

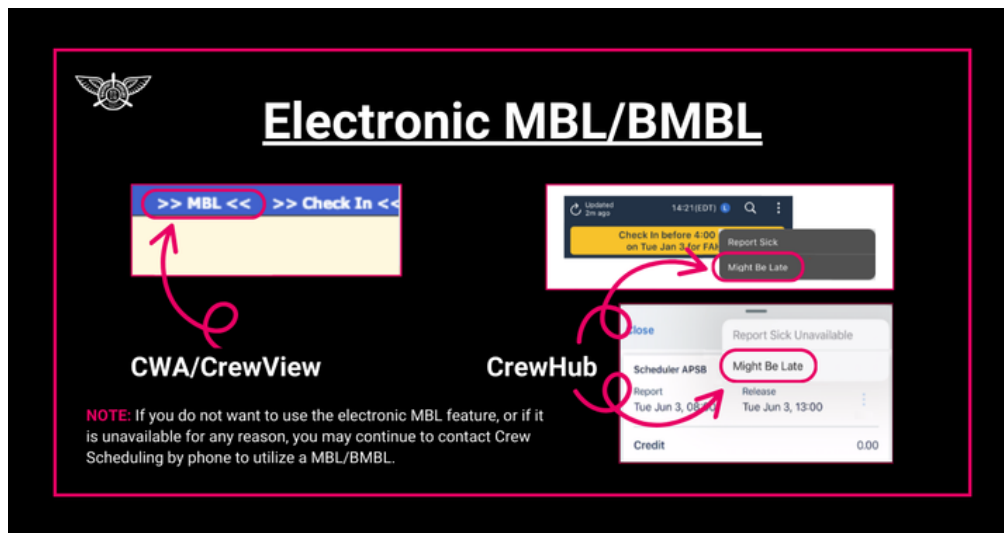
Fast Fact Friday

Electronic Might Be Late (MBL)

Friday, September 5, 2025

Q1: "Will this electronic version only be available on CWA and CrewView like the most recent automated Lineholder waiving deadheads option?"

No. You will be able to use CWA, CrewView, and/or CrewHub to electronically report that you might be late. The electronic ">> MBL <<" button will be visible upon logging into CWA/CrewView at the top of the page next to the ">> Check In <<" button. In CrewHub, you can find the MBL option in the Trip Summary/Details triple-dot menu ("Might Be Late") and Assignment Summary ("Might Be Late") triple dot menu.



NOTE: You will be able to MBL up to six (6) hours prior to your scheduled check-in. If the electronic MBL option is unavailable, you will get an error message pop-up.

Q2: "Am I required to utilize the electronic option to MBL?"

No! Our Pink Contract introduced language requiring SWA to build self-service capabilities alongside our TWU Local 556 Joint Technology (JTIS) team. These self-service options provide our Flight Attendants with the ability to use automated/electronic means to exercise specific contractual options... without needing to speak with a Crew Scheduler. If you do not feel comfortable using the electronic MBL option, you would need to speak with Crew Scheduling in order to utilize a MBL.

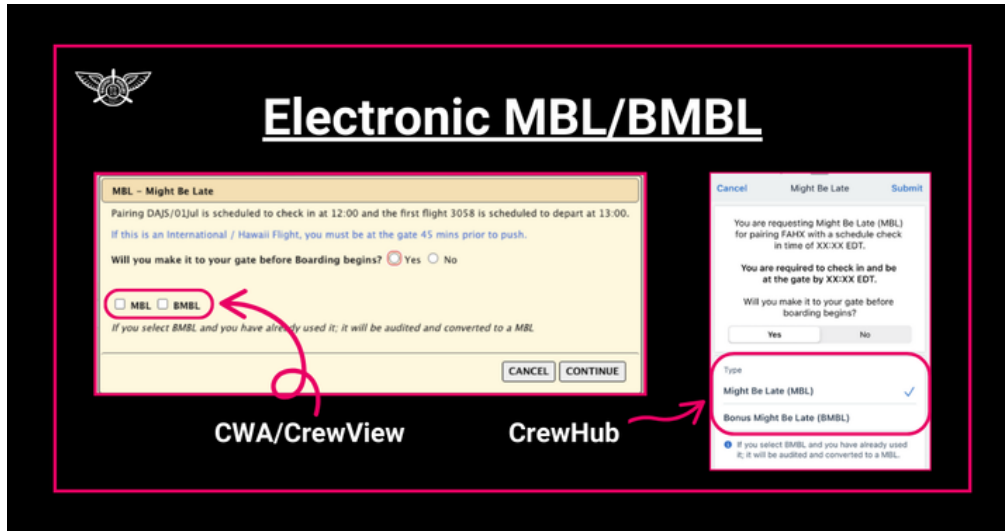
These automated services were heavily stressed as necessary NOW because of many recent IROPs events over the past few years which have required lengthy hold times to speak with Crew Scheduling. It was important for not just our Flight Attendants to be able to exercise options in a timely manner, but is intended to positively impact call overload for our Crew Schedulers when the operation is experiencing disruptions.

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Q3: "Can I indicate whether I'd like to use my annual Bonus MBL when using the electronic option?"

Yes. After you've clicked that you'd like to use a MBL, a pop-up screen will require you to select if you'd like to utilize a "MBL" or "BMBL" (Bonus MBL). Selecting "MBL" or "BMBL" will add the nonfly green bar and code to your screen.



NOTE: If you select to use a BMBL but have already used one this calendar year, your CWA screen will still reflect the "BMBL" nonfly bar, but it will be processed as a regular MBL. If you have not used your quarterly MBL, that will be applied and no attendance points will be accrued. If you have used both your BMBL and quarterly MBL, you will accrue 0.5 attendance points. It's very important to remember that we get a "free" MBL once per quarter and a singular Bonus MBL which can be used once per calendar year.

Q4: "Will I still have to check-in for my pairing if I utilize an electronic MBL/BMBL?"

Yes. Just like when you call Crew Scheduling to MBL, you are still required to check-in for the flying assignment within the contractual timeframes (15 minutes prior to scheduled departure or a non-regulatory requirement flight - or- 45 minutes prior to scheduled departure of a regulatory requirement flight). When you confirm the electronic MBL submission, a pop-up screen will reflect the time you are required to be at the aircraft. When you arrive at the airport, you **MUST** check-in using CrewHub, the airport Crew Scheduling check-in phones, or by contacting Crew Scheduling via the jetway phone.

NOTE: If you do not check-in for your assignment within the timeframes specific in Article 32.6 of our Contract, you will be given a No Show.

IMPORTANT: With the new electronic MBL, you have the option to check-in electronically using CrewHub. This does not remove your other contractual means of checking in for an assignment (designated check-in phone or contacting Crew Scheduling on the jetway phone).

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Q5: "Can I use the electronic MBL procedures for APSB?"

Yep! You would use the same electronic process to use a MBL/BMBL for APSB. When confirming your MBL, a pop-up box will ask if you will arrive within one (1) hour from your scheduled APSB shift. After utilizing a MBL/BMBL for APSB, you are still required to check-in upon arrival at the aircraft utilizing electronic means, a designated check-in phone (tell Crew Scheduling you're in the terminal and making your way to the lounge so they are aware of your location on airport property), or by calling from the Flight Attendant Lounge Crew Scheduling phone.

IMPORTANT NOTE: If you do not check-in for APSB within one (1) hour from your scheduled shift, you will be given a No Show per Article 32.12.C.1 of our Contract.

