

# Who do I contact?

Last Modified on 06/07/2024 8:50 am MDT

## AFA Scheduling Council:

- Any bidding and award questions
  - ATL – [schedulingatl@afaf Frontier.org](mailto:schedulingatl@afaf Frontier.org)
  - CHI (ORD/MDW) – [schedulingchi@afaf Frontier.org](mailto:schedulingchi@afaf Frontier.org)
  - CLE – [schedulingcle@afaf Frontier.org](mailto:schedulingcle@afaf Frontier.org)
  - CVG- [schedulingcvg@afaf Frontier.org](mailto:schedulingcvg@afaf Frontier.org)
  - DEN – [schedulingden@afaf Frontier.org](mailto:schedulingden@afaf Frontier.org)
  - DFW – [schedulingdfw@afaf Frontier.org](mailto:schedulingdfw@afaf Frontier.org)
  - LAS – [schedulinglas@afaf Frontier.org](mailto:schedulinglas@afaf Frontier.org)
  - MCO – [schedulingmco@afaf Frontier.org](mailto:schedulingmco@afaf Frontier.org)
  - MIA/FLL – [schedulingmia@afaf Frontier.org](mailto:schedulingmia@afaf Frontier.org)
  - PHX – [schedulingphx@afaf Frontier.org](mailto:schedulingphx@afaf Frontier.org)
  - SJU- [schedulinglju@afaf Frontier.org](mailto:schedulinglju@afaf Frontier.org)
  - TPA – [schedulingtpa@afaf Frontier.org](mailto:schedulingtpa@afaf Frontier.org)
  - TTN/PHL - [schedulingttn@afaf Frontier.org](mailto:schedulingttn@afaf Frontier.org)

## Benefits: [F9Benefits@flyfrontier.com](mailto:F9Benefits@flyfrontier.com)

- Short Term Disability
- Long Term Disability
- COBRA
- Benefit Premiums

## Crew Scheduling: (720) 374-4540

- FLICA
  - FA Premium Add
  - FA Daily Opentime Live
  - FA Daily Opentime Split
  - FA Trip Trades-Whole
  - FA Trip Trades-Split
  - FA Aggressive Reserve
  - FA RGS Trades and Swaps
- Any changes to schedule after awards (18<sup>th</sup>)
- Returning to Work schedule for a bid already awarded
- Deviations from deadheads via phone call
- CrewTrac password resets

**Crew Planning: [FACrewPlanning@flyfrontier.com](mailto:FACrewPlanning@flyfrontier.com)**

- FLICA
  - Base Prefbid Eligibility
  - Reserve Prefbid Eligibility
  - FA Vacation Slide Request
  - FA Base Swap
  - FA Vacation Opentime
- Incorrect Contact information in FLICA
- Bid Packages
- Seniority list

**Crew Staffing: [CrewStaffing@flyfrontier.com](mailto:CrewStaffing@flyfrontier.com)**

- Annual Vacation
- System Bid Awards

**Hotels: [Hotels@MECF9.org](mailto:Hotels@MECF9.org)**

- Issues with hotels

**Inflight Dependability: [fgopsinfltdependability@flyfrontier.com](mailto:fgopsinfltdependability@flyfrontier.com)**

- Emergency Drops
- Commuter Claus coding
- Tardy Coding
- No Shows
- Sick Coding
- Bereavement Leave
- Jury duty
- Personal leave

**Inflight Supervisors: Refer to inflight leadership FACT online contact list**

- Lost and found items (duty phone)

**Inflight Training: [InflightTraining@flyfrontier.com](mailto:InflightTraining@flyfrontier.com)**

- IOE trips
- RGS eligibility

**IT Helpdesk: [HelpDesk@FlyFrontier.com](mailto:HelpDesk@FlyFrontier.com) or (720)374-4400**

- Windows password resets

**Leave of Absence: [LOA@flyfrontier.com](mailto:LOA@flyfrontier.com)**

- Paperwork associated with leaves (FMLA, MED, OJI, MAT)
- Fitness for Duty Paperwork
- Returning from continuous leave questions/concerns about KCM being activated

**Payroll: [FgFAPayroll@flyfrontier.com](mailto:FgFAPayroll@flyfrontier.com)**

- Vacation Accruals
- Pay credits associated with trips
- W2
- Tax questions
- Direct Deposit
- Payroll related questions not related to schedules

**On the Job Injuries: [OJIFrontier@FlyFrontier.com](mailto:OJIFrontier@FlyFrontier.com)**

- Questions about OJI
- Submitting Paperwork

**Travel: [FgPass@flyFrontier.com](mailto:FgPass@flyFrontier.com)**

- Travel Assistance on LOA/reactivation in IDgo
- MyTravel accounts or returning from continuous leave

**Uniforms: [Uniforms@flyFrontier.com](mailto:Uniforms@flyFrontier.com)**

- Assistance with uniform orders while on LOA status
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