FEDEX ALPA New Hire Guide

This document is intended for the new hire pilot. It is formatted so that the items you need to know initially are placed in the front – these are items that are helpful when you are still in basic indoc. The rest of the material is useful anytime, and much of it may even be new to pilots that have been flying the line for years. Ask questions and don't hesitate to call FEDEX ALPA for assistance.

Contents

Initial Training

The following are the key things you need to know while in training - don't worry about the trip information functions of the Crew Management System (CMS) at this time. You will use it for monthly bidding, trip trades, etc. after you finish Initial Operating Experience (IOE). Right now, you will want to learn how to enter the FedEx computer system to make jumpseat reservations (FREEBIRD) and to check your personal information (PRISM). You may also want to send and receive email, and use VIPS to enter and review your Standing Bid preference.

Jargon

"IMS" is the name of a program running on the FedEx mainframe computer that manages information about flight schedules, among many other things. One of its subprograms is CMS, or Crew Management System, which is a crewmember's source of information about his or her schedule. You will hear the terms IMS and CMS used interchangeably, although technically one is a subset of the other. Access to CMS is now strictly through the company Web interface.

"EMC2" is the name of the program that FedEx uses for electronic mail, or email. The email program can be started up in two ways. First, you can start up email directly from an idle FedEx terminal. Second, if you are already logged on to IMS, you can type "MAIL" and enter email directly from there. Email is a useful way to send and receive messages to your crew planner, your flight manager, the crew pay specialist, etc. It's far superior to the game of "telephone tag" and can be used instead of Fax. Email messages posted to the FedEx computer are archived so that you can prove you sent a vital message should that ever be necessary. While "green screen" access to email is still active, the company recently added web-based email as well. The instructions for use are on the Home page at https://pilot.fedex.com.

Email is also the place where the Bulletin Boards live; interesting information is posted here from groups company-wide. Of special interest to crewmembers are the FCIF's (Flight Crew Information Files), which are required reading before a trip, and the STANDING-BID-AWARD section, which posts results of current standing bids, as well as monthly bid awards. Standing Bid Awards are now available through Web interface on the pilot's page.

 Note that company policy restricts the use of email: business use only.

"PRISM" is an IMS program that manages your personnel records. You can use it to add or change beneficiaries, retirement plan (RSP/OSP) options, your home address, etc.

"VIPS" – formerly the Voice Information Processing System - was originally a telephone information entry and retrieval system set up so that crewmembers could enter their monthly bid via telephone instead of using printed forms. It has since been expanded so that you can use it to enter and review your Standing Bid, find out when your next trip starts, record deviation requests and check-ins, make trip trade requests, get information on your vacation bank, request other crewmembers' phone numbers, and lots more. It can now also be accessed via the Web or the

FedEx "green screen", so the acronym has been revised to mean "Voice and Internet Pilot System".

Conventions used in this Guide

1. Words in brackets < > identify a named key on the keyboard. For example, < CLEAR > means to press the button labeled Clear.

2. Words and symbols in quotations, " ", are what you'll type and see displayed on the computer screen. For example, "/RCL" means to press the key with the diagonal symbol on it, then type an R, a C, and an L. It doesn't make any difference whether you use upper or lower case.

3. The underline symbol, "_", means to press the space bar.

4. "Emp #" means to type your employee number.

FedEx computer codes and keyboards

1. The FedEx systems use a variety of date formats; follow the instructions on whatever screen you are using. The most common format is DDMMMYY, where DD is the two-digit day (01 is the first of the month), MMM is the month (APR is April), and YY is the last two digits of the year (04 is 2004). You may also see the format MMDDYY: in this case, use two *digits* for the month, instead of letters (011504 is January 15, 2004).

2. Equipment type codes: "27" means the 727, "10" is the DC-10, "11" is the MD-11,"30" is the A300.

3. Position codes: "CAP", "F/O", or "S/O."

4. Domiciles: "MEM" for Memphis base, "ANC" for Anchorage, "SFS" for Subic Bay, Philippines, and "LAX" for Los Angeles.

5. < F > or < PF >-keys: At the top of the FedEx computer terminal keyboard, you will see some keys marked F1, F2, etc. These are Function keys and are used to navigate around the FedEx system. They may also be marked PF (Preset Function) instead of F; they both work the same. If Function keys are active for a particular screen, their command equivalents will be shown along the bottom of the screen, like the following:

PF1 = Help   PF2 = Exit   PF5 = Change-Pswd

6. The Tab key: Marked with the symbol of an arrow pointing to the right with a line against the tip of the arrow. Don't use the arrow keys to move the blinking cursor around the screen. Use the Tab key instead - you will save yourself a lot of frustration. On the right side of the keyboard is a Back Tab key, which you can use to jump the cursor back to the previous entry field.

7. Some keyboards are "compact" and use one key to do the work of two. The second key action is printed on the *front side* of the key, while the first key action is printed on top, as usual. You get the second action by holding down the < ALT > key while pressing and releasing the desired dual-action key.

8. Sometimes you can print what's on the screen, and sometimes you can't, depending on whether that particular terminal has a printer connection. A printed sign pointing to a nearby printer is a good clue. Otherwise, ask someone. Look on the keyboard for a <PRINT > key. It may be marked with a picture of two squares joined by a horizontal line. The two-squares symbol will also show on the terminal screen, near the bottom, if printing is available. If the two-squares symbol is there, but a diagonal line is drawn across the horizontal line, don't attempt to print - you will lock up the terminal.

9. The Enter key and the key marked Return or Linefeed have *different* functions on FedEx (green screen) keyboards. That is, you can't use Return instead of Enter, as you can on a personal computer. The Return key works a bit like the forward Tab key, but jumps the cursor to the next line even if there are entry fields to the right of the cursor on the current line.

10. Starting up a program from a FedEx terminal:

    If the screen is blank, a screen saver may be active press any key to turn the terminal display on. If this doesn't work, check the Brightness control dial - the previous user may have dimmed the display.

    Now the screen should display "Federal Express." This is your starting point. If the terminal displays a different screen than the Federal Express screen, the previous user did not sign off. Press < CLEAR > and type "/RCL." You should then see the "Federal Express" screen.

    If this doesn't work, try "LOGOFF" followed by < ENTER >. Some systems use that command.

    If this does not work, try holding down < ALT > and pressing < ATTN > at the same time. With the < ALT > key held down, pressing a second key will send the command written on the *front* of the second key, rather than what is written on the top of the key (In this case what is sent is actually < SYS REQ >). Then type "LOGOFF" or "EXIT" or "IBM" or "BYE" followed by < ENTER >. Or try turning the terminal off and then back on. If all else fails, call Network Control at 901-922-1900.

11. Errors: If you see the message "TERMINAL IN RESPONSE MODE" displayed, try pressing the F11 key or < ALT > < F1 >. Or try pressing the PA1 or PA2 keys if the keyboard has them. As a last resort, turn the terminal's power switch off, and then back on.

12. If nothing is appearing on the display as you press the keys, you may have locked up the keyboard. Press the RESET key to unlock it.

13. When pressing keys, hold them down only momentarily, to avoid causing multiple entries. The exceptions are the SHIFT key and the ALT key, which are pressed and held down to modify the behavior of other keys.

Passwords

You will have both an IMS and a VIPS password. In order to access email or IMS from a FedEx terminal or from a home computer, you must supply your **IMS** password. If you are accessing VIPS using a telephone, you must use your **VIPS** password. The IMS password expires every two weeks and you must replace it with another, and the VIPS password must be changed once per month. The VIPs password is a "strong" password (must include upper and lower case, numbers, etc.) and is used to access VIPs via the phone (not case sensitive for Voice mode) and for all Web based pilot functions.

Getting an interim IMS password:
You will initially be given a set-up word that is good for only one access to the FedEx system. You will use it to set up your own personal password, which will then be good for unlimited access for two weeks.

Choosing a personal IMS password:
The word must be between 4 and 8 characters long, made up of letters and/or numerals, e.g., "KUDZU". No spaces allowed. This new password will work for two weeks and then expire; the system will ask you to supply a new password. Most people select two passwords and alternate between them, for example, "KUDZU3" and "KUDZU4." The computer doesn't distinguish between upper and lower case, so you can type in either "KUDZU" or "kudzu."

Expired IMS password:
When replacing an expired password, follow the instructions on the computer screen. When it says "Type your password twice, then press ENTER," it means to type the password once, Tab to the *next line*, type the password again, then press < ENTER >.

VIPS password:
Initially, your VIPS password will be a generic password. You should change this immediately to a password of your own choosing. It must be a "strong" password, containing both numbers and letters in upper and lower case, and it must be changed on a computer. You can now access VIPs via telephone as well. When the VIPS-voice asks for your employee access number, key in your employee number, followed by the pound sign (#). The system is fairly self-explanatory and prompts you as required. Remember to press the # sign after each entry. To exit, press 9 to back out of each menu area until the VIPS-voice finally says "Thank you for calling, goodbye."

Problems with your passwords:

If you get locked out of the system, call the automated password reset number, 901-345-0052. You will be asked to supply some personal information to identify yourself, and then you will be issued a set-up password. This password will only work once; when you log on you will be asked to supply a new personal password.

Network Control (901-922-1900) can sometimes unlock a "stuck" FedEx terminal, that is, one that is not responding to keystrokes. They can **not** reset passwords for you.

Password security:
Do not leave a FedEx terminal unattended without logging off. If you do so, not only are you allowing someone else free access to your personal information, but you are leaving yourself vulnerable to misuse of your email return address. If some prankster sends an obscene message to another employee under your name, YOU will be the one called into the office to explain.

Email

Accessing Email:
From a FedEx terminal "green screen" (web access is explained on the FedEx Pilot web site), with the Federal Express screen showing, type "MAIL," followed by < ENTER >.

Logging on to Email:
The next screen you see should be an EMC2 (email) logon screen. The blinking cursor will be at the Mail ID line. Type in your employee number, press the Tab key, then type in your IMS password and press the Enter key.

If there is a System News Item active, you will see it next. Once you have read it, press < PF3 > to go to the next item. If no System News and if you have unread mail waiting, you will next see the Inbasket screen showing a list of your messages, both read and unread. An asterisk marks new (unread) mail. If you have no new mail, you will see the email main menu.

Navigating around Email:
Use the F-keys to move around between screens. To figure out what F-key does what, read the available commands at the bottom of the screen. For example, suppose the bottom of the screen says

                    PF 1=Help   2=Exit   7=Back   8=Forward

This means that pressing the F2 key will take you out of email. The F8 key will move you forward to the next page of a multi-page message, or to the next page of a Bulletin Board list. The F7 key will take you backwards. When typing an email message, the Tab key acts like a Carriage Return and will move the blinking cursor to the beginning of the next line. If you type until you get to the end of the "work space" area of the screen and the keys stop reacting to your inputs, press the Reset key. Next, press the F8 key, which will give you an additional screen with more space to type into. Try to remember to press the F8 key before getting "locked up," if possible.

<u>The Main EMC2 Menu:</u>
The blinking cursor will be at the line

Type option letter ->

Type the first letter of the screen you wish to access, and press the Enter key. Here are some of the choices on the Main Menu:

"Q" for Quickmail
"I" for Inbasket
"O" for Outbasket
"B" for Bulletin Boards
"D" for Directory of EMC2 IDs
"P" for Personal Configuration

Quickmail is for sending messages. (Type "Q" and < ENTER >).

On the "To:" line, type in the recipient's name. Use the format "DOE/JOHN." You can use the person's employee number instead of a name, if you happen to know the number.

If you don't know the exact name or employee number, press < F6 >, which, as you can see from the menu at the bottom of the screen, means "ID's." This will give you a new screen; type "A" and < ENTER > to access the EMC2 Directory. The cursor will initially be at the Search entry field near the top right of the screen. Type the person's last name, followed by a slash, followed by their first name, and then press the Enter key. For example:

SMITH/WILLIAM < ENTER >.

If you don't know the spelling of a person's name, try typing the first few letters of their last name in the Search field. That should take you close enough to locate the name.

When you get to the directory page containing the name you want, Tab the cursor until it is in front of the desired name, type "S" and < ENTER >. Then press < PF3 > to return to your Quickmail letter. The name should now appear in the "TO:" field. Press < TAB > to go to the next line.

"Subject" is optional. Type something or nothing, then press < TAB > to get to the first line of the message area. Type out your message. When finished, press < F4 > to send the message.

Some terminals can only display capitals. Although you will only see upper case letters when you are typing your message, the recipient will see them as upper or lower case letters,

depending on whether you pressed the Shift key while typing them. So be aware that although you can't see the final result, the upper case key *is* effective on these terminals.

Inbasket is a list of your stored messages, read and unread (Type "I" and < ENTER >).
A message will remain in the Inbasket until you Delete it. To Delete, press the Tab key until the cursor is in front of the message, then type a "D" and < ENTER >. You should periodically clear out old messages, as the email system has a limited storage capacity.

Unread messages are marked with an asterisk. Press the Tab key until the cursor is in the space in front of the marked message. Type an "R" for Read, then < ENTER >. A plus sign indicates that you have seen the title of the message in the Inbasket, but have not yet read it.

When reading a message that is more than one page long, use the F8 key to move to the next page, and the F7 key to move back one page. The F3 key will return you to the main menu or to the Inbasket screen, if you have additional new messages waiting.

The email commands you will use most often (type the letter code of the command in front of the message, and press the Enter key):
> R - **Read** a message
> D - **Delete** a message
> K - **Forward** a copy of the message to someone else

Outbasket is a list of messages you have sent that have not yet been read by the people you sent them to. (Type "O" and < ENTER >).

Bulletin Boards contain publicly posted information, and lots of it. (Type "B" and < ENTER >).

When you get to the Bulletin Board screen, the blinking cursor should be up near the top right, in the Search field. Type in the first few letters of the name of the Bulletin Board you want, then press < ENTER >. When you get to the Bulletin Boards screen, type an "L" and < ENTER > in front of a category to get a List of letters posted to that category. Then type an "R" < ENTER > in front of an individual letter to Read that letter, just like you read your personal email.

Some Bulletin Boards of interest:

> FCIF - Flight Crew Information Files. Read before starting IOE.
> FlightSafety – Lists of reports that pilots have sent in and responses, also includes a form to input a report.
> PILOT-BULL-BOARDS – Lists most bulletin boards that are of interest to pilots.

Directory of Emc2 Mail Ids is where you go to look up someone's email address. (Type"D" and < ENTER >).

Personal Configuration allows you to change some email settings. Type "P" and < ENTER >. This should take you to the Configuration Selections menu. Type an "S" in front of the line

"Emc2 features." This will get you a second menu showing the available features and whether they are turned on ("1") or off ("0"). The feature you want to make sure is "On" is "**Compose- Style Quickmail**." If this feature is off, you will only be able to send email messages -that are one page in length - turning it on allows you to use the F8 Function key to request additional pages and to go forward through your message, and to use the F7 key to go backward.

VIPS

To enter VIPS through a FedEx (non-web based) computer terminal:
From a blank Federal Express screen, type "VIPS" and < ENTER >. For "User ID," enter your employee number.

Accessing VIPS via telephone: Dial the appropriate number

> Memphis local phone number: **224-8535**, or
> Long distance number: **800-757-4359** (800-757-IFLY)

Listen to and follow the instructions. Push the # key after each entry - i.e., if VIPS tells you to "Press 2 for Crew Information System," press the 2 button, then the # button.

During initial training, only three VIPS functions are vital to you:
1. Entering your Standing Bid: Option 3 in VIPS. Obtain a Standing Bid printed form. Fill it out and use it as a template when entering the information into VIPS.
2. Checking your Standing Bid: Option 3 in VIPS. Follow the instructions to review the choices you have entered. Be careful you don't make any unintentional changes.
3. Accessing Memphis company phone numbers toll-free: Option 2 in VIPS (by telephone only, obviously), then Option 8, then Option 1. You can use VIPS to call your flight manager, Jumpseat Administration, and other company departments that do not have their own toll-free numbers. There is also an option that will switch you to your crew scheduler. VIPS menus can also be reached via "shortcuts", e.g. instead of entering "2#, 8#, 1# to make a phone call, you can instead just enter "281#".

IMS

Accessing IMS: From the Federal Express initial screen, type "IMS" and < ENTER >

Logging on to IMS:
Enter your employee number, then Tab to the password field and type your IMS password. Press < ENTER >.

Next you'll see an instruction screen, which will include the following along with some instructions:

WELCOME TO THE FEDERAL EXPRESS IMS PROPRIETARY SYSTEM

ENTER THE NUMBER OF THE DESIRED SYSTEM ===>

 If you know the direct path you can enter it here. For example, enter "1" for PRISM, or "52" for Freebird (jumpseats). If you leave it blank and press <ENTER> the ASAP screen comes up. There are a lot of interesting functions there, but we will leave that for you to play with when you have some time to kill.

Press < CLEAR > to obtain a blank screen.

Entering PRISM (after you have logged on to IMS):
If you are at a clear screen (perhaps after completing some other function) type "PRISM" and < ENTER >. The system will ask you two questions when you log on. The two questions asked will vary randomly. Your answers will be checked against your personnel file. This security step is a way of preventing unauthorized persons from accessing information in your personnel file, or entering misinformation in your file. One of the questions sometimes asked is "What is your work phone number?" If you don't know the answer, exit and reenter; the system will ask a different question next time. If you get locked out, call Flight Management to reset you.
PRISM is very fussy about formats and tab fields. **Use the Tab key**. Do not use the cursor keys. If asked for a telephone number, don't use slashes or dashes. Here is the correct format: 9017977270. It's all one string of digits. For dates, don't use slashes or spaces. Here is how you would enter the date January 14, 1997: 011497.

If PRISM locks you out, call Flight Operations and ask one of the secretaries or Flight Ops Specialists to reset you. Unlike the automated process for resetting your IMS or VIPS password, the PRISM resetting process can only be done by Flight Management.

Navigating around PRISM:
The "Next Screen" tab field is located in the top left corner of the PRISM main menu. The menu lists the commands available. Type the name of the command into the Next Screen field and press < ENTER >. Here are some commonly used Next Screen commands:

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PAYROLL - (then, at the next screen, type CHECKS and your employee number)
RETENROL - Retirement and Optional Savings Plan enrollment
RETCANCL - Cancel retirement plan deductions
TAXCALC - Calculate income tax exemptions
W4CHANGE - Change Federal income tax withholding (W-4)
CREWINFO - Review and update your addresses for bid pack mailings, etc.

Exiting PRISM:
Pressing < CLEAR'> will drop you out of PRISM and back into IMS. Or, typing "BYE" into the Next Screen field will take you out of IMS entirely and back to the Federal Express starting level screen.

Accessing FREEBIRD (after you have logged on to IMS):
Freebird is the computer system used to reserve jumpseats on company aircraft. You can call Jumpseat administration to make a reservation, (901) 224-5420   (800) 544-9040, or you can directly access the system through IMS. To do this, enter IMS and type the "ASAP" number "52", or, clear the screen and type "FREEBIRD" and < ENTER >. Then follow the on-screen instructions. Note that FREEBIRD's date format is six digits with no spaces or slashes between the digits. For example, "062496" is the date June 24, 1996.

What you can do in FREEBIRD:
Check flight availability.
Check for a specific flight by date.
Reserve a jumpseat. You may make a reservation up to 14 days in advance of the desired flight. (The date switches over to the following date at 12 o'clock midnight, Central Time.)
Check a jumpseat reservation.
Cancel a jumpseat reservation. If the jumpseat is classified as "personal" or "staging," *make sure that you cancel at least 6 hours prior to the show time of the scheduled flight*. If you forget to cancel a jumpseat and do not show up for that jumpseat, you will lose your jumpseat privileges for the next six months. (The 6-hour rule is waived if the cancellation is necessary in order to accept a trip assigned to you by Crew Resource Scheduling within the 6-hour window.)

Exiting IMS:
Press < CLEAR > and then type "/RCL" and < ENTER >. In a moment, the Federal Express initial screen should appear.

That pretty much wraps up the things you need to worry about during initial training.

After Completion of Simulator Training

Now we'll describe the key things you need to know how to do before you get to the line. You will want to learn about trip trades, how to check your schedule, and so on.

More interesting Email and Web Bulletin Boards

FCIF - The Flight Crew Information Files are required reading. You may want to start tracking them: this means that any new message posted to the board will be shown to you automatically the next time you log on to https://pilot.fedex.com. Click on FCIF from the Home page and to add tracking, use the icon at the bottom of the screen

STANDING-BID-AWARD - Results of system bids and monthly bids, also available through VIPs.

In the "green screen" Email system there are many bulletin boards of interest. . To track a particular Bulletin Board, locate it as above, then, where you would have typed an "L" for List Letters, type an "M," then press the Enter key. (To Un-Track a Bulletin Board: again type the "M" in front of it. From the screen that appears, press the designated Function key for Stop Tracking).

FLIGHTSAFETY - Flight safety reports.
MEMPILOTSWAP - Offers from pilots wishing to trade trips, vacations, etc.
FUNSTUFF
DISCOUNTS
FEDEX-FACTS
CORPTRAV - Interline discount deals.
PILOT-RECIP-AGRMNTS - Reciprocal jumpseat agreements (currently not in use).
DISNEY
ACARS-NEWS - Updates on ACARS.
FLT-REVISIONS - Updates of flight schedules.
EMC2-HINTS - Information on using email.

Advanced Email Commands

When you enter the Email Bulletin Boards, you'll see that the very first address is titled "[Emc2-Hints." Type an "L" in front of it and press < ENTER >. In the letters listed you will find a wealth of useful information, especially in the one titled "List of Jump Commands." The Jump field is that little list of numbers in the bottom right corner of the email screen. By Tabbing to it, you can type a **jump command** *across* the existing letters and numbers and press < ENTER >. When you do this, you will "jump" directly to a different part of email. For example, from any screen, if you Tab to the Jump field and type "**MENU**," then press the Enter key, you will return to the main menu.

Two other jump commands:

TOP - Takes you directly to the first line of a document.

BOT - Takes you directly to the bottom of a document.

A useful feature not in the Jump Commands letter is the Search command. You can use it to search through any email document for a particular word or name. For example, if you want to find your name in the Standing-Bid-Award and don't want to work your way a page at a time through the many pages of the entire award, do the following:

First, pull up the Standing Bid Award letter. Tab to the Jump field and type "E_" (that's "E" followed by a space). Press < ENTER >

In the next screen that appears, Tab again to the Jump field and type "LOC" and press
< ENTER >

In the next screen, type in the word you're searching for (in this example, your last name), and press < ENTER >. The program will take you directly to the page containing the first occurrence of your name.

You can send a message to more than one person at a time - just separate the names with a comma. If you select the names from the directory, the comma will be added for you. There is no limit to how many names you can copy a message. Often when sending a message you will want to also send a copy to yourself. To do that, just add a comma and then an asterisk
(" * ") to the list of names you are sending the message to. When the message is sent, a copy will be placed in your Inbasket.

You can flag an outgoing message so that it cannot be forwarded by the person you send it to - when composing a message in a Quickmail screen, press the <F9> key (the "Options" shortcut function key). The Options menu will appear. You'll see this "don't forward" mailing option available there, along with several others.

The email system has other features you may find useful. Most are fairly self-explanatory. Try out the menus and experiment with various settings.

Useful IMS Commands

Crew Management functions are available only through VIPS.

FLT007 – Airport information: Enter the three-letter airport code under "KEY", and then scroll through to page 03F to see runway and approach data.

FLT164 - Flight Time Log: This gives you your logged flight times for the last 30, 45, 60, or 75 days, 6 months, 1 year, year to date, and individual flight times. Can also be accessed through VIPs.

> FLT164_Emp #   < ENTER >

MWT011 - Weather and NOTAMS: This is the screen used to print out the weather reports and NOTAMs required for your trip. You'll need to enter the following information into the entry fields:

1. The seven-character **printer address** tells the computer where to send the requested data. Notice that the screen already has the final two characters filled in: "FM." The address will look something like: "SFOAOFM." Some terminals and printers have labels attached giving the correct printer address. If you can't find the address, ask a local office person for the information.

2. The 4 letter identifiers of airports on your route. Tab the cursor to the first line on the screen, **Weather By Route**, and type " X." Tab to the next entry field on the line and enter the identifier of the airport of departure, then the IDs of your destination airports (up to 4 destinations). Tab to the **Aircraft Type** entry line and type "X" in front of the appropriate equipment.

Weather By Route, item (2) above, will give you current and forecast weather for a group of airports along the route of flight, plus the usual alternates. If you also need reports and forecast for a specific city, use the **Weather By City** line. On this line you can enter the 4-letter identifiers of up to 6 airports.

There are a variety of other weather products. Type in the station ID and place an "X" in the columns corresponding to the items you want, or just type the name of the weather product in the blank lines provided to the right, for example, "RADAR" for a radar map. This screen is most often used to print out radar maps that are more up-to-date than the faxed Radar Summary maps; for location, use the two-letter identifier for a particular state (e.g., "TN" for Tennessee). "MSVLY" will give you a map of the entire Mississippi Valley region.

Now press < ENTER >. Your weather should start printing out on the selected printer.

MWT018 - Accesses the Aurora Weather System: Aurora is separate from the official FedEx weather system. Official weather that is used for trip planning is printed out from the FedEx system as described above, but you might want to access Aurora to get additional information. Aurora has an extensive menu: to see the whole menu, type "MSG_COMMANDS" < ENTER > and scroll through it. Note that if you want to print the displayed report you must type in an 8-character printer address like "HDQDC06C." This is different than the one used for the other weather screens, where the printer address is generally 7 characters long, like "MEMAOFM." Instead of < ENTER > to print (as with the MWT006 screen), you use < PF12 > (as directed by the command-equivalents menu near the bottom of the screen).

Aurora offers a number of useful commands, such as the command "XA," which you enter followed by a space and then the station ID, like "XA_MEM." This screen shows you the current weather, last several hours' weather, the FedEx forecast and the NWS forecast, all side by side. If you type "RADAR" followed by the state ID, a radar picture is displayed. "FP3" followed by the state ID will give you the NWS forecaster's discussion, often a valuable addition to the weather "big-picture." You can even pull up ski reports.

An advantage to Aurora for home computer users is that you can display weather on your own computer screen. MWT006 and MWT005 (the FedEx system) do not actually display a weather report. They merely route it to a FedEx printer, and since you don't have access to a FedEx printer when at home, MWT006 and MWT005 give you no way of viewing the report.

If you forget the MWT number code for the weather screen you want, you can access any of the weather screens by typing "WX" and < ENTER >, and then selecting the desired screen from the resulting menu.

ASAP menu: ASAP has a number of different functions in it. Just type "ASAP" from a blank IMS screen. For example, the item "Airline Schedule" will display the entire system schedule.

AIROPS menu: From a blank IMS screen (or just pressing < ENTER > after signing in), type "ASAP" and press < ENTER >. Choose option 61 (AIROPS). This will take you to the Forte system menu. There are a variety of pages in this system. Not all are available directly; some (like FLT164) must be accessed through VIPS. Others are useful, however, for finding the aircraft tail number scheduled to fly or flown on a particular trip, or other information that has been entered about your flight. Fill in the blanks for the choice you want and press < ENTER >. ACARS messages are also stored within this system, and can be read by aircraft tail number.

AV - Aviation Menu: Type "AV_ENTER." Select an option from the resulting menu.

VIPS

You will find VIPS invaluable. Here are a few tips:

- **Open time** for a new bid month is published (that is, made available for trip trades) at the date and time noted on the front page of your bid pack. You may want to trade your scheduled trips with Open Time (or with another pilot) to get a better schedule. If you are on reserve, you can also request to move your R-days after that date/time. You submit your request via VIPS, Crew Scheduling approves or disapproves the request, and VIPS notifies you of the results. You can check what trips are Open in your seat for a particular day through VIPS (telephone or computer) or through IMS.

  Note: The terms "trip" and "pairing" are used interchangeably at FedEx.

- **Regular Volunteer**: you can put your name in for the new bid month as soon as Open Time is published (no 36 hour restriction). You may volunteer for specific days or specific trips. You will not be assigned a trip until the day before the trip. You may enter trip restriction codes to limit your assignment possibilities. If you Volunteer for a specific day with no restriction codes at all, you are in effect putting yourself on Reserve for that day and must be available for call. It's important to be aware of the following: if you have placed yourself in Volunteer status and a trip comes up that falls within your stated restrictions, you **must be available for contact** by Crew Resource Scheduling, and you **must** accept the trip if called for it, just as you would if on Reserve. The restriction codes listed may not meet your needs. If you need something more specific use VIPS to set up the Volunteer, then call Crew Resource Scheduling and explain your situation and wishes.

- **Make Up**: If you lose a trip due to dropping it or carry-in conflict you will be in make up status for that trip. You may make up the trip within 90 days. Making up a lost trip is not required, but you will lose the pay for that trip if you don't. Make up requests take priority over volunteer requests and you can request to make up a specific trip, or make yourself available for any trip or a trip subject to restrictions, the same as if you were volunteering.

- **Deadhead Deviation**: If you have a scheduled deadhead at the front or back end of a trip you may request to deviate and make your own travel arrangements. You can make your deviation request through VIPS. You must enter the request into VIPS at least 60 hrs. prior to the trip, or you may not be able to deviate (unless it was a late assignment). This is so that FedEx Corporate Travel can cancel airline reservations within the time frame requested by the passenger carriers. You must use VIPS to check in for your trip if you are deviating at the front end. You can do this starting 48 (but not later than 4) hours prior to the scheduled *deadhead* departure, ***not the*** departure of your FedEx flight. If you forget and fail to check in before the scheduled show time, Crew Scheduling will try to find you. You are also required to make an "in place" checkin 8 hrs prior to your "live departure" <u>showtime</u> for domestic (12 hrs international). If they can't contact you, you

will be dropped from the trip and listed as a no show. So, ***don't forget to check in***! One final note on deviating. If you are operating an international pairing and you deviate it is possible that you will not be able to trade or trop the trip after you have inputted your desire to deviate (it may be possible to get scheduling to approve it, but VIPS will reject it).   If there is any chance you will want to trade/drop the trip, don't input your deviation too early!

- VIPS is the primary system for calling in sick or restoring yourself to well status after calling in sick. Use Option 2, Crew Information.

- If using a computer (not the telephone), you can access the Crew Management System (CMS) through VIPS as well as through IMS. Choose Option C from the VIPS main menu.

- When using VIPS on the telephone, you can go directly to what you want by stringing together the choices. For example, suppose you want to access a local MEM number. The slow way, following the VIPS menu prompts, would be to press 2# (for Crew Information), 8# (for Call Transfer) and then 1# (to Dial a Local MEM Number). Once you know the menu sequence, however, you can just press 281# and you will be immediately prompted to enter the desired telephone number.

- You can find out the "accepted fare" for a deadhead pairing in VIPS. The accepted fare is the amount added to your deadhead bank when you are assigned a trip with a deadhead leg. If you deviate from deadhead, you will use this information to keep your deadhead bank from going negative. Use Option 2, "Crew Information," and then Option 11.

Accessing the FedEx System From a Personal Computer

HTTP://PILOT.FEDEX.COM

You can access the FedEx company computer via the Internet using a personal computer.

Hardware/software
You need a computer and a modem or cable connection. Any DOS-machine will work, as will any Macintosh.

Once you have logged in, if you want to access the FedEx "green screen" mainframe, you will need to download an application from the company web site.

Other Software
Several custom scripts and specialty communication programs for both Mac and DOS operating systems are available. These programs were written by FedEx pilots familiar with our system in an attempt to make navigating around it a bit easier by automating often-used access sequences. Some offer extra features that are especially useful, like reserving a jumpseat for you at the stroke of midnight, 14 days in advance. Ask for recommendations from crewmembers who own computers like your own.

Computer Bidding
Overwhelmed by the number of bid lines? FedEx monthly bid lines and awards are available for download from the company website.

The raw bid packs aren't very useful, since they just duplicate the printed bid packs. There are, however, computer programs available that can sort the lines and help you arrange your bid preferences. There are several products available for Windows, one written by a fellow FEDEX ALPA member is: http://www.fdxbid.com/ .

Tips on How To Enhance Your Schedule

Your bidding strategy will depend on whether you live in your domicile or commute, whether you can hold a line, and the type of trips that are acceptable and attractive to you.

Obviously, being senior in your seat is the very best way to get a good schedule. But even if you are at the bottom of the heap seniority-wise, there are ways that you can improve your schedule, starting with the monthly bid.

You should bid every month. Your seniority ranking in your seat tells you how many lines you should bid; the more junior you are, the more preferences you should enter so as to guarantee the best line that you can hold. If you don't bid, or don't bid enough lines, you'll end up with Any Reserve Line – generally, not the most favorable outcome. There are three types of lines at FedEx: Regular lines, Secondary lines (VTO) and Reserve lines.

Thoroughly review all of the lines in the bid pack. Take a close look at the Trip Pairings; sometimes they are not what they seem at first glance - could be better, could be worse. (Here is where a good bidding program can reduce your workload by sorting and filtering the lines based on selected parameters - no weekend trips, max deadheads, etc.)

What's a good deal? Any trip that allows you to be home (or at some location you would like to be on your days off) while being paid to be at work is attractive. Home time is important, though, so flying to Calgary for the weekend may be a sweet deal for one guy, but a boring two days in a hotel for another. Everybody is different, and there's something for everyone.

Like most pilots, you will probably bid **Regular lines** higher than Secondary lines. Why? Well, because you know for sure what you are bidding for, and because you will know your schedule assignment a week or so earlier in the month. If you bid Secondary lines, you must be a bit of a gambler; Crew Resource Planning does try hard to build a schedule that you will like, but they have to build lines from their pool of Open trips, and must handle requests in order of seniority. You can submit a wish list, but there is no *guarantee* as to what you will get. That said, the planners do an outstanding job, and a bad Secondary line schedule is generally the result of the crewmember being unclear in a request, or just plain lack of desired or suitable open trips. Always be nice to your planner and crew scheduler. These folks work hard and try to do a good job for you. Before you get frustrated and angry with them, stop a moment and think how *you would* like to do the job they do month after month.

Secondary lines *can* be the best deal in the company. Arguably the best lines built every month are Secondary lines; senior Secondary line holders can often virtually build their own dream schedules. Be very clear when you make a Secondary line request. Use plain language, and tell the planner exactly what you have in mind. Try not to make the request so complex or unreasonable that the planner will be unable to make it all work for you. If you have bid a Secondary line, it's wise to submit a Secondary line request even before the bid closes; if you are awarded a Regular line your request will not be used, but you'll be saved from the results of forgetting to put a request in. The disadvantages of Secondary lines are -

1. Since the Secondary lines are built in the week following the bid award, you won't be able to find out your schedule until more than seven days after the bid award is posted.

2. If there are insufficient trips left to build you a good schedule by the time the planner gets to your name, you could potentially end up with a "cats and dogs" schedule, a mix of almost anything, including some Reserve days.

3. If you have vacation during the bid month, it's generally not a good idea to bid a Secondary line. This is because for each day of vacation taken during a Secondary line month you will automatically have a full day's vacation value subtracted from your vacation bank. That is, if you have seven days of vacation, you will lose seven days' pay. Crew Resource Planning will then build you a Secondary line with trips that fly on the other days of the bid month, and may or may not be able to honor your request for a block of consecutive days off. Only the seven days of vacation are protected. If you bid a regular line instead, you can usually arrange to have your seven days of vacation overlap trips on your line so that you maximize the length of your days-off block. Alternatively, if you haven't planned a long trip and don't need a rest, you can bid so that your days of vacation overlap a small number of trips. Fewer hours than seven days' worth will be subtracted from your bank and you will have a surplus that you can use in a later vacation period, or cash in at the end of the year.

Reserve lines are often a pilot's last choice when bidding, although there are exceptions to the rule. If you have vacation, you could bid a Reserve line in order to minimize the draw on your vacation bank; an R day pays less than the credit hours paid for one day of vacation. Another reason might be that you live at your domicile and hope to spend more time at home by being on reserve; you usually won't be assigned trips on every single R day.

When you submit your monthly bid, the VIPS voice will ask, "Do you want a Reserve Line Conversion if it becomes available?" If you are awarded a reserve line and request Conversion, after the Secondary line are built the planners will try to build you a line with whatever Open time trips are left over. One strategy to consider is to notify the planners that you "do not want a reserve conversion if my days off request cannot be met." This will protect you from getting a line you just can't commute to, and protect certain days off. A Converted line may consist of all regular trips, or of a combination of regular trips and Reserve days. Conversion is usually a pretty good deal, since once you own a trip, you are free to trade it if you wish, while Reserve days cannot be traded or dropped (you *can* move an R day, however, with the permission of Crew Resource Scheduling).

The bottom 50%, seniority-wise, of reserves can be "involuntarily converted," that is, Converted whether they request it or not. If there is an unusually large amount of open time, and not enough Reserve line holders volunteer for Conversion, the planners may need to do additional Conversions, which they will do starting with the most junior Reserve line holder. This possibility makes it a wise idea to always submit a conversion request, just in case. That way, the planners may be able to honor your request if they must Convert your line. Indicate in the request that you do not want a conversion line, but "if I am converted, my preferences are as follows...":

Tips for Commuters

You no doubt have very good reasons for choosing to live outside your domicile. You enjoy the benefits, and accept that life is a bit harder than it would be if you could drive from home to work in 20 minutes. There's no harm in trying to improve on your situation, though.

If you can fly a trip that includes a layover in your home city - perfect. Any day at home is a day off, and you are getting paid for it! Also, you'd like to get trips that deadhead to and from the city in which you live, or close to it, to make transportation cheap and convenient. Here's how to arrange for these optimum situations to come your way more often:

Scenario 1 - Let's say that you are on a trip that finishes with a one-day trip ending in MEM on Friday night. Keep checking open time and watch for any trips open on that same day that end in a deadhead. First choice is a trip that deadheads to your home airport. Possibly you will find one that is going to a location other than where you live. If you can get assigned to that trip you may be able to trade with another crewmember holding a deadhead trip that is closer to your home. This way you might get home a day early, since as originally scheduled you would have had to jumpseat from MEM to home on Saturday morning.

Scenario 2 - You are on a series of hub-turns that end on Thursday night. Trade the final Thursday trip with a Friday deadhead (preferably a trip with a destination near to your home). You will arrive home at the same time (approximately), but will now have a hole in your schedule. Put yourself on Volunteer for that day! If you are assigned a Volunteer trip, you get paid extra, and will still get home on Friday. If you don't get a Volunteer trip, you will get the deadhead deviation money added to your deviation bank.

Scenario 3 - No trips to trade into. See if you can PDO Bump a pilot that is operating the deadhead trip you want. If that pilot lives in MEM, he or she will almost always be pleased to let you fly the trip instead.

Trip Trading
When trip trading, check the credit hours (CH) on the trips you wish to swap; you can only build up your total monthly credit by 12 hrs. Trip trading is a good deal, but use it to maximize your days off. If you want money, it would be better to not fly it at "straight time" but at VLT or DFT instead. Also, save yourself and the CRS some time by attempting to make sure you will be legal for the trade you are submitting. There is no sense submitting a trade that would make you illegal for a trip, flight time limits, duty time and things like 1 in 7 plus exceeding work rule limits must be considered. Such a trade will not be approved, even if it is just one minute over, so look elsewhere for a trip that is legal.

Most trip trading is done with open time. However, you may also trade a trip directly with another pilot, either as a *mutual trade* where each of you ends up with both the trip and the credit hours of the other's originally scheduled trip, or as a *mutual PDO bump*, where both you and the other pilot receive your originally scheduled pay, but actually fly the other's trip. You will be more successful in convincing another pilot to swap with you if you offer him or her a slightly better deal. For example, if it's December and you offer your Fort Lauderdale trip in return for a Newark trip, the other crewmember may be eager to do the trade. Or, if you want that person's two-day trip because it flies to your hometown, you could offer to swap your one-day trip on a PDO basis. The other person will then get paid for two days while working only one - not a bad offer. Get familiar with the email Bulletin Boards named MEMPILOTSWAP (for Memphis-based crews) and ANCPILOTSWAP (Anchorage, obviously). You can post offers or requests for

trip trades on these Bulletin Boards. The more people using these posting areas, the more useful they will become (especially for commuters) since a large pool of offered trips makes the market more liquid. So, feel free to participate!

Once again, open time is constantly updated, so if you can't find what you want, keep checking.

Another consideration if you can't get that swap approved is to consider the position of CRS. If the trip you want is likely to be assigned to DFT, but they won't approve your swap due to open time, etc., it *might* be possible to get that trip by entering the swap on the morning they would otherwise have to start calling the DFT list.

Makeup Status

There are several ways you might end up in makeup status. Essentially, they all involve you not flying a trip for which you were scheduled. Read the Contract for specifics on this. Before you just pick up the first trip you see in open time, however, consider the following -

1.You do not *ever* have to make up the trip. If you don't mind losing the pay, you can just work fewer days that month. Why fly "straight time" if you can avoid it?

2.If you *do* mind losing the pay, consider other options. For example, if you lost a 6-day trip due to a carry-in conflict, you are in makeup status for the hours of the trip that was lost. What if you are then able to pick up a 4-day draft (DFT) or volunteer (VLT) trip? Even if you never went back and made up the 6 day trip, since DFT/VLT pays time-and-a-half, you would get paid roughly the same and get two free days off. Of course, you could also possibly pick up a 6 day VLT trip (or 6 one-day VLT trips) and get paid more for working the same number of days.

3.Makeup status can be an advantageous position. Crew Scheduling assigns trips in the following order: Substitution, Makeup, Reserve, Volunteer and Draft. If there is a trip in open time that you just *gotta have* (a deadhead to your home field or an attractive 5-day layover in HNL, for example), that might be a good time to play that makeup card to get the assignment. Also, trips that come open due to crewmembers out sick never show up in open time. Some of these are attractive trips that you might not otherwise be able to hold. They are assigned on the morning prior to the trips departure; you can request a makeup trip be assigned to you as it becomes available, and specify the same restrictions as if you were putting yourself in Volunteer status.

Volunteer

See the information on Volunteer under the VIPS section above.

You may wish to consider another Volunteer strategy. If you put yourself on Volunteer with enough restrictions, it is unlikely that any trips will come up that meet your criteria. When trying to cover open trips, however, CRS will see that you have indicated an interest in volunteering, and often will call you to offer you an open trip before beginning to Draft. If the trip doesn't meet your restrictions, you're not obligated to take it, but the option is there. This is a way of getting onto an unofficial first call list for Draft trips without committing yourself, as an unrestricted Volunteer, to fly a trip that you possibly won't want.

Luggage choices

The website http://www.newhirepilot.com/products.htm has some good information on this subject.

Web sites of Interest

FEDEX ALPA: http://fedex.alpa.org

ALPA National: http://www.alpa.org

Weather Information: http://www.awc-kc.noaa.gov/index.html

FedEx Flight Operations: http://pilot.fedex.com/

UK pilot site: http://www.pprune.org/cgibin/

Airline News: http://www.planebusiness.com/

Aviation Week: http://www.aviationnow.com/

I hope this guide will help make your job here at FedEx less stressful and more enjoyable. Be creative in bidding and trip trading; you will almost always find a solution to your scheduling problem. The ideas described here are not loopholes; they are techniques to utilize the system in ways that are beneficial for you. Know your Contract and always remember that maintaining and enhancing your quality of life is what FEDEX ALPA is all about.

Appendix A: CMS Codes

Following are some codes that are used in the various crew management screens. The meanings may vary slightly depending on which screen you're viewing.

AHI: Assigned High Minimums
ALO: Assigned Low Minimums
ARP: Airport Replacement Pay
ASN: Training Trip/Line Check
AST: Assigned Same Trip
AVA: Advanced Volunteer Assignment
BLG: Bid Line Guarantee
BMP: Bumped from trip with pay
CAR: Carryover
CIA: Assigned trip to make up lost carry in conflict credit- with pay
CIC: Carry in conflict- without pay
CON: Council meeting - removed with pay
CXL: Trip canceled/rescheduled - removed with pay
DED: Deviate Draft
DEM: Deviate Makeup
DEP: Deviate Per Diem Only
DER: Deviate Reserve
DES: Deviate Substitution
DEV: Deviate Scheduled
DIF: Death in family
DIS: Disciplinary - removed without pay
DRF: Draft/Reverse Seniority
DRP: Dropped trip - removed without pay
DVL: Deviate Volunteer
EMG: Personal Emergency - removed without pay
IPF: International Pay Flown
JRY: Jury duty - removed with pay
LGL: Illegal for assignment - removed with pay
LOA: Leave of absence
M/U: Make Up
MGT: Management crew member - 16 hr duty w/o pay
MUE: Make Up Emergency
MUS: Make Up Sick
N/S: No Show
NOQ: Not Qualified
PDO: Per diem Only
PRJ: Special Projects
RER: Removed from trip without pay
RMG: Removed by management with pay
RPA: Per Diem only plus displacement pa
RSV: Reserve

SCK: Sick leave
S/P: Show Pay
SKR: Sick for PDO bump
SOF: Swap with open time
SPC: Special Projects - removed from trip with pay
SWP: Swap with another pilot
TNG: Training away from base
TOD: Training on day off
TRN: Training. Used for IOE - paid credit hours as training pay. Or, removed for recurrent training, with pay.
VAC: Vacation
VLT: Volunteer
XRP: Removed to reassign pilot

Appendix B: CMPS (Monthly Pay Activity Summary) Display Codes:

COLUMN HEADING	CODES	DEFINITIONS
Trip Date:		Zulu date the trip was flown.
Trip Category:	FLT	Anything other than CAR or ADJ.
	CAR	Carryover portion of a trip that began in the previous bid month.
	ADJ	Manual adjustments to BLG or pay
Trip Code:	BLK	Indicates the block line awarded for the month.
	BLG	Indicates the sum of the Trip Guarantee (Credit Hours) for the trips assigned to a regular line holder or trips and Reserve Days assigned to VTO line.

NOTE: All other codes indicate how crewmembers are assigned trips.

Trip Number:	ABP	Indicates the line is for pay only. Trips flown during the month will be per diem only, except for Draft and Volunteer trips. All other numbers identify trip pairing numbers to be flown or Block Line Award.
IND FLGS	S	Single trip
	F	First trip of a series
	N	Next trip in a series
	L	Last trip of a series
	C	Trip removed from line with pay
	V	Subject to change
	?	Scheduled trip not yet closed out
Per Diem:		Will show all domestic and international per diem hours.
CNL REA:		Indicates how a crewmember was removed from a trip.
Times Used:	SCHD	Scheduled credit hours
	ACTL	Actual credit hours are higher than the scheduled credit hours
	(NA)	Credit hours not applicable to that particular trip.
	?	Beside any particular credit hours, indicates that either the trip has not closed out or that the original trip is paying higher than the substitution trip.

NOTE: A STBY (Standby) pairing will always have a question mark.

Credit Hours: Credit Hours paying per trip.

VAC Pay: Cumulative total of trip credit hours applied towards vacation.

Accum Hours: Total of credit hours paying for the month.

Computed BLG: The sum of the bid line guarantee, plus any applicable carryover
                               trips, minus any carry-in conflicts plus any carry-in adjustments.

Per Diem Hours: Total of Domestic and International Per Diem for the month.

NOTE: Under the trip code column you may see an IPF (International Pay) entry. The
International Per Diem and override hours will be listed across that line. If a trip has not closed
out, the IPF line will not show up on the Pay Summary screen for an International trip. The Per
Diem hours and the override hours for an International trip are updated when the trip has closed
out.

Per Diem is totaled for a series of trips, but the International Per Diem hours will be on the IPF
line.

RLG Adjust: The RLG adjust, which appears immediately above the dotted line,
                               is the difference between the Reserve Line Guarantee and the
                               Credit Hours for the RSV trips. These adjustment hours are
                               combined with the accumulated hours and added to the total
                               regular hours to be paid.

Totals: The total figures below the dotted line represent the actual hours
                               you will be paid in each category. All compensation over current
                               BLG will be paid on the next mid-month check.