



Frequently Asked Questions (FAQ)

I'm sick. How do I report sick?

(CBA Section 11)

A pilot who is unfit to fly due to illness must notify 21 Air Crew Scheduling as soon as possible.

Contact information:

Phone: 305-890-3866

Email: attendance@21air.us

Where can I find how much vacation or sick time I have available?

Available Vacation and Sick Time can be viewed in Paylocity:

Navigate to: Paylocity → Time Off

Website: www.paylocity.com

Company ID: 172758

Where do I submit and track an expense for reimbursement?

Expense reports are submitted through Paylocity:

1. Log into Paylocity → Expense
2. Click Create New Expense Report
3. Enter the required details
4. Attach receipts (upload files or use the mobile app to take a photo)
5. Click Save, then Submit for Approval



Who do I contact to obtain an MIA DHL Parking Permit?

To obtain an MIA DHL parking permit, please contact:

Keley C. Gonzalez

Email: KCuellar@21air.us

**The MIA DHL parking permits are issued to pilots who reside in Florida.*

How do I replace a lost, stolen, damaged, or expired badge?

(CSM 4-2-1)

Crew members must complete the following **immediately** if an ID is lost, stolen, damaged, or expired:

1. Notify your **Supervisor** and **SOC**
2. Notify **Human Resources** and/or the **Director of Security**

Additional details can be found in:

AVDOCS → 21 Air Manuals → 21 Air Safety and Security → CSM (Page 4-2-1)

What do I do if the company provided iPad is lost, stolen or damaged?

**If the crew member experiences an issue with their iPad during a flight, they should use the OPS iPad located on each aircraft.*

If the device is lost, stolen or damaged, it must be reported **immediately** to the **Chief Pilot, HR** and **IT Support**.

IT Support: ITSupport@21air.us



Where can I find information about my benefits?

FMLA:

Contact Tiffany Rivera at TRivera@21air.us

Health Insurance:

Visit the Aetna website at www.aetna.com

Dental Coverage:

Visit the Aetna website at www.aetna.com

Vision Coverage:

Visit www.vsp.com

401(k) Retirement Plan:

Visit www.standard.com/retirement

Human Resources:

Email humanresources@21air.us

Additional benefits information is available on SharePoint under:

Human Resources → Resources → Benefits

Name	Modified	Modified By	Add column
401(k)	March 6, 2024	Tiffany Rivera	
Aetna	March 6, 2024	Tiffany Rivera	
Benefit Educational Resources	March 6, 2024	Tiffany Rivera	
Employee Assistance Program (EAP)	March 7, 2024	Tiffany Rivera	
GAP	January 5	Tiffany Rivera	
Identity Theft	March 7, 2024	Tiffany Rivera	
MetLife Legal	March 6, 2024	Tiffany Rivera	
Pet Insurance	March 7, 2024	Tiffany Rivera	
Sunlife	March 6, 2024	Tiffany Rivera	
UBS	March 7, 2024	Tiffany Rivera	
Working Advantage	March 6, 2024	Tiffany Rivera	
Benefits Contact information.pdf	March 6, 2024	Tiffany Rivera	
Qualifying Event - step by step.pdf	March 6, 2024	Tiffany Rivera	