



**AIR TRANSPORT**



**DISTRICT LODGE 142**

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## **IAM / AVIS MEMBERSHIP UPDATE**

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The Union has recently received reports from the Stewards in MIA concerning the unavailability of fleet assets and the impact it is having on RSA's on the counter and in the Preferred booth. An IAM member was recently terminated for giving upgrades to customers because cars were not available that were reserved on the customer's reservation. Compounding this problem is the accepted practice surrounding the procedure for RSA's to accommodate the customer. The membership has indicated that the manager's, when approached about the problems, are giving verbal approvals for these upgrades. The Avis work rule quoted in the termination states "Misuse of vehicle rental check-in procedures such as rate structures, customer qualifying procedures, etc." It is clearly evident to the Union at this time that it is not safe to accept **any** verbal approvals from management to facilitate the needs of a customer. To ensure you are completely free from any risk of disciplinary action for "misuse", you should get written documentation on all transactions that are not per the reservation. This will ensure that there is no mischaracterization of your actions by Avis management in the future.

I would also like to take time and welcome some of the most recent long time and new Avis employees as member of the IAM. You have capable Local and District Union leadership that consistently look out for you best interests. If you ever have any questions, need assistance with problems on the job or any issue you may need help with, we stand committed to getting you the help you need. Information can be found at [www.iamdl142.org](http://www.iamdl142.org) or [www.goaim.org](http://www.goaim.org) on all of the benefits of being a Union member and the programs available to all IAM members.

With best wishes, I remain

Sincerely and fraternally,

*James M. Samuel*

James M. Samuel  
GENERAL CHAIRPERSON

JMS/slb

cc: R. Roach, Jr.  
S. Pantoja  
T. Brickner  
District #142 Executive Board

opeiu #320

**POST ON ALL IAM BULLETIN BOARDS**