



IAM
DISTRICT 142

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File: WN – 2026

2026 – 191

Customer Care Attendance Line Process Update: Self-Service Options Required (WFO)

Dear Sisters and Brothers:

On Monday, October 5, 2026, your General Chairpersons and Company leaders met virtually to discuss concerns regarding the Self-Service WFO. To be clear, there were no prior discussions regarding the full implementation of this program before it was rolled out. During the meeting, it was brought to our attention that there was a Reduction in Force (RIF) at Southwest Headquarters, which included the Workforce Strategies Department and Staffing. This is the group that worked with the WFO program before the 100% automation.

Due to this reduction, CS&S and SOS agents are being directed to use the WFO Self-service program that has been in place for approximately two years.

While the company is still working on the issues brought to us by the membership, no member will suffer any harm.

The company reassured us that they will issue an FAQ, hopefully by the end of the business day on Tuesday, 10-6-2026.

If there continue to be issues with the self-service option in WFO, please contact your Union Steward or, if appropriate, contact Tech Support at ext. 3300.

We also held a brief discussion about the Holiday Bid, resulting in the Company distributing an updated FAQ.

Finally, the Union made it clear to the leaders that a lack of communication with the Union is unacceptable and does not foster an environment where the Union can effectively serve its membership.

Thank you for your patience as we work through the issues brought forward with WFO.

Sincerely and fraternally,

Oralia Beecher
General Chair

April Butler
General Chair

Kenny Champagne
General Chair

Lorraine Fraser
General Chair

Carrie Lessley
General Chair

EF/td

cc: R. Johnsen, General Vice-President, Air Transport Territory
E. Fraser, Chief of Staff, Air Transport Territory
J. Carlson, Airline Coordinator, Air Transport Territory
D142 Executive Board

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