November 3, 2017

Holiday 2017 Bidding Support and Q4 Updates

Introduction

This *PBS Notepad* covers a variety of topics including program updates, expanded support during the PBS Bid Window and important reminders. Please keep in mind that there is a wealth of information on all program topics and bidding techniques, 'how to' guides and videos available on our PBS Help webpage.

PBS WebApp Updates

An updated software version (v17-5) was installed for this month's bid window, requiring you to clear your browser's cache prior to syncing your data for the bid month to access the newest version. Please confirm you have the most up-to-date version of the WebApp as explained on the Info Screen.

Enhancements and Program Upgrades

- Full support and certification for the WebApp being run on Mac computers and OSX up through v10.12.6 and Safari

Bug Fixes

- Fixed an issue on the WebApp that was causing the Insert Above/Below functions on the Bid Editor to not work
- Fixed an issue that prevented network printing from iPads and iPhones running iOS 10 and iOS 11
- Fixed an issue that affected the bid lines associated with a Forget Bid instruction on the WebApp

Expanded PBS Bid Window Support

For this coming month, the PBS Working Group (PWG) will add an additional level of support in conjunction with the PBS Call Center to help improve the speed at which questions can be answered and technical issues addressed. The dates and times for the PBS Call Center can be found in the PBS Bid Packages and on the Info Screen of the PBS WebApp.

We know that wait times for the Call Center can sometimes be excessive. There are limited pilot volunteers working as support for Bid Assistance and often many pilots are calling. To avoid a lengthy wait time, many of the issues that pilots contact the Call Center for can be answered fairly quickly by searching the PBS Gouge, the PBS Bidder Guide or one of the many videos on our YouTube Channel. The purpose of the Call Center is to answer general questions and to help with technical issues rather than develop strategies and enter bids for individual pilots. One of the most often requested services is a PBS password reset (there's a how-to on page 3). We encourage all pilots to utilize the tools available online for bidding questions, which will then reduce the Call Center wait times for issues that can't be resolved with online resources.

There will be an additional level of support this month to assist with the volume of questions we expect during the December bid period concerning holiday bidding. *November 7-11 (at bid closing) 0900-1800E*, there will be two PBS Committee members providing email and, if necessary, phone support for the pilot group. You can contact the PBS Committee by filling out a PBS Bid Inquiry form found on DeltaNet or emailing us

directly at PBSCommittee@alpa.org. When filling out an inquiry or an email, it is imperative that you provide the following information at a *minimum*:

- Your full name
- Your employee and category
- A general explanation of the nature of your questions or issue
- A contact number if a conversation is warranted

Before you submit a request for assistance, you should start your bidding for the month so that the volunteers can review your situation. Volunteer support isn't intended to replace bidding responsibility, but to help resolve specific issues and enable you to bid more efficiently and easily on your own. The volunteers will be emailing links and references to documents and videos that are available to help answer your questions and give you the tools you need to become more comfortable and self-sufficient during monthly bidding. The following resources provide a solid baseline knowledge level that every pilot should have to successfully bid, and we encourage you to review them all:

- The [PBS Gouge](#)
- The [PBS Holiday Bidding Guide](#)
- The [NAVBLUE PBS Bidder Guide](#)
- The [NAVBLUE Online Bidder Guide](#) (also accessed online in the PBS WebApp Help menu)
- Videos on the [PWG YouTube Channel](#)

If required for clarity, a call back to the bidder will be made to the contact number provided. These calls will be made in the order they are received. We cannot guarantee a call-back window timeframe, but every effort will be made to ensure that your issue or question is resolved in a timely manner.

Important Reminders – Common Questions & Issues
Please review the following section carefully. Items address frequently asked questions and areas that need better clarity and understanding.

Your PBS Password and Having an Email on File
Every month, the PBS Committee receives dozens of emails requesting a PBS password reset. Here are a few common issues/information related to your PBS password:

- If you are new to PBS, use your 9-digit employee number for both your employee number and password when logging in
- Unless/until you choose to change or reset your PBS password, it will stay the same
- Until you have an email registered in PBS, the 'Forgot Password' functionality will not work (register an email address via the Help button in PBS WebApp)
  - The PBS Working Group suggests using your Delta email as it is retrievable on your Company-issued tablet and not subject to blocking by large public email clients and ISPs (AOL, Hotmail, Yahoo, Gmail, etc.)
- You can change your email and password in the PBS WebApp Help menu:

- Whether you use the Forgot Password function or change the password on your own, the data in your browser's cache will be cleared as part of a security protocol to protect your data which is encrypted with your password as the key
  - **Clearing your cache will erase any bids that you have saved, but not submitted**
- Pilots who set their web browser to save passwords to DeltaNet/iCrew may see issues with the browser defaulting to that password for PBS Bidding; save your PBS Bidding password separately or type it in manually
- You do not need to change your PBS password when you update your DBMS/iCrew/Deltanet password; however, we recommend that you do so and use the same password so that your browser will autofill the correct password

General "Gotchas" and Tips

- **Saving your bid is not the same as submitting your bid. If you are online, submit your bids frequently. This will save your bids locally to your browser cache as well as on the server.**
- A Current Bid can only be submitted during the normal PBS Bid Window (generally from the 4th of each month at 1800E through the 11th at 1800E). The popup message you receive during the CQ Bid Window as well as outside of the normal PBS Bid Window is alerting you to this fact. *THIS IS NOT NEW AND NOT UNIQUE TO THE PBS WEBAPP.*
- There are only two places in PBS that have a left to right priority logic:
  - A special Award preference – *Award Pairing Number Depart on Date*, but only when you select *Ordered*.
  - Prefer Off dates
- Retiring pilots can find an explanation of how to bid in their retirement month in the PBS Gouge.
- Please take a moment to read the popup messages on the PBS WebApp as they are there to guide you and protect you from making common mistakes.
- When using the Slide Vacation bid, think of the number of days that you want to add to each date of your bid to help you remember to use a positive or negative value. Starting the vacation period later in the month requires a positive value and earlier requires a negative value.
- All FARs are buffered by 1:00 in PBS for line construction. PCS uses :30. Therefore, *you CANNOT use the Rules Auditor for Swap with the Pot in the PCS menu to check legality for PBS awards*.
- The *PTP* code preceding your training cannot be removed. You requested it when you submitted your Advanced Entitlement or Displacement bid.