

Flight attendant pay consists of many variables and may at times appear to be complex. The Flight Attendant Pay Records Department offers this handbook as a guide to assist you in better understanding and verifying your pay. There are actually two separate departments involved in ensuring accurate pay for flight attendants. These are Flight Attendant Pay Records (WHQUN) and Corporate Payroll Services (WHQPZ). Each department has specific responsibilities. It may help in your understanding to note the differences in the two.

**Flight Attendant Pay Records (WHQUN)** has the responsibility of maintaining your payfile for accuracy according to the AFA Agreement. This includes adding premium, holding and understaffing pay (in the form of hours and minutes) to your payfile. As you become familiar with your monthly payfile in Unimatic, you will see that all calculations are in **hours and minutes**. When you contact the Pay Records team, you will find that they refer to everything in terms of time. When WHQUN has completed pay or “closed out pay” for the month (on the fourth business day of the month), the payfiles are locked from WHQUN.

**Corporate Payroll (WHQPZ)** receives this hand-off of flight attendant pay records, computes and converts all of the credit hours into a **dollar value**. Taxes and other assigned deductions are noted and subtracted and a paycheck is issued.

To help this process proceed smoothly for you, this handbook explains how to read, understand and request accurate pay (DSPFAC) and how to verify it in your payfile (DFAP) or Monthly Flight Time Record (MFTR). A detailed explanation of how pay is computed and presented is located in the Statement of Earnings section followed by a review of the pay stub. If there is a discrepancy, or if you have a question concerning your hours or pay, requiring a call to either WHQUN or WHQPZ, it is important to have your pay records (i.e., DFAP, check stub), available when you call. This ensures that both you and the Pay Records or Payroll Services professional has the benefit of working with the same information and it will assist in resolving a problem more quickly. We hope that you will find this handbook helpful, and we welcome any comments or suggestions.

Gary Ketchum

Manager, Flight Attendant Pay Records

WHQUN (end page)

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### **PAYCHECK INFORMATION**

Paychecks are issued no later than the 1st and 16th of the month. If the 1st and/or 16th of the month fall on a holiday or non-banking day, your paycheck will arrive on the business day directly

preceding the holiday or non-banking day. Direct deposit funds for January 1st will not be available until the first working day after the banking holiday.

The **1st of the month** paycheck is referred to as an advance. You will receive 70% of your base pay (base pay equals 65 hours).

***1<sup>st</sup> of the month calculations are as follows:***

If by the 20th of the month your DFAP minimum\* reflects:

- 50 hours or more – you will receive a FULL ADVANCE or 70% of the base pay (equaling 45.5 hours)
- 30 hours to 49:59 hours – you will receive a ½ ADVANCE or 35% of the base pay (equaling 22.75 hours)
- Less than 30 hours – you will receive NO ADVANCE.

*\*Your minimum can be reduced by DNF, ANP or non-payable sick time (credited hours in excess of your sick bank total).*

The **16th of the month** paycheck consists of total monthly earnings minus the 1st of the month advance.

## PAY EXCEPTIONS

### Using Unimatic DSPFAC

#### ***DSPFAC (Display Flight Activity Certification)***

One of the first priorities for verifying your pay is to make certain you are compensated for irregularities or discrepancies to your bid line of flying. The automated FAC allows you to advise WHQUN of exceptions to pay relating to **nonscheduled premium position, holding time, understaffing, and exceptions you specify in “Additional Comments”**. Once you have input all information in the DSPFAC and stored the request, the system will automatically post the premium pay and update a line-holder’s premium pay guarantee; calculate and post payable holding time; and collect understaffing requests for future processing.

**Please note, the FAC through Unimatic is immediate and will either automatically post to your payfile or send a request directly to WHQUN for processing. When a paper FAC is submitted, the process may take longer due to co-mail transit time and manual processing.**

Accurate FAC information is critical to ensure understaffing, holding and premium pay are calculated correctly. DSPFAC information should be entered as soon as possible upon completion of the ID. This allows WHQUN to process your pay in a timely manner. Listed below are helpful hints when completing your FAC.

It is the purser’s responsibility to complete all necessary information in the computer for premium pay, language, exceptions, understaffing, etc. for all crew members and any holding time for the base ID crew members. Flight attendants on different ID’s from the base crew should enter holding separately.

For understaffing, the purser’s request via DSPFAC includes the *entire flight crew*. Only one request should be submitted per flight number. Flight attendants on separate IDs should *not* request understaffing.

**FLIGHT ACTIVITY CERTIFICATION (DSPFAC)**

When entering FAC information, sign on to Unimatic:

- Type DSPFAC and press the ENTER key
- Response is:

ID	DT	FN
DSPFAC / _____ /	_____ /	_____

- Type the requested information in each field and press the ENTER key

The following display is an example of what will appear on the screen. It is the premium position screen (**PREPOS**).

PREPOS/5801/30/JUL * INDICATE POSITIONS WORKED F B C D E							
FN	NAME	SKED	ACT	FN	NAME	SKED	ACT
039087	/PIELACH, M	F	_/	062451	/BURNS, C		_/
010493	/ROMANO, B	B	_/	027428	/SGGRO, D		_/
050270	/DUNNING, S	C	_/	034192	/GAMBINO, M		_/
053069	/GIOMI, A	D	_/	033062	/RILKO, B		_/
059162	/SIGGAL, S	E	_/	042112	/ALBRECHT, L		_/
062997	/HARGROVE, C		_/	012345	/KELLY, T		_/
011679	/LECZEWSKI, V		_/				
020115	/FISHER, A		_/				

✓

## **PREMIUM PAY**

### ***Contract Reference 5-B, 9-C-2***

To request premium pay, type the actual premium and/or E SKED code(s) if the correct code is not displayed in the SKED field or the premium position worked was an open position.

- If awarded a premium line or trading with a bid lineholder in a premium position, you are responsible for working that position. In these cases, the computer will automatically pay the premium pay.
- **If the premium position is worked for the entire ID, enter the position worked (F, B,) in the ACT field. If only a portion of the ID was worked in the premium position, do NOT complete the ACT field, but list the flight(s) worked on the Additional Comments (remark) page. See page 10 for instructions on entering additional comments.**
- If flying a relief, reserve or a single line and working the premium position, premium pay must be input on the PREPOS page in order to be paid.

Note: If awarded a language qualified bid position, you do not need to complete a DSPFAC, the language pay will automatically post.

After reviewing and/or completing the PREPOS display, move the cursor to the bottom of the page and press 'ENTER'.

The response is the MENU page, which is a listing of all the functions associated with the FAC.

## THE MENU SCREEN

The Menu Screen is used to pull up different areas of the DSPFAC to look at or enter data in the automated Flight Activity Certification.

```
*****
* ▶ MENU
*
* IF YOUR REQUEST IS COMPLETE, TAB TO AFTER THE 'STORE'
* REQUEST, ENTER AN 'X' AND TRANSMIT.
*
* STORE REQUEST / ▶ STORE __
*
* IF YOU WISH TO ADD INFORMATION TO ANY OF THE FOLLOWING
* SCREENS, TAB TO THE DESIRED FUNCTION AND TRANSMIT.
*
* PREMIUM POSITION / ▶ PREPOS
* HOLDING TIME / ▶ HOLDING
* UNDERSTAFFING / ▶ UNSTF
* ADDITIONAL COMMENTS / ▶ REMARK
*
*****
```

▶ The first line is the menu prompt. If at anytime you need to get back to the menu screen, type 'MENU' and press 'ENTER'. Unimatic will return you to this screen.

▶ The Store Request Prompt is used to store the FAC when all the information has been entered. When stored, the information in the FAC is immediately sent to WHQUN. (Prior to storing you may make multiple requests, i.e. understaffing, holding, LIP, and add information in additional comments pertaining to a specific ID). Once stored, no additional changes may be entered.

▶ The premium position prompt will display the Premium Position screen (PREPOS). Please refer to page 5 for instructions on entering premium requests.

▶ The holding time prompt will display the Holding Time Screens. These are used to request holding time for each segment of the ID. Please refer to page 6 for instructions on entering holding information.

▶ The understaffing prompt will display the screen used to request understaffing. Please refer to page 9 for instructions on entering understaffing.

▶ The additional comments (remark) prompt will display the Additional Comments Screen used to request any additional items or to offer explanation for a request.

## HOLDING

### *Contract Reference 8-H*

**TAB** to **▶ HOLDING** and press **'ENTER'** from the menu screen.  
**The following display is an example of what will appear on the screen.**

```
▶ HOLDING / 5801 / 30JUL
PLACE AN X IN HLD FOR SEGMENTS WHICH NEED A HOLDING ENTRY
FLT DT DEPART HLD FLT DT DEPART HLD FLT DT DEPART HLD
935 / 30 / LAXHNL / X /
934 / 31 / HNLLAX /   /
```

- The first line indicates holding for ID 5801 on the 30th of July.
- The flight numbers are listed in the order they were flown during the ID. An X is placed in the blank where holding is requested.
- Tab to anywhere after the last character and press **ENTER**. This action will bring up the holding screen.

```
ADD HLD/5801/30JUL
ENTER HOLDING TIMES AND PLACE AN X BY ELIGIBLE ATTENDANTS
          BEFORE SEG          AFTER SEG
FLT DT DEPART SKDD ACTD START-END SKDA ACTA START-END
935/30/LAXHNL/ 1000/0959/____-____/ 1235/1308/ 1308/1401
          BFR/AFR                      BFR/AFR
039087/PIELACH,M   /_/X/           062451/BURNS,C   /_/X/
010493/ROMANO,B   /_/X/           027428/SGRO,D   /_/X/
050270/DUNNING,S  /_/X/           034192/GAMBINO,M /_/X/
053069/GIOMI,A    /_/X/           033062/RILKO,B  /_/X/
059162/SIGGAL,S   /_/X/           042112/ALBRECHT,L /_/X/
062997/HARGROVE,C /_/X/           012345/KELLY,T  /_/X/
011679/LECZEWSKI,B /_/X/
020115/FISHER,A   /_/X/
```

- If holding occurs before departure and/or after arrival, indicate the **START** and **END** times in the **BEFORE SEG** and/or **AFTER SEG**.

Times must be noted in the 24-hour clock format and must be entered in order for the computer to award the holding time. If holding is requested for **AFTER** a segment, the **START** time cannot be before the **SKDA** time and must exceed the scheduled ground time.

**X**

- In addition to completing the START-END times, indicate those flight attendants eligible for holding by placing an X in either/or the BFR/AFR columns.
- Holding pay is calculated as follows: the first 10 minutes is unpaid and half of the remaining time is payable per Section 8H of the Agreement. However, when entering times, enter all holding time since Unimatic will automatically deduct the 10 minutes. Any duty time credit within the duty period in which holding occurred or time away credit is subtracted from payable holding time.
- No more than 4 hours can be requested per flight segment. If holding exceeds 4 hours, please input all information in remarks.
- If an ID cancelled and the crew held prior to cancellation, without leaving the blocks, the ID is pay protected in your guarantee pay. Because the ID cancelled holding cannot be requested via Unimatic and the purser must submit a paper FAC. The paper FAC must include start and end times for holding. Holding is offset by any credited time.
- Holding pay, premium holding, language designated holding, and language incentive holding are automatically calculated and posted after the FAC is stored.
- When an irregular operation occurs, such as return to block (RB), diversion (DV), fuel stop (XP) or return to field (RF), specify in the Additional Comments (remark) screen whether the irregular operation resulted in holding or actual flight time. Instructions for entering additional comments can be found on page 10 in this handbook.

Once the holding request is entered, move down and press **ENTER**. The **MENU** page will reappear on your screen.

x

## UNDERSTAFFING

### *Contract Reference 5-H*

TAB to UNDERSTAFFING and press ENTER from the menu screen.  
The following display is an example of what will appear on the screen:

```
-UNDSTF/5801/30JUL  
FLT DT DEPARR UST FLT DT DEPARR UST FLT DT DEPARR UST/  
935/30/LAXHNL/ 1/  
934/31/HNLLAX/ 2/
```

- TAB to fill in the segment of the ID where understaffing occurred, enter the number understaffed (1 through 9). In the example provided above, the purser requested 1 flight attendant understaffed for flight 935 and 2 flight attendants understaffed for flight 934.
- Once the understaffing request has been entered, move down to the bottom of the page and press 'ENTER'. The MENU page will reappear.
- Only the purser should submit the request for understaffing. **The purser's request for understaffing automatically includes all working flight attendants on the FLTLOF for each segment requested.**
- Understaffing is automatically paid for segments where the total number of working flight attendants is less than the total number needed.
- Understaffing requested via the DSPFAC are sent to a holding file, researched by WHQUN and posted in the DFAP typically 5 to 10 days after trip completion.



## ADDITIONAL COMMENTS

TAB to REMARK and press 'ENTER' from the menu screen.  
The following display will appear on your screen:

REMARK 5801/30JUL ADDITIONAL COMMENTS : _____ _____ _____ _____
--

- Enter pay-related items only in the ADDITIONAL COMMENTS page. For any holding, remarks indicate the flight segment, before or after, and the start and end times.
- If you are having difficulty inputting in the PREM or HOLD screens, you may input your request in the Additional Comments (remark) section of your DSPFAC.
- If a premium position was worked for part of an ID, indicate name, position, flight number and departure/arrival stations.  
*Note: do not enter in the PREM section of the FAC.*
- If you were awarded an F, B or D position and you worked a different premium position, you must request premium pay in the Additional Comments (remark) section only.
- After all comments have been entered, TAB to the bottom of the display and press the 'ENTER' key. The response is the menu page.
- **ONLY AFTER ALL REQUESTS HAVE BEEN ENTERED, TAB TO STORE REQUEST, PLACE AN 'X' NEXT TO STORE AND PRESS 'ENTER'.**
- **ONCE STORED, NO ADDITIONAL INFORMATION CAN BE ENTERED IN THE FAC.**



## PAY RECORD

### Using Unimatic DFAP

#### DFAP (*Display Flight Attendant Pay Record*)

DFAP is a record of your pay activity for the month. To display your payfile for the month, type DFAP into Unimatic and press 'ENTER'. This entry will bring up the following display:

DFAP    LOF    DOM    MO    FN    PRINT  
      \_\_\_/\_\_\_/\_\_\_/\_\_\_/\_\_\_

After entering the requested information, you may view and/or print your payfile for the month. To view your payfile leave the Print field blank. To print your payfile enter a P or a print symbol in the print field. By periodically checking your DFAP, you will ensure that you have been properly credited for your trips, holding, understaffing, premium pay, training, holiday pay and expense money.

DFAP/	1716A/	ORD /	06 /	100001/	JONES, J							
GAR 8959	MIN 6500	FTM 9038	QPJ 25246									
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)
CERT#	ASMT	DT	TD	SKED	TUS	DHCR	FTCR	ACTL	TOTL	NITE	EXPNS	POSTING#
43010	0130	01	30									0171975
43810	5366	01	1	639								0171976
43031	5366	01	1	639			639		639			0300348
43810	5427	02	1	1850								0171977
43800	5427	02	3	1850		210		1648	1858	510	11526	0020284
43810	5259	07	4	2130								0171978
43800	5259	07	4	2130	2			2154	2156	1007	14802	0100936
43067	5259	07	1				12		12			0120687
43810	5427	15	3	1850								0171979
43800	5427	15	3	1850	12	145		1735	1932	1042	15603	0180811
43810	5277	21	3	1950								0171980
43800	5219	21	3	1950	35		205		1633	1913	11962	0156634
43810	5203	30	2	420								0171981
43031	5203	30	2				420		420			0191676
41073	CLEN	30									1576*	0031308
41073	CLEN	30									1855	0031309
TOTAL					49	355	1316	7250	9050	2559	55748	



The first line of the DFAP repeats the line number, domicile, month requested, file number and last name with first initial.

The second line shows the guarantee, minimum and projected flight time for the month and cumulative quarterly projected flight time.

The third line contains the column headings for the pay record or DFAP, which will be explained in more detail. (The reference numbers on line three do not appear on an actual DFAP display.)

**(1) Cert. # – Certification Number.** This column will contain a five-digit code.

- The first number in the code represents pay status for receiving premium pay or not receiving premium pay:

4 = No Premium Pay  
7 = Narrow Body Purser  
8 = Wide Body Aft Purser  
9 = Wide Body Purser

- The second number in the code represents work status:

1 = Domestic Lineholder  
2 = Domestic Reserve  
3 = International Lineholder  
4 = International Reserve  
5 = TED Domestic Lineholder  
6 = TED Domestic Reserve  
7 = TED International Lineholder  
8 = TED International Reserve

- The last three digits in the CERT # column indicate the type of activity posted. Following is a list of these codes and the type of activity in numerical order:

010 – Status for the full month  
011 – Mid-month status change (RSV move-up)  
021 – Critical coverage  
023 – Standby reserve (ONSB)  
025 – Miscellaneous credit time (One for Three after Four)  
026 – Unavailability DNF (did not fly) or LOA (leave of absence)  
027 – AFA (trip dropped for Union business)  
028 – Call (2-hour callout pay)  
030 – SPL (trip dropped for special assignment)  
031 – Non-occupational sick leave (ONSL, ENSL, or FMLS)  
032 – ANP Authorized no pay- (WOP or FMLW)  
033 – Occupational sick leave (OCSL)  
035 – Vacation  
037 – Maternity sick leave



038 – Scheduling error  
047 – Understaffing  
048 – Training on an unassigned day  
049 – Publicity assignment  
050 – Training on an assigned day  
051 – Working FAM trip (OJT for scheduled flight attendant)  
052 – Familiarization trip for trainee  
053 – Paid absence (ABS)  
061 – Holiday pay  
063 – ICO, MAC, & CRAF pay protection  
064 – Displacement  
066 – Make-up sick leave (current month)  
067 – Holding time  
069 – Drafting  
070 – Premium pay  
073 – Expenses  
079 – Language designated  
126 – Did not fly (vacation overlap credit)  
127 – Make-up AFA (current month)  
131 – ONSL, ENSL (sick leave with scheduled purser pay)  
132 – Guaranteed personal time off (GWOP or PTO)  
133 – Occupational sick leave with scheduled purser pay  
135 – Vacation day at a time (DAT)  
137 – Maternity Sick leave with purser pay  
145 – Extended duty time (5 for 1 pay)  
161 – Holiday pay at training rate  
166 – Make-up sick leave (previous month)  
167 – Holding time with premium purser pay  
170 – Premium purser pay  
173 – Parking Expenses  
179 – Language incentive pay (LIP)  
227 – Make-up AFA (one month prior)  
232 – Unpaid portion of ID with day-at-a-time vacation  
266 – Make-up sick leave (2 months prior)  
270 – SAFA premium (for accrual only)  
279 – Holding with language designated  
327 – Make-up AFA (2 months prior)  
332 – Military ANP  
335 – Accrued vacation credit (paid on furlough)  
370 – SAFA premium purser (for accrual only)  
379 – Holding with language incentive  
435 – Accrued vacation credit (paid on furlough)  
470 – Premium guarantee  
471 – Premium Guarantee purser  
800 – Flying assignment worked  
810 – Scheduled ID (trip guarantee)  
999 – Mid-month transfer



(2) ASMT– Assignment. This column will contain one of the following:

- ID number
- From / through dates for monthly status, premium guarantee or unavailability (LOA, DNF).
- Any of the following abbreviated pay codes:

AED - Automated External Defibrillator

AFA - Union business

ANP - Authorized no pay

BDAY - Birthday

CALL - Callout

CBT - Computer based training for equipment

CCOV - Critical coverage

CLEN - Reimbursable cleaning expenses

DS1 – Cabin Security

DS2 – Cabin security

EQP - Equipment training

FAM - Key position familiarization trip

FMLS – Family leave sick

FMLW – Family leave without pay

HOL - Holiday

ICO - International charter or MAC

IST - International service training

LD2 (LD3 etc.) - Leadership development training for qualified pursers

MEAL - Miscellaneous meal expenses

MISC - Miscellaneous expenses (passport, visa, etc.)

MTG - Meeting or other training

NVU - New View training

OJT - On the job trainer

ONSL - Sick leave

PARK – Parking expenses

PQT - Purser qualification training

PUB - Publicity assignment

RET - Recurrent emergency training

RSV - Denotes a scheduled reserve day

SAFA - Special assignment

SEMR - Seminar (also used for CLR)

STBY - Standby reserve

TAXI - Reimbursable limo/taxi expenses

UTRN - Training on unassigned days

VAC - All vacation including premium pay or payable deadhead credit associated with a vacation



**(3) DT– Date.** This column will contain one of the following:

- First date of the scheduled bid month for the status posting and premium guarantee
- Total assignment days during an unavailability (LOA, DNF) or vacation period
- Originating date of the activity being posted

**(4) TD– Total Days.** This column will contain one of the following:

- Total number of days in the bid month for the status posting and premium guarantee
- Total number of elapsed calendar days within an unavailability or vacation period
- Number of flight attendants understaffed

**(5) SKED– Scheduled Time.** This column will contain one of the following:

- Total scheduled flight time within an ID
- Total bid time for activity removed due to DNF or ANP
- Actual flight time for an understaffed flight
- Total hours paid for training or publicity
- Amount of scheduled premium pay protected by the line guarantee
- Total hours credited at premium pay

**(6) TUS – Time Under Schedule.** This column will contain time for flights that operate under scheduled flight time.

**(7) DHCR– Deadhead Credit.** This column will contain time spent deadheading during an ID.

**(8) FTCT– Flight Time Credit.** This column will contain credited time which is not actual flying time; examples of flight time credit are jury duty, sick leave, holding, vacation, and duty or time away credit during an ID.

**(9) ACTL – Actual.** This column will contain the actual flight time flown in an ID.

**(10) TOTL– Total .** This column will contain the total flight time to be credited for the activity posted (Note: the total will be the sum of the TUS, DHCR, FTCT and ACTL figures.)

**(11) NITE– Night.** This column will contain the amount of time eligible for night pay in an ID

**(12) EXPNS**– Expenses. This column will contain the amount in dollars and cents of expense money associated with the activity posted.

**(13) POSTING#**– Posting Number. This column will contain a reference number. It is for tracking purposes only and allows Pay Records to distinguish one posting from another. An asterisk (\*) appearing before a posting number indicates that the posting has been voided. The first character(s) of the posting number will be letters, which represent the home domicile of the flight attendant.

15

BO - BOS

CD - CDG

D - DEN

E - EWR

F - SFO

FR - FRA

H - HNL

HK - HKG

J - JFK

L - LAX

LH - LHR

LS - LAS

M - MIA

N - NRT

O - ORD

PH - PHL

S - SEA

W - DCA

- Following the home domicile letter code, the first two digits reference the date in the month when the posting transaction was generated.

- The last four numbers are a computer generated sequence number to distinguish one entry from another.



- The last line of the DFAP shows the totals of each column (vertically).

**Note:** Voided postings with an asterisk (\*) are not added into the TOTAL line.

- Totals are provided in the DFAP for each of the following columns:

TUS  
DHCR  
FTCR  
ACTL  
TOTL  
NITE  
EXPNS

### Example DFAP

The explanation of this display is on page 18.

DFAP/ 1716A/ ORD / 06 / 100001/ JONES, J													
GAR 8959 MIN 6500 FTM 9038 QPJ 25246													
CERT#	ASMT	DT	TD	SKED	TUS	DHCR	FTCR	ACTL	TOTL	NITE	EXPNS	POSTING#	
(1)	43010	0130	01	30								0171975	
	43810	5366	01	1	639							0171976	
	43031	5366	01	1			639		639			0300348	
	43810	5427	02	1	1850							0171977	
	43800	5427	02	3	1850	210		1648	1858	510	11526	0020284	
	43810	5259	07	4	2130							0171978	
	43800	5259	07	4	2130	2		2154	2156	1007	14802	0100936	
(2)	43067	5259	07	1				12		12		0120687	
	43810	5427	15	3	1850							0171979	
(3)	43800	5427	15	3	1850	12	145		1735	1932	1042	15603	0180811
	43810	5277	21	3	1950								0171980
	43800	5219	21	3	1950	35		205	1633	1913		11962	0156634
	43810	5203	30	2	420								0171981
	43031	5203	30	2				420		420			0191676
	41073	CLEN	30									1576*	0031308
	41073	CLEN	30									1855	0031309
	TOTAL				49	355	1316	7250	9050	2559	55748		

☞X

**(1) The CERT# 43010 illustrates:**

4 – No premium pay

3 – International line holder

010 – Status for the month. For pay purposes this entry is necessary to open your payfile and insure a paycheck will be generated

The ASMT entry **0130** denotes the days of the month, in this case from 01 to 30

The DT entry **01** indicates the first day of the month is the 1<sup>st</sup> (all pay months do not begin on the 1st)

The TD entry **30** signifies in this example 30 days in the month

**(2) The CERT# 43067 illustrates:**

4 – No premium pay

3 – International line holder

0067 – Holding time

The ASMT entry **5259** denotes the ID number

The DT entry **07** indicates the day of the month the ID started

The TD entry **1** signifies in this example one segment of holding

The FTCT entry **12** indicates 12 minutes of holding time is credited for this ID

The TOTL entry **12** shows 12 minutes of total holding time is credited for this entry

**(3) The CERT# 43800 illustrates:**

4 – No premium pay

3 – International line holder

800 - Flying assignment worked

The ASMT entry **5427** denotes the ID number

The DT entry **15** indicates the day of the month the ID started

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The TD entry **3** signifies in this example three total days in the ID

The SKED entry **1850** indicates 18 hours and 50 minutes of flying time is scheduled for this ID

The TUS entry **12** specifies this ID operated 12 minutes under schedule for this ID

The DHCR entry **145** indicates 1 hour and 45 minutes of deadhead time for this ID

The ACTL entry **1735** denotes 17 hours and 35 minutes of actual flying time for this ID

The TOTL entry **1932** shows 19 hours and 32 minutes of total credited time paid for this ID (TUS + DHCR + ACTL)

The NITE entry **1042** indicates 10 hours and 42 minutes of night pay for this ID

The EXPNS entry **15603** denotes \$156.03 is payable in expense money for this ID (per diem)

You are able to view your DFAP in Unimatic for the current month, the prior two months and one month following the current month after bids have been awarded.

Your line of flying contains all of your work-related activity for a month. This includes all IDs worked, training, meetings and other work activity. All IDs and work activity from the line of flying automatically generate entries into the pay record (DFAP). The first step in ensuring you are paid correctly is to make certain your IDs correctly reflect your flying activity. After flying an ID, Unimatic posts your IDs pay factors and any automated FAC items you have entered. Unimatic also posts other activities into your DFAP from the line of flying such as training, meetings and other work activity. Flight Attendant Pay Records manually posts items such as cleaning and taxi expenses into your DFAP. By regularly checking your IDs, Lines of Flying and your DFAP, you can ensure you will be paid accurately.



## MONTHLY FLIGHT TIME RECORD (MFTR)

The monthly flight time record (MFTR) is the final copy of the DFAP (pay-file). In the DFAP you may see postings with an asterisk next to the posting number. This indicates a voided posting. These will not transfer into the MFTR. The MFTR will reflect only credited items.

The MFTR also includes an abbreviated description along with the certification code of each posting. Fifteen days after the month ends, the MFTR is sent from WHQPZ to each domicile. Flight attendants should locate and retain these for tax purposes.

The following describes identified areas of the MFTR on page 21:

1. **SPLIT**— indicates that an ID is split between this month and the following month. The process of splitting the hours between two months is an automated process.
2. **Tax Switch**— T represents “taxable expenses” and will only be indicated in the Tax Switch column. These expenses are related to a single duty ID or single duty activity (training). Expenses in this category are subject to withholding and are reported as taxable income at year’s end. Tax P/D - Tax Per Diem.
3. **Non tax switch**— A represents “wage expenses.” These expenses relate to a multiple duty period ID or multiple duty activities (training). These expenses are not subject to withholding and are not considered taxable income. IRS P/D - IRS Per Diem. N represents “non taxable” expenses. These expenses relate to substantiated expenses for cleaning, taxi and miscellaneous items and are not considered taxable income.



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## **STATEMENT OF EARNINGS**

The statement of earnings is attached to your mid-month check provided by WHQPZ. The statement of earnings is your copy of the pay comparison.

A common misunderstanding is that flight attendants are paid by their FTM. The FTM is your projected flight time credit and is used for scheduling purposes. It does not include holding pay. For this reason, the pay comparison is made between:

**The dollar value of hours and premium worked**

And

The dollar value of line guarantee hours and premium guarantee hours (line-holders) or the dollar value of minimum guarantee hours for reserves.

A calculation is done to determine which has the greater monetary value and you are compensated for the greater amount. In the example provided on page 24, you will see the statement of earnings and on page 25, the corresponding MFTR. As you can see, the MFTR is in hours and minutes, whereas the statement of earnings is in decimals.

This is an important distinction. When the MFTR is converted to the statement of earnings, hours and minutes for guarantee and total performance are converted to decimals. In the example, total performance on the MFTR on page 25 is 7528 or 75:28 (A) and the hours and minutes need to be converted to decimals to generate a paycheck. If this did not convert, the flight attendant in this example would be paid incorrectly.

The formula for converting is dividing minutes by 60. In the above example, divide 28 by 60 (equals .47) and add .47 to 75. Therefore, 7528 on the MFTR (hours and minutes) converts to 75.47 (see #8) on the statement of earnings on page 24 (decimals). This concept is very important to understand when viewing your statement of earnings.

**EXAMPLE STATEMENT OF EARNINGS** (see next page)

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◆☆☆☆★\* ☆\*\*◆☆☆☆☆

☆☆☆☆★\* ☆\*\*◆☆☆☆☆ ☆◆ ☆☆☆☆☆☆☆☆☆ ☆☆☆

SICK PAY INFORMATION		JOB-CD	PEN	NAME	FILE#	STATE	DEPT	CO ADD	LGTY	MAIL
SICK REQUESTED	51.38 (3)	5111-23	91	J. DOE	123456	IL	7866	SW	14	H
SICK PAID	51.38 (4)									

  

(1) GUARANTEE PAY			(2) EARNINGS PAY				
	HOURS	AMOUNT		HOURS	AMOUNT	HOURS	AMOUNT
(5) INTL BASE	65.00	\$ 2952.00	(10) BASE	24.08	\$ 1093.60		
(6) INTL INCENTIVE	9.97	452.83	(11) SICK PAY	51.38	752.57		
TOTAL	74.97	3404.83	(12) HOLIDAY PAY		482.06		
(7) PREMIUM PAY	.00	.00	UNDERSTAFFING		113.16		
TOTAL PAY		3404.84					
TOTAL FLT TIME CREDIT		PAID					

-----		EXPENSE	TAX P/D	IRS P/D	NONTAX	TOTAL	TOTAL MONTHLY PAY	4022.32
DOM INCENTIVE	(8) 75.47	(9) 75.47						
INTL INCENTIVE	41.48						LESS FIRST GROSS	2066.00
	44.47							
			CURR MO	185.64		185.64		
			PRIOR MO					
			TOTAL	185.64		(14) 185.64	(13) TOTAL PAY THIS CHECK	\$1956.32

DATE	07/08/03	MONTHLY FLIGHT TIME RECORD										PAGE	
FILE NR:	123456	NAME:	DOE	J	DOMICLE:	07866	MONTH:	JUL 2003					
REMARKS	CERT	ID/DATE OR FROM/THRU	TRIP DAYS	(B) SKED FLT TIME	TM UNDER DHD SKED	CREDIT ACUTAL	TOTAL NIGHT TIME	NONTAX EXPENSES	NONTAX TAXABLE SWITCH	TAX EXPENSES	TAX SWITCH	POSTING NUMBER	DUTY PRD
STATUS	43010	0701	0731	31	7458							00906219304	
S/L	43031		5264	04		2335	2335					00907090875	
S/L	43031		5281	05		2748	2748					00907143008	
WORK	43800	0721	0721	04	2335	21	2344	2405	602	161.18	A	00907242211	2
SPLIT	43773	SPLT	0731	30								99999555555	
TOTAL						21	5123	2344	(A) 7528	602	161.18		
TAX P/DIEM (T+E)		IRS P/DIEM (A)	161.64	NON TAX EXP (N)			TOTAL EXPESE	185.64					
(A) = TOTAL PERFORMANCE HOUR				(B) = GUARANTEE HOURS									



**MFTR – Corresponding to the Statement of Earnings on page 24.**



## **COMPONENTS OF THE STATEMENT OF EARNINGS**

To review the example of the statement of earnings on page 24:

On the left-hand side is the calculation of pay according to your:

- (1) GUARANTEE

The middle column is:

- (2) EARNINGS PAY (Performance). The paid amount will be the greater of these two amounts.  
After this is determined, you are then paid the additional amounts listed in the middle column such as holiday pay and ground pay.

### **SICK PAY INFORMATION**

- (3) Sick leave hours certified on the MFTR
- (4) Sick leave hours paid  
Sick leave hours restored (unpaid, not shown)

**GUARANTEE PAY HOURS (reflected in decimals)**

(5) Base or salary is the hour and dollar figure of the minimum guarantee multiplied by the hourly rate.

(6) Incentive is the hour and dollar figure (hours x incentive rate) in excess of the 65 hour minimum guarantee.

(7) Premium guarantee hours and dollars.

(8) Credit hours (from the TOTL column on the MFTR).

(9) Paid hours is the greater of credit hours vs. guarantee hours (base + incentive). In the example, the flight attendant was paid in credit hours because the comparison was made between:

- performance or total time of 7528 (A) on the MFTR and
- guarantee hours of 7458 (B) on the MFTR.

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#### **EARNINGS PAY**

(10) Base is the hour and dollar figure representing the actual credit hours less the sick leave credit hours paid.

(11) Sick pay is the hour and dollar figure of sick leave paid.

(12) Guarantee pay, ground pay, night pay, etc. are additional itemized pay factors.

(13) Total pay this check is the total of the earnings pay dollar amount less any prior month adjusted. This amount will appear in the GROSS PAY field of the check register or pay stub.

(14) Total expenses for the month will match the total expenses on the MFTR.

Flight attendants often ask why the amount on the statement of earnings after TOTAL PAY THIS CHECK is different from the actual amount of the check. The "TOTAL PAY" on the statement of earnings represents gross pay before taxes and other deductions are subtracted.

**Note:** On the MFTR on page 25, letter (C) is an ORC entry. ORC is a special per hour allowance that is established for those layover cities where the relative cost of living is higher than the United States. ORC is an automated posting and you do not have to request ORC pay.

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## PAY STUB

### Pay Stub (1st of the Month - ADVANCE)

As provided in the example below, the pay stub itemizes all deductions, tax expenses and pay elements that were used to calculate final pay for the time period.

FILENO	NAME	COADDR	ORGAN	ST	JOB	CODE	TAX	KEY	PEN	CHECK	NO	HOME	ADDRESS
100001	J JONES	ORDSW	07866	04	511123	04051000	91	03259638	55	CLAIR		MEDINA, IL	
												60067	
PERIOD ENDING: 7/31/00 CHECK DATE: 8/1/00 US EXEMPTIONS FED: 00 STATE: 00													
YEAR-TO-DATE			CURRENT EARNINGS				DEDUCTIONS						
DESCRIPTION	US DOLLARS	DESCRIPT	US DOLLARS	DESCRIPT	US DOLLARS	DESCRIPT	US DOLLARS	DESCRIPT	US DOLLARS	DESCRIPT	US DOLLARS	DESCRIPT	US DOLLARS
US YTD TXBL WAGES	11576.84	REGULAR PAY	2066.00	FED TAX	200.31	FICA TAX	157.50						
US STATE WH TAX	522.00	GROSS PAY	2066.00	FA LTD	7.07	FLIGHTPAC	11.00						
US FICA WH TAX	1141.71	EMP LF PTX	-5.40	CHARITY	15.50	CO ST TAX	73.00						
US FEDERAL WH TAX	1373.72	24 HR COV	-1.95	CU	514.09	CA SD1	14.41						
401K	3285.18	401K 22%F	-454.52	PEGASUS	25.00								
MISC TAX	97.73	TAX P/DM											
		ADJ GROSS	1604.13										
		IRS P/DM											
		EXPENSE-PD		TTL DEDUCT		TTL EXPN	0			NET DEPOSIT			
				1017.88						586.25			

Please review the beginning of this booklet as it explains that the first of the month check is an advance of your base pay.

### Pay Stub (16th of the Month - MIDMONTH)

In the example of the pay stub below, this is a continuation of the statement of earnings on page 24, and is the mid- month pay stub. It is similar to the middle portion of your paycheck.

FILENO	NAME	COADDR	ORGAN	ST	JOB	CODE	TAX	KEY	PEN	CHECK	NO	HOME	ADDRESS
100001	J. JONES	ORDSW	07866	04	511123	04051000	91	03259638	55	CLAIR		MEDINA, IL	
												60067	
PERIOD ENDING:		7/31/00		CHECK DATE:		US EXEMPTIONS		FED: 00		STATE: 00			
YEAR-TO-DATE		CURRENT EARNINGS		DEDUCTIONS									
DESCRIPTION	US DOLLARS	DESCRIPT	US DOLLARS	DESCRIPT	US DOLLARS	DESCRIPT	US DOLLARS	DESCRIPT	US DOLLARS	DESCRIPT	US DOLLARS	DESCRIPT	US DOLLARS
US YTD TXBL WAGES	12268.22	REGULAR PAY	1140.72	FED TAX	83.39	FICA TAX	78.59						
US STATE WH TAX	522.00	SICK PAY	2333.50	FA LTD	7.07	PEGASUS	25.00						
US FICA WH TAX	1210.30	DTY FREE CM	(C) 3.48	UNION DUES	39.00	FLIGHTPAC	11.00						
US FEDERAL WH TAX	1437.11	1ST GROSS	-2066.00	CU	514.09	CO ST TX	30.00						
401K	3481.27	GROSS PAY	(A) 1408.22	CHARITY	6.71	CA SD1	6.21						
MISC TAX	103.94	24 HR COV	-1.95										
		401K 22%F	(B) -196.09										
		EMP LF PTX	-5.40										
		ADJ GROSS	(D) 1208.26	TTL DEDUCT		TTL EXPENSES		NET DEPOSIT					
		IRS P/DM	185.64	(E) 811.06		(F) 185.64		(G) 582.84					

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### Components of the Pay Stub

#### *Explanation of Items on Mid-month Pay Stub on Previous Page*

(A) – Gross pay: represents the Total Pay This Check from the Statement of Earnings.

(B) – Tax expenses: PRE TAX deductions such as employee life insurance, 401K, health and dependent care and tax expenses. They represent the “Total Taxable Expenses” from the row identified by a “T” on the MFTR.

(C) – Duty free commission: automatically posted on the pay stub two months after sales and is added to gross pay. This information is transferred automatically from the vendor. The flight attendant does not need to request this. If there are discrepancies, contact the duty free representative in your domicile.

(D) – Total Adjusted Pay: the total of gross pay - less pre tax deductions.

(E) – Total deductions: including service charges, taxes, union dues, etc.

(F) – Total expenses: includes IRS per diem and non-taxable expenses identified by “A” and “N” on the MFTR.

(G) – Net deposit: equals total adjusted pay minus total deductions plus total expenses.

## REIMBURSABLE EXPENSES

### **Cleaning Expense Reimbursement – Contract Reference 16-G**

The UA/AFA Agreement states that a cleaning receipt must bear the name of the cleaning establishment, the date and the name of each uniform item cleaned and must be submitted within 60 days.

Additionally, department or corporate auditing procedures require that **AN ORIGINAL AND UNALTERED RECEIPT SPECIFICALLY IDENTIFYING UNIFORM ITEMS BE SUBMITTED**. The receipts must be attached to a company reimbursement form. A company reimbursement form includes the flight attendant's name, company address and domicile.

Corporate auditing policies further require that copies of receipts, or receipts that were previously rejected by WHQUN for any reason will not be considered again for reimbursement. Some of the reasons for rejection include out-of-date or altered receipts or receipts that do not include the cleaner's name. If the receipt is rejected, you will be notified of the reason for the rejection. (Rejected receipts may sometimes be claimed against personal income taxes.)

Currently, in ORD and SFO, United has contracted with cleaning establishments to provide cleaning services where no cash payment is required. United is directly billed for these services. This method in these domiciles requires no reimbursement forms or procedures.

### **Taxi Expenses - Contract Reference 6-C**

There are several circumstances under which a flight attendant may claim reimbursement for taxi expenses. In some cases, certain time parameters or a maximum of \$10 applies. In others, the entire amount may be paid if a full explanation accompanies the reimbursement request. The AFA/UA Agreement defines these situations in Section 6-C-1, 2, 3, 4 and 5.

Corporate auditing procedures require that you provide an original dated receipt signed by the driver, along with a Company Reimbursement Form. The form includes your name, file number and domicile, and should also include the ID, flight number and date.

Request must be received within 60 days of receipt date.

### **Reimbursement**

The same reimbursement form may be used for cleaning or taxi reimbursement, and must be sent with your original receipts via company mail or U.S. mail to:

WHQUN - United Airlines, 1200 Algonquin Rd., Chicago, IL 60666.

In some domiciles, a central location has been designated for collection of Company Reimbursement Forms and receipts. The domicile will periodically send them to WHQUN. In other locations, flight attendants assume personal responsibility for mailing reimbursable receipts to WHQUN.

The expenses will be input into the current month's payfile if the receipts are received prior to the final day of the flight attendant calendar month. If received after the final day of the flight attendant calendar month we will make every effort to post expenses in the current month.

The payment for these expenses will be reflected in the *non taxable expenses column* on your Monthly Statement of Earnings and paid on your **16<sup>th</sup>** of the month check.

### **Parking Expenses – Contract Reference 6-D**

- In the event parking facilities are not available for employees at the airport location, the Company will assume the monthly parking charges up to a maximum of twenty-five Dollars (\$25.00) per month. This provision does not apply to original or replacement charges for employees for parking decals, stickers, gate keys or similar items.
- If a flight attendant is scheduled to fly or deadhead from an airport serving her/his domicile and parking is not provided for her/his automobile, public facilities may be used and charges will be paid by the Company. Such charges shall be submitted within ten (10) days on the Company expense forms and will be supported by a receipt.

Request must be received within 60 days of receipt date.

### **Passport/VISA Expenses – Contract Reference 12-C**

- Flight attendants shall be required to obtain and maintain a current passport, all required immunizations and over water qualifications. In the event a flight attendant's passport is lost or stolen, the Company, at the flight attendant's request, will provide the necessary documentation to expedite obtaining a replacement.
- Maintaining a Valid Passport - Is the responsibility of each international flight attendant. Allowing a passport to lapse subjects the flight attendant to UNA pay status until it has been renewed.
- Passport replacement cost for expired or depleted passports is at company expense. Replacement due to a flight attendant's negligence is at the flight attendant's expense.

Request must be received within 60 days of receipt date.

### **Telephone Expenses – Contract Reference 6-B**

- Flight attendants shall check in and out of hotels. At time of checking out, each flight attendant shall pay for any incidental expenses incurred, such as personal ++telephone calls, room service, etc

Request must be received within 60 days of receipt date.

<b>CERTIFICATION CODE/CONTRACT REFERENCE CHART</b>
--

<b>CERTIFICATION CODE (Last 3 Digits)</b>	<b>MONTHLY FLIGHT TIME RECORD ABBREVIATION</b>	<b>CONTRACT REFERENCE</b>
010	STATUS	
011	STATUS	9-A6, 10B
021	COVRG	5-N, 9-J
023	S-RSV	10-G
025	TMCR	8K
026	DNF	5-C,D
027	AFA	3-R
028	CALL	8-F
030	SPL	8-E
031	S/L	19-A
032	ANP	5-C,D,L and 9-N4
033	OCCSL	19-B
035	VAC	18-K
037	MATSL	19-A
038	SKER	8-I
047	UST	5-H
048	TRNG	15-A
049	PUB	5-G
050	TRNG	15-G
051	OJT	15-I
052	K-TRN/FAM	5-A
053	PD ABS (includes DIF)	4-N,O,T
061	B-HDAY	5-M, 2-Q and 12-V3
063	CRAF/MAC override	Side Letter (pg. 256)/13-B
064	DSP	8-D
066	MSL	19-C4
067	HLDG	8-H
069	DRFT	8-G

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**CERTIFICATION CODE/CONTRACT REFERENCE CHART (CONT.)**

<b>CERTIFICATION CODE (Last 3 Digits)</b>	<b>MONTHLY FLIGHT TIME RECORD ABBREVIATION</b>	<b>CONTRACT REFERENCE</b>
070	PREM	5-B, 12-D4
073	TAXI, CLEAN MEAL, MISC, ORC	6-C, 16-G
079	LANG	12C
127	MU-AFA	3G, 12Q4
131	S/L	19A, 5B, 12D
132	GWOP	4V, 5-C,D
133	OCC SL	19B, 5B, 12D
135	DAT	18-U
137	MAT SL	19A, 5B, 12D
145	EXTDTY	Side letter p. 282
161	TR/HOL	5M3
166	MSL	19C
167	HLDG	8H, 5B, 12D
170	PURSER	5B, 12D
173	PARK	6D
179	LIP	5P, 12C
227	MU-AFA	3G, 12Q4
232	DWOP	18-U
266	MSL	19C
270	SPLPRM	12D
279	LNGHLD	8H, 12C
327	MU-AFA	3G, 12Q4
332	ML-ANP	9I, 12Q4
335	Furlough vacation payable	
370	SPLPRM	12D
379	LIPHLD	8H, 5P, 12C
435	Furlough vacation accrued	
470	PREMIUM GUAR	5-B,C and 12-D4
471	PGAR	5-B, C and 12-D4
800	WORK	8
999	TXFR	22

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## FREQUENTLY ASKED QUESTIONS

**Q. I was awarded and scheduled to work the aft purser position, but flew the purser position because it was open. Why won't the computer accept my input for the purser position?**

A. If you are awarded a premium position line, Unimatic will not allow you to change that in the DSPFAC PREPOS page. You must enter the premium position you actually worked in the remarks section of the DSPFAC so Pay Records can manually post it correctly.

**Q. To be credited with Language Incentive Pay (LIP), do I need to enter something in the remarks of the DSPFAC?**

A. LIP and language designated are automated on each segment applicable. If the Purser authorizes LIP pay for a flight attendant on a flight that is not scheduled for LIP pay, the purser must put a request in the remarks section of the DSPFAC.

**Q. I know that the first 10 minutes of holding is not paid. How do I enter holding times into the computer to take that into account?**

A. Enter all of the holding time, the computer will subtract the 10 minutes automatically. Example: a flight scheduled to depart at 8:00 actually departs at 8:30 and there is holding from 8:00 to 8:30. The holding should be entered from 8:00 to 8:30 and the computer will automatically subtract the first 10 minutes and pay holding for 20 minutes (since holding is paid at half of your hourly rate you are credited at 10 minutes of flight pay).

**Q. There were changes made to the meal service resulting in understaffing. Does the DUAL report reflect that?**

A. The DUAL report shows the most current meal services on each flight. If a meal service changed, resulting in a different staffing requirement, it would be reflected in the report. If you experienced irregular operations, which resulted in a revised meal service, the purser would need to note the change in the remarks section on the DSPFAC for that flight. If the purser has additional questions, she/he may contact Flight Attendant Pay Records.

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**Q. I am working an ID other than the base ID on which we had understaffing. If the purser requests understaffing and holding, do I also have to put in a DSPFAC to request it also?**

A. The purser's request for understaffing will include all flight attendants on the flight segment. Since you are on a separate ID, you will need to request the holding.

**Q. I am a flight attendant based in Paris and paid in francs. How does United calculate my pay?**

A. All United flight attendants who work under the UA/AFA Agreement are paid in U.S. dollars (USD). The USD pay is then converted into local currency. (A flight attendant based in an international domicile may choose to be paid in either USD or local currency.) The exchange rates are based on bank rates and may change from paycheck to paycheck. There is a floor limit on exchange rates to ensure a minimum compensation level in the UA/AFA Agreement located on page 252.

**Q. I am a domestic lineholder and I worked several international trips this month. I don't see that I've been paid for the international trips in my statement of earnings. Can you help?**

A. If you are paid by your performance you will not see international trips listed separately on your statement of earnings. In order to verify that you were paid for those trips you will need to multiply your domestic pay times the domestic trips and the international pay times the international trips. Then, add both to find total pay. The result should equal adding your base plus the incentive on your paycheck. If you are paid by your guarantee, the international trips will be separated.

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**NOTES**