



There's definitely a learning curve when it comes to contract language and Northwest/Delta policies. Welcome to ***The Curve***, a Council 98 series of lessons learned the hard way.

Sometimes, the most frustrating realities are the ones you wish you could do over. Maybe you watched helplessly as a trip you *knew* you should have held went to someone junior because you didn't understand your legalities. Or that faithful paycheck you expected on the 27th was a big fat goose egg, when you really could have used the cash.

Your Council 98 officers have been there. After all, we're flight attendants, too – we've lived those "aarrrrgh!" moments, and we're happy to pass on how you can avoid a problem, resolve an

issue and prevent others from having a similar experience. ***The Curve*** is brought to you *almost* in real time, taken from actual calls and emails from Los Angeles based flight attendants.

The Curve **Lesson Five**

CENTRY Requests: How Not To Get SLAPped Twice

I had a request in to pick up time during the month, having been awarded a relatively low line. I put in for a couple of trips leaving on different days, just to cover my bases. I was hoping to get the DTW turn instead of the silly DTW overnight which was worth the same number of hours.

As luck would have it, I picked up that PCT2 during SLAP (the Secondary Line Adjustment Period) and departed the next morning. Got home from that turn, turned off my cell phone, took the kids to school the following day, went out running errands, the usual routine – but when I got home there were all of these urgent messages on my answering machine from crew scheduling saying I was going to "no show" my trip! *What trip?! I just did a turn yesterday!*

It seems that I failed to cancel the CENTRY request for the DTW overnight, and since I marked the SLAP option, I was awarded both the turn on Wednesday *and* the overnight on Thursday.

When the monthly maximum for upward adjustments (as defined in [Section 2.GGGG.](#)) was eliminated with contract implementation in October 2007, it became essential for flight attendants to keep better track of generic CENTRY requests than ever before.

In the past, the monthly maximum for upward adjustments was 10:00 over the scheduled monthly max, making it possible to almost bid one trip against another, knowing your scheduled hourly maximum plus ten hours would only allow assignment to one trip or the other.

There is still a monthly maximum of 10:00 over scheduled monthly max for many schedule adjustments – mutual trades, one-way trades, en route trades, line trades, base trades, open trades, higher value trades – but there is no limit on the number of hours that can be awarded through strict upward adjustments.

Our contract ([Section 6.G.2.c.](#) – CENTRY Adjustment Procedures) states, *"Any request(s) submitted on the generic request screen shall be held and processed until the last date specified in the request, or the request has been minimally satisfied, or the request has been revised or cancelled. Such generic requests are defined as requests in which only dates are indicated or dates plus other information as provided through current CENTRY syntax are indicated."*

The best way to avoid getting SLAPped twice when you only wanted one trip is to **use a limiter when making a generic request**. For example, if you only want *one* turn assigned during a range of dates, enter **PCT2(1)**.

And take a look at your audit trail in case you're unsure whether you have any outstanding requests that could result in another award.

(Remember that once you exceed monthly maximum via upward adjustment, you lose your ability to exercise an overprojection adjustment at any time during the month, but still retain the right to adjust when faced with exceeding elected 35-in-7 limitations.)

Want to share your knowledge? Email us at lecsec98@nwaafa.org. We won't use your name, but your story will help educate all of us so we are better prepared to challenge misinformation when we hear it – whether coming from Northwest management or fellow flight attendants – and to follow the provisions in our contract.