

Flight Attendant Misawards

Below are the procedures to receive pay protection for a potential misaward.

Before you file a Direct Connect, make sure you know the following:

- 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
 - ⇒ Must bid for all “like sequences” on each calendar day(s) of the potential misaward in “Request 1”
 - ⇒ Must bid in “Request 1” maximum number of choices (up to 200), matching “like sequence” criteria
 - ⇒ Only in the case of a potential misaward with an ODAN or Red Eye, does it need to be included in your bid
 - ⇒ This is required, even if the potential misaward has not been verified
 - ⇒ If unable to bid in TTS, you must bid to pick up all “like sequences” from UBL on the day prior to 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 TTS support tab are not an acceptable form to file a Direct Connect.

TTS 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.

**Note: 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.
 - ⇒ You must bid for all “like sequences” within an appropriate timeframe from the potential misaward
 - ⇒ 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.

UBL 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.

Note: This section only applies to potential misawards between the prior night's TTS run and ROTA. If misawarded on the UBL for a same day of origination and/or after 1500 HBT the day prior to the duty, you will be automatically pay protected for that duty period.

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
 - ⇒ 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
1. Update Direct Connect if awarded a sequence(s). Once verified, the applicable pay protection will be added.

Reserve Open Time Assignment and Daily (ROTA & ROTD)

1. Submit a Direct Connect within 96 hours of the run with the potential misaward
 - ⇒ 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.

Note: If misawarded on days off, the reserve must follow ETB procedures for reserves on days off.

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 a pay protection applies.