

# Contacting Inflight Dependability

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Whenever emailing the Inflight Dependability teams or other departments, please be sure to always include your Name, Base and Emp # in the subject line of your email, i.e., **DEN FA SAM JONES 444444**. This tells the team who you are, where you are based, that you are a Flight Attendant and if they need to route you to a specific work group, that helps identify who may be best to assist you.

As emails go back and forth, if your employee info is only in the body of the email message, as emails degenerate, that information can be lost. In the Subject line, it always allows the user to know who is being assisted from the beginning and all the way through to the end. Inflight Dependability assigns requests by domicile, so including your base is critical to assign your request to the correct point of contact. Omitting these details can delay or prevent follow-up on your requests.

Please include all your information about your request, narrative and documentation in ONE email. Sending multiple emails generates confusion about which email has the most current or relevant information as well as which has been assigned and followed up on already.

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