# 2022

# RESERVE SURVIVAL GUIDE

*2016 – 2021 Flight Attendant Agreement*

Association of Flight Attendants-CWA, AFL-CIO
United Master Executive Council

United MEC Reserve Committee
Matthew Stegehuis, MEC Reserve Chairperson
Rene Trujillo, MEC Reserve Vice-Chairperson

**01/01/2022**

# Foreword

On behalf of the United Master Executive Council, the MEC Reserve Committee is pleased to provide you with this recently updated Reserve Survival Guide for your reference while serving Reserve. This guide is based on the scheduling provisions contained within the 2016 – 2021 Flight Attendant Agreement.

You are encouraged to refer to the One United updates on Flying Together and our unitedafa.org website for addtional information.

***Fly safe!***

## The MEC Reserve Committee:

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# Bidding and Reserve Move-Up Lines

## Minimum Days Off and Reserve Guarantee (Sections 4.O. & 8.I.1.)

Reserves will be relieved of all duties for at least 12 calendar days in a bid month at their home domicile. Reserve Lines constructed with 12 days off will be guaranteed 78 hours for the month.

When company manpower requirements permit, Reserve Lines may be built with up to 16 calendar days off in a month. For Reserve Lines built with more than 12 days off, the Reserve guarantee will be proportionately reduced for each day off in addition to 12:

- In a 30-day month, the Reserve guarantee will be reduced by 4:20 per additional day off.
- In a 31-day month, the Reserve guarantee will be reduced by 4:07 per additional day off.

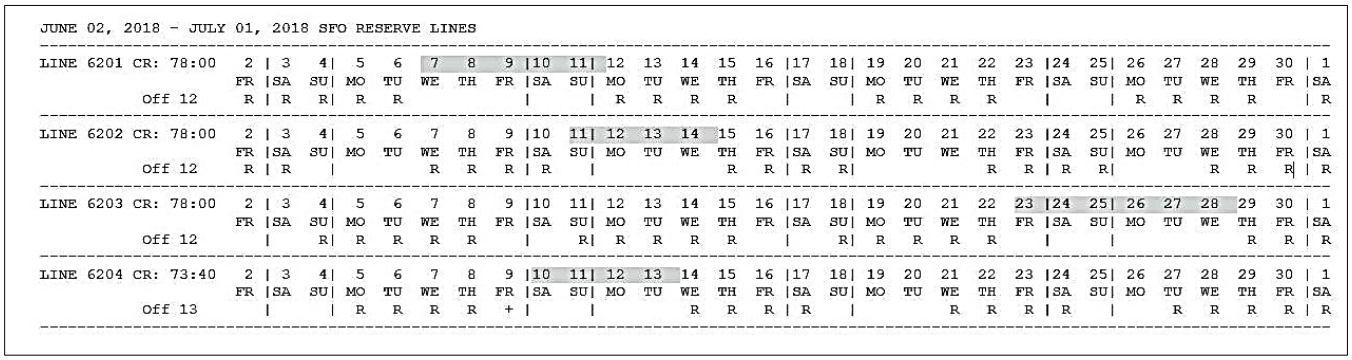
| Days Off | Reserve Guarantee 30-Day Month | Reserve Guarantee 31-Day Month |
|---|---|---|
| **12** | 78:00 | 78:00 |
| **13** | 73:40 | 73:53 |
| **14** | 69:20 | 69:46 |
| **15** | 65:00 | 65:39 |
| **16** | 60:40 | 61:32 |

## Reserve Line Characteristics in the Bid Packet

In the bid packet, Reserve Lines are numbered in the 6000 and 7000 range, depending on the type of Reserve, and have been assigned the following order:

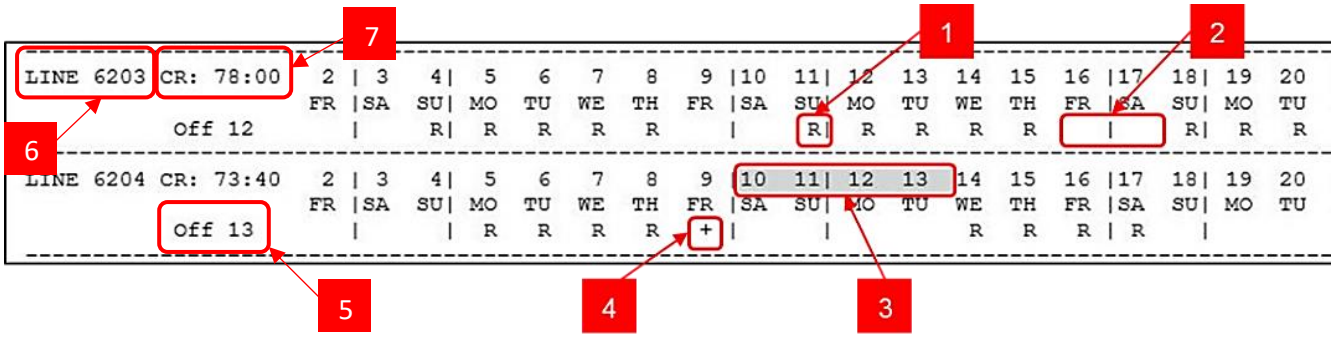
| Type of Reserve | Line Numbers |
|---|---|
| **International Purser Reserve** | 6001 – 6199 |
| **Regular Reserve** | 6201 – 6999 |
| **Language Qualified (LQ) Reserve** | 7001 – 7499 |

The following are examples of Reserve Lines as they will appear in the bid packet:



```
JUNE 02, 2018 - JULY 01, 2018 SFO RESERVE LINES
-------------------------------------------------------------------------------------------------------------------------------------
LINE 6201 CR: 78:00   2 | 3   4|  5   6   7   8   9 |10  11| 12  13  14  15  16 |17  18| 19  20  21  22  23 |24  25| 26  27  28  29  30 | 1
                     FR |SA  SU| MO  TU  WE  TH  FR |SA  SU| MO  TU  WE  TH  FR |SA  SU| MO  TU  WE  TH  FR |SA  SU| MO  TU  WE  TH  FR |SA
          Off 12      R | R   R|  R   R              |      |  R   R   R   R     |      |  R   R   R   R     |      |  R   R   R   R     | R
-------------------------------------------------------------------------------------------------------------------------------------
LINE 6202 CR: 78:00   2 | 3   4|  5   6   7   8   9 |10  11| 12  13  14  15  16 |17  18| 19  20  21  22  23 |24  25| 26  27  28  29  30 | 1
                     FR |SA  SU| MO  TU  WE  TH  FR |SA  SU| MO  TU  WE  TH  FR |SA  SU| MO  TU  WE  TH  FR |SA  SU| MO  TU  WE  TH  FR |SA
          Off 12      R | R    |          R   R   R | R    |              R   R | R   R|              R   R | R   R|          R   R   R | R
-------------------------------------------------------------------------------------------------------------------------------------
LINE 6203 CR: 78:00   2 | 3   4|  5   6   7   8   9 |10  11| 12  13  14  15  16 |17  18| 19  20  21  22  23 |24  25| 26  27  28  29  30 | 1
                     FR |SA  SU| MO  TU  WE  TH  FR |SA  SU| MO  TU  WE  TH  FR |SA  SU| MO  TU  WE  TH  FR |SA  SU| MO  TU  WE  TH  FR |SA
          Off 12       |     R|  R   R   R   R     |     R|  R   R   R   R     |     R|  R   R   R   R     |      |              R   R | R
-------------------------------------------------------------------------------------------------------------------------------------
LINE 6204 CR: 73:40   2 | 3   4|  5   6   7   8   9 |10  11| 12  13  14  15  16 |17  18| 19  20  21  22  23 |24  25| 26  27  28  29  30 | 1
                     FR |SA  SU| MO  TU  WE  TH  FR |SA  SU| MO  TU  WE  TH  FR |SA  SU| MO  TU  WE  TH  FR |SA  SU| MO  TU  WE  TH  FR |SA
          Off 13       |      |  R   R   R   R   + |      |          R   R   R | R    |          R   R   R | R    |      R   R   R   R | R
-------------------------------------------------------------------------------------------------------------------------------------
```

It is important to be familiar with Reserve Line characteristics and how those characteristics are displayed. Below is a description of various elements of a Reserve Line from the bid packet:




Description of various elements of Reserve Lines in the bid packet:

1. **Days of Availability** (or "days on") are designated with an ***R***. They are typically grouped throughout the month in three or more-day blocks with intervening "days off" scheduled to be free from availability.
2. **Days Off** are ***blank***. Reserve Lines must be built with at least 12 days off, however the Company may build Reserve Lines with up to 16 days off (see item 4 below) with a corresponding reduction in guarantee.
3. **Set days** are days off into which a Reserve may not be assigned under any circumstances. The dates on which these Set days are scheduled for each Reserve Line are **shaded** in the bid packet.
4. **Restorable Days** are the additional days off that may be restored to days of availability. They are designated with a "**+**" in those Reserve Lines built with more than 12 days off.
5. The total **number of days off**.
6. The **Reserve Line Number**.
7. Total **Credit Time** of line (Reserve Minimum Guarantee).

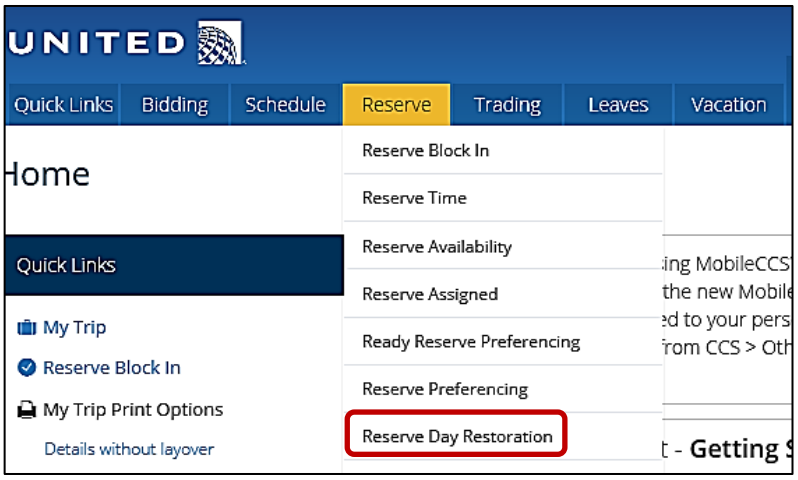
**IMPORTANT NOTE: RESERVE LINES APPEAR DIFFERENTLY ONCE LOADED IN THE MASTER SCHEDULE IN CCS, AS DESCRIBED LATER IN THIS SECTION.**

## Restorable Days (Section 8.I.1.l.)

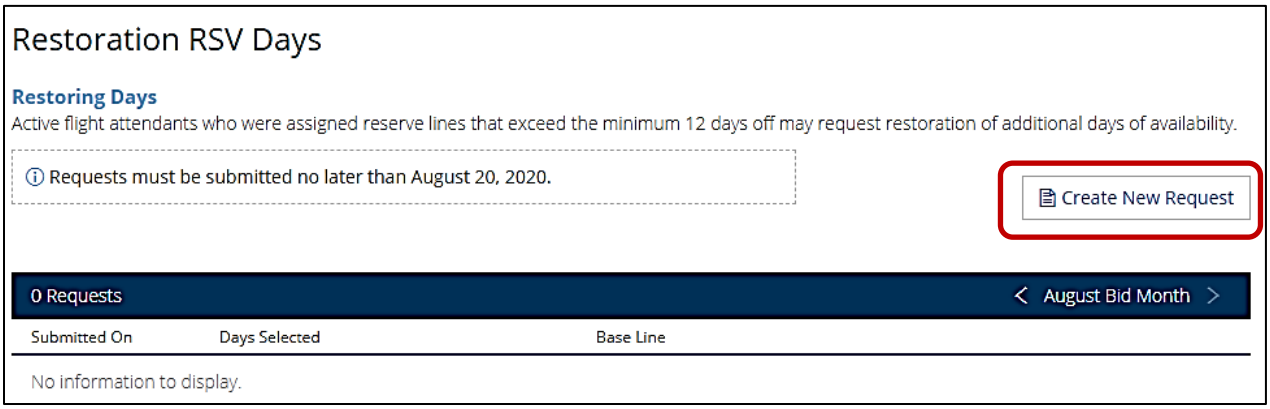
If you are awarded a Reserve Line with more than 12 days off, even if you originally bid for the line, you may use the Reserve Day Restoration screen in CCS no later than three (3) days prior to the new month to have availability days restored. The restorable days off are indicated by a "+" in the bid packet. If you would like to restore some but not all of the Reserve days, Crew Scheduling will consider your preference as to which day(s) of availability to restore.

### *Accessing the Reserve Day Restoration Screen*

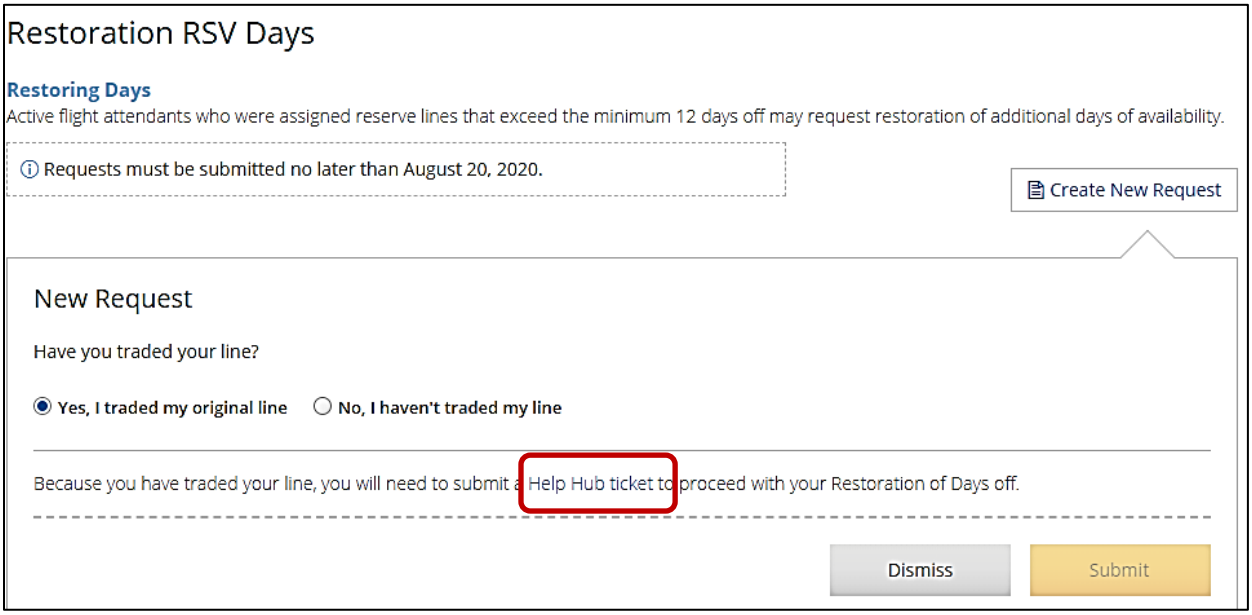
To access the "Reserve Day Restoration" screen, go to ***CCS → Reserve → Reserve Day Restoration***, as shown on the following page:




The following screen will appear. To open a request form, click on "Create New Request", as shown:

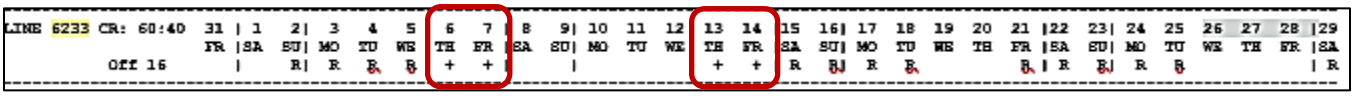



Flight Attendants who have either completed a whole line trade or are on a Partnership/Jobshare for the bid month will not be able to use the CCS form to submit a restoration request at this time. On the CCS form, there will be a question for both scenarios and if the Flight Attendant answers "Yes" to either question, they will be prompted to go to **Help Hub** to submit their request. Click on the link to open a "Help Hub ticket**",** as shown:

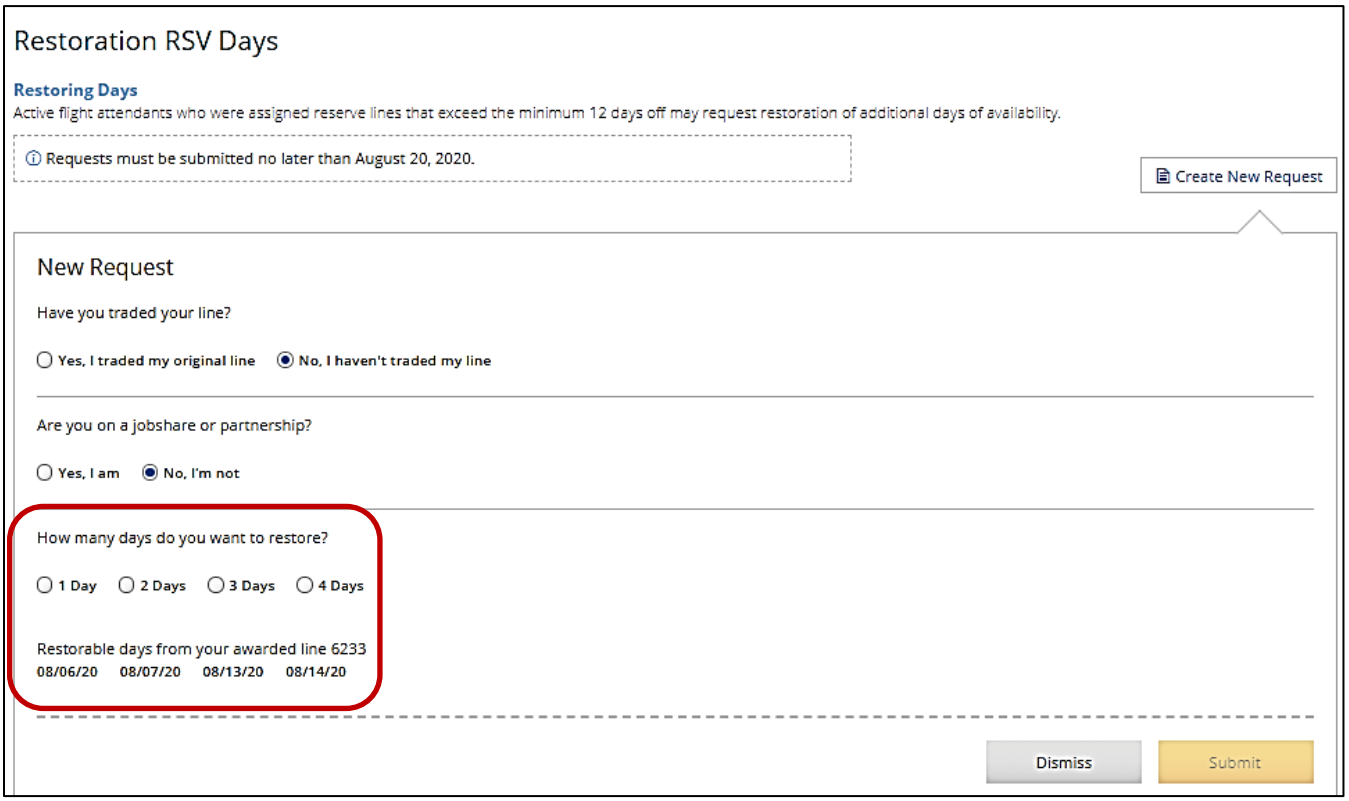


If both questions have been answered as “No”, the screen will display the number of reserve days (up to four days) that can be restored to their line.

Days that are restorable are indicated by the “+” appearing on the days in the bid packet. In the example below, the Flight Attendant was awarded line 6233 which allows off days on 8/6, 8/7, 8/13 and 8/14 to be restored, as shown:

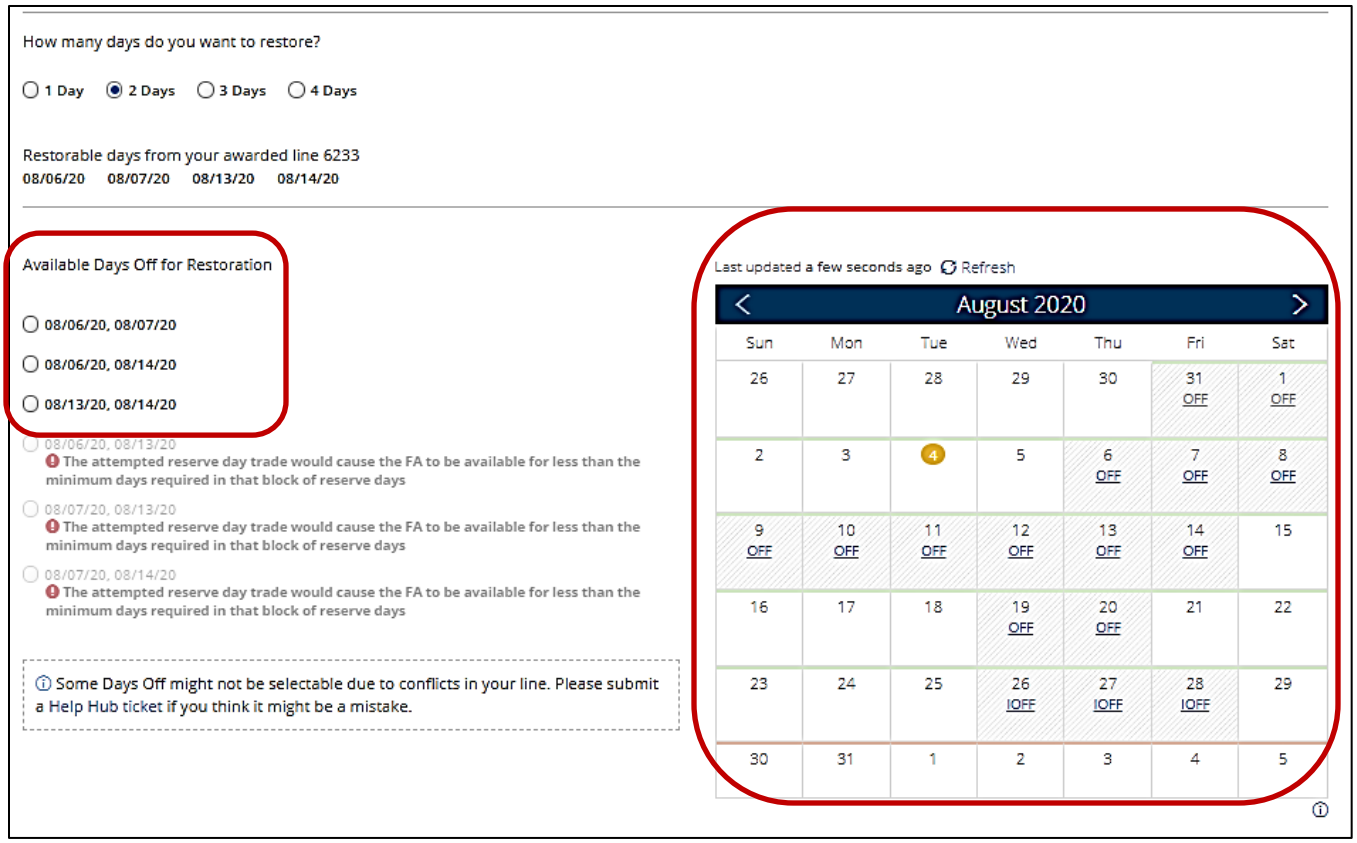



The Flight Attendant may elect to restore all of those four dates, as shown:

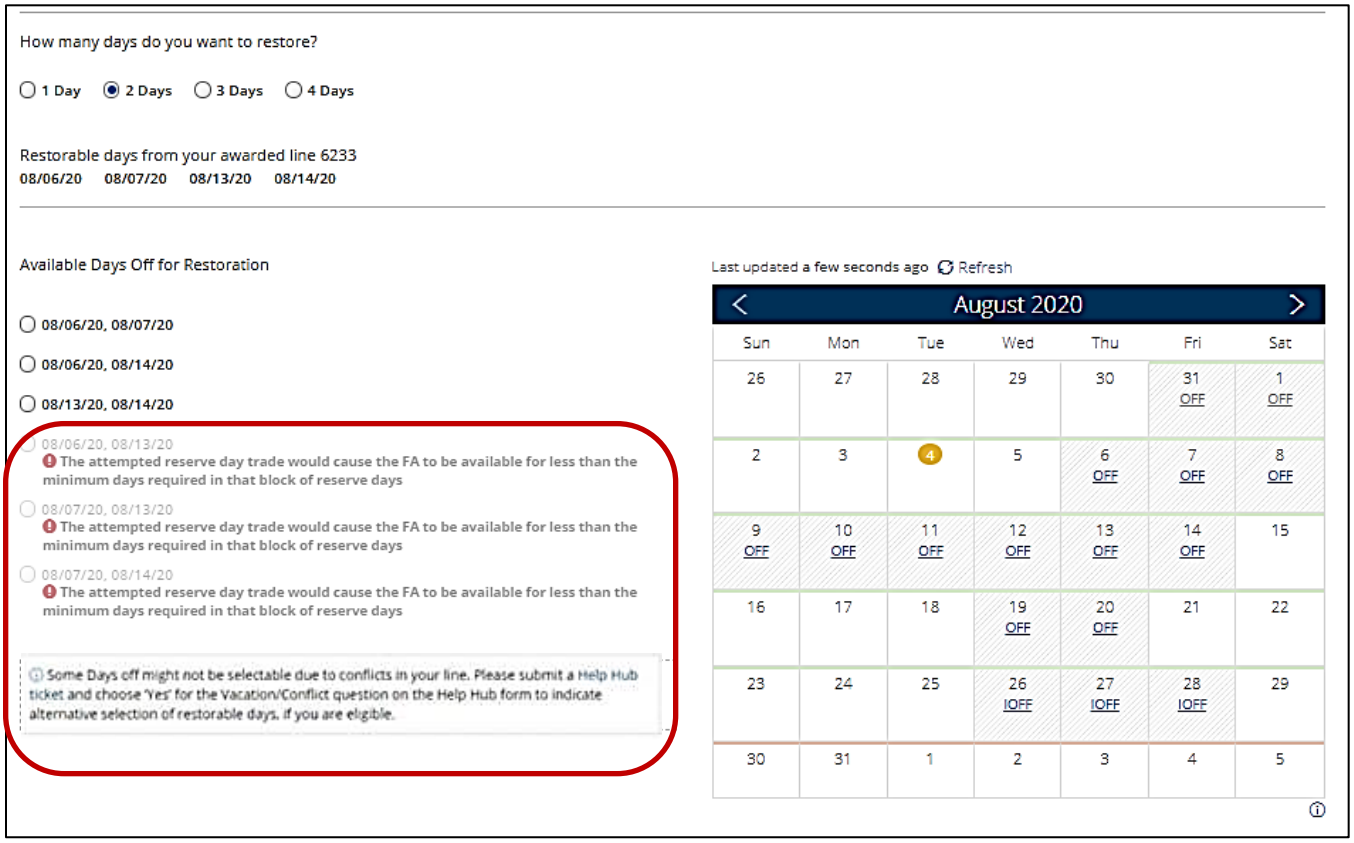



If attempting to select less than the maximum number of restorable days of availability, Flight Attendants may be limited to selecting only specific dates, as the selection of others may create a short block (less than three days of availability). For those combinations that cannot be restored, a reason will be displayed to explain why.

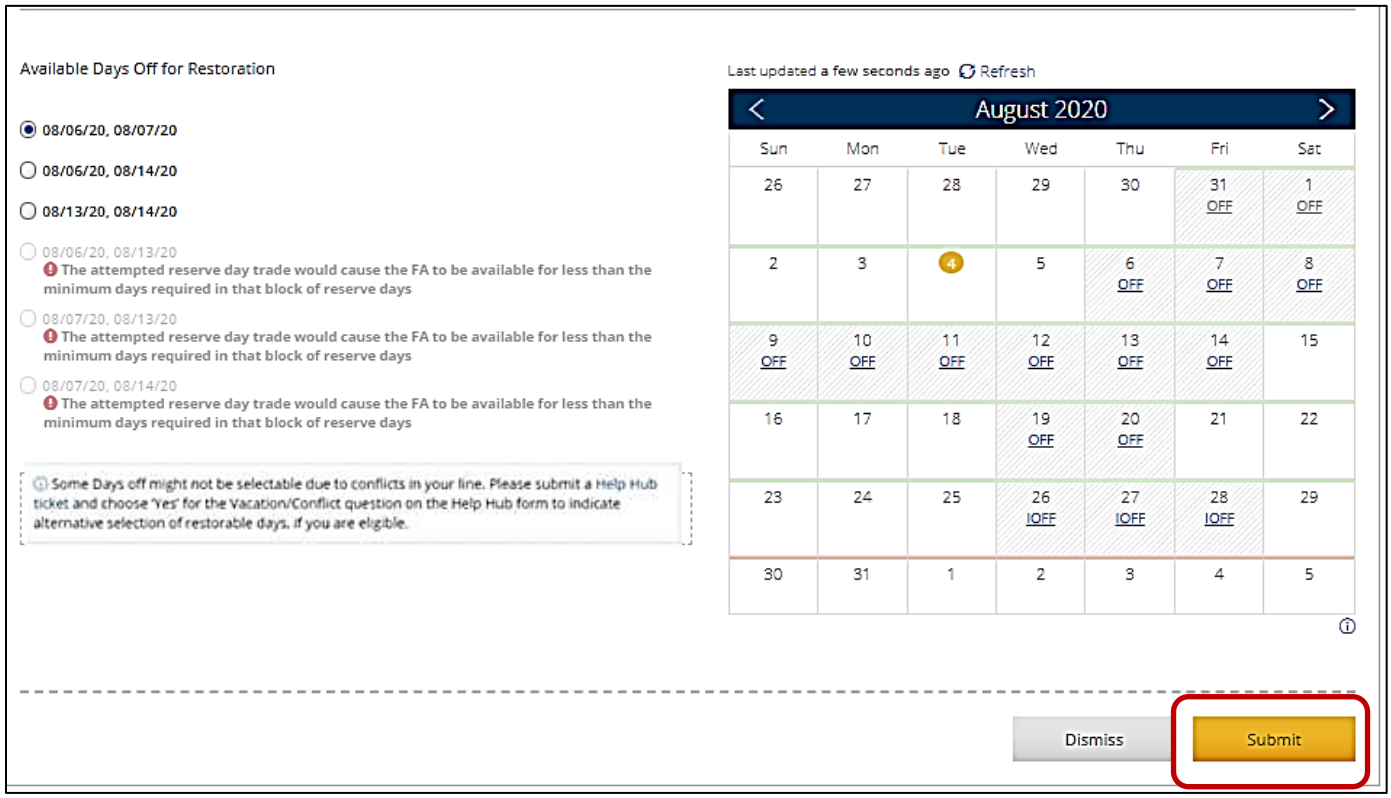
In this example, the Flight Attendant is attempting to restore two of the four days. Once the “2 Days” radial button is selected, the system will check all possible combinations for the number of days that were selected and display which days can be restored. The screen expands to show a list of combinations the Flight Attendant is able to select. The Flight Attendant’s calendar is also displayed, as shown:



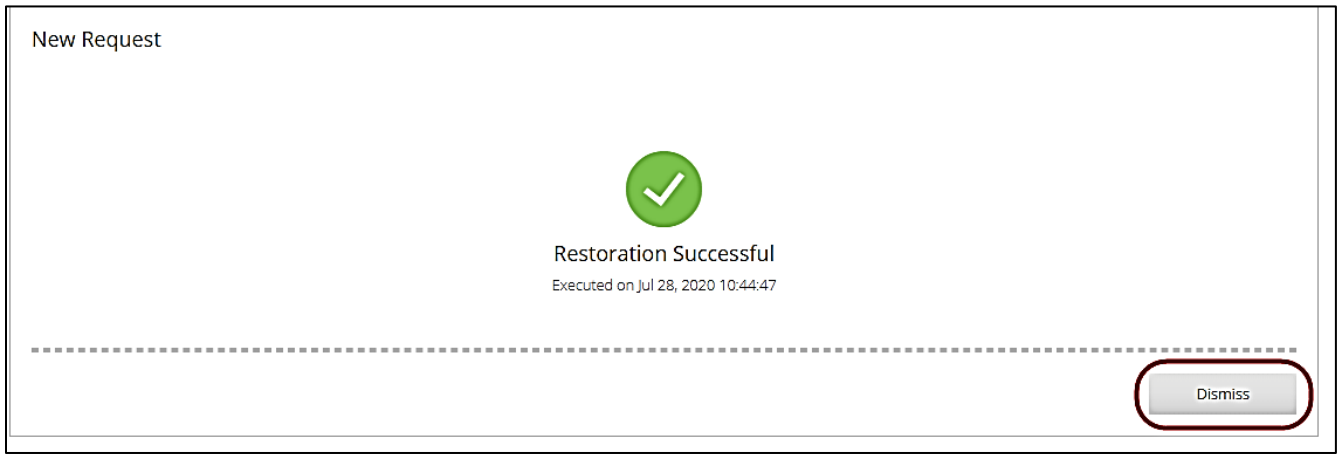

The invalid options also appear but the display is greyed out as they are not selectable. Those options would create a short block, as shown:



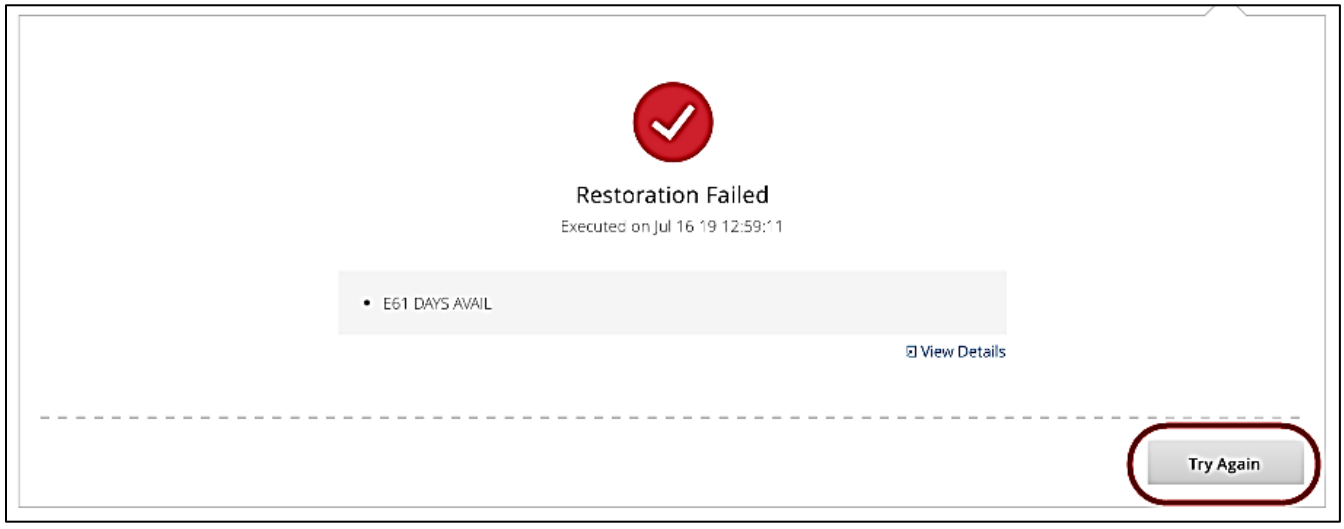
Once the desired days are selected, click the “Submit” button, as shown:



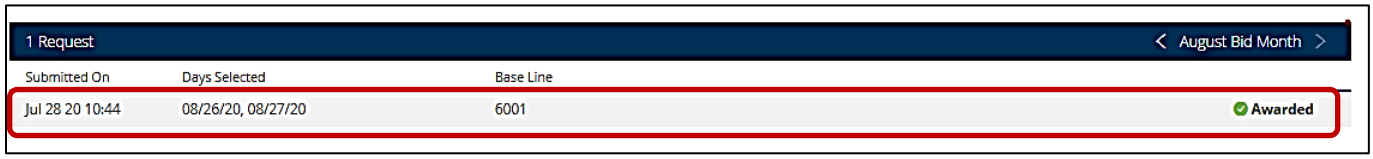

Successful transactions will display the following confirmation message and the Flight Attendant’s **Master Schedule** will be immediately updated with the restored days of availability. Click on the “Dismiss” button to clear the message:



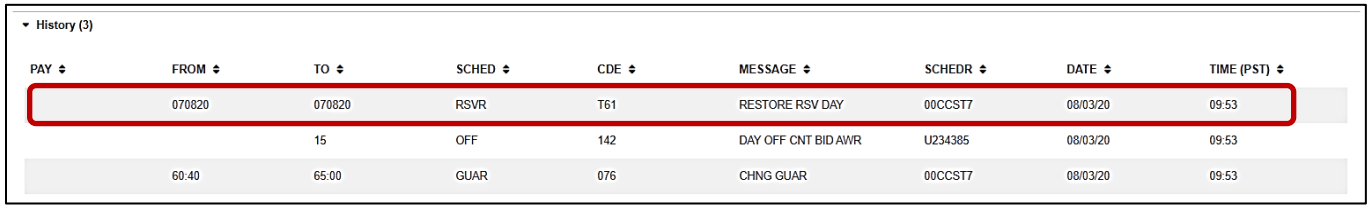
If transaction is unsuccessful, it will display the following message. Click on the "Try Again" button to clear the message and return to the request form.



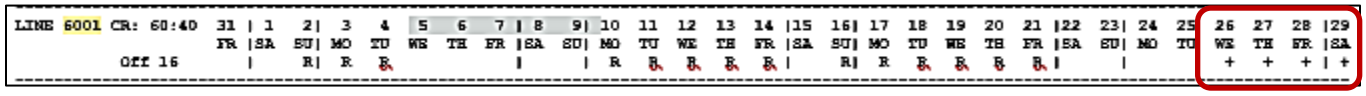

At the bottom of the screen, the "Report" section will display all attempts made, whether successful or failed, with the status of the request, as shown:




The "History" section of the **Master Schedule** will also display the transaction, as shown:

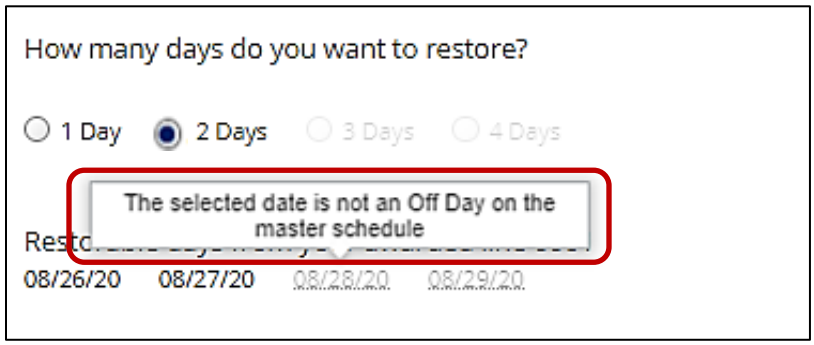



In a second example, the Flight Attendant has line 6001. The bid packet shows the restorable OFF days are 8/26 through 8/29, as indicated by the "+", as shown:

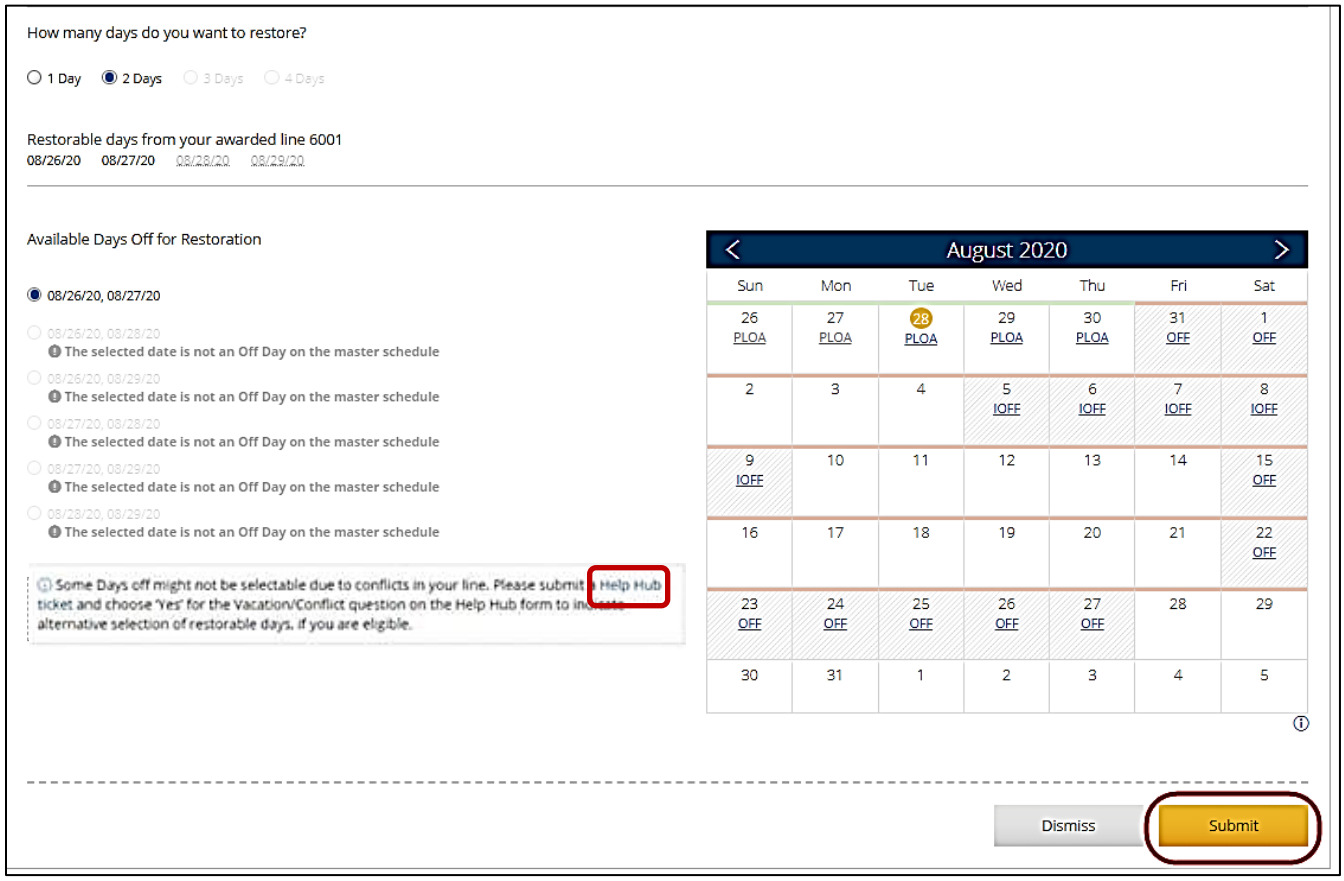



However, in a situation where the Flight Attendant has since traded away OFF days on 8/28 and 8/29, when attempting to restore days of availability, all four dates appear but the invalid options are be greyed out and not selectable, as shown on the following page:

If you hover the mouse over the dates that are greyed out, it will display a tool tip showing the reason why those days are not able to be restored, as shown:




Flight Attendants can either try another selection or click on the "Help Hub ticket" link to dispute the failed transaction.



## Set Days Off (Sections 8.I.1.b-e. & 8.O.6.)

One block of at least four (4) days off on a Reserve Line will be designated as "Set". If the line does not have a block of four (4) or more days off, then the largest block of days off will be designated as Set. The only exception to the largest block of days off being designated as Set is a line with a block of 7 or more days off, in which case that block would ***not*** be considered the Set block and the next largest block would be designated as Set. For example, in a line built with a block of 8 days off and a block of 4 days off, the 4-day block designated as Set.

Under no circumstances may a Reserve be assigned into a Set block of days off. A Reserve may, however *volunteer* to work into Set days off.

Set day off dates will be shaded in each Reserve Line in the bid packet. Once loaded in the Master Schedule in CCS, they are indicated as ***IOFF***.

### *Release to Set Days Off*

Reserves will automatically be released from duty at 1600 Home Domicile Time (HDT) on the day prior to a block of Set days off unless a prior assignment has been made.

## Regular Days Off (Section 8.I.1.f-i)

All other days off in a Reserve line are not designated as Set, and will simply appear *blank* in the bid packet. Once loaded in the Master Schedule in CCS, they are indicated with ***OFF***.

### *Assignment into Regular Days Off*

It is possible that a Reserve may be assigned ***from the home domicile*** into one or more days off that are not designated as Set, but only once the following conditions have been met:

1. First, there must be no other Reserve in the geographical base who is legal, available and able to report within the call-out timeframe set forth in Section 8.K.2 of the Contract (including any Ready Reserve or Standby Reserve) with the following exceptions:
    - **International Purser Reserves** may be assigned into days off prior to an available non-International Purser Reserve when the International Purser qualification is required for the pairing to which assigned.
    - **Language Qualified (LQ) Reserves** may be assigned into the first day off prior to an available non-LQ Reserve if their language qualification is required for the pairing. Language Qualified Reserves ***may not*** be assigned into the second or more days off if there is a legal and available non-LQ Reserve in the base.
2. Once it has been determined that there is no other Reserve in the geographical base who is legal, available and able to report, Scheduling must then look for Reserves at home who have volunteered to work into days off, in which case they will be assigned into days off prior to those who have not volunteered.

When a Reserve is assigned from the home domicile into days off, whether voluntarily or involuntarily, the days off will be restored in accordance with Section 8.I.1.i. of the Contract:

- The day(s) off will be restored at the end of the block of days off; or
- If the day(s) off are at the end of the month and there are no days available to restore, they will be restored on the next Reserve availability day in the following month, or the day(s) off will be restored according to Section 7.R. if the Flight Attendant will be a Lineholder in the following month. When a day off is restored in the new month, this will not impact the Reserve's guarantee in either month.

- The Company may not make assignments that would require more than 2 days to be restored in the following month.
- A Reserve may not be assigned into a day off that has been restored (***ROFF***).

Reserves who are assigned from the home domicile into days off using the above procedures, whether voluntarily or involuntarily, will receive the following pay in addition to normal flight pay:

| Number of Days Off | Additional (Add) Pay |
|---|---|
| **1** | 5:00 Hours Add Pay |
| **2 – 3** | Add Pay Equal to the Actual Value of the Trip |

**IMPORTANT NOTE: THE INCENTIVE PAY IS PLACED IN ADD PAY IN AN AREA OF THE MASTER SCHEDULE AND DOES NOT IMPACT THE CREDIT VALUE OF THE LINE OR THE MONTHLY MAXIMUM.**

### *"Assigned" Into Days Off vs. "Worked" Into Days Off*

It is important to distinguish the difference between a Reserve who is "assigned" into days off and operational circumstances that cause a Reserve to be "worked" into days off:

- A Reserve is considered "**assigned**" into days off when the pairing is initially assigned at the home domicile, and after the conditions outlined in Section 8.I.1.f-i. have been met.
- A Reserve is considered "**worked**" into days off when, due to operational circumstances that occur once the pairing has commenced, it is not possible to return the Flight Attendant to the home base in time to be released from duty prior to midnight of a scheduled day off. In such cases, the Flight Attendant is entitled to day off restoration as provided under Section 8.I.1.m., however, there is no associated Add pay.

### *Getting Released to Regular Days Off*

- A Reserve who did not receive an assignment prior to regular days off will be released at 2359 HDT.
- A Reserve blocking in with Crew Scheduling after an assignment on the last day of availability prior to days off will be released if no additional flying can be assigned.

## Reserve Monthly Maximum Hours and Opting (Section 6.L.1-2.)

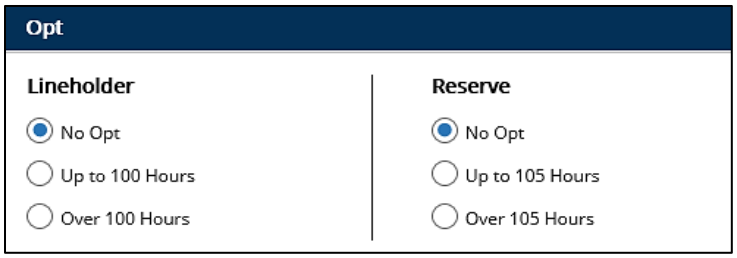
If you are awarded a Reserve Line, the maximum number of credited flight time hours to which you may be scheduled in the bid period is one hundred (100). However, at the time you bid, you may indicate if you would like to opt to

- One hundred and five (105) hours, or
- Over one hundred and five (105) hours (unlimited) for the month.

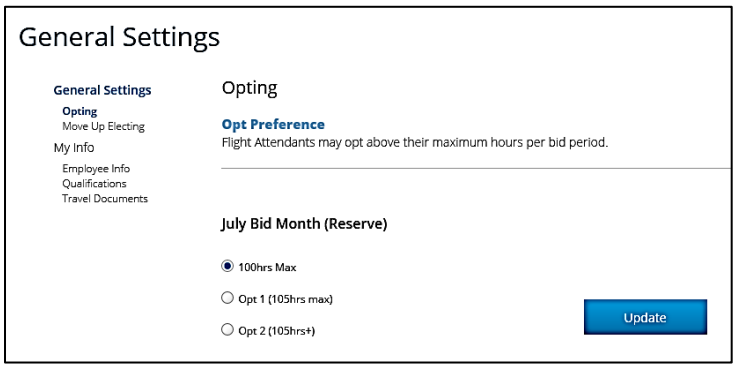
**IMPORTANT NOTE: A FLIGHT ATTENDANT MAY OPT ONLY TO INCREASE THE MONTHLY MAXIMUM. THEREFORE, ONCE YOU ELECT TO OPT, THE MAXIMUM WILL REMAIN AT THE SELECTED LEVEL FOR THE REMAINDER OF THE MONTH.**

Should a Reserve choose to opt to 105 hours or over 105 hours, they can do so in one of the following ways:

1. During the bidding process by selecting your opting preference on the Primary Line Bidding screen in CCS as shown below.




2. Anytime during the bid month by updating preferences on the Opting screen under General Settings in CCS as shown below.




3. Anytime during the bid month by calling either FAST or Crew Scheduling.
4. Anytime during the bid month by making a Ready Reserve preference for Maximum Flying.
5. By trading a pairing assigned by Crew Scheduling with a Lineholder, which causes the Reserve to pick up additional time.
    - A Reserve is **not** Opting if the increase in time results from a trade with another Reserve.
    - A Reserve is **not** Opting if they pick up a trip on a day off from open time or another Flight Attendant in which case the value of that trip is placed in Add Pay and does not count towards their monthly maximum.

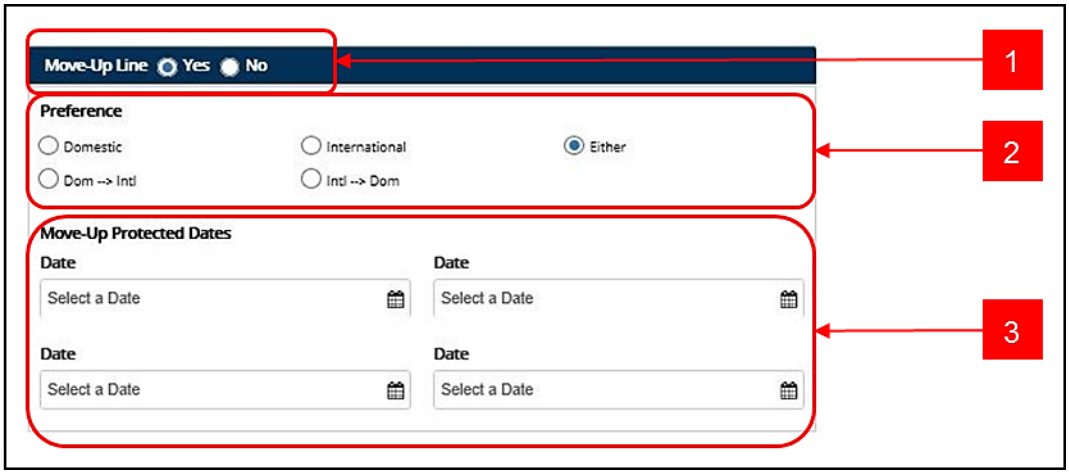
## Reserve Move-Up to Line of Flying (Section 8.B.)

All Reserves are automatically placed on the Move-Up List each month unless they take specific action to remove their name from the list, as described below. Reserve Move-Up Lines are lines constructed using pairings from any unassigned open time that remains on the first day of the new bid month.

The Company will build Reserve Move-Up Lines from the 1st through 5th day of **the bid month (not the calendar month)**, to the extent adequate Reserve coverage can be maintained. Move-up lines will be constructed with either all Domestic or all International pairings. ***All pairings in Move-up lines built for special qualification sub-bases will require the respective qualification, and may only be built with trips having a singular qualification.***

### *Move-Up Line Preference and Protected Dates*

A Reserve may elect a Move-Up Line preference and/or protected dates during the Primary bidding process in the Primary Line Bidding screen in CCS as shown below.




1. Reserve Move-Up "Move-Up Line" (Contractual Default is "yes")
   - It must be changed to "no" each month if you do not wish to be included in the Reserve Move-Up process
2. Reserve Move-Up Preference (defaults to "either")

| Type of Flying Preference | Award Considerations |
|---|---|
| **International** | Will **only** award a Move-Up line that contains all *international* pairings. If it is not possible to build an international Move-Up line, the Flight Attendant will be bypassed until such time as one can be legally built with all international pairings. |
| **Domestic** | Will **only** award a Move-Up line that contains all *domestic* pairings. If it is not possible to build a domestic Move-Up line, the Flight Attendant will be bypassed until such time as one can be legally built with all domestic pairings. |
| **Either** | Will award **either** an *international* or a *domestic* Move-Up line. (The order of award will be first to international then domestic.) |
| **International → Domestic** | Will first attempt to build and award an *international* Move-Up line. If this is not possible, a *domestic* Move-Up line may be built and awarded. |
| **Domestic → International** | Will first attempt to build and award a *domestic* Move-Up line. If this is not possible, an *international* Move-Up line may be built and awarded. |

3. Reserve Move-Up Protected dates – You may choose up to 4 dates you would like as scheduled days off. These protected days do not have to be days that were scheduled days off in the Flight Attendant's awarded Reserve Line.

**IMPORTANT NOTE: IF ALL OF THE PROTECTED DATES SPECIFIED BY THE RESERVE CANNOT BE ACCOMMODATED, THE RESERVE WILL REMAIN ON THE MOVE-UP LIST IN SENIORITY ORDER UNTIL ALL OF THE PROTECTED DATE(S) CAN BE HONORED.**

**A RESERVE WHO INDICATES NO PROTECTED DATE(S), OR WHOSE PROTECTED DATE(S) HAVE BEEN SATISFIED, MUST ACCEPT THE AWARDED MOVE-UP LINE.**

### *Removing Name from Move-Up List*

- Reserves may indicate they do not wish to be awarded a Move-Up Line by checking the appropriate box on the Primary Line Bidding screen in CCS.
- After the bidding window has closed, Reserves can also remove their name from the Move-Up List by 2359 HDT on the last day of the active bid month by using the *Reserve Move-Up Electing* screen in CCS. *(See letter **A** in the below image.)*

### *Adding Name to Move-Up List After the Bidding Process*

- Flight Attendants who changed the Move-Up election to **NO** during the bidding process may add their name to the Move-Up List using the *Reserve Move-Up Electing* screen in CCS anytime following the awarding of bids until 2359 HDT on the last day of the active bid month, and will be added to the bottom of the list in first-come, first-served order.
- When adding their name to the move-up list during this timeframe, Flight Attendants may also select Move-Up preferences and/or protected dates using the *Reserve Move-Up Electing* screen in CCS. *(See letter **A** in the below image.)*

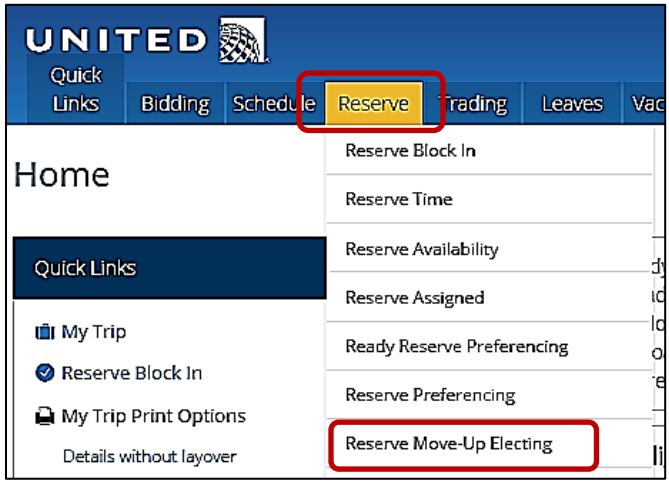
**IMPORTANT NOTE: WHEN ADDED TO THE MOVE-UP LIST AFTER THE PRIMARY BID PERIOD HAS CLOSED, THE RESERVE WILL BE PLACED AT THE BOTTOM OF THE EXISTING LIST.**

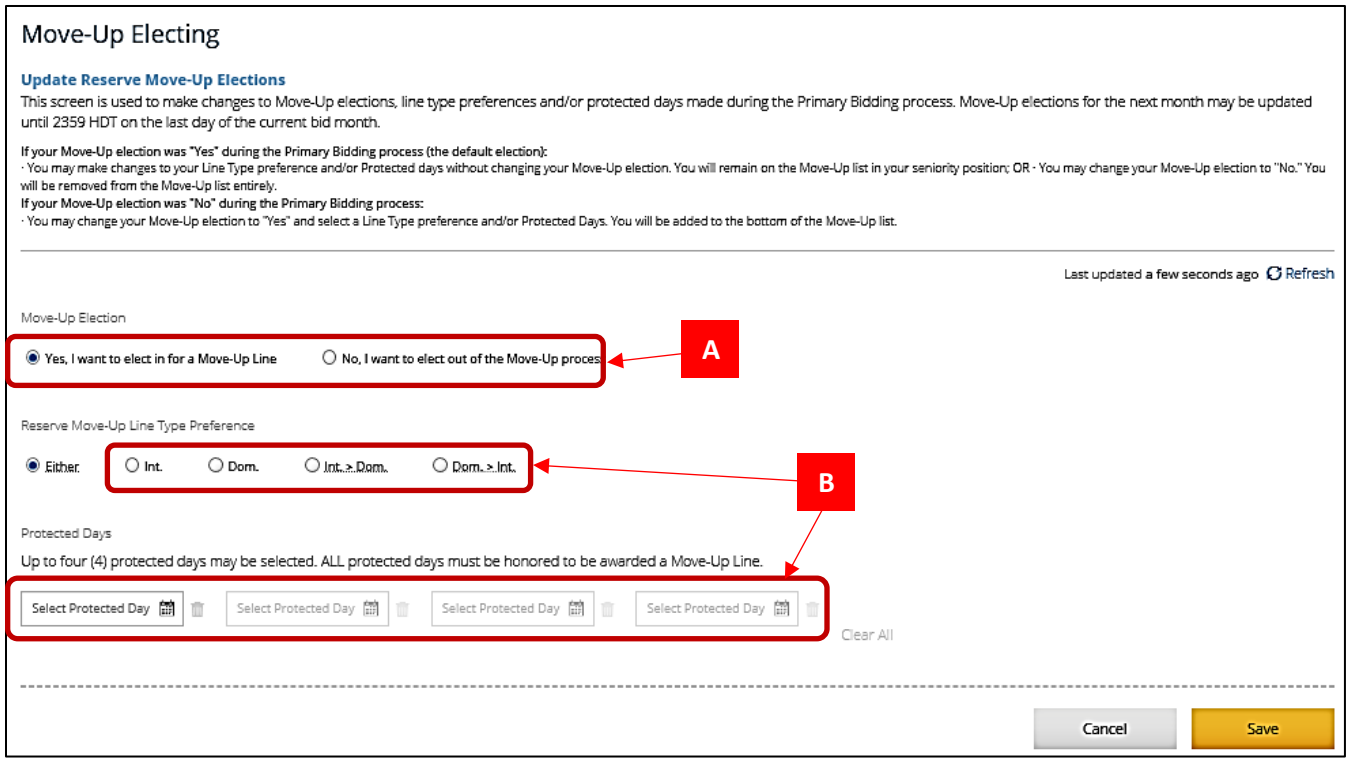
### *Making Changes to Move-Up Preferences or Protected Dates*

Flight Attendants whose Move-Up election was **YES** at the time the primary bidding period closed may make changes to their Move-Up preference and/or protected dates while retaining their seniority order position on the Move-Up list. This may be accomplished in CCS by going to *Reserve > Reserve Move-Up Electing* until 2359 HDT on the last day of the active bid month, as described below. *(See letter **B** in the below image.)*

### *Accessing the Reserve Move-Up Electing Screen*

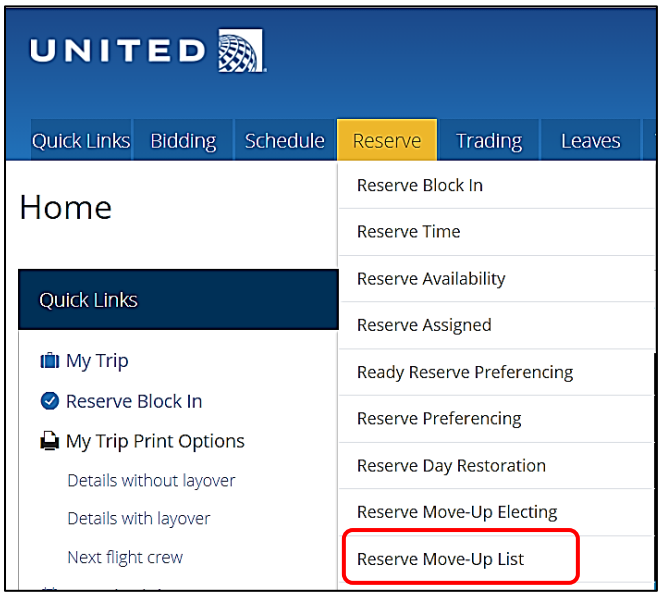
Under the Reserve tab in CCS, select *Reserve Move-Up Electing*, as shown:






## *Move-Up List Monitoring*

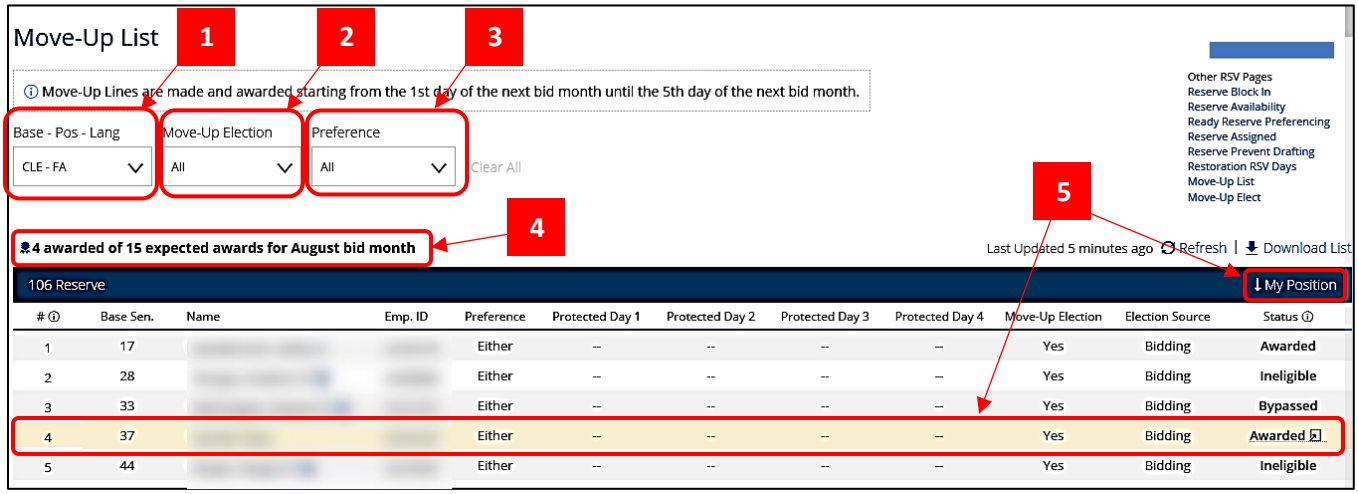
The building of Move-Up Lines at your domicile can be monitored on the Reserve Move-Up List screen in CCS. To access from the CCS Home screen, click the tab labeled "Reserve" and select "Reserve Move-Up List" from the drop-down as shown below.




1. Once on the Reserve Move-Up List screen, select the sub-base you would like to view.
2. From the "Move Up Election" drop-down:
   - Selecting **Yes** will display the Flight Attendants who are currently active on the Move-Up list in the order that they will be considered. The number of Flight Attendants displayed corresponds to the anticipated number of Move-Up lines that will be built for that month.

- Selecting **No** will display Flight Attendants who removed their names from the Move-Up list.
- Selecting **All** will display the complete Move-Up list, including both Flight Attendants who are currently active on the list and those who have removed their names from the list.

3. You may choose to view only Flight Attendants who have preferenced a specific type of MU line (Either, International, Domestic, Intl > Dom or Dom > Int), or select "All" to view all preferences.
4. Just above the list, the anticipated number of Move-Up lines to be awarded will be displayed.
5. Select "My Position" to be taken directly to your position on the Move-Up list (based on filter settings), which will then be highlighted.




A description of each column heading on the Move-Up list is listed below.

| Column | Description |
|---|---|
| **#** | Position on the Move-Up List based on the selected filter settings. |
| **Base Sen** | The base seniority number of the Flight Attendant |
| **Name** | The name of the Flight Attendant |
| **Emp ID** | The employee number of the Flight Attendant |
| **Preference** | The type of Move-Up Line the Flight Attendant has preferenced |
| **Protected Day 1-4** | The protected days off selected by the Flight Attendant, if any |
| **Move Up Election** | Indicates whether or not the Flight Attendant is on the Move-Up List |
| **Election Source** | Indicates when and how the Flight Attendant requested a Move-Up Line |
| **Status** | Indicates status of the Flight Attendant once initially considered during the Move-Up process as one of the following:<br>• **Awarded** – This status indicates you were awarded a move-up line, as your request has met the following requirements:<br>○ Minimum hours<br>○ Type of flying<br>○ Protected dates<br>• **Bypassed** – This status indicates the Company was unable to award you a move-up line at that time because of the following:<br>○ You have not yet completed the required CQ training<br>○ There were insufficient trips in open time to build a line of flying<br>○ The only available open trips conflict with your selected protected dates.<br>Your request will continue to be reconsidered throughout the move-up award process so that if you attend CQ training before the last day of the award, if additional trips that meet your qualifications become open, OR if your protected |

| | |
|---|---|
| | dates could now be honored, a move-up line may be awarded. When your status is "Bypassed", continue to "refresh" the page for the most updated information. *You may click the small arrow next to the status to view a pop-up window that shows timestamps and reasons for each time your Move-Up request is reviewed.*<br>• **Ineligible** – This status indicates you were not awarded a move-up line and your request will not be reconsidered throughout the award process. This occurred due to one of the following:<br>  ○ You previously completed a whole line trade;<br>  ○ Your passport expired (and you selected International flying);<br>  ○ You are not available for a full month (i.e. COBUS, Sick leave, etc.);<br>  ○ You did not attend CQ training prior to the last day of the award.<br>• **Unable to Award** – This status indicates you did not receive a move-up line and your request will not be reconsidered as the move-up line award window has closed. Any requests that were previously ***bypassed*** due to insufficient trips or conflicting protected dates will automatically be changed to this status when the window closes. |

### *Ranking Order on Move-up List*

Your position is ranked on the move-up list depending upon when your name was added to the list. Here are the guidelines:

- If you selected "Yes" during the primary bid process, you will be ordered by seniority.
- You may change your Move-Up election on the primary bidding screen while the bidding window is open any number of times. Your last action will be recorded. If you elect "Yes" before the bid window closes, you will be ordered by seniority.
- If you selected "No" during the primary bid process and then changed the selection to "Yes" using the Reserve Move-Up Electing screen before 2359 HDT on the last day of the current schedule month, you will be added to the bottom of the move-up list in first-come, first-served, order.
- If, due to a Primary bid mis-award, and Inflight Administration (FAST) has to manually add your name to the list, you will be ordered by seniority.
- If you are cleared to Return to Work and request to be added to the list and Inflight Administration has to manually add your name to the list, you will be added to the bottom of the list in first-come, first-served order.
- If, after you completed a line trade, you would like to be added to the Move-Up list, Inflight Administration will manually add your name to the bottom of the list in first-come, first-served order.

### *Other Important Notes About the Reserve Move-up Process*

- During the Primary Bidding process, ***the move-up selection is defaulted to "Yes"*** (you DO want to request a move-up line) and "Either" (type of flying).
- If you select "Either", an attempt will be made to award International flying first, then Domestic. Please note, the line will only be made up of one type of flying and not a combination of both.
- All specified "Protected Days and "Type of Flying" on file by 2359 HDT on the last day of the current bid month must be honored in order to build a move-up line.
- Flight Attendants who have requested an "Operational Vacation Fly Through" can be assigned to pairings on the days of the original vacation, if awarded a move-up line, unless these days have been designated as "Protected Days".
- Keep in mind, when you do an "Operational Vacation Fly Through", these vacation hours are placed into Add Pay. These hours are not part of the minimum required hours for the move-up line.

- If you were originally awarded a Lineholder line of flying and completed a line trade so that you now hold a Reserve line of flying, you will need to call 800-FLT-LINE, option 4, then 2, to add your name to the move-up list, and you will be added to the bottom of the list in first-come, first-served order.
- You will not be able to complete any trade activity while your line of flying is being reviewed for a move-up line.
- Once awarded a move-up line, you must contact Crew Scheduling to be released to your line. If you have already served at least one day of Reserve, Crew Scheduling needs to adjust your guarantee to include those hours.

### *Move-Up Line Awards and Notification*

- Move-Up Lines are awarded to Reserves based on the order in which displayed on the Move-Up List for each sub-base. (See *Adding Name to Move-up List* above.)
- Move-Up Lines can be built up to the individual Flight Attendant's monthly maximum flight time hours.
- FAST will attempt to follow the Flight Attendant's originally awarded pattern of Reserve days off when possible, however, trips may be placed on days previously scheduled as "OFF" days, with the exception of those indicated as protected days.
- If the schedule contains a period of vacation, when a Move-up line is built, the vacation and any protected days designated by the Flight Attendant will be placed in the line. Trips will be filled in to complete the line. ***It is important to understand that any days off preceding or following the vacation days that were in the original Reserve line and that might have been considered sacred as part of the Reserve schedule, are not considered sacred days for the purpose of building the Reserve Move-up line.*** However, once the Reserve Move-up line is completed, any days off in the completed Reserve Move-up line preceding or following the vacation are ***then considered as sacred days.*** *(See section on "Sacred Days" later in this guide.)*
- If awarded a Move-Up line that contains a pairing within the following 24 hours, or if the Flight Attendant is on vacation or days off prior to their first pairing, the FAST team will contact the Flight Attendant by phone to advise of the Move-Up line award.
- In all other cases, Flight Attendants will be notified of a Move-Up line award via an email from the Help Hub to their United email address, as well as a Priority CCS Message. Help Hub is accessed via the *Employee Services Tab > Help Hub* (under HR tools.)
- If, after having been awarded the Move-Up line, the FAST can see the Flight Attendant has begun trading trips in their Move-Up line, the company assumes the Flight Attendant is aware of the Move-Up line and will *cease efforts to notify* the Flight Attendant, however you must still call to be released to the move-up line.
- It is important to recognize that the building of Move-Up lines continues during the overnight hours. Calls to advise Flight Attendants that Move-Up lines have been built will only be made between 0700-2200 HDT.
- **Once a Move-Up line has been awarded, it cannot be rescinded.**

### *Being Released to Move-Up Line*

*Notification* of having been moved into a line of flying is a different action than being *released* to your Move-Up line by Crew Scheduling.

- Reserves who are on an assignment (pairing or Standby) at the time they are awarded a Move-Up Line will be released to the Move-Up Line once the assignment has been completed (i.e., block-in).
- Reserves who are not on an assignment at the time they are awarded a Move-Up Line will be released to the Move-Up Line *with the approval of Crew Scheduling*.

What must be emphasized is that the "approval of Crew Scheduling" cannot be implied through the award of the Move-Up line. *Release* to your Move-Up line is a specific action required by Crew Desk personnel. ***In every instance, you must contact the Crew Desk to be released to your Move-Up line.***

### *Reserve Move-Up Line Guarantee (Section 8.B.5.)*

A Reserve who is moved into a Line of Flying before any scheduled Reserve availability days will be guaranteed:

- A minimum of 71 hours, or
- The total credit time of the pairings in the line, whichever is greater.

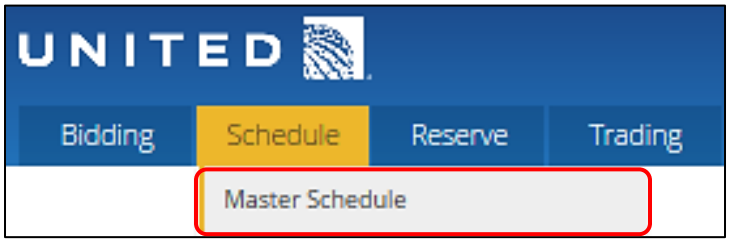
A Reserve who is moved into a Line of Flying and who has stood at least one day of Reserve in the schedule month will be guaranteed:

- A minimum of 71 hours, or
- The total credit time of the pairings in the Move-Up Line plus the value of any Reserve availability days and/or the value of any trips flown as a Reserve, whichever is greater. The value of Reserve availability days (4:07/4:20) and/or trips flown as a Reserve shall be paid inclusive of Reserve override.

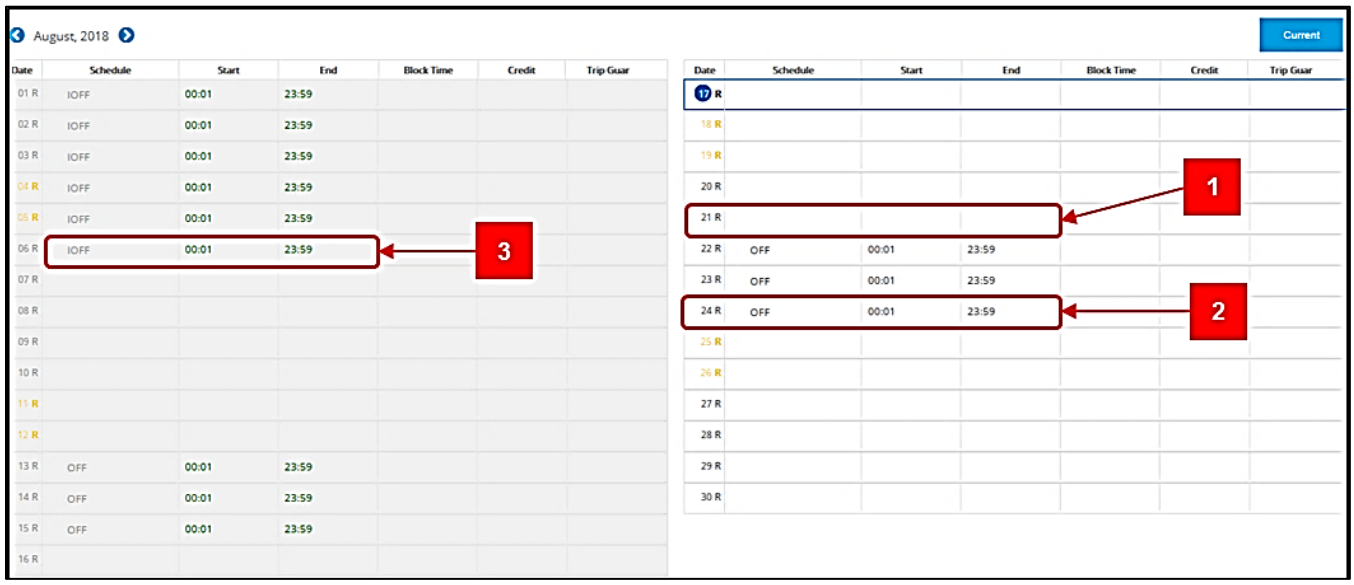
## Viewing Awarded Reserve Lines

### *Master Schedule View*

To access the Master Schedule in CCS, click "Master Schedule" under the "Schedule" tab, as shown below.




The following is an example of an awarded Reserve Line as it appears in the Master Schedule.

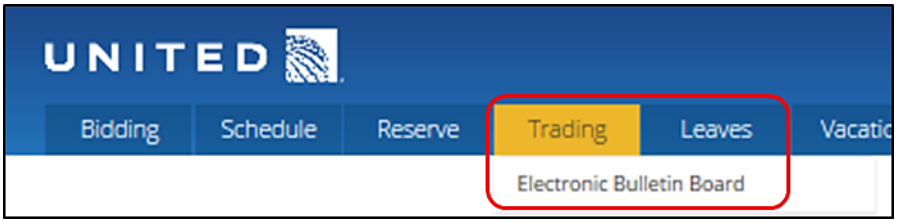



1. Days of availability (or "days on") are *blank*.
2. **Days off** are indicated with ***OFF***.
3. **Set days** are indicated with ***IOFF***.

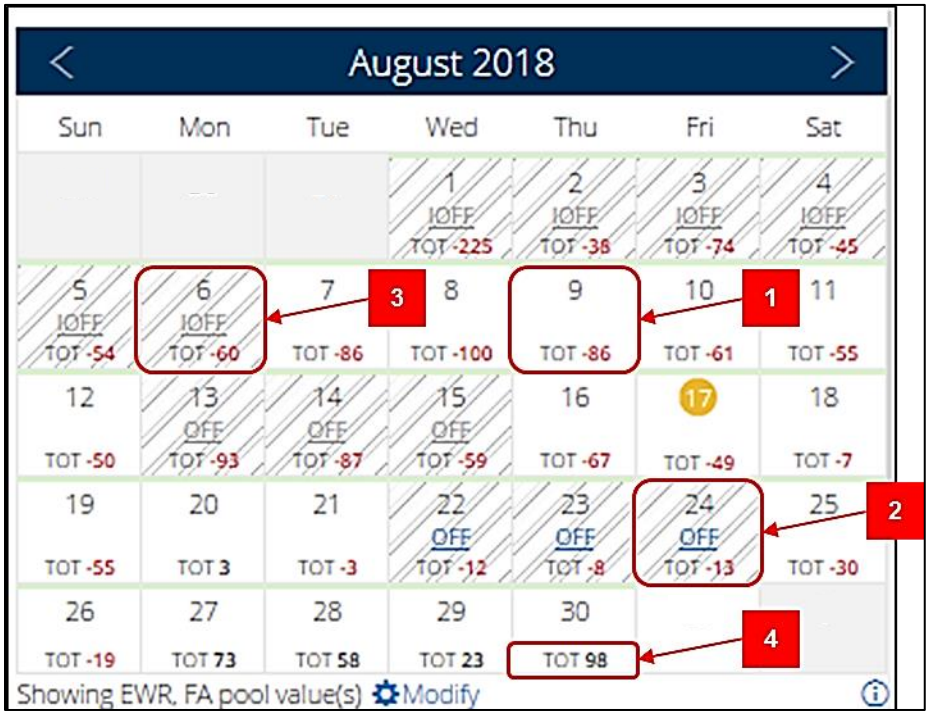
(Not Pictured) **Restored days off** are indicated with ***OFFR***.
(Not Pictured) **Traded days off** are indicated with ***OFFT***.

### *Electronic Bulletin Board (eBB) Calendar View*

Another way to view your Reserve schedule is via the Electronic Bulletin Board. To access your awarded Reserve Line in the eBB, go to CCS and click the "Electronic Bulletin Board" under the "Trading" tab, as shown below.




If using a mobile device, you will need to take the additional step of selecting the calendar icon that appears in the lower right corner of the Market screen. The following is an example of an awarded Reserve Line as it appears in the eBB screen.




1. Days of availability (or "days on") are *blank*.
2. **Days off** are shaded and indicated with ***OFF***.
3. **Set days** are shaded and indicated with ***IOFF***.

(Not Pictured) **Restored days off** are shaded and indicated with ***OFFR***.
(Not Pictured) **Traded days off** are shaded and indicated with ***OFFT***.

4. **Reserve Pool numbers** for the base are indicated at the bottom of each calendar day next to ***TOT*** (Total) when this display option has been selected. The Reserve Pool will be discussed in more detail later in this guide.

# Reserve Ordering and Reserve Time

## Reserve Ordering (Section 8.C.)

Reserve assignments are made from the Reserve availability list at each base. Reserves on this list at bases located within the 50 United States and Guam will be grouped based on their number of days of availability and classified as having 1-, 2-, 3- and 4- or more days of availability in accordance with their number of "on schedule" days remaining before their next scheduled days off. Reserves in International Purser and LQ sub-bases will be similarly grouped within their sub-base. LQ Reserves will only be grouped within their primary language.

Reserves at international bases (currently only LHR) will be grouped based on their days of availability and classified as having 1-, 2-, 3-, 4-, 5-, 6-, etc. days of availability.

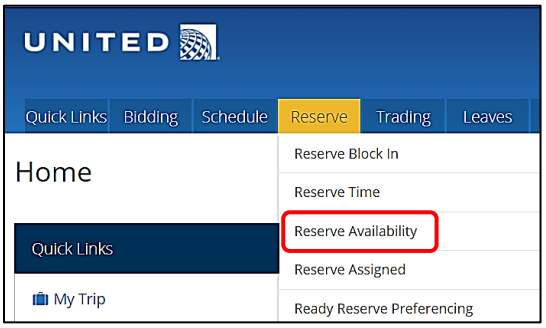
Within each group, Reserves will be placed in credited flight time accrued (TMAC) order, with first-in-first-out (FIFO) order, based on the scheduled arrival time of their previous assignment, as the first tie breaker if two or more Reserves have the same TMAC. If two or more Reserves have the same TMAC and the same FIFO, the more senior Reserve is at the top of the list and will be assigned first.

Reserves will progress within the availability list in this same order throughout the month.

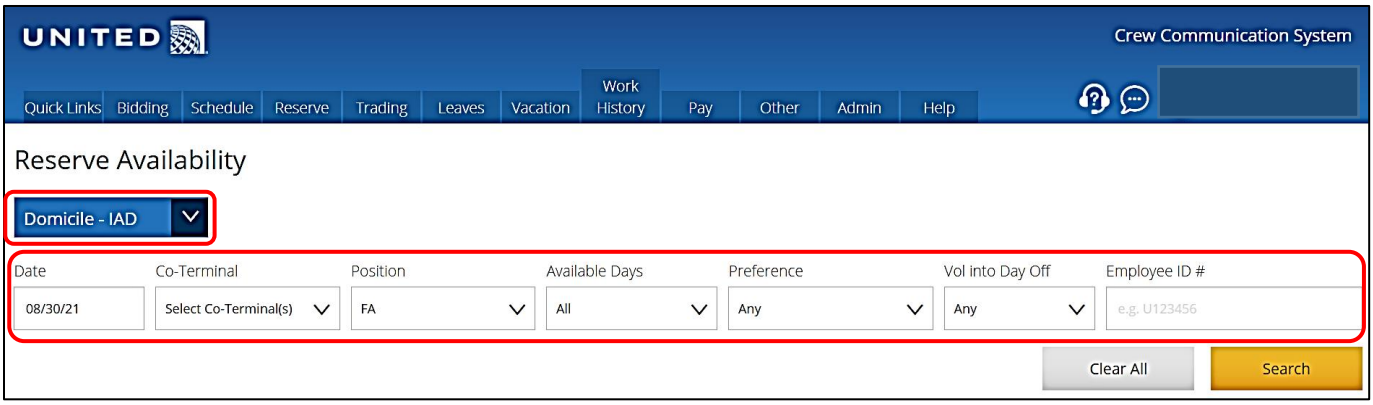
**IMPORTANT NOTE: TMAC INCLUDES STANDBY RESERVE ASSIGNMENTS, THE TOTAL VALUE OF TRIPS WORKED (INCLUDING DEADHEAD AND RIGS) AS WELL AS ANY OTHER CREDITED ACTIVITY THAT HAS OCCURRED "TO DATE" DURING THE MONTH (SICK LEAVE, VACATION, TRAINING, ETC.).**

## The Reserve Availability Screen

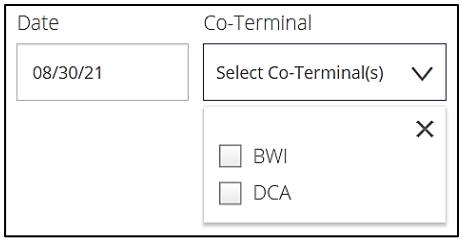
The Reserve Availability list can be viewed in CCS. To access, click on the Reserve tab, then select "Reserve Availability" from the drop-down menu as shown below.



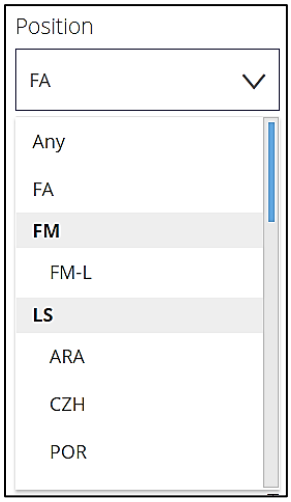

First ensure the desired domicile is selected from the blue drop-down menu, then enter the selected criteria for each drop-down and click "Search", as shown in the next image.

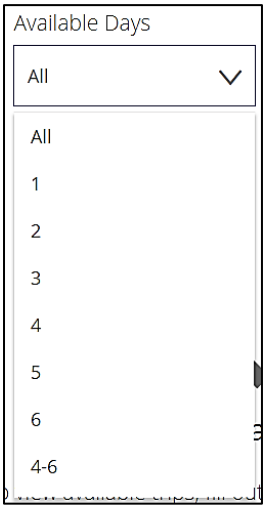


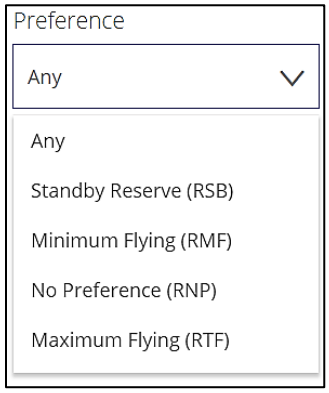

The following Images provide examples of each drop-down menu and the possible selections.

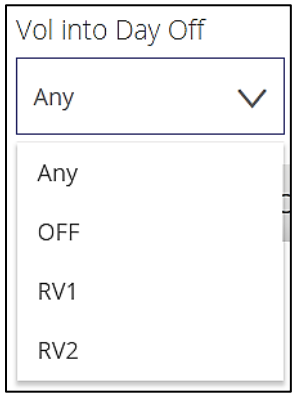


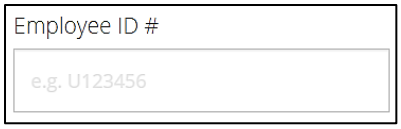

***NOTE:*** *Only active co-terminals at the selected domicile will be displayed as available options.*




***NOTE:*** *Entering a Flight Attendant's employee number in the "Employee ID #" field will search for a particular Reserve who is available. However, this will only display the searched Reserve, and will not show their relative position on the list.*

*(For this, it may be easier to use the "search" or "find on page" feature of the browser window.)*

Once you select the filter criteria and "Search", the display will show you all Reserves on the availability list that meet the selected criteria as shown in the next image. It is best to only select a specific date, domicile, and position (sub-base) criteria. Narrowing your search too much may not provide the best representation of the Reserve coverage at the base location.

### *List Sort Order*

The list will sort the Reserves in the order they will be assigned based on the process that is valid at the time the information is accessed:

- When accessing the list of available Reserves for the following day, the data displayed *prior to 1930 HDT* will reflect the order used for Reserve Preferencing and the clean-up process:

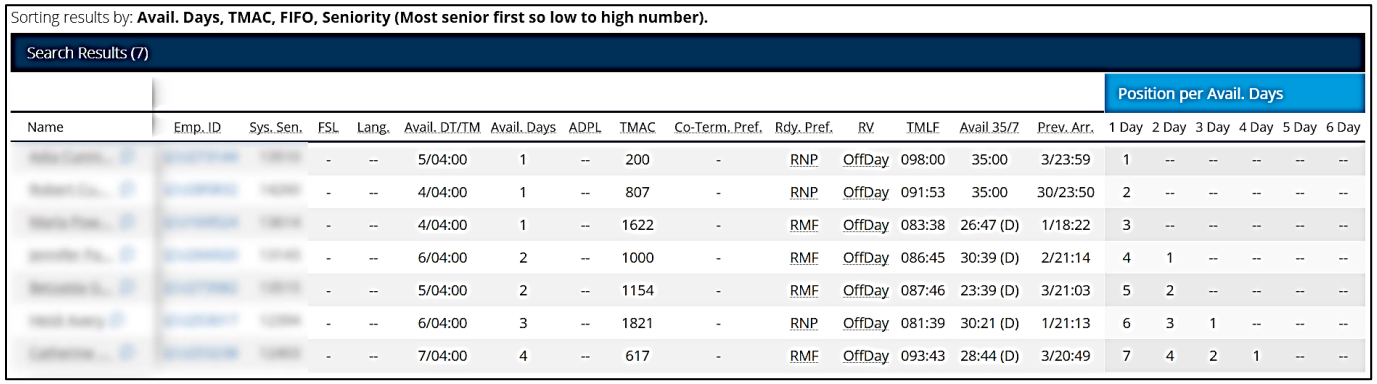
  ***Avail. Days>TMAC>FIFO>Seniority***

- When accessing the list of available Reserves for the following day, the data displayed *after 1930 HDT* will reflect the order used for those assigned Ready Reserve:

  ***Avail. Days>Ready Reserve Preference (RTF, RNP, RSB, RMF)>TMAC>FIFO>Seniority***

- When accessing the list of available Reserves *at any time* for the current day, the data displayed will reflect the order used for those assigned Ready Reserve:

  ***Avail. Days>Ready Reserve Preference (RTF, RNP, RSB, RMF)>TMAC>FIFO>Seniority***



Sorting results by: **Avail. Days, TMAC, FIFO, Seniority (Most senior first so low to high number).**

Search Results (7)

| | | | | | | | | | | | | | | Position per Avail. Days | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Name | Emp. ID | Sys. Sen. | FSL | Lang. | Avail. DT/TM | Avail. Days | ADPL | TMAC | Co-Term. Pref. | Rdy. Pref. | RV | TMLF | Avail 35/7 | Prev. Arr. | 1 Day | 2 Day | 3 Day | 4 Day | 5 Day | 6 Day |
| [redacted] | [redacted] | [redacted] | - | -- | 5/04:00 | 1 | -- | 200 | - | RNP | OffDay | 098:00 | 35:00 | 3/23:59 | 1 | -- | -- | -- | -- | -- |
| [redacted] | [redacted] | [redacted] | - | -- | 4/04:00 | 1 | -- | 807 | - | RNP | OffDay | 091:53 | 35:00 | 30/23:50 | 2 | -- | -- | -- | -- | -- |
| [redacted] | [redacted] | [redacted] | - | -- | 4/04:00 | 1 | -- | 1622 | - | RMF | OffDay | 083:38 | 26:47 (D) | 1/18:22 | 3 | -- | -- | -- | -- | -- |
| [redacted] | [redacted] | [redacted] | - | -- | 6/04:00 | 2 | -- | 1000 | - | RMF | OffDay | 086:45 | 30:39 (D) | 2/21:14 | 4 | 1 | -- | -- | -- | -- |
| [redacted] | [redacted] | [redacted] | - | -- | 5/04:00 | 2 | -- | 1154 | - | RMF | OffDay | 087:46 | 23:39 (D) | 3/21:03 | 5 | 2 | -- | -- | -- | -- |
| [redacted] | [redacted] | [redacted] | - | -- | 6/04:00 | 3 | -- | 1821 | - | RNP | OffDay | 081:39 | 30:21 (D) | 1/21:13 | 6 | 3 | 1 | -- | -- | -- |
| [redacted] | [redacted] | [redacted] | - | -- | 7/04:00 | 4 | -- | 617 | - | RMF | OffDay | 093:43 | 28:44 (D) | 3/20:49 | 7 | 4 | 2 | 1 | -- | -- |

A description of each column heading is listed below.

| Column | Description |
|---|---|
| **Name** | The name of the Flight Attendant |
| **Emp ID** | The employee number of the Flight Attendant |
| **Sys. Sen.** | The system seniority number of the Flight Attendant |
| **FSL** | Current International Purser sub-base status (Yes/No) |
| **Lang.** | The specific Language Qualified sub-base of the Flight Attendant, if applicable |
| **Avail. DT/TM** | The earliest time the Flight Attendant is available to check in for an assignment |
| **Avail. Days*** | The number of days the Flight Attendant is available in the current block of Reserve days |
| **ADPL*** | "Available Days Potential Legality": |
| **TMAC** | The total Credit Time the Flight Attendant has accrued month to date |
| **Co-Term. Pref.*** | The Flight Attendant's preferred co-terminal where applicable (currently only active at EWR and IAD) |
| **Rdy. Pref.** | Ready Reserve preference (Maximum flying, Minimum flying, Standby, No preference) |
| **RV** | "Volunteer to Work into Reserve Days Off" election (OFF, RV1, RV2) |
| **TMLF** | Credit Time left in the month that the Flight Attendant is available to be assigned before projected over the elected monthly maximum |
| **Avail. 35/7*** | Block time (excluding RIGs and deadhead) that the Flight Attendant is available to be assigned before projected into a 35-in-7 illegality, if applicable |
| **Prev. Arr.** | The end date and release time of the last scheduled activity |
| **Position per Avail. Days** | The general order in which each Reserve could be assigned to a trip depending on its scheduled length in days. Reserves are numbered based on their position relative to the other Reserves who are available and without consideration of legalities. |

**See the following for additional details on the information displayed in these columns.*

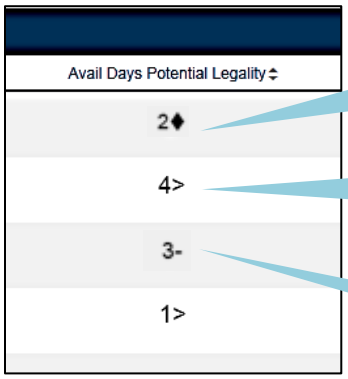
### *Avail. Days*

This column represents the number of consecutive days left in the Reserve's current block of days. At the end of the month, when going from a Reserve line to a Lineholder line, you may see an indicator that shows when your first trip in the new month begins, as shown below.

**"1L4"** = This type of indicator is present at the end of the month when the Reserve is going from a Reserve line in the current month to a Lineholder line in the new month. In this example, the indicator represents the number of days they are available in the current month (1), that they are a Lineholder in the new month (L), and the number of days off in the new month before their first pairing begins (4).

### *Avail. Days Potential Legality (ADPL)*

This column shows the number of days the Reserve is available before incurring a potential legality. If there are symbols showing next to the numbers in this column, they indicate the following;



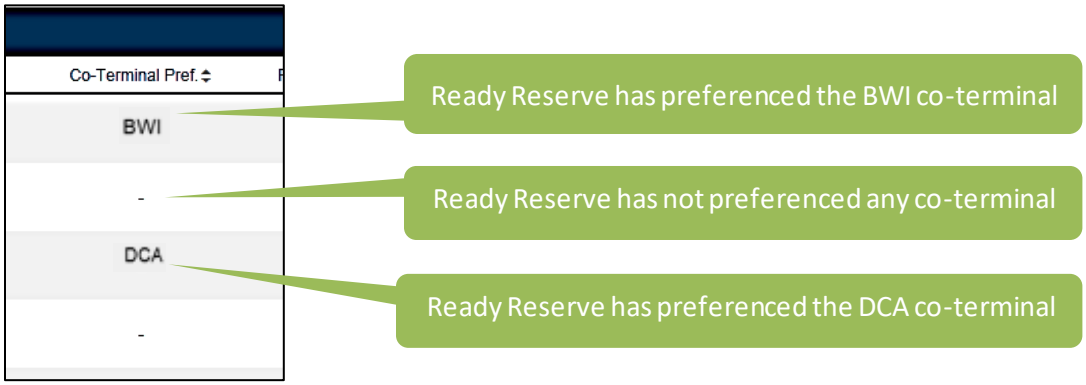

**"♦"** = This indicator is present when a FAR 24/7 or contractual 1/7 legality is impacting the Reserve's schedule. It displays the number of days they are available before the legality, followed by this symbol. This field will be highlighted in red.

**">"** = This indicator appears next to the number of days the Reserve is available (based on ***TMLF*** hours) before incurring a potential legality. This field, along with the number in the ***TMLF*** column, will be highlighted in red.

"-" = This indicator appears when the value in the 35-in-7 column falls below 10 hours, in a rolling 7-day period, before incurring the 35-in-7 legality. This field, along with the number in the ***Avail 35/7*** column, will be highlighted in red.

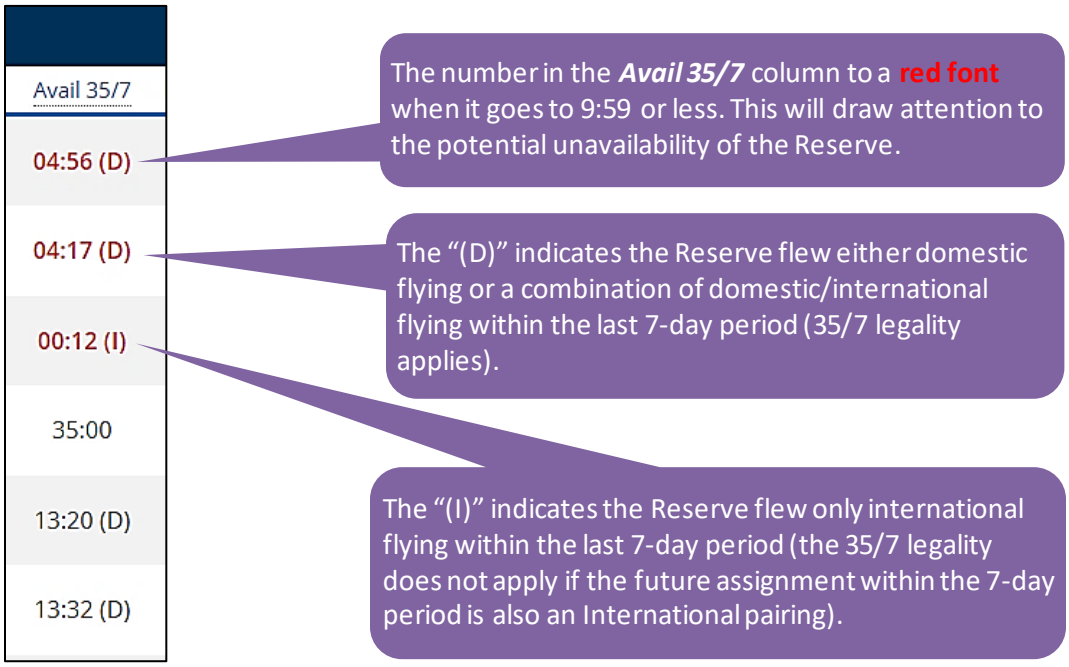
### *Co-Terminal Pref.*

Ready Reserves ***in bases having active co-terminals*** may request the co-terminal from which they prefer to have their pairings or standby assignments originate (see Ready Reserve section). The preferred co-terminal will be displayed in this column.




### *Avail. 35/7*

In addition to displaying the number of actual flight time hours that can be assigned to a Reserve before being projected into a 35-in-7 legality, the numbers displayed in this column will also show a "(D)" or "(I)" to indicate the type of flying flown in the previous seven days.




In the example below, the "***Avail. Days***" column shows that the Reserve has a block of six (6) Reserve days, but in the "***Avail Days Potential Legality***" column it shows **1-** because the Flight Attendant is approaching 35 block hours in a 7-day period based on previous flying. The "(I)" appearing in the "***Avail 35/7***" column indicates the Reserve has only flown internationally in the 7-day period. Therefore, the Reserve may only be assigned to a *domestic* pairing having a block value of 8:47 or less before incurring a 35-in-7 legality. The Reserve may, however, be assigned to an *international* pairing having a block value of more than 8:47 because the 35-in-7 legality does not apply when there are only international pairings in the 7-day period. Please note, the values in the "***Avail Days Potential Legality***" and "***Avail 35/7***" columns will be highlighted in red:

| Avail. Days | Avail Days Potential Legality | TMAC | Co-Terminal Pref. | Ready Pref. | RV | TMLF | Avail 35/7 |
|---|---|---|---|---|---|---|---|
| 4 | - | 0 | - | RTF | OffDay | 999:00 | 16:26 (D) |
| 6 | - | 0 | - | RTF | OffDay | 999:00 | 23:46 (I) |
| 6 | 1- | 0 | - | RNP | OffDay | 100:00 | 08:47 (I) |

***NOTE:*** *Due to system limitations, we have identified an issue with the Reserve Availability list affecting Reserves who become legal for assignment on the same day they have completed a pairing as a Lineholder, a Pre-board assignment (PB1) or who were placed on Show-No-Go status (SNG). These individuals do not appear on the Reserve Availability list on that same date following legal rest.*

*While these Reserves would be available for assignment, the system is currently unable to show the Reserve as having two different statuses for the same day on the Reserve Availability list.*

*As a result, Reserves coming from a Lineholder month with a carryover trip in the morning who would normally be available later that afternoon following a period of legal rest, are not showing on the Reserve Availability list, despite the fact they are Reserve available for the remainder of that Reserve day.*

*In a similar way, Reserves coming from a Training pairing, Show-No-Go status (SNG) or a Preboard assignment (PB1) also do not appear on the Reserve Availability list after a period of legal rest following those assignments.*

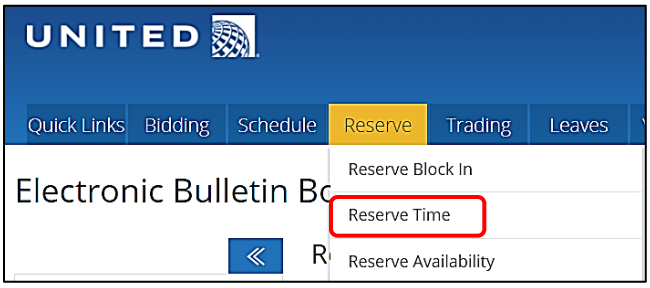
*Until the system is fixed, it is mutually understood these Reserves will not be subject to further assignment for the balance of that day. Once the system is fixed, these Reserves will appear as available on the Reserve Availability list and will then be subject to further Reserve assignment, as intended under the CBA.*

## Reserve Time

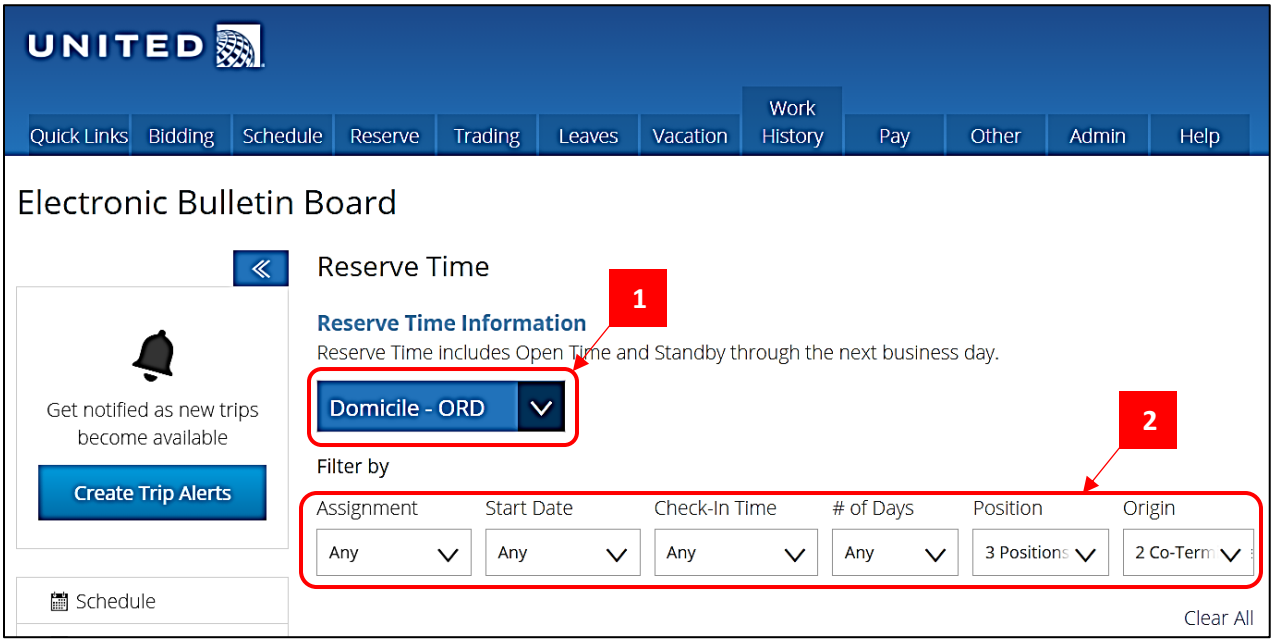
The Reserve Time screen in CCS displays all open pairings and Standby positions that may be assigned to Reserves during the current and next day's operation, with the exception of Sick Leave Trips. This screen is intended to be used by Reserves in conjunction with the Reserve Availability screen to see, in real-time, their position on the Reserve list relative to all open assignments. *(Sick Leave trips that may potentially become open are viewable on the Sick Leave Trips screen, which will be discussed at the end of this section.)*

**IMPORTANT NOTE: RESERVE TIME IS AN INFORMATIONAL, READ-ONLY SCREEN FROM WHICH NO ACTIONS MAY BE TAKEN. OPEN TIME FOR TRIP TRADING AND PICK-UP PURPOSES IS LOCATED IN THE MARKET.**

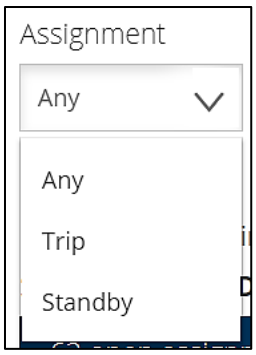
Reserve Time can be accessed in CCS under the Reserve tab, as shown below.

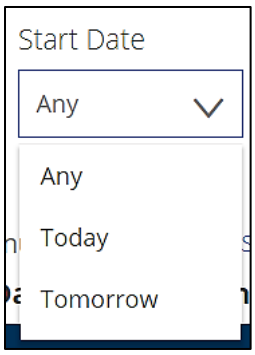


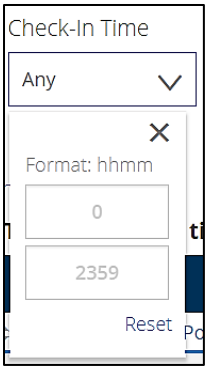
The Reserve Time screen will be displayed, as shown below. Your home domicile will be the default selection; however, you may select another domicile by using the drop-down menu (1). Use the Filter options (2) to retrieve the desired list.

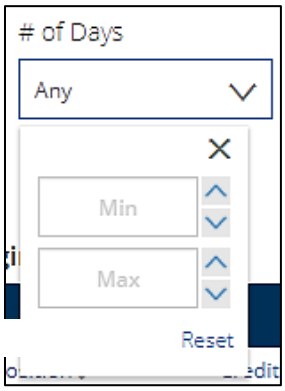


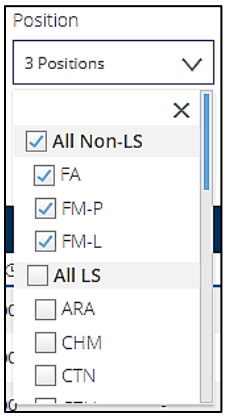

The following images provide examples of each drop-down menu and the selections within the Filter, and are described on the next page.

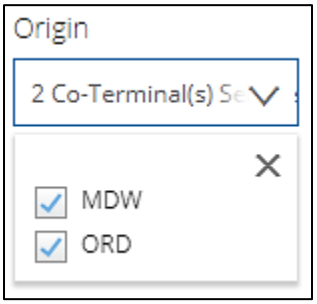


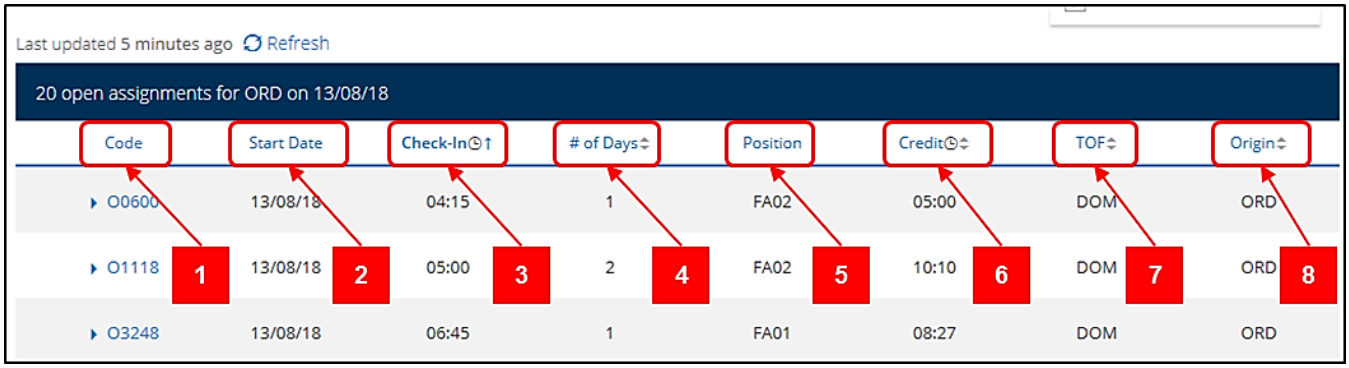



These filter items indicate the following:

1. **Assignment** – Any, Trip or Standby.
2. **Start Date** – Any, Today or Tomorrow
3. **Check-in time** –set the range of desired check-in time.
4. **# of days** – set the range of desired number of days.
5. **Position** – select the position type that corresponds to the desired sub-base (FA, FM-L, LS).
   *Note that domestic Purser positions are listed separately under "FM-P."*
6. **Origin** – Originating co-terminal. Only active co-terminals at the selected domicile will be displayed.

Once you submit with your desired filter selections, the list of open trips and/or Standby positions will appear in order by check-in time as shown below.



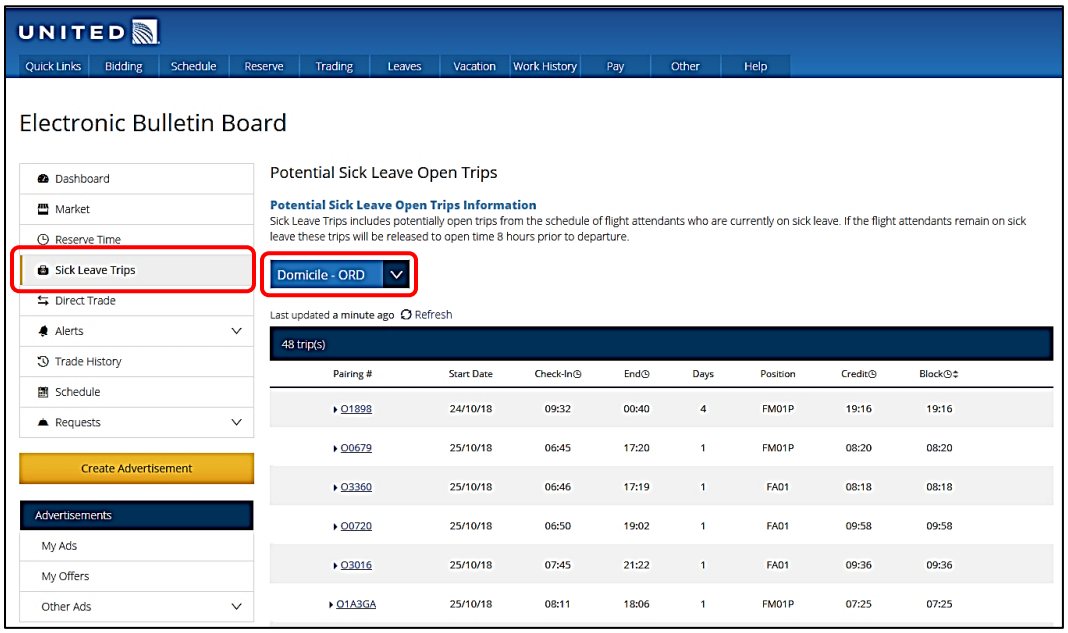

The columns contain the following information:

1. **Code** – The pairing number or Standby assignment.
2. **Start date** – The start date of the pairing or Standby assignment.
3. **Check-in** – The report time of the pairing or Standby assignment (HDT).
4. **# of Days** – The total number of days of the pairing or days of availability required for Standby.
5. **Position** – The position of the pairing or Standby that is open.
6. **Credit** – The total credit time of the pairing. Standby assignments show a 0:00 value prior to assignment.
7. **TOF** – The Type of Flying (Domestic or international).
8. **Origin** – The departure station of the first flight segment of the pairing or the Standby location.

## Sick Leave Trips

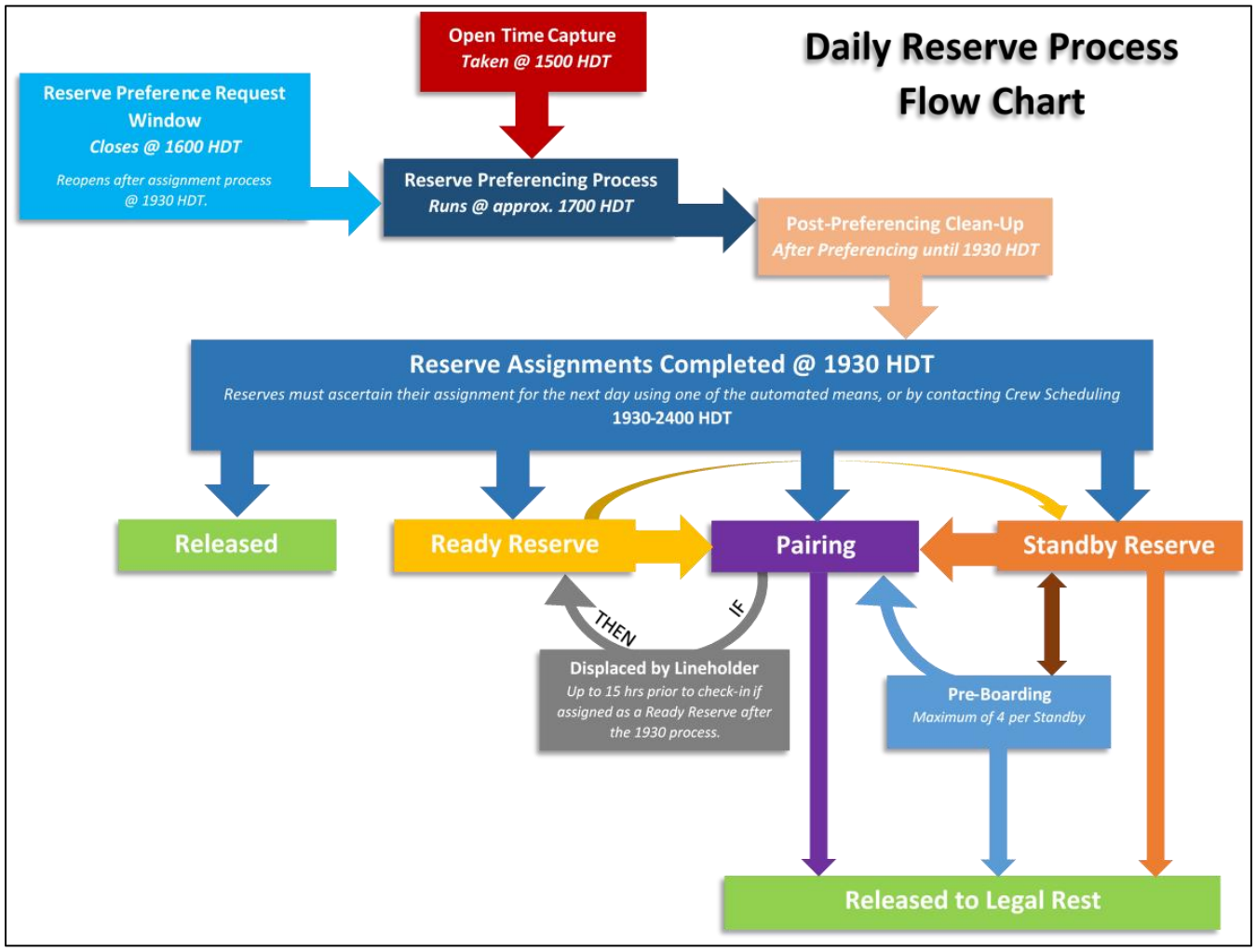
As previously mentioned, another tool Reserves may use to view pairings that could potentially become open and assigned to Reserves is the ***Sick Leave Trips*** screen in CCS. This screen, a sample of which is shown below, displays pairings in the schedules of Lineholders who are currently on Sick Leave status (SKLV, FMLA, etc.). In the event the Lineholder does not call off Sick Leave, these trips will transition to Open Time at eight (8:00) hours prior to the scheduled departure time of the first flight of the pairing. Lineholders, at their discretion, may release sick leave trips into Open Time more than eight (8:00) hours prior to scheduled departure when they know they will be unable to report, but are not required to, especially if they expect to be able to fly the pairing.

To access, go to ***CCS > Trading > Electronic Bulletin Board***, then select ***Sick Leave Trips*** from the left-hand menu. The home domicile of the Flight Attendant will initially be displayed. Trips on Sick Leave at other domicile locations may be viewed by selecting the three-letter domicile code from the domicile drop-down menu.



# Daily Reserve Process Flow Overview

The following is a visual representation of the daily Reserve Process and timeline, which will be further detailed in the chapters that follow.




The table on the next page briefly describes the various elements of the Reserve process and flow chart.

| Reserve Process/Assignment | Details |
|---|---|
| **Open Time Capture** | The list of assignments in Open Time will be captured and considered frozen at 1500 HDT. Any flying that opens after the capture will remain available for pick-up or trading. **Captured @ 1500 HDT.** |
| **Reserve Preference Request Window** | Reserves may input their assignment preferences for the next day. **Closes @ 1600 HDT.** (Reopens after assignment process @ 1930 HDT.) |
| **Reserve Preferencing Process** | Reserve assignments made by the Preferencing system for check-ins from 0500-2359 the next day. **Runs @ approx. 1700 HDT.** |
| **Post-Preferencing Clean-Up** | Pairings that became available after the Open Time Capture and were not picked up by Flight Attendants may be assigned manually to Reserves as part of a post-preferencing "clean-up" process that typically occurs between **1730-1930 HDT.** |
| **Reserve Assignments Completed** | Reserve assignments are considered final at **1930 HDT.** Reserves must ascertain their assignment for the next day using one of the automated means, or by contacting Crew Scheduling between 1930-2400 HDT. |
| **Assigned Standby Reserve** | Reserve is released to check-in. If coming from a day of Ready Reserve, the Reserve remains on Ready Reserve status until midnight. |
| **Assigned a Pairing** | • Reserve is released to check-in if assigned during the 1930 process.<br>• If assigned a pairing as a Ready Reserve after 1930, the Reserve may be displaced from the pairing by a Lineholder up to 15 hours prior to check-in.<br>If coming from a day of Ready Reserve, the Reserve remains on Ready Reserve status until midnight. |
| **Assigned to Ready Reserve** | Reserve is required to be phone available at 0001 for assignments with check-in times at 0400 or later. If coming from another day of Ready Reserve, the Ready Reserve obligation is continuous. |
| **Assigned Released (RLSD)** | Reserve is released from phone availability until the assignment process for their next day of availability. If coming from a day of Ready Reserve, the Reserve remains on Ready Reserve status until midnight. |
| **Displaced by a Lineholder** | Up to 15 hours prior to check-in when assigned as a Ready Reserve. If displaced, the Flight Attendant is returned to the Ready Reserve list and may be reassigned in TMAC order. |
| **Pre-boarding** | A Standby may fulfill FAA minimum required to board a departing flight while awaiting a delayed crew member.<br>• When crew arrives, the Pre-boarding Flight Attendant returns to Standby if time remains in the period.<br>• If the crew does not arrive in time for departure, the Pre-boarding Flight Attendant, if legal for the flight assignment, will remain with the flight and be assigned a pairing.<br>Maximum of 4 Pre-Boarding assignments per Standby. Reserve will be released to legal rest if pre-boarding ends after 4-hour Standby period has concluded |
| **Released to Legal Rest** | When blocking-in at the home domicile from a pairing, Standby or pre-boarding assignment, and following any required time for debrief and customs, a Reserve will be released to their prescribed legal rest. The Reserve will then participate in the assignment process for their next day of availability. If there is difficulty blocking-in via CCS or the Reserve is unsuccessful in reaching the crew desk, the Reserve should seek the assistance of a domicile supervisor. |

# Reserve Preferencing Assignment Process

## Reserve Preferencing Overview

Reserve Preferencing provides Flight Attendants who are on Reserve the opportunity to express preferences for specific assignments or types of assignments by placing various criteria on file in the system. During the Reserve Preferencing process each evening for the next day's assignments, the system will use the submitted criteria and attempt to match the Reserves to corresponding open assignments, if legal and available. A Reserve's preferences, if any, will be considered during the assignment process for each day they are available.

***Information about how to access the Reserve Preferencing portal and submit your preferences can be found in the Appendix at the end of this guide.***

**IMPORTANT NOTE: PREFERENCES ENTERED INTO AND USED BY THE RESERVE PREFERENCING SYSTEM ARE COMPLETELY SEPARATE FROM THE FOUR ESTABLISHED READY RESERVE PREFERENCES (MAXIMUM FLYING, NO PREFERENCE, MINIMUM FLYING OR STANDBY), ALL OF WHICH ARE CONSIDERED FOR ASSIGNMENTS MADE AFTER 1930 HDT. READY RESERVE PREFERENCING WILL BE DISCUSSED IN THE READY RESERVE SECTION OF THIS GUIDE.**

## The Open Time Capture (Section 8.D.5.)

At approximately **1500 HDT**, the list of assignments in open time for the following day will be captured and considered frozen. Once captured, these trips will no longer appear in open time, and will no longer be available for pick-up or trades. These open pairings will be used during the Reserve Preferencing assignment process.

Trips that become open after the capture will continue to be available for Flight Attendants to pick-up or trade and will not be assigned by the Reserve Preferencing system. Open pairings that are not picked up by the conclusion of the preferencing assignment process will be assigned manually during the post-preferencing clean-up process prior to 1930 HDT.

## The Reserve Preferencing Run (Sections 8.D.2, 6 & 9. and 8.H.5.)

At approximately **1700 HDT**, the automated Reserve Preferencing award engine will begin making assignments. At locations with sub-base operations, the engine will run separately for each sub-base.

At bases located within the 50 United States and Guam, open positions with check-in times between 0500 and 2400 the following day will be assigned to Reserves according to their 1-, 2-, 3-, 4- or more day classifications in time accrued (TMAC) order.

At international base locations (currently only LHR), open positions with check-in times between 0500 and 2400 the following day will be assigned to Reserves according to their 1-, 2-, 3-, 4-, 5-, 6-, etc. day classifications in time accrued (TMAC) order.

For all bases and sub-bases, this will be accomplished in two rounds.

**IMPORTANT NOTE: OPEN POSITIONS WITH CHECK-IN TIMES BETWEEN 0001 AND 0459, INCLUSIVE, WILL BE ASSIGNED TO READY RESERVES IN COMPLIANCE WITH SECTION 8.K. OF THE AGREEMENT (SEE THE READY RESERVE SECTION).**

- Open **International Purser** positions will be filled based upon the preferences of the Reserves in the International Purser sub-base for that month.
- Open **Language Qualified (LQ)** positions will be filled based upon the preferences of the Reserves in each language sub-base for that month.

### *Round One (Section 8.D.6.a-b.)*

Reserves within each group of days of availability will be considered for open assignments matching the corresponding number of days of availability. A Reserve who has submitted a preference request(s) will be assigned in TMAC order to the first open assignment that matches one of their requests, if any.

- If two (2) or more Reserves in the same day classification indicate the same preference, the assignment will be made to the Reserve with the least time accrued.
- If they have the same TMAC, FIFO position will be considered.
- If they have the same TMAC and the same FIFO position, the assignment will be made to the most senior Reserve with the preference.

If there is not an available open trip that matches any of the preferences submitted by the Reserve, or if the Reserve has not submitted any preference requests, the Reserve will be initially bypassed, and may be assigned during the second round.

### *Round Two (Section 8.D.6.c & e.)*

Once the system has made all of the assignments that could be matched to preferences in the first round, the system will then assign any remaining open positions to Reserves in the second round, in day-of-availability and TMAC order, to the first open assignments for which they are legal.

**IMPORTANT NOTE: ALL RESERVES ARE ELIGIBLE FOR AN ASSIGNMENT REGARDLESS OF WHETHER OR NOT THEY HAVE A PREFERENCE ON FILE. THE RESERVE PREFERENCING SYSTEM WILL ASSIGN ALL OPEN POSITIONS THAT CAN POSSIBLY BE ASSIGNED TO RESERVES WHO ARE LEGAL AND AVAILABLE. THE SYSTEM FUNCTIONS TO ALWAYS ACCOMPLISH COVERAGE OF OPEN POSITIONS.**

### *More Open Assignments than Reserves Legal and Available (Sections 8.D.6.d., 8.D.8. and 8.I.1.h.2.)*

- When the number of open assignments is greater than the number of Reserves who are legal and available, the Company will designate those assignments that will be left uncovered.
- If the number of open assignments of a given length expressed in number of days is greater than the number of Reserves available in the corresponding day classification group, remaining assignments will be covered by Reserves available for a greater number of days.
    - In this case, Reserve preferences will be considered for assignment to those whose lengths are outside of day classification. However, a preference may not be honored if there is a Reserve available whose number of days of availability more closely matches the assignment.
- If there is a trip in open time and there are no Reserves who are legal and available in the originating sub-base of the pairing without assigning into day(s) off and who is able to report in accordance with the call-out procedures set forth in Section 8.K.2. (including any Ready or Standby Reserve), the Company may use a Reserve from another sub-base in that geographical location. Special qualification Reserves will still receive special qualification pay when assigned to pairings in this manner.
    - These assignments will not be included in the Reserve Preferencing run but may be made during the manual post-preferencing process prior to 1930 HDT or after 1930 HDT to Ready Reserves.

### *End of Month Assignments*

When a Flight Attendant is transitioning from Reserve to Lineholder status in the new month, end-of-the-month preferences may be honored for assignments that carry into the Lineholder month. The system will only make a Flight Attendant illegal for their first trip in the new month if there are no other viable options. This will more likely occur at domicile locations with Reserve (A/B) Rotation.

**IMPORTANT NOTE: LEGALITY ISSUES CAUSED IN THE NEW MONTH WILL BE RESOLVED IN THE NEW MONTH.**

## Preferences Not Honored (Section 8.D.10.)

There are a few circumstances that may prevent a Reserve's preferences from being honored and/or may cause the Reserve to be assigned out of TMAC order.

A Reserve may receive an assignment out of TMAC order:

- If they are the only Flight Attendant who is legal, qualified and available for that assignment; or
- If it is the only assignment for which they are legal, qualified and available.

A Reserve's preference may not be honored:

- When there is an available Reserve whose number of days of availability more closely matches the assignment.
- When honoring a preference would result in decreasing the number of assignments or result in earlier departures being uncovered.
- When a Reserve is in-motion (on a pairing) at the time the Reserve Preferencing system runs, the Company may deny a preferencing request for an assignment if the check-in time is within 1 hour of the conclusion of the legal rest associated with the projected arrival of the Reserve.

**IMPORTANT NOTE: IN THE EVENT OF A SYSTEM FAILURE OR A MAJOR DISRUPTION TO THE INTEGRITY OF THE OPERATION, THE COMPANY MAY PROCESS RESERVE ASSIGNMENTS IN TMAC ORDER, CONSIDERING FIFO ORDER, THEN THE HIGHER SENIORITY AS THE TIEBREAKER, IF NECESSARY.**

## Post-Preferencing Processing and Release (Section 8.E.)

### *Post-Preferencing Assignments (Section 8.E.2.)*

Reserves who did not receive an assignment from the Reserve Preferencing system may receive an assignment as part of the post-preferencing clean-up process to assign pairings that became available after the open time capture and were not picked up by other Flight Attendants. ***Assignments made during the clean-up process do not consider any Reserve or Ready Reserve preferences that may be on file and are made in day of availability and TMAC order.*** These assignments will be available, along with the assignments through the Reserve Preferencing System, at 1930 HDT.

### *Ready Reserve or Release (Section 8.E.1-2.)*

Remaining Reserves who are not assigned within the Reserve Preferencing system or during the post-preferencing clean-up may be either released from contact for the following day or assigned to the Ready Reserve list for the following day where they will be placed in appropriate time accrued order.

- When the number of Reserves available is equal to or greater than the projected number of Flight Attendants needed for the following day (as determined by the company), Reserves in excess of the number needed will be released (RLSD).

- If released, Reserves will be so advised by the automated communication system.
- If only a portion of the Reserves can be released, those at the bottom of the respective TMAC list (i.e., those with the most time accrued) will be the Reserves released.
- Ready Reserve assignments made any time after the 1930 assignment process will follow the provisions outlined in Section 8.G. the Contract and as described in Chapter 6 of this guide.
- Ready Reserves are subject to displacement by a Lineholder up to 15 hours prior to check-in of the pairing, as specified in Section 7.I.12. of the Contract.
    - At 15 hours prior to check-in, the Reserve will be released to check-in and will not be subject to displacement by a Lineholder.

## Release to Check-In (Section 8.D.11. and 8.E.2.)

Whether you are assigned as part of Reserve Preferencing or as part of the post-preferencing clean-up process, you will be released to check-in and will not be subject to displacement from the pairing by a Lineholder. If on Ready Reserve status for the current day, you remain on Ready Reserve status until midnight. However, having been assigned to a pairing or Standby for the following day, you will subsequently appear as a 1-day available Reserve for the remainder of the current day.

# Receipt of Assignments

## Reserve Assignment Notification

Assignments for Reserves will be made available no later than 1930 HDT. All Reserves scheduled to be available for the following day (except those currently working a pairing) must ascertain their assignment between 1930 and 2400 HDT by utilizing one of the automated means:

### *1. Automated Communication System*

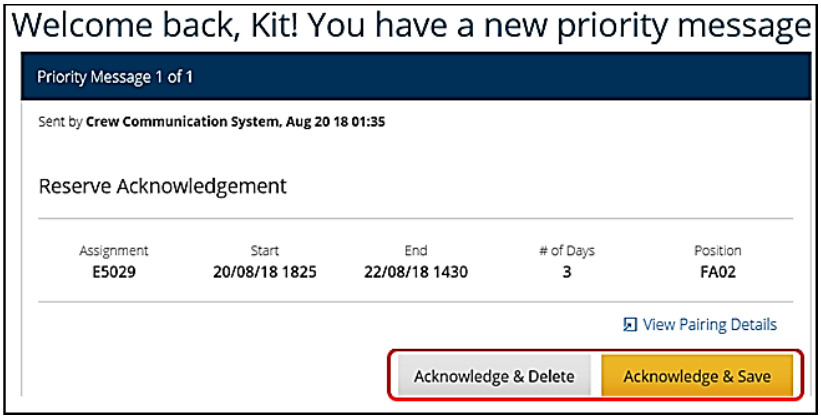
The automated communication system may be accessed by calling 1-800-FLT-LINE, and following the prompts.

- **Assignment Information (Section 8.F.1.d.)**
  Reserves who receive an assignment via the automated communication system will be given the pairing number, check-in time, termination time and date, and the open position(s) on the pairing. If the pairing is not contained in the monthly bid schedules, the Company will provide information regarding the complete assignment including layover points, hotel and hotel telephone number, length of layover, length of duty day and scheduled return to base.

### *2. Acknowledgement Screen in CCS*

The image below is an example of a "Priority Message" screen that will appear in CCS starting at 1930 HDT. Reserves available for the following day will receive a "Reserve Acknowledgement" here. They may either "Acknowledge & Delete" the advisement, or "Acknowledge & Save" the advisement.

Below is an example of an acknowledgement screen after receiving a pairing assignment.



Whether using the automated communication system or CCS to ascertain an assignment, a Reserve will receive one of the following assignments for the next day:

- A **specific pairing**: The Flight Attendant is free from contact after having fulfilled current-day Ready Reserve responsibilities, if any. Report to the departure gate at check-in time.
- A **Standby Reserve** assignment: The Flight Attendant is free from contact after having fulfilled current-day Ready Reserve responsibilities, if any. Report to the domicile and call scheduling at check-in time using the designated telephone.
- **Ready Reserve**: The Flight Attendant is required to remain available for contact in accordance with Sections 8.H.4-6. and described in the *Ready Reserve Phone Availability* section of this guide. A Reserve so assigned must be able to report within three (3) hours.
- **Release (RLSD)**: The Flight Attendant is free from contact until the evening prior to their next day of availability once they have fulfilled current-day Ready Reserve responsibilities, if any. No reduction in Reserve minimum guarantee is associated with the Release.

***A Reserve is responsible for any assignment made during the 1930 assignment process, whether or not they have acknowledged the assignment via the automated communication system or CCS.***

**IMPORTANT NOTE: A FLIGHT ATTENDANT ASSIGNED FOR THE FOLLOWING DAY AS PART OF THE 1930 PROCESS AND WHO IS ON READY RESERVE STATUS FOR THE CURRENT DAY MUST REMAIN TELEPHONE AVAILABLE UNTIL MIDNIGHT.**

***NOTWITHSTANDING THE ABOVE AVAILABILITY REQUIREMENT, ONCE ASSIGNED FOR THE FOLLOWING DAY, A CURRENT-DAY READY RESERVE MAY CONTACT CREW SCHEDULING AND REQUEST TO BE RELEASED FOR THE REMAINDER OF THE CURRENT DAY, SUBJECT TO OPERATIONAL NEED.***

## Reserve Unable to Access Assignment (Section 8.F.2.)

If a Reserve is unable to access their assignment via the automated communication system or CCS, or the system malfunctions and/or no priority message is sent, the Reserve must call the crew desk for their assignment during the 1930-2400 window, but no later than 2400 HDT.

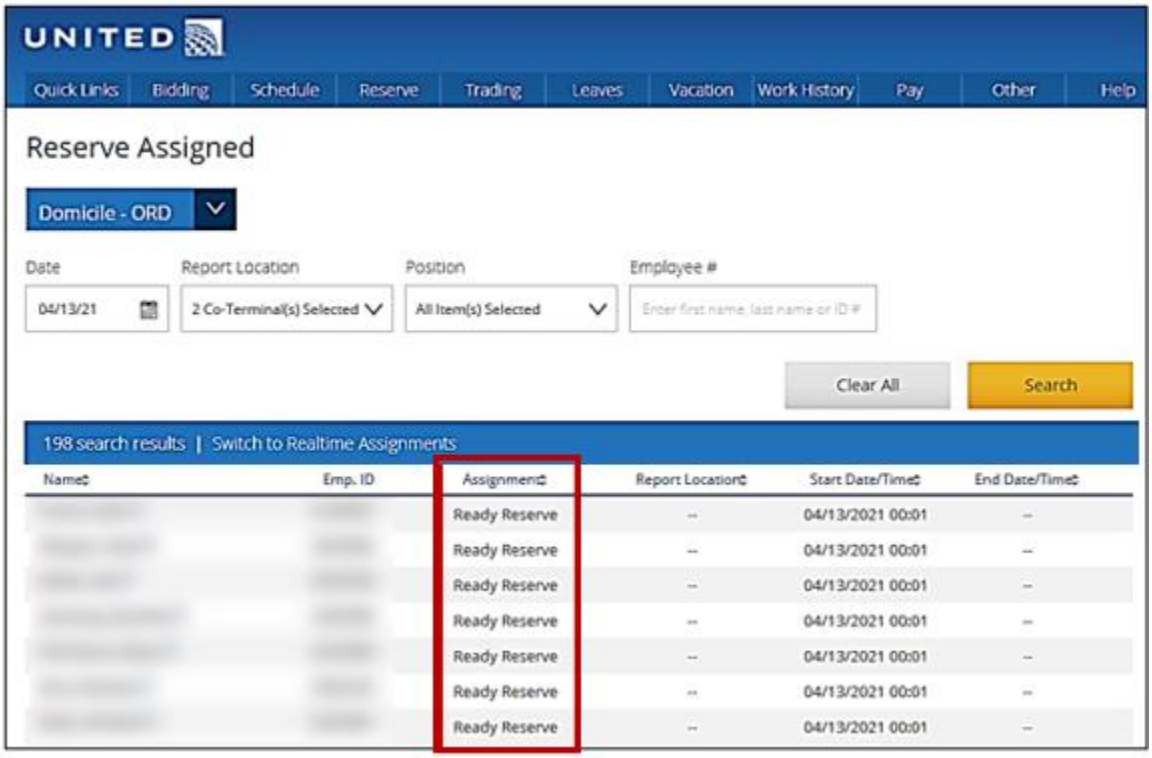
## Reserves Working a Pairing During the Assignment Process (Section 8.F.3.)

Reserves who are working a pairing at the time the assignments are being made, will have their TMAC position based on their projected TMAC after completing the pairing. Reserves who return after 2400 and did not receive an assignment as part of Reserve Preferencing are required to contact the crew desk upon arrival. If you are legal for assignment later the same day following a period of legal rest, be sure to specifically ask which of the four possible assignments you have been given following the legal rest period (Pairing, Standby, Ready Reserve or Released).

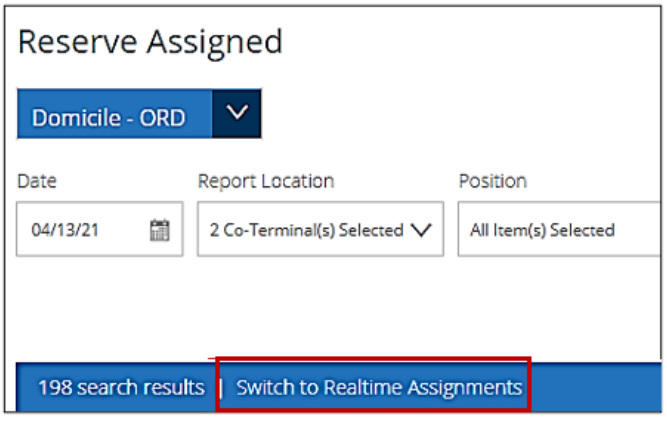
**IMPORTANT NOTE: IF RESERVES IN THE SAME DAY-OF-AVAILABILITY GROUP HAD MORE TMAC AND WERE RELEASED DURING THE 1930 PROCESS, YOU MUST ALSO BE RELEASED UNLESS THERE HAS BEEN A SIGNIFICANT CHANGE TO THE OPERATIONAL OUTLOOK FOR THE NEXT DAY SINCE THAT TIME.**

## Reserve Assigned Screen

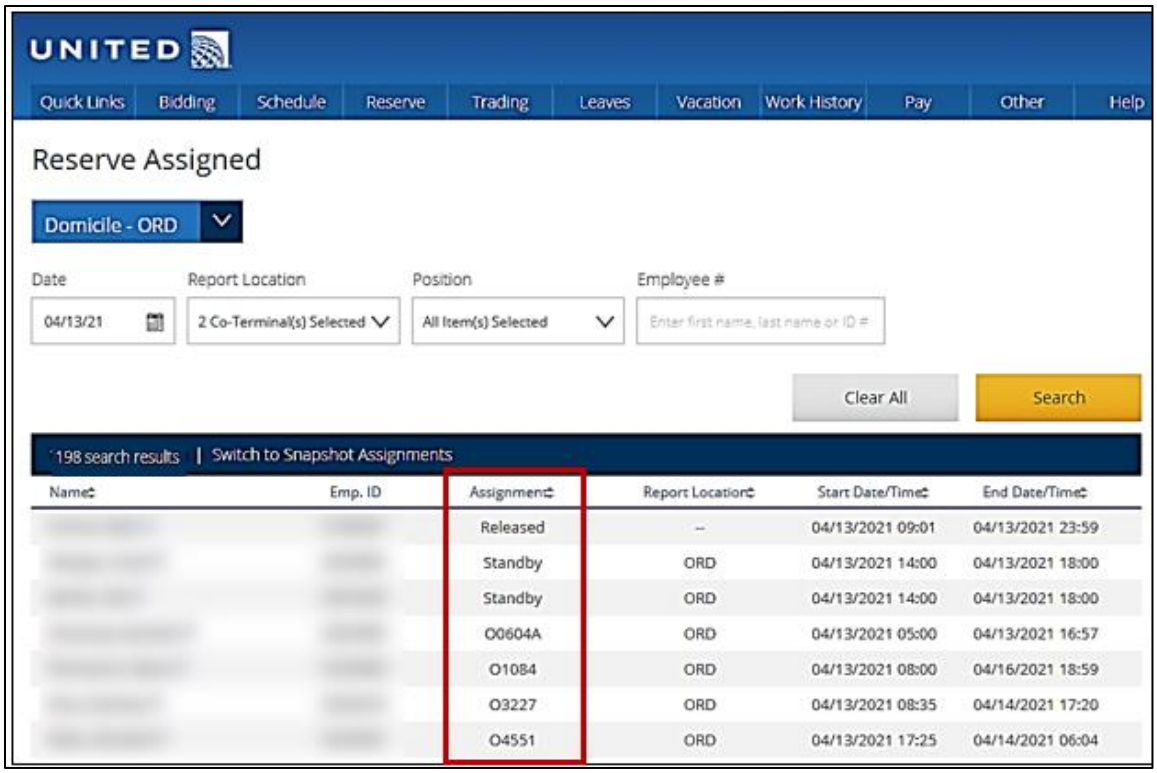
Once the Reserve Preferencing process has been completed at 1930 HDT, you will be able to view a list of all of the assignments on the Reserve Assigned screen in CCS. To access this screen, go to ***CCS > Reserve > Reserve Assigned***, and select the domicile and search criteria desired. The Reserve Assigned screen will initially display the Snapshot view of assignments made during the daily 1930 Reserve process. In the example below, the Reserves displayed were all assigned to Ready Reserve.



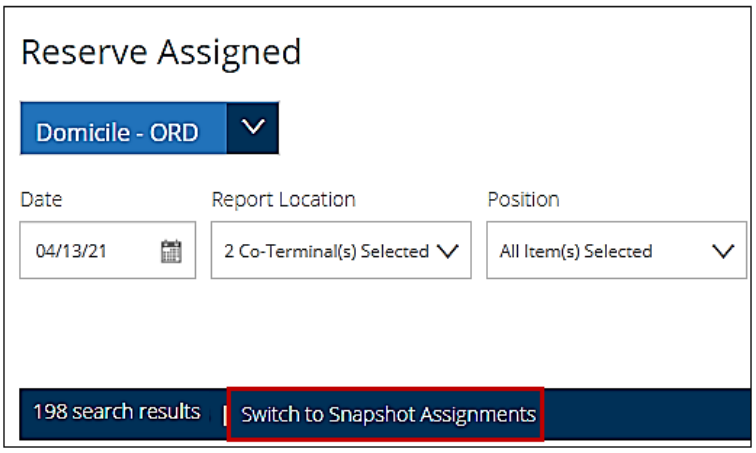

To view the same list of Reserves with any changes or updates made to assignments after 1930 HDT, select **"Switch to Realtime Assignments"** in the results header, as shown below.




At the time the list is displayed, it will show the same list of Reserves with the assignments currently on their Master Schedules. In the example below, some of the Flight Attendants who had initially been assigned to Ready Reserve at 1930, were later assigned to pairings or Standby positions.




You can return to the Snapshot view by clicking **"Switch to Snapshot Assignments"** in the results header, as shown below.



# Ready Reserve

Ready Reserves will be subject to call at any time during their day(s) of availability. At base locations within the 50 United States and Guam, Ready Reserves are classified according to their 1-, 2-, 3-, 4- or more day classifications in time accrued (TMAC) order.

At international base locations (currently only LHR), Ready Reserves are classified according to their 1-, 2-, 3-, 4-, 5-, 6-, etc. classifications in time accrued (TMAC) order.

## Notice of Assignment (Sections 8.G.1., 8.I.1.h.2. and 8.K.)

Ready Reserve assignments will be made as soon as practical and will include layover hotel and telephone number if assigned to a pairing not published in the monthly bid packet. A Reserve will be given 15 hours' notice before departure time at the domicile with the exception that a lesser notice may be given when the need for a Reserve cannot be determined at least 15 hours in advance of the flight.

- Every attempt will be made to assign a Ready Reserve at least three (3) hours prior to report for duty (i.e., check-in time). A Reserve receiving less than a three (3) hour notice will attempt to make the assignment. A less-than-three (3) hour notice is known as a "short call."
- Except for periods of relief from duty, Reserves will be subject to contact at any time and must be available by keeping the Company advised of the contact telephone number where they can be reached.
- A Reserve may call Crew Scheduling once a day to inquire of their Reserve status and/or to request a release from Reserve duty. An available Reserve may be released from contact for a period of time with the approval of the Crew Scheduler.
- A Reserve may provide one alternate contact at a time.
- If a pairing is assigned to a Reserve and then subsequently reassigned to a Lineholder, Crew Scheduling will attempt to contact the Reserve before they leave for the airport.

### *Short Calls*

If a Reserve receives a less-than-three (3) hour notice prior to check-in, it is considered a "short call." While there is no Contractual prohibition against crew scheduling assigning a short call, a Reserve should not be penalized for missing a flight if they have made a reasonable effort to make it in time (Settlement, ORD 7-95).

In addition, if a Reserve determines it is necessary to take cab transportation to the airport in order to respond to a short call, they shall be reimbursed for actual expenses to/from the airport. See *"Transportation Reimbursements"* in the Reserve Pay section of this guide.

### *Assignment of Pre-0500 Check-ins*

A pairing or Standby assignment that has a check-in prior to 0500 for the following day should be assigned with as much notice as possible, but at the very least, prior to 1500 HDT on the previous day. These check-ins should be assigned to a Reserve who is on Ready Reserve status for the current day and has availability for the duration of the assignment. Once assigned, the Ready Reserve should be immediately released for the remainder of the day through check-in.

If there are no Ready Reserves available on the current day, Crew Scheduling would be required to wait until a Reserve is assigned to Ready Reserve status for the following day during the 1930 process and may attempt to contact them after 1930. It should be noted, a Flight Attendant coming from a day off would not be required to be telephone available until after midnight.

## Special Qualification Assignments

If there is a pairing or Standby in open time and there are no Reserves who are legal and available in the originating sub-base of the assignment without assigning into the Reserve's day(s) off and who is able to report in accordance with the call-out procedures described here (including any Standby Reserves), the Company may use a Reserve from another sub-base in that geographical location. Special qualification Reserves will still receive special qualification pay when assigned to pairings in this manner.

### *Language Qualified (LQ) Sub-Base Assignments*

When it becomes necessary to cover an open Language Qualified (LQ) position with a Reserve, a Reserve assigned to the LQ sub-base of the specifically required language for the month shall cover the position whenever possible. If there is no LQ Reserve who is legal and available in the specifically required language sub-base, the pairing will be assigned outside of the sub-base. In this circumstance, the company has a certain level of latitude to decide which of the other sub-bases' Reserves will cover the open position, whether it be the General Population, one of the other LQ sub-bases or even the International Purser sub-base.

1. Scheduling will look first to the group of Reserves who have been most under-utilized while also considering the possible need for any special qualification Reserves in subsequent days.
2. Once the sub-base to be assigned has been determined, the open pairing is to be converted to a pairing of that specific sub-base and will be assigned in accordance with Sections 8.D-G.

**IMPORTANT NOTE: RESERVES WHO ARE LANGUAGE QUALIFIED, BUT WHO ARE NOT IN THE LQ SUB-BASE IN A GIVEN MONTH WILL NOT BE ASSIGNED OUT OF ORDER TO OPEN LQ POSITIONS.**

## Ready Reserve Preferences (Section 8.G.2.)

***Independent and separate*** from the Reserve Preferencing System, Ready Reserves will be provided an opportunity to express certain preferences, which will be considered when Ready Reserve assignments are made outside of the 1930 HDT process. Using the Ready Reserve Preference screen in CCS, Flight Attendants may express one of the following four (4) preferences:

- **Standby Reserve (Request Standby – RSB)**: Flight Attendants who select this option indicate a desire to first be assigned to open *Standby Reserve assignments*. Crew Scheduling will first look for those who have preferenced this option when making Standby Reserve assignments. Reserves with this preference will not be bypassed if they are in line for an open pairing.
- **Maximum Flying (Request to Fly – RTF)**: Flight Attendants who select this option indicate a desire to first be assigned to open *pairings*. The maximum flying option indicates a desire to be assigned ahead of Flight Attendants who have not preferenced maximum flying but does not necessarily mean you will be awarded a "high-time" trip.
    - Selecting the maximum flying option will automatically opt the Flight Attendant to the over 105 hours (unlimited) maximum for the schedule month. This cannot be changed until the next bid month.
- **Minimum Flying (Request Minimum Flying – RMF)**: Flight Attendants who select this option indicate a desire to be assigned last, after both Flight Attendants who have preferenced maximum flying or Standby Reserve and Flight Attendants who have no preference on file.

- **No Preference (Request No Preference – RNP)**: This is the default selection if a Flight Attendant has not selected a preference. These Flight Attendants will be assigned as described below.

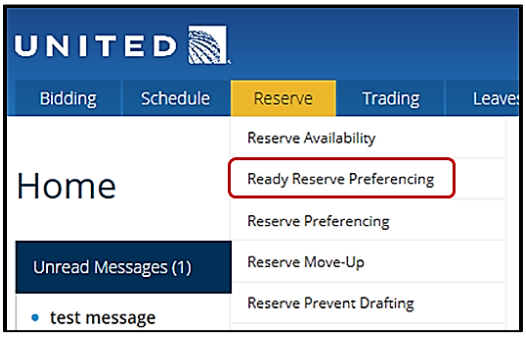
When Crew Scheduling makes assignments to Ready Reserves, they will do so in the following preference order based on whether they are assigning the Reserve to an open pairing or to an open Standby Reserve assignment:

| Open Pairing Assignments | Open Standby Reserve Assignments |
|---|---|
| 1. Maximum Flying (RTF) | 1. Standby Reserve (RSB) |
| 2. No Preference (RNP) | 2. Maximum Flying (RTF) |
| 3. Standby Reserve (RSB) | 3. No Preference (RNP) |
| 4. Minimum Flying (RMF) | 4. Minimum Flying (RMF) |

### *Inputting Ready Reserve Preferences*

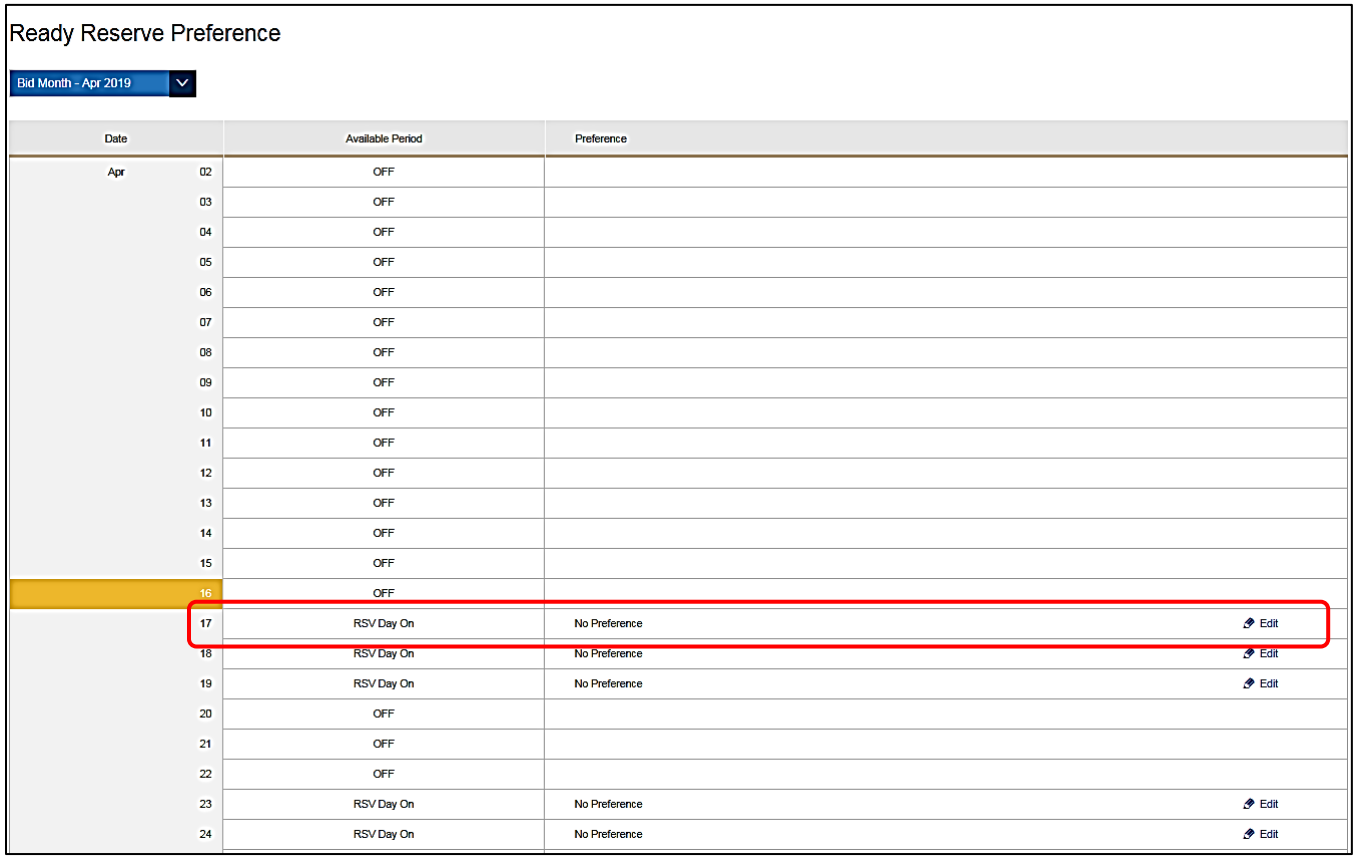
**IMPORTANT NOTE: ANY PREFERENCES MADE USING THE READY RESERVE PREFERENCE SCREEN, INCLUDING CO-TERMINAL PREFERENCES AND VOLUNTEERING TO WORK INTO DAYS OFF, CAN BE CHANGED THROUGHOUT THE ENTIRE BID MONTH AND MULTIPLE TIMES THROUGHOUT THE DAY. KEEP IN MIND, HOWEVER, THE CREW SCHEDULER MAY NOT BE ABLE TO CAPTURE LAST-MINUTE CHANGES MADE TO PREFERENCES BEFORE ASSIGNING A TRIP.**

Ready Reserve preferences may be indicated by selecting *Ready Reserve Preferencing* under the Reserve tab in CCS, as shown in the next image.

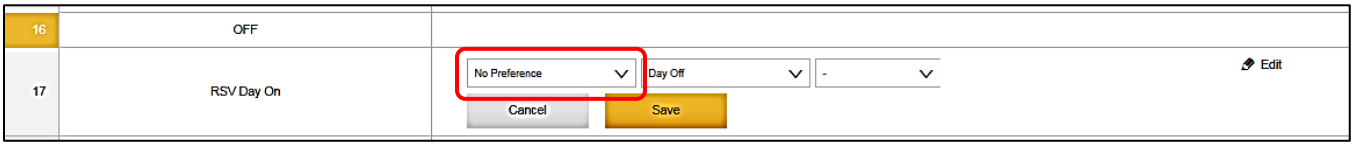



Then select the desired "Bid Month" from the drop-down (the current bid month will be the default), as shown in the following image.

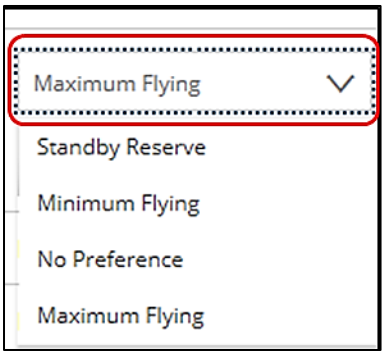
Your monthly calendar will be displayed in a list format. It shows your days of availability and days off as a Reserve for that particular bid month, as well as any preferences you have indicated for each day. In the highlighted area in the next image, the Reserve is scheduled to be "RSV Day ON" on the 17th with no preference selected. To select, click on the "Edit" icon to the right.




Three drop-down menus will become active, as shown below, the first of which allows you to enter a Ready Reserve preference for that day.




Below is a closer view of the Ready Reserve preference drop-down menu when opened. You may select "Standby Reserve, Minimum Flying, No Preference or Maximum Flying". In this example, the Reserve has selected "Maximum Flying".




Once the selection is made, click the "Save" button. The preference will be updated and displayed as shown below. Again, the example shows a preference for "Maximum Flying."

## Co-terminal Preference

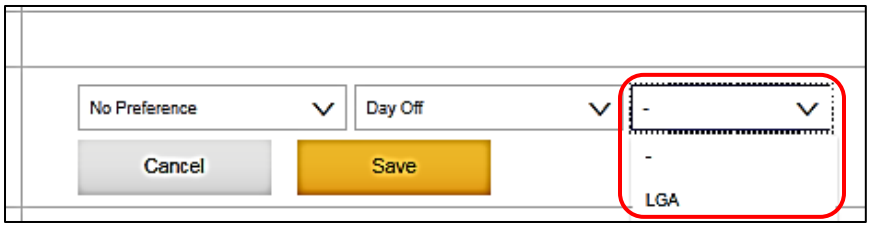
Co-terminals are defined as two or more airports serving one geographic location and designated based on the language in Section 2.C. of our Contract. In base locations with active co-terminal operations, Ready Reserves will be able to indicate a co-terminal from which they prefer their assignments to originate. When assigning an open pairing or Standby Reserve assignment at a specific co-terminal, Crew Scheduling will look first to those who have a matching co-terminal preference on file. All other order of assignment rules will still apply (days of availability and TMAC). In addition, these co-terminal preferences will be assigned in conjunction with any other Ready Reserve preferences on file. For example, if an IAD-based Ready Reserve has preferenced "Standby", along with the "BWI" co-terminal, Crew Scheduling will look first to this Reserve when assigning an open BWI Standby position.

Keep in mind that overall Reserve coverage will be considered when assigning a co-terminal preference. A co-terminal preference will be honored assuming it does not adversely impact overall Reserve coverage. For example, if a 1-day LGA pairing and a 3-day EWR pairing need to be assigned, but the Reserve who has preferenced the LGA co-terminal is the only 3-day Reserve available in the base, the Reserve will be assigned to the EWR pairing.

**IMPORTANT NOTE: THE COMPANY WILL HONOR READY RESERVE PREFERENCES SUBJECT TO THE APPLICATION OF ALL OTHER RESERVE ASSIGNMENT RULES (E.G., WITHIN CLASSIFICATION, TIME ACCRUED WITHIN PREFERENCE), AND THE PREFERENCES NOT CREATING A TIME ACCRUED IMBALANCE PROBLEM.)**

### *Inputting a Co-Terminal Preference*

Co-Terminal preferences are entered on the Ready Reserve Preference screen in CCS, which may be accessed in the manner described earlier. Once there, again select the "Edit" icon for the day of availability. Select the drop-down menu for co-terminals which is located furthest to the right, as shown below. Remember that Co-terminal preferencing is only available at those bases having active co-terminals. In the example, the Reserve is based in EWR and may request to fly out of the LGA co-terminal.




Click the "Save" button. The co-terminal election will be updated and displayed.

*Things to Remember When Preferencing a Co-Terminal:*

- Preferencing a co-terminal will not preclude a Ready Reserve from assignment to the main terminal. When making an assignment to a co-terminal, scheduling will use the list of those who have preferenced the co-terminal. When making an assignment to the main terminal, scheduling will use the ***combined list*** of available Reserves
- Ready Reserves will continue to be grouped based on their number of days of availability. For example: if a 1-day LGA pairing and a 3-day EWR pairing need to be assigned, but the Reserve who has preferenced the LGA co-terminal is the only 3-day Reserve available in the base, the Reserve will be assigned to the pairing that originates in EWR.
- If a Reserve requests a specific co-terminal assignment through the Reserve Preferencing system, but instead is converted to a Ready Reserve, the co-terminal preference stated in the Reserve Preferencing system will not be considered when making the Ready Reserve assignments. Reserves must place a separate co-terminal preference request on file through the Ready Reserve Preference screen in CCS in order for their Ready Reserve co-terminal preference to be considered.
- Please know that co-terminal preferences are assigned as a higher priority and prior to the Ready Reserve preferences. When expressing a co-terminal preference, you are indicating, above all else, flying from the co-terminal location is your highest priority.

## Volunteering to be Assigned into Days Off (Section 8.G.2.d-e.)

In addition to Ready Reserve preferences and Co-Terminal preferences, the Ready Reserve Preference screen in CCS will also provide a means for Reserves to volunteer to be assigned into their day(s) off in exchange for the applicable Add pay:

- **Volunteer to be assigned into first day off**: (**RV1**) Reserves select this option to indicate they are willing to be assigned into their first day off in the next block of days off. Reserves who are assigned a trip that is scheduled to end on their first day off, will have that day off restored and will receive 5:00 hours of Add Pay in addition to regular pay.
- **Volunteer to be assigned into one or more days off**: (**RV2**) Reserves select this option to indicate they are willing to be assigned into two or more of their days off in the next block of days off. Reserves who are assigned a trip that is scheduled to return on the 2nd or 3rd day off, will have the days off restored and receive Add Pay equal to the actual value of the trip flown in addition to regular pay.

**IMPORTANT NOTE: VOLUNTEERING TO BE ASSIGNED INTO DAYS OFF DOES NOT AUTOMATICALLY OPT THE FLIGHT ATTENDANT TO THE MORE THAN 105 HOURS (UNLIMITED) MONTHLY CREDIT MAXIMUM.**

### *No Other Reserves Available*

Flight Attendants who select either of the options may **only** be assigned into days off when there are no other Reserves in the geographic base who are legal and available to be assigned and able to report in accordance with established call-out procedures set forth in Section 8.K. of the Contract.

- ***International Purser Reserves*** may be assigned into days off prior to an available non-International Purser Reserve if the qualification is required for the pairing.
- ***LQ Reserves*** may be assigned into the first day off prior to an available non-LQ Reserve if the qualification is required for the pairing. LQ Reserves may not be assigned into the second or more days off if there is a legal and available non-LQ Reserve in the base.

### *Inputting a Volunteer Request to be Assigned into Days Off*

Volunteer requests are also entered on the Ready Reserve Preference screen in CCS, which may be accessed in the manner described earlier. Once there, again select the "Edit" icon for the day of availability from which you would like to volunteer to work into days off, then use the "Day Off" drop-down menu to indicate your volunteer selection, as shown below. Click the "Save" button. The volunteer election will be updated and displayed.

## Reserve Preferencing vs. Ready Reserve Preferencing

The Reserve Preferencing system and Ready Reserve Preferencing systems are two different preferencing systems and operate independently of each other. All Reserves are able to place both Reserve Preferencing and Ready Reserve Preferencing requests on file simultaneously, ensuring that the Ready Reserve preference is considered, in the event they are assigned to Ready Reserve during the 1930 process. The Reserve Preferencing requests are input on the ***Reserve Preferencing*** screen in CCS, while the Ready Reserve preference requests are input on the ***Ready Reserve Preferencing*** screen in CCS.

**IMPORTANT NOTE:**

**ANY PREFERENCES SUBMITTED THROUGH THE RESERVE PREFERENCING SYSTEM WILL NOT BE CONSIDERED FOR READY RESERVE ASSIGNMENTS.**

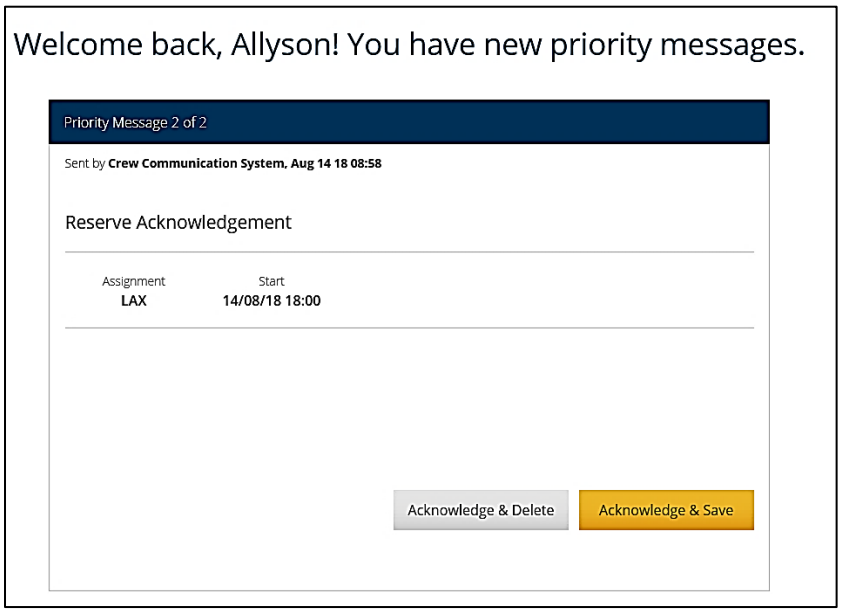
**LIKEWISE, ANY OF THE FOUR READY RESERVE PREFERENCES WILL NOT BE CONSIDERED IN THE RESERVE PREFERENCING SYSTEM NOR WILL THEY BE CONSIDERED DURING THE 1930 CLEAN-UP PROCESS.**

# Standby Reserve

A Standby is a Reserve who is required to report to the airport without a specific flight assignment. In addition to being assigned directly to an open Standby position, a Reserve assigned to a trip may be reassigned to Standby after arriving at the airport if, for example, the trip cancels or if a Ready Reserve has unknowingly been displaced by a Lineholder more than 15 hours prior to check-in.

## Acknowledgement Screen for Standby Reserve Assignments

An example of the Reserve Acknowledgement screen for a Standby Reserve assignment is shown below. In the example, the Reserve has been assigned to Standby at LAX starting at 1800 on August 14th. Again, you will need to either "Acknowledge & Delete" or Acknowledge & Save" the advisement in order to proceed.




## Check-in for Standby

When reporting for Standby, a Reserve must check-in with Crew Scheduling using the designated telephone in the domicile upon arrival at the airport.

## Order of Assignment from Standby (Settlement IAH 1252-19)

Through mediation, United and AFA have established that Flight Attendants assigned to Standby Reserve will be sorted for assignment based on the following guidelines:

1. Days of Availability
2. Standby Check-in Time
3. TMAC
4. FIFO
5. Seniority

All things being equal, Flight Attendants on Standby should be assigned to pairings according to the above listed order. If scheduling departs from the order listed above, they must provide a reasonable explanation for such departure. Examples of why it may be necessary to depart from the above order include, but are not limited to:

- Utilizing a Reserve who checked in early for a Standby assignment where there is an immediate need.
- Avoiding assigning Reserves into days off.
- Required special qualifications.
- Bypassing a Flight Attendant who has surrendered their passport for renewal if required for the pairing.

## Standby Periods and Flight Assignments (Sections 8.N.2. & 5.)

Standby Reserves will be released from standby duty no later than four (4) hours from the time they report for duty, or will be given a flight assignment that departs no later than five (5) hours from the beginning of the duty period. As an example, a Reserve who begins Standby at 1600 can be assigned to a flight that is scheduled to depart at 2100 or before.

- Once assigned, if that flight is delayed beyond five (5) hours, the Standby Reserve is obligated to stay with the delayed flight (within duty time limitations established by the check-in time of the Standby period).
- When initially assigned a pairing from Standby, the "Scheduled" duty maximums provided in our Contract Sections 6.S. and 6.T. shall apply. Any changes or reassignments that occur after the initial pairing assignment must adhere to the "Actual" duty maximums.
- If the Standby Reserve does not receive a flight assignment within 4 hours of reporting for Standby, they will to contact Crew Scheduling to be released to their legal rest.
- If the Company is in a drafting situation, a Standby may be assigned a pairing that departs beyond the fifth hour from commencement of the duty period as long as it is assigned prior to the end of the fourth hour and is within duty time limitations.

## Standby Pay (Sections 8.N.1. & 4.)

- A Standby Reserve who reports to the airport and does not fly during the duty period will receive a minimum credit of five (5) hours and per diem for flight time limitations and pay purposes.
- A Standby Reserve who reports to the airport and actually flies will receive 1/2 pay and flight time credit for the Standby time in addition to any assigned flight time credit. This is referred to as "pairing from Standby" credit and is displayed in the Master Schedule and Pay Register as **PSB**. Time spent on Standby is calculated from report time to one hour prior to the scheduled departure time of an assigned pairing.
    - ***Example***: A Reserve who reports for Standby at 0700 is later given a flight assignment with a 1000 departure. The 1-day trip is worth 5:45. The Reserve receives 1/2 credit for the 2:00 hours spent on Standby prior to the assignment in addition to the actual flight time of the assignment for a total of 6:45.

## Pre-Boarding Assignments (Section 8.N.7.)

Standby Reserves may be assigned to fulfill the FAA minimum crew required to board a departing flight while awaiting a delayed Flight Attendant. Such assignments are known as "pre-boarding". If given a pre-boarding assignment, Crew Scheduling will inform the assigned Standby Reserves of the departure time, flight number and gate to which they are to report. The Standby Reserves will store their luggage in the specified onboard locations, perform the pre-flight safety checks and assist during passenger boarding for the position of the delayed Flight Attendant.

- Once the originally scheduled Flight Attendant arrives at the aircraft, they will resume their position on the flight. Once the Standby Reserve has deplaned, they will contact Crew Scheduling to be reassigned, returned to the original position on Standby, or released to crew rest if the standby period has ended.
    - If the originally scheduled Flight Attendant does not arrive in time for departure, the Standby Reserve, if legal for the flight assignment, will remain with the flight. Crew Scheduling will place a pairing in the line of the Reserve and will notify them of any additional flight(s) and/or layover details prior to departure.
- A Standby Reserve will be limited to four (4) pre-boarding assignments per standby period.
- If a pre-boarding assignment extends beyond the four (4) hour Standby period:
    - The Reserve will be paid and credited with one (1) hour toward their line value in addition to the minimum five (5) hour Standby credit.
    - The Reserve will be released to crew rest following the pre-boarding assignment, and in no event will be required to stay beyond one (1) hour after the conclusion of the Standby period.
- A Reserve returning to base upon the completion of a flight assignment may not be given a second assignment to pre-boarding duties.

## Blocking-In from Standby (Sections 8.N.2. & 5.)

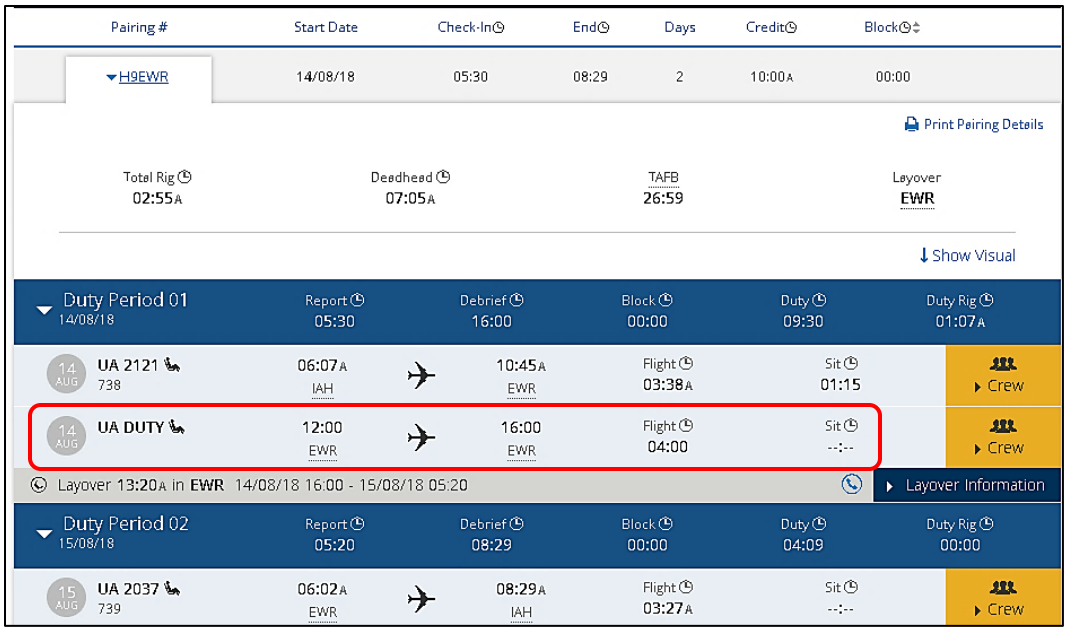
If not already given a flight assignment or pre-boarding assignment, at the conclusion of the four (4) hour Standby period Reserves are required to "block-in" by placing a call to Crew Scheduling or by using the CCS Virtual Chat feature. If on a pre-boarding assignment, the Reserve will block-in at the conclusion of duties. Crew Scheduling may:

- Assign the Reserve to a flight that departs within five (5) hours of the time they originally checked-in for the Standby period.
- Assign the Reserve to the first available open pairing not previously assigned for which they are qualified and release them to crew rest.
- Release the Reserve to crew rest. If released to crew rest prior to the Reserve Preferencing process for the next day's assignments, the Reserve will be assigned as part of the normal process and will ascertain their assignment for the following day between 1930 and 2400 HDT.

## Out of Base Standby Reserve (Section 8.N.6.)

When the Company determines a need to provide coverage in another base, Reserves may be assigned to Standby Reserve in a base other than their home base. These assignments are known as "Out of Base Standby" Reserve.

Out of Base Standby assignments will be built as a pairing. Reserves may be assigned to work or deadhead into the base requiring Standby Reserve coverage. An example of an Out of Base Standby pairing is shown below. You will notice a period of "DUTY" is used to indicate the Standby period at the out of base location.




Upon arrival at the visiting base, the Reserve will immediately contact Crew Scheduling to be advised of one of the following:

- Further assignment within the same duty period, the duty time maximum of which is based on the check-in time at the home base and adheres to the "Scheduled" duty maximums provided in our Contract Sections 6.S and 6.T.
- Further assignment which follows a period of legal rest with hotel accommodations.
- Assignment to a four (4) hour standby period either within the same duty period or following a period of legal rest, during which up to four (4) pre-boarding duties may be assigned.
- Release to legal rest with hotel accommodations, after which time the Reserve may be contacted for further assignment.

### *Other Out of Base Standby Provisions*

- Upon arrival at the base the Flight Attendant is visiting, if assigned a Standby position in the same duty period:
    - The same assignment, release, Standby pay and pre-boarding rules that apply to home base Standby, will also apply to Standby periods out of base.
    - The Reserve will be paid in accordance with the terms of Section 6.A. of the Contract for any flying in the duty period.
    - If no assignment is given during the Standby period, the Flight Attendant will receive the greater of pay and credit under the terms of Section 6.A., or the value of flying actually flown in the duty period plus four (4) hours pay and credit for the time spent sitting standby.
- Pairings assigned to an Out of Base Standby Reserve will be scheduled to terminate at the home base of the Reserve.
- If not assigned a pairing during the last period of Standby, an Out of Base Standby Reserve will be returned to the home base by the most direct route.
- A Reserve may only be assigned to one Standby position per duty period.

# Pairing Assignments

## Release to Check-In (Sections 8.D.11. and 8.E.2.)

Reserves assigned as part of the Reserve Preferencing or post-preferencing during the 1930 assignment process will be released to check-in and will not be subject to displacement from the pairing by a Lineholder.

**IMPORTANT NOTE: A FLIGHT ATTENDANT ASSIGNED FOR THE FOLLOWING DAY AS PART OF THE 1930 PROCESS BUT WHO IS ON READY RESERVE STATUS FOR THE CURRENT DAY MUST REMAIN TELEPHONE AVAILABLE UNTIL MIDNIGHT.**

***NOTWITHSTANDING THE ABOVE AVAILABILITY REQUIREMENT, ONCE ASSIGNED FOR THE FOLLOWING DAY, A CURRENT-DAY READY RESERVE MAY CONTACT CREW SCHEDULING AND REQUEST TO BE RELEASED FOR THE REMAINDER OF THE CURRENT DAY, SUBJECT TO OPERATIONAL NEED.***

For assignments made outside of the Reserve Preferencing or post-preferencing after the 1930 assignment process, a Reserve will be considered released to check-in 15 hours prior to the scheduled report-for-duty and will no longer be subject to displacement by a Lineholder.

## Round-Trip Assignments (Section 8.O.5.)

All Reserves will be given round-trip pairing assignments. These assignments may contain both flight segments and periods of Standby.

## Reserve Displaced by a Lineholder (Sections 7.I.12-14. and 8.E.2.)

Reserves assigned a pairing from Ready Reserve status any time after the 1930 assignment process may be displaced from a trip assignment up to 15 hours prior to check-in by a senior Lineholder. If displaced by a Lineholder, the Reserve will be returned to their position on Ready Reserve list. Reserves not displaced by 15 hours prior to check-in will be considered automatically released to check-in, and no longer subject to displacement.

- Reserve LQ Flight Attendants may only be displaced by senior LQ Lineholders having the same primary language qualification.
- International Purser Reserves may only be displaced by senior International Purser Lineholders.
- A Reserve who has picked up a trip on days off may not be displaced (see Picking Up Trips on Days Off below).

| How Trip Is Assigned | Possible Displacement |
|---|---|
| Reserve Preferencing or Post-Preferencing during the 1930 assignment process | Cannot be displaced |
| Ready Reserve:<br>*15 Hours or less prior to check-in* | Cannot be displaced |
| Ready Reserve:<br>*More than 15 hours prior to check-in* | A senior in-base Lineholder may displace |
| Trip picked-up on Reserve day(s) off | Cannot be displaced |

## Displacement or Flight Cancellation after Reporting for Duty (Sections 8.K.6-7., 8.O.1. and 8.O.11.)

If a Reserve has been displaced by a Lineholder or if their assigned flight has been cancelled, Crew Scheduling will attempt to contact the Reserve before leaving for the airport. If a Reserve has reported to the airport and is notified upon arrival of displacement or cancellation, they may be reassigned. However, the duty period begins at the time the Reserve was originally scheduled to report to the airport, or the time they actually reported, whichever is later.

- If the Reserve is required to remain at the airport for a later assignment, they will be covered by Section 8.N. (Standby Reserve) of the Contract.
- If the Reserve is not reassigned and is subsequently released they will receive 2:00 hours Call-Out/ Show-No-Go Pay and flight time credit.

## Seniority Option (Section 7.O.)

Under the following circumstances, a Reserve may be opted out of an assigned work position by a more senior Flight Attendant (also known as "Senior Opting"). This is not the same as displacement.

- At the airport, only the open bid position assigned to the Reserve is available for seniority option.
- If a more senior Flight Attendant opts for the open bid position, the Reserve assumes the position vacated by the more senior Flight Attendant.
- The Reserve may only be opted out of a position once, and the seniority option can occur only at the beginning of a pairing after Flight Attendant boarding time and before preflight duties begin.
- Reserves assigned to a single or double pairing, will not be opted out of the position, unless the pairing contains identical flight segments.
- A LQ Reserve assigned to a LQ position may only be opted by a more senior LQ Flight Attendant who is in the same primary language sub-base for that month.
    - Reserves not qualified in the designated language assigned to a LQ position may be opted by a more senior Flight Attendant.
- An International Purser Reserve can only be opted by a senior International Purser.
    - When a Reserve that is not part of the International Purser sub-base is assigned to an International Purser position, an International Purser will have priority over a Flight Attendant who is not part of the International Purser sub-base to senior opt that Reserve.
- A Reserve who picks up a trip on a day off from Open Time cannot be senior opted except in the case of a domestic Purser position, and in this case, only by a more senior Flight Attendant on the same pairing or on a pairing with identical flight segments. A Reserve who picks up a trip on a day off from another Flight Attendant cannot be senior opted.
    - Move-Up Lineholders and Reserves on days off will be designated with the Lineholder code (LH) in the far-right column of the crew list display.

## Completing an Assignment (Blocking-In) (Section 8.I.3.b.)

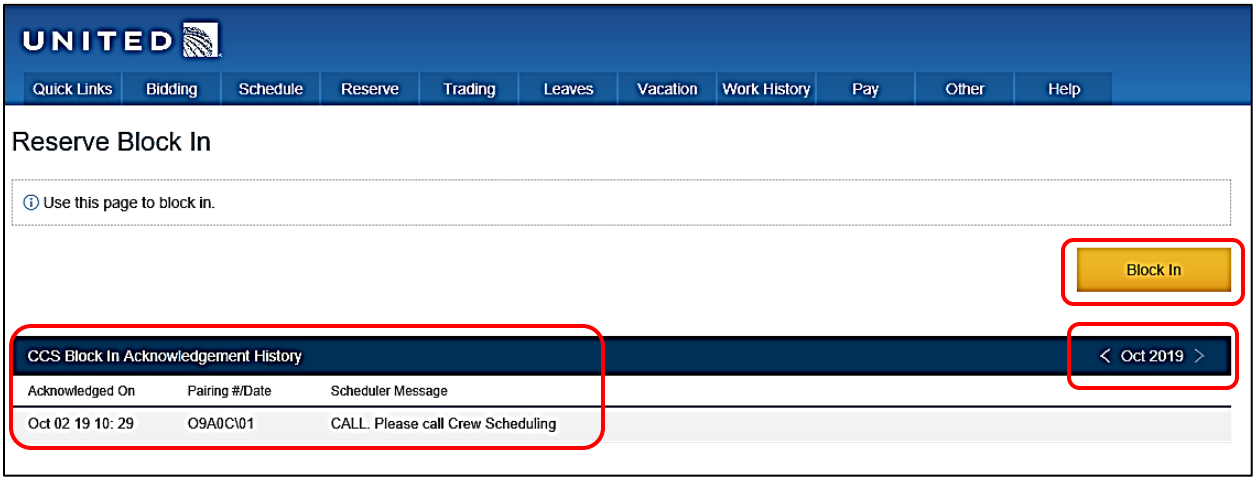
A Reserve who returns to the home domicile at the end of a pairing, or who completes a Standby Reserve assignment, must block-in by using the automated block-in feature in CCS (from pairing only) or by contacting Crew Scheduling. At that time, Reserves will be advised of their status, which will be one of the following:

- Released to legal rest.
- Given a second assignment within the same duty period to avoid Drafting (which may not include pre-boarding duties), or
- Assigned in accordance with TMAC order and legal rest provisions to a pairing departing within 15 hours.

## Reserve Automated Block-in Feature in CCS

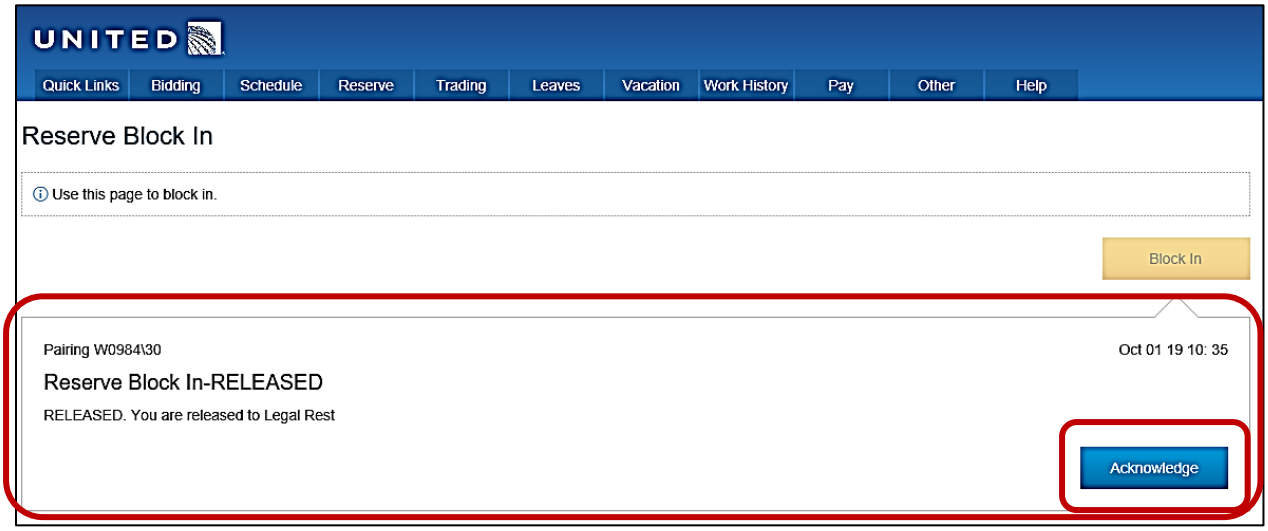
Reserve Flight Attendants returning from a pairing assignment may block in electronically via CCS, without having to call Crew Scheduling directly. The Reserve Block-in screen may be accessed under the Reserve tab in CCS, as shown below.

The Reserve Assigned screen will appear as shown in the below image. The top section of the Reserve Block-in screen is where you will block-in by clicking "Block In". The bottom section of the screen shows your block in acknowledgement history for the current bid month. You can view prior bid months by using the left arrow next to the month, as shown.

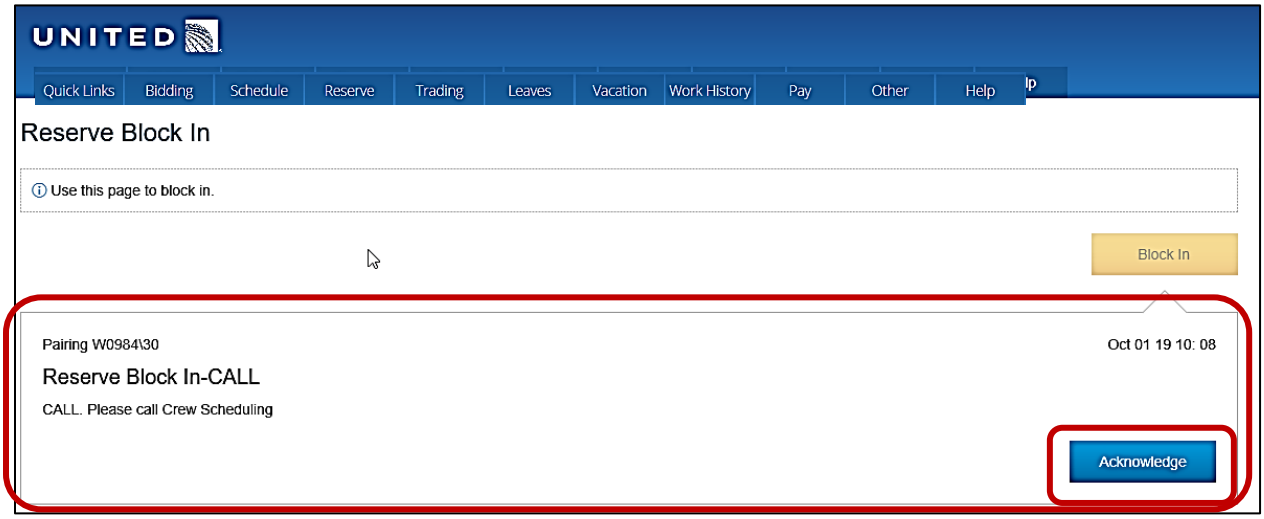



Prior to the completion of your last flight arriving back at your home domicile, Crew Scheduling will be alerted to your upcoming arrival. Close to your debrief time, they will have updated your status to show you are released to legal rest or you are requested to call Crew Scheduling, either because there is the potential for your pairing to be modified or you have been assigned to a second pairing departing within 15 hours, as shown in the following images.

- **"Reserve Block In – RELEASED; You are released to legal rest".** You then acknowledge the notification by clicking on the "Acknowledge" button:

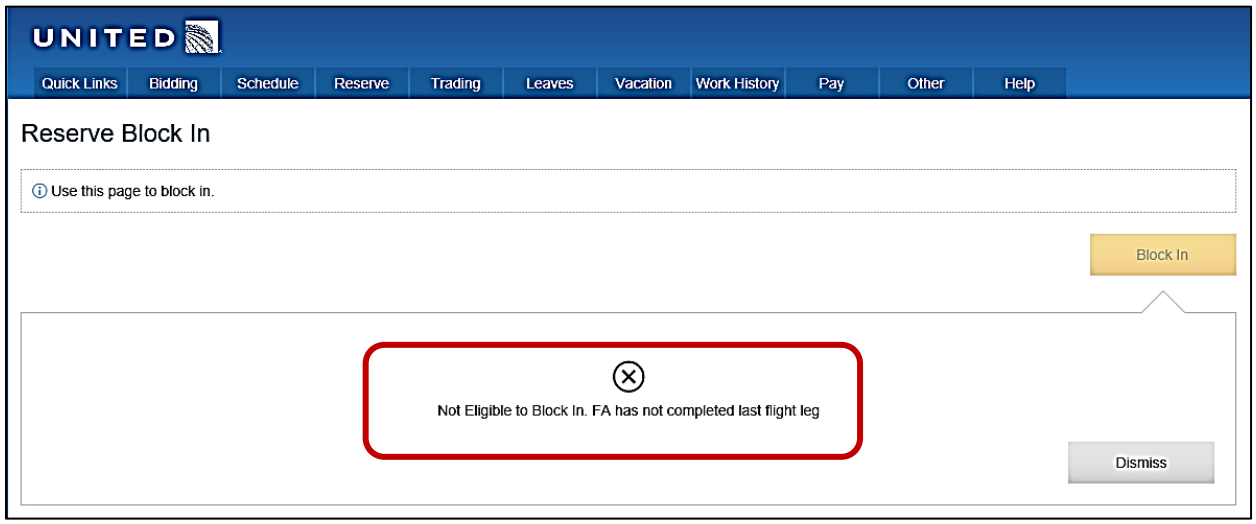



- **"Reserve Block In – CALL; Please call Crew Scheduling".** You then acknowledge the notification by clicking on the "Acknowledge" button:

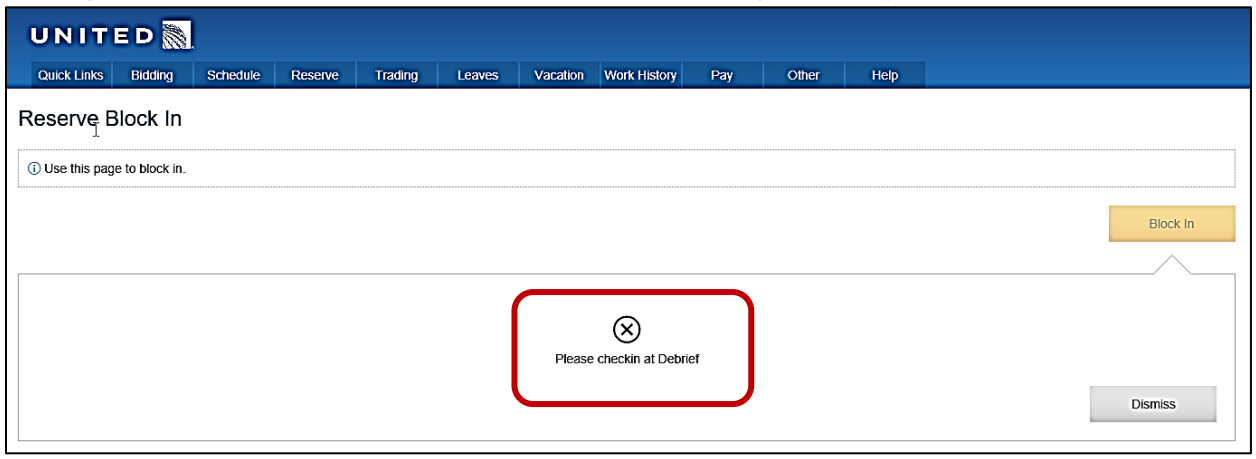



Please note, you are only able to view your status after your last flight has arrived (if Crew Scheduling has updated the status), or past the debrief time of your last flight. If you attempt to block in prior to the end of your debrief time, one of the following error messages will be displayed:

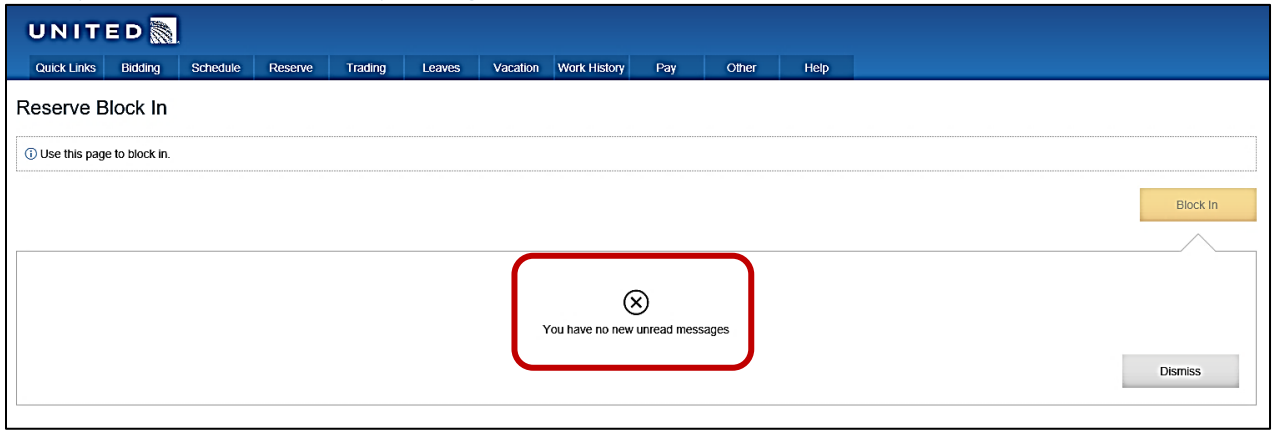
### Last Flight Has Not Yet Blocked In:




### Last Flight Blocked In, Prior to Debrief Time and Crew Scheduling has not Updated Status:



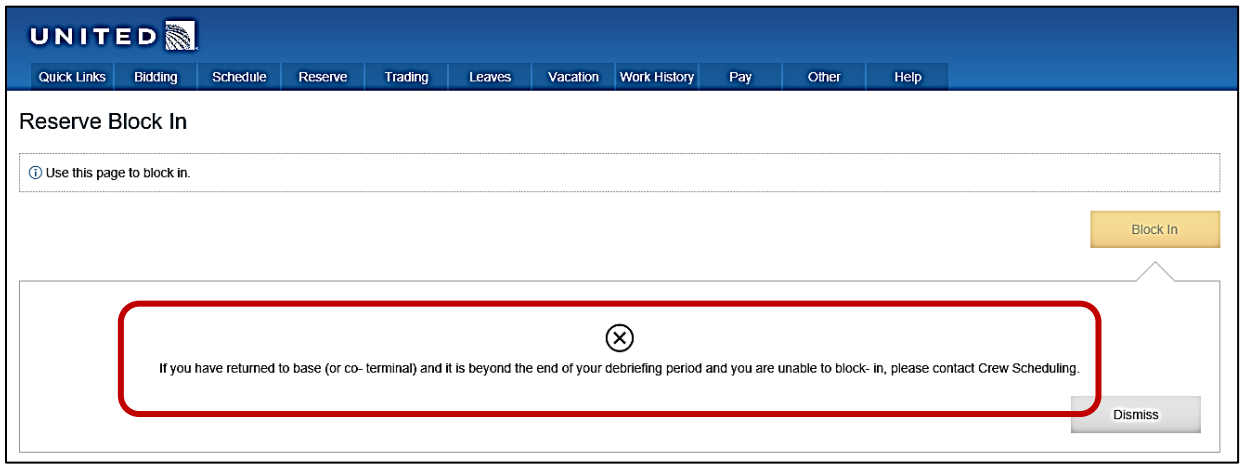

### Attempted Block-in after Already Having Blocked in:




**PLEASE NOTE: IF NO ACTION HAS BEEN TAKEN BY CREW SCHEDULING, YOU WILL AUTOMATICALLY BE RELEASED TO LEGAL REST AT YOUR DEBRIEF TIME. THE RESERVE BLOCK IN STATUS WILL BE UPDATED TO SHOW YOU "RELEASED" AND ONCE YOU "ACKNOWLEDGE" IT WILL BE DISPLAYED IN THE "CCS BLOCK IN ACKNOWLEDGEMENT HISTORY" SECTION.**

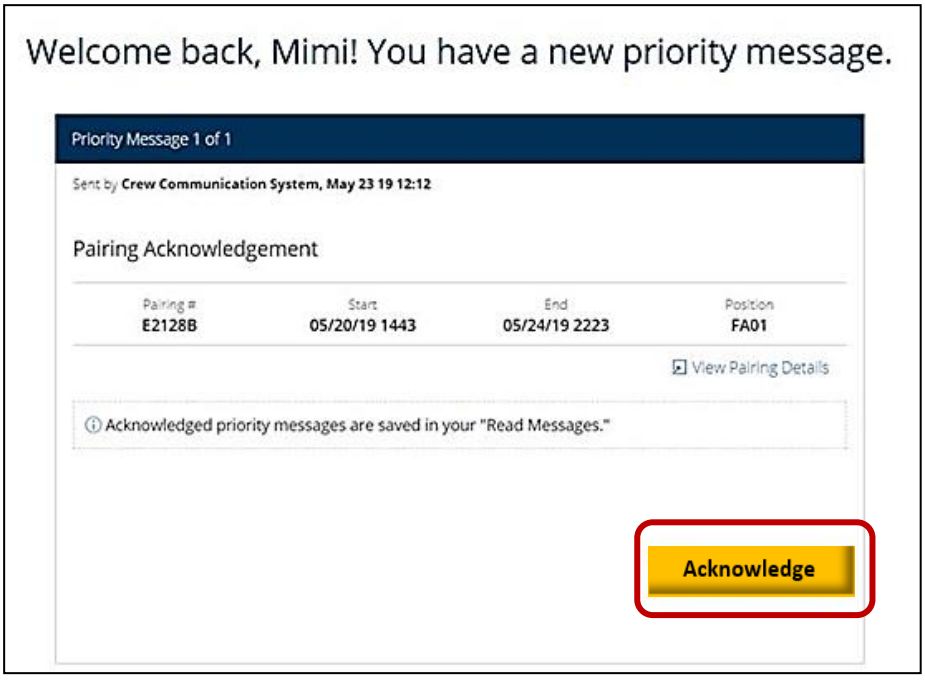
### When Last Segment Contains Alpha Characters

If the last segment in your pairing is not a flight number, but rather an item containing alpha characters (i.e. LIMO), the system will automatically request that you call Crew Scheduling. In this scenario, you will receive the following message:

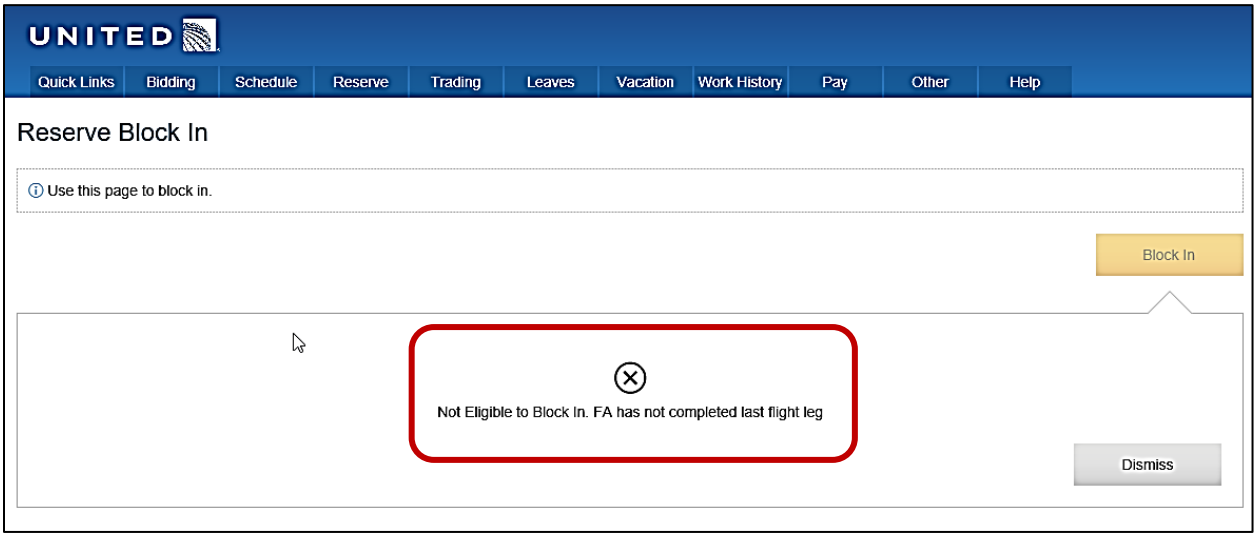



## *Pairing Modifications*

As stated above, you may be given a second assignment within the same duty period to avoid drafting prior to your arrival at your home domicile. If this happens, your pairing will be updated with the additional flying and you will be sent a priority message immediately upon signing into CCS. You must "Acknowledge" the modification, as shown below:



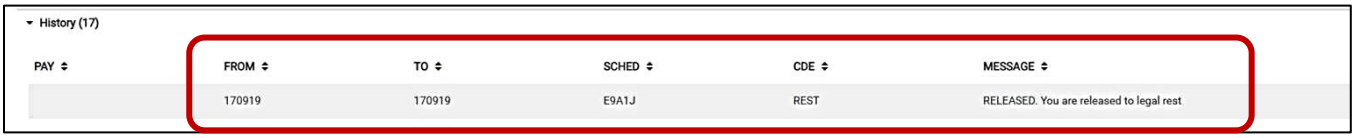
If your pairing is modified before you block in, you will not be able to block in on the Reserve Block In screen, until the debrief time of your ***updated arrival flight.*** If you attempt to block in after your pairing is modified, you would see the following message:



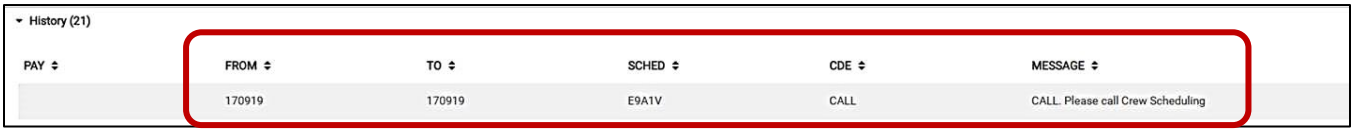

## *How Automated Block-in Appears in Master Schedule History*

When Crew Scheduling updates your block in status to ***Released*** or ***Call***, an entry will appear in the History section of your Master Schedule:

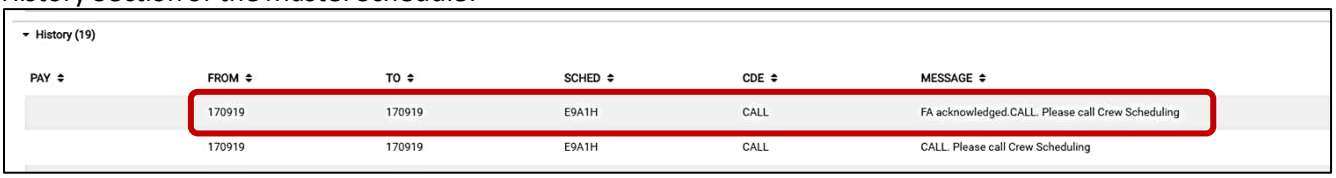
### Released to Legal Rest:




### Call Scheduling:




Once you acknowledge your status on the Reserve Block In screen, a confirmation entry will also appear in the History Section of the Master Schedule:



### *Timing Conflict with 1930 Reserve Assignment Process*

If, today, you are blocking in for an assignment, and tomorrow you are on a Reserve day, you will be included in the daily Reserve assignment process for the next day. This means you will receive your assignment by 19:30 HDT. Depending on when you sign into CCS to block in, you may first receive a message giving notice of your assignment for the following day. If you have been assigned a future pairing, you will need to acknowledge receipt of the assignment before you can proceed to the Reserve Block In screen. ***Please note: this notification is not related to the trip you are currently on. You must still continue on to the Reserve Block In screen in order to block in for your current assignment.***

If the pairing you are currently on is modified, this could affect the legality of your pairing for the following day. Always make sure to check your Master Schedule for any changes following these notifications.

# Reserve Legalities

While most legalities outlined in the Contract are applicable to both Reserves and Lineholders, there are some legalities specific to Reserves with which Reserves should be familiar. These specific legalities are outlined below with the exception of Minimum Days Off and Completing an Assignment, both of which were discussed earlier in this guide.

## Thirty-Five (35) In Seven (7) Limitation (Section 6.O.)

| ***Section 6.O.1. Thirty-Five (35) In Seven (7) Limitation*** |
|---|
| 1. A Reserve may not be scheduled to exceed thirty-five (35) flight hours in any seven (7) consecutive twenty-four (24) hour periods. Scheduled flight time not flown due to absences (e.g. vacation, sick leave) will not be a consideration in the application of this paragraph. These provisions may be waived by an individual Flight Attendant. |
| 2. The thirty-five-in-seven (35-7) rule shall not apply to International pairings. |

The 35-in-7 rule applies only to Reserve Flight Attendants and provides that a Reserve may not be scheduled to exceed 35 flight hours in any seven (7) consecutive 24-hour periods.

**CAUTION: WHEN SELECTING THE 35-IN-7 RESERVE WAIVER BOX ON THE PRIMARY LINE BIDDING SCREEN DURING MONTHLY BID SUBMISSION, IT SHOULD BE NOTED THIS 35-IN-7 WAIVER IS A FULL MONTH WAIVER. USE CARE IN ELECTING THIS OPTION.**

Reserves may not be rescheduled to exceed 35-in-7 without their consent.

- The 35-in-7 rule only applies to hours flown as an assigned Reserve. Hours flown as a Lineholder or picked up on Reserve days off do not count toward the calculation.
- The 35-in-7 rule only applies to Domestic pairings; not International pairings. Therefore, when looking at any seven (7) consecutive 24-hour periods:
  - If a Reserve is assigned only Domestic pairings, or a mix of both Domestic and International pairings, the 35-in-7 rule shall apply.
  - If a Reserve is assigned only International pairings, the 35-in-7 rule shall not apply.
- The 35-in-7 rule only applies to actual working flight time (block time) not deadheading or credit time.
- The 35-in-7 rule is for schedule planning purposes only. If flight time increases during the actual operation of the pairing, the Reserve must fly out the pairing, even if 35-in-7 is exceeded.
- Any 35-in-7 legality code would appear in your Master Schedule.

## One (1) in Seven (7) Limitation (Sections 6.P. and 8.I.2.)

The 1-in-7 language is a scheduling provision that provides a Flight Attendant must be scheduled to have at least one calendar day off (midnight to midnight) at their home domicile ***OR***, if on an International pairing, a 24-hour period **free from duty (FFD)** on a layover at least once in every seven days. There is a difference for Lineholders and Reserves.

### *Scheduled Application*

| ***Section 6.P.1. One (1) in Seven (7) Limitation*** |
|---|
| 3. Scheduled<br>For Flight Attendants on Domestic pairings, relief from all duty and Company obligations for not less than one (1) calendar day shall be provided for each Flight Attendant at her/his Home domicile at least once during any seven (7) consecutive calendar days. |

Flight Attendants must be scheduled for at least one calendar day off at the home domicile during any seven (7) consecutive calendar days.

| ***Section 6.P.2. One (1) in Seven (7) Limitation*** |
|---|
| 4. For Flight Attendants on international pairings, relief from all duty and Company obligations shall be provided for each Flight Attendant at least once during any seven (7) consecutive calendar days. Such relief shall be either:<br>One (1) calendar day at her/his domicile or,<br>One (1) twenty-four (24) hour period free from duty at an away from domicile point. |

***Lineholders*** on International pairings will be relieved from all duty and Company obligations at least once during any seven calendar days in one of two ways:

1. One calendar day at the home domicile.
2. One 24-hour period FFD on a layover.

***Reserves*** must be provided with at least one (1) calendar day off at their home domicile unless they are operating an International pairing of seven (7) days or more, in which case they must be provided with at least 24-hours free from duty (FFD) on a layover.

Flight Attendants may choose to waive this legality, both Domestically and Internationally, at their sole discretion. Also keep in mind that if you pick up flying or trade so that you are now scheduled to work seven (7) consecutive days, the 1-in-7 rule is considered waived.

### *Actual Application*

| ***Section 6.P.3. One (1) In Seven (7) Limitation*** |
|---|
| 1. Actual<br>A Flight Attendant whose flying schedule is involuntarily reduced to less than one (1) day off in seven (7), may contact Inflight Scheduling at once for rescheduling. In the case of "1 in 7" problems due to schedule selection, the Flight Attendant should contact Inflight Scheduling prior to the first day of the schedule month for rescheduling. Failure to do this will result in waiving the "1 in 7" Rule. If it is necessary for a Flight Attendant to drop a pairing because of the "1 in 7" Rule, preference as to which pairing is to be dropped will be subject to the concurrence of the Flight Attendant and Inflight Scheduling. In the event of failure to reach agreement, the pairing to be dropped will be subject to the approval of the Crew Resource Manager/designee. |

If, due to irregular operations, your pairing extends into the 7th day, a legality code will be shown in your Master Schedule. If you choose not to waive the legality, you must contact Crew Scheduling as soon as you block in from your trip to advise them that you would like to have your day off restored. ***If you do not do this, it will be considered waived. However, what may not be waived is any resulting FAR requirement for a 24 hour in 7-day period free from duty.***

Whenever a Reserve is not scheduled with at least one (1) calendar day off at the home domicile in any consecutive seven (7) day period due to the convergence of monthly schedules, Sections 6.P.3. and 8.I.2. provide the Flight Attendant with the ability to decide how the schedule conflict will be reconciled. This must be done ***prior to the first day of the new schedule month*** in one of the following ways:

1. Flight Attendants should contact Inflight Scheduling prior to the first day of the schedule month for rescheduling.
    - Flight Attendants may move a day off from later in the month to resolve the 1-in-7 conflict. The Flight Attendant may indicate preferences as to which day off in the new month will be moved, and these preferences will be considered, if possible.
    - For the purpose of complying with the 1-in-7 limitation, a Reserve may be released (RLSD) from a day of availability. However, this is employed only as a last resort.
    - Flight Attendant who will be Lineholders in the new month will work with scheduling to adjust their schedule. If it is necessary to drop a trip to resolve the 1-in-7 conflict, the Flight Attendant's preference as to which pairing is to be dropped will be subject to the concurrence of the Flight Attendant and Inflight Scheduling. In the event of a failure to reach agreement, the pairing to be dropped will be subject to the approval of the Crew Resource Manager/designee.

    ***NOTE:*** Flight Attendants who contact crew scheduling and indicates they do not wish to waive the 1-in-7 ***must have the conflict resolved at that time***. Flight Attendants should not be told to "wait" to resolve the conflict at a later date (such as the open trade window), that the "pool numbers" will not allow for a day off to be moved or that there are "no legal trade options." If you find yourself faced with these explanations, contact your Local Council Reserve or Grievance Committee for assistance in resolving this matter before the first day of the schedule month

2. Alternatively, Flight Attendants ***may*** "self-trade" to correct the 1-in-7 by trading days off either mutually with another Reserve or with the Reserve Pool during the Open Time trade windows. *There is no requirement for Flight Attendants to first attempt a self-trade prior to contacting scheduling.*

Flight Attendants who would prefer to leave the scheduled days of availability as awarded may choose to waive the 1-in-7 legality by doing nothing. *If the Flight Attendant does not contact crew scheduling before the first day of the new bid month, the 1-in-7 is considered automatically waived.* Keep in mind that, even if the 1-in-7 Contractual legality is waived, the **24-in-7 FAR** must still be satisfied with a 24-hour period free-from-duty in the consecutive seven (7) days. Unlike with the 1-in-7, the FAR ***can*** be satisfied by 24 hours free-from-duty at a layover point ***in both the domestic AND international operations.***

**IMPORTANT NOTES: FREE FROM DUTY (FFD) REST IS MEASURED FROM ACTUAL RELEASE TIME FOLLOWING A DUTY PERIOD (SEE RELEASE FROM DUTY) TO ACTUAL CHECK-IN TIME PRIOR TO THE NEXT DUTY PERIOD (SEE COMMENCEMENT OF DUTY).**

**THE 24-IN-7 FEDERAL AVIATION REGULATION IS TRACKED BY THE COMPANY AND IT MAY NOT BE WAIVED BY A FLIGHT ATTENDANT OR THE COMPANY. IF YOU HAVE A 24-IN-7 VIOLATION IT WILL APPEAR ON YOUR MASTER SCHEDULE AND MUST BE RESOLVED BY CREW SCHEDULING.**

## Duty Time

Duty time begins when you are required to report to fly, deadhead, or for Standby Reserve. Duty time continues through debriefing at home or at a layover, or when a Standby Reserve is released to begin a legal rest. Our Contract provides for extensions to duty time (listed later in this section) for certain circumstances related to clearing customs, holding time, etc.

There is a maximum time you may be scheduled to be on duty. This depends on the type of operation (Domestic or International), what time you check in, your scheduled flight time, non-stop/multi-stop status, and scheduled activity within the pairing. The actual time you may be on duty depends on the same factors.

### *Commencement of Duty (Section 6.R.)*

Duty time, which starts at check-in, includes all flight time, deadhead time and sit time and concludes after a period of debriefing and customs (if applicable), at your layover or home base. The actual duty times apply only once you have checked in for the first assignment (flight, deadhead, standby, etc.) in the duty period. Any rescheduling must be done without exceeding the maximum actual duty time based on the original commencement of duty.

Your check-in time prior to departure is calculated based on whether you are at base or on layover and type of aircraft on the initial segment in the duty period. If reporting for a non-flying duty assignment, such as Standby Reserve, the duty time begins at check-in or scheduled start time of the assignment. Check-in times for aircraft types shall be as follows:

| Fleet | Home Base Check-in | Layover Check-in |
|---|---|---|
| **A319/A320,B737-700** | 1:00 | 0:45 |
| **B737-800/B737-900** | 1:00 | 0:45 |
| **B757/B767/B777/B787** | 1:15 | 1:00 |

Deadhead check-in time is 0:45 minutes at any point, home or away. Charters, offline and ferries may be increased by 0:15 minutes.

### *Changes in Home Base Check-In Times*

The Company may decide, with input from the AFA, to increase check-in times for particular flights, aircraft fleets or bases when circumstances dictate. If such changes occur, they will be reflected in the monthly bid packet cover letter, and the increased check-in times must comply with the duty maximums.

The Company may increase the scheduled home base check-in times up to 0:15 minutes, as shown in the table below. The Company may not change the check-in times for A319/A320 or B737-700 aircraft.

| Fleet | Home Base Check-In Maximum |
|---|---|
| **B737-800/B737-900** | 1:15 |
| **B757/B767/B777/B787** | 1:30 |

***Flight Attendants affected by this scheduling change will be paid $5.00 for each 0:05 minute incremental increase and this pay will not be offset by other pay factors.***

### *Release from Duty (Section 6.R.9.)*

Determining when you are released from duty depends on the type of activity for the last flight (work or deadhead) of the duty period, where your duty period terminates, and any necessary activities after your last flight blocks in, i.e. customs, holding.

Your duty period ends following any required debriefing time. This will be considered to have occurred:

- Upon release from any non-flying duty assignment (i.e., Standby Reserve, Training), or;
- Upon block arrival of a deadhead segment, or;
- Fifteen (15) minutes after block arrival of a flight not requiring customs clearance, or;
- Thirty (30) minutes after block arrival of a flight requiring customs clearance, or;
- At the conclusion of holding time or random drug/alcohol testing or unusual circumstances leading to extended customs check, if that is later than the scheduled release time.

### *Clearing Customs (Section 6.R.10-11.)*

If you are scheduled to depart from a station where a customs check is required, fifteen (15) minutes will automatically be added to your check-in time and included in your duty time ("pre-clearance"). Additionally, if you are scheduled to arrive at a station where a customs check is required, in addition to your debrief time you will automatically be scheduled fifteen (15) minutes to clear customs. These times are automatically built into the pairings. When a customs check is extended due to unusual circumstances, you must contact Scheduling to have them extend your duty time accordingly.

### *Flight Attendant Contact during Delays/Cancellations (Section 7.X.)*

If your flight assignment is delayed, the Company must notify you as soon as possible if the delay is known two (2) hours before scheduled departure and the delay is estimated to be more than thirty (30) minutes – as this notification would change your check-in time.

If you are not notified and check in at the scheduled time, Crew Scheduling should update your duty time to reflect your actual check-in time. You should also notify/follow up with Crew Scheduling. Your duty time will be different than others working the delayed flight if they were notified of the delayed period. This would apply both at home and while on layover.

## Maximum Duty Time Limitations (Section 6.S-U.)

Contract Sections 6.S., 6.T. and 6.U. provide for the maximum period of time that a Flight Attendant may be scheduled on duty, as well as a maximum time in the actual operation.

- At the time a pairing is assigned, the ***Scheduled*** maximum duty times must be used.
- After check-in (or after assignment when assigned from Standby), the ***Actual*** maximum duty times apply when any changes are made to the pairing.

When calculating maximum duty times, the flight time published in the bid packet should be used --- not the projected flight time based on current day weather/flying conditions. In the event Crew Scheduling needs to re-assign a Flight Attendant in the operation after the Flight Attendant has already checked in, the Flight Attendant can be rescheduled up to the actual maximum duty time (including debrief and customs).

Under no circumstances will a Flight Attendant be required to remain on duty, without their consent, in excess of the applicable actual maximum duty time hours (including deadheading) in Sections 6.S.1. and 6.T.1.

**IMPORTANT NOTE: DOMESTIC MAXIMUM DUTY IS BASED ON THE SCHEDULED START TIME OF THE DUTY PERIOD, WHILE INTERNATIONAL MAXIMUM DUTY IS BASED ON THE SCHEDULED FLIGHT TIME WITHIN THE DUTY PERIOD.**

*Domestic Maximum Duty Time (Sections 2.G. and 6.S.1-2.)*

***Section 2.G. Domestic Flying***

"Domestic Flying" or "Domestic Flight", for scheduling purposes, means all Company certified routes or charter operations within the 50 United States, Puerto Rico, Canada, Mexico, Central America, and the Caribbean.

***Section 6.S. Domestic Maximum Duty Time***

1. A Flight Attendant shall not be scheduled to be on duty in excess of the following limitations:

| For Duty Period Starting | Scheduled | Actual |
|---|---|---|
| 0500-1859 | 13:00 | 15:00 |
| 1900-0459* | 11:30 | 13:00 |
| High Value Trip** | 14:00 | 16:00 |

The above duty time provisions are based on the Flight Attendant's home Domicile time.

*Limited to no more than seven hours (7:00) flight time, [unless the duty period contains a single segment, in which case that single segment may exceed seven (7) hours of flight time;] ground time, no greater than two hours and thirty minutes (2:30) and no more than one flight segment after red-eye flight. A red-eye flight is one with any portion scheduled to operate from 0200 to 0400, local time.

** A High Value Trip (HVT) shall be limited to a single duty period [starting between 0500 – 1859] containing no more than (3) flight segments with a total flight time of nine hours (9:00) or more.

Day duty periods begin between 0500 and 1859 and are limited to thirteen (13) hours of scheduled duty and fifteen (15) hours of actual duty.

A High Value Trip (HVT), which may only start between 0500 - 1859, will be limited to a single duty period containing no more than 3 flight segments with a total flight time of nine (9) hours or more, and is limited to fourteen (14) hours of scheduled duty and 16:00 hours of actual duty.

Night duty periods begin between 1900 and 0459 and are limited to eleven and one-half (11½) hours of scheduled duty and thirteen (13) hours of actual duty. In addition, pairings that originate during night duty periods will be limited to no more than seven (7) hours flight time (unless the duty period contains a single segment, which may be greater than seven (7) hours), ground times no greater than two and one-half (2½) hours and no more than one (1) flight segment after a red-eye flight. (A red-eye flight is one with any portion scheduled to operate from 0200 to 0400 local time.)

**IMPORTANT NOTE: THE ABOVE DUTY TIME PROVISIONS ARE BASED ON THE FLIGHT ATTENDANT'S *HOME DOMICILE TIME (HDT).***

### *Maximum Number of Segments (Section 6.S.3.)*

Section 6.S.3. of the Contract provides that a maximum of five (5) segments may be scheduled or rescheduled in any single Domestic on-duty period. This provision includes both working and deadhead segments.

At the point where a Reassignment is made, the actual landings made plus the future landings cannot exceed five (5). In the event any extra landing is made, such as to deplane a sick passenger or address a mechanical issue, this landing will not count towards the five (5) segment maximum as long as no further reassignment is made.

### *International Maximum Duty Time (Sections 2.S. and 6.T.)*

***Section 2.S. International Flying***

"International Flying" or "International Flight", for scheduling purposes, means all Company certified routes or charter operations to and from the continents of South America, Europe, Asia, Africa, Australia, and Antarctica. International Flying includes flying to and from Guam and any other island countries and territories outside the Caribbean.

***Section 6.T. International Maximum Duty Time***

1. The maximum International Duty Day time shall be as established in the chart below.

| Flight Time including DH | Max Scheduled On Duty | Max Actual On Duty |
|---|---|---|
| Multi/Non-Stop up to 8:00 | 14:00 | 16:00 |
| Multi/Non-Stop 8:01 to 12:00 | 14:00 | 16:30 |
| Non-Stop 12:01 or over | Check-in + Flight Time + Customs + Debrief | Check-in + Flight Time + Customs + Debrief + 3:30 |

Maximum scheduled and actual duty times for International pairings are based on the flight time within the duty day.

Maximum actual duty time for non-stop flights of more than twelve (12) hours may exceed the combination of flight time, check-in, debriefing time and customs by a maximum of three and one-half (3½) hours. If a non-stop flight makes a stop for operational or emergency reasons, it maintains a non-stop status and duty maximums. If a non-stop flight makes a stop for revenue purposes (loading or unloading passengers or freight) it is no longer considered a non-stop flight and multi-stop duty time maximums apply. If a nonstop makes a stop for operational or emergency reasons and people get off incidental to the reason for the stop, it is still considered a non-stop.

### *Mixed Pairing Maximum Duty Time*

The Company also has the ability to build mixed pairings. Mixed pairings are considered International pairings, but contain both Domestic and International flight segments. The duty maximum depends on the type of flying within the duty period:

- When a duty period contains only a Domestic flight segment, it will be scheduled using Domestic duty maximums and Domestic legal rest.
- When a duty period contains only International flight segments, or both a Domestic and an International segment, it will be scheduled using International duty maximums and International legal rest.

### *Voluntary Waiver of Maximum Duty (Section 6.Y.)*

There may be times when the Company is experiencing irregular operations in which flight delays can extend beyond a Flight Attendant's maximum duty time limitation. When this happens, at Company request, a Flight Attendant may be asked to extend the duty time maximum of either Section 6.S. or 6.T. of the Contract. Once a Flight Attendant has concurred to extend their maximum duty time on a limited basis, they will receive additional compensation

The Company may ask you to extend your Domestic and International duty time maximums to the FAR maximum scheduled duty time of twenty (20) hours.

For non-stop flights scheduled with 12:01 block hours or greater, the extension shall be limited to 2:00 hours above the 3:30 duty time extension provided for in Section 6.T.1.

If you concur to extend your duty period you will be guaranteed 1:00 hour of pay at 5 times your hourly base rate in addition to the credited time for the pairing. You will also be paid at 5 times your hourly base rate for every hour or portion thereof in excess of the contractual maximum actual in Section 6.S. or 6.T. There must be a request from Crew Scheduling and explicit consent from the Flight Attendant for this contract provision to be valid. This compensation is for pay purposes only.

### *Calculating the Time at Which You Go Illegal for a Specific Flight Assignment*

Below is a simple formula that applies to all domestic duty times and all international duty times except the "Non-Stop 12:01 or Over" category which displays the calculation in the chart above. (It is important to note that while you may go illegal for a specific flight assignment, there may be instances where you are legal to be assigned to a flight of shorter duration for which you would be legal.)

| | |
|---|---|
| **Maximum Actual Duty Time** | |
| **Subtract Scheduled Duty Time** | **–** |
| **Equals the *amount of time* you have to "play with" before going illegal** | **=** |
| **Then Add Scheduled Departure Time** | **+** |
| **Equals the Actual Time You Go Illegal** | **=** |

### *Co-Terminals Transit Time – Extension of Duty (Section 6.S.4.)*

For scheduling purposes, when a pairing originates in one co-terminal and terminates at another, the time to transit between the two locations will be considered an extension of the duty period, and considered as scheduled deadhead time for pay and credit. The following times shall be used:

| Co-Terminals | Transit Time |
|---|---|
| **DCA-BWI** | 1:10 |
| **DCA-IAD** | 1:10 |
| **IAD-BWI** | 1:45 |
| **EWR-LGA** | 1:30 |
| **EWR-JFK** | 1:45 |
| **LGA-JFK** | 1:00 |
| **ORD-MDW** | 2:00 |
| **SFO-OAK** | 1:00 |
| **LAX-BUR** | 1:15 |
| **LAX-SNA** | 2:00 |
| **BUR-SNA** | 2:15 |

## Legal Rest (Sections 6.V. and 6.W.)

Legal rest is the amount of time necessary before you are eligible to begin another duty period. Legal rest does not include briefing, debriefing, customs, or holding time in excess of debriefing.

The minimum time required for legal rest is determined by the type of flying (International/Domestic). If you complete an International duty period, you should receive an International legal rest. If you complete a Domestic duty period, you should receive a Domestic legal rest.

The amount of rest required between duty periods depends on several factors:

- The **type of flying** in the last duty period (Domestic or International).
- The **amount of flight or deadhead time** in the last International duty period.
- **Free from Duty (FFD)** rest is measured from release time following a duty period to check-in time prior to the next duty period.
- **Place of Lodging (POL)** rest is measured from arrival time at the hotel to pick-up time from the hotel for return transport to the airport.
- Where the rest occurs (at the **home domicile** or at a **layover point**).
    - At a **layover point**, both the FFD and POL rest minimums must be met. If it is determined upon arrival at the hotel that the minimum POL rest will not be met, you should immediately contact Crew Scheduling.
    - At the **home domicile**, the minimum legal rest is twelve (12) hours FFD, although more may be required following certain International pairing assignments, as provided in Section 6.W.2.
        - Flight Attendants may voluntarily pick-up or trade into a trip that reduces the legal rest between pairings below the contractually required minimum, as long as the trip trade/pick-up waiver minimum rest required by sections 6.V.2. (Domestic) and 6.W.3. (International) are maintained. Please see *Picking Up Trips on Reserve Days Off* section of this guide for more details.

### *Reserve Legal Rest Provisions at the Home Domicile (Section 8.I.3.a & c.)*

Twelve (12) hours free from duty at the home domicile will constitute the minimum legal rest for Reserves. In addition, following an International pairing, a Reserve will be provided the rest specified for the pairing in Section 6.W.2. of the Contract. When picking up pairings on days off, Reserves may apply the Trip Trade/Pick-Up waiver rest described in Contract Section 6.V.2. and 6.W.3. to do so. Please see *Picking Up Trips on Reserve Days Off* section of this guide for more details.

**IMPORTANT NOTE: UPON RELEASE TO CREW REST, CREW SCHEDULING WILL ONLY CONTACT A RESERVE DURING THE LAST HOUR OF THE CREW REST PERIOD AT THE HOME BASE. MEC GRIEVANCE 3-19 WAS SUSTAINED AND PROVIDES THAT IF A FLIGHT ATTENDANT'S LEGAL REST PERIOD AT HOME IS INTERRUPTED PRIOR TO THAT TIME BY A CALL FROM CREW SCHEDULING, THE REST PERIOD SHALL BE *RESTARTED* AS SOON AS THE ERROR IS DISCOVERED OR IS BROUGHT TO THE COMPANY'S ATTENTION WITHIN THE SAME REST PERIOD IN WHICH THE IMPROPER CONTACT WAS MADE.**

### *Domestic Minimum Legal Rest*

- **Domestic Minimum Legal Rest – At Home (Section 6.V.1-2.)**
  At the home domicile, both Lineholders and Reserves are provided with a minimum of twelve (12) hours FFD between pairings. Flight Attendants may reduce their at-home legal rest to no less than ten (10) hours, for the purpose of trading or picking up pairings.
- **Domestic Minimum Legal Rest – At Layover (Section 6.V.3.)**
  Flight Attendants are provided minimum legal rest, FFD, at a layover point. The minimum time is calculated based upon where the place of lodging is, and the duration of the layover. On a layover, if the hotel is within approximately fifteen (15) minutes from the airport with prompt transportation provided, ten (10) hours is the minimum legal rest FFD.

Hotels that are located more than approximately fifteen (15) minutes from the airport require a minimum legal rest of eleven (11) hours.

In addition to the legal free from duty rest while on a layover, there must also be a minimum rest at the POL. The POL minimum rest is measured beginning at the Flight Attendant's physical arrival at the layover hotel. For all domestic pairings, a Flight Attendant will be provided eight (8) hours POL minimum rest at the layover hotel.

The legal rest at home or on a layover may be reduced by one (1) hour when the off duty period extends to or beyond 0200 on the designated day when the change is made from Standard Time to Daylight [Saving] Time unless such reduction would result in a legal rest below the established FAA minimum.

### *Domestic Minimum Legal Rest Chart*

**DOMESTIC MINIMUM LEGAL REST**

| AT HOME DOMICILE | | AT A LAYOVER | |
|---|---|---|---|
| **Scheduled Free from Duty Rest** | **Trip Trade/Pick-Up Waiver** | **Free from Duty Rest** | **POL Rest** |
| 12:00 hours | 10:00 hours | *Lodging within 15 minutes of airport:* 10:00 hours | 8:00 hours |
| | | *Lodging more than 15 minutes from airport:* 11:00 hours | 8:00 hours |

## *International Minimum Legal Rest*

- **International Minimum Legal Rest – At Layover (Section 6.W.1.)**
  Minimum legal rest, at layovers on International pairings, is based on the flight time in the preceding duty period.

  When a flight is delayed it may be necessary (and the company is permitted) to relocate crews to a field hotel in order to ensure minimum POL rest and operational integrity.

- **International Minimum Legal Rest – At Home (Section 6.W.2-4.)**
  At the home domicile, both Lineholders and Reserves are provided with minimum FFD rest based on the flight time in their last duty period. A Flight Attendant may reduce the at-home legal rest for the purpose of trading or picking up pairings.

  Reserves who have completed a pairing of more than five days will be guaranteed a twenty-four (24) hour free from duty rest or their minimum home legal rest - whichever is greater.

## *International Minimum Legal Rest Chart*

**INTERNATIONAL MINIMUM LEGAL REST**

| | AT A LAYOVER | |
|---|---|---|
| **Flight/DH Time in Last Duty Period** | **Free From Duty Rest** | **Place of Lodging Rest** |
| **8:00 hours or less** | 12:00 hours | 10:00 hours |
| **8:01 – 10:30 hours** | 14:00 hours | 12:00 hours |
| **10:31 – 14:00 hours** | 18:00 hours | 15:00 hours |
| **14:01 – 16:30 hours** | 22:00 hours | 19:00 hours |
| **16:31 – 18:30 hours** | 26:00 hours | 23:00 hours |
| **Japan Layovers** | 19:00 hours | 17:00 hours |

| | AT THE HOME DOMICILE | |
|---|---|---|
| **Flight/DH Time in Last Duty Period** | **Scheduled Free From Duty Rest** | **Trip Trade/Pick-Up Waiver** |
| **8:00 hours or less** | 12:00 hours | 10:00 hours |
| **8:01 – 10:00 hours** | 14:00 hours | 10:00 hours |
| **10:01 – 14:00 hours** | 18:00 hours | 12:00 hours |
| **14:01 – 16:30 hours** | 24:00 hours | 12:00 hours |
| **16:31 – 18:30 hours** | 30:00 hours | 16:00 hours |

### *Mixed Pairing Minimum Legal Rest*

Mixed pairings are considered International pairings, but contain both Domestic and International flight segments. The required rest depends on the type of flying within the duty period:

- When a duty period contains only a Domestic flight segment, it will be scheduled using Domestic duty maximums and Domestic legal rest.
- When a duty period contains only International flight segments, or both a Domestic and an International segment, it will be scheduled using International duty maximums and International legal rest.

# Trading Reserve Days Off

Once a Reserve has received their schedule for the following month, they will have the ability to trade Reserve days off within that schedule. There are two ways to do this:

- Trading days off with other Reserves (Mutual Trades)
- Trading days off with the Reserve Pool

**IMPORTANT NOTE: ALL RESERVE DAY OFF TRADES ARE BLOCKED DURING THE RESERVE PREFERENCING WINDOW EACH DAY FROM 1600 TO 1930 HDT**

## Reserve Day Off Trade Rules (Sections 8.I.1.e. and 8.J.1.)

- Trades may be done anytime during the month. Requests must be made at least one (1) calendar day local time prior to the day to be traded. For example, if you wish to trade the 5th, the request must be made by the 3rd, leaving a full calendar day (midnight to midnight period) between the request and the day to be traded.
- Reserves must maintain availability for the shortest trip in their base or three (3) days, whichever is greater.
- A day in a Set block of days off that is traded will no longer be Set unless it is placed at the end of a block of Set days.
- Throughout the month, Reserves may trade an unlimited number of days off with the Reserve Pool, subject to minimum Reserve coverage.
    - Minimum Reserve coverage will be determined by Crew Scheduling.
    - Reserve pool trades will start with the trip trading window(s).
    - Reserves may trade days off with the pool when both days have positive coverage, or when trading a day off that falls on a day with negative coverage to a day with positive coverage.
- Rejected trades shall include the reason for being rejected.

## Trading Days Off with Other Reserves

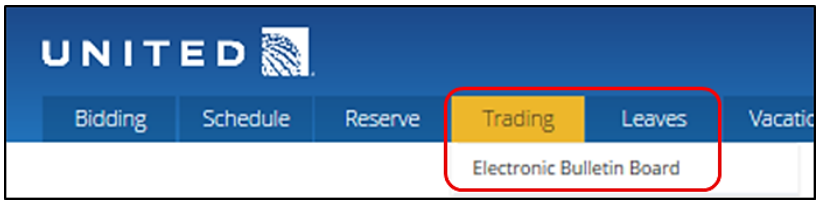
***Mutual Trades*** are trades between Flight Attendants and involve trips or reserve days off.

By 17:00 HDT on the 18th, lines will be finalized in CCS. At this time mutual trading will begin for everyone with the exception of Jobshare (J/S) and Partnership (P/S) Flight Attendants (these lines are locked until the J/S or P/S splits are received by the Company and the process to split the lines is complete).

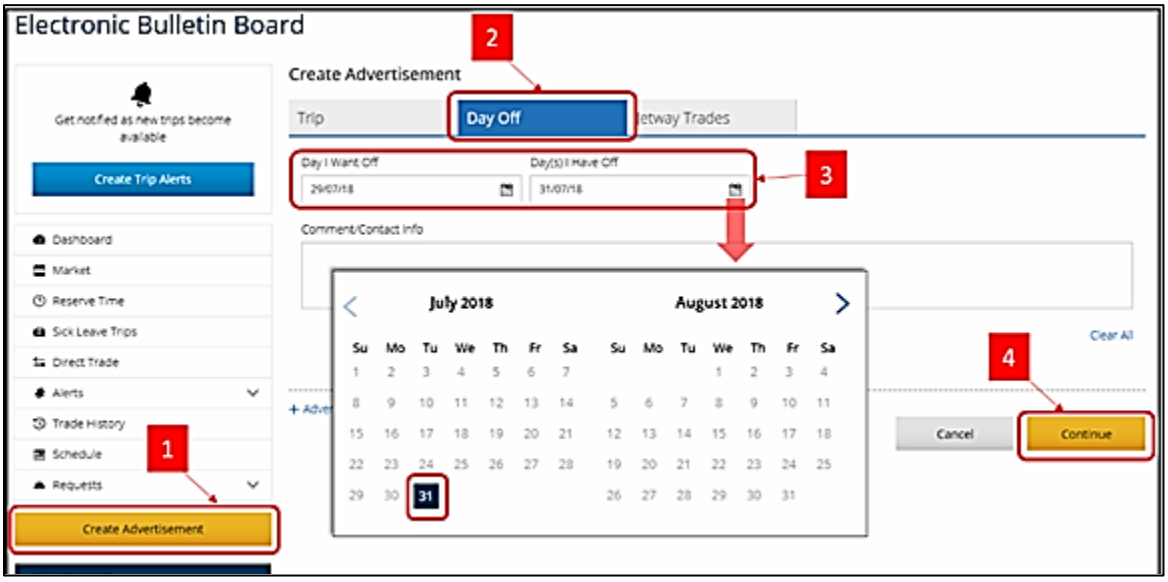
***A Reserve may only trade a day off with another Reserve in their base, or, when applicable, their qualification sub-base (LQ or International Purser).***

### *How to Create a Reserve Day Off Trade Advertisement*

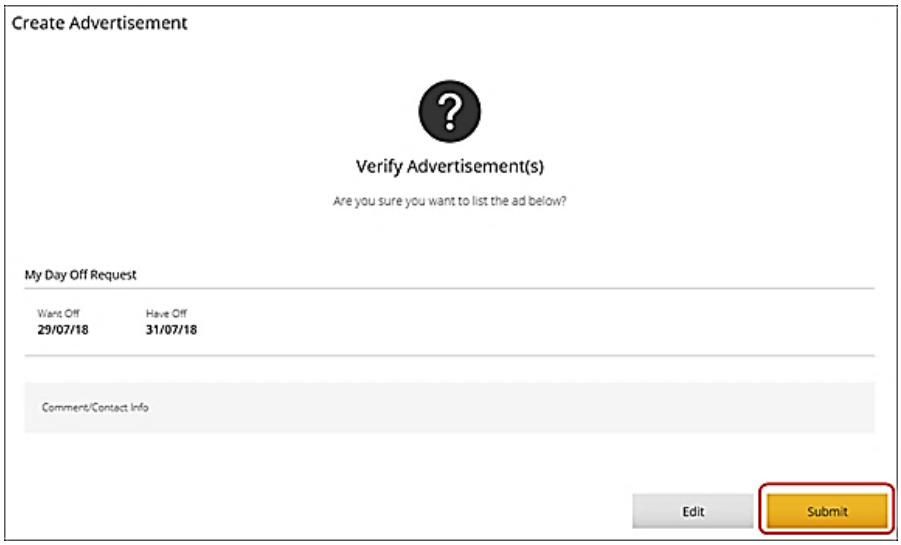
Once the new month's schedule for a Reserve has been loaded in CCS, they will be able to create an advertisement for a Reserve day off trade. To create an advertisement, log in to CCS and under the Trading tab, select "Electronic Bulletin Board", as shown in the next image.




1. Once in the Electronic Bulletin Board (eBB), click "Create Advertisement" as shown below.
2. From the "Create Advertisement" screen select the "Day Off" tab.
3. Under the "Day I want Off" and "Day(s) I Have Off" drop down menus, select the day you want off and the days you have off that you are willing to trade from the calendar. Multiple days can be selected at once under the "Day(s) I Have Off" field only. Days you have off currently will already be highlighted in blue.

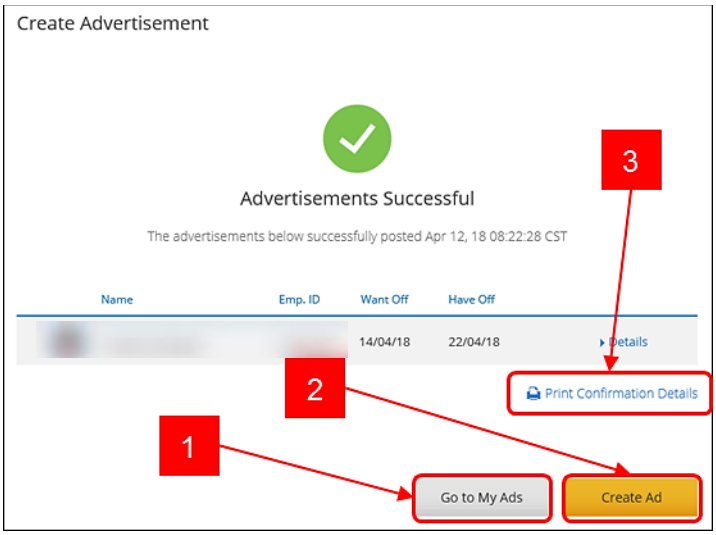



Once you are done, click "Continue", verify the information is correct and click "Submit" as shown below.

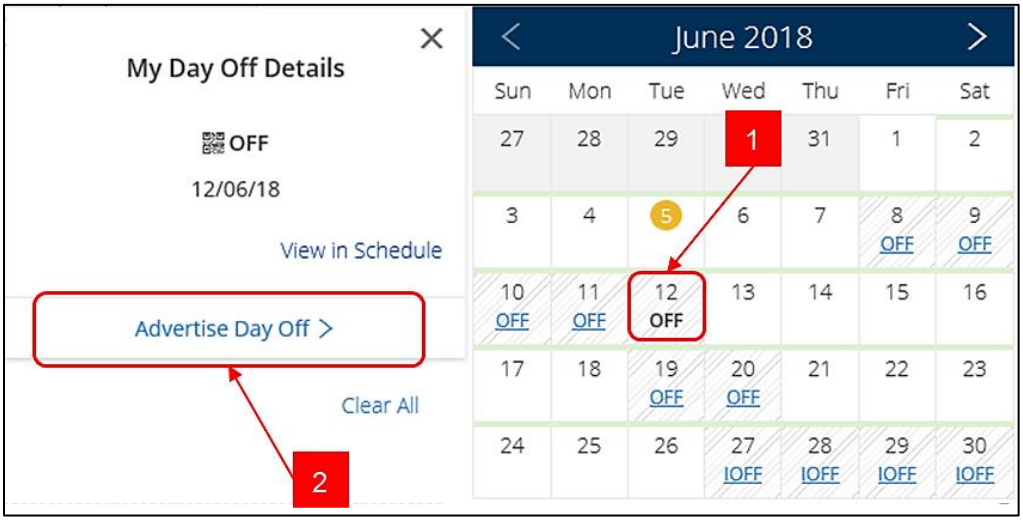


A confirmation screen will appear as shown below. From here you can:

1. View your advertisements by selecting "Go to My Ads".
2. Create another advertisement by selecting "Create Ad".
3. Print a copy of the confirmation for your records by selecting "Print Confirmation Details".



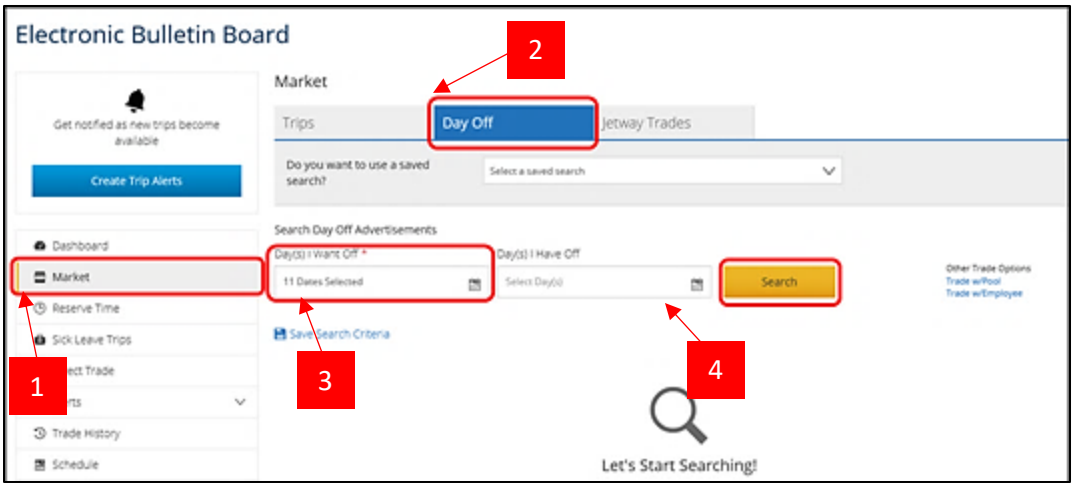

You can also get to the "Create Advertisement" screen from your calendar. As seen in the image below. Click the day off you wish to trade from the calendar (1) and select "Advertise Day Off" (2).



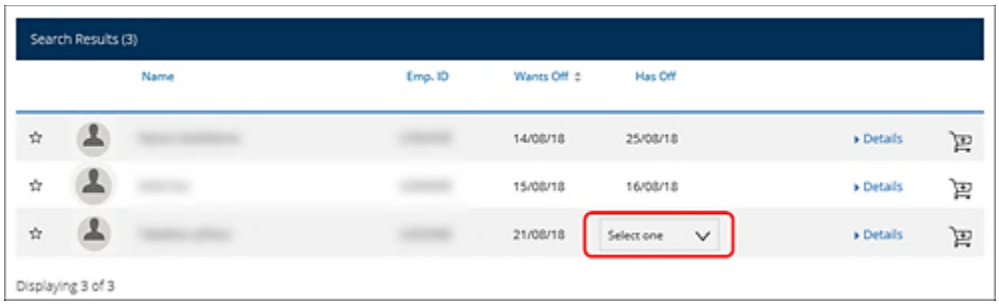

## *Searching Day Off Trade Advertisements and Completing a Trade*

Once the new month's schedules have been loaded in CCS, you can search the Reserve day off advertisements for your Base location and complete desired trades from the Market in the eBB:

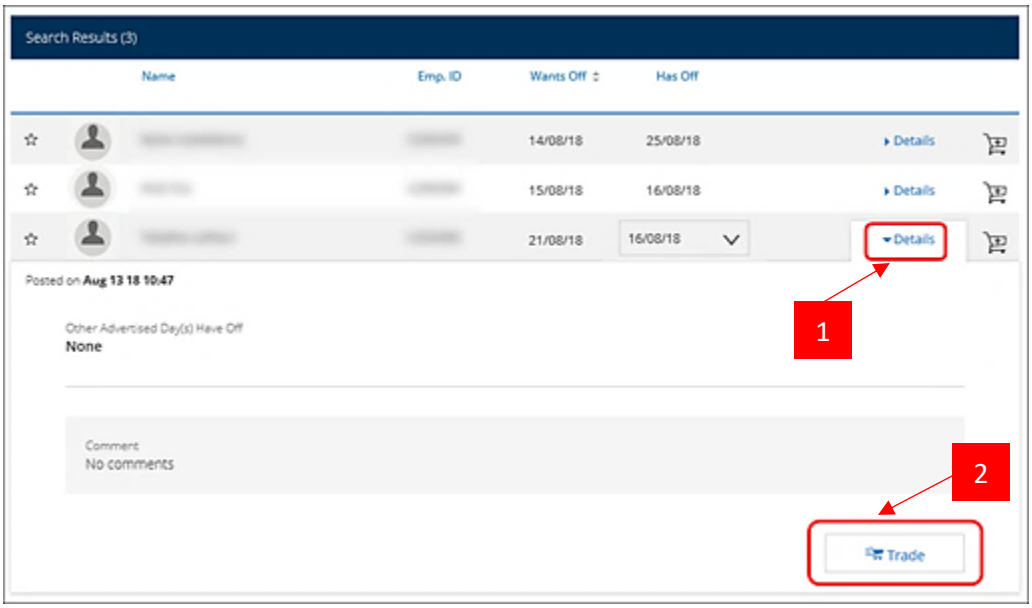
1. From the menu on the left-hand side of the eBB screen in CCS, select "Market".
2. Select the "Day Off" tab at the top of the page.
3. Under "Day(s) I Want Off", select the date(s) for which you would like to view advertisements. You can choose to enter the days you have off or leave that field blank.
4. Click "Search".



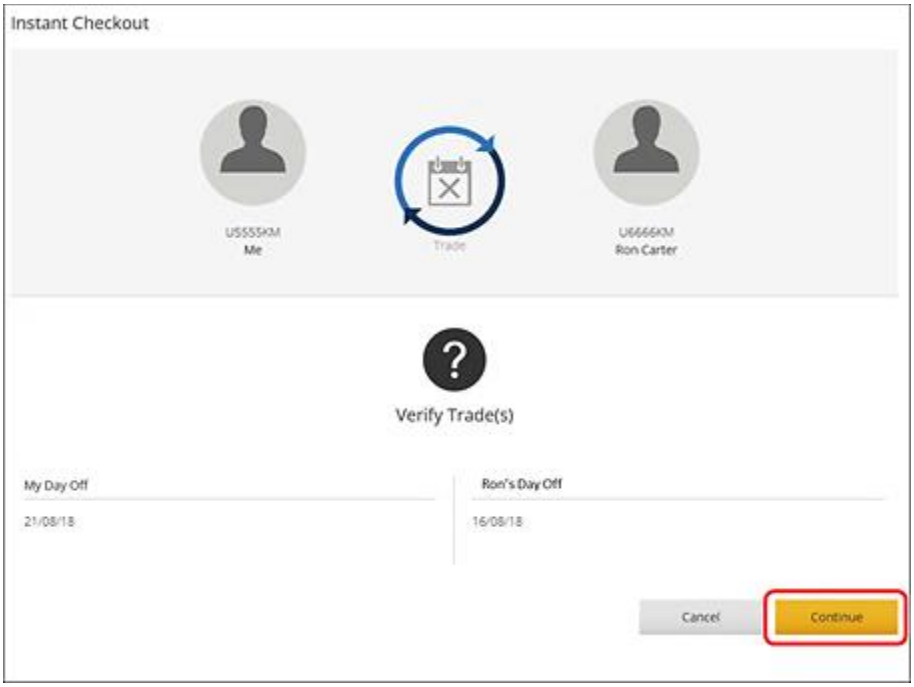

A results screen will appear, as shown below. If a Flight Attendant has more than one day off to trade, a drop-down menu will appear.



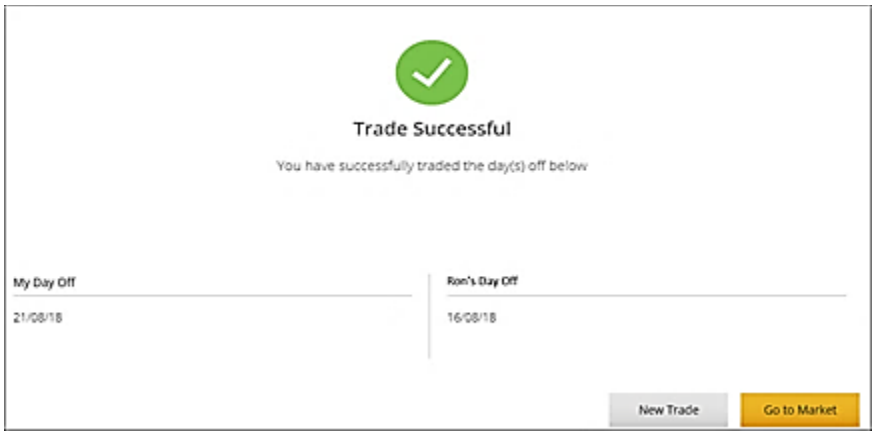

Click on "Details" to view the details of an advertisement (1). If the days match what you are looking for and appear legal between both Flight Attendants, you can initiate the trade by clicking "Trade" (2).



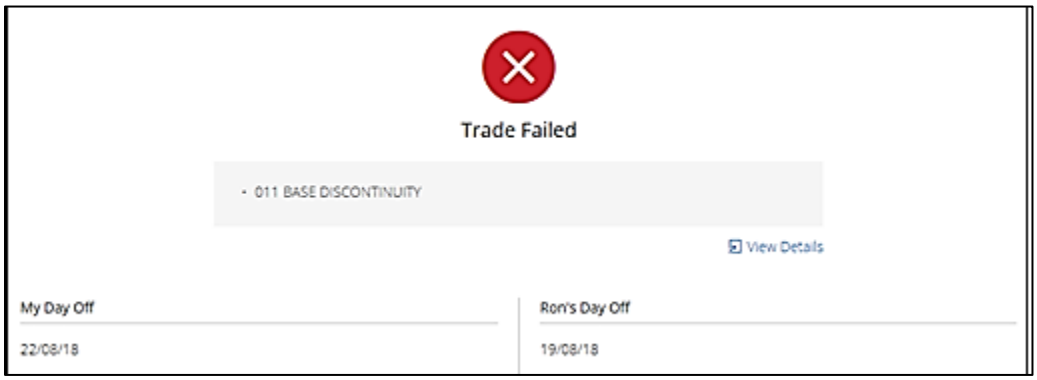
Verify the trade is correct and click "Continue" as seen below.




A confirmation screen will appear if the trade is successful, as shown below.



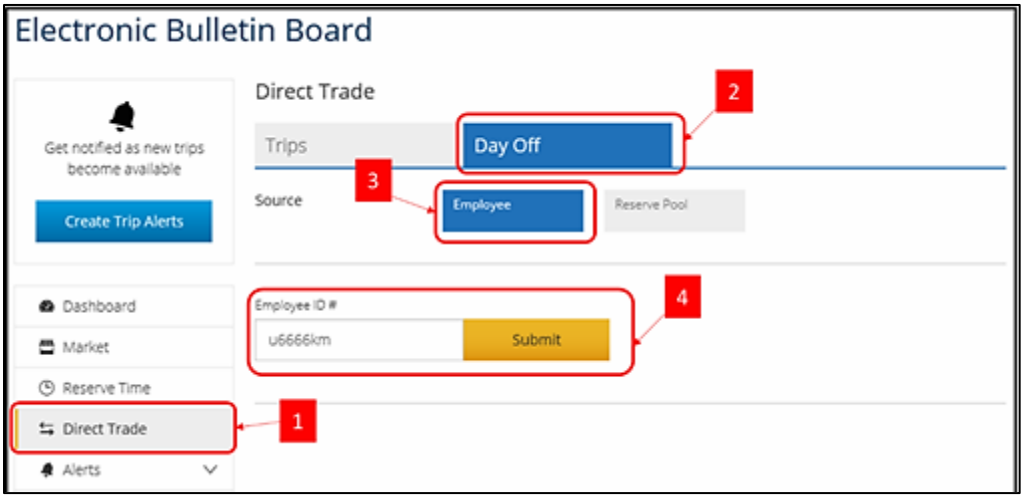

If your trade fails, you will be given a reason code as shown below.



### *Directly Completing a Day Off Trade with Another Reserve*

If you have already discussed or arranged a day off trade with another Reserve, you may complete the trade directly by inputting the other Flight Attendant's employee ID number.

1. From the main menu options on the left-hand side of the eBB screen, click the "Direct Trade" button as shown below.
2. Ensure the "Day Off" tab is selected.
3. Click the "Employee" button and the trade with employee criteria will appear.
4. Under "Employee ID#", enter the U number of the Flight Attendant with which you wish to trade days.
5. Click "Submit".




Both Flight Attendants' names and images will be displayed with drop-down menus, as shown below. Select the day(s) off you want to trade (1) then select the day(s) to be traded with the other Reserve (2). In each case, a calendar "picker" will appear to select the desired day(s). Once selected, click "Trade" (3).

Again, a confirmation screen will appear to show whether the trade was successful or failed. If your trade fails, you will be given a reason code.

## Trading Days Off with the Reserve Pool

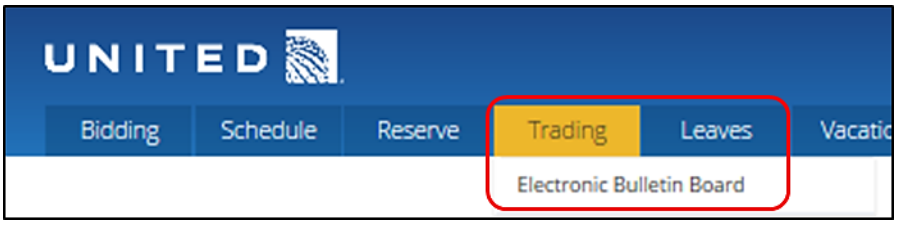
Reserve pool trades will start along with the trip trading window that occurs on the 23rd of each month during the times published for each base in the bid packet. Each month, Reserves may trade an unlimited number of days off with the Reserve pool; however, the ability to trade days off with the pool is based on the available Reserve coverage on the days being traded.

### *The Reserve Pool*

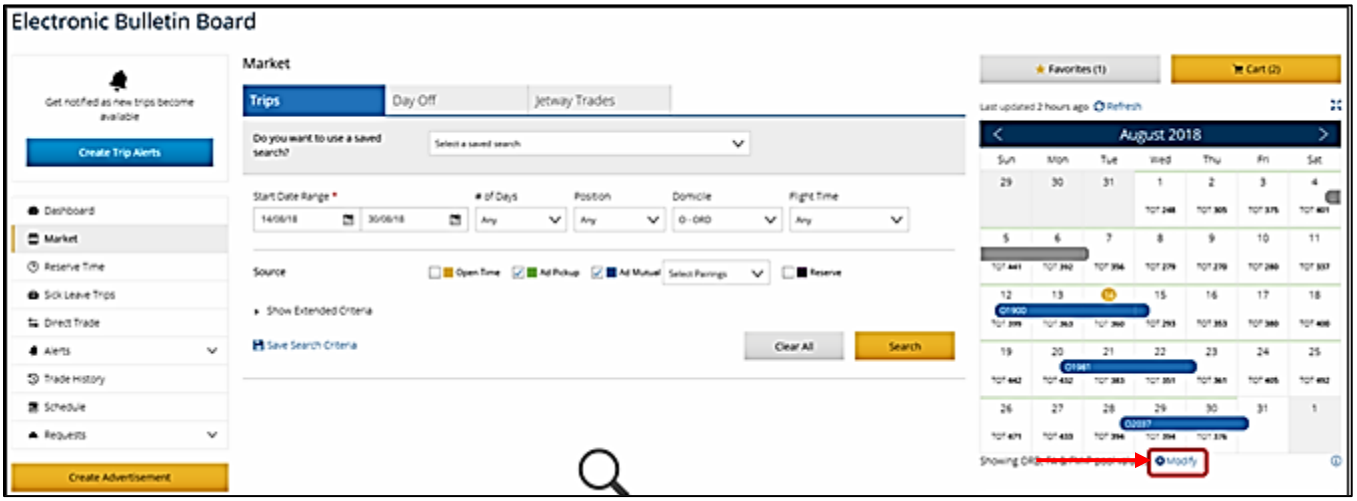
The Pool Display reflects the minimum number of Reserves the Company has determined will be necessary for each day of the month, the actual number of Reserves available on each day of the month, and the net number of available Reserves for each day when compared to the current open pairings operating throughout the month. As a result, the Reserve pool numbers will fluctuate as staffing needs change and trades are processed during the month.

### *How to View the Reserve Pool Numbers*

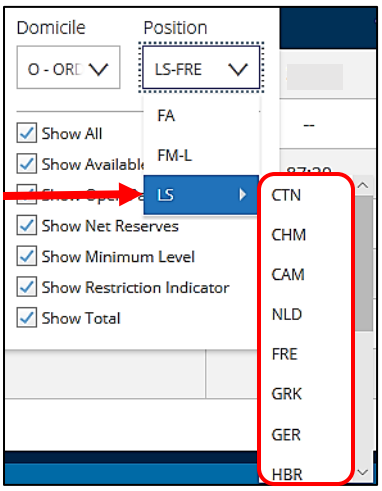
To view the Reserve Pool numbers in CCS, select the *Electronic Bulletin Board* under the **Trading** tab from the top of the home screen as shown below.



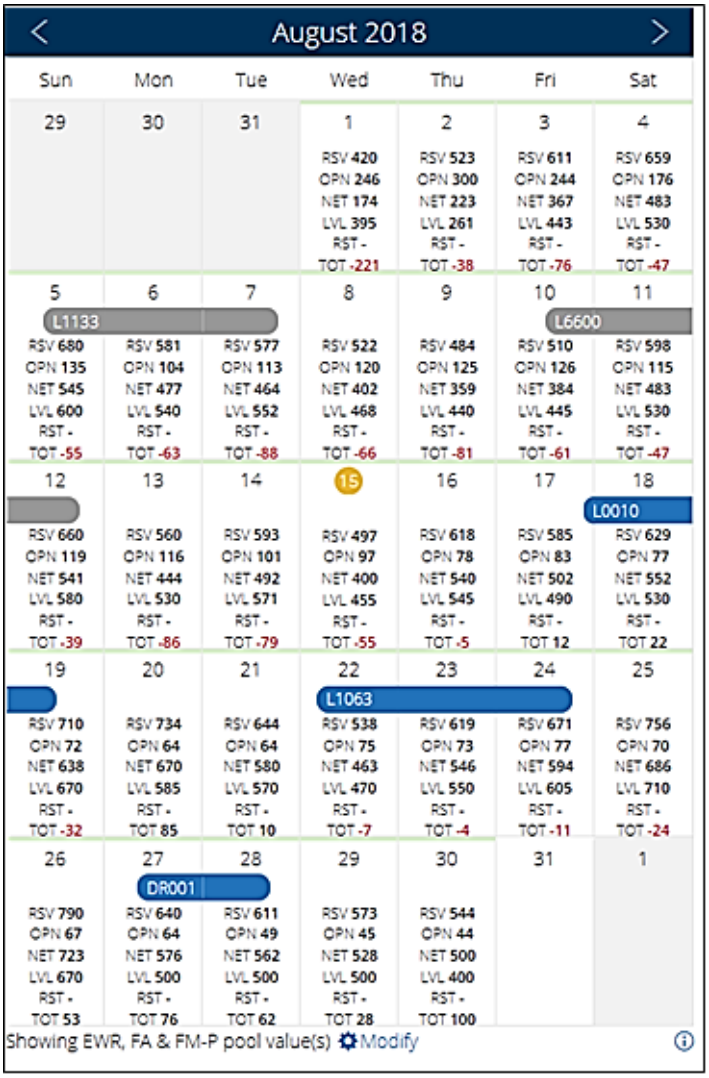

Select the "Modify" link under your eBB calendar as shown below.



Once “Modify” has been selected, a window will appear, as shown below, where you can select the Reserve Pool information you would like displayed on the calendar. Use the drop-down menus to select the desired domicile and sub-base. When selecting a Language sub-base, be sure to select the specific language from the secondary drop-down that appears next to “LS.”




The calendar will expand to display the totals for all options selected, as shown below.



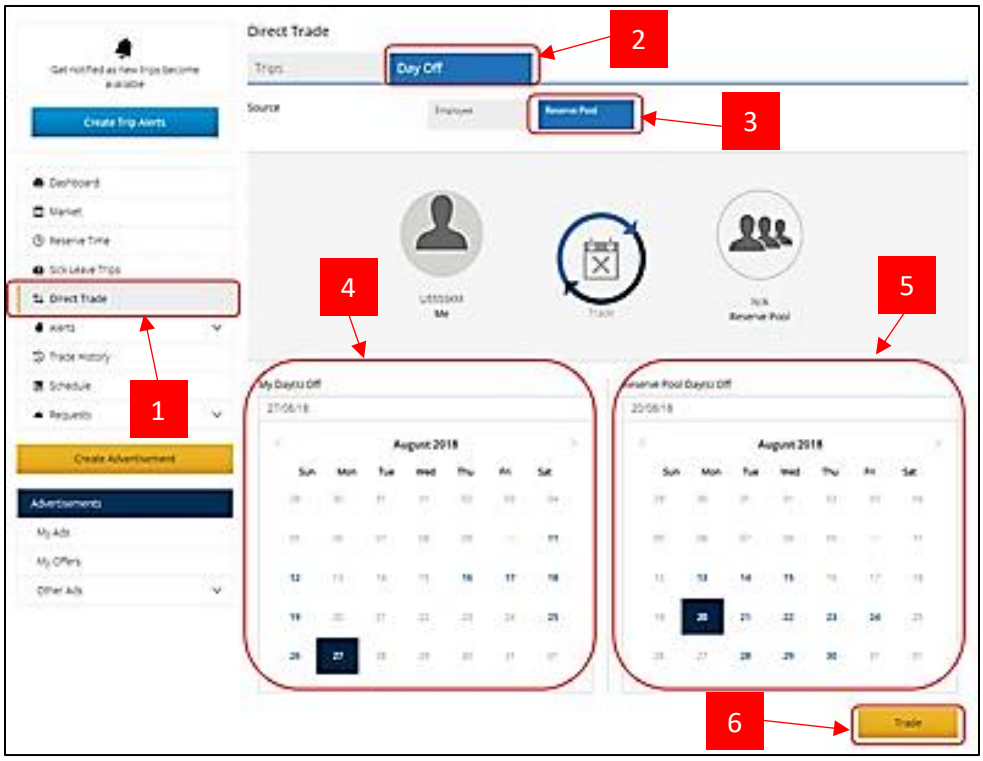
The table below shows a description of each Reserve pool number category:

| Category | Description |
|---|---|
| **RSV** | The total number of Reserves available. |
| **OPN** | The total number of unassigned open pairings. This includes open pairings that start on previous days and overlap or touch the day in question. It does not include open Standby positions. |
| **NET** | The number of Reserves projected to be available once the current open pairings have been assigned. |
| **LVL** | The minimum number of Reserves the Company has determined to be necessary for the day. |
| **RST** | *This category is currently not used.* |
| **TOT** | NET – LVL = TOT<br>This is a calculation of the number of Reserves over or under the minimum level required for the day.<br>▪ When the number is positive, it will be **black** and you will be able to trade days off **to** or **from** these days.<br>▪ When the number is negative, it will be **red** and you will only be able to trade days off **from** these days to a day that is positive.<br>***NOTE:*** If the number is zero, it will be black; however, it will be treated as a negative day. |

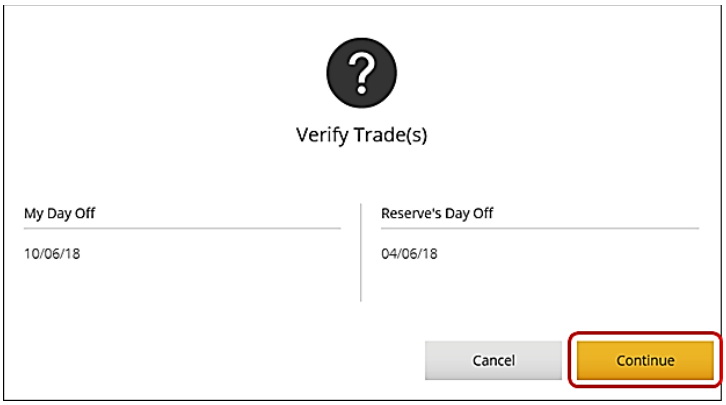
### *How to Submit a Day Off Trade with the Reserve Pool*

Once you have determined the days that are available for trading, use are able to trade days off with the Reserve pool. In CCS and go to ***Trading > Electronic Bulletin Board***.

1. Select "Direct Trade" from the menu options as shown below.
2. Ensure the "Day Off" tab is selected.
3. Select the "Reserve Pool" button.
4. From the "My Day(s) Off" drop down calendar, indicate the days you have off that you would like to trade.
5. Select the days you would like to get off from the "Reserve Pool Day(s) Off" drop down calendar.
6. Click "Trade".




Verify your trades and click "Continue" as shown below.




Again, a confirmation screen will appear to show whether the trade was successful or failed. If your trade fails, you will be given a reason code.

# Trading Assigned Pairings

Reserves who have been assigned a pairing will have the ability to advertise and trade that pairing with another Flight Attendant for a different pairing or for days off. Consistent with Section 7.I.5., trades between two Flight Attendants must be made in the computer at least four (4) hours prior to check-in. If the operation permits as determined by Crew Scheduling, these trades may be performed manually less than four (4) hours prior to check-in.

## Trading an Assigned Pairing for a Different Pairing (Section 8.J.2.)

A Reserve may trade an assigned pairing with another Flight Attendant for a different pairing under the following circumstances:

- The pairing must be of the same number of days
- The pairing must be departing on the same day
- If the trade is between a Reserve and a ***Lineholder***, the pairing Credit Time cannot differ by more than 2 hours. The Reserve who picks up additional time due to the trade will now be considered to have opted to over 105 hours for the remainder of that scheduled month. There is no such restriction for trip trades between two Reserves, and thus no impact on monthly maximum opting.

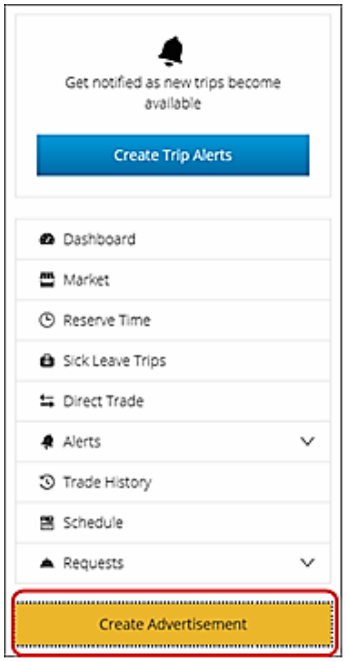
### *Trading Trips Requiring a Special Qualification (Section 7.K-L.)*

- International Purser pairings may only be traded with other Flight Attendants who are currently active in the International Purser sub-base.
- LQ pairings may only be traded with other Flight Attendants who are qualified in the designated language.

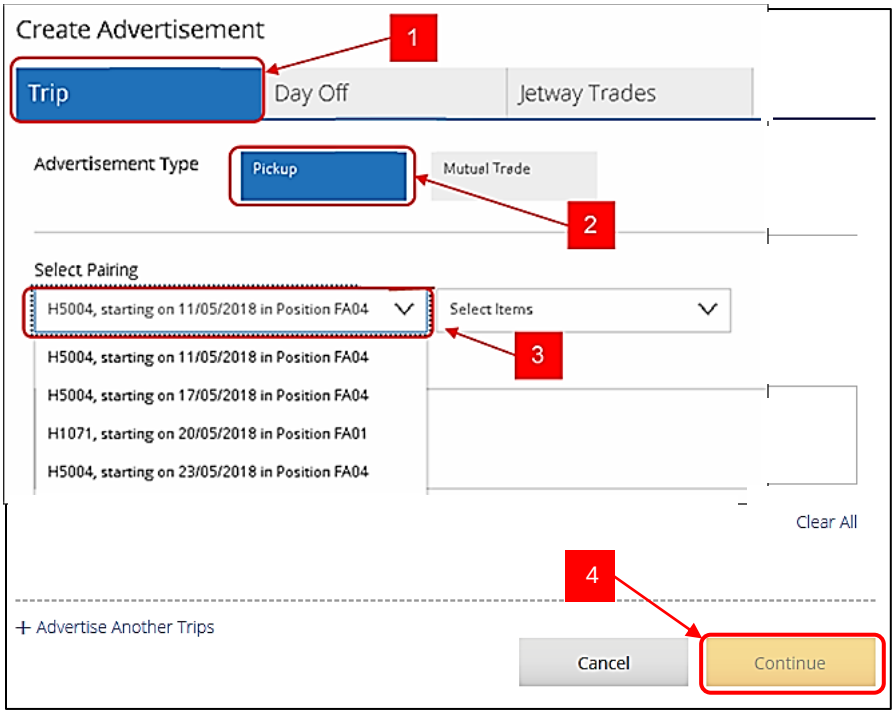
**IMPORTANT NOTE: TRADING PAIRINGS FOR DIFFERENT PAIRINGS HAS NO IMPACT ON THE RESERVE MINIMUM GUARANTEE.**

### *How to Create a Reserve Trip Advertisement*

Once assigned a pairing as a Reserve, you may advertise that pairing for either "Mutual Trade" or "Pick-Up" by going to "Create Advertisement" from the menu on the left-hand side of the eBB screen, as shown here.

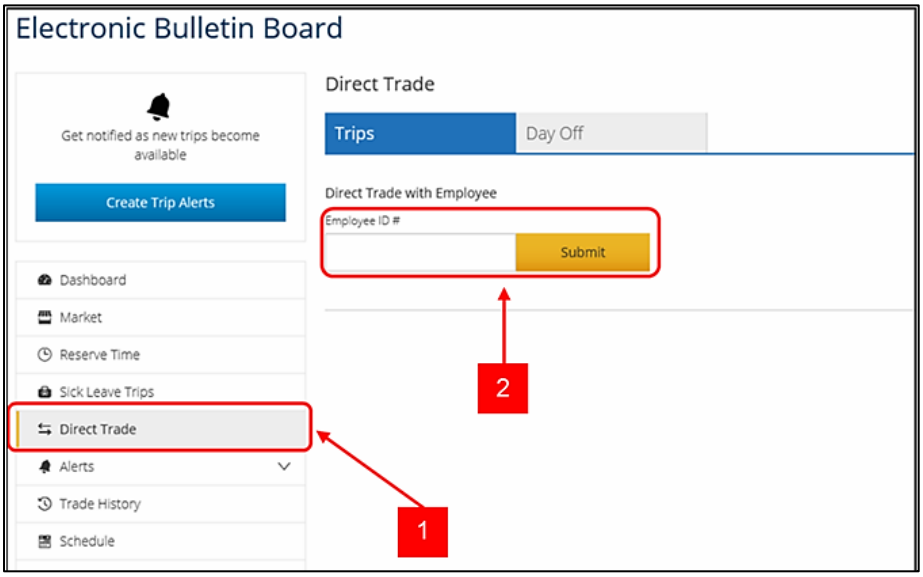


Select the Trip tab (1) and whether you are advertising for Pickup (2) or for Mutual Trade under "Advertisement Type" as shown below. (In this example, the trip is being advertised for Pickup.) Select the pairing you would like to advertise from the drop-down menu under "Select Pairing" (3). Enter any comments and/or contact information in the labeled box, then click "Continue" (4).

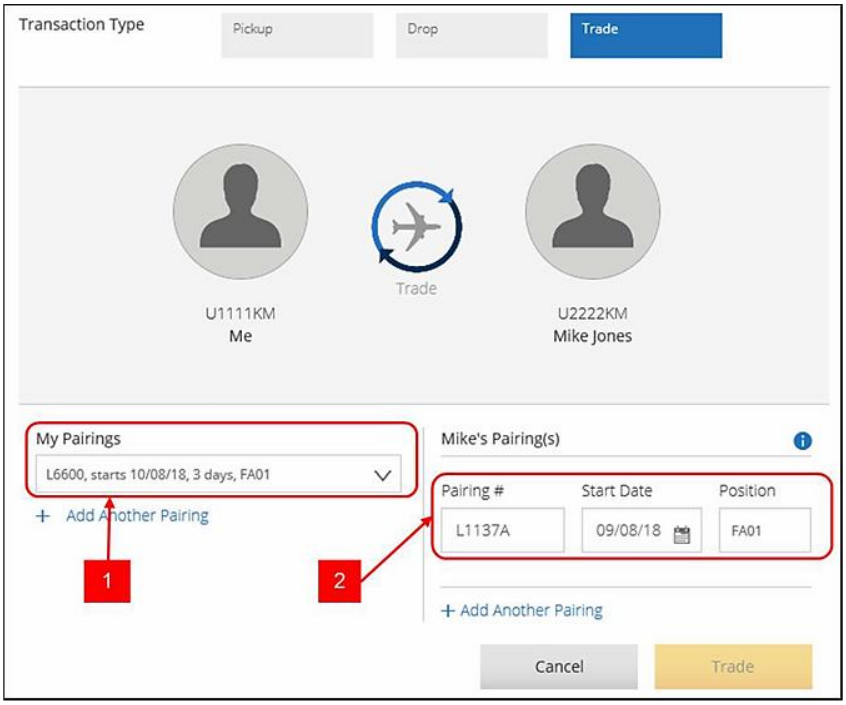



## *How to Trade an Assigned Pairing for a Different Pairing*

After agreeing on a trip trade with another Flight Attendant, from the eBB screen click on "Direct Trade" (1) as shown in the next image. The "Direct Trade" screen will appear. Enter the employee number (2) of the Flight Attendant you are trading with. Click "Submit" (2).



It will display the screen as shown below if the Flight Attendant you are trading with has requested that their schedule not be viewable by other Flight Attendants. In this scenario, you would select the pairing you would like to trade from the pairing drop-down menu (1). You would then have to manually enter the pairing details you would like to trade for (pairing number, date and position) (2).




If the other Flight Attendant's schedule is not blocked, there will be a drop-down menu of that Flight Attendant's pairings (1) as shown below. Select the appropriate pairing and click "Trade" (2).

A confirmation screen will appear if the trade is successful, as previously shown. If the trade fails, a reason code will be given.

## Trading an Assigned Pairing for Days Off

A Reserve may also trade an assigned pairing with another Flight Attendant for days off. In this case, the other Flight Attendant must be either a Lineholder (in-base or out-of-base) or an in-base Reserve on a day off.

- A Reserve may only trade an ***entire pairing*** with another Flight Attendant for days off. Reserves may not trade or drop *partial* pairings to other Flight Attendants.
- The Reserve guarantee will be reduced based on the number of Reserve days covered by the pairing traded away (not the value of the trip). In a 30-day month, the Reserve minimum will be reduced by 4:20 per Reserve day while in a 31-day month the reduction will be based on 4:07 per Reserve day.
- If a multi-day trip is vacated by a Reserve, the Reserve may contact Crew Scheduling to restore Reserve days and guarantee for all days of the vacated trip, except the first day.
- Reserves may not pick up trips on Reserve days vacated when trading an assigned pairing with another Flight Attendant for days off.

### *How to Trade an Assigned Pairing for Days Off*

To trade an assigned pairing for days off, follow the same procedures described for submitting a direct trade for another pairing, except that once you have input the other Flight Attendant's employee number, select "Drop" next to Transaction Type.

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***IMPORTANT NOTE: The language of Section 8.J.2. provides specifically for the ability of Reserves to trade assigned pairings. The Contract does not provide for the ability to trade assigned Standby positions. However, the Reserve Preferencing System does provide Reserves with the ability to Preference the co-terminal from which they would prefer the report location for any Standby period.***

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### *If All Else Fails…*

In the event you are unable to trade an assigned pairing for days off, we remind you there are other alternatives to provide you with that schedule flexibility. These include:

- Personal Drop (PD)
- PTO (which includes DATV) to the extent allocations remain the day prior and the operation allows the award of the remaining slot.

In the event you are unable to trade away the entire pairing, Reserves may Personal Drop a turn at the end of a pairing or multiple duty periods at the end of a pairing that pass through the home base, as provided in Contract Section 7.M.2.

# Picking Up Trips
# On Reserve Days Off

Reserves have the ability, under certain circumstances, to pick up trips on their scheduled days off. Trips may be picked up from either Open time or from other Flight Attendants. While each has its own set of rules that are important to understand, there are some considerations that apply to both.

## Reserves Picking Up Open Time (Section 8.L.)

Consistent with Section 7.S.4. of the Contract, once released to days off by Scheduling, a Reserve may pick-up open time on or into scheduled days off either by placing a call to Crew Scheduling or via the Market in CCS.

- A Reserve may only pick up a pairing from open time which is scheduled to return to the home domicile in time for a legal rest prior to **0700** of the next scheduled Reserve day. However, with Company approval, Reserves may pick up a pairing from open time which makes them illegal for the next scheduled Reserve day or flies them into the next Reserve day.
- A Reserve may normally pick up a pairing from open time once per month; however, there is no such limit when a Reserve picks up open time to prevent drafting (see later in this section).
- Reserves may pick up an unlimited number of **White Flag** or **Purple Flag** pairings per Section 4.B.2. and 3. of the Contract on their scheduled days off as part of this provision.
- When Reserves pick up a trip on a day off from Open Time, they cannot be senior opted except in the case of a domestic Purser position, and in this case, only by a more senior Flight Attendant on the same pairing or on a pairing with identical flight segments.

## Reserves Picking Up Time from Other Flight Attendants (Section 8.M.)

A Reserve who has been released by Crew Scheduling on the last day of availability in a block of days may pick up or drop pairings from other Flight Attendants.

- Reserves may only pick up pairings from other Flight Attendants that are scheduled to return to the home domicile in time for a legal rest prior to **0400** of their first scheduled Reserve day. A Reserve who does not receive minimum legal rest at home as a result of operational irregularities with the pairing picked up will be deemed to have voluntarily reduced the legal rest at their home base down to the minimum legal rest provided for in Section 6 of the Contract, if necessary.
- There is no limit to the number of times a Reserve may pick-up pairings on days off from other Flight Attendants.
- When Reserves pick up a trip on a day off from another Flight Attendant, they cannot be senior opted.

## Other Considerations When Picking Up a Trip on Reserve Days Off

There are also a few considerations to remember anytime a Reserve elects to pick up trips on days off, whether from Open Time or from other Flight Attendants.

- Reserves may only pick up a pairing after they have been released to that specific block of days off by Scheduling. Pairings may not be picked up in advance when there are intervening days of availability that remain; even in the case of Set days off or days off that immediately follow a period of vacation.
- Reserves may not pick up a pairing that departs on a Reserve day, even if they have already been released for the remainder of that day.
- Reserves may not pick up pairings on days in which they have been awarded a Personal Drop (PD).
- Reserves may not pick up pairings on Reserve days vacated when trading an assigned pairing with another Flight Attendant for days off. (Reserves may, however, have the vacated days and associated guarantee restored to availability days, with the exception of the first day.)
- When a Reserve picks up a trip on their day off they are considered Lineholders from report to debrief of the pairing. These Flight Attendants:
    - Cannot be displaced.
    - Will not receive Reserve override pay for the pairing picked up.
    - Will be subject to re-assignment in the event of a cancellation.
- Reserves may pick up pairings on days off using the Trip Trade/Pick-Up waiver rest described in Contract Section 6.V.2. and 6.W.3. It should be noted that the waiver rest only applies between *pairings*; it does not apply between a pairing picked up on days off and a day of Reserve availability that immediately follows. In other words, ***a full minimum legal rest must be used to determine legality by 0700 or 0400 of the next scheduled Reserve day, as applicable under Sections 8.L. and 8.M. respectively.***
- Once a Reserve picks up a pairing, it **cannot be traded** with either Open Flying or another Flight Attendant (except a position trade on the same pairing), but it can be given (directly or through advertisements) to another Flight Attendant in exchange for days off by contacting Crew Scheduling.
- A Reserve may not pick up pairings outside of the geographical base.
- The 35-in-7 and 1-in-7 legalities shall be considered waived if necessary to pick up a trip on a day off.
    - Picking up a pairing cannot result in a Reserve being scheduled with less than 24 hours rest in a 7-day period (FAR 121.467).
- The value of the pairing picked up will be placed in Add Pay and be paid in addition to any applicable Reserve guarantee. The pairing credit will not count towards the Reserve guarantee, monthly maximums, or time accrued.

**IMPORTANT NOTE: WHEN A RESERVE PICKS UP A PAIRING ON SCHEDULED DAYS OFF, THERE WILL BE NO MINIMUM DAY OFF RESTORATION FOR THE DAYS ORIGINALLY COVERED BY THE PAIRING. IF THE TRIP IS DELAYED OPERATIONALLY INTO SUBSEQUENT DAYS OFF, HOWEVER, THESE ADDITIONAL DAYS SHALL BE RESTORED IN ACCORDANCE WITH SECTION 7.R.**

### *Picking Up Following Lineholder Carry-Over*

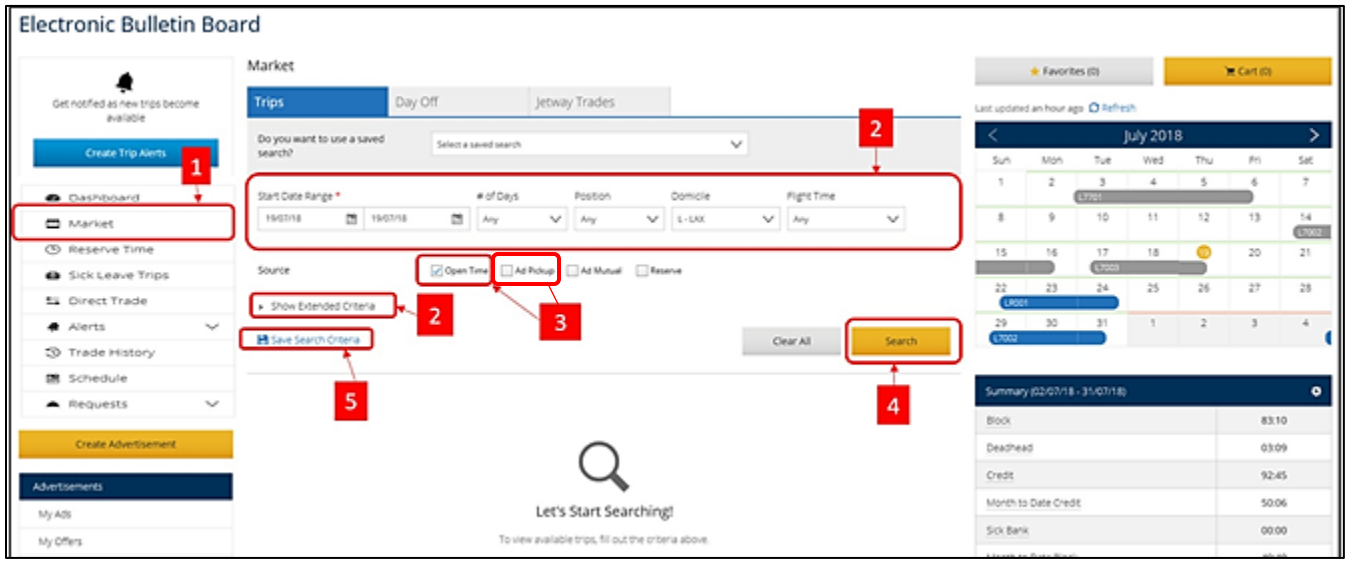
While normally a Flight Attendant is automatically released to days off at the beginning of a Reserve month that immediately follows a Lineholder month, the following circumstances require the Flight Attendant to call crew scheduling in order to be manually released to these days off.

1. When there is a carryover pairing crossing from the Lineholder month into the Reserve month which immediately precedes the days off; or
2. When any activity code other than VAC, OFF, OFFT, OFFR, IOFF, PTO, DATV, or PD is scheduled at the start of the Reserve month, which immediately precedes the days off.

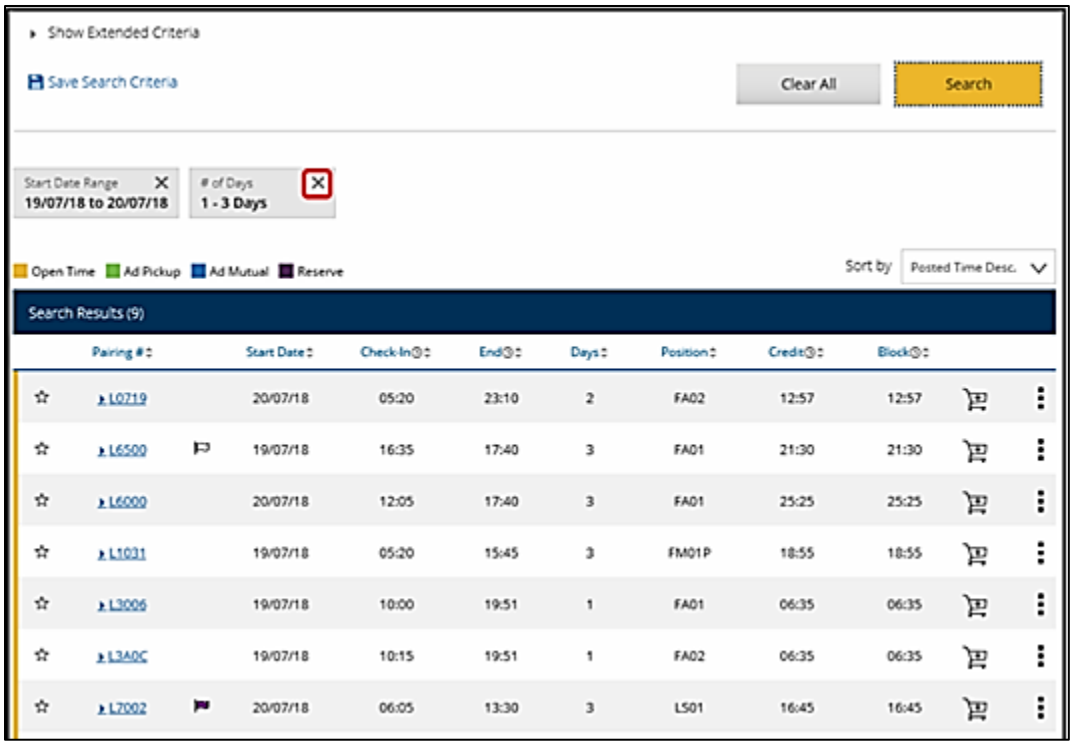
## How to View Available Pairings

The Market in the eBB contains all open flying and training pairings for the entire month, as well as pairings advertised for pick-up by other Flight Attendants. You may search the Market for available pairings, as shown below:

1. Select "Market" from the menu on the left-hand side of the eBB screen.
2. Use the search criteria to refine your search to specify types of flying from open time. The search criteria are the same as those used for mutual trades.
3. Next to "Source", select the type of pairings you would like to view by checking the appropriate box(es): "Open Time" and/or "Ad Pickup".
4. Click "Search".
5. You can save search criteria for future use by clicking "Save Search Criteria".




Pairings that match your criteria are displayed as shown below. The more information you provide in your search, the quicker the response because there are fewer pairings to display. To change the trips that are displayed, you can enter new search criteria and click "Search" again, or you can edit your existing search by clicking the "x" in the corner of any criteria box you would like to remove, and the display will update automatically based on the remaining criteria.




From here, you may view pairing details, crew lists, and place trips you are considering into a "shopping cart" until you are ready to "check-out" by processing the trip pick-up. More detailed information about the Market functions and how to pick up and trade trips can be found in the One United *Trip Trades and Adjustments Guide*.

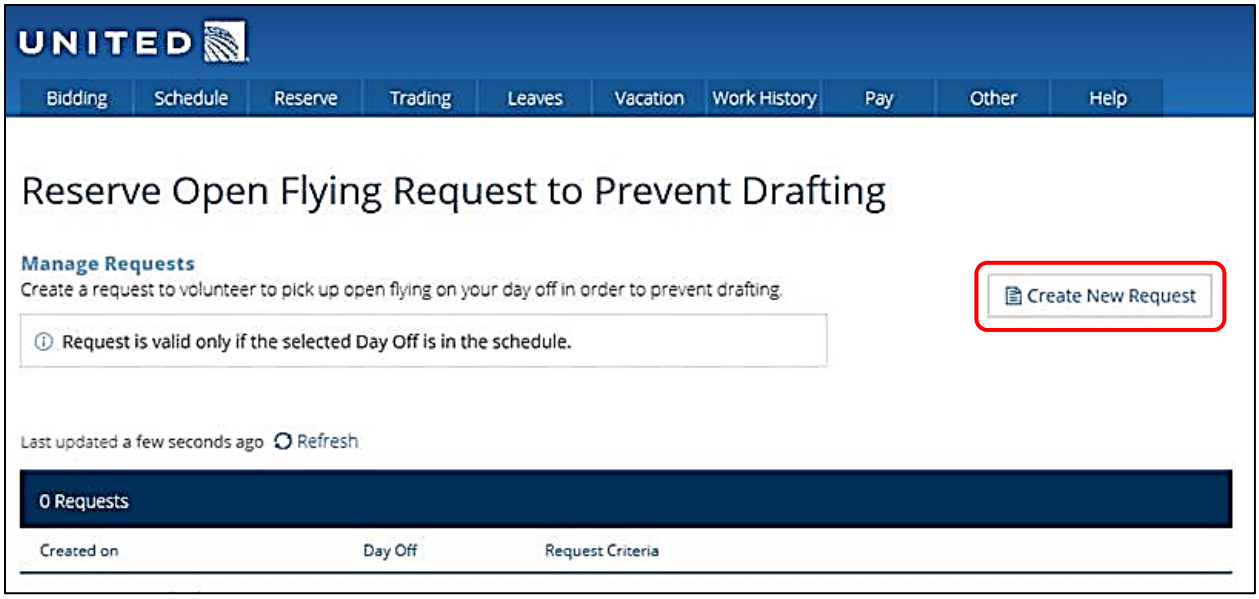
## Reserves Picking Up Open Time to Prevent Drafting

Reserves can volunteer to pick up Open Time to prevent drafting by placing a request on file in CCS. These requests may be placed on file at any time throughout the month, and there is no limit to the number of trips a Reserve may pick up from Open Time in this manner. If the Company is faced with a drafting situation, Crew Scheduling will process requests in seniority order. If awarded, Scheduling will attempt to contact the Reserve by telephone.

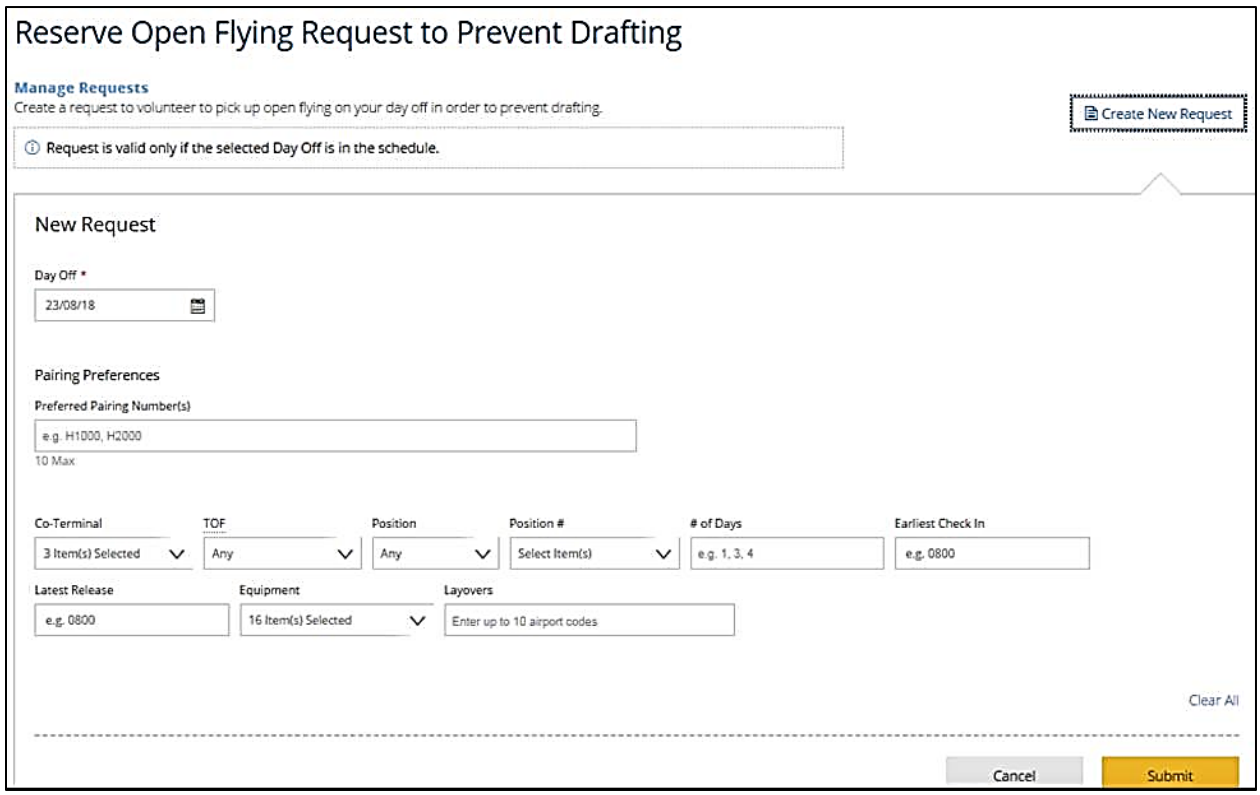
- If the Reserve does not answer the call, Scheduling will continue down the list of Reserves who have matching requests on file (and who are legal for the assignment) until contact is made or until the list has been exhausted.
- If contact is made with the Reserve, the trip must be accepted.

To place a request on file, use the Reserve Open Flying Request to Prevent Drafting screen in CCS. To access, go to ***CCS > Reserve > Reserve Prevent Drafting*** as shown in the next image.

Once on the screen, select “Create New Request”, as shown below.




From this screen, you may enter a specific pairing number or preferred criteria that corresponds to the type of trip you would like to pick up, as shown in the next image. Once submitted, if any trips in Open Time meet the selected criteria, your request may be considered. Again, requests will be considered in seniority order.



The following table describes each of the criteria fields on the request screen:

| Column | Description |
|---|---|
| **Day off** | The preferred start date of the pairing |
| **Preferred Pairing Number** | The specific pairing number desired |
| **Co-terminal** | The preferred co-terminal of the originating flight |
| **TOF** | Type of Flying (International or Domestic) |
| **Position** | The preferred position of the pairing (i.e. FA, FM, LS) |
| **Position #** | The preferred position number of the pairing (i.e. 01, 02, etc.) |
| **# of days** | The preferred length of the pairing (i.e. 1 day, 3 day, etc.) |
| **Earliest Check-in** | The earliest time to report for duty |
| **Latest release** | The latest release time at the end of the pairing |
| **Equipment** | The equipment type of any flight segments within pairing |
| **Layovers** | The preferred layover location(s) (can enter up to 10 locations) |

# Reserve Phone Availability and Other Responsibilities

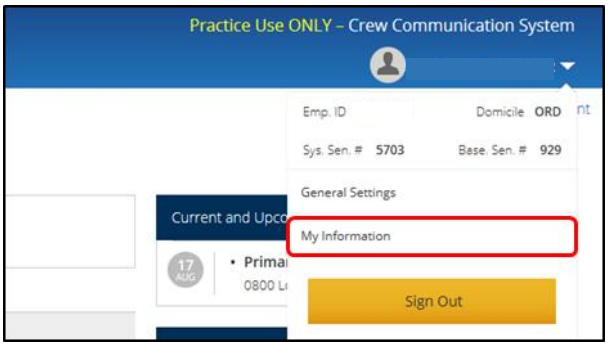
## Reserve Phone Availability

### *Maintaining Current Contact Information (Sections 8.K.3 & 5.)*

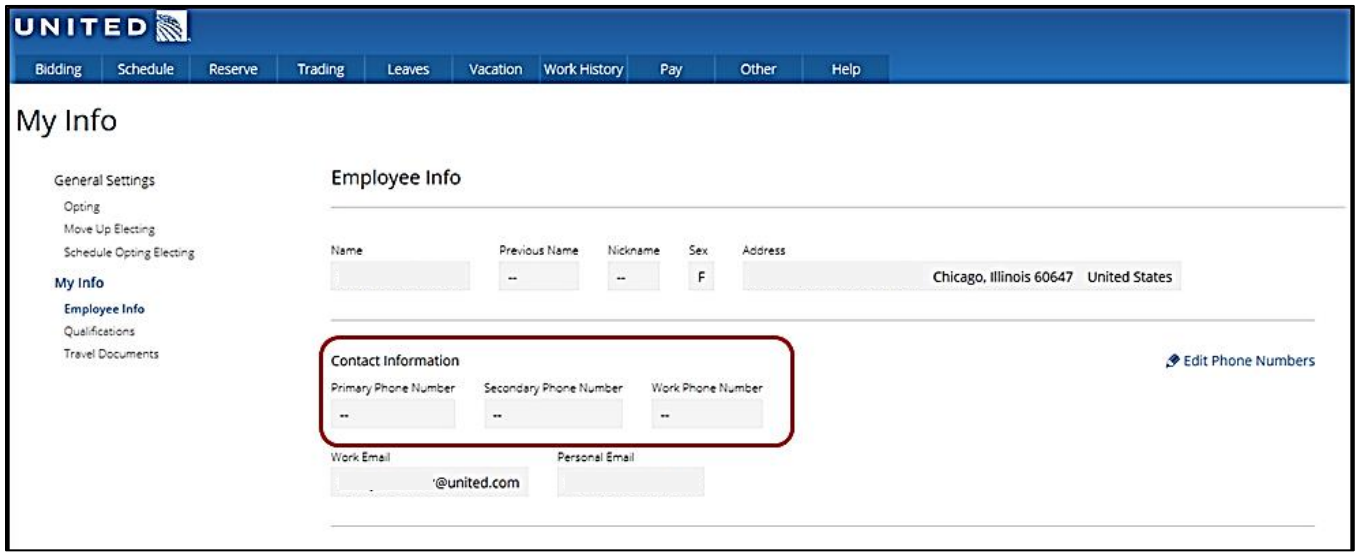
Except for periods of relief from duty provided in Section 6 of the Contract, Reserves are subject to contact at any time and must be available by keeping the Company advised of where they can be reached. In addition, a Reserve may provide one (1) alternate contact at a time.

**IMPORTANT NOTE: CREW SCHEDULING WILL CALL EVERY NUMBER LISTED WHEN ATTEMPTING TO CONTACT A RESERVE FOR ASSIGNMENT; REGARDLESS OF THE TIME OF DAY. KEEP THIS IN MIND WHEN PROVIDING ALTERNATE CONTACT INFORMATION.**

To update your contact information in CCS, click on your name in the upper right corner of the screen, and select "My Information" from the drop-down menu, as shown below.




Your contact information will then be displayed for updating, as shown below.



### *Ready Reserve Phone Availability (Sections 8.H.4-6.)*

**IMPORTANT NOTE: IT IS IMPORTANT FOR FLIGHT ATTENDANTS TO UNDERSTAND THAT WHILE ON RESERVE, AND WHEN CONTRACTUALLY REQUIRED, THE OBLIGATION IS TO BE TELEPHONE AVAILABLE. THIS INCLUDES PROMPTLY CHECKING AND RESPONDING TO ANY VOICEMAILS YOU RECEIVE FROM CREW SCHEDULING, WHICH MAY AT TIMES COME FROM UNEXPECTED OR UNKNOWN CALLER ID TELEPHONE NUMBERS. BE SURE TO TAKE THIS INTO ACCOUNT IF YOU USE SPECIAL SETTINGS ON YOUR MOBILE PHONE TO SCREEN CALLS.**

- **Coming from a day off**: When coming from a day off (including a released day, Vacation, Personal Drop (PD), Personal Time Off (PTO), Union Business, Death in the Family (DIF), or Day at a Time Vacation (DATV), a Ready Reserve must be phone available for call at 0001 and will be required to report for duty at 0400 or later HDT.
- **Coming from a Lineholder day off on the last day of the bid month**: A Lineholder who is on a day off on the last day of the old bid month and is assigned Ready Reserve for the first day of the new bid month will be phone available at 2000 for assignment to pairings departing after midnight.
- **Coming from another Reserve day**: A Flight Attendant who is assigned Ready Reserve and is coming from another Reserve day is subject to call at any time. If they returned from an assignment on the preceding Reserve day, however, Crew Scheduling will only contact the Flight Attendant during the last hour of the crew rest period or later.

**IMPORTANT NOTE: OPEN POSITIONS WITH CHECK-IN TIMES BETWEEN 0001 AND 0459, INCLUSIVE, WILL BE ASSIGNED TO READY RESERVES WHO ARE ELIGIBLE BASED ON THEIR STATUS ON THE PREVIOUS DAY (AS EXPLAINED ABOVE), AND IN COMPLIANCE WITH SECTION 8.K. OF THE AGREEMENT.**

### *Reserve Contact at Home (Sections 8.I.3.c. & 8.O.7.)*

Upon release to legal rest, Crew Scheduling will only contact a Reserve during the last hour of the legal rest period at home base. As a reminder, Reserves are only required to be phone available following the ***completion*** of the legal rest. If a Flight Attendant's legal rest period at home is interrupted by a call from Crew Scheduling (outside of the last hour), the rest period shall be restarted as soon as the error is discovered or is brought to the company's attention within the same rest period in which the improper contact was made.

### *Reserve Contact at Layover Points (Section 6.Z.3.)*

***Section 6.Z.3. Miscellaneous***

The Company will not contact Flight Attendants during rest periods at layover points except as set forth below.

a. If it becomes necessary to notify Flight Attendants of irregularities, or in those cases where a Flight Attendant is at a layover point and does not yet have a return assignment, every attempt will be made to give the assignment prior to the commencement of the rest period.
b. If this is not possible, the Flight Attendant will not be contacted until at least eight (8) hours after commencing her/his legal rest; except that if the departure time of the reassigned flight permits, the contact will not be made until the required legal rest has been satisfied.

### *Reserve Contact While on Standby*

Reserves may be in the terminal as well as the crew room while on Standby status. You must call scheduling via the phone located in the domicile to inform them whether you would prefer to be contacted via your cell phone or the crew room phone. Keep in mind that you must be available via the contact number that you provide to scheduling.

### *Reserve Phone Availability Chart*

| Reserve Status | Can Crew Scheduling Call Me? | Am I Required to be Phone Available? | How Much Time Do I Have to Return a Phone Call from Crew Scheduling? |
|---|---|---|---|
| **Released for the Day** | **Yes** | **No** | **Not Applicable** |
| **During Legal Rest at Home** | **Yes***<br>*May only attempt to contact during last hour of Legal Rest at Home.* | **No** | **Not Applicable** |
| **During Legal Rest on Layover** | **Yes**<br>*Following 8 hours free-from-contact (starting after debrief), may call to notify of irregularities or return assignment.* | **No** | **Not Applicable** |
| **While Serving Ready Reserve** | **Yes** | **Yes** | 30 minutes from 1st contact following completion of Legal Rest<br>OR<br>Starting at 0001 following a day off<br>*Crew Scheduling will call 3 times, approximately 10 minutes apart.* |
| **While on a Day Off *(Other than Below)*** | **No** | **No** | **Not Applicable** |
| **While on a *Lineholder* Day Off on Last Day of Old Bid Month if Assigned Ready Reserve for First Day of New Bid Month** | **Yes**<br>*Starting at 2000 HDT* | **Yes**<br>*Starting at 2000 HDT* | 30 minutes from 1st contact starting at 2000.<br>*Crew Scheduling will call 3 times, approximately 10 minutes apart.* |

**Sustained MEC Grievance 3-19 provides that if a Flight Attendant's legal rest period at home is interrupted by a call from Crew Scheduling (outside of the last hour), the rest period shall be restarted as soon as the error is discovered or is brought to the company's attention within the same rest period in which the improper contact was made.*

**IMPORTANT NOTE: IT IS IMPORTANT FOR FLIGHT ATTENDANTS TO UNDERSTAND THAT WHILE ON RESERVE, AND WHEN CONTRACTUALLY REQUIRED, THE OBLIGATION IS TO BE TELEPHONE AVAILABLE. THIS INCLUDES PROMPTLY CHECKING AND RESPONDING TO ANY VOICEMAILS YOU RECEIVE FROM CREW SCHEDULING, WHICH MAY AT TIMES COME FROM UNEXPECTED OR UNKNOWN CALLER ID TELEPHONE NUMBERS. BE SURE TO TAKE THIS INTO ACCOUNT IF YOU USE SPECIAL SETTINGS ON YOUR MOBILE PHONE TO SCREEN CALLS.**

### *Reserve Unavailability (Section 8.O.7.)*

A Reserve will not be deemed unavailable for contact and assigned a Missed Trip (MT) unless Crew Scheduling has made three calls over thirty (30) minutes spaced approximately ten (10) minutes apart to all numbers listed on the Employee Info screen in CCS.

## Passport Requirements (Sections 8.O.10. and 3.V.4.)

Reserves are required to carry their passport during any trip or Standby Reserve assignment, except in those circumstances where their passport has been surrendered for renewal or to obtain necessary working crew visas. Flight Attendants shall notify the company when their passport and/or visa is being renewed. During the renewal process the Reserves may fly to locations for which they remain qualified.

## Going On/Off Reserve on the Last Day of the Month (Section 8.H.6.)

When going on or off Reserve at the end of the month, special availability and assignment rules apply on the last day of the old month:

- When going from ***Lineholder to Reserve*** status, A Flight Attendant who is on a day off on the last day of the old bid month and is assigned Ready Reserve for the first day of the new bid month will be phone available at **2000** for assignment to pairings departing after midnight.
- When going from ***Reserve to Lineholder*** status from one month to the next, if you are on Reserve at the end of the month and have any time left in the month, you may receive a multi-day assignment departing before midnight on that last day. This is true even if it works you into days off in your Lineholder month or causes you to miss or be illegal for your first trip as a Lineholder in the new month. Any legality problems in the new month should be taken care of upon your completion of the pairing.

## Moving Between Reserve and Lineholder Status (Section 8.O.9.)

### *Reserve to Lineholder*

Reserves assigned to Lineholder status for the next bid month will remain on Reserve status until released by Crew Scheduling. This will occur following the required legal rest at the end of the last trip assignment of the bid month in which they are a Reserve or the last day of the bid month, whichever is later. This includes trips that carry over from one month to the next. Lineholder days off in the new month will only be restored as a result of carry-over trips if the Flight Attendant's days off are reduced below the applicable minimum.

### *Lineholder to Reserve*

Lineholders who are assigned to Reserve status for the next bid month will maintain Lineholder status until completion of the required rest following any trips that began in the Lineholder bid month. This includes trips that carry over from one month to the next. All conflicting Reserve days off in the new month will be restored as a result of carry-over trips so that the published amount of days off remain. ***The request to restore days off in the new month due to a carry-over pairing must be made prior to commencing said pairing, otherwise the days off will be considered waived.***

## Returning from Sick Leave (Section 8.F.4.)

***Once on Sick Leave, Flight Attendants will remain on rolling Sick Leave status until they call to take themselves off Sick Leave.***

**IMPORTANT NOTE: FAMILY MEDICAL LEAVE (FMLA) TAKEN TO CARE FOR A FAMILY MEMBER DOES NOT ROLL.**

Flight Attendants must call the FAST team to return from Sick Leave status. Depending on when the Flight Attendant calls off Sick Leave relative to the Reserve Preferencing assignment process, a separate call to Crew Scheduling may be necessary in order to receive their Reserve assignment for the following day:

- If a Reserve calls off sick leave ***prior to 1600 HDT*** on the day before a day of availability, they will be given an assignment through the preferencing system or during the post-preferencing clean-up process, and the assignment will be made available via the 1930 automated communication system and online system. *(A separate call to Crew Scheduling is not required.)*
- If a Reserve calls off sick leave ***between 1600 HDT and 1930 HDT*** on the day before a day of availability, they will be given an assignment as part of the post-preferencing process via the 1930 automated communication system and online system. *(In the event there is no assignment given via the automated means, the Reserve should contact Crew Scheduling to verify their assignment.)*
- If a Reserve calls off sick leave ***after 1930 HDT and up to 2400 HDT*** on the day before a day of availability, *a separate call to Crew Scheduling is required and an assignment will be given at the time of the call*. (The assignment may be to a pairing, Standby, Ready Reserve, or Released.)
- A Reserve calling off sick leave ***any time after 2400 HDT*** will be considered on sick leave for the calendar day.

## Making up Lost Days (Section 8.O.8.)

Subject to Crew Scheduling approval, a Reserve who loses a duty day(s) due to illness, injury or emergency drop will be allowed to make up the lost day(s) on the Reserve's remaining days off that month. The day(s) on which the make-up occurs is subject to mutual agreement between the Company and the Reserve. When a lost day is made up in this manner, the value of a Reserve day for that month will be returned to the Flight Attendant's Reserve guarantee.

## Restoration of Reserve Days Off (Sections 8.I.1.i. and 8.I.1.m.)

Reserve calendar days off are from midnight to midnight. Whenever these days off are infringed upon, they must be restored. The cause of the day-off infringement determines how this will be accomplished:

When a Reserve is **assigned** into a day(s) off:

- The day(s) off will be restored at the end of the block of days off.
- If the day(s) off are at the end of the month and there are no remaining days available to restore:
    - The day(s) off will be restored on the next Reserve availability day(s) in the following month if the Flight Attendant will be on Reserve (this will not impact the Reserve's guarantee in either month); OR
    - The day(s) off will be restored according to Section 7.R. of the Contract if the Flight Attendant will be a Lineholder in the following month.
- The Company may not make assignments that would require more than 2 days to be restored in the following month.
- A Reserve may not be assigned into a day(s) off that has been restored.

When a Reserve assignment carries into a day off due to **operational delays**:

- the Reserve will be given the remainder of the day off **AND** will have the day off restored in accordance with Section 7.R. of the Contract.
- If a Set day off is infringed upon, the restored day will likewise be Set.

**IMPORTANT NOTE: HAVING DEPARTED THE BASE ON A FLIGHT ASSIGNMENT, A RESERVE MAY NOT BE REASSIGNED INTO DAYS OFF IF THERE EXISTS A MEANS OF RETURNING THE RESERVE TO BASE IN TIME TO BE RELEASED PRIOR TO THE DAYS OFF.**

## Reserve Christmas Wish List (Section 8.H.8.c.)

At Christmas, for the three (3) days preceding and two (2) days following the holiday, Reserves have the ability to indicate choices for up to four (4) layover stations. This is known as Christmas Wish List (CWL). Reserves can enter their requests through the CWL preferencing tool. During the CWL period, normal Reserve assignment procedures are altered. If legal and available, pairings that match Reserves CWL layover choices will be awarded in seniority order rather than TMAC, providing an opportunity for Reserves to be where they wish on or around the holiday.

## Effect of Personal Time Off (PTO) on Reserve Availability (Section 7.AA.4.)

If an awarded Personal Time Off (PTO) day will cause a Reserve to be unable to be assigned on remaining days of availability, the Reserve will be placed on PTO for the day requested and Can Not Fly (CNF) status for any subsequent days they are unassignable. This will further reduce the Reserve's monthly guarantee by the value of the additional Reserve day(s) lost.

**IMPORTANT NOTE: THE INABILITY TO BE ASSIGNED ON REMAINING DAYS OF AVAILABILITY IS DETERMINED BY THE SHORTEST TRIP ASSIGNED TO A GEOGRAPHICAL BASE LOCATION FOR THE BID MONTH. THE CNF STATUS WOULD ONLY BE APPLIED IN THIS CASE WHEN THE RESERVE'S NEXT BLOCK OF DAYS OFF ARE SET DAYS, VACATION DAYS, OR SACRED DAYS PRECEDING A VACATION.**

***For example***: if the shortest trip assigned to a domicile is three (3) days and the Reserve is awarded PTO for Day 3 of a 4- or 5-day block of days "on" that precedes a block of Set days off, the remaining days of availability in the block will be shown as CNF since there are no 1- or 2-day pairings assigned to the domicile. The Reserve's guarantee will be reduced accordingly for each day of PTO and CNF (by 4:20/4:07 per day for a 30- or 31-day schedule month, respectively).

## Reserve Vacation and "Sacred Days" (12.C.4.)

Days off preceding and following a scheduled vacation period as shown in a Flight Attendant's schedule shall be considered as part of that vacation period, if desired, and are therefore "sacred." For scheduling purposes, they will be treated in the following manner:

- The company cannot assign or reassign a Flight Attendant to infringe on those days if there is an ability to return the Flight Attendant to base before the start of a sacred day.
- ***For the purposes of Reserve Move-Up line construction, any days off preceding or following the vacation days that were in the original Reserve line are not considered sacred days.*** However, once the Reserve Move-up line is completed, any days off in the completed Reserve Move-up line preceding or following the vacation are ***then considered as sacred days.*** *(See Reserve Move-Up section of this guide.)*
- The company cannot schedule a meeting on those days without the Flight Attendant's consent.

- The company cannot assign training on those days unless the Flight Attendant has specifically bid for the training. (As a reminder, Reserves are scheduled to attend training on days of availability.)
- Flight Attendants may not be drafted on sacred days.
- A Flight Attendant who picks up open flying on one of the days off immediately following a vacation period has signaled the end of their vacation. Any remaining days off are treated simply as regularly scheduled days off – not as additional vacation days.

## Reserve Vacation Fly Through (Section 12.I.)

At their option, Reserves may elect to fly during their scheduled vacation. Any vacation time elected as Fly Through will be paid as "Add Pay" and is paid in addition to the Reserve guarantee. The type of fly through and the manner in which it is administered is determined by when the election is made:

- **Non-Operational Fly Through** requests must be submitted no later than 1000 HDT on the 5th day of the calendar month prior to the month the vacation is scheduled to begin. When a Flight Attendant elects for non-operational fly through and is awarded a Reserve line, the line will be awarded with the originally scheduled days on and/or off as they appeared in the bid packet with no Vacation days. The value of the Vacation days will appear and be paid as Add Pay.
- **Operational Fly Through** requests may be made by contacting Inflight Admin (FAST) at 1-800-FLT-LINE (option 4, option 2) or via CCS Virtual Chat any time after schedules have been awarded for the month where the vacation occurs. When a Flight Attendant elects for operational fly through after having been awarded a Reserve line, the Vacation days will be removed and will become days free from availability ("OFF"). The value of the Vacation days will appear and be paid as Add Pay. The Reserve minimum guarantee will be reduced by the value of any Reserve days of availability (4:07/4:20) that were encompassed by the vacation period, with the exception of unpaid flex vacation days. Reserves may only pick-up trips within the vacation period from another Flight Attendant (unless otherwise permitted by the company) once they have been released to the block of days off by scheduling.

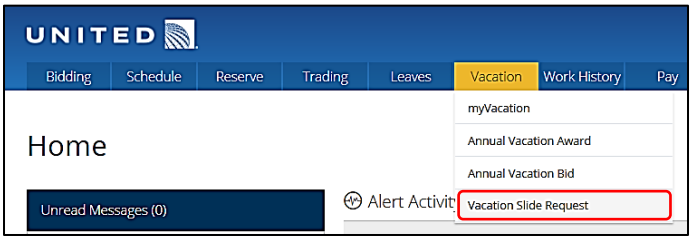
## Reserve Vacation Slide Options (Section 12.G.3.)

1. If a Flight Attendant would like to retain a trip in the current month that overlaps into a vacation that occurs in the next schedule month, the Flight Attendant may, as their option, move the vacation in order to fly the scheduled pairing. ***Requests to apply this option must be received by 1630 HDT on the 16th calendar day of the current month.***

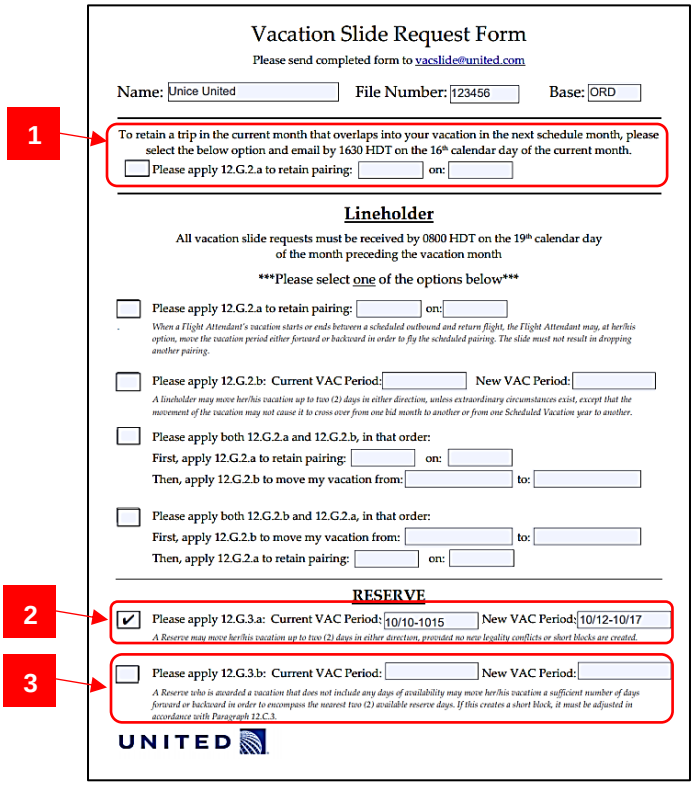
2. Reserves who are awarded a vacation that does not include <u>*any*</u> days of availability will be permitted to move their vacation a sufficient number of days forward or backward in order to encompass the nearest two (2) available Reserve days. If this creates a short block, it must be adjusted in accordance with Section 12.C.3. of the Contract. ***Requests to apply this option must be received by 0800 HDT on the 19th calendar day of the month prior to the start of the Vacation period.***

3. Additionally, a Reserve may move a vacation up to two (2) days in either direction, provided no new legality or short blocks are created. When this Vacation slide option is applied, any Reserve days of availability dropped prior to the slide will remain dropped and shall not be reinstated. ***Requests to apply this option must be received by 0800 HDT on the 19th calendar day of the month prior to the start of the Vacation period.***

To request a Vacation Slide, select Vacation Slide Request under the Vacation tab in CCS:




This will open a .pdf request form in a new browser tab or window. Complete the form by electronically filling in the blue information boxes and selecting the type of slide desired *(in the example on the following page, a 12.G.3.a. slide is selected)*.




Save the completed document, attach to an email and send to vacslide@united.com.

## "Short Blocks" (Section 12.C.1.d.)

Reserves must maintain three (3) days or availability for the shortest trip in their base, whichever is greater. In the application of this language, any period of consecutive days shorter than this created by the application of vacation days is considered a "short block."

## Reserve Vacation Adjustments (Section 12.C.3.)

After a Reserve receives their schedule for a bid month that includes a vacation period, the Reserve will have a period of five (5) days to adjust their vacation or schedule to eliminate any short blocks created by the vacation days if they choose. However, any short blocks abutting the first day of the following bid month do not need to be adjusted.

**IMPORTANT NOTE: A RESERVE MAY ALSO CHOOSE TO TAKE NO ACTION AND KEEP THE SCHEDULED DAYS OF AVAILABILITY AS AWARDED WITH THE VACATION.**

### *To adjust a short block:*

- The Reserve may drop the availability days in the short block. CNF will be placed on the days dropped, and the guarantee will be reduced accordingly.
  - ✓ **Contact: *Crew Scheduling.***
- The Reserve may move availability days in the short block to other blocks within the month provided the move does not violate Reserve Line construction rules (e.g., minimum/maximum number of days of availability), except that days may be moved to create a short block at the end of the bid month.
  - ✓ **Contact: *Crew Scheduling***
- The Reserve may move the vacation up to two (2) days in either direction, provided no new legality conflicts or short blocks are created. If a short block created by the original vacation position still exists following the slide, the Reserve may then use one of the other two methods to complete the adjustment.
  - ✓ **Contact: *Crew Schedule Planning***
    Reserves wishing to move their vacation to resolve a vacation short block may send an email to vacslide@united.com with "Reserve Vacation Short Block" in the Subject line. The email must include: Name, Employee File Number, telephone contact number, original vacation dates and desired new vacation dates.

## Required Trainings (11.B.7-9., 11.D.1. and 11.E.2-4.)

Required training shall be scheduled in the form of a "training pairing." Training for Reserves will be scheduled on Reserve days of availability, and Reserves may request specific Reserve days on which they would prefer to be assigned.

### *Picking Up Training Pairings*

Reserves should contact FAST at 1-800-FLT-LINE (option 4, then option 2) during the Real-time trading windows to have a training pairing added to their schedules at the beginning or end of a block of Reserve availability days. (As a reminder, the Real-time trading window opens in two-hour staggered brackets which are listed in the Cover Letter for each Domicile every month.)

**IMPORTANT NOTE: IF A RESERVE DOES NOT CALL FAST, BEGINNING ON THE 6TH DAY OF THE BID MONTH THE TRAINING TEAM WILL IDENTIFY AND ASSIGN A TRAINING PAIRING FOR THE RESERVE.**

### *Pay*

Reserves shall receive the flight time pay and credit value of the training pairing toward their monthly line value, however, flight time credit for training and associated deadhead travel will not count towards monthly flight time maximums. In addition, RIGs shall not apply to training pairings.

### *Trading*

Once scheduled for training/meeting dates, a Reserve may trade for any open dates in the same bid month or trade with another Reserve with approval from Scheduling. All trades must be completed at least forty-eight (48) hours in advance of the start of any training or general meeting, and Flight Attendants must be able to complete all training prerequisites.

# Reserve Rotation

## Letter of Agreement 23

If you are based in HNL or LHR, you will serve Reserve status in accordance with your seniority on a rotating basis, with the exception of the top twenty-five percent (25%) of Flight Attendants at each Domicile who will be exempt from Reserve rotation and those with five years of seniority or less who are designated Reserves. In these locations, all other Flight Attendants will be assigned a Reserve letter designation that will be indicated on your Primary Line Bidding screen. The letter designations are as follows:

- "L" = Lineholder – Top 25% of Flight Attendants at each Domicile
- "R" = Reserve – Any Flight Attendant with five years of seniority or less at each Domicile
- "A" or "B" = Reserve rotation – All remaining Flight Attendants at each Domicile

"A", "B", or "R" designation does not necessarily place you on Reserve or Reserve rotation, but this does mean that the most junior Flight Attendant upward will be subject to serving Reserve, if needed.

In the "A" designated or odd numbered months, "A" designated Flight Attendants will serve Reserve.

In the "B" designated or even numbered months, "B" designate Flight Attendants will serve Reserve.

Flight Attendants in their Reserve month will be subject to Reserve unless their seniority allows them to hold a Regular Line in your Domicile in any given month. If you bid Reserve, you will be awarded the Reserve Line according to your seniority in either month.

The Reserve rotation months are designated as follows:

| A | B |
|---|---|
| January | February |
| March | April |
| May | June |
| July | August |
| September | October |
| November | December |

If, as a Flight Attendant in your designated Lineholder month, you bid and are awarded a Reserve line during that month, it will not alter your Reserve obligation in the following month.

If you will be on vacation during any given month, a Vacation Relief Line is not a valid bid. However, you may be assigned to a Vacation Relief Line in a month during which you have vacation, provided no other line is available to be awarded to you ***and*** you have not bid for an available Reserve Line.

## A/B Rotation Letter Designator Trade Request Process

A/B Rotation letter designator trade requests are submitted in CCS and must be submitted before the first schedule day of the month preceding the bid month you are requesting to trade. For example, in order to effective for the October bid month, requests to trade A/B letters must be submitted in CCS prior to last day of the August bid month.

**IMPORTANT NOTE: FLIGHT ATTENDANTS IN AN INTERNATIONAL PURSER SUB-BASE AT THOSE LOCATIONS MAY ONLY REQUEST AN A/B ROTATION LETTER DESIGNATOR TRADE WITH ANOTHER FLIGHT ATTENDANT IN THAT SAME INTERNATIONAL PURSER SUB-BASE.**

### *Submitting a Request in CCS*

Submit an A/B Rotation letter designator trade request by logging into ***CCS > Schedule > A/B Rotation Trade Request***. Click on the New Request window and fill in the requested information including the desired effective date for the bid month/year and employee ID number of the flight attendant with whom you wish to trade.

## A/B Rotation Trade Notes

- A/B Rotation letter designator trade requests must be submitted before the first schedule day of the month preceding the bid month you are requesting to trade.
- The CCS A/B Rotation Trade Request screen shows the status of submitted requests as 'Pending,' 'Withdrawn,' 'Approved,' or 'Denied.'
- Flight attendants may withdraw a request in 'Pending' status and submit a new request.
- If a request is approved, the change will take effect for the requested bid month and will appear in CCS after the 8th of the previous month. For example, if the A/B trade request was approved for the October 2018 bid month, the new letter will be shown in CCS after September 8, 2018.
- A/B letters become effective each February through January of the following year.
- A/B letters can only be traded one time each A/B year (February through January).

# Reserve Pay

Some topics discussed earlier in this guide, such as working into days off, picking up trips on days off, Standby Reserve, etc., have included explanations of any associated pay factors. This section will cover a few other pay issues important to Reserves.

## Reserve Monthly Pay Guarantee (Section 4.O.)

Reserves will be guaranteed seventy-eight (78) hours of pay and credit per month.

- The monthly guarantee for International Purser Reserves will be calculated at their Flight Attendant rate plus the International Purser Override.
- The monthly guarantee for Language Qualified (LQ) Reserves will be calculated at their Flight Attendant rate plus the LQ Override.

When a Reserve is unavailable for duty on a without pay basis, the minimum guarantee will be reduced by 4:20 in a 30-day month and 4:07 in a 31-day month for each day unavailable for schedule duty.

### *Examples of unavailability that would cause a reduction in the Reserve guarantee*

- Being awarded a Reserve Line built with more than 12 days off. *If awarded a Reserve Line with more than 12 days off, Reserves can use CCS or contact Crew Schedule Planning no later than 3 days prior to the start of the bid month to restore days on and associated guarantee.*
- Personal Drops (PD), Personal Time Off (PTO) days, and Can Not Fly (CNF) days.
- Trading an assigned trip with another Flight Attendant for days off. Reserve days except for the first day may be restored along with associated guarantee.
- Unpaid flex vacation that falls on a Reserve day (Vacation Fly Through with Unpaid Flex days will not reduce guarantee).
- Vacation Fly Through with paid vacation days that fall on Reserve days of availability. The vacation hours are moved to Add Pay.
- Sick calls including paid FMLA, when there are insufficient hours in the sick leave bank or unpaid FMLA. When hours are available, the guarantee is maintained using sick bank hours.
- A missed trip or being unavailable when called for assignment on a Reserve day.

## Monthly Base Pay Advance (Section 3.BB.)

When calculating the 70% base pay advance that is paid on the 1st day of each month, the base pay used to determine the Flight Advance is seventy-one (71) hours for both Lineholders and Reserves. If the pay guarantee has not been reduced, the Reserve will receive the remaining hours as a part of the mid-month pay check through the "true up" process.

## Reserve Override (Section 4.P.)

In addition to the Reserve Monthly Pay, a Reserve will be compensated $2.00, prorated, for each credited hour while on Reserve status. *(This includes the value of Reserve availability days and trips flown as a Reserve prior to a Move-Up line award.)*

## Other Overrides (Sections 4.H.1., 4.K. & 4.J.)

In addition to the Reserve override described above, Reserves will receive all other overrides for which they are qualified and that are associated with a Reserve assignment, including International Purser Override, LQ Override, galley pay, and/or International Override.

## Call Out Pay/Show-No-Go Pay (Section 8.O.1)

A Flight Attendant at the home domicile who is called to the airport for a specific pairing and who is subsequently released shall receive a minimum credit for two (2) hours for flight time and pay purposes.

## Sick Leave Pay (Section 13.D.5.)

A Reserve who has not received an assignment, and who places herself/himself on sick leave will be credited with 4:20 (30-day month) or 4:07 (31-day month) per day of availability until calling off sick leave.

Reserves who have received an assignment, and who go on sick leave will be credited from their sick leave bank based on when the sick call is made relative to reporting for duty:

- Reserves who go on sick leave **prior to check-in** will receive sick leave credit based on the Reserve daily value of 4:20 or 4:07 per day (30- or 31-day month).
- Reserves who go on sick leave **after check-in** will receive credit from their sick leave bank based on the scheduled flight time hours for the pairing to which they were assigned and provided there are sufficient hours in the sick leave bank.

## Holiday Pay (Section 4.I.)

Reserves are eligible for holiday pay. Holidays are specific to the country where the domicile is located, and each Flight Attendant is eligible to be paid for a maximum of five (5) holidays per year.

- If a Reserve is released on a holiday, no holiday pay is paid.
- If you are assigned to Ready Reserve status and you do not fly, holiday pay is credited at **4:27 in a 30-day month** or **4:13 in a 31-day month** at the applicable hourly rate of pay for the Reserve.

**NOTE:** The Reserve daily rate for holiday pay is different than the Reserve daily value used for other purposes.

- If you are on Ready Reserve status and fly a pairing, you will receive the ***greater*** of the rates set forth in this paragraph for the Reserve day or the Lineholder computation for the pairing flown.
- If you fly a pairing assigned during the Reserve Preferencing or Post-Preferencing process at 1930 the evening prior, Holiday Pay is calculated using the Lineholder formula:

**IMPORTANT NOTE: A RESERVE FLIGHT ATTENDANT QUALIFYING FOR TWO (2) HOUR CALL-OUT PAY OR FIVE (5) HOUR STANDBY RESERVE PAY, SHALL RECEIVE DOUBLE PAY FOR THOSE HOURS THAT FALL WITHIN THE HOLIDAY PERIOD.**

## Vacation Pay (Section12.B.)

Vacation shall be paid at a rate of three hours and fifteen minutes (3:15) for each day of vacation. Vacation pay shall be paid at the Flight Attendant's applicable hourly rate at the time the vacation is taken.

A Reserve who has vacation shall be paid the greater of their Reserve guarantee or all credited time for the month. In other words, vacation hours are treated the same as hours flown as a Reserve, and are credited toward the monthly Reserve Guarantee. Vacation hours are included as part of time accrued once the period of vacation in the month has passed. However, if a Reserve elects to fly through their vacation, these hours are paid as "Add Pay" in addition to the Reserve guarantee.

## White and Purple Flag Pay (Section 4.B.2-3.)

Reserves have the ability to pick up trips designated as White or Purple Flag when released to days off as often as they choose in any given month. These trips are paid at one hundred and fifty percent (150%) of the Flight Attendant's base pay rate for all credited flight time, including holding time. As a Reserve on a day off, these hours are paid as "Add Pay" in addition to the Reserve guarantee.

Keep in mind that a pairing designated as White or Purple Flag that is subsequently traded to or picked up by another Flight Attendant will have the White or Purple Flag indicator follow the trip. The person who subsequently flies the pairing through a trade will be eligible for White or Purple Flag pay.

## Transportation Reimbursements (Section 5.D.2-3.)

In certain circumstances, Flight Attendants will be allowed expense reimbursement for cab transportation to and/or from the airport or co-terminal and their place of lodging. Claims for such expenses shall be made on a regular expense form and must be supported by a receipt for each flight, and the expense account shall indicate the flight number for each expense.

**NOTE: A REGULAR EXPENSE REPORT IS NOW SUBMITTED VIA THE CONCUR SYSTEM.**

### *Late Night/Early Morning Departures and Arrivals Cab Reimbursement*

A Flight Attendant will be allowed $10.00 for cab or limousine between airport or co-terminal and place of lodging at Domicile points whenever:

- *Departure time* of their flight assignment is between **2200 and 0800**; or when
- *Arrival time* of the flight is between **2000 and 0600**.
  ***NOTE:*** The above departure/arrival times also apply to when Flight Attendants are required to leave their home Domicile for the purposes of attending any company required training or meeting.
- This provision applies to Reserves who are required to *report for Standby* or who are *released from Standby* between **2200 and 0600**.

### *Short Call Cab Reimbursement*

If a Reserve determines it is necessary to take cab transportation to the airport in order to respond to a short call, they shall be reimbursed for actual expenses to/from the airport. See "Transportation Reimbursements" in the Reserve Pay section of this guide. Inflight Scheduling may authorize reimbursement on an actual basis for the return if the Flight Attendant was unable to utilize personal transportation in order to make the short call. In all other cases, a transportation allowance of $10.00 for transportation from the airport will be reimbursed.

# Appendix:
# The Reserve Preferencing Portal

This appendix provides instructions on how to access the Reserve Preferencing Portal and input your preferences. Information on how the system awards assignments can be found in the Reserve Preferencing Assignment Process section of this guide.

**IMPORTANT NOTE: PREFERENCES ENTERED IN AND USED BY THE RESERVE PREFERENCING SYSTEM ARE COMPLETELY SEPARATE FROM READY RESERVE PREFERENCES (MAXIMUM FLYING, NO PREFERENCE, MINIMUM FLYING, STANDBY), WHICH ARE CONSIDERED FOR ASSIGNMENTS MADE AFTER 1930 HDT. READY RESERVE PREFERENCING IS DISCUSSED IN THE READY RESERVE SECTION OF THIS GUIDE.**

## Defining Key Terms

Understanding the definitions of the following key terms and how they relate to each other will help to clarify the process of submitting Reserve preferences:

| Key Term | Definition |
|---|---|
| **Reserve Preferencing Portal** | The system interface used by Flight Attendants to input, edit and submit Reserve Preferences. Flight Attendants may submit a Daily Preference, a Standing Preference or both. *If both a Daily and a Standing Preference are on file, however, only the Daily Preference will be considered.* |
| **Daily Preference** | A request (or set of up to 10 requests) that is considered for **one day only**. Once the assignment process has concluded each day, all Daily Preferences on file will be discarded. A new Daily Preference may then be submitted once the portal reopens. |
| **Standing Preference** | A request (or set of up to 10 requests) that **remains on file** for an indefinite period of time, and will be considered in the absence of a Daily Preference for the assignment day. In other words, a Standing Preference is like a permanent back-up preference to be used if a Flight Attendant is unable or chooses not to submit a Daily Preference. |
| **Request** | A group of up to six (6) Criteria that together describe the type of assignment to which a Reserve would prefer to be assigned for the following day. ***All*** *of the criteria in a request must be met in order for an assignment to be considered a match.* Each Reserve may place up to ten (10) requests on file per day, which will be evaluated in the priority order determined by the Flight Attendant. |
| **Criteria** | A list of attributes that describe the type of assignment to which a Reserve would prefer to be assigned for the following day. Up to six (6) criteria may be grouped together to form a single request. ***All*** *of the criteria in a request must be met in order for an assignment to be considered a match.* |

## Accessing the Reserve Preferencing Portal

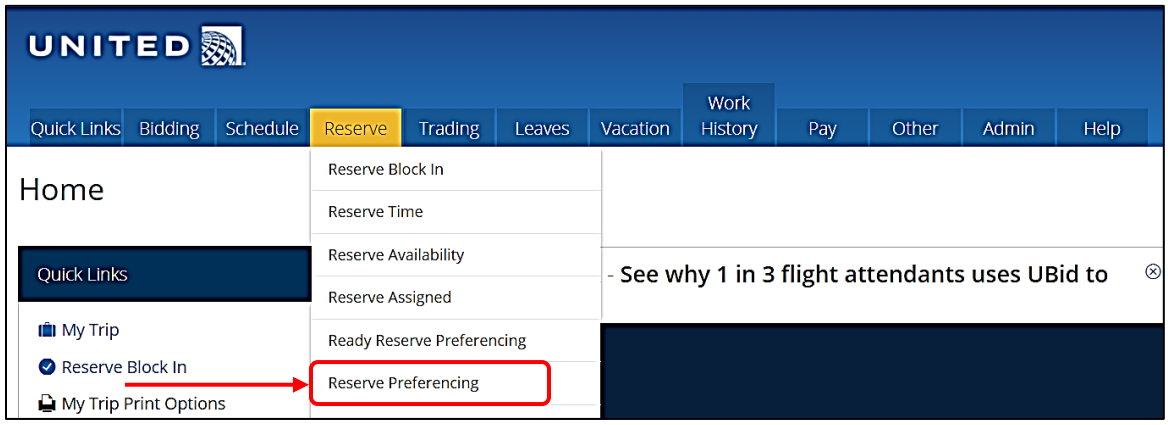
The Reserve Preferencing portal is closed during the assignment process from 1600-1930 HDT each day. The portal will then reopen after 1930 HDT, at which time requests may be added and/or updated for consideration during the next assignment process.

**IMPORTANT NOTE: RESERVE PREFERENCE REQUESTS MUST BE ON FILE BEFORE 1600 HDT IN ORDER TO BE CONSIDERED FOR THE FOLLOWING DAY'S ASSIGNMENT PROCESS. ONCE THE PORTAL CLOSES, YOU WILL BE UNABLE TO CHANGE AN EXISTING REQUEST OR SUBMIT ANY NEW REQUESTS.**

### *Portal Access Points*

The Reserve Preferencing portal may be accessed in any of the following ways:

- Directly, by typing the address **pref.ual.com** into your browser window.
- Via a link located on the AFA Website.
- Via a link located on the Inflight Services page of Flying Together.
- Under the Reserve tab on the CCS home screen, as depicted below.




### *Log-In*

If you access the portal from Flying Together or CCS, you will not be required to re-enter your username and password. If you access the portal directly or via the link on the AFA website, you will be required to authenticate your access by entering your username and Flying Together password.

Once authenticated, the portal will open in new browser tab or window, depending on your computer's settings. Your interaction with the interface is independent of any separate actions conducted through CCS or the Flying Together website.

## Navigating the Interface

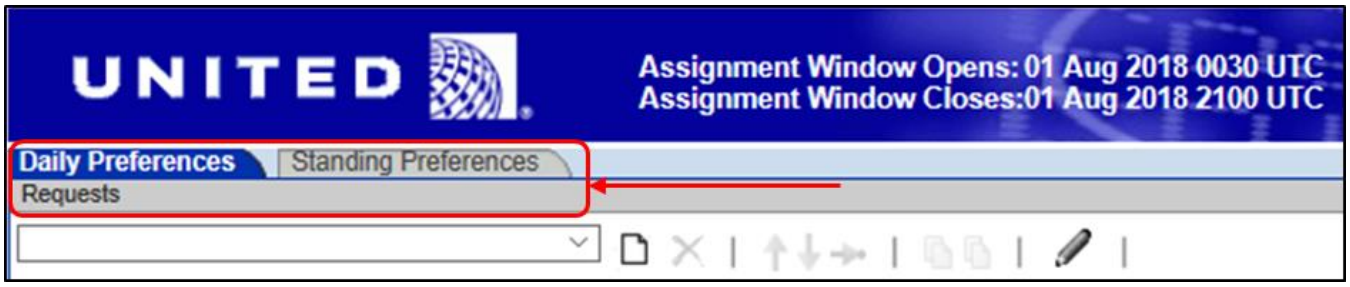
The top portion of the interface is depicted below. Hovering your mouse over any of the icons on the screen will display a description of the button's specific functionality.

### *Date and Time*

The portal opening and closing date and times are displayed at the top of the screen in Zulu time. The image below depicts the times displayed for a Flight Attendant based at ORD. One hour prior to the window closing, a countdown in minutes/seconds will display to alert Flight Attendants of the time remaining to submit a request. Again, once the portal closes at 1600 HDT, you will be unable to change an existing request or submit any new requests.

### *Daily Preferences and Standing Preferences Tabs*

Along the top of the navigation toolbar, select the tab that corresponds to the type of Preference that you wish to create or edit. The following image depicts the tabs when the Daily Preference is selected.

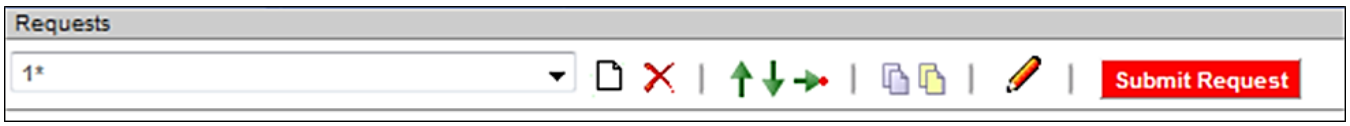



- ***Daily Preferences*** are considered for **one day only**. Once the assignment process has concluded each day, all Daily Preferences on file will be discarded. A new Daily Preference may then be submitted once the portal reopens.
- ***Standing Preferences*** **remain on file** for an indefinite period of time and will be considered in the absence of a Daily Preference for the assignment day. In other words, a Standing Preference is like a permanent back-up preference to be used if a Flight Attendant is unable or chooses not to submit a Daily Preference.

**IMPORTANT NOTE: IF BOTH A DAILY AND A STANDING PREFERENCE ARE ON FILE, ONLY THE DAILY PREFERENCE WILL BE CONSIDERED.**

### *Requests Toolbar*

The image below shows a close-up view of the Requests toolbar.



Through the Requests toolbar you can:

Create a new request.

Delete a request.

or Move a request up or down by one number to change the priority.

Choose a specific number to change the request priority.

Copy a selected request to a new request.

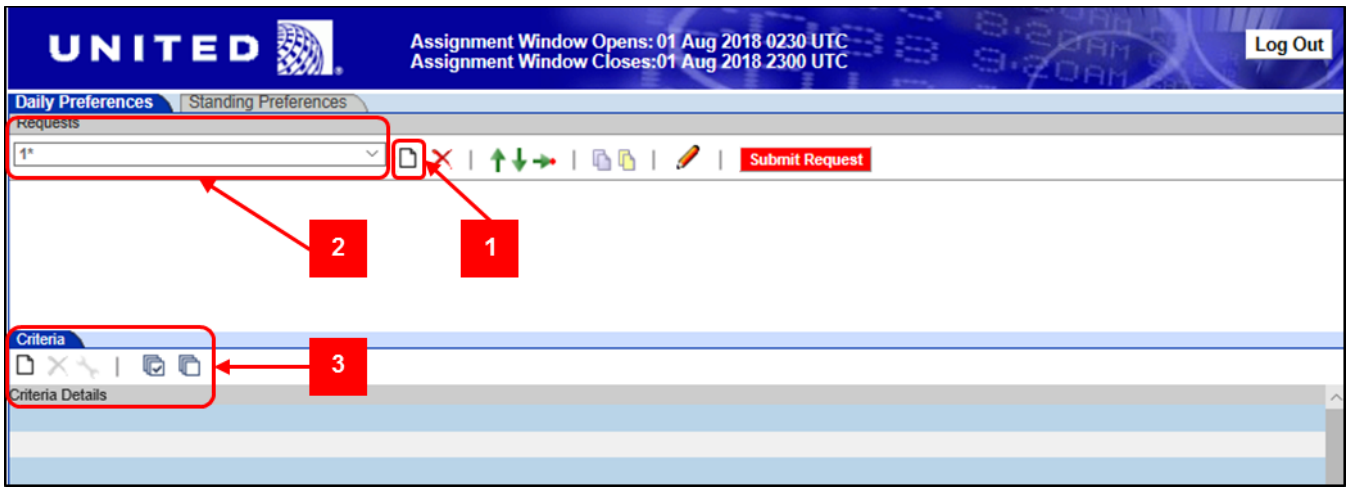
Copy a selected request into a new Standing Request.

Name a request in order to keep them organized. Clicking this icon will open a dialog box that will allow you to input a name for your request. Once you've created the name it will appear

## Creating Requests and Inputting Criteria

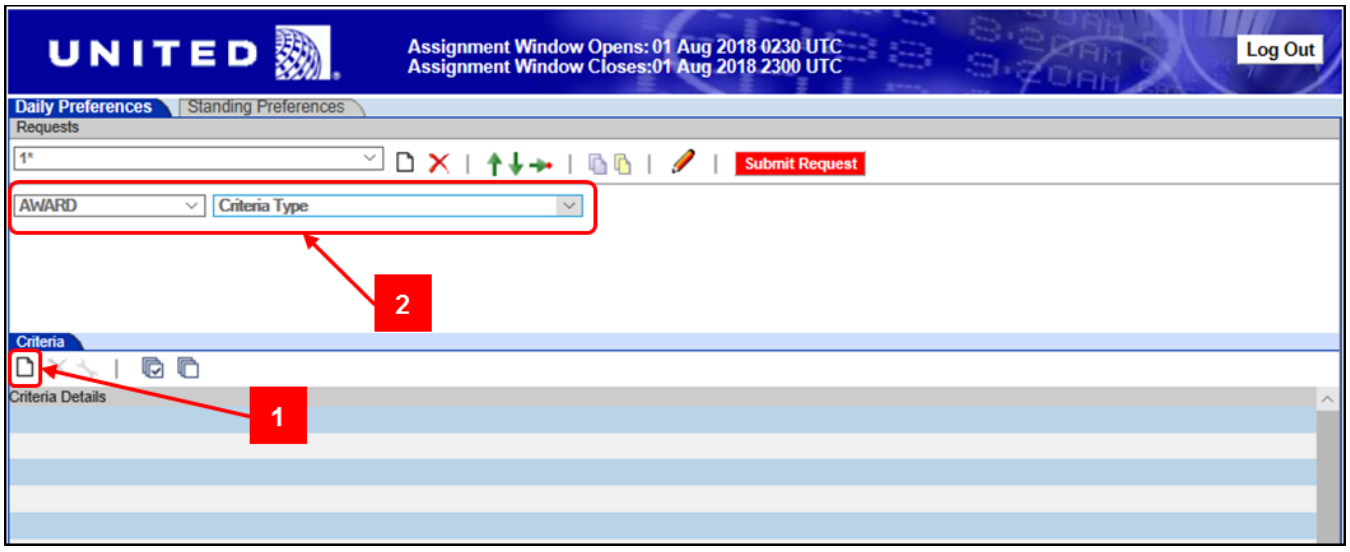
### *Creating a New Request*

1. Click the icon located on the Requests toolbar at the top of the page (and shown below), which allows you to "Create a new request".
2. A drop-down window with "1*" will appear to identify and number the request you place on file.
3. In the bottom part of the screen, the criteria toolbar will be activated.



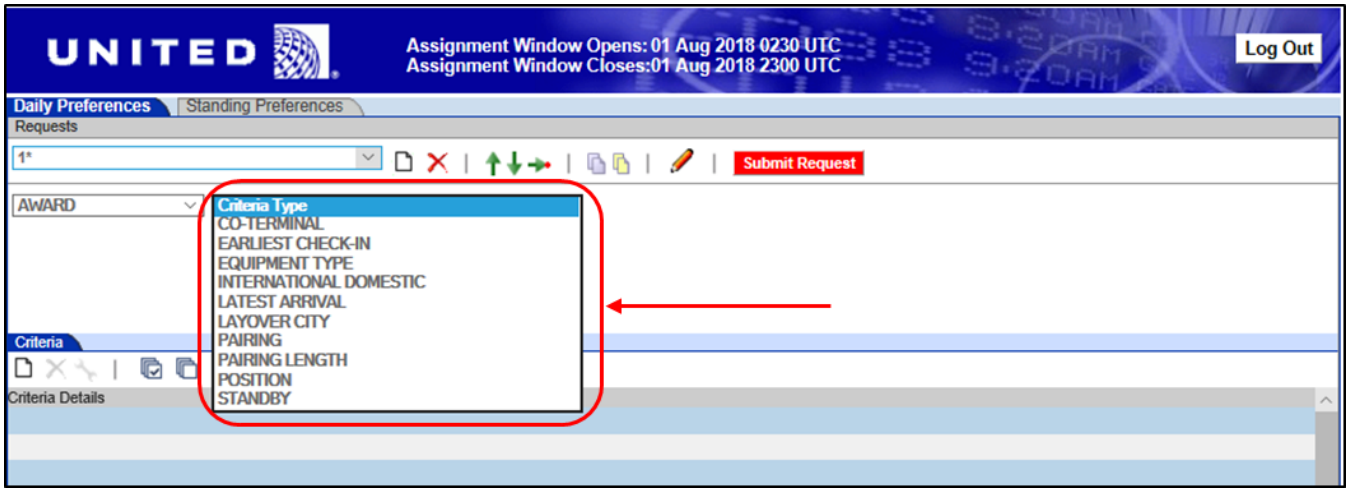
## *Creating New Criteria*

1. In the Criteria toolbar shown below, click on the icon which allows you to "Create new criteria".
2. This will cause the "Criteria Type" drop-down menu to appear.




## *Criteria Types*

Select a criteria type from the drop-down menu shown below and complete any required additional information.

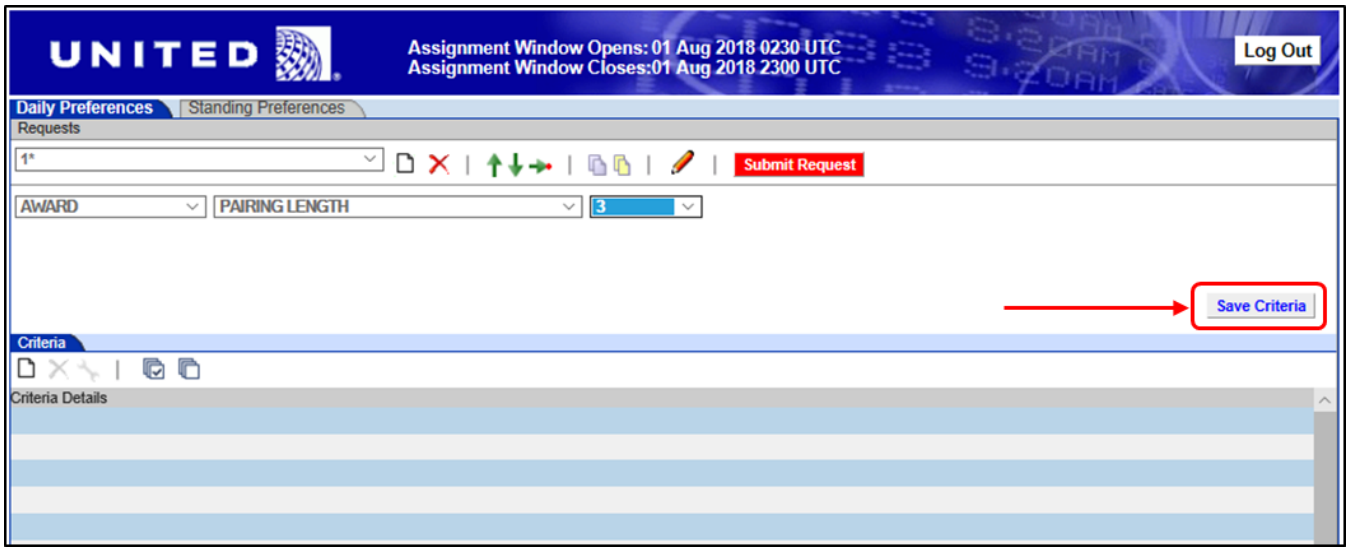


The following table provides a detailed description of each criterion.

| Criteria Type | Description |
|---|---|
| **CO-TERMINAL** | Allows you to request a pairing that originates from a specific Co-Terminal airport that is active at a particular domicile. Example: A EWR based Reserve may preference EWR or LGA. ***Do not use this criterion when requesting Standby.*** |
| **EARLIEST CHECK-IN** | Allows you to designate the earliest time you wish to check-in for a pairing. ***Do not use this criterion when requesting Standby.*** |
| **EQUIPMENT TYPE** | Allows you to request to work on a specific aircraft type. Keep in mind, even if only one segment in the pairing, including a deadhead segment, is on the requested equipment, it will be considered a match. ***Do not use this criterion when requesting Standby.*** |
| **INTERNATIONAL / DOMESTIC** | Allows you to request either an International pairing or a Domestic pairing. ***Do not use this criterion when requesting Standby.*** |
| **LATEST ARRIVAL** | Allows you to request the latest arrival time you prefer to return from a pairing. This applies to the arrival time at the home domicile whether working or deadheading. ***Do not use this criterion when requesting Standby.*** |
| **LAYOVER CITY** | Allows you to request one specific layover location. In the empty box, type in the city code of the layover station. Keep in mind only one layover within the pairing needs to match your choice in order for the request to be honored. ***Do not use this criterion when requesting Standby.*** |
| **PAIRING** | Allows you to request a specific pairing. In the empty box, type in pairing number you are requesting exactly as it appears. Be sure to include the base code, leading zeroes and modifier, if any (example for IAH: H0056A). ***Do not use this criterion when requesting Standby.***<br><br>When preferencing a specific pairing, you must confirm that you are willing to waive the 35-in-7 and 1-in-7 legalities if awarded the requested pairing.<br>➢ Confirmation is required even if the waivers are not necessary for the award.<br>➢ Waivers only impact the award of the specific pairing, not the entire month. |
| **PAIRING LENGTH** | Allows you to request the desired length (in days) of any given pairing. ***Do not use this criterion when requesting Standby.*** |
| **POSITION** | Allows you to request a specific bid position: Purser, Non-Purser, and each of the FA01 – FA06 positions. ***Do not use this criterion when requesting Standby.***<br><br>There are two drop-down menus within the criteria. You may choose just one position or two different positions that will be considered within the same request. For example, you may choose "FA01 OR FA03" and pairings of either position would be considered a match.<br><br>***NOTE:*** Reserve Preferencing will only assign International Purser and Language Qualified (LQ) positions to Reserves in each of the respective sub-bases and are therefore not an option for this criterion.<br><br>LQ Reserves who wish to request a specific bid position may do so by using the pairing number criterion and inputting the pairing that corresponds to the desired position. |
| **STANDBY** | Allows you to request a Standby assignment. A sub-menu appears giving you the option of selecting a specific co-terminal, if applicable. Another menu will appear allowing you to designate a time range. Examples: At or before 1100 (<=), At or after 1500 (>=), Range 0900-1200, Equal 1300 (=). If nothing is entered in the sub-menus, any Standby will be considered.<br><br>***NOTE:*** This is the only criterion that should be used when requesting Standby. Adding any other criteria in the same request will invalidate the request. |

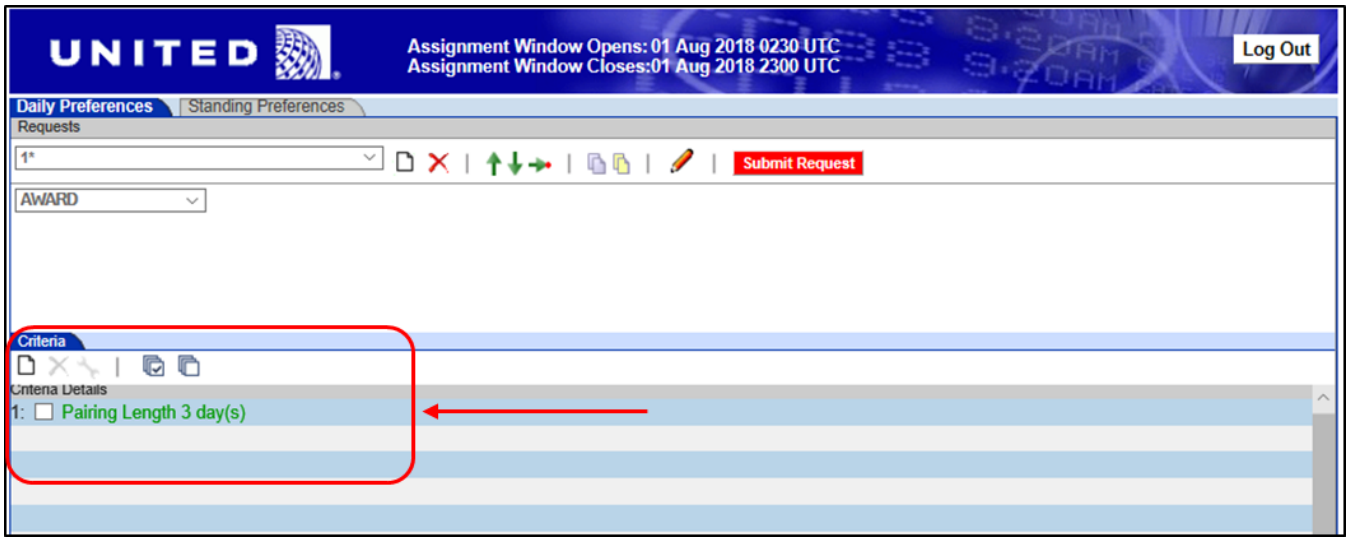
### *Save Criteria*

Once you have made your selections, click the Save Criteria button, as shown below.



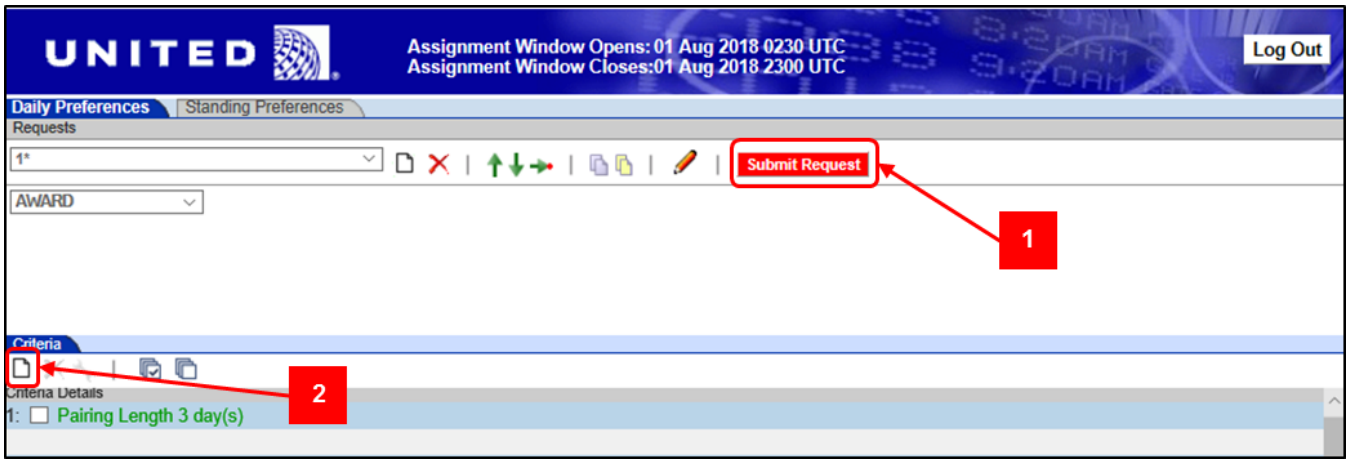

### *Submit Request*

Your criteria details will appear on the bottom half of the screen, as shown below.




You now have 2 choices, as depicted in the next image.

1. Click Submit Request and your request is complete. The * will disappear next to the request number indicating it has been submitted; or
2. Click the icon in the Criteria toolbar to add additional criteria to the same request. You can submit up to six (6) different criteria in each request.



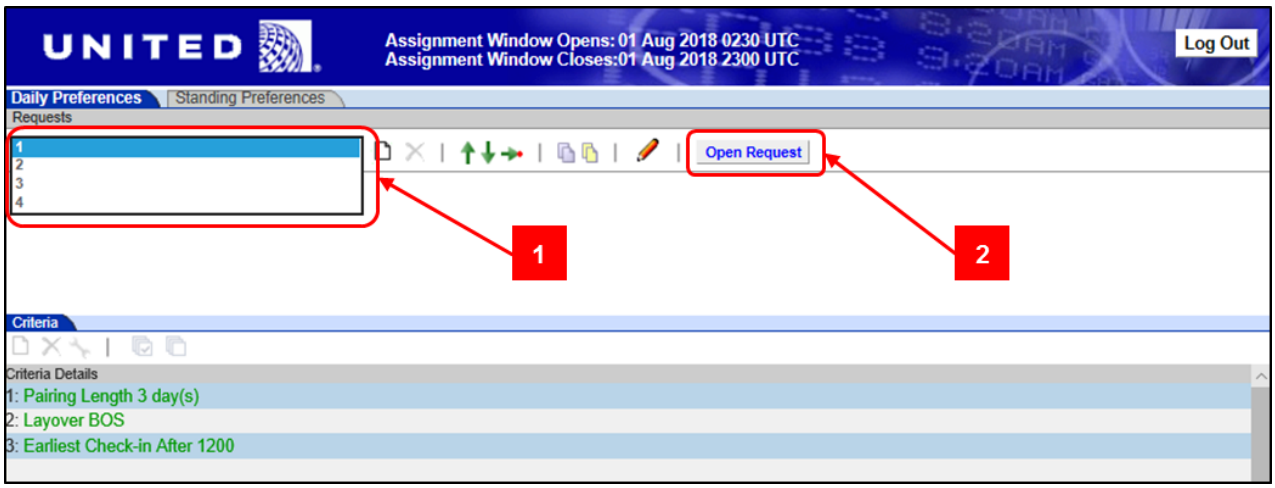

### *Next Request*

When you are ready to create another request, click the icon in the Requests toolbar and begin the process again (as shown earlier in *Image 2.06*). Additional requests will be displayed as 2*, 3*, 4*, 5* etc. in the Requests drop-down menu. Each Flight Attendant will be able to enter up to ten (10) requests, with each request containing up to six (6) different criteria.

## Editing Existing Requests

The image below depicts how to change a request that is already submitted:

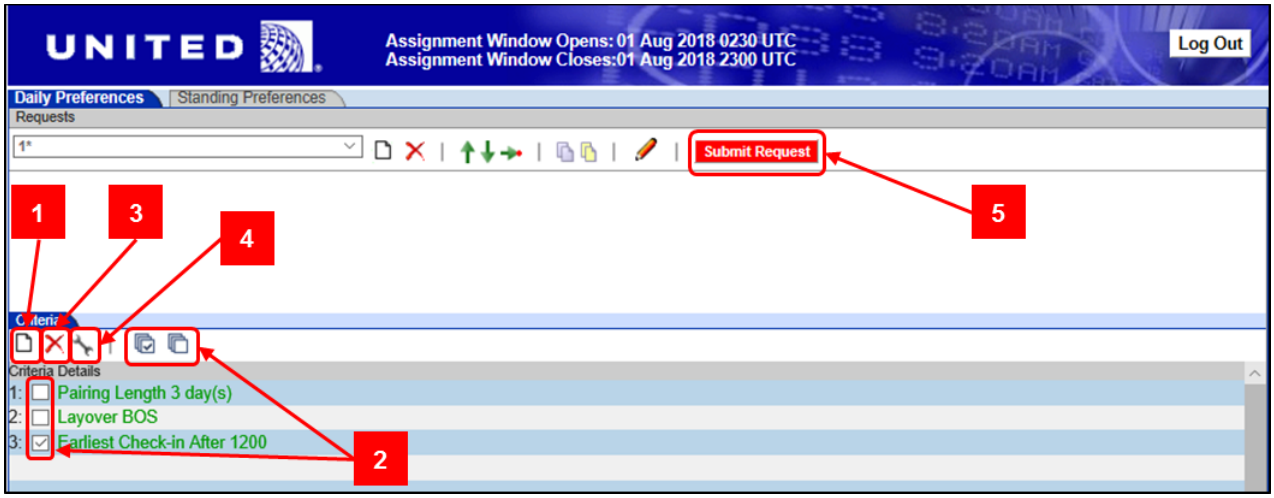
1. Select the request number from the drop-down menu (1, 2, etc.).
2. Click on the Open Request button.



### *Changing Criteria within a Request*

Once the request is open, you may now add, change or delete the criteria, as shown in the image below.

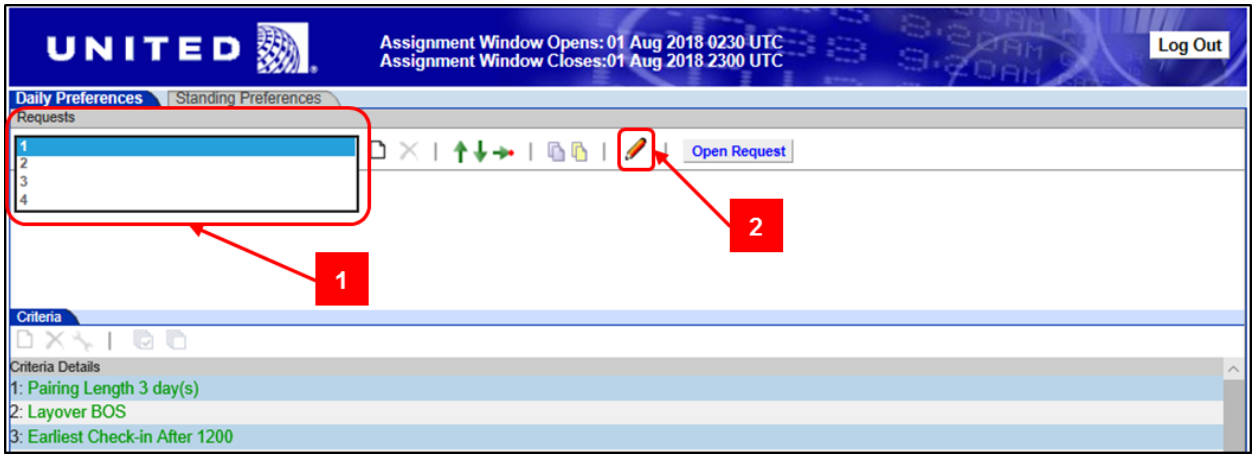
1. To add, click on the icon in the Criteria toolbar.
2. To change or delete, check the box to the left of the criteria that you would like to change.
3. To select all of the criteria in a request, click the icon.
4. To de-select all of the criteria in a request, click the icon.
5. Once checked, you may delete the criteria by clicking on the icon; or
6. Once checked, you may edit the criteria by clicking on the icon.
7. Once you have finished making any changes, you must re-submit your Request by clicking the Submit Request button.



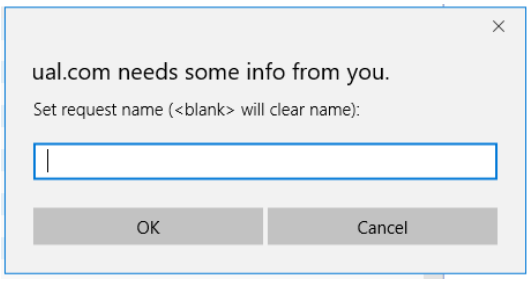

### *Changing the Name of a Request*

Each request name automatically defaults to a numeric identification (1, 2, 3, etc.). To avoid confusion, you have the option of personalizing the names of individual requests, as shown below.

1. Highlight the request you would like to change from the request drop-down menu.
2. Select the icon.



A pop-up text box will appear with an empty field where you can type in the desired name, as shown below.

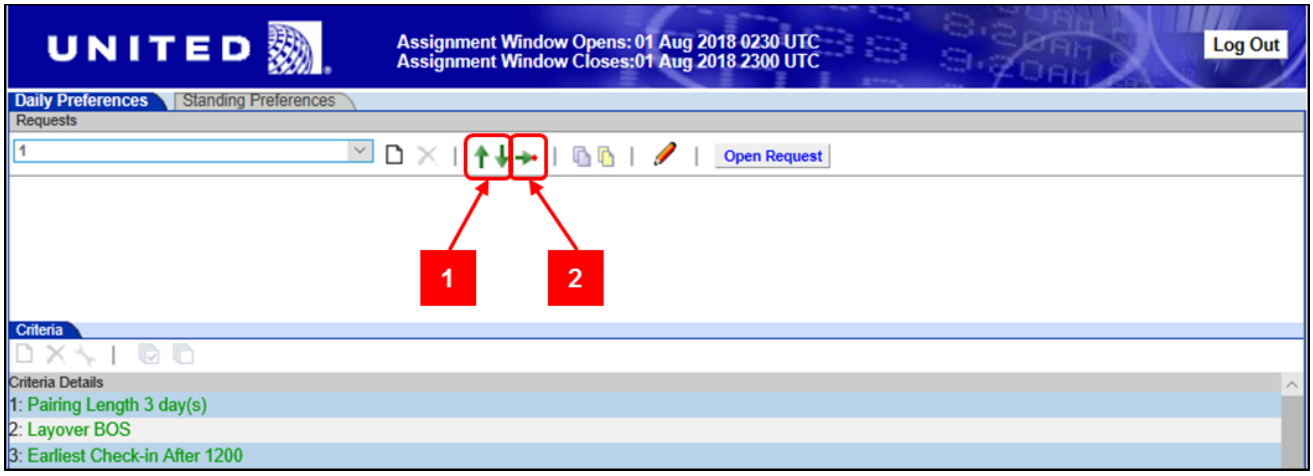



### *Changing the Priority Order of Requests*

The system will evaluate each request in the priority order you determine, starting with Request 1. If the request cannot be matched, the system will then evaluate Request 2, and so on, until a match is found, if possible.

If you would like to rearrange the order in which your requests are considered, you may do so using one of two methods located in the Request toolbar, and depicted in the image below.

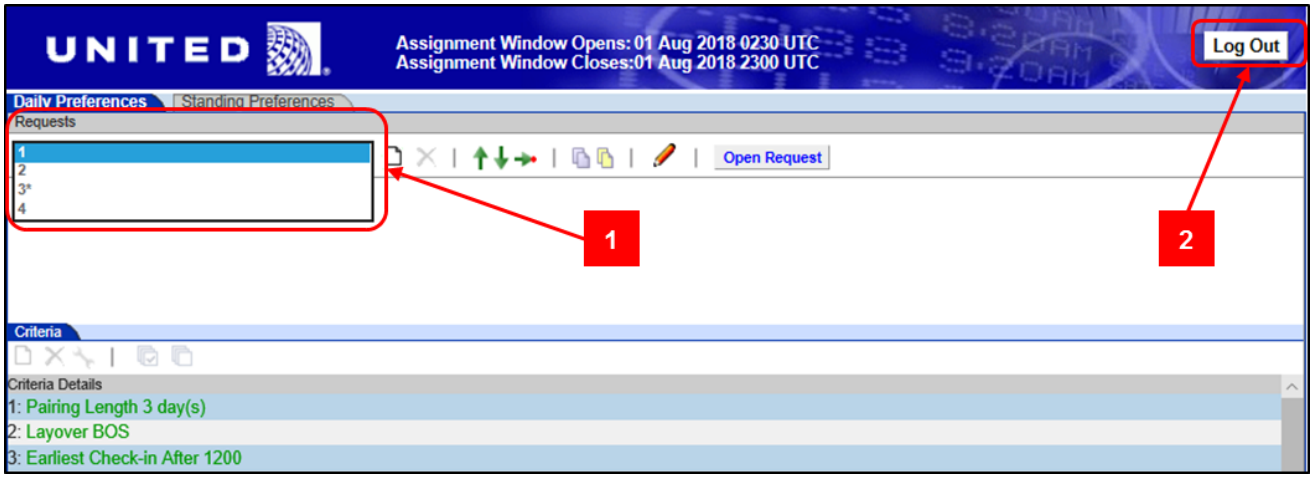
1. ↑ or ↓ Allows you to move a request up or down in priority order by one number at a time.
2. → Allows you to change the order of a request by entering the specific priority number desired.




## Verifying Submissions and Logging Out

Once you are finished submitting your requests, and before logging out of the system, it is always a good idea to verify one last time that all your requests have been submitted, as depicted in the next image.

1. Un-submitted requests will appear with an asterisk (*) next to the number in the Request drop-down menu.
2. To log out, click on the Log Out button located in the upper right-hand corner of the page.




## Important Preference Submission Reminders

- Daily Preferences are considered for **one day only**. Once the assignment process has concluded each day, all Daily Preferences on file will be discarded.
- If **both** a Daily and a Standing Preference are on file, only the Daily Preference will be considered.
- Each Reserve Flight Attendant shall have the ability to place up to ten **(10) requests** on file, with each request containing up to six **(6) criteria**.
- Requests are prioritized, with number one (1) being the highest priority.
- **All** of the criteria in a request must be met in order for an assignment to be considered a match.
    - For example, if your request contains the criteria EARLIEST CHECK-IN - 1300 ***and*** EQUIPMENT TYPE - 777 ***and*** LAYOVER - SAN, it would only match a pairing that checks-in after 1300 and has a 777 segment and also has a layover in SAN. It will not consider a pairing with only one of the three attributes. *Be careful not to over preference yourself out of a trip!*
- You should always verify that all of your requests have been submitted prior to logging out of the system. Open the request drop-down box and check for asterisks (*) which indicate un-submitted requests. **Only submitted requests will be considered when assigning open positions.**