

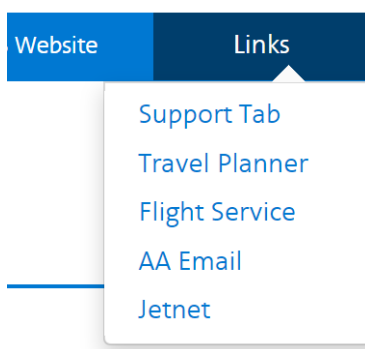
PBS Mis-Award Process

Now that FABRC has closed, there is a new process in place to file for a potential mis-award with your bids. Instead of calling, you will now be submitting a form on the Crew Portal website.

In addition to PBS mis-award claims, you will be able to submit forms regarding your LRD status and Vacation queries. Each system will have its own support tab. You will continue to use the Direct Connect tab for TTS, ETB, and ROTA/D mis-awards.

We encourage you to review your award promptly and submit a mis-award form as soon as possible. If you feel you have been mis-awarded, do not alter your schedule in any way or you may forfeit PBS mis-award pay protections.

To access the form, you will need to select Links on the Crew Portal header and click on to the [Support Tab](#)



To create a form, you will select the System, and then select the Form Type that is specific to your inquiry. Your name, employee ID, and base will be automatically filled in. In the Summary box, make sure to provide all relevant details to your specific question or inquiry. Then click Submit.

Once you have submitted the form, an Admin from one of the respective departments will review the form, and while it is under review it will show up under “Active Forms”.

When you are submitting your PBS Mis-award claim, it is very helpful to include as many details as possible to facilitate researching your claim. You only need to submit your mis-award once, submitting more than one claim will slow down the process and resolution.

Active Forms			
Form ID	System	Created	View/ Edit
263	LRD	10/13/2020 21:17:13	
Status	Form Type	Last Modified	
New	Reserve Rotation	10/13/2020 21:17:13	

You may then click View/Edit to review the comments added by the Admin, as well as to add additional comments or replies. This allows an easy two-way communication about your issue, without requiring e-mail.

Form ID
220

Employee ID **Name**

System **Form Type**
LRD LH/RSV Status Issue

[You \(10/13/2020 21:16:54\);](#)

[You \(10/13/2020 15:24:12\);](#)

[You \(10/12/2020 14:09:30\);](#)

Response

Enter text here...

Cancel
Add Response

Once the issue has been resolved and closed, it will move to Form History.

Form History

Select Display Range: Select One ▼

Once you have submitted your PBS Mis-award claim on the support tab in your Crew Portal, you can follow up and also submit a claim with APFA to follow up. You can access the PBS Mis-award form at <https://www.apfa.org/pbs-misaward-form/>.