

mGATS User Guide

updated March 11, 2023

Introduction

NATCA's official tracking system for grievances is called GATS, or Grievance Automated Tracking System. GATS is internet-based and is accessed at <http://gats.natca.net>. GATS features automated processing, automated notifications and reporting, alerts, integrated document storage, comment logs, template libraries, a reference library, full search function, a document repository, and many other features. It is intended for use by authorized NATCA Reps.

mGATS is a parallel system intended to be used by all members to access information on your own grievances and to enable you to create their own grievances. mGATS can only be used to create employee-level grievances (Green Book Article 9, Section 8). Grievances entered into mGATS are written to the GATS database, so your Reps will immediately have access to them. mGATS includes many of the features of GATS, including:

- Automated optional email notifications
- Integrated and unlimited document storage (for files related to your case)
- Comment logs
- Template libraries to enable you to create your grievances from a library of national and local templates
- Generation of your grievance as a PDF file (not currently available in GATS)

How to Get an Account

Go to <http://gats.natca.net> and click the "Looking for mGATS" link to see the below:

GRIEVANCE AUTOMATED TRACKING SYSTEM (G.A.T.S) FOR MEMBERS

- [GATS for Reps](#)
- [NATCA Email](#)

[mGATS User Guide](#) [Help](#) Logged in as: nobody

Login

GATS accounts are also valid here.

User Name

Password **To request access please click here**

[ssl certs](#)

Built by the NATCA Information Technology Committee

Support

Click here for the [mGATS User Guide](#).

If you are having difficulty with your account or requested access and did not receive a response please click [here](#) for a contact.

You can also contact gatsadmin@natca.net.

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Click on the link contained in the area in the red border to open this page:

GRIEVANCE AUTOMATED TRACKING SYSTEM (G.A.T.S) FOR MEMBERS

[GATS for Reps](#)
[NATCA Email](#)

[mGATS User Guide](#) [Help](#) Logged in as: nobody

Request Access

First name

Last name

Facility

Please enter your home address, not work

Address Line 1

Address Line 2

City

State

Zip Code

Phone Number

Phone Type

Home

Work

Cell

Email Address

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Fill out the form. The fields labeled in red are mandatory. When you submit your request, the form will look something like this, with the acknowledge message inside the red border.

Request Access

First name

Last name

Facility

Address Line 1

Address Line 2

City

State

Zip Code

Phone Number

Phone Type

Home

Work

Cell

Email Address

You request has been sent to the regional representative. Once granted access you will receive instructions via email to bob@aol.com

Your RVP office will be notified of your request. Staff there will review the request and match you up with existing records in the member database. If all is well, the staff will approve your request and your login information will be sent to you in an

automated email the next day. For data integrity purposes each account must have a unique email address; one email address per account and vice versa.

Receiving notification

Your notification will look like this:

From: <gatsadmin@natca.net>
Date: Sun, Sep 14, 2008 at 6:49 PM
Subject: Your New NATCA mGATS account
To: bob@aol.com

You have been issued a NATCA mGATS (Member Grievance Automated Tracking System) account. Your account can be accessed with the username bmarley and the password abadaba at the following URL: <http://mgats.natca.net>

Please contact the NATCA Information Technology Committee at gatsadmin@natca.net with any questions.

This message was generated automatically by the NATCA mGATS.

When you login, the screen will look like this:

The screenshot shows the NATCA mGATS web interface. At the top left is the NATCA logo with the text 'NATIONAL AIR TRAFFIC CONTROLLERS ASSOCIATION' and 'WE GUIDE YOU HOME'. To the right is the title 'GRIEVANCE AUTOMATED TRACKING SYSTEM (G.A.T.S) FOR MEMBERS'. Below this is a navigation bar with links: Home, Grievances, Grievance Wizard, My Profile, and My Recipients. To the right of the navigation bar is a 'Links' box containing: Library, GATS for Reps, NATCA Email, Member Forum, and Logout. Below the navigation bar is a 'Home' link and a 'Logged in as: BILL' indicator. The main content area is divided into two sections: 'Grievance Status Alerts' and 'Options'. The 'Grievance Status Alerts' section lists four grievances with their respective FAA response times. The 'Options' section has a heading 'Options' and a sub-heading 'Create a new grievance...' with three buttons: 'FROM SCRATCH', 'FROM TEMPLATE', and 'WITH WIZARD'. At the bottom of the page is a copyright notice: '© National Air Traffic Controllers Association'.

The Grievance Status Alerts section shows you existing grievances that have passed a deadline without action. This listing and other grievance listings in the system should include all grievances in which you are the grievant. Because the source of member data changed recently, it's possible that not all of your grievances will appear. Contact your RVP office if there is a question.

The header section above the red line will appear on most pages in the system. This will help you move around the program without getting lost. There is also a

“breadcrumbs” section just below the NATCA logo that will give you successive links as you “drill down” and enable you to back out to pages you already viewed.

The Nav bar in the header section provides the primary links within the system.

- Home - the page you are on when you first login
- Grievances – a listing of all of your grievances
- Grievance Wizard – one of three methods for creating a grievance
- My Profile – to change your password, email address, and other options
- My Recipients – where you identify the managers you will be filing against

The Links section in the upper right provides easy access to other resources such as the BBS, NATCA email, and the main GATS system. The Library link opens up a searchable database of contracts and MOUs from which you can do research and copy-and-paste into your grievances. Finally, the logout link is also in this section.

On the right is a set of three options for creating grievances, Scratch, Template, and Wizard. These will be reviewed in more detail.

My Recipients

Before you can enter any grievances into mGATS, you have to identify which managers you will be filing grievances against. Click on the My Recipients link in the Nav bar to see the following screen.

The screenshot displays the NATCA Grievance Automated Tracking System (G.A.T.S) interface for members. The header includes the NATCA logo, the text "NATIONAL AIR TRAFFIC CONTROLLERS ASSOCIATION WE GUIDE YOU HOME", and the title "GRIEVANCE AUTOMATED TRACKING SYSTEM (G.A.T.S) FOR MEMBERS". The navigation bar contains links for Home, Grievances, Grievance Wizard, My Profile, and My Recipients. A utility menu on the right includes links for Library, GATS for Reps, NATCA Email, Member Forum, and Logout. The user is logged in as BILL.

The main content area is divided into two sections:

- Search Recipient Addresses:** A search box with the text "wamp" entered, and buttons for "Search" and "Reset".
- Addresses:** A table listing search results.
- My Recipients:** A table listing selected recipients.

Add	Name	Region ▲	Address
Add	Sc. Wampler	NEA	Washington ARTCC 825 East Market Street Leesburg VA, 20176

1

Remove	Name	Region
Remove	MISS KING	NEA
Remove	Irving Washington	NEA

1 - 2

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On the left is a listing of all managers in your region filtered by whatever text you enter into the Name or Address field. On the right is a listing of those managers you have selected as possible recipients of your grievances. When you first login there

will be no entries on the right. You'll need to search for those managers you want in your list, and then click the Add link next to their name. When you do this, the manager will move to the My Recipients list. To remove this manager, simply click the Remove link. Actions you take here will not affect any existing grievances, but will only affect the managers who appear in the drop-downs when you create a grievance.

Grievances page

Below is a sample view of the Grievances page.

NATCA NATIONAL AIR TRAFFIC CONTROLLERS ASSOCIATION
WE GUIDE YOU HOME

GRIEVANCE AUTOMATED TRACKING SYSTEM (G.A.T.S.) FOR MEMBERS

Home | **Grievances** | Grievance Wizard | My Profile | My Recipients

- Library
- GATS for Reps
- NATCA Email
- Member Forum
- Logout

Home > Grievances Help Logged in as: BILL

Search

Search Display **Grievance Level** E1 E2/U1 3rd Level Arbitration [Include closed grievances?](#)

Grievances E1

No Grievances Found.

Grievances E2/U1

No Grievances Found.

Grievances 3rd Level

No Grievances Found.

Grievances Arbitration
Arbitration: NATCA National has submitted for arbitration

FAA #	FacRep	NATCA #	Topic	Days Till Due or Date Submitted	FAA Response Due ▲	Status	Notes	Attachments
31617	Richard Santa	06-ZDC-787	Denial of official time to prepare a res	08/08/006	N	09-07-2006 PAST	Open	1 3
None	Mike Skubon	06-ZDC-822	Disparate treatment regarding pilot soli	08/08/006	N	09-07-2006 PAST	Open	0 4

[Export to Spreadsheet](#)

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The Search area lets you define how the page will appear and the grievances that will be included. You can enter search text to look for specific grievances, you can set the display to a particular number per page, you can select only grievances at certain levels, and you have the option of including closed grievances.

Regarding the grievance levels, there are four:

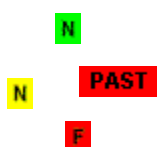
- E1 – employee grievances at Step 1. In the White Book and the Black Book this refers to Article 9, Section 7, Step 1, Green Book is Article 9, Section 8, Step 1. Every grievance you create will start at E1. If you need to submit a grievance at a higher level, contact a Rep.
- E2/U1 – these include E1 grievances that must be or have been elevated to the facility level or Step 2. They also include those grievances that were filed by the Union (Green Book Article 9, Section 11, Step 1).
- 3rd Level – these grievances must be or have been elevated to the regional level.
- Arbitration – these grievances must be or have been submitted for arbitration.

You'll notice that the column headers are links. Click these to sort by that column.

There are also links in the body of the listings.

- Topic – click on the text in this column to view a PDF of your grievance.
- Notes – click here to see a running log of comments on your grievance. You can add comments as well.
- Attachments – click to see a listing of files that have been uploaded to your case. You can download these files and upload your own.

The Days Till Due and FAA Response Due columns both show colored indicators to indicate the level of urgency for an action by either NATCA or FAA.

- 
- A green "N" indicates more than 7 days till a NATCA deadline. A green "F" is the same for the Agency. Yellow indicates between 3 and 7 days, and red between 0 and 3. The red PAST indicator shows when a deadline has been passed.

The NATCA number is automatically generated by mGATS, and is comprised of the last two digits of the current year, the facility ID, and a sequence number that starts each year at 1.

In the bottom left is a link called Export to Spreadsheet. This allows you to download the data contained in the report to a spreadsheet file, so that you can store this information on your laptop or flash drive.

There is also a button in the E1 section for starting a new grievance. This is the same as the From Scratch button on the Home page.

Starting a Grievance from Scratch

Below is the screen for starting a grievance from scratch.

NATCA NATIONAL AIR TRAFFIC CONTROLLERS ASSOCIATION
WE GUIDE YOU HOME

GRIEVANCE AUTOMATED TRACKING SYSTEM (G.A.T.S) FOR MEMBERS

Home Grievances Grievance Wizard My Profile My Recipients

- Library
- GATS for Reps
- NATCA Email
- Member Forum
- Logout

Home > Grievances > Grievance - New Grievance Help Logged in as: BILL

Grievance Templates

Local Template [dropdown] National Template [dropdown]

Wildcard 1 [input] Wildcard 2 [input] Search templates

Violation Date 09/17/2008 Apply Template

Grievance - New Grievance

Cancel Preview Save Finish & Create PDF

Facility Boston Center Violation Date 09/17/2008

Grievant William Holtzman Date Submitted [input]

Grievance Regarding [input]

E-mail me? Yes No Grievant Email [input]

Union Rep [dropdown] Addressed To Irving Washington

Do You Request an Oral Presentation Yes No

If you are in the ATC, TMC or NOTAM bargaining units, you must have yes selected per the Green Book

Grievance Letter

Citation [input] Insert Boilerplate

Boilerplate This grievance is filed pursuant to Article 9 of the 2003 collective bargaining agreement, 5 USC 7103 (a) (9) and under protest, Article 9, Section 1 of the 2006 imposed work rules. The Agency's actions constitute a violation of the 2003 collective bargaining agreement between NATCA and the FAA, 5 USC Chapter 71, and all applicable laws, rules, regulations, and past practice.

Nature of Grievance [rich text editor]

Corrective Action Desired [rich text editor]

Privacy

Censor Words (separate by a comma, as in "bill,smith,mary.jane")

[input]

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Some of the fields automatically default based on your user, such as Facility and Grievant. The boilerplate also defaults to stock language from the National Office.

The remaining fields include:

- Violation date – Defaults to today. This begins the timelines since you have 20 days from the violation date to submit a grievance.
- Grievance Regarding – The topic of your grievance. This helps to identify it.
- Union Rep – Select from the drop down.
- Grievant Email – Check the Yes box and enter your email to receive automated updates.
- Oral Presentation – Whether you are requesting or not.
- Nature of Grievance – A description of what happened and the adverse action against you that resulted.
- Corrective Action Desired – An explanation of your proposed remedy.
- Censor Words –To protect your privacy, you can enter in specific words or names so they will not be viewable by Reps from outside your facility.
- Date Submitted – Do not enter this field until you have already or are about to submit the grievance to the Agency.

You can Preview the grievance and when you are ready click either Save or Finish and Create PDF. With either of these the grievance is entered into mGATS and GATS. At this point it is also assigned a NATCA number. You can then print the grievance, sign it, and submit it to your manager.

Note: mGATS is not connected to any Agency system. Conduct all business with the Agency in paper form. They do not have access to GATS or mGATS in any way.

Starting a Grievance with Wizard

From the Home page click With Wizard to see this.

NATCA NATIONAL AIR TRAFFIC CONTROLLERS ASSOCIATION
WE GUIDE YOU HOME

GRIEVANCE AUTOMATED TRACKING SYSTEM (G.A.T.S) FOR MEMBERS

Home | Grievances | **Grievance Wizard** | My Profile | My Recipients

Library
GATS for Reps
NATCA Email
Member Forum
Logout

Home > Grievances > Step 1 Help Logged in as: BILL

Step 1 - Dates and Topic

Step 2 - Recipients, Email Settings

Step 3 - National/Local Templates

Step 4 - Create/Edit Letter

Step 5 - Privacy Settings

Step 6 - Review & Create PDF

Step 1 – Dates and Topic Cancel Next >

Facility Boston Center Violation Date 09/17/2008

Grievant William Holtzman Date Submitted 09/17/2008

Grievance Regarding

Wizard Page Instructions

Please confirm information regarding the facility, and that you are properly listed as the grievant. Then provide a brief description of the grievance.

Note that text for the actual grievance will be requested in a latter step. The description provided here will only be used for reference purposes.

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The Wizard takes you step by step through the process of creating a grievance. This is mostly a convenience and so it works essentially like the From Scratch method. The fields are the same as in the From Scratch method.

Creating a Grievance from Template

From the Home page click the From Template button to see this.

NATCA NATIONAL AIR TRAFFIC CONTROLLERS ASSOCIATION
WE GUIDE YOU HOME

GRIEVANCE AUTOMATED TRACKING SYSTEM (G.A.T.S.) FOR MEMBERS

- Library
- GATS for Reps
- NATCA Email
- Member Forum
- Logout

Home | Grievances | **Grievance Wizard** | My Profile | My Recipients

Help | Logged in as: BILL

Search

Search

Templates

Click on the template name to see the template in the lower right and click on the arrow to start a grievance using that template.

Pick	Facility	Template Name Click to Preview
▶	ZBW	Second Radar Associate Certifi
▶	ZBW	CPC Certification
▶	ZBW	Second Radar Certification
▶	ZBW	A Side Certification
▶	ZBW	Pay Raises Delayed
▶	ZBW	Developmental Night Differenti
▶	ZBW	No Agency Response
▶	ZBW	Article 28 - Forced Holiday Le
▶	ZBW	A33 Violations
▶	ZBW	Denial of CIC Premium Pay
▶	ZBW	Overtime

Wildcard Usage

[Wild Card 1](#) [Wild Card 2](#)

Grievance Regarding Grievance Regarding
 Nature of Grievance Nature of Grievance
 Corrective Actions Corrective Actions

The boxes at left indicate if and where in the template wild card substitutions are used. The placement of these wild cards will also be highlighted in the preview below.

Template Preview

[Template Name](#)
[Grievance Regarding](#)
[Nature of Grievance](#)
[Corrective Action Desired](#)

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On this page you have the ability to browse through both local and national templates to find the appropriate grievance for your case.

Templates contain blanks for grievant name, violation date, and other chunks of text that you can specify when you create the grievance. These other test strings are referred to as Wild1 and Wild2. Most templates have a grievant and violation date field, but not all have Wild1 or Wild2. The Wildcard Usage section of this page will indicate when and where a particular template uses a Wild. Click on a Template Name to preview the template and see if either Wild is used in that template.



Search

Search

Templates

Click on the template name to see the template in the lower right and click on the arrow to start a grievance using that template.

Pick	Facility	Template Name Click to Preview
▶	ZBW	Second Radar Associate Certifi
▶	ZBW	CPC Certification
▶	ZBW	Second Radar Certification
▶	ZBW	A Side Certification
▶	ZBW	Pay Raises Delayed
▶	ZBW	Developmental Night Differenti
▶	ZBW	No Agency Response
▶	ZBW	Article 28 - Forced Holiday Le
▶	ZBW	A33 violations
▶	ZBW	Denial of CIC Premium Pay
▶	ZBW	Overtime

Wildcard Usage

[Wild Card 1](#) [Wild Card 2](#)

Grievance Regarding Grievance Regarding
 Nature of Grievance Nature of Grievance
 Corrective Actions Corrective Actions

The boxes at left indicate if and where in the template wild card substitutions are used. The placement of these wild cards will also be highlighted in the preview below.

Template Preview

Template Name
Article 28 - Forced Holiday Leave

Grievance Regarding
Article 28 - Forced Holiday Leave

Nature of Grievance
On or about **09-17-2008**, I was informed that I was being forced off of the **"WILD 1"**. The Agency's actions constitute a violation of the 2003 collective bargaining agreement between NATCA and the FAA and 5 U.S.C. 7100. This grievance is filed pursuant to Article 9, Section 1 of the 2003 collective bargaining agreement and 5 U.S.C. 7103(a)(9).

Corrective Action Desired
I receive 8 hours of holiday pay with applicable interest at the IRS rate. Any additional remedy deemed appropriate by the Union.

In this case the grievant is not substituted into the grievance; instead the text is written in first person with the word "I". But the violation date is used as well as the Wild1. Both are highlighted in yellow in the preview. When you have selected a template click the arrow link in the Pick column. You'll see this.



Grievance Templates


Local Template: National Template:

Wildcard 1: Wildcard 2:

Violation Date:

Grievance - New Grievance

This grievance has a Wild1 so you fill that in and then click Apply Template. After you select from the drop downs it looks like this.



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Home | Grievances | Grievance Wizard | My Profile | My Recipients

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- GATS for Reps
- NATCA Email
- Member Forum
- Logout

Home > Grievances > Grievance - New Grievance Help Logged in as: BILL

Grievance Templates

Local Template: Overtime Roster National Template:

Wildcard 1: Area 1 Wildcard 2:

Violation Date: 09/18/2008

 [Search templates](#)

Grievance - New Grievance

Facility: Washington Center Violation Date: 09/18/2008

Grievant: William Holtzman Date Submitted:

Grievance Regarding: Management's failure to follow negotiated overtime roster

E-mail me? Yes No Grievant Email:

Union Rep: Johnson, Curtis Addressed To: Irving Washington

Do You Request an Oral Presentation? Yes No

If you are in the ATC, TMC or NOTAM bargaining units, you must have yes selected per the Green Book

Grievance Letter

Citation: [Insert Boilerplate](#)

Boilerplate: This grievance is filed pursuant to Article 9 of the 2003 collective bargaining agreement, 5 USC 7103 (a) (9) and under protest, Article 9, Section 1 of the 2006 imposed work rules. The Agency's actions constitute a violation of the 2003 collective bargaining agreement between NATCA and the FAA, 5 USC Chapter 71, and all applicable laws, rules, regulations, and past practice.

Nature of Grievance: On September 18, 2008, CPC William Holtzman was assigned overtime. Washington Center Management failed to utilize the locally negotiated overtime roster in assigning this overtime to CPC William Holtzman.

Corrective Action Desired:

1. Washington Center Management shall utilize the locally negotiated overtime roster and procedures when assigning overtime.
2. All Area 1 Bargaining Unit employees shall receive 8 hours Compensatory Time.
3. All Area 1 Bargaining Unit employees shall be made whole in every way.
4. ZDC NATCA shall be made whole in every way.

Privacy

Censor Words
(separate by a comma, as in "bill,smith,mary,jane")

william, holtzman

© National Air Traffic Controllers Association

Your name has been substituted into the grievance text along with the violation date and the Wild1 text. Preview will generate a PDF of your grievance which you can print out. When you are satisfied, enter the date you will submit the grievance and enter the grievance by clicking Finish and create PDF.

Here is what your finished grievance will look like.



Washington Center
ZDC
825 East Market Street
Leesburg VA 20175

NATCA Grievance Number 08-ZDC-207

Irving E. Washington, Acting Air Traffic Manager
Washington Center
825 East Market Street
Leesburg VA 20175
Employee Grievance
FAA Grievance Number:

Re: Grievance Regarding Management's failure to follow negotiated overtime roster

Dear Mr. Irving Washington,

This grievance is filed pursuant to Article 9 of the 2003 collective bargaining agreement, 5 USC 7103 (a) (9) and under protest, Article 9, Section 1 of the 2006 imposed work rules. The Agency's actions constitute a violation of the 2003 collective bargaining agreement between NATCA and the FAA, 5 USC Chapter 71, and all applicable laws, rules, regulations, and past practice.

Name of Grievant: William L Holtzman
Name of Representative: Curtis R Johnson
Date of Violation: September 18, 2008
Request Oral Presentation: Yes

Nature of the Grievance:

On September 18, 2008, CPC William Holtzman was assigned overtime. Washington Center Management failed to utilize the locally negotiated overtime roster in assigning this overtime to CPC William Holtzman.

Remedy Sought:

1. Washington Center Management shall utilize the locally negotiated overtime roster and procedures when assigning overtime.
2. All Area 1 Bargaining Unit employees shall receive 8 hours Compensatory Time.
3. All Area 1 Bargaining Unit employees shall be made whole in every way.
4. ZDC NATCA shall be made whole in every way

Jurisdictional Note:

(omitted for this user guide)

Respectfully Submitted,

William L Holtzman ZDC NATCA

I acknowledge receipt of this grievance

Signature

Title

Date

At this point you can print it, sign it and give it to your manager. From then on you will be able to add comments to the log and upload attachments. Your Grievances page will now look like this.

The screenshot displays the NATCA Grievance Automated Tracking System (G.A.T.S) interface. At the top left is the NATCA logo with the tagline "WE GUIDE YOU HOME". The main header reads "GRIEVANCE AUTOMATED TRACKING SYSTEM (G.A.T.S) FOR MEMBERS". Navigation tabs include Home, Grievances, Grievance Wizard, My Profile, and My Recipients. A sidebar on the right contains links for Library, GATS for Reps, NATCA Email, Member Forum, and Logout. Below the header, the user is logged in as "BILL".

The "Search" section includes a search input field, a "Display" dropdown set to "15", a "Grievance Level" filter, and checkboxes for "E1", "E2/U1", "3rd Level", and "Arbitration". There is also an "Include closed grievances?" checkbox and "Go" and "Reset" buttons.

The "Grievances E1" section features a "Create a New Grievance" button and a table of grievances. The table has columns for Edit, FAA #, FacRep, NATCA #, Topic, Days Till Due or Date Submitted, FAA Response Due, Status, Notes, and Attachments. A single grievance is listed with a "SHOW" button.

Edit	FAA #	FacRep	NATCA #	Topic	Days Till Due or Date Submitted	FAA Response Due	Status	Notes	Attachments
SHOW	None	Curtis R Johnson	08-ZDC-207	Management's failure to follow negotiate	09/18/008	10-08-2008	Open	0	1

At the bottom of the table, there is a "1 - 1" indicator and a link to "Export to Spreadsheet". The footer contains the copyright notice "© National Air Traffic Controllers Association".

Now you can click on the various links in the row of this grievance to:

- Edit the grievance
- Enter the FAA number
- Reprint or view the grievance PDF
- Edit the dates
- Close the grievance
- Add or view notes
- Add or view attachments