

# **RESERVE SURVIVAL and PREFERENCING GUIDES**

**AFA-CWA Reference Handbook for United Airlines Flight Attendants**



**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO  
UNITED MASTER EXECUTIVE COUNCIL  
[WWW.UNITEDAFA.ORG](http://WWW.UNITEDAFA.ORG)**

# Table of Contents

<b>Bidding, A/B Rotation and Reserve Move-up.....</b>	<b>4</b>
Reserve.....	4
Reserve Line.....	4
Reserve Assignment.....	4
Reserve Rotation.....	4
Reserve Move-up Line of Flying/Guarantee.....	5
Partial Month Move-up.....	6
Monthly Maximums.....	7
Reserve Assignments.....	8
Reserve Availability Displays in Unimatic.....	8
RSVFLY.....	9
RSVSKD.....	10
Call-in Reserve (CLLR) Assignments.....	12
Ready Reserve.....	13
Notice of Assignment/Personal Contact Information.....	14
Purser.....	14
Language Qualified.....	15
On Standby (ONSB) and Open Ended IDs.....	15
Christmas Wish List.....	15
Reserve Preference.....	16
CLLR Reserve Preference.....	16
Ready Reserve Preference.....	16
<b>Reserve Responsibilities at Home and On the Road.....</b>	<b>17</b>
Calling for Assignments as a Call-in Reserve.....	17
Telephone Availability.....	17
Going On & Going Off Reserve.....	18
Returning from Sick Leave.....	18
Open Ended (UNI) IDs.....	19
On Standby (ONSB).....	19
Delayed Return into PTO/ANP Day.....	19
Completion of an Assignment.....	20
Trading Reserve Days.....	20
PTO.....	21
<b>Reserve Legalities.....</b>	<b>22</b>
35 in 7.....	22
1 in 7.....	22
24 in 7.....	22

Maximum Duty Time.....	24
8:30 in 24.....	25
<b>Operational Reliability Incentive.....</b>	<b>26</b>
<b>Vacation Accrual.....</b>	<b>26</b>
Vacation Reduction Applied – Section 18.B.2.....	28
Paid Activity Hours Each Designated Quarter.....	28
Partial Vacation Days.....	28
Ready Reserves.....	28
Call-in Reserves.....	29
<b>Reserve Trip Trades.....</b>	<b>29</b>
Trades for Another ID.....	29
Safeguarding Your Schedule.....	29
Entering A Trip Trade Request in Unimatic – Entered by a Reserve..	30
Reserve to Reserve or Reserve to Lineholder Trades.....	30
Lineholder to Reserve Trade Entered by a Lineholder.....	31
Reserve RDO Trades.....	31
Entering a RDO request in Unimatic: Reserve to Lineholder.....	32
Entering a RDO request in Unimatic: Lineholder to Reserve.....	32
<b>Monthly Pay Protection for Reserves.....</b>	<b>33</b>
Reserve (Monthly) Pay.....	33
Reserve Override.....	33
Holiday Pay.....	33
Call Out Pay.....	34
Vacation Pay.....	34
Sick Leave Pay.....	34
Move up Line Guarantee.....	34
Standby Pay Protection.....	35
<b>Reserve Preferecing Guides.....</b>	<b>36</b>
Call-In Reserve Preferecing.....	37
Ready Reserve Preferecing.....	46

## **Bidding, A/B Rotation, and Reserve Move-up**

### **Reserve (2.BB.)**

“Reserve” means a Flight Attendant who is assigned to a Reserve line.

### **Reserve Line (2.CC.)**

A “Reserve Line” is defined as a planned sequence of scheduled days of availability and days scheduled to be free from availability. These days free from availability are immovable.

### **Reserve Assignment (10.C.)**

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.

### **Reserve Rotation (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. 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.

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

<b>“A” (Odd Numbered Months)</b>	<b>“B” ( Even Numbered Months)</b>
January	February
March	April
May	June
July	August
September	October
November	December

**Reserve Move-Up Line of Flying (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 Move-Up Line Guarantee**

A Flight Attendant awarded a Move-Up Line of Flying before the month begins or before serving one day of Reserve, is considered to be a lineholder and is pay protected the seventy-one (71) hour Lineholder guarantee.

A Move-Up line awarded at any time after the Flight Attendant has been available as a Reserve for one or more day(s) in the schedule month or has had any Reserve activity (ANP, PTO, DWOP) is considered a "mid-month" Move-Up Lineholder. In this circumstance, the Flight Attendant is protected by the Reserve minimum guarantee or 78 hours and will be paid pursuant to Section 5.D. of the Contract. In the line of flying, the bottom line "GUAR" figure has no pay significance. Throughout the month, as the Flight Attendant increases time through trades or open flying, the pay guarantee does not increase despite the fact that the "GUAR" figure may increase. Throughout the month, the Flight Attendant Support Team reviews and processes the Flight Attendant's DFAP for close out at the end of the pay period and will set that value at 78 hours.

When Flight Attendants are awarded a move-up line of flying and there

is a loss of time for any reason, it is critical to ensure that those affected are actually subject to the reassignment. In order to be subject to reassignment, the lost flying must bring the Flight Attendants projection under the 78 hours. If the loss does not result in a reduction of the projection under 78 hours, then there is no lost time and the company does not have reassignment rights.

In a “mid-month” move-up line, the Flight Attendant is protected by the Reserve minimum day off provisions of the Contract and twelve (12) minimum days off will be included as part of the original Reserve line. Remember, it is the number of days off, not the specific days that will be retained. At the Flight Attendant’s sole option, the number of days off may be voluntarily reduced.

### **Partial Month Move-Up (10.B.5.)**

When there is an imbalance in open flying during a month, a Reserve may be assigned a partial move-up line provided it is for ten (10) days or more. The partial month line holder will revert to Reserve status following completion of this partial line, provided there is insufficient open flying to complete a line up to her/his guarantee for the remainder of the month, or if this is the only means of providing her/his protected day(s) off. A move-up line will not be offered if such would result in a minus projection for planned Reserve needs. In this event, the move-up line will be offered to the most senior Flight Attendant where this situation would not exist and who’s protected day(s) off can be accommodated. Further, a Reserve under this Paragraph may not pick up open flying during the initial “move-up” period. Reserve move-up lines under this Paragraph will not be offered to a Reserve who will be on vacation or ANP during any portion of the initial move-up period, or for seven (7) or more days if the partial line can be extended to a full line until the seven (7) day period of unavailability has passed.

### **Monthly Maximum (10.H. and 9.E.4.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)

In the 2012-2016 Contract we successfully implemented a Reserve Preference system that allows Reserves to preference what they would prefer to fly. In this first part of this section we will be focusing on the assignment process without the use of the preference system. While the Reserve Preference system is the primary assignment system used currently, the manual process is the foundation for how the assignments are awarded in the preference system.

### **Reserve Assignments (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 Availability Displays in Unimatic**

There are three Unimatic screens that can be used to track a specific Reserves availability. These screens are RSVFLY, RSVSKD, and RSVFND. RSVFND does not look into a Reserve's time available or any other legality issues nor does it combine multi-day Reserves within the domestic operations. Therefore, RSVFND should not be used for monitoring assignments.



## **RSVFLY**

RSVFLY is the primary tool used by the Company to assign Reserves. The way to pull up RSVFLY is:

	DOM	DATE	TYPE	DY	ORDER	LANG	STA	PRT
»RSVFLY/	___/	___/	___/	___/	___/	___/	___/	_

- DOM= Domicile you will only show up on the Reserve Lists at your own domicile.
- DATE= Date you would like to pull up (RSVFLY will work up to 5 days in advance.)
- TYPE
  - CLLR for Call-In Reserves
  - ANY for all Reserves available\*
  - RSV for Ready Reserves
  - ONSB- This screen will show all Standby Reserves available in TMAC order
  - BLANK- Leaving Type Blank will default to Ready Reserves.

**NOTE:** *\*Although the use of “ANY” under TYPE will show all available Reserves for a specific date, it is equally important to remember that Call-In and Ready Reserves are given assignments at different times. It is possible as a Call-In Reserve to be at the bottom of the three day on the ANY Reserve list and still be the first legal available Reserve.*

- DY= DAY 0-9. This field can be used to pull up Reserves who are good for a specific number of days. This is most useful when a Reserve is only good for 1 day. During the month when available for only one (1) day, a Reserve can only be assigned a 1 day trip with the limited exception at the end of the month. When you are available for multiple days you can be assigned any length trip and it is important to know how many Reserves are available with less days of availability.
- Order= This field is used to order the Reserves on the RSVFLY Screen. When left blank, the system defaults to “Time Accrued Order” or TMAC.
  - DAY displays “DAY” order meaning all Reserves good for 1 day of availability will be listed first in TMAC order then 2 days in TMAC, then 3 in TMAC, and so on. This is the best way to pull up the Reserve list since we are assigned in day order followed by time accrued order.
  - TMAC- displays a list of Flight Attendants in Time accrued

order. This list can be deceiving because while a Flight Attendant may have the least time accrued they may not necessarily be the first in line for a trip due to the number of days for which they are available.

- TMLFT- Time left. This will group all Reserves in order of how much time they have left before they reaching their maximum. This becomes a useful tool at the end of the month when Reserve utilization is high.
- LANG= Language. Type in the code of the Language you are looking for to see how many Reserves are available. Many Flight Attendants speak multiple languages but only their 1st qualification is visible on this scree. Therefore it is more efficient to pull up the specific language you are looking for in order to make sure you are capturing all who are qualified.
  - Language Codes
    - Arabic- ARA
    - Cantonese-CTN
    - Dutch- NLD
    - French- FRA
    - German-GER
    - Hindi- HIN
    - Italian- ITL
    - Japanese- JPN
    - Korean- SKO
    - Mandarin-MAN
    - Portuguese- POR
    - Spanish- SPN
    - Vietnamese- VTN
- STA= STATION- This field is used to see who preferences to fly out of the co-terminal. The Reserves who preference to fly out of the co-terminal location will be shown at the top of the Reserve list. At the time of this publication the only 2 of the 4 active co-terminals are allowed for Reserves to select for assignments made via Unimatic. These current co terminals are EWR for JFK and BWI for DCA.

## **RSVSKD**

RSVSKD is an additional tool available in Unimatic used to compile Reserve availability lists. RSVSKD can be pulled up in the same manner as RSVFLY and the display is similar. The major differences between RSVFLY and RSVSKD become evident towards the end of the month. RSVSKD is programmed to be a planning tool to look into the next month and assist the crew desk in making assignments at the end of the

month.

The first difference is that once Reserves have less than 20:00 hours of time left (the TMLF column) in the month, they are grouped in a day of availability category based on how much time they have left to fly in the month before maxing out. A ">" symbol next to the number in the day-of-availability column means this aspect of the RSVSKD program has kicked in. A Reserve with between 15 and 19:59 hours TMLF will show as good for "3>" days in the DY column of RSVSKD even when they are good for more than three days before their next scheduled day off. A Reserve between 10 and 14:59 hour in the TMLF column will show "2>," five to 9:59 "1>" and less than five hours, "0>". When a Reserve has less than 5 hours available they can only be assigned additional trips on the last day of the month. They will be grouped in the day of availability for their amount of time left. For example a Flight Attendant good for 4 days with only 15 hours remaining will be grouped in TMAC order within the 3-day Reserves not in the 4 or more day Reserves.

The second difference between RSVFLY and RSVSKD is the "AVL7" column. This stands for how many actual hours a Reserve can fly before reaching a 35-in-7. A "-" next to the number in the day-of-availability column means this aspect of RSVSKD has kicked in. A Reserve with between 5 and 9:59 hours actual TMLF will show as good for "1-" in the DY column of RSVSKD, even though they are good for more than one day. A Reserve with less than 5 hours of actual TMLF will show as good for "0-" in the DY column. In this case the Reserve will remain in their respective day-of-availability category unless the TMLF aspect (discussed above) has kicked in. Since this legality is based on calendar days a Flight Attendant showing a "2-" may actually be assigned a trip that is greater than 2 days.

The third difference between RSVFLY and RSVSKD is the "2M" column at the far right of the RSVSKD display. This stands for "second month," and shows the Flight Attendant's LOF activity for the first few days of the new month. It will be blank until the Flight Attendant is in her/ his last block of Reserve days in the old month, then either an "R" or "L" will appear in this column, followed by a number. An "R" indicates the Flight Attendant is on Reserve in the next month; an "L" indication she/ he will be a Lineholder in the new month. The number following the R or L indicates how many days into the new month the Flight Attendant can be worked if she/he receives an assignment at the end of the old month. Therefore for a Flight Attendant who will be on Reserve in the new month, the number indicates how many days she/he will be on Reserve in the new month. For example "R0" would indicate she/he is off the first day of the new month and so cannot be worked into the new month. "R3" would indicate she/he is on Reserve the first three days of the new schedule month and so can be worked into those days. It is important that all legal Reserves (R1, R2, R3, etc.) be used before using Reserves

who are going into Lineholder status.

For a Lineholder in the new month, however the number after the “L” indicates how many days off the Flight Attendant has in her/his Lineholder month. Remember that a Reserve going into a Lineholder month can receive a trip the last day of the old month and be worked into those days if necessary in accordance with Section 10.C.11. “L0” would indicate that the Flight Attendant has an ID on the first day of her/his Lineholder month, and so cannot be used to work into the new month unless all other legal available Reserves (including L1, L2, etc.) have been used. A “+” after the “L” indicates that at the time the list was compiled, it was uncertain how many days the Flight Attendant would have off at the beginning of the new month, for example because the Flight Attendant will be on relief but relief lines have not yet been awarded.

There is a dispute between AFA and management about the appropriateness of using RSVSKD because it does not group Reserves in day of availability categories in accordance with Sections 10.C.4., 10.C.8., and 12.U.4 and instead of categorizing Reserves based on “their number of days ‘on’”, they are categorized based on how much time they have left to fly for the month. AFA’s position is there is no Contractual basis for categorizing Reserves this way or for altering the standard time accrued assignment procedures when there are no Reserve shortages or other coverage issues. Management’s position has been that they can indeed do this under Section 10.C.13.d.

### **CLLR Assignments (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 and 1700 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 1700 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 differ. 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 (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 Assignment (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 Paragraph G of this Section.
- An available Reserve may be released from contact for a period of time with the approval of the crew scheduler.

#### **Purser (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 Pursers 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.

### **Language Qualified (12.C.7.)**

Language Qualified (LQ) positions are filled in accordance with Section 12.C.7.k. Language qualification is indicated in the LNG column of RSVFLY. An LQ Reserve may be used out of time accrued order to fill an open LQ position. If there are no qualified Reserves for the language in question, a Reserve qualified in another language may be used out of Time Accrued Order (TMAC) for the position as long as that language is designated as eligible for Language Incentive Pay (LIP) in the monthly bid package (Section 12.C.7.k.). If there are no such qualified Reserves, the LQ ID should be changed to a non-LQ 8000- or 9000-series ID and assigned in day of availability/Time Accrued Order (TMAC) to the next legal Reserve as required by Order of Assignment procedures.

### **On Standby (ONSB)**

The Company now assigns Reserves to On-Standby periods of varying days of availability. When the Company builds the ONSB positions they determine the number of days they need to best cover the operation during the 4 hour standby window. For example, if during the Standby window of 9am-1pm there are primarily 3 day IDs checking in the Company may schedule the standby to a 3-day Reserve. Standby lengths are determined by crew scheduling on a daily basis as determined by operational need. Just like IDs ONSB assignments have a trip day length assigned and visible in the Open Trip File.

### **Open-Ended IDs (10.C.13)**

The company considers Open-Ended IDs to be four-day assignments and assigned accordingly. However, these positions can be assigned to Flight Attendants that are available for less than four days. It is important to note that open ended IDs are only assigned manually and cannot be awarded through the CLLR preference system.

### **Christmas Wish List Requests ( 10.C.13.)**

Christmas Wish List (CWL) assignments should follow the following guidelines:

- If the number of requests per layover city outnumbers the number of available positions, requests should be honored in seniority order.
- If the only way to satisfy a CWL is by opting the Reserve, then the Reserve is automatically opted to 100 hours or unlimited hours depending upon which level of opting is required to assign

the ID. Reserves should make sure they really want the CWL trip before submitting the request, and take it out if they change their minds.

- CWLs do not overrule LQ and Purser qualifications. For example, a Reserve should not be granted a CWL if the only way to do so would be to assign her to a qualified Purser position on a trip, if there are other qualified Purser Reserves legal and available for the trip.

Exceptions to the standard Reserve assignment procedures as described above may be altered as described in Section 10.C.13. In general, if Reserve coverage is sufficient, the standard procedures should be followed. However, the Agreement does provide management the limited ability to deviate from the standard procedures only if necessary to accomplish coverage.

### **Reserve Preference**

In the 2012-2016 Agreement AFA and the Company entered into a Letter of Agreement to implement a Call-In Reserve Preferencing Assignment system. The full letter of Agreement can be found on page 310 of the Contract. CLLR Reserves must enter preferences in using the link via Flying Together or the [unitedafa.org](http://unitedafa.org) website. Reserves have the ability to enter either a daily preference or a standing preference. Daily preferences supersede Standing preferences and can be entered beginning 1901 the day prior to the assignment period through 1459 the day the awards are being processed.

### **CLLR Reserve Preference System**

Flight Attendants can enter either Standing Preferences or daily preferences for the CLLR Reserve preference system. The Preference Window is closed daily between 1500 and 1859. You can enter standing preferences at any time during the open window periods and they remain on file until you change them. Daily preferences must be entered sometime during the open window of 1900-1500 the day the preference is being awarded. For example for a CLLR who is available for assignment on Wednesday can enter a daily preference beginning at 1900 on Monday evening until 1500 on Tuesday. The assignment will be considered finalized by 1900 on Tuesday for assignments beginning at 0500 Wednesday through 0459 Thursday morning. Daily preferences have priority over standing preference. If you have a single daily preference on file the system will not consider any standing preferences for that assignment process. For a lengthy description of how to use the CLLR Reserve Preference system please go to [unitedafa.org](http://unitedafa.org).

### **Ready Reserve Preference System**

The Ready Reserve Preference system can be found using RSVPRF in Unimatic. Ready Reserves can select either High Time Flying,



ONSB assignments, or Low Flying. It is important to note that all Flight Attendants on Reserve should be aware of the Ready Reserve Preference system since converted CLLR Reserves are able to use this system as well. It is also important to note how these preferences affect your assignment process. Flight Attendants selecting the High Time Flying Option will automatically be opted to unlimited flying for the schedule month. Flight Attendants selecting High Time are indicating that they want to be assigned IDs first. It is important to note that selecting High Time does not necessarily mean you will be awarded a high value trip it just means you are asking to be assigned ahead of Flight Attendants who do not preference to fly high time. When the crew desk assigns IDs using the Ready Reserve Preference system they are assigned to Reserves who preference High time first, then Reserves who have no preference on file, then Reserves who preference ONSB, and finally to Reserves who preference Low time. When assigning ONSB positions the crew desk will first assign Reserves who preference ONSB, then Reserves who preference High time, then those who have no preference on file followed by Reserves who preference low time. For more information on how to use the Ready Reserve Preference system please see the documents available on [unitedafa.org](http://unitedafa.org).

## **Reserve Responsibilities at Home and On the Road (10.C.)**

### **Calling for Assignments**

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.

### **Telephone Availability**

Ready Reserves, including Converted Call-In Reserves, must be telephone available beginning at midnight following days off; and may

receive a check-in as early as 0500 (Section 10.C.10.). The crew desk is required to contact a Reserve in a 45-minute period to all numbers listed in the FDUG screen before a Reserve is considered to be unavailable. It is important to keep your FDUG screen updated. The crew desk must make actual verbal contact with the Reserve to give an assignment. Once a Reserve has received their assignment, there is no obligation for them to remain telephone available (Section 10.E.3.).

### **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.).

### **Returning from Sick Leave**

- 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. 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.V.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 Section 9.I.3.b, ID's may only be left open-ended once within the ID. Reserves CANNOT be assigned an open-ended assignment via the CLLR Reserve Preference system. These IDs will be placed "on hold" during the 1800 assignment run and manually assigned by a scheduler prior to the 1900 assignment deadline.

### **On Standby (ONSB)**

When reporting for stand-by (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. Stand-by Reserves not given a flying assignment receive five hours flight pay and credit. (Sections 10.C.9., & 10.G).

### **Delayed Return into a PTO/ANP Day**

As a result of a delayed return to the home domicile, if a Reserve works into a scheduled day off or awarded GWOP or WOP (ANP/PTO) day; the crew desk should be contacted upon arrival. The Reserve may elect to remain on Reserve for the rest of that day in exchange for another

day off later in the month (Section 10.D.1.b.), or have the GWOP day restored to the GWOP bank. At their option the Reserve may also elect to block in at the completion of their ID, taking the remainder of the day off, and forgo having the day replaced.

### **Completion of an Assignment (10.D.3.b.)**

Upon completion of an ID or ONSB, all Reserves are to block out with the crew desk based upon locally established procedures. (Section 10.D.3.b).

The Reserve may be given:

1. Another flight assignment that departs within 15 hours, upon completion of legal rest.
2. Another flight assignment in the same duty period if it is to prevent drafting.
3. Released from duty to start her/his legal rest.

If the Reserve is Call-In, she/he is released from duty until they call the 1900 CLLR tape for the next day's assignment. If she/he is a Ready Reserve, she/he must receive eight hours free from telephone contact upon the start of her/his legal rest (Section 10.D.4.b.1.). If this eight-hour period is interrupted (at home only) and she/he promptly informs the crew scheduler of that fact, the legal rest period starts over from the point of interruption, Section 10.D.3.c. (System Board of Award Decision, ORD 23-96).

### **Trading Reserve Days**

Reserves may trade for days of availability either with days in their own line or with other Reserves. These trades must meet the provisions defined in Section 10.D.4. When trading with another Flight Attendant, only the day will be traded, not the Call-In or Ready Reserve status of the Flight Attendants involved. The Flight Attendants involved in the trade will retain their original status.

- Self-trade requests are normally looked at 2 days in advance of the first day involved for Domestic and 5 days out for International. However, they may be looked at well in advance of the first day involved in the trade, especially at the beginning of the new month (and sometimes at the end of the old month for trades in the new month).
- Requests are looked at in seniority order among the requests on file at the time.
- Requests are looked at daily within the time frame used by each location. Contact your respective crew desk for their specific

time frame.

- All crew desks will either award or reject all of the requests on file by the two-day (Domestic locations) or five-day (International locations) period unless it is not clear at that point if the trade can be awarded. That is, if Reserve coverage needs are not yet clear for the date in question, but there is a chance the trade may be able to be awarded at a later time, no decision may be made at the two-day/five-day point.
- If a definite award / reject decision cannot be made at the two-day/five-day point, the request will be looked at again the next day (that is, one day before the first day involved in the trade for Domestic, and four days out for International).
- Flight Attendants are responsible for checking their LOFs to see if they received a trade until the one-/four-day deadline. That is, for a request to trade into Monday the 15th, Domestically a trade may be awarded as late as Sunday the 14th; Internationally, the trade may be awarded as late as the Thursday the 11th. After those dates and the times discussed above, if the trade has not been awarded, the Flight Attendant can safely assume that she/he has not been awarded the trade, unless notified otherwise via a telephone call from the crew desk.
- Flight Attendants should delete Reserve self-trade requests they no longer want. Currently self-trade requests are automatically rejected if a Reserve is out on an ID at the time the requests are processed, consequently leaving less than three consecutive “CLLR” or “RSV” days showing in the line of flying. Management agrees with AFA that this should not be happening, and it is on the automation list to be fixed at some point in the future. Until this fix is made, in this situation contact the crew desk and have them look at the trade manually.

## **PTO**

If a PTO day (i.e., GWOP) would cause an inability for a Reserve to be assigned on the remaining days of availability, the remaining Reserve days will be considered CNF or non-disciplinary DNF days. For example, if the shortest trip assigned to a domicile is three days, and the Reserve takes any type of PTO for Day 3 of a 4 or 5 day block of days on, the remaining days of availability will be shown as CNF since there are no one or two day IDs assigned to the domicile. The Reserve's 78:00 MIN will be reduced accordingly (by 4:20/4:07 per day for a 30/31 day schedule month, respectively).

***Note:*** *At this time CNF in these circumstances is only applicable at International Domiciles without a one-day ID assigned in the DSL as all*

*Domestic domiciles have 1 day IDs in their assigned DSL.*

#### *IV. Reserve Legalities*

### **35-in-7 (7.E.)**

The 35-in-7 language states that management cannot schedule a Flight Attendant to exceed 35 hours in any consecutive seven-day 24 hour periods. 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.

### **1-in-7 (7.F., 10.D. and 12.K)**

The 1-in-7 language states that a Flight Attendant must be scheduled to have at least one day off in every seven (i.e., be on duty for no more than six days). If a 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. Other important points about the one-in seven:

***Domestically*** - Can only be satisfied by one calendar day (midnight to midnight) at home; OR

***Internationally*** – By either a 24 hour period free-from-duty while on layover at an International layover only (Section 12.K.) or by a calendar off at the home domicile.

- When moving a Reserve day to satisfy 1-in-7, the Flight Attendant may indicate which day she/he wants moved, and those days should be honored “if possible” (Section 10.D.2.b.).

### **Twenty-Four in Seven (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:

```

XXXDSL 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
SMTWTFS  I 77I 875 SEANRT  1245 1450 2605 1005   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 -



**Maximum Duty Time (7.I.4. and 12.L.)**

No Flight Attendant may be required to remain on duty in excess of the applicable duty time maximums.

Maximum duty time points:

- Section 12.L.2.a. applies to both International multi-stop flights and International non-stop flights scheduled up to 11:29.
- Note Section 7.I.4.a. is based on the Flight Attendant's home domicile time.
- Extended Duty Time – International (Section 12.A.3.) - Caution should be exercised when waiving duty time in accordance with this provision of the Contract. As a consideration, it may actually be possible to earn more money by not waiving the duty time maximum by incurring an additional duty period. The decision to waive is an individual decision for each Flight Attendant and it is further agreed that the FAR scheduled duty time maximum of twenty (20) hours shall be applied for flights operating under Section 12.A.2. of the Contract. Flights operating under the provisions of Sections 12.L.3. and 4. shall have an additional two hour extension above the three hours provided in this Section. Once a Flight Attendant has concurred to extend her/his duty time maximum, she/he shall be guaranteed a minimum of one hour of pay at five (5) times her/his hourly rate in addition to the actual credited time for the ID. (12.A.3. & 12.L.5.)
- Note strong language in Section 7.I.4.b.; under no circumstances shall a Flight Attendant be required to remain on duty, without her/his concurrence in excess of the applicable actual maximum hours in accordance with Section 7.I.4.a.
- Special duty times apply on turns between the West Coast and Hawaii-- Section 12.A.2.
- When calculating maximum duty times, the published DSL flight time should be used; not that day's projected flight time based on that day's weather/flying conditions.
- When an ID is built, the scheduled maximum duty times must be used. After check-in, the actual maximum duty times apply when any necessary changes are made to the ID.

***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.*

### **8:30-in-24 (7.D.)**

The 8:30 -in-24 is perhaps the most complicated legality of all. Part of the reason is that there is a misconception that it is a flight time limitation, when it is, in fact, a legal rest provision. The misconception is that a Flight Attendant cannot fly more than 8:30 in a 24-hour period. This is not true. The 8:30-in-24 provision actually states that a Flight Attendant who is scheduled or re-scheduled to fly more than 8:30 in a 24-hour period must be scheduled to receive at least sixteen (16) hours legal rest at the next layover point after exceeding 8:30 in 24. (Section 7.D.1.b.) In the actual operation, whenever a Flight Attendant has flown in excess of 8:30 in 24, she/he shall be relieved from duty at the next scheduled or re-scheduled point of rest for at least 16 hours.

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 because the 8:30 in 24 occurs during the International ID. 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. Otherwise this legality cannot be waived by either a crew scheduler or a Flight Attendant.

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

The company may initiate the following procedures whenever it is anticipated that one or more Flight Attendants will be unable to depart on-time following a scheduled layover. These procedures will only apply to a layover at a non-domicile location where timely replacement of the Flight Attendant(s) is not possible.

Notwithstanding the provisions of Section 7.J.1.b and with the Flight Attendant(s)' concurrence, the rest will be a minimum of eight (8) hours free from duty, provided the following conditions are satisfied:

- Flight Attendants are notified prior to or immediately upon arrival at the layover station of the company's request to implement this provision, and
- The layover hotel meets the field layover requirements of Section 7.J.1.b, and
- Transportation to the hotel is immediately available upon arrival. If not, and after notifying the company, the Flight Attendant(s) may at their option revert to the actual minimum layover under Section 7.J.1.b.

When the Flight Attendant(s) report(s) for duty for the first segment following their rest period under Section 7.J.2., she/he shall receive five (5) hours of incentive pay at her/his hourly rate of pay.

### Vacation Accrual (18.B.2.)

A Flight Attendant shall receive full vacation accrual if she/he has a minimum of ninety-seven hours and thirty minutes (97:30) of paid activity in each quarter of the twelve month period ending in the August schedule month prior to the vacation year. A Flight Attendant shall accrue no vacation in a calendar quarter if she/he has less than sixteen hours and fifteen minutes (16:15) of paid activity in that quarter. For the purpose of this paragraph only, hours paid for training and publicity shall have the same value as credited flight time.

In order to receive full vacation accrual, a **Flight Attendant must complete 97:30 minutes of paid activity in each quarter** of the twelve month period that ends with the August schedule month prior to the

vacation year.

Our annual vacation bid period is defined by the language in Section 18.E. of our Contract and begins on October 29th. Based on this schedule, the company must determine the amount of vacation that must be put out for bid and this is done during the vacation planning period which begins each September. Given the recently negotiated requirement for Flight Attendants to complete 97:30 of paid activity per quarter for a twelve month period in order to be eligible for the full vacation accrual, the annual evaluation of paid activity must end prior to the beginning of the vacation bid planning period which begins in September each year. For this reason, the twelve month period for the evaluation of paid activity must end in August of each year. Paid activity is any flight time credit (VAC, ONSL) and includes publicity and training, as outlined in Section 15.G. of our Contract. Working back from August, the paid activity quarters and their corresponding vacation accrual quarter are as follows:

Quarter	Paid Activity	Vacation Accrual
1	September - November	January - March
2	December - February	April - June
3	March - May	July - September
4	June - August	October - December

Said another way, the paid activity during the period encompassing the Flight Attendant schedule months (designated quarter) of September through November will determine the number of vacation days accrued during the January - March calendar months. If during the September - November schedule months the Flight Attendant completes 97:30 minutes of paid activity, then the maximum number of days of vacation, based on years of completed service, will be credited for those months. This evaluation will continue for each paid activity quarter during the twelve month September to August evaluation period.

It is important to understand, the implementation of this provision does not mean that you must fly an equal number of hours each month to achieve the 97:30 minimum. Any combination of hours resulting in 97:30 of paid activity completed by the last day of the defined quarter will count in determining if the full vacation accrual will be credited.

Let's take a look how these various accruals interact and their impact on the vacation accrued in 2013 for use in 2014:

- Full Vacation Accrual Period - January 2013 - December 2013
- Paid Activity Evaluation Period - September 1, 2012 through August 31, 2013
- LOA Evaluation Period for 2013 ONLY – September 1, 2012

through August 31, 2013

- 2014 Annual Vacation Bid Period Opens: October 29, 2013

### **Vacation Reduction Applied (18.B.2)**

Flight Attendant shall accrue one twenty-fourth (1/24) of the full vacation accrual for the calendar quarter for every sixteen hours and fifteen minutes (16:15) of paid activity in that quarter. If a Flight Attendant has less than sixteen hours and fifteen minutes (16:15) in a specific quarter no vacation time will accrue.

**Note:** *There is an exception to this rule which applies for newly employed Flight Attendants. Given the evaluation period for a full year vacation begins in the “previous” year, newly hired Flight Attendants during their first year of employment will receive the full vacation accrual without regard to the hours flown during the paid activity evaluation period but will continue to have vacation accrual reduced for Furlough and Leaves of Absence (except Occupational Leaves of Absence) consistent with the provisions of Section 18.C. of the Contract.*

### **Paid Activity Hours Each Designated Quarter**

	Hours paid during paid activity quarter ≥	97.5	81.25	65	48.75	32.5	16.25	0
Years of Service	0-4	3.0	2.5	2.0	1.5	1.0	0.5	0.0
	5 - 9	4.8	4.0	3.2	2.4	1.6	0.8	0.0
	10 - 16	6.5	5.4	4.3	3.3	2.2	1.1	0.0
	17 - 24	8.3	6.9	5.5	4.1	2.8	1.4	1.1
	25+	10.0	8.3	6.7	5.0	3.3	1.7	0.0
(>) = greater than or equal to		Vacation Days Accrued						

### **Partial Vacation Days - Responsibilities**

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. Availability following partial vacation days applies as follows:

### **Ready Reserves**

Where a Flight Attendant on Ready Reserve status ends vacation with a partial day, she/he may not be contacted for assignment until after the

time the vacation ends, and may not be required to report for duty until six (6) hours after the time the vacation ends. For example, A Ready Reserve with a partial day vacation (1/2 day) which ends at 12:00 Noon may not be contacted by the company until after the time vacation ends (12:00 Noon) and may not be required to report for duty until six (6) hours after the vacation ends or 1800.

### **Call-In Reserves**

A Call-in Reserve must call the assignment tape the day before coming off vacation but is not to be assigned to report for duty until at least six (6) hours following the final hour of the vacation.

## **Reserve Trip Trades**

Our Contract provides for improvements to increase schedule flexibility for Reserves. Reserves are able to trade their trips assigned by Crew Scheduling with other Reserve or Lineholder Flight Attendants.

### **Trades for Another ID (10.D.5.a)**

Once a Reserve has been assigned an ID, she/he shall have the ability to trade with another Flight Attendant for an ID. In order for a Reserve to trade their assigned ID with another Flight Attendant the following is required:

- The ID must be the same number of days
- The ID must depart the same day
- If the ID is between a Reserve and a Lineholder the ID credit time cannot differ by more than two (2) hours. (For clarity, this requirement does not apply to trades between Reserve Flight Attendants.)

A Reserve, who picks up additional time, over the trip they traded out of with a Lineholder, will now be considered to have opted to over hundred (100) hours for the remainder of that scheduled month. The trade has no impact on the Reserve minimum guarantee. The Lineholder's guarantee will increase or decrease based on the value of the ID(s) traded.

For trades between Reserves, the Reserve minimum guarantee for each of the Flight Attendants involved will be unaffected (increased or decreased) as a result of this trade.

### **Safeguarding Your Schedule**

You may lock your line using a TRDKEY. You may establish a personal key that can be shared with flying partners entrusted to perform trades and/or ANP/PTO on your behalf. The basic functions include:

- If you elect to use the TRDKEY, other Flight Attendants will be

prompted to enter your key when performing trade and/or ANP/PTO requests on your behalf.

- The default setting in TRDKEY is unlocked. If you do not update the lock or trade key fields, trades may be entered the same as today.
- You may also lock your TRDKEY without establishing a key, which restricts anyone but yourself from entering trades (including between two Flight Attendants) and/or ANP/PTO.
- Your ability to display and enter requests for yourself is unaffected by TRDKEY.
- If a Flight Attendant's TRDKEY is set to lock without a key, you will not be able to enter a trade and/or ANP/PTO complete the submission and receive the following error response: TRDKEY-ERR: F/A/ LOCKED, INVALID REQUEST .

## Entering a Trip Trade Request in Unimatic Entered by a Reserve:

### Reserve to Reserve or Reserve to Lineholder Trades

A Reserve Flight Attendant who wishes to trade her/his assigned ID must submit a trade request by using Unimatic prompt DSPFAI and filling out all applicable fields and must indicate she/he is a Reserve in the initial DSPFAI prompt. See screenshot steps below.

#### Step One:

```
ACTN FILE # RSV  
>DSPFAI/ TRD/ 123456/ X
```

#### Step Two:

```
REQTRD/SMITH,J /FN 654321/SEN 013858/00/ / / /R/  
  
WISH TO TRADE DAY(S) OFF MMDD/ MMDD/ MMDD/  
MMDD/ MMDD/ MMDD/  
WISH TO TRADE ID 123_- 0726/  
  
LAST NAME, INIT FILE # LOF TRDKEY  
WITH JONES, B____/ 123456/ 12B / ____/  
  
WITH FA FOR DAY(S) OFF MMDD/ MMDD/ MMDD/  
OR DAY(S) ON IF SELF TRADE MMDD/ MMDD/ MMDD/  
WITH A FA FOR ID 456_- 0726/
```

## **Lineholder to Reserve Trade Entered by a Lineholder**

A Lineholder wishing to trade an ID with a Reserve can submit a trade request by using Unimatic prompt DSPFAI and filling out all applicable fields. See screenshot steps below.

Step One:

```
ACTN FILE # RSV
>DSPFAI/ TRD/ 001234/ _
```

Step Two:

```
REQTRD/JONES, B /FN 123456/SEN 000058/00/ / / / /

ID # DATE ID # DATE ID # DATE
WISH TO TRADE ID(S) _123- 0725/ ____- MMDD/ ____- MMDD/
____- MMDD/ ____- MMDD/ ____- MMDD/
LAST NAME, INIT FILE # LOF TRDKEY
WITH SMITH, J_____/ 654321/ 1420B/ ____/
ID # DATE ID # DATE ID # DATE
FOR ID(S) _456- 0725/ ____- MMDD/ ____- MMDD/
____- MMDD/ ____- MMDD/ ____- MMDD/

MAKE-UP AFA WITH RDO TRADE(Y/N) _ /
ID # DATE KEY ID # DATE KEY ID # DATE KEY
FOR CHARTER ID ____- MMDD/ _ / ____- MMDD/ _ / ____- MMDD/ _ /
FOR OPEN ID ____- MMDD/ _ / ____- MMDD/ _ / ____- MMDD/ _ /
FOR TRADE WITH OPEN, RETAIN IF REJECTED(Y/N) _/ PREF # ____/
```

## **Reserve RDO Trades (10.D.5.b.)**

Our Contract provides for improvements to increase schedule flexibility for Reserves. Reserves are able to RDO their trips assigned by Crew Scheduling with Lineholder Flight Attendants.

Once a Reserve has been assigned an ID, she/he shall have the ability to trade an ID for days off (RDO trade) with a Lineholder. The Reserve guarantee shall be reduced based on the number of availability days vacated”

Any Lineholder Flight Attendant may pick up your trip. Once a RDO request has been submitted the request will be processed automatically. Consistent with established trade rules, trades must be processed no less than two hours before the departure time of the first segment of your assigned ID, you will need to fly your trip.

When the RDO trade is awarded, the Lineholder will see the ID added to her/his line of flying. The Reserve will see ‘CNF’ in their line of flying

along with a reduction to the 78 hour Reserve minimum guarantee based on the number of days contained in the ID traded away. In a 30-day month, the Reserve minimum will be reduced by 4:20 per Reserve day while in a 31-day month the reduction will be based on 4:07 per Reserve day.

### **Entering a RDO Request in Unimatic: Reserve to Lineholder**

A Reserve Flight Attendant who wishes to RDO an assigned ID must submit a request by using Unimatic prompt DSPFAI and filling out all applicable fields. See screenshot steps below.

Step One:

```
ACTN FILE # RSV
»DSPFAI/ TRD/ 123456/ X
```

Step Two:

```
REQTRD/SMITH,J /FN 654321/SEN 013858/00/ / / /R/
WISH TO TRADE DAY(S) OFF MMDD/ MMDD/ MMDD/
MMDD/ MMDD/ MMDD/
WISH TO TRADE ID 123_- 0826/

LAST NAME, INIT FILE # LOF TRDKEY
WITH JONES, B_____/ 123456/ 12B / ____/

WITH FA FOR DAY(S) OFF 0826/ MMDD/ MMDD/
OR DAY(S) ON IF SELF TRADE MMDD/ MMDD/ MMDD/
WITH A FA FOR ID ____- MMDD/
```

### **Entering a RDO Request in Unimatic: Lineholder to Reserve**

A Lineholder wishing to request to pick-up a RDO from a Reserve must submit a RDO request by using Unimatic prompt DSPFAI and filling out all applicable fields. See screenshot steps below.

Step One:

```
ACTN FILE # RSV
»DSPFAI/ TRD/ 001234/ _
```



## Step Two:

REQTRD/JONES, B /FN 123456/SEN 000058/00/ / / / /

ID # DATE ID # DATE ID # DATE

WISH TO TRADE ID(S) \_RDO- MMDD/ \_\_\_\_- MMDD/ \_\_\_\_- MMDD/  
\_\_\_\_- MMDD/ \_\_\_\_- MMDD/ \_\_\_\_- MMDD/

LAST NAME, INIT FILE # LOF TRDKEY

WITH SMITH, J \_\_\_\_\_/ 654321/ 1420B/ \_\_\_\_\_/

ID # DATE ID # DATE ID # DATE

FOR ID(S) \_456- 0725/ \_\_\_\_- MMDD/ \_\_\_\_- MMDD/  
\_\_\_\_- MMDD/ \_\_\_\_- MMDD/ \_\_\_\_- MMDD/

MAKE-UP AFA WITH RDO TRADE(Y/N) \_ /

ID # DATE KEY ID # DATE KEY ID # DATE KEY

FOR CHARTER ID \_\_\_\_- MMDD/ \_ / \_\_\_\_- MMDD/ \_ / \_\_\_\_- MMDD/ \_ /

FOR OPEN ID \_\_\_\_- MMDD/ \_ / \_\_\_\_- MMDD/ \_ / \_\_\_\_- MMDD/ \_ /

FOR TRADE WITH OPEN, RETAIN IF REJECTED(Y/N) \_/ PREF

## Monthly Pay Protections for Reserves

### Reserve (Monthly) Pay (5.D.)

Reserves shall be guaranteed 78 hours of pay and credit provided that when a Reserve is unavailable for duty on a without pay basis, her/his minimum guarantee will be reduced by 4:20 (1/18th) in a 30-day month and 4:07 (1/19th) in a 31-day month for each day unavailable for scheduled duty.

### Reserve Override (5.E.)

In addition to Paragraph D above, a Reserve shall be compensated \$1.93, prorated, for each credited hour while on Reserve status.

### Holiday Pay (5.L.2)

Reserves are eligible for holiday pay. Holidays are specific to country of your domicile and each Flight Attendant is eligible to be paid for a maximum of five (5) holidays per year. If a Call-in (CLLR) Reserve is released on a holiday, no holiday pay is paid. Ready Reserves (RSV) should only be released on a holiday if she/he is a high time reserve at the end of the month and have no time left to fly.

If on Ready Reserve Status (which includes converted Call-in Reserves) and does not fly, holiday pay is credited at 4:27 in a 30-day month or 4:13 in a 31-day month at the applicable hourly rate of pay for the Reserve. If on Ready Reserve status and flew an ID, the Reserve received the greater of the rates set forth in this paragraph for the reserve day or the lineholder computation for the ID flown.

A Reserve Flight Attendant qualifying for two (2) hour Call-Out Pay or

the On Standby Pay of five (5) hours, shall receive double pay for those hours that fall within the holiday period.

### **Call Out Pay (8.F.)**

A Flight Attendant at her/his domicile who is called to the airport to fly and does not, shall receive a minimum credit for two (2) hours for flight time and pay purposes.

### **Vacation Pay (18.K.1.)**

Reserves are paid three hours (3:00) per vacation day, prorated for any partial day. Effective 2/28/14, if in the prior vacation year as defined in Section 18.B. a Flight Attendant has been paid 936 hours of flight time credit, her/his vacation shall be paid at 3:15 per vacation day, prorated for any partial day.

### **Sick Leave (19.A)**

Flight Attendants shall be credited for sick leave purposes with four (4) hours of sick leave credit for each month during their employment. When a Flight Attendant is paid at least two hundred and thirty four (234) hours (3 times the Reserve Guarantee) for a calendar quarter excluding sick leave, she/he shall accrue an additional one hour and one half (1:30) credit for that calendar quarter in her/his sick leave bank. A Flight Attendant shall be allowed to accrue up to a maximum of one thousand (1000) hours. Designated quarters are the bid months of January through March, April through June, July through September, and October through December.

To use Sick Leave Flight Attendants call the Flight Attendant Support Team (FAST) through 1-800-FLT-LINE option 4, 4.

### **Sick Leave Pay (19.A.3.)**

A Reserve who calls in ill shall be credited with 4:20 minutes (1/18th) in a 30-day month and 4:07 (1/19th) in a 31-day month per day of availability until she/he reports well.

A Reserve who becomes ill after reporting for a flight assignment shall receive sick leave credit based on the credited flight time for that ID. A Reserve who becomes ill and calls ONSL after receiving an assignment but prior to actually going on duty receives the daily sick leave credit of 4:20 or 4:07 per day.

### **Move-up Line Guarantee (10.B. & 5.D.)**

If during the month a Reserve is awarded a move-up line prior to standing one day of Reserve or being available as a Reserve (any Reserve activity including VAC, ONSL, PTO, ANP, etc.) then the Flight Attendant is pay protected by the lineholder minimum of 71 hours or the total credit time, whichever is greater. Any additional IDs picked up or traded into above the 71 hours become part of the line guarantee and

are pay protected. Flight time is reduced by PTO, ANP or RDO as it would be if a lineholder.

If a Reserve is awarded a move-up line after standing one day of Reserve or being available as a Reserve (any Reserve activity including VAC, ONSL, PTO, ANP, etc.) she/he shall be pay protected pursuant to Section 5.D. of the Contract, the 78 hour minimum guarantee or the total credit above 78 hours, whichever is greater. It is important to note that all flight time above the 78 hours is not guaranteed. However, all hours above the 78 hours will be paid when completed.

### **Stand-by Pay Protection (10.G.1. & 3.)**

While on stand-by (ONSB), Reserves receive  $\frac{1}{2}$  pay and flight time credit in addition to all other pay protections.

As an example, a Reserve who reports for an ONSB assignment at 0700 who is later given a flight assignment with a 1000 departure worth 4:45 and is released at 1700 has a total duty period of ten (10) hours (0700-1700). The minimum Duty Rig guarantees five (5) hours of flight time pay and credit for the single duty period. However, because of the ONSB period of two hours (0700-0900) she/he receives  $\frac{1}{2}$  credit for the two-hour standby period or 1:00 hour in addition to actual flight time of the assignment for a total of 5:45.

# RESERVE PREFERENCING GUIDES

Don't forget to visit [unitedafa.org](http://unitedafa.org) to watch our online video training lessons. These tutorials are a supplement to the training packets found in this booklet. They were designed to highlight important information to remember when using the Call-In Reserve Preferencing Interface.

The lessons include:

Introduction and Welcome

Lesson 01 - Adding a Preference

Lesson 02 - Standby vs. Co-Terminal (difference between them)

Lesson 03 - Overview of Criteria Types

Lesson 04 - How to Edit or Delete Criteria

Lesson 05 - Preferences and Criteria in the Award Process

Lesson 06 - Daily vs Standing Preferences

Lesson 07 - Pay Close Attention to What You Select!

Lesson 08 - About the 'Award' Dropdown Menu

Lesson 09 - How to Properly Logout

Conclusion and Computer/Browser Requirements

In addition, we have also included information on the Ready Reserve Preferencing Assignment System in Unimatic.

## Call-In Reserve Preferencing

The Company and the Association of Flight Attendants (AFA) have agreed to implement a Call-In Reserve Preferencing Assignment system (Reserve Preferencing) which allows Flight Attendants the opportunity to request open positions through the daily Call-In assignment process. Let's begin with, some important terms related to the interface that you should be aware of:

**Assignment Window:** CLLR Reserve Flight Attendants may submit their Daily Preferences starting at 1900 local domicile time, to no later than 1500 hours the next day, for the following day's assignment. For example: It is 1900 local domicile time on February 10th; the assignment window is open until 1500 hours on February 11th, for open positions with check-in times within the 24-hour period beginning at 0500 on February 12th and ending at 0459 February 13th. Requests must be submitted by 1500 on February 11th.

**Date:** The date and time is displayed at the top of the interface page is in Zulu time. One hour prior to the assignment window closing, a countdown in minutes/seconds will display to alert Flight Attendants of the time remaining to submit a request. Once the assignment window closes at 1500, the Flight Attendant will be unable to change an existing request or submit any Daily Preference new requests. Standing Preferences may be submitted at any time but will not be considered for assignments during the 4 hours the window is closed.

**Requests:** Each Flight Attendant will be able to enter up to ten (10) requests, with each request containing up to six (6) different criteria. The system will evaluate each request in the priority order you determine, and result in each request being either assigned or rejected.

**Criteria:** Criteria are a list of attributes that describe the type of assignment you are requesting. Within each request, all criteria will be considered when assigning and matching open positions. So if you submit a request with more than one criterion (i.e. LANGUAGE - MAN and LAYOVER - NRT, it will only be considered a match when the open position is both a MAN language ID and has a layover in NRT. It will not consider an ID with only one or the other attributes.

**Priority:** – Call-In reserves will continue to be prioritized in the same manner as is done today (Time accrued and days of availability). If there are more open trips than Call-in Reserves available, the trips with later report times will likely remain in the open trip file. **\*\*A preference may not be honored if it would result in decreasing the number of assignments, or result in earlier departures being uncovered, measured against what could otherwise be covered during the Call-in assignment process in Section 10.C. When the number of open assignments is greater than the number of Reserves, the company shall designate those assignments that shall be left uncovered.\*\*** See Letter of Agreement, page 310 of the Contract.

**1. Login:**

- Open your browser.
- Sign into your Flying Together website.
- A link to the Reserve Preferencing interface will be displayed (TBD).
- Once your access is authenticated through Flying Together, your interaction with the interface is independent of any separate actions conducted through the Flying Together website.

**2. Navigation Toolbar:**

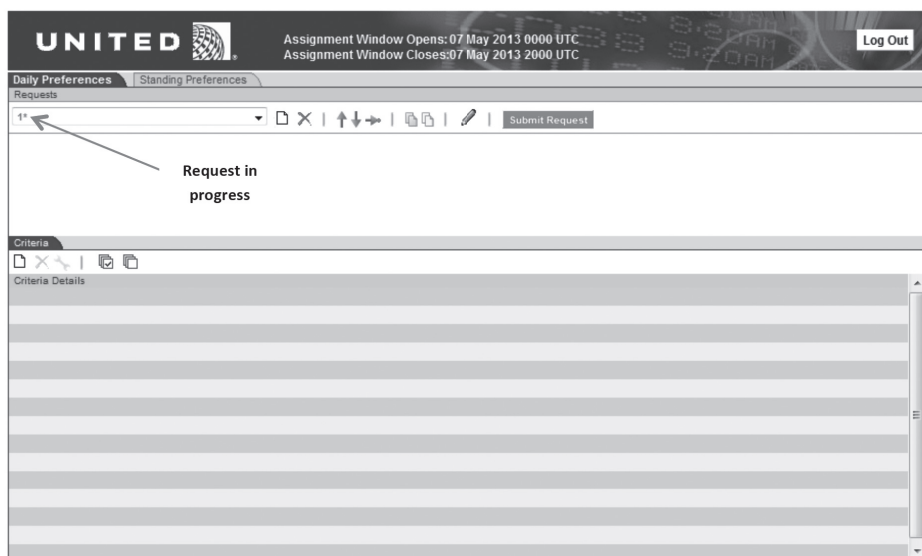
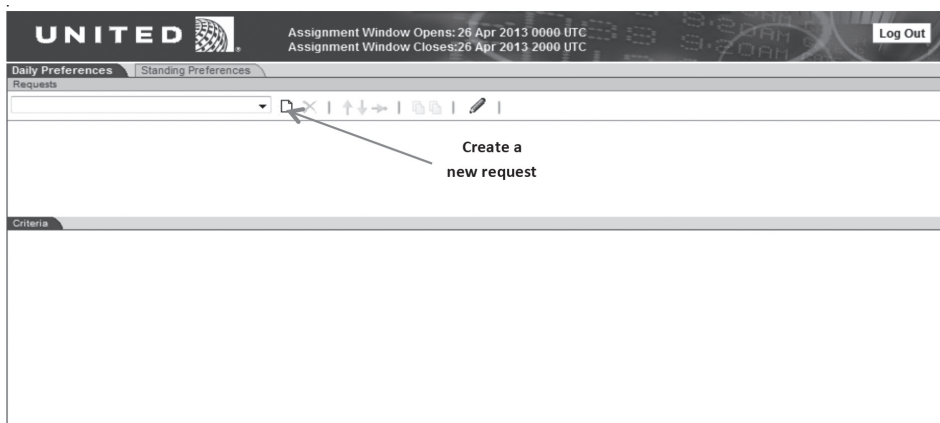


Through the toolbar you can:

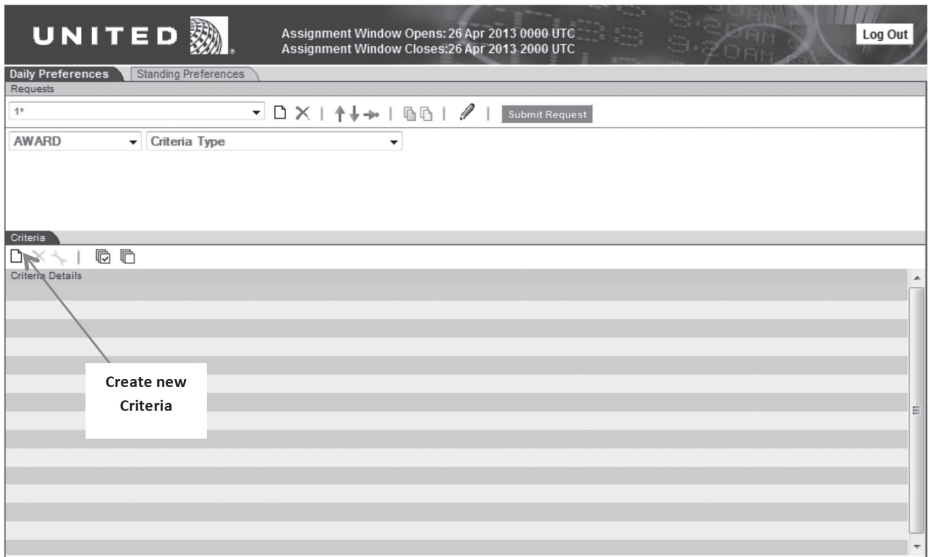
- Create a new request
- Delete a request
- Move a request up/down by one step to change the priority
- Choose a specific number to change the request priority
- Copy a selected request to a new request
- Copy a selected request into a new standing request
- Name a request in order to keep them organized. Clicking this icon will open a dialog box that will allow you to input a name for your request. Once you've created the name it will apply to the numbered request.

**3. Creating a request:** In the navigation toolbar, click on the sheet of paper icon located on the toolbar at the top of the page, which allows you to “Create a new request”. A drop down window with

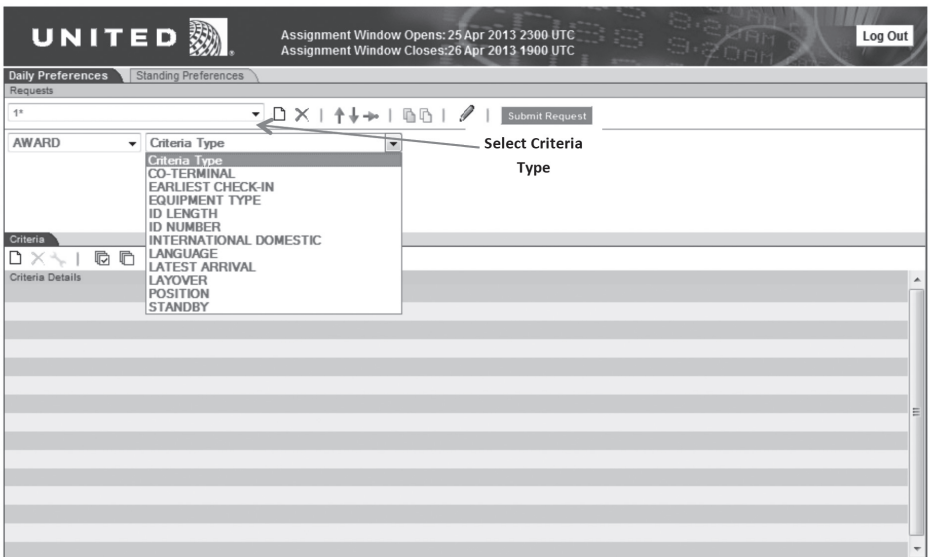
“1\*” will appear to identify and number the request you place on file. A new toolbar will appear on the bottom part of the screen entitled “Criteria.”



4. **Selecting Criteria:** On the bottom half of the screen, click on the sheet of paper icon entitled “Create new criteria”. This triggers the opening of a new drop down window in which to select the criteria type for request.



## 5. Criteria types: In the drop down box select a criteria type.



- **CO-TERMINAL** – Allows you to request to originate from a specific airport within any given domicile. Example: A DCA Flight Attendant may preference IAD, DCA or BWI.
- **EARLIEST CHECK-IN** - Allows you to designate the earliest time you wish to check-in for an ID. \*\*Please note that this



applies to trips checking in from 05:00 to 23:59 of the planning day. Trips that check in after midnight and before 05:00 will not be included.\*\* In order to request an ID that checks in between 24:00 and 0:459 of the second day you must use the ID number Preference described below.

- **EQUIPMENT TYPE**- Allows you to request to work on a specific aircraft. Keep in mind only one segment, including a deadhead segment, of the ID has to match your equipment selection in order for the request to be honored.
- **ID LENGTH** – Allows you to request the desired length of days of any given ID. **ID NUMBER** –Allows you to request a specific ID. In the empty box, type in the 4 digit ID number you are requesting and be sure to include leading zeros (example: 0056). By preferencing a specific ID you also must indicate you are willing to waive 8:30-in-24, 35-in-7, 1-in-7 for this specific ID. Also, if you request an ID with a report time within the 00:01 and 04:59 timeframe of the following date, you must enter the correct date into the preference window.
- **INTERNATIONAL/ DOMESTIC** - Allows you to request either an International ID or a Domestic ID.
- **LANGUAGE** – Allows you to request a specific language. In the drop down box, choose the language that you are requesting. Example: German. \*Keep in mind you must be qualified for the language in order for the request to be considered.\*
- **LATEST ARRIVAL**- Allows you to request the latest arrival time you prefer to return from an ID. This applies to the arrival time at the home domicile whether working or deadheading.
- **LAYOVER** – Allows you to request one specific layover location. In the empty box, type in the city code of the layover station. Keep in mind only one layover within the ID needs to match your choice in order for the request to be honored.
- **POSITION** – Allows you to request either, Purser-FS, Aft Purser-B, Galley (767E)-G or Non-Purser-Y positions. There are two drop-down windows within the criteria. You may choose just one position or two different positions that will be considered within the same request. Example: You may choose FS and B and both the Purser and Aft Purser would be considered in your request. Or you may choose the B and Y positions and both the Aft Purser and Non-Purser Y would be considered. Keep in mind that if you submit a request for a Purser position and are not qualified, the only way it will be considered is when there is a qualified Purser on the base or like ID, or there are no other Purser-qualified

Reserves available.

- **STANDBY** – Allows you to request a Standby assignment. A sub-menu appears giving you the option of selecting a specific co-terminal, if applicable. Another menu will appear allowing you to designate a time range. **Examples: At or before 1100 (<=), At or after 1500 (>=), Range 0900-1200, Equal 1300 (=), Or enter nothing and any Standby will be considered.**

***\*Please note that you cannot add any other criteria with this preference (i.e. Layover in HNL, Length in days 2, etc.)\* It is important to also remember that Standby assignments now have day lengths attached. A 4 day Reserve will not be awarded a 2-day standby position simply because of a preference even if it is considered a match.***

6. **Save criteria:** Once you have made your selections, click the tab “Save Criteria.”

7. **Submit request:** Your criteria details will appear on the bottom half of the screen. You now have 2 choices:
  - Click “Submit Request” and your request is complete. The \* will disappear next to the request number indicating it has been submitted.
  - Click “Create new criteria” and add additional criteria to your request. Again, you can submit up to six (6) different criteria in each request.

**UNITED** Assignment Window Opens: 25 Apr 2013 2300 UTC  
Assignment Window Closes: 26 Apr 2013 1900 UTC [Log Out](#)

**Daily Preferences** | Standing Preferences

**Requests**

1\* [Submit Request]

**Criteria**

Criteria Details

1: ID Length 3Range - day(s)
------------------------------

Create new criteria

Submit Request

8. **Next request:** If you want to submit another request, start again at step 1 and your additional requests will be displayed as 2\*, 3\*, 4\*, 5\* etc.
9. **Change existing request:** To change a request that is already submitted, select the number from the drop down menu (1, 2, etc.) and click on the Open Request tab.

**UNITED** Assignment Window Opens: 07 May 2013 0000 UTC  
Assignment Window Closes: 07 May 2013 2000 UTC [Log Out](#)

**Daily Preferences** | Standing Preferences

**Requests**

1  
2  
3 [Open Request]

**Criteria**

Criteria Details

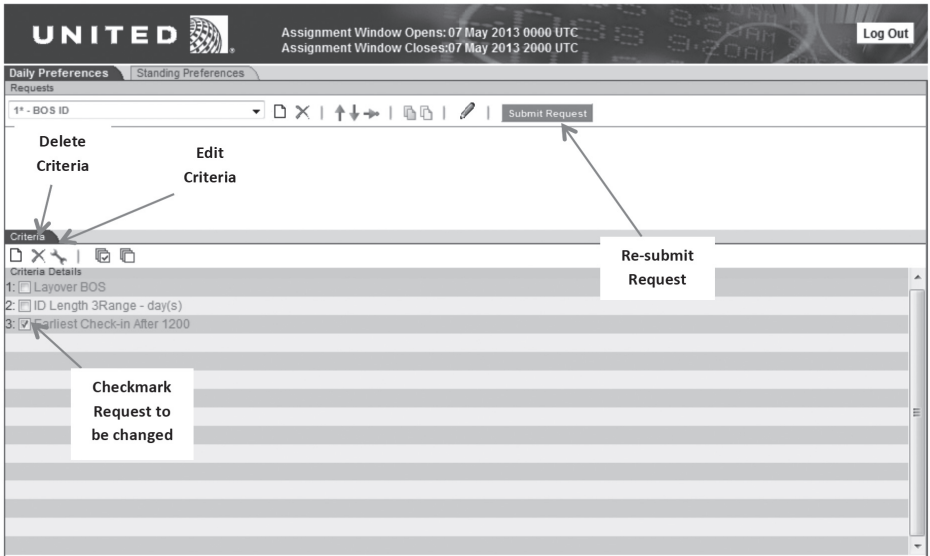
1: ID Length 3Range - day(s)
2: Layover BOS
3: Earliest Check-in After 1200

Select Request number

Open Request

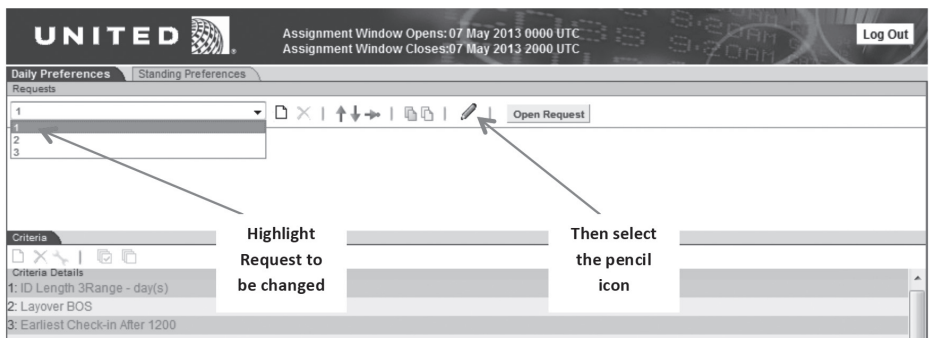
**10. Change criteria within request:** Once the request is open, you may now add, change or delete the criteria.

- To add, click on the sheet of paper icon titled “Create New Criteria”.
- To change or delete, check the box to the left of the criteria that you would like to change. Once checked, you may delete the criteria by clicking on the X icon or edit the criteria by clicking on the wrench icon. After your changes are complete, you must re-submit your request.



**11. Changing the name of a request:** Since each request name automatically defaults to a numeric system (1,2,3, etc.) the system will allow you to personalize the names of your individual requests. To do this:

- Highlight the request you would like to change
- Then select the Pencil Icon



- Another window will appear with an empty field where you can type in the name

**12. Standing Preferences:** The Standing Preferences window has the same functionality as the Daily Preferences. Its purpose is to keep a particular request(s) on file (i.e. specific layover location, etc.) for an indefinite period of time, to be considered in the event you are not able to submit a Daily Preference for the assignment day. You may submit Standing Preferences at any time, including during the four-hour timeframe when the Daily Preferencing assignment window is closed. If a Daily Preference is submitted in addition to the Standing Preference, the Daily Preference will supersede the Standing Preference.

**13. Logout:** Once you are finished submitting your requests, click on the Log Out tab located in the upper right hand corner of the page.

### Things to Remember:

- Each Reserve Flight Attendant shall have the ability to place up to ten (10) requests on file, with each request containing up to six (6) criteria.
- Requests are prioritized, with number one (1) being the highest priority.
- Standing Preferences can be submitted at any time.
- Un-submitted requests will appear with an asterisk (\*) next to the number. It is always a good idea to open the main drop down box and check for these asterisks to ensure that all requests are submitted prior to logging out. Only submitted requests will be considered when assigning open positions.
- Placing your mouse over any of the icons on the request page will display comments that describe the specific functionality.
- End of the month requests may be assigned into the Lineholder month to the extent the assignment is legal for both months.
- Daily Preferences are only valid for the day of assignment. Once they are either granted or denied, they then will be discarded.

## Ready Reserve Preferecing

In accordance with the s-UA Flight Attendant Agreement, the Company and the Association of Flight Attendants (AFA) have agreed to implement a Ready Reserve Preference Assignment system, in conjunction with Call-in Reserve Preferecing (Letter Of Agreement page 310). This new procedure allows Ready Reserve Flight Attendants and converted Call In Reserve Flight Attendants the opportunity to express preferences for one of the following:

1. Field Standby (ONSB)
2. Maximum Flying (HIGH)
3. Minimum Flying (LOW)

The company will honor Ready Reserve preferences subject to:

1. The application of all other reserve assignment rules (e.g., within classification, time accrued within preference)
2. The preferences not creating a time accrued imbalance problem.

***\*\* In the event of a system failure or a major disruption to the operation of the airline, the company will process Ready Reserve assignments in accordance with section 10.C. of the UAL/AFA Agreement.\*\****

### READY RESERVE PREFERENCING PROCEDURES

1. Log into Unimatic
2. From a blank screen, enter **RSVPRF**
3. Enter file number into a fill-in format. It will display as shown below:

Enter RSVPRF

UNIMATIC-1

RSVPRF / 123456 / BARKAR / ELLEN / DCA/FA -A1/

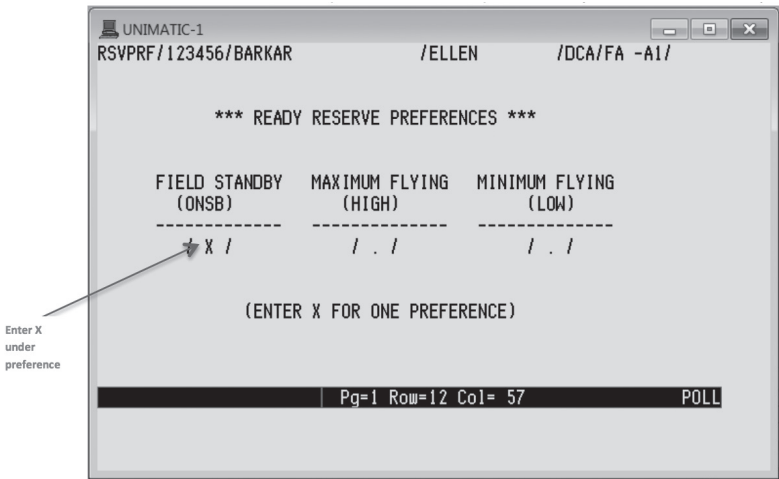
\*\*\* READY RESERVE PREFERENCES \*\*\*

FIELD STANDBY (ONSB)	MAXIMUM FLYING (HIGH)	MINIMUM FLYING (LOW)
_____	_____	_____
/ . /	/ . /	/ . /

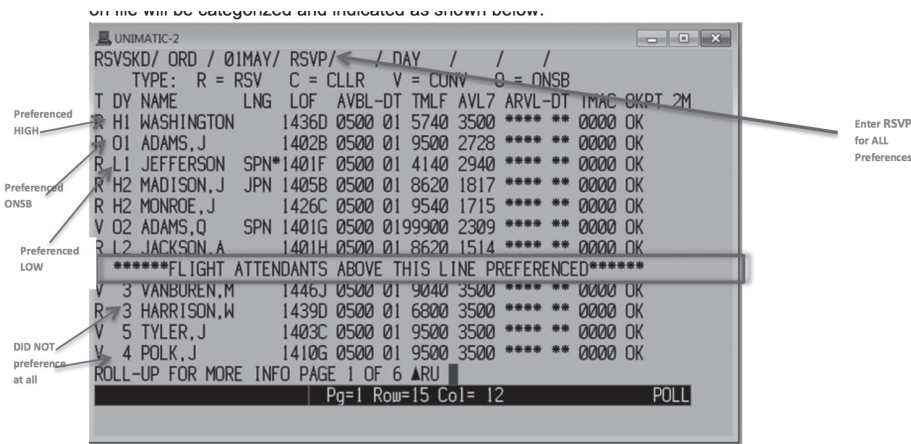
(ENTER X FOR ONE PREFERENCE)

Pg=1 Row=10 Col= 61 POLL

- To make selection, an “X” is placed under one preference (between the slashes)



- After making selection, arrow to bottom of screen and then Enter. **This action places the preference on file.**
- In Unimatic on the RSVSKD/RSVFLY pages, Ready Reserves who place preferences on file will be categorized and indicated as shown below:



- You can also access a single group of reserves by type of



preference, In the TYPE field, enter RSVH (HIGH), RSVO (STANDBY) or RSVL (LOW):

UNIMATIC-1

RSVSKD/ ORD / 01MAY/ RSVH/ / DAY / / /

TYPE: R = RSV C = CLLR V = CONV O = UNSB

T	DY	NAME	LNG	LOF	AVBL-DT	TMLF	AVL7	ARVL-DT	TMAC	OKPT	2M
R	H1	MALNATI,L	ITL	1436D	0500	01	5740	3500	****	**	0000 OK
R	H1	BARONE,S		1402B	0500	01	9500	2728	****	**	0000 OK
R	H1	GARIBALDI, SPN*	1401F	0500	01	4140	2940	****	**	0000 OK	
V	H2	UNO,P		1405B	0500	01	8620	1817	****	**	0000 OK
R	H2	DUE,P		1426C	0500	01	9540	1715	****	**	0000 OK
R	H4	ROSATI,E	ITL	1401G	0500	01	99900	2309	****	**	0000 OK
V	H4	DOMINO,A		1401H	0500	01	8620	1514	****	**	0000 OK

\*\*\*FLIGHT ATTENDANTS ABOVE THIS LINE PREFERRED HIGH\*\*\*

V	O2	CAESAR,L		1446J	0500	01	9040	3500	****	**	0000 OK
V	2	GINO,E		1439D	0500	01	6800	3500	****	**	0000 OK
R	L2	GIORDANO,L		1403C	0500	01	9500	3500	****	**	0000 OK
V	2	HUT, P		1410G	0500	01	9500	3500	****	**	0000 OK

ROLL-UP FOR MORE INFO PAGE 1 OF 6 ▲RU

Pg=1 Row=15 Col= 18 POLL

Enter RSVH for only HIGH prefs

Preferred HIGH

All others

UNIMATIC-2

RSVSKD/ ORD / 01MAY/ RSVO/ / DAY / / /

TYPE: R = RSV C = CLLR V = CONV O = UNSB

T	DY	NAME	LNG	LOF	AVBL-DT	TMLF	AVL7	ARVL-DT	TMAC	OKPT	2M
R	O1	WASHINGTON		1436D	0500	01	5740	3500	****	**	0000 OK
R	O1	ADAMS,J		1402B	0500	01	9500	2728	****	**	0000 OK
R	O1	JEFFERSON	SPN*	1401F	0500	01	4140	2940	****	**	0000 OK
R	O2	MADISON,J	JPN	1405B	0500	01	8620	1817	****	**	0000 OK
R	O2	MONROE,J		1426C	0500	01	9540	1715	****	**	0000 OK
V	O2	ADAMS,Q	SPN	1401G	0500	01	99900	2309	****	**	0000 OK
R	O2	JACKSON,A		1401H	0500	01	8620	1514	****	**	0000 OK

\*\*\*FLIGHT ATTENDANTS ABOVE THIS LINE PREFERRED ONSB\*\*\*

V	3	VANBUREN,M		1446J	0500	01	9040	3500	****	**	0000 OK
R	L3	HARRISON,W		1439D	0500	01	6800	3500	****	**	0000 OK
V	5	TYLER,J		1403C	0500	01	9500	3500	****	**	0000 OK
V	H4	POLK,J		1410G	0500	01	9500	3500	****	**	0000 OK

ROLL-UP FOR MORE INFO PAGE 1 OF 6 ▲RU

Pg=1 Row=16 Col= 38 POLL

Enter RSVO for only ONSB preferences

Preferred ONSB

All others

UNIMATIC-1

RSVSKD/ ORD / 01MAY/ RSVL/ / DAY / / /

TYPE: R = RSV C = CLLR V = CONV O = UNSB

T	DY	NAME	LNG	LOF	AVBL-DT	TMLF	AVL7	ARVL-DT	TMAC	OKPT	2M
R	L1	MALNATI,L	ITL	1436D	0500	01	5740	3500	****	**	0000 OK
R	L1	BARONE,S		1402B	0500	01	9500	2728	****	**	0000 OK
R	L2	GARIBALDI, SPN*	1401F	0500	01	4140	2940	****	**	0000 OK	
V	L3	UNO,P		1405B	0500	01	8620	1817	****	**	0000 OK

\*\*\*FLIGHT ATTENDANTS ABOVE THIS LINE PREFERRED LOW\*\*\*

R	H1	ROSATI,E	ITL	1401G	0500	01	99900	2309	****	**	0000 OK
V	H1	DOMINO,A		1401H	0500	01	8620	1514	****	**	0000 OK
R	2	DUE, P		1410D	0500	01	8500	1510	****	**	0000 OK
V	O2	CAESAR,L		1446J	0500	01	9040	3500	****	**	0000 OK
V	2	GINO,E		1439D	0500	01	6800	3500	****	**	0000 OK
R	H3	GIORDANO,L		1403C	0500	01	9500	3500	****	**	0000 OK
V	3	HUT, P		1410G	0500	01	9500	3500	****	**	0000 OK

ROLL-UP FOR MORE INFO PAGE 1 OF 6 ▲RU

Pg=1 Row=14 Col= 4 POLL

Enter RSVL for only LOW preferences

Preferred LOW

All others



8. To display ALL reserves, regardless of preference:

UNIMATIC-2

RSVSKD/ ORD / 01MAY/ RSV / / DAY / / /

TYPE: R = RSV C = CLLR V = CONV O = ONSB

T	DAY	NAME	LNG	LOF	AVBL-DT	TMLF	AVL7	ARVL-DT	TMAC	OKPT	2M
R	L1	HOOVER,H		1436D	0500	01	5740	3500	****	**	0000 OK
R	H1	ROOSEVELT,F		1402B	0500	01	9500	2728	****	**	0000 OK
R	1	TRUMAN,H		1401F	0500	01	4140	2940	****	**	0000 OK
R	H1	EISENHOWER JPN		1405B	0500	01	8620	1817	****	**	0000 OK
R	2	KENNEDY,J	FRA	1426C	0500	01	9540	1715	****	**	0000 OK
V	H2	JOHNSON,L		1401G	0500	0199900	2309		****	**	0000 OK
R	O2	NIXON,R		1401H	0500	01	8620	1514	****	**	0000 OK
V	2	FORD,G		1410D	0500	01	8500	1500	****	**	0000 OK
V	3	CARTER,J	NLD	1446J	0500	01	9040	3500	****	**	0000 OK
R	L3	REAGAN,R	SPN	1439D	0500	01	6800	3500	****	**	0000 OK
V	4	BUSH,G		1403C	0500	01	9500	3500	****	**	0000 OK
V	H4	CLINTON,W		1410G	0500	01	9500	3500	****	**	0000 OK

ROLL-UP FOR MORE INFO PAGE 1 OF 6 ▲RU

Pg=1 Row=13 Col= 20 POLL

UNIMATIC-1

RSVSKD/ ORD / 01MAY/ RSV / / DAY / / /EWR /

TYPE: R = RSV C = CLLR V = CONV O = ONSB

T	DAY	NAME	LNG	LOF	AVBL-DT	TMLF	AVL7	ARVL-DT	TMAC	OKPT	2M
R	O1	MALNATI,L	ITL	1436D	0500	01	5740	3500	****	**	0000 OK
R	H1	BARONE,S		1402B	0500	01	9500	2728	****	**	0000 OK
R	H2	GARIBALDI, SPN*		1401F	0500	01	4140	2940	****	**	0000 OK
V	H3	INO P		1405B	0500	01	8620	1817	****	**	0000 OK

\*\*\*\*\*FLIGHT ATTENDANTS ABOVE THIS LINE PREFERRED\*\*\*\*\*

R	2	ROSATI,E	ITL	1401G	0500	0199900	2309		****	**	0000 OK
V	3	DOMINO,A		1401H	0500	01	8620	1514	****	**	0000 OK
R	6	DUE, P		1410D	0500	01	8500	1510	****	**	0000 OK

\*\*\*\*\*FLIGHT ATTENDANTS ABOVE THIS LINE PREFERRED EWR\*\*\*\*\*

V	2	GINO,E		1439D	0500	01	6800	3500	****	**	0000 OK
R	H3	GIORDANO,L		1403C	0500	01	9500	3500	****	**	0000 OK
V	3	HUT, P		1410G	0500	01	9500	3500	****	**	0000 OK

ROLL-UP FOR MORE INFO PAGE 1 OF 6 ▲RU

Pg=1 Row=16 Col= 43 POLL

System Highlights:

- Trips will be assigned to Ready Reserves in the following priority order:
  - When assigning Open Trips:
    - Maximum flying
    - No preferences
    - Field standby (ONSB)
    - Low flying
  - When assigning Open Field Standby:

- Field Standby (ONSB)
- Maximum flying
- No preferences
- Low flying

- Reserves will continue to be grouped based on their number of days of availability. For example: if a Reserve who is available for 4 days preferences “Field Standby” and there are both 2-day and 4-day assignments as well as a 3-day ONSB in the open trip file, the Reserve will most likely be assigned to the 4-day ID if they are the only 4-day Reserve available.
- The Call-in and Ready Reserve Preference systems are two different preferencing systems and operate independently of each other.
  - Call-in Reserves are able to place both Call-in and Ready Reserve preference requests on file simultaneously, ensuring that the Ready preference is considered in case they are converted to Ready Reserve. The Call-in preference is done through the Interface and the Ready preference is done through Unimatic.
  - If a Call-in Reserve places a request on file (i.e. Standby), but instead is converted to a Ready Reserve, the CLLR Standby preference will not be reconsidered in the Ready Reserve preferencing assignments. He/she must place a Ready Reserve Standby request on file.
  - Similarly, if a Call-in Reserve requests a specific co-terminal assignment, but instead is converted to a Ready Reserve, the CLLR co-terminal preference will not be considered in the Ready Reserve Preferencing assignments. He/she must place a separate co-terminal preference request on file through the REQCOT screen in Unimatic.
- If Ready Reserves preference “Maximum flying”, once they receive first assignment, their line of flying will automatically opt to Unlimited for the month.
- Please know that Co-terminal preferences are assigned as a higher priority and prior to the Ready Reserve preferences.

# NOTES

# NOTES

# NOTES

# NOTES

# NOTES



## Local Councils

### **BOS Council 27**

**CWA Local #:** 21027  
**Phone:** (617) 567-5560  
**Email:** [afabos@unitedafa.org](mailto:afabos@unitedafa.org)  
**WebPage:** [unitedafa.org/bos](http://unitedafa.org/bos)

### **FRA Council 20**

**CWA Local #:** 21020  
**Phone:** 49-0-69-2561-7067  
**Email:** [afafra@unitedafa.org](mailto:afafra@unitedafa.org)  
**WebPage:** [unitedafa.org/fra](http://unitedafa.org/fra)

### **IAH Council 42**

**CWA Local #:** 26042  
**Phone:** (844) 232-4968  
**Email:** [afaiah@unitedafa.org](mailto:afaiah@unitedafa.org)  
**WebPage:** [unitedafa.org/iah](http://unitedafa.org/iah)

### **LAX Council 12**

**CWA Local #:** 29012  
**Phone:** (310) 646-7518  
**Email:** [afalax@unitedafa.org](mailto:afalax@unitedafa.org)  
**WebPage:** [unitedafa.org/lax](http://unitedafa.org/lax)

### **ORD Council 8**

**CWA Local #:** 24008  
**Phone:** (773) 601-5041  
**Email:** [afaord@unitedafa.org](mailto:afaord@unitedafa.org)  
**WebPage:** [unitedafa.org/ord](http://unitedafa.org/ord)

### **DCA Council 21**

**CWA Local #:** 22021  
**Phone:** (703) 260-0051  
**Email:** [afadca@unitedafa.org](mailto:afadca@unitedafa.org)  
**WebPage:** [unitedafa.org/dca](http://unitedafa.org/dca)

### **HKG Council 26**

**CWA Local #:** 29026  
**Phone:** 011-852-2377-3162  
**Email:** [afahkg@unitedafa.org](mailto:afahkg@unitedafa.org)  
**WebPage:** [unitedafa.org/hkg](http://unitedafa.org/hkg)

### **United MEC Office**

**Phone:** (847) 292-7170  
**Fax:** (847) 292-7180  
**Email:** [info@unitedafa.org](mailto:info@unitedafa.org)  
**WebPage:** [unitedafa.org](http://unitedafa.org)

### **JFK Council 5**

**CWA Local #:** 21005  
**Phone:** (718) 360-9328  
**Email:** [afajfk@unitedafa.org](mailto:afajfk@unitedafa.org)  
**WebPage:** [unitedafa.org/jfk](http://unitedafa.org/jfk)

### **LHR Council 7**

**CWA Local #:** 21007  
**Phone:** 011-44-208-935-5613  
**Email:** [afalhr@unitedafa.org](mailto:afalhr@unitedafa.org)  
**WebPage:** [unitedafa.org/lhr](http://unitedafa.org/lhr)

### **DEN Council 9**

**CWA Local #:** 27009  
**Phone:** (303) 780-3050  
**Email:** [afaden@unitedafa.org](mailto:afaden@unitedafa.org)  
**WebPage:** [unitedafa.org/den](http://unitedafa.org/den)

### **HNL Council 14**

**CWA Local #:** 29014  
**Phone:** (808) 263-8030  
**Email:** [afahnl@unitedafa.org](mailto:afahnl@unitedafa.org)  
**WebPage:** [unitedafa.org/hnl](http://unitedafa.org/hnl)

### **LAS Council 25**

**CWA Local #:** 29025  
**Phone:** (844) 692-3225  
**Email:** [afalas@unitedafa.org](mailto:afalas@unitedafa.org)  
**WebPage:** [unitedafa.org/las](http://unitedafa.org/las)

### **NRT Council 38**

**CWA LOCAL #:** 29038  
**Phone:** 011-81-476-33-8182  
**Email:** [afanrt@unitedafa.org](mailto:afanrt@unitedafa.org)  
**WebPage:** [unitedafa.org/nrt](http://unitedafa.org/nrt)

### **SFO Council 11**

**CWA Local #:** 29011  
**Phone:** (650) 952-6144  
**Email:** [afasfo@unitedafa.org](mailto:afasfo@unitedafa.org)  
**WebPage:** [unitedafa.org/sfo](http://unitedafa.org/sfo)



## System-Wide Communications

### **United MEC Website** [unitedafa.org](http://unitedafa.org)

Visit for all of the latest news,  
 on-line Member Account, on-line  
 Contract, easy access to  
 Unimatic, and much more.

### **AFA E-lines**

A twice weekly publication on  
 Tuesday and Friday.  
 Sign up at:  
[unitedafa.org/elines](http://unitedafa.org/elines)

### **Social Media**

Follow us on **Twitter**  
**@AFAUnitedMEC**

### **EAP/PS**

From time to time, everyone  
 experiences personal family or  
 work-related problems. If you find  
 you need to talk to someone from  
 AFA-CWA's EAP Please Contact:

[afacwa.org/eap](http://afacwa.org/eap)  
 (800) 434-2406