

ON THE LINE

AFA-CWA Reference Handbook for United Airlines Flight Attendants



**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO
UNITED MASTER EXECUTIVE COUNCIL
WWW.UNITEDAFA.ORG**

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Our Scope

Just as we should not perform work that is assigned to customer service, ramp, mechanics or pilots in violation of their job scope and hampering United's ability to accurately determine front-line staffing, we need to ensure that the scope of our job is not violated. Closing bins, confirming luggage stowed and making passenger announcements during boarding are all duties that traditionally define our work. When supervisors or other employees perform this undisputed Flight Attendant work, it is a violation of our Contract. Calmly advise anyone other than working Flight Attendants attempting to perform these duties that they are in violation of our Contract and ask them to stop. Be sure to report any violation of our scope to your Local Council.

Together we can enforce our Contract and protect our jobs. As Union Members we have this responsibility to each other. Each of us individually enforcing our Contract is always important work. Our efforts are especially relevant when we consider our collective efforts to negotiate Contractual improvements.

The Basics

(Based on the 2012-2016 Contract)

Duty Time (Section 2.X.)

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. Your duty time is extended by :30 when you are required to go through customs per Sections 7.1.3.a. and 12.N.2. When you are required to undergo drug or alcohol testing, your duty time is extended by :15 for pay purposes only, Section 7.1.3.f.. Medical advises Inflight payroll to update your payfile. Your duty time is found on the key pages and on meter IDs under DTM. (Occasionally, DSPID, used to display IDs within 72:00 of operation, does not show accurate duty time. When this happens, you need to contact Inflight Scheduling to have them correct the duty time shown.)

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

Domestic duty period maximums are determined by when you begin your duty period. The maximums are based on your home domicile time zone.

Domestic ID Duty Time Maximums (Section 7.1.4.)

<u>Duty Period Begins</u>	<u>Scheduled</u>	<u>Actual</u>
0500-1859	13	141/2
1900-0459	11 1/2	13

West Coast to Hawaii Turns (Sections 12.A.2. and 12.A.3.)

You may be scheduled to fly round trip between the West Coast to Hawaii in one duty period with a maximum scheduled and actual duty time of 14 1/2 hours.

International ID Duty Time Maximums (Sections 12.L.2.a & b.)

Most international ID duty time maximums are determined by situations.

<u>Situation</u>	<u>Max Scheduled</u>	<u>Max Actual</u>
Multi-Stop/Non-Stop Flt/Dhd 8:00 or less	13	15
Flt/Dhd more than 8:00 Flt departs from a non-domicile point; or a charter	14	16
Non-Stop Flt/Dhd 11:30-12:00	14:30	16:30

Non-stop Flight Stops (Sections 12.L.3. & 4.)

Maximum actual duty time for non-stop flights of more than 12:00 may exceed the combination of flight time, check-in, debriefing time and customs by a maximum of 3:00. If a non-stop flight makes a stop for operational or emergency reasons, it maintains its 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 non-stop 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.

Extended Duty Time Maximums (Sections 12.A.3. and 12.L.5.)

The company may ask you to extend your Sections 12.A.3 and 12.L. duty time maximums. You may extend the duty time maximum to the F.A.R. duty time maximum of 20:00 for flights covered by Sections 12.A.2. and 12.L.2. Flights falling under Section 12.L.3. and 4. are restricted to an additional 2:00 extension to the duty time maximum. If you concur to extend your duty period you will be paid at 5 times your hourly rate for hours in excess of the contractual maximum. There must be a request and individual concurrence. You are to be guaranteed a minimum of one hour of pay at 5 times your hourly rate.

Going On Duty

Determining when your duty time commences varies. Are you at your domicile or on a layover? Are you scheduled to work a narrowbody or a jumbo? Are you working or deadheading? If you are deadheading, are you deadheading on another airline or ferry flight, or to cover a charter? Will you have to cross town to depart from a co-terminal? Are you working an International flight with an increased report time?

Domestic Duty Time Provisions (Section 7.1.1.)

At the home domicile you commence duty 1:15 before departure of a Jumbo, B757 or B737 flight and 1:00 before a Narrowbody flight. At a layover, you commence duty 1:05 before departure of a Jumbo or B757 flight and :50 before a Narrowbody flight.

If the first assignment in your ID is to deadhead you commence duty :30 before departure of the flight on which you are deadheading. If you are deadheading from your home domicile to cover a charter, a ferry, or you are deadheading off line, you commence duty :45 before departure.

International Duty Time Provisions (Sections 12.N.1. and 12.N.3.)

The company may increase the scheduled report time for International flights by a maximum of :45. This information must be published in the lines of flying and bid cover letter.

The company may increase scheduled report times for International IDs by a maximum of :30 if the first assignment is to deadhead.

Increased check-in times must comply with scheduled duty maximums.

Waiving Report Time (Section 7.1.2.)

If you arrive late on an inbound flight at a layover point, your outbound report time (check-in) may be delayed by :15. If hotel van transportation cannot be rescheduled, you may use a cab or limousine at company expense. (Get a receipt and submit it to WHQUN using the company provided reimbursement envelope, which is available at your domicile.) At your home domicile, you may be requested to waive up to :30 for a working flight and up to :15 to deadhead. For a charter operation, your report time for a deadhead may not be reduced to less than :15 before scheduled departure of the ID. When your report time is waived, you receive pay and flight time credit based on your scheduled report time.

Flight Delay Notification (Section 9.N.)

If the first flight in your assignment is delayed, the company must notify you as soon as possible if the delay is known 2:00 before scheduled departure and the delay is estimated to be more than :30. This notification would change your report time. If you are not notified and check-in at the scheduled time, the crew scheduler should update your duty time to reflect your actual report time. Your duty time will probably be different from others working the delayed flight that were notified of the delay.

Going Off Duty

Determining when you go off duty depends on the type of activity for the last flight of the duty period, where your duty period terminates, and any necessary activities after your last flight blocks in, i.e. customs, holding.

Termination of Duty (Section 7.1.3.)

If you work your last flight in a duty period, your duty period is extended by :30 at your home domicile and :15 minutes at a layover. If you are required to remain on board the airplane after block arrival, your duty period ends either when you stop holding or the extended :15 or :30 minutes, whichever comes later. If you deadhead on the last flight in a duty period, your duty period ends when the deadhead flight arrives at your layover point. If at your home domicile, it is extended by :15 minutes.

When you are required to go through customs following the final assignment in a duty period, either at a layover point or your home domicile, your duty time is extended by :30 minutes. When a customs check is extended due to unusual circumstances, duty time is extended accordingly and you must tell a crew scheduler of these situations for notation in your ID. If you go through customs in the middle of a duty period, there is no change to your duty time.

Co-Terminal Surfacing (Section 7.1.6.)

If you are based at a domicile with flying originating or terminating out of more than one airport (co-terminal), your duty period is extended when your duty period originates at one airport and terminates at another airport. You may choose which airport to begin and/or terminate your duty period. For example: Your ID departs from DCA and arrives at BWI. You determine if you want the 1:10 duty extension at the beginning of the ID before leaving from DCA or at the end of the ID after arrival at BWI. Your maximum time on duty must comply with all duty maximums, as appropriate. The following times are considered scheduled deadhead time. Full pay and flight time credit will be allowed.

LGA-JFK	1:00	DCA-BWI	1:10	MDW-ORD	2:00
LAX-BUR	1:15	DCA-IAD	1:10	JFK-EWR	1:45
IAD- BWI	1:15	SFO-OAK	1:00	LAX-SNA	2:00
BUR-SNA	2:15	LGA-EWR	1:30		

Reserve End of Duty Period (Section 10.D.3.b.)

Reserves end their duty period at home by contacting a crew scheduler. The crew scheduler will advise the Reserve of one of three actions:

- The Reserve may begin their legal rest after debriefing (:30 for working, :15 for deadheading plus customs).
- The Reserve is being given a second assignment within the same duty period to avoid drafting.
- The Reserve is assigned to an ID departing within 15:00 after the legal rest.

Legal Rest (Section 2.T.)

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, holding time in excess of debriefing. (7.J.4.)

Legal Rest Determined by the Type of Flying (Sections 7.J.7.a. & b. and 12.M.4.b. & c.)

The minimum time required for a legal rest is determined by the type of flying (Intl/Dom), Lineholder/Reserve status, amount of time flown and/or scheduled to fly and location of layover hotel. If you complete a Domestic ID, you receive a Domestic legal rest. If you complete an International ID, you receive an International legal rest.

Domestic Minimum Legal Rest at Home (Sections 7.J.1.a. and 10.D.3.a. & c.)

At your home domicile, Lineholders must have a minimum of 10:00 legal rest. Reserves must have a minimum of 12:00 legal rest and are not subject to contact for the first 8 hours.

Lineholder Reduced Legal Rest (Section 7.J.4.)

Lineholders may reduce the legal rest at home to a minimum of 9:00 to remain legal for their next scheduled flight or to pick up open flying. This is not applicable for minimum legal rest when bidding for trips encompassed by vacation.

Operational Reliability Incentive (Section 7.J.2.)

Section 7.J.2. of our Contract provides for an incentive of 5 hours pay to be offered to ensure flights at non domicile points depart on time in those situations where it is anticipated one or more Flight Attendants will not be legal for an on time departure following a layover.

Certain procedures must be followed in order for the company to implement this provision. The Flight Attendant(s) must be notified prior to, or immediately upon arrival at the layover station. The Flight Attendant must concur. Also, the layover hotel must meet the field layover requirements (Section 7.J.1.b.), and transportation must be immediately available upon arrival. If any of these actions are not provided, the Flight Attendant(s) may, at their option, revert to the actual legal rest provisions in Section 7.J.1.b. of our Contract.

The legal rest period does not include debriefing/briefing times or authorized holding time in excess of debriefing. If prompt transportation to the layover hotel is not available (Section 7.J.1.b.), and the company is unable to resolve this issue in a timely manner, the layover should be rescheduled to nine (9) hours if the hotel is within approximately :15 minutes from the airport, or eleven (11) hours if the hotel is more than approximately :15 minutes away. The Operational Reliability Incentive provision only applies at non-domicile locations where timely replacement is not possible.

Domestic Legal Rest on Layover (Sections 7.J.1. & 6.)

On a layover, if the hotel is within approximately :15 minutes from the airport with prompt transportation provided, 9:00 is the minimum layover. These layovers are called field layovers because the shortness of the legal rest requires a hotel close to the airport. On the key pages, these hotels are identified as (S) for short or (B) for both.

ID#	0706	CHECK-IN AT 06:25	EFF. JAN. 04 ONLY	ID#	0706										
OPR	37X	144 SFO SAN	0725 0853	2.20	1.28	1.28	XTUSU SFO			M05					V04
OPR	20B	1282 SAN ORD	1113 1713	2.07	4.00	5.28	XSU SAN	#	L05	V07	#	V02G			V06R
OPR	37R	1250 ORD BUF	1920 2151	18.33n1	1.31	6.59	12.41	.00	XSASU	ORD					V03
V06															
				HYATT REGENCY DOWNTOWN (B)						716-856-1234					
OSA	37B	771 BUF ORD	1624 1717	1.43	1.53	1.53	OMOSA	ORD							V0
V06															
OSA	37R	392 ORD MDT	1900 2145	9.45n1	1.45	3.38	6.21	.00	OSA	ORD					V03
V06															
				SHERATON HARRISBURG (S)						717-564-5511					
OSU	37R	341 MDT ORD	0730 0837m	1.23	2.07	2.07	OSU	ORD			M05S	V04S			
OSU	77A	139 ORD SFO	1000 1240*	4.40	6.47	9.25	.00	XSA	ORB	#	L05	V07			
#	V02G	V06R													
T/D-	3	BID-	17.24	TTL-	17.24	T/C-	.00	TMA-	54.45	M/	\$	82.13			

Hotels more than approximately :15 minutes from the airport require a legal rest minimum of 11:00 or (L) on the key pages. The 10:00 at home, 9:00 or 11:00 on a layover may be reduced by 1:00 when the change is made from Standard Time to Daylight Time.

The company may not contact us on our layovers unless there are irregularities or, to give us return assignments. In these cases the company is not to contact us during the first 8:00 of the legal rest. Exceptions include alcohol or drug testing and emergency situations.

International Minimum Legal Rest (Section 12.M.1.)

International minimum legal rest requirements vary due to flight time, Lineholder/Reserve status, and whether you are on a layover or in your home domicile. International legal rest minimums for layovers consider block-to-block minimums and place of lodging minimums. It is possible to satisfy the block-to-block required legal rest and not satisfy the place of lodging requirement. You must consider debriefing, customs, check-in and transportation to determine if both legal rest factors are satisfied.

<u>Flt/Dhd. Time</u>	<u>Block to Block Minimum</u>	<u>Place of Lodging Minimum</u>
00:00 - 08:00	11:00	9:00
08:01 - 10:00	18:00	16:00
10:01 - 14:00	22:00	20:00
Over 14:00	33:00	30:00

Flights between the United States and Japan have the following minimum legal rest requirements:

<u>Block-to-Block Minimum</u>	<u>Place of Lodging Minimum</u>
22:00	20:00

Minimum Legal Rest At Home Domicile After International IDs (Section 12.M.2.)

Your legal rest at home is determined by your flight time or deadhead time in the last duty period. For Reserves, the number of days of the ID flown plus the amount of time away from

home of the next ID to be assigned will also be considered to determine your legal rest at home.

<u>Flt/Dhd Time in Last Duty Period</u>	<u>Lineholder</u>	<u>Reserve</u>
Up to 8:00	10:00	12:00 - Where next scheduled time away from home is up to 44:59
Up to 8:00	10:00	18:00 - Where next scheduled time away from home is from 45:00 up to 74:59
Up to 8:00	10:00	24:00 - Where next scheduled time away from home is up to 75:00 or more
8:01 10:00	24:00	24:00
10:01-12:00	36:00	36:00
Over 12:00	36:00	48:00

Reserve Returns Home (Section 12.M.3.)

When a Reserve returns home from an ID of more than 5 days, she/he is guaranteed 48:00 free from duty regardless of the flight time in the last duty period. If this projects a Reserve for more than her/his minimum days off, the company may change a day off to an availability day. Preference as to which availability day is changed is subject to the concurrence of the Flight Attendant and Inflight Scheduling.

Minimum Days Off (Sections 7.G.1. & 10.D.1.)

Lineholders shall be scheduled for a minimum of 10 calendar days off at the home domicile each month. Reserves must be scheduled for a minimum of 12 calendar days off at the home domicile each month. At company discretion, Reserve lines may be built with up to 16 days off subject to a proportional reduction in guarantee.

As a Lineholder, if your inbound flight is scheduled to arrive before midnight but arrives between midnight and 0200, your day off will not be replaced. If the flight arrives after 0200 and you wish the calendar day off restored, you must immediately contact Inflight Scheduling for rescheduling. If the rescheduling results in the substitution of ID(s) of less scheduled flight time than the ID dropped, or dropping an ID without substitution of another ID, you will receive the scheduled flight time credit and pay of the ID(s) dropped.

If you are projected under 10 days off because of drafting, you must contact Inflight Scheduling for rescheduling and you will be pay protected for any loss of pay required to restore minimum days off.

Per Series 75 (The company's Contract Interpretation Manual), Reserves who fly into their day off with no availability days left in the month may have the day off restored in the following month. If you are a Lineholder in the next month, you may have the first ID dropped, or if there is a coverage problem, an ID later in the month. You are not pay protected for the ID. If the next month is a Reserve month, you would have the day off restored on the first scheduled Reserve availability day in the new month.

Legalities

8:30-in-24 (Section 7.D.)

Domestic IDs can be scheduled or rescheduled to fly 8:30 or less of flying in a 24:00 period without a prescribed interim rest.

When you have flown more than 8:30 in a 24:00 period, your next legal rest must be at least 16:00, whether you are at your domicile or at a layover point. If you are scheduled to fly 8:30 or less but a delay or additional stop(s) because of a mechanical, fuel or weather reasons make your flight time exceed 8:30, you must complete the assignment to the point you are scheduled for a legal rest. You may not be required to deadhead on a flight you were scheduled to work to avoid any minimum legal rest resulting from 8:30 in 24, Section 7.D.1.d. If you are scheduled or rescheduled to be projected over 8:30 flight time in a 24:00 period, or if the actual flight time projects you over 8:30 flight time in a 24:00 period, you may not be required to deadhead to lower the projected flight time.

Other 8:30-in-24 points:

- Only applies to the Domestic operation.
- If working from Domestic to International, the 8:30-in-24 does not apply. However, if working from International to Domestic, the 8:30-in-24 **does** apply.
- Provision applies based on a “Rolling” 24-hr. clock: every consecutive 24-hr. period must be considered.
- Only applies to actual ‘working’ flight time—not deadheading; not credited time.
- Converting arrivals/departures to the same time zone makes calculating an 8:30-in-24 easier.
- When flying a published (Key Page) ID, an asterisk “*” after the arrival time of the last segment indicates 8:30-in-24 may have been exceeded and indicates a 16-hour rest may be necessary at the home domicile. The “*” appears only in the published key pages, not in a computer-printed ID.
- A Flight Attendant cannot be required to deadhead on a segment originally scheduled to fly just to avoid 8:30-in-24. (Section 7.D.1.c., d.)
- If scheduled flight time is exceeded unexpectedly during the course of a duty period, the Flight Attendant must fly out the duty period as scheduled, even if going over 8:30 flight hours. Once that happens she/he must then be relieved from duty and provided at least a 16-hour rest at the next layover point. (Section 7.D.2.)
- Note Section 3.P.—Waiver of the 8:30 in 24 for ID construction requires a mutual waiver for scheduling purposes between UA and AFA.
- This legality can be waived by a Flight Attendant. (Section 7.D.3.)

Note: The issue of the manner in which the 8:30-in-24 provision is being applied in ID construction and in the operation are in dispute between the company and the Association of Flight Attendants. Notwithstanding the filing of MEC 7-12:

1-in-7 (Sections 7.F.1., 10.D.2.a. & 12.K.)

You must be scheduled for at least one calendar day off at the home domicile during any 7 consecutive calendar days. Flight Attendants with International schedules must be relieved from all duty and company obligations at least once during any 7 calendar days in one of two ways:

1. One calendar day at your home domicile,
2. One 24:00 period free from duty on a layover.

ID 7410	SKO (Korean)	CHECK-IN AT 09:30	EFF. FEB 10-FEB. 24
OTU 47P	853	SFO/NRT 1115 1505m	27.05 10.50 10.50 13.20
NARITA TOKYU HOTEL (L)			
OTH 47B	881	NRT/SEL 1810 2045	18.35n1 2.35 2.35 5.50
1.25 LOTTE HOTEL (L)			
OFR 47B	810	SEL/KIX 1520 1700	1.30n1 1.40 1.40
OFR 47B	809	KIX/ SEL 1830 2020	15.45n1 1.50 3.30 7.00 .30
LOTTE HOTEL (L)			
OSA 47B	882	SEL/NRT 1205 1410	23.10 2.05 2.05 4.05 1.55
NARITA TOKYU HOTEL (L)			
OSU 47Z	827	NRT/SEL 1320 1555m	1.40n1 2.35 2.35
OSU 47Z	826	SEL/NRT 1735 1940	21.20 2.05 4.40 8.50
NARITA TOKYU HOTEL (L)			
OTU 47B	852	NRT SFO 1700 0905m	9.05 9.05 11.50
T/D- 7	BID- 41.18	TTL- 32.45 T/C- 4.43	TMA- 144/35 M/\$303.62

This ID flies 7 days. In the DSPLOF, it looks like this:

DSPLOF3499A/SFO/02/012345/CHURCH,ELLEN							
SU	31	07	14	----	21	28	--- 07
MO	01	08	15	----	22	01	--- 08
TU	02	09	16	----	23	02	--- 09
WE	03	10	17	----	24	03	--- 10
TH	04	11	18	----	25 7412	04	--- 11
FR	05	12 7413	19	----	26	05	--- 12
SA	06	13	20	----	27	06	--- 13

Ellen is flying the same ID twice in the month. This 7 day ID must have 24:00 free from duty on a layover. This is satisfied on the first layover of 27:05. They are scheduled for 24:35 free from duty. This ID has a :35 cushion before it violates the Contract and the F.A.R. Should it arrive late, the company may delay the check-in to ensure a 24 in 7 rest. Another option would be to have you continue the ID through Flt. 826 SEL/NRT and change your return to SFO to ensure you receive your 24:00 in 7.

If a Reserve Flight Attendant ends up on duty for seven or more days during a month-end overlap period due to line awards, this end of the month conflict (EOM) is considered automatically waived unless the Flight Attendant notifies the company she/he does not want

to waive it prior to the first day of the schedule month. Upon mutual agreement, the crew scheduler will then move a Reserve day to another day later in the month the Flight Attendant originally had off.

24-in-7 (F.A.R. 121.467)

The 24-in-7 F.A.R. states that every Flight Attendant must receive at least 24 hours free from duty in any seven consecutive calendars day period. The company must look forwards and backwards in the block of seven days to determine if a “triggering event” has occurred. Many Flight Attendants get 24-in-7 confused with 1-in-7 when, in fact, they are two distinct and separate legalities. The 24-in-7 is an F.A.R. (Federal Aviation Regulation). The main difference between the 1-in-7 and 24-in-7 is that the 24-in-7 FAR **may not** be waived by anyone, and it **can** be satisfied by 24-hours free-from-duty at a layover point in both the Domestic and International operations.

Other points:

- This FAR cannot be waived by either Flight Attendants or management.
- Management must avoid violations of the FAR and, in an instance where a violation occurs, must “self-disclose” any violation(s) to the FAA.
- Measured as any 24 consecutive hours in any 7 calendar days, starting at midnight of the day in which the duty ends.
- “Triggering event” is described as an ID (or report to airport but does not fly) or airport standby.
- Standing Reserve alone does not constitute a triggering event, but once an assignment is made; the block of seven calendar days must then include a 24 hour rest.
- CAN be satisfied by 24 hours **free-from-duty** on a layover both Domestically and Internationally (remember to factor in report times and debriefing to see if a legal 24 hour rest is being given).

The following ID example does not satisfy the 24-hour free from duty at a point away from home requirement:

XXIDSL 5248 EFF 04/04/04 THRU 05/01/04 DOM SEA EQP OVR CAT S 3											
CREW: FS M N											
FRQ	D	EQP	FLT#	DPTARV	DPTR	ARVL	L/O	TTL	ACM	DTM	ERR
SMTWTFSS	I	77I	875	SEANRT		1245		1450		2605	1005 1235
	I	77I	876	NRTSEA		1655		0930		00 835	835 1120
T/D 3 BID 1840 TTL 1840 TMA 4730 M/\$ 95.00											
M-MEAL BOARDED- 875/04 SEA M-MEAL BOARDED- 876/06 NRT											

1. On arrival, 30 minutes customs and 15 minutes debriefing are required.
2. Check-in on the return segment in NRT is 1:45 prior to departure.
3. The sum of :30 + :15 + 1:45 = 2:30
4. When subtracting from the block to block time of 26:05 the 2:30, the result is 23:35 which provides less than the required 24 hours free from duty and does not satisfy the provisions of the FAR or Section 12.K.

- Training can be added to the end of a block of seven days, but not at the beginning.
- General advice on how to avoid being placed in this situation - DON'T WAIVE 1-in-7.

35-in-7 (Section 7.E.)

In a Domestic schedule, you may not be scheduled to fly more than 35:00 in any 7 consecutive 24:00 periods. This often encompasses 8 calendar days. You may fly more than 35:00 in 7 consecutive 24:00 periods. This rule is for planning purposes. A Reserve or Lineholder may not be assigned or reassigned to an ID that exceeds 35 hours in any seven consecutive days.

Additionally, Flight Attendants may not be rescheduled to exceed 35-in-7 without their consent. The 35-in-7 rule does not apply to Reserves receiving only International assignments (Section 12.J.). If a Reserve is receiving only Domestic assignments, or a mix of Domestic and International assignments, the 35-in-7 rule applies.

- Only applies to actual working flight time—not deadheading; not credited time.
- For schedule planning purposes only. If flight time increases while out flying the schedule, the Flight Attendant must fly out the schedule, even if 35-in-7 is exceeded.

35-in-7 does not apply to any seven consecutive 24-hour periods surrounding International IDs. Nor does it apply to vacation time or sick leave.

Holding Time (Section 7.C.)

Holding time (at the gate or unloading point, onboard the aircraft, with passengers) is limited to 4:00 at any one point or a total of 5:00 during any duty period. You must be given a :15 rest period after each 2:00 of holding. At the end of 4:00, you must be either:

1. Relieved from holding with passengers
2. Reassigned
3. Released from duty

End/Beginning Of Month Legality (EOM) (Sections 9.D. & 12.O.)

The company refers to these beginning of month conflicts as EOMs for end of month legalities. These conflicts can include not satisfying 1-in-7 minimums, not having 24 hours free from duty in 7 consecutive calendar days, being scheduled to exceed 35:00 in any 7 consecutive 24:00 periods (8 calendar days), not having minimum rest between IDs (which technically includes overlapping IDs).

If you are not legal for your new schedule, you should trip trade to make yourself legal. If you are unable to make yourself legal by trip trading, you should contact Inflight Scheduling for assistance. DIS*39666 is the display page used for legality trades. These trades are not part of the trip trade with open flying allotment.

If you are unable to make yourself legal at least 7 days before the beginning of the new month, Inflight Scheduling will reschedule you. If you are not legal for your new schedule, you

may be assigned to an ID in a different operation only if there is no ID you are legal to fly in the operation for which you were originally scheduled.

Flight Time Limitations- Monthly Maximums (Sections 7.A., 10.H., and 12.G.)

Our Contract provides that the maximum credited flight time per month is 95 hours. Sections 7.A.8., 10.H. and 12.G.8. of our Contract provides that any Flight Attendant may, at their option, elect to project their monthly maximum to either 100 hours or over 100 hours. Lineholders may opt to 100 or over 100 through picking up from open flying, trip trading, accepting an assignment or by calling the crew desk. Reserves may opt to 100 or over 100 when bidding for their lines or by calling the crew desk.

Reassignment (Sections 7.A.5. and 12.G.5.)

A Flight Attendant may not be reassigned if, as a result, their monthly flight time projection exceeds 95 hours of credited flight time.

Drafting (Sections 7.A.6. and 12.G.6.)

If a Flight Attendant is drafted, which results in projecting their schedule over 95 hours of credited flight time, their monthly schedule must be adjusted during the month to lower their projection to no more than the maximum credited flight time.

Line Construction

In addition to the maximum monthly schedule maximum, Section 9.A.3. of our Contract provides that Domestic and International lines of flying be constructed so that the average of all lines at each domicile is not more than 88 hours credited flight time per month. An important component of our Contract also stipulates that lines be constructed by the Union Local Schedule Committee. Having our Union as an integral part of the line construction process, Flight Attendants from your domicile who fly these trips and use your feedback, work to maintain the quality of our schedules.

The 95 hour flight time maximum limitation does not apply to line construction, however as Sections 7.A. and 12.G. state, no Flight Attendant can be required to fly more than their scheduled monthly schedule maximum of 95 hours (unless they opt to 100 or over 100). If a Lineholder Flight Attendant is projected over 95 hours in a month, they may follow the resolving over monthly actual and making yourself legal process after line bids have been awarded to reduce projected time. Once a Reserve Flight Attendant reaches 95 credited hours, if she/he has not opted she/he cannot be forced to work beyond this monthly maximum and must be released from duty for any remaining Reserve days.

Resolving Over Monthly Actual and Making Yourself Legal

While there have been recent changes from a quarterly system to a monthly system as a result of our new Contract, there has not been any change to the process by which you should make yourself legal or resolve over monthly flight time situations.

In situations where your projection exceeds your monthly maximum, Sections 7.A.3. and

12.G.3. provide the ability to resolve a legality conflict. The legality should be resolved, preferably through trip trading with other Flight Attendants or open flying. By providing an opportunity to first resolve the situation ourselves, we are provided the greatest flexibility in managing our schedule while at the same time the ability to maximize our income. In the event you are unable to resolve your over monthly flight time situation, the company is obligated to work with you as required by Sections 9.E.3. and 12.P.1. of our Contract.

Sections 9.E.3. and 12.P.1. provide that if you are projected over 95 hours in a month, and unable to reduce time through trip trade procedures, you should contact Inflight Scheduling for rescheduling. You may be projected to 95 hours for the last ID of the month, but if it is necessary to drop an ID because of high time, your preference as to which ID is to be dropped will be considered in concurrence with Inflight Scheduling.

Benefits of Monthly Schedule Maximums

Establishing a Contractual limit to the maximum number of hours management can schedule us to, on a monthly basis, protects us from being forced to fly more hours in any given month, offers schedule trading opportunities to increase or decrease time, and protects our jobs.

Monthly Schedule Maximum Review:

- Lines of flying may be constructed over 95 hours; however, you cannot be forced to fly more than your monthly schedule maximum. You may reduce your monthly projected schedule through trip trading with open flying or another Flight Attendant, the RDO process or by calling Inflight Scheduling.
- All Flight Attendants, Lineholders and Reserves, have the ability to opt to 100 hours or over 100 hours **at your discretion**. No Flight Attendant can be forced by the company to opt for more hours.
- Having a Contractual monthly schedule maximum provides greater schedule flexibility options, allowing for each Flight Attendant to increase hours maximizing income on a monthly basis.

Deadheading (Section 11.A.)

You receive full pay and credit for deadheading. Deadhead time does not count toward actual flight time and is excluded from 8:30-in-24 legal rest calculation and 35-in-7 calculations. You are on duty when you are deadheading. Deadheading cannot be considered legal rest or used to satisfy time off requirements for 1-in-7 or minimum days off.

Deviation from Deadheading (Section 11.F.)

You may deviate from a deadhead assignment that is the first or last segment in an ID. You must have the approval of Inflight Scheduling to deviate. For last segment deviation, you must contact Inflight Scheduling for approval when you arrive after the last working segment. For first segment deviation, you are paid from the point in the ID you deviate.

Converted from Deadhead (Sections 9.I.1. and 12.Q.1.)

If a need arises for a Flight Attendant to work the flight you are deadheading on, the first option for Inflight Scheduling is to convert you from deadheading to working. You may not be converted to work if this causes you to be illegal for the remainder of your ID. If you are deadheading on a Domestic flight to work and International trip, you may only be converted to work on that segment to avoid cancellation. If you are deadheading on an International segment to work a Domestic trip, you may only be converted to work on that segment to avoid cancellation.

Alcoholic Beverage While Deadheading (Section 11.G.)

If you choose, you may have an alcoholic beverage while you are deadheading if you meet the conditions below:

- You are not in uniform.
- You are a Lineholder and do not have a flight scheduled to depart within 12:00 after scheduled arrival at a domicile or co-terminal point.
- You are a Lineholder deadheading into a non-domicile layover point and you will not be legal for reassignment or drafting to work any flight for at least 12:00 after scheduled arrival.
- You are a Reserve and you would not be legal for assignment for 12:00 after scheduled arrival at a domicile, co-terminal or non-domicile point.
- On a multi-segment DHD, you may only drink after take-off on the last segment and all the above conditions are met.

Line Guarantee & Reassignments

Defining what is causing any rescheduling activity will help you identify the proper method of reassignment the Crew Scheduler should employ. This will help you understand some of the differences of these sections.

Errors (Section 8.I.)

This Section deals with errors in the line of flying or the assignment of an open ID. An example of this is when two lines have the same ID or you are not awarded the open trip you were entitled to receive. You may be reassigned to an ID which departs on the same day as the original ID and arrives within 6 hours of the arrival of the original ID or you will receive pay and credit for the flight time lost. Priority will be given to reassigning Flight Attendants to IDs in the same operation.

Line Guarantee (Sections 8.J., & 12.I.)

These are the line guarantee Sections, and deal with the Lineholder who involuntarily loses all or any part of an ID. An example of this is a trip cancellation.

- You may be reassigned to an ID on the days originally scheduled to fly which is scheduled to return you to your domicile no more than 22 hours later than the original Domestic ID. You may only be reassigned to one ID.
- For an International ID of 4 calendar days or less you may be reassigned to an ID

on the days originally scheduled to fly which is scheduled to return you to your domicile no more than 24 hours later than the original scheduled ID. You may only be reassigned to one ID.

- For International IDs in excess of 4 calendar days, you may be reassigned to a maximum of two IDs on the days originally scheduled to fly which is scheduled to return no more than 36 hours later than the originally scheduled ID.
- If there is no ID available, you may have to call Inflight Scheduling at a prearranged time once each day of the original trip until an assignment is made.

After being advised of the reassigned ID, if the number of Reserves available is equal to or greater than the projected number of Flight Attendants needed, you can decline the reassignment. If you decline, your projection and line guarantee will be reduced by the value of the original assignment.

Schedule Changes/Reassignment (Section 9.B.)

This is the schedule change or transition section. Examples of this are airplane changes or IDs moved from one Domicile to another over a schedule transition. You will be reassigned if the company and the LEC President decide a rebid is not necessary.

- The reassignment must be for the same number of days or less as the originally scheduled ID.
- The reassignment must take into consideration your previous schedule.
- The reassignment need not be on the days originally scheduled to fly.
- There are no restrictions on arrival or departure time of the ID to which you are assigned.

Reassignments made under this Section will only be to the same type of flying (Domestic to Domestic and International to International).

Order of Assignments At Domicile Points (Sections 9.I. & 12.Q.)

The following Sections are used at all Domicile points. You are a home Flight Attendant when the assignment takes place at your Domicile point and a visiting Flight Attendant when you are at a Domicile other than your own during a trip.

The Flight Attendant who is projected the greatest number of hours beneath her/his line guarantee will be assigned first. If the number of hours is equal for 2 or more Flight Attendants, the assignment will be according to seniority preference. Priority will be given to reassigning Flight Attendants to IDs in the same operation and same number of days.

This is the order Flight Attendants should be assigned to open flights.

1. A Flight Attendant converted from deadheading to working the same flight. The conversion must keep you legal and is offered in seniority order.

2. At home Flight Attendant.
 - a. Who has lost the outbound flight or the outbound will operate so late that she/he will miss the return flight. This assignment is to legally connect to the return flight.
 - b. Who has lost the flight or ID, if in the opinion of the crew scheduler such reassignment will prevent drafting.
 - c. Who is being reassigned to restore minimum calendar days off.
 - d. Who is being reassigned under Section 8.J. or 12.I. - Line Guarantee.
3. A visiting Flight Attendant who has lost her/his outbound or who has an open return.
 - a. The visiting Flight Attendant with no return must contact the crew scheduler upon arrival or as soon as the loss is known.
 - b. The Flight Attendant with no open return may be given an assignment to your domicile that is scheduled to depart no more than 12 hours beyond the termination of a legal rest period.
4. A home Lineholder who desires to increase flight time.
5. A home Reserve.
6. A home Reserve who wishes to pick up flying on days off.
7. Drafting.

Irregular Operations At Domicile Points And Non-Domicile Points

(Sections 9.K. & 12.R.)

These Sections deal with covering flights open because of irregular operations. These flights are open because the visiting Flight Attendant will not be able to connect or is illegal for the scheduled flight.

At domicile points:

1. Move up a Flight Attendant from the same domicile as the regular crew.
2. Move up a visiting Flight Attendant from another domicile.
3. Move up the first available home Flight Attendant.
4. Consider the flight open and assign the visiting Flight Attendant under the Order of Assignment in Sections 9.I. or 12.Q.

At non-domicile points:

1. Assign Flight Attendants prevented from working regularly assigned flights in First In First Out order.

At domicile points and non-domicile points, priority will be given to assigning Flight Attendants to IDs in the same operation and the same number of days.

At International non-domicile points outside the contiguous United States:

1. Fill open flights on a FIFO basis from crews headed in the same direction.
2. Draft the first available crew for whose flight the arriving illegal crew would be legal.
3. The first legal crew should be utilized.

Drafting

Irregular operations and bad weather can negatively impact our IDs while at work. It's important that you know what our Contractual legalities are when confronted with a drafting scenario. Sections 2, 9 and 12 of our Contract deal with drafting.

Drafting is defined in Section 2.I. of our Contract. Lineholders shall be considered drafted when assigned, while off duty, in inverse order of seniority and in priority among those available and qualified. In addition, Lineholders shall be considered drafted when removed from their assigned flight for which they are legal, available and in position to fly, and assigned to cover any other flights.

Drafting is provided for under our Contract after exhausting the Order of Assignment, as set forth in Sections 9.I. and 12.Q. of the Contract.

Furthermore, Section 9.H.3. of the Contract provides that drafting assignments shall not be made more than six (6) hours prior to scheduled departure. Flight Attendants may not decline a drafting assignment. Keep in mind, that once the company applies the drafting provisions of the Contract, there are pay ramifications of which everyone should be aware such as our newly ratified Contract provision that when Flight Attendants are drafted you will receive two hours and thirty minutes (2:30) of extra pay.

First, once drafted, there is no further reassignment under Sections 8.J. or 12.I. of the Contract. For example, if drafted from a three day ID to cover a one day ID, there is no further reassignment upon return to the home Domicile. In addition, any drafting assignment that would result in a Flight Attendant being illegal for a subsequent ID is pay protected as part of the drafting assignment and the company may not reassign the affected Flight Attendant under Section 8.J. or 12.I. on return to the home Domicile.

In addition to the new drafting pay provision there are pay ramifications involving holiday pay when drafted. When drafted away from a holiday ID, to fly a non-holiday ID, the scheduled holiday pay must be considered when making the flight pay calculation. A comparison must be made between the dollar value of the ID flown (including any applicable holiday pay) to the value of the ID from which drafted (including holiday pay.) If the value of the ID from which drafted (including holiday pay) is greater than the value of the ID to which flown, the Flight Attendant is entitled to the pay differential, or the greater of the two. This differential, once calculated as a result of the comparison will be posted in the DFAP in the form of an hour and minute posting.

When given a drafting assignment, we encourage you to have the scheduler clarify that you have, in fact, been drafted and under which section of the Contract this is being done. Request the scheduler remark the ID appropriately indicating "DRFT." This will assist Flight Time Records when making their manual review of pay associated with each drafting situation.

Reserve

(For more information about Reserve please see the Reserve Survival Guide located on our website, www.unitedafa.org)

Reserve Rotation (Section 10.A.)

Reserve is a necessity in the airline industry. Irregularities are inevitable and Reserve coverage is necessary for the company in order to meet their operational integrity targets. Our Contract provides for a “rotating” Reserve system often referred to as “A/B Rotation” (Section 10.A.). The A/B Rotation system ensures that on completion of your fifth year as a Flight Attendant, you are guaranteed to be a Lineholder every other month, at your option provided you bid accordingly. Upon completion of your fifth year, you will be assigned a Reserve letter, either A or B. The letter can be found on the upper right-hand corner of your Unimatic LOFBID screen, on your VACBID screen; and on the domicile seniority list. Reserve letters can change every year. The Reserve letters are updated in September, which is one month prior to the following years Vacation bid period which opens every year on October 29th, Reserve letters become effective in February of the following year. Flight Attendants wishing to trade their assigned Reserve Letter can use POSTRD/TRDBRD to advertise for the desired trade. Flight Attendants may only trade Reserve Letters once per year (FEB-JAN). Trade requests are submitted via Unimatic DIS*27871.

When bidding each month, determine if you may have a Reserve obligation as indicated by the Senior Designated Reserve date listed in the monthly Bid Package Cover Letter. Reserve months are listed in Section 10.A.1.b. of the Contract. If you are designated as an ‘A’, you have a Reserve obligation in “odd” numbered schedule months. If you are designated a ‘B’, you have a Reserve obligation in “even” numbered months. Flight Attendants with five years or less seniority have a Reserve obligation every month. However, some Flight Attendants with a Reserve obligation every month may be able to hold a line in their Reserve months depending upon the amount of flying assigned at the domicile.

The following are the months you may have a Reserve obligation under A/B rotation:

“A” (Odd Numbered Months)

January
March
May
July
September
November

“B” (Even Numbered Months)

February
April
June
August
October
December

In accordance with Section 10.A.5. of the Contract, the most Senior Designated Reserves and the most junior Lineholders of the same letter should preference both schedule and Reserve positions. If it is your Reserve month and you want to do everything possible to avoid Reserve, bid all lines, including Relief before Reserve lines. If it is your Lineholder month and some lines are so undesirable you would prefer Reserve, after you bid the lines you want,

bid Reserve lines. If you do not bid a Reserve line you cannot be assigned one in your Lineholder month.

Reserve Move-Up Line of Flying (Section 10.B.)

According to Section 10.B. of our Contract, a Reserve who wishes to move into a line of flying left vacant or which may be constructed from open flying during the month may indicate such preference at the time of bidding by checking the appropriate box on her/his bid screen. Move-Up lines will be constructed with either pure Domestic or pure International IDs. A Reserve may also elect a preference for Move-Up lines between Domestic, International, or 'Either' during the bid process. A Reserve may also specify and be awarded up to two (2) protected days in their Move-Up line of flying. The Reserve shall be allowed to remove her/his name from the Move-Up list within a specified period of time established at each Domicile following the awarding of bids, as stated in the monthly Bid Package Cover Letter. The Reserve may also alter their preferences for type of flying and remove protected dates by using the 'MOVEUP' entry in Unimatic. In addition, subsequent to the bid award, a Reserve may notify Inflight Scheduling that they wish to be placed on the Move-Up list. In such an instance, the Reserve will be placed at the bottom of the existing list.

The company shall make up and/or award Reserve Move-Up line(s) at each Domicile. Reserves who have bid for Move-Up lines shall be contacted in seniority order as lines open up. If both of the protected days specified by the Reserve cannot be accommodated, this Reserve will be bypassed and remain on the Move-Up list in seniority order until such protected day(s) can be honored. The protected days do not have to be days that were scheduled days off in the Flight Attendants awarded Reserve line. A Reserve who indicates no protected day(s) off, or whose protected day(s) have been satisfied, must accept such assignment. If more than one line is available, the Reserve may be offered a choice of lines. If the Reserve has a vacation or will be on ANP status for seven (7) days or more in the remaining part of the month, she/he will not be moved into a line of flying until the period of unavailability passes.

You can monitor the building of Move-Up lines at your domicile through MUADIT in Unimatic. Be aware that a Move-Up line can be built up to the monthly maximum for the individual Flight Attendant.

Reserve Assignments (Section 10.C.)

Reserve assignments are made from a Reserve availability list that can be displayed using RSVFLY. Reserves are listed first in day of availability category (number of scheduled days on remaining before the next scheduled day off), and then in time accrued order based on credited time within each day of availability category, the Reserve with the lesser time accrued listed first. The day of availability categories are as follows: one-day; two-day; and three-day. After the three-day category, at Domestic domiciles (domiciles in the US, except HNL), all Reserve Flight Attendants good for four-or-more days are in the same category (Sections 10.C.4., 5., & 8.) in Time Accrued Order (TMAC). At International Domiciles including HNL, Reserves continue to be separated into four-day, then five-day, then six-day, etc., day of availability categories and are listed in TMAC within each category.

Reserve line numbers are in the same range for both Domestic and International location.

- Call-in Reserve (CLLR) is designated in the 1400 series
- Ready Reserve (RSV) is designated in the 1500 series

During the actual award of monthly schedules, some Reserve lines may have more positions assigned to them than others. While the company determines the number of Flight Attendants to be awarded on a specific Reserve line in compliance with Section 10.C.1.a., the company must award at least one Call-in and one Ready Reserve position for each published Reserve line. In addition, this provision requires a minimum of 65% of the Reserves at the domicile will be assigned Call-In status and 35% to be Ready Reserve status. Section 10.C.1.c. provides for the company and the Local Council President to review this ratio on a monthly basis. Locations with fewer than 20 Reserves, will assign Call-In and Ready Status at a minimum of 50% in compliance with Section 10.C.1.b. and this information and the number of Reserves assigned each line will be indicated in the monthly Bid Package Cover Letter when this situation exists.

CLLR Assignments (Section 10.C.5.)

Open positions with check-in times in the 24-hour period beginning at 0500 the following morning shall be assigned to Call-In Reserves according to their 1-, 2-, 3-, 4- or more day classifications in Time Accrued Order (TMAC) and qualification. Following the 1500 open flying process, remaining non-ONSL positions with check-in times of between 0500 the next day and 0459 the day after are filled (Section 10.C.5.). The process begins after 1500 for the next day's trips with the one-day trips in check-in time order. The earliest one-day trip is assigned to the first legal, available, and qualified one-day Reserve on the list. Once the one-day positions have been filled with one-day Reserves, then the two-day assignments are made. If there are insufficient legal, available, and qualified Reserves in a given day-of-availability category to fill all the trips of that length, the crew scheduler goes back to the top of the OPNTRP list and looks for remaining trips of that day category along with those in the next day category in check-in time order, and assigns them the next day of availability category of Reserves. For example, if there are insufficient one-day Reserves to cover the one-day trips, the crew scheduler goes back to the top of the OPNTRP list and assigns the remaining one-day trips along with the two-day trips in check-in time order to legal, available and qualified two-day Reserves. If there are insufficient two-day Reserves to fill the remaining one- and two-day trips, the crew scheduler goes back to the top of the OPNTRP list again, now looking at one-day, two-day, and three-day trips in check-in time order to assign to legal, available and qualified three-day Reserves. When this point is reached, if ID#1 is a one day trip with a 1000 check-in (which may still be open if no one- and two-day Reserves were legal or qualified for it) and ID#2 is a three-day trip with an 1100 check-in, the first three-day Reserve will end up getting a one-day trip (assuming she/he is legal, available and qualified for it.) However, if ID#1 is a three-day trip with a 1000 check-in and ID#2 is a one-day trip with an 1100 check-in, the first three-day Reserve will get a three-day trip while the second three-day Reserve will get the one-day trip, all else being equal.

Once the crew scheduler begins assigning the 4 day trips, the process differs for assignments at Domestic and International locations. Once the three-day Reserves have been exhausted, or four-day assignments are being filled, at Domestic locations (US domiciles except HNL),

Reserves good for four or more days are considered to be in the same day-of-availability category. If Reserve A is good for six days with 35:00 TMAC (time accrued), and Reserve B is good for four days with 40:00 TMAC, Reserve A will be listed and assigned first (all else being equal) because she has less TMAC, even though she is good for more days. At International locations (including HNL), on the other hand, Reserve B will be listed and assigned first because she/he is good for fewer days (four instead of six). To summarize, for a four-day ID for which both Reserves A and B are legal, available and qualified, at Domestic locations, it will go to Reserve A, because Reserve A has less time accrued than Reserve B. At International locations, it will go to Reserve B, because Reserve A is good for more days than Reserve B. If a CLLR is out on a trip at the time the next day's CLLR assignments are being made, the Reserve's assignment is based on the arrival time and time accrued estimated upon completion of the ID (Section 10.C.7.c.).

CLLRs should not be converted to Ready Reserve unless the language of Section 10.C.6. is met: "Call-In Reserves shall only be converted to Ready Reserve when the number of Ready Reserves available is equal to or less than the projected number of Flight Attendants needed for the following day." However, it is important to note that the number of "needed" Flight Attendants is not solely based on the number of the remaining open trips at the domicile.

Ready Reserve (Section 10.C.8. and 10.E.)

A Reserve shall be given fifteen (15) hour notice at the Domicile point before departure time except that when the need for a Reserve cannot be determined at least fifteen (15) hours in advance of the flight, a lesser notice may be given. Although every attempt shall be made to assign a Reserve at least four (4) hours prior to departure time, a Reserve receiving less than four (4) hour notice will attempt to make the assignment. Except for periods of relief from duty provided in Section 7., a Ready Reserve will be subject to contact at any time and must be available by keeping the company advised of where she/he can be reached. These assignments shall be made as soon as practical and shall include layover hotel and telephone number if assigned to an ID not published in the monthly key pages.

Notice of Assignments (Section 10.E.)/Personal Contact Information

- A Reserve may provide one (1) alternate contact at a time. Personal beepers will be considered as an alternate contact.
- Scheduling must attempt to call each number in the FDUG screen over a 45 minute period. Each call must be placed 15 to 20 minutes apart.
- Once given an initial assignment at the home domicile, a Reserve need not remain available for contact.
- If an ID is assigned to a Reserve and then subsequently reassigned to a Lineholder, the crew scheduler will attempt to contact the Reserve before she/he leaves for the airport.
- If a Reserve is required to report to the airport for a flight assignment and that assignment cancels and she/he is required to remain for a later assignment, she/he

shall be covered by the standby Reserve provisions of Section 10.G.

- An available Reserve may be released from contact for a period of time with the approval of the crew scheduler.

Calling for Assignments (Section 10.C.7.)

The only Contractual way to receive a CLLR assignment is to call CATS after 1900, option 2-2-1; or call the crew desk. Do not use "What's In My ID?" on CATS or check your line in Unimatic. That information may or may not be your actual, correct Call-In Reserve assignment. The 1900 Call-In Reserve assignment process requires a Reserve to be assigned one of three possibilities:

1. A specific ID or ONSB with a check-in time of 0500 the next day through 0459 the day after
2. Converts her/him to ready status for the following day, obligating her/him to be telephone available beginning at midnight, or
3. Releases her/him for the following day, until the next evening's 1900 Call-In Reserve assignments.

(Section 10.C.7.a.). If the 1900 Call-In Reserve assignment system does not provide one of those three assignments, or if the system is otherwise not working properly, the Call-In Reserve must contact the crew desk (Section 10.C.7.b.). In addition, if it is after midnight, the CLLR assignment system is not normally available and the Call-In Reserve must contact the crew desk for their next day's assignment.

Going On & Going Off Reserve

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

- Going "on Reserve" or from **Lineholder to Reserve** - if you are on Ready Reserve the first day of the new month (including Converted Call-In Reserves), you must be telephone available at 2000 the evening of the last day of the current schedule month for assignment to IDs departing after midnight the first day of the new schedule month (Section 10.C.11.).
- 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 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 (Section 10.C.11.). Any legality problems in the new month should be taken care of upon your completion of the ID.
- Going from **Reserve to Reserve**, you cannot be scheduled to work into a day off. Following days off, the Ready Reserve has the obligation of being telephone available at 0001 with an earliest check-in time of 0500. (Section 10.C.10.).

Purser (Section 9.P.4. and 12.D.5.)

Qualified Purser positions (except Domestic narrowbody Purser positions) are filled with Reserves in accordance with Section 9.P.4. for Domestic widebody positions, and Section 12.D.5. for International positions. If another Qualified Purser is on the base or equivalent ID, the open Purser position will be filled as if it is a regular, non-Purser position in day of availability/Time Accrued Order (TMAC). The Qualified Purser on the flight will be required to take the position in briefing. If there is no Qualified Purser on the base or equivalent ID, a Qualified Purser Reserve may be assigned out of Time Accrued Order (TMAC) to fill the position. International Qualified Purses are qualified to work Domestic Qualified Purser positions; whereas, the Domestic qualified Purser may not be assigned to the International Qualified Purser position during Reserve assignments.

Open Domestic narrowbody Purser positions are filled in briefing in accordance with Section 9.F.7. All Flight Attendants who have been flying at least one year are qualified to work these positions. If a senior Flight Attendant chooses to not work the position, it will be filled by the most junior Reserve, even if there is a more junior qualified Lineholder present.

Returning from Sick Leave (Section 10.C.7.d. and 10.C.8.c.)

- Call-In Reserves who call off sick leave prior to that evening's Call-In assignments being made will be given an assignment during the normal 1900 Call-In assignment process.
- A Call-In Reserve who calls off between 1900 and midnight will be given an assignment at the time of the call. A Call-In Reserve who calls off after midnight shall be considered on sick leave for the calendar day (Section 10.C.7.d.).
- A Ready Reserve who calls "off" sick leave before 0900 will not be certified ONSL for the day and will be available for assignment for the balance of the day. (Section 10.C.8.c.)

If the crew desk calls a Ready Reserve for an assignment less than four hours before *****departure time***** (as opposed to check-in time), it is considered to be a "short call." While there is no contractual prohibition against the crew desk making a short call, a Reserve should not be penalized if she/he has made a reasonable effort to make the flight, shows up at the airport, and has missed the flight anyway (Settlement, ORD 7-95). For the purposes of standby assignments, the report time is considered the same as departure time.

Section 9.I. and 12.0. Assignment of Open IDs, Section 9.K. Irregular Operations, Section 12.R. Schedule Irregularities, Section 9.M. On-Time Sections and Consolidation of Flights are areas of the Contract which provide direction as to how reassignments should be made in the operation. However, any changes must be made within the contractual flight time, duty time, legal rest, and day off parameters and legalities provided for in the Agreement.

Open Ended (UNI) IDs

Open-ended ("UNI") IDs must be initially closed within 15 hours of arrival at the layover location (Section 10.K.; or within 24 hours on an International ID, Section 12.U.5.). However, once a Reserve's ID is initially closed, it can still be changed at a later time. A Reserve's rest period should not be interrupted to close an open-ended ID or to change an ID, as described

in Section 7.J.5. In accordance with Sections 9.I.3.b, 12.Q.3.c. ID's may only **be left open-ended once within the ID.**

On Standby (ONSB) (Section 10.C.9. and 10.G.)

When reporting for standby (ONSB), a Reserve must check-in with the crew desk or Inflight Services Duty Desk (as determined by local procedures) upon arriving at the airport. The standby Reserve can be given a flight assignment that is scheduled to depart within five hours of the beginning of the ONSB period. As an example, a Reserve assigned ONSB at 1600 can be assigned to a flight that is scheduled to depart at 2100 or sooner). If that flight is delayed past the five hours, the standby Reserve is obligated to stay with the delayed flight (within duty time limitations). If the standby Reserve does not receive a flight assignment within four hours of reporting for ONSB she/he should block out with the crew desk to be released. As an example, a Reserve assigned 1600 ONSB is not given an assignment by 2000, should contact the crew desk for release. Standby Reserves not given a flying assignment receive five hours flight pay and credit.

Monthly Maximum (Section 10.H., 9.E.4.a., and 12.P.2.a.)

There are additional considerations as they relate to a Reserve's monthly maximum and the implications of opting. You can be scheduled to work up to 95 credited hours each month. You have the option to opt up to 100 hours or you can opt to fly an unlimited number of hours. With the elimination of the quarter system, opting in a Lineholder month will not impact your maximum in a Reserve month.

When going on Reserve (from a Lineholder to a Reserve month), be careful when picking up an overlap trip from open time that begins at the end of the old (Lineholder) month and returns at the beginning of days off in the new (Reserve) month for two reasons. First, if you pick the trip up prior to the award of schedules for the new month, any days off in the new month will **not** be restored. However, if the Company allowed you to pick up the trip after lines have been awarded for the new month, any days off interfered with would have to be restored (System Board of Adjustment Award HNL 29-78). Any days off that are missed due to a scheduled overlap ID that was in your original line of flying, as awarded, will be restored in the new month. It is also important to remember if you carry over hours from your Lineholder month into your Reserve month, these hours will apply towards the 78 hour minimum and do not increase your monthly guarantee. It is only once you have completed 78 hours of Reserve assignments that these carry-in hours are paid in addition to the Reserve minimum because we are always paid the greater of what we have worked or our Reserve minimum (guarantee).

Vacation

(For more information about Vacation please see this years Vacation article on www.unitedafa.org)

Vacation Bidding (Section 18)

Section 18 of our Contract governs the annual vacation bidding process and outlines the procedures and timeline for the awarding of vacations. If you participated in the **Partnership Program**, you should also refer to the Partnership Agreement Section I – Vacation.

Reserve Letters (Section 10.A.)

The first step in the annual vacation bidding process is the assignment of Reserve letters. Section 10.A. of our Contract requires that Reserve letters be assigned and posted in domiciles in September, the month prior to the start of vacation bidding. The list establishes the top 25% of the domicile who are exempt from Reserve rotation and assigns "A" or "B" Reserve Letters to all Flight Attendants with more than five years seniority. You will obtain important information by checking the domicile seniority list known as the **Reserve Letter List** containing the Lineholder status and Reserve letters. We remind you that the Reserve letters are effective in February through January of the following year.

Vacation Bid Periods (Section 18.E.)

Vacation Period	Open	Close	Posted
Primary Bids	0830 October 29	0830 November 7	0830 November 12
Secondary Bids	0830 November 16	0830 November 23	0830 November 28
Tertiary Bids	0830 December 1	0830 December 7	0830 December 11

*All listed times are LOCAL domicile times.

Vacation Accrual and Bidding Seniority (Section 18.B.)

The number of vacation days accrued and your vacation bidding seniority are based on company seniority, which may differ from your Flight Attendant seniority. When vacation bids open, a seniority list for vacation bidding will be available in your domicile. The list will show your seniority for vacation bidding and the total number of days you have accrued. Vacation accrual is based on completion of years of service. Flight Attendants hired before the 15th of the month accrue 1 day each month for years 1-4 for use in the following year. Flight Attendants in year 5 and beyond accrue vacation in the current year for use in the following year based on the accrual schedule. The number of vacation days you have accrued will be included in your **VACBID** screen.

The number of vacation days increases as you reach specific seniority levels as provided in Section 18.B. of the Contract with a maximum accrual of **40** days.

Years of Service	Vacation Days Each Year
1- 4 years	Up to 12 days with 2 splits, 6 days minimum
5 years	19 days with 2 splits, 6 days minimum
10 years	26 days, with 3 splits, 6 days minimum
17 years	33 days, with 3 splits, 6 days minimum
25 years	40 days, with 3 splits, 6 days minimum

Vacation Reduction (Section 18.B.2.)

Section 18.B.2. of our Contract provides for a reduction in vacation accrual. A Flight Attendant will receive full vacation accrual after having completed a minimum of 97 hours and 30 minutes of paid activity in each quarter of the rolling twelve month period ending in the August schedule month prior to the vacation year. If you have less than 16 hours and 15 minutes (16:15) of paid activity for that period no vacation is accrued. You will accrue 1/24 of the vacation accrual for the calendar quarter for every 16 hours and 15 minutes of paid activity in that quarter. For the purpose of calculating vacation accrual, hours paid for publicity and training shall have the same value as credited flight time. If training is paid under Section 15.G., the greater of the training hours or the flight time credit for the scheduled flight hours missed shall be used. Designated quarters are the bid months of September through November, December through February, March through May and June through August.

Section 18.C. covers other reductions in vacation accrual. The Company will reduce your accrued vacation days if you have been on Leave of Absence (LOA); if you have been on furlough status, voluntary or involuntary or if you have been on suspension for 30 days or more. The only exception to this list is Occupational Leave status (occupational sickness or injury on the job), which will not impact vacation accrual. If you are affected by a reduction in your vacation, your vacation accrual will be reduced by 1/12 for each 30 days of leave or major portion, on a prorated basis (Section 18.C.). In addition, the Partnership Program Letter of Agreement also provides for a reduced accrual (see below).

Day-at-a-time-vacation (DAT) used between November 1, and December 30, will be deducted from the vacation allotment for following year. Any DAT taken between January 1, – October 31, will also be deducted from bidding. Once vacation accruals are posted, adjustments to individual vacation accruals are not made as a result of DAT usage except for any DAT taken October 27-31, (after vacation accruals have been posted in the VACBID screens.)

Partnership Program

Flight Attendants participating in the Partnership Program will accrue vacation at one half (1/2) of the vacation accrual schedule outlined in Section 18.B. of the Contract during the period of the partnership. For example, Flight Attendants with less than five (5) years of service normally accrue one day of vacation for each month of continuous service. While participating in the Partnership Program, she/he will accrue ½ day of vacation for each month in which she/he participates in a partnership. Should the Partnership Program be terminated, the vacation accrual rate will revert to the full accrual rate set forth in our Contract as of the date of termination. This change in accrual is effective with the first schedule month of the partnership, and will affect the vacation accrual that will be used.

Partial Days

Some vacations have been adjusted to include days and hours (partial days). A partial day should be used as a full day only when counting the days on the Flight Attendant schedule calendar. Remember that all hours must be bid in the same phase. A partial day is always the last day of the vacation. It should not be assumed that the entire day is a vacation day. A partial day begins at 0000 and ends on the hour. If the check-in for an ID begins at the exact same time as the partial day ends or after, the Flight Attendant is responsible for the

ID. For example, a partial vacation day (1/2 day) ends at 12:00 noon and in a situation where the check-in time for the Flight Attendant's next ID is 12:00 noon, the Flight Attendant is responsible to fly the ID.

Bidding Strategies

In all cases you are encouraged to bid the vacation period you want to hold.

Throughout the year, you can significantly increase your income by scheduling yourself to fly holidays. Keep this in mind when planning your vacation bidding. You may want to avoid bidding a vacation period that will encompass a holiday, thereby precluding you from receiving any holiday pay. There are five (5) contractually paid holidays each year, one of which is your birthday. The remaining four (4) paid holidays are specific for the domicile's country (Section 2.Q.).

Some Flight Attendants prefer to bid vacation during a Reserve month in order to minimize her/his Reserve availability. Yet others prefer to bid vacation during a Lineholder month, on days off, in order to maximize her/his pay. Still others prefer to bid vacation in a manner that provides the maximum time off. If you reach your fifth year anniversary after Reserve letters have been assigned, you will not know whether you will be an "A" or "B" until the 10th day of your fifth year anniversary month. This means, unfortunately you will be bidding your vacation period without knowing your respective Lineholder and Reserve months. Keep in mind, the Contract provides for each Flight Attendant the ability to trade her/his Reserve letter at least once during the year. (See Reserve Considerations Section below.)

Other Bidding Considerations

Reduced accrual of vacation days may result in not being able to split vacation into multiple vacation periods. Keep in mind the following 'split' rules:

- o Six (6) days is the minimum vacation bid period unless you have a lesser number of days accrued.
- o If you have at least 12 days and less than 26 days, you may split your vacation in two periods with a minimum period of six (6) days or more.
- o If you have at least 26 days, you may split your vacation into three (3) periods.

You may span two calendar months using 14, 15 or 16 vacation days, provided you have at least four (4) full days in each month.

If you bid to span two months using 17 or more days, you must have a minimum of seven (7) vacation days in each month.

If more than six (6) vacation days fall into your Reserve month, you will not be eligible for a move-up line until after the period of vacation has passed.

Sacred Days (Section 18.M.)

Days off preceding and following a scheduled vacation are considered part of your vacation and are “sacred” days (Section 18.M.). The Company cannot assign training or meetings on those days unless you have specifically bid for them. Reassignments under Sections 8.J. and 12.I. of the Contract may not infringe on these sacred days. Flight Attendants may not be drafted while on vacation under any circumstances.

Vacation Pay

Lineholders are paid the same number of hours for each full day of vacation - 2:45 hours per vacation day, prorated for any partial day. Effective 02/28/2013, vacation will be paid at 3:00 hours per vacation day, prorated for any partial day. Effective 2/28/2014 if you have been paid nine hundred thirty six (936) hours of flight time credit, vacation pay will be three hours and fifteen minutes (3:15) per vacation day, prorated for any partial day. Premium pay for vacation applies as provided in Sections 5.B.3.b. and c. and 12.D.4.e. Additionally, if a Flight Attendant’s vacation period results in her/him being projected under her/his minimum guarantee for the month due to the elimination of trips that fall in the vacation period, her/his guarantee shall be adjusted.

Reserves are paid 2:45 hours per vacation day, prorated for any partial day. After 02/28/2013 vacation will be paid at 3:00 hours per vacation day, prorated for any partial day. Effective 2/28/2014 if you have been paid nine hundred thirty six (936) hours of flight time credit, vacation pay will be three hours and fifteen minutes (3:15) per vacation day, prorated for any partial day. Additionally, if a Reserve Flight Attendant’s vacation period results in her/him being projected under her/his minimum guarantee for the month due to the elimination of Reserve days that fall in the vacation period, her/his guarantee shall be adjusted. The new projection will equal vacation pay minus reserve days scheduled and this may be below 78 hours.

Reserve Vacation (Section 18.N.)

In a 30-day month, Reserve availability days are valued at 4:20 hours per scheduled day of availability. In a 31-day month, Reserve availability days are valued at 4:07 per scheduled day of availability. Reserves whose vacation encompasses no days of Reserve availability may move the vacation to encompass two (2) days of availability. Contact your schedule planner if you find yourself in this situation.

Vacation Slide (Section 18.M.)

Section 18.M. of the Contract provides that if a vacation starts or ends between a scheduled outbound and return flight, a Flight Attendant may, at her/his option, move the vacation period forward or backward in order to fly the scheduled ID. Contact your Schedule Planner immediately after monthly schedules are released should you opt to fly your trip. Should you wish to fly an ID in the "old" month that would be dropped as a result of a vacation period in the new month, you must contact Crew Schedule Planning *before schedule bidding* for the new month closes in order to ensure the vacation slide is applied before the award of monthly bids. Refer to your monthly bid package Cover Letter for additional information.

Vacation Pay Advance (Section 18.P.)

The Company shall provide, on written request, a partial advance up to sixty (60%) of pay to a Flight Attendant for the purpose of vacation. This advance must be requested at least seven (7) days prior to the beginning of the vacation period. Contact the Flight Attendant Support Team (FAST) for assistance.

Day at a Time Vacation (DAT)

Each Flight Attendant may take up to ten (10) vacation days a year separate from her/his awarded vacation period(s), as provided by our Contract in Section 18.U. These days will be deducted from the Flight Attendant's allotment for the following year's vacation.

If you use day-at-a-time-vacation (DAT) between November 1 and October 31, your vacation accrual will be reduced. Once vacation accruals are posted in the **VACBID** screen, the only adjustments made to the accrual are for any DAT taken October 27-October 31.

After the award of relief lines and prior to the beginning of the month, DAT vacation days will be awarded in seniority order. Throughout the month, DAT will be available only to the extent that regular ANP is available. DAT days have equal priority with ANP. DAT days will be paid at the same as the daily vacation rate for a Lineholder. DAT cannot be made up. If awarded DAT, a Flight Attendant shall have her/his minimum monthly guarantee and/or line guarantee reduced accordingly. *For example, if you were to use 2 DAT days for a 10-hour trip with a 79-hour line guarantee and a 71-hour minimum, you would be paid 5:30 for the two DAT days and your line guarantee would be reduced by 4:30 to 74:30 and your minimum to 66:30 (Section 18.U.6.).* A Flight Attendant on Reserve using DAT is also paid 2:45 hours per day and her/his Reserve minimum is reduced from 78 hours. (This is the only time when the application of vacation reduces the reserve minimum from 78 hours.)

Note: The daily rate for vacation increases effective *February 28, 2013, including Day at a time (DAT) vacation to 3:00 hours per day. Effective 2/28/2014 if you have been paid nine hundred thirty six (936) hours of flight time credit, vacation pay will be three hours and fifteen minutes (3:15) per vacation day, prorated for any partial day.

Reserve Considerations

Lineholders, as provided in Section 10.A.1.e. of the Contract, may bid Reserve lines. If you are a rotating Reserve, consider your Reserve letter prior to bidding your vacation. Reserve letters are effective February-January. One Reserve letter trade is allowed each year. You will be eligible to serve Reserve based on the following (Section 10.A.1.b.):

If you are assigned “A” (Odd Numbered Months)	If you are assigned “B” (Even Numbered Months)
January	February
March	April
May	June
July	August
September	October
November	December

Keep in mind, Section 10.B.4. of the Contract provides that a Reserve on vacation or ANP for seven (7) days or more in the remaining part of the month will not be awarded a Move-Up line. So, if you bid an end of month vacation of seven days or more as a Reserve, you will be by-passed on the Reserve Move-Up list. Schedule months can be changed annually with appropriate notice to the Union.

Please review the schedule months posted in the annual Vacation booklet before bidding your vacation.

No Bids and Insufficient Vacation Bids

If you have accrued less than 30 days vacation, and fail to submit a vacation bid, you will be assigned a vacation period during the secondary vacation bid process. If you have accrued 30 vacation days or more, and fail to submit a vacation bid, you will be assigned a vacation period during the tertiary vacation bid process.

If you do not bid enough to cover your seniority (insufficient bid), you will be assigned a vacation in one of the two following ways:

1. During the primary bid process, the Company will award all primary bids. Insufficient bids will then be awarded in seniority order by working backward through the year, from December to January.
2. If your secondary or tertiary bid is insufficient, you will automatically be assigned a vacation in inverse seniority order working forward through the year, from January through December. *In this instance it would mean that if you have 1998 Company seniority, you will be assigned a vacation before another insufficient bidder who has a 1991 Company seniority date.*

Trading Vacations (Section 18.S.)

You are allowed two vacation trades per year with another Flight Attendant. All vacation trades must be completed two months before the first vacation. *As an example, if you have a September vacation, you must submit your vacation trade request in July or earlier.* There are two exceptions:

1. Flight Attendants trading days in the same month are not bound to the requirement of trading two months prior to the vacation month.
2. Trades involving January vacations must be submitted by December 15. February vacation trade requests must be submitted by December 30.

Trades between Flight Attendants involving vacation days awarded during the primary vacation award must be for the total number of primary vacation days awarded. In other words, the vacation periods traded must be of identical length.

When trading secondary or tertiary vacation periods, the trade does not need to involve an equal number of days. Trading one of these vacation periods with another Flight Attendant having fewer days will reduce your vacation. *For example, Mary has ten days of vacation and would like to trade with Eric, who has eight days. If the trade is awarded, Mary will lose 2 days of vacation.* To avoid loss of vacation, we encourage you to trade the same number of days with your flying partners or use the interim vacation bidding process.

Interim Vacation Bids (Section 18.G.)

Section 18.G. of our Contract requires that all un-awarded or vacated primary vacation days will be posted for interim vacation bids. Flight Attendants are allowed unlimited interim vacation bids.

You may split your vacation through the interim bid process as long as it does not give you more splits than you are allowed. For example, if you have a total of 16 days vacation, 10/1-10/16, you may submit an interim bid vacating 10/1-10/7 for 5/1-5/7.

Interim Vacation Bidding opens on the first business day (weekday) of the schedule month and remains open for seven (7) consecutive days.

The same two-month advance restriction applies to interim bidding as in vacation trading. The company can waive this restriction based on the needs of service. You can interim bid a February vacation for alternate days in February during the December interim bid process if there are available days posted.

Section 18.R. of our Contract provides should you be hospitalized, on jury duty or on an occupational illness absence for a major portion of your vacation, you may attempt to bid a later vacation using the interim bid process. Contact the Flight Attendant Support Team (FAST) to submit bids for these situations.

Section 23.M.2. of our Contract provides that the company shall not require Flight Attendants to use vacation time for Family Medical Leave.

Transferring Flight Attendants must interim bid when arriving at their new domicile unless otherwise advised by the Company. Interim vacation bids are now submitted via *SkyNet*. If you are at a layover location that is not *SkyNet* accessible, contact the Flight Attendant Support Team (FAST) for assistance in submitting the bid.

Should you have additional vacation bidding questions, please contact your Local AFA office for assistance.

Safety First

While on-time departures are helpful for United's business initiatives, they are not an excuse for a violation of the Federal Aviation Regulations (FARs). We do not allow violations such as passenger boarding without FAA minimums onboard the aircraft or Customer Service closing aircraft doors before FAA requirements are met.

Everyday it's important that we practice safety and security procedures as if it's the day of CQ. It's critical that we enforce FAR's that require specific actions on our part such as FAR 121.391(d), which states that during taxi, flight attendants must remain at their jumpseats "with safety belts and shoulder harnesses fastened, except to perform duties related to the safety of the airplane and its occupants." This FAR is addressed in the FAOM. Be aware that taking meal orders, setting up the galley for inflight service or standing in the galley and chatting with other crewmembers about non-safety related duties are all activities that violate this regulation. To avoid a non-compliance situation, once the safety demo is finished, complete the required cabin check, take your assigned jumpseat and fasten your seatbelt.

We are all aware of the dangers of turbulence. During the flight each of us is charged with making a visual inspection to ensure every passenger's seat belt is fastened, every time the seatbelt sign is illuminated, except during turbulence that requires Flight Attendants to be seated. The responsibility for checking hundreds of seatbelts should be shared among the entire crew to expedite and lighten the amount of work involved. If a passenger is out of their seat when the seatbelt sign is on, we do have a responsibility to challenge them, reminding them that the seatbelt sign is illuminated. Don't use the phrase "you're up at your own risk," as it implies permission and a shift in liability that is not accurate. While checking for compliance with seatbelts, make sure that child restraints are also FAA approved and check your FAOM for specific information. There is recognition by regulatory agencies that some human conditions merit a more forgiving treatment. We can and should continue to handle the elderly, children, and personal health emergencies with a little more leniency, as the situation requires.

At the end of both terminating and through flights, FARs require that Flight Attendants remain on board until passenger deplaning is complete, including passengers requiring a wheelchair or other special handling needs. The only exception to this is if there are more than the FAA minimum crew and those above minimum must leave to work an outbound flight. This regulation is detailed in your FAOM.

In the event that we are not in compliance with any FAR, every crewmember involved should file an OSAP report detailing the circumstances that led to the violation. Find the link to online OSAP reports in the Safety section of our website or on our Useful websites page.

Inflight Safety Action Program (ISAP)

The purpose of ISAP is to improve safety through the prevention of accidents and incidents by encouraging Flight Attendants to voluntarily report safety issues and events that will help everyone involved identify and correct specific problems.

While it may seem completely out of the ordinary to be encouraging our Members to report a violation that would normally invoke a disciplinary response, both the FAA and the airlines provide protection from discipline for reports accepted into the program because of the value of the information to address safety issues. For reports of an apparent violation of Federal Aviation Regulations (FARs), the Flight Attendant may receive a Letter of Correction or Warning Notice from the FAA, but this does not constitute a finding of a violation. The FAA will hold the correspondence in their files for a period of two years; nothing will be placed in the Flight Attendant's personnel file. Additionally, United Airlines will not take any punitive action upon the employee based on the good faith reporting of a safety incident.

There are five exclusions to the immunity rules. The reported event must not appear to involve criminal activity, substance abuse, controlled substances, alcohol, or intentional falsification.

This type of non-punitive safety reporting system has been very effective in addressing and improving issues in our workplace. Other divisions in our airline, such as Flight Ops, Maintenance, Dispatch and Airport Operations have similar programs.

Keep in mind that a Flight Attendant observing a safety-related event completes a report form within 24 hours after the completion of a Domestic ID, or 48 hours after the completion of an International ID or 24 hours after becoming aware of a possible violation and submits it to the OSAP manager. The manager then removes the employee name from the report and forwards it to an Event Review Committee (ERC) consisting of one representative from each ISAP party, the FAA, UA, and AFA, who will review the de-identified report and will decide together what action, if any, should be taken. The ISAP manager then follows through to ensure the recommended corrective actions are complied with. The manager will serve as the point of contact for inquiries concerning the status of report.

Another benefit that was sought by AFA and adopted by ISAP is that when a Flight Attendant makes a report, it will be forwarded to the NASA Aviation Safety Reporting System (ASRS). The ASRS collects, analyzes, and responds to voluntarily submitted aviation safety incident reports in order to lessen the likelihood of aviation accidents. ASRS data is used to:

- Identify deficiencies and discrepancies industry-wide so that these inconsistencies can be remedied by appropriate authorities.
- Support policy formulation by planning for improvements industry-wide.
- Strengthen the foundation of aviation human factors safety research. This is particularly important since it is generally conceded that over two-thirds of all aviation accidents and incidents have their roots in human performance errors.

Reports submitted to NASA ASRS are only for safety analysis and cannot be used for any other purpose. You can find the link to online ISAP reports in the Safety section of our website or on our Useful websites page.

Hotel Layover Standards

AFA and United Agree to Hotel Standards

On September 22, 1999 United and the UAL MEC agreed to Hotel Inspection Guidelines that will provide United Corporate Travel Department and AFA hotel inspection teams a common set of criteria to use when conducting inspections of new and currently used approved and/or disapproved hotels. These guidelines are subject to change as agreed to by WHQBQ and AFA.

1. Flight Attendants will be guaranteed non-smoking rooms at all locations, with a smoking room provided upon request, based on availability.
2. The smallest acceptable bed size will be a double bed of U.S. standards. Hotel shall provide fresh linen and cleaning services before each use.
3. Hotels will cash personal checks written by Flight Attendants upon presentation of a United Airlines ID. The hotels have agreed to cash \$50.00(USD) or more. There will be no charge for toll-free 800 or credit card calls, and the hotel will not require a credit card imprint for any services.
4. Hotels shall meet the standards of a First Class hotel, and will at all times, keep its premises and rooms safe, clean and in a presentable condition. They shall perform all maintenance required to keep the premises in a tenable condition.
5. Whenever possible, rooms shall be in close proximity to one another, as well as on the second floor or higher, away from city and traffic noise, elevators, housekeeping rooms, ice/vending machines, and obvious construction or renovation noise.
6. Hotels must meet or exceed all local safety standards and city fire codes and have either smoke or heat detectors building sprinkler systems or both.
7. Exterior building doors, such as fire safety exits, employee entrances and loading/unloading docks entering the hotel will be locked and secured, or actively monitored (using a cctv or similar system) 24 hours a day.
8. It is preferable that hotels provide rooms with windows that open.
9. Flight Attendants must have food availability 24 hours per day that is located within the hotel, i.e. room service, or lounge menu availability.
10. Individual room air conditioning/heat and fan controls will be provided by the hotel, either by a 4-pipe system or by using an alternative method, (i.e. HVAC system, etc. However, because of geographical exceptions, this will be reviewed on an ad hoc basis.

11. All rooms will provide both showers and tubs, but will be reviewed on an ad hoc basis.
12. Dedicated security will be identifiable and on the property 24 hours a day, seven days per week. (“Dedicated security” means a person whose primary duty on site is specifically security related, and not an ancillary function.)
13. AFA has the right to do unannounced visits to AFA hotels. However, the Director of WHQBQ will be advised of the visit by the AFA Hotel and Transportation Chairperson before the visit occurs, and, the Director has agreed not to contact the hotel prior to such visit.

Note: Number 3 has been changed as of April 4, 2012 to read: *Hotels that do not have an on-site automated cash dispensing machine (e.g., ATM) will cash personal checks written by Flight Attendants upon presentation of a United Airlines ID, the minimum amount being fifty dollars (\$50.00 U.S. dollars). There will be no charge for 800 or credit card access telephone calls, and hotels will not require a credit card imprint for any services.*

Using Self-Help to Change Hotels

When is it appropriate to go to another hotel?

The answer may vary but can include things such as: no hot or cold water, no power, no heat or air conditioning, broken door locks, bugs or vermin of any kind in your room, no food availability whatsoever, noise that prohibits legal rest or any situation that threatens your safety or well-being.

Take Corrective Action

If you encounter any of these issues, the following action to correct your experience:

1. Calmly attempt to resolve the issue with the people providing the service – the hotel. Always ask to speak to a manager on duty.
2. If this fails to fix the problem, call the United Hotel Desk (FLTLINE, Option 2) and ask for their assistance.
3. If you do not get a resolution to your situation through these two avenues, go to another hotel and take a taxi if necessary. Ensure that you have the names of the hotel and company representatives with whom you’ve spoken too. Get receipts for all your expenses and submit a company expense report to your Supervisor to start the reimbursement process.
4. Once settled into a different hotel, call Crew Scheduling and let them know where you are. Be aware that the Hotel Desk is not Crew Scheduling.

Don’t be afraid to act in your best interests. The company is responsible for your safety on layovers. If they do not respond, take care of yourself.

Expenses and Reports

Ask your supervisor for the Employee Expense Report form. In addition to filling out an expense report with receipts attached, write a TVLLOG detailing the persons with whom you’ve spoken at both the hotel and the Hotel Desk. Make copies for yourself of the TVLLOG, expense reports and receipts.

The AFA MEC Hotel and Transportation Committee meets with Crew Accommodations once a month to address problems and seek positive resolution. Our advocacy is strengthened when problems are documented and trended through your TVLLOG reports. Help us help you: use TVLLOG every time you experience a problem or conversely, a positive experience.

Employee Assistance Program (EAP)/Professional Standards (PS)

The Association of Flight Attendants Employee Assistance Program (AFA EAP) is a confidential resource available to Members, their families and their partners to assist with personal, as well as work-related concerns. AFA's EAP provides three distinct but interrelated services including:

1. Assessment, support and resource referral;
2. Advancement of professional standards through conflict resolutions; and
3. Response to critical and/or traumatic incidents.

AFA's objective in providing these services is to enhance the health, safety and well being of its Union family with the highest quality of peer support services available within the EAP industry. From time to time, everyone experiences personal, family or work-related problems. Sometimes, these problems can overwhelm normal coping strategies. Support from a trained peer may prove helpful and in many cases helps to avoid company involvement. AFA EAP is a confidential resource available to all AFA Members. AFA EAP helps Members, their families and partners deal with concerns on and off the job. No one ever needs to be alone in finding solutions to their problems.

Professional Standards

Professional Standards exists as a component of this Committee to assist any Flight Attendant in any area that affects professional performance by means of a personal discussion. The individuals serving within this program have a responsibility to those submitting reports, those voluntarily seeking assistance, and those brought to the attention of Professional Standards by their peers. This Committee encourages sound and professional relationships with co-workers and with passengers. It encourages professional deportment/demeanor of all Flight Attendants. The Professional Standards Committee is a confidential resource and does not evaluate performance, accuse or judge, punish, preach, nor threaten any Member.

Flight Attendants are expected and encouraged to go to the EAP/PS Committee to attempt resolution of a conflict through peer efforts, rather than to request action from management.

EAP Questions and Answers

Isn't EAP just for people who have substance abuse and depression problems?

Absolutely not! AFA EAP provides resources and references for a broad range of life situations including: relationships, financial/legal, workplace trauma or other work-related issues (insurance questions, harassment, job stress, occupational injury, etc.) and professional standards, in addition to the help we offer with chemical dependency and emotional issues.

Is my problem big enough to call AFA EAP for help? When can I call?

No problem is too small for AFA EAP! In fact, we encourage Flight Attendants and their immediate families to call when a concern first develops. Remember, reaching out for help is a sign of strength, not weakness. Usually the sooner you share a problem, the sooner you begin to find a solution. The AFA EAP offers a 24 hour help line for your convenience. We also offer web-based resources by area of concern on the AFA International EAP website and on unitedafa.org.

Who am I reaching when I dial the AFA EAP '800' number (800-424-2406)?

You are contacting the AFA EAP department within the AFA International Headquarters in Washington, DC. This office is staffed by licensed and certified mental health professionals. They offer resources as well as referrals to your AFA EAP Representatives as they assist Members, individually and collectively. You can reach local AFA EAP Representatives through your Local Council.

Checking Your Pay

DFAP – Display Flight Attendant Pay Record

To display your pay file for the month, type DFAP into Unimatic and press ENTER. The entry will bring up the following display:

```
»DFAP/  LOF   DOM   MO   FILE#  PRINT
         ____/  ____/  __/  _____/  _
```

After entering the requested information, you may view and/or print your pay file for the month. To view your pay file, leave the PRINT field blank. To print your pay file, enter a P or a print symbol in the print field.

How to Read your DFAP

1. The first line of the DFAP repeats the line number, domicile, month requested, file number and last name with first initial.
2. The second line shows the guarantee, minimum and projected flight time for the month and cumulative projected flight time.
3. The third line contains the column headings for the pay record or DFAP.

```
DFAP/ 0036B/DCA / 10/ 123456/ SMITH,B
GAR 7314 MIN 7100 FTM 7314
CERT# ASMT DT TD SKED TUS DHCR FPCR ACTL TOTL NITE EXPNS POSTNG#
```

- CERT#** – This column represents the Certification Number and contains a five digit code
- ASMT** – Represents assignment and contains one of the following: ID number or monthly status
- DT** – Column represents the date
- TD** – Column represents total days
- SKED** – Represents scheduled time
- TUS** – Column represents time under schedule and contains time for flights that operate under scheduled flight time
- DHCR** – Column represents deadhead credit and contains time spent deadheading in an ID
- FTCR** – Column represents flight time credit and contains time that is credited for an ID that is not actual flying time
- ACTL** – Column represents actual and contains the actual flight time flown in an ID
- TOTL** – Column represents total and contains the total flight time to be paid for the activity posted
(note: if you add your TUS, DHCR, FTCR, and ACTL horizontally, it should equal the amount in TOTL column)
- NITE** – Represents night and contains the amount of time eligible for night pay in an ID
- EXPNS** – Represents expenses and contains the amount in dollars and cents of expense money associated with the activity being posted
- POSTING#** – Column represents posting number and contains a reference number
(note: an asterisk (*) appearing before a posting number indicates that the posting has been voided)

The CERT# column represents the Certification Number and contains a five-digit code.

The first number in the code represents pay status for receiving premium pay or not:

- 4 = No Premium Pay
- 5 = Main Deck First Class “G” Galley Position or Lower Deck C or D position on a B-747
- 6 = Lower Deck Galley C Position on a DC-10
- 7 = Narrow Body Purser
- 8 = Wide Body Aft Purser
- 9 = Wide Body Purser

The second number in the code represents work status for the month:

- 1 = Domestic Lineholder
- 2 = Domestic Reserve
- 3 = International Lineholder
- 4 = International Reserve

The last three digits in the CERT# column indicate the type of activity posted. Following is a list of these codes and the type of activity they indicate in numerical order:

010	Status for the full month	127	Make-up AFA current month
011	Mid-month status change (RSV move-up)	131	ONSL, ENSL (sick leave with schedule purser pay)
021	Critical coverage	132	Guaranteed personal time off (GWOP or PTO)
023	Standby Reserve (ONSB)	133	Occupational sick leave with schedule purser pay
025	Miscellaneous credit time (one for three after four)	135	Vacation day at a time (DAT)
026	Unavailability DNF (did not fly) or LOA (Leave of Absence)	137	Maternity Sick leave with purser pay
027	AFA (trip dropped for Union business)	145	Extended duty time (5 for 1 pay)
028	Call (2- hour callout pay)	153	Jury Duty Authorized
030	SPL (trip dropped for special assignment)	161	Holiday pay at training rate
031	Non-occupational sick leave (ONSL, ENSL, or FMLS)	166	Make-up sick leave previous month
032	ANP Authorized no pay (WOP or FMLW)	167	Holding time with premium purser pay
033	Occupational sick leave (OCSL)	169	Drafting Incentive
035	Vacation	170	Premium Purser Pay
037	Maternity sick leave	173	Parking Expenses
038	Scheduling Error	179	Language Incentive pay (LIP)
047	Understaffing	227	Make-up AFA one month prior
048	Training on an unassigned day	232	Unpaid portion of ID with day-at-a-time vacation
049	Publicity assignment	245	Operational Reliability Incentive
050	Training on an assigned day	266	Make-up sick leave 2 months prior
051	Working FAM trip (OJT for scheduled Flight Attendant)	269	Drafting Incentive for language and premium position Flight Attendants
052	Familiarization trip for trainee	270	SAFA premium (for accrual only)
053	Paid absence (ABS)	279	Holding with language designated
061	Holiday Pay	327	Make-up AFA two months prior
063	ICO, MAC, & CRAF pay protection	332	Military ANP
064	Displacement	370	SAFA premium purser (for accrual only)
066	Make-up Sick Leave current month	379	Holding with language incentive
067	Holding time	432	Jury Duty Not Authorized
069	Drafting	470	Premium guarantee
070	Premium Pay	471	Premium guarantee purser
073	Expenses	800	Flying assignment worked
079	Language designated	810	Scheduled ID (trip guarantee)
121	Critical Coverage (time and half)	999	Mid-month transfer

Scheduling Codes

ID Diagnostic Codes

The following is a list of diagnostic codes for an ID and corresponding Contractual references.

CODE	DESCRIPTION	CONTRACT SECTION	CONTRACT PAGE
A	8:30-in-24	7.D.2.b.	44
B	Short (Field) Layover Required	7.J.1.b. - c.	49
C	Illegal Layover / Minimum Rest Violation	7.J.1.a. - c. 7.J.7.a. - b. 10.D.3. 12.M.1. - 4.	49 51 93-94 117-118
D	Exceeds Scheduled Duty Time	7.I.4.a. 12.L.1. - 4.	48 115-116
E	Exceeds Actual Duty Time	7.I.4.a. 12.L.1. - 4.	48 115-116
F	Connection Time Less Than 1:00	9.M.3.a. - b.	80
G	Surface Transportation Required	7.I.6. 11.A.	49 98
H	Exceed Eight (8) Segments	7.I.5.	48
L	Augmented Staffing Required for Duty Period	FAR 121.467	FAOM 2.185 As of 11/30/11
M	Less Than 30/45 Minute Connect Time	9.M.3.a. - c.	80
DN	Decision	9.K.2. 9.K.3.	78-79
DV	Diversion	12.L.4.	116
MS	Misconnect	9.K.1.a.	77-78
NI	No Stop Inbound		
NS	No Stop		
RB	Return to Blocks	2.P.	4

RF	Return to Field	2.P.	4
RS	Reinstate		
SB	Equipment Substitution	11.C.	98
SX	Downline Section	9.M.1.a. 9.M.1.b.	79-80
XL	Cancelled	8.J.1. 12.I.2.	54 114-115
XP	Extra Stop	12.L.4.	116

Line of Flying (LOF) Diagnostic Codes

The following list of diagnostic codes may be found in a Flight Attendant's Line of Flying and corresponding Contractual references.

CODE	DESCRIPTION	CONTRACT SECTION	CONTRACT PAGE
A	16 Hour Layover Required	7.D.2.b.	44
B	Lacks Purser Position Training	9.P.2. 12.D.2.	81-82 108
C	Illegal Layover	7.J.1.a. - c. 7.J.7.a. - b. 10.D.3. 12.M.1. - 4.	49 51 93-94 117-118
F	Lacking IST Training	12.C.	103-108
H	Lacking Language Qualification	12.C.7.	104
J	35-in-7	7.E. 12.J.	44 115
K	1-in-7	7.F.1. 10.D.1.a.(3). 10.D.2.a. - c. 12.K. 12.U.3.	45 92 93 115 126

L	MDO – Below Minimum Days Off	7.G.1.a. - b. 10.D.1.a. - b. 12.U.2.	45 92-93 126
N	Lacking Key Position Qualification	9.C.2. 9.C.6. 9.P.3. 12.D.3.	58 60 82-83 108-109
O	Monthly Actual Exceeds Maximum	7.A.1. - 8. 12.G.1. - 8.	42-43 112-113
P	Lacking Over-water Qualification	12.C.1. 12.C.5.	103 103
Q	Lacking Equipment Qualification	12.C.1. 12.C.5. Letter of Agreement	103 103 327-328
R	Flight Time Exceeds Maximums	7.A.1. - 8. 12.G.1. - 8.	42-43 112-113
S	Monthly Projection Exceeds Maximums	7.A.1. - 8. 12.G.1. - 8.	42-43 112-113
T	Actual Time Exceeds Monthly Maximum	7.A.1. - 8. 12.G.1. - 8.	42-43 112-113
U	Flight Time Under Monthly Guarantee	8.J.1.	54
V	Guarantee Exceeds Monthly Maximum	7.A.1. - 8. 9.E.4.a. - b. 12.P.1.a. 12.P.2.a. - b.	42-43 63 121 121
W	Flight Time Under Minimum Guarantee	8.J.1. - 4.	54
X	Lacks Service Qualification	9.F.1. 12.C.5.	63-64 103
Y	24-in-7 (Federal Regulation- may not be waived)	FAR 121.467	FAOM 2.185 As of 11/30/11
Z	Lacking Updated Passport/ Visa	12.C.1. 12.C.3.	103 103

Line of Flying (LOF Codes)

LOF CODE	DESCRIPTION	LOF CODE	DESCRIPTION
ABS	Paid Absence	GWOP	PTO
AFA	Union Flight Pay Loss	JDA	Jury Duty – Documentation Recorded
ANP	Authorized No Pay	JDU	Jury Duty – Documentation Pending
CONV	Converted from CLLR to Ready Reserve	IST	International Services Training
CNF	Cannot Fly (Associated with PTO)	LOA	Leave of Absence
CQ	Continuing Qualification	MNP	Military Leave without Pay
DECL	Decline 8.J. Reassignment	MTG	Meeting
DIF	Death in Family	MTSL	Maternity Sick Leave
DNF	Did Not Fly	OCSL	Occupational Sick Leave
DNM	Did Not Bring Materials To Training	OFBSB	Off Standby Reserve
DNT	Did Not Train	OFSL	Off Sick Leave
DSP	Displacement by Management	ONSB	Standby Reserve Assignment
DWOP	Date at a time VAC	ONSL	On Sick Leave
ENSL	En-route Sick Leave	PSK	Purser Selection
EOM	End of Month Conflict	PQT	Purser Qualification Training
EQP	Equipment Training	PUB	Publicity
FAT	Fatigue	RLSE	Release from Reserve Obligation
FMLS	Family Leave Paid Sick Leave	SEMR	Seminar
FMLW	Family Leave without Pay	SPL	Special Assignment
FLAS	Family Medical Leave Act- Paid Sick Leave	TRN	Training with Flight Pay
FLAU	Family Medical Leave Act- Unpaid	VAC	Vacation
GUAR	Guarantee		

Timetable for Trades, Open Flying, PTO & ANP

Current Month

ACTION	TIME PROCESSED	PERFORMED BY
PTO (GWOP) for the 5-day and 15-day award	Midnight local domicile time	Flight Attendant Support Team
Trades between Flight Attendants	Immediate if legal	Automatic - If there are legalities – contact Flight Attendant Support Team
Trades with open flying	0001 (after PTO/GWOP is completed) and 1000 local domicile time	Flight Attendant Support Team
Reserve self-trades	By 1400 local domicile time	Crew Desk
Open flying for today	Ongoing	Crew Desk
Open flying for future	1200 noon local domicile time and 1500 1700 local domicile time and prior to processing Reserve Preferences assignments <small>(for the next day only)</small>	Flight Attendant Support Team
ANP & DAT (DWOP)	By 1500 local domicile time	Crew Desk

New Month

ACTION	TIME PROCESSED	PERFORMED BY
PTO (GWOP) for the 15 day award	0001 starting on the 23rd of old month. (except February where the timeline is modified based on 28 or 29 days in the calendar month)	Flight Attendant Support Team
PTO (GWOP) for the 5-day award	0001 five days before requested date	Flight Attendant Support Team
Trades between Flight Attendants	Immediate if legal	Automatic Flight Attendant Support Team
Trades with open flying	0001 on the last two days of the old month and 1000 on the first day of the new month	Flight Attendant Support Team
Reserve self-trades	By 1400 local domicile time	Crew Desk
Open flying	1200 and 1500 on the last day of the old month. (1500 for next day only) local domicile time	Flight Attendant Support Team
DAT (DWOP)	If available, after relief lines are awarded on the 28th - 30th of old month	Crew Desk
30 day ANP	Award prior to 1st day of the new month	Flight Attendant Support Team

UNIMATIC Commands

<u>Command</u>	<u>Description</u>
ADDKEY	Used to add your Keyword.
AMSDIS	Displays maintenance information for a specific UAL aircraft. You can view deferred and repaired items.
AMSITM	Displays expanded information for a specific maintenance item.
ANS SHO	Displays a list of Reserves who have been given an assignment.
C.	Accesses the computer assisted instruction lesson directory display.
CLSDSP	Display a class.
CLSLIS	Displays training and meeting classes available.
CURRTG	Displays the current routing of a specific UAL aircraft.
DFAP	Use to view your individual pay records.
DIS*38555	Displays Onboard Service F/A Staffing Guidelines Index.
DIS*9898	Displays passenger loads (24 hours +/-).
DISGAT	Displays a flight's departure/arrival gates and times, plane number, and station.
DOAI/	Displays the total number of jumpseats on a flight segment. Displays the number of jumpseats assigned to working crewmembers.
DPSI	Displays passenger loads for a specific flight. This is the same as DIS*9898.
DSLLOF	Displays the Flight Attendants on a specific ID and date in the future.
DSPADT	Displays a Flight Attendant's specific trade transactions on file.
DSPDIG	Displays diagnostic codes and their meanings.
DSPDSL	Displays a trip ID scheduled beyond 48 hours from now.
DSPFAC	Used to enter in flight activity certification upon completion of an ID.
DSPFAI	Used to enter a request for WOP, GWOP, OFR, or TRD.
DSPFDA	Displays your DAT days used.
DSPFWP	Displays your GWOP (PTO) days used.
DSPGWP	Displays a domicile's GWOP (PTO) allotment available and days used.
DSPHOL	Displays a list of contractual Flight Attendant holiday dates by inserting the country.

DSPID/	Displays an active trip ID for Flight Attendants. Time frame allowed: 27 days ago until 48 hours from now.
DSPKEY	Used to add, change or delete your Keyword.
DSPLOF	Displays a Flight Attendant's line of flying.
DSPMEL	Used to input a special meal request.
DSPOPN	Displays a domicile's Open Flying trade allotment.
DSPREQ	Displays a Flight Attendant's current trade, open flying and WOP/ GWOP requests on file.
DSPRFL	Displays your enotes profile.
DSPROF	Used to track the days a Reserve has picked up open flying.
ENMENU	Commands used for writing, sending & receiving Unimatic e-notes.
EXFL	Displays exception flights on a specific leg.
FAACRT	Allows you to update your FAA-required Airmen Certification card information.
FADOCs	Displays various Flight Attendant documentation.
FAINFO	Displays various Flight Attendant information.
FAMU	Displays a list of common Flight Attendant Unimatic commands.
FAPASS	Allows you to update your passport information.
FAQUAL	Displays various Flight Attendant qualifications (or lack thereof).
FDEM	Allows you to update your emergency contact information.
FDMS	Displays your Medical Sick Leave information, transfer pay, partnership, TDY and domiciles.
FDUG	Displays your 'UG100' personnel information.
FDWH	Displays your work history.
FLF (FLT#)	Displays flight segment information.
FLTID/	Used to display the IDs assigned to a specific flight.
FLTLNG	Display a list of Flight Attendants on a flight with their qualified languages.
FLTLOF	Displays the Flight Attendants on a specific flight segment.
FLTMEL	Crew Meal information.
FLUX	Displays a listing of flight schedules for United Express.
FNDS	Cross Over Bidding.
HTLID	Displays hotel and transportation information for trip IDs.
IBSBDS	Displays an Inflight Briefing Sheet (IBS).
IBSBPR	Prints an Inflight Briefing Sheet (IBS) at a Unimatic terminal.

IBSLQR	Displays the liquor schedule for a specific flight.
IBSOPS	Displays the meal schedule for a specific flight.
IBSTAS	Displays the IBS Auto-Start briefing locations.
IBSTEX	Displays a listing of IBS Meal Exception Codes.
IBSTMV	Displays the movie or short subject titles and dates.
INIDIT	Displays the Initial Ditching Qualification Training information.
INIEQP	This screen contains Initial Training date, IOE and individual training programs (previously in FDTR).
INISVC	Initial Service Qualification Training information.
LIPTRP	Display open Language Incentive Pay trips.
LOAREQ	Use to apply for a Leave of Absence.
LOFBID	Input your Monthly Bids.
LOFDIG	Detailed information about errors in your ID and Line of Flying.
LOFKEY	Request to display another Flight Attendant's LOF bid record.
MEL	Aircraft minimum equipment list.
MELITM	Displays a specific maintenance item.
MOVEUP	Modify your information on Reserve Move Up List.
MUADIT	Displays Reserve Move-Up List Flight Attendant award records.
MULIST	List of Flight Attendants requesting a Reserve Move Up Line.
OFLIST	List of Flight attendants requesting a trip from Open Flying.
OPNTRP	Displays a specific domicile's list of trips in Open Flying.
PERBID	Used to create a Permanent Monthly Bid.
PERRLF	Used to create a Permanent Relief Bid.
PID	Displays the current day and time at your specific station.
PLTID/	Displays active trip ID for pilots.
POSTRD	Trade Board Postings menu.
PRTDIS	Used to print multiple DIS* pages.
PURTRP	Display open Purser trips.
QLMENU	Displays the menu of Flight Attendant qualification screens.
RETOLD	Displays previous update of Recurrent Emergency Training information.
RETREC	Displays Flight Attendant's Recurrent Emergency Training information and RET month.
RLFEBID	Use to input your Relief Line Bids.
RLFTRP	Display open trips marked for Relief.

ROSDSP	Displays a list of Flight Attendants in a specific training class.
ROSLIS	Displays a list of Flight Attendants in a specific training class from specific domicile.
RPTLOF	Redisplays the last line of flying screen you were just viewing.
RSVFLY	Displays a list of available Reserves.
RSVFND	Displays position on Reserve List.
RSVSKD	Displays a list of available Reserves.
RX	Redisplays last multiple page screen you viewed.
SAMDAY	Displays a domicile's Same Day Open Flying trade allotments.
SEESSET	Indicates if Unimatic terminal is for Flight Attendants or pilots.
SEQTRD	Allows you to change the sequence of your open trade requests.
SK	Displays a listing of flight schedules between two cities.
STD	Use to change your Unimatic password.
STRFTT	Display and store theft/loss report data.
TDYREQ	Enter or delete Temporary Duty Request.
TRADES	Displays the main menu for various trade requests.
TRDBRD	Used to view the Flight Attendant Trade Board postings.
TRDLST	Displays a list of Flight Attendants requesting trip trades.
TRNPRG	Your IT (Initial Training) date, IOE (Initial Operating Experience) and individual training programs.
TRNREQ	Displays a list of your transfer requests.
TVLLOG	Use to write hotel and transportation reports.
TVLLST	Displays layover hotel by station.
TVLLSU	Use to display your previous hotel and transportation reports.
TVLQCK	Displays detailed layover hotel information.
VACBID	Displays the Vacation Bid screen.
VACKEY	To display or modify your VACBID key for use when someone else inputs your vacation bids.
VACPRM	Use to view your Vacation Premium Pay eligibility.
WOPLST	Displays a list of Flight Attendants requesting WOP, GWOP, 30-day WOP.
WRKPOS	Displays work positions on an ID.

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Local Councils

BOS Council 27

CWA Local #: 21027

Phone: (617) 567-5560

Email: afabos@unitedafa.org

WebPage: www.unitedafa.org/bos

DCA Council 21

CWA Local #: 22021

Phone: (703) 260-0051

Email: dcaprez@unitedafa.org

WebPage: www.unitedafa.org/dca

DEN Council 9

CWA Local #: 27009

Phone: (303) 342-9005

Email: afaden@unitedafa.org

WebPage: www.unitedafa.org/den

FRA Council 20

CWA Local #: 21020

Phone: See WebPage

Email: afafra@unitedafa.org

WebPage: www.unitedafa.org/fra

HKG Council 26

CWA Local #: 29026

Phone: 011-852-2377-3162

Email: afahkg@unitedafa.org

WebPage: www.unitedafa.org/hkg

HNL Council 14

CWA Local #: 29014

Phone: See WebPage

Email: afahnl@unitedafa.org

WebPage: www.unitedafa.org/hnl

IAH Council 42

CWA Local #: 26042

Phone: 855-MYAF442

Email: afaiah@unitedafa.org

WebPage: www.unitedafa.org/iah

JFK Council 5

CWA Local #: 21005

Phone: (845) 893-6327

Email: council5@council5.org

WebPage: www.unitedafa.org/jfk

LAS Council 25

CWA Local #: 29025

Phone: See WebPage

Email: afalas@unitedafa.org

WebPage: www.unitedafa.org/las

LAX Council 12

CWA Local #: 29012

Phone: (310) 646-7518

Email: afalax@unitedafa.org

WebPage: www.unitedafa.org/lax

LHR Council 7

CWA Local #: 21007

Phone: 011-44-20-8276-6723

Email: afalhr@unitedafa.org

WebPage: www.unitedafa.org/lhr

NRT Council 38

CWA LOCAL #: 29038

Phone: 011-81-476-33-8182

Email: afanrt@unitedafa.org

WebPage: www.unitedafa.org/nrt

ORD Council 8

CWA Local #: 24008

Phone: (773) 601-5041

Email: afaord@unitedafa.org

WebPage: www.unitedafa.org/ord

SEA Council 10

CWA Local #: 27010

Phone: (206) 433-4060

Email: afasea@unitedafa.org

WebPage: www.unitedafa.org/sea

SFO Council 11

CWA Local #: 29011

Phone: (650) 952-6144

Email: info@afasfo.org

WebPage: www.unitedafa.org/sfo

Did you know you can use 1-800-Dear-AFA, option 4 to get AFA EAP & all Local Council phone numbers?



System-Wide Communications

E-mail Newsletter

AFA E-lines is sent twice weekly with the Dear AFA transcript and other news.

Sign up at: www.unitedafa.org/news/elines

F.A.N.N. is sent out as needed with Contract Education, Meeting and other engagement materials.

Sign up at: www.unitedafa.org/afa/account/fann

Our United is sent out regularly during Contract Negotiations when updates are available.

Sign up at: www.ourunited.org

Toll Free Hotline

1-800-Dear-AFA (332-7232)

From FRA: 0-800-1015247

From HKG: 800-964-443

From LHR: 800 917 3126

From NRT: 00531-121081

Website

www.unitedafa.org

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