



s-UA Call-In Reserve Preferecing Interface Training Packet for Flight Attendants

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

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

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

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

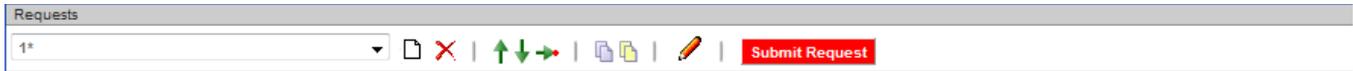
Criteria: Criteria are a list of attributes that describe the type of assignment you are requesting. Within each request, all criteria will be considered when assigning and matching open positions. So if you submit a request with *more than* one criterion (i.e. LANGUAGE - MAN and LAYOVER - NRT, it will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

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

1. **Login:**

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

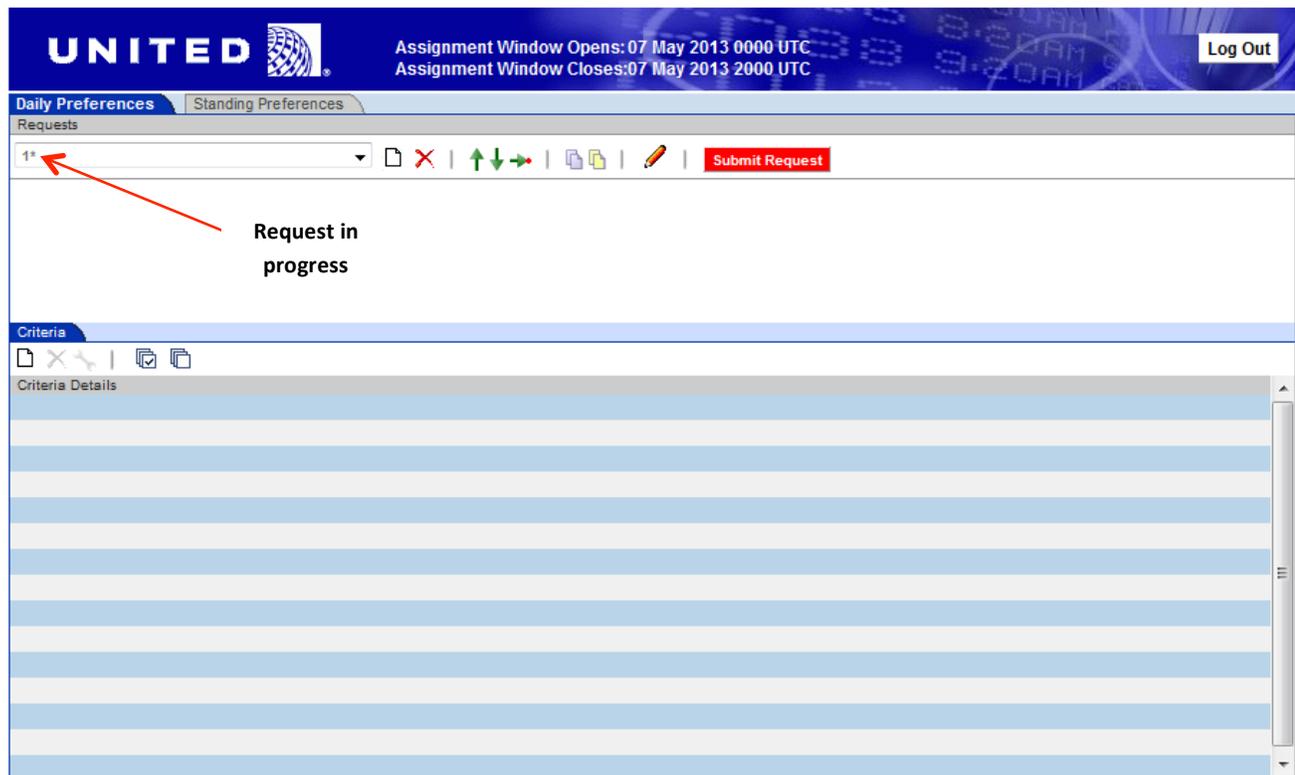
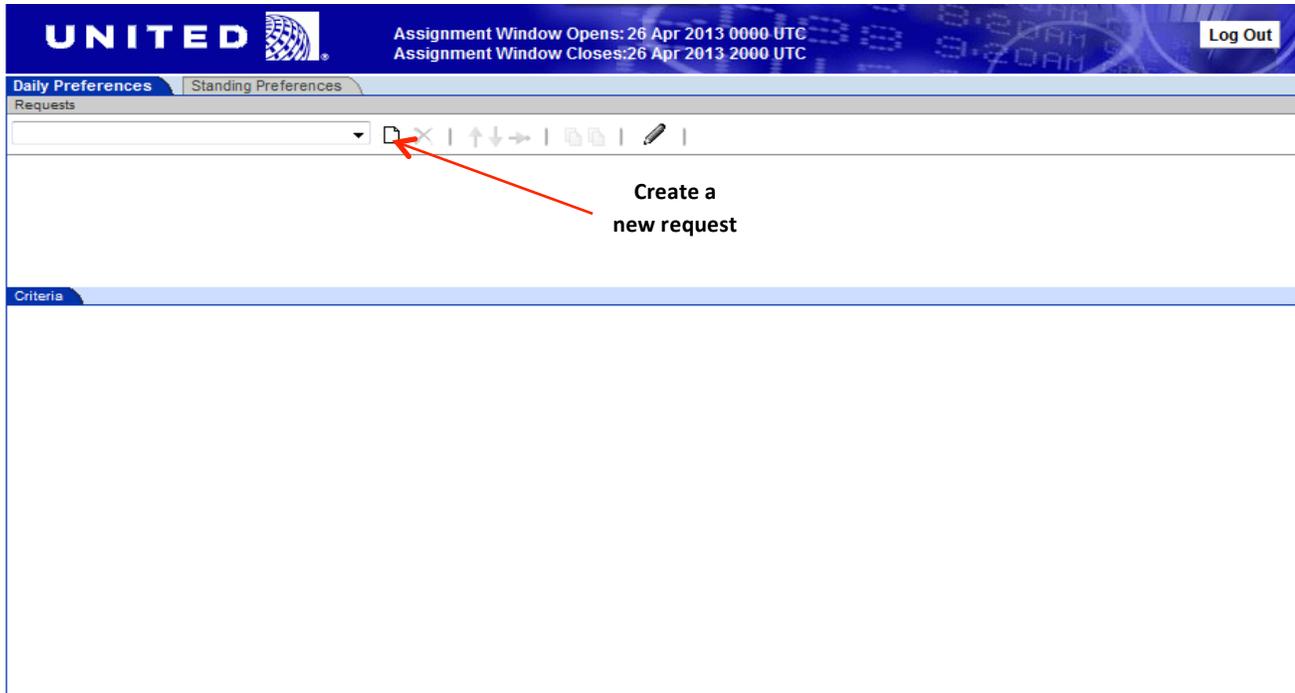
2. **Navigation Toolbar:**



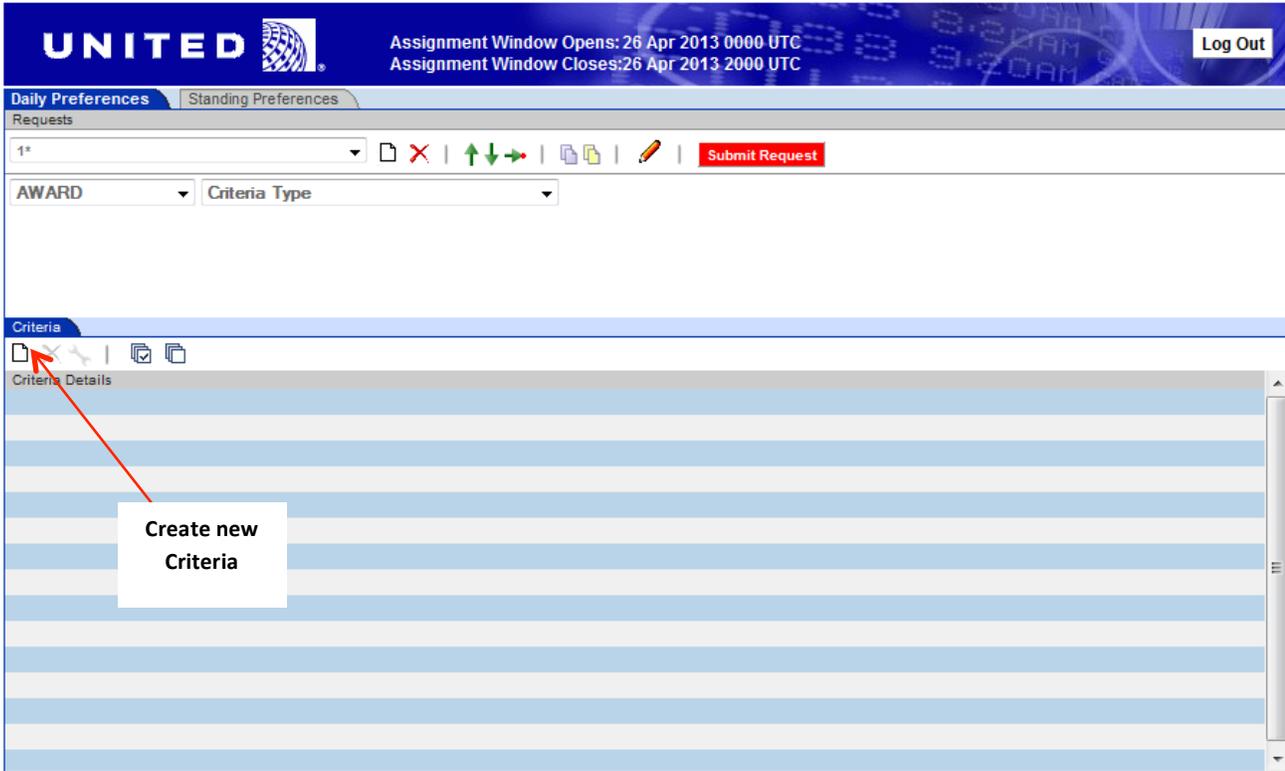
Through the toolbar you can:

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

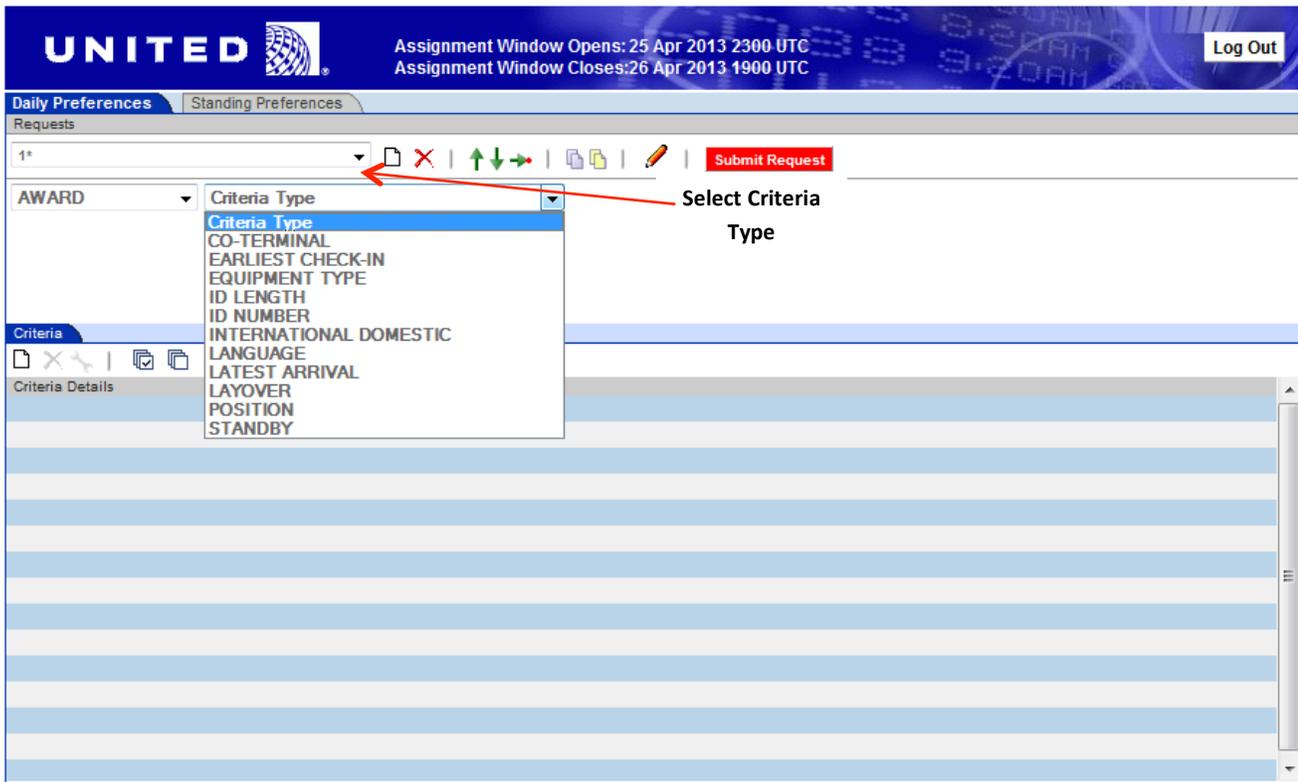
- 3. **Creating a request:** In the navigation toolbar, click on the sheet of paper icon located on the toolbar at the top of the page, which allows you to “Create a new request”. A drop down window with “1*” will appear to identify and number the request you place on file. A new toolbar will appear on the bottom part of the screen entitled “Criteria.”



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



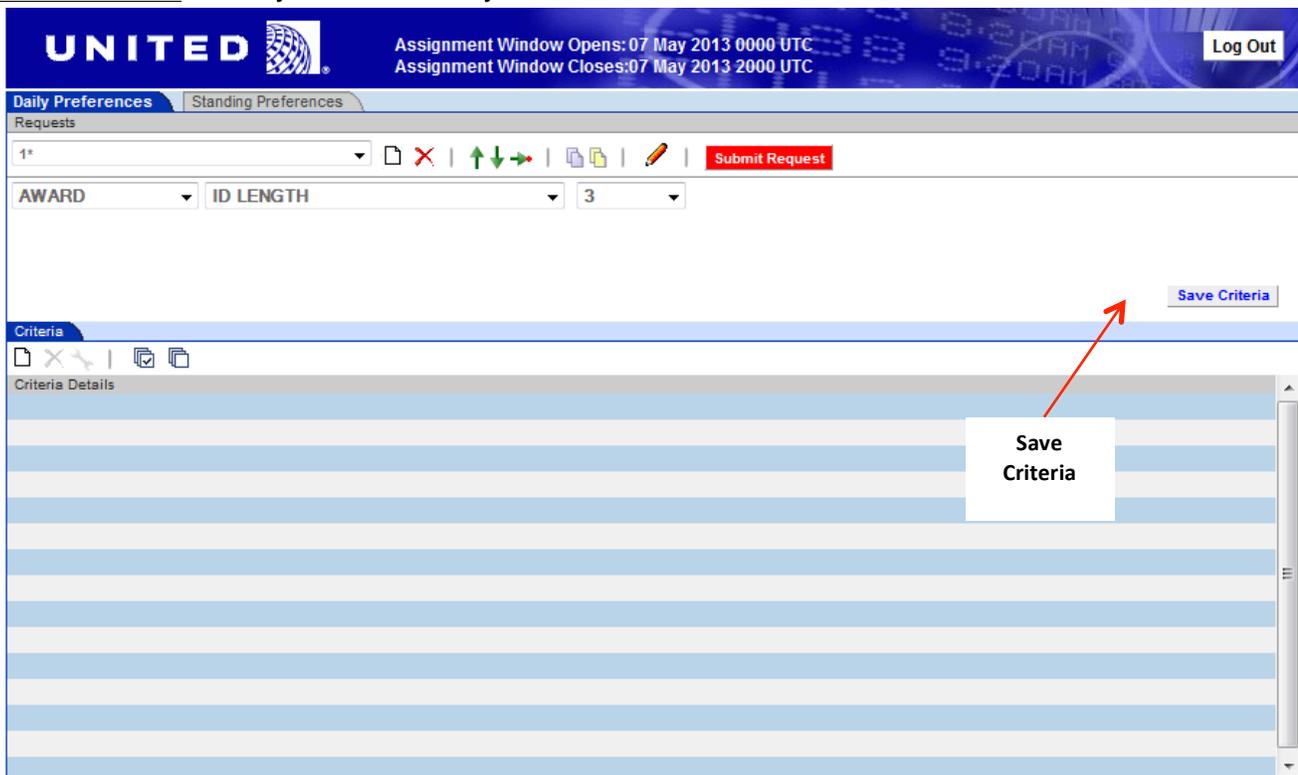
5. **Criteria types:** In the drop down box select a criteria type.



- **CO-TERMINAL** – Allows you to request to originate from a specific airport within any given domicile. Example: A DCA Flight Attendant may preference IAD, DCA or BWI.
- **EARLIEST CHECK-IN** - Allows you to designate the earliest time you wish to check-in for an ID. ****Please note that this applies to trips checking in from 05:00 to 23:59 of the planning day. Trips that check in after midnight and before 05:00 will not be included.**** In order to request an ID that checks in between 24:00 and 0:459 of the second day you must use the ID number Preference described below.
- **EQUIPMENT TYPE**- Allows you to request to work on a specific aircraft. Keep in mind only one segment, including a deadhead segment,of the ID has to match your equipment selection in order for the request to be honored.
- **ID LENGTH** – Allows you to request the desired length of days of any given ID.**ID NUMBER** – Allows you to request a specific ID. In the empty box, type in the 4 digit **ID number** you are requesting and be sure to include leading zeros (example: 0056). By preferencing a specific ID you also must indicate you are willing to waive 8:30-in-24, 35-in-7, 1-in-7 for this specific ID.. Also, if you request an ID with a report time within the 00:01 and 04:59 timeframe of the following date, you must enter the correct date into the preference window.
- **INTERNATIONAL/ DOMESTIC** - Allows you to request either an International ID or a Domestic ID.
- **LANGUAGE** – Allows you to request a specific language. In the drop down box, choose the language that you are requesting. Example: German. *Keep in mind you must be qualified for the language in order for the request to be considered.*

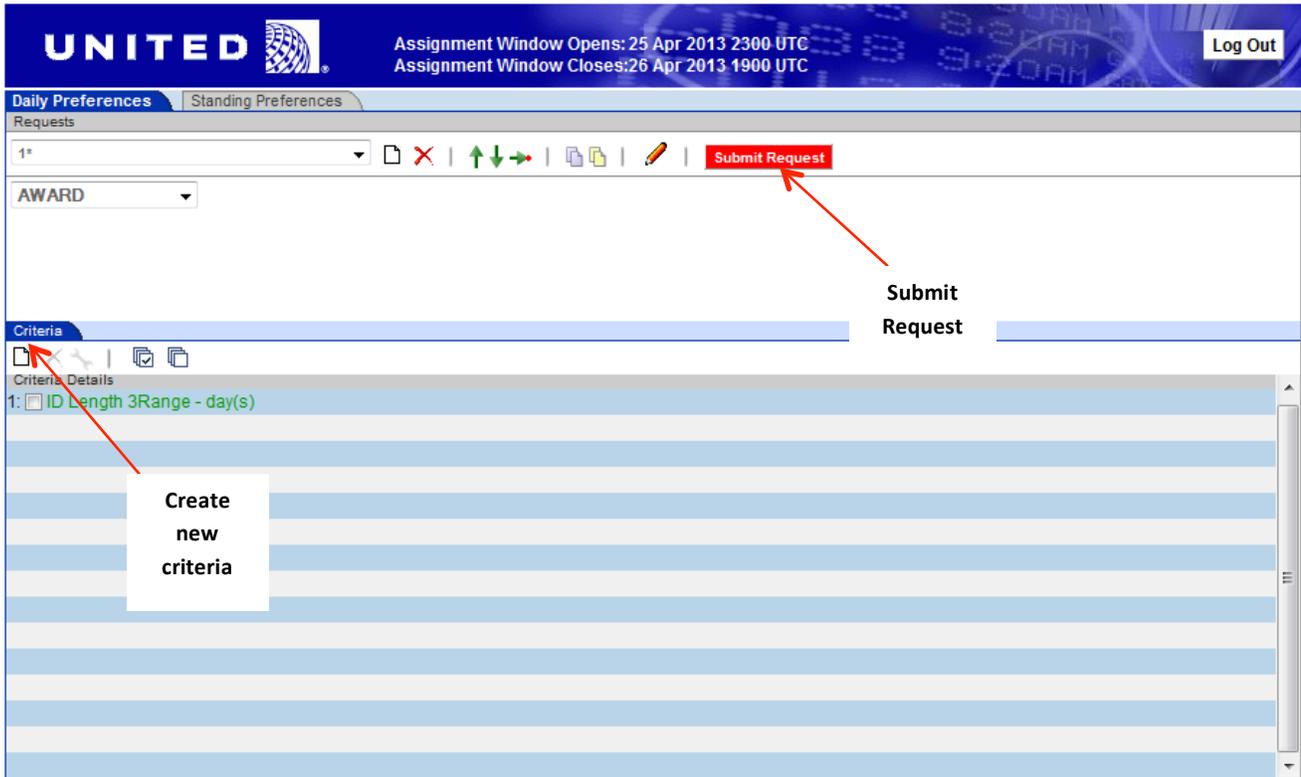
- **LATEST ARRIVAL**- Allows you to request the latest arrival time you prefer to return from an ID. This applies to the arrival time at the home domicile whether working or deadheading.
- **LAYOVER** – Allows you to request one specific layover location. In the empty box, type in the city code of the layover station. Keep in mind only one layover within the ID needs to match your choice in order for the request to be honored.
- **POSITION** – Allows you to request either, Purser-FS, Aft Purser-B, Galley (767E)-G or Non-Purser-Y positions. There are two drop-down windows within the criteria. You may choose just one position or two different positions that will be considered within the same request. Example: You may choose FS and B and both the Purser and Aft Purser would be considered in your request. Or you may choose the B and Y positions and both the Aft Purser and Non-Purser Y would be considered. Keep in mind that if you submit a request for a Purser position and are not qualified, the only way it will be considered is when there is a qualified Purser on the base or like ID, or there are no other Purser-qualified Reserves available.
- **STANDBY** – Allows you to request a Standby assignment. A sub-menu appears giving you the option of selecting a specific co-terminal, if applicable. Another menu will appear allowing you to designate a time range. **Examples: At or before 1100 (<=), At or after 1500 (>=), Range 0900-1200, Equal 1300 (=), Or enter nothing and any Standby will be considered.**
***Please note that you cannot add any other criteria with this preference (i.e. Layover in HNL, Length in days 2, etc.)* It is important to also remember that Standby assignments now have day lengths attached. A 4 day Reserve will not be awarded a 2-day standby position simply because of a preference even if it is considered a match.**

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



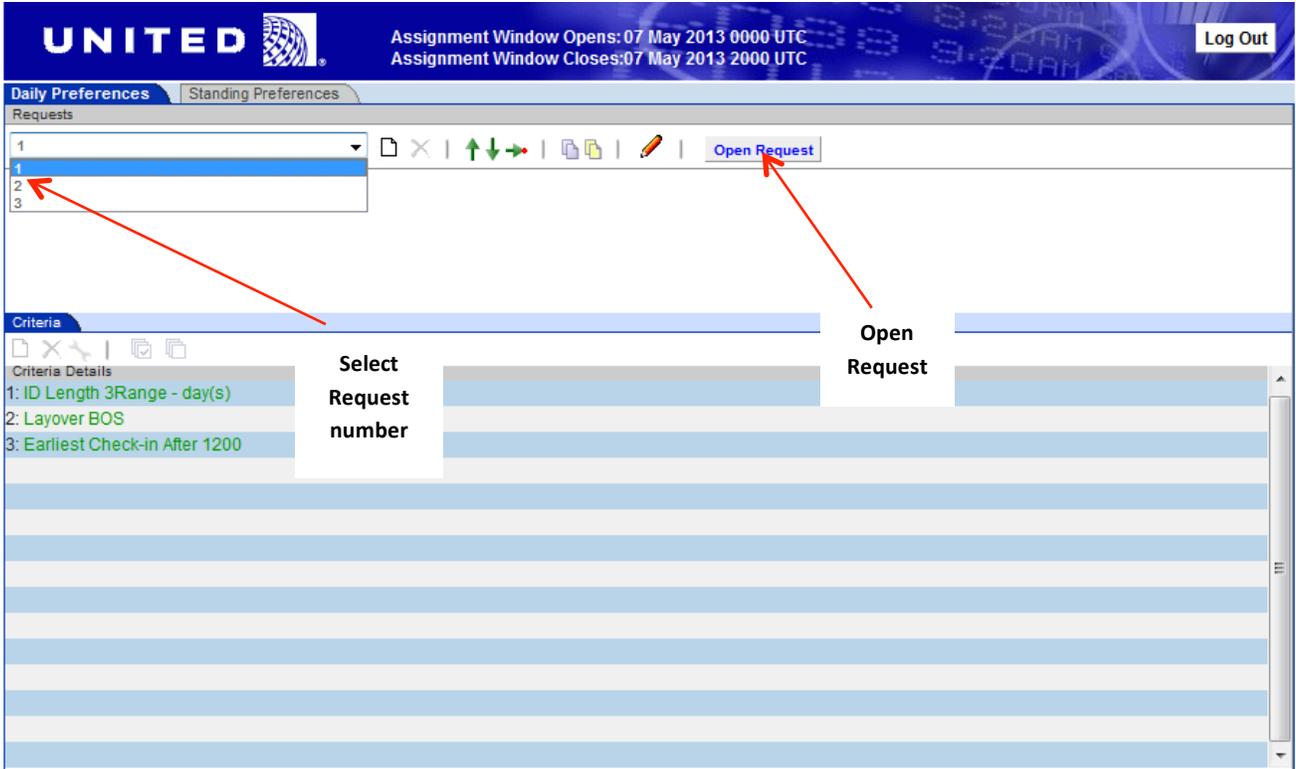
7. **Submit request:** Your criteria details will appear on the bottom half of the screen. You now have 2 choices:

- Click “Submit Request” and your request is complete. The * will disappear next to the request number indicating it has been submitted.
- Click “Create new criteria” and add additional criteria to your request. Again, you can submit up to six (6) different criteria in each request.



8. **Next request:** If you want to submit another request, start again at step 1 and your additional requests will be displayed as 2*, 3*, 4*, 5* etc.

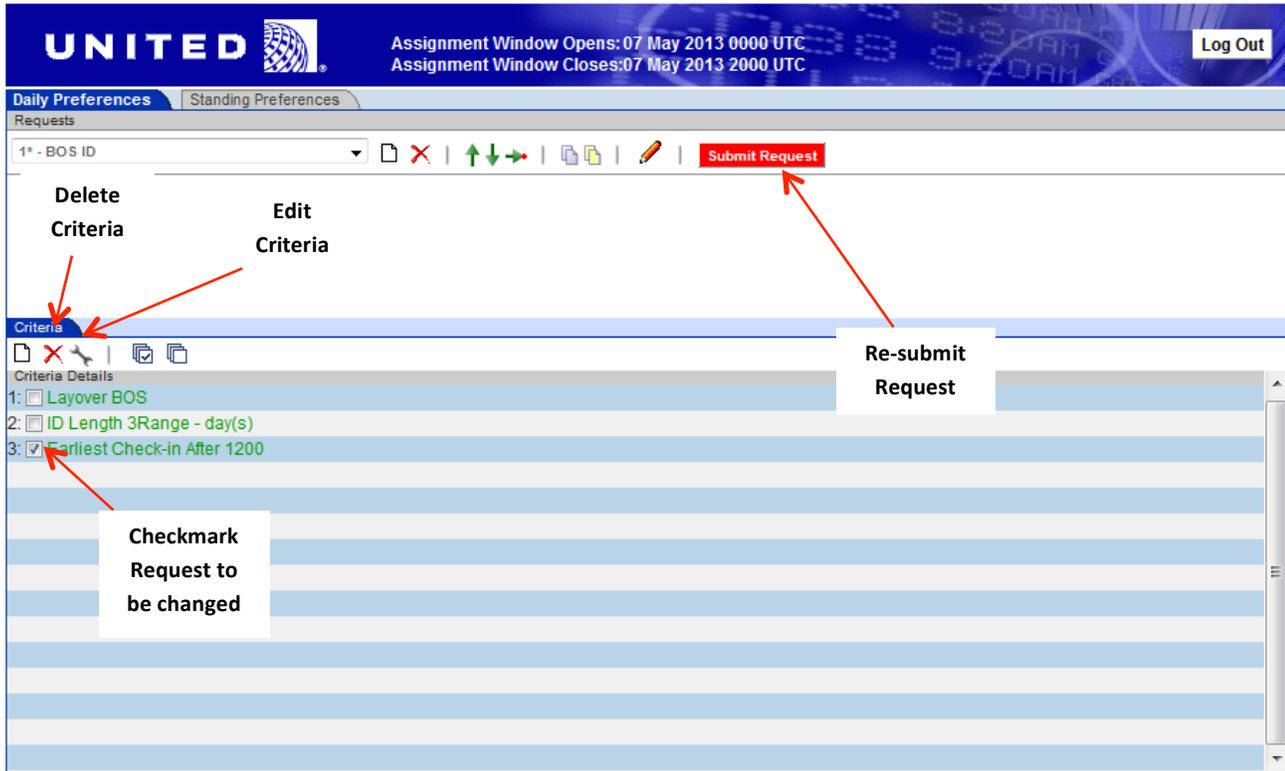
9. **Change existing request:** To change a request that is already submitted, select the number from the drop down menu (1, 2, etc.) and click on the Open Request tab.



The screenshot shows the United flight attendant system interface. At the top, there is a header with the United logo, the text "Assignment Window Opens: 07 May 2013 0000 UTC" and "Assignment Window Closes: 07 May 2013 2000 UTC", and a "Log Out" button. Below the header, there are tabs for "Daily Preferences" and "Standing Preferences". The main area is titled "Requests" and contains a list of requests. The first request is selected, and a dropdown menu is open showing the numbers 1, 2, and 3. A red arrow points from the number 2 in the dropdown menu to the "Open Request" button. Another red arrow points from the "Open Request" button to the "Open Request" tab in the "Criteria" section. The "Criteria" section has a "Criteria Details" list with three items: "1: ID Length 3Range - day(s)", "2: Layover BOS", and "3: Earliest Check-in After 1200". Below the criteria, there is a table with columns for "Select Request number" and "Open Request". The table has several rows, but they are mostly empty or blurred.

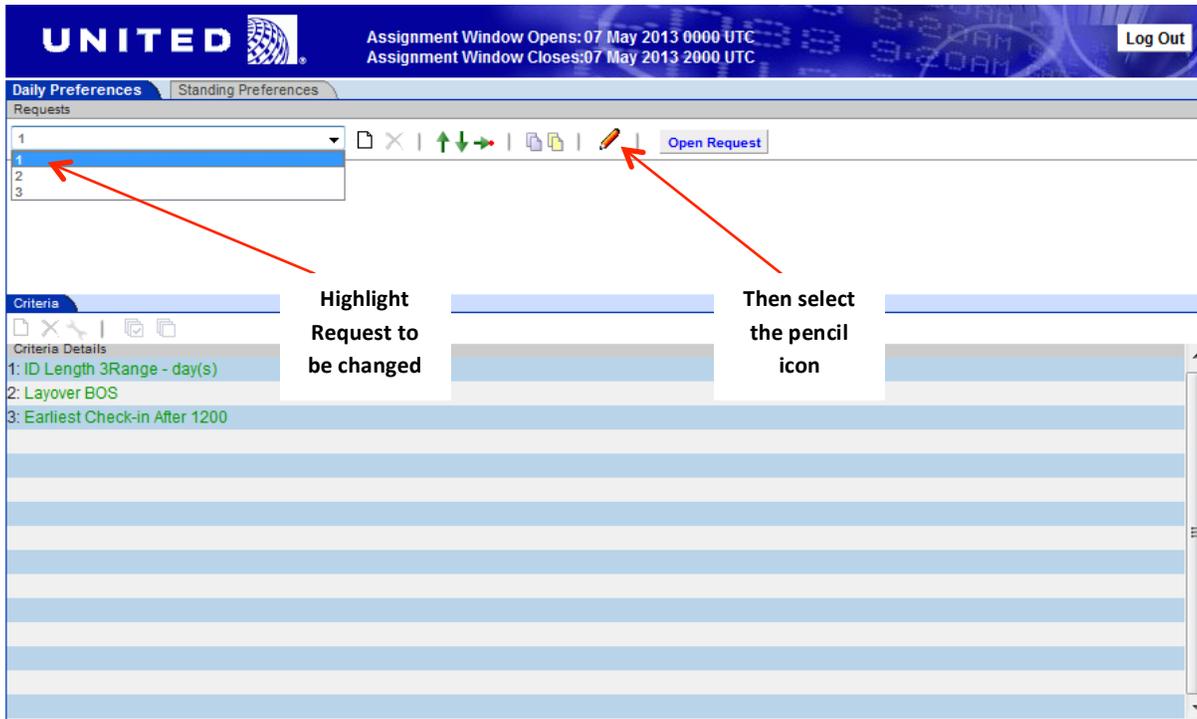
10. Change criteria within request: Once the request is open, you may now add, change or delete the criteria.

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

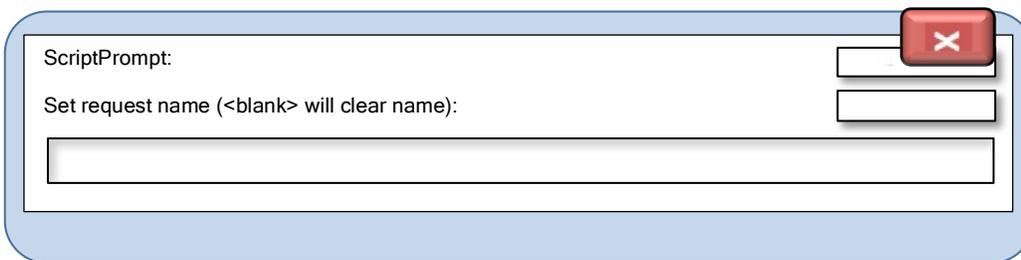


11. Changing the name of a request: Since each request name automatically defaults to a numeric system (1,2,3, etc.) the system will allow you to personalize the names of your individual requests. To do this:

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



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



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

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

Things to remember:

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