the start and end dates of the hearing.
- ***Date Position Statement Submitted:*** Indicate the date that the agency filed the position statement in response to the union's petition for review.

- ***Decision Date:*** Indicate the Authority's decision date.
- ***Decision:*** Indicate the Authority's decision.
- ***Appealed to Authority:*** Indicate if the decision was appealed to the Authority.
- ***Appeal Decision:*** If the decision was appealed, indicate if it was denied or granted.
- ***Appeal Decision Date:*** If the decision was appealed, indicate the date of the appeal decision.

*Once you are complete with the Case Information tab, proceed to the Outcome Information tab to close the case.

Negotiated Grievance:

- ***Negotiated Grievance Type:*** Indicate if the grievance is related to disciplinary or performance issues. If the grievance is related to neither, select non-disciplinary.

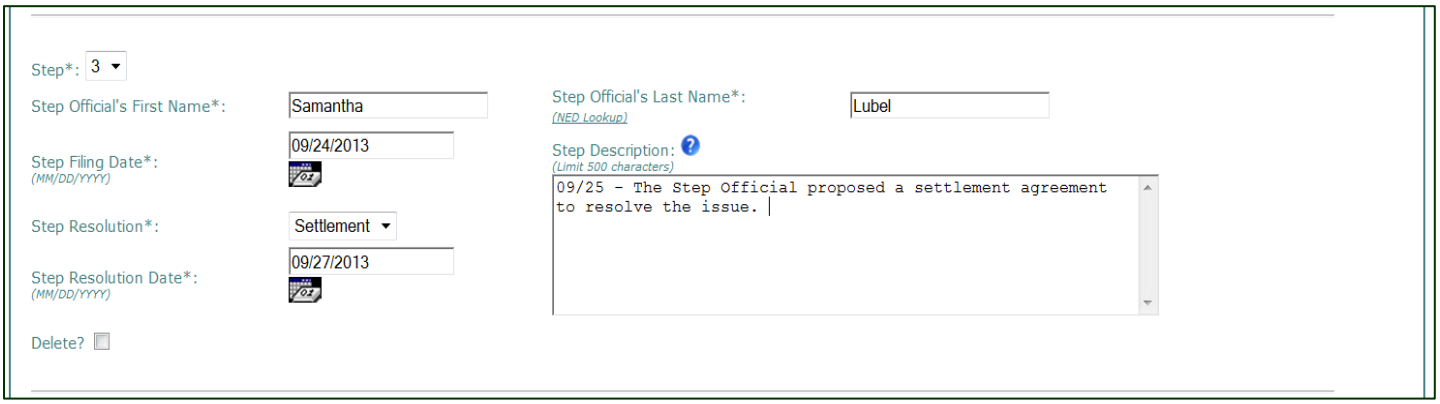
- ***Negotiated Grievance Description:*** Use this field to describe the Negotiated Grievance filed.

- ***Cited Agreement Articles:*** If applicable, select any cited or related CBA agreement articles that are associated/impacted by the case.

- ***Related to MOU?:*** Indicate if the case is related to an established Memorandum of Understanding (MOU).

- ***Related MOU:*** If applicable, use this field to enter the title or name of the MOU related to the case.

  Note: If your case requires the tracking of grievance procedure steps, click 'Add Step' and complete the necessary steps for your case. If your case goes immediately to Arbitration, do not add a step and select, "Yes" in the 'Arbitration Invoked' field.



After clicking, "Add Step" a new step block will open and the following fields are required for each step that is added.

- ***Step:*** Indicate the appropriate Step (1-5).
- ***Step Official First and Last Name:*** Indicate the appropriate Step Official (individual delegated to make a decision). Use the *NED Lookup* feature to locate their information. If the individual is not in NED, then you can write-in their name.
- ***Step Filing Date:*** Indicate the date the case was sent or filed at the step.
- ***Step Resolution:*** Indicate the resolution or outcome at the step.
- ***Step Resolution Date:*** Indicate the date the resolution or outcome was made at the step.
- ***Step Description:*** Use this field to describe the proceedings, meetings, and decision at the specific Step.

Important Notes About the Grievance Steps:

- Unless Arbitration is invoked, at least one step is required.
- Steps are numbered 1-5, but do not have to go in numeric order. Steps can go in any order that is appropriate for the case.
- Steps cannot be repeated. If the case is returned back to a step (for whatever reason) enter the information for the latest activity.

- ***Arbitration Invoked?:*** Indicate if arbitration was invoked. If "Yes" then specific Arbitration fields will appear. If "No" then you can proceed to the Outcome Information tab and close the case.

- ***Date Arbitration Invoked:*** Indicate the date that Arbitration was invoked.

- ***Arbitrator's Name:*** Write in the Arbitrator's first and last name.

- ***Arbitration Resolution:*** Indicate the resolution or outcome of the arbitration.

- ***Arbitration Decision Date:*** Indicate the date the arbitration resolution or outcome was decided.

    - To help Specialists remember that an exception to arbitration must be filed with the Authority within 30 days, an email reminder is triggered 20 days after the Arbitration Decision Date. *Please see the Reminder Emails section of this guide for more information.*

- ***Arbitration Outcome Description:*** Use this field to describe the Arbitration proceedings, meetings, and decision.

- ***Exception to Arbitration?:*** Indicate if there was an exception to arbitration. If "Yes" then specific FLRA/Exception fields will appear. If "No" then you can proceed to the Outcome Information tab and close the case.

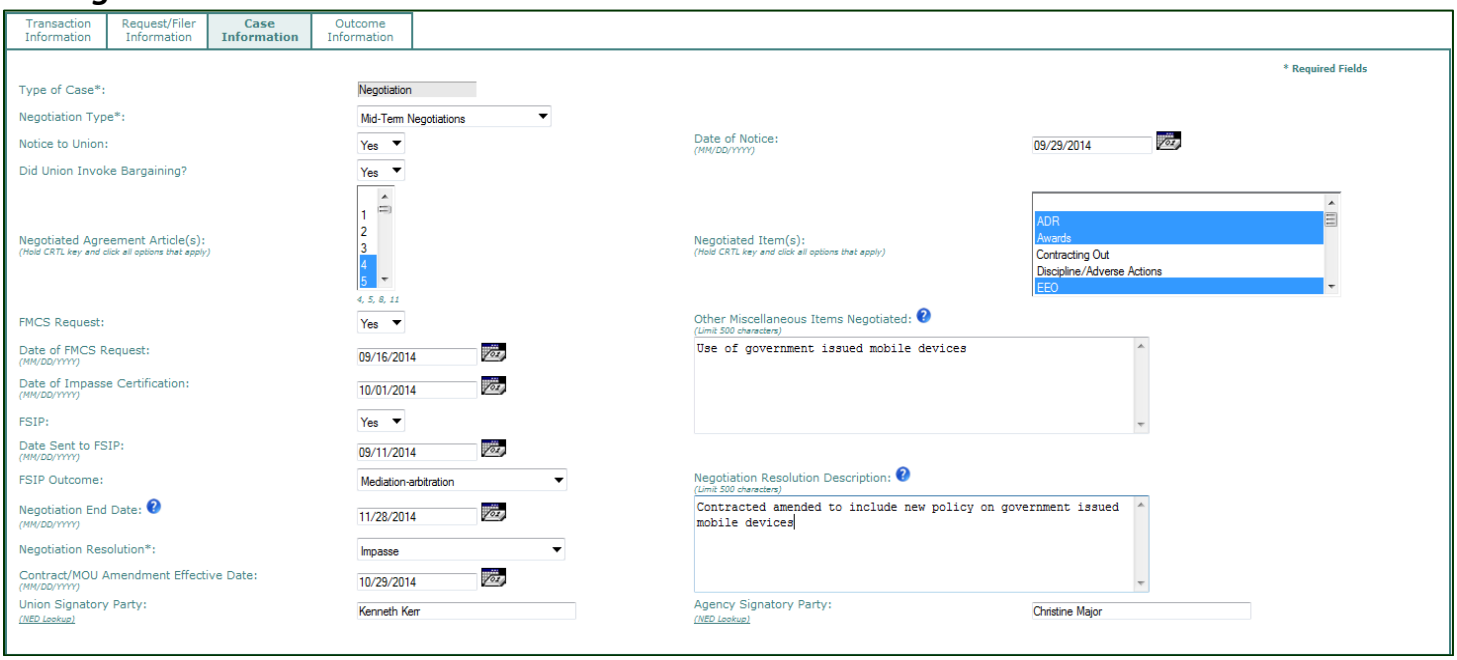
- ***Date Exception Filed to FLRA:*** Indicate the date an exception was filed to FLRA.

- ***FLRA Decision:*** Indicate the FLRA's decision to the exception

- ***FLRA Decision Date:*** Indicate the date FLRA's decision was made to the exception.

*Once you are complete with the Case Information tab, proceed to the Outcome Information tab to close the case.

Negotiation:



- ***Negotiation Type:*** Select the negotiation type for the case.
- ***Notice to Union:*** Indicate if a notice to the union was provided or not.
- **Date of Notice:** If a notice was provided to the union, indicate the date.
- ***Did Union Invoke Bargaining?:*** Indicate if the union invoked bargaining or not.
- ***Negotiated Agreement Articles:*** If applicable, select any contract/CBA agreement articles that are being negotiated.
- ***Negotiated Item(s):*** Select the appropriate item(s) from the list that are being negotiated.
- ***Other Miscellaneous Items Negotiated:*** If the items being negotiated are not related to any agreement articles or in the Negotiated Items list, describe the other items that are being negotiated.
- ***FMCS Request:*** Indicate if a request was made to the Federal Mediation and Conciliation Service (FMCS).
- ***Date of FMCS Request:*** If an FMCS request was made, indicate the date of the request.
- ***Date of Impasse Certificate:*** If applicable, indicate the date FMCS certifies that the matter is at impasse.
- ***FSIP:*** Indicate if a request was made to the Federal Services Impasse Panel (FSIP).
- ***Date Sent to FSIP:*** Indicate the date that the Agency made its submission to FSIP.

- ***FSIP Outcome:*** Indicate the outcome of the request to FSIP.

- ***Negotiation Resolution Description:*** Use this field to describe any pertinent details of the negotiation resolution and if applicable, the date that FMCS certifies the matter is at impasse. Additionally, use this field to indicate any changes to the Agreement, policy or any other substantial change.

- ***Negotiation End Date:*** Indicate the date that negotiations ended.

- ***Negotiation Resolution:*** Select the appropriate resolution or outcome for the negotiation proceedings.

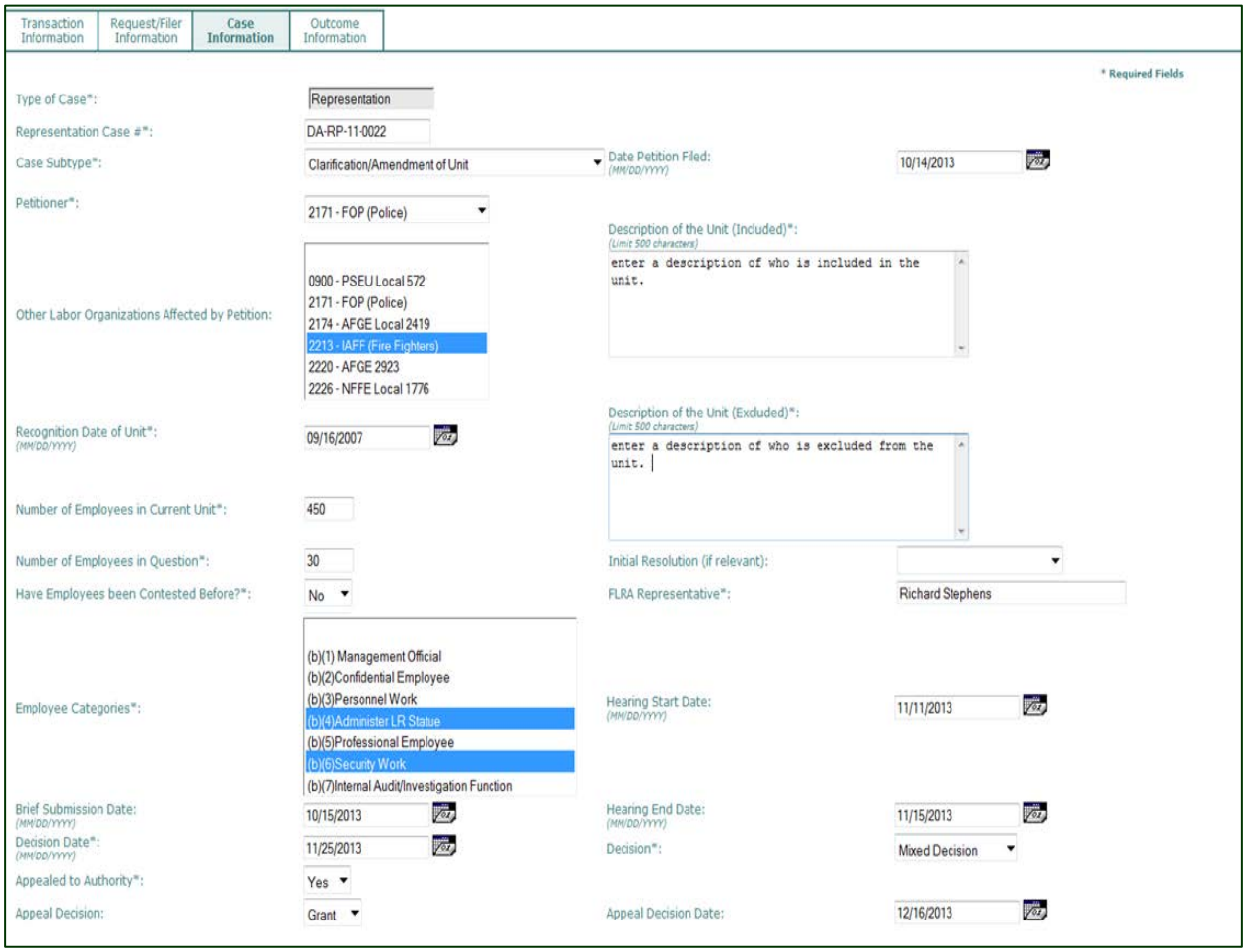
- ***Contract/MOU Amendment Effective Date:*** If applicable, enter the date that the contract/MOU was established or amended.

- ***Union Signatory Party:*** If applicable, indicate the approving official of the contract/MOU for the Union. Use the *NED Lookup* feature to locate their information. If the individual is not in NED, then you can write-in their name.

- ***Agency Signatory Party:*** If applicable, indicate the approving official of the contract/MOU for the Agency. Use the *NED Lookup* feature to locate their information. If the individual is not in NED, then you can write-in their name.

*Once you are complete with the Case Information tab, proceed to the Outcome Information tab to close the case.

Representation:



- ***Representation Case #:*** Enter the case number associated with the case.
- ***Case Subtype:*** Select the appropriate case subtype for the case.
- ***Date Petition Filed:*** Indicate the date that the union's petition for review was filed.
- ***Petitioner:*** Select the Petitioner for the case. If the Petitioner is outside of NIH, please contact the WiTS Team to have the union added to the list.
- ***Other Labor Organizations Affected by Petition:*** If applicable, select the other unions at NIH that are affected by this petition.
- ***Description of the Unit (Included):*** Enter a description of who is included in the unit or covered by the contract.
- ***Description of the Unit (Excluded):*** Enter a description of who is excluded from the unit or not covered by the contract.
- ***Recognition Date of the Unit:*** Enter the date that the union/unit was recognized or established.

- ***Number of Employees in Current Unit:*** Enter the number of employees who are in the current unit/union.

- ***Number of Employees in Question:*** Enter the number of employees who are in question because of the petition.

- ***Have Employees been Contested Before:*** Indicate if the employees in the unit have been contested before.

- ***Initial Resolution (if relevant):*** If an initial resolution was met prior to submission to the Authority, indicate the resolution.

- ***Employee Categories:*** Select the appropriate employee categories affected by the case.

- ***FLRA Representative:*** Write in the FLRA's Representative's first and last name.

- ***Brief Submission Date:*** If applicable, enter the date that the brief was submitted.

- ***Hearing Start and End Date:*** If applicable, enter the start and end dates of the hearing.

- ***Decision Date:*** Indicate the Authority's decision date. If an Initial Resolution was met, indicate that date here.

- ***Decision:*** Indicate the Authority's decision. *If an Initial Resolution was met, select 'Initial Resolution.'*

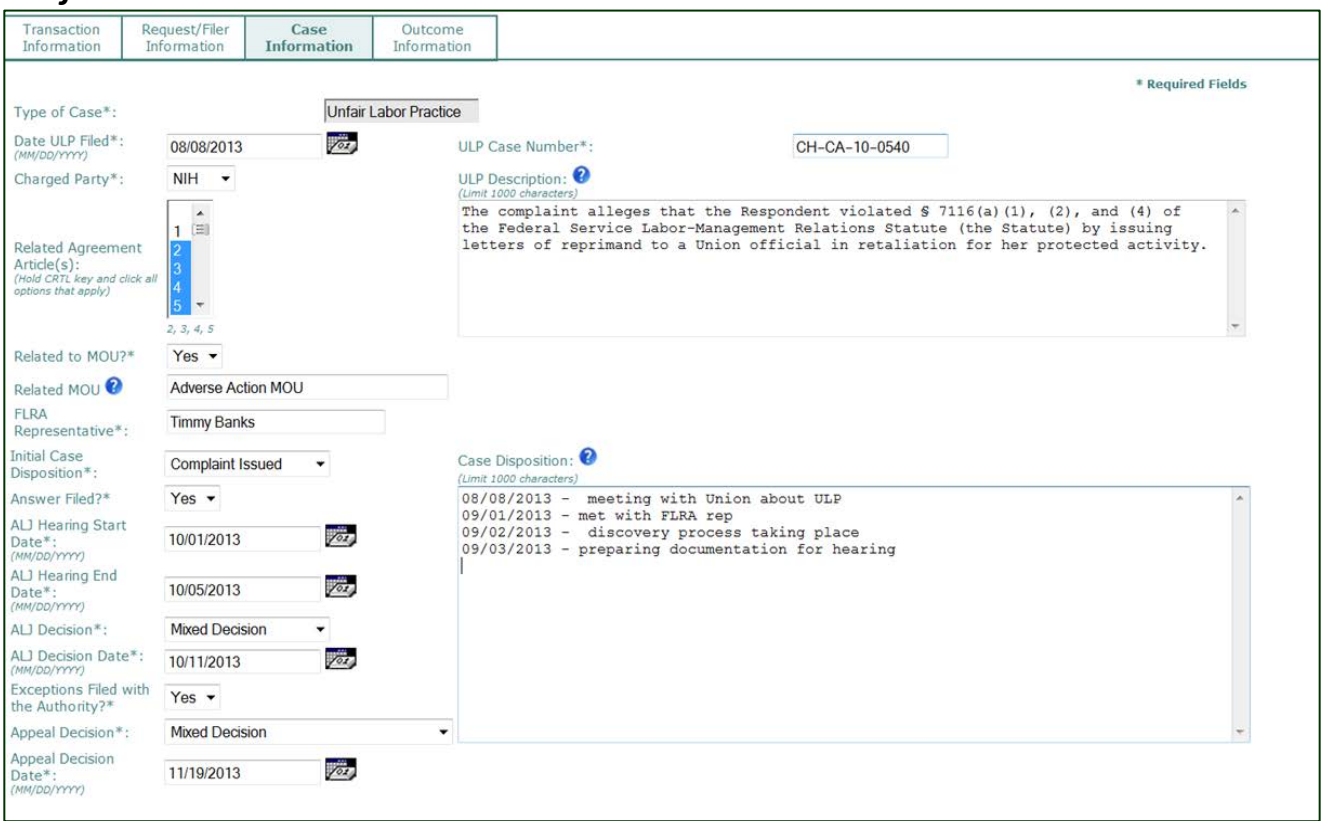
- ***Appealed to Authority:*** Indicate if the decision was appealed to the Authority.

- ***Appeal Decision:*** If the decision was appealed, indicate if it was denied or granted.

- ***Appeal Decision Date:*** If the decision was appealed, indicate the date of the appeal decision.

*Once you are complete with the Case Information tab, proceed to the Outcome Information tab to close the case.

Unfair Labor Practice:



- ***Date ULP Filed:*** Enter the date that the ULP was filed.
- ***ULP Case Number:*** Enter the case number associated with the case.
- ***ULP Description:*** Use this field to describe the activity or what the agency or union did. This information is similar to that in the FLRA Form 22.
- ***Charged Party:*** Indicate the charged party (NIH or the Union).
- ***Related Agreement Articles:*** If applicable, select the contract/CBA agreement articles that are related to the ULP.
- ***Related to MOU?:*** Indicate if the case is related to an established Memorandum of Understanding (MOU).
- ***Related MOU:*** If applicable, use this field to enter the title or name of the MOU related to the case.
- ***FLRA Representative:*** Write in the FLRA's Representative's first and last name.
- ***Initial Case Disposition:*** Select the appropriate initial case disposition.

- ***Answer Filed*** *(Applies when the 'Initial Case Disposition' field is "Compliant Issued")*: Indicate if an answer was filed.

- ***ALJ Hearing Start and End Date*** *(Applies when the 'Initial Case Disposition' field is "Compliant Issued")*: Enter the start and end date for the ALJ hearing.

- ***ALJ Decision*** *(Applies when the 'Initial Case Disposition' field is "Compliant Issued")*: Select the ALJ's decision.

- ***ALJ Decision Date*** *(Applies when the 'Initial Case Disposition' field is "Compliant Issued")*: Enter the date of the ALJ's decision.

- ***Case Disposition:*** Use this field to describe major activities, events, and any pertinent information related to the case.

- ***Exceptions Filed with the Authority:*** Indicate if an exception was filed with the Authority.

- ***Appeal Decision:*** If an exception was filed with the Authority, indicate the appeal decision.

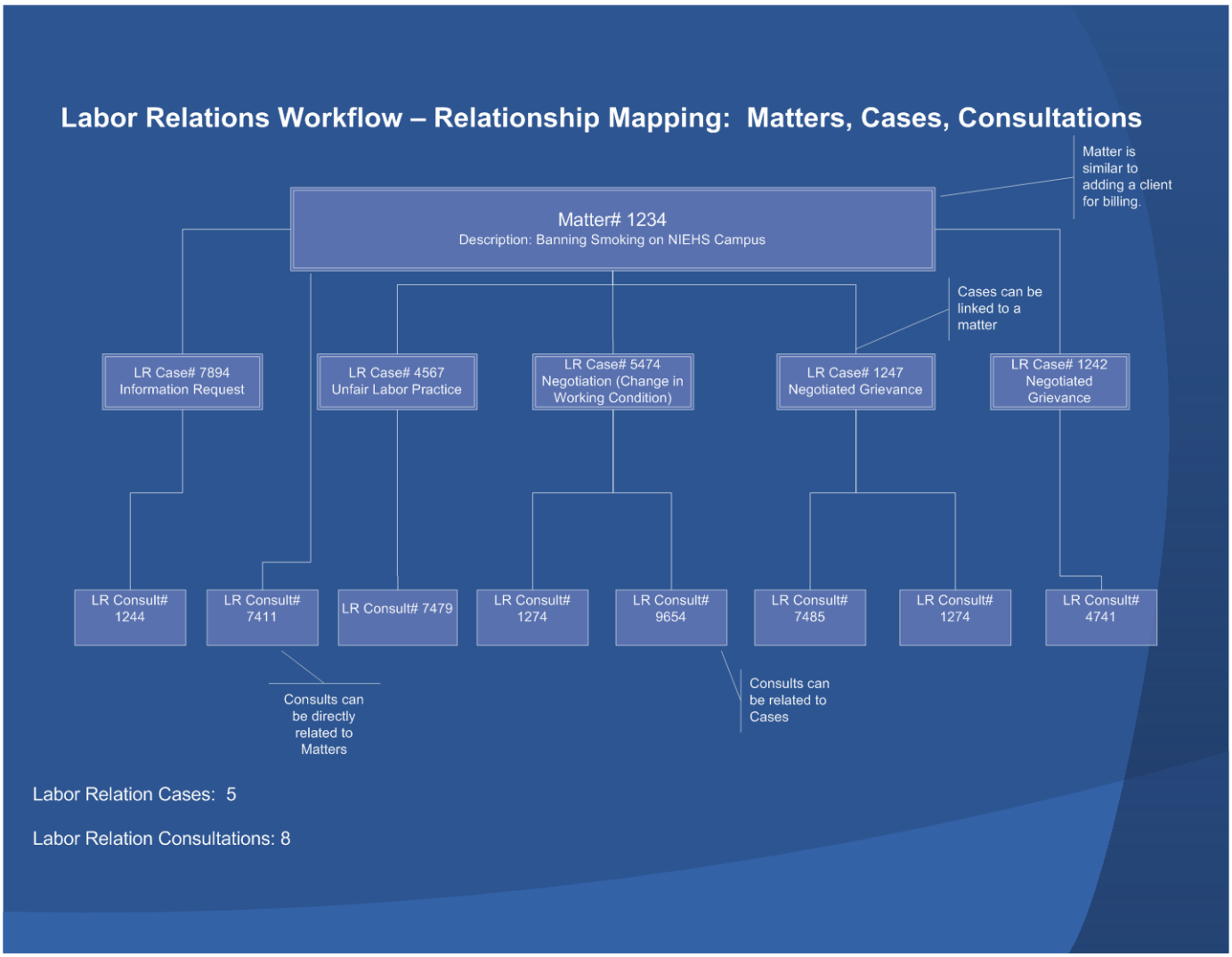
- ***Appeal Decision Date:*** If an exception was filed with the Authority, indicate the appeal decision date.

  *Once you are complete with the Case Information tab, proceed to the Outcome Information tab to close the case.

Understanding the Matter

The Matter is used to link or relate many Labor Relations Cases together that share a common overarching issue. For example, if management implements a major change in working conditions, there may be several Information Requests, Negotiations, and other cases. The Matter links these cases together so LR staff can see the relationship and workload for the overarching issue.

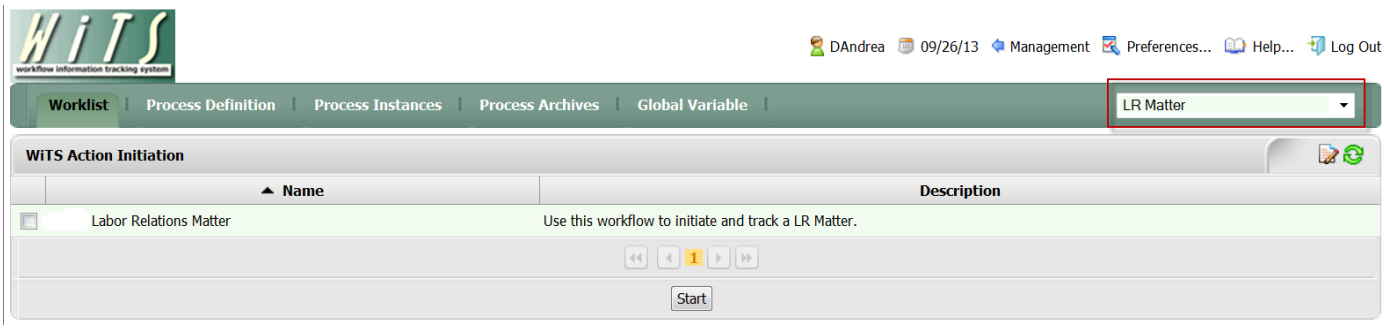
An LR Case is directly related to a Matter, while an LR Consultation can be indirectly (through a case) or directly related.

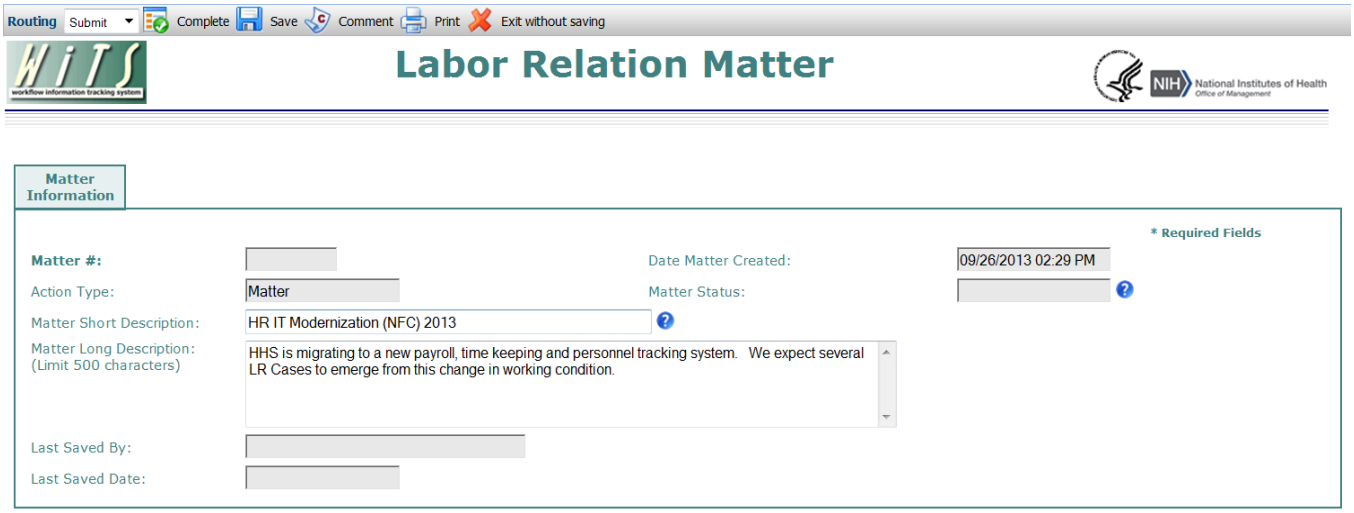


Labor Relations Matter Relationship

Creating a Matter

To create a new Matter, access the 'LR Matter' workarea page. Then select the **Labor Relations Matter** process from the 'WiTS Action Initiation' bizcove.

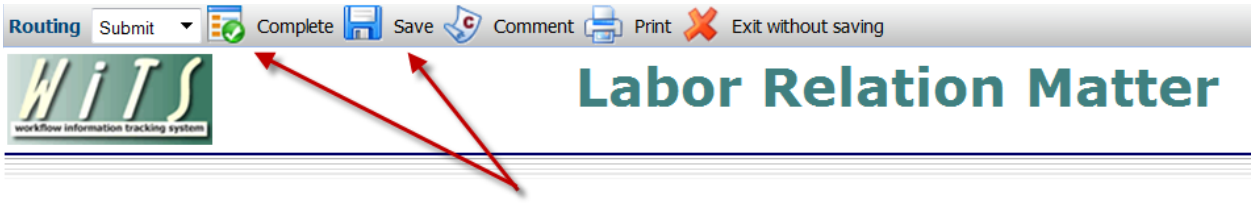




- ***Matter Short Description:*** Enter a brief depiction of the overarching Labor Relations issue. The description entered will be seen on all Labor Relations Cases and Consultations. This will be used to link or relate many Labor Relations Cases together that share a common issue.

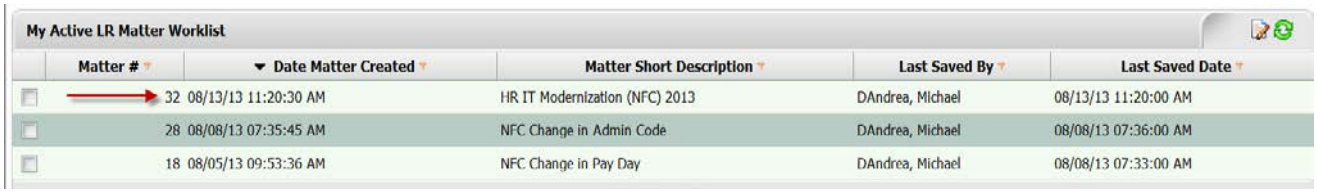
- ***Matter Long Description:*** Enter a narrative description of the Matter.

After entering these two fields, click on the 'Save' button or click 'Complete' ensuring that submit is in the routing menu. The Matter will then be created and you will receive a confirmation message.



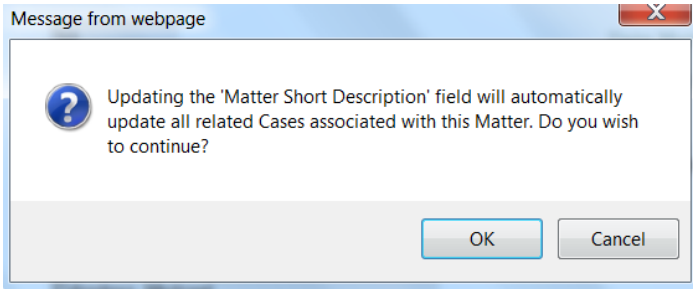
Updating a Matter

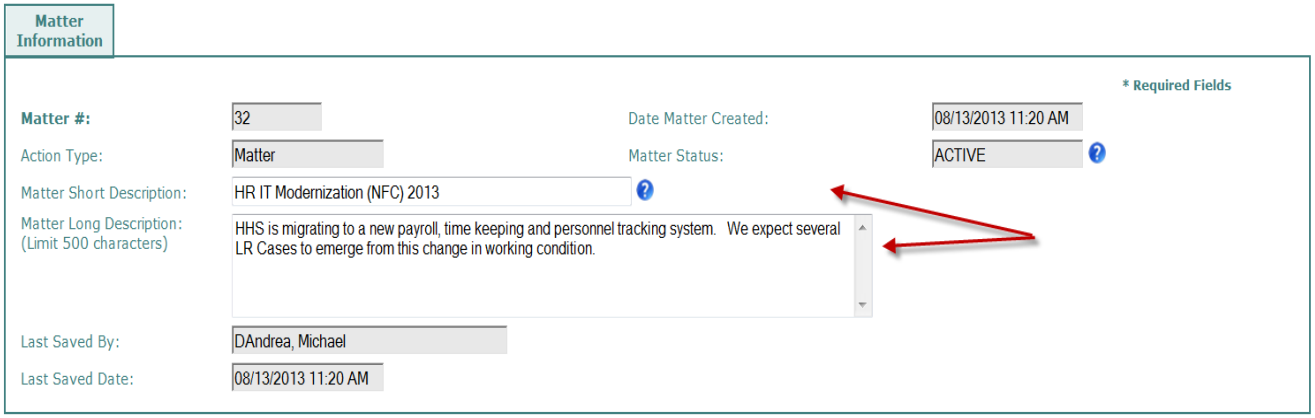
To update an active Matter, access the action from the 'Active LR Matter Worklist' or from the 'Closed LR Matter Worklist.'



- You can update the 'Matter Short Description' or the 'Matter Long Description.' Ensure you click on the Save icon to update the Matter.

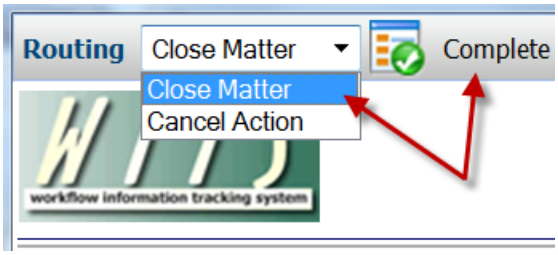
    - *Note: Updating the 'Matter Short Description', will automatically update all related cases with the new description. The Matter number will remain the same.*





Closing a Matter

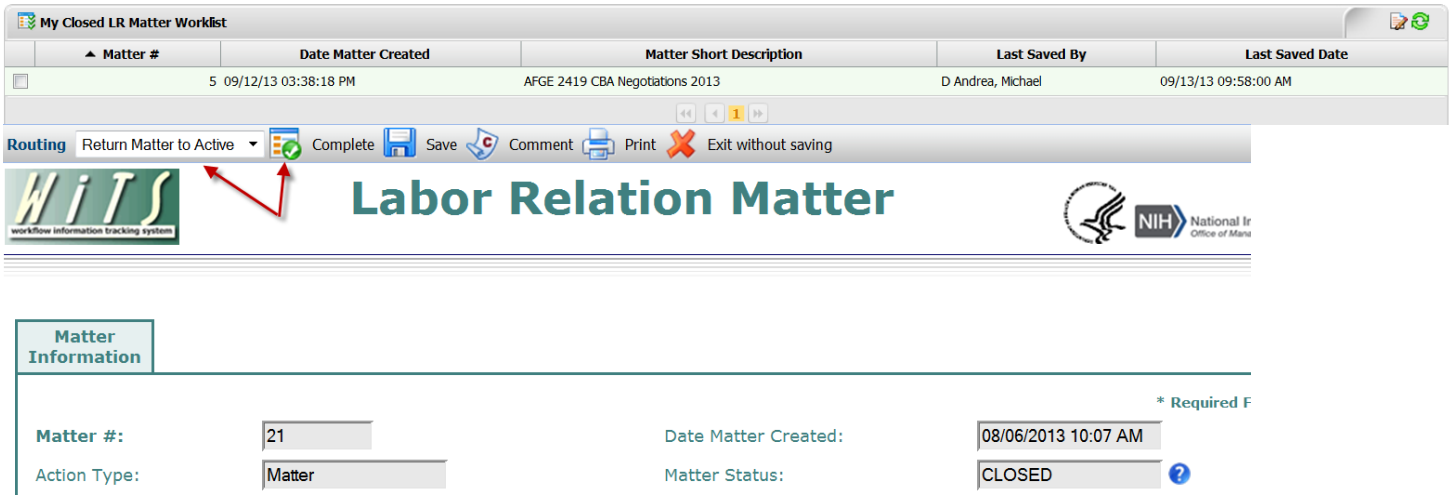
You can close the Matter once all related LR Cases and Consultations have been closed and the Matter is at rest. To close the Matter, ensure 'Close Matter' is selected in the routing menu and click Complete.



Closing the Matter will automatically set the Matter Status to 'CLOSED' and it will no longer be able to be linked to cases and consultations.

Activating a Closed Matter

To reactivate a Matter that has resurfaced so it can be linked to LR Cases and Consultations, access the action from the 'Closed LR Matter Worklist.' While in the action, ensure 'Return Matter to Active' is selected in the routing menu and click Complete.



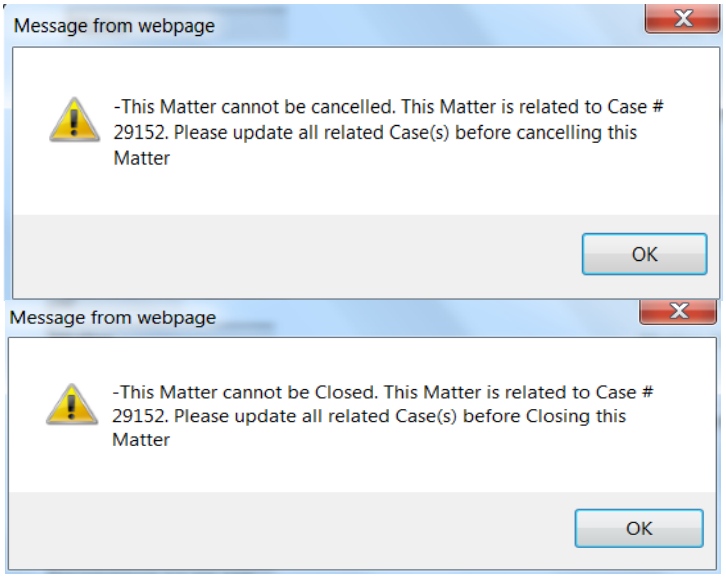
Activating a closed Matter will automatically set the Matter Status to 'ACTIVE' and it will be able to be linked to cases and consultations.

Important Notes about the Matter

- The Matter Status is used to determine what Matters display on Labor Relations Cases and Consultations. Only active actions display.

- The LR Branch Chief and LR Team Leader will receive an email notification the day after a new Matter is created. *See the Reminder Emails section of this guide for more information.*

- You cannot cancel or close a Matter that has active cases related to it. Before doing so you must update or close all related cases.



Outcome Information Tab:

- ***Date Case Closed:*** Enter the date that the LR Case was closed. This is the date when the case is considered at rest or when all activities have ceased.

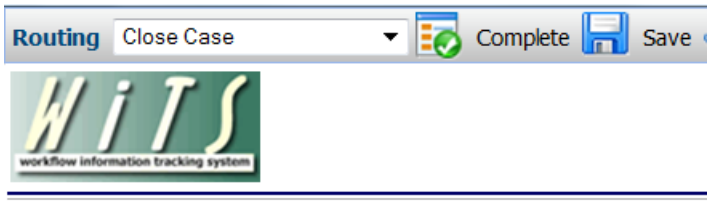
- ***Follow-up Date*** (Optional): Enter a date you wish WiTS to follow-up with the LR Specialist regarding the case. WiTS will send the LR Specialist an email notification on the date entered. The email notification will include the contents of the 'Follow-up Notification Details' field along with other case information. *This function can be used to help LR Specialists remember to follow-up on cases that have closed (e.g., Settlement, MOU, etc.).*

- ***Follow-up Notification Details*** (Optional): Enter a message that will be included in the email notification to the LR Specialist. *A date is required in the 'Follow-up Date' field in order for the email notification to be triggered.*

Closing an LR Case

When you are ready to close the LR Case, follow these four (4) steps:

1. Review the data on all of the tabs and ensure it is accurate
2. Complete the 'Date Case Closed' field
3. Select 'Close Case' from the routing menu
4. *Click* on the complete button or green checkmark



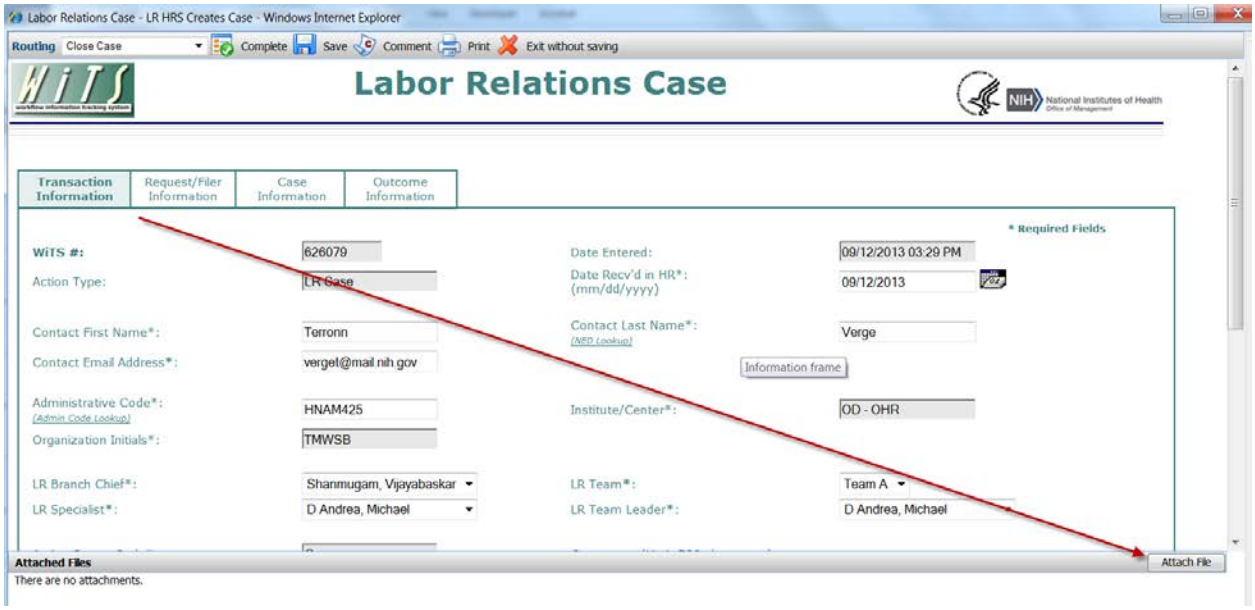
- Following these steps will automatically set the LR Case 'Action Status' to red and the 'Action Status/Description' to Closed. Additionally, this will remove the action from your worklist and route it to the 'My Closed LR Worklist' and your Team's Closed Worklist. At this point, the action is considered closed.

Note: Closed actions will archive automatically after 365 days of inactivity (*action has not been saved*). *Saving an action will re-start the 365 days. See the Archiving Closed Actions section for information on archiving an action manually.*

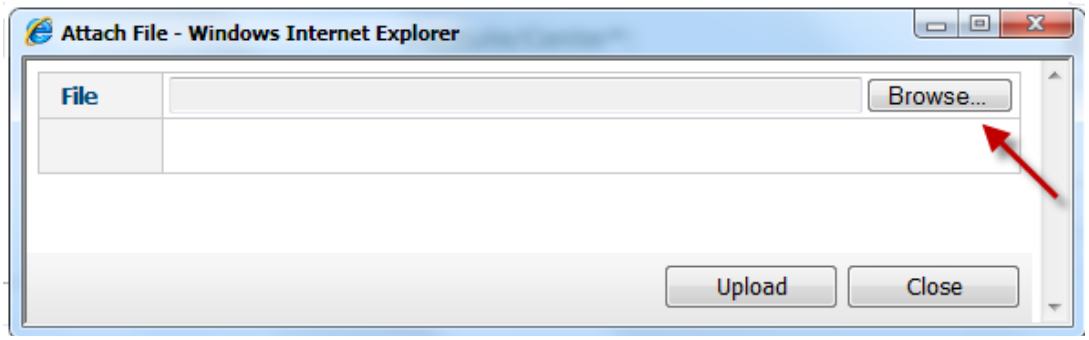
Attaching Documents

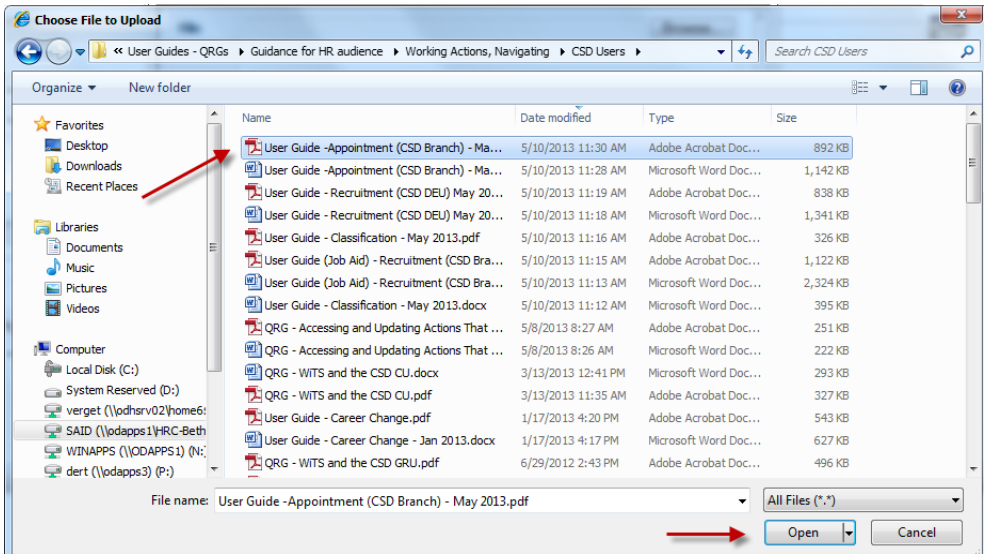
You can attach documents of any type (Word, Excel, PowerPoint, PDF, etc.) to WiTS actions. There is no limit to the size of attached files in WiTS; however, it is recommended that the total size of all files you attach to an action be under 80MB (most attached documents tend to be less than 1MB).

To attach a document, click on the 'Attach File' button on the lower right hand corner of the form:

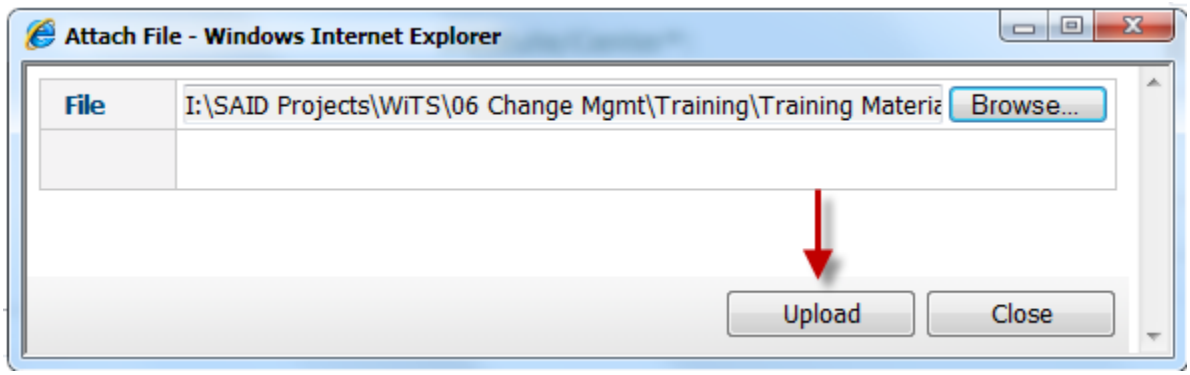


From the Attach dialog box, click 'Browse' to locate the document that you would like to attach to the action and *click '*Open.'

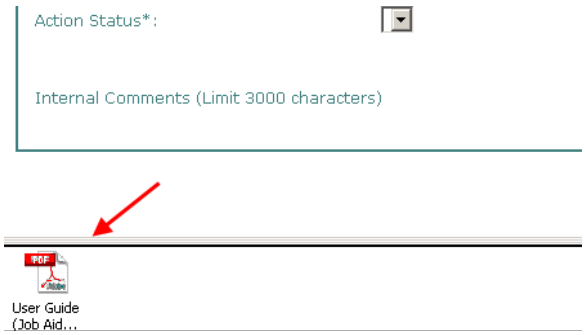




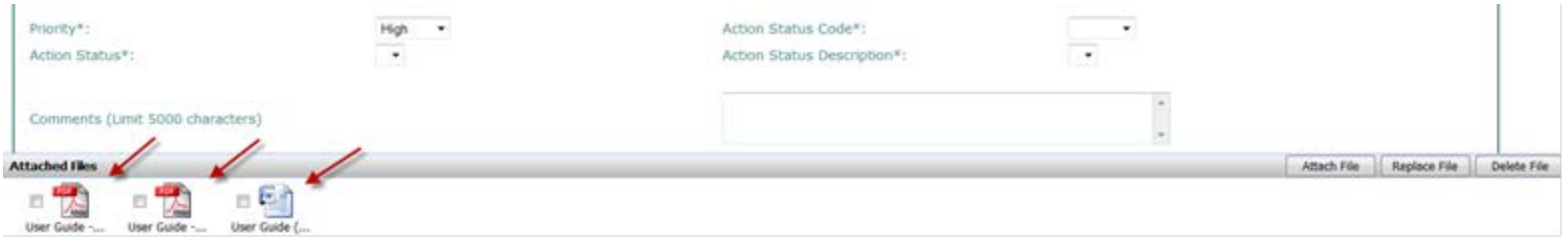
Then click 'Upload' in the Attach File dialog box:



The attached file will appear at the bottom of the form.

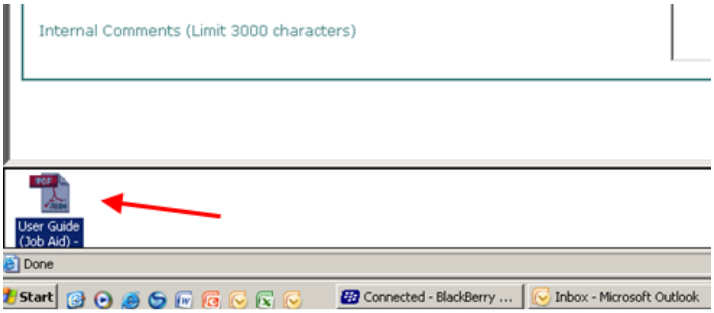


You can repeat this process to attach as many files as you need.



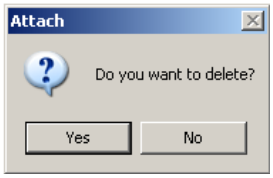
Your attached documents will remain with the action as it moves through the subsequent activities in the process and are retrievable even after the action is completed and archived.

To delete an attachment, select the document by clicking on the checkbox next to it.



Click the 'Delete' button on delete the file from the action.

A pop-up message will appear asking you to confirm that you want to delete the attachment. *Click* 'Yes.'



Your document will be deleted from the action.

Note: Please follow your division's guidance about what documents are appropriate and are not appropriate to be attached.

Note: WiTS actions may not contain Personally Identifiable Information (PII). You must redact any document containing PII such as an employee's Social Security number or Date of Birth before attaching it to a WiTS action.

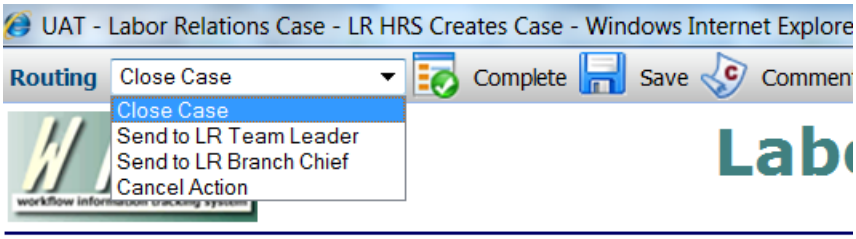
Routing the Action

WiTS offers users the ability to route actions to participants contained within the workflow. While the routing of actions is an optional process for the LR Case workflow, you will use the same 'routing menu' to close or cancel an action.

Note: When you create an action, WiTS initially assumes you are the LR Specialist.

As an LR Specialist

After all of the relevant information is complete, the LR Specialist makes a selection from the routing menu to move the action through the process:



- **"Send to LR Team Leader"** – use this response to route the action to the LR Team Leader for review, if necessary. This will also update the 'Action Status/Description.'
- **"Send to LR Branch Chief"** – use this response to route the action to the LR Branch Chief for review, if necessary. This will also update the 'Action Status/Description.'
- **"Close Case"** – use this response to route the action to the 'My Closed LR Worklist' and your Team's closed action Worklist when a final action was taken. This will also update the 'Action Status/Description' to Closed**.**
- **"Cancel Action"** – only use this response to cancel an action entered in error. *Cancelled actions do not appear on any reports or dashboards.*

When the appropriate selection has been made, *click* the checkbox icon next to the menu.

As an LR Team Leader

When/if the LR Team Leader receives an action, he/she reviews the form and then makes a selection from the routing menu.

- **"Send to LR Specialist"** – use this response to route the action to the LR Specialist. This will also update the 'Action Status/Description.'
- **"Send to LR Branch Chief"** – use this response to route the action to the LR Branch Chief for review, if necessary. This will also update the 'Action Status/Description.'
- **"Close Case"** – use this response to route the action to the 'My Closed LR Worklist' and your Team's closed action Worklist when a final action was taken. This will also update the 'Action Status/Description' to Closed**.**
- **"Cancel Action"** – only use this response to cancel an action entered in error. *Cancelled actions do not appear on any reports or dashboards.*

When the appropriate selection has been made, *click* the checkbox icon next to the menu.

As an LR Branch Chief

When/if the LR Branch Chief receives an action, he/she reviews the form and then makes a selection from the routing menu.

- **"Send to LR Specialist"** – use this response to route the action to the LR Specialist. This will also update the 'Action Status/Description.'
- **"Send to LR Team Leader"** – use this response to route the action to the LR Team Leader for review, if necessary. This will also update the 'Action Status/Description.'
- **"Close Case"** – use this response to route the action to the 'My Closed LR Worklist' and your Team's closed action Worklist when a final action was taken. This will also update the 'Action Status/Description' to Closed**.**
- **"Cancel Action"** – only use this response to cancel an action entered in error. *Cancelled actions do not appear on any reports or dashboards.*

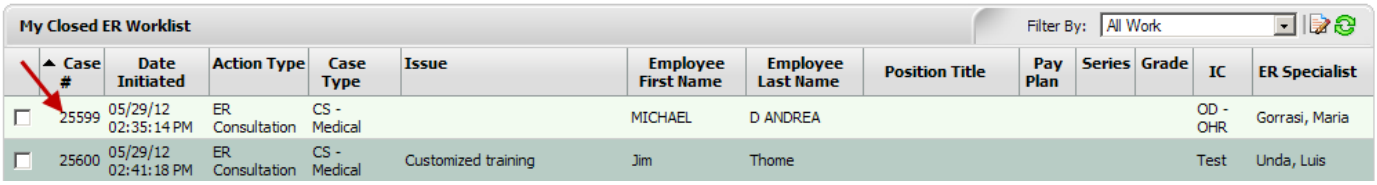
When the appropriate selection has been made, *click* the checkmark button next to the menu.

Activating and Archiving Closed Actions

Closed LR Cases are located in the 'My Closed LR Worklist' and your Team's Closed worklist. Fields on a closed action can be updated, but the action cannot be routed unless it is activated. Additionally, closed LR Cases can be archived manually.

Opening a closed action:

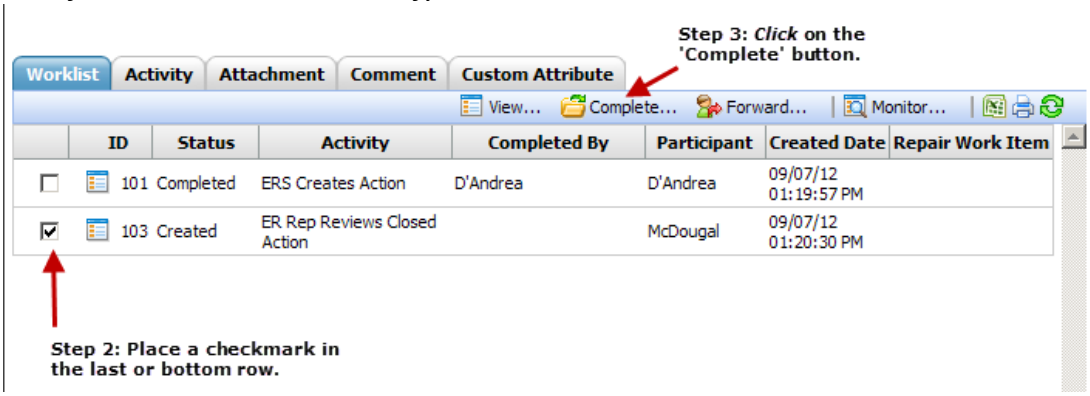
1. Locate the action you wish to open and *click* on the 'Case #.'



2. Place a checkmark in the last or bottom row.

3. *Click* on the 'Complete' button. This will open the action. Once the action is open, you can edit any of the fields on the form.

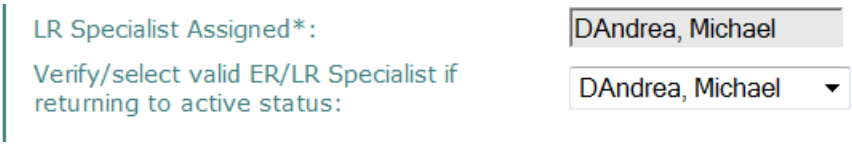
   a. *Note: You can click on the 'View' button if you wish to only view the information on the form, but not save or modify it.*



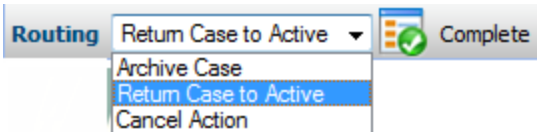
Activating a closed action:

i. Ensure that the appropriate LR Specialist is listed under the 'Assigned LR Specialist.' The action will be routed to this individual once activated. The LR Specialist who closed the action is listed in the 'Assigned LR Specialist' field.

   a. Note: You must return the action to an LR Specialist who is located in WRD/LR and is a WiTS user.



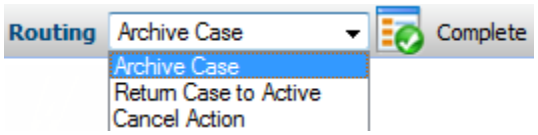
ii. *Select 'Return Case to Active'* from the routing menu, and *click* on the checkmark button.



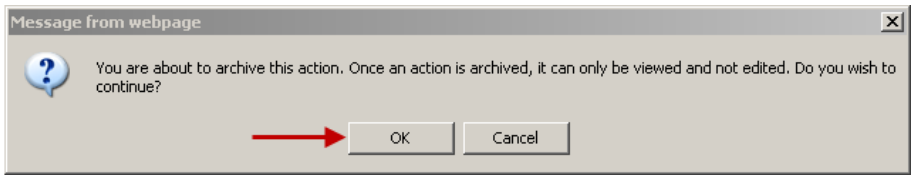
- The action will be moved to the worklist of the Assigned LR Specialist or the LR Specialist selected in the dropdown menu (if different from the Assigned LR Specialist).

Archive a closed action manually:

I. *Select* '*Archive Case*' from the routing menu, and *click* on the checkmark button.



II. You will receive a pop-up message asking you to confirm that you wish to archive the action. If you wish to archive the action, *click '*OK.'



- The action will be moved to the Archives Page and will no longer be editable. Closed actions will auto-archive after 365 days of inactivity. Inactivity is defined as not updating or saving any data on an action.

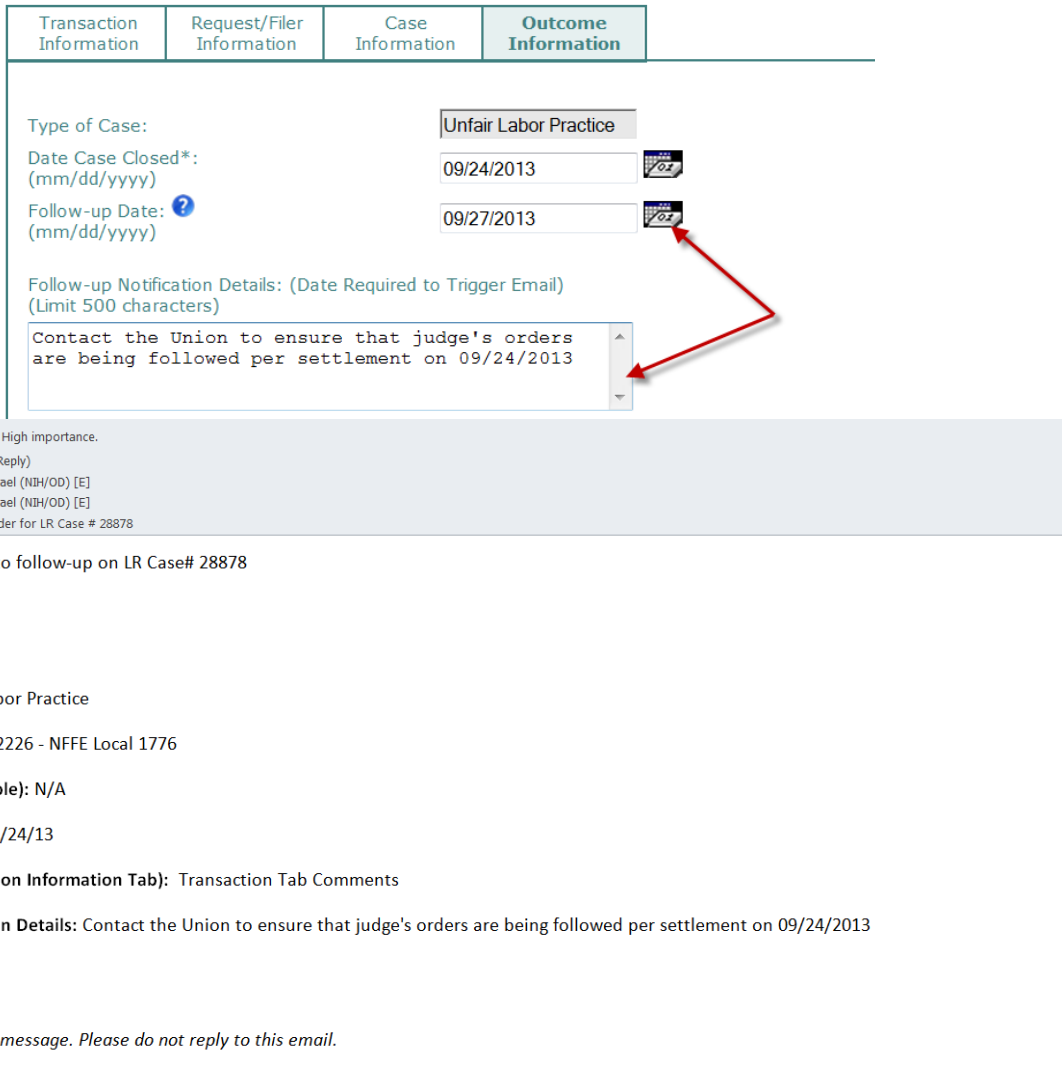
Reminder Emails

A few reminder emails are included in the LR Case workflow to assist Specialists throughout the life-cycle of a case. These emails are driven by specific dates and/or actions taken on the LR Case and LR Matter forms.

Note on Reminder Emails: Emails are addressed to the Specialist (except the LR Matter Notification). If the Specialist is no longer employed with WRD/LR or is no longer a WiTS users, the email will be sent to the Team Leader. If the Team Leader is no longer employed with WRD/LR or is no longer a WiTS user, the email will be sent to the Branch Chief. Additionally, reminder emails are not sent for cancelled actions.

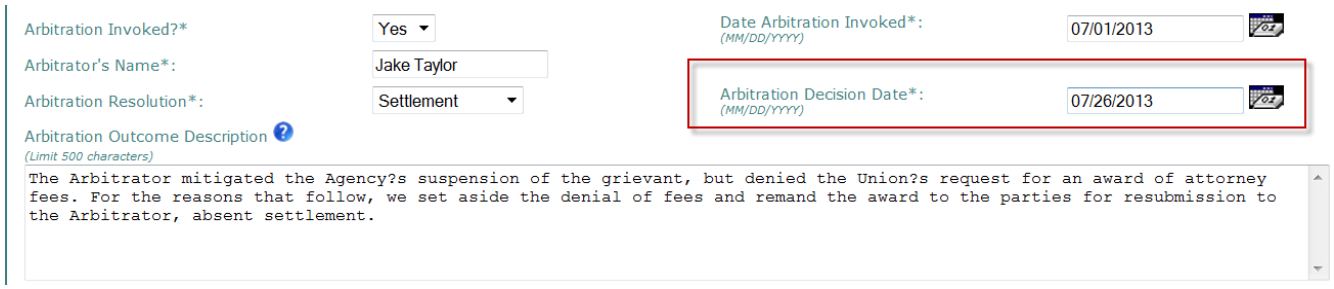
Follow-up Notification

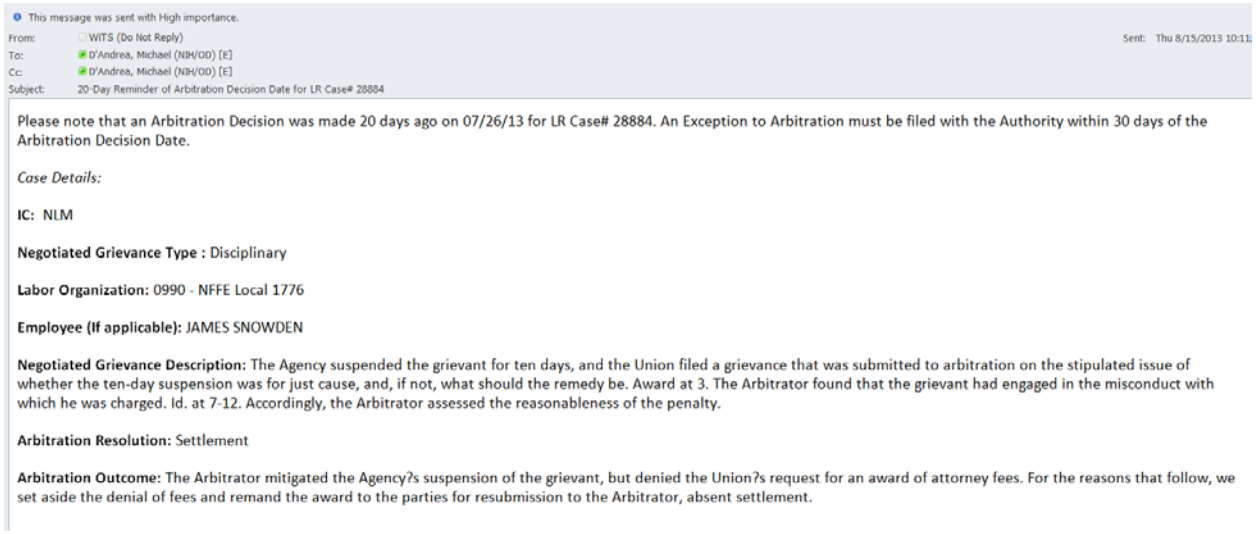
This email serves as a notification to the Specialist to follow-up on a particular case. The email is sent on date entered in the 'Follow-up Date' field. The email notification will include the contents of the 'Follow-up Notification Details' field along with other case information. *This function can be used to help LR Specialists remember to follow-up on cases that have closed (e.g., Settlement, MOU, etc.).*

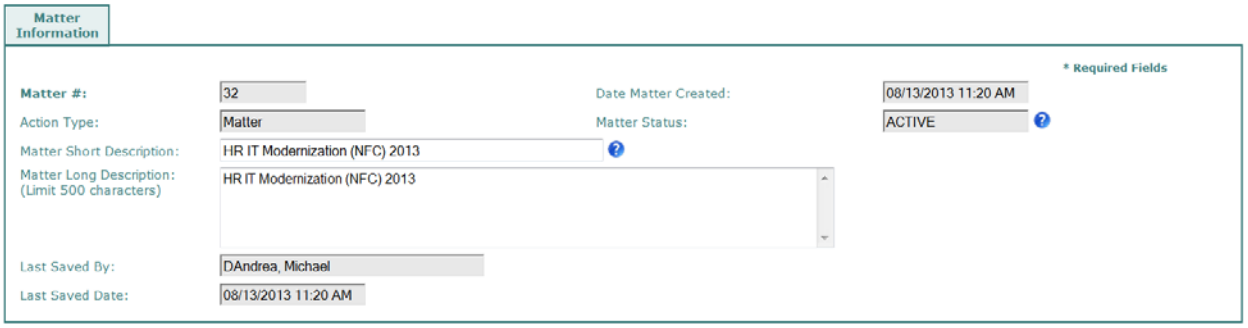
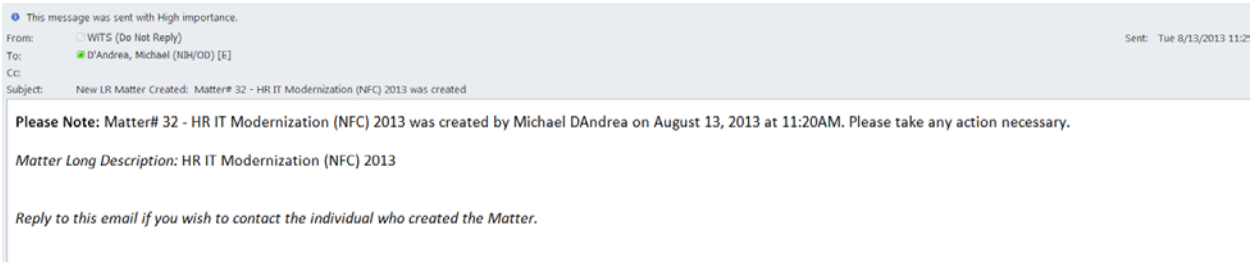


20-Day Reminder of Arbitration Decision Date Notification

This email serves as a notification to the Specialist to follow-up on a Negotiated Grievance case 20 days after the Arbitration Decision Date. This reminds the Specialist of the 30 day time limit on filing an exception to the FLRA.





LR Matter Creation Notification

This notification is sent to the LR Branch Chief and Team Leader one day after a new Matter is created. This notification serves as an alert to LR Leadership so that they are aware of a new Matter.