



TWU Local 556

Union of Southwest Airlines Flight Attendants

FLIGHT ATTENDANT NEW HIRE HANDBOOK



Our Pink Contract introduces the implementation of numerous self-service (automated or electronic) options for our Flight Attendants. Some of these changes have been implemented and are included in this New Hire Handbook insert. Other exciting changes are being worked on and will be implemented soon.

Welcome to our Union Family!!

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Please note that all of these negotiated self-service options are intended to reduce the amount of time Flight Attendants need to call Crew Scheduling to exercise options. This functionality will be especially useful when irregular operations are resulting in long hold times to speak with an Inflight Crew Scheduler.

IMPORTANT NOTE: These self-service options **DO NOT** remove a Flight Attendant's option to call Crew Scheduling on the recorded line.

Implementation Schedule

Automated Reserve Release (Phase 2.5)		Target: Phase 3
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In Phase 2.5, Flight Attendants will be able to click a button and request that Crew Scheduling evaluates the operation at that time and either give an additional assignment or authorize the release from duty.

Automated Jetway Trades		Target: Phase 3
Phase 3: 08/25 - 03/26		

Automated Stranded Options		Target: Phase 4
Targeted implementation between 03/26 and 01/27.		

Electronic Waiving Deadheads

(Article 10.12)

On August 27, 2025, the system for electronically waiving deadheads for Lineholder pairings only, was introduced. Let's take a look at this CrewView/CWA function and how it can be used. The electronic CrewHub functionality is targeted for a release date in later 2025.

“Can I use this functionality to waive a scheduled deadhead at the beginning and end of a pairing?”

Yep! If there is an eligible deadhead to be waived on your screen, you'll be able to use the “Waive Deadheads” button to electronically waive your deadhead without calling Crew Scheduling.

Trip Fleet: 737 Time Away From Base: 5635
Class:
Trip Type: C
Trip Status:

Herb Time <- Click to toggle ->

Waive Deadheads

Date	Flight	Depart	Arrive	Eq	Pax	Position	L	MT	RE	Block	Ground	Meal	Wk Codes	Block	Duty	GTP	Credit	Overfly
24 Jun	DH 369	MCO 0550	AUS 0830	700	0					0	35						310	
24 Jun	DH 369	AUS 0905	DAL 1010	700	1					0	50	EX					120	
24 Jun	2130	DAL 1100	COG 1255	700	0					155	1750						220	
			Rtg 1325											155	835		650	



“If I use the electronic function to waive a deadhead(s) at the beginning of the pairing, do I still need to check-in for the pairing?”

Yes. If you use the new electronic system, you will be given a new “check-in” time. This means you will be required to check-in via CrewHub, CWA, or by jetway phone, no later than your newly scheduled check-in/report time. This time will be shown on a pop-up during the electronic waiving process.

“Can I electronically waive more than one deadhead at a time?”

Yes, the system will allow you to select more than one deadhead at a time.

Trip Fleet: 737 Time Away From Base: 5635
Class:
Trip Type: C
Trip Status:

Herb Time <- Click to toggle ->

Waive Deadheads

Date	Flight	Depart	Arrive	Eq	Pax	Position	L	MT	RE	Block	Ground	Meal	Wk Codes	Block	Duty	GTP	Credit	Overfly
24 Jun	DH 369	MCO 0550	AUS 0830	700	0					0	35						310	
24 Jun	DH 369	AUS 0905	DAL 1010	700	1					0	50	EX					120	
24 Jun	2130	DAL 1100	COG 1255	700	0					155	1750						220	
			Rtg 1325											155	835		650	

Select the applicable deadheads that can be waived.

These legs have been waived.

CWA/CrewView will display your new check-in time.

IMPORTANT NOTE: If you have any issues processing the electronic waiving of a deadhead, please call Crew Scheduling to manually process your request.

Automated Reserve Release

(Article 11)

On October 1, 2025, the Automated Reserve Release functionality (Phase 2.0) was rolled out to the Membership. The implementation of this system is just one step closer to Reserve Flight Attendants being able to request their release from a Reserve assignment (pairing or APSB). This functionality is now **live** on CrewHub and CrewView/CWA.

“I’m on my last leg back into base on a Reserve pairing. What happens now???”

When you block-in from a Reserve pairing, your status will automatically change to “Status Pending”, “Released”, or “Additional Assignment”.

NOTE: If “Status Pending” is reflected on your screen, this is allowing Crew Scheduling to evaluate the operation and either give an additional legal assignment or release you. Think of “Status Pending” as Crew Scheduling asking you to “hold”.



“Can I just be on ‘Status Pending’ forever?!?”

No. Article 11.3.A.5.a-b is very clear that if additional assignments are not given to a Reserve within thirty (30) minutes of block-in at domicile (pairing) or completion of their scheduled APSB shift, they “will be released.”



“How does this functionality change finishing an APSB shift?”

Currently, at the completion of your APSB shift, you would call Crew Scheduling to be released. With this functionality, your Reserve status will be automatically changed to “Released” at the five (5) hour mark if there is not a flying assignment already assigned to you.

NOTE: While on APSB, you can still be assigned a flying assignment which is scheduled to depart up to one (1) hour after the scheduled completion of the APSB shift. However, a flying assignment must be assigned to an APSB during their scheduled shift and cannot be given after the scheduled completion of the shift.

“If I have more days of Reserve, how will I know my new liable for contact time?”

When your Reserve status is changed to “Released”, if you have further Reserve obligations (aka more days of Reserve), your liable for contact time will be displayed in the “Reserve Status Contact Time” column and in the “Assignment Summary” on CrewHub.

Reserve Status				
Status	Number/Code	L	Date	Contact Time
Released	NS11		08/19/2025	03:00
* XX * indicates a Non-Fly				

Reserve Status		Released
Contact Time: Sep 13, 17:00		
Report	Release	
Mon Sep 11, 17:20	Tue Sep 11, 17:20	

Electronic MBL

(Article 32.6)

Starting September 8, 2025, our Flight Attendants have had the option of processing a Might Be Late (MBL) or Bonus Might Be Late (BMBL) via the electronic self-service functionality on both CrewHub and CrewView/CWA.

“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.



“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.

“Can I utilize 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 appropriate nonfly green bar and code to your screen.

CWA/CrewView

MBL - Might Be Late
Pairing DMS1024 is scheduled to check in at 12:00 and the first flight 2058 is scheduled to depart at 13:00.
If this is an international / Hawaii flight, you must be at the gate 45 mins prior to push.
Will you make it to your gate before boarding begins? ☐ Yes ☐ No
☐ MBL ☐ BMBL
If you select BMBL and you have already used it, it will be audited and converted to a MBL.
[CANCEL] [CONTINUE]

CrewHub

Submit
You are requesting Might Be Late (MBL) for pairing DMS1024. A non-fly check in time of 45 Mins EDT.
Will you make it to your gate before boarding begins? ☐ Yes ☐ No
Might Be Late (MBL) ☒
Bonus Might Be Late (BMBL) ☐
If you select BMBL and you have already used it, it will be audited and converted to a MBL.

Electronic Report Sick (ERS)

(Article 32.2)

In June 2024, an electronic function was added to allow Flight Attendant's to report in sick using a button on CrewHub and CrewView/CWA. This functionality allows a Flight Attendant to report in sick up to two (2) calendar days in advance and for up to five (5) consecutive days of absence.

“Are the timeframes different for reporting in sick using ERS?”

No, the timeframes for a timely report of illness are the same and are outlined in Article 32.2 of our Contract. A “timely” report of illness for a pairing is at least two (2) hours prior to scheduled check-in. If you check-in with less than two (2) hours to scheduled check-in, it is considered an untimely report of illness and additional attendance points (2.5 points) which cannot be removed with the use of a PIN or Doctor's note.

IMPORTANT NOTE: It's imperative that you report in sick as soon as you know that you are too ill/injured to report to work as scheduled... especially on Reserve. Failure to do so could result in an inadvertent Class 1.17 violation.



“Can ERS be used for a sick call with less than two (2) hours to scheduled check-in or while online?”

No. For these situations, you would need to call Crew Scheduling to report in sick.

“If I use ERS to report in sick for a Reserve block, will I be reporting in sick for one day, or can I “call in” for more days?”

When using ERS, you will select the number of Reserve days you would like to be pulled from duty, up to the maximum of five (5) days. With ERS, you will only be able to select assignments for which you can utilize the electronic system.

IMPORTANT NOTE: It's always important to double-check that your sick call has been properly functioned and the days you need off to recover have been pulled as you intended. If you run into any issues with ERS, you must call Crew Scheduling to “call in” sick.

“Do I *have to* use ERS?”

No. Like any of these self-service functions, they are an *OPTION* to be used for your convenience. All of the self-service options were negotiated and are being implemented to allow our Flight Attendants the flexibility to exercise options without having to listen to the hold music while waiting for Crew Scheduling to pick up their call. If you do not want to use any of the self-service functions, you will need to contact Crew Scheduling directly.