

United Airlines / United Express Reciprocal Jumpseat

Frequently Asked Questions

What's changing?

Starting June 1, 2020, jumpseat-qualified United (UA) and United Express (UAX) employees in Dispatch, Flight Operations and Inflight Services will be able to *electronically self-list for a qualifying jumpseat in employeeRES*.

UAX carriers include: Air Wisconsin, CommutAir, ExpressJet, GoJet, Mesa Airlines, Republic Airlines, and *SkyWest Airlines (*Flight Operations and Dispatch only).

- UA employees will be able self-list for UAX flights within the 50 United States and can continue to self-list for mainline UA flights worldwide.
- UAX employees will be able to self-list for UA/UAX flights operating only within the 50 United States.

employeeRES will verify jumpseat eligibility and priority during the listing process, which will be reflected in Aero, the system used by customer service representatives (CSRs) at airports, after check in.

What's not changing?

UA and UAX employees from Dispatch, Flight Operations and Inflight Services and UA Inflight-qualified management will still be able to list for a jumpseat at the gate with a CSR.

Employees with *controlled jumpseat privileges*, including maintenance groups and select management employees, cannot self-list in employeeRES or with a gate CSR, and must follow established processes to receive authorization for a jumpseat.

Why are we making this change?

Being able to self-list in employeeRES frees up time for CSRs at gates allowing them more time to complete critical tasks before departure and focus on delivering caring service to our customers. Improved automation in Aero also allows CSRs working the gates to accurately see flight deck and cabin jumpseat availability.

Are there other improvements for CSRs?

CSRs no longer need to manually print a jumpseat standby list and should let Aero manage inventory and prioritization. The system will:

- Reflect actual availability to avoid accidental overbooking
- Automatically prioritize listed employees per company policies and reciprocal agreements after they are checked-in
- Properly sort cabin jumpseaters who are added to the jumpseat list before and after the 30-minute cutoff

Will gate CSRs be able to use their MAP device to list employees for a jumpseat and clear them?

Aero remains the only system available for CSRs to list and clear jumpseaters. The use of MAP devices to perform the same functions will not be available during this phase of implementation.

If no flight attendant is at the gate 30-minutes before departure, accommodation is made on a first-come, first-served basis without regard to seniority. Does it matter if the walk-up flight attendant is from United or UAX?

Yes. United flight attendants have priority for mainline United cabin jumpseats at all times, which may affect the listing priority for UAX flight attendants already cleared for a jumpseat up to 10-minutes before departure.

Are there any other changes to jumpseat policies and guidelines on United or United Express flights?

No. All other jumpseat policies and guidelines remain unchanged.

Will eligible employees be able to use the United app to self-list for a jumpseat?

Yes, beginning July 22, eligible employees will be able to list for a jumpseat both via the United app and employeeRES.

Note: For United Express crew members, they will only be able to list for domestic flights.

Where can I find step-by-step procedures on how to self-list in employeeRES?

United Express employees with unlimited UA/UAX jumpseat privileges can click [here](#) for a tutorial on how to self-list.

How do temporary seat capacity caps affect jumpseat agreements?

As entry restrictions around the world continue to evolve, we wanted to make you aware of the current flight capacity restrictions in place for our flights to China and Australia.

When service to China resumes on Wednesday, July 8, westbound segments are subject to a 75% capacity control for both revenue and pass travel, due to Chinese government regulation. This is in addition to the recently announced [transit restrictions](#) through Hong Kong.

For Australia, westbound segments are restricted to 50 customers up to, and including, Thursday, July 16. The number will be restricted to 30 customers westbound beginning August 1 for arrivals (July 31 departure) for a short period of time. Working crew members are exempt from this count.

We continue to monitor these restrictions and provide you with the most recent information. We encourage you to travel only when necessary and make sure to check our [COVID-19 microsite](#) when planning your travel.

These caps do not apply to jumpseats on mainline or United Express aircraft. The purser will continue to determine how many jumpseats are available on the aircraft and notify the Customer Service Representative.

- **UAX cabin jumpseats:** Qualified work groups awarded jumpseats on UAX should sit in the jumpseat (and not in a cabin seat) when the load reaches a cap.
- **Mainline cabin jumpseats:** Flight attendants awarded a cabin jumpseat should take the next open jumpseat position or open customer seat (preferably not directly next to a customer, if loads allow) as outlined in the eFAOM (see SOP > Jumpseat > Cabin Seating Accommodation) or Exemption Reference Guide (ERG).
- **Flight deck jumpseats:** Mainline and UAX flight deck jumpseats are not impacted by caps. It is the captain’s sole discretion to allow flight deck jumpseat riders.

Why don’t United flight attendants have the ability to jumpseat on SkyWest?

At this time, there is no reciprocal jumpseat agreement between SkyWest and United for mainline flight attendants.

Who is eligible for inflight cabin jumpseats as part of our expanded reciprocal agreements?

Operating Carrier	Flight Attendant of ...							
	United	Air Wisconsin	CommutAir	GoJet**	ExpressJet**	Mesa	Republic**	SkyWest
United	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Air Wisconsin	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CommutAir	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
GoJet	Yes	No	No	Yes	No	No	No	No
ExpressJet	Yes	No	No	No	Yes	No	No	No
Mesa	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Republic	Yes*	No	No	No	No	No	Yes*	No
SkyWest	No	No	No	No	No	No	No	Phase 2

*E170 does not have an additional jumpseat

**GoJet, ExpressJet and Republic allow pilots to list for the cabin jumpseat on their own aircraft

N/A – Indicates the carrier currently does not have additional cabin jumpseats at this time.

Note: Pilots and dispatchers have access to flight deck jumpseats on all carriers included in the reciprocal agreements.