

# NWA-AFA Reserve Quick Reference

- 1) **Voice Response System (REF: 7.13):** 1-866-612-0001. This is a multi-functional system. You will be notified of trip assignments, scheduled rest, and any changes to your schedule from the system. You will make your 2 1/2 to 8 hour call from the system. This system can also be used to request day trades, releases, preferences, on duty 1400 to 1400, and other schedule adjustments. You can check your position on the reserve list for the current day and for the following day. All calls are logged in your audit trail and the Company considers that you are notified of all changes to your schedule when you call in, regardless of whether you hang up without listening to the complete notifications. Remember if you need clarification of an assignment, then contact Scheduling and/or check the pattern in ACCESS.
- 2) **2 1/2 to 8 Hour Report Call (REF: 6.24):** When you are assigned a trip you are required to check in for your trip via the VRU (voice response system). You must check in no less than 2 1/2 hours and no more than 8 hours before departure. If you fail to make your check in call, your trip may be reassigned and you are subject to disciplinary action. You must wait until you hear "goodbye" before hanging up or your call will not be considered complete. Suggestion: Make it 3 to 8, and you will never be late.
- 3) **Base Check-In (REF: 6.25):** The Transpacific and Transatlantic check-in time is 1:30 before departure. Charter check in times may be as early as 2:00 prior to departure. For all other flights report as instructed, but not earlier than 1:30 prior to departure. If unsure of the correct check-in time, call Crew Scheduling and/or check your FA Manual (205.1.1). *Remember.* Check in time for DH segment is the same as a regular pattern.
- 4) **Passenger Boarding Times:** You are required to be onboard the aircraft at least 10 minutes prior to boarding if you are starting a trip at base/layovers, unless delayed by the previous inbound flight. You must be onboard 15 minutes prior to boarding time to be included in bidding. At layover, be at the airport ("curbside,") one hour prior to departure. Boarding times vary by aircraft type. Please consult your FA Manual for boarding times.
- 5) **Reserve Report Procedures (REF: 6.26)**
  - A. A reserve flight attendant who is given at least 2 hours of notice prior to the required report time shall be required to report at the designated location no later than the required report time.
  - B. A reserve flight attendant who is given at least two hours (2:00) but less than three hours (3:00) notice prior to scheduled departure must make every effort to report at the required report time and shall be required to report in time for scheduled departure.
  - C. A reserve flight attendant who is given less than two hours (2:00) notice

prior to scheduled departure time must make every effort to report at the required report time and make every effort to report in time for scheduled departure. He/she may elect to proceed directly to the departure gate without reporting at the Inflight Services Office.

**6) Contact Requirements (REF: 7.13)**

- A. *While on call*, you have 20 minutes to respond to Scheduling from the 1st call from Scheduling. You must be within a 100 mile radius of your base. You are only required to answer your phone while on-call. If you are on your 12 or 9 hour rest option at base, you are not required to answer your phone. KEEP IN MIND THAT IF SCHEDULING CALLS YOU ON DAYS OFF, AND YOU ANSWER YOUR PHONE, THEY MAY ASSIGN A TRIP.
- B. On a layover you must be “*reasonably available*,” but you are not required to carry a cell phone while on trips.

**7) Scheduling/Notification:** Crew Scheduling must identify themselves before asking for you. If you the automatic out dialer notification system calls you, you are only notified if you press the buttons for the option to be notified.

**8) Maintain Contacts (REF: 6.24):** You are required to maintain your contact information in ACCESS and with Crew Scheduling, if there is a change. You only need one working phone contact for Scheduling.

**9) Passport (REF: 4.9):** If you have to send your passport for renewal, inform your manager and Crew Scheduling. Submit a business expense form to be reimbursed for the cost. Update Scheduling and your manager when you get your passport/visa back. You cannot travel without a VALID passport (if it expires). You can only fly a domestic trip while your passport is away for processing, but is still valid. If you allow your passport to expire before renewing it, you may be Withdrawn From Service with no pay for all flying.

**10) 24 in 7 (REF: 5.32 and FAR 121.467):** You must have 24 hours off every 7 days, per the FAA. This is why you cannot bid for more than 6 consecutive days on-call. The 24 hours off may be started at any time of the day or night and can be given while on a layover, but you must be given “advance notice” of the rest day (i.e. in the original pattern assignment).

*Example: You are on call from the 1<sup>st</sup> thru the 6<sup>th</sup>, but are given pattern # 80 on the 5<sup>th</sup>, which flies you into your 7<sup>th</sup> day on call. Your 24 in 7 rest requirement is satisfied because you have a 24 hour layover on the 6th in AMS and you were notified BEFORE the pattern started.*

**11) 35-in-7 (REF: 5.6 & 7.6):** If you have selected the 35-in-7 option in your initial PBS bid, then you are electing to only fly 35 domestic hard fly hours in 7 days. 35 in 7 does not apply to International flying and Reserves may be forced over 35 in 7, but ONLY IN REVERSE SENIORITY ORDER. You must complete a pattern if it goes over 35-in-7 due to events beyond the company’s control

(weather, ATC delays, etc.).

**12) On Duty Limitations: (REF: 5.10-5.11)**

ON-DUTY LIMITATIONS - REF 5.10 -5.11		
On-duty Begins	Scheduled On-Duty Max	Actual Max
0501 -2159	13:00	14:00
2200-0500	12:00	13:00
1900-2400	14:00	15:00
High Value Turn	13:00	14:00
High Density	14:00	15:00
Non-Extend Duty	13:00	15:00
Extended Duty	20:00	Greater of either 18:00 or the scheduled duty period plus three hours

**13) Minimum Rest:**

DOMESTIC REST PROVISIONS - REF: 5.12		
Domestic	Layover Rest	Base Rest
Scheduled Flight time less than 8:00 hours	9:00 hours skd/actual release to report	12:00 hours skd 9:00 hr skd option: or 9:00 actual
Scheduled flight of 8:01 or greater, but less than 9:00 hours	10:00 hours skd/actual release to report	12:00 hours skd 9:00 hours Skd option: or 9:00 actual
Scheduled flight time equal to or greater than 9:00 hours	11:00 skd/actual release to report	12:00 hours skd 9:00 hours, skd option: or 9:00 actual
High Value Turn (HVT)	Not Applicable	12:00 hours skd/actual
High Density Turn (HDT)	Not Applicable	14:00 hours skd/actual

MINIMUM REQUIRED REST FOLLOWING INTERNATIONAL ON DUTY PERIOD - REF: 5.26	
International	11:30 skd/11:30 actual (layover) 12:00 skd/11:30 option or actual (base)
Non-Extended Duty Flights	15:45 scheduled/actual
Extended Duty Flight	Skd on duty 16:00 or less, no less than 15:45, release to report Skd on duty 16:00 to 18:01, no less than 20:00 skd/18:00 actual rest period Skd on duty over 18:00, no less than 24:00
Asia Inter-Port	11:30 scheduled/11:30 actual
Asia Inter-Port Select	11:30 scheduled/actual (following) 9:30 scheduled/actual (during)

**14) Review of Crew Orders (REF: 6.26):** If at anytime you feel that your work rules are being violated, ask for a "Review of Crew Orders." If you still don't agree with Scheduling, do not argue with them. Write down the name of the scheduler and the time, then report it to the union. If the work rules have been violated, the union will file a grievance and the Review of Crew Orders may trigger penalty pay if Scheduling is found in violation. *Remember, you must ask for a Review of Crew Orders to receive penalty pay.*

**15) Rescheduling (6.58 - 6.62):** You can be rescheduled into your days off. Know the limitations on assigning flying into a GDO. Know your duty limitations, your 35-in-7 status, and your rest parameters. Carry at least the *Reserve*

(Section 7), *Hours of Service* (Section 5,) and *Scheduling* (Section 6) of the contract at all times. If you have questions about the Order of Assignment for Rescheduling, do NOT refuse the trip, but ask for a "Review of Crew Orders" and report any suspected contract violations to your AFA office.

- 16) Rescheduling Preference (REF: 6.60):** This option is found in Centry under "*Schedule Adjustments*." You must put into the computer a "Y" or "N" indicating your rescheduling preference. If you want to be rescheduled, you can request this with a "Y" indicator and even input preferences. Your request will remain in place until you change it in the computer. If you are needed for the operation, regardless of preference, you will be rescheduled.

*Example:*

*If you and another reserve are both available to be rescheduled for a trip and you have put in the computer not to be rescheduled and the other reserve has put yes to rescheduling or nothing at all, then the reserve who wants to be rescheduled or who did not put in an option, should receive the trip. Remember, legalities can play a role in who receives the trip.*

- 17) PDO/GDO Violation and Returning Days Off (REF: 7.18 - 7.20):** Always be packed for an overnight trip. Scheduling may add on to your trip and fly you into your days off. Ask for your days back IMMEDIATELY. You may elect to attach the replacement days to the beginning or end of a subsequent series of off-duty periods. You may request alternate replacement days, but this is dependent upon the needs of the operation. If there are no more days left for the month, they must return them to you in the following month. If you are a line holder in the following month, they must give you 4:15 in pay or in credit to your flight bank. With a PDO violation, you can elect to be released for the rest of the day OR get a PDO returned. With a GDO, the GDO must be returned AND you should be released at base. Scheduling cannot assign you a trip into a GDO from your base. You can only be rescheduled into a GDO for reasons outside of the control of the company. Remember, if this happens to you to you; ask for a Review of Crew Orders.

- 18) Deadhead/Deadhead Work/Pattern Positioning (REF: 6.67):** If you are Scheduled as a "DH," you must have a passenger seat. If you are "DW" or "PP," you may have to work the flight to fill the jumpseats and/or if you are needed as minimum crew. Keep in mind, your status can change, so check with the gate agent before boarding. A "PP" works and fills available jumpseats before a "DW," regardless of seniority. If you work a flight when you are "DW," you must notify Scheduling so that the hours count toward your 35 in 7 limitation.

- 19) Reserve Order of Assignment/SILO (REF: 7.6): BACKGROUND:** The union understands that there is a big adjustment with the implementation of the new reserve assignment SILO system. However, following the impact of the 2006 24-in-7 FAR change on Reserve bidding and previous ongoing tight staffing at

the airline, there were a tremendous number of Reserve day off violations and rampant downline rescheduling. That caused a lot of disruption and upset in the Reserve group. Therefore, to respond to member feedback, the union researched how other airlines handled Reserve assignments. That is how/why the union negotiated the SILO system. If the Company can “save” Reserves for longer trips, then theoretically there will continue to be far fewer day off violations and downline rescheduling in the future. **HOW IT WORKS:** The trip of the highest value is given to the Reserve at the top of the Reserve on duty block (SILO), who is “good” for the days the trip operates. Reserves are rostered from lowest to highest accumulated credit hours in seniority order in each SILO. Within each SILO Reserves are rostered as follows: Ready Reserve, Will-Fly Ready Reserve, Regular Reserve, and then Will-Fly Regular Reserves. If no one is good for the whole trip, it will be forced into Reserve PDOs in reverse seniority order in the SILO that causes the least infringement of Reserve PDOs. Reserves are currently rostered in credit and seniority order.

**20) Month End Release (REF: 7.18):** After a Reserve completes the pattern that projects him/her over the EBLA (currently 83 hrs, but it fluctuates each month and is announced in the monthly bidding analysis on ATLAS,) the Reserve may call Scheduling during the rest following the pattern, to be released for the rest of any remaining on call days. Scheduling must grant the request if it is made during the rest period. If a pattern has already been assigned, Scheduling must remove it. You can be rescheduled, however, if you have not yet completed the pattern that projects you over the EBLA.

**21) Hotel Room Assignments:** If you receive a pattern and there is no hotel assigned, call the Hotel Desk immediately to inquire at (800) 235-5161. Always write down the confirmation number and who you talked with at the desk. Report any problems with your hotel to AFA at [www.afahotels.org](http://www.afahotels.org) and to NWA on ATLAS. If you wait longer than 30 minutes for a room at a hotel, you are eligible for reimbursement for expenses associated with obtaining other lodging (REF: 4.1).

**22) Transportation Reimbursements (REF: 4.7):** Receipts and business expense forms are required to receive the following: At base all FAs are allowed actual transportation expenses up to \$2.50 for any trip that reports or arrives between 20:00 and 0800 local. Additionally for international flights, FAs are allowed transportation expenses of \$2.50 each way to/from the airport. When transportation is not provided to the hotel at a layover within 45 minutes, FAs may claim reimbursement for alternate means of transportation. New York based FAs also have access to additional contractual taxi reimbursement, depending upon hours of operation for flights. Cab and parking expenses may be authorized at all bases by Crew Scheduling as well.

**23) Ground Holding Pay/Ground Time (REF: 3.8):** You are eligible for Ground Holding Pay after the first hour on the ground with passengers. Domestically

the pay is \$15 per hour. On International flights, the pay is 50% your hourly rate. The forms for this can be found on ATLAS under the Inflight Services tab and must be turned in to the All Forms box in the Inflight office.

- 24) Reserve Days Off (REF: 7.18):** You are entitled to 12 days off in a 30 day bid month and 13 days off in a 31 day bid month. If you have vacation/leave, the number of days off is reduced per the chart on p. 7.21 of the contract. The contract allows a maximum of 6 separate off-duty periods per bid month, excluding vacation/leave. You may trade for more than 6 off duty periods, however. With PBS, you can bid for days off and for blocks of on-call days.
- 25) Max Days On-Call:** You may only bid for 6 consecutive days on-call (REF: 6.7). You may not subsequently opt for the 2-2 on-duty period if you have 6 days on-call, since that would put you on call for 7 days and violate FAR 121.467. However, you may be awarded 6 days on call at the end of the first month and 6 at the beginning of the following month. In this case, you must receive an extra rest day (“zz-day”) from Scheduling to satisfy the 24-in-7 FAR requirement.
- 26) Single Day Off Option (REF: 6.7):** You can bid for a single day off option in your PBS bid. After you receive your schedule, you can also trade in Centry to a single day off, to try to group your Reserve days together, or to group your off days together.
- 27) Duplicate Lines:** PBS should reduce the periodic high percentages of this type of Reserve line. “Dupes” result when the bidding system cannot create any more legal lines. The remaining lines are “duplicated” from the last legal line. An **Incomplete Line** is a duplicate line with vacation/leave. Refer to the PBS Manual for more information. Call Crew Scheduling to select the rest of your days off, to complete an Incomplete Reserve Line (as soon as possible after the bid award.)
- 28) Guaranteed Days Off (REF: 7.18):** You are entitled to 8 GDOs. You can select GDOs in Centry under “Schedule Adjustments” prior to 0000 of the 1<sup>st</sup> day of the bid month. You must bid for these starting at the end of a group of off days. (Example - you have 10 days off, you can only GDO the last 8, starting with the last day and work forward to bid.) Please refer to the Centry Manual in Atlas for more examples. If you bid correctly. “XX” should show on your off days in ACCESS.
- 29) Day Trades and Magnet Days (REF 7.22 - 7.24):** You can trade within your own schedule or into “open time” with other Reserves. You will not receive a trade if it puts you on-call for more than 6 consecutive days within the bid month. These days may also have percentage restrictions and you may receive them just a few days beforehand or not at all. Please check the “Matrix” in Access for restricted day information. The “Matrix” is explained in the Centry Manual on ATLAS. Magnet and Premium Magnet days are in effect and would allow Reserves to move a RD day from an “excess” day to a “short”

day. These are only available when designated by Scheduling.

- 30) 2-2 and AM/PM On Duty Option:** You can bid in Centry to be on call from 2pm-2pm for each block of RD/RR days. 2-2 minimums and maximums are outlined in the contract (REF: 7.4). There are some staffing ratios associated with 2-2 availability; this means that at times not everyone who requested 2-2 will be awarded it. You may request for this option in Centry under *Scheduling Adjustments*. If you are awarded 2-2, then you are on call from 2 pm on your first RD until 2pm on your day off. The AM/PM On Duty Period (REF: 7.4) is currently being implemented by the Company. This option allows you to be on call for 12 hours per day for the entire block of RD/RR days. The number of these will be determined by the Company and are dependent upon the needs of the operation. These will be awarded based upon Reserve credit (highest to the lowest credit order.)
- 31) Reserve Preferences (REF: 7.12):** Scheduling is required to run preferences for reserve trips off the open board 1 time per day. This happens shortly after SLAP is run around 1300 local. Sometimes they run preferences in the evening as well, if there are 20+ trips on the open board. Look in ACCESS under "Matrix" and in the contract for hour ranges for each day. You can put in a generic request or request specific patterns. You should have your preferences in before 12 pm base local time. Please refer to the Centry Manual on ATLAS for more bidding information.
- 32) Contingency Fly and Will Fly (REF: 7.20 - 7.21):** Reserves may opt to fly on their days off with the Contingency Fly or the Will Fly Option. These options do not entitle a Reserve to additional pay above their guarantee. You cannot Will Fly if it puts you on call for more than 6 consecutive days, but you can CF when it would make you available for more than 6 days (in this case, you could only be given a trip with a 24 hr rest.) Will Fly is rostered to the bottom of the Reserve List, but Reserves opting for CF maintain their position on the Reserve list. Review the contractual language and the Centry Manual on ATLAS for the more information about bidding for these different options.
- 33) Reserve Increase Adjustment (REF: 7.25 & 6.33)** Reserves can pick up a pattern from open time, that is flown wholly on his/her days off. Reserve Increase Adjustment patterns will always be paid above Reserve guarantee, but the hours do NOT count toward monthly Reserve hours. RIA can be requested in Centry or via Voice Response in final SLAP before off day(s).
- 34) Reserve One Way Trades (REF: 7.26 & 6.36)** Reserves can pick up OWTs on days off, however these hours do not count toward monthly Reserve hours, are isolated from all legalities except FARs, and pay for this trip shall offset any reserve guarantee (example: if you fly 70 hours on Reserve and take a OWT for 10 hours, there will be no additional pay beyond the 80 hr guarantee.) OWTs can be requested in Centry or via VRU.

- 35) Mutual Trades (REF: 6.38):** Reserves can trade patterns with another Reserve or Regular line holder, no later than 3 hours prior to departure. This needs to be worked manually by a Scheduler, since a Reserve line is involved in the trade. (**En Route Trades** can be made downline, no later than 4 hours prior to International departure. REF: 6.39 - 6.41)
- 36) GDO Release (REF: 7.14):** The contract states that if you are going into a GDO and have not received a trip or been contacted by Crew Scheduling by 15:00 base local time, then you are released into your GDO. You do not need to receive notification of the release - you are automatically released and do need not be available for contact after 15:00.
- 37) Daily/Block Release (REF: 7.14):** You may bid for a daily or block release in Centry/VRU. If you are awarded one, then you will lose 4:15 from your guarantee for each day you of the release.
- 38) Pattern Release (REF: 7.14):** No later than 4 hours before departure, you may call Scheduling to request to be released from a pattern that was previously assigned. This release is subject to the approval of Scheduling and the value of the pattern will be deducted from your Reserve guarantee.
- 39) Duty Release (REF: 7.14):** At any time you may request a Duty Release by calling Scheduling (to be released for a portion of an on-duty period) or Scheduling may contact you and automatically release you into your days off. There is no loss of Reserve pay associated with a Duty Release, and the number of these that are available are determined by the needs of the operation.
- 40) Early Release (REF: 7.15 - 7.17):** If you put in for an Early Release and are awarded it, then you will lose your entire Reserve guarantee for the month. That means that you will only be paid only for the hours actually flown and credited during the month. These can be requested in Centry/VRU and are processed in seniority order when authorized by Crew Scheduling. Please familiarize yourself with bidding examples in the contract and Centry Manual.
- 41) Training:** Training is accomplished on a reserve day. You must bid for a training day that is at the beginning of a group of on call days. Please refer to the Analysis Cover Letter for more information on bidding for training and travel arrangements. (Section 11.4)

***Stay Informed! Stay Involved! Know Your Contract!***

