

September 15, 2020

## **Restoring Reserve Availability Days to Reserve Lines having More Than 12 Days Off FAQ** *MEC Reserve Committee*

While Section 8.I.1.j. provides the company with the ability to build Reserve schedules with up to sixteen (16) calendar days off in a schedule month, Section 8.I.1.l provides Reserve Flight Attendants with the ability to restore those days of availability, without regard to whether or not they bid the awarded Reserve line. In the bid packet, the lines indicate availability days to be restored with a "+". When a day of availability is restored, there is a corresponding increase to the Reserve minimum guarantee.

### **Q. How do I request to have Reserve Availability (+) days restored?**

A. Most requests to restore availability days may be submitted via CCS and will be processed automatically: Under the **Reserve** tab, select "**Reserve Day Restoration.**" If you have vacation, have line traded, or have other legality conflicts, please continue to use Help Hub. To locate the Reserve Restoration form, go to Help Hub on Flying Together or [helphub.ual.com](http://helphub.ual.com) and search "**Restoration**". These requests will be processed manually.

### **Q. What is the deadline to have Reserve availability (+) days restored?**

A. Reserves who were assigned a line with more than 12 days off may contact the company no later than three (3) days prior to the start of the new bid month to have days of availability restored along with a corresponding increase to the Reserve minimum. **For the October bid month, requests will be accepted between 0800 HDT on September 17<sup>th</sup> and 2359 HDT on September 26<sup>th</sup>.**

### **Q. Can I get Reserve availability days restored even if I bid for the line?**

A. Yes. Without regard to whether or not you bid for the awarded Reserve schedule, Flight Attendants may request to restore days of availability with a commensurate increase in the Reserve minimum.

### **Q. Do I have to have all the Reserve availability (+) days restored, or can I choose to just restore some of them?**

A. You are not required to restore all Reserve availability (+) days. If you would like to just restore some of the availability days, Scheduling will consider your preference as to which of the Reserve availability (+) days to restore. When using the CCS screen, the automated system will determine and present all legal solutions based on the number of days selected for restoration. The Flight Attendant may then choose the option she/he prefers.

### **Q. When should Reserve availability (+) days be restored if I am planning to line trade?**

A. If you plan to execute a complete line trade with another Flight Attendant, Reserve availability (+) days may be restored by either Flight Attendant, **before or after the line trade**, as long as the restoration is requested prior to the Contractual deadline of no later than three (3) days prior to the start of the new bid month. **Reserves who have line traded must use the Help Hub form, as these requests must be processed manually.**

### **Q. What if I have vacation over the predesignated restorable availability days (+)? Can I still have Reserve availability days restored to increase my minimum?**

A. If all or some of the predesignated restorable availability days (+) are encompassed by vacation scheduled during the month, you may request to have Reserve days restored on other, legal, mutually agreed upon days elsewhere in the month that fall outside the vacation period(s). **Reserve days must be restored on days in which the Flight Attendant will be available for assignment for the**

*associated Reserve minimum to be restored. Reserves with vacation must use the Help Hub form, as these requests must be processed manually.*

**Q. Can I still have Reserve availability (+) days restored if I have moved them through trading?**

A. No. The restorable availability days are pre-designated in the bid packet with a "+". This designation is tied to the specific location in the schedule and not the OFF day itself. Therefore, an OFF day designated as restorable (+) that is traded from its original location to elsewhere in the schedule will no longer be considered a restorable day under this provision of our Contract.

**Q. My Help Hub request status says, "Suspended." What does that mean?**

A. "Suspended" is a term used in Help Hub to indicate there has been a pause in the process and a request is still pending. **It does not indicate that the request has been denied.** In the case of an availability (+) day restoration requests, this status occurs when a reply has been sent back to the Flight Attendant seeking additional information. If you see a "Suspended" status, you should check the history of your Help Hub request or your corporate email for a message and respond accordingly to continue the process.

If you have additional questions, please contact your Local Council Reserve Committee.