



# **Dispute Resolution, Attendance and Performance Management**

FLIGHT ATTENDANT GUIDE

*September 2017*

Dear Flight Attendants,

In yet another phase of the implementation of the Joint Collective Bargaining Agreement, Section 22 (Personnel Files) and Section 23 (Investigations and Grievances) will be implemented at the end of September 2017.

An important part of implementing Section 23 will be the introduction of a new process for dispute resolution, and a new attendance and performance management process for pmCO and pmCMI Flight Attendants. For pmUA Flight Attendants, there is no change to the processes that have been in place for the last eight years.

The attendance and performance management policies are transparent, easy to understand and can be administered consistently and efficiently. The dispute resolution process, while new to some Flight Attendants, has been utilized within the pmUA workgroup since 2008 and has allowed us to resolve issues when and where they are happening.

The JCBA continues to bring lots of change for all Flight Attendants. The following guide will help you understand how attendance and performance will be managed going forward, and how grievances regarding Contract violations and Company policy and procedures, or Notices of Dispute (NODs) will be resolved. A key element of the NOD process is that local leadership, both Company and AFA, are required to engage in interest based dispute resolution (IBDR). The IBDR process gets everyone to resolutions that correct an issue to prevent recurrences and meet the interests of both parties without violating the Contract or Company policy.

We would like to address one topic specifically, and that is “coupons.” Coupons, while not formally established in the pmCO Contract, have been used to resolve disputes for a number of years. During the course of negotiations, the Hours of Service working group, which developed the framework for the JCBA Scheduling sections, had discussions about how coupons do not fit into the new Scheduling structure. This, coupled with the adoption of the IBDR process, means coupons will no longer be used to resolve disputes. The Company will continue to honor those coupons which have been issued until their expiration date or common CMS, when the new Scheduling sections will be implemented, whichever comes first. However, coupons will no longer be issued effective September 28, 2017. This announcement has sparked some discussion that the new process eliminates monetary resolutions to NODs. That is absolutely not true, however any monetary resolutions need to be related to an actual violation of the Contract and should come from the conversations the IBDR process is designed to facilitate.

In keeping with United and AFA leadership’s vision of improving Flight Attendants’ lives by working together, we are confident this change to the IBDR process will require leaders to work together to resolve issues. Beyond the change in dispute resolution, the hope is we are creating an environment where Flight Attendants are comfortable raising issues and confident that they can resolve them in a timely manner.

The new processes represent a fundamental shift in how we’ll resolve disputes going forward, and by working together we believe we can bring about better outcomes for everyone involved.

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### **Introduction**

The Flight Attendant Joint Collective Bargaining Agreement (JCBA) outlines the disciplinary process for both performance and attendance in Section 23. The Letter of Agreement 10 (page 307), provides the process by which we will transition from the previous systems of tracking to the new system.

For pmCO and pmCMI Flight Attendants there are significant changes, including moving to a new Dispute Resolution Process. The pmUA Flight Attendants will be more familiar with the points-based attendance track and performance track, but some changes will be new to all groups.

On September 28, 2017, Flight Attendants will be combined into a single process for tracking attendance and discipline through a Transition process outlined in separate documents. Those documents are available to download on Flying Together > Inflight Services > One United > Attendance and Performance Management or [here](#).

While the new tracking process will be the same for all Flight Attendants, the platforms used to maintain and access the information will remain separate until we have a common crew management system (CMS).

There are a number of changes and new procedures that you should familiarize yourself with in advance of this transition. Your AFA Representatives and Local Management are engaging in combined training for this new process and working together to implement it on the Transition Date, September 28, 2017.

Additional information, including Q&A's, will be available to download on Flying Together > Inflight Services > One United > Attendance and Performance Management and at [www.unitedafa.org](http://www.unitedafa.org).

Moving forward with this process is an important step in bringing our workgroups together as we continue the process of implementing the JCBA. The Company and AFA are committed to providing you all the information you need to be successful with these changes.

### **A. Dispute Resolution: Non-Disciplinary Actions, Contract Matters and Company Policies**

The JCBA, Section 23.E. provides the process for resolving disputes pertaining to non-disciplinary actions, contract matters and Company policies quickly and effectively. The process is designed to resolve issues at the lowest level in the shortest timeframe. It encourages participants to work together to solve disputes through information sharing, flexibility and open communication.

#### **Locally-Based Dispute Resolution Process**

*Flight Attendants should initially attempt to resolve issues with the appropriate parties as they do today. For example, contact Payroll for an issue such as understaffing/short crew pay, or Scheduling with an issue such as legal rest. If a Flight Attendant, or group of Flight Attendants, is unable to resolve the issue in this manner, they can turn to the Dispute Resolution Process. (The Dispute Resolution Process is only applicable to issues concerning any action of the Company that affects the Flight Attendant(s) except as may arise out of disciplinary action).*

Flight Attendants initiate the Dispute Resolution Process by filing a worksheet with the local AFA at [www.unitedafa.org](http://www.unitedafa.org), within 60 calendar days after the Flight Attendant(s) would reasonably have knowledge of the dispute. The local AFA will review and evaluate every worksheet.

- If it is determined that the complaint has no merit, AFA will advise the Flight Attendant of the reason(s) for that decision and will not bring the issue forward.
- If it is determined that the claim is potentially valid, AFA will take the next step, which is to file a Notice of Dispute (NOD) with the designated Company personnel within 30 days of receipt of the worksheet.

### **Notice of Dispute (NOD)**

Once a NOD is filed, the Company and AFA representatives are obligated to take part in discussions to resolve the issue. To the maximum extent possible, AFA and Company participants should be close to the issue in dispute in terms of factual knowledge, subject-matter expertise, work locale and responsibilities.

AFA and Company participants trained in Interest-Based Dispute Resolution (IBDR) will have 30 calendar days to resolve the matter.

- If the parties resolve the issue locally, the Flight Attendant will be advised of the outcome and the matter will be concluded.
- If the parties are unable to resolve the issue locally, the issue will be brought to the Dispute Resolution Committee (DRC) through a document jointly prepared by the participants in the local discussions.

### **Dispute Resolution Committee (DRC)**

The DRC is a committee of four members (2 representing the Company and 2 representing AFA) and is empowered to resolve these issues in whole or in part. The expectation is that the DRC will address the issues within 60 days of receipt. The DRC can do this by resolving the NOD, in whole or in part, by sending the NOD back to the first-level dispute resolution participants for further local resolution efforts or by assigning the NOD to expedited or traditional arbitration.

### **Bypass of the Process**

The Master Executive Council (MEC) Grievance Chair, the Vice President of Labor Relations, or his/her designee, may decide that a NOD may have significant widespread impact on Flight Attendants and/or significant financial impact to the Company. The NOD in such cases will proceed directly to arbitration under the provisions of Section 24.

### **Non-Precedent and Non-Prejudice**

All NOD resolutions shall be without precedent and prejudice in regard to any other NOD, dispute, grievance, or System Board of Adjustment hearing unless: 1) the settlement clearly states in writing that it is precedent-setting, and 2) the settlement is signed by the MEC President on behalf of AFA and the Vice President of Labor Relations on behalf of the Company.

### **Duty to Resolve Dispute Resolution Problems**

If AFA or the Company receives credible information to the effect that the local dispute resolution process is experiencing problems in a locale or department, the parties will in good faith evaluate the situation and, if a problem exists, take appropriate action.

The DRC is authorized and encouraged to report to AFA and the Company respectively if it believes that local-

based dispute resolution is subject to problems in a certain locale or department.

**B. Attendance and Dependability Point Values – Section 23.F.**

**The Progressive Disciplinary Process for the Attendance Track**

The attendance policy is easy to understand and administer, and provides consistency in how Flight Attendant absences are handled. All absences from work or work-related assignments (e.g. illness, injury, missed meeting, missed training, missed trip) and tardiness (e.g. late check-in, late boarding aircraft, late boarding aircraft causing a delay) are assigned a point value. Further, attendance matters will be managed separate and apart from other performance issues unless your position in both tracks, attendance and other performance, reaches significant levels as explained later in this document.

The specific point values for attendance-related occurrences are as follows:

Occurrence	Point Value
Missed trip	3
Missed trip, but after arrival that same day, picks up a trip	2.5
Late boarding the aircraft: Causing a flight delay	2.5
No flight delay	1.5
Missed meeting	2
Missed training	2
Non-occupational/occupational illness/injury: More than 6 calendar days	2
6 calendar days or less w/out physician's note	2
6 calendar days or less w/physician's note	1.5
Late check-in	1

If a single incident impacts more than one attendance occurrence, the greater point value will be applied. For example, if oversleeping causes you to miss your trip (3 points), and a meeting with your Supervisor that was scheduled before that trip (2 points), you will only be assessed 3 points for the missed trip.

Conversely, if you are late for check-in, you will be assigned 1 point. Then, on the way to your flight, you stop to purchase coffee at Starbucks, causing you to be late boarding the aircraft. You will also be assigned 1.5 points for that occurrence (or 2.5 points if you delayed the flight). This will result in a total of 3 (or 3.5) points.

Points will continue to accumulate for occurrences even if Attendance Warnings (see Section C of this booklet) have not been sent or received. If a point assessment is deemed unjustified, the Company will correct your record and adjust any imposed discipline as needed.

Note: If a Flight Attendant utilizes sick time for care of a spouse or minor child per Section 13.D.7 of the JCBA, the absence will be treated the same as the Flight Attendant's sick leave and will count for attendance/disciplinary purposes.

### **Responsibilities When You Are Unable to Come to Work**

As is current policy, it is your responsibility to advise the Company if you are late or absent for work.

### **Missed Trips**

Missing a trip is a significant event in and of itself. You are required to promptly provide the reason for the missed assignment to a Supervisor, and you may also be required to provide appropriate substantiating documentation for missing the trip. If you are a Lineholder and miss an assignment but report to and pick up a trip at the departure airport of the missed trip for that same date, your point assessment will be 2.5 points versus 3 points for the missed trip.

### **Point Reduction for Illness/Injury Absences 6 Calendar Days or Less**

Illness or injury absences 6 calendar days or less you may choose to provide a physician's note\*, the absence will be assigned 1.5 points versus 2 points subject to the following.

\*In this situation, a physician's note is written notation from your treating physician, or a physician affiliated with Company Medical. The note must contain the following information:

- Date of illness
- Date of examination
- Date of return to work
- Signature of the physician or the physician's designee on a document that includes, at a minimum, pre-printed physician's name, address and telephone number.

If the physician's note contains medically confidential information (i.e. diagnosis, treatment, condition), you should black out that information before submitting the note.

You must give the physician's note to a Supervisor, NOT Company Medical, on or before you're next scheduled pairing or reserve assignment.

### **Illness/Injury – Medical Verification**

Medical verification for absences related to illness or injury as currently required for pmUA, pmCO and pmCMI will remain in effect until the implementation of Section 13.C. of the JCBA.

### **Injury/Illness – Work-related**

For a work-related injury/illness, it is imperative that you contact the Company and comply with all requirements in the Company's Workers' Compensation Policy.

Occupational injury/illness absences will not trigger new or elevated discipline, but they will generate points that contribute to your overall point total.

For example, if you were absent from work for 4 days due to an occupational injury/illness, your record would reflect 2 points for that absence or 1.5 points because the absence was 6 calendar days or less with a physician's note. If the 2 points assessment results in a total warranting a level of discipline, no disciplinary action will result since the absence is occupational in nature. However, those points remain part of your

record and may be included in discipline if further occurrences warrant.

Example:

Occurrence	Point Value
01/21/19 – Absent Ill Non-Occupational (no note)	2
03/24/19 – Missed Trip	3
08/12/19 – Absent Ill Occupational (more than 6 calendar days)	2
<b>Total Points:</b>	7*
11/03/19 – Late check-in	1
<b>Total Points:</b>	8
<i>Attendance Warning-1 issued due to 8 points</i>	

***\*No discipline is assessed at this time since the last 2 points resulted from an occupational injury/illness, which is not a triggering incident. Points will not be assessed for any absence that is a result of a Flight Attendant’s injury on the aircraft caused by verified/unannounced clear air turbulence or sudden aircraft movement, passenger assault, emergency evacuation, aircraft accidents, hijacking or sabotage.***

**Family Medical Leave**

In some cases, absences may be covered by Family Medical Leave. These absences will not be counted as occurrences, do not have points assessed and do not negatively impact your attendance record.

**Authorized Absences**

Absences authorized under the JCBA (e.g. jury duty, death in family, commuter program) or Company policy will not have points assessed. If you believe your absence or other attendance occurrence qualifies for a point reduction, you need to share this information with a Supervisor. You should also be familiar with the provisions of the Agreement or Company Policies that address various authorized absences.

**Special Circumstances**

Special circumstances will be handled on an individual basis at the sole discretion of the Company.

**Reasonable Accommodation Process (RAP)**

In keeping with our commitment to equal opportunity, the Company will participate in the Reasonable Accommodation Process (RAP) to identify a reasonable accommodation for employees with permanent or long-term restrictions in excess of 90 days. Please contact your Supervisor, Human Resources, or the Employee Service Center (ESC) if you believe if an accommodation is needed.

**C. Progressive Discipline for Attendance**

Discipline for attendance is issued in the form of Attendance Warnings 1-4 as follows:

Point Accrual	Level of Discipline	Remains in Effect
Six (6) or more points in a rolling 12 month period	Attendance Warning 1	12 months of active service
Twelve (12) or more points	Attendance Warning 2	12 months of active service
Eighteen (18) or more points	Attendance Warning 3	18 months of active service
Twenty-four (24) or more points	Attendance Warning 4	24 months of active service
Thirty (30) or more points	Letter of Investigation issued for Discharge	

An Attendance Warning remains in effect as specified above at which time it will be cleared from the record unless the Flight Attendant progresses to the next level of discipline. Points that trigger each warning will count toward the next point threshold.

*Note: Months are counted by calendar day. For example, an Attendance Warning 1 issued on January 15, 2018 would expire at the end of the day on January 14, 2019, assuming all of that time was active.*

**Expiration of Attendance Discipline**

A Flight Attendant whose attendance discipline expires will exit the attendance disciplinary process with zero points.

**Point Assessment/Accrual**

It is up to you to know the status of your own point accumulation. For pmUA Flight Attendants, points will appear in the Unimatic Work History for point-accruing occurrences. For pmCO and pmCMI Flight Attendants, points will appear in the CCS Electronic Work History (eWH) Display (see examples on page 11 of this Guide.). You will also be able to view your record of points and/or discipline in the RECORD display screen in both systems. You may contact a Supervisor at any time regarding your point accumulation.

**D. Attendance Discipline and Review Processes**

Attendance Warnings shall comply with Section 22.D. of the JCBA. For discipline not involving discharge:

- Discipline is effective on the date of the occurrence that generated the points, not the date of the Attendance Warning. The Attendance Warning will be sent to your Company email address and upon request a Warning will be sent by First Class US mail.
- You may request a review of the Attendance Warning within 30 days of the date of the Attendance Warning, or ask AFA to request the review on your behalf. Requests for review shall be in accordance with Section 23.C.1. Step 1 of the JCBA.
- An Attendance Warning that has not been timely requested for review is final and is not subject to later challenge.
- The Section 23.C.1. Step 1 hearing will be a conference between the Base Director/ Manager, Inflight

Service or designee, the Supervisor, the Flight Attendant, and the AFA representative. Management and AFA representatives are trained in interest-based dispute resolution techniques.

If the Flight Attendant is not satisfied with the outcome of the conference, the arguments will be preserved. However, the matter will not be appealed to the System Board of Adjustment unless the Flight Attendant is later discharged, and then only if the Attendance Warning is active at time of discharge.

A Flight Attendant cannot simultaneously be at an Attendance Warning 4 and a Performance Warning 4. If an event or combination of events would result in that outcome, the event or combination of events triggers a Section 23.A.2. Letter of Investigation/Discharge.

### **E. Performance Discipline and Review Process**

The progressive disciplinary process for performance issues involving the Working Together Guidelines, which are part of the Company's policies and procedures, is as follows:

- **Performance Warning 1:** Has a duration of 12 months of active service from the date of issuance unless Flight Attendant has progressed to a higher level of discipline.
- **Performance Warning 2:** Has a duration of 18 months of active service from the date of issuance unless progressed to a higher level.
- **Performance Warning 3:** Has a duration of 18 months of active service from the date of issuance unless progressed to a higher level.
- **Performance Warning 4:** Has a duration of 24 months of active service from the date of issuance unless progressed to a higher level.
- **Performance Letter of Investigation / Discharge**

A Flight Attendant cannot simultaneously be on an Attendance Warning 4 and a Performance Warning 4. If an event or combination of events would result in that outcome, the event or combination of events triggers a Section 23 Letter of Investigation /Discharge.

### **F. Performance Discipline and Review Processes: Discipline Not Involving Discharge**

Performance Warnings shall comply with Section 23.G.2. of the JCBA. The discipline is effective on the date the Flight Attendant is advised of the Performance Warning. The Performance Warning will be sent to your United corporate email address and upon request a Warning will be sent by First Class US mail.

You may request a review of the Performance Warning within 30 days of the date of the Performance discussion, or ask AFA to request the review on your behalf. Requests for review shall be in accordance with Section 23.C.1. Step 1 of the JCBA.

A Performance Warning review that has not been timely requested is final and is not subject to later challenge. The 30-day deadline for appeal is triggered by the date the Flight Attendant is notified (Performance discussion).

The Section 23.C.1. Step 1 hearing will be a conference between the Base Director/Manager, Inflight Service or designee, the Supervisor, the Flight Attendant, and the AFA representative. Management and AFA representatives are trained in interest-based dispute resolution techniques.

If the Flight Attendant is not satisfied with the outcome of the conference, the arguments will be preserved. However, the matter will not be appealed to the System Board of Adjustment unless the Flight Attendant is later discharged, and then only if the Performance Warning is active at time of discharge.

### **G. Discharge Process**

In the event of any action or inaction, which may reasonably lead to discharge, Section 23.A.2. of the JCBA applies.

The Company will issue a Letter of Investigation/Discharge scheduling an investigatory meeting to be held within 10 days. Except by mutual agreement, the meeting shall not be rescheduled to later than 15 days after the initial notification in writing.

The Flight Attendant shall be notified of the discharge decision within 15 days of the initial investigatory meeting and a written confirmation of the discharge shall be issued within 7 days.

A discharged Flight Attendant may appeal the discharge pursuant to Section 23.C.1. Step 1.

The Base Director/Manager or his/her designee will have 30 days from the hearing to render a decision, per section 23.C.1. Step 1.

Further appeal may be made pursuant to Sections 23.C.1. Step 2 and 23.C.2. to the System Board of Adjustment. A discharge that is not timely appealed within the timeframe under Section 23.C. is final and not subject to later challenge or review.

When a discharge has been properly appealed to the System Board of Adjustment, the Board has jurisdiction to consider all challenges to prior active discipline that were properly appealed.

### **H. Resources**

Representatives of the Company and AFA have been trained and are available to support you in this process.

If you have any questions regarding the information provided in this booklet, please consult with a Supervisor or AFA representative.

Additional information, including Q&A will be available to download on Flying Together > Inflight Services > One United > Attendance and Performance Management or [here](#).

### **I. Electronic Work History (eWH)**

In accordance with Section 22.A.4. of the JCBA, the Company has developed an Electronic Work History (eWH) tool for Flight Attendants. It allows them to view their work history and attendance record, which contains attendance-related occurrences, specific point values and any other relevant information, in addition to their performance status.

- The electronic work history and performance records will be available via CCS for pre-merger CO and pre-merger CMI Flight Attendants.

- Pre-merger UA Flight Attendants will continue to access their electronic work history and performance records via Unimatic until Common CMS.

Attendance and performance tracking for pmCO and pmCMI Flight Attendants will transition from the calendar cards to the eWH system. All information contained on the cards will be preserved and archived.

### Attendance

On the Transition Date, pmCO and CMI Flight Attendants who are in active discipline for **Attendance** shall convert from their pre-transition status to the post-transition status based on the following:

Regardless of absences, Flight Attendants who do not have active discipline on the Transition Date shall begin with zero points. The following miscellaneous entry will appear in these Flight Attendants' work histories:

"Points set to zero per JCBA 092817 – do not delete this item".

Flight Attendants who have active discipline for attendance on the Transition Date shall have their discipline converted into Attendance Warnings. The following comment will appear in these Flight Attendants' work histories:

"Discipline conversion per JCBA 092817"

Each Flight Attendant will be assigned the minimum number of points for her/his level, irrespective of actual dependability records, and any future attendance points will be accruing from that threshold, e.g. all Flight Attendants converted into Attendance Warning Level 1 will be assigned 6 points

### Performance

Flight Attendants whose active discipline on the Transition Date is based exclusively on **Performance** will be converted. The following comment will appear in these Flight Attendants' work histories:

"Discipline conversion per JCBA 092817"

For more information about the Transition and Conversion of attendance and discipline, visit Flying Together > Inflight Services > One United > Attendance and Performance Management or [here](#).

On the Transition Date, pmUA Flight Attendants who have active discipline for **Attendance** shall convert from their pre-transition status in attendance to the post-transition status based on the following:

Regardless of absences, Flight Attendants who do not have active Attendance LOWs on the Transition Date shall begin with zero points. Current attendance point entries will remain in the work history with the point value reduced to zero. The following miscellaneous entry will appear in these Flight Attendants' work histories:

“Points reset to zero per JCBA (092817)”  
“Do not delete this item”

Each Flight Attendant who has active discipline for attendance will have her/his points reset to the threshold for her/his level of discipline, regardless of actual dependability records. Any future attendance points accrue from that threshold; e.g. all Flight Attendants with Attendance Warning Level 1 will begin with 6 points.

The effective date of the active discipline level will not change. The discipline level will be removed on the original “expiration” date as long as the Flight Attendant has not progressed to the next warning level. Individual point generating occurrences that are reduced or zeroed out in accordance with the Transition LOA will have the following notation added to each individual work history entry:

“Reduced points from XX.X to Y per JCBA (092817)”

For more information about the Transition and Conversion of attendance and discipline, visit Flying Together > Inflight Services > One United > Attendance and Performance Management or [here](#).

**Please reference the following user guides for assistance with accessing your eWH based on your pre-merger group:**

**J. Electronic Work History User Guides**

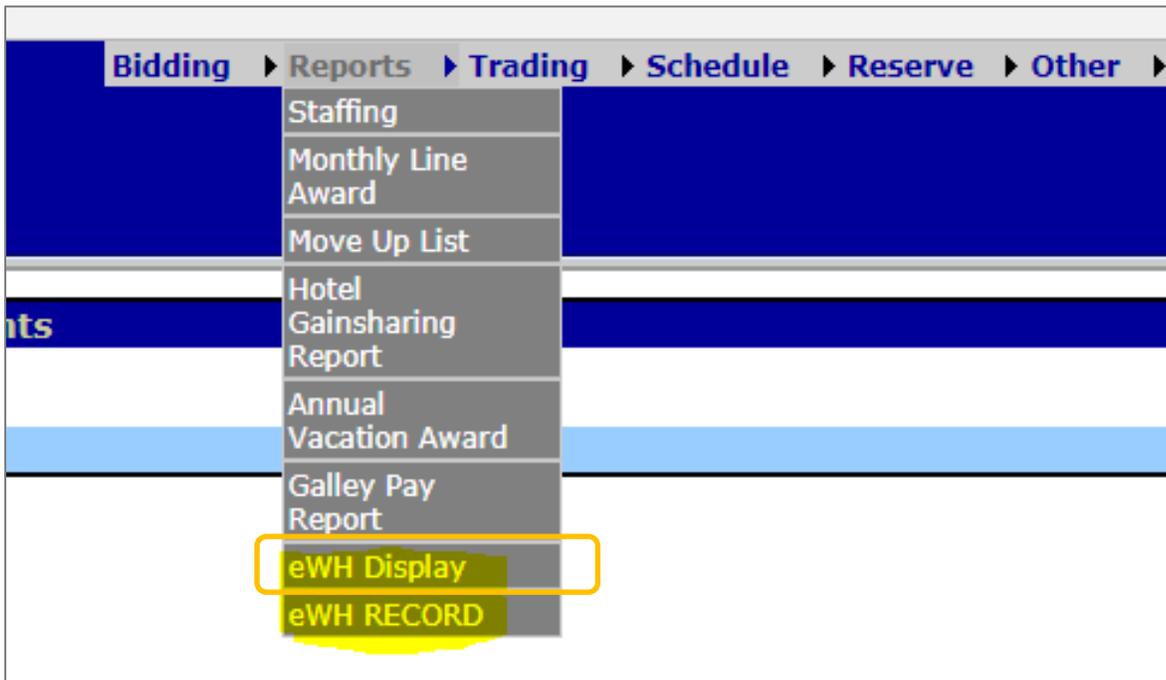
**For pmCO and pmCMI Flight Attendants**

(also to be used for *all Flight Attendants* upon reaching common CMS)

1. Flight Attendants should log into CCS
2. From the “Home” screen, select “Reports” as shown below.



3. From the “Reports” drop down menu, select “eWH Display” as shown below.



4. **Work History** – The Work History contains all attendance and performance items in the work history. Below is an example of a Flight Attendant’s CCS screen with five work history items:

Show Comments	Work History Description	Start Date	Absence Notification Date/Time	Pairing Number	Pairing Value	Absence Days	Flight Number	Points	Duty Time	Last Modified By	Last Modified Date
<input type="checkbox"/>	Passenger Commendation	7/01/2016								Account, Admin	7/01/2016 2:32:00 PM
<input type="checkbox"/>	Attendance Warning 1	6/15/2016						6.0		Account, Admin	6/17/2016 10:03:00 AM
<input type="checkbox"/>	Absent Ill Non-Occupational	6/15/2016	6/14/2016 7:21:00 AM		8:30	2		2.0	19:16	Account, Admin	6/16/2016 4:35:00 AM
<input type="checkbox"/>	Missed Trip	5/10/2016	5/10/2016 11:50:00 AM		4:07	1		3.0	5:03	Account, Admin	5/10/2016 11:50:00 AM
<input type="checkbox"/>	Late Check-In	4/29/2016	4/28/2016 3:39:00 PM		18:50	5		1.0	20:35	Account, Admin	5/04/2016 2:22:00 PM

5. **Heading descriptions**

- Show All Comments – If this button is selected, it will expand all the fields to show all comments for every event (as shown below on next screen)
- Show comments - If the plus sign is selected in this column, it will expand the field to include any comments associated only with the selected event
- Work History Description – The occurrence or level of discipline reached
- Start Date – The effective date of the discipline and/or event
- Absence Notification Date/Time – The date/time the Company was notified of the absence
- Pairing Number – The pairing number that applies to the event
- Pairing Value – Value of pairing in hours/minutes
- Absence Days – The number of days of the individual absence
- Flight Number – The flight number of the event, if applicable
- Points – The number of points for each item, if applicable
- Duty time – Duty time of pairing, if applicable
- Last Modified By – identifies who updated the work history
- Last Modified Date – The date the work history was last updated

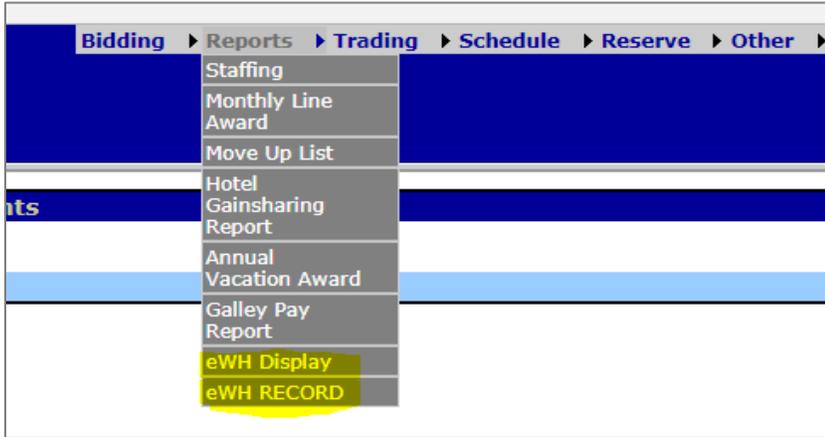
When the “Show Comments” tab is selected, it will expand the work history item to include comments:

Show Comments	Work History Description	Start Date	Absence Notification Date/Time	Pairing Number	Pairing Value	Absence Days	Flight Number	Points	Duty Time	Last Modified By	Last Modified Date
<input type="checkbox"/>	Attendance Warning 1 Discipline conversion per JCBA 092817	7/03/2017						6.0		Cavanagh, Liz	8/12/2017 10:26:00 AM

- Hide All Comments – To hide all comments for every event

**RECORD** – a RECORD screen is a summary of the attendance (points) and performance events in your work history.

6. From the “Reports” drop down menu, select “eWH Record” as shown below:



7. Below is a sample of the types of entries that may appear in a RECORD screen. There are three areas – 1. Attendance (all attendance-related events); 2. Performance (all Performance-related events) and, 3. Miscellaneous (e.g. Attendance Bonus Point):



RECORD		
<b>Attendance</b>		
<b>Current Status</b>		
Attendance Warning 4 Current Points 28.0	Issued: 03/18/2017 Attendance Period Started: 06/16/2015	Expires: 03/17/2019 Points Until Next Level: 2.0
<b>Detailed Attendance Information</b>		
Missed Trip	04/10/2017	3.0
Attendance Warning 4	03/18/2017	25.0
Absent III Non-Occupational	03/18/2017	2.0
Absent III Non-Occupational	02/27/2017	2.0
Absent III Non-Occupational	01/15/2017	2.0
Attendance Warning 3	12/25/2016	19.0
Absent III Non-Occupational	12/25/2016	2.0
Absent - Missed Training	11/30/2016	2.0
Absent III Non-Occupational	10/19/2016	2.0
Attendance Warning 2	09/10/2016	13.0
Absent III Non-Occupational	09/10/2016	2.0
Missed Trip	08/15/2016	3.0
Absent III Non-Occupational	07/25/2016	2.0
Attendance Warning 1	06/15/2016	6.0
Absent III Non-Occupational	06/15/2016	2.0
Missed Trip	05/10/2016	3.0
Late Check-In	04/29/2016	1.0
<b>Performance</b>		
<b>Current Status</b>		
Performance Warning 2	Issued: 11/01/2016	Expires: 04/30/2018
<b>Detailed Performance Information</b>		
Performance Warning 2	11/01/2016	
<b>Miscellaneous</b>		

**For pmUA Flight Attendants**

Until all Flight Attendants are on common CMS, there will be no change as you will continue to access work history and RECORD through Unimatic. See existing screens below:

1. Flight Attendants should log into Unimatic.
2. From a blank screen, type FDWH, then "/, then your file number, and press the Enter key. The Work History display screen will appear. Below is an example of what it would look like:

```

FDWH/112233/SMITH                /JOHN                /N /FRA/
  DATE                ACTION                ASGND REP:999999
022  06-24-17/ATTENDANCE LETTER OF INVESTG /999999...../
      POINTS: 32.0/                DTY:000:00/
021  06-24-17/ABSENT ILL NON-OCCUPATIONAL /999999...../
      FT:...../ID:.... /DY:001/TM:02:14/HR:006:07/DT:062417
      POINTS: 2.0/                DTY:010:02/
      PERFA ONSL 24JUN CTC 3136602222 PIM
      OFSL 062417
020  05-01-17/ABSENT ILL OCCUPATIONAL /999999...../
      FT:...../ID:.... /DY:010/TM:20:20/HR:084:23/DT:MMDDYY
      POINTS: 2.0/                DTY:104:12/
      CLAIM FILED 050117
      OFSL 051017

ROLL-UP FOR MORE INFO PAGE 1 OF 9 ▶RU
    
```

```

FDWH/112233/SMITH                /JOHN                /N /FRA/
  DATE                ACTION                ASGND REP:999999
019  04-10-17/DID NOT FLY                /999999...../
      FT:...../ID:.... /DY:001/TM:01:50/HR:004:07/DT:MMDDYY
      POINTS: 3.0/                DTY:005:43/
      MISREAD SCHEDULE REPORT ON FILE
018  03-18-17/LETTER 4 - ATTENDANCE /999999...../
      POINTS: 25.0/                DTY:000:00/
      WTG - DEPENDABILITY
017  03-17-17/ABSENT ILL NON-OCCUPATIONAL /999999...../
      FT:...../ID:.... /DY:001/TM:04:20/HR:004:20/DT:031817
      POINTS: 2.0/                DTY:005:51/
      PERFA ONSL 18MAR CTC 3136602222
      OFSL 031817

ROLL-UP OR DOWN FOR MORE INFO PAGE 2 OF 9 ▶RU
    
```

3. To access RECORD, from a blank screen, type RECORD, then "/", then your file number, and press the Enter key. Below are examples of what may appear:

```

RECORD/112233/SMITH                /JOHN                /FRA/C

      CURRENT ATTENDANCE LETTER INFORMATION
LETTER: LAI          ISSUED: 06-24-17      EXPIRES: 07-23-17
CURRENT POINTS:    32.0      POINTS UNTIL NEXT LEVEL:    0.0
*** INFORMATION IS CURRENT AS OF 06-24-17 AT 17:43 ***
*** ADDITIONAL ITEMS MAY BE PENDING ***
      CURRENT ATTENDANCE PERIOD BEGINS: 06-16-15

ITM      DATE      CODE      ACTION      POINTS
---      -
022      06-24-17    LAI      ATTENDANCE LETTER OF INVESTG    32.0 A
018      03-18-17    LA4      LETTER 4 - ATTENDANCE            25.0 A
014      12-25-16    LA3      LETTER 3 - ATTENDANCE            19.0 A
009      09-10-16    LA2      LETTER 2 - ATTENDANCE            13.0 A
004      06-15-16    LA1      LETTER 1 - ATTENDANCE             6.0 A
ROLL-UP FOR MORE INFO PAGE 1 OF 5 ▶RU
    
```

```

RECORD/112233/SMITH                /JOHN                /FRA/C

      CURRENT PERFORMANCE LETTER INFORMATION
LETTER: LP2          ISSUED: 11-01-16      EXPIRES: 04-30-18

*** INFORMATION IS CURRENT AS OF 06-24-17 AT 17:43 ***
*** ADDITIONAL ITEMS MAY BE PENDING ***

ITM      DATE      CODE      ACTION      POINTS
---      -
011      11-01-16    LP2      LETTER 2 - PERFORMANCE            P

ROLL-UP OR DOWN FOR MORE INFO PAGE 2 OF 5 ▶RU
    
```

```

RECORD/112233/SMITH                /JOHN                /FRA/C

ITM      DATE      CODE      ACTION      POINTS
---      -
022      06-24-17    LAI      ATTENDANCE LETTER OF INVESTG    32.0 A
021      06-24-17    SLN      ABSENT ILL NON-OCCUPATIONAL      2.0
020      05-01-17    SLO      ABSENT ILL OCCUPATIONAL          2.0
019      04-10-17    DNF      DID NOT FLY                      3.0
018      03-18-17    LA4      LETTER 4 - ATTENDANCE            25.0 A
017      03-18-17    SLN      ABSENT ILL NON-OCCUPATIONAL      2.0
016      02-27-17    SLN      ABSENT ILL NON-OCCUPATIONAL      2.0
015      01-15-17    SLN      ABSENT ILL NON-OCCUPATIONAL      2.0
014      12-25-16    LA3      LETTER 3 - ATTENDANCE            19.0 A
013      12-25-16    SLN      ABSENT ILL NON-OCCUPATIONAL      2.0

ROLL-UP OR DOWN FOR MORE INFO PAGE 3 OF 5 ▶RU
    
```