

Instructions for how to Report an Issue/File a Grievance

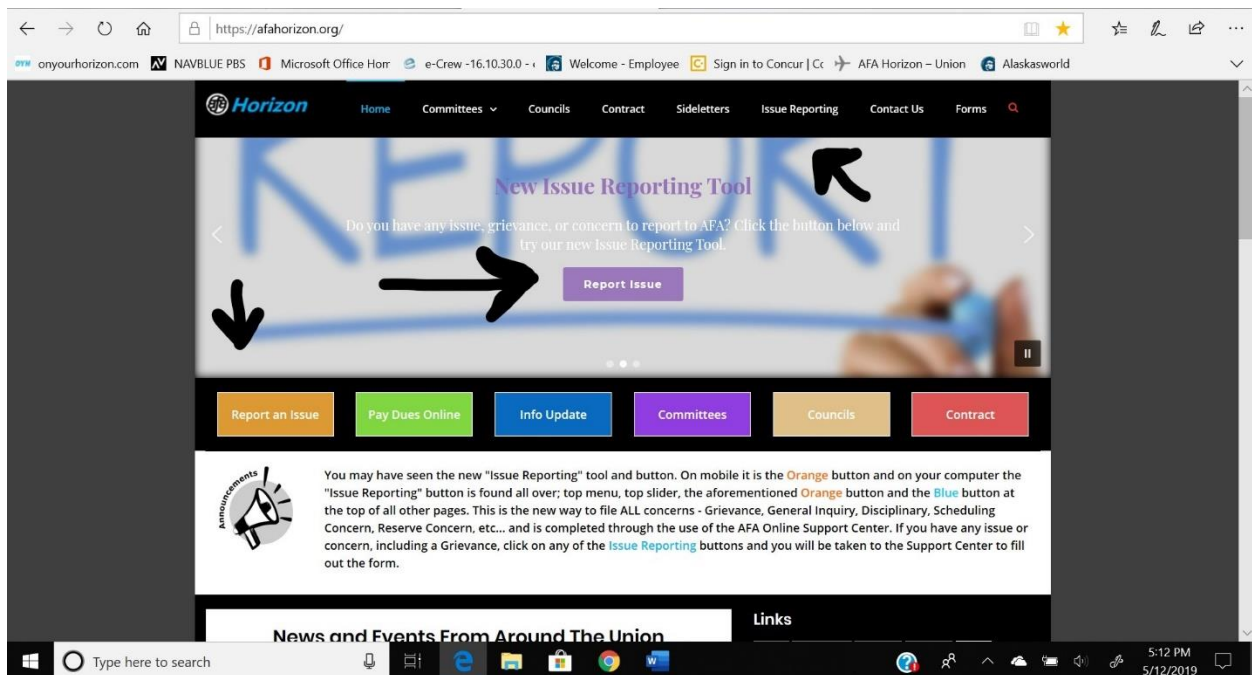
- **How to Report a General Issue**

When reporting SAP errors, multiple aircraft swaps, eCrew outages and/or eCrew incorrect denial codes, go to www.afahorizon.org and choose the Report Issue option. Please choose the General Inquiry or Lineholder/Scheduling concern. Copy and paste the applicable screenshots from eCrew. For example, your final trip details from eCrew for multiple aircraft swaps, a screenshot or picture of eCrew denial codes or failures.

- **How to File a Grievance**

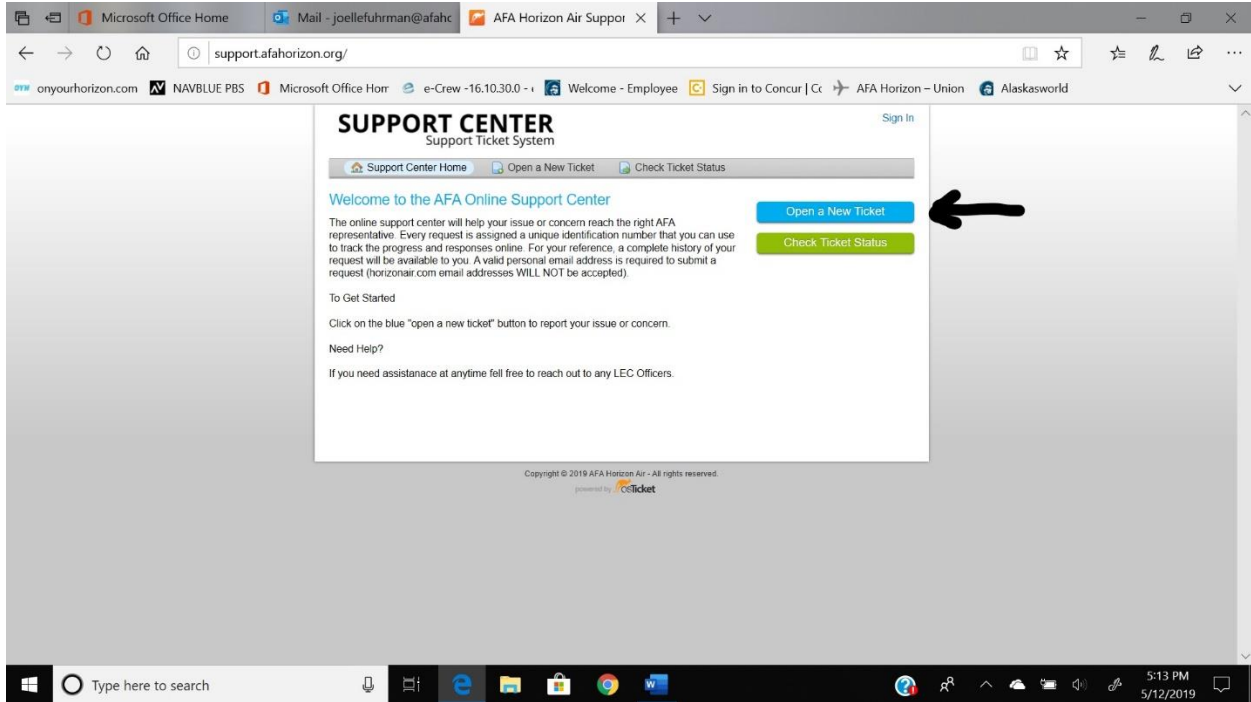
If you are filing a known grievance for a contractual violation, please include as much information as possible. For example, the page number of the contract, the article number, etc.

Each of us need to try and resolve the issue first with a supervisor, duty officer or crew scheduler. If attempting to resolve via email, please copy in a grievance rep or union officer.

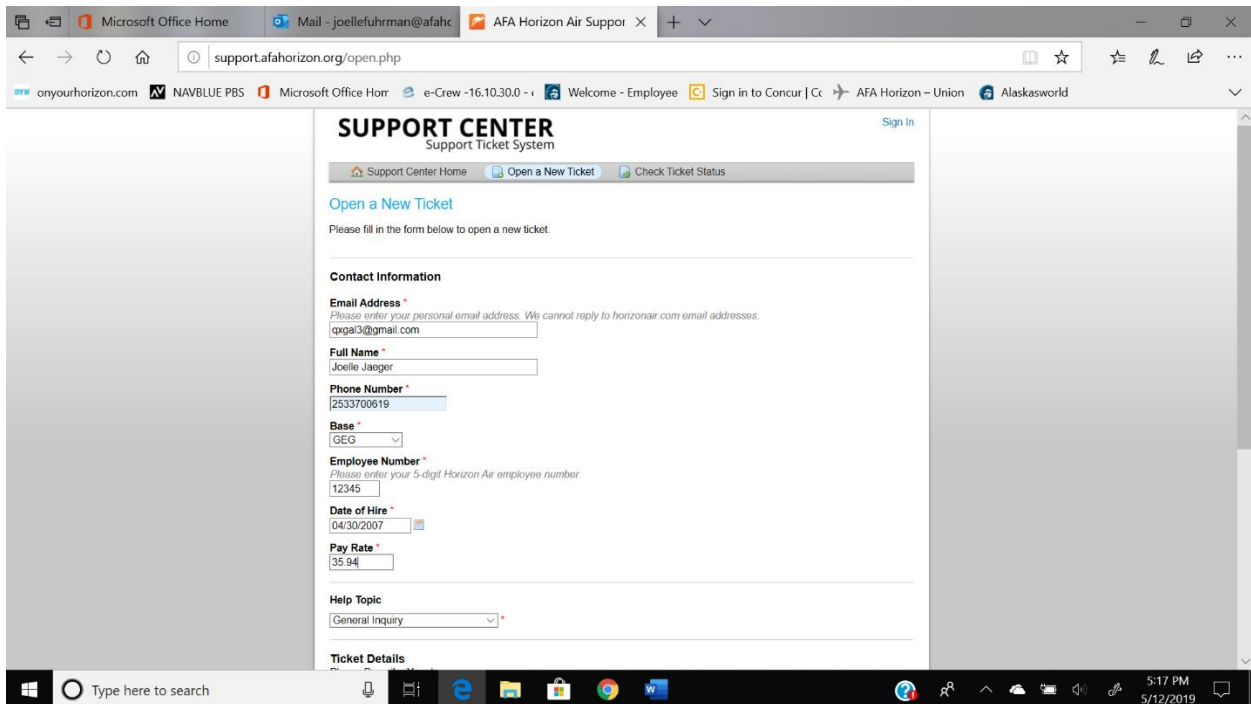


The screenshot shows the AFA Horizon website interface. At the top, there is a navigation menu with links for Home, Committees, Councils, Contract, Sideletters, Issue Reporting, Contact Us, and Forms. Below the menu is a large banner for the "New Issue Reporting Tool" with the text: "Do you have any issue, grievance, or concern to report to AFA? Click the button below and try our new Issue Reporting Tool." A purple "Report Issue" button is visible in the banner. Below the banner is a row of colored buttons: "Report an Issue" (orange), "Pay Dues Online" (green), "Info Update" (blue), "Committees" (purple), "Councils" (yellow), and "Contract" (red). Below this row is an announcement box with a megaphone icon and the text: "You may have seen the new 'Issue Reporting' tool and button. On mobile it is the Orange button and on your computer the 'Issue Reporting' button is found all over; top menu, top slider, the aforementioned Orange button and the Blue button at the top of all other pages. This is the new way to file ALL concerns - Grievance, General Inquiry, Disciplinary, Scheduling Concern, Reserve Concern, etc... and is completed through the use of the AFA Online Support Center. If you have any issue or concern, including a Grievance, click on any of the Issue Reporting buttons and you will be taken to the Support Center to fill out the form." At the bottom of the page, there are sections for "News and Events From Around The Union" and "Links". The browser's address bar shows "https://afahorizon.org/" and the Windows taskbar at the bottom indicates the date and time as 5:12 PM on 5/12/2019.

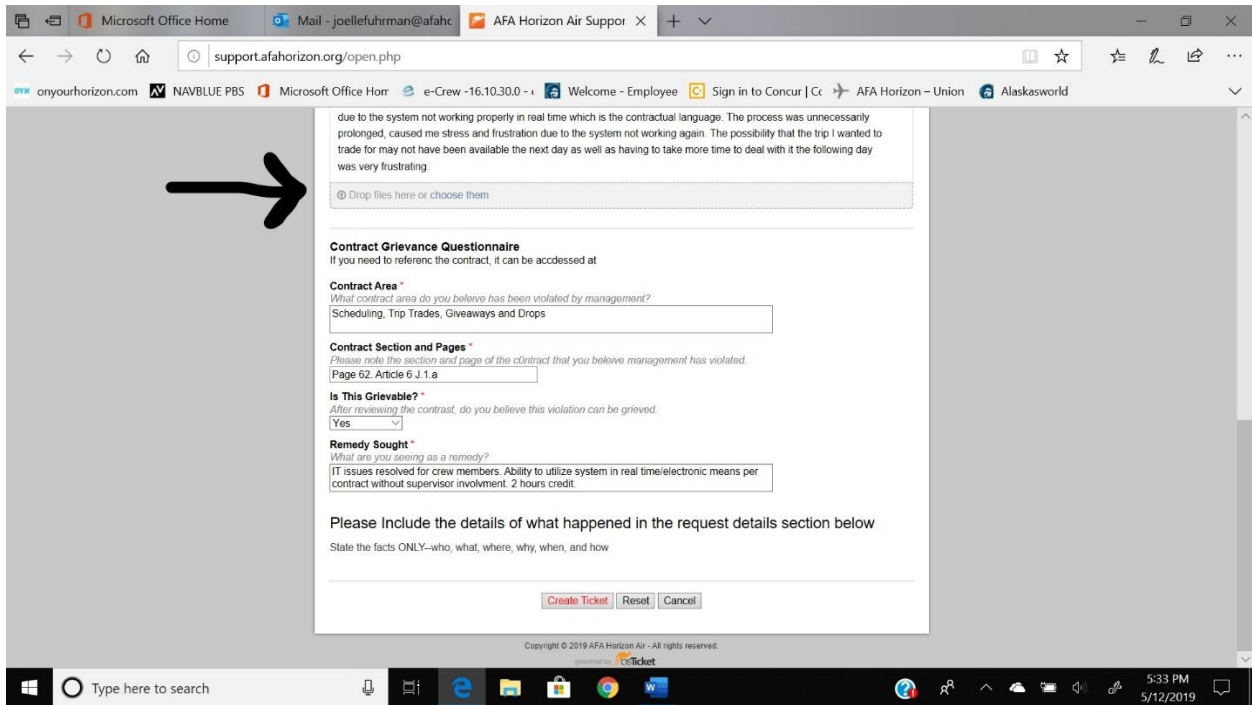
Select "Open a New Ticket"



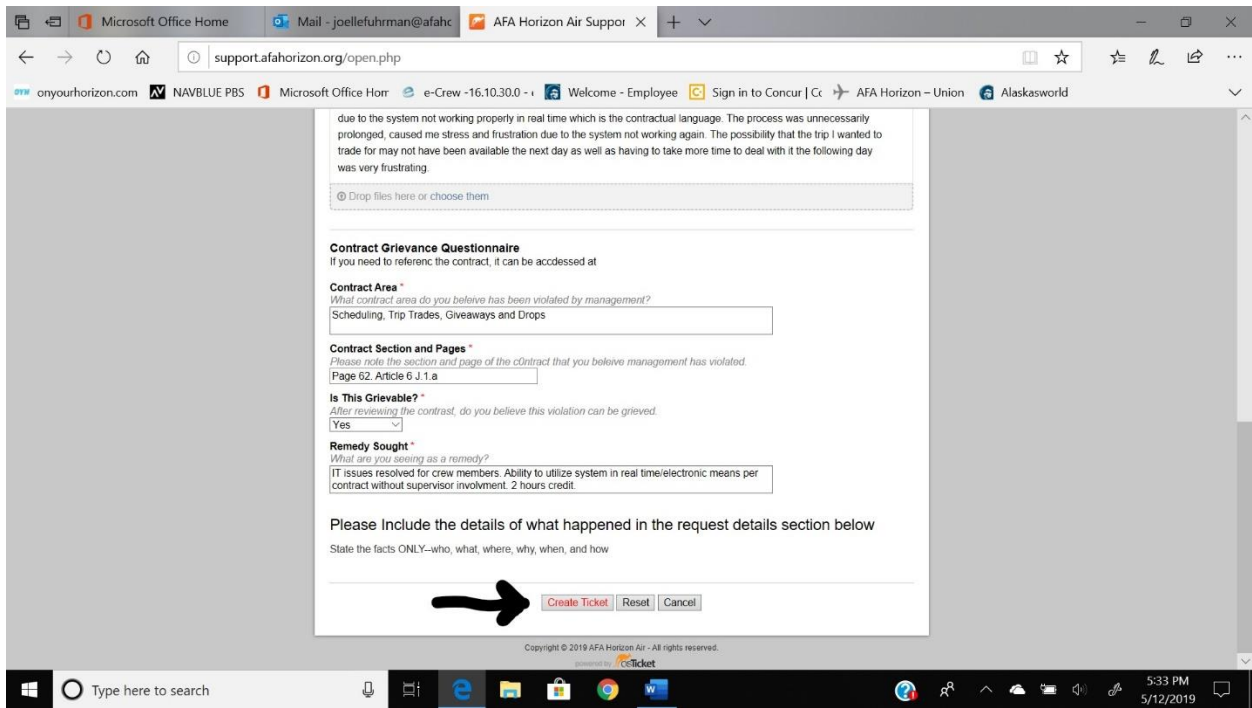
Fill in all required fields.



For Screenshot entries, copy/paste into given field



Select "Create Ticket" to submit report



You'll receive a confirmation number and email showing submission was successful.

