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INTRODUCTION

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DESCRIPTION

Companies that send employees to Luxembourg as a part of their cross-border operations (provision of services), have in the past had to register their employees with the Luxembourg authorities using an application form. The registration is mandatory for all employees posted to Luxembourg.

The registration can be done online with e-Détachement. The process consists of several steps:

Registering the company

To log in, the company must be registered in the online system "Guichet.itm.lu".

Creating a social ID "Badge Social"

When registering an employee for the first time, the so-called "Social Badge" can be printed after entering all necessary information and documents. This applies as long as the employee is employed at ABB, so it has to be created once for each employee. The employee must always carry the badge during deployments to Luxembourg. The Social Badge shows a barcode which is related to an online portal. In this online portal the different work times in Luxembourg are shown.

Posting

For registered employees, postings can be registered, changed and deleted (before the beginning of deployment). Each posting is then entered online for the employee specifically.

The Luxembourg authorities have issued an English user manual for the online registration:

[User manual in English](#)

Link to the homepage where the online registration can be done:

<https://guichet.itm.lu/edetach/>

Therefore, we already have a user ID and a password for ABB:

User ID: xhatg33

Password: SV-Ausweis2014

Note:

- Some sections in the SOP or few areas in the SOP have been blackened / masked. This is because they contain confidential information about the employee. However, in real time, the same does not appear in SAP.
- The SAP screen shots provided in the SOP may sometimes differ in appearance; however there is no change in the screen shot content. The difference is because the screen shots were taken from different systems - production and test.

PROCESS OVERVIEW

Process map is attached.

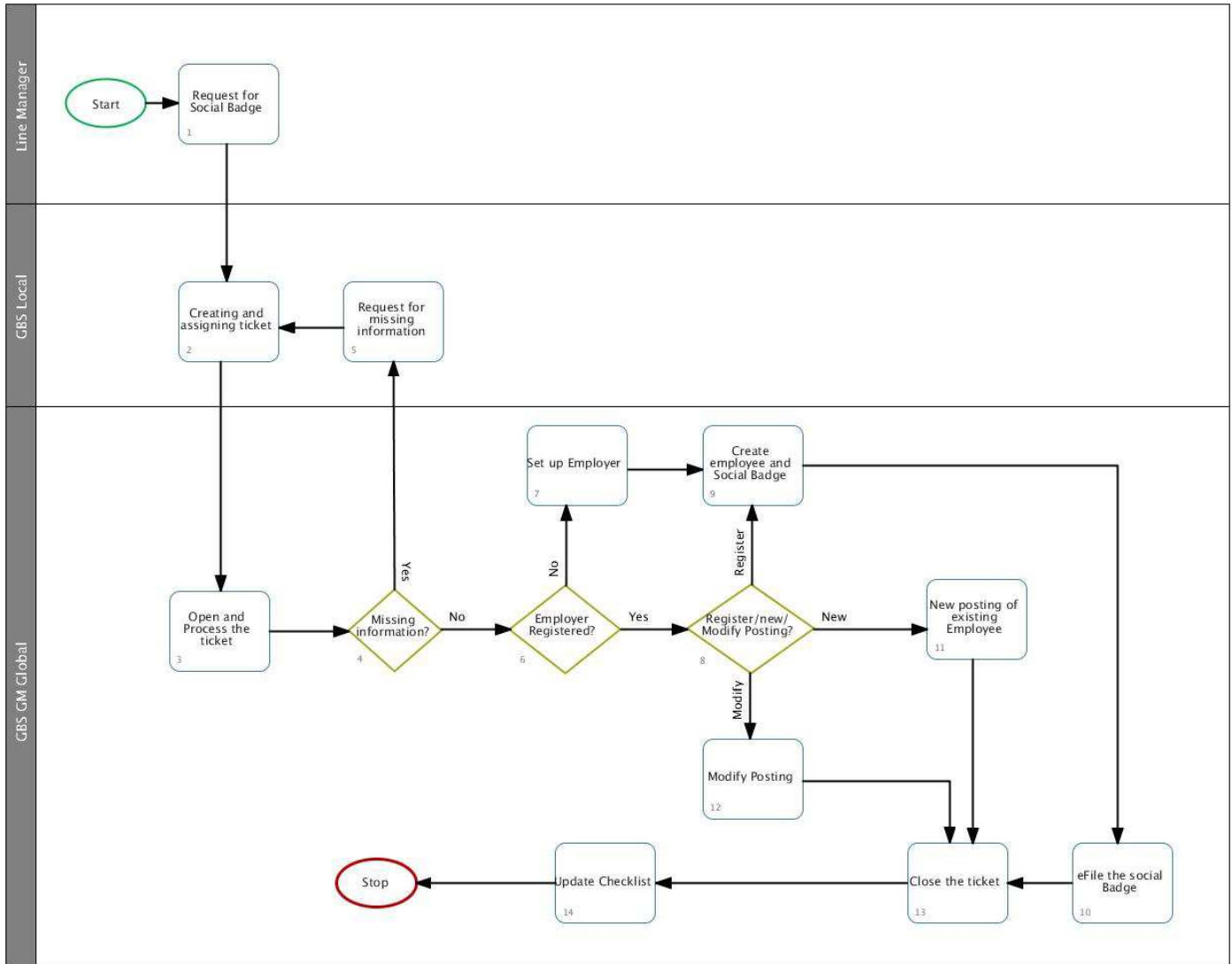


Fig 1: 4.2.2.2_GER_GM_REGIS_LUXEMBOURG

PERFORMANCE METRICS EXPECTED

Performance Measures

The performance measures expected shall include the following

SLA Number	SLA Category	Description	Metric Type	Unit Measurement	of	Success Criteria	Service Level Expected
1	Normal	Transparency concerning the compliance of the defined processing time of orders for Registration for Luxembourg	Timeliness	Percentage		15 days	100%

Request for Social Badge (1)

Employee sends an email stating a social badge is required. The request will contain the below details of the deployment site.

- Name of company
- Address: Required fields are: Street, house number, post code, place
- Type of service:
- Duration of the deployment
- Certificate of coverage

Creating and assigning ticket (2)

During the Phase “Parallel-Run” (Remark: The timeframe of “Parallel Run” needs to be defined) the GBS Local team will create tickets for the incoming emails, calls and mailings (paper form) and will assign the tickets to the GBS Global – according to the activities / processes, where GBS Global is responsible for. The GBS Global opens the tickets and takes care on the processing.

Remark: No physical printing in the GBS Global. This means: If there is a print-out needed, or an original signature etc., the GBS Global will complete their work, close the ticket – however, before closing the ticket GBS Global send another email through the existing EIC-Ticket to GBS Local (HR-Assistenzteam [DEABB hr-assistenzteam.deabb@de.abb.com](mailto:DEABB_hr-assistenzteam.deabb@de.abb.com)) to create another ticket and complete their work based on that ticket.

Exceptional cases: Only in exceptional cases, e.g. overtime, GBS Local has to create the ticket, do some pre-work and create a new ticket for the GBS Global (with a different category). This should only apply for the process “Overtime”.

Open questions: During the Phase “Parallel-Run” all open questions / requests on incoming orders, after having clarified them internally (within GBS Global), will be routed by GBS Global to GBS Local – and not directly to the service recipient (=Ticket-Requestor) (**Examples:** The order is incomplete or there are questions on the order by GBS Global). This means: GBS Global should contact GBS Local for all open questions / requests: First-Level-Inquiry (**Phone:** +49 621 381 3500 // **eMail:** ABBPersonalDirekt@de.abb.com). Any open questions / requests should be placed by sending another email through the existing EIC-Ticket to GBS Local. **Target:** This should help to increase the knowledge of the GBS Global, to gradually improve the quality and to check, whether there are any changes in the process flow needed etc.

Errors in the handling of orders: If the customer (line manager, employee, HR Business Partner) realizes, there is a mistake in the handling of an order (e.g. mistake in a contract), then the GBS Local is the “First-Point-of-Contact” – at least during the Phase “Parallel Run”.

Open and Process the ticket (3)

Refer to section 2 of the Employee Interaction Center (EIC) Handbook, on how to access the EIC.

[Employee Interaction Center \(EIC\)-Handbook \(German\)](#)

Instructions: Image: 1

In general, the EIC ticket is categorized as follows:

Step 1: "Auftrag" in "Kategorie".

Step 2: "Aufenthalts-/Arbeiterlaubnis" in "Subkategorie 1".

Step 3: "Outbound" in "Subkategorie 2".

Image: 1

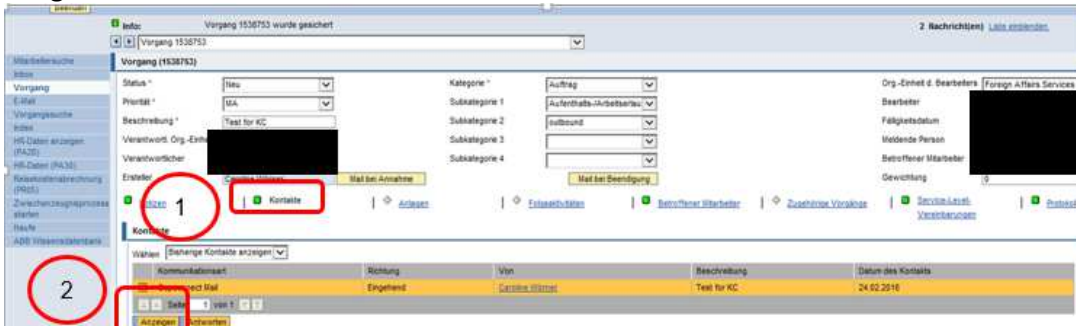


Instructions: Image 2

Step 1: Click on "Kontakte"

Step 2: Click on "Anzeigen"

Image: 2



Missing information? (4)

For online registration, the request must contain the below mandatory information.

1. A1 posting certificate

For the application of A1, the following items are required:

Deployment period

Company name with street address

Mandatory fields for the online registration are: Street, house number, and post code, place

The A1 (Certificate of coverage) must then be applied for with the health insurance provider. This usually takes a few days.

The document will be provided by GBS Local

2. Occupational health examination: Certificate G35

The examination must be conducted before the deployment abroad. Certification of this can be found either in the e-file in the "Health" folder or can be obtained from the workplace clinic.

The screenshot shows the SAP HR system interface. On the left, there is a navigation pane with a tree view containing folders like 'Beschreibung', 'Personaldaten', 'Vertragliche Vereinbarungen', 'Vollqualifikation / Weiterbildung', 'Entgelt', 'Sonstige Geldleistungen', 'Gesundheit', 'Arbeitsmedizinische Untersuchung', 'Arbeitsmedizinische Untersuchung', 'Arbeitsmedizinische Untersuchung', 'Abwesenheiten', and 'Abrechnung'. The main area displays employee data for 'Personalknr.: 2522674'. Fields include 'Geburtsdatum:', 'Privatanschrift:', 'beschäftigt bei', 'Anschritt des Arbeitgebers: ABB Automation Products GmbH, Eppelheimer Strasse 82, 69123 Heidelberg', 'ggf. Personalkr.: 2522674', and 'Arbeitsmedizinische Vorsorge am: 04.06.2014'. Below this, a table shows examination details:

Anlass*	Art (Pflicht/Angebot/Wunsch)	Nächster Termin**
Arbeitsaufenthalt im Ausland	Pflicht	06 / 2016
Bildschirmarbeitsplätze	Angebot	06 / 2017

3. Employment contract:

This is in the electronic personnel file in the folder "Contractual Agreements"

4. Occupation held:

The information can be found in the info-type (Information Type 9002) in SAP HR

5. Vocational training:

The information can either be taken from the resume or the information type "Vocational training"

6. Job activities:

The type of work performed by the employee during the posting.

Apart from the above, the below details of the deployment site must be mentioned in the request:

- Name of company
- Address: Required fields are: Street, house number, post code, place
- Type of service

Open questions: During the Phase “Parallel-Run” all open questions / requests on incoming orders, after having clarified them internally (within GBS Global), will be routed by GBS Global to GBS Local – and not directly to the service recipient (=Ticket-Requestor) (**Examples:** The order is incomplete or there are questions on the order by GBS Global). This means: GBS Global should contact GBS Local for all open questions / requests: First-Level-Inquiry (**Phone:** +49 621 381 3500 // **eMail:** ABBPersonalDirekt@de.abb.com). Any open questions / requests should be placed by sending another email through the existing EIC-Ticket to GBS Local. **Target:** This should help to increase the knowledge of the GBS Global, to gradually improve the quality and to check, whether there are any changes in the process flow needed etc.

Next Step(s)

Conditional-Yes-Request for missing information (5)

Conditional-No-Employer Registered? (6)

Request for missing information (5)

The GBS local to reach out to the requester to procure missing information, if any. After the information is received, GBS local to assign the ticket to GBS GM Global.

Employer Registered? (6)

To register an employee, the employer should first be registered. Hence, the first step is to check if the employer is registered.

Next Step(s)

Conditional-No-Set up Employer (7)

Conditional-Yes-Register/new/Modify Posting? (8)

Set up Employer (7)

- For registering employees with the Luxembourg authorities, the company must be registered in Guichet.itm.lu.
- Currently, company ABB AG (construction site PPHV) is registered as a company
- If an employee is posted by another company, this employer must be registered first. The registration is done by the line manager. Once the registration is completed, two forms are generated a) VAT number (VAT number is provided by the ABB tax department) and b) Notification number.

Instructions: Image: 1

Login on <https://guichet.itm.lu/edetach/> with the User Id and password

Image: 1

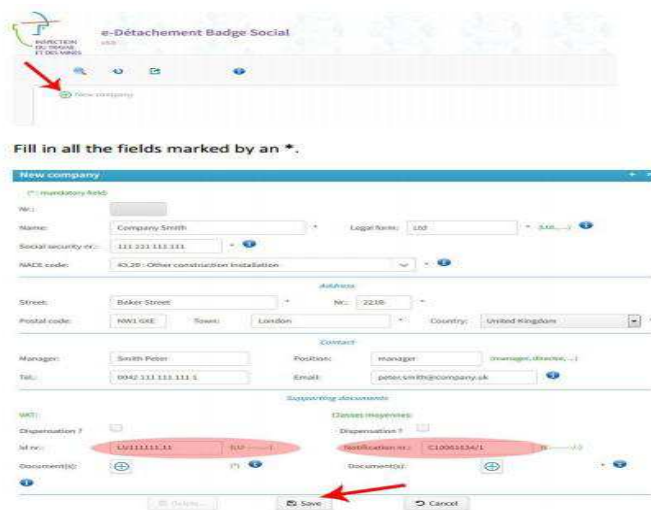


Instructions: Image: 2

In the application, start by creating the record of the company by clicking “New company”. Fill in all the required details in the mandatory fields and click save

Note: Currently ABB AG is already registered and hence registration of the company may not be required for every incident. This activity would need to be carried out only if a new company is set up.

Image: 2

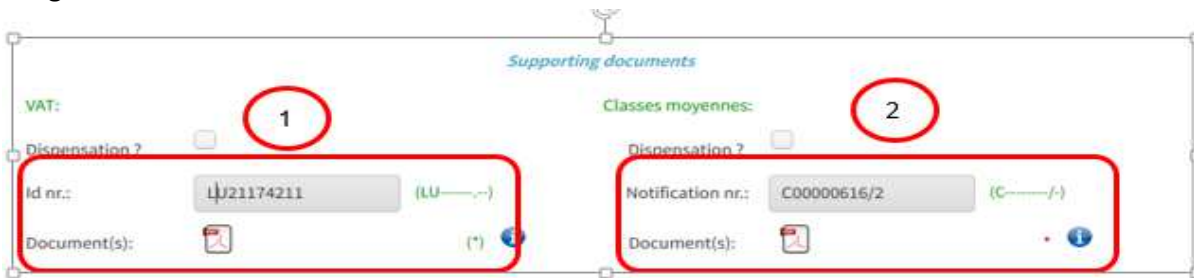


Instructions: Image: 3

Step 1: The VAT Id number PDF uploaded- is the VAT number of the German ABB AG for the country Luxembourg. The document is sent by GF-TA, Christian Müller.

Step 2: Notification number PDF uploaded- Received from the Ministry (Economy) of Luxembourg after successful registration.

Image: 3



Register/new/Modify Posting? (8)

There are three scenarios that can occur:

- Either a new employee will have to be registered
- New posting of an already registered employee
- Modifying an already Registered Posting

For filling the information in the forms, various Information type are used.

Next Step(s)

Conditional-Register-Create employee and Social Badge (9)

Conditional-New-New Posting of existing employee (11)

Conditional-Modify-Modify Posting (12)

Create employee and Social Badge (9)

Instructions: Image: 1

Create an employee's record by clicking "New employees"

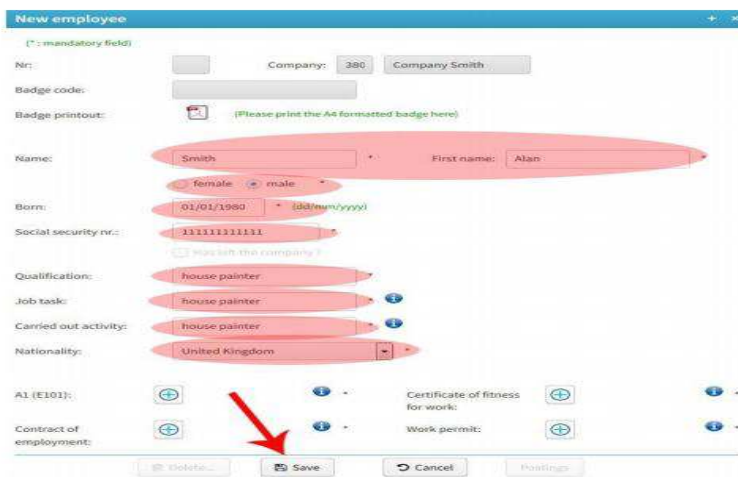
Image: 1



Instruction: Image: 2

The fields marked with an * are mandatory fields. The Carried out activity can be located in the employee request. Refer to the screen Capture section for locating the information to be entered in the remaining fields on the form. Once these are filled, click on save.

Image: 2



New employee

(*: mandatory field)

Nr: Company: 380 Company Smith

Badge code:

Badge printout: (Please print the A6 formatted badge here)

Name: First name:

Gender: female male

Born: (dd/mm/yyyy)

Social security nr.:

Was left the company?

Qualification:

Job task:

Carried out activity:

Nationality:

AI (E101):

Certificate of fitness for work:

Contract of employment:

Work permit:

Refer to the below table to locate the information.

Sr. no	Field Name	Instructions
1	Last name	SAP Information Type 0002
2	First name	SAP Information Type 0002
3	Date of birth (DD.MM.YYYY)	SAP Information Type 0002
4	Social security number	SAP Information Type 0013
5	Qualification	SAP Information Type 0022
6	Carried out activity	SAP Information Type 9002
7	Nationality	SAP Information Type 0002

Documents for Upload:

- **A1 posting certificate:** The document will be provided by GBS Local
- **Occupational health examination: Certificate G35:** The examination must be conducted before the deployment abroad. Certification of this can be found either in the e-file in the "Health" folder or can be obtained from the workplace clinic.
- **Employment contract:** Refer to "User_Manual_EE_EI_Files" page 12- 14. The contract can be located under the folder "Arbeitsvertrag"

Instructions: Image: 3

To login into SAP, select "18_HR Produktion (P01 Gleitzeit, Reisekosten)" from the highlighted menu.

Image 3:

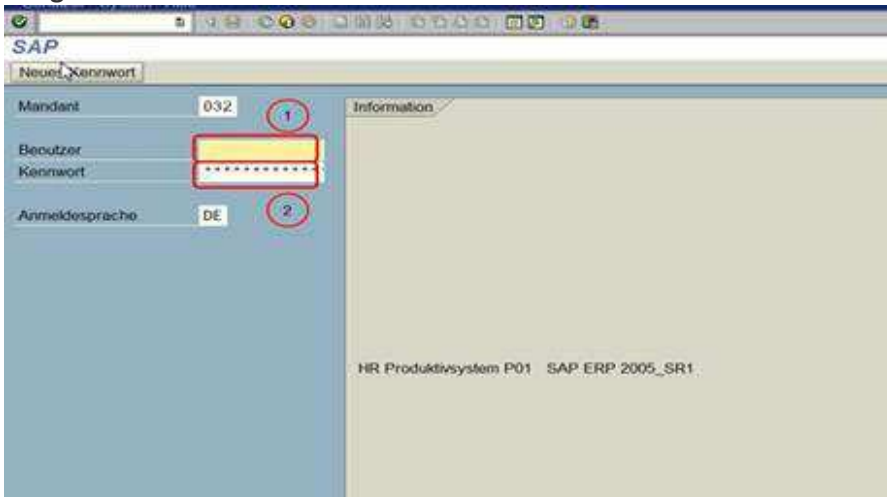


Instructions: Image: 4

Step 1: Enter the user id in the field "Benutzer" (User ID)

Step 2: Enter the password in the field "Kennwort" (Password) and then press "Enter" key.

Image 4:



Instructions: Image: 5

Step 1: Enter the transaction code "PA20" to display the HR Master Data

Step 2: Click on "Run"

Image: 5



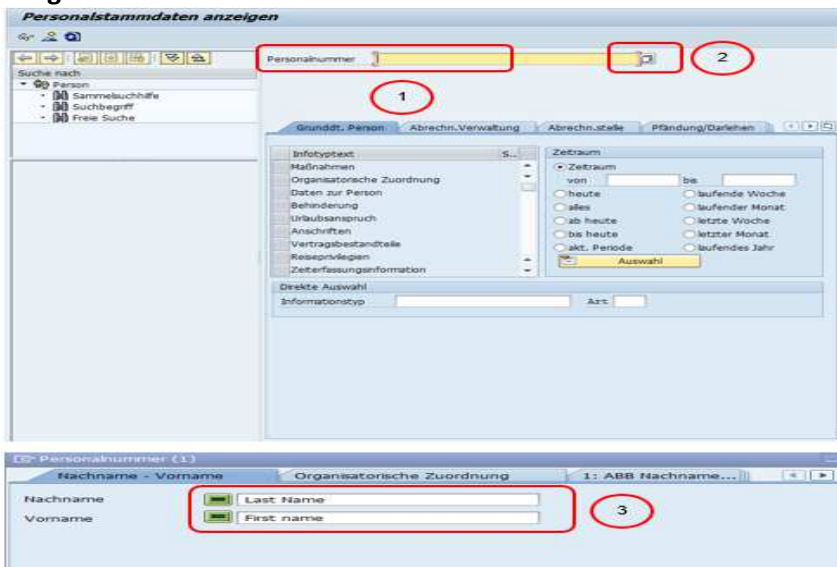
Instructions: Image: 6

Step 1: Employee in SAP can be searched by entering the personnel number or

Step 2: By entering the first name and last name of the employee.

Step 3: Enter the first and the last name of the employee from the request. Hit enter and the employee page will open.

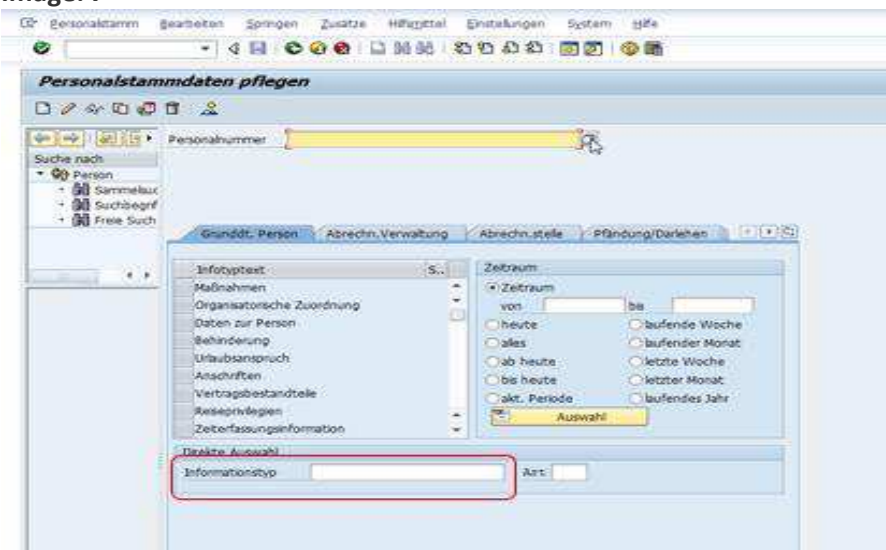
Image: 6



Instructions: Image: 7

Enter: 0002 in Information Type

Image: 7



Instructions: Image: 8

Enter the date of birth from the field “Geburtsdatum”

Image: 8

Instructions: Image: 9

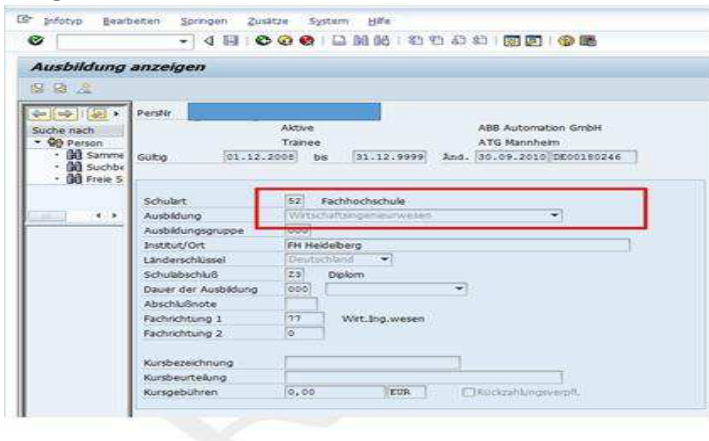
Under Information Type, enter 0013.
Rentenvers. No (social security number) to be entered in the form

Image: 9

Instructions: Image: 10

Under Information Type 0022 (Ausbildung)
Enter the relevant qualification in the field.

Image: 10



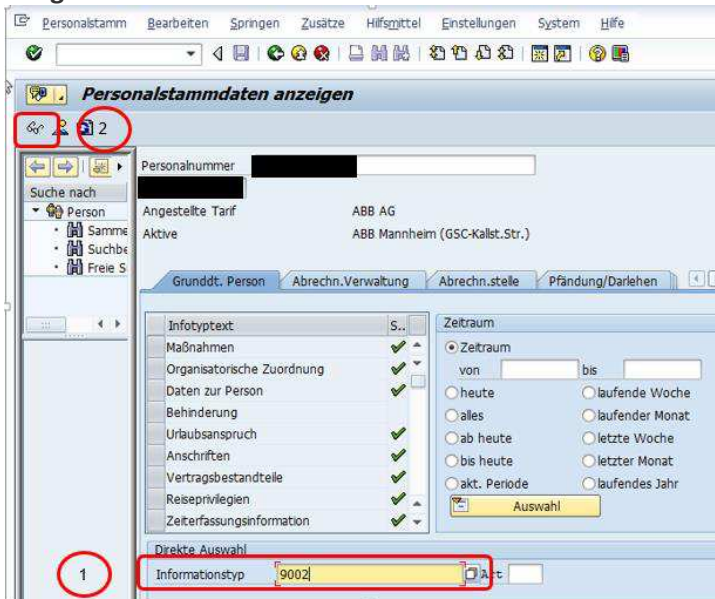
Instructions: Image: 11

The designation or job title is to be entered in the field.

Step 1: Under Information Type enter 9002

Step 2: Click on the icon (Glasses) to open the screen where the job position can be viewed and hit enter

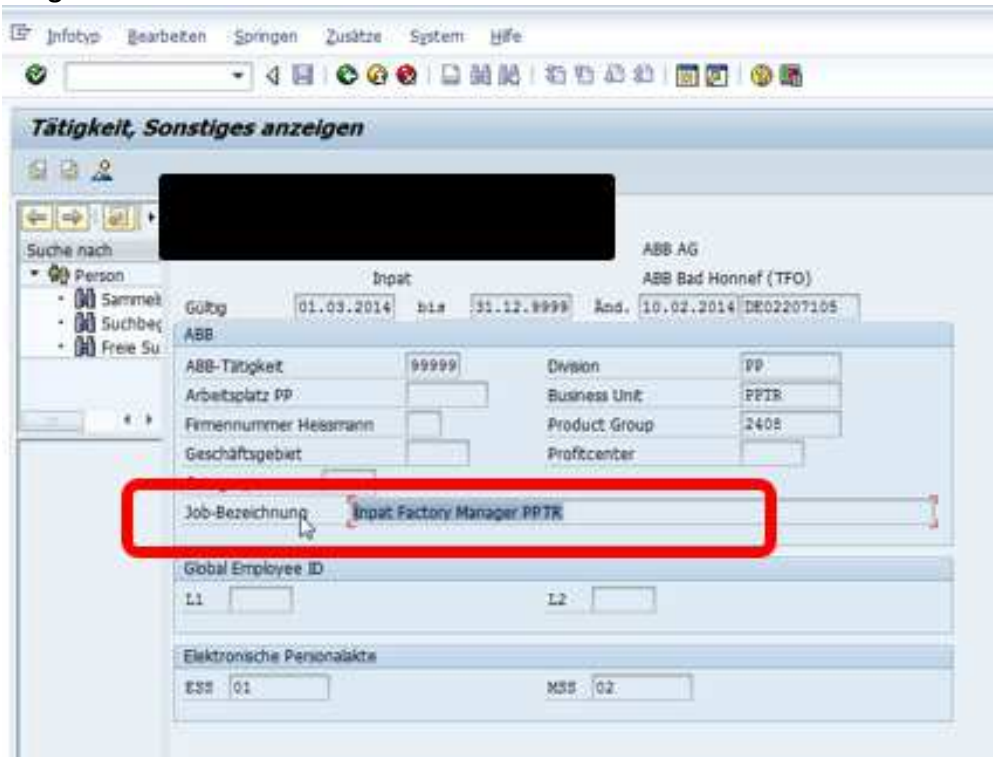
Image: 11



Instructions: Image: 12

Enter the Job description mentioned under Job-Bezeichnung

Image: 12



The screenshot shows the SAP HR system interface. The main area displays job details for 'Input Factory Manager PPTR'. The 'Job-Bezeichnung' field is highlighted with a red box. Other visible fields include 'Gültig' (01.03.2014), 'bis' (31.12.9999), 'Änd.' (10.02.2014), 'DE02207105', 'ABB', 'ABB-Tätigkeit' (99999), 'Division' (PP), 'Arbeitsplatz' (PP), 'Business Unit' (PPTR), 'Firmennummer Heilmann', 'Product Group' (2408), 'Geschäftsgebiet', and 'Profitcenter'. The 'Global Employee ID' section shows 'L1' and 'L2' fields. The 'Elektronische Personalakte' section shows 'ESS: 01' and 'MSS: 02'.

Instructions: Image: 13

Under Information Type enter 0002 and the nationality can be located under the field "Nationalität"

Image: 13



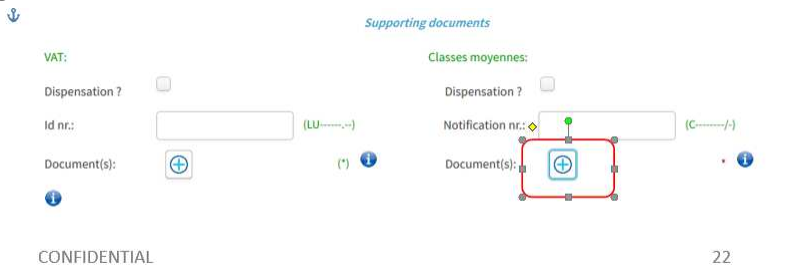
The screenshot shows the 'Geburtsdaten' (Birth Data) section of the SAP HR system. The 'Nationalität' field is highlighted with a red box and contains the value 'DE deutsch'. Other visible fields include 'Geburtsname', 'Vorsatzwort', 'Zusatzwort', 'Geburtsdatum' (21.10.1963), 'Geburtsort' (Obernhau), 'Geburtsland', 'weitere Nat.', 'Familienstand/Konfession', 'Familienst' (nv), 'Anz.Kinder' (1), and 'Konfession' (-- nicht KSt.pflichtig).

Instructions: Image: 14

On the page named “Documents”, click to upload the following mandatory documents:

A1: Request A1 document from GBS Local

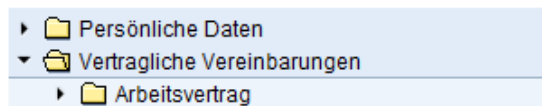
Image: 14



Instructions: Image: 15

Employment contract: Refer to "User_Manual_EE_EI_Files" page 12- 14. The contract can be located under the folder "Arbeitsvertrag"

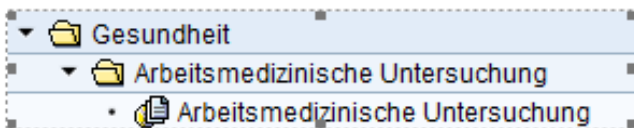
Image: 15



Instructions: Image: 16

Certificate of ability to work (G35 certificate): Refer to "User_Manual_EE_EI_Files" Page21. The document is saved under folder "Gesundheit"

Image: 16



Instructions: Image: 17

Once all the data is successfully entered into Guichet.itm.lu, the social badge is generated automatically. A PDF symbol allows to print the badge. The employees deployed in Luxembourg must always carry their badge.

Note: The social badge to be emailed to the requestor if the badge was generated for the employee for the first time. Below an example of the "Badge Social

Image: 17



eFile the social Badge (10)

The steps on how to eFile the Social Badge, refer to the "User_Manual_EE_EI_Files" Page number 12- Updating Personnel File in SAP.

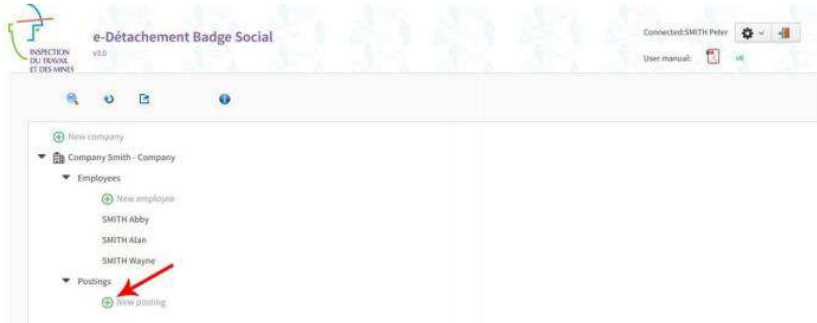
The social Badge is stored in Vertragliche Vereinbarungen

New posting of existing Employee (11)

Instructions: Image: 1

Click on New Posting

Image: 1

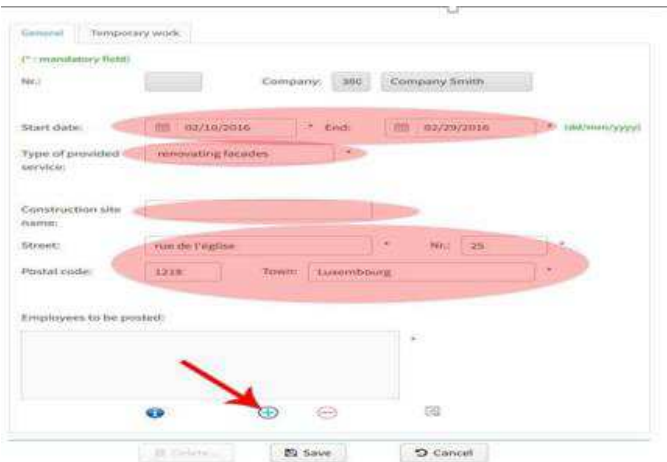


Instructions: Image 2

Fill in the highlighted information from the employee request and click on the + icon.

- Beginning and end (period of posting) - Available in Employee request
- Type of service (info from applicant) - Available in Employee request
- Street, house number, postal code, town of deployment site- Available in Employee request

Image: 2



Instructions: Image: 3

Already registered employees can be added or removed using the plus sign.

Image: 3

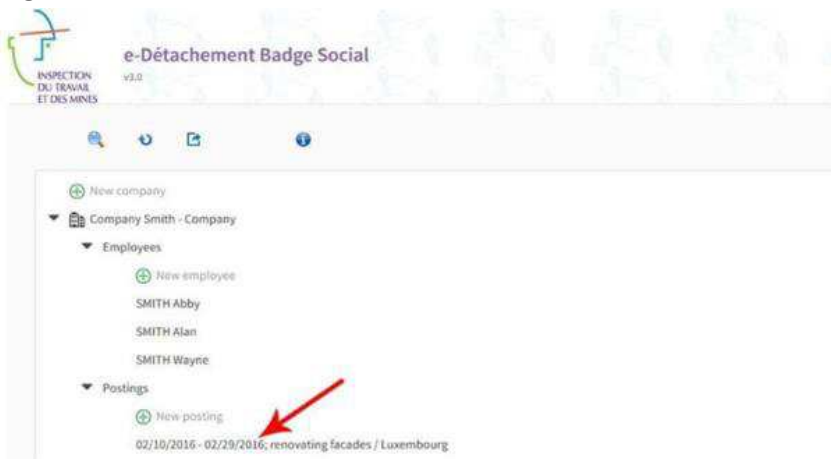


Modify Posting (12)

Instructions: Image: 1

Select deployment or construction site to be modified

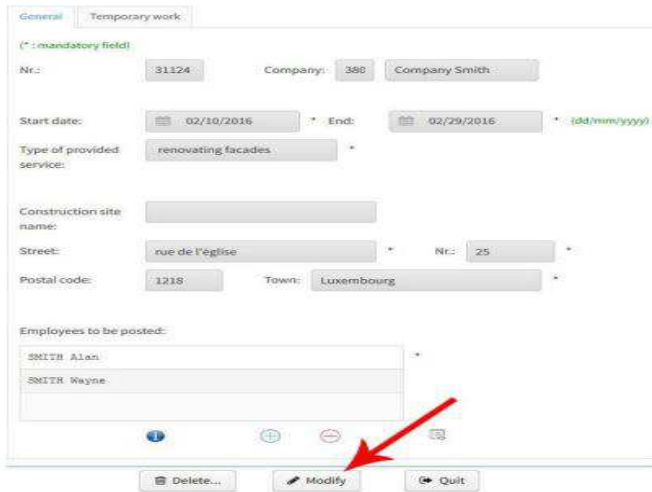
Image: 1



Instructions: Image: 2

Click “Modify” to switch to the “edit” mode.

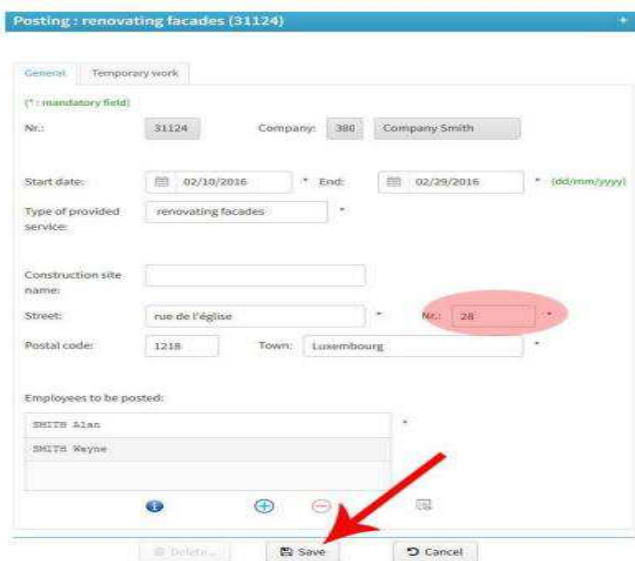
Image: 2



Instructions: Image 3

The modification needed are given in the employee request. Carry out the modifications and click “Save”. As long as a posting has not been concluded, employees can be added to it.

Image: 3



Close the ticket (13)

Once the request is completed, the social badge to be emailed to GBS Local via EIC ticket and proceed with the closure of the ticket. Refer to section 2 of the Employee Interaction Center (EIC) Handbook, on how to close the EIC.

[Employee Interaction Center \(EIC\)-Handbook \(German\)](#)

Update Checklist (14)

Once all the process steps are performed, do a sanity check by following the below checklist:

Sr. No.	Activity	Yes/No	Remarks
1	Does the request have the mandatory information?		
2	Were fields entered correctly while registering the company?		
3	Were all fields entered correctly while registering the employee, modifying a posting and adding a new posting?		
4	Was the employee informed that the badge must always be carried while on deployment to Luxembourg?		