



A STAR ALLIANCE MEMBER 

Electronic Bulletin Board – Flight Attendant to Flight Attendant Vacation Trades

Flight Attendant User Guide

UNITED 

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A Joint Collective Bargaining Agreement communication

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Introduction

As described in our Joint Collective Bargaining Agreement (JCBA), the Electronic Bulletin Board (eBB) in CCS will provide all Flight Attendants with the ability to submit advertisements for Flight Attendant to Flight Attendant Vacation Trades. Flight Attendants will have the ability to search for advertisements and submit responses. Vacation periods may only be exchanged by a Flight Attendant, with another Flight Attendant within the same base.

The following features will be available on the eBB:

- Create advertisements for Flight Attendant to Flight Attendant Vacation Trades
- Search for posted advertisements in any base within their pre-merger workgroup
- Respond to advertisements
- Withdraw advertisements posted on eBB
- Accept responses received for advertisements
- View a history of their advertisements (advertisements will be stored up to 120 days after closure or expiration)

Advertisements in the eBB will be static requests and will not automatically create vacation trade requests. Once you have agreed to a trade with another Flight Attendant, you will both need to submit a Vacation Trade Request in CCS.

Creating an Advertisement

This option allows Flight Attendants to post an advertisement for a Flight Attendant to Flight Attendant vacation trade.

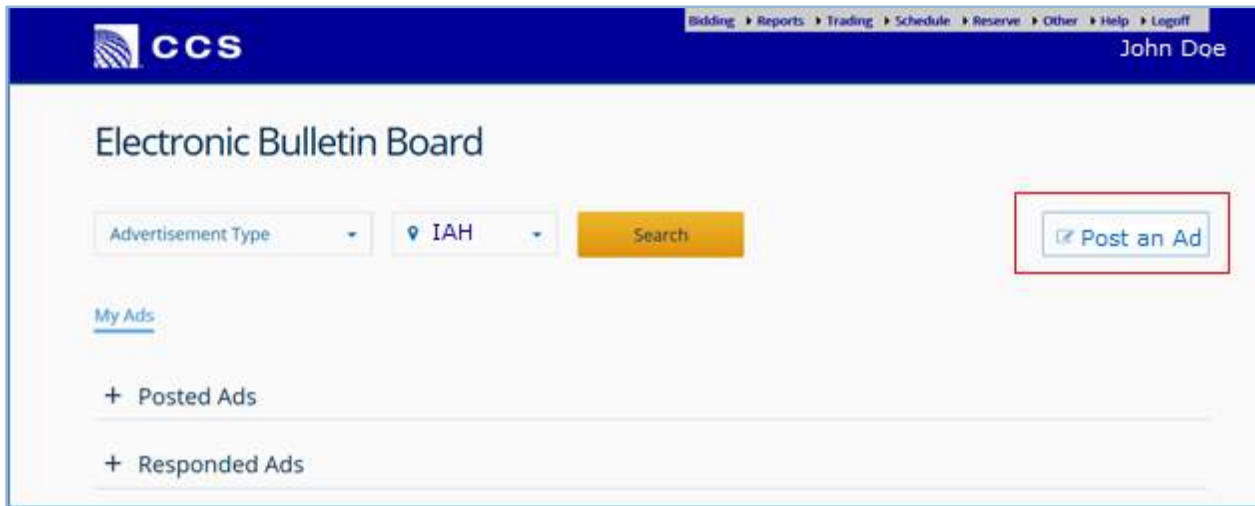
To create an advertisement:

1. Login to CCS
2. Go to **Home** → **Schedule** → **Electronic Bulletin Board**

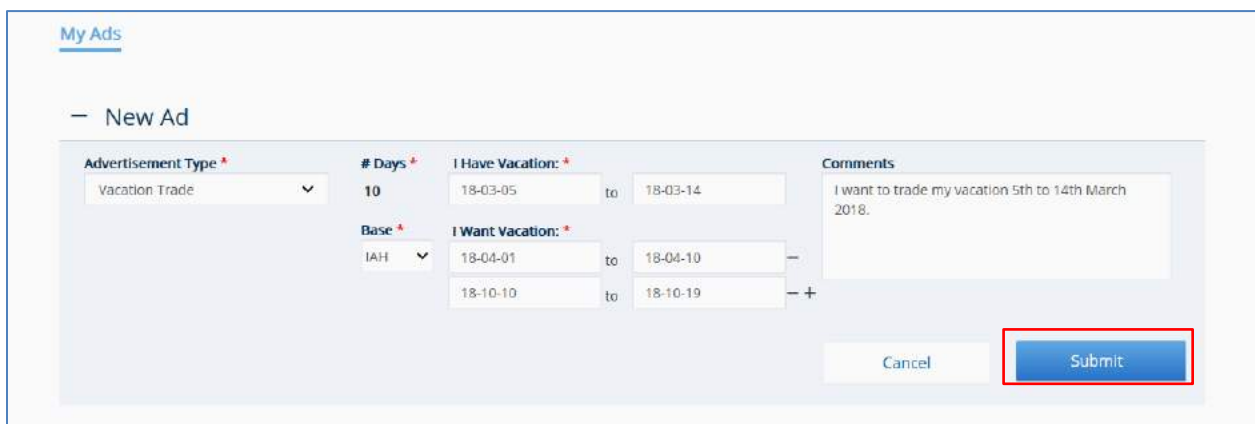


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3. On the eBB page, select “Post an Ad”.



4. The New Ad section will display. Enter all necessary information and select “Submit”. The chart on the next page includes a description of all of the fields.



Note: In the “I Have Vacation” and “I Want Vacation” fields, the date is displayed in YY-MM-DD format. For example, March 5, 2018 (03/05/18) is displayed in as 18-03-05.

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Field Name	Field Description
Advertisement Type	Select “ Vacation Trade ”
# Days (automatically populated)	Indicates the number of days you wish to trade with another Flight Attendant. The system will automatically populate this field based on the start date and end date entered in the ‘I Have Vacation’ fields
Base	Select your base. You can trade vacations only with Flight Attendants from the same base. This field will default to your base.
I Have Vacation:	Enter the start and end date of the vacation days that you are offering to trade with another Flight Attendant. Note: The trading window for the selected vacation should be open in order to create an ad for that vacation.
I Want Vacation:	Enter the start date and end date of the desired vacation. “+” will add a new row to be entered and “-” will delete an entry. Note: The trading window for the selected vacation should be open in order to create an ad for that vacation.
Comments	Enter comments (optional)

*The “# of days” field indicates the number of days you wish to trade with another Flight Attendant. This field will automatically populate based on the start and end dates entered in the “I Have Vacation” fields.

- A message will display as shown below. Select “**Post**” to submit the advertisement as is or “**Edit**” if you wish to edit the details before submitting.

Confirm Advertisement Details
×

Ad Type	Vacation Trade
Comments	I want to trade my vacation 5th to 14th March 2018.
# Days	10
Vac. Offered	18-03-05 to 18-03-14
Vac. Desired	18-04-01 to 18-04-10 18-10-10 to 18-10-19
Base	IAH

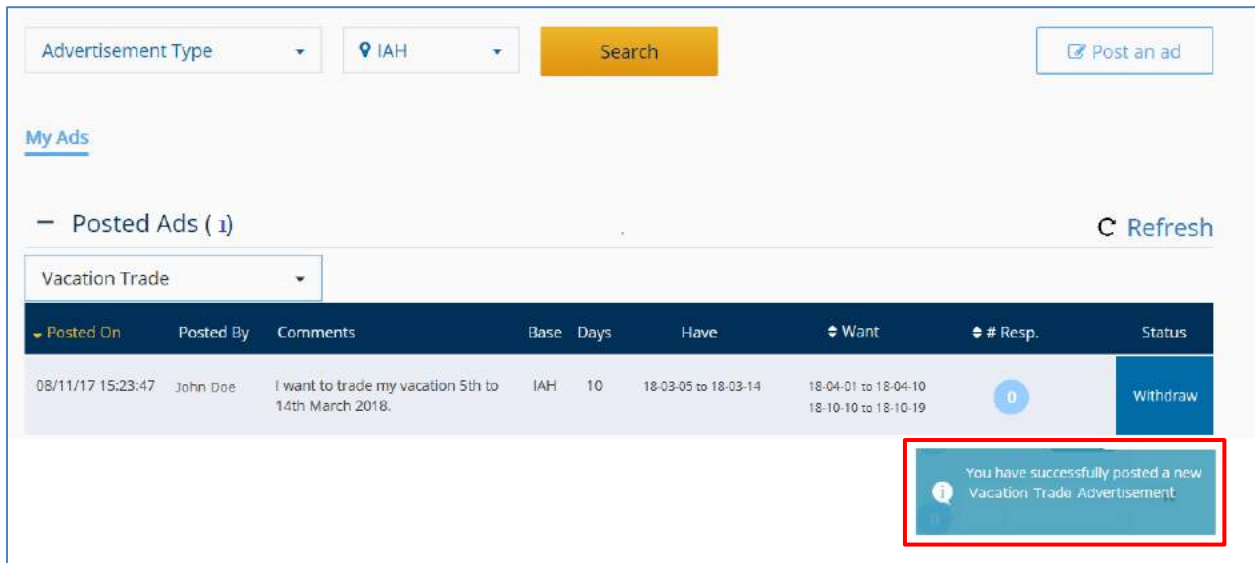
Edit

Post

Note: In the Vac. Offered and Vac. Desired rows, the date is displayed in YY-MM-DD format. For example, March 5, 2018 (03/05/18) is displayed in Vac. Offered as 18-03-05.

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6. A confirmation message will display indicating that the advertisement has been posted successfully.



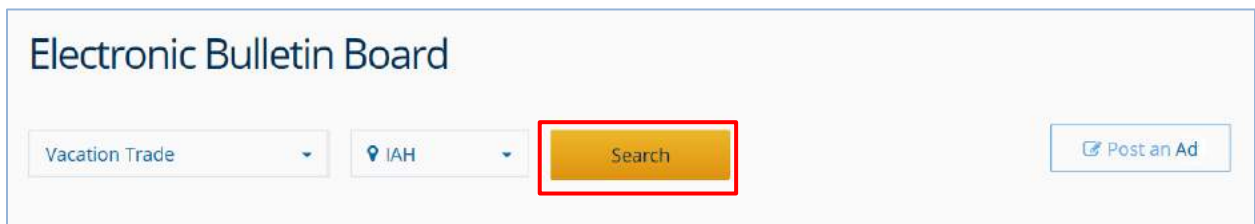
The screenshot shows the 'My Ads' section of the eBB interface. At the top, there are dropdown menus for 'Advertisement Type' (set to 'Vacation Trade') and 'IAH', followed by a yellow 'Search' button and a 'Post an ad' button. Below this, the 'Posted Ads (1)' section is visible, with a 'Refresh' button. A table lists the posted advertisement with columns: Posted On, Posted By, Comments, Base, Days, Have, Want, # Resp., and Status. The table contains one row with the following data: Posted On: 08/11/17 15:23:47, Posted By: John Doe, Comments: I want to trade my vacation 5th to 14th March 2018., Base: IAH, Days: 10, Have: 18-03-05 to 18-03-14, Want: 18-04-01 to 18-04-10 and 18-10-10 to 18-10-19, # Resp.: 0, Status: Withdraw. A red box highlights a blue confirmation message at the bottom right that reads: 'You have successfully posted a new Vacation Trade Advertisement.'

Searching for Ads

This option allows Flight Attendants to search for vacation trade advertisements in any base within their pre-merger workgroup. While you are able to search for vacation trades in any base, you may only trade vacation days with Flight Attendants in your own base.

To search for advertisements:

1. Go to **Home** → **Schedule** → **Electronic Bulletin Board**
2. Select **“Vacation Trade”** under Advertisement Type, select the base and then select **“Search”**.



The screenshot shows the 'Electronic Bulletin Board' search interface. It features a dropdown menu for 'Advertisement Type' set to 'Vacation Trade', a dropdown menu for 'IAH', a yellow 'Search' button (highlighted with a red box), and a 'Post an Ad' button.

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3. All Vacation Trade advertisements posted for that base will display. To further narrow the results, you can use the filters “**Days I Want**” and “**Days I Have**” to specify the date range in which the vacations fall. For the selected date range, the system will display advertisements posted by Flight Attendants for that base.

The screenshot shows the 'Electronic Bulletin Board' interface. At the top, there are dropdown menus for 'Vacation Trade' and 'IAH', a 'Search' button, and a 'Post an ad' button. Below this, there are tabs for 'My Ads' and 'Search Results (2)'. The main section is titled 'Vacation Trade (IAH) hide filter'. It features two filter sections: 'Days I Want' and 'Days I Have', each with 'From Date' and 'To Date' input fields. A 'clear filter' link is located to the right of these filters. Below the filters is a table with the following columns: 'Posted On', 'Posted By', 'Comments', 'Base', 'Days', 'Have', 'Want', '# Resp.', and 'Status'. The table contains two rows of advertisements. The first row is for John Doe, posted on 08/11/17 15:23:47, with a comment 'I want to trade my vacation 5th to 14th March 2018.', base IAH, 10 days, and a 'Respond' button. The second row is for Jane Doe, posted on 08/11/17 12:01:30, with a comment 'I want to trade my vacation 5th to 14th March 2018.', base IAH, 8 days, and a 'Respond' button.

Posting a Response

This option allows Flight Attendants to respond to an advertisement.

To respond to an advertisement:

1. Once you’ve searched for advertisements, select “**Respond**” beside the advertisement that you want to respond to.

This screenshot is identical to the one above, showing the 'Electronic Bulletin Board' interface. The main difference is that the 'Respond' button for the first advertisement (John Doe) is highlighted with a red box, indicating the action to be taken.

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2. Complete the “Comment” box, enter your “Email Address”, “Phone Number”, or both and select “Submit.”

The screenshot shows a web interface for a vacation trade. At the top, there are tabs for 'My Ads' and 'Search Results (3)'. Below that, the title 'Vacation Trade (IAH)' is followed by a 'filter results' link. A table lists trade details with columns: Posted On, Posted By, Comments, Base, Days, Have, Want, Resp., and Status. The first row shows a trade posted on 08/11/17 by John Doe. Below the table is a response form with three fields: 'Comment' (containing 'I am interested in trading my vacation from 10th to 19th Oct 2018.'), 'Email Address' (containing 'mary.smith@united.com'), and 'Phone Number' (containing '(111) 111-1111'). A 'Submit' button is highlighted with a red box.

3. A message will display as shown below. Select “Post” to submit the response or “Edit” if you wish to edit the details before submitting.

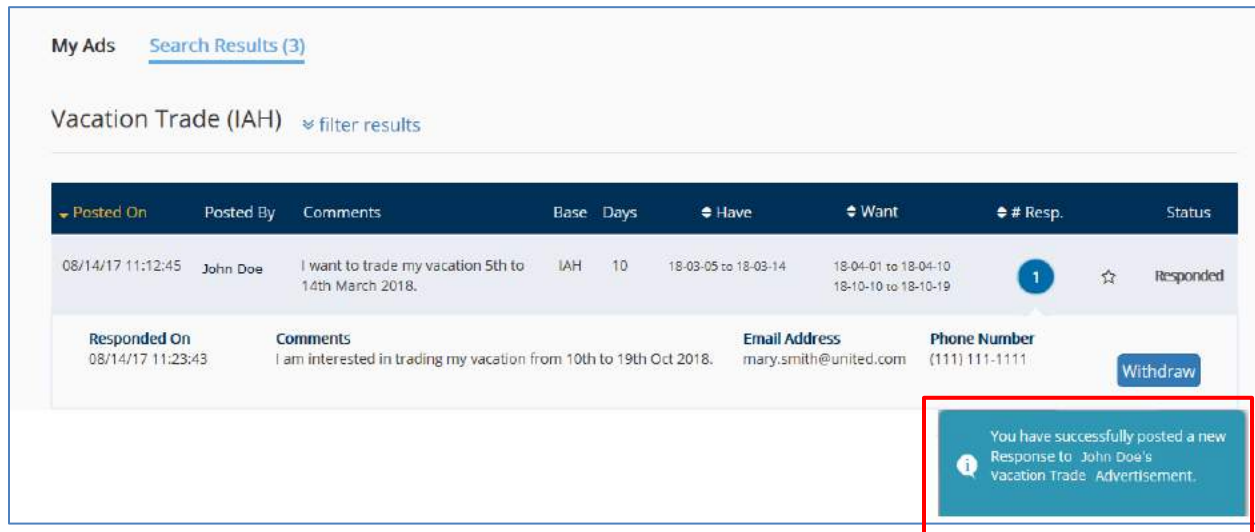
The screenshot shows a 'Confirm Response Details' dialog box. It contains the following information:

- Comments:** I am interested in trading my vacation from 10th to 19th Oct 2018.
- Email Address:** mary.smith@united.com
- Phone #:** (111) 111-1111

Below the information is a red text note: "Please Note: If your response is accepted , vacation trade requests will not be submitted automatically. Both Flight Attendants must submit individual trade requests through the CCS – Bidding-myVacation Menu." At the bottom, there are two buttons: 'Edit' and 'Post'. The 'Post' button is highlighted with a red box.

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4. A confirmation message will display indicating that the response has been posted successfully.



The screenshot shows the 'My Ads' section with 'Search Results (3)'. The main heading is 'Vacation Trade (IAH)' with a 'filter results' link. Below is a table of advertisements:

Posted On	Posted By	Comments	Base	Days	Have	Want	# Resp.	Status
08/14/17 11:12:45	John Doe	I want to trade my vacation 5th to 14th March 2018.	IAH	10	18-03-05 to 18-03-14	18-04-01 to 18-04-10 18-10-10 to 18-10-19	1	Responded

Below the table, a response is shown:

Responded On	Comments	Email Address	Phone Number	Action
08/14/17 11:23:43	I am interested in trading my vacation from 10th to 19th Oct 2018.	mary.smith@united.com	(111) 111-1111	Withdraw

A confirmation message is displayed in a blue box at the bottom right:

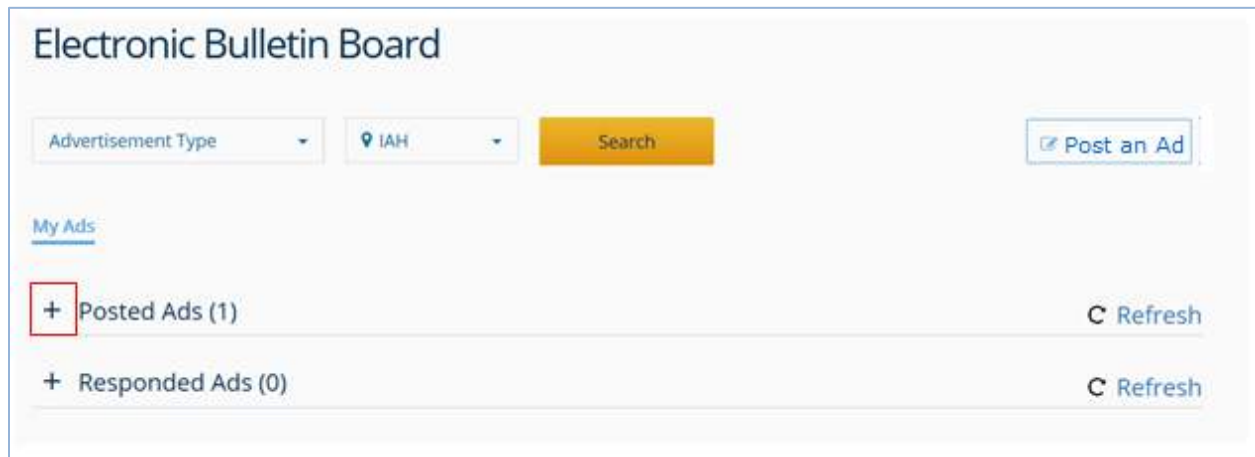
You have successfully posted a new Response to John Doe's vacation Trade Advertisement.

Viewing My Ads

This option allows Flight Attendants to view the vacation trade advertisements she/he posted on the eBB.

To view posted advertisements:

1. Go to **Home** → **Schedule** → **Electronic Bulletin Board**
2. Under "My Ads" select the "+" next to Posted Ads.

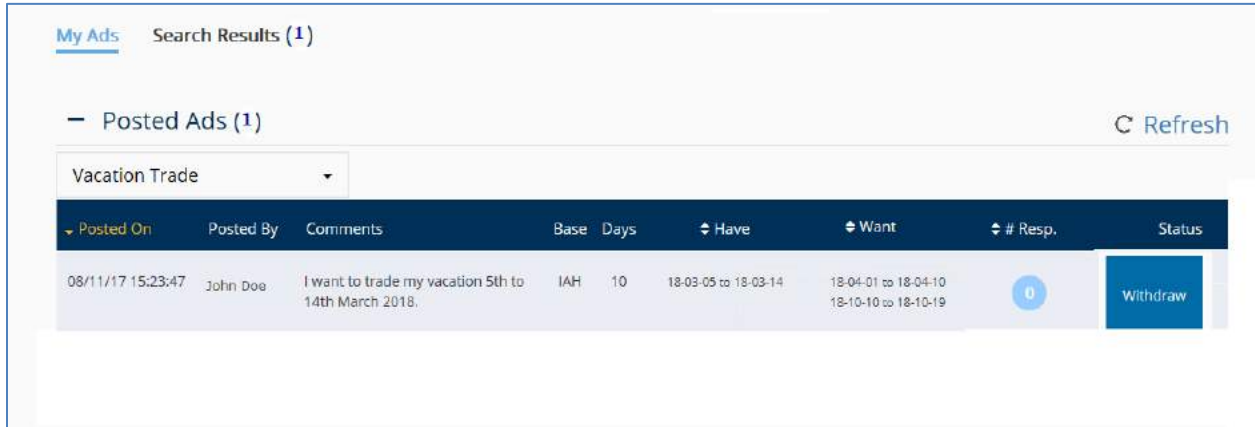


The screenshot shows the 'Electronic Bulletin Board' interface. At the top, there are search filters: 'Advertisement Type' (dropdown), 'IAH' (location dropdown), a 'Search' button, and a 'Post an Ad' button. Below the search filters, the 'My Ads' section is visible. It contains two items:

- + Posted Ads (1)** with a 'Refresh' button.
- + Responded Ads (0)** with a 'Refresh' button.

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3. In the dropdown box, select “**Vacation Trade**” and all posted advertisements will display.



The screenshot shows the 'My Ads' interface with search results for 'Vacation Trade'. The page title is 'My Ads Search Results (1)'. Below the title, there is a section for 'Posted Ads (1)' with a 'Refresh' button. A dropdown menu is set to 'Vacation Trade'. Below this is a table with the following columns: Posted On, Posted By, Comments, Base, Days, Have, Want, # Resp., and Status.

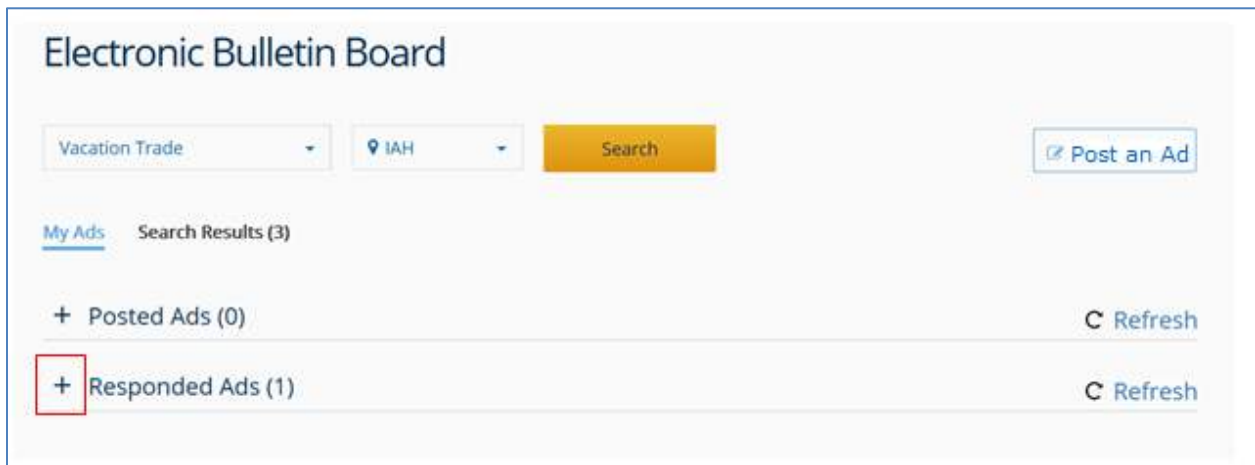
Posted On	Posted By	Comments	Base	Days	Have	Want	# Resp.	Status
08/11/17 15:23:47	John Doe	I want to trade my vacation 5th to 14th March 2018.	IAH	10	18-03-05 to 18-03-14	18-04-01 to 18-04-10 18-10-10 to 18-10-19	0	Withdraw

Viewing My Responses

This option allows Flight Attendants to view the responses that they posted for Vacation Trade advertisements on the eBB.

To view responses:

1. Go to **Home** → **Schedule** → **Electronic Bulletin Board**
2. Under “My Ads” select “+” next to the Responded Ads and the responded ads will display.



The screenshot shows the 'Electronic Bulletin Board' interface. At the top, there is a search bar with a dropdown menu set to 'Vacation Trade', a location dropdown set to 'IAH', and a 'Search' button. There is also a 'Post an Ad' button. Below the search bar, there is a section for 'My Ads Search Results (3)'. Below this, there are two sections: '+ Posted Ads (0)' with a 'Refresh' button, and '+ Responded Ads (1)' with a 'Refresh' button. The '+' icon in the 'Responded Ads (1)' section is highlighted with a red box.

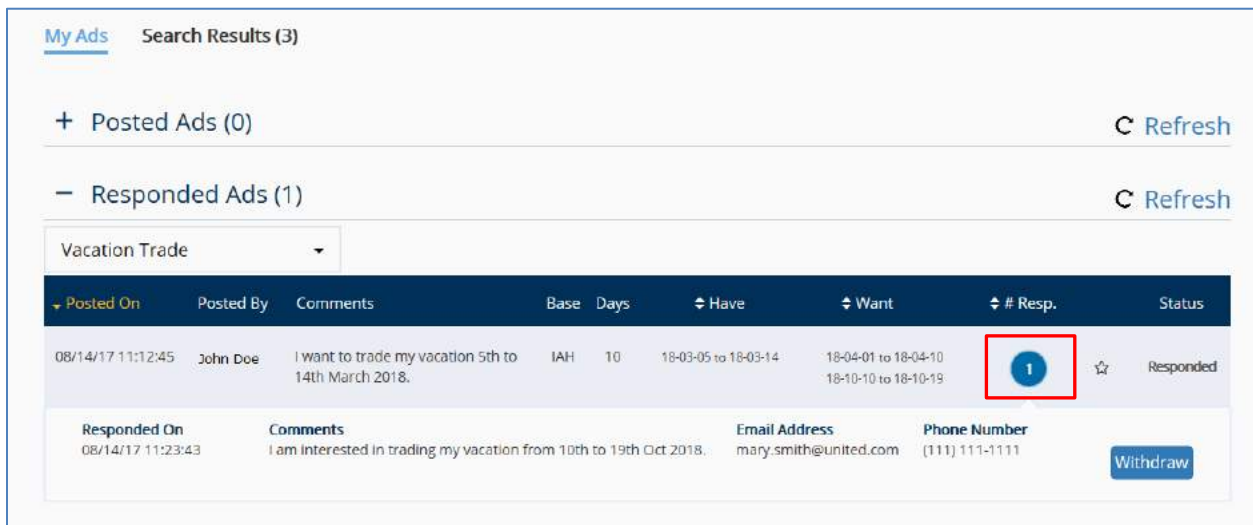
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3. In the dropdown box, select “**Vacation Trade**” and all responded advertisements will display.



The screenshot shows the 'My Ads' search results page. At the top, there is a search bar with 'Search Results (3)'. Below it, there are two sections: '+ Posted Ads (0)' and '- Responded Ads (1)'. A dropdown menu is open, showing 'Vacation Trade' selected. Below the dropdown is a table with columns: Posted On, Posted By, Comments, Base, Days, Have, Want, # Resp., and Status. The first row in the table has the following data: Posted On: 08/14/17 11:12:45, Posted By: John Doe, Comments: I want to trade my vacation 5th to 14th March 2018., Base: IAH, Days: 10, Have: 18-03-05 to 18-03-14, Want: 18-04-01 to 18-04-10, 18-10-10 to 18-10-19, # Resp.: 1, Status: Responded.

4. To view the details of a response, select the number that appears under “**# Resp.**”.



The screenshot shows the 'My Ads' search results page. At the top, there is a search bar with 'Search Results (3)'. Below it, there are two sections: '+ Posted Ads (0)' and '- Responded Ads (1)'. A dropdown menu is open, showing 'Vacation Trade' selected. Below the dropdown is a table with columns: Posted On, Posted By, Comments, Base, Days, Have, Want, # Resp., and Status. The first row in the table has the following data: Posted On: 08/14/17 11:12:45, Posted By: John Doe, Comments: I want to trade my vacation 5th to 14th March 2018., Base: IAH, Days: 10, Have: 18-03-05 to 18-03-14, Want: 18-04-01 to 18-04-10, 18-10-10 to 18-10-19, # Resp.: 1, Status: Responded. Below the table, there is a section for the response details: Responded On: 08/14/17 11:23:43, Comments: I am interested in trading my vacation from 10th to 19th Oct 2018., Email Address: mary.smith@united.com, Phone Number: (111) 111-1111, and a 'Withdraw' button.

Accepting a Response

This option allows Flight Attendants to accept a response received for an advertisement she/he posted.

To accept a response:

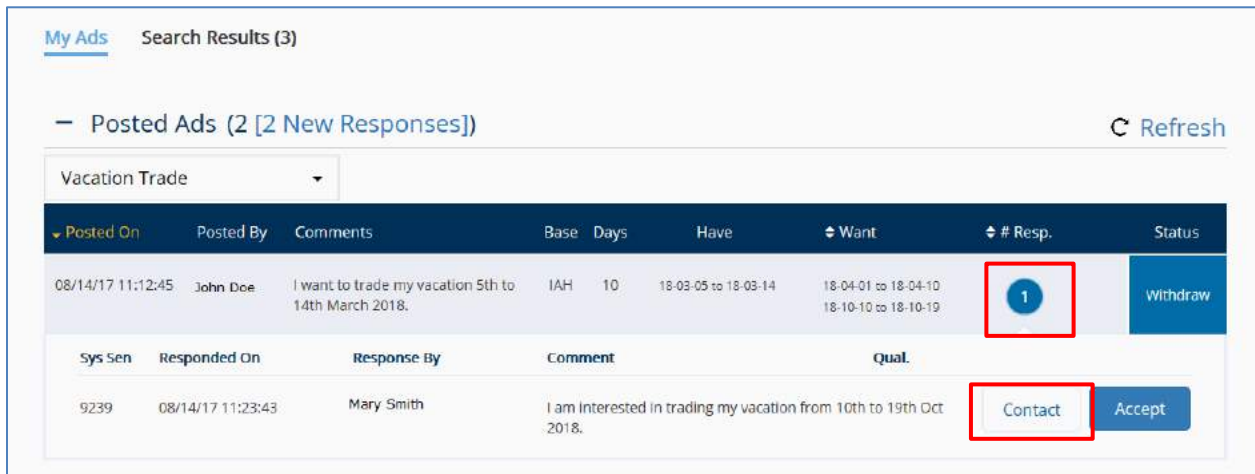
1. Go to **Home** → **Schedule** → **Electronic Bulletin Board**
2. Under “My Ads” select “+” next to the Posted Ads. The posted ads will display.



The screenshot shows the 'My Ads' interface with 'Search Results (3)'. Under the 'Posted Ads (1)' section, there is a dropdown menu set to 'Vacation Trade'. Below this is a table with the following data:

Posted On	Posted By	Comments	Base	Days	Have	Want	# Resp.	Status
08/14/17 11:12:45	John Doe	I want to trade my vacation 5th to 14th March 2018.	IAH	10	18-03-05 to 18-03-14	18-04-01 to 18-04-10 18-10-10 to 18-10-19	1	Withdraw

3. Select the number in the “# Resp” column to display all responses received for that posted ad. Next, select “Contact”.



The screenshot shows the 'My Ads' interface with 'Search Results (3)'. Under the 'Posted Ads (2 [2 New Responses])' section, there is a dropdown menu set to 'Vacation Trade'. Below this is a table with the following data:

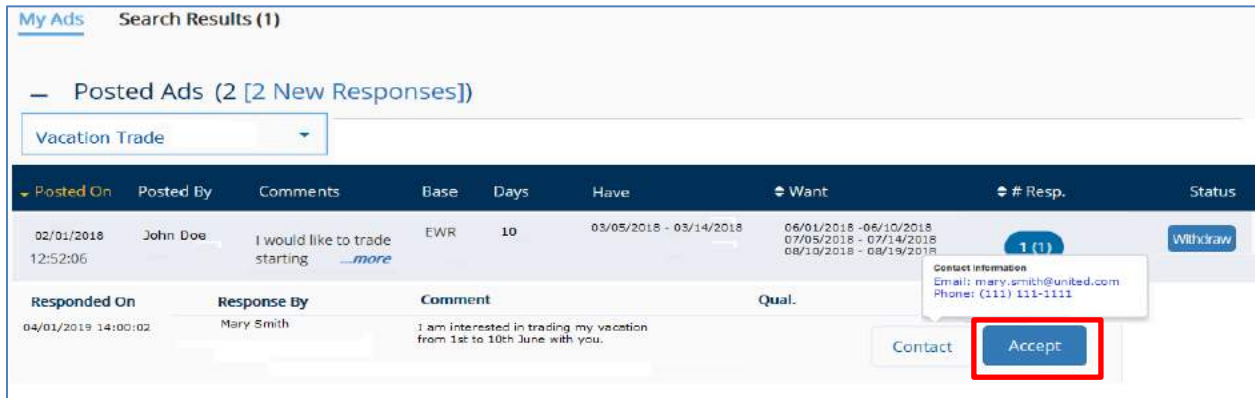
Posted On	Posted By	Comments	Base	Days	Have	Want	# Resp.	Status
08/14/17 11:12:45	John Doe	I want to trade my vacation 5th to 14th March 2018.	IAH	10	18-03-05 to 18-03-14	18-04-01 to 18-04-10 18-10-10 to 18-10-19	1	Withdraw

Below the table is a section for responses:

Sys Sen	Responded On	Response By	Comment	Qual.	
9239	08/14/17 11:23:43	Mary Smith	I am interested in trading my vacation from 10th to 19th Oct 2018.		Contact Accept

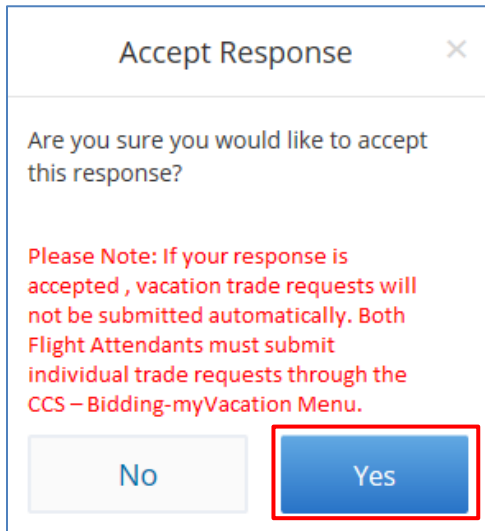
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- The responding Flight Attendant’s contact information will display. Select **“Accept”** next to the response you want to accept.



The screenshot shows the 'My Ads' search results page. At the top, it says 'Search Results (1)' and 'Posted Ads (2 [2 New Responses])'. A dropdown menu is set to 'Vacation Trade'. Below this is a table of listings. The first listing is for a vacation trade starting on 02/01/2018, posted by John Doe. It has 10 days and is for base EWR. The listing is currently 'Have' status. A response is shown below the listing, dated 04/01/2019 14:00:02, from Mary Smith. The response text is 'I am interested in trading my vacation from 1st to 10th June with you.' To the right of the response, there is a 'Contact' button and an 'Accept' button, which is highlighted with a red box. A tooltip for contact information is also visible, showing 'Email: mary.smith@united.com' and 'Phone: (111) 111-1111'.

- The following message will display. To confirm that you would like to accept the response, select **“Yes”**.



The screenshot shows a dialog box titled 'Accept Response' with a close button (X) in the top right corner. The main text asks 'Are you sure you would like to accept this response?'. Below this is a red note: 'Please Note: If your response is accepted, vacation trade requests will not be submitted automatically. Both Flight Attendants must submit individual trade requests through the CCS – Bidding-myVacation Menu.' At the bottom of the dialog, there are two buttons: 'No' and 'Yes'. The 'Yes' button is highlighted with a red box.

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- A confirmation message will display indicating that you have accepted the response successfully. Response status is changed to 'Accepted' and the advertisement status is changed to 'Closed'.

The screenshot shows the 'My Ads' search results page. At the top, there is a search bar with 'Vacation Trade' entered. Below the search bar, there is a table of search results. The first result is an advertisement posted by John Doe on 02/01/2018. The advertisement details include: Base: EWR, Days: 10, Have: 03/05/2018 - 03/14/2018, Want: 06/01/2018 - 06/10/2018, 07/05/2018 - 07/14/2018, 08/10/2018 - 08/19/2018, and Status: Closed. Below the advertisement, there is a response from Mary Smith on 04/01/2019. The response details include: Comment: 'I am interested in trading my vacation from 1st to 10th June with you.' and Status: Accepted. The 'Accepted' status is highlighted with a red box.

Withdrawing an Ad

This option allows Flight Attendants to withdraw an ad that she/he posted while the advertisement is in Open status.

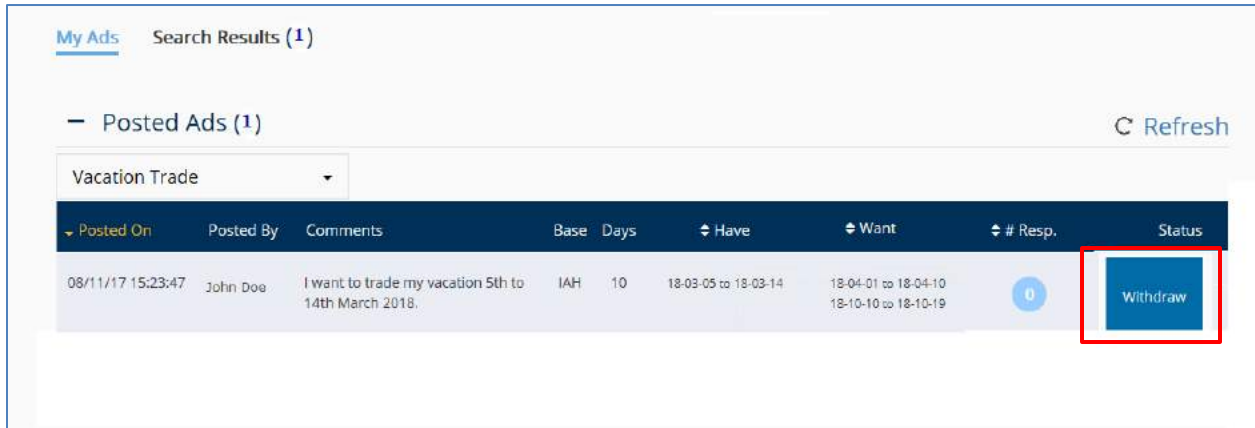
To withdraw an advertisement:

- Go to **Home** → **Schedule** → **Electronic Bulletin Board**
- Under "My Ads", select "+" next to Posted Ads.

The screenshot shows the 'Electronic Bulletin Board' page. At the top, there is a search bar with 'Advertisement Type' and 'EWR' selected. Below the search bar, there is a 'Search' button and a 'Post an Ad' button. Below the search bar, there is a 'My Ads' section. The 'My Ads' section has a '+' icon next to 'Posted Ads' and a '+' icon next to 'Responded Ads'. The '+' icon next to 'Posted Ads' is highlighted with a red box.

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3. In the dropdown box, select **“Vacation Trade.”** All posted advertisements for Flight Attendant Vacation Trades will display. Select **“Withdraw”** next to the advertisement that you want to withdraw.



The screenshot shows the 'My Ads' page with 'Search Results (1)'. Under 'Posted Ads (1)', there is a dropdown menu set to 'Vacation Trade'. A table lists the advertisement details:

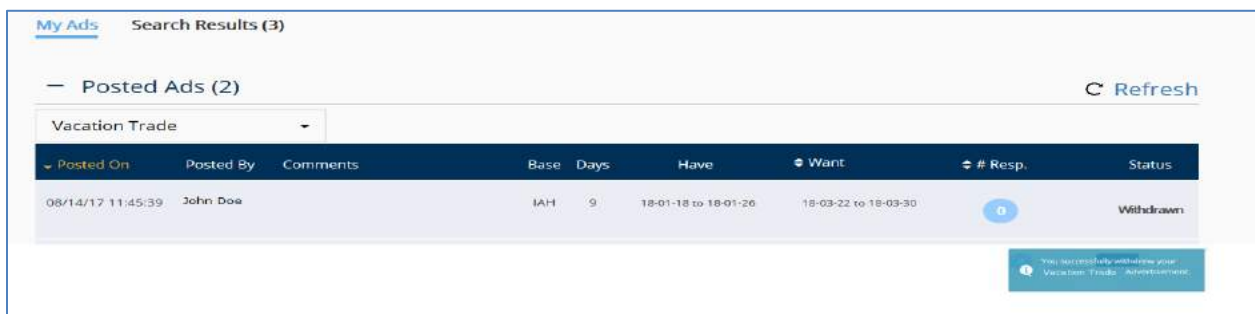
Posted On	Posted By	Comments	Base	Days	Have	Want	# Resp.	Status
08/11/17 15:23:47	John Doe	I want to trade my vacation 5th to 14th March 2018.	IAH	10	18-03-05 to 18-03-14	18-04-01 to 18-04-10 18-10-10 to 18-10-19	0	Withdraw

4. A message will display. To confirm the withdrawal, select **“Yes.”**



The dialog box titled 'Withdraw Advertisement' asks: 'Are you sure you would like to withdraw this Advertisement?'. It contains two buttons: 'No' and 'Yes'. The 'Yes' button is highlighted with a red box.

5. Ad status is changed to 'Withdrawn' and success message will display.



The screenshot shows the 'My Ads' page with 'Search Results (3)'. Under 'Posted Ads (2)', the table shows the advertisement status updated to 'Withdrawn':

Posted On	Posted By	Comments	Base	Days	Have	Want	# Resp.	Status
08/14/17 11:45:39	John Doe		IAH	9	18-01-18 to 18-01-26	18-03-22 to 18-03-30	0	Withdrawn

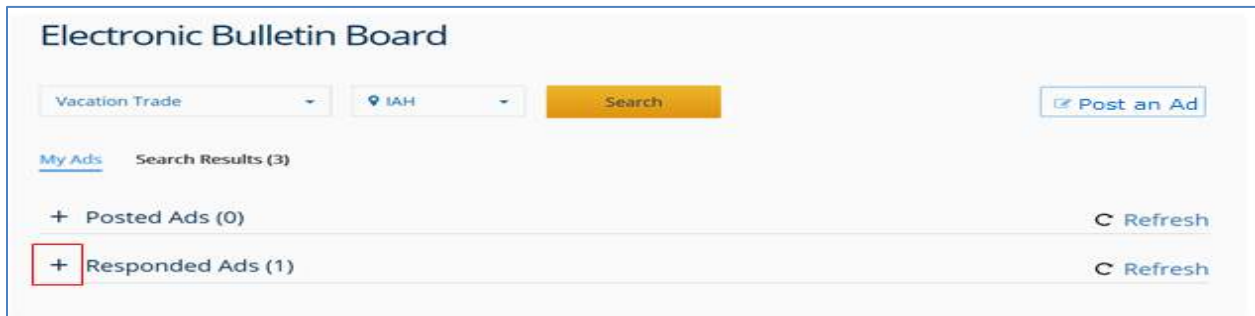
A success message is displayed at the bottom right: 'You have successfully withdrawn your Vacation Trade Advertisement.'

Withdrawing a Response

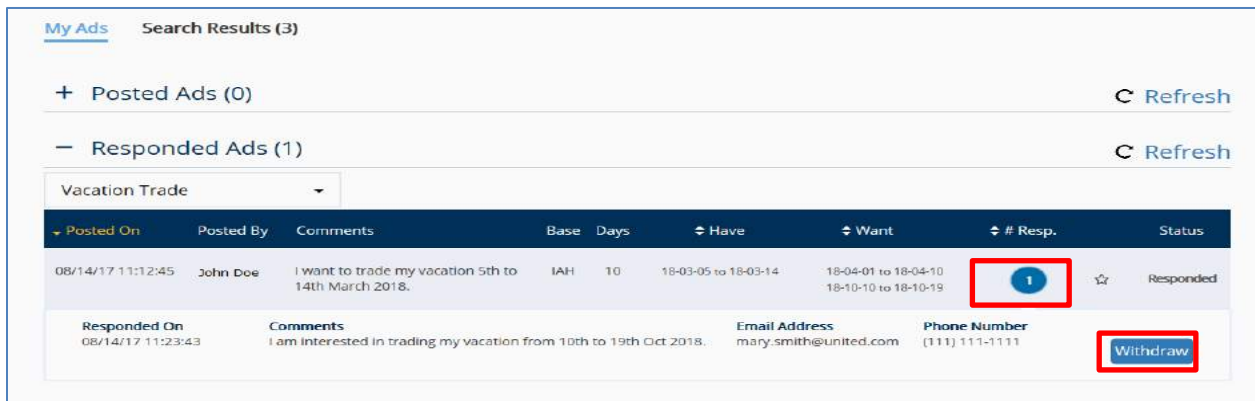
This option allows Flight Attendants to withdraw a response that she/he posted for an advertisement which is in Open status.

To withdraw a response:

1. Go to **Home** → **Schedule** → **Electronic Bulletin Board**
2. Under “My Ads”, select “+” next to the Responded Ads.



3. The responded advertisements will display. To view the details of a response, select the response number under “# Resp”. Select “Withdraw” next to the response that you want to withdraw.

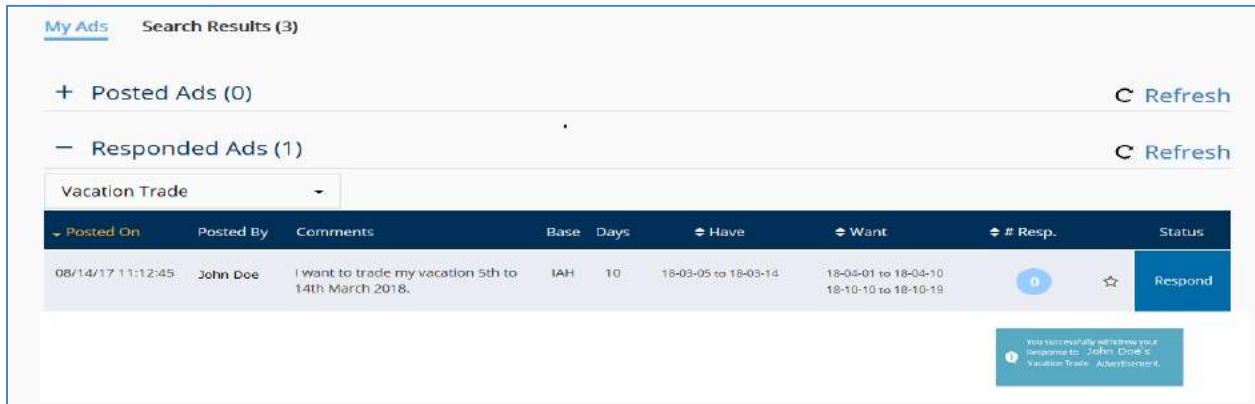


4. A message will display. To confirm the withdrawal, select “Yes”.



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5. A message will display indicating that the response has been withdrawn successfully.

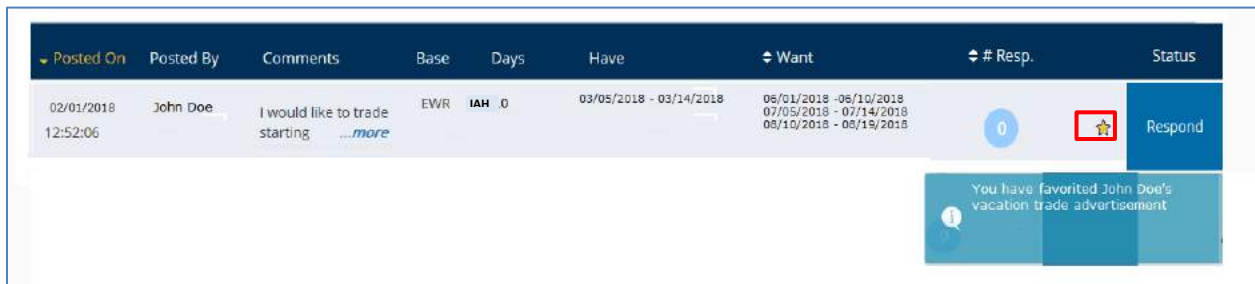


Marking an Advertisement as a Favorite

This option allows Flight Attendants to flag an advertisement as a favorite.

To flag an advertisement as favorite:

1. Search for the advertisement and select the star beside the advertisement. The star will turn yellow indicating that it has been marked as a favorite.



2. To remove it as a favorite, select the star again. The star will turn white indicating that it is removed from favorites.



Viewing Favorite Ads

This option allows Flight Attendants to view advertisements that they marked as favorites.

To view favorite advertisements:

On the eBB home page, select the **“Favorite Ads”** tab and select **“Vacation Trade”** in the dropdown box. Advertisements which are flagged as favorites are displayed.

Posted On	Posted By	Comments	Base	Days	Have	Want	# Resp.	Status
02/01/2018 12:52:06	John Doe	I would like to trade starting ...more	EWR	IAH	03/05/2018 - 03/14/2018	06/01/2018 - 06/10/2018 07/05/2018 - 07/14/2018 08/10/2018 - 08/19/2018	0	★ Respond