

Who do I contact?

Last Modified on 06/24/2024

AFA Scheduling Council:

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

Benefits: FgBenefits@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 (18th)
- Returning to Work schedule for a bid already awarded
- Deviations from deadheads via phone call
- CrewTrac password resets
- RGS Trades/Swaps – **IF** Inflight Training has informed the FA that there are classes available for swap/trade (see Inflight Training below), FAs will email Crew Scheduling Supervisors (crewschedulingsupervisors@flyfrontier.com) to request a swap/trade for RGS. (NOTE: All DEN and MCO Bidders will do this function in FA RGS Swap/Trade FLICA folder and not via email)

Crew Planning: 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

- Annual Vacation
- System Bid Awards

Hotels: Hotels@MECFg.org

- Issues with hotels

Inflight Dependability: 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

- IOE trips
- RGS eligibility
- RGS Training Swap/Trades for FAs based in all bases EXCEPT DEN and MCO. DEN and MCO bidders will complete their own swap/trades in the FA RGS Swap/Trade FLICA folder.

IT Helpdesk: HelpDesk@FlyFrontier.com or (720)374-4400

- Windows password resets

Leave of Absence: 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: F9FAPayroll@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

- Questions about OJI
- Submitting Paperwork

Travel: FgPass@flyFrontier.com

- Travel Assistance on LOA/reactivation in ID90
- MyTravel accounts or returning from continuous leave

Uniforms: Uniforms@flyFrontier.com

- Assistance with uniform orders while on LOA status