

Flight attendant misawards

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Before you file a Direct Connect for pay protection for a possible misaward, make sure you review the following information.

- If needing assistance with possible confirmation on a potential misaward in **TTS/UBL, ETB & ROTA/D**, you may contact Crew Scheduling.
- If you believe you received a misaward as a lineholder and choose to fly the misawarded sequence, you will be paid 150% if the misaward is confirmed. However, if you choose to be removed from the sequence, you must follow the process detailed below to be pay protected.
- The time constraints below must be met to ensure pay protection. If a Direct Connect is submitted after a deadline, the FA will NOT be pay protected. *Note: Even if you have been advised you do not have a misaward and you believe it is a legitimate misaward, please file a Direct Connect and follow the pay protection procedures.*
- Any sequence(s) picked up via ETB that touches the original calendar days (including days off for a reserve) of the misawarded sequence will negate pay protection.
- If you pick up a sequence for pay protection and drop it in any application, the drop will negate pay protection.
- Pay protection is based on the original value of the sequence at the time of assignment.
- Only one FA will be paid for a misawarded sequence. The pay protected FA will be the most senior FA who submits within 96 hours.

While filing a Direct Connect, make sure you know the following:

- Direct Connects must include all relevant information to the sequence potentially misawarded.

Trip Trade System (TTS)

1. Submit a Direct Connect within 96 hours of the run with the potential misaward
2. Bid for all “like sequences” in a minimum of 3 runs
 - a. Must bid for all “like sequences” on each calendar day(s) of the potential misaward in “Request 1”
 - b. Must bid in “Request 1” maximum number of choices (up to 200), matching “like sequence” criteria
 - c. Only in the case of a potential misaward with an ODAN or Red Eye, does it need to be included in your bid
 - d. This is required, even if the potential misaward has not been verified
 - e. If unable to bid in TTS, you must bid to pick up all “like sequences” from UBL on the day prior to the origination and on each subsequent day using “like sequence” criteria as described on page 2. May remove bid at 1500 HBT the day prior to the final duty period.
3. Update Direct Connect with the 3 TTS/UBL runs you participated in and include any awarded sequence(s). Once verified, the applicable pay protection will be added.

Note: Submissions through the SupportTab in Crew Portal are not an acceptable form to filing a Direct Connect

Example

FA Amy thought she was misawarded a 3-day sequence that originated on June 1.

May 30

She identified the misaward on May 30 at 0800 HBT. She needs to ballot for all 3 day “like sequences” in the May 30 TTS run (note: FA must check “pass to UBL”).

May 31

If unsuccessful in TTS, FA Amy passed to UBL and must remain until 1500 HBT.*

June 1

If unsuccessful on UBL on May 31, FA Amy must bid for all 2 day “like sequences” until 1500 HBT.*

June 2

If unsuccessful on UBL on June 1, FA Amy must bid for all 1 day “like sequences” until 1500 HBT.

** If unsuccessful before or at 1500 HBT, FA Amy must update her bids for the next day.*

Unsuccessful Bidders List (UBL)

1. Submit a Direct Connect within 96 hours of the run with the potential misaward
2. Remain on UBL and bid for all “like sequences” between 0400 HBT and 1500 HBT (ROTA run) the day prior to the origination of the potential misawarded sequence. Additionally, you must bid on each subsequent day using “like sequence” criteria as described on page 2. May remove bid at 1500 HBT the day prior to the final duty period.
 - a. You must bid for all “like sequences” within an appropriate timeframe from the potential misaward
 - b. If you choose to use generic bids, you must bid using “like sequence” criteria as described below.
3. Update Direct Connect with the UBL runs you participated in and include any awarded sequence(s). Once verified, the applicable pay protection will be added.

Example

FA Vince had a UBL ballot for a 3-day sequence departing on June 1. In the ROTA run on May 31, it was awarded to a Reserve. Vince believed he should have been awarded this trip.

May 31

He identified the potential misaward at 1600 HBT. He has no obligation for June 1, but must ballot in UBL for “like sequences” for the remaining duty periods.

June 1

Must bid for all 2-day “like sequences” departing on June 2. May remove ballot at 1500.

June 2

If unsuccessful in UBL on June 1, FA Vince must bid for all 1-day “like sequences” departing on June 3. May remove ballot at 1500.

Electronic Trade Board (ETB)

Lineholders

1. Submit a Direct Connect within 96 hours of the potential misaward
2. Bid for “like sequences” only in TTS/UBL immediately following the potential misaward
 - a. If your TTS Max needs to be increased in order to bid and be awarded a “like sequence,” you must contact a SOD in Crew Scheduling.

3. Update Direct Connect with the TTS/UBL runs you participated in and include any awarded sequence(s). Once verified, the applicable pay protection will be added.

Reserves (days off)

1. Submit a Direct Connect within 96 hours of the potential misaward
2. Bid for all “like sequences” in ROTA immediately following the potential misaward for each calendar day of the original sequence
3. Update Direct Connect if awarded a sequence(s). Once verified, the applicable pay protection will be added.

Reserve Open Time Assignment/Daily (ROTA/D)

1. Submit a Direct Connect within 96 hours of the run with the potential misaward
 - a. The reserve must remain available for all calendar days of the potential misaward, including days off when applicable.
2. Update Direct Connect if awarded or assigned another sequence(s) (required to fly). Once verified, the applicable pay protection will be added.

What’s a “like sequence?”

1. *Report Time*: At least 1 hour before/after the report time on the first day of the potentially misawarded sequence
2. *Release Time*: At least 1 hour before/after the release time on the last day of the potentially misawarded sequence
3. *Duty*: Same type (Domestic for Domestic, NIPD for NIPD, IPD for IPD) from the same base/co-terminal

Important notes

- Direct Connects can be submitted through the Flight Service website by clicking on *Direct Connect—Crew Pay Connection* on the home screen.
- Direct Connects are reviewed by all appropriate departments (i.e., Crew Comp, Crew Scheduling, Application Teams, etc.) to determine validity. Therefore, a Direct Connect does not automatically equal pay protection, filing a Direct Connect only starts the investigation to determine if pay protection applies.

Pay protection for sequence(s) lost – Crew Schedule removal error

1. If the trip(s) is available when CS is notified, it will be placed back on the original FA's schedule
2. **If only one sequence was removed in error and it is no longer available in open time**, the FA must file a Direct Connect (within 96 hours) with sequence date/number/position to be pay protected for the original awarded value
 - a. No requirement to bid for pay protection
 - b. Also applies to reserve with lost ETB trip
 - c. A FA who picked up the erroneously removed sequence and subsequently has it removed from his/her schedule to remedy the CS error must follow the normal misaward process for pay protection
 - i. Scheduling will remove the awarded sequence from the other FA when notified within two (2) hours of the time of the award
3. **If multiple sequences were removed in error and one or more are no longer available in open time**, whether multi-day or turn, the FA must bid in three TTS runs for the specific sequence(s) lost, all positions, on each of the trip origination dates lost
 - a. Bidding is required in three (3) runs; the bid must request the sequences on each sequence origination date lost and must request all positions on those dates
 - b. The FA must file a Direct Connect (within 96 hours) with the specific details including the TTS run number(s) for pay protection
 - c. If the first sequence originates within one (1) day from removal, the FA must bid in UBL until 1500 HBT the day prior to the origination of the lost sequence
 - i. If that isn't possible (e.g., FA unaware until ROTA runs the following day) then no obligation for the first sequence, but must bid in a single run for the remaining specific sequences lost and all positions for all sequence origination dates lost
4. These pay protection obligations only require bidding for the same sequence(s), all positions, on the original sequence origination dates
5. FAs must reply to Direct Connect requests for additional information within thirty 30 days. If no response is received in Crew Comp within thirty 30 days of the request, the claim will be closed and unpaid.

Pay protection for sequence(s) lost – Flight Service Admin removal error

1. If the trip(s) is available when Admin becomes aware of the error, it will be placed back on the flight attendant's schedule.
2. **If only one sequence was removed in error and it is no longer available in open time**, the FA must file a Direct Connect (within 96 hours) with sequence date/number/position to be pay protected for the original awarded value
 - a. No requirement to bid for pay protection
 - b. Also applies to reserve with lost ETB trip
 - c. A FA who picked up the erroneously removed sequence and subsequently has it removed from his/her schedule to remedy the admin error must follow the normal misaward process for pay protection
3. **If multiple sequences were removed in error and one or more are no longer available in open time**, whether multi-day or turn, the FA must bid in three TTS runs for the specific sequence(s) lost, all positions, on each of the trip origination dates lost
 - a. Bidding is required in three (3) runs; the bid must request the sequences on each sequence origination date lost and must request all positions on those dates
 - b. The FA must file a Direct Connect (within 96 hours) with the specific details including the TTS run number(s) for pay protection
 - c. If the first sequence originates within one (1) day from removal, the FA must bid in UBL until 1500 HBT the day prior to the origination of the lost sequence
 - i. If that isn't possible (e.g., FA unaware until ROTA runs the following day) then no obligation for the first sequence, but must bid in a single run for the remaining specific sequences lost and all positions for all sequence origination dates lost
4. These pay protection obligations only require bidding for the same sequence(s), all positions, on the original sequence origination dates
5. FAs must reply to Direct Connect requests for additional information within thirty 30 days. If no response is received in Crew Comp within thirty 30 days of the request, the claim will be closed and unpaid.