



FedEx Spouse and Family Guide



This document is intended to help the families, spouses, and support systems for FedEx pilots. It is for anyone acting in that role, whether it be a spouse, friend, partner, parent, or adult child. I will try to keep it updated. It is not inclusive of every question that might come up, but these are the topics we hear about most. If there is a topic you would like to see included, please let me know. While I have referenced the most current information; benefits and policies do change. I will make updates as needed. ALWAYS verify information with the most current information found at FedEx or ALPA. I cannot be held responsible for outdated or incorrect information.

Most resources are found at:

www.pilot.fedex.com (the company website)

www.ALPA.org (the main ALPA website)

www.fdx.alpa.org (the local FDX ALPA website)

Or in the Content app on the company iPad. Some resources will require your pilot to log in, and some are not behind the passwords. Thank you!

Questions, Corrections, or Comments? Contact me!

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Interline Discount Air Travel

All the details and information about Interline Discount Air Travel can be found on www.pilot.fedex.com. Go to Resources>Forms>Travel>Personal Travel.

- Employees must be employed at the company for at least SIX months to be eligible.
- Once eligible, pilots must first complete the Personal Travel Cert test that is on PFC (Resources>Forms>Travel>Personal Travel Cert.) It must be accessed from a FedEx computer on FedEx property. Access the FedEx Learning Center (keyword:flcdirect) and search the catalog for “Interline Discount Travel.” The test must be repeated every 6 months. Allow 3 business days for the “certified” status to be updated in the system
- All airlines allow spouse travel and dependent children under the age of 21. The only airlines that allow parent travel are American Airlines, United Airlines, and Frontier Airlines. Unaccompanied minors are not allowed to use Interline Discount Air Travel.
- PFC has listed details for each airline agreement, including fees, how to book tickets, and links to any required forms.
- It may take up to 3 days to process your initial travel request.
- Tickets cannot be requested more than 30 days prior to travel.
- Some fees may not be refundable. See PFC for details.
- Please thoroughly read the rules and procedures listed on PFC.
- Friendly reminder: These tickets are stand by non-revenue only, and are listed at the lowest priority. All revenue passengers and other standby and non-revenue passengers will most likely be cleared before you. Be flexible as you may not be able to get on the flight you planned for. You may be called at the very last minute, have to check your bags to baggage claim, and may not be seated together. Be polite at all times with all airline staff and other passengers, as you are representing FedEx. Many airlines have a dress code that is stricter than for revenue passengers. The airline may not have a meal for you, as sometimes they only stock for revenue listings.



Reduced Rate Shipping and FedEx Office discount

Information about the FedEx shipping discount is found in two documents on the company issued iPad. Please thoroughly read all pages.

- 2018 Pilot Benefit Book pages 409-410. Open the Content app, go to > 4 Reference- Company/HR>2018 Pilot Benefit Book.
- The People Manual pages 416-422. Open the Content app>4 Reference- Company/HR>The People Manual.

Additional information can be found on the Employee Shipping Discount website at FedEx.com under Manage My Account.

- ***It is important that you follow all rules and policies when using this benefit. It is a privilege and not a right.***
- ***Shipping discounts and FedEx Office discounts must result in a direct and personal benefit for the employee. Use may not be for any business (profit or nonprofit) or commercial enterprise.***
- ***Improper use (intentional or not) or abuse is considered a policy violation and the employee is subject to discipline, up to and including TERMINATION.***



Other FedEx Discounts

There are two websites that list FedEx employee discounts.

LifeCare: <https://worklifebalance.lifecare.com>, 877-LIFEFDX (877-543-3339)

First-time login:

Registration code: fedex

Member ID: your FedEx employee number (add leading zeros to make a 10 digit password)

Once logged in, click on “LifeMart” on the top left of the Home Screen.

Perks At Work: www.Perksatwork.com. The home screen has info on first time sign up.

Other:

FedEx online company store:

<https://www.bdbsites.com/fedexcompanystore/Main/Splash>

Additional information can be found on PFC at General Info>Employee Discounts

Company Benefits contact info

All Benefits Contact info is listed in the 2018 Pilot Benefits Book on the Company iPad. Go to Content app>4 Reference- Company/HR>2018 Pilot Benefits Book. All vendors are listed on pages 3-6.

In general, if you have a question about a benefit, call the vendor first (i.e., Anthem, Cigna.)

If you do not get your question answered, call the Pilot Benefits Admin office at 901-375-6353 or PBA@fedex.com. Expect to leave a voice mail.

If you still have additional questions, call the FDX MEC Office at 901-752-8749, press “0”, and ask for a Benefits Specialist.



ALPA Info

The local FDX ALPA MEC office is located at 1770 Kirby Pkwy Ste 300, Memphis TN 38138 (corner of Poplar and Kirby) 901-752-8749 (866-FDX-ALPA.)

The office is open Monday through Friday from 8am-5pm. Press "0" to get the receptionist who can direct you to the person or area you need.

Website:

www.fdx.alpa.org.

There is a lot of info not behind the password, including a link to the Collective Bargaining Agreement (the pilot contact.) You can also find info about ALPA committees and contacts for union reps and office staff.

The main ALPA office is located outside of Washington, DC. 888-FLY-ALPA. For information about ALPA Insurance, go to www.ALPA.org. Pilot Resources, then Member Insurance.

ALPA dues are currently 1.9% (will reduce to 1.85% in 2020.)



ALPA Insurance

For more info and to enroll, check out <https://www.alpa.org/resources/alpa-insurance> or call 888-FLY-ALPA, press 3, then press 4.

FREE benefits for first time ALPA members only:

\$1,200/monthly Loss of License Insurance

\$50,000 Group Term Life

\$10,000 Critical Illness

Accident Insurance

Both Critical Illness and Accident Insurance policies provide a wellness benefit. If you complete one wellness activity, you receive \$100 from each policy

Member Only Coverage

No-cost for 12 months after hire date

Guaranteed issue

MUST ACTIVELY ENROLL to receive these free benefits

Enroll using the paper form from new hire brief. Online enrollment may delay up to 6 weeks.

After 12 months, coverage will automatically roll over at 50% discount for the next 12 months.

Rolling open enrollment, enroll at any time.

Discounts on ALPA insurance for returning ALPA members

75% discount for coverage with the first 12 months following the date of hire

50% discount for months 13-24.

Discounts do not apply for Dental, 10 or 20 year Level Term Life, spouse, family, or dependent coverage

FedEx MEC Long Term Disability Insurance

Eligible immediately from the date of hire.

FedEx MEC Life Insurance

Eligible immediately

New hires can receive up to \$300,000 without EOI if enroll within 120 DOH

Enroll within 14 months, otherwise, evidence of insurability required.



Family help and emergencies

Casualty Assistant Liaison:

Flight Crew Management has established a program in which a pilot may choose someone to act as a liaison between your family and FedEx in case of a major personal or family event. Your Casualty Assistant Liaison (CAL) would act as a point of contact for your family with FedEx and FDX ALPA if the need ever arises.

A CAL should be someone that knows your family, and maybe even a little bit about your life- perhaps your support system, or your church, or your neighbors, etc. A CAL does not have to be a FedEx crewmember, though a crewmember may be able to explain and understand our policies and procedures better than a non-crewmember. Once you pick a CAL, ensure that your family and loved ones are aware of your choice. In addition, ensure that the CAL you pick KNOWS that you have chosen them and that they are willing to help you and your family in the event of a situation.

A CAL does not need to know anything about benefits or insurance forms. They are not the executor of your estate, and this is not any legal position. As a matter of fact, in the event of your death, a FedEx Pilot Benefits Administration representative will contact your family and become a point of contact for your family for all FedEx Departments. In addition, FDX ALPA has established a Bereavement Committee that will walk your family through some of the forms that need to be filled out in the first month.

To sign up:

1. Go to VIPS Site Map
2. Scroll down to "Contact Information"
3. Click on Casualty Assistant Liaison. A form will appear where you can enter another crewmember's employee number, or name and contact info for a non-FDX crewmember. There is space for a primary and secondary CAL, in case the primary is not available immediately. This information can only be viewed by you or a Flight Manager. It cannot be seen by Crew Scheduling.



Emergency Contact Info:

This is extremely important to have updated contact info for your family or friends in an effort to mitigate any delays in the event of an emergency. Consider that your family may not be at home when tragedy strikes. If your spouse or other emergency contact person has a cell phone or work number, this may assist the company in notifying them sooner and in a better way than only having a home phone number. This info is not the same as the Phone Number Inquiry option in VIPS. It will not be visible to other crewmembers and is not accessible to Crew Resource Scheduling.

Update Emergency Contact info:

1. Go to VIPS Site Map
2. Scroll down to “Contact Information”
3. Click on “Emergency Contact Information”

How do you contact your pilot in the event of an emergency?

What if something happens back home, and your family is unable to reach you—maybe you were rerouted, or diverted, or just running late? To contact the company:

Urgent and Emergencies: Duty Officer: 901-397-8214

Non-urgent: Crew Scheduling 901-397-8090 or 397-8092

You will need to know your pilot’s “help” code before any information will be given out. The “help” code is a word the pilot chooses to authorize FedEx to release information about his/her location.

To update HELP code:

1. Go to VIPS Site Map
2. Scroll down to “Personal Information”
3. Click on “Update Help Code”



Payroll and verification of employment

Information on pilot pay can be found in the New Hire Guide pages 47-54 on the company iPad. Open the Content app>4 Reference- Company/HR> Pilot New Hire Guide.

Some basic info: there are two paychecks per month; the 15th and the last day of the calendar month. Paychecks are never late. If the payday falls on a weekend or holiday, the paycheck comes early.

The paycheck on the 15th includes:

- Half of the current month BLG
- Previous month overages (DRF, VLT, MU, etc)
- Previous month per diem
- Previous month international override
- Previous month instructor pay, if applicable
- Previous month lost hours (deduction)
- Previous month disruptions

The paycheck on the last day of the month includes:

- Half of the current month BLG

Deductions:

The paycheck on the 15th includes the following deductions:

- Federal tax withholding
- FICA
- State tax withholding
- 401K and 401k catch up contributions
- 401 k loan payment
- Medical, Dental, vision insurance
- Health care spending account
- ADD Insurance
- Employee Stock Purchase Plan
- Additional Life Insurance
- ALPA Dues and ALPA Insurance
- VEBA

The paycheck at the end of the month includes all deductions listed above, except VEBA.



Paperless pay stubs

As of February 15, 2019, FedEx payroll pay stubs are paperless if you have direct deposit. Every pilot received an email on February 15th with the details on accessing the online website for this, as well as the ADP app. If you have any questions or issues, contact FedEx Payroll (Employees Solutions Contact Center) 855-FDXMYWAY or 901-291-7722.

Benefits of online pay stubs:

- No waiting on paper stubs
- Instant and secure access to your paystubs online 24/7 – 365 days a year
- View and print your paystubs when you want
- Access to paystubs from both inside and outside the FedEx network
- Free mobile app
- Email notifications when pay stubs and W-2s are available
- Access to three years of pay stubs and W-2s

W4 election changes

To change W-4 elections:

1. On the company iPad, open the WorkDay app, and log in
2. In the applications section, click on “Pay.”
3. Then, under External Links, click on “FedEx HRPAY.”
4. This will take you to the Oracle site. Next, click on “W4 Tax Information.” The form is right there!

Questions or issues?

Pilot Administration Center (PAC) 901-434-5000

FedEx Payroll (Employees Solutions Contact Center) 855-FDXMYWAY or 901-291-7722.

Verification of employment

This is processed through The Work Number, a third party vendor. Information on the process is found on PFC>Flight Operations>Insite>FAQ Verification of Employment.



Information about the Foreign Duty Assignments (FDA) in Hong Kong and Cologne, Germany

Information can be found in several places.

On www.pilot.fedex.com, go to Resources>>FDA

In the pilot contract, do a search for “FDA” as info is in multiple sections.

Check out the Pilot Benefits Book and search for “FDA” as the insurance provider is different for pilots based there.

Other benefits: Adoption, Tuition reimbursement, and moving expenses

Adoption: information about Adoption Assistance can be found in the Pilot Benefits Book, pages 408-409. It has basic info, and will then refer you to the Lifecare.com website.

Tuition Reimbursement: For info, call 901-434-9822 or email tuition.assistance@fedex.com. More info can be found at the Tuition Assistance website on the FedEx intranet (keyword: tuition.) It is the same policy for pilots as other employees.

Moving (Relocation) Expenses: check out Section 6 of the pilot contract



Useful terms

There is a thorough list of definitions in the Collective Bargaining Agreement (pilot contract) Section 2.

Acronyms:

ALPA: Air Line Pilots Association, referring to the pilot union that includes over 61,000 pilots at 35 airlines in the US and Canada

BLG: Bid Line Guarantee, refers to the pay hours on a bid schedule

CBA: Collective Bargaining Agreement, refers to the official name of the pilot contract.

CMV: Continuing Maneuvers Validation refers to a recurrent training event that pilots attend every 6 or 9 months, depending on aircraft type.

CRS: Crew Resource Scheduling

DRF: Draft, a trip that was flown for draft pay

FDA: Foreign Domicile Assignment, referring to pilot bases in Cologne, Germany (CGN) and Hong Kong (HKG)

MEC: Master Executive Council, referring to the local FDX ALPA group

MU: A trip that was flown to make up flight hours previously lost

PAC: Pilot Administrative Center, info on long term disability, workman's compensation, FDA questions, Vacation, etc

PFC: refers to the pilot website, pilot.fedex.com

VEBA: Voluntary Employees Beneficiary Association, refers to money that goes into a trust to help health care payments in retirement. See CBA for more info.

VIPS: refers to a section on the pilot website where pilots can adjust schedules, input information, and other interactive activities

VLT: Volunteer, a trip that was flown at volunteer rate



Helpful contact info

FDX MEC office : 901-752-8749 (866-FDX-ALPA), www.fdx.alpa.org

ALPA National Office: 888-FLY-ALPA, www.alpa.org

FedEx Flight Operations (and Crew Scheduling): 901-224-5100

Duty Officer: 901-397-8214

Global Travel: 901-375-6000

PAC: 901-434-5000, pac@fedex.com

Pilot Benefits Admin: 901-375-6353