

Purser Transition



October 1999



ASSOCIATION OF FLIGHT ATTENDANTS

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INTRODUCTION

Effective with the October 1999 schedule month, Purser qualification will be required in order to be awarded a Purser position on all International lines and Domestic lines containing wide-body flying.

During the September 17 line award process for the October schedule month, flight attendants who are not Purser qualified will be bypassed for all Qualified Purser positions.

Beginning with the October 1999 schedule month, flight attendants must be Purser qualified in order to:

- Be awarded a Qualified Purser position in the line award process. A more junior qualified flight attendant will be awarded a Qualified Purser position over a more senior, non-qualified flight attendant.
- Be awarded a Qualified Purser Lineholder position in a Reserve month, based on their Purser qualification.
- Be awarded a Qualified Purser position in Open Flying.
- Be able to trip trade for Qualified Purser positions in Open Flying or trade with other Qualified Pursers for Qualified Purser positions.
- Be eligible for Qualified Purser pay for vacation, having met the 450 credited hour requirement and having been awarded a Qualified Purser position during their vacation(s).

This booklet will assist you with the changes to the current processes which will become effective with the October 1999 bid process and schedule. We have tried to anticipate your questions. However, if you have additional issues that are not addressed here, feel free to contact your domicile staff or your LEC officers who will do everything possible to provide answers.

NOTES OF CLARIFICATION

- It is important to remember that being an International Qualified Purser or a Domestic Qualified Purser will not change certain scenarios during equipment substitutions, irregular operations and filling open positions. These types of situations will continue to be governed by seniority and the procedures outlined in the flight attendant handbook. There will be several display changes that will point out Purser qualifications and Purser positions. These display changes are for identification purposes only and do not indicate the order of assignment.
- An International Qualified Purser is also Domestic Purser qualified. A Domestic Qualified Purser is Domestic Purser qualified only.
- The information in this booklet describes the processes applicable to Purser and Aft Purser positions. Please refer to the Purser Pay section for pay clarifications.

MONTHLY SCHEDULE BID AND AWAR

Purser Qualification

Purser training must be completed and recorded in Uimatic by 1700 Central time on the 16th of each month in order for a flight attendant to be awarded a Qualified Purser position in the line award process for the following month's schedule.

Monthly Seniority List

The monthly seniority list, available in all domiciles, has been expanded to include a number of qualifications to make it easier for flight attendants to determine their relative ranking for bidding purposes (see example top of next page). In addition to seniority number, name, file number, vacation period and availability in that month, the following qualifications and designators have been added:

Purser (PUR)

Indicated by "D" if Domestic Qualified Purser only or "I" if International Qualified Purser. Further modifications are planned to add a number which will indicate the relative ranking within each Purser qualification category.

International Services (INT)

Indicated as "Y" when International Services training has been completed and recorded in Uimatic.

Passport (PPT)

Indicated as "Y" if the FDOL display does not contain a passport number and expiration date that is later than the first day of the month prior to the schedule month being reported. For example: If a flight attendant possesses a passport which expires on November 30, she/he would be eligible to be awarded an International line for December, but not in January.

Language

Indicates up to four Language Qualifications (LQ1, LQ2, LQ3, LQ4) using the three-letter language codes. Following are the most common languages you may see on the seniority list:

CTN (Cantonese), FRA (French), GER (German), HIN (Hindi), ITL (Italian), JPN (Japanese), MAL (Malaysian), MAN (Mandarin), NLD (Dutch), TAG (Tagalog), POR (Portuguese), SKO (Korean), SPN (Spanish), THL (Thai), VTN (Vietnamese).

Examples:

NAME	TITLE	SM	P	I	P	LQ1	LQ2	LQ3	LQ4
RSV	NUMBER	DT	U	T	T				
899 B WALLACE	C 010980	06-10-86	I 12	Y		JUN 21	GEN 13	ITL 1	VNS 1
900 A FEILER	D 111976	06-10-86			N				
901 B HENLEY	D 060174	06-10-86	D 4		N				
902 A FREY	G 060487	06-16-86	I 13	Y		JUN 22			
903 B SEEGER	B 102350	06-17-86			JUN				
904 A YOUNG	S 714658	06-17-86	I 14	Y		JUN 23			
905 A NOVELL	B 617427	07-02-86	I 15	Y	N				
906 B HARPOLENT	M 681161	07-02-86	I 16	Y		SEP 44	FRA 39	IND 4	
907 A GOODMAN	M 731770	01-05-87	I 17	Y		SEP 12	HIN 33	MAN 8	
908 B COOKS	S 419495	01-05-87	D 5						
909 A STEINER	G 744961	01-05-87			N	FOR			

Bid Packages

Section 9.C.

Effective with the October 1999 schedule, the Primary Bid Package will contain the following International and Domestic Qualified Purser information on the front page:

- Approximate number of Qualified Purser Relief Lines
- Approximate number of available Qualified Pursers
- Approximate total number of Purser qualified Positions

[illegible]

Bid positions
F B C D E Y V

are identified
in bid packages
in the sections:

- "Order of award / Comparable work positions" (Bid Matrix)

- “Position Assignments for One and Two Position Lines”

(Sample Bid
Cover Letter,

Qualified Purser Bidding

When a flight attendant's bid preferences are processed, Qualified Purser positions are awarded based on each flight attendant's seniority, qualification(s), and reserve status. The availability of flight attendants with specific qualifications may affect the award process.

Bid Preference examples:

- *Bid Preference:* Domestic Line 25A then lines 50, 53, 75, 80 through 150
- Situation:* Invalid bid position on line 25. The correct position is "r"
- Award:* The first available Domestic position after preference 25A

- **Bid Preference:** Block-bid Domestic lines 1 through 25 with "B" position
Situation: Lines 1 through 15 contain IDs with pure 777 aircraft
 Lines 16 through 25 contain IDs with pure 747 aircraft
 The flight attendant is International. Puser qualified
Award: The first available Domestic "B" position

Note: If awarded a position on line 1 through 15, she/he would work either E or Y cabin.

If awarded a position on line 16 through 26, she/he would work the AFT Pursert position.

- **Bid Preference:** Buddy-bid of multiple-position lines with Qualified Purser position *Situation:* One buddy is Purser qualified and position-bids the "F" position *Award:* The first available line that satisfies the qualified position award and has sufficient non-qualified positions for the remaining buddies.

- **Bid Preference:** International Qualified Purser positions
- Situation:* The flight attendant is International Purser qualified, but has a passport that expired three months prior to the schedule month being bid.
- Award:* The first open position on the lowest numerical Domestic line available.
- **Bid Preference:** International then Domestic Qualified Purser positions
- Situation:* The flight attendant is International Purser qualified, in their Reserve month and below the domicile Senior Designated Reserve.
- Award:* The first available Qualified Purser position bid as long as there are remaining Qualified Purser positions. Otherwise they will be awarded their first available reserve choice.

Qualified Purser – Assignment

Sections 9.P.4.b. & 12.D.5.b.

In a lineholder month, a Purser qualified flight attendant will be awarded her/his preference of line/position unless she/he is below the Qualified Purser assignment point. If below the assignment point, she/he will be awarded a Qualified Purser position.

In a reserve month, a Purser qualified flight attendant who would otherwise be awarded a reserve may be awarded an available Qualified Purser position, if it is bid by the flight attendant.

A Qualified Purser assignment condition exists when the number of qualified flight attendants is equal to the number of qualified positions remaining to be awarded:

Example:

Start of awards: 120 = Qualified Purser

80 = Qualified Purser positions

40 = Qualified Purser with option to bid non-qualified positions

After 60 Qualified Purser are awarded (20 qualified and 40 non-qualified positions)

60 = Qualified Purser

60 = Qualified Purser positions remaining to be awarded

0 = Qualified Purser with option to bid non-qualified positions

The remaining 60 will be awarded/assigned qualified positions. The most senior of these flight attendants represents the Qualified Purser assignment point. These individuals will be awarded a Qualified Purser position in order of their bid preference. If none of their remaining bids are for the open Qualified Purser positions, they will be awarded on the basis of an "Insufficient Bid" as outlined in the "Insufficient Bid Section" of this booklet.

International vs. Domestic status of the remaining 60 to be awarded:

Restart awards: 42 = International Qualified Purser

40 = International Qualified Purser positions

2 = International Qualified Purser with option to bid Domestic Qualified Purser positions.

Note: If no International Qualified Purser bid Domestic Qualified Purser positions, the two most junior International Qualified Purser will be awarded/assigned Domestic Qualified Purser positions.

Flight attendants submitting buddy-bids should be aware of each buddy's qualification(s) and potential for the qualified flight attendant to be assigned to a particular award based on her/his qualification(s).

• *Bid Preference:* Buddy-bid for non-qualified multi-position lines

Situation: The junior flight attendant is International Purser qualified, in a lineholder month, and below the Qualified Purser assignment point.

Award: Insufficient bid - the lowest numerical line available with a Qualified Purser Position and sufficient non-qualified positions for the remaining buddy(s). If no such line exists, the buddy-bid is "split."

If a buddy bid must be split because no line exists to accommodate all of the buddies, the Purser Qualified flight attendant will be awarded an available Qualified Purser position based on the bids submitted. The remaining buddies will be awarded individually, based on the bids submitted. All awards will continue to be based on the most junior flight attendant's seniority.

Qualified Purser and Language Assignment Sections 12.C.7, 12.D.5.a.b. & 9.P.4.a.b.

Multi-qualified flight attendants (Purser and Language) will be awarded their preference of lines/positions, including Qualified Purser positions or regular lines, unless there are not enough Language Qualified flight attendants remaining to permit this. If there are sufficient Qualified Purser flight attendants, the most junior multi-qualified flight attendant(s) below the Language assignment point will be awarded or assigned a Language line.

Example:

30 = Qualified Purser

20 = Qualified Purser positions

5 = Language qualified flight attendants (includes 2 Purser and Language qualified)

5 = Language qualified positions

Start award:

30 = Qualified Purser

2 = Purser and Language qualified flight attendants below the Language assignment point.

28 = Remaining Qualified Purser

20 = Qualified Purser positions

8 = Qualified Purser with option to be awarded non-Purser qualified lines.

Award of remaining Qualified Purser Positions due to insufficient PTL or PTD flight attendants:

Bid Preference: International then Domestic Qualified Purser positions

Situation: The flight attendant is Domestic Purser qualified

Award: The award would be to a Domestic Purser position

Note:

If there are more International Purser positions than International Qualified Purser, remaining Purser positions will be awarded in seniority order to any flight attendant who has International Services Training, a valid passport and a minimum of one year of seniority and has bid the Purser position. A line number bid with no positions indicated will be considered a Purser bid.

Unawarded Qualified Purser positions are then filled in seniority order among the most junior flight attendants who possess the required service qualification (must be IST qualified to be awarded an International position and with a minimum of one year of seniority).

Bid Preference: International then Domestic Purser qualified, then all non-qualified

Situation: The flight attendant is not Purser qualified

Award: The award would be to a non-qualified position

Note:

If there are more Qualified Purser positions than Qualified Pursers, those positions still open after all Qualified Pursers have been awarded, will be available for award to non-qualified flight attendants. Unawarded qualified Purser positions are then filled in seniority order among the most junior flight attendants with a minimum of one year of seniority, and who possess the qualifications necessary for the type of flying contained in the line.

Insufficient Bid

Section 9.C.12.

An insufficient or non-bidder is awarded the first open position on the lowest numerical line available based on her/his qualifications and reserve letter. In a merged location, this would typically be a Domestic line.

• *Bid Preference:* Non-bidder

Situation: The flight attendant is International Purser qualified, in a lineholder month, and above any Qualified Purser assignment point.

Award: The first open position on the lowest numerical line available. In merged domiciles, this will likely be a Domestic position.

• *Bid Preference:* Non-bidder

Situation: The flight attendant is International Purser qualified, in a lineholder month, and below the Qualified Purser assignment point.

Award: The lowest numerical Qualified Purser position available (Domestic or International) or lowest numerical International Purser position if she/he is below the International Qualified Purser assignment point.

Qualified Purser Relief Line Bidding

Note: The issue of Qualified Purser designated relief lines is currently in dispute between the Company and the Association of Flight Attendants. Notwithstanding:

The approximate number of International and Domestic Qualified Purser relief positions will be shown on the Primary bid package cover letter. The best effort will be made to accurately but conservatively estimate the number of Purser qualified relief positions. We anticipate that bidding patterns will change from domicile-to-domicile as a result of these new qualification requirements. Until there is some "history" of these patterns, estimates will be based on the qualifications of those scheduled for vacation in a given month.

The Relief bid package may contain Domestic, International and Language lines. These lines may contain Qualified Purser positions depending on the bid awards of flight attendants who have vacation during the month.

• *Primary Bid Preference:* RLF

Situation: The flight attendant is not on vacation during the schedule month.

Award: A relief position if available

Relief Bid Preference: International Qualified Purser, Domestic Qualified Purser, then non-qualified lines.

Situation: The flight attendant is International Purser qualified

Relief Award:

A relief line containing:

- International Qualified Purser positions, as bid and if available;
- Domestic Qualified Purser positions, as bid and if available;
- A regular relief line.

If the flight attendant is below the Qualified Purser assignment point, she/he will be awarded a Qualified Purser bid preference, as bid and if available, then the lowest numerical relief line which contains Qualified Purser positions.

TRADES

Trade Board

Side Letter, Page 263

There will be no immediate change to the trade board. Please indicate in the comment section that the position being traded is a Qualified Purser position.

Qualified Pursers Trading with other Flight Attendants

Sections 9.P.5. & 12.D.6.

Effective with the October 1999 schedule month, flight attendants awarded Qualified Purser positions in the line award process must trade Qualified Purser positions with other Qualified Pursers. An International Qualified Purser may trade for International or Domestic Qualified Purser positions. A Domestic Qualified Purser may *not* trade for International Purser positions. The process for trading non-Purser positions will not change. Trades with other flight attendants should be submitted and will be awarded in the same manner as today. There will not be a special position designator needed for the Qualified Purser position in the trade request screen. If the trade has a potential legality problem it will be reviewed at the normal award time.

Non-Qualified Flight Attendants Awarded Purser Bid Positions

Flight attendants who are not Pursers qualified but who are awarded a Qualified Purser position in the line award process, may only trade with Qualified Pursers, other non-qualified flight attendants, or for other non-qualified Qualified positions within the normal trade process.

Note: When trading a Qualified Purser position with other non-qualified flight attendants, she/he must contact Onboard Scheduling to have her/his trade processed.

Once a Qualified Purser position is vacated and placed in open flying, the Qualified provisions for coverage will apply.

Qualified Pursers Trading with Open Flying
Sections 9.P.5. & 12.D.6.

Effective 00:01 on September 29, 1999, Qualified Purser's may trade for any position in the open trip file. Qualified Purser's may trade their Qualified Purser position for a non-Purser position. An International Qualified Purser may trade into an International or Domestic Qualified Purser position and a Domestic Qualified Purser may trade into a Domestic Qualified Purser position. Trades with open flying will be submitted and processed in the same manner as today. There will not be a special position designator needed for the Qualified Purser position in the trade request screen.

Open Flying-Qualified Purser Positions

Effective 12:00 (noon) on September 30, 1999, an open Qualified Purser position, which is filled two (2) days or more prior to departure, will be filled with a Qualified Purser over other flight attendants who are not Purser qualified. An International Qualified Purser may pick-up an International or Domestic Qualified Purser position, a Domestic Qualified Purser may pick-up a Domestic Qualified Purser position. The day before and day of departure, an open Purser position will be awarded first to a Qualified Purser, then to a flight attendant who is not Purser Qualified providing a Qualified Purser is on the base or like ID.

There will be situations in which a flight attendant who is not a Qualified Purser will be awarded a Qualified Purser position.

The "Two-Day Rule"

Sections 9.P.4.c., d. & 12.D.5.c., d.

A Qualified Purser position open within two days of departure may be filled by a flight attendant who is not Purser qualified, provided a Qualified Purser is scheduled on the base or like ID. This will occur when a Qualified Purser is already on the base or like ID with the same segments, and no other Qualified Purser has requested the position. In this instance, non-qualified flight attendants may request and be awarded the Qualified Purser position on the ID through trades with, or picking up, open flying. A Qualified

Purser assigned to the base or like ID will be required to fill the Purser position.

If there is not a Qualified Purser on the base or like ID and there are no Purser Qualified reserves available in the same domicile, the Qualified Purser position may be moved to a domicile with available Purser qualified reserves, in accordance with established procedures.

After exhausting the options above, the Qualified Purser position may be assigned to a reserve who is not a Qualified Purser.

The Open Trip File (OPNTRP):

The "P" designator in the "XEY" position column will indicate that the ID requires a Qualified Purser. A "P" designator after an "E" or "Y" indicates that the first segment of the ID will be the "E" or "Y" position and at least one segment in the ID will be the Qualified Purser position.

LOF	DOM	MO	TOF	ID	DT	POS	KEY	TYPE	DTWY	STA	& FLT	D	ETCR	RRMS
I	5071	16	/ES				EP	OV	0530	JFK	1701	2	1202	
D	0938	16	/N				YP	JUN	0630	LGA	695	3	1813	
D	0943	16	/FS				F	REG	0730	LGA	465	3	1844	
D	2609	16	/M				V	REG	0730	LGA	1801	1	0738	
I	7904	16	/M				E	*POR*	0845	JFK	17	2	1108	
D	0668	16	/M				BP	JUN	1130	JFK	19	2	1053	ONSL
I	5252	16	/FS				EP	OV	1300	JFK	681	3	1739	
D	0952	16	/N				X	REG	1300	LGA	1681	2	1215	
D	0929	16	/FS				F	REG	1600	LGA	667	2	0900	ONSL
D	0672	16	/FS				FP	JUN	1730	JFK	863	3	1143	

TOTAL TRIPS FOR TIME BANK	1DAY-001	2DAY-005	3DAY-004	4DAY-000
TOTAL TRIPS FOR DAY	1DAY-001	2DAY-005	3DAY-004	4DAY-000

Charters

In order to be awarded a Purser position on all International or wide-body Domestic charter flights, a flight attendant must be a Qualified Purser. This includes special request Charters, such as sport team charters.

Schedule Changes

Section 9.B.

Reassignments to new IDs resulting from changes in aircraft scheduling or due to transition IDs which occur when flying is moved from one domicile to another (commonly at month end when a schedule change occurs), will only be made to the same type of flying, i.e., Domestic to Domestic or International to International. A Qualified Purser will be reassigned to a Qualified Purser position in the same operation first, and then to other positions in that operation.

Drafting Sections 9.1.8. & 12.Q.8.

A Qualified Purser will not be drafted specifically to fill a Qualified Purser position.

Drafting provisions remain unchanged, independent of Purser qualification. It is possible that a Qualified Purser might be drafted if she/he is the junior flight attendant available for an open position. If that open position happens to be a Qualified Purser position, and she/he is the only Qualified Purser flight attendant on the crew, she/he will fill the Purser position.

Reassignments

Sections 9.P.4.g. & 12.D.5.g.

Qualified Purser will be reassigned in the following order:

1. To an open Qualified Purser position in the same operation.
2. To any open position in the same operation.
3. To an open Qualified Purser position in the other operation (if qualified).
4. To any open position in the other operation (if qualified).

NOTE: Each step must be exhausted before proceeding to the next step.

End-Of-Month Conflicts

Sections 9.D. & 12.O.

Qualified Purser may resolve "End-Of-Month" (EOM) legalities by trip trading, completing DIS*39666, or by contacting Onboard Scheduling for assistance. A Qualified Purser with an unresolved EOM conflict may be reassigned in the following order:

1. To an open Qualified Purser position in the same operation.
2. To any open position in the same operation.
3. To an open Qualified Purser position in the other operation (if qualified).
4. To any open position in the other operation (if qualified).

If a Qualified Purser has an EOM conflict with a non-Purser position in her/his line, she/he may be reassigned to a Qualified Purser position. All current procedures for such reassignments remain unchanged, including reassigning in order of greatest time under guarantee.

Decreasing Time (Over Maximum Actual Flight Time) Sections 9.E.3. & 12.P.1.

A Qualified Purser who is scheduled over her/his actual monthly/quarterly maximum may be reassigned to a different type of flying than she/he bid (Domestic Purser position for an International Purser position and vice versa), provided she/he is qualified for that type of flying and there are no IDs of the same type of flying available. A Qualified Purser with an over maximum actual flight time legality will be reassigned in the following order:

1. To an open Qualified Purser position in the same operation.
2. To any open position in the same operation.
3. To an open Qualified Purser position in the other operation (if qualified).
4. To any open position in the other operation (if qualified).

EQUIPMENT SUBSTITUTION

In the event of an equipment substitution, the most junior Qualified Purser onboard will assume the Qualified Purser position, unless a more senior Qualified Purser elects to work the position. All current procedures for such reassignments remain unchanged.

Equipment Substitution Scenario

In the following Domestic scenario, there is an equipment substitution from a 747B to a 777C. The Purser and Aft Purser on the 747B are the senior qualified flight attendants on the ID. James Beck is also a Qualified Purser.

>FTLOR 139/ 19JUN99/ D/ ORD /									
LOF	DOM	MO	FN	NAME	SEN#B	ID	DT	POS	P
DSPLOF0885B/ORD	/06/000000/WHITE, DAVE	00001	00528	19	ESF	D	D	D	D
>DSPLOF0884B/ORD	/06/000000/WHITE, SNOW	00002	00528	19	MB	D	D	D	D
DSPLOF0884C/ORD	/06/000000/TURNER, P	18798	00528	19	N	T			
DSPLOF0884D/ORD	/06/000000/FARGO, WELLS	20810	00528	19	P	E			
DSPLOF0884E/ORD	/06/000000/FARGO, WELLS	21329	00528	19	P	E			
DSPLOF0884F/ORD	/06/000000/FLOSS, DEN I	10334	00528	19	O	E			
DSPLOF0884G/ORD	/06/000000/MARTIN, STEVE	21909	00528	19	R	X			
DSPLOF0884H/ORD	/06/000000/BECK, JAMES	21000	00528	19	S	X			
DSPLOF0884I/ORD	/06/000000/HARP, BECK	22238	00528	19	T	Y			
DSPLOF0884J/ORD	/06/000000/MELON, CAMP	21741	00528	19	U	V			
DSPLOF0223A/ORD	/06/000000/WEST, EAST	03277	03962	19	M	Y			
DSPLOF0049A/DEN	/06/000000/MOMER, LAMN	09231	04129	17	M	E			
DSPLOF0050B/SFO	/06/000000/RAKE, LEAF	15519	04546	18	M	E			
DSPLOF1175A/SFO	/06/000000/ROCK, STAR	11280	04547	18	M	E			
DSPLOF2525A/SFO	/06/000000/WHY, NOT	03452	04548	18	M	E			

P = Will indicate the type of Purser ID.

PQ = Will indicate what the flight attendant is qualified for.

Because the substitution is to a 777C, the Purser and Aft Purser, based on their seniority, have elected to deadhead. James Beck, who is the only other Qualified Purser flight attendant on the flight, will be required to fill the Purser position on flight 139.

>FTLOR 139/ 19JUN99/ D/ ORD /									
LOF	DOM	MO	FN	NAME	SEN#B	ID	DT	POS	P
DSPLOF0885B/ORD	/06/000000/MILLER, DAVE	00001	600528	19	ESF	D	D	D	D
DSPLOF0884B/ORD	/06/000000/WHITE, SNOW	00002	600528	19	MB	D	D	D	D
DSPLOF0884C/ORD	/06/000000/FRAMPON, P	18798	00528	19	N	T			
DSPLOF0884D/ORD	/06/000000/TURNER, TINA	20810	00528	19	O	E			
DSPLOF0884E/ORD	/06/000000/FARGO, WELLS	21329	00528	19	P	E			
DSPLOF0884F/ORD	/06/000000/MARTIN, STEVE	21909	00528	19	R	X			
DSPLOF0884G/ORD	/06/000000/BECK, JAMES	21000	00528	19	S	X			
DSPLOF0884H/ORD	/06/000000/HARP, BECK	22238	00528	19	T	Y			
DSPLOF0884I/ORD	/06/000000/MELON, CAMP	21741	00528	19	U	V			
DSPLOF0223A/ORD	/06/000000/WEST, EAST	03277	603962	19	M	Y			
DSPLOF0049A/DEN	/06/000000/MOMER, LAMN	09231	04129	17	M	E			
DSPLOF0050B/SFO	/06/000000/RAKE, LEAF	15519	04546	18	M	E			
DSPLOF1175A/SFO	/06/000000/ROCK, STAR	11280	04547	18	M	E			
DSPLOF2525A/SFO	/06/000000/WHY, NOT	03452	604548	18	M	E			

RESERVE

Reserve Assignments

Sections 9.P.4.e. & 12.D.5.e.

If a reserve must be assigned from the other operation the assignment will be made in time-accrued order only.

Reserve availability (the RSVFLY screen) will now indicate in the qualification column ("OKP") if the reserve is qualified as a Domestic or International Purser.

See example below:

RESERVE AVAILABILITY (RSVFLY)=

P = Will Indicate what the flight attendant is qualified for (D for Domestic Qualified Purser and I for International Purser).

[illegible]

Reserve Trades

Section 10.D.D.4.

Pursuer qualified reserves may trade reserve days with non-qualified reserves providing all reserve legalities are met.

Reserve Move-Up lines

Section 10.B.

Reserve move-up lines will be constructed in seniority order and in the same manner as today. A Purser qualified reserve may be awarded a move-up line containing Purser and non-Purser positions. Non qualified reserves will not be assigned Purser positions in a reserve move-up line.

PURSER PAY

Flight attendants awarded the Qualified Purser position on a line will be automatically credited for Purser pay and it will be included in their guarantee.

Relief Line Pay

Flight attendants awarded a relief line containing a Qualified Purser position will be credited for the Qualified Purser premium only if they work the position. A more senior Qualified Purser flight attendant on the line (or like ID) has the option to work the position, as is the case today. Purser pay will need to be requested via DSRFAC input.

Trades

Flight attendants awarded a trade involving a Qualified Purser position will also be automatically credited for the Purser premium.

Purser Pay for "Open Positions"

When a Qualified Purser fills an open Purser position at briefing, it will be necessary for that flight attendant to request Purser pay via DSPFAC input.

When an open ruser position is filled at briefing by a flight attendant who is not Purser qualified, a DSPAC input is necessary. Although the premium pay will be earned as non-qualified in the payfile, effective October 1, 1999, Purser pay will be at the Qualified rate, where applicable.

Lip Pay

When the Qualified Purser position is filled at briefing by a flight attendant who was unscheduled in the designated Language position, the Language position is considered vacated. Although no longer eligible for Language pay, the flight attendant will be paid the Language Incentive (LIP) premium, in addition to the Qualified Purser premium. Purser pay needs to be requested via DSIFAC input.

The Purser no longer needs to request LIP pay for crew members via DSPFAC unless the flight is not listed as a LIP segment.

Purser Pay for ID or Segment-International Operation

In the International operation, Qualified Purser pay is based on the value of each Purser segment or ID, and reflects the specific narrow-body or wide-body equipment rate.

Purser Pay for Duty Period-North America Operation

In the North America operation, where Qualified Purser segments are limited to those flown in wide-bodied aircraft, the Purser Premium will be paid for the value of the entire duty period in which the wide-body segment occurred.

Purser Pay-Domestic versus International

A Domestic Qualified Purser assigned to an International Purser position will be paid the International Purser Premium. Similarly, when a flight attendant is not Purser qualified and is assigned to a Qualified Purser position, they will receive the applicable Qualified Purser premium.

Qualified Purser Vacation Pay

Flight attendants who were paid 450 credited hours, excluding vacation, in a Qualified Purser position in the previous calendar year shall be eligible for Qualified Purser pay for her/his following year vacation(s).

If a flight attendant holding a Qualified Purser position on a line is scheduled for vacation, the trips worked will generate Purser pay based on the type of flying. The trips falling within the vacation period will be eligible for Purser premium based on the flight attendant's 450-hour accrual in the previous year. The Purser premium paid will be based on the category in which the flight attendant qualified for vacation premium (domestic or international and qualified or non-qualified Purser).

If the 450-hours were accrued in a combination of premium positions (Qualified Purser, non-qualified Purser and/or Galley), but not in any one category, the premium paid will be based on the lowest premium for which the flight attendant is eligible, and only if the flight attendant is awarded a line containing a premium position during her/his vacation month.

Example: 250 hours of galley pay and 200 hours of Qualified Purser pay. She/he bids a Qualified Purser position during a vacation month. She/he will be paid galley premium based on the lower rate.

Payfile Cert Codes and Rates

EFF 8/1/99

Qualified Purser Narrow-body North America	- 71170	\$2.25
Qualified Purser Wide-body North America	- 91170	\$4.00
Qualified Aft-Purser North America	- 51170	\$2.50
Qualified Purser Narrow-body International	- 93170	\$4.00
Qualified Purser Wide-body International	- 83170	\$6.00
Qualified Aft-Purser International	- 63170	\$3.00
Designated Language	- 43079	\$1.75
Language Incentive (LIP)	- 43179	\$1.00

QUALIFICATIONS AND TRAINING

FDQD Screen

A new screen has been created to allow flight attendants to verify when their equipment qualification will lapse (Field 1) and Purser Recurrent training month (Fields 3&4), as well as their last International ID flown and 18/36 month requirements (Field 5). The new screen can be accessed using the following format:

>FDQD/ FILE # LAST NAME FI DOM

```

FDQD/123456/BRADY
1.EQ 2.RET DATE 3.DOM PURSER: Y/ 01MAR2000 /F /ORR
747/ 01MAR2000 / 4.INT PURSER: Y/ 01MAR2000
D10/ 01MAR2000 /
727/ 01MAR2000 /
737/ 01MAR2000 /
777/ 01MAR2000 /
767/ 01MAR2000 /
744/ 01MAR2000 /
757/ 01MAR2000 /
320/ 01MAR2000 /
.../ ...../
5.LAST INT: Y/ 21FEB1999 NEED INT: 30AUG2000 NEED ISR: 01MAR2002
    
```

FDTR Display with Purser Leadership Development Training (Purser Recurrent Training) Month in Field 2

Qualified Purser will see their Purser Recurrent month in field 2 of the FDTR screen, following the equipment RET month. In this example, Pamela's equipment RET month is AUG, and her Purser Recurrent training month is FEB.

```

FDTR /101010/EVERY
1.ET: 0869/2.RET: AUG-FEB/3.IOE: 0869/ 999999/RMKS: ...../L /DCA
4.EQ 5.ET / IT 6.ID 7.HF 8.WK 9.KP 10.OL 11.TRNG PRGM
747/ 08-86/ .../ 05-90/ 072898/ 77/ FEBD/ C/ S/ 701/ 11-07-85/
D10/ 08-86/ .../ 05-90/ 072898/ 77/ F.C./ C/ S/ 720/ 07-19-88/
727/ 08-69/ .../ 05-90/ 072898/ 77/ ...../ S/ 708/ 05-21-90/
737/ 08-69/ .../ 03-91/ 072898/ 77/ ...../ S/ 715/ 08-27-91/
777/ 04-95/ .../ 04-95/ 072898/ 77/ ...../ S/ 724/ 08-27-91/
767/ 10-82/ .../ 05-90/ 072898/ 77/ ...../ S/ 743/ 08-26-93/
744/ 03-92/ .../ 03-92/ 072898/ 77/ ...../ S/ 753/ 08-26-93/
757/ 04-90/ .../ 11-91/ 072898/ 77/ ...../ S/ D01/ 05-03-95/
320/ 12-94/ .../ 12-94/ 072898/ 77/ ...../ S/ D01/ 05-09-96/
.../ .../ .../ ...../ ...../ ...../ ...../ ...../ ...../
LAST UPDATED 15MAR99 AT 13:30Z
    
```

Flight attendants who are NOT Purser Qualified will NOT see a Purser Recurrent training month in field 2 of the FDTR screen, following the equipment RET month.

Becoming an International Qualified Purser Section 12.D.2.

Any flight attendant awarded an International line of flying for 6 of the prior 12 months who has successfully completed Purser Training will be considered an International Qualified Purser.

In cases where a flight attendant does not meet the 6-month International line award criterion, International flight hours flown, beginning November 1998 and forward, will be considered when a flight attendant is awarded a Domestic line of flying, yet actually flies International trips through trades, picking up open flying, etc.

70 flight hours of International trips flown outside of a line award, will be considered equivalent to 1 month of International flying, and counted toward the 6-month requirement.

420 hours of International flying accumulated over a rolling 12-month period will be considered equivalent to 6 months of International line awards for International Purser Qualification.

The 70-hour requirement is cumulative and is not limited to a schedule month, as is the 420-hour calculation which applies on a rolling 12-month basis.

In the 420-hour calculation, the International flight hours are intended to be hours actually flown, since the intent is for flight attendants to gain International experience.

CREW ORGANIZATION - ASSIGNING WORK POSITIONS

The following guide for assigning work positions is effective October 1, 1999, and is included in the November 1 - 99 revision of the Inflight Handbook. The language has been included here as a reference because E/Y/V concerns and questions are among those most frequently posed by Purser. Also, following the Purser transition, there will be two separate types of premium positions, which, when open, are filled along different guidelines. Upon receipt of the November revision, your Inflight Handbook will again be your most recent and accurate resource. Until then, this booklet constitutes official notification of these changes.

Instructions for Applying Staffing Guidelines

The following steps are performed, in order, to assign inflight work locations using information in the "Crew Data" section of IBS.

1. Determine staffing requirements
2. Determine V position cabin
3. Identify open positions
4. Fill open premium positions
5. Fill open non-premium positions
6. Assign inflight work locations

Details for each step are listed below.

1. DETERMINE STAFFING REQUIREMENTS

- Locate staffing guidelines for specific A/C type and market (Scheduling and Staffing section).
- Based on projected load, determine number of E and Y flight attendants needed.

2. DETERMINE V POSITION CABIN

V Position Objective

This bid position is intended to provide flexibility in satisfying a flight's staffing requirements on the day of departure, and to avoid understaffing where the proper number of flight attendants is onboard.

Assigning the V position

- The V position is included as the last position in the bid matrices for wide-bodied and 757 aircraft.
- Once staffing requirements are known, the Purser assigns the V position to the appropriate cabin (E or Y). The V position flight attendant may be assigned to a different cabin on each segment of an ID, as each load warrants.
- The V position is not an open position. V position cabin is determined prior to filling open positions.
- The flight attendant filling the V position participates in the work location assignment process as outlined on the following pages.

Guidelines

- The Purser is responsible for ensuring that the V position is assigned to the appropriate cabin to meet staffing requirements.
 - If staffing guidelines, per I.H. have been met, the V position is used to enhance United First and United Business cabins.
 - If after briefing there is an unanticipated shift in load and no Reserve is available to be moved, the V position may be moved to satisfy staffing guidelines.
 - If an open category flight attendant assigned the V position is displaced by a more senior flight attendant who is also in an open position, as outlined on the following pages, the flight attendant opting into the V position assumes all V position flexibilities.
- ### 3. IDENTIFY OPEN POSITIONS
- Status of the flight attendants is determined by the line number (i.e. Lineholder, Relief Lineholder, Reserve, Reserve Move-up, Open flyer).
 - In Crew Data section of IBS and on chart below, open positions are denoted by an asterisk (*).
 - Open status (indicated by *) follows the flight attendant through the process of filling open positions.

FLIGHT ATTENDANT CATEGORIES AND LINE NUMBER RANGES

Category	Range
Domestic Lines.....	1 - 1399
Domestic Reserve Lines (Call-In)	1401 - 1499
Domestic Reserve Lines (Ready)	1501 - 1599
Relief Lines of Flying	1601 - 2399
International Lines of Flying	2401 - 3199
International Lines of Flying (Language).....	3201 - 3499
International Reserve Lines (Call-In)	3501 - 3599
International Reserve Lines (Ready)	3601 - 3699
International Reserve Lines (Language, Call-In)	3701 - 3799
International Reserve Lines (Language, Ready)	3801 - 3899
New or "Late Add" Lines of Flying	3901 - 4095

OPEN POSITIONS - QUICK REFERENCE CHART

This chart summarizes information presented in the next two sections: "Filling Open Premium Positions" and "Filling Open Non-premium Positions."

STATUS	PREMIUM	NON-PREMIUM
Bid Lineholder	W	W
Lineholder trades with another lineholder	W	W
Lineholder trades with or picks up open flying	*	W
Lineholder trades with Relief Lineholder or Reserve Move Up	*	*
Relief Lineholder or Reserve Move Up trades with a Lineholder	W	W
Relief Lineholder or Reserve Move Up trades with another Relief Lineholder or Reserve Move Up	*	*
Relief Lineholder or Reserve Move Up trades with or picks up open flying	*	W
Relief Lineholder	*	*
Reserve Move Up	*	*
Reserve	*	*

W = WORK - Flight attendant with this status holds the position

* = OPEN - Position is open

4. FILL OPEN PREMIUM POSITIONS:

A. Definitions:

I. Premium positions are "open" unless the flight attendant shown on the IBS (or FLT-LOF, if more current) traded with the bid awarded lineholder or is the bid awarded lineholder.

II. Open premium positions are available to any qualified flight attendant on the crew, (Section 12, AFA Agreement). A flight attendant with less than one year seniority will not be allowed to assume a premium pay position unless no other more senior flight attendant is on the flight. (Section 9, FA Agreement)

II. Open premium positions are filled during briefing at the first point in an ID where they become open. The position remains filled until the end of the ID or until the person filling it leaves the crew.

IV. When another flight attendant opts to move into an open premium position, the displaced flight attendant assumes the vacated position, then competes with other flight attendants in open positions on the same ID (as the vacated position).

B. Filling open premium positions

I. If a Qualified Purser position is open (International: Purser and Aft Purser positions on all flights; North America: Purser and Aft Purser positions on wide-body A/C), it is filled by the most junior Qualified Purser flight attendant onboard (including those in LQ positions), unless a more senior Qualified Purser flight attendant elects to fill the position.

II. If no Qualified Purser flight attendant is onboard, an open Qualified Purser position is filled:

1st: By the most senior flight attendant with at least one year seniority who volunteers to work the position. If no one volunteers, then,

2nd: By the most junior qualified Reserve with at least one year seniority. If none is available, then,

3rd: By the most junior qualified flight attendant with at least one year seniority who is a Relief lineholder, Reserve move-up, open flyer or a flight attendant re-assigned for legality purposes. If none is available then,

4th: By the most junior qualified lineholder with at least one year seniority.

5th: If there are no flight attendants with more than one year seniority, then the premium position will be filled by the most senior flight attendant on the crew.

III. Open non-qualified Purser positions (North America narrow body flights) and other open premium positions (C,D,G) are filled in the same order as in paragraph B.II. above.

5. FULL OPEN NON-PREMIUM POSITIONS:

A. Definitions:

I. A non-premium position is open if assigned to a Reserve, Reserve Move-up, Relief Lineholder or Lineholder reassigned for legality purposes.

II. Open NON-PREMIUM positions are open only to other flight attendants on the same ID who are also in open positions.

B. Filling open non-premium positions

I. On one position IDs, the flight attendant works the position.

II. On multi-position IDs:

- Open to other flight attendants on the same ID who are also in open positions.
- Filled in seniority preference order.

III. A flight attendant who trades with or picks up a non-premium position from flying works the position.

IV. A flight attendant who trades with another flight attendant in a non-premium position works the position.

6. DETERMINE INFLIGHT WORK LOCATIONS:

a) UF and UB work locations are filled in seniority preference order by flight attendants in E positions.

b) UE work locations are filled in seniority preference order by flight attendants in Y positions.

c) Once the V has been assigned to a particular cabin, inflight work locations will be assigned in seniority order among the flight attendants in that cabin, including the V flight attendant.

d) Assign flight attendant numbers and corresponding jumpseats, and inflight work locations. All assignments are to be made in numerical order, without skipping numbers, as shown on the assignment pages. (See Normal Safety Procedures section).

e) When less than the maximum number of flight attendants is on board, inflight work locations, as noted on briefing worksheets, may need to be adjusted.

f) If the crew splits and/or flight attendant(s) join the crew, inflight work locations are again available for seniority selection. (See Policies and Responsibilities section for Jumpseat Assignment Policy).

STAFFING ADJUSTMENTS

1) Lineholders, Relief Lineholders and Reserve Move-up flight attendants may not have their E/Y positions changed to avoid understaffing.

2) Reserve flight attendants may have their E/Y position changed to avoid understaffing.

3) If, after briefing, there is an unanticipated shift in load, and no Reserve is available, the V position may be moved. If it is necessary to move a V position to a different cabin, work locations will be reassigned in seniority order as quickly and efficiently as possible, provided a departure delay will not occur.

4) A flight attendant awarded an assignment in a particular cabin may be required to perform duties in the other cabin on a given flight. This is provided for in Section 9.C.2 of the AFA Agreement.

LANGUAGE QUALIFIED FLIGHT ATTENDANT (LQFA)

In addition to normal flight attendant's duties, the Language Qualified Flight Attendant(s) is (are) responsible for providing language assistance to accomplish the following duties:

- Provide assistance to customers.
- Assist with translations for special handling customers and unaccompanied minors.
- Assist with translation and answer questions concerning customs, immigration and international documentation.
- Assist with translation during duty free sales in all cabins.

NOTE: It is not a requirement that the LQFA be assigned these specific tasks, but they should be available to offer language assistance while these tasks are being accomplished.

- Perform any and all normal flight attendant duties.

When a language qualified flight attendant fills a qualified Purser position, she/he will also be responsible and compensated for performing language incentive (LIP) responsibilities.

- Provide language translation:
 - (a) The introduction to the safety demo should be made by the Purser followed by language qualified flight attendant. **NOTE:** The entire live safety demo should not be translated.
 - (b) Translate flight attendant and cockpit safety announcements. May be condensed at the request of the Purser.
 - (c) Translate all service announcements. May be condensed at the request of the Purser.
- Announcement responsibilities coordinated by the Purser during briefing.
- Provide assistance to flight attendants, cockpit crews, customer service representatives, concierges and executive service directors as needed onboard the aircraft.
- When more than one scheduled LQFA is onboard, breaks should be staggered so that one LQFA remains available in the cabin at all times.
- Language Qualified flight attendants are encouraged to wear their language flag pins at all times when in uniform. However, when working a language ID or a flight designated LIP flight for language incentive pay, wearing the pin is required in order to receive language pay or LIP (language incentive pay).
- Additionally, in appropriate situations the Purser has the authority to approve LIP on non-incentive flights, or on language incentive flights where a different language is actually used.

If a Qualified Purser is awarded a relief line will she/he be guaranteed the Purser pay if another senior Qualified Purser on the FLTIOF takes the position away from the relief Purser?

Relief lines do not include any premium pay guarantees for the IDs that are contained in the line including the designated Purser IDs. The same is true of the Qualified Purser position. However, if the Relief Lineholder is the only or most senior Qualified Purser onboard a flight they will have the right to fill the open Purser position, and therefore will be eligible for the Qualified Purser premium.

How will the following situations apply to the 450-hour calculation for vacation premium pay for the following year?

- *If a Qualified Purser is re-assigned to a non-qualified position?*

If the Qualified Purser position was part of a flight attendant's original line, or they picked-up or traded for a Qualified Purser position, the credited time will be counted toward their 450-hour accrual, even if they are re-assigned to a non-Purser position on a different ID.

- *If a relief Lineholder is bumped out of the Purser position in the FLTIOF?*

A Qualified Purser who has a relief line which contains IDs covering the Qualified Purser position, may only be displaced from the Purser position by a more senior Qualified Purser on the flight. If they work the position it will count toward their 450-hour accrual.

- *If a Qualified Purser is on sick leave status for the Purser position?*

Paid Sick Leave for a Qualified Purser position will count toward the 450-hour accrual.

- *If a Qualified Purser trades away the Qualified Purser position?*

Time traded away to another Qualified Purser flight attendant will not count toward the 450-hour accrual.

- *Will there be a special training class for International Purser qualification if a flight attendant cannot reach 420-hours of International flying?*

No additional training class is planned for this purpose. The intent of the 420-hour accommodation is to enable people who are too junior to be awarded an International line a means by which they could become International Qualified Psers. The intent is for individuals in this situation to actually work the 420 hours.

ADDITIONAL REFERENCES

Notes

Crew Check-in I	IHB - page 202.1 Contract
Assigning Work Positions	IHB - pages 1717+
Jumpseat Assignments	IHB - page 1318.2
Boarding Times - Customer and Crew	IHB - page 1319
Purser Kits	IHB - page 1715
Inflight Upgrades	IHB - page 1739
Presentation Expectations	IHB - page 1803
Crew Rest Breaks	IHB - page 1716
Crew Member Customs Allowance	IHB - page 1317 and Domicile Resource Center
Onboard Alcoholic Beverage Policy	IHB - page 1903
Complimentary Liquor and Headset Policy	IHB - page 1323
Agricultural Requirements	IHB - page 1740
Station Duty Guides	DIS * 33400
General Declaration Procedures	IHB - page 1725
Passenger Manifest Codes	IHB - page 1322
Duty Free Sales	IHB - pages 2185-2198
Entertainment Policy	IHB - page 1329
Noise Reduction Headsets Stowage	IHB - page 1335
International Documentation	IHB - page 1726
TWOV's / Deportee Handling	IHB - page 1738
Arrival Video Procedures	IHB - page 2280.10
Random Access Video Procedures	IHB - page 2281 Laminated card on A/C Domicile Resource Center
DVS9 Procedures	IHB - page 2280.1
DVS6 (767XC) Procedures	IHB - page 1333
PVS Procedures	IHB - page 2283

Note: Inflight Handbook page numbers are subject to change.

Please visit the Onboard Service Website on SkyNet for the latest information at:

<http://united.intranet.val.com>

