

User Manual

GIS

(GRIEVANCE INPUT SOFTWARE)

Developed by 21st Century Technologies



Manual Version 2.4 (covers software to version 2.0)

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About 21st Century Technologies



We are dedicated to solving business problems by applying technology-based solutions tailored to each client's individual strategic objectives. We strive to build long-term client relationships based on mutual trust and respect.

Mission Statement

21st Century Technologies has a distinctive point of view: Each client is unique, and what each client values is equally specific to them. We also know that each client's conception of value will change over time. New conditions will prevail, new technologies will become affordable, new priorities will emerge. Sustaining value, once created, is key. We believe that a "Best Total Solution" is the most effective way to generate the maximum value for each client and sustain that value over time. "Total" means all the elements of work, not just hardware or software or products or services. It also includes knowledge, organizational structure, contract terms, risks and rewards - all the facets of providing service, the "how" as well as the "what."

How to use this manual?

This manual has been written to guide you in the use of the GIS Software. Although references are made to union entry, this software is also suitable for the Human Resource departments.

Who is this software for?

This software is for everyone that needs to enter a grievance or an employee incident and requires reporting, queries and future reference to them.

The conventions in this manual

A number of typographic and layouts have been used throughout this manual.

Italic

Indicates new term being introduced.

Bold

Indicate information that must be used.

The organization of this manual is:

- Acknowledge
- Main Menu
- File
- Administration
- Query
- Report
- Help
- Synchronization
- Export
- Import
- Compact
- Index
- Glossary

ACKNOWLEDGE

Introduction

What is GIS Software?

GIS is a stand-alone data entry system that includes a user interface screens for case entering data, maintaining a members/employees database with reporting and queries functions and more.

Getting started

Minimum requirements:

GIS Software requires the following:

Hardware:

- A Pentium computer or higher
- 128 Mb RAM memory
- A minimum 500 Mb of hard-disk free space
- Monitor resolution 800 X 600
- CD ROM
- A configured printer
- A configure scanner (only required if you scan documents)

Software:

- Windows 98 (Y2K Update2 and IE 4.01 SP2+)
- Windows NT WorkStation (SP5+ and IE 4.01 SP2+)
- Windows 2000 (SP1)
- Windows XP (SP2)

Grievance Requirements

In processing a grievance, as much information as possible should be collected to assist the local Bargaining Unit or Human Resource Department in trying to resolve the grievance. This information will also be required by the person who is presenting the grievance at arbitration or in an employee incident review in order that the best possible arguments can be put forth.

The grievance officer or HR should refer to the following list at the beginning and throughout the processing of each grievance in order to identify and gather the pieces of information that may be helpful.

- Articles and sections of collective agreement, appendices, letters and Acts and Regulations that are violated.
- Board Policies, Procedures and Program Memoranda on matter.
- Notes, memos or letters from any level of administration, the Ministry, insurance companies, etc.
- All Step letters filed in the grievance and the board response including rationale for the response if possible.
- Any problems encountered in processing the grievance, e.g. timelines, preliminary objections, intervener status.
- Previous arbitration awards and court rulings concerning the matter.
- Proof of past practice on the matter, written or witness.
- Minutes and order papers from board meetings on matter.
- Minutes, notes, memorandum of settlement from negotiations, meetings, committees concerning matter.
- Written legal advice, court documents.
- Files from previous grievances on a similar or the same matter.
- Past and present letters from any District representative concerning a similar or the same matter.
- Agreed upon statement of facts.
- Chronological list of events.
- Present and past master group insurance policies and benefits booklets.
- Previous statements of claims from grievor and other members for items in Major Medical Plan and/or Dental Plan.
- Staffing assignments for both the work site and the board.
- Names of grievor(s) and other members negatively affected.
- Data such as individual classes that exceed the maximum.
- Notes or letters written by member(s).
- Grievor's seniority, contract status, timetable, certification rating statement, salary, career history.
- Other affected members' seniority, contract status, timetable, etc.
- Specific students' timetables.
- Any medical certificates, medical history, letters from doctor, insurance co., etc.
- Any evaluations, supervision documents, letters or notes in member's files.
- Copies of vacancy postings.
- Pay stubs, salary computation forms, accumulated sick leave statement, T-4 slips.
- Names of employees and students who are witnesses, seating plans, attendance record for the day.
- Any written statements from teachers, students and others preferably dated and signed.
- Pension statements.
- Copy of Acceptance of Position form and Form 1, 2 or 3 Contract.
- Bills, receipts, credit card statements, long distance phone calls or other proof of doing something or being somewhere.
- Time sheets for work done.
- Anything said by grievor to principal, police, etc.
- Log of grievor's conversations, attempts to get help, etc

Starting GIS

After installation, on the desktop of your computer you will find the following



icon **GISCL** , to start GIS double click on this icon.

You must enter a login name and password to open GIS Software. * The default login is either admin (password admin) or operator (password operator). Passwords are case sensitive.

To change passwords see **CHANGE PASSWORD** later in this manual.

Confirm your entries by clicking on the **Login** button.

You can exit this login screen by clicking **Cancel**.

If your login has been successful, GIS Software will start.



** The user names cannot be changed or added. Only the passwords can be modified. Passwords are case sensitive.*

Conventions

	Go to first record or page
	Go to previous record or page
	Go to next record or page
	Go to last record or page
	Refresh screen
	POST/Save
	Delete register
	Edit register
	Insert register
	Cancel

Date format is mm/dd/yyyy

Printer paper size

Paper size used for GISCL software is:

- Paper size report is 8.5" x 11" (21cm X 19.5cm)
- Label (Avery 05262) 4" x 1 1/3" (10.2cm X 3.4cm)

QUICK START GUIDE

IMPORTANT: Configure your printer and scanner (required if you will be scanning documents) before loading the software.

Before entering a grievance, the following must be completed:

1. Set up your information from the 'ADMINISTRATION' area
 - a. Classification Information
 - b. Employer/Manager Information
 - c. Location Information
 - d. Policy Information
 - e. Shop Steward Information
2. Once you have completed the 'ADMINISTRATION' functions, you can now proceed to entering the Employee Information.
3. After this is completed, you can now enter your case information.

NOTES:

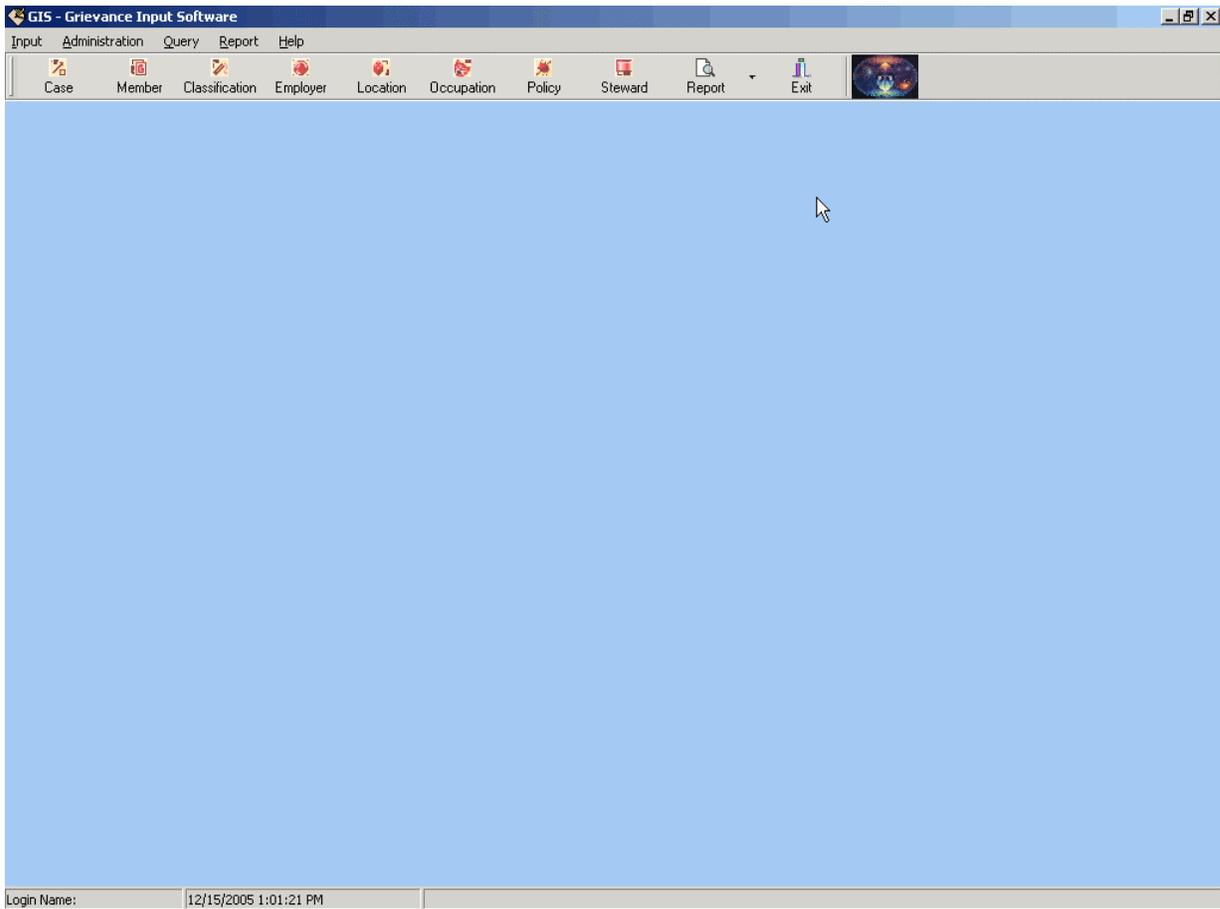
To 'ADD', new data from any screen, always click on the 'ADD' button and when you're ready to save this information, click on the 'POST' button.

To change the logo on the printed reports, copy your logo to the following directory c:/Program Files/21st Century Technologies/GIS Platinum/Report. The logo must be a jpg file and named 'logos.jpg'.

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MAIN MENU

This is your initial screen.



Input

Use to input cases, member information, scan documents or exit the program. More details are available further in this document.

Administration

Administration function to add, edit or delete information in the following databases: Classifications, Employers, Locations, Occupations, Policy, Shop Steward.

Here you can also change administrator or operator passwords as well as backing up your database. More details are available further in this document.

Queries

Here, you would create either Case or Members queries based on your selected criteria and conditions. More details are available further in this document.

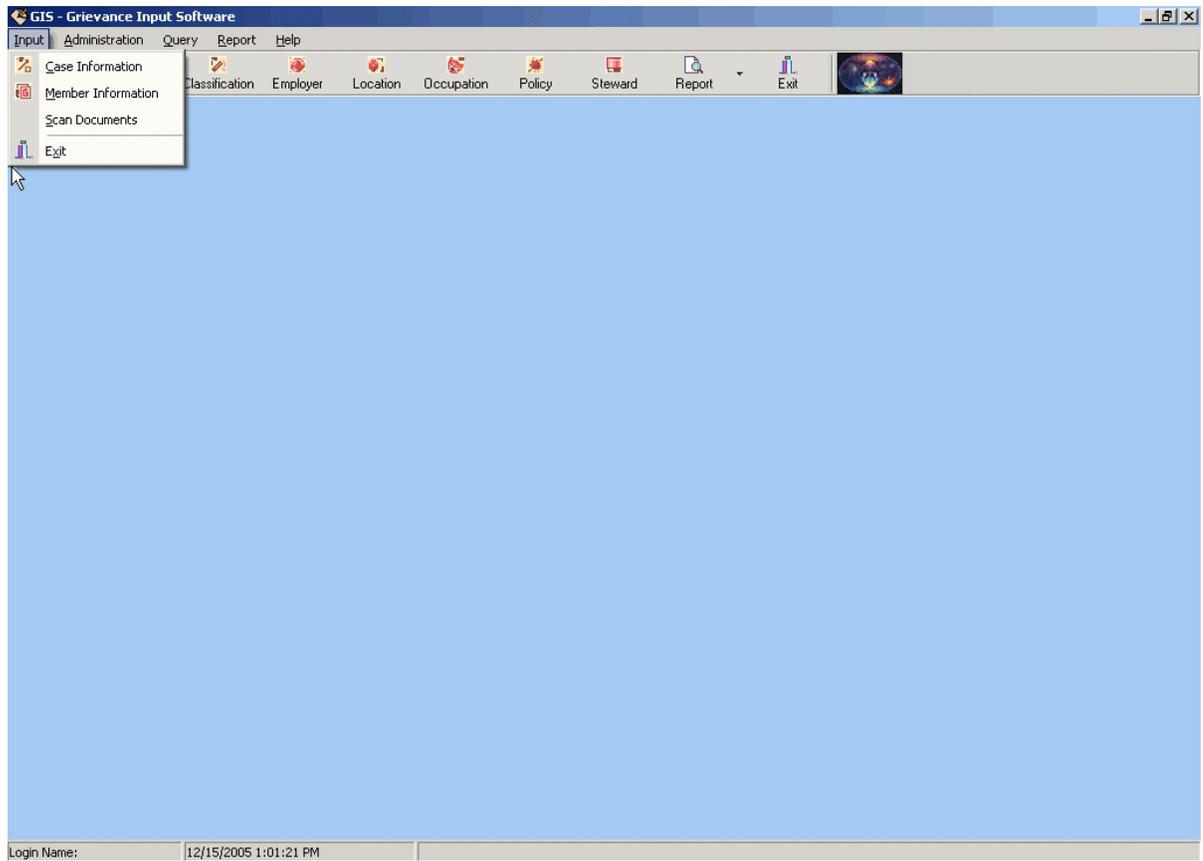
Reports

This is where you display and print reports based on your selection. More details are available further in this document.

Help

This menu has the help screen and displays product information.

INPUT SCREEN



Case Information

Here you will Add new cases, Edit information on existing case, or Delete an entire case (Note: once a case is closed, you cannot edit or delete. You will ONLY be able to view the case details).

The screenshot shows the 'Case Information' application window. The top toolbar includes buttons for navigation (First, Prior, Next, Last), actions (Add, Delete, Edit, Post, Cancel, Refresh), and an Exit button. The main form contains the following fields:

- Case No: 20032, Local No: 2544, Open / Close: Open, Employee #: 01005
- First Name: Robert, Init Name: R, Last Name: McLoad, Gender: Male
- Home Address: 2589 Teriffight, City / Province: Oakville, Ontario, Postal Code: L5T 1Q9
- Home Phone: 905-126-5647, Work Phone: 416-458-9357, Extension: , Cell Phone: - -
- Email Address: robert.mcloud@email.ca, Seniority Date: 8/13/2001 2:32, Grievance Level: Step 1
- Department: Cafeteria, Supervisor: Mr. Robis, Classification:
- Employer: St. Catherin of Siena, Senior Manager: , Directeur supérieur: +
- Site No: 125, Location: Oakville West F.O.
- Occupation: , On / Leave: Yes
- Is Policy: No, Policy Reason: , Shop Steward: Robert Maloni +

At the bottom, there are tabs for 'Main Page', 'Claim Comment', 'Request Comment', 'Problem Comment', and 'Disposition Comment'. Below the tabs is a table with the following data:

Ref No	Local No	Site No	First Name	Init Name	Last Name	Gender	Home Address
20031	2544	478	Margaret	M	Lying	Female	75 Labatt
20032	2544	125	Robert	R	McLoad	Male	2589 Teriffight

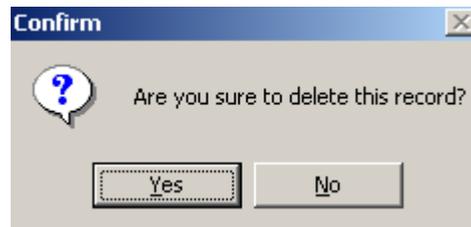
To select a case number to edit or delete, highlight it from the list at the bottom of the Case Information Screen. To add an employee to the Case Information, go to the Employee # box and enter his/her number, or go to the Last Name box and enter his/her last name, then select from the list.

ADD

To enter a new grievance, click on this key and begin entering the data. To edit the Employee, management or shop steward information from this screen, click on the  directly next to the field. When you have completed modifying the record, click on POST then EXIT to return to this screen.

DELETE

This option deletes the selected case. You must first select your case, and then click on the **Delete** button. When you press the **Delete** button, you will see the following screen:



If you are sure you want to delete this case you can press the **Yes** button, otherwise, press the **No** button to cancel this action.

EDIT

To edit an existing Case, select this function.

POST

This action saves the information added or update. To save a record and any changes, you must POST.

Note: **IF YOU DO NOT POST, INFORMATION WILL NOT BE SAVED AND ANY NEW DATA LOST.**

CANCEL

This option cancels all entries.

EXIT

This option exits the current screen and returns you to the main screen.

Member Information

Here you will be able to Add, Delete or Edit your Member's database.

Member Information X

◀ ◀◀ ▶▶ ▶ + - ▲ ✓ ✕ ↻ 🖨 Exit

Ref No: 980	Local No: 2544	Employee #: C4567	N°de l'employé(e):
First Name: Margaret	Init Name: M	Last Name: Lying	Gender: Female
Home Address: 75 Labatt	City / Province: Toronto, ON	Postal Code: W2T 8N6	
Home Phone: 416-256-7894	Work Phone: 419-255-3698	Extension:	Cell Phone:
Email Address:	Seniority Date: 6/12/1998		Date D'Ancienneté:
Employer: Frederic Rossenet	+		
Department: Maintenance	Supervisor: Ali Boluti	Classification: Custodial/Maint	
Site No: 478	Location: Toronto Downtown		
Occupation: Electrician	+ On / Leave: No		

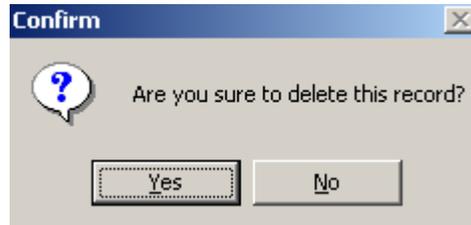
Ref No	Employee No	First Name	Init Name	Last Name	Gender	Home Address
979	01005	Robert	R	McLoad	Male	2589 Teriffight
980	C4567	Margaret	M	Lying	Female	75 Labatt

ADD

To enter a new member, click on this key and begin entering the data. To edit the Employer, Classification, Location or Site No information, click on the  directly next to the field. When you have completed modifying the record, click on POST then EXIT to return to this screen.

DELETE

This option deletes a specific member. When you press the **Delete** button, you will see the following screen:



If you are sure you want to delete this member, you can press the **Yes** button, otherwise, press the **No** button to cancel this action.

EDIT

To edit an existing member, scroll through and select the Member from the list at the bottom of the screen, then select the Edit button.

POST

This option saves the information added or update. It must be used to save any added or edited files.

Note: **IF YOU DO NOT POST, INFORMATION WILL NOT BE SAVED.**

CANCEL

This option cancels any changes or additions without updating the file.

EXIT

This option exits the **Member Information** screen.

The date format is as follows: **mm/dd/yyyy**

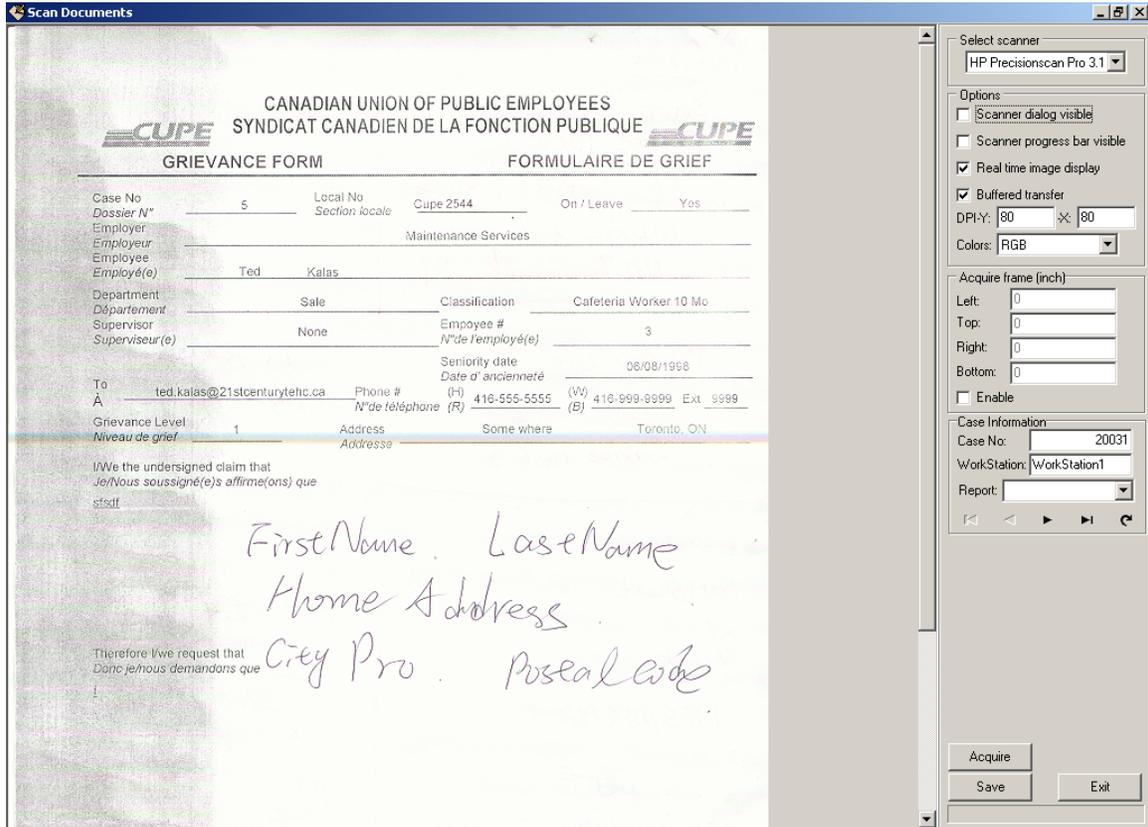
If you made a mistake inputting an invalid date, you will see the following screen:



Click on OK and change the date to the correct format.

Scan Documents

This screen capture shows a scanned document. To scan a document to a report, your first step is select your scanner, then click on 'Acquire'.



If the scanner selected is the correct one, you are ready to proceed. In the configuration section on the right side of your screen, you will see the following area:

Case Information

CASE NO.

Confirm that this case number is the correct one.

REPORT

Select the correct report you wish to attach this document too.

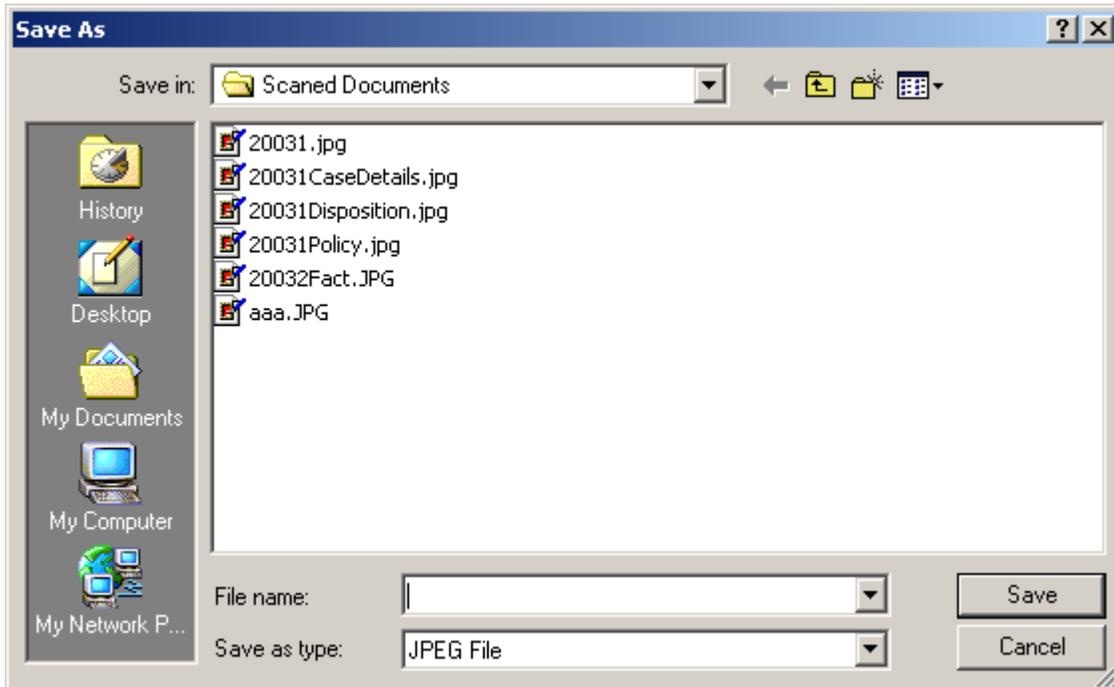
ACQUIRE

Once your settings are correct, place the document to scan in the scanner, and then click on 'Acquire' to start the scanning process.

For more information about scanning, please refer to the scanner user's manual.

SAVE

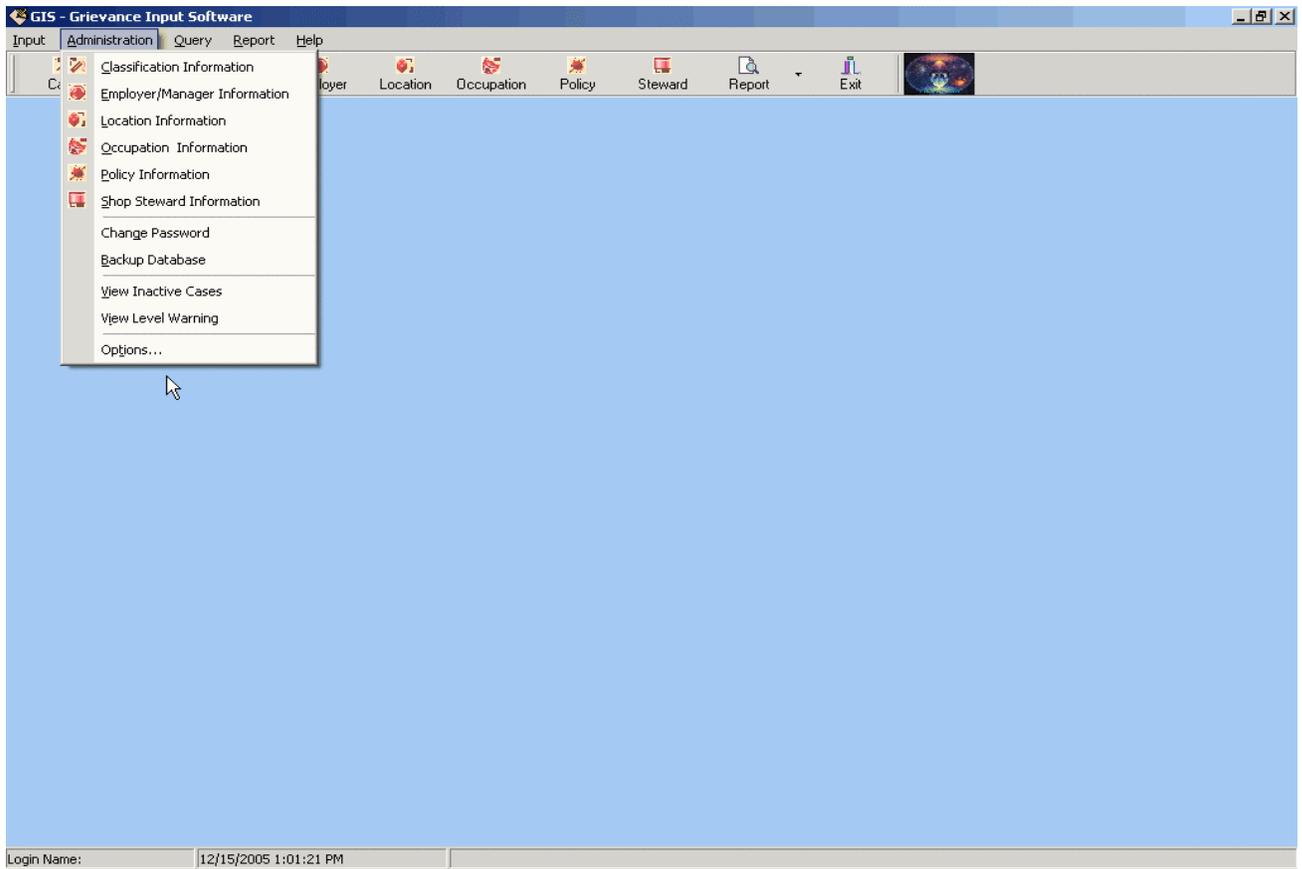
Once your document is scanned, click on Save to save the scanned picture to your hard drive. For more information on selecting a location or adding a file folder, please refer to your Microsoft documentation. It is suggested that all scanned documents be stored in the following directory C:\Program Files\21st Century Technologies\GIS\Scanned.



EXIT

This option exits the **Scan Documents** screen.

ADMINISTRATION



Classification Information

This screen adds, updates or deletes job classification description.

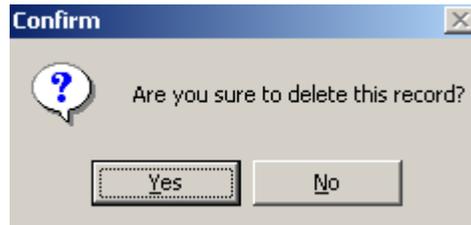
Classification No	Classification Name
1	Cafeteria Worker 10 Mo
2	Custodial/Maint
3	School Attendants

ADD

To enter a job classification, click on this key and begin entering the data. When you have completed modifying the record, click on POST then EXIT to return to this screen.

DELETE

This option deletes a job classification. When you press the **Delete** button, you will see the following screen:



If you are sure you want to delete this classification, you can press the **Yes** button, otherwise, press the **No** button to cancel this action.

EDIT

To edit an existing job classification, scroll through and select the Classification from the list at the bottom of the screen, then select the Edit button.

POST

This option saves the information added or update. It must be used to save any added or edited files.

Note: **IF YOU DO NOT POST, INFORMATION WILL NOT BE SAVED.**

CANCEL

This option cancels any changes or additions without updating the file.

EXIT

This option exits the **Classification Information** screen.

Employer Information

This screen Adds, Updates or Deletes employer's information. You must click on the 'POST' button after completing the Employer Information screen **AND** again when the Manager Information data is finished.

Employer / Manager Information

Exit

Employer Information

First Prior Next Last Add Delete Edit Post Cancel Refresh

Employer Name: St. Catherin of Siena

Employer No	Employer Name
3	St. Catherin of Siena

Manager Information

First Prior Next Last Add Delete Edit Post Cancel Refresh

Employer Name: St. Catherin of Siena

Manager Name: Mrs. Mary Rossini

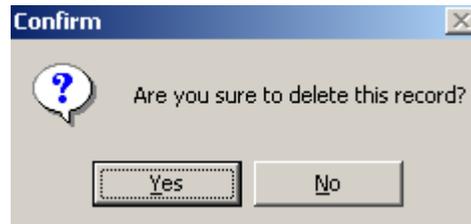
Manager ID	Employer Name	Manager Name
4	St. Catherin of Siena	Mrs. Mary Rossini

ADD

To enter the Employer Information, click on this key and begin entering the data. When you have completed modifying the record, click on POST then EXIT to return to this screen.

DELETE

This option deletes Employer's Information. When you press the **Delete** button, you will see the following screen:



If you are sure you want to delete this Employer, you can press the **Yes** button, otherwise, press the **No** button to cancel this action.

EDIT

To edit an existing Employer, scroll through and select the Employer from the list at the bottom of the screen, then select the Edit button.

POST

This option saves the information added or update. It must be used to save any added or edited files.

Note: **IF YOU DO NOT POST, INFORMATION WILL NOT BE SAVED.**

CANCEL

This option cancels any changes or additions without updating the file.

EXIT

This option exits the **Employer Information** screen.

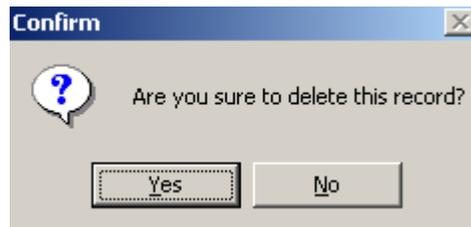
Manager Information

ADD

To enter a Manager, first select the Employer, then click on this key and begin entering the data. When you have completed modifying the record, click on POST then EXIT to return to this screen.

DELETE

This option deletes a Manager. Select a Manager from the list, then click the **Delete** button, you will see the following screen:



If you are sure you want to delete this Manager, you can press the **Yes** button, otherwise, press the **No** button to cancel this action.

EDIT

To edit an existing Manager, scroll through and select the Manager from the list at the bottom of the screen, then click the Edit button.

POST

This option saves the information added or update. It must be used to save any added or edited files.

Note: **IF YOU DO NOT POST, INFORMATION WILL NOT BE SAVED.**

CANCEL

This option cancels any changes or additions without updating the file.

EXIT

This option exits the **Manager Information** screen.

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Location Information

This screen adds, updates or deletes locations.

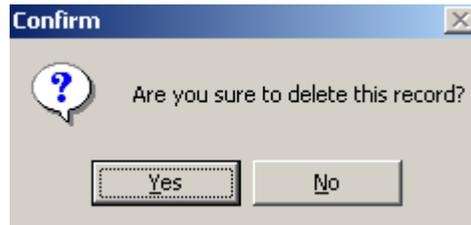
ID	Site No	Position Description
1	000	At Large
2	002	South F.O. (Lyndwood)
3	003	Mississauga West F. O.
4	004	North F. O.
5	010	Regional Costs - Hja Brown Educ Ctr
6	016	Information Technology & Services
7	021	Office Services & Printing
8	026	Maintenance Services
9	095	Indec South
10	104	Darcel Ave. Sr. Public School
11	105	Lancaster Drive Public School
12	106	Brandon Gate Public School

ADD

To enter a job location, click on this key and begin entering the data. When you have completed modifying the record, click on POST then EXIT to return to this screen.

DELETE

This option deletes a job location. When you press the **Delete** button, you will see the following screen:



If you are sure you want to delete this location, you can press the **Yes** button, otherwise, press the **No** button to cancel this action.

EDIT

To edit an existing job location, scroll through and select the Location from the list at the bottom of the screen, then select the Edit button.

POST

This option saves the information added or update. It must be used to save any added or edited files.

Note: **IF YOU DO NOT POST, INFORMATION WILL NOT BE SAVED.**

CANCEL

This option cancels any changes or additions without updating the file.

EXIT

This option exits the **Location Information** screen.

Occupation Information

This screen adds, updates or deletes occupations.

Occupation Information

Navigation: Frist, Prior, Next, Last
Actions: Add, Delete, Edit, Post, Cancel, Refresh, Exit

Occupation No:

Occupation:

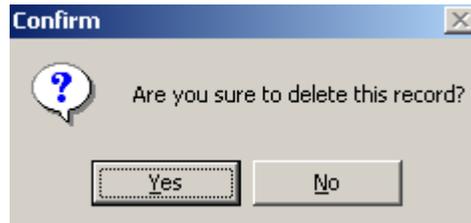
Occupation No	Occupation Description
1	AV/COMPUTER REPAIR TECHNICIAN
2	BINDERYPERSON
3	BUILDING SUPERVISOR
4	BUILDING SUPERVISOR - ACTING
5	CARPENTER
6	CASUAL LUNCH ROOM
7	CHIEF A.V. REPAIR TECHNICIAN
8	CUSTODIAN
9	CUSTODIAN FLOATER
10	CUSTODIAN -IN SCH REPLACEMENT - ACT
11	CUSTODIAN/MAINTENANCE
12	ELECTRICIAN

ADD

To enter a Occupation, click on this key and begin entering the data. When you have completed modifying the record, click on POST then EXIT to return to this screen.

DELETE

This option deletes an Occupation. When you press the **Delete** button, you will see the following screen:



If you are sure you want to delete this Occupation, you can press the **Yes** button, otherwise, press the **No** button to cancel this action.

EDIT

To edit an existing Occupation, scroll through and select the Occupations from the list at the bottom of the screen, then select the Edit button.

POST

This option saves the information added or update. It must be used to save any added or edited files.

Note: **IF YOU DO NOT POST, INFORMATION WILL NOT BE SAVED.**

CANCEL

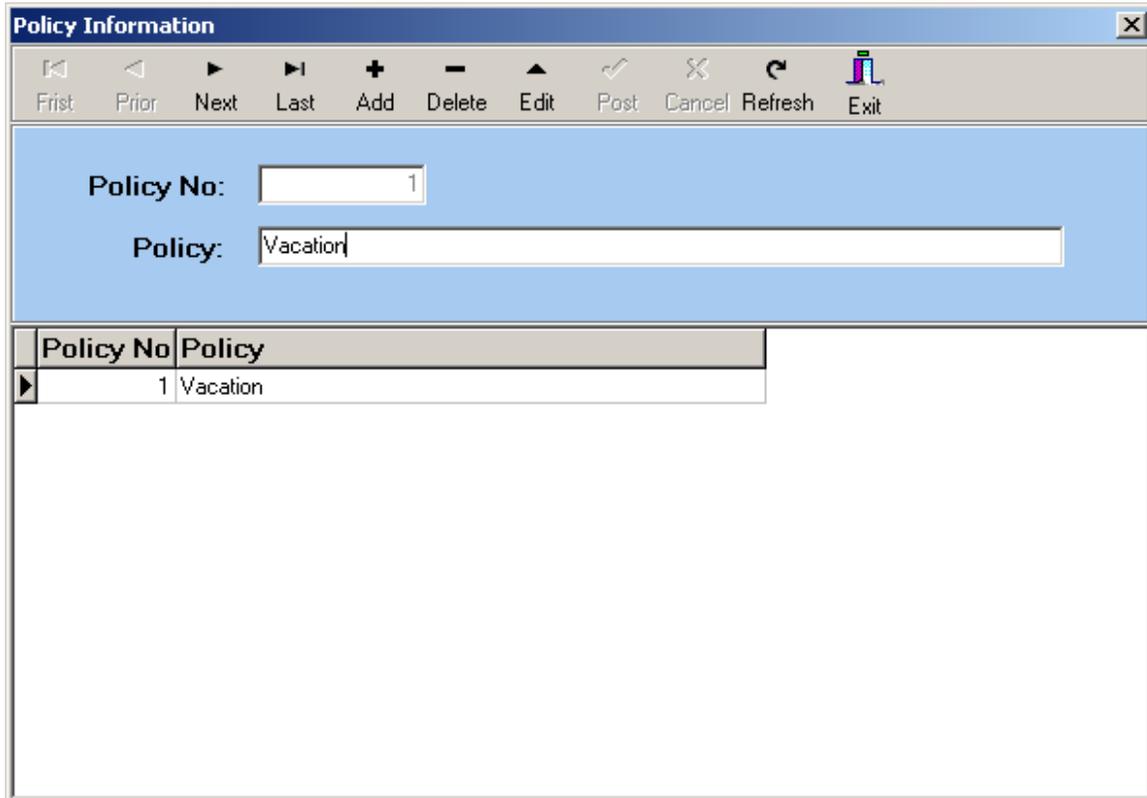
This option cancels any changes or additions without updating the file.

EXIT

This option exits the **Occupation Information** screen.

Policy Information

This screen adds, updates or deletes policies.



The screenshot shows a window titled "Policy Information" with a toolbar containing the following icons and labels: First, Prior, Next, Last, Add, Delete, Edit, Post, Cancel, Refresh, and Exit. Below the toolbar, there are two input fields: "Policy No:" with the value "1" and "Policy:" with the value "Vacation". At the bottom, there is a table with the following data:

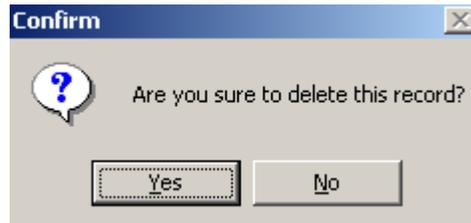
Policy No	Policy
1	Vacation

ADD

To enter a Policy, click on this key and begin entering the data. When you have completed modifying the record, click on POST then EXIT to return to this screen.

DELETE

This option deletes a Policy. When you press the **Delete** button, you will see the following screen:



If you are sure you want to delete this Policy, you can press the **Yes** button, otherwise, press the **No** button to cancel this action.

EDIT

To edit an existing Policy, scroll through and select the Policies from the list at the bottom of the screen, then select the Edit button.

POST

This option saves the information added or update. It must be used to save any added or edited files.

Note: **IF YOU DO NOT POST, INFORMATION WILL NOT BE SAVED.**

CANCEL

This option cancels any changes or additions without updating the file.

EXIT

This option exits the **Policy Information** screen.

Shop Steward Information

This screen adds, updates or deletes stewards.

The screenshot shows a software window titled "Shop Steward Information". At the top, there is a toolbar with icons and labels for "Frist", "Prior", "Next", "Last", "Add", "Delete", "Edit", "Post", "Cancel", "Refresh", and "Exit". Below the toolbar, there are two input fields: "ID:" with the value "1" and "Shop Steward:" with the value "Charles Buston". At the bottom, there is a table with two columns: "ID" and "Steward Name". The table contains one row with the values "1" and "Charles Buston".

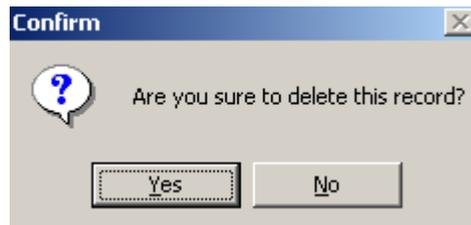
ID	Steward Name
1	Charles Buston

ADD

To enter Steward Information, click on this key and begin entering the data. When you have completed modifying the record, click on POST then EXIT to return to this screen.

DELETE

This option deletes a Steward. When you press the **Delete** button, you will see the following screen:



If you are sure you want to delete this Steward, you can press the **Yes** button, otherwise, press the **No** button to cancel this action.

EDIT

To edit an existing Steward, scroll through and select the Steward from the list at the bottom of the screen, then select the Edit button.

POST

This option saves the information added or update. It must be used to save any added or edited files.

Note: **IF YOU DO NOT POST, INFORMATION WILL NOT BE SAVED.**

CANCEL

This option cancels any changes or additions without updating the file.

EXIT

This option exits the **Shop Steward Information** screen.

Change Password



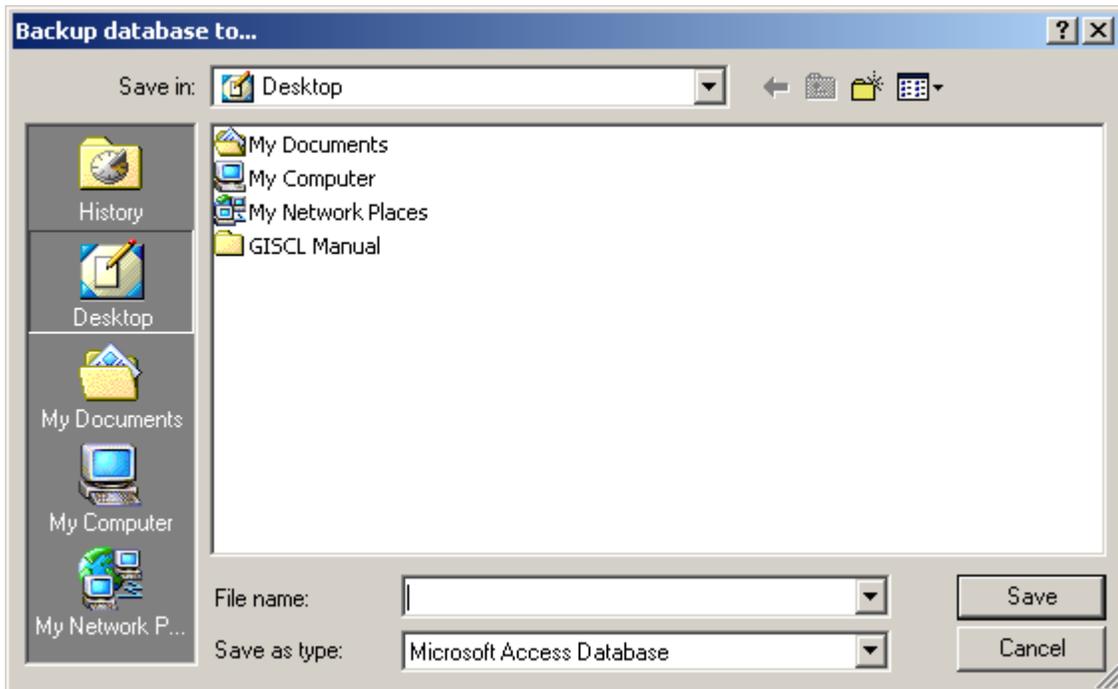
The image shows a 'Change Password' dialog box with a blue title bar and a close button (X) in the top right corner. It contains three input fields: 'Login Name:' with a dropdown menu, 'Password:' with a text box, and 'Re Password:' with another text box. At the bottom, there are two buttons: 'OK' and 'Cancel'.

This option changes the administrator or operator's passwords. To change the password, select the Login Name, type in the new password and again in the box titled 'Re Password' to confirm. Press **Ok** and the new password will be in effect on the next session; or press **Cancel** to make no changes. When completed, press the **Cancel** button.

By default, the Administrator Login Name is 'admin' (without quotes) and the password is 'admin' (without quotes) while the Operator's Login Name is 'operator' (without the quotes) and the password is 'operator' (without the quotes). It is highly recommended to change the Administrator's password immediately. Passwords are case sensitive.

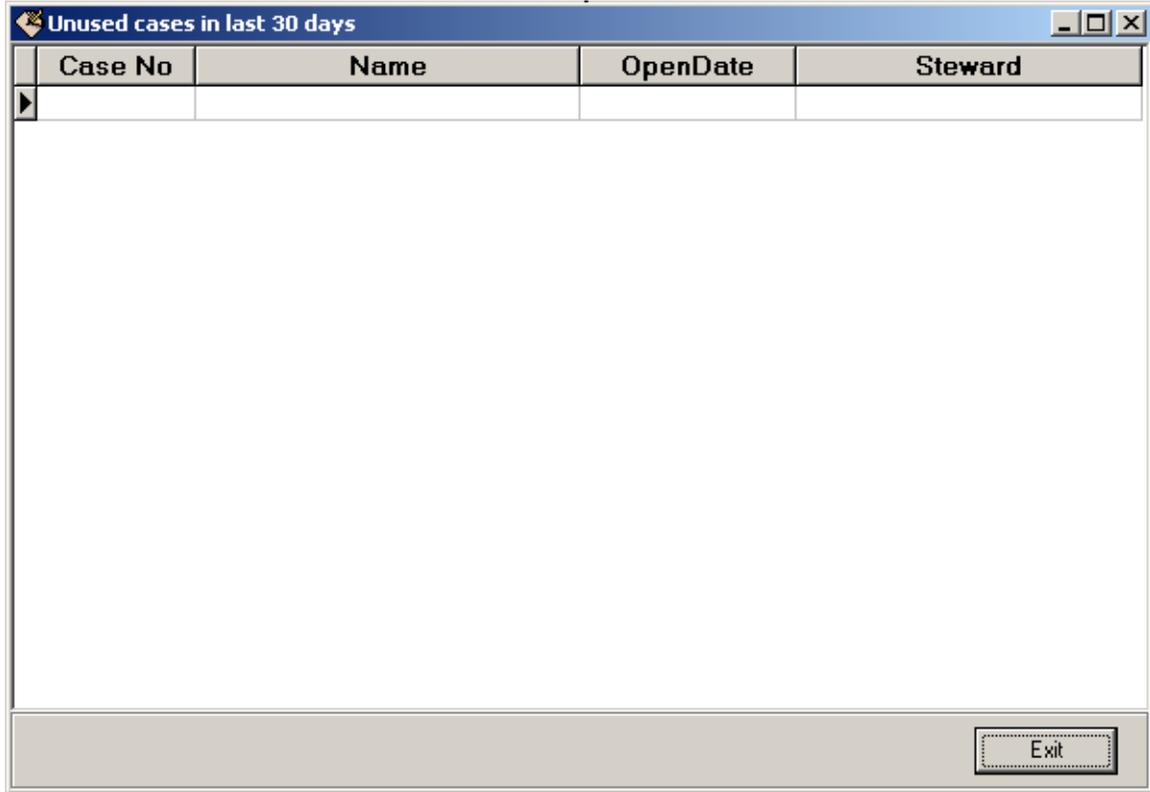
Backup Database

This option backs up your Database.



Type a name of the new database in 'File Name' box, select the drive or directory you would like the backup to reside, then click the **Save** button, or press **Cancel** button to exit.

Unused Cases In Last 30 Days

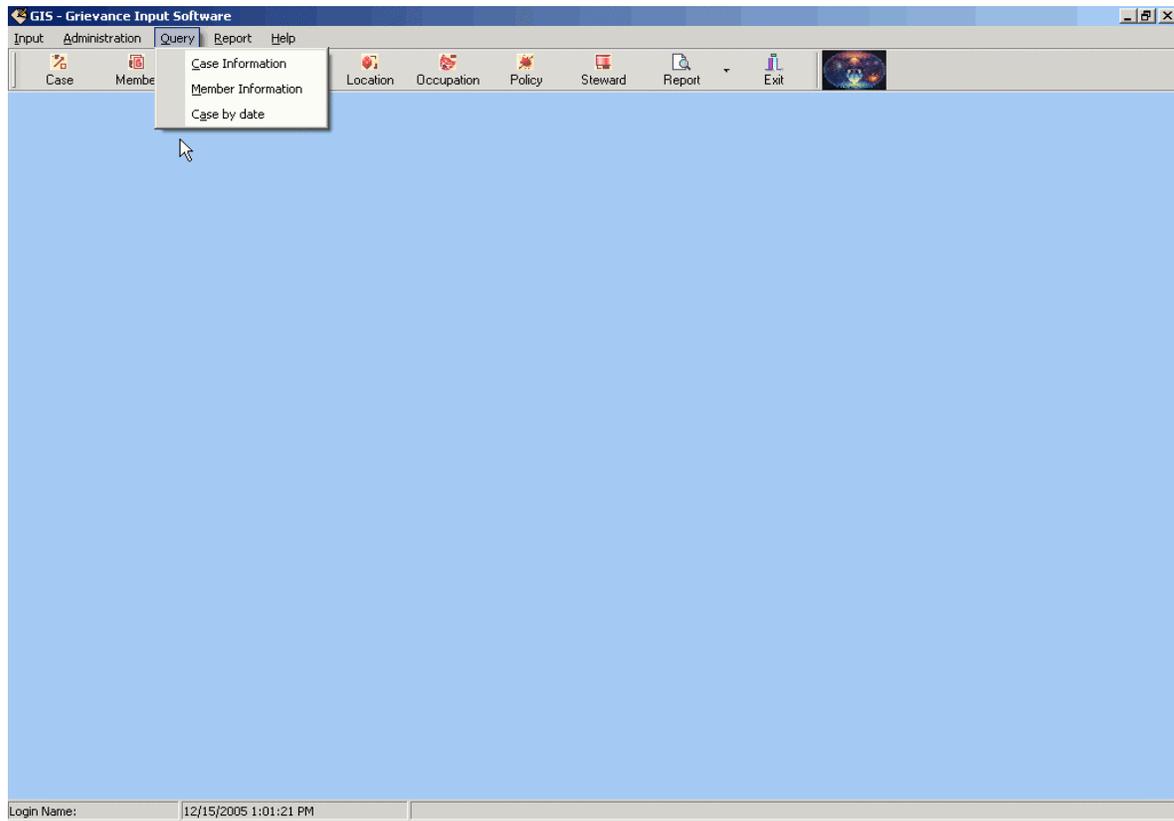


Case No	Name	OpenDate	Steward

Exit

By default, this screen appears each time your program is started. It will display a list of all Cases that have not been modified for at least the past thirty (30) days. You can also view this list at any time by click on this option.

QUERIES



Query Case Information

This option generates dynamic queries that you can create by selecting from the Available Fields box.

Case No	First Name	Last Name	Classification	Occupation
20031	Margaret	Lying	Custodial/Maint	Electrician
20032	Robert	McLoad		

- > Move selected field to query
- >> Move all fields to query
- < Remove selected field from query
- << Remove all fields from query

You must select which information in the **Available Fields** box you want in your query and click the > to add to the **Selected Field** box. On the right, you will find fields with conditions that you can perform, depending on which field you have selected.

Condition Field – is used to determine which field you wish to query on.

Condition Modifier – is used to provide how you wish to perform this query.

- > is greater than the value entered in the '**Condition Value**' field
- >= is greater than or equal to the value entered in the '**Condition Value**' field
- = is equal to the value entered in the '**Condition Value**' field
- <> is not equal to the value entered in the '**Condition Value**' field
- <= is less than or equal to the value entered in the '**Condition Value**' field
- < is less than the value entered in the '**Condition Value**' field.
- LIKE 'include...' has these characters in the value entered in the '**Condition Value**' field

Condition Value – you must enter a value in this field.

Order Fields – sorts your query by your selected field.

Order – displays your query in ascending or descending order.

When you have finalized the selections, you can press the **Query** button to view your results.

Query Member Information

This option generates dynamic queries that you can create by selecting from the Available Fields box.

Employee No	First Name	Init Name	Last Name	Home Address	City/Province
C4567	Margaret	M	Lying	75 Labatt	Toronto, ON
01005	Robert	R	McLoad	2589 Teriflight	Oakville, Ontario

- > Move selected field to query
- >> Move all fields to query
- < Remove selected field from query
- << Remove all fields from query

You must select which information in the **Available Fields** box you want in your query and click the > to add to the **Selected Field** box. On the right, you will find fields with conditions that you can perform, depending on which field you have selected.

Condition Field – is used to determine which field you wish to query on.

Condition Modifier – is used to provide how you wish to perform this query.

- > is greater than the value entered in the **‘Condition Value’** field
- >= is greater than or equal to the value entered in the **‘Condition Value’** field
- = is equal to the value entered in the **‘Condition Value’** field
- <> is not equal to the value entered in the **‘Condition Value’** field
- <= is less than or equal to the value entered in the **‘Condition Value’** field
- < is less than the value entered in the **‘Condition Value’** field
- LIKE ‘include...’ has these characters in the value entered in the **‘Condition Value’** field

Condition Value – you must enter a value in this field.

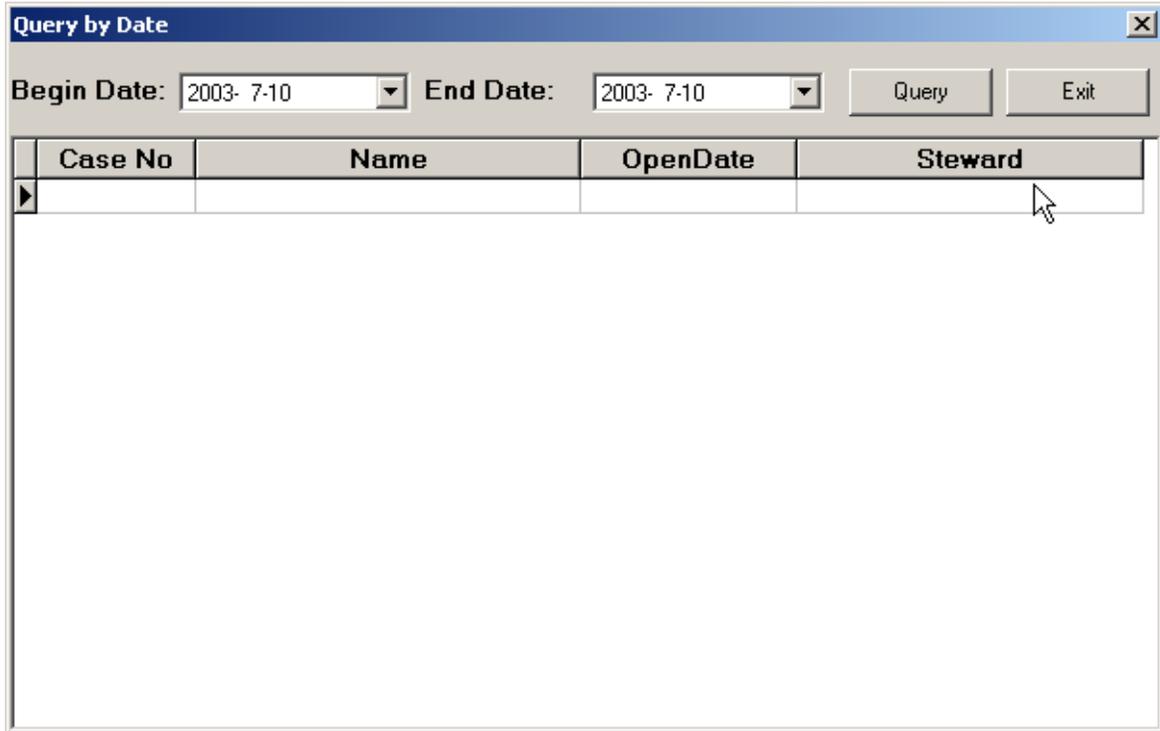
Order Fields – sorts your query by your selected field.

Order – displays your query in ascending or descending order.

When you have finalized the selections, you can press the **Query** button to view your results.

Case by date

To view cases created between two dates, start by entering your initial date then the end date and select the Query button. A list of all cases that were created between those dates will be displayed. Click on Exit to end.

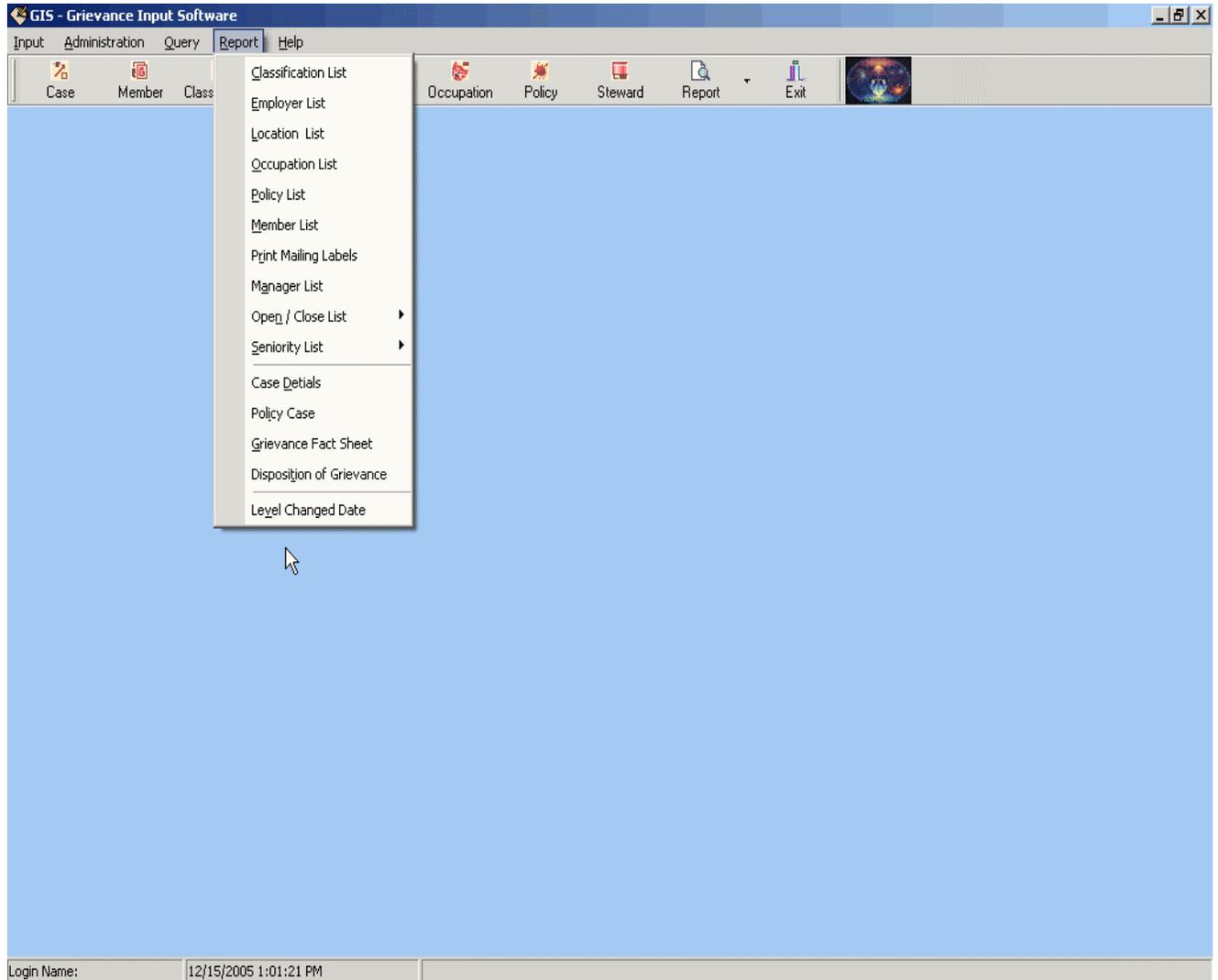


The screenshot shows a window titled "Query by Date" with a close button (X) in the top right corner. Below the title bar, there are two date input fields: "Begin Date:" and "End Date:", both containing the text "2003- 7-10". To the right of these fields are two buttons: "Query" and "Exit". Below the input fields is a table with four columns: "Case No", "Name", "OpenDate", and "Steward". The table is currently empty, and a mouse cursor is visible over the "Steward" column header.

Case No	Name	OpenDate	Steward
---------	------	----------	---------

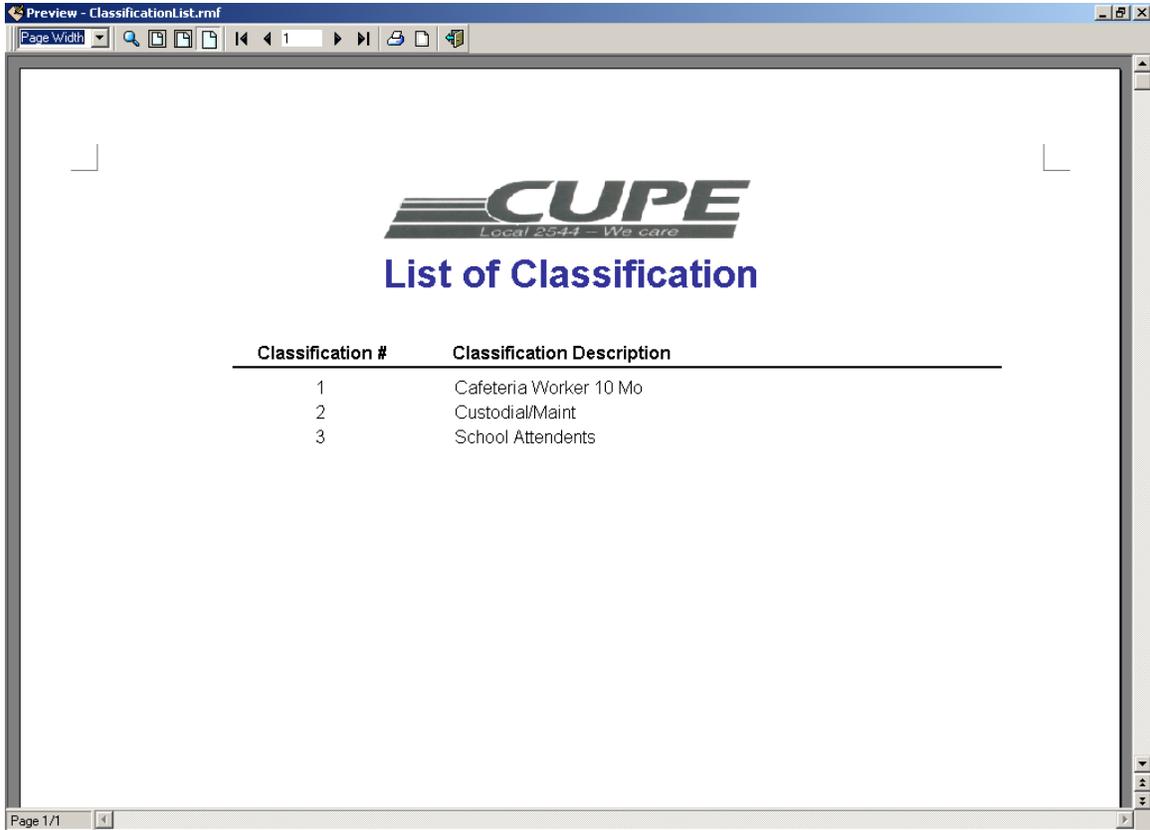
REPORTS

In this section, you have a series of reports that can be generated. (Note: all reports must be printed in specific paper size, please reference **Printer paper size** earlier in this manual).



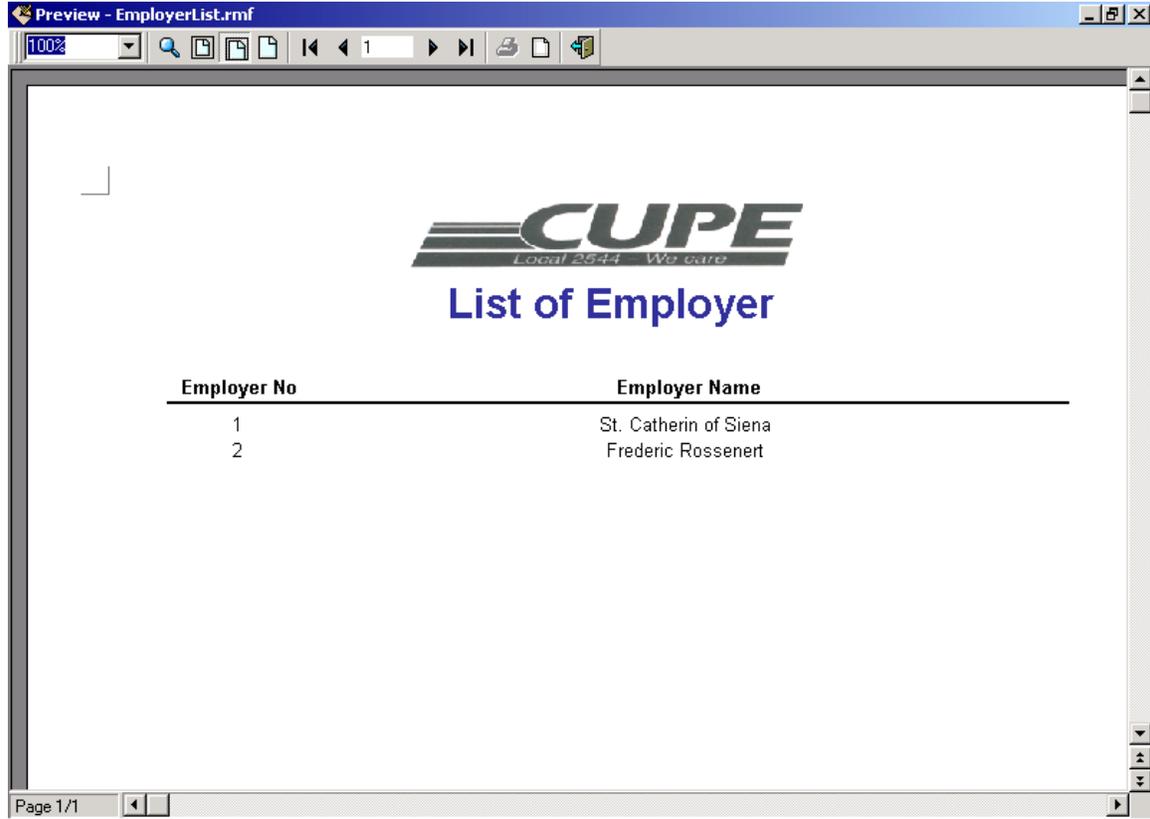
List of Classification

By clicking the desired report from the Report Menu, you will be shown the following screen.



List of Employers

By clicking the desired report from the Report Menu, you will be shown the following screen.



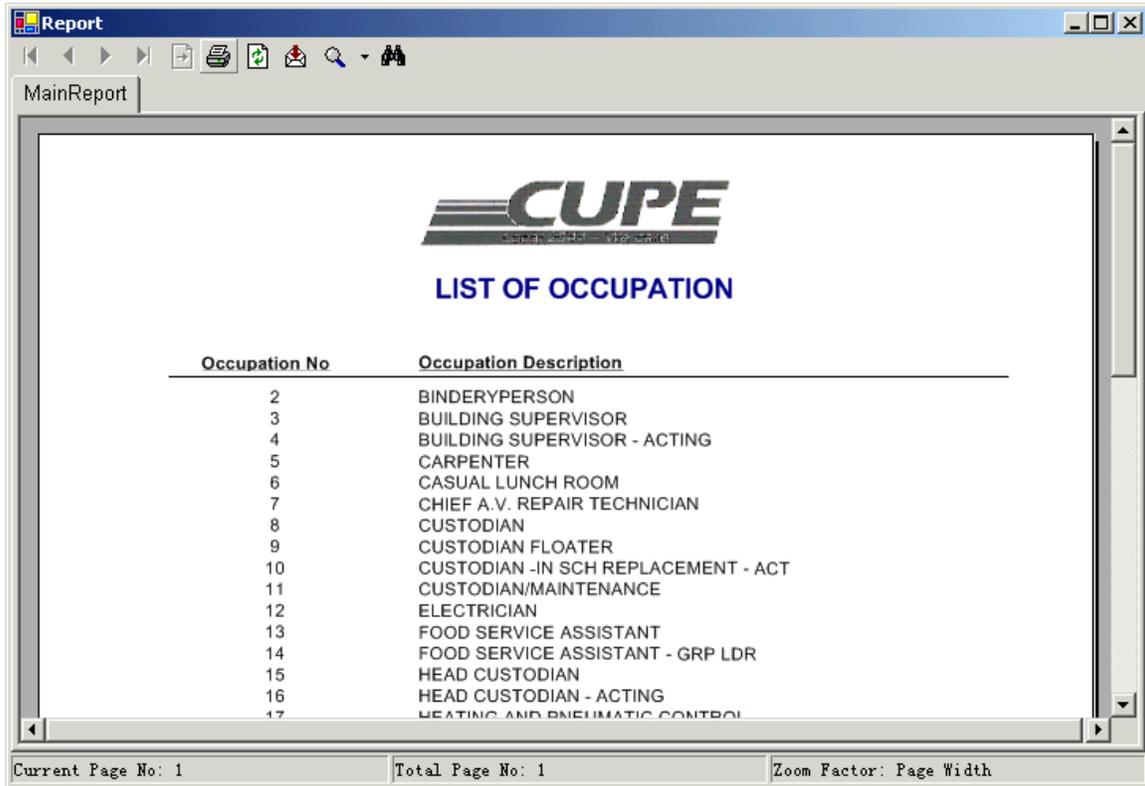
List of Location

By clicking the desired report from the Report Menu, you will be shown the following screen.

<u>Site No</u>	<u>Location Description</u>
010	Regional Costs - Hja Brown Educ Ctr
016	Information Technology & Services
021	Office Services & Printing
026	Maintenance Services
095	Indec South
104	Darcel Ave. Sr. Public School
105	Lancaster Drive Public School
106	Brandon Gate Public School
107	Corliss Public School
108	Dunrankin Dr. Public School
110	Marvin Heights Public School
111	Ridgewood Public School
114	Morning Star Middle School
132	Lincoln M. Alexander Secondary School
147	Bristol Road Middle School

List of Occupation

By clicking the desired report from the Report Menu, you will be shown the following screen.



CUPE
UNION OF PUBLIC EMPLOYEES

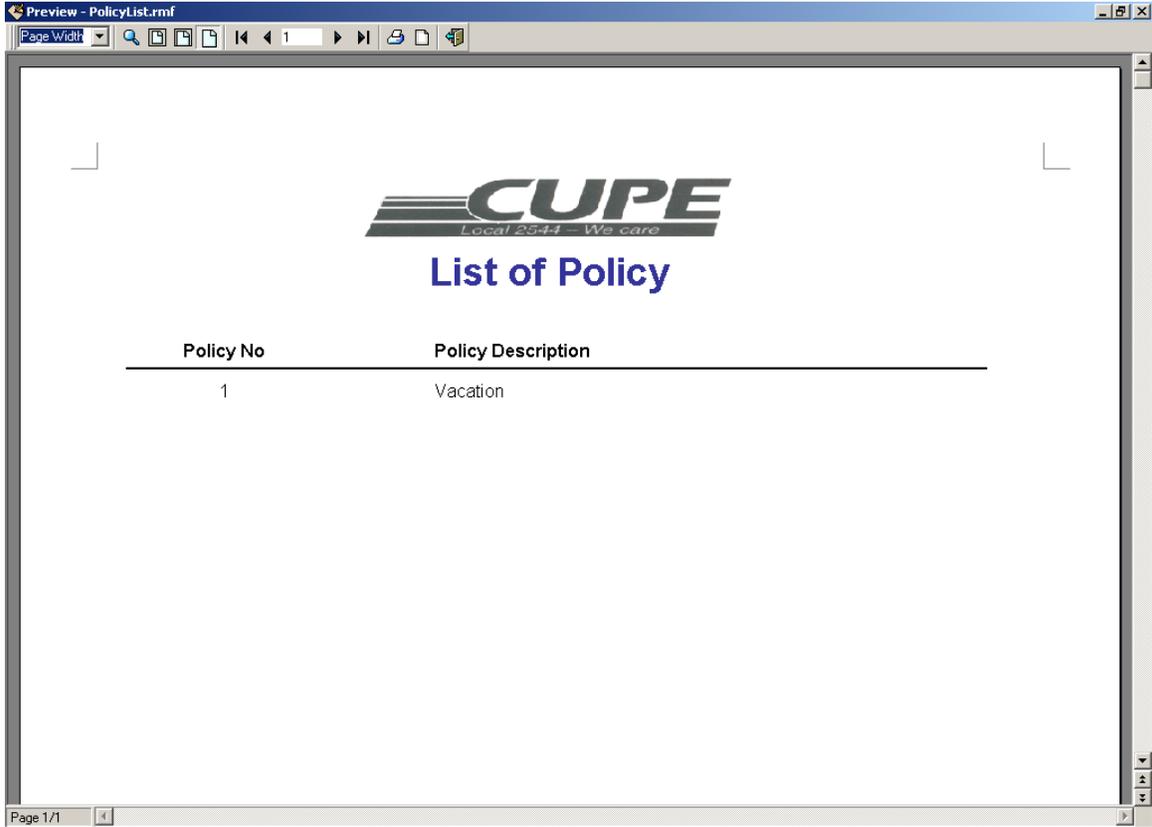
LIST OF OCCUPATION

<u>Occupation No</u>	<u>Occupation Description</u>
2	BINDERYPERSON
3	BUILDING SUPERVISOR
4	BUILDING SUPERVISOR - ACTING
5	CARPENTER
6	CASUAL LUNCH ROOM
7	CHIEF A.V. REPAIR TECHNICIAN
8	CUSTODIAN
9	CUSTODIAN FLOATER
10	CUSTODIAN -IN SCH REPLACEMENT - ACT
11	CUSTODIAN/MAINTENANCE
12	ELECTRICIAN
13	FOOD SERVICE ASSISTANT
14	FOOD SERVICE ASSISTANT - GRP LDR
15	HEAD CUSTODIAN
16	HEAD CUSTODIAN - ACTING
17	HEATING AND PNEUMATIC CONTROL

Current Page No: 1 Total Page No: 1 Zoom Factor: Page Width

List of Policies

By clicking the desired report from the Report Menu, you will be shown the following screen.



Preview - PolicyList.rmf

Page Width

CUPE
Local 2644 - We care

List of Policy

Policy No	Policy Description
1	Vacation

Page 1/1

Mailing List

To create a mailing list only, use this option. By clicking the desired report from the Report Menu, you will be shown the following screen.

75%

CUPE
Local 2544 We care

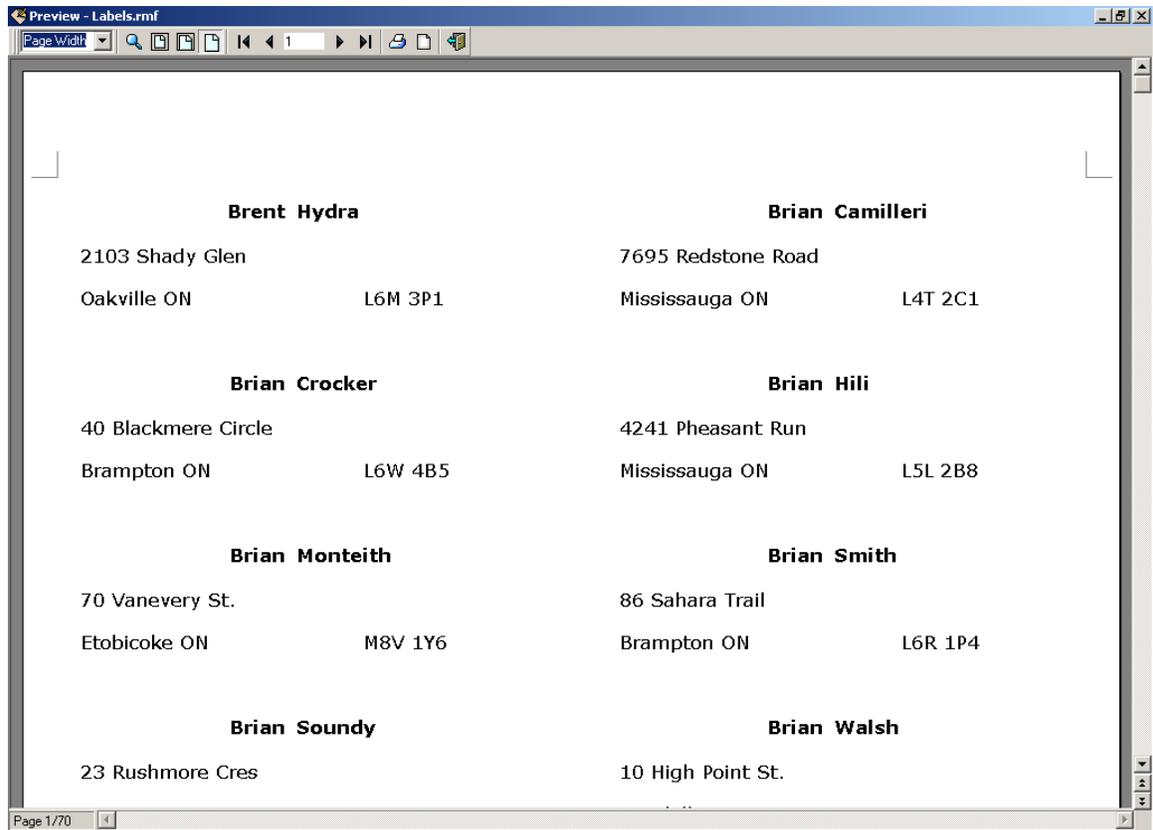
Mailing List

Name	Home Address	Location	Position Group	On / Leave	
Robert R McLoad	2589 Teriffight	Oakville, Ont: L5T 1Q8	125 - Oakville West F.O.	Cupe 2544 Cafeteria Worker 10 Mo	Yes
Margare M Lying	75 Labatt	Toronto, ON W2T 8N	478 - Toronto Downtown	Cupe 2544 Custodial/Maint	No

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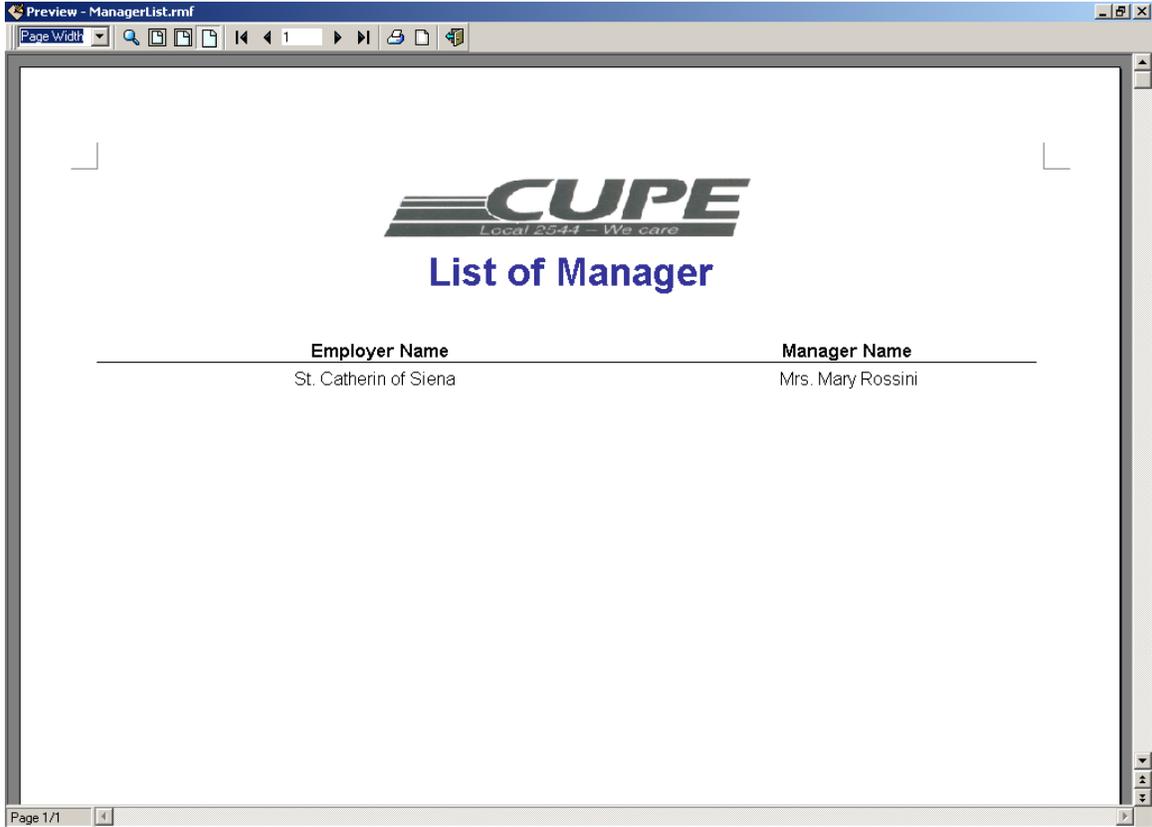
Print Mailing Label

If you wish to create a mailing label of your Members, click the desired report from the Report Menu. (Note: the labels must be printed in specific paper label size, Please reference **Printer paper size** section earlier in this manual). You can print all of the pages or a selected amount but you cannot filter on this report. All names will be in alphabetical order.



List of Managers

By clicking the desired report from the Report Menu, you will be shown the following screen.



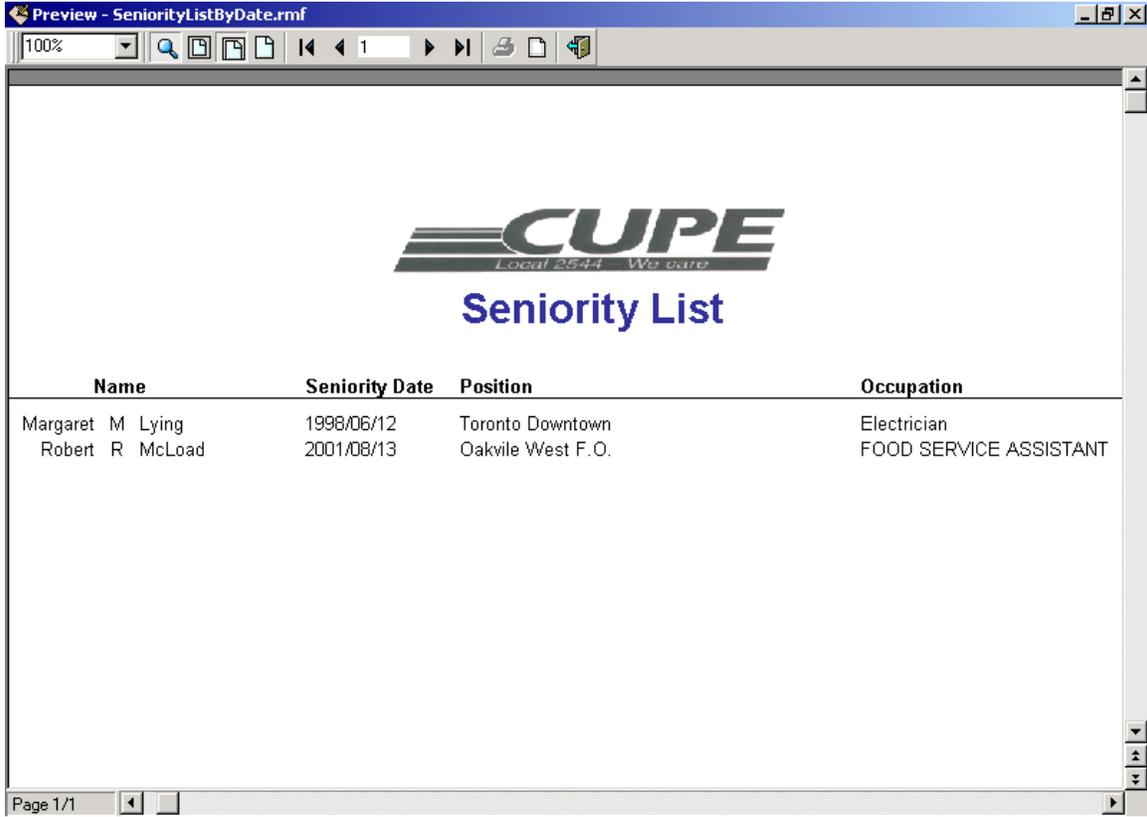
List of Open/Close Cases

By clicking the desired report from the Report Menu, you will be shown the following screen.

Case No	Name	Open Date
1 -2003	Margaret Lying	2003/06/12
2 -2003	Robert McLoad	2003/06/12

Seniority List

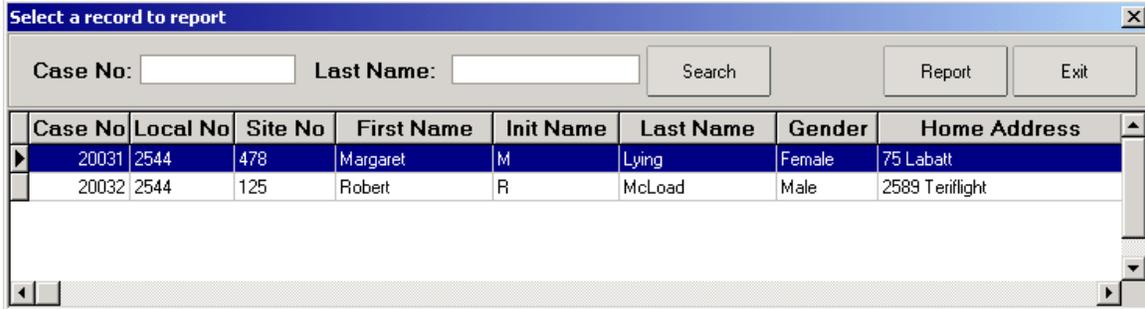
By clicking the desired report from the Report Menu, you will be shown the following screen.



Name	Seniority Date	Position	Occupation
Margaret M Lying	1998/06/12	Toronto Downtown	Electrician
Robert R McLoad	2001/08/13	Oakville West F.O.	FOOD SERVICE ASSISTANT

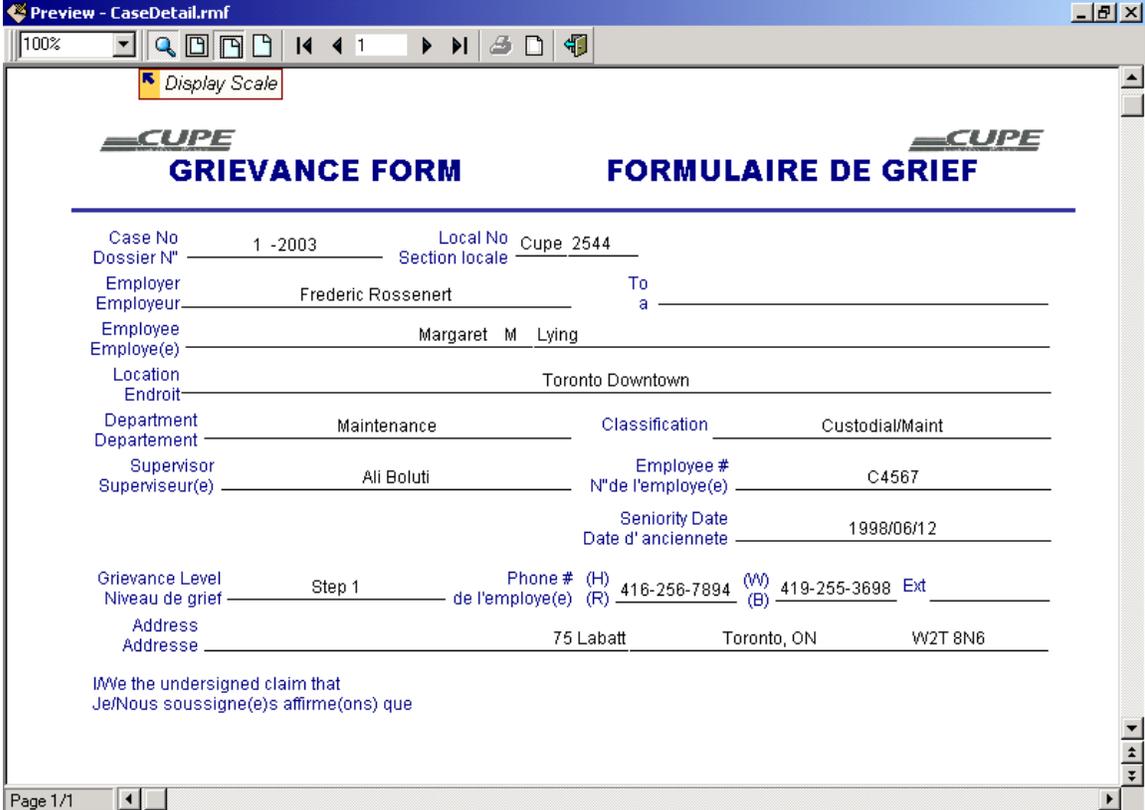
Case Detail Report

By clicking the desired report from the Report Menu, you will be shown the following screen. To create a Case Detail Report, you must first select the Case by highlighting that Case. To reach the desired Case, you can scroll through all of the names using the scroll bar, if you know the Case No: or Last Name, enter it in the appropriate field. When you are ready to generate the report, click on the **'Report'** button.



Case No	Local No	Site No	First Name	Init Name	Last Name	Gender	Home Address
20031	2544	478	Margaret	M	Lying	Female	75 Labatt
20032	2544	125	Robert	R	McLoad	Male	2589 Teriffight

Once the report is generated, you will be shown the following screen. From here, you can print the report. If you scanned a document that coincides with this report and you wish to view both documents, go to the drop down box that shows 'Page Width' and select the 'Double Page' option or click the next key.



CUPE GRIEVANCE FORM / FORMULAIRE DE GRIEF

Case No / Dossier N°: 1 -2003 Local No / Section locale: Cupe 2544

Employer / Employeur: Frederic Rossenert To / a: _____

Employee / Employe(e): Margaret M Lying

Location / Endroit: Toronto Downtown

Department / Departement: Maintenance Classification: Custodial/Maint

Supervisor / Superviseur(e): Ali Boluti Employee # / N° de l'employe(e): C4567

Seniority Date / Date d'anciennete: 1998/06/12

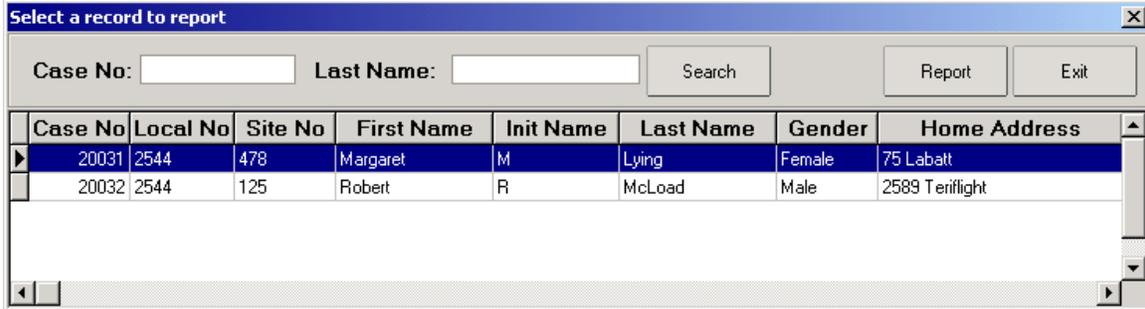
Grievance Level / Niveau de grief: Step 1 Phone # (H) / de l'employe(e) (R): 416-256-7894 (W) / (B): 419-255-3698 Ext: _____

Address / Adresse: 75 Labatt Toronto, ON W2T 8N6

I/We the undersigned claim that / Je/Nous soussigne(e)s affirme(ons) que

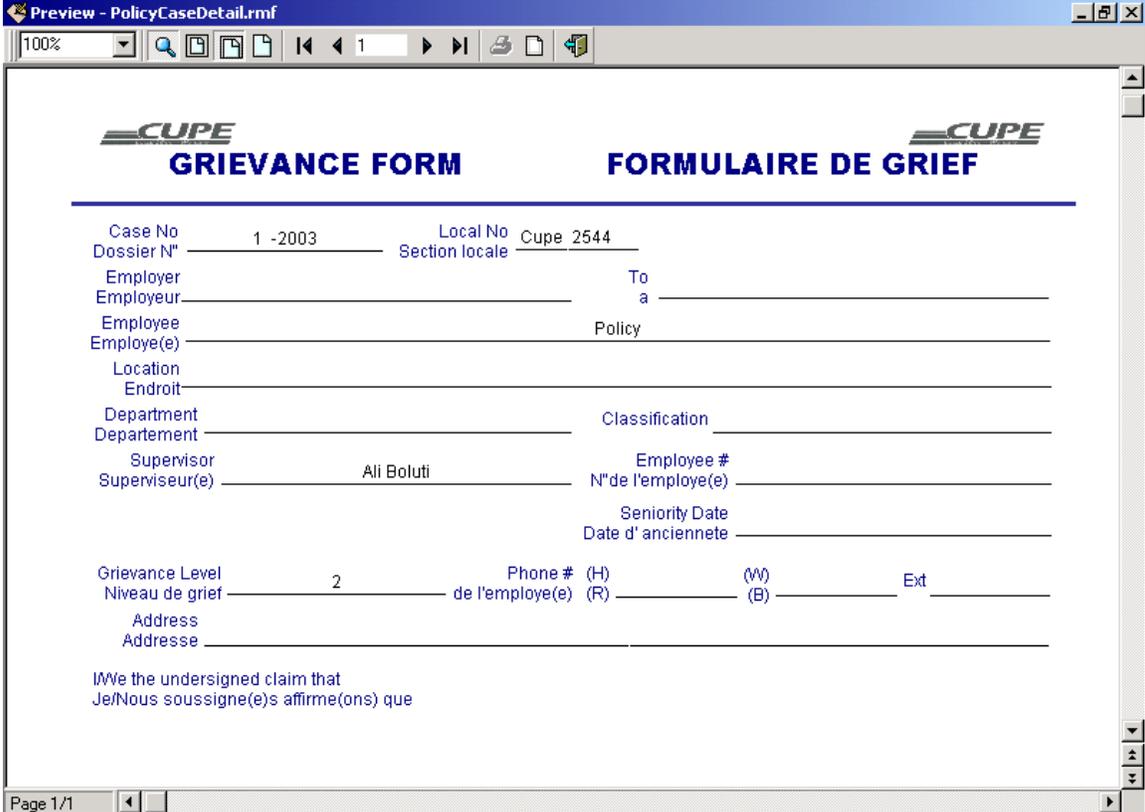
Policy Case

By clicking the desired report from the Report Menu, you will be shown the following screen. To create a Policy Case Report, you must first select the Case by highlighting that Case. To reach the desired Case, you can scroll through all of the names using the scroll bar, if you know the Case No: or Last Name, enter it in the appropriate field. When you are ready to generate the report, click on the **'Report'** button.



Case No	Local No	Site No	First Name	Init Name	Last Name	Gender	Home Address
20031	2544	478	Margaret	M	Lying	Female	75 Labatt
20032	2544	125	Robert	R	McLoad	Male	2589 Teriffight

Once the report is generated, you will be shown the following screen. From here, you can print the report. If you scanned a document that coincides with this report and you wish to view both documents, go to the drop down box that shows 'Page Width' and select the 'Double Page' option or click the next key.



CUPE **GRIEVANCE FORM** **CUPE** **FORMULAIRE DE GRIEF**

Case No / Dossier N°: 1 -2003 Local No / Section locale: Cupe 2544

Employer / Employeur: _____ To / a: _____

Employee / Employe(e): _____ Policy: _____

Location / Endroit: _____

Department / Departement: _____ Classification: _____

Supervisor / Superviseur(e): Ali Boluti Employee # / N° de l'employe(e): _____

Seniority Date / Date d'anciennete: _____

Grievance Level / Niveau de grief: 2 Phone # (H) / de l'employe(e) (R): _____ (W) / (B): _____ Ext: _____

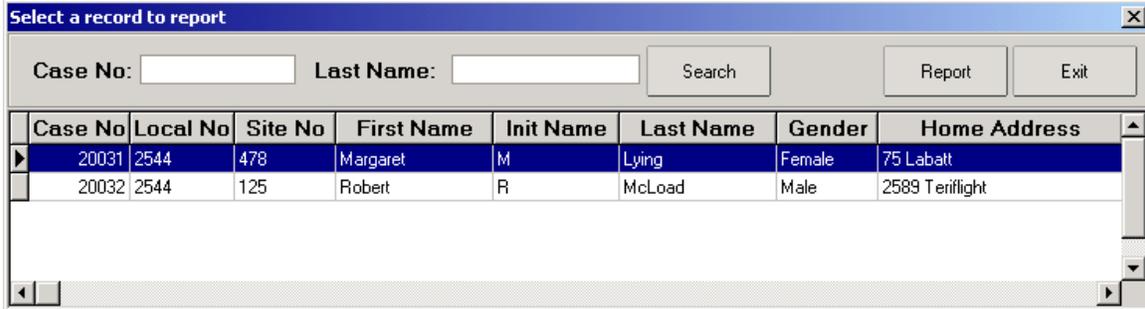
Address / Adresse: _____

I/We the undersigned claim that / Je/Nous soussigne(e)s affirme(ons) que

Page 1/1

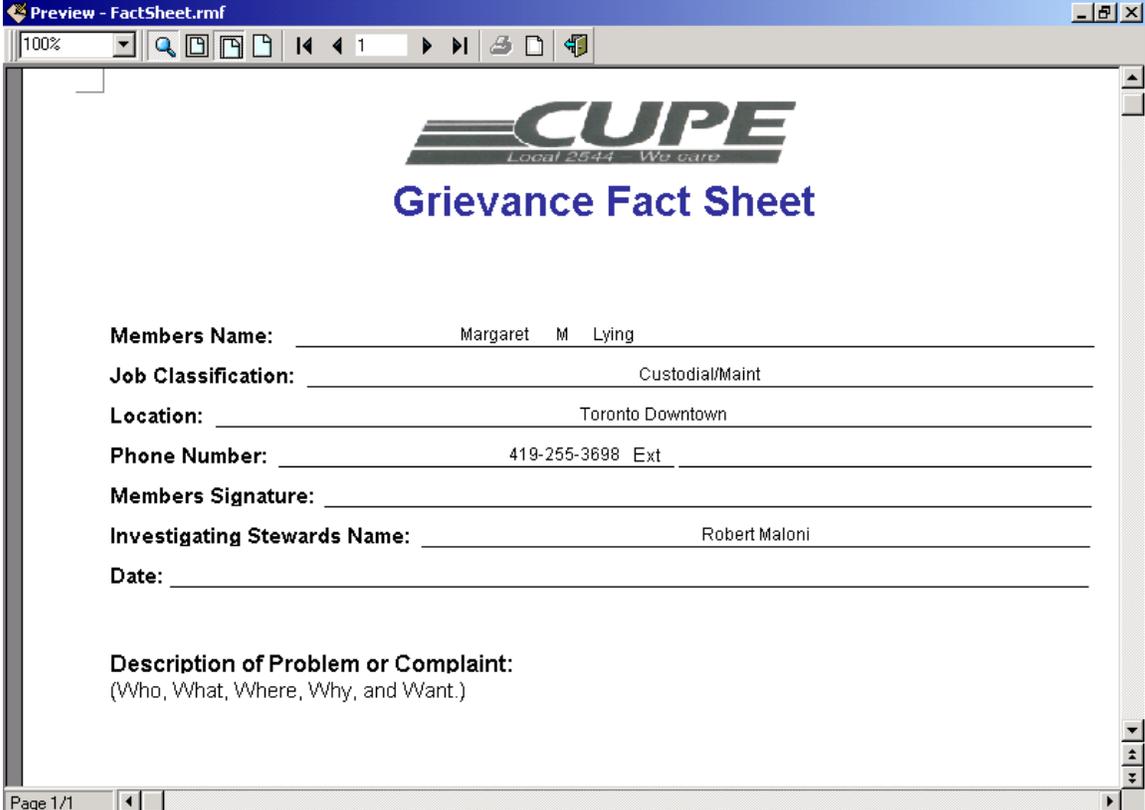
Grievance Fact Sheet

By clicking the desired report from the Report Menu, you will be shown the following screen. To create a Grievance Fact Sheet Report, you must first select the Case by highlighting that Case. To reach the desired Case, you can scroll through all of the names using the scroll bar, if you know the Case No: or Last Name, enter it in the appropriate field. When you are ready to generate the report, click on the **'Report'** button.



Case No	Local No	Site No	First Name	Init Name	Last Name	Gender	Home Address
20031	2544	478	Margaret	M	Lying	Female	75 Labatt
20032	2544	125	Robert	R	McLoad	Male	2589 Teriffight

Once the report is generated, you will be shown the following screen. From here, you can print the report. If you scanned a document that coincides with this report and you wish to view both documents, go to the drop down box that shows 'Page Width' and select the 'Double Page' option or click the next key.



CUPE
Local 2544 - We care

Grievance Fact Sheet

Members Name: Margaret M Lying

Job Classification: Custodial/Maint

Location: Toronto Downtown

Phone Number: 419-255-3698 Ext

Members Signature:

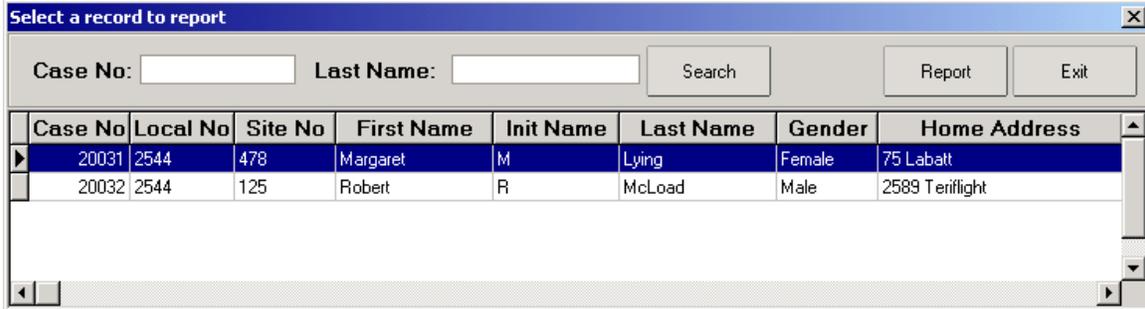
Investigating Stewards Name: Robert Maloni

Date:

Description of Problem or Complaint:
(Who, What, Where, Why, and Want.)

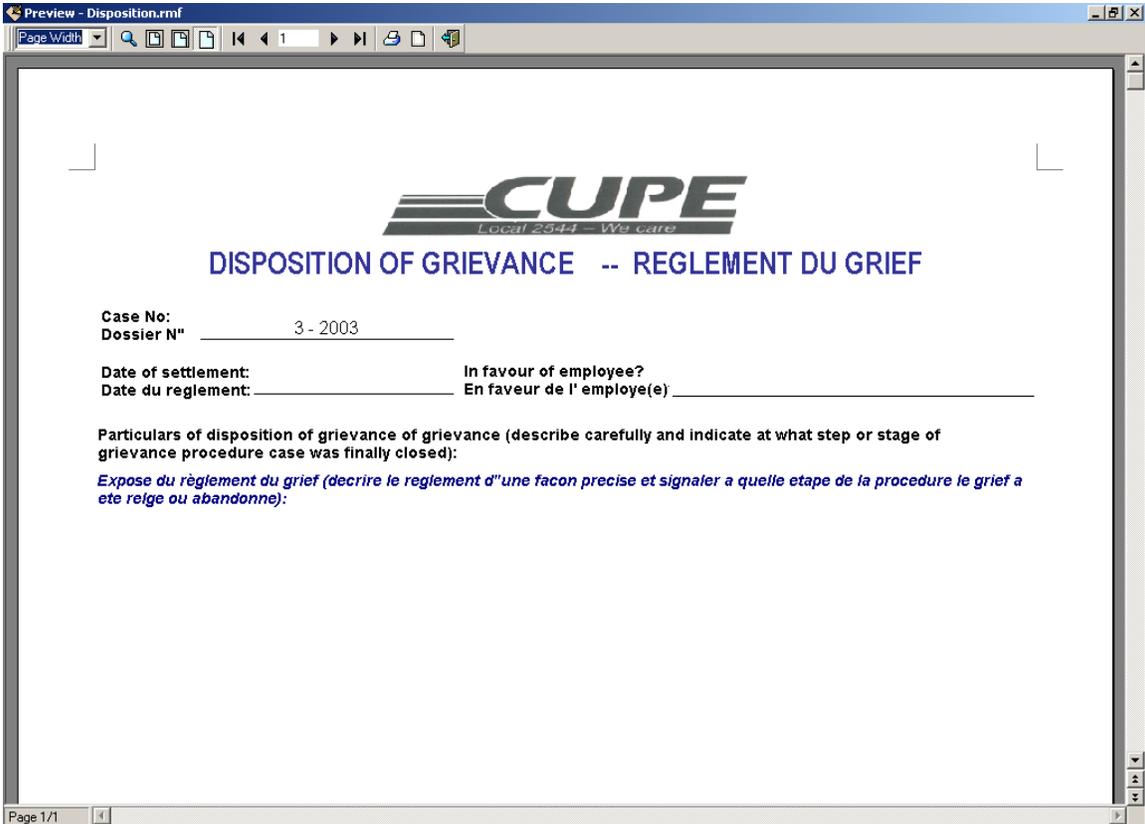
Disposition of Grievance

By clicking the desired report from the Report Menu, you will be shown the following screen. To create a Disposition of Grievance Report, you must first select the Case by highlighting that Case. To reach the desired Case, you can scroll through all of the names using the scroll bar, if you know the Case No: or Last Name, enter it in the appropriate field. When you are ready to generate the report, click on the **'Report'** button.



Case No	Local No	Site No	First Name	Init Name	Last Name	Gender	Home Address
20031	2544	478	Margaret	M	Lying	Female	75 Labatt
20032	2544	125	Robert	R	McLoad	Male	2589 Teriffight

Once the report is generated, you will be shown the following screen. From here, you can print the report. If you scanned a document that coincides with this report and you wish to view both documents, go to the drop down box that shows 'Page Width' and select the 'Double Page' option or click the next key.



CUPE
Local 2544 - We care

DISPOSITION OF GRIEVANCE -- REGLEMENT DU GRIEF

Case No: 3-2003
Dossier N° _____

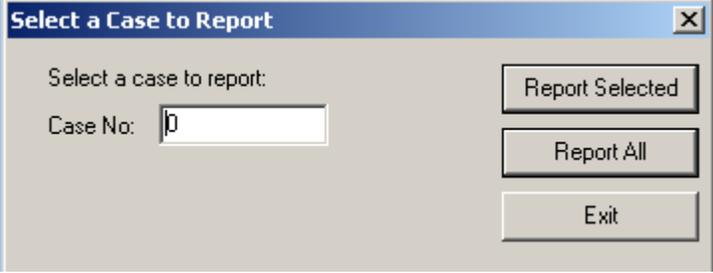
Date of settlement: _____ In favour of employee?
Date du règlement: _____ En faveur de l'employe(e) _____

Particulars of disposition of grievance of grievance (describe carefully and indicate at what step or stage of grievance procedure case was finally closed):
Expose du règlement du grief (decrire le règlement d'une façon précise et signaler à quelle étape de la procédure le grief a été réglé ou abandonné):

Page 1/1

Level change Date

This option allows you to view what dates your Case has progressed to the next level. By clicking the desired report from the Report Menu, you will be shown the following screen. To create a 'Level Change Report', you must enter the Case No in the appropriate field and click 'Report Selected' or click on 'Report All' to view all Case Level changes.



Select a Case to Report

Select a case to report:

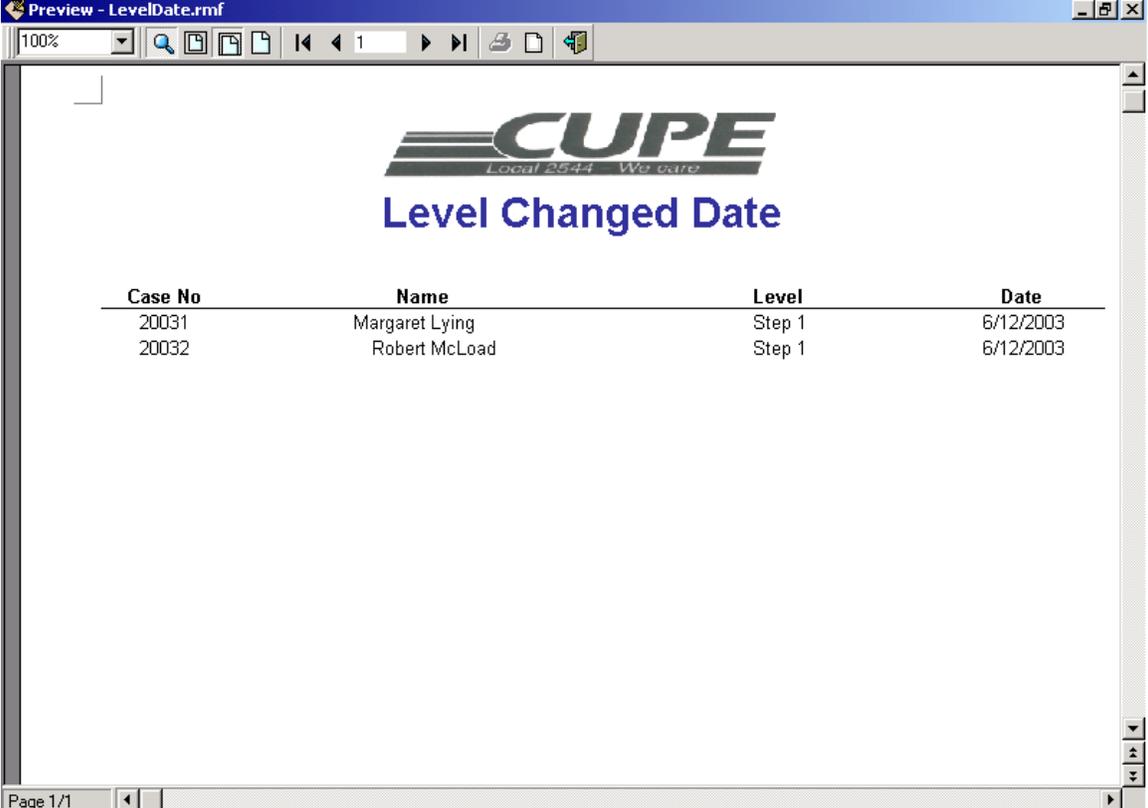
Case No:

Report Selected

Report All

Exit

Once the report is generated, you will be shown the following screen. From here, you can print the report.



Preview - LevelDate.rmf

100%

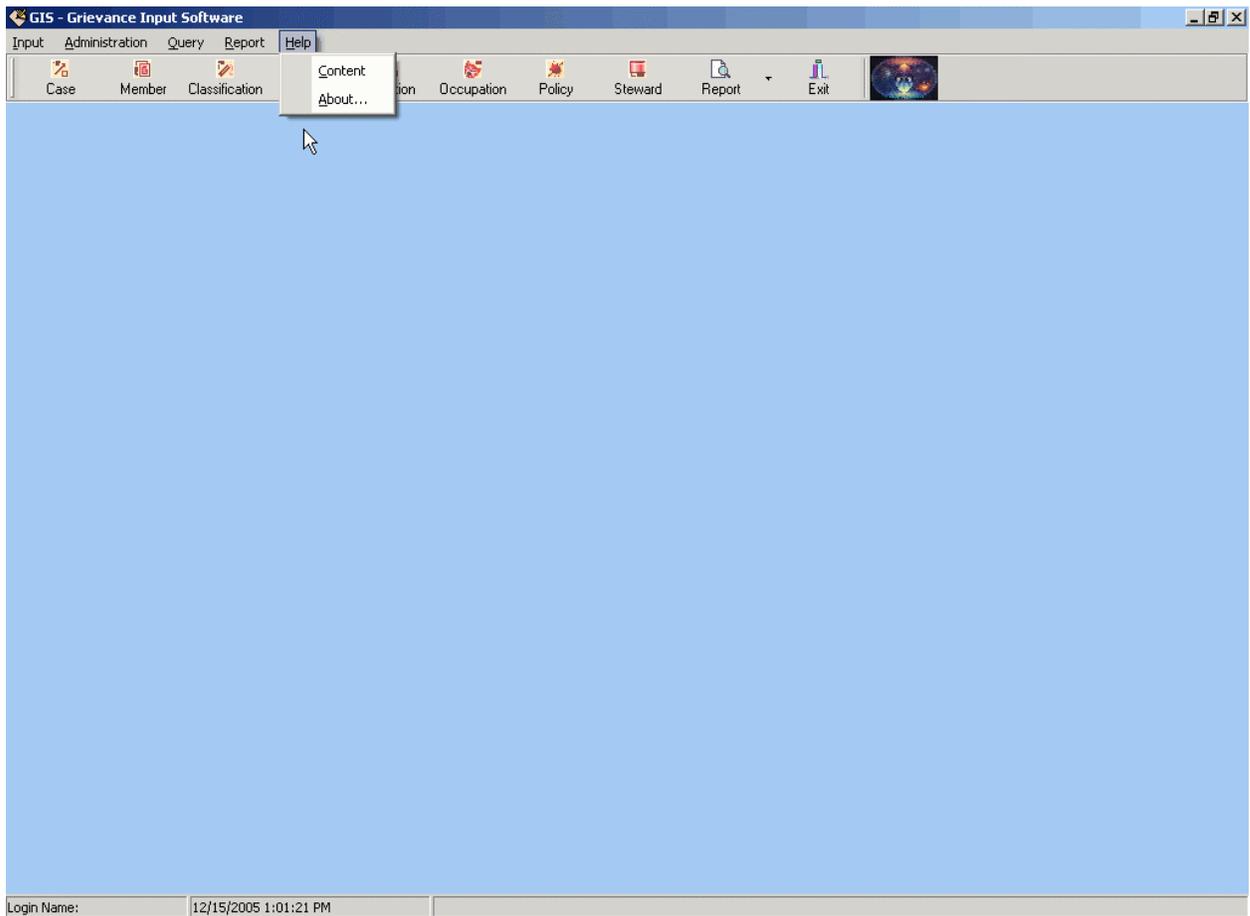
CUPE
Local 2544 We care

Level Changed Date

Case No	Name	Level	Date
20031	Margaret Lying	Step 1	6/12/2003
20032	Robert McLoad	Step 1	6/12/2003

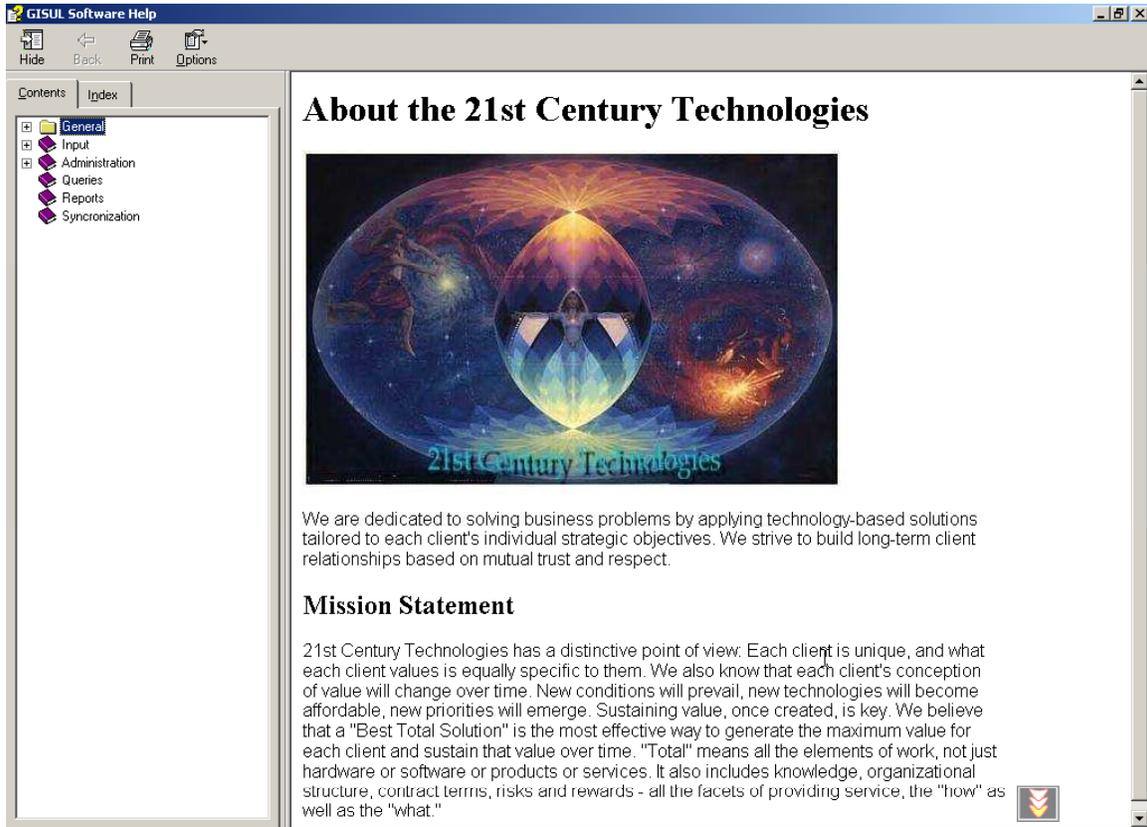
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HELP



Content

To view the help file, select this option. The following screen will appear. Select the topic in the 'Contents' box to begin.



The screenshot shows a window titled "GISUL Software Help" with a menu bar containing "Hide", "Back", "Print", and "Options". On the left is a "Contents" pane with a tree view showing categories: General, Input, Administration, Queries, Reports, and Synchronization. The main content area is titled "About the 21st Century Technologies" and features a central image of a globe with a stylized figure and the text "21st Century Technologies". Below the image is a paragraph of text and a "Mission Statement" section.

About the 21st Century Technologies



We are dedicated to solving business problems by applying technology-based solutions tailored to each client's individual strategic objectives. We strive to build long-term client relationships based on mutual trust and respect.

Mission Statement

21st Century Technologies has a distinctive point of view: Each client is unique, and what each client values is equally specific to them. We also know that each client's conception of value will change over time. New conditions will prevail, new technologies will become affordable, new priorities will emerge. Sustaining value, once created, is key. We believe that a "Best Total Solution" is the most effective way to generate the maximum value for each client and sustain that value over time. "Total" means all the elements of work, not just hardware or software or products or services. It also includes knowledge, organizational structure, contract terms, risks and rewards - all the facets of providing service, the "how" as well as the "what."

Register

To register your program, you must first complete the registration form as shown below. These fields must be completed.

Union Name	Use abbreviated form i.e. CUPE or CAW (HR enter Co. name)
Local No	Use numeric form i.e. 2544 (HR enter 1)
User Name	This should be the name of the person using GIS
Workstation	Enter your computer name here (use a unique name).
Email Address	This must be completed.

Once all of the data is entered, click the '**Generate**' button and a number will appear in the '**Register No**' box. This number must be either emailed to register@21stcenturytech.ca or telephone, 647-439-6547 with the information. Once 21st Century Technologies receives this Register Number, you will be given a Serial Number that must be entered into the '**Serial No**' field. When this is completed, you then click on the '**Register**' button. Your software will now be fully registered and with no limitations. You can click the '**Close**' button to exit this screen.

Please Register [X]

Important

Please input your information first.
Press Generate button to get a Register Number and send the it to 21st Century Technologies
We will give you a Serial Number. Type in the Serial number and press Register button.

User Informaiton

Union Name:

Local No:

User Name:

Workstation:

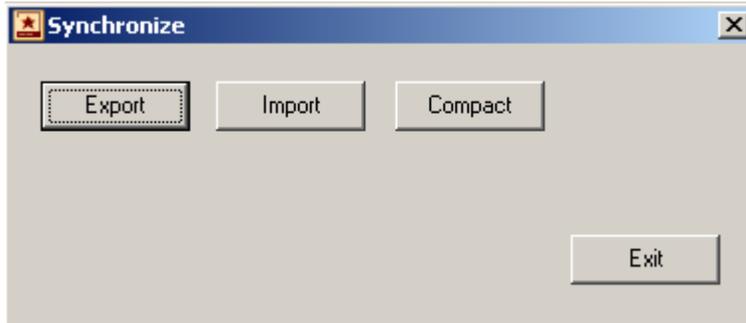
Email Address:

Register No:

Serial No:

Generate Register Close

SYNCHRONIZATION



Use this function to synchronize a remote database to a local database (Import) or a local database to a remote database (Export). This process must be executed periodically to update all information between databases on different computers.

This process can be completed using the following methods:

Networked environment Import or Export directly to the other database (default location of database is C:/Program Files/21st Century Technologies/GIS/GIS.mdb)

Standalone computers You must Export your database to a CD Rom or Floppy Disk and then Import that database from your chosen media. I.E.: computer one Exports to A:/ drive, that floppy is taken to computer two, and computer two will Import from A:/ drive.

CAUTIONS

All duplicate files (with every field that matches exactly) will be deleted.

There is a possibility that you may have duplicate case numbers assigned to different cases.

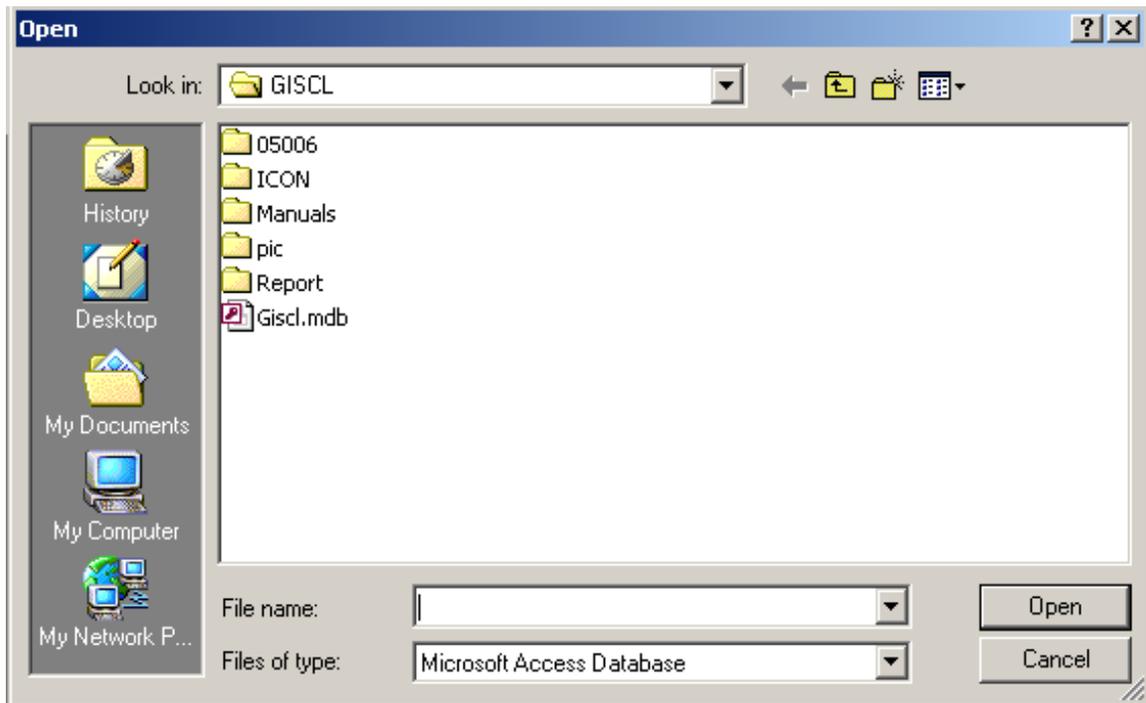
It is strongly suggested that a BACKUP of both databases be made before executing this process.

AFTER TO START THE SYNCHRONIZE PROCESS, YOU CANNOT STOP IT. IF YOU ATTEMPT TO STOP THE PROCESS, YOU WILL LOOSE ALL DATA.

EXPORT

To synchronize your database with a remote database.

If you're on a network, select the directory where the remote database resides (default location is [drive]:/Program Files/21st Century Technologies/GIS/GIS.mdb). If you're a standalone computer, select the location you wish to store your database (local or removable drive), then type or select the name of your file in **File name**, and press the **Open** button to start this process.



The following screen will be displayed.



When the process has completed, you will see the next screen at which time you can click on the **Exit** button.

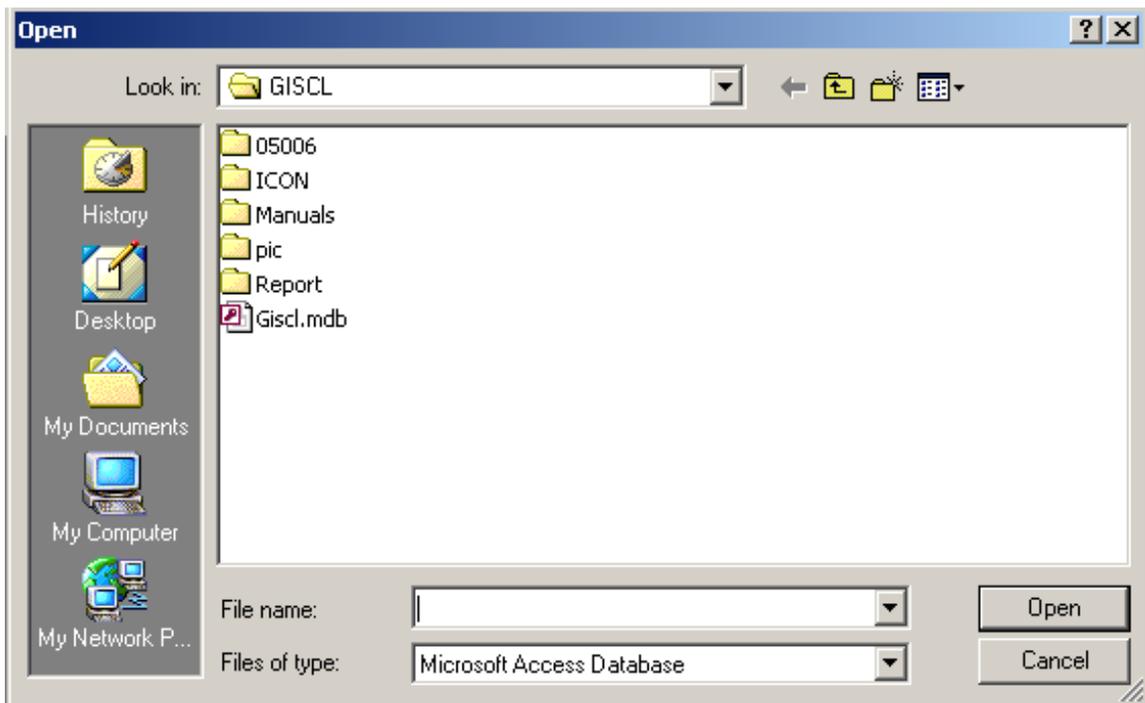


IMPORT

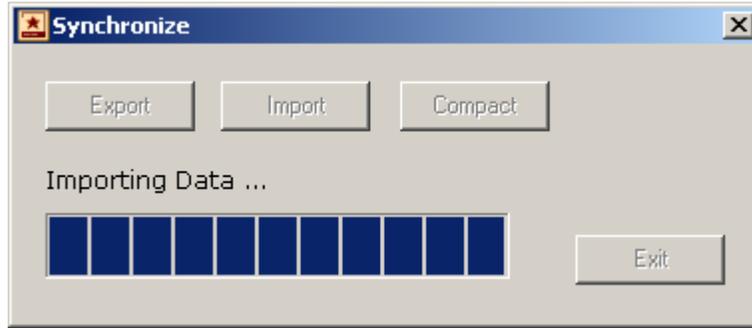
To synchronize a remote database with a local database.

If you're on a network, select the directory where the remote database resides (default location is [drive]:/Program Files/21st Century Technologies/GIS/GIS.mdb). If you're a standalone computer, select the location where your remote database resides (local or removable drive), then type, or select, the name of your file in **File name**, and press the **Open** button to start this process.

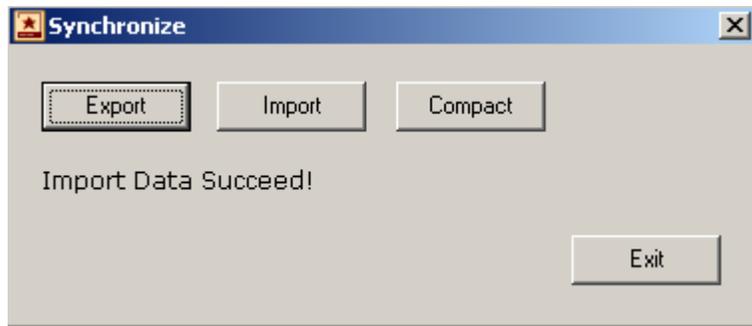
PLEASE BACKUP YOUR CURRENT DATABASE BEFORE STARTING THIS PROCESS.



The following screen will be displayed. Do not interrupt this process as you may lose your data.

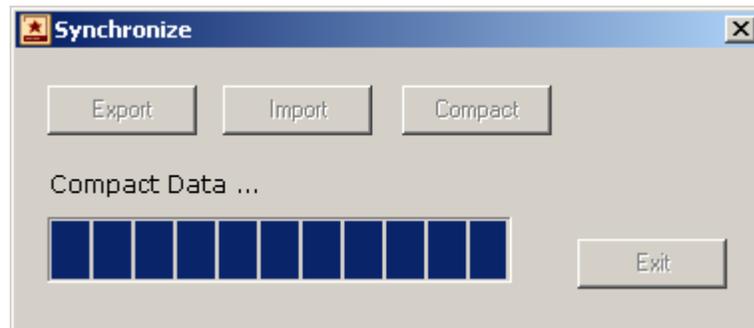


When the process has completed, you will see the next screen at which time you can click on the **Exit** button.

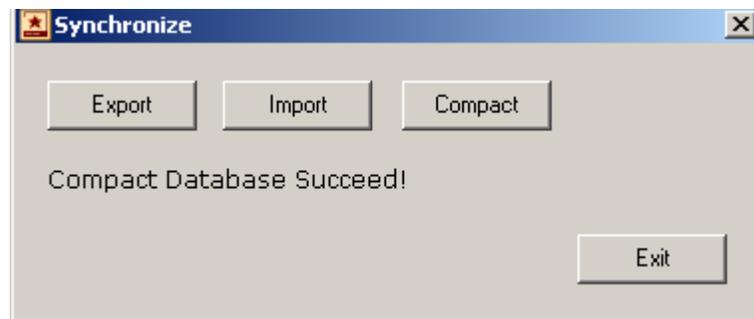


COMPACT

This option is executed after the Import or Export process or periodically to optimize GIS database.



When the process has completed, you will see the next screen at which time you can click on the **Exit** button



About Grievance Input Software



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Glossary

Application

A system providing a set of services to solve some specific user problem.

Backup

To copy software files onto another media that can be sorted separately from the original files and used to restore the original files, if needed. The act of creating these files. n. The set of copied files.

Criteria

A standard on which a decision or judgment may be based; for example, acceptance criteria to determine whether or not to accept a system.

Database

A collection of logically related data stored together in one or more computerized files; an electronic repository of information accessible via a query language interface.

Hardware

The physical portion of a computer system (or subsystem), including the electrical components. Compare to Software.

Login

A login name, default is admin or operator.

Password

A code used to gain access (*login*) to a locked system. Good passwords contain letters and non-letters and are not simple combinations such as *virtue7*. A good password might be: 5%df(29) Note: **But don't use that one!**

Software

Computer programs (code), procedures, documentation, and data pertaining to the operation of a computer system. Compare to Hardware.