Oversales Quick Reference Guide

No customers will be involuntarily denied boarding without appropriate leadership presence and escalation. Every booking is a commitment we must honor.

1 - Open the Gate

- Check the P-text for min. to max voucher amounts.
- Review the volunteer list to identify possible volunteers.
- Confirm appropriate leadership support is available for high-risk or weight-restricted flights.
- Begin early, friendly solicitation in the gate area.
- Check for possible misconnects.

2 - Make Announcements

- Use empathy, clarity and transparency in all announcements.
- Maintain clear, consistent messaging.
- Start offers at P-text minimum and increase only by approved increments.
- Update O-text each time the voucher amount increases (if necessary).
- Update the volunteer list as potential volunteers are identified.

3 – Get Support

- When assigned, a CSC/Lead arrives early to support high-risk oversold or weight-restricted flights.
- They support early solicitation and customer engagement.
- They document all compensation amounts, all increases, the number of volunteers and "no taker" calls.
- They record everything in Teams for station tracking or P-text as necessary.

4 - Escalate

- Escalate early if approaching the max. voucher amount or you don't have enough volunteers.
- Escalation should occur before reaching maximum compensation, not after.
- Call DOD if there are still "no takers" at the max. voucher amount.
- Do NOT exceed the max. voucher amount or take an INVOL without leadership approval.

5 - Document

- Document all steps taken in O-text.
- Confirm documentation is complete prior to PDC.
    1. Include first offer time
    2. Each increase
    3. Leadership escalation
    4. Any other relevant information

Reminder: Process an OS customer who volunteers as a VOL – **not** as an INVOL.

Make Immediate Calls

- *CSC/Lead* – When announcements begin, or the voucher amount increases.
- *DOD* – When there are "no takers" at the max. compensation amount.
- *Next level station leadership* – When DOD does not increase compensation.
- *Senior station leadership* - If there is a risk of taking an INVOL.

Oversales Quick Reference Guide

These are common entries used during oversold operations.

Task	Entry	Why
Get Started		
View P-text	Ctrl + O, F1	View the Min/Mid/Max voucher amounts
View Vol list	Ctrl + O, F10, select "Volunteer"	View the list of potential volunteers and their bid amounts
View the PALL	Ctrl + L, F1	View OS customers
Active Solicitation		
Document O-text	Ctrl + O, F9, opt. 2	Document the time when you start solicitation announcements and the voucher amount – including each time it increases
Print NOC for OS customers	Ctrl + O, F2, opt. 1	The DOT requires that every OS customer receives a NOC before they are denied boarding
Add a customer to the VOL list	Ctrl + O, F10, select "Add to VOL"	Potential volunteers are added to the VOL list before you determine if you'll need them/which ones
Find protect for a customer	Ctrl +), F10, select "Volunteer," select "Find Protect/On Vol" or "Find Protect/Not on Vol"	Help the customer choose their potential protection flight and save it to their PNR
Change an OS customer to a VOL	Ctrl + O, F3, opt. 1	OS customers can choose to volunteer after receiving a NOC
Move a VOL(s) to the PALL	Ctrl + O, F10, select "Volunteer,"	Potential volunteers must be moved to the PALL to use their seats
Issue Compensation		
Issue compensation	Ctrl + O, F5	Issue compensation to each volunteer after the flight departs
Complete the OSDB Summary	Ctrl + O, F9, opt. 3	The OSDB Summary must be completed before PDC