



Fast Fact Friday

Flight Status Notifications

Friday, August 15, 2025

Q1: “Is there language in our Contract that says we should be notified if our flight experiences a significant delay before report?”

Article 8.1.E.2 reads:

*“When a scheduled departure is delayed over two (2) hours, or canceled, the Company will notify the Flight Attendant by electronic means *text messaging or email as designated by the Flight Attendant).”*

This language does say that you WILL be notified electronically of the significant delay or cancellation.

Q2: “What happens if I am not notified of a delay greater than two (2) hours and report as scheduled?”

First, your duty day calculation will commence at your scheduled report time. And further, Article 8.1.E.2 continues:

“If the Company fails to notify such Flight Attendant as stated above, each Flight Attendant will be compensated an additional two (2.0) TFP.”

If you create the required flight status notification and do not receive notice of the delay, contact Inflight Payroll Audit to ensure that the 2 TFP is applied to your monthly compensation. InflightPayrollAudit@wnco.com

If you still have questions after communicating with Inflight Payroll Audit, contact the Union Office for guidance and assistance. [\(214\) 640-4300](tel:2146404300)

Q3: “I know in the past, we had to create a nonrev listing for flights in order to receive (or not receive!) the delay/cancellation notification. Is this still the process?”

No. RBF 2023-01 (which is currently going through the process of being updated and republished by SWA) upgraded the Flight Status Notification System to a mobile platform, enhancing its functionality and making the process easier. To receive flight status notifications via email or text (your choice), you would use the following link and complete the required fields.

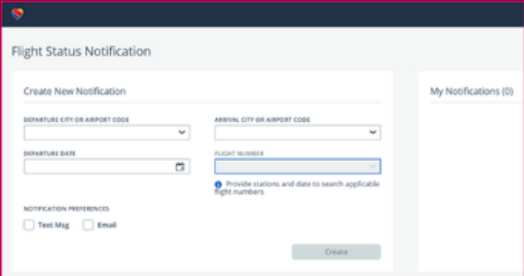
fsm.swacrew.com

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NOTE: A notification will need to be made for each individual flight segment.

1. Go to fsm.swacrew.com
2. Fill in required fields
3. Hit the "Create" button

After the notification has been created, it will be displayed in the "My Notifications" section, where it can be updated or deleted at any time.

NOTE: If you choose to be notified by email, your Company email (wnco) address will auto-populate.

Q4: "I am working four (4) legs today: Flight 234 from DAL - MDW - BWI and then Flight 345 from BWI - BNA - MDW. Do I need to create a notification for two flights (#234 and #345) or one for each of the four flight segments."

In this situation, you will need to create four notifications, one for each individual flight segment. Through flights do not populate in the system.

Q5: "Will I continue to get notifications if my flight departure time keeps changing?"

After the initial notification (two hours prior to the original scheduled departure), you will only receive notifications if the changed delay time is greater than fifteen (15) minutes.

