

Flight Attendant Crew Pay Team

# **Understanding Your Pay**



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#### **Purpose**

Flight attendant pay has many variables and at times may appear to be complex. This informational guide is to assist flight attendants in better understanding and verifying their pay.

This information guide includes information on:

- The organizations that are involved in processing your pay,
- Basic Pay Information (i.e. when paychecks will be received / how to read Pay related Unimatic screens, Statement of Earnings, and Check Stubs),
- How pay is calculated,
- What flight attendants can do to ensure they are paid correctly,
- What flight attendants can be reimbursed for,
- Pay Certification Codes and Contract References,
- Frequently Asked Questions, and
- Who you should contact when you have a question.

## Who is involved in processing my Pay?

There are two separate departments involved in ensuring accurate pay for flight attendants. These are:

- Flight Attendant Crew Pay Team (MNL, HQJ) and
- Corporate Payroll Services (HQJPZ)

Each department has specific responsibilities. It may help in your understanding to note the differences in the two.

**Flight Attendant Crew Pay Team (MNL, HQJ)** – has the responsibility for maintaining your payfile for accuracy according to the AFA Agreement. This includes:

Premium, holding and understanding pay (in the form of hours and minutes) to your payfile.

As you become familiar with your monthly payfile (DFAP) in Unimatic, you will see that all calculations are in **hours and minutes**. When you contact the Crew Pay team, you will find that they refer to everything in terms of time. When Crew Pay has completed pay or "closed our pay" for the month (on the fourth business day of the month), the payfiles are locked.

**Corporate Payroll** (HQJPZ) receives flight attendant payfile hours and then computes and converts all of the credit hours into a **dollar value**. Taxes and other assigned deductions are noted and subtracted and a paycheck is issued.

#### Who should I contact when I have questions?

If you have a pay-related question(s) regarding:	If you have a pay-related question(s) regarding:
Paid Absence (ABS)	Direct Deposit
AFA	Copies of check stubs
Military Charters (CRAF / MAC)	Exemptions
Death in Family (DIF)	Home mailing



•	Did not fly DNF / ANP	• Taxes
•	Draft (DRFT)	Union dues
•	Guarantee/Reassignment (GUAR/RASN)	<ul> <li>International pay documents (P60 – country specific)</li> </ul>
	Holding Pay	Check deductions
	Holiday Pay	Sick bank audit
	Jury Duty	W2 and W4
•	Language Pay	Paycheck errors
•	No Paycheck	
•	Premium Pay	
•	Publicity	
•	Reimbursement	
•	Reserve Move-Up	
•	Reserve Override	
•	Sick Pay	
•	Statement of Earning inquiries	
•	Training Pay	
•	Understaffing	
•	Vacation Pay	
	CONTACT	CONTACT
	$\prod$	$\prod$
	Flight Attendant Crew pay Team	Corporate Payroll (HQJPZ)
	800-FLT-LINE, opt. 4/3	877-825-3729, opt 3
	(358-5463)	My Pay Inquiry link via All about
		Me>Payroll>Show more>Contact Payroll
	CONTACT	
	Flight Attendant Crew pay Team	
	800-FLT-LINE, opt 4/8 (358-5463)	
	(000-0400)	
	Special Assignment (SAFA)	
	Stop Payment	
•	Occupational Sick Inquries	

Vacation Advances



## When do I receive my Paychecks?

Paychecks are issued no later than the 1<sup>st</sup> and 16<sup>th</sup> of the month.

#### Clarification:

- If the 1<sup>st</sup> and/or 16<sup>th</sup> of the month fall on a holiday or weekend, typically your paycheck will arrive on the business day directly preceding the holiday or weekend.
- Direct deposit funds for January 1<sup>st</sup> will not be available until the first business day after the holiday.

## How is my Pay Calculated?

- Your pay begins with your line of flying. This contains all of your work-related activity for a month including IDs worked, training, meetings and other work activity. All credited time automatically generates entries into the pay record (DFAP).
- After completing an ID, your payfile is updated. The automated process in Unimatic posts your ID and any additional items you have requested through the Flight Activity Certification (DSPFAC).
- Flight Attendant Crew Pay team manually posts reimbursable items such as taxi expenses into your payfile (DFAP).
- You are able to view your DFAP in Unimatic for the current month, the prior two months and one month following the current month after bids have been awarded.
- The final copy of the DFAP (payfile) is your monthly flight time record (MFTR).
- In your payfile (DFAP), you may see postings with an asterisk next to the posting number. This indicates a voided posting. These will not transfer into the monthly flight time record (MFTR). The monthly flight time record (MFTR) will reflect only credited items.
- The monthly flight time record (MFTR) also includes an abbreviated description along with the certification code of each posting. Your monthly flight time record (MFTR) is listed in hours and minutes. This information is sent from Flight Attendant Crew Pay Team to Corporate Payroll (HQJPZ) where it is calculated into your actual pay.
- Fifteen days after the month ends, the monthly flight time record (MFTR) is sent from HQJPZ to each base. Flight attendants should contact their base on where and how these documents are distributed. Retrieving these documents ensures flight attendants have a record of the breakdown of their flown and credited hours, including per diem.

To view details on reading your DFAP, refer to page 23.



- The 1<sup>st</sup> of the month paycheck is referred to as an advance. You will receive 70% of your base pay (base pay equals 71 hours).
- The **16<sup>th</sup> of the month** paycheck consists of total monthly earnings minus the 1<sup>st</sup> of the month advance.

#### The 1<sup>st</sup> of the month calculations are as follows:

If by the 20<sup>th</sup> of the month your DFAP (GAR, MIN, or TOTL/TOTAL) reflects:

- 50 hours or more you will receive a FULL ADVANTAGE or 70% of the base pay (equaling 49.70 hours).
- 30 hours to 49:59 hours you will receive a ½ ADVANCE or 35% of the base pay (equaling 24.85 hours).
- Less than 30 hours you will receive NO ADVANCE.
- Your line guarantee can be reduced by DNF, ANP or non-payable sick time (credited hours in excess of your sick bank total). For reserve move-ups the GAR/MIN can be reduced by the difference in the value of ID's traded after the move-up line was built.

#### The 16<sup>th</sup> of the month calculations include:

- The total monthly earning minus the 1<sup>st</sup> of the month advance.
- Reimbursable Expenses
- Pay exceptions (Nonscheduled premium pay, holding, etc.).
- Training
- Prior month adjustments for actual hours worked/credited less than \$50, of value.
   These may include premiums, holding, holiday pay, scheduling errors, sick pay, stand-by-pay, publicity pay, et cetera)

Many flight attendants use their projected credited time (or FTM) from their line of flying to calculate their pay. This is a common error. Your FTM is inclusive of your vacation, flight time, ABS, et cetera and is used for scheduling purposes and does not include holding pay.

If you are a lineholder, your pay is calculated based on a comparison between:

PERFORMANCE (TOTL/TOTAL)	MINIMUM (MIN)	LINE GUARANTEE (GAR)
Credit Time     Holding     Premium Worked	• MIN	Line Gar     Premium Gar
The dollar value of hours and premium worked	The dollar value of the minimum guarantee hours	The dollar value of line guarantee hours and premium guarantee hours

Whichever of these three is the greatest is what you will be paid.

If you are a *reserve*, your pay is calculated based on a comparison between:

PERFORMANCE	MINIMUM
(TTL/TTL)	(MIN)
Credited Time	• MIN



Holding     Premium Worked	
The dollar value of hours and premium worked	The dollar value of the minimum guarantee hours

#### Whichever of these two is the greatest is what you will be paid

To view details on reading your MFTR, refer to (My Pay Info Support Documents link.)

To view details on reading your statement of earnings (SOE), refer to (My Pay info Support Documents link.)

#### **Please Note:**

The information on the MFTR is in **hours and minutes**, whereas the MSOE statement of earnings is in **decimals**.

This is an important distinction. When the MFTR is converted to the statement of earnings, hours and minutes for guarantee and total performance are converted to decimals.

The formula for converting is dividing minutes by 60. In the example, divide 28 by 60 (equals .47) and add.47 to 75. Therefore, 7528 on the MFTR (hours and minutes) converts to 75.47 (see #8) on the statement of earnings (decimals). This concept is very important to understand when viewing your statement of earnings.

## What can I do to ensure I am paid correctly?

- The first step in ensuring you are paid correctly is to make certain your IDs are correctly reflected in your flying activity. By regularly checking your IDs, Lines of Flying and your DFAP, you can ensure you will be paid accurately.
- By periodically viewing your payfile, you can assist in ensuring that you have been properly credited for your trip, understaffing, training, holiday pay and reimbursable expenses.
- Advise Flight Attendant Crew Pay Team of any irregularities or discrepancies to your bid line of flying through a Flight Activity Certification (DSPFAC).
  - You would need to notify Flight Attendant Crew Pay Team if you have had any nonscheduled premium position, holding time, or exceptions you feel need to be noted (specify in "Additional Comments").
  - You can notify Flight Attendant Crew Pay by using a paper FAC or through Unimatic (DSPFAC). It is strongly recommended that you use the automatic process (DSPFAC). Using the DSPFAC is immediate and will either automatically post to your payfile or send a request directly to Crew Pay for processing. When a paper FAC is submitted, the process may take longer due to co-mail (HQJPZ) transit time and manual processing.
  - o Accurate FAC information is critical to ensure pay is calculated correctly.
  - The information should be entered as soon as possible upon completion of the ID.
  - For a reserve flight attendant, premium pay is not currently automated if assigned by a crew desk. If not, a DSPFAC entry should be made in the comments section when closing the ID. A Flight Attendant Crew Pay Team Call Professional manually updates the payfile.
  - It is the purser's responsibility to complete all necessary information in the computer for premium pay, language, exceptions, understaffing, etc. for all crew members and any holding time for the base ID crew members. Flight attendants on different ID's from the base crew members should enter holding separately.



Understaffing is an automated process; for any discrepancies, make a note in 'Additional Comments'. The purser's request via DSPFAC includes the *entire flight crew*. Only one request should be submitted per flight number. Flight attendants on separate IDs should *not* request understaffing.

For details on how to submit a DSPFAC, refer to page 14.

## How do I read my paychecks and MFTR, MSOE?

- With each paycheck, you will receive a <u>pay advice stub</u>. The pay advice stub itemizes all deductions, tax expenses and pay elements that were used to calculate final pay for the time period.
- With your mid-month check, you will receive a <u>statement of earnings</u>. This is provided by HQJPZ and is your copy of the hours paid. It lists specifics on how your pay was calculated.
- To view details on reading your MFTR, refer to (My Pay Info Support Documents link.)
- To view details on reading your statement of earnings (SOE), refer to (My Pay info Support Documents link.)
- To view details on reading your pay advice check stub, refer to (My Pay info Support Documents link.)

#### What can I be reimbursed for?

- Flight attendants may be reimbursed for the following expenses based on the guidelines that follow:
- Monthly parking expenses,
- Personal funds spent on obtaining passports, expediting fees, visa, and passport photos,
- Transportation expenses up to \$10.00 for services between the airport or co-terminal and place of lodging at base points,
- Telephone expenses for calls up to 5 minutes when on a layover.

#### Guidelines

- Original receipts must be submitted with a FA reimbursement/expense form.
- FA reimbursemnt/expense forms must have flight attendant's name, file number, base, and month(s) of the receipts. The ID, flight number and date of expense should be included.
- FA reimbursement/expense forms must be received by Flight Attendant Crew Pay Team within 60 days from date of the receipt.
- Receipts must be original and dated. <u>No reimbursement request will be paid without an original dated receipt.</u>
- Parking Specific Guidelines:
  - Receipts are signed by the garage or have garage name printed on receipt.
  - Flight attendants are paid a maximum of \$25.00 per month for parking (per Contract Section 6.D.1)
  - No replacement items such as parking decals, stickers, gate keys, or similar items will be paid.
- Passport and Visa/Photos Specific Guidelines
  - If Passport or Visa receipts are handwritten, there must be an official stamp on each receipt. Passport photos do not need an official stamp.

(Note: If receipt is computer generated, no stamp is necessary)

- A photo copy of the passport and or a copy of the Visa page in lieu of a computer generated receipt will also suffice.
- Transportation Specific Guidelines



- Obtain an official receipt from the transportation company. All other receipts should be submitted through the base.
- Telephone Specific Guidelines
  - Calls up to a 5-minute call are reimbursable to inform someone of the hotel actually being used for the following instances:
    - The ID is not on the monthly key pages.
    - Flight attendant was not informed of the layover hotel/phone number before she/he departed on an ID not appearing in the keypages.
    - Other layover accommodations are used.

## How to Submit an FA Reimbursement/Expense for Crew Pay processing

- Send with F/A reimbursement/expense form and original receipts via company mail or U.S. mail to: (Retain a copy for your records)
  - OPCUN United Airlines
  - P.O. Box 66100
  - Chicago, IL 60666
- In some bases, a central location has been designated for collection of Company F/A Reimbursement Forms and receipts. The base will forward mail bags at least weekly to OPCUN.
- As an alternative, flight attendants may mail or utilize co-mail to submit forms and receipt(s).
- Flight attendants who have reimbursable expenses and on a leave of absence (LOA), are not subject to the 60 day rule. These types of expenses are payable upon return to work (RTW), or if greater than \$50.00 an offcycle adjustment check request will be processed.

#### **Payment**

- The expenses will be input into the current month's payfile if the receipts are received prior to the final day of the flight attendant calendar month. If received after the final day of the flight attendant calendar month, every effort to post expenses in the current month will be made.
- The payment for these expenses will be reflected in the *non taxable expenses column* on your Monthly Statement of Earnings (SOE).
- These expenses will be paid on your 16<sup>th</sup> of the month check.
- Contractual References:
- Parking Section 6.D
- Passports, visas and photos Section 12.C
- Transportation Section 6.C
- Telephone Section 6.B.8

#### **Reimbursement Questions**

WHQ	Crew Pay Team
Alterations – Flying Together>Inflight Services>Policies and Procedures>Uniform	Transportation, phone, parking, Visa, passport, photos
Luggage Repairs – 800-741-7471 ext 115	
Hotel – WHQBQ	
Pass Travel – WHQAK	
Duty Free – Form in SkyNet – Onboard	
C1D Visa – Check with local base	

## **Missing Paychecks**

If you do not receive your check/direct deposit, contact the Crew pay Team immediately (1-800-FLT-LINE / opt. 4/8).



## **Emergency Time Off**

- Should there be a death in your immediate family or that of your spouse or domestic partner, your supervisor may authorize up to three consecutive days without loss of pay.
- For the purpose of this policy, "immediate" family members are: husband, wife, domestic partner, child, parent, brother, sister, daughter-in-law, son-in-law, grandparent, grandchildren, and other relatives living with you.
- When a relative other than an immediate family member dies, your supervisor may approve up to a full day off with pay.
- To qualify for time off due to a death in the family, you may be required to submit documentation proving the death occurred.
- Your MFTR and LOF will show DIF on the approved days, and DNF for days outside of the authorized period.
- NOTE: If raised by a non-family member, you may be entitled to 3 consecutive days off without loss of pay.

#### **Inactive Status**

- While on inactive status (L1, L2, L3, L4, L5, L6, L7, L8), you will receive no pay with the exception of leave of absence (LOA) vacation checks.
- Any training or items which were not posted to your last payfile (reimbursements) will be paid upon your return. Any dollar amounts in excess of \$50 will be processed as an offcycle adjustment check.

#### Sick Pay

When a flight attendant is absent from work due to illness, they are considered to be on sick leave. Sick leave may be granted only in cases of actual sickness or injury.

- En-route Sick if you become injured or ill while working an ID (Enroute Sick ENSL), your trip pair history will be manually posted by a Flight Attendant Crew Pay Team Professional. You will be credited for time worked, and the difference up to the DSL value of the ID will be posted as sick (031). In your DFAP, you may see the following cert codes:
  - 800 Work posting
  - o 031 For the portion of the trip that you were sick
- Per Diem expenses while on ENSL will only be paid up to 48 hours after the end of the flight segment for when you became ill, but no later than actual arrival at home base (provided you are not hospitalized). This 48 hour period may be extended by the base manager. This can be communicated by the manager to the Crew Pay Team either in writing or E-mail. Per contract section 19.B.5

## **Extended Sick Pay Options**

If you are out on sick leave for a period greater than 30 days, you will be placed on an extended illness status (S1). Note: The issue of placing Flight Attendants on S1 status without the concurrence of the individual is currently in dispute between the Company and the Association of Flight Attendants. Notwithstanding

You can update your LOFBID screen with your pay option choice. Your LOFBID screen must be updated by 8:00a.m. Local base time on the 18<sup>th</sup> of each month or you may contact Flight Attendant Crew pay later in the month to opt MIN(71hours) or MAX2 (100 hours) if you are ONSL for the entire month.

While you are out on an S1, you have the following pay options available to you:

- Minimum of 71 hours per month (Select "Min" via LOFBID screen in Unimatic)
- Maximum of 100 hours per month for the first month of the quarter, (Select "MAX2" for 100 hrs via LOFBID screen in Unimatic)
- "Paper" bid to regulate number of hours (in a "paper" bid you will bid as normal and will be "paper" awarded whatever your seniority will hold. Then your award will be placed back in the bid process



and re-awarded to an active flight attendant. You will be paid as if you were holding the award and on sick leave for all the affected trips).

If your LOFBID screen is not updated, your pay will be based on the most current information on file. If there is no information on file, you will be awarded the lowest numbered line at your seniority, and paid the value of that line.

## **Special Assignment Pay**

When a flight attendant is on Special Assignment (SAFA), the payfile is manually adjusted to reflect SAFA pay.

- A pay comparison between your payfile and SAFA calendar are processed by Flight Attendant Crew Pay (HQJ), and the greater of is used to determine your pay.
- When comparing your payfile to the calendar, the total dollars associated with trips dropped (plus any associated premium), are compared against the computed dollars for the calendar hours and SAFA expense allowance (NOTE: MEAL expense is not used to offset the payfile). The greater of these two computations are posted to your pay file.
- You will see these hours are associated with the special assignment code of 030 and the ASMT column in your payfile will reflect 1111 (non-exempt), and 2222 (exempt).

## **Vacation Pay**

You receive flight time credit for your vacation pay.

- If you are a lineholder, you will receive credit based upon 3.00 hours or 3.25 hours per scheduled vacation day. (Per contract Section K.C)
- If you are a reserve, you will receive credit based upon 3.00 hours or 3.25 hours per scheduled vacation day. (Per contract Section K.C)
- If on a paid temporary status (i.e. not LOA), you will receive credit based upon 3.00 hours or 3.25 hours per scheduled vacation day. (Per contract Section K.C)
- These paid temp stats include S0, S1, S2, S3, S4, S5, S7, S8, and S9
- Vacation pay is noted as 035 in your DFAP/MFTR and is a part of the hours paid on your Statement of Earnings (SOE).
- Vacation Pay during 30 Day ANP(S5) and Extended Absence (S7) is manually posted to ensure you are paid on the following 16<sup>th</sup> of the month check.

## Vacation Pay During a Leave of Absence

- Flight attendants who have a vacation period that runs concurrently with a leave of absence status must have their vacation pay processed manually.
- Flight Attendant Crew Pay requests a monthly report from ISD to identify all flight attendants with concurrent vacation and LOA status. This report is verified, updated and forwarded by Crew Pay to corporate payroll (HQJPZ).
- Payroll calculates and issues the monetary compensation for these vacations.
- Flight attendants will be paid for a Leave of Absence (LOA) Vacation within 45 days after their vacation month.

## **Holiday Pay**

In addition to all other compensation, a working flight attendant shall be paid at double her/his hourly rate of pay as stated in Section 5-A-1, 2 and the "A" Scale Protection letter of agreement. The amount of holiday pay due shall be calculated as follows:

#### 1. Lineholder

Hourly rate of pay times the credited flight time for the ID, divided by the number of hours away from home, times the number of hours away from home falling within the holiday.



#### Example:

A flight attendant making \$20.00 per hour flies an ID which produces 17 hours of credited flight time and keeps the flight attendant away from home (check-in to check-out) for 48 hours of which 24 hours falls on the holiday:

\$340.00 ÷ 48 hours away from home = \$7.08 \$7.08 x 24 hours on holiday = \$169.92 Holiday Pay = \$169.92

#### 2. Reserve

- a. If released on a holiday, reserve receives no holiday pay.
- b. If on ready reserve status and does not fly = 4.27 hours (30 days) or 4:13 hours (31 days) times the reserve's hourly rate.
- c. If on ready reserve status and flies an ID, receives greater of sub-paragraph b or lineholder computation.

A flight attendant qualifying for two (2) hour call-out pay or fine (5) hour stand-by reserve pay shall receive double pay for those hours if they fall within the holiday period.

3. In addition to compensation provided under Section 15, flight attendants scheduled by Company to attend any training or meeting on a holiday will receive an additional nine dollars (\$9.00) per hour, prorated.

**NOTE:** When using a standard calculator, you must convert the minutes in to its decimal equivalent before calculating the value of holiday pay. Therefore, divide the minutes by 60. Exp: 35.57 converts to  $57 \div 60 = .95$ , therefore 35.57 = 35.95.

#### **Certification Codes**

Certification Code (DFAP) – last 3 digits	Monthly Flight Time Record (MFTR) Abbreviation	Contract Reference
010	STATUS	
011	STATUS	9.A.6 and 10.B
021	COVRG	9.J
023	S-RSV	10.G
025	TMCR	8.K
026	DNF	5.C, D
027	AFA	3.R
028	CALL	8.F
030	SPL	8.E
031	S/L	19.A
032	ANP	5.C, D, and 9.N.4
033	OCSL	19.A.7, 9
035	VAC	18.K
037	MATSL	19.A
038	SKER	8.1
047	UST	5.H



048	TRNG	15.A
049	PUB	5.G
050	TRNG	15.G
051	OJT	15.I
052	K-TRN/FAM	
053	PD ABS (includes DIF)	4.N, O, T
061	B-HDAY	2.Q
064	DSP	4.S
066	MSL	19.B.4
067	HLDG	8.H
069	DRFT	8.G
070	PREM	5.B
073	TAXI, MEAL, MISC, SAFA, FONE	6.C
079	LANG	12.C.7
127	MU-AFA	3.G and 12.Q.4
121	CCOV	9.J
131	S/L	19.A
132	GWOP	4.V and 5.C, D

Certification Code (DFAP) – last 3 digits	Monthly Flight Time Record (MFTR) Abbreviation	Contract Reference
133	OCC SL W/PREM	19.A.7, 9
135	DAT	19.U
137	MAT SL	19.A
145	EXTDTY	Side Letter p.305
153	JURY DUTY (authorized)	4.N
161	TR/HOL	5.L.3
166	MSL	19.B.4
167	HLDG	8.H and 5.B
169	DRAFT INCENTIVE	8.G
170	PURSER	5.B and 12.D
173	PARK	6.D
179	LIP	5.O and 12.C
227	MU-AFA	3.G and 12.Q.4
232	DWOP	18.U
245	OPS RELIABILITY	7.2.C
266	MSL	19.C
269	DRAFT INCENTIVE/W LANG DESG.	8.G
270	SPLPRM	12.D
279	LNGHLD	8.H and 12.C
327	MU-AFA	3.G and 12.Q.4
332	ML-ANP	9.I and 12.Q.4
370	SPLPRM	12.D



379	LIPHLD	8.H and 5.P and 12.C
432	JURY DUTY (un-authorized)	
470	PREMIUM GUAR	5.B, C and 12.D.4
471	PGAR	5.B, C and 12.D.4
800	WORK	8.A, B, & C
999	TXFR	22 A



## **Frequently Asked Questions**

Q. I was awarded and scheduled to work the aft purser position, but flew the purser position because it was open. Why won't the computer accept my input for the purser position?

A. If you are awarded a premium position line, Unimatic will not allow you to change that in the DSPFAC PREPOS page. You must enter the premium position you actually worked in the remarks section of the DSPFAC so Crew Pay can manually post it correctly.

Q. To be credited with Language Incentive Pay (LIP) for a designated flight, do I need to enter something in the remarks of the DSPFAC?

A. Language Incentive Pay (LIP) and designated language qualified pay are automated on each segment applicable. If the Purser authorizes LIP pay for a flight attendant on a flight that is not scheduled for LIP pay, the purser must put a request in the remarks section of the DSPFAC.

Q. I know that the first 10 minutes of holding is not paid. How do I enter holding times into the computer to take that into account?

A. Enter all of the holding time; the computer will subtract the 10 minutes automatically. Example: a flight scheduled to depart at 8:00 actually departs at 8:30 and there is holding from 8:00 to 8:30. The holding should be entered from 8:00 to 8:30 and the computer will automatically subtract the first 10 minutes and pay holding for 20 minutes. Credit time earned with-in the duty period, or time away credited earned for the ID will offset any holding payable.

Q. There were changes made to the meal service resulting in understaffing. Does the DUAL report reflect that?

A. The DUAL report shows the most current meal services on each flight. If a meal service changed, resulting in a different staffing requirement, it would be reflected in the report. If you experienced irregular operations, which resulted in a revised meal service, the purser would need to note the change in the remarks section on the DSPFAC for that flight. If the purser has additional questions, she/he may contact Flight Attendant Crew Pay opt. 4, 3.

Q. I am working an ID other than the base ID on which we had understaffing. If the purser requests understaffing, do I also have to put in a DSPFAC to request it also?

A. The purser's request for understaffing will include all flight attendants on the flight segment; therefore it is not necessary for you to request understaffing also.

Q. I am a flight attendant based in Hong Kong and paid in Hong Kong dollars. How does United calculate my pay?

A. All United flight attendants who work under the Flight Attendant Agreement are paid in U.S. dollars (USD). The USD pay is then converted into local currency. (A flight attendant based in an international base may choose to be paid in either USD or local currency.) The exchange rates are based on bank rates and may change from paycheck to paycheck. There is a floor limit on exchange rates to ensure a minimum compensation level in the UA/AFA Agreement located on page 286 of the 2012-2016 Collective Bargaining Agreement.

Q. I was on a separate ID then the purser, and there was holding. Do I need to put in a separate request to ensure I am paid?

A. Yes. You may request holding by placing the comments in the DSPFAC section in Unimatic, or by submitting a paper FAC with the exact times for the flight segment(s) in question.



# Pay & Unimatic How to submit a DSPFAC

- Sign on to Unimatic
- Type DSPFAC and press ENTER

Response is:

- Type the requested information in each field
- Press ENTER

The following display is an example of what will appear on the screen. It is the premium position screen (PREPOS):

PREPOS/5801/30/JUL * INDICA	ATE POSITIONS	S WORKED F B C D	
FN NAME	SKED ACT	FN NAME	SKED ACT
039087/PIELACH, M	F/	062451/BURNS, C	/
010493/ROMANO, B	B/	027428/SGGRO, D	/
050270/DUNNING, S	C _/	034192/GAMBINO,	/
053069/GIOMI, A	D/	033062/RILKO, B	/
059162/SIGGAL, S		042112/ALBRECHT, L	/
062997/HARGROVE, C	/	012345/KELLY, T	/
011679/LECZEWSKI, V	/		
020115/FISHER, A			

## **Premium Pay**

- If you were awarded a premium line or traded with a bid lineholder in a premium position, you are responsible for working that position. In these cases, the computer will automatically pay the premium pay.
- If flying a relief, reserve or a single line and working the premium position, premium pay must be input on the PREPOS page in order to be paid.
- Note: If awarded a language qualified bid position, you do not need to complete DSPFAC, the language pay will automatically post.
- To request premium pay, type the actual premium and/or SKED code(s) if the correct code is not displayed in the SKED field or the premium position worked was an open position.
- If the premium position is worked for the entire ID, enter the position worked (F,B,) in the ACT field. If only a portion of the ID was worked in the premium position, do NOT complete the ACT field, but list the flight(s) worked on the Additional Comments (remark) page. See page 16 for instructions on entering additional comments.
- After reviewing and/or completing the PREPOS display, move the cursor to the bottom of the page and press 'ENTER'.
- The response is the MENU page, which is a listing of all the functions associated with the FAC.

#### The Menu Screen

The Menu Screen is used to display different areas of the DSPFAC to look at or enter data in the automated Flight Activity Certification.

#### \* ▶ MENU

- \* IF YOUR REQUEST IS COMPLETE, TAB TO AFTER THE 'STORE'
- REQUEST, ENTER AN 'X' AND TRANSMIT.

\_\_\_\_\_\_



*	
*	STORE REQUEST / ▶ STORE
*	
*	IF YOU WISH TO ADD INFORMATION TO ANY OF THE FOLLOWING
*	SCREENS, TAB TO THE DESIRED FUNCTION AND TRANSMIT.
*	
*	PREMIUM POSITION / ▶ PREPOS
*	HOLDING TIME / ▶ HOLDING
*	ADDITIONAL COMMENTS / ▶ REMARK
*	
****	***********************

- The first line is the menu prompt. If at any time you need to get back to the menu screen, type 'MENU' and press 'ENTER'. Unimatic will return you to this screen.
- The Store Receipt Prompt is used to store the FAC when all the information has been entered. When stored, the information in the FAC is immediately sent to Flight Attendant Crew Pay. (Prior to storing you may make multiple requests by adding information in additional comments pertaining to a specific ID). Once stored, no additional changes may be entered.
- The premium position prompt will display the Premium Position screen (PREPOS).
- The holding time prompt will display the Holding Time Screens. These are used to request holding time for each segment of the ID. Please refer to page 23 for instructions on entering holding information.
- The additional comments (remark) prompt will display the Additional Comments Screen used to request any additional items or to offer explanation for a request.

#### Holding

- On the MENU screen, TAB to ▶ HOLDING and press 'ENTER'
- The following display is an example of what will appear on the screen.

#### ▶ HOLDING / 5801 / 30JUL

PLACE AN X IN HLD FOR SEGMENTS WHICH NEED A HOLDING ENTRY FLT DT DEP ARR **HLD** FLT DT DEPARR HLD FLT DT DEPARR HLD

935 / 30 / LAX HNL \_**X**/

934 / 31 / HNL LAX /

- The first line indicates holding for ID 5801 on the 30<sup>th</sup> of July.
- The flight numbers are listed in the order they were flown during the ID. An X is placed in the blank where holding is requested.
- Tab to anywhere after the last character and press **ENTER**. This action will bring up the holding screen.

#### ADD HLD/5801/30JUL

ENTER HOLDING TIMES AND PLACE AN X BY ELIGIBLE ATTENDANTS
BEFORE SEG AFTER SEG

FLT DT DEPARR SKDD ACTD START-END SKDA ACTA START-END



935/30/LAX HNL/1000/ 09	59/	_/ 1235/ 1308/ <b>1308 / 1401</b>
	BFR/AFR	BFR/AFR
039087/PIELACH, M	_/ X/	062451/BURNS, C/ X/
010493/ROMANO, B	_/ X/	027428/SGGRO, D/ X/
050270/DUNNING, S	/ X/	034192/GAMBINO,/ X/
053069/GIOMI, A	_/ X/	033062/RILKO, B/ X/
059162/SIGGAL, S	/ X/	042112/ALBRECHT, L/ X/
062997/HARGROVE, C	/ X/	012345/KELLY, T/ X/
011679/LECZEWSKI, V	/ X/	
020115/FISHER, A	/ X/	

- If holding occurs before departure and/or after arrival, indicate the START and END times in the BEFORE SEG and/or AFTER SEG. Note: Times must be noted in the 24-hour clock format and must be entered in order for the computer to award the holding time. If holding is requested for AFTER a segment, the START time cannot be before the SKDA time.
- In addition to completing the START-END times, indicate those flight attendants eligible for holding by placing and X in either/or the BFR/AFR columns
- Holding pay is calculated as follows: the first 10 minutes is unpaid and half of the remaining time is payable per Section 8 H of the Agreement. However, when entering times, enter all holding time since Unimatic will automatically deduct the 10 minutes. Any time away credit or duty time credit within the duty period in which holding occurred is subtracted from payable holding time.
- No more than 4 hours can be requested per flight segment. If holding exceeds 4 hours, please input all information in remarks.
- If an ID cancelled and the crew held prior to cancellation, without leaving the blocks, the ID is pay protected in your guarantee pay. Because the ID cancelled holding cannot be requested via Unimatic and the purser must submit a paper FAC. The paper FAC must include start and end times for holding and all eligible flight attendants. Holding is offset by any credited time associated with the duty period where holding occurred or any time away credit earned on the ID.
- Holding pay, premium holding, language designated holding, and language incentive holding are automatically calculated and posted after the FAC is stored.
- When an irregular operation occurs, such as return to block (RB), diversion (DV), fuel stop (XP) or return to field (RF), specify in the Additional Comments (remark) screen whether the irregular operation resulted in holding or actual flight time. Instructions for entering additional comments are below.
- Once the holding request is entered, move down and press **ENTER**. The MENU page will reappear on your screen.

#### **Additional Comments**

- From the MENU screen, TAB to REMARK and press 'ENTER'.
  - o The following display will appear on your screen:

REMARK 5801/30JUL ADDITIONAL COMMENTS:	

- Enter pay-related items only in the ADDITIONAL COMMENTS page.
- If you are having difficulty inputting in the PREM or HOLD screens, you must input your request in the Additional Comments (remark) section of your DSPFAC.



- HOLDING: Remarks should indicate the flight segment, before or after, and the start and end times.
- PREM: If a premium position was worked for part of an ID, indicate name, position, flight number and departure/arrival stations. Do not enter this in the PREM section of the FAC.
- PREM: If you were awarded an F or B position and you worked a different premium position, you
  must request premium pay in the Additional Comments (remark) section only.
- After all comments have been entered, TAB to the bottom of the display and press the 'ENTER' key. The response is the main page.
- ONLY AFTER ALL REQUESTS HAVE BEEN ENTERED, TAB TO STORE REQUEST, PLACE AN 'X' NEXT TO STORE AND PRESS 'ENTER'.
- ONCE STORED, NO ADDITIONAL INFORMATION CAN BE ENTERED IN THE FAC.

## **Understaffing**

The understaffing process is automated. The system gathers information for individual flight segments to determine the minimum staffing levels required to operate a light. The system retrieves information from:

- Flight segment to determine domestic versus international work segment (DSPID)
- Meal served (IBSOPS)
- Passenger count (Customer service gate reader)
- Type of equipment (DSPID)
- Actual number of hours flown (DSPID)

After all the information is retrieved, the system calculates the total number of flight attendants needed based on FAOM section 4- Staffing Guidelines.

## Displaying DFAP

DFAP (Display Flight Attendant Pay Record) is a record of your pay activity for the month.

- You are able to view your DFAP in Unimatic for the current month, the prior two months and one
  month following the current month after bids have been awarded.
- In your payfile (DFAP) you may see postings with an asterisk next to the posting number. This
  indicates a voided posting. These will not transfer into the monthly flight time record (MFTR).
- To display your payfile for the month, type DFAP into Unimatic and press 'ENTER'.
- To print your payfile enter a P or a print system in the print field.

This entry will bring up the following display:

LOF DOM MO FN	PRINT
DFAP////	

The monthly flight time record (MFTR) also includes an abbreviated description along with the certification code of each posting. Your monthly flight time record (MFTR) is listed in hours and minutes. This information is sent from Flight Attendant Crew Pay to Corporate Payroll (HQJPZ) where it is calculated into our actual pay.



## **Components of a DFAP**

DFAP/	1716	Α/	0			100001/		NES, J				
GAR 8	959	MII	1 6	500	FTM 9	038	QPJ 25					
(1)	(2)	(3)	(4)		<b>(</b> 6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)
CERT#	ASM	ГDТ	TD	SKED	TUS	DHCR	FTCR	ACTL	TOTL	NITE	EXPNS	POSTING#
43010	0130	01	30									0171975
43810	5366	01	1	639								0171976
43031	5366	01	1	639			639		639			0300348
43810	5427	02	1	1850								0171977
43800	5427	02	3	1850			210	1648	1858	510	11526	0020284
43810	5259	07	4	2130								0171978
43800	5259	07	4	2130	2			2154	2156	1007	14802	0100936
43067	5259	07	1				12		12			0120687
43810	5427	15	3	1850								0171979
43800	5427	15	3	1850	12	145		1735	1932	1042	15603	O180811
43810	5277	21	3	1950								0171980
43800	5219	21	3	1950	35	205		1633	1913		11962	O156634
43810	5203	30	2	420								0171981
43031	5203	30	2				420		420			O191676
TOTAL			_		49	350	1321	7250	9050	2559	538.93	

- The first line of the DFAP repeats the line number, base, month requested, file number and last name with first initial.
- The second line shows the guarantee, minimum and projected flight time for the month and cumulative quarterly projected flight time.
- The third line contains the column headings for the pay record or DFAP, which will be explained in more detail. (The reference numbers on line three do not appear on an actual DFAP display.)

	III IIIQIE GELAII.	(The reference numbers on line three do not appear on an actual DFAP display.)
1	Cert #	Certification Number. This column will contain a five-digit code.  • The first number in the code represents pay status for receiving premium pay or not receiving premium pay:  4 = No Premium Pay  5 = Galley  7 = Narrow Body Purser  8 = Wide Body Aft Purser  9 = Wide Body Purser  NOTE: Upper deck and lower galley pay are no longer compensable.  • The second number in the code represents work status for the month:  1 = Domestic Lineholder  2 = Domestic Reserve  3 = International Lineholder  4 = International Reserve  5 = Domestic Reserve TED  6 = Domestic Reserve TED  7 = International Lineholder TED
1	Cert #	8 = International Reserve TED     The last three digits in the CERT # column indicate the type of activity
		posted. Following is a list of these codes and the type of activity in numerical order:  010 – Status for the fully month



Odd Mid month status along (DOV month)
011 – Mid-month status change (RSV move-up)
021 – Critical coverage
023 – Standby reserve (ONSB)
025 – Miscellaneous credit time (One for Three after Four)
026 – Unavailability DNF (did not fly) or LOA (leave of absence)
027 – AFA (trip dropped for Union business)
028 – Call (2-hour callout pay)
030 – SPL (trip dropped for special assignment)
031 – Non-occupational sick leave (ONSL, ENSL, or FMLS)
032 – ANP Authorized no pay - (WOP or FMLW)
033 – Occupational sick leave (OCSL)
035 – Vacation
037 – Maternity sick leave
038 – Scheduling error
047 – Understaffing
048 – Training on an unassigned day
049 – Publicity assignment
050 – Training on an assigned day
051 – Working FAM trip (OJT for scheduled flight attendant)
052 – Familiarization trip for trainee
053 – Paid absence (ABS)
061 – Holiday pay
063 – ICO and CRAF/MAC pay protection
064 – Displacement
066 – Make-up sick leave (current month)
067 – Holding time
069 – Drafting
070 – Premium pay
073 – Expenses
079 – Language designated
121 – Critical coverage (time and ½)
127 – Make-up AFA (current month)
131 – ONSL, ENSL (sick leave with scheduled purser pay)
132 – Guaranteed personal time off (GWOP or PTO)
133 – Occupational sick leave with scheduled purser pay
,

1	Cert #	135 – Vacation day at a time (DAT) 137 – Maternity Sick leave with purser pay 145 – Extended duty time (5 for 1 pay) 153 – Jury Duty Authorized - JDA 161 – Holiday pay at training rate 166 – Make-up sick leave (previous month) 167 – Holding time with premium purser pay 169- Drafting Incentive pay 170 – Premium purser pay 173 – Parking Expenses
		173 – Parking Expenses 179 – Language incentive pay (LIP)
		227 – Make-up AFA (one month prior)



		232 – Unpaid portion of ID with day-at-a-time vacation
		245- OPS Reliability
		266 – Make-up sick leave (2 months prior)
		269- Drafting Incentive pay w/Lang. desg.
		270 – SAFA premium non-qualified (for accrual only)
		279 – Holding with language designated
		327 – Make-up AFA (2 months prior)
		332 – Military ANP
		370 – SAFA premium purser qualified (for accrual only)
		379 – Holding with language incentive
		432 – Jury Duty Not Authorized - JDU
		470 – Premium guarantee
		471 – Premium Guarantee purser
		800 – Flying assignment worked
		810 – Scheduled ID (trip guarantee)
		999 – Mid-month transfer
2	ASMT	Assignment. This column will contain one of the following:
		ID number
		<ul> <li>From / through dates for monthly status, premium guarantee or unavailability (LOA, DNF)</li> </ul>
		Any of the following abbreviated pay codes:
		o 1111 – Non-Exempt SAFA assignment
		o 2222 – Exempt SAFA assignment
		AED - Automated External Defibrillator
		AFA Utilia la sinasa
		AND Authorized as a sec
		o BDAY - Birthday
		CALL - Callout     CRT Computer based training for equipment
		CBT - Computer based training for equipment     CCOV - Critical severage
		o CCOV - Critical coverage
		DS1 – Cabin Security  COD Foreign and training
		EQP - Equipment training
2	ASMT	o FAM - Key position familiarization trip
		FLAS – Family Leave Act Sick
		o FLAU – Family Leave Act Un-paid
		○ FMLS – Family leave sick
		○ FMLW – Family leave without pay
		o HOL - Holiday
		ICO - International charter or MAC
		IST - International service training
		<ul> <li>LDR - Leadership development recurrent training for qualified pursers</li> </ul>
		MEAL - Miscellaneous meal expenses
		o MISC - Miscellaneous expenses (passport, visa, etc.)
		o MTG - Meeting or other training
		NVU - New View training
		OJT - On the job trainer
		ONSL - Sick leave



	o PARK – Parking expenses
	<ul> <li>PQT - Purser qualification training</li> </ul>
	o PUB - Publicity assignment
	RET - Recurrent emergency training
	<ul> <li>RSV - Denotes a scheduled reserve day</li> </ul>
	<ul> <li>SAFA - Special assignment per diem</li> </ul>
	<ul> <li>SEMR - Seminar (also used for CLR)</li> </ul>
	<ul> <li>STBY - Standby reserve</li> </ul>
	<ul> <li>TAXI - Reimbursable limo/taxi expenses</li> </ul>
	<ul> <li>UTRN - Training on unassigned days</li> </ul>
	<ul> <li>VAC - All vacation including premium pay or payable deadhead</li> </ul>
	credit associated with a vacation.
DT	Date. This column will contain one of the following:
	<ul> <li>First date of the scheduled bid month for the status posting and premium guarantee</li> </ul>
	<ul> <li>Total assignment days during an unavailability (LOA, DNF) or vacation period</li> </ul>
	Originating date of the activity being posted
TD	Total Days. This column will contain one of the following:
	Total number of days in the bid month for the status posting and premium guarantee
	Total number of elapsed calendar days within an unavailability or vacation period
	Number of flight attendants understaffed

5	SKED	Scheduled Time. This column will contain one of the following:  Total scheduled flight time within an ID  Total bid time for activity removed due to DNF or ANP  Actual flight time for an understaffed flight  Total hours paid for training or publicity  Amount of scheduled premium pay protected by the line guarantee  Total hours credited at premium pay				
6	TUS	Time Under Schedule. This column will contain time for flights that operate under scheduled flight time.				
7	DHCR	Deadhead Credit. This column will contain time spent deadheading during an ID.				
8	FTCR	Flight Time Credit. This column will contain credited time which is not actual flying time; examples of flight time credit are jury duty, sick leave, holding, vacation, and duty or time away credit during an ID.				
9	ACTL	Actual. This column will contain the actual flight time flown in an ID.				
10	TOTL	Total . This column will contain the total flight time to be credited for the activity posted (Note: the total will be the sum of the TUS, DHCR, FTCR and ACTL figures.)				
11	NITE	Night. This column will contain the amount of time eligible for night pay in an ID.				



12 <b>EXPNS</b> Expenses. This column will contain the amount in dollars and cent money associated with the activity posted.							
13 P	POSTING#	<ul> <li>Posting Number. This column will contain a reference number.</li> <li>It is for tracking purposes only and allows Pay Records to distinguish one posting from another.</li> <li>An asterisk (*) appearing before a posting number indicates that the posting has been voided.</li> <li>The first character(s) of the posting number will be letters, which represent the flight attendant's base.</li> <li>BO - BOS</li> <li>D - DEN</li> <li>F - SFO</li> <li>FR - FRA</li> <li>H - HNL</li> <li>HK - HKG</li> </ul>					
13 P	POSTING#	J - JFK L - LAX LS - Las Vegas LH - LHR N - NRT O - ORD S - SEA W - DCA • Following the base letter code, the first two digits reference the date in the month when the posting transaction was generated. • The last four numbers are a computer generated sequence number to distinguish one entry from another. • The last line of the DFAP shows the totals of each column (vertically).  Note: Voided postings with an asterisk (*) are not added into the TOTAL line. • Totals are provided in the DFAP for each of the following columns:					



# Example of a DFAP

DFAF GAR		716 9	A/ MIN			06 / FTM 9	100001/ 9038	J0 QPJ 25	NES, J 246				
(1) CERT	,	2) SMT		(4) TD :	(5) SKED	(6) TUS	(7) DHCR	(8) FTCR	(9) ACTL	(10) TOTL	(11) NITE	(12) EXPNS	(13) POSTING#
4301			01 ( 01 (	30 1	639								O171975 O171976
4303 4381			01 : 02 :	1	639 1850			639		639			O300348 O171977
4380	54	27	02 :	3	1850			210	1648	1858	510	11526	0020284 0171978
43810	52	59	Ŏ7 .		2130 2130	2		4.0	2154	2156	1007	14802	0100936
4306 4381		<u>59</u> 27	<u>07                                    </u>	<u>1                                    </u>	1850			12		12			<u>0120687</u> 0171979
4380 4381		27 77	15 : 21 :	3	1850 1950	12	145		1735	1932	1042	15603	O180811 O171980
4380 4381	52	:19 :03	21 ( 30 (	3 .	1950 420	35	205		1633	1913		11962	O156634 O171981
4303 TOTA	1 52	:03		_	720	49	350	<b>4</b> 20 1321	7250	420 9050	2559	538.93	0191676

1	Cert#	The CERT# 43800 illustrates:  • 4 – No premium pay  • 3 – International line holder  • 800 - Flying assignment worked				
2	AMST	5427 denotes the ID number				
3	DT	15 indicates the day of the month the ID started				
4	TD	3 signifies in this example three total days in the ID				
5	SKED	1850 indicates 18 hours and 50 minutes of flying time is scheduled for this ID				
6	TUS	12 specifies this ID operated 12 minutes under schedule for this ID				
7	DHCR	145 indicates 1 hour and 45 minutes of deadhead time for this ID				
8	FTCR	Flight Time Credit is not shown. This column will contain credited time which is not actual flying time; examples of flight time credit are jury duty, sick leave, holding, vacation, and duty or time away credit during an ID.				

9	ACTL	1735 denotes 17 hours and 35 minutes of actual flying time for this ID
10	TOTL 1932 shows 19 hours and 32 minutes of total credited time paid for this ID (TU DHCR + ACTL)	
11	NITE	1042 indicates 10 hours and 42 minutes of night pay for this ID





12	EXPNS	15603 denotes \$156.03 is payable in expense money for this ID (per diem)					
13	POSTING#	O180811 is the Posting Number. This column will contain a reference number.					
		<ul> <li>The first character(s) of the posting number shows the flight attendant's base is ORD</li> </ul>					
		<ul> <li>Following the base letter code, the first two digits (18) reference the date in the month when the posting transaction was generated.</li> </ul>					
		<ul> <li>The last four numbers (0811) are a computer generated sequence number to distinguish one entry from another.</li> </ul>					