

Jumpseat Special Edition for December 11, 2013

Share this information with co-workers in Customer Service, Ramp and Station Operations, Business Office, Cargo, International, etc. system-wide.

Jumpseat Policy Changes

There have been many procedural and technology platform changes for Jumpseat. Please find a recap of these changes, as well as a look ahead towards 2014.

Reference: **GG JUMP; GG JUMP POL**

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News & Updates

Effective December 16th, there will no longer be subsidiary specific priority or awarding for flight deck Jumpseat access. Pilot Jumpseat will be awarded using United's Integrated Seniority List; which will be a 1-5 digit number. The lowest seniority number will be the highest priority.

Airport Operations has submitted a work request to automate UAX Jumpseat listing and awarding.

Be on the lookout in 2014 for updates.

Aero

//JUMP has been disabled and all functionalities are now available within Aero and Web Jump. Once all Common Use stations receive Aero, Web Jump will be sunset and all functionality will be incorporated into Aero.

Aero ULN: ao-gateuijump-01

Jumpseat Processing:

- Select **Create Jumpseat** within the Flight Actions Window drop down menu.
- Enter the employees' credentials.
- View Jumpseat list from the Awaiting Seats tab; **Award** or **Remove** by selecting the name and option from the Customer Information Area drop down menu.

Jumpseat Processing for UAX Aircraft:

CASS verification is required for all Jumpseat candidates on UAX flights.

When working a UAX flight in Aero, the action for Jumpseat clearance will begin with CASS Verification.



Once you have verified CASS, a triplicate manual Jumpseat form must be filled out; one form must be given to the captain in command, while the others are maintained with station operations and with flight closeout/ticket paperwork.

Flight Deck Processes

As a result of the United Pilots Agreement, United pilots are now operating under one set of Jump Seat policies.

Jumpseat Authorization Forms and Distribution

- Jumpseat Authorization Forms will automatically print for any Jumpseat eligible applicant upon listing or upon request of **Reprint**.
- These forms must be provided to the applicant immediately, and upon request.
- It is the Gate Agent's responsibility to ensure that the personal information on the Jumpseat Authorization Form matches the applicant's photo ID.
- Jumpseat Authorization Form can be requested and printed up until the Jet bridge door has been closed for customer boarding.

Printing Jumpseat Authorization in AERO:

- Select the customer name from the Flight Deck Jumpseat list
- Within CIA (customer info area), the customer name will display.
- Agent must validate credential against the displayed information.
- The action menu below the CIA will enable Award, Remove, and Reprint Jumpseat.
- Submit **Reprint Jumpseat**

Printing Jumpseat Authorization in Web Jump:

- Select the customer name from the Flight Deck Jumpseat list
- Agent must validate credential against the displayed information
- Click **Print Flight Deck Form**

Flight Deck Jumpseat Award and Reporting

- Priority for Jumpseat award is determined by the Flight Operations Priority Table, which has been incorporated into Aero and Web Jump Applications.
- Jumpseat applications display the candidates in priority order, which is based on UA pilot seniority number for UA pilots and by priority code and time of check in for OA pilots and other Jumpseat riders.
- The gate agent should select the candidate only after all NRSA and other standby seats have been awarded, prior to PRC and closure of the aircraft door.
- Once the candidate is selected, that name will be submitted for weight balance purposes, and the name will show as "Awarded" in AERO/Webjump.
- The Captain has the final authority for determining which authorized Jumpseat are granted and may override the selections made.
- In the event of a Captain override, the Jumpseat Authorization Form will be returned to the agent, and the agent will correct the information in Jumpseat applications.

Jumpseat Authorization on Weight Restrictions

Jumpseat applications have been enhanced to no longer inhibit listing, processing or awarding of Jumpseat authorization during a weight restricted flight scenario. This applies to all United pilots for access to the flight deck Jumpseat only. OA pilots, as well as other United flight deck eligible Jumpseat riders will continue to be removed from the Jumpseat in weight restricted flight scenarios.

757 Jumpseat

For 757 aircraft that do not have a second flight deck jump seat, United will ensure availability of one confirmed cabin seat for use by a Jump Seat eligible

United pilot. Access to occupy this alternate seat is limited to United (s-CO & s-UA) pilots, when more than one request for Jump Seat access has been made at least 20 minutes prior to scheduled departure.

If more than one United pilot has requested flight deck access at least twenty minutes prior to scheduled departure:

- Block a seat in the Economy section of the aircraft in SHARES: 6:CI.Y#SEATNUMBER
- Process Web Jump Seat Authorization forms per current s-UA procedures.

Accommodate need and standby customers until the designated SJ1 listing is reached, or until the entire cabin has been filled, with the exception of the blocked seat.

If the SJ1 listing is next to being accommodated, and seats are available:

- Unblock the designated seat in SHARES 6:CI.Y#☐SEATNUMBER
- Clear the Jump Seat rider into the designated cabin seat.
- Continue to clear remaining seats

If the cabin has reached maximum capacity and the SJ1 listing has not been accommodated;

- Print a current NRSA list.
- Transfer the standby list to the next available flight. SHARES: 6:KT.1234 (next flight)
- Bring the designated SJ1 back to the original flight. Within PNR, segment sell the original flight and cancel next flight segment.
- Unblock the designated seat in SHARES: 6:CI.Y#☐SEATNUMBER
- Check-In and clear the designated SJ1 into the designated cabin seat.

Jumpseat on IRO / Augmented Flights

Flight Operations allows the Captain to authorize Jumpseat on augmented flights, or flights where IRO crew members occupy a cabin seat, but must be in the

Jumpseat on IRO / Augmented Flights (Continued)

flight deck during take-off and landing. Standard Jumpseat clearance processes apply; it is to be noted that the Jumpseat rider shall occupy the cabin rest seat during critical flight portions (take off, inspection and landing) and that the Jumpseat and IRO will swap seats during other flight segments.

The requirements for a relief pilot to be present on the flight deck are waived when the Jumpseat is required for any of the following must ride Jumpseat:

- FAA inspector or Secret Service Agent
- Inoperative (MEL) Jumpseat
- Check Airman conducting a line check.
- Manufacturer representative or Company mechanic conducting required aircraft flight evaluations.
- Other personnel approved by the MD of Flight Operations to be on the flight deck for flight evaluations or observation.

Cabin Jumpseat Processes

United Flight Attendants are encouraged to make their Jumpseat listings in advance through Employee Res.

OA flight attendants may occupy a customer cabin seat, as space available Jumpseat riders. All OA flight attendant Jumpseat listings must be made through <https://ifc.id90.com/> in advance of arrival to the gate.

Cabin Jumpseat Priority

Cabin (Flight Attendant) Jumpseat are prioritized and awarded subsidiary specific, based on the operating carrier. Employees of the operating carrier will continue to have priority over other subsidiary coworkers, regardless of seniority date.

Examples:

Flight Deck Authorization (To be given to all flight deck Jumpseat applicants at time of listing)

FLIGHT DECK JUMPSEAT AUTHORIZATION FORM

PASSENGER NAME	DATE	FLIGHT	ORIGIN/DESTINATION	EMPLOYEEID	PRIORITYCODE
ALEY/DAVIDH	02DEC	479	ORDIAH	UA/85586	E2/2728

I ACKNOWLEDGE BY RECEIPT AND USE OF THIS BOARDING CARD THAT I AM ELIGIBLE TO TRAVEL FLIGHT DECK AUTHORITY UNDER FAR 121.547. I WILL ABIDE BY ALL RULES AND PROTOCOL AS DESCRIBED IN THE UA FLIGHT OPERATIONS MANUAL AND/OR CREW INSTRUCTION

If there is a discrepancy within Jumpseat or Aero applications, agents may use the name select to award in the correct order.

Mixed Metal Sorting: 737-900ER (737B)

S-UA flight attendants are working 737-900ER flights, and in so much, should have priority when requesting access to the cabin Jumpseat.

Jumpseat applications have been programmed to recognize this fleet and will award by metal type, prioritizing host metal based on the ship assignment at the time of award.

Weight and Balance

S-UA flight attendants cannot be denied Jumpseat status on a weight-restricted flight provided a Jumpseat is available and the normal order of accommodation and check-in procedures have been followed.

S-CO Flight Attendants can be denied Jumpseat status on weight restricted flights.

Continental / ExpressJet Reciprocal Agreement

United will discontinue current procedures allowing ExpressJet flight attendants to list for and occupy a flight attendant jump seat on S-CO mainline metal. United will extend to current S-UA flight attendants, the ability to list for and occupy an open aft flight attendant jump seat on ExpressJet EMB aircraft operating on domestic flights that do not include Canada or Mexico origins or destinations.

Flight Deck Award (To be given to captain at time of clearance and flight close out)

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FLIGHT DECK JUMPSEAT LIST

FLT#	DATE	ROUTING	TIME GENERATED	REMAINING JUMPSEATS	AWARDED
499	02DEC	ORDSFO	1:15PM	NA	
PASSENGER NAME	REC LOC	AIRLINE/ID	SENIORITY	AWARDED	
ALEY/DAVIDH		UA/85586	2728	YES	