



UNITED



Reserve

Flight Attendant Guide

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Chapter 1 Getting Started

A. Introduction

This guide has been developed to review provisions of the JCBA which are specific to Reserve, and is organized in chronological order. It begins with Bidding, and covers Reserve Preferencing and Assignments, Legalities and Pay. Many of these topics draw language directly from different sections of the JCBA. You will notice corresponding Contract section references listed in parentheses next to most topic headings for your convenience.

Flight Attendants are encouraged to use this *Reserve Guide* in conjunction with all of the other educational materials, tools and resources that are available on *Flying Together > One United*.

B. Reserve Line Overview

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

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

The Company may build Reserve Lines with up to 16 calendar days off in a month. For Reserve Lines built with more than 12 days off, the Reserve guarantee will be proportionately reduced for each day off in addition to 12:

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

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



Reserve Lines in the Bid Packet

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

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

When considering a Reserve Line in the bid packet, it is important to be familiar with Reserve Line characteristics and how those characteristics are displayed. See *Image 1.01* below for an example of a Reserve Line and description of various elements.

LINE 6203 CR: 78:00	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	1
Off 12	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA
			R	R	R	R	R			R	R	R	R			R	R	R	R									R	R	R
LINE 6204 CR: 73:40	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	1
Off 13	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA
				R	R	R	R	+						R	R	R	R			R	R	R	R				R	R	R	R

Image 1.01

Description of various elements of Reserve Lines:

1. **Days of Availability** (or “days on”) are designated with an **R**. They are typically grouped throughout the month in 3-6 day blocks with intervening days scheduled to be free from availability (or “days off”).
2. **Days Off** are **blank**. Reserve Lines must be built with at least 12 days off, however the Company may build Reserve Lines with up to 16 days off (see 4. below).
3. **Set days** are days off into which a Reserve may not be assigned under any circumstances. The dates on which these Set days are scheduled for each Reserve Line are shaded in the bid packet.
4. **Restorable Days** are the additional days off that may be restored to days of availability. They are designated with a **+**.

Restorable Days

If you are assigned a Reserve Line with more than 12 days off, you may contact the Company to have availability days restored (no later than 3 days prior to the new month). The restorable days off will be indicated by a “+”. This must be done no later than 3 days prior to the start of the new bid month. If you would like to restore some but not all of the Reserve days, Crew Scheduling will consider your preference as to which day(s) of availability to restore.



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

One block of at least 4 days off on a Reserve Line will be designated as “Set”. If the line does not have a block of 4 or more days off, then the largest block of days off will be designated as Set. The only exception to the largest block of days off being designated as Set is if the Company builds a line with a block of 7 or more days off, in which case that block would not be considered the Set block and the next largest block would be designated as Set. For example, a line built with a block of 8 days off and a block of 4 days off would have the 4-day block designated as Set. Under no circumstances may a Reserve be assigned into the Set block of days off.

Set days off will be shaded in each Reserve Line.

Getting Released to Set Days Off

Reserves will automatically be released from duty at 1600 local time prior to a Set day off unless a prior assignment has been made.

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

It is possible that a Reserve may be assigned into one or more days off that are not designated as Set, but only under the following circumstances:

- There is no other Reserve in the geographical base who is legal, available and able to report within the call-out timeframe set forth in Section 8.K.2 of the JCBA. The following exceptions apply:
 - **International Purser Reserves** may be assigned into days off prior to an available non-International Purser Reserve if the qualification is required for the pairing.
 - **Language Qualified (LQ) Reserves** may be assigned into the first day off prior to an available non-LQ Reserve if the qualification is required for the pairing. Language Qualified Reserves may not be assigned into the second or more days off if there is a legal and available non-LQ Reserve in the base.
- A Reserve has volunteered, in which case she/he will be assigned into days off prior to those who have not volunteered.

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

- The day(s) off will be restored at the end of the block of days off; or
- If the day(s) off are at the end of the month and there are no days available to restore, they will be restored on the next Reserve availability day in the following month, or the day(s) off will be restored according to Section 7.R. if the Flight Attendant will be a Lineholder in the following month. When a day off is restored in the new month, this will not impact the Reserve’s guarantee in either month.
- The Company may not make assignments that would require more than 2 days to be restored in the following month.



- A Reserve may not be assigned into a day off that has been restored.

When a Reserve is assigned to work into days off, whether voluntarily or involuntarily, she/he will receive the following pay in addition to normal flight pay:

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

IMPORTANT NOTE: The incentive pay is placed in Add Pay located in the Master Schedule and does not impact the credit value of the line or the monthly maximum.

Getting Released to Regular Days Off

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

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

If you are awarded a Reserve Line, the maximum number of credited flight time hours you will be scheduled in the bid period is one hundred (100). However, at the time you bid, you may indicate if you would like to *opt* to one hundred and five (105) hours or over one hundred and five (105) hours (unlimited) for the month.

IMPORTANT NOTE: A Flight Attendant may only opt to increase the monthly maximum. Therefore, once you elect to opt, the maximum will remain at the selected level for the remainder of the month.



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

- During the bidding process by selecting your opting preference on the Primary Line Bidding screen in CCS as shown in *Image 1.02* below. Also reference Chapter 2 of the [Bidding & Awards Guide](#) for more information.

Image 1.02

Anytime during the bid month by updating preferences on the Opting screen in the Electronic Bulletin Board (eBB) as shown in *Image 1.03* below.

Image 1.03

- Anytime during the bid month by calling either FAST or Crew Scheduling
- Anytime during the bid month by making a Ready Reserve preference for Maximum Flying (See [Chapter 6, Section B](#) of this guide for more information)
- By trading a pairing assigned by Crew Scheduling with a Lineholder, which causes the Reserve to pick up additional time.
 - A Reserve is not Opting if additional time is picked up due to a trade with another Reserve.
 - A Reserve is not Opting if they pick up a trip on a day off from open time or another Flight Attendant. The value of that trip is placed in Add Pay and does not count towards their monthly maximum.



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

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

The Company will build Reserve Move-Up Lines from the 1st through 5th day of the **bid month (not the calendar month)**, to the extent adequate Reserve coverage can be maintained. Move-up lines will be constructed with either all Domestic or all International pairings.

Move-Up Line Preferences and Protected Days

A Reserve may elect Move-Up Line preferences before the beginning of the bid month in the Primary Line Bidding screen in CCS as shown in *Image 1.04* below.

The screenshot shows a web interface for selecting Move-Up Line preferences. At the top, there is a 'Move-Up Line' section with radio buttons for 'Yes' (selected) and 'No'. Below this is a 'Preference' section with radio buttons for 'Domestic', 'International', 'Either' (selected), 'Dom --> Intl', and 'Intl --> Dom'. The bottom section is 'Move-Up Protected Dates', which contains four date pickers, each with a calendar icon and the text 'Select a Date'. Red boxes and arrows on the right side of the form indicate the highlighted areas: box 1 points to the 'Move-Up Line' section, box 2 points to the 'Preference' section, and box 3 points to the 'Move-Up Protected Dates' section.

Image 1.04

1. Reserve Move-Up “Move-Up Line” (defaults to “yes”)
 - It must be changed to “no” each month if you do not wish to be included in the Reserve Move-Up process
2. Reserve Move-Up Preferences (defaults to “either”)
 - Domestic
 - International
 - Dom --> Intl (Domestic then International)
 - Intl --> Dom (International then Domestic)
 - Either
3. Reserve Move-Up Protected dates – You may choose up to 4 dates you would like as scheduled days off. These protected days do not have to be days that were scheduled days off in the Flight Attendant’s awarded Reserve Line.



IMPORTANT NOTE: If all of the protected days specified by the Reserve cannot be accommodated, the Reserve will remain on the Move-Up List in seniority order until all of the protected day(s) can be honored.

A Reserve who indicates no protected day(s) off, or whose protected day(s) have been satisfied, must accept the awarded Move-Up Line.

Adding Name to Move-Up List

- If a Flight Attendant changed the Move-Up election to “No” during the bidding process and wants to be added to the list, she/he may add her/his name to the Move-Up List in CCS by going to General Settings > Move-up Electing. This screen will be available until 2359 HDT on the last day of the active bid month.
- When added to the Move-Up List after bid period window closes, the Reserve will be placed at the bottom of the existing list.
- Flight Attendants will no longer have the option of selecting pairings from open time.
- When selecting ‘Either’ as a preference, the first order of award will be International then Domestic.
- If you are awarded a Move-Up Line, you will be notified by the FAST team. This contact may be made through CCS, Help Hub email to your United email, or by phone.
- Once a Move-up line has been awarded, it cannot be rescinded.

Removing Name from Move-Up List

A Reserve can voluntarily remove themselves from the Move-Up List by 2359 HDT on the last day of the active bid month, in the following ways:

- During the bidding window, a Reserve can indicate that she/he does not want to be awarded a Move-Up Line by checking the appropriate box on the Primary Line Bidding screen in CCS.
- ~~After the bid window has closed, a Reserve may also call the FAST Team to remove her/his name from the list.~~
- After the bidding window has closed, a Reserve can also remove her/his name from the Move-Up List by 2359 HDT on the last day of the active bid month, in CCS by going to General Settings > Move-Up Electing.
- If a Flight Attendant bid using Permabid, Move-Up election is defaulted to ‘Yes’ and ‘Either’ for the type of flying. If the Flight Attendant wants to make changes with their Move-Up election after the bid window has closed (i.e., make changes with their Protected days, Domestic, International or vice versa), the Flight Attendant will need to log into CCS > General Settings > Move-Up electing and elect ‘No’ for Move-Up and ‘Submit’ then return to CCS > General Settings > Move-Up electing,



select 'Yes', and make the selection for Protected days, Domestic, International, or vice versa. This will retain seniority order for the Flight Attendant.

*Please note: If you have selected YES to move-up election during primary bidding and post award make changes to your move-up selections such as protected days, or type of flying, you will need to log into CCS > General Settings > Move-Up electing and elect 'No' for Move-Up and 'Submit' then return to CCS > General Settings > Move-Up electing, select 'Yes', and make the selection for Protected days, Domestic, International, or vice versa. This will retain your seniority order.

Move-Up List Monitoring

The building of Move-Up Lines at your domicile can be monitored on the Move-Up screen in CCS. To access from the CCS Home screen, click the tab labeled "Reserve" and select "Reserve Move-Up" from the drop-down as shown in *Image 1.05*.

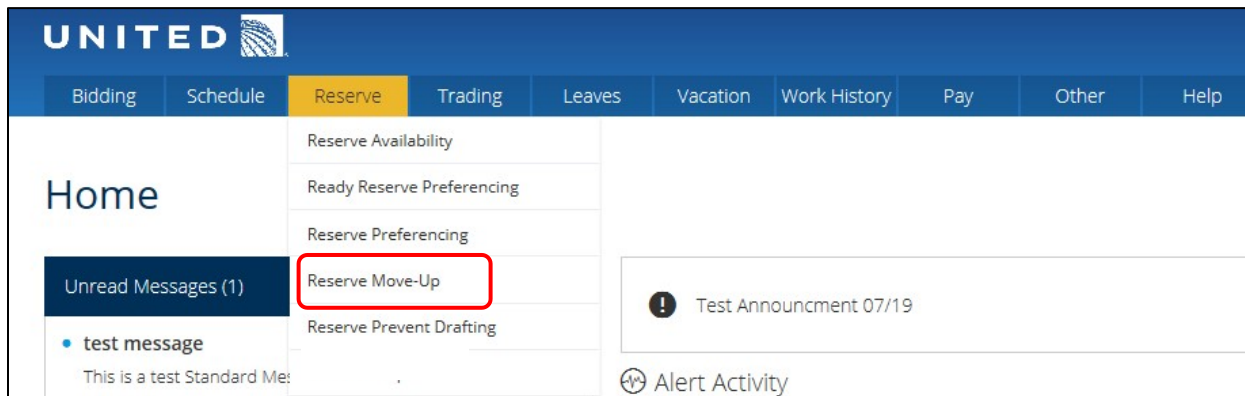


Image 1.05

As shown in *Image 1.06* below, on the Move-Up List screen, select the sub-base you would like to view from the "Base" drop-down (1) and select "Yes" from the "Move Up Election" drop-down (2) to see a list of Flight Attendants currently on the Move-Up List. Select the type of Move-Up Line (All, Either, International, Domestic, Intl > Dom or Dom > Int) you would like from the Preference menu (3) as shown below.



Image 1.06



All Reserves on the Move-Up List meeting the criteria you entered will display as shown below in *Image 1.07*.

Item Num	Base Sen Num	Last, First MI	Emp ID	Bid Mon	Base Pos-Lang	Preference	ProtectedDay1	ProtectedDay2	ProtectedDay3	ProtectedDay4	Move Up Election	Election Source
X 1	20			Aug	LAX-FA	Either					Yes	Bidding
X 2	21			Aug	LAX-FA	Either					Yes	Bidding
X 3	22			Aug	LAX-FA	Either					Yes	Bidding
X 4	2067			Aug	LAX-FA	Either					Yes	Bidding
X 5	1526			Aug	LAX-FA	Dom	8/25/2018	8/26/2018			Yes	Post Award
X 6	1533			Aug	LAX-FA	Dom -> Int	8/26/2018				Yes	Post Award
X 7	1536			Aug	LAX-FA	Dom -> Int	8/10/2018	8/24/2018			Yes	Post Award
X 8	1636			Aug	LAX-FA	Dom -> Int	8/20/2018				Yes	Post Award
X 9	1654			Aug	LAX-FA	Int -> Dom	8/8/2018	8/10/2018	8/12/2018		Yes	Post Award
X 10	1874			Aug	LAX-FA	Either	8/12/2018	8/11/2018	8/13/2018	8/14/2018	Yes	Post Award
	2048			Aug	LAX-FA	Int -> Dom	8/9/2018	8/10/2018			Yes	Post Award

Image 1.07

A description of each column heading is listed below.

Column	Description
Item Num	Position on the Move-Up List (an "X" that appears to the left of the item number indicates a move up line has been awarded)
Base Sen Num	The base seniority number of the Flight Attendant
Last, First MI	The name of the Flight Attendant
Emp ID	The employee number of the Flight Attendant
Bid Mon	The bid month for the requested Move-Up List
Base Pos-Lang	The sub-base of the Flight Attendant
Preference	The type of Move-Up Line the Flight Attendant has preferred
ProtectedDay1-4	The protected days off selected by the Flight Attendant, if any
Move Up Election	Indicates whether or not the Flight Attendant is on the Move-Up List
Election Source	Indicates when and how the Flight Attendant requested a Move-Up Line

Move-Up Line Awards

- Move-Up Lines are awarded to Reserves in seniority order of those on the Move-Up List, **unless the request was placed after the bid window closed. In this case, the Flight Attendant will be placed on the bottom of the list.**
- Additional Move-Up Lines will be awarded to Reserves who made changes to their Move-Up preferences after the Primary bid award and Reserves who added themselves to the Move-Up List after the Primary bid award based on the time the Reserve either made the changes or placed themselves on the Move-Up List.**
- Move-Up Lines can be built up to the Flight Attendant's monthly maximum flight hours.



- If FAST has built a Move-Up Line for a Flight Attendant, which contains a pairing within the following 24 hours, or if the Flight Attendant is on vacation or days off prior to their first pairing, FAST will contact the Flight Attendant by phone to advise of Move-Up Line.
- All other Flight Attendants will be notified that a Move-Up Line has been built for them by an email to their United email address from Help Hub, as well as a Priority CCS Message.
- ~~If more than one Move-Up Line is available, the Reserve may be offered a choice of lines.~~
- If a Reserve is on an assignment (pairing or Standby) at the time they are awarded a Move-Up Line, they will be released to their Move-Up Line once the assignment has been completed. If a Reserve is not on an assignment at the time they are awarded a Move-Up Line, they will be released to their Move-Up Line with the approval of Crew Scheduling.

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

- A Reserve who is moved into a Line of Flying before any scheduled Reserve availability days will be guaranteed:
 - A minimum of 71 hours, **or**
 - The total credit time of the pairings in their line, whichever is greater.
- A Reserve who is moved into a Line of Flying and who has stood at least one day of Reserve in the schedule month will be guaranteed:
 - A minimum of 71 hours, **or**
 - The total credit time of the pairings in their Move-Up Line plus any Reserve availability days and/or the value of any trips flown as a Reserve, whichever is greater.

E. Awarded Reserve Line

Master Schedule View

To access the Master Schedule in CCS, click “Master Schedule” under the “Schedule” tab, as shown in *Image 1.08*.



Image 1.08



Image 1.09 is an awarded Reserve Line as it appears in the Master Schedule.

Date	Schedule	Start	End	Block Time	Credit	Trip Gaar
01 R	IOFF	00:01	23:59			
02 R	IOFF	00:01	23:59			
03 R	IOFF	00:01	23:59			
04 R	IOFF	00:01	23:59			
05 R	IOFF	00:01	23:59			
06 R	IOFF	00:01	23:59			
07 R						
08 R						
09 R						
10 R						
11 R						
12 R						
13 R	OFF	00:01	23:59			
14 R	OFF	00:01	23:59			
15 R	OFF	00:01	23:59			
16 R						
17 R						
18 R						
19 R						
20 R						
21 R						
22 R	OFF	00:01	23:59			
23 R	OFF	00:01	23:59			
24 R	OFF	00:01	23:59			
25 R						
26 R						
27 R						
28 R						
29 R						
30 R						

Image 1.09

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

eBB Calendar View

To access your awarded Reserve Line in the eBB, go to CCS and click the “Electronic Bulletin Board” under the “Trading” tab, as shown in *Image 1.10*.

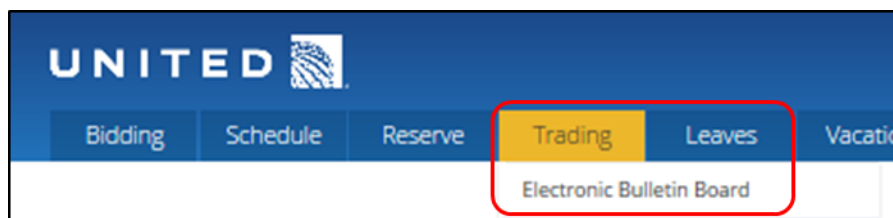


Image 1.10



Image 1.11 is an example of an awarded Reserve Line as it appears on the right side of the eBB screen.

August 2018						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1 IOFF TOT -225	2 IOFF TOT -38	3 IOFF TOT -74	4 IOFF TOT -45
5 IOFF TOT -54	6 IOFF TOT -60	7 TOT -86	8 IOFF TOT -100	9 IOFF TOT -86	10 TOT -61	11 TOT -55
12 TOT -50	13 OFF TOT -93	14 OFF TOT -87	15 OFF TOT -59	16 TOT -67	17 TOT -49	18 TOT -7
19 TOT -55	20 TOT 3	21 TOT -3	22 OFF TOT -12	23 OFF TOT -8	24 OFF TOT -13	25 TOT -30
26 TOT -19	27 TOT 73	28 TOT 58	29 TOT 23	30 TOT 98	31	1

Showing EWR, FA pool value(s) Modify

Image 1.11

1. **Days of availability** (or “days on”) are blank.
2. **Days off** are shaded and indicated with “OFF”.
3. **Set days** are shaded and indicated with “IOFF”.
4. **Reserve Pool numbers** for the base are indicated at the bottom of each calendar day next to “TOT” (Total) if this display option has been selected. (More information is provided in the [Trip Trades and Adjustments Guide](#))



Chapter 2 Reserve Ordering & Reserve Time

JCBA Section 8.C.

A. Reserve Ordering

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

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

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

IMPORTANT NOTE: TMAC includes Standby Reserve assignments, the total value of trips worked (including deadhead and RIGs) as well as any other credited activity during the month (sick leave, vacation, training, etc.)

B. The Reserve Availability Screen

The Reserve Availability list can be viewed in CCS. To access, click on the Reserve tab, then select “Reserve Availability” from the drop-down menu as shown in *Image 2.01*.

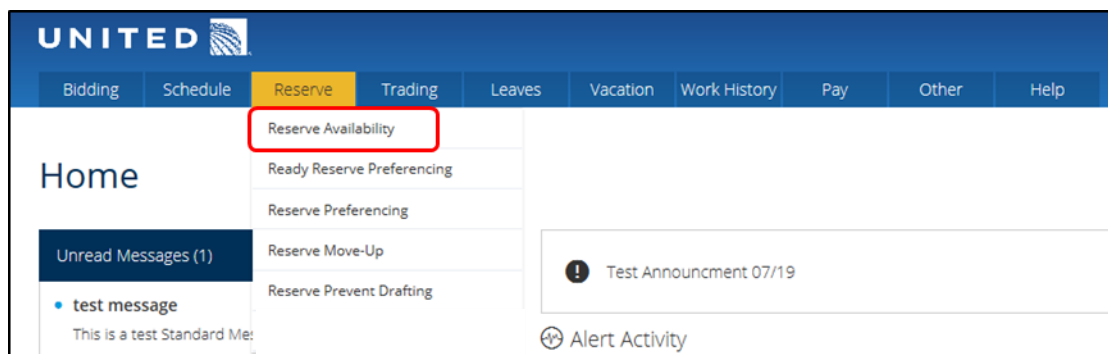


Image 2.01



To search for Reserves based on Criteria, select the “Criteria” tab, then enter the selected criteria for each drop-down, as shown in *Image 2.02*.

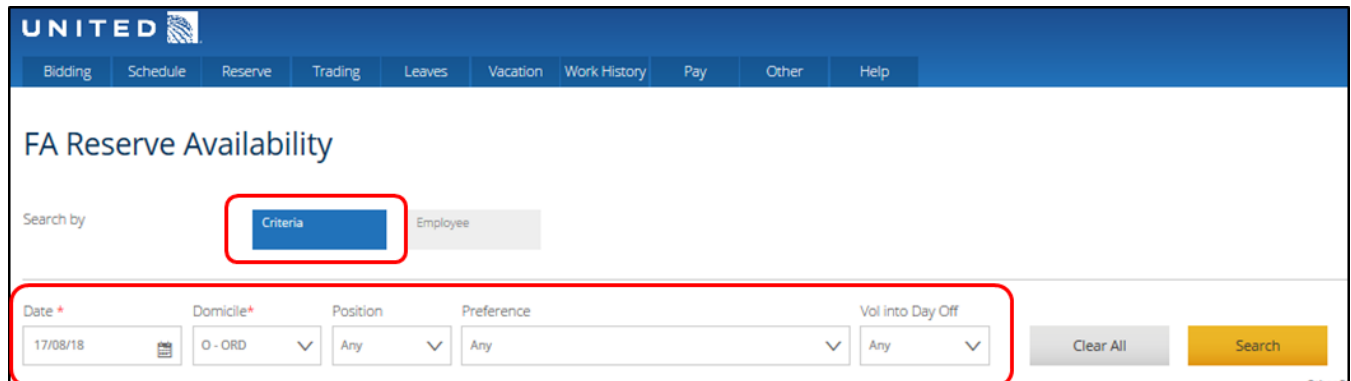


Image 2.02

Below in *Images 2.03 through 2.06* is a closer look at each drop-down menu and the selections.

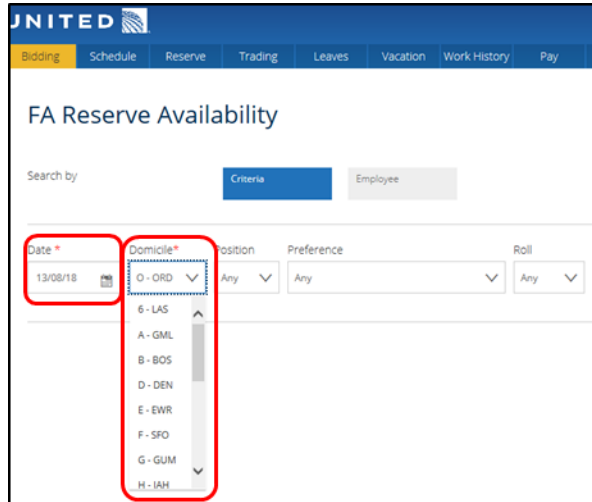


Image 2.03

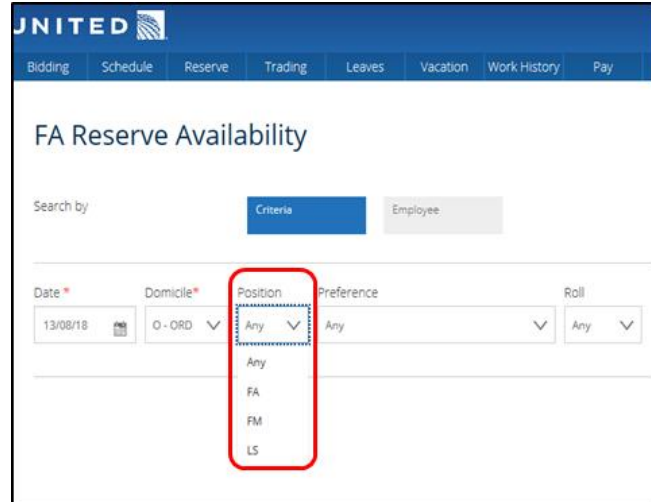


Image 2.04

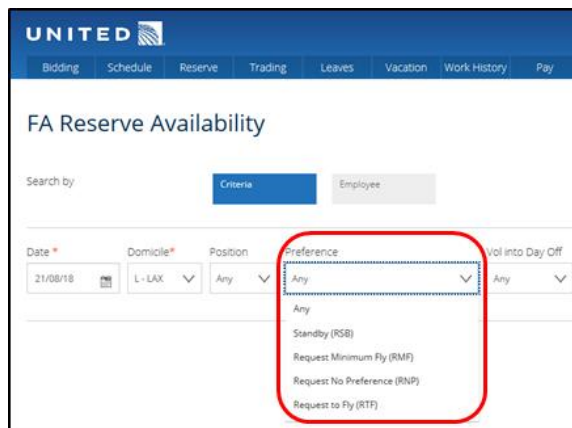


Image 2.05

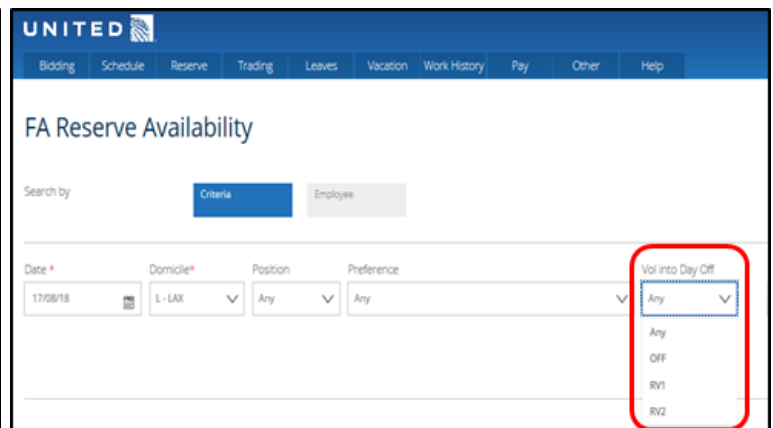


Image 2.06



Once you select the criteria and “Submit”, the display will show you all reserves on the availability list that meet the selected criteria as shown below in *Image 2.07*.

FA Reserve Availability

Date * 17/08/18 Domicile V-CLE Position Any Preference Any Vol. into Day Off Any Employee ID# e.g. U123456

Search Results (7)

Name	Emp. ID	Sys. Sen.	LOF	JS/PS	Avail. Date/Time	Avail. Days	TMAC	Language	FSL	Pref.	RV	TMLF	35/7	Assig./Start Date	End Date/Time	Assig./Start Date
[Profile Icon]	07215	05127	Yes	12/04/18 1945	5	29:57	LS-SP	Yes	RMF	RV1	95:00	10:00	VAC/15	31:00:00	Off/08	
[Profile Icon]	07156	05239	Yes	12/04/18 1945	5	45:78	LS-FR	Yes	RNP	OFF	95:00	10:00	VAC/15	31:00:00	Off/08	
[Profile Icon]	07878	0506C	Yes	12/04/18 1945	5	33:09	LS-SP	No	RMF	RV2	95:00	10:00	VAC/15	31:00:00	Off/08	
[Profile Icon]	09815	1506C	Yes	12/04/18 1945	5	20:67	LS-SP	Yes	RMF	RV1	100:00	10:00	VAC/15	31:00:00	Off/08	

Image 2.07

A description of each column heading is listed below.

Column	Description
Name	The name of the Flight Attendant
Emp ID	The employee number of the Flight Attendant
Sys Sen	The system seniority number of the Flight Attendant
LOF	The Flight Attendant's Line of Flying number
JS/PS	Job Share or Partnership line status (Yes/No)
Avail. Date/Time	The earliest time the Flight Attendant is available to check in for an assignment
Avail. Days	The number of days the Flight Attendant is available in the current block of Reserve days
TMAC	The total Credit Time the Flight Attendant has accrued month to date
Language	The specific Language Qualified sub-base of the Flight Attendant, if applicable
FSL	Current International Purser sub-base status (Yes/No)
Pref	Ready Reserve preference (Max flying, Min flying, Standby, No preference)
RV	"Volunteer to Work into Reserve Days Off" election (OFF, RV1, RV2)
TMLF	Credit Time left in the month that the Flight Attendant is available to be assigned before projected over the elected monthly maximum
35:7	Block time (excluding RIGs and deadhead) that the Flight Attendant is available to be assigned before projected into a 35-in-7 illegality, if applicable



PAST SCHEDULE	
Assig/Start Date	The start date and last scheduled activity in the Flight Attendant's line
End Date/Time	The end date and release time of the last scheduled activity
FUTURE SCHEDULE	
Assig/Start Date	The next scheduled assignment or day off in the Flight Attendant's line.

You may also search for a particular Reserve who is available by selecting the "Employee" tab and entering the employee number as shown below in *Images 2.08* and *2.09*.

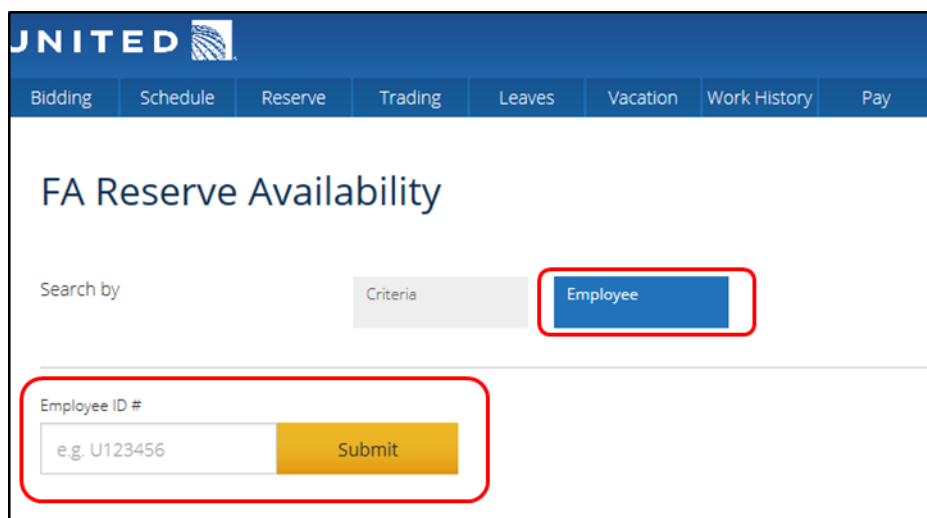


Image 2.08

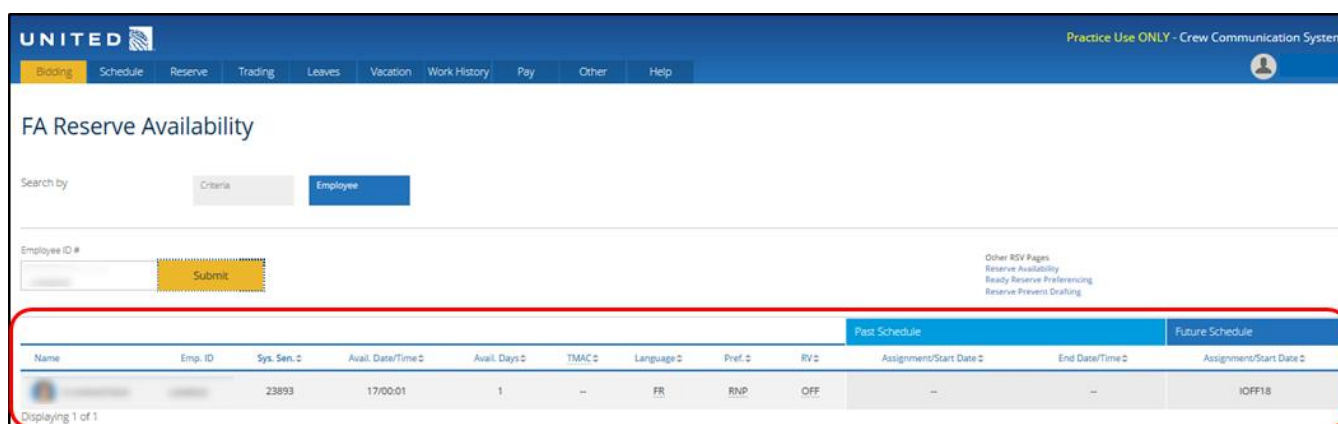


Image 2.09



C. Reserve Time

The Reserve Time screen in CCS displays all open pairings and Standby Reserve assignments that may be assigned to Reserves during the current and next day's operation. This screen is intended to be used by Reserves in conjunction with the Reserve Availability screen to see, in real-time, their position on the Reserve list relative to all open assignments.

IMPORTANT NOTE: Reserve Time is an informational, read-only screen from which no actions may be taken. Open time for trip trading and pick-up purposes is located in the Market.

To access in CCS, click on "Trading" and select the "Electronic Bulletin Board" from the drop-down menu, as shown in *Image 2.10*.

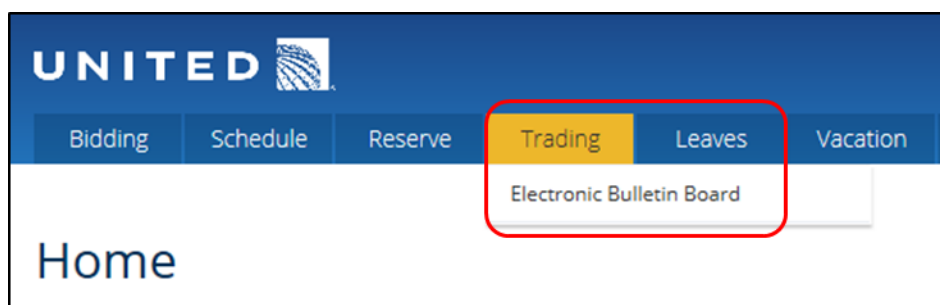


Image 2.10

On the left side of the screen in the main menu, select "Reserve Time" (1). The Reserve Time screen will be displayed, as shown in *Image 2.11*. Your home domicile will be the default selection; however, you may select another domicile by using the drop-down menu (2). Use the Filter options (3) to retrieve the desired list.

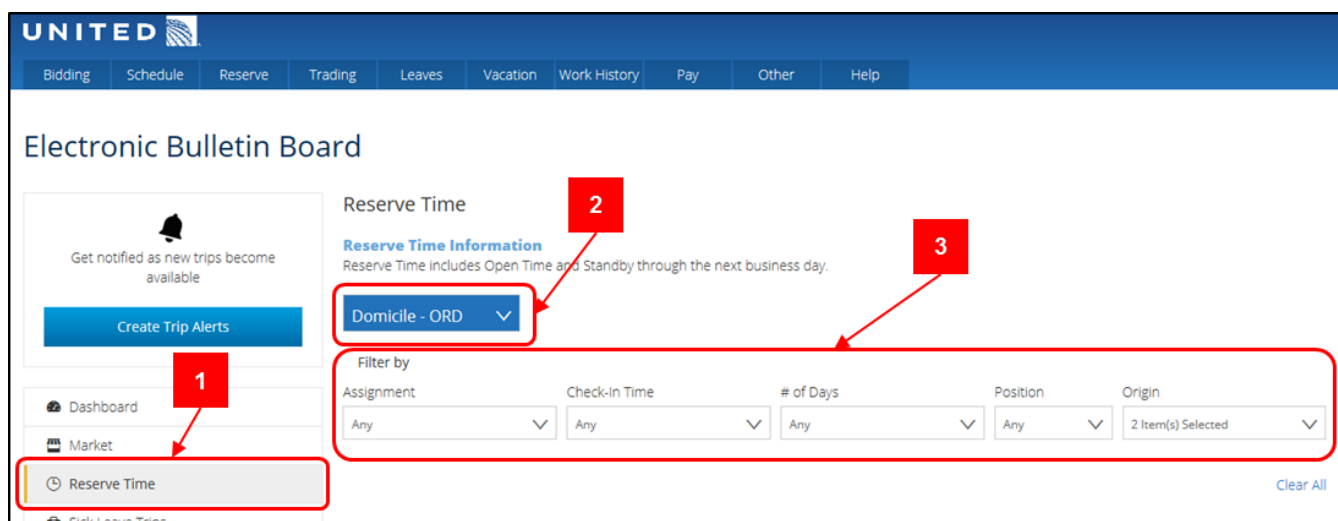
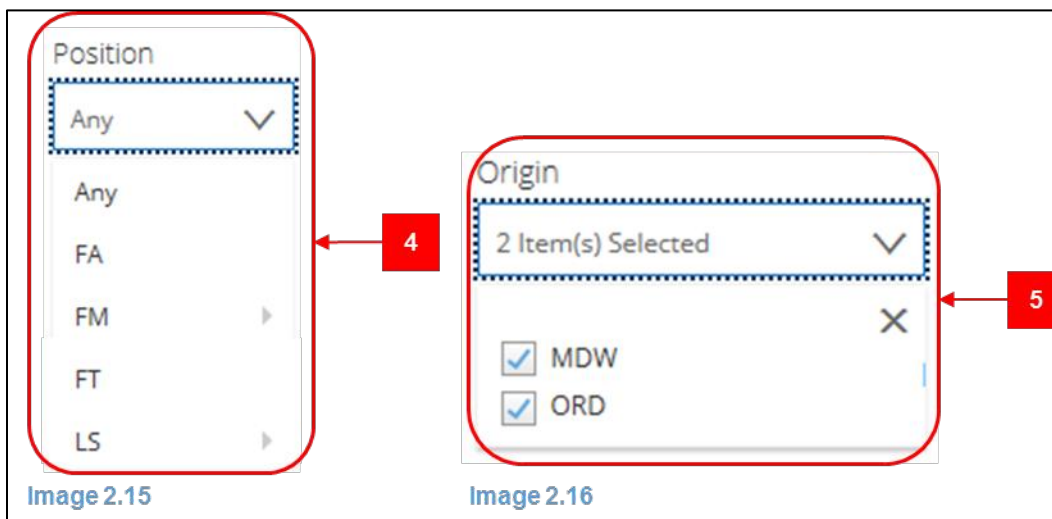
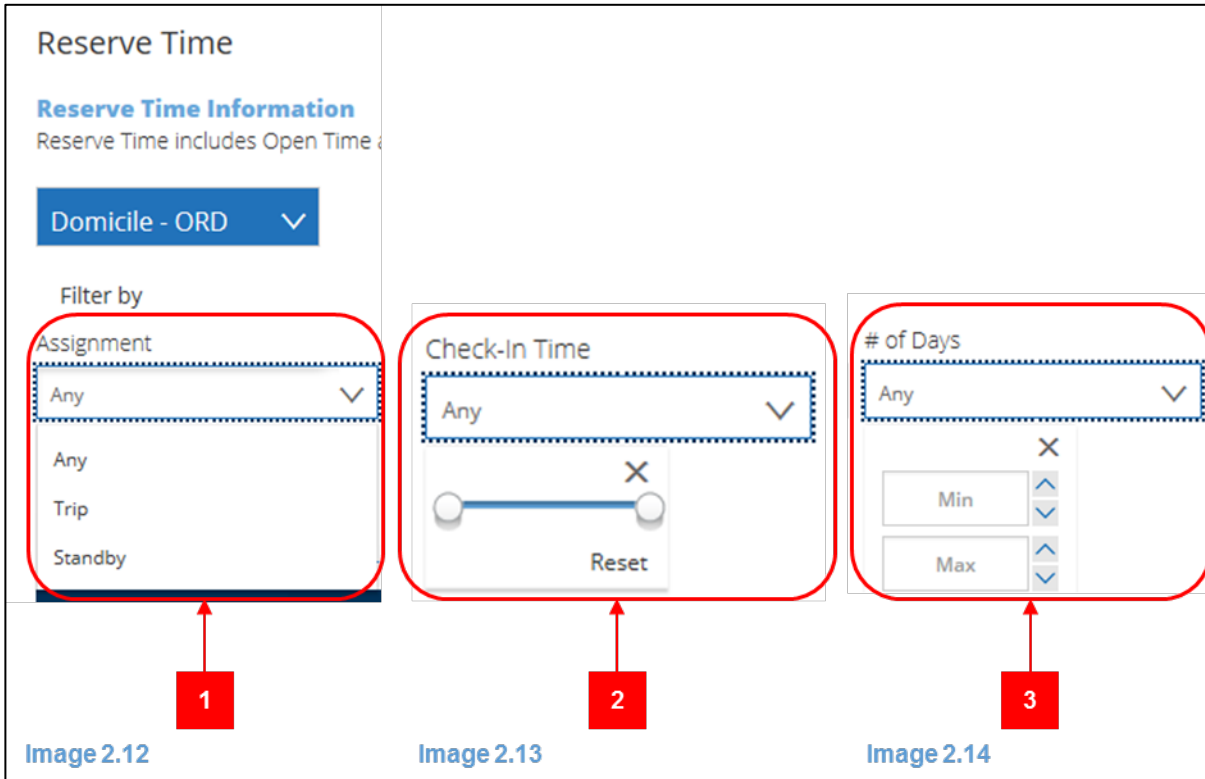




Image 2.11

Images 2.12 through 2.16 is a closer look at each drop-down menu and the selections within the Filter.



These filter items indicate the following:

1. **Assignment** – Any, Trip or Standby
2. **Check-in time** – use the gauge to set the time
3. **# of days** – set the desired number of days
4. **Position** – select the position type that corresponds to the desired sub-base (FA, FM, LS)
5. **Origin** – Originating co-terminal



Once you submit with your desired filter selections, the list of open trips and/or Standby positions will appear in order by check-in time as shown in *Image 2.17*.

Last updated 5 minutes ago [Refresh](#)

20 open assignments for ORD on 13/08/18

Code	Start Date	Check-In	# of Days	Position	Credit	TOF	Origin
▶ O0600	13/08/18	04:15	1	FA02	05:00	DOM	ORD
▶ O1118	13/08/18	05:00	2	FA02	10:10	DOM	ORD
▶ O3248	13/08/18	06:45	1	FA01	08:27	DOM	ORD

Image 2.17

The columns contain the following information:

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

D. Sick Leave Trips

Another tool that may be used by Reserves to view potential open pairings is the Sick Leave Trips screen in CCS. This screen, as shown in *Image 2.18*, displays pairings that are assigned to Lineholders who are currently on sick leave status. If the Lineholder does not come off Sick Leave, these trips will become open pairings at 8:00 hours prior to the scheduled departure time. To access, go to **CCS > Trading > Electronic Bulletin Board > Sick Leave Trips**. *(The functionality for this display is still in development.)*

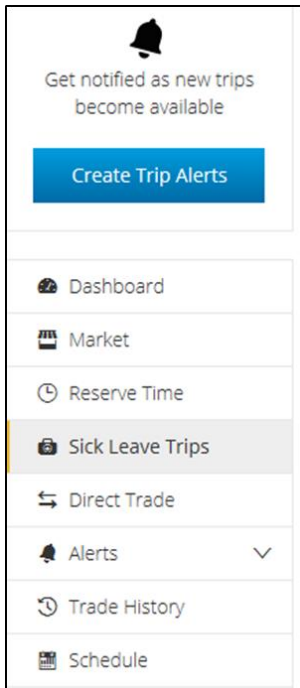


Image 2.18

From the main menu, select “Sick Leave Trips”.

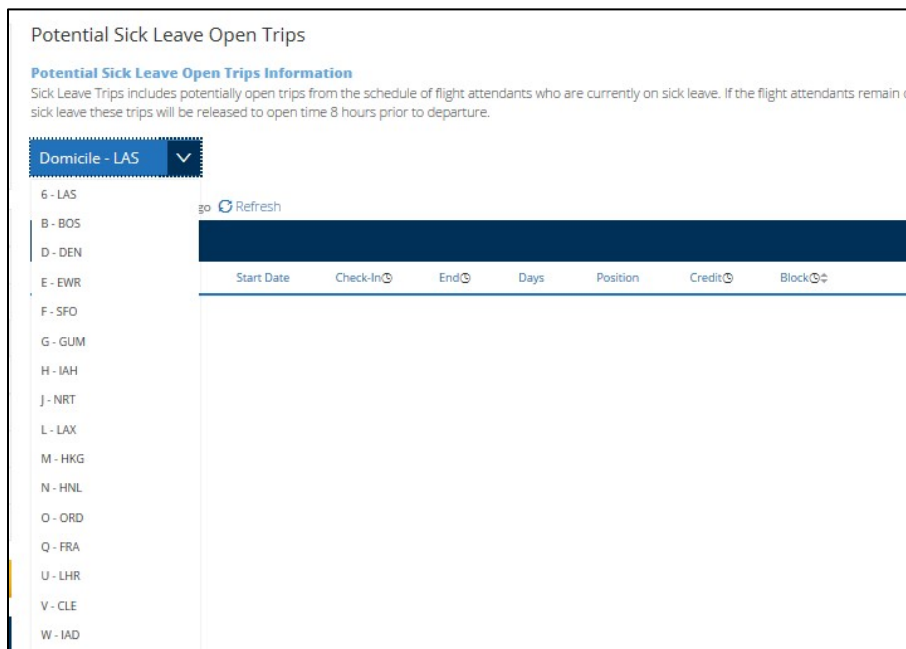


Image 2.19

The above screen will display. Select the domicile you would like displayed.



Potential Sick Leave Open Trips

Potential Sick Leave Open Trips Information
Sick Leave Trips includes potentially open trips from the schedule of flight attendants who are currently on sick leave. If the flight attendants remain on sick leave these trips will be released to open time 8 hours prior to departure.

Domicile - IAH

Last updated a few seconds ago

1 trip(s)

Pairing #	Start Date	Check-In	End	Days	Position	Credit	Block
H5A1E	11/09/18	--:--	--:--	1	FA01	05:00	04:45

Image 2.20

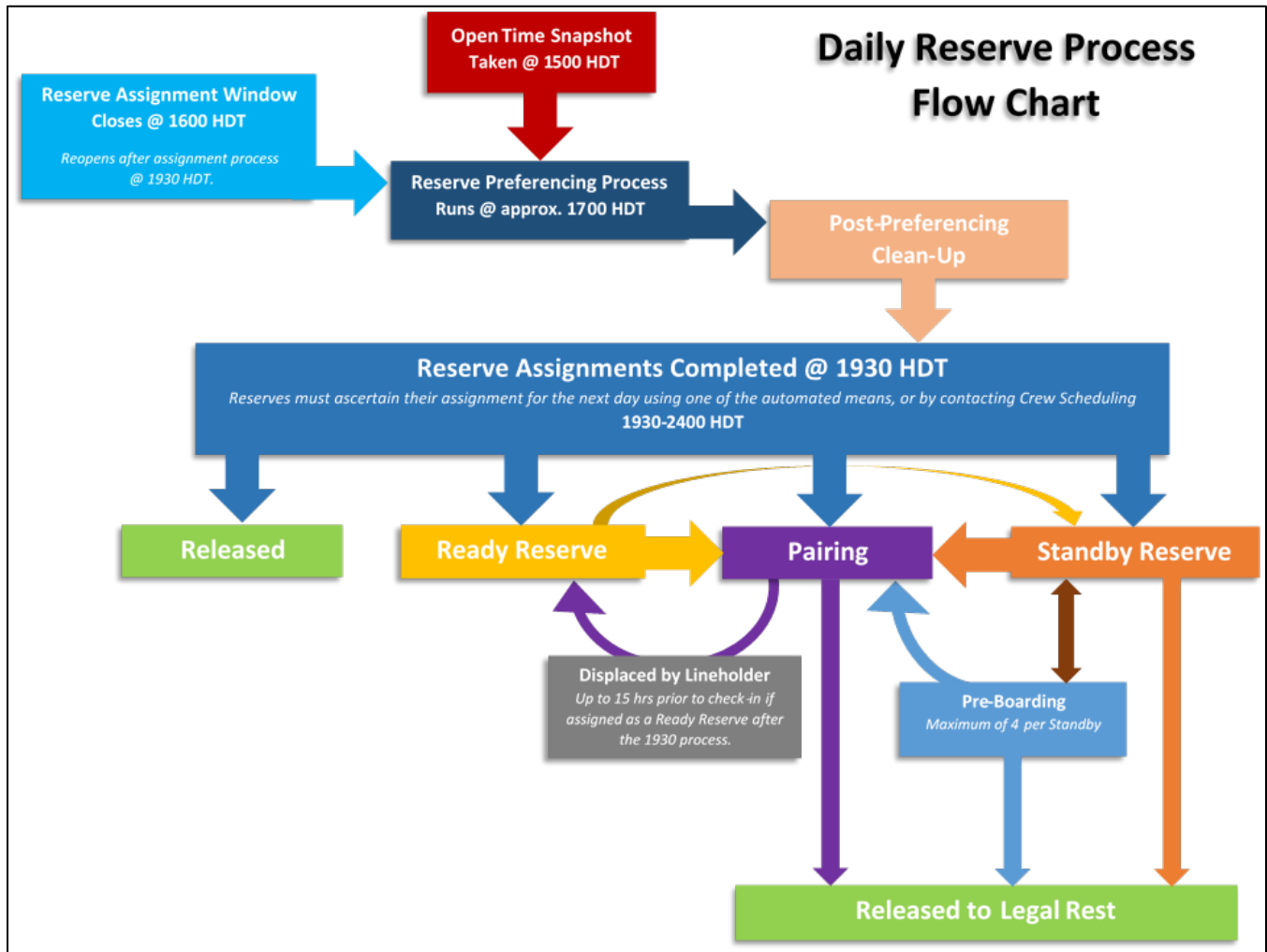
The above screen will appear showing a list of trips that could potentially become open due to Lineholders being on sick leave.

More details about calling on and off sick leave and when these pairings would become available can be found in the [Sick Leave Guide](#).



Chapter 3 Reserve Process Flow Overview

The following is a flow chart that provides an overview of the daily Reserve Process and timeline, which will be further detailed in the chapters that follow.





Reserve Process/Assignment	Details
Open Time Snapshot	The list of assignments in open time will be captured and considered frozen. Any flying that opens after the snapshot will still be available to Lineholders for pick-up. Taken @ 1500 HDT.
Reserve Assignment Window	Reserves may input their assignment preferences for the next day. Closes @ 1600 HDT. (Reopens after assignment process @ 1930 HDT.)
Reserve Preferencing Process	Reserve assignments made by the Preferencing system for check-ins from 0500-2359 the next day. Runs @ approx. 1700 HDT.
Post-Preferencing Clean-Up	Pairings that became available after the open time snapshot and were not picked up by Lineholders may be assigned manually to Reserves as part of a post-preferencing clean-up process.
Reserve Assignments Completed	Reserves must ascertain their assignment for the next day using one of the automated means, or by contacting Crew Scheduling between 1930-2400 HDT.
Assigned Standby Reserve	Reserve is released to check-in. If coming from a day of Ready Reserve, the Reserve remains on Ready Reserve status until midnight.
Assigned a Pairing	<ul style="list-style-type: none"> ■ Reserve is released to check-in if assigned during the 1930 process. ■ If assigned a pairing as a Ready Reserve after 1930, the Reserve may be displaced from the pairing by a Lineholder up to 15 hours prior to check-in. If coming from a day of Ready Reserve, the Reserve remains on Ready Reserve status until midnight.
Assigned to Ready Reserve	Reserve is required to be phone available at 0001 for assignments that check-in at 0400 or later. If coming from another day of Reserve, the Reserve obligation is continuous.
Assigned Released	Reserve is released from phone availability until the assignment process for their next day of availability. If coming from a day of Ready Reserve, the Reserve remains on Ready Reserve status until midnight.
Displaced by a Lineholder	Up to 15 hours prior to check-in. If displaced, the Flight Attendant is returned to the Ready Reserve list, and may be reassigned.
Pre-boarding	Standby may fulfill FAA minimum required to board a departing flight while awaiting a delayed crew member. <ul style="list-style-type: none"> ■ When crew arrives, the Pre-boarding Flight Attendant returns to Standby if time remains in the period. ■ If crew does not arrive in time for departure, the Pre-boarding Flight Attendant will remain with the flight and be assigned a pairing. Maximum of 4 Pre-Boarding assignments per Standby. Reserve will be released to legal rest if pre-boarding ends after 4-hour Standby period has concluded.
Released to Legal Rest	When blocking-in from a pairing, Standby or pre-boarding assignment, and following any required time for debrief and customs, a Reserve will be released to their prescribed legal rest. The Reserve will then participate in the assignment process for their next day of availability.



Chapter 4 Reserve Preferencing Assignment Process

JCBA Section 8.D.

A. Reserve Preferencing Overview

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

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

B. The Open Time Snapshot (Section 8.D.5.)

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

C. The Reserve Preferencing Run (Sections 8.D.2, 6 & 9.)

At approximately 1700 HDT, the automated Reserve Preferencing award engine will run. Each sub-base will be considered separately.

- Open **International Purser** positions will be filled utilizing preferencing among International Purser Reserves.
- Open **Language Qualified (LQ) positions** will be filled utilizing preferencing among LQ Reserves qualified in the primary language for that month.

Open positions with check-in times between 0500 and 2400 the following day will be assigned to Reserves according to their 1-, 2-, 3-, 4- or more day classifications in time accrued (TMAC) order. This will be accomplished in two rounds.



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

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

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

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

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

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

IMPORTANT NOTE: All Reserves are eligible for an assignment regardless of whether or not they have a preference on file. The Reserve Preferencing system will assign all open positions that can possibly be assigned to Reserves who are legal and available.

More Open Assignments than Reserves Legal and Available (Sections 8.D.6.d. & 8.D.8.)

- When the number of open assignments is greater than the number of Reserves who are legal and available, the Company will designate those assignments that will be left uncovered.
- If the number of open assignments of a given number of days is greater than the number of Reserves available in the corresponding day classification group, remaining assignments will be covered by Reserves available for a greater number of days.

In this case, Reserve preferences will be considered for assignments whose lengths are outside of day classification. However, a preference may not be honored if there is a Reserve available whose days of availability more closely match the assignment.

- If there is a trip in open time and there are no Reserves who are legal and available in the pairing's originating base, the Company may use a Reserve from another sub-base in that geographical location. These assignments will not be included in the Reserve Preferencing run but may be made during the manual post-preferencing process prior 1930 HDT, or after 1930 HDT to Ready Reserves.



End of Month Assignments

When a Flight Attendant is transitioning from Reserve to Lineholder status in the new month, end-of-the-month preferences may be honored for assignments that carry into the Lineholder month. The system will only interfere with the first trip in the new month if there are no other viable options. This may occur more often at International Base locations with Reserve Rotation.

IMPORTANT NOTE: Illegalities caused in the new month will be resolved in the new month.

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

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

- A Reserve may receive an assignment out of TMAC order:
 - If she/he is the only Flight Attendant who is legal, qualified and available for that assignment; or
 - If it is the only assignment for which she/he is legal, qualified and available.
- A Reserve's preference may not be honored:
 - If there is a Reserve available whose days of availability more closely match the assignment.
 - If it would result in decreasing the number of assignments or result in earlier departures being uncovered.
 - When a Reserve is in-motion (on a pairing) at the time the Reserve Preferencing system runs, the Company may deny a preferencing request for an assignment if the check-in time is within 1 hour of the conclusion of the legal rest associated with the Reserve's projected arrival.

IMPORTANT NOTE: In the event of a system failure or a major disruption to the integrity of the operation, the Company will be allowed to process Reserve assignments in TMAC order with FIFO order, then the higher seniority as the tiebreaker, if necessary.

D. Release to Check-In (Section 8.D.11.)

Reserves assigned as part of the Reserve Preferencing will be released to check-in and will not be subject to displacement from the pairing by a Lineholder.



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

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

Reserves who did not receive an assignment from the Reserve Preferencing system may receive an assignment as part of a post-preferencing clean-up process to assign pairings that became available after the open time snapshot and were not picked up by a Lineholder. These assignments will be available, along with the assignments through the Reserve Preferencing System, at 1930 HDT.

Reserves who receive an assignment during the post-preferencing clean-up process will be released to check in and will not be subject to displacement by a Lineholder.

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

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

- Excess Reserves will be released when the number of Reserves still available is equal to or greater than the projected number of Flight Attendants needed for the following day.
- If released, Reserves will be so advised by the automated communication system.
- If only a portion of the Ready Reserves can be released, they will be those at the bottom of the respective TMAC list.
- Ready Reserve assignments made any time after the 1930 assignment process will follow the provisions outlined in Section 8.G. the JCBA and described in [Chapter 6](#) of this guide. Ready Reserves are subject to displacement by a Lineholder up to 15 hours prior to check-in of the pairing, as specified in Section 7.I.12. of the JCBA.
 - At 15 hours prior to check-in, the Reserve will be released to check-in and will not be subject to displacement by a Lineholder.



Chapter 5 Receipt of Assignments

JCBA Section 8.F.

Reserve Assignment Process

Assignments for Reserves will be made available by an automated communication system accessible no later than 1930 HDT. The automated communication system may be accessed by calling 1-800-FLT-LINE, and following the prompts. All Reserves scheduled to be available for the following day (except those currently working a pairing) must ascertain their assignment between 1930 and 2400 HDT by utilizing one of the automated means.

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

- **A specific pairing:** The Flight Attendant is free from contact. (See [Chapter 8](#) of this guide for more information)
- **A Standby Reserve** assignment: The Flight Attendant is free from contact. (See [Chapter 7](#) of this guide for more information)
- **Ready Reserve:** The Flight Attendant is required to remain available for contact. (See [Chapter 6](#) of this guide for more information)
- **Release:** The Flight Attendant is free from contact until the evening prior to her/his next day of availability.

A Reserve is responsible for any assignment made during the 1930 assignment process, whether or not they have acknowledged the assignment.

Acknowledgement Screen in CCS

Image 5.01 below is an example of a “Priority Message” screen that will appear in CCS starting at 1930 HDT. Reserves available for the following day will receive a “Reserve Acknowledgement” here. They may either “Acknowledge & Delete” the advisement, or “Acknowledge & Save” the advisement.

Reserve Acknowledgement messages will be generated for each possible assignment: a pairing, a Standby position, Ready Reserve or Released. Below is an example of an acknowledgement screen after receiving a pairing assignment.

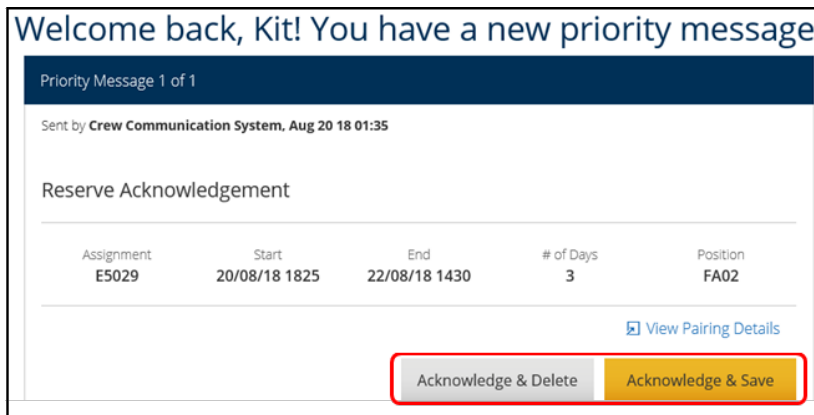


Image 5.01

Assignment Information (Section 8.F.1.d.)

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

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

If a Reserve is unable to access her/his assignment via the automated communication system, or the system malfunctions, the Reserve must call the crew desk for their assignment.

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

Reserves who are working a pairing at the time the assignments are being made, will have their TMAC position based on their projected TMAC after completing the pairing. If the Reserve returns after 2400 and did not receive an assignment as part of Reserve Preferencing, they should contact the crew desk upon arrival.

Reserve Assigned Screen

Once the Reserve Preferencing process has been completed at 1930 HDT, you will be able to view a list of all of the assignments on the Reserve Assigned screen in CCS, as shown below in *Image 5.02*. To access this screen, go to **CCS > Reserve > Reserves Assigned**, and select the date and domicile desired.



UNITED

Bidding
Schedule
Reserve
Trading
Leaves
Vacation
Work History
Pay
Other
Help

Reserve Assigned

Date * Domicile

Search Results (15)

Name	Emp. ID	Sys. Sen. ↓	Line # ↓	Assignment ↓	Start ↓	End ↓
Elizabeth Chisholm	1204076	15726	01234	H1234	15/08/18 0730	18/08/18 1830
Tina Shredder	1200000	21049	01245	IAHX	15/08/18 0500	15/08/18 0900
Raphael Washburne	1207702	19372	01340	RLSD	15/08/18 0900	--
Arnie Black	1212000	15700	01465	RR	15/08/18 0500	15/08/18 21:59
Mary Kay Bennett	1210000	13283	01532	H3823	15/08/18 0845	16/08/18 2327

Image 5.02

The following is a description of each column heading on this page.

Column	Description
Name	The name of the Flight Attendant
Emp ID	The employee number of the Flight Attendant
Sys. Sen.	The system seniority number of the Flight Attendant
Line #	The Flight Attendant's Line of Flying number
Assignment	The Reserve assignment
Start	The start date and check-in time of the assignment
End	The end date and release time of the assignment



Chapter 6 Ready Reserve

Section 8.G.

Ready Reserves will be subject to call at any time during their day(s) of availability. They are classified according to their 1-, 2-, 3-, 4- or more day classifications in time accrued (TMAC) order.

A. Notice of Assignment (Sections 8.G.1. and 8.K.)

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

- Every attempt will be made to assign a Ready Reserve at least 3 hours prior to report for duty (the report could be at the base, at the gate or on the plane). A Reserve receiving less than a 3-hour notice will attempt to make the assignment.
- Except for periods of relief from duty, a 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.
- A Reserve may call Crew Scheduling once a day to inquire of their Reserve status and/or to request a release from Reserve duty. An available Reserve may be released from contact for a period of time with the approval of the Crew Scheduler.
- A Reserve may provide one alternate contact at a time.
- If a pairing is assigned to a Reserve and then subsequently reassigned to a Lineholder, Crew Scheduling will attempt to contact the Reserve before she/he leaves for the airport.

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

Independent and separate from the Reserve Preferecing System, Ready Reserves will be provided an opportunity to express certain preferences, which will be considered when assignments are made. Using the Ready Reserve Preference screen in CCS, Flight Attendants may preference the following:

- **Standby Reserve:** Flight Attendants who select this option indicate a desire to first be assigned to open **Standby Reserve assignments**. Crew Scheduling will first look for those who have preferenced this option when making Standby Reserve assignments. A Reserve will not be bypassed if she/he is in line for an open pairing.



- **Maximum Flying:** Flight Attendants who select this option indicate a desire to first be assigned to open **pairings**. The maximum flying option indicates a desire to be assigned ahead of Flight Attendants who have not preferred maximum flying but does not necessarily mean you will be awarded a “high-time” trip.
 - Selecting the maximum flying option will automatically opt the Flight Attendant to the over 105 hours (unlimited) maximum for the schedule month. This cannot be changed until the next bid month.
- **Minimum Flying:** Flight Attendants who select this option indicate a desire to be assigned last, after both Flight Attendants who have preferred maximum flying or Standby Reserve and Flight Attendants who have no preference on file.
- **No Preference:** This is the defaulted selection if a Flight Attendant has not selected a preference.

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

Open Pairing Assignments	Open Standby Reserve Assignments
1. Maximum Flying	1. Standby Reserve
2. No Preference	2. Maximum Flying
3. Standby Reserve	3. No Preference
4. Minimum Flying	5. Minimum Flying

IMPORTANT NOTE: The Company will honor Ready Reserve preferences subject to the application of all other Reserve assignment rules (e.g., within classification, time accrued within preference), and the preferences not creating a time accrued imbalance problem.

Inputting Ready Reserve Preferences

IMPORTANT NOTE: Any preferences made using the Ready Reserve Preference screen, including co-terminal preferences (co-terminal preferences will come at a later time) and volunteering to work into days off, can be changed throughout the entire bid month and multiple times throughout the day. Keep in mind, however, the Crew Scheduler may not be able to capture last-minute changes made to preferences before assigning a trip.



Ready Reserve preferences may be indicated by selecting “Ready Reserve Preferencing” under the “Reserve” tab in CCS, as shown in *Image 6.01*.

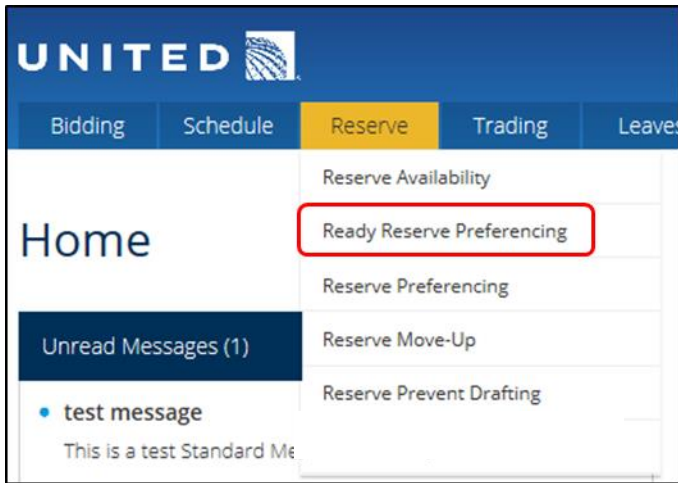


Image 6.01

Then select the desired “Bid Month” from the drop-down (the current bid month will be the default), as shown in *Image 6.02*.

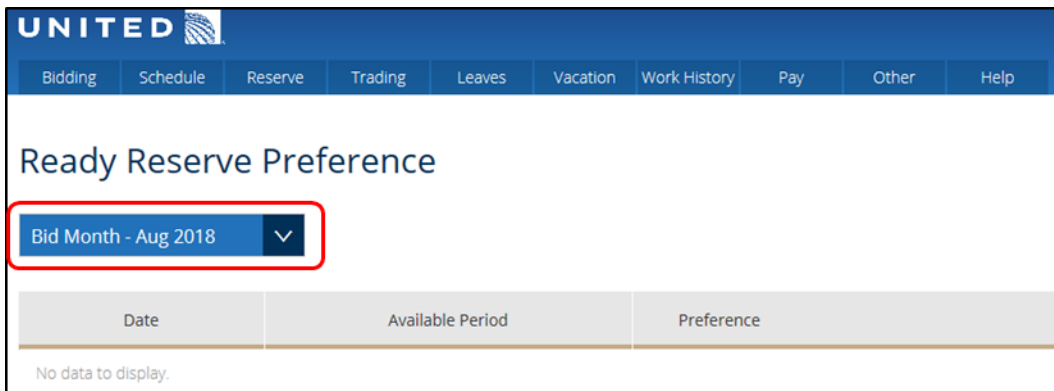


Image 6.02



The following will display. It shows your days on and off as a Reserve for that particular bid month and any preferences you have for any given day. In the circled area in *Image 6.03* below, the Reserve is scheduled to be “RSV Day On” on the 17th with no preference selected. To make a selection, click on the “Edit” icon to the right.

Ready Reserve Preference

Bid Month - Aug 2018

Date	Available Period	Preference	
Aug 01	OFF		
02	OFF		
03	OFF		
04	OFF		
05	OFF		
06	OFF		
07	RSV Day On	None Selected	
08	RSV Day On	None Selected	
09	RSV Day On	None Selected	
10	RSV Day On	None Selected	
11	RSV Day On	None Selected	
12	RSV Day On	None Selected	
13	OFF		
14	OFF		
15	OFF		
16	RSV Day On	None Selected	Edit
17	RSV Day On	None Selected	Edit
18	RSV Day On	None Selected	Edit

Image 6.03

The following will display, as shown in *Image 6.04*, allowing you to enter a Ready Reserve preference for that day.

16	RSV Day On	<input type="text" value="No Preference"/> <input type="text" value="Day Off"/>	Edit
		<input type="button" value="Cancel"/> <input type="button" value="Save"/>	

Image 6.04



The Preference drop-down menu is shown below in *Image 6.05*. You may select “Standby Reserve, Minimum Flying, No Preference or Maximum Flying”. In this example, the Reserve selected “Maximum Flying”.

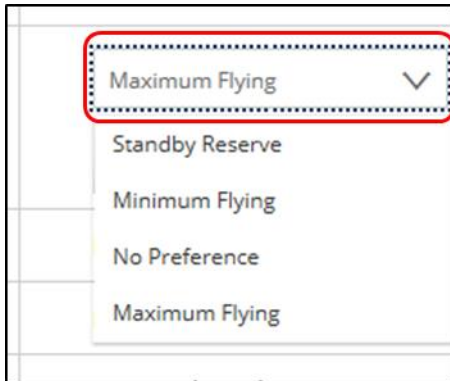


Image 6.05

Once the selection is made, click the “Save” button. The preference will be updated and displayed as shown in *Image 6.06*. Again, the example shows a preference for “Maximum Flying.”



Image 6.06

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

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

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



No Other Reserves Available

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

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

(For more information on Regular days off and Restoration of days off, see [Chapter 1, Section B](#) and [Chapter 10, Section B](#) of this guide.)

Inputting a Volunteer Request to be Assigned into Days Off

Volunteer requests are also entered on the Ready Reserve Preference screen in CCS, which may be accessed in the manner described above. Once there, again select the “Edit” icon for the day of availability from which you would like to volunteer to work into days off, as shown in *Image 6.07*.

Ready Reserve Preference		
Bid Month - Aug 2018		
Date	Available Period	Preference
Aug 01	OFF	
02	OFF	
03	OFF	
04	OFF	
05	OFF	
06	OFF	
07	RSV Day On	None Selected
08	RSV Day On	None Selected
09	RSV Day On	None Selected
10	RSV Day On	None Selected
11	RSV Day On	None Selected
12	RSV Day On	None Selected
13	OFF	
14	OFF	
15	OFF	
16	RSV Day On	None Selected Edit
17	RSV Day On	None Selected Edit
18	RSV Day On	None Selected Edit



Image 6.07

Use the “Day Off” drop-down menu to indicate your volunteer selection, and then click the “Save” button, as shown in *Images 6.08 and 6.09*.

A screenshot of a form titled "RSV Day On". On the left, there is a grey box containing the number "16". To its right is the text "RSV Day On". Further right are two dropdown menus; the first is set to "No Preference" and the second is set to "Day Off". Below these are two buttons: a grey "Cancel" button and a yellow "Save" button. On the far right, there is an "Edit" button with a pencil icon. A red rounded rectangle highlights the area containing the dropdown menus and the "Save" button.

Image 6.08

A close-up of a dropdown menu. The menu is open, showing a list of options. The top option is "Day Off" with a downward arrow. Below it is another "Day Off" option. The third option, "Reserve Volunteer Day Off 1(RV1)", is highlighted with a red rounded rectangle. The fourth option is "Reserve Volunteer Day Off 2 (RV2)".

Image 6.09



Chapter 7 Standby Reserve

Section 8.N.

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

Standby Reserve Process

Acknowledgement of Standby Reserve Assignment

An example of the Reserve Acknowledgement screen for a Standby Reserve assignment is shown below in *Image 7.01*. In the example, the Reserve has been assigned to Standby at LAX starting at 1800 on August 14th. Again, you will need to either “Acknowledge & Delete” or Acknowledge & Save” the advisement.

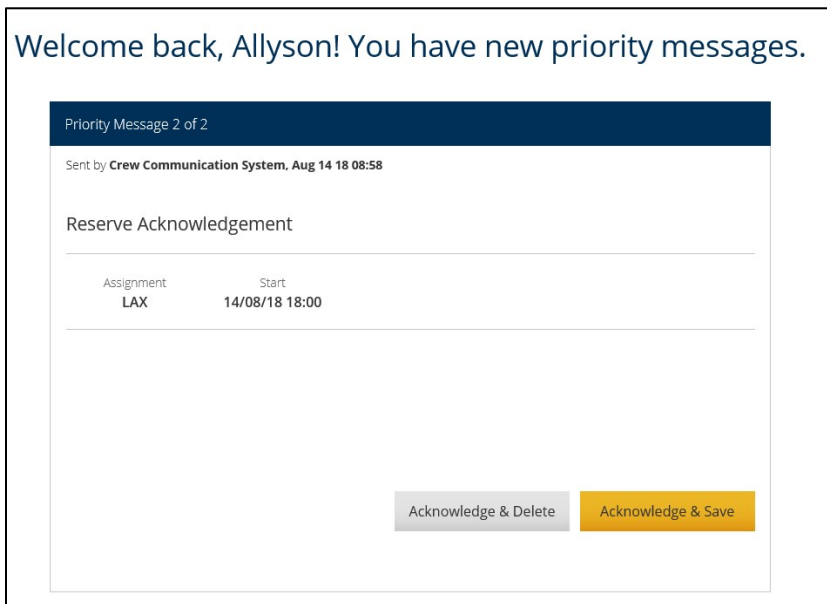


Image 7.01

Check-in for Standby Reserve

When reporting for Standby Reserve, a Reserve must check-in with Crew Scheduling and/or the domicile Duty Desk upon arriving at the airport.



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

A Standby Reserve will be released from standby duty no later than 4 hours from the time she/he reports for duty, or will be given a flight assignment that departs no later than 5 hours from the beginning of the duty period. As an example, a Reserve that begins her/his standby at 1600 can be assigned to a flight that is scheduled to depart at 2100 or before.

- Once assigned, if that flight is delayed beyond 5 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 4 hours of reporting for standby, she/he will “block-in” with Crew Scheduling to be released to their legal rest.
- A Standby Reserve may be required to remain on standby duty beyond these limitations if the Company is in a Drafting situation.

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

- A Standby Reserve who reports to the airport and does not fly during the duty period will receive a minimum credit of 5 hours and per diem for flight time limitations and pay purposes.
- A Standby Reserve who reports to the airport and actually flies will receive 1/2 pay and flight time credit for the Standby time in addition to any assigned flight time.
 - Example: a Reserve who reports for Standby Reserve 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 10 hours (0700-1700). The minimum Duty Rig guarantees 5 hours of flight time pay and credit for the single duty period. However, because of the Standby period of 2 hours (0700-0900), the Reserve receives 1/2 credit for the 2-hour standby period in addition to the actual flight time of the assignment for a total of 5:45.

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

A Standby Reserve may be assigned to fulfill the FAA minimum crew required to board a departing flight while awaiting a delayed Flight Attendant(s). Such assignments are known as “pre-boarding”. If given a pre-boarding assignment, Crew Scheduling will inform the Standby Reserve of the departure time, flight number and gate to which she/he needs to report. The Standby Reserve will store her/his luggage in the specified onboard locations, perform the pre-flight safety checks and assist during passenger boarding for the delayed Flight Attendant’s position.

- Once the originally scheduled Flight Attendant arrives at the aircraft, she/he will resume their position on the flight. Once the Standby Reserve has deplaned, she/he will contact Crew Scheduling to be reassigned, returned to the original position on Standby, or released to crew rest if the standby period has ended.



- If the originally scheduled Flight Attendant does not arrive in time for departure, the Standby Reserve will remain with the flight. Crew Scheduling will place a pairing in the Reserve's line and will notify her/him of any additional flight and/or layover details prior to departure.
- A Standby Reserve will be limited to 4 pre-boarding assignments per standby period.
- If a pre-boarding assignment extends beyond the 4-hour standby period:
 - The Reserve will be paid and credited with 1 hour toward her/his line value in addition to the minimum 5-hour standby credit.
 - The Reserve will be released to crew rest following the pre-boarding assignment, and in no event will be required to stay beyond 1 hour after the conclusion of the standby period.

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

If not already given a flight assignment or pre-boarding assignment, at the conclusion of the 4-hour standby period Reserves are required to "block-in" by placing a call to Crew Scheduling. If on a pre-boarding assignment, the Reserve will block-in at the conclusion of duties. Crew Scheduling may:

- Assign the Reserve to a flight that departs within 5 hours of the time she/he originally checked-in for the standby period.
- Assign the Reserve to the first available open pairing not previously assigned for which she/he is qualified, and release her/him to crew rest.
- Release the Reserve to crew rest. If released to crew rest prior to the Reserve Preferencing process for the next day's assignments, the Reserve will be assigned as part of the normal process, and will acknowledge her/his assignment for the following day between 1930 and 2400 HDT.

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

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



Out of Base Standby assignments will be built as a pairing. Reserves may be assigned to work or deadhead into the base requiring Standby Reserve coverage. An example of an Out of Base Standby pairing is shown below in *Image 7.02*. You will notice a period of “DUTY” is used to indicate the Standby period at the out of base location.

Pairing #	Start Date	Check-In	End	Days	Credit	Block
H9EWR	14/08/18	05:30	08:29	2	10:00A	00:00
Print Pairing Details						
Total Rig	Deadhead	TAFB	Layover			
02:55A	07:05A	26:59	EWR			
Show Visual						
Duty Period 01	Report	Debrief	Block	Duty	Duty Rig	
14/08/18	05:30	16:00	00:00	09:30	01:07A	
14 AUG UA 2121 738	06:07A IAH	✈️	10:45A EWR	Flight 03:38A	Sit 01:15	👤 Crew
14 AUG UA DUTY	12:00 EWR	✈️	16:00 EWR	Flight 04:00	Sit --:--	👤 Crew
🕒 Layover 13:20A in EWR 14/08/18 16:00 - 15/08/18 05:20 Layover Information						
Duty Period 02	Report	Debrief	Block	Duty	Duty Rig	
15/08/18	05:20	08:29	00:00	04:09	00:00	
15 AUG UA 2037 739	06:02A EWR	✈️	08:29A IAH	Flight 03:27A	Sit --:--	👤 Crew

Image 7.02

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

- Assignment to a pairing within the same duty period, the maximum of which is based on the check-in time at the home base.
- Assignment to a pairing following a period of legal rest with hotel accommodations.
- Assignment to a 4-hour standby period either within the same duty period or following a period of legal rest.
- Release to legal rest with hotel accommodations, after which time the Reserve may be contacted for further assignment.



Other Out of Base Standby Provisions

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



Chapter 8 Pairing Assignments

Pairing Assignment Process

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

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

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

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

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

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

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

- Reserve LQ Flight Attendants may only be displaced by senior LQ Lineholders having the same primary language qualification.
- International Purser Reserves may only be displaced by senior International Purser Lineholders.
- A Reserve who has picked up a trip on days off may not be displaced.

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



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

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

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

Seniority Option (Section 7.O.)

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

- At the airport, only the open bid position assigned to the Reserve is available for senior option.
- If a more senior Flight Attendant opts for the open bid position, the Reserve assumes the position vacated by the more senior Flight Attendant.
- The Reserve may only be opted out of a position once, and the seniority option can occur only at the beginning of a pairing and before preflight duties begin (Flight Attendant boarding time).
- Reserves assigned to a single or double pairing, will not be opted out of the position, unless the pairing contain identical flight segments.
- An LQ Reserve assigned to a LQ position may only be opted by senior LQ Flight Attendants having the same primary language qualification and who are working another LQ position on the flight.
 - Reserves not qualified in the designated language assigned to an LQ position may be opted by a more senior Flight Attendant.
- An International Purser Reserve can only be opted by a senior International Purser.
- When a Reserve is assigned to an International Purser position, an International Purser will have priority over a Flight Attendant who is not qualified to be an International Purser to senior opt that Reserve.
- A Reserve who has picked up a trip on days off may not be senior opted.



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

A Reserve who returns to the home domicile at the end of a pairing, or who completes a Standby Reserve assignment, will immediately contact Crew Scheduling to block-in. At that time, Crew Scheduling will advise the Reserve of her/his status, which will be one of the following:

- The Reserve will be released to legal rest.
- The Reserve will be given a second assignment within the same duty period to avoid Drafting, or
- The Reserve will be assigned in accordance with TMAC order and legal rest provisions to a pairing departing within 15 hours.



Chapter 9 Special Reserve Legalities

Sections 6.O., 6.P. & 8.I.

While most legalities outlined in the JCBA are applicable to both Reserves and Lineholders, there are some special Reserve legalities specific to Reserves and they should be familiar with them. These specific legalities are outlined below with the exception of Minimum Days Off (discussed in [Chapter 1](#) of this guide) and Completing an Assignment (discussed in [Chapters 7](#) and [Chapter 8](#) of this guide).

A comprehensive explanation of all legalities can be found in the [Legalities Guide](#).

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

Section 6.O.1. Thirty-Five (35) In Seven (7) Limitation

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

The 35-in-7 rule applies only to Reserve Flight Attendants and states that a Reserve may not be scheduled to exceed 35:00 flight hours in any seven consecutive 24:00 hour periods. A Reserve may elect to waive this legality by selecting the 35-in-7 Reserve Waiver Box on the Primary Line Bidding screen during monthly bid submission.

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

- The 35-in-7 rule only applies to *Domestic* pairings; **not** *International* pairings. Therefore, when looking at any seven consecutive 24:00 hour periods:
 - If a Reserve is assigned **only Domestic** pairings, or a **mix of both** Domestic and International pairings, the 35-in-7 rule **shall apply**.
 - If a Reserve is assigned **only International** pairings, the 35-in-7 rule **shall not apply**.
- The 35-in-7 rule only applies to actual working flight time (block time) not deadheading or credit time.
- The 35-in-7 rule is for schedule planning purposes only. If flight time increases during the actual operation of the pairing, the Reserve must fly out the pairing, even if 35-in-7 is exceeded.
- Any 35-in-7 legality code would appear in your Master Schedule.



B. One (1) in Seven (7) Limitation (Sections 6.P., 8.I.2.)

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

Scheduled Application

Section 6.P.1. One (1) in Seven (7) Limitation

3. Scheduled

For Flight Attendants on Domestic pairings, relief from all duty and Company obligations for not less than one (1) calendar day shall be provided for each Flight Attendant at her/his Home domicile at least once during any seven (7) consecutive calendar days.

You must be scheduled for at least one calendar day off at the home domicile during any seven consecutive calendar days.

Section 6.P.2. One (1) in Seven (7) Limitation

4. For Flight Attendants on international pairings, relief from all duty and Company obligations shall be provided for each Flight Attendant at least once during any seven (7) consecutive calendar days. Such relief shall be either:

- One (1) calendar day at her/his domicile or,
- One (1) twenty-four (24) hour period free from duty at an away from domicile point.

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

1. One calendar day at your home domicile
2. One 24:00 hour period FFD on a layover

Reserves must be provided with at least one calendar day off at their home domicile unless you are operating an International pairing of seven days or more, in which case you must be provided with at least 24:00 hours FFD on a layover.

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

If, due to irregular operations, your pairing extends into the 7th day, a legality code will be shown in your Master Schedule. If you choose not to waive the legality, you must contact Crew Scheduling as soon as you block in from your trip to advise them that you would like to have your day off restored. If you do not do this, it will be considered waived.



Actual Application

Section 6.P.3. One (1) In Seven (7) Limitation

3. Actual

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

At the Flight Attendant’s discretion, this legality may be waived. If you pick up flying or trade so that you are now scheduled to work seven consecutive days, it is considered waived. If due to irregular operations, your pairing extends into the 7th day, and you choose not to waive the legality, you must contact Crew Scheduling as soon as you block in from your trip to advise them that you would like to have day off restored. If you do not do this, it will be considered waived.

When a Reserve has a potential 1-in-7 violation in their schedule, Crew Scheduling will be responsible for providing either a day off or a “break day” to rectify the scheduling illegality. A break day is a placeholder to prevent a 1-in-7 (or a 24-in-7) violation. A break day is not a day off, therefore the Flight Attendant will not be released to this break day until confirmation has been given by Crew Scheduling.

If a Flight Attendant is scheduled to be on duty for seven or more days due to their line award, the Flight Attendant may:

1. Contact Crew Scheduling prior to the first day of the new bid month to have the 1-in-7 conflict resolved. If you are a Lineholder, you will work with Crew Scheduling to adjust your schedule. If it is necessary to drop a trip to resolve the 1-in-7 conflict, your preference for which trip to drop will be considered by Crew Scheduling, if possible.
2. Waive the 1-in-7 legality by doing nothing. If the Flight Attendant does not contact Crew Scheduling before the first day of the new bid month, the 1-in-7 is considered automatically waived. If waived, the 24-in-7 Federal Aviation Regulation (FAR) must still be satisfied with a 24:00 hour period FFD.
3. If on Reserve, Crew Scheduling will insert a break day, from midnight to midnight, or move a day off in order to resolve the 1-in-7 conflict. The Flight Attendant may indicate preferences as to which day off will be moved, and these preferences will be considered, if possible.

IMPORTANT NOTES: Free from duty (FFD) rest is measured from actual release time following a duty period (see Release From Duty) to actual check-in time prior to the next duty period (see Commencement of Duty).

The 24-in-7 Federal Aviation Regulation is tracked by the Company and is not waivable by a Flight Attendant. If you have a 24-in-7 violation it will appear on your Master Schedule and will be resolved by Crew Scheduling.



C. Legal Rest Provisions at the Home Domicile (Sections 8.1.3.a & c.)

Twelve hours free from duty at the home domicile will constitute the minimum legal rest for Reserves. In addition, following an International pairing, a Reserve will be provided the rest specified for the pairing in Section 6.W.2. of the JCBA.

IMPORTANT NOTE: Upon release to crew rest, Crew Scheduling will only contact a Reserve during the last hour of the crew rest period at the home base.

A comprehensive explanation of all legal rest can be found in the [Legalities Guide](#).



Chapter 10 Reserve Availability and Other Responsibilities

A. Reserve Availability

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

Except for periods of relief from duty provided in Section 6 of the JCBA, a Reserve subject to contact at any time and must be available by keeping the Company advised of where she/he can be reached. In addition, a Reserve may provide 1 alternate contact at a time.

To update your contact information in CCS, log in to CCS and select “My Information” in the **General Settings** tab. Your contact information will then be displayed for updating. See *Images 10.01 & 10.02* below.

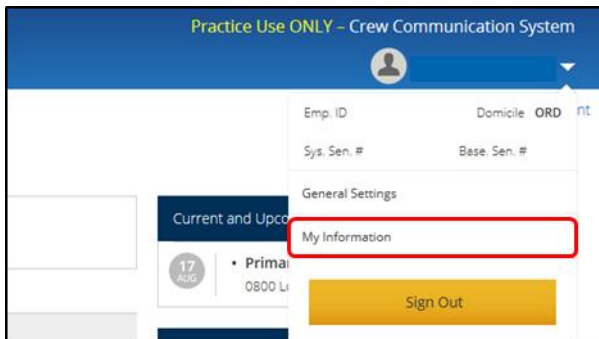


Image 10.01

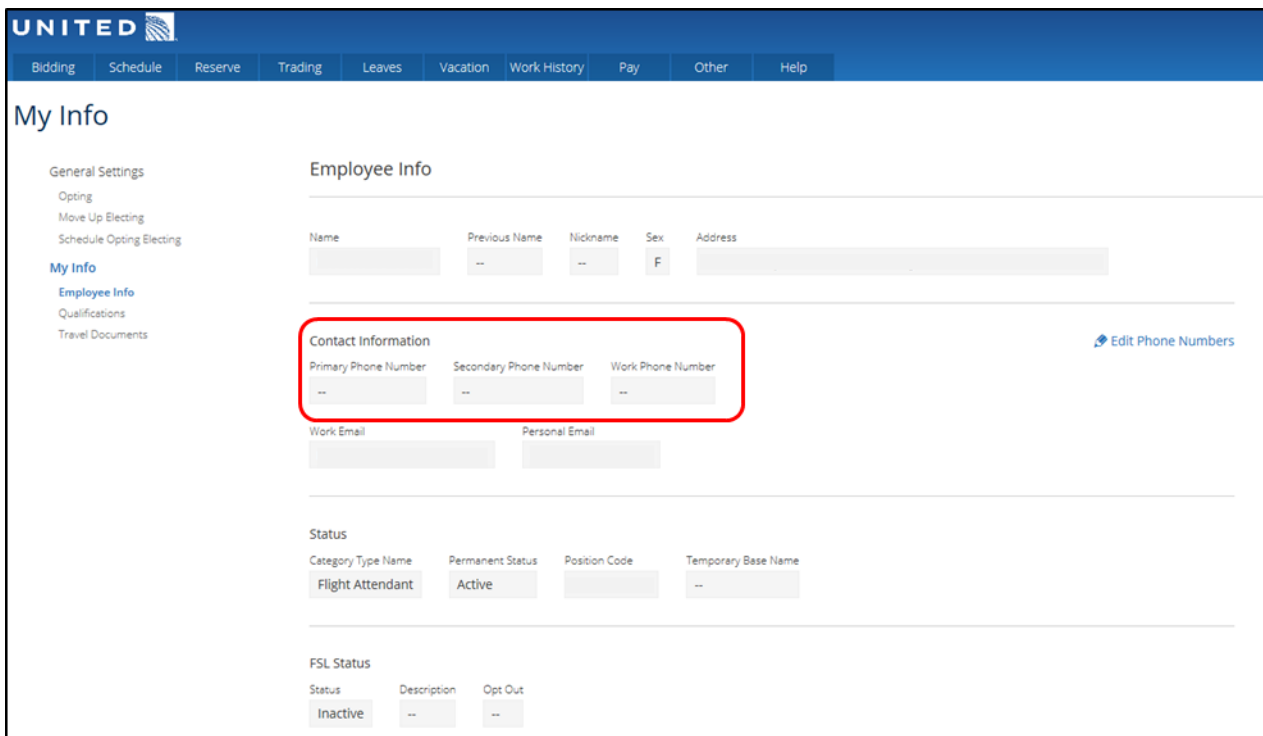


Image 10.02



Ready Reserve Phone Availability (Sections 8.H.4. & 6.)

IMPORTANT NOTE: It is important for Flight Attendants to understand that while on Reserve, and when contractually required, the obligation is to be telephone available. This includes promptly checking and responding to any voicemails you receive from Crew Scheduling, which may at times come from unexpected or unknown caller ID telephone numbers.

Be sure to take this into account if you use special settings on your mobile phone to screen calls.

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

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

Upon release to legal rest, Crew Scheduling will only contact a Reserve during the last hour of the crew rest period at home base. As a reminder, Reserves are only required to be phone available following the completion of the minimum 12-hour crew rest.

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

Section 6.Z.3. Miscellaneous

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

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



Reserve Phone Availability Chart

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

IMPORTANT NOTE: While phone calls from Crew Scheduling normally displays a caller ID number reflecting the central Crew Scheduling phone number, unusual situations may occasionally arise which cause a different caller ID number to be displayed and Reserves are still required to answer these calls.



Reserve Unavailability (Section 8.O.7.)

A Reserve will not be deemed unavailable for contact unless Crew Scheduling has made three calls over 30 minutes spaced approximately 10 minutes apart.

B. Other Reserve Responsibilities

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

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

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

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

Reserve to Lineholder

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

Lineholder to Reserve

When a Lineholder is assigned to Reserve status for the next bid month, she/he will maintain Lineholder status until completion of the required rest following any trips that began in the Lineholder bid month. This includes trips that carry over from one month to the next. All conflicting Reserve days off in the new month will be restored as a result of carry-over trips so that the published amount of days off remain.



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

A Reserve who is returning from sick leave status will be treated as follows:

- If she/he calls off sick leave **prior to 1600** on the day before a day of availability, she/he will be given an assignment through the preferencing system and will acknowledge between 1930 and 2400 via the automated communication system or online system.
- If she/he calls off sick leave **between 1600 and 1930** on the day before a day of availability, she/he will be given an assignment as part of the post-preferencing process and will acknowledge between 1930 and 2400 via the automated communication system or online system.
- If she/he calls off sick leave **after 1930 and up to 2400** on the day before a day of availability, an assignment will be given at the time of the call.
- A Flight Attendant calling off sick leave **any time after 2400** will be considered on sick leave for the calendar day.

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

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

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

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

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

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



When a Reserve assignment carries into a day off due to **operational delays**, the Reserve will be given the remainder of the day off AND will have her/his day off restored in accordance with Section 7.R. of the JCBA.

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

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

IMPORTANT NOTE: The inability to be assigned on remaining days of availability is determined by the shortest trip assigned to a geographical base location for the bid month. The CNF status would only be applied in this case when the Reserve's next block of days off are Set days.

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

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

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

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

Reserves must maintain three days of availability or availability for the shortest trip in their base, whichever is greater. Any period of consecutive days less than this is considered a "short block". (A short block is group of less than 3 days of availability.)

In addition, a Reserve who is awarded a vacation that does not include any days of availability will be permitted to move her/his vacation a sufficient number of days forward or backward in order to



encompass the nearest 2 available Reserve days. If this creates a short block, it must be adjusted in accordance with Section 12.C.3. of the JCBA.

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

After a Reserve receives her/his schedule for a bid month that includes a vacation period, the Reserve will have a period of 5 days to adjust her/his vacation or schedule to eliminate any short blocks created by the vacation days which makes them unassignable. **(Any short blocks touching the first day of the new bid month do not need to be adjusted.)**

IMPORTANT NOTE: If the Reserve does not adjust her/his line to eliminate the short blocks within the adjustment time period, the Company may adjust her/his schedule as described above, with the exception of dropping availability days.

To adjust a short block:

- The Reserve may drop the availability days in the short block and have her/his guarantee reduced accordingly.
- The Reserve may move availability days in the short block to other blocks within the month provided the move does not violate Reserve Line construction rules (e.g., minimum/maximum number of days of availability), except that days may be moved to create a short block at the end of the bid month.
- The Reserve may move her/his vacation up to 2 days in either direction, provided no new legality conflicts or short blocks are created.

Reserve Rotation (Section 8.A. and LOA 23)

The JCBA provides a Reserve rotation system, often referred to as A/B Rotation. If you are based in FRA, HKG, HNL, LHR, or NRT, you will serve Reserve status in accordance with your seniority on a monthly rotating basis, with the exception of the top twenty-five percent (25%) of Flight Attendants of each domicile who are exempt from Reserve rotation and those with five years of seniority or less who are designated Reserve. In these locations, you will be assigned a letter designation that will be indicated on your Primary Line Bidding screen.

Picking Up Open Time to Prevent Drafting

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



To place a request on file, use the Reserve Open Flying Request to Prevent Drafting screen in CCS. To access, go to **CCS > Reserve > Reserve Prevent Drafting** as shown below in *Image 10.03*.

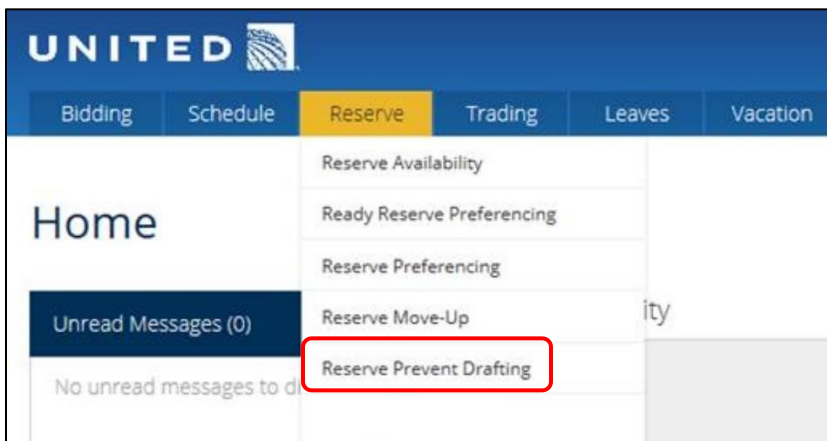


Image 10.03

Once on the screen, select “Create New Request”, as shown below in *Image 10.04*.

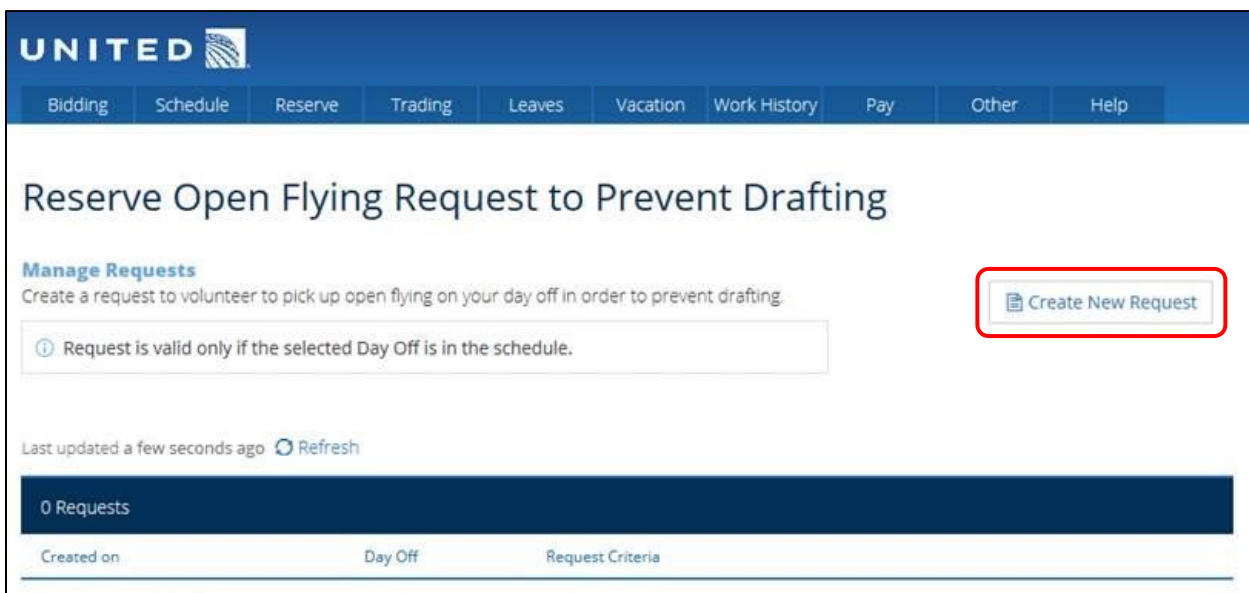


Image 10.04

From here, you may enter a specific pairing number or preferred criteria that corresponds to the type of trip you would like to pick up, as shown in *Image 10.05*. Once submitted, if any trips in Open Time meet the selected criteria, your request may be considered. Trips will be awarded in seniority order.



Reserve Open Flying Request to Prevent Drafting

Manage Requests
Create a request to volunteer to pick up open flying on your day off in order to prevent drafting.

[Create New Request](#)

Request is valid only if the selected Day Off is in the schedule.

New Request

Day Off *
23/08/18

Pairing Preferences
Preferred Pairing Number(s)
e.g. H1000, H2000
10 Max

Co-Terminal: 3 Item(s) Selected
TOF: Any
Position: Any
Position #: Select Item(s)
of Days: e.g. 1, 3, 4
Earliest Check In: e.g. 0800

Latest Release: e.g. 0800
Equipment: 16 Item(s) Selected
Layovers: Enter up to 10 airport codes

Clear All

Cancel Submit

Image 10.05

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

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



Chapter 11 Reserve Pay

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

Reserves will be guaranteed 78 hours of pay and credit per month.

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

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

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

- Being awarded a Reserve Line built with more than 12 days off. If awarded a Reserve Line with more than 12 days off, she/he can contact Crew Scheduling no later than 3 days prior to the start of the bid month to restore days on and associated guarantee.
- Personal Drops (PD), Personal Time Off (PTO) days, and Can Not Fly (CNF) days.
- Dropping an assigned trip to a Lineholder. Reserve days except for the first day may be restored along with associated guarantee.
- Unpaid flex vacation that falls on a Reserve day (Vacation Fly Through with Unpaid Flex days will not reduce guarantee).
- Sick calls, depending on accumulated sick bank hours, and if sick call is FMLA paid or FMLA unpaid. If paid and hours are available, the guarantee is restored using sick bank hours.
- A missed trip or being unavailable when called for assignment on a Reserve day.

B. Reserve Override (Section 4.P.)

In addition to the Reserve Monthly Pay, a Reserve will be compensated \$2.00, prorated, for each credited hour while on Reserve status.



C. International Purser, LQ and International Overrides (Sections 4.H.1., 4.K. & 4.J.)

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

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

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

A Reserve who has received an assignment, and who goes on sick leave will be credited based on when the sick call is made relative to reporting for duty:

- A Reserve who goes on sick leave prior to check-in will receive sick leave credit based on the Reserve daily value of 4:20 or 4:07 per day (30-/31-day month).
- A Reserve who goes on sick leave after check-in will receive sick leave credit based on the scheduled flight time hours for the pairing they were assigned to.



Chapter 12 Other Resources

This guide covers the reserve scheduling procedures. Refer to other guides and education materials, when available, on this and other topics, which are listed below:

- [Bidding & Awards](#)
- [Legalities](#)
- [Trip Trades & Adjustments](#)
- [Permabid](#)
- [Pay](#)

This concludes the *Reserve Guide*. Additional tools such as video tutorials, overviews and other education materials will be available on *Flying Together > One United*. We encourage you to review all of these materials to prepare for upcoming changes.



Appendix: The Reserve Preferencing Portal

This appendix provides instructions on how to access the Reserve Preferencing Portal and input your preferences. Information on how the system awards assignments can be found in [Chapter 4](#) of this guide.

A. Defining Key Terms

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

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



B. Accessing the Reserve Preferencing Portal

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

IMPORTANT NOTE: Reserve Preference requests must be on file before 1600 HDT in order to be considered for the following day's assignment process. Once the portal closes, you will be unable to change an existing request or submit any new requests.

Portal Access Points

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

- Directly, by typing the address **pref.ual.com** into your browser window.
- Via a link located on the AFA Website.
- Via a link located on the Inflight Services page of Flying Together.
- Under the Reserve tab on the CCS home screen, as depicted below in *Image A.01*.

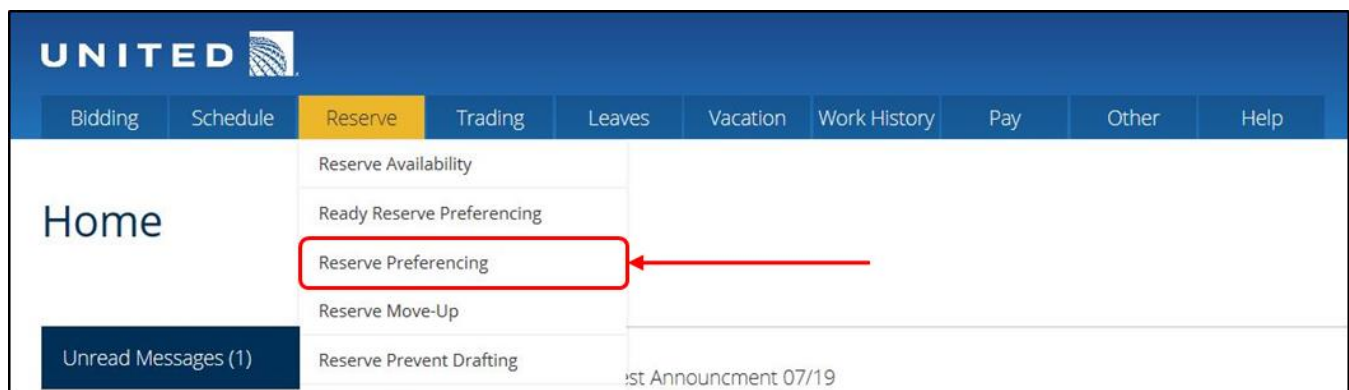


Image A.01

Log-In

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

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



C. Navigating the Interface

The interface is depicted below in *Image A.02*. Hovering your mouse over any of the icons on the screen will display a description of the button's specific functionality.

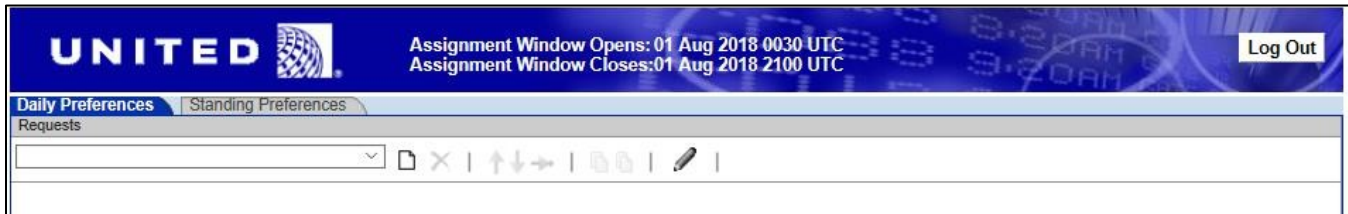


Image A.02

Date and Time

The portal opening and closing date and times are displayed at the top of the screen in Zulu time. *Image A.03* depicts the times displayed for a Flight Attendant based at ORD. One hour prior to the window closing, a countdown in minutes/seconds will display to alert Flight Attendants of the time remaining to submit a request. Again, once the portal closes at 1600 HDT, you will be unable to change an existing request or submit any new requests.



Image A.03

Daily Preferences and Standing Preferences Tabs

Along the top of the navigation toolbar, select the tab that corresponds to the type of Preference that you wish to create or edit. *Image A.04* depicts the tabs when the Daily Preference is selected.

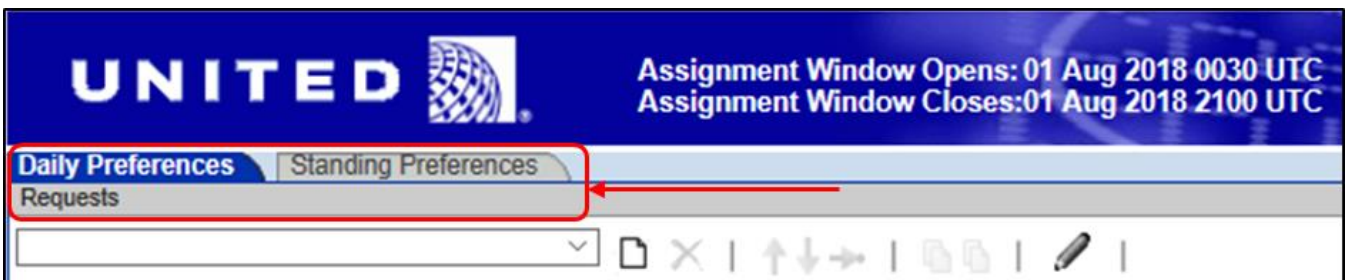


Image A.04

- **Daily Preferences** are considered for **one day only**. Once the assignment process has concluded each day, all Daily Preferences on file will be discarded. A new Daily Preference may then be submitted once the portal reopens.
- **Standing Preferences remain on file** for an indefinite period of time and will be considered in the absence of a Daily Preference for the assignment day. In other words, a Standing Preference is like



a permanent back-up preference to be used if a Flight Attendant is unable or chooses not to submit a Daily Preference.

IMPORTANT NOTE: If both a Daily and a Standing Preference are on file, only the Daily Preference will be considered.









Requests Toolbar

Image A.05 below shows a close-up view of the Requests toolbar.



Image A.05


Through the Requests toolbar you can:

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



D. Creating Requests and Inputting Criteria

Creating a New Request

1. Click the  icon located on the Requests toolbar at the top of the page (and shown below in *Image A.06*), which allows you to “Create a new request”.
2. A drop-down window with “1*” will appear to identify and number the request you place on file.
3. In the bottom part of the screen, the criteria toolbar will be activated.

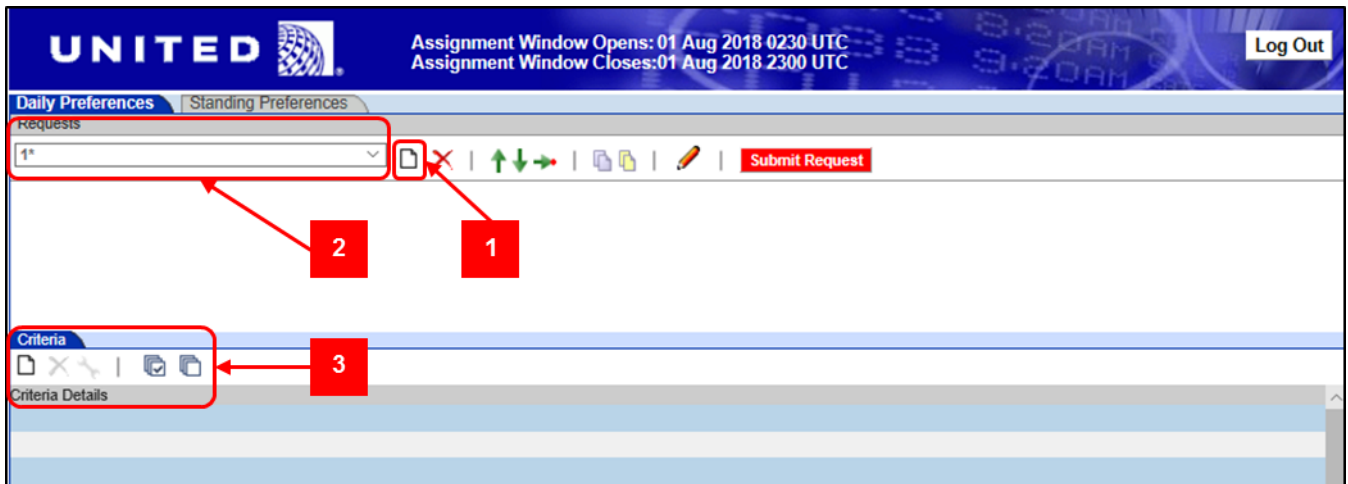



Image A.06

Creating New Criteria

1. In the Criteria toolbar shown below in *Image A.07*, click on the  icon which allows you to “Create new criteria”.
2. This will cause the “Criteria Type” drop-down menu to appear.

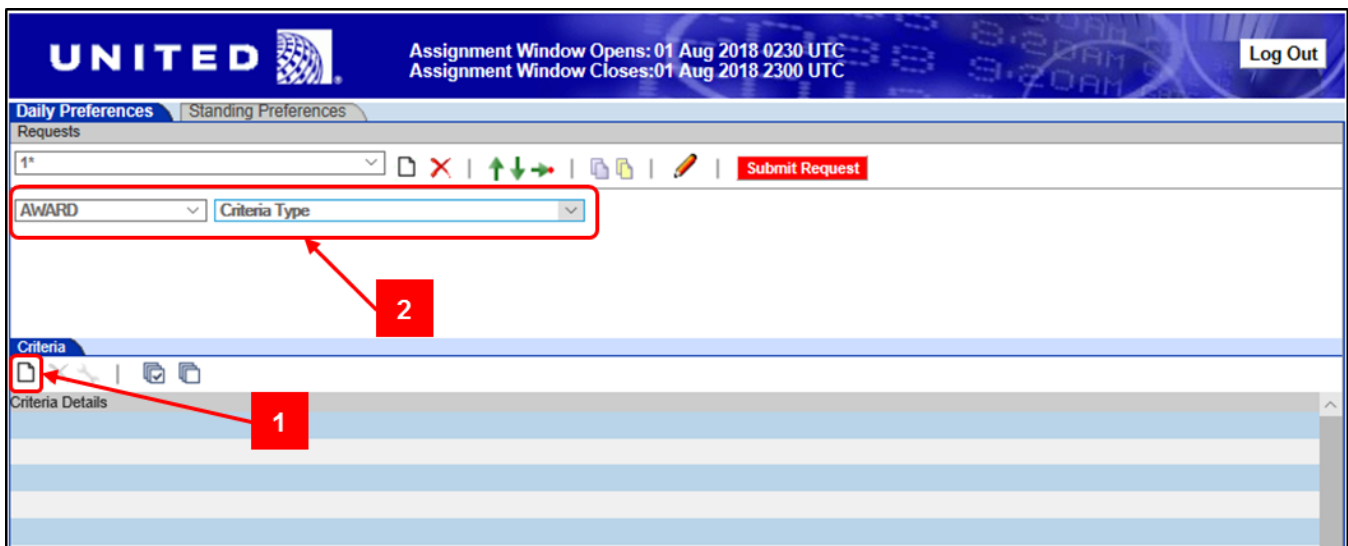


Image A.07



Criteria Types

Select a criteria type from the drop-down menu shown in *Image A.08* and complete any required additional information.

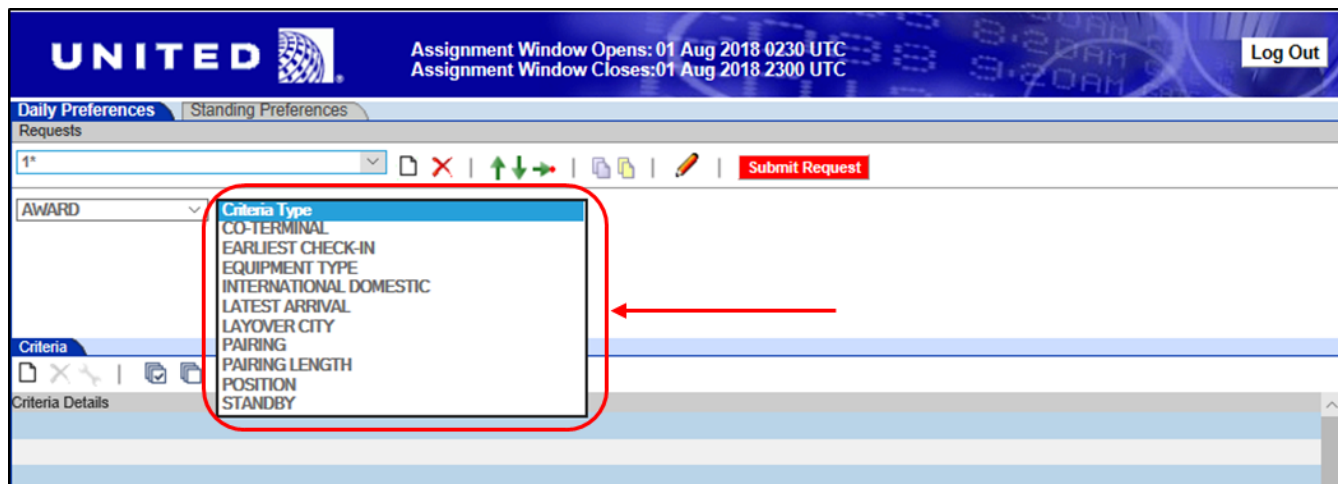


Image A.08

The following table provides a detailed description of each criterion.

Criteria Type	Description
CO-TERMINAL	Allows you to request a pairing that originates from a specific Co-Terminal airport that is active at a particular domicile. Example: A EWR based Reserve may preference EWR or LGA.
EARLIEST CHECK-IN	Allows you to designate the earliest time you wish to check-in for a pairing.
EQUIPMENT TYPE	Allows you to request to work on a specific aircraft type. Keep in mind, even if only one segment in the pairing, including a deadhead segment, is on the requested equipment, it will be considered a match.
INTERNATIONAL / DOMESTIC	Allows you to request either an International pairing or a Domestic pairing.
LATEST ARRIVAL	Allows you to request the latest arrival time you prefer to return from a pairing. This applies to the arrival time at the home domicile whether working or deadheading.
LAYOVER CITY	Allows you to request one specific layover location. In the empty box, type in the city code of the layover station. Keep in mind only one layover within the pairing needs to match your choice in order for the request to be honored.
PAIRING	Allows you to request a specific pairing. In the empty box, type in the 5-character pairing number you are requesting and be sure to include leading zeroes as well as the base code (example for IAH: H0056). By preferencing a specific pairing, you also must indicate that you are willing to waive the 35-in-7 and 1-in-7 legalities for this specific pairing.



Criteria Type	Description
PAIRING LENGTH	Allows you to request the desired length (in days) of any given pairing.
POSITION	<p>Allows you to request a specific bid position: Purser, Non-Purser, and each of the FA01 – FA06 positions.</p> <p>There are two drop-down menus within the criteria. You may choose just one position or two different positions that will be considered within the same request. For example, you may choose “FA01 OR FA03” and pairings of either position would be considered a match.</p> <p>NOTE: Reserve Preferencing will only assign International Purser and Language Qualified (LQ) positions to Reserves in each of the respective sub-bases and are therefore not an option for this criterion.</p> <p>LQ Reserves who wish to request a specific bid position may do so by using the pairing number criterion and inputting the pairing that corresponds to the desired position.</p>
STANDBY	<p>Allows you to request a Standby assignment. A sub-menu appears giving you the option of selecting a specific co-terminal, if applicable. Another menu will appear allowing you to designate a time range. Examples: At or before 1100 (<=), At or after 1500 (>=), Range 0900-1200, Equal 1300 (=). If nothing is entered in the sub-menus, any Standby will be considered.</p> <p>NOTE: This is the only criterion that should be used when requesting Standby. Adding any other criteria in the same request will invalidate the request.</p>

Save Criteria

Once you have made your selections, click the [Save Criteria](#) button, as shown in *Image A.09*.

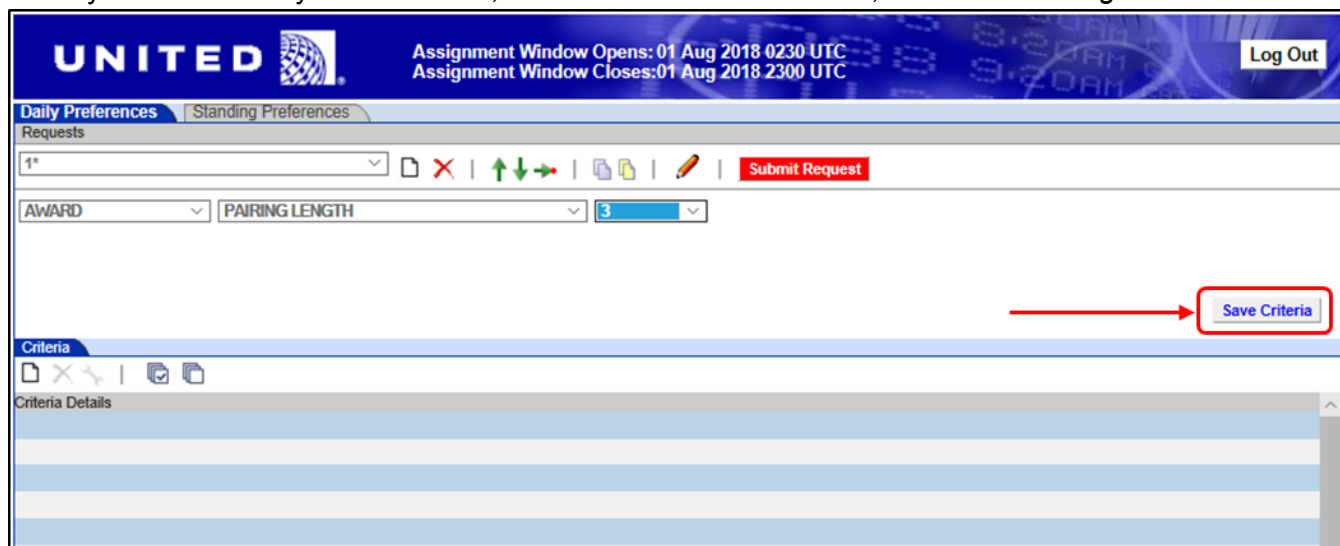


Image A.09



Submit Request

Your criteria details will appear on the bottom half of the screen, as shown in *Image A.10*.

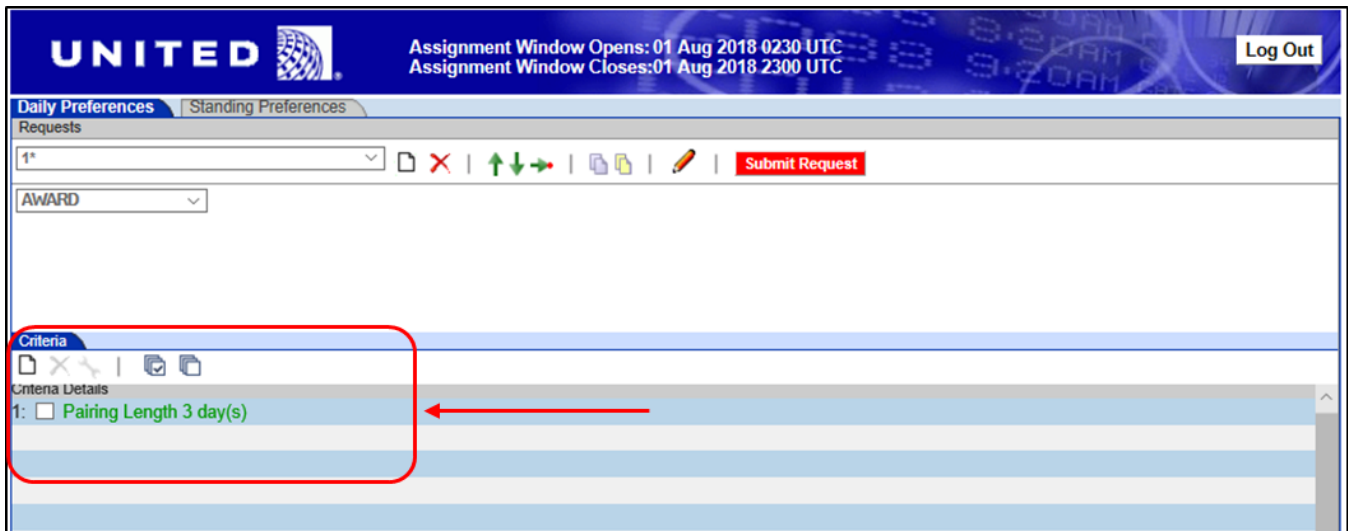



Image A.10

You now have 2 choices, as depicted in *Image A.11*.

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

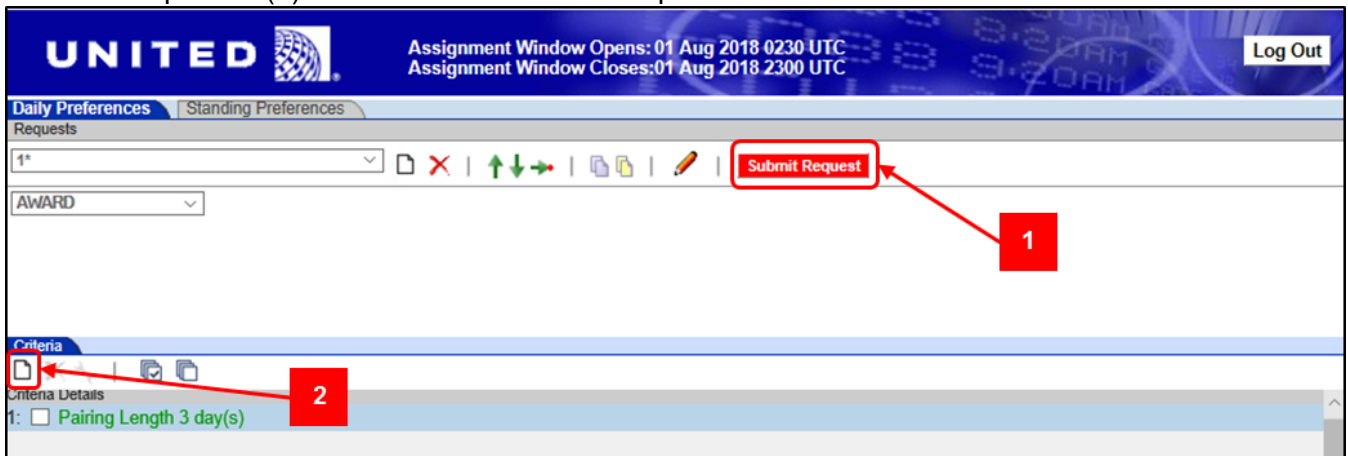



Image A.11

Next Request

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



E. Editing Existing Requests

Image A.12 depicts how to change a request that is already submitted:

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

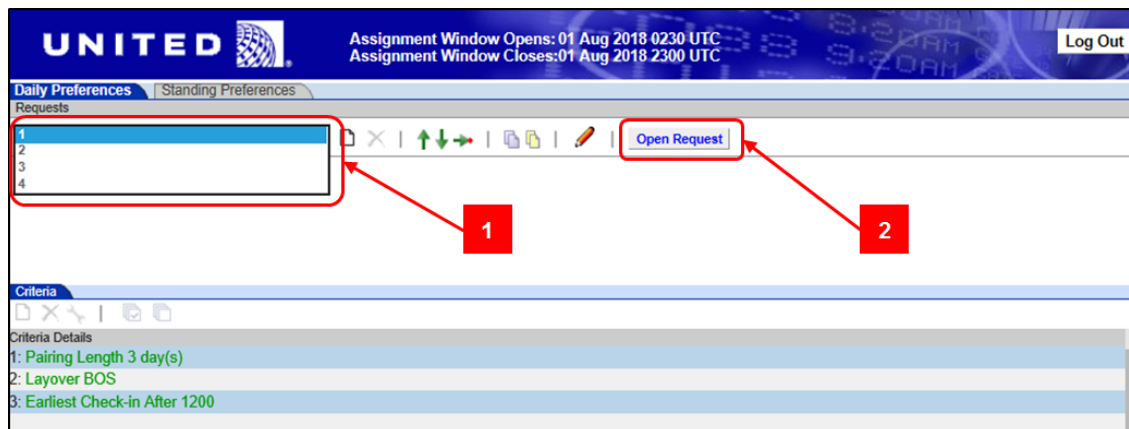







Image A.12

Changing Criteria within a Request

Once the request is open, you may now add, change or delete the criteria, as shown in *Image A.13*.

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

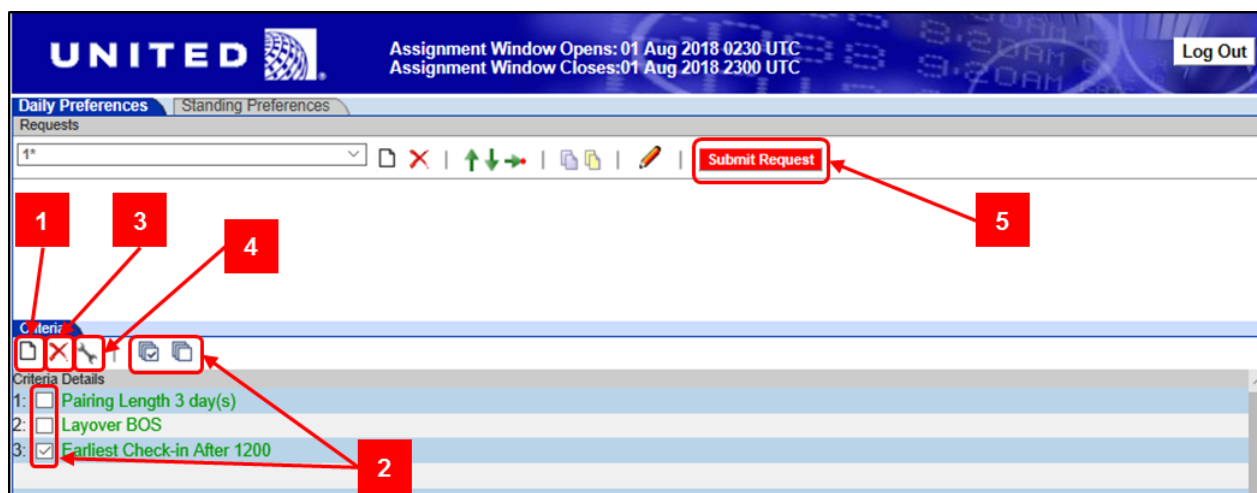



Image A.13



Changing the Name of a Request

Each request name automatically defaults to a numeric identification (1, 2, 3, etc.). To avoid confusion, you have the option of personalizing the names of individual requests, as shown in *Image A.14*.

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

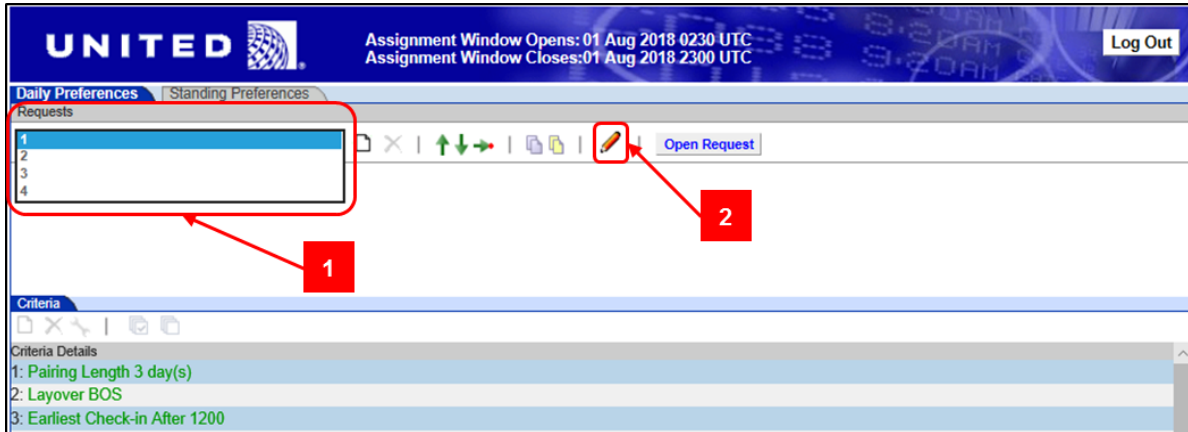


Image A.14

A pop-up text box will appear with an empty field where you can type in the desired name, as shown in *Image A.15*.

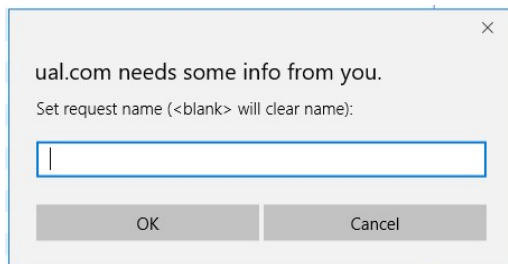





Image A.15

Changing the Priority Order of Requests

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

If you would like to rearrange the order in which your requests are considered, you may do so using one of two methods located in the Request toolbar, and depicted in *Image A.16*.

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

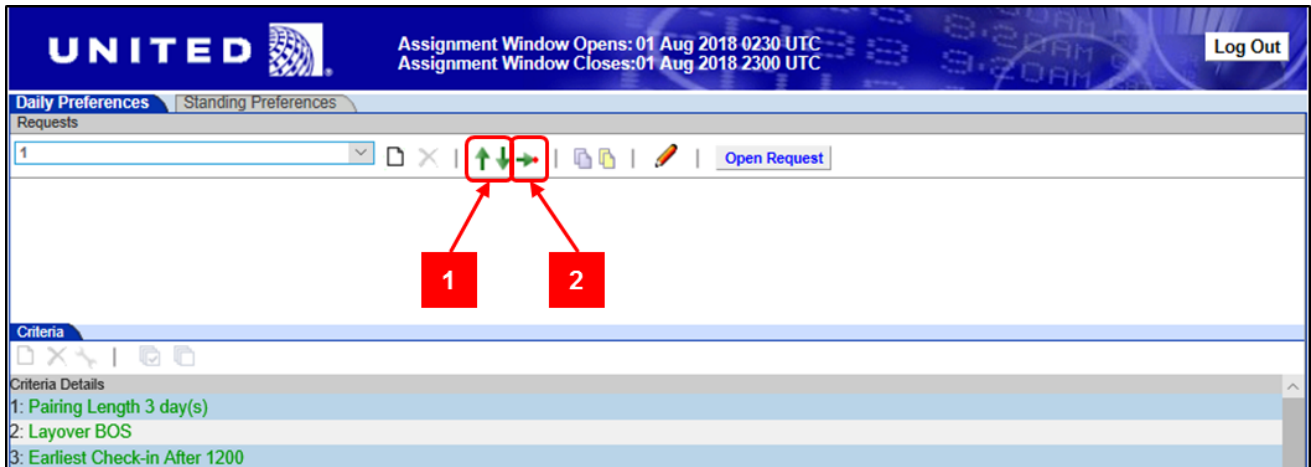


Image A.16

F. Verifying Submissions and Logging Out

Once you are finished submitting your requests, and before logging out of the system, it is always a good idea to verify one last time that all your requests have been submitted, as depicted in *Image A.17*.

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

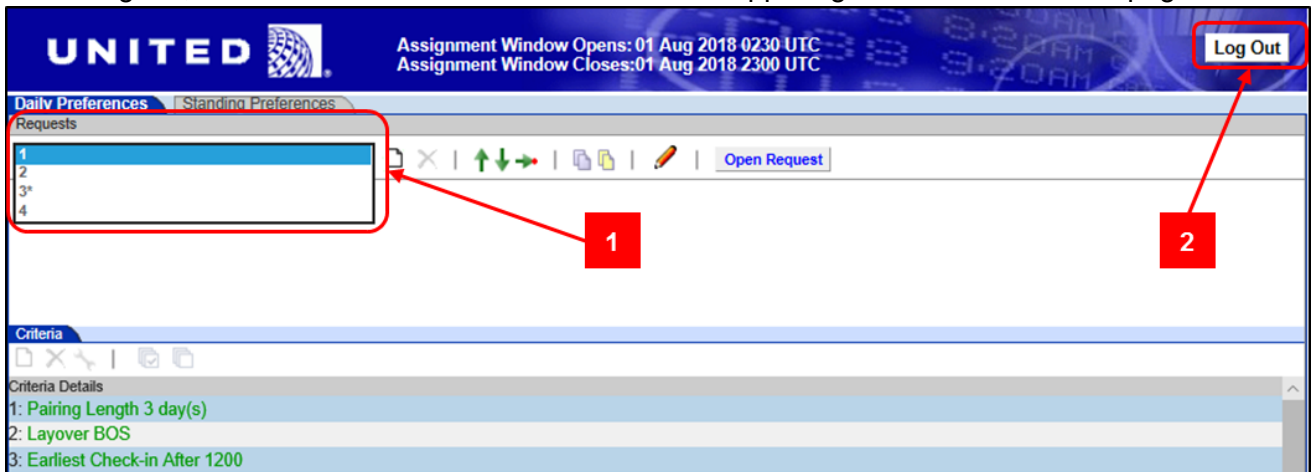


Image A.17



G. Important Preference Submission Reminders

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