



Flight Service Contract Administration

How Crew Scheduling is repairing trips impacted by Boeing 737 MAX cancellations

April 11, 2019
All Flight Attendants

As you may have heard, we have extended Boeing 737 MAX cancellations through June 5 while the company waits for more information regarding the aircraft's return to service. If cancellations impact your schedule, please follow the steps outlined in the [letter of agreement \(LOA\)](#) to make sure you are pay protected.

All of the cancellations through June 5 have been added and appear in our reservation system. However, the flight attendant cancellations and repair process is scheduled to occur in three separate phases so that we can ensure our systems are in sync and minimize disruption to crewmembers. Trips can be traded once repairs to sequences are finished and the normal monthly trade freeze is over.

The chart illustrates Crew Scheduling's timeline for repairing crewmember sequences.

| Dates of flying | When sequences will be repaired |
|---------------------|---|
| April 25 – April 27 | All repairs completed |
| April 28 – May 1 | April 11 – 15 (Note: The normal monthly trading freeze starts at 1200 CT on April 15 and ends at 1200 CT on April 20. Some trips may not be able to be repaired before the freeze takes effect.) |
| May 2 – June 1 | April 21 - 28 |

Crew Scheduling must manually “repair” each sequence before it can be traded, dropped or picked-up. If you attempt to trade an impacted sequence before the repair is made, you’ll get a “failing continuity” error for the footprint of the affected sequence. The repair process takes time and Crew Scheduling will be working as quickly as possible to repair your sequences. Once your trip is repaired, you will be able to participate in TTS (Trip Trade System) and ETB (Electronic Trade Board) to trade the affected sequence.

Trips that are not impacted by MAX cancellations can be traded as normal in TTS and ETB.

Bidding for May trips

When the bidding window opens tomorrow, please bid on trips as you normally would. Once again, no cancellation or repair will occur for the May bid month sequences until awards are final. Please keep in mind, not all flights previously scheduled on a 737 MAX will be canceled; we plan to substitute other aircraft types to minimize disruption to the operation. You will be pay protected if the cancellation and repair occurs while the sequence is on line and you follow the pay protections requirement as [outlined in the LOA](#). Once traded, the sequence will be for the adjusted value. If you wish to trade trips with MAX cancellations, you may do so after Crew Scheduling makes repairs to those sequences.

For an up-to-date list on flights impacted by MAX cancellations, [please see the Flight Service website](#).

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