

FIND PROTECT



This document provides users with the required steps to find protection and book customers on oversold flights.

Overview

You can now find protection and book a flight for customers who volunteer on an oversold flight. This functionality is referred to as “Find Protect.”

Two services are available to a book a flight during an oversold situation.

- Find Protect/ On Vol List
- Find Protect/Not On Vol



The screenshot shows the 'Volunteer Passenger List' window. At the top, there is a title bar 'Volunteer Passenger List'. Below it, there are fields for 'Action:' and 'Line Number:'. The 'Action:' field has a dropdown menu open, showing the following options: 'Action Type', 'ADD TO PALL', 'FIND PROTECT/NOT ON VOL', 'FIND PROTECT/ON VOL', 'PNR', 'PRINT', 'RESEND REQUEST', 'SELECTED FLIGHT', and 'SEND NOTIFICATION'. The 'Line Number:' field has a text input area with the placeholder '(e.g 1, 2-5 or Blank for all)'. Below these fields, there is a table with columns 'Pax Row', 'LAST NAME', 'FIRST NAME', 'STATUS', 'NOTIFIED', 'BID', and 'REMARKS'. The table contains five rows of data:

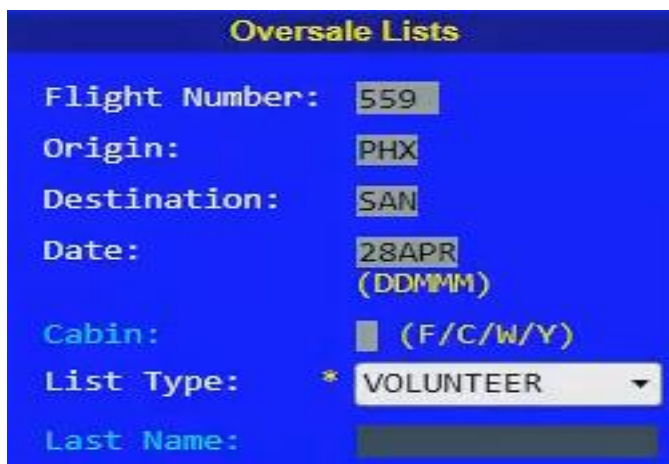
Pax Row	LAST NAME	FIRST NAME	STATUS	NOTIFIED	BID	REMARKS
1.	VOI				0	
2.	TORRES	RICK	Y		0	
3.	FLIGHT	OVERS	*		0	
4.	GIBBS	JETHR	AN2 Y		150	
5.	MC GEE	TIMOT	AN2 Y		150	

There are several Action Type options listed, but we will only focus on the two types previously mentioned for this document. Let's begin with Find Protect/ On Vol List.

Find Protect/ On Vol List

If you want to find protect for a customer who is **on** the volunteer list, follow these steps:

1. **Click** CTRL+O, F10 to display the VOL list.



The screenshot shows the 'Oversale Lists' window. It has a title bar 'Oversale Lists'. Below it, there are several input fields and a dropdown menu:

- Flight Number: 559
- Origin: PHX
- Destination: SAN
- Date: 28APR (DDMMM)
- Cabin: (F/C/W/Y)
- List Type: * VOLUNTEER (dropdown menu)
- Last Name: (text input field)

Select the action “FIND PROTECT/ ON VOL” and then go the Line Number box. **Select** the customer you want to find protection for and enter their line number.

Below is an example for customer #1, Volunteer/Happy, on the volunteer list.

Volunteer Passenger List

Action: **FIND PROTECT/ON VOL** Line Number: **1**
(e.g 1, 2-5 or blank for all)

AA 0559 2020-04-28 PHX SAN VOLUNTEER PAX LIST FROM 09:08 PM

Pax Row Details

LAST	FIRST	GRP	PROT	NOTIFIED	BID	REMARKS
1. VOLUNTEER	HAPPY		*		0	
2. TORRES	NICK		Y		0	
3. FLIGHT	OVERS		*		0	
4. EATMON	JANIC				0	
5. GIBBS	JETHR	AN2	Y		150	
6. MCGEE	TIMOT	AN2	Y		150	

- The system will find two available flights for you to communicate to the customer and allow a selection to be made.

Protect Flight Options

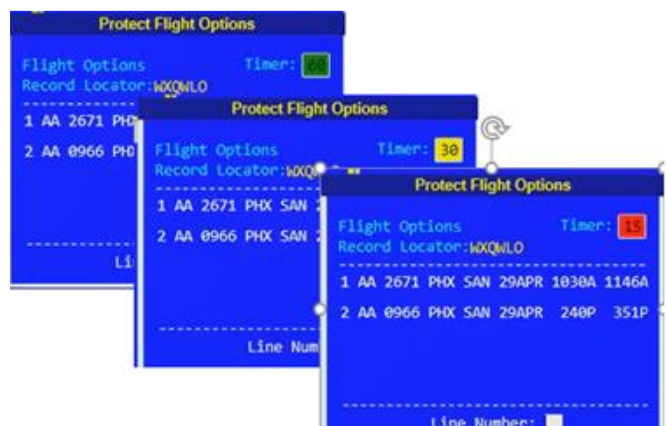
Flight Options Timer: **28**
Record Locator: JEUIIK

1 AA 2671 PHX SAN 29APR 1030A 1146A
2 AA 0966 PHX SAN 29APR 240P 351P

The Protect Flight Options are time monitored, counting down from 60 seconds to 0 seconds. The countdown is broken into three blocks to allow you time to discuss the available flight options with the customer.

The time blocks are:

- Green**
 - 60-30 seconds
- Yellow**
 - 30-15 seconds
- Red**
 - 15-0 seconds



Sample verbiage

"I see that you selected a connecting flight to San Diego at 1:29 pm; however, I can book you on a 10:30 am or 2:40 pm non-stop flight. What flight option would work best for you?"

3. **Enter** the customer selected flight, 1 or 2 in the Line Number field.

Protect Flight Options

Flight Options Timer: 28
Record Locator: JEUIIK

1 AA 2671 PHX SAN 29APR 1030A 1146A
2 AA 0966 PHX SAN 29APR 240P 351P

Selected Flight:

AA 1399 PHX DFW 29APR 128P
AA 1624 DFW SAN 29APR 128P

Line Number:

NOTE: Currently, if the customer wants the selected flight they initially chose, you would need to go to availability to see if that flight is available to sell.

4. Once a flight is chosen, the VOL list will redisplay with a **Y** in the PROT column for your customer. You can select another customer to book a find protect flight or ESC.

Volunteer Passenger List

Action: Line Number:
(e.g 1, 2-5 or Blank for all)

AA 0559 2020-04-28 PHX SAN VOLUNTEER PAX LIST FROM 09:09 PM

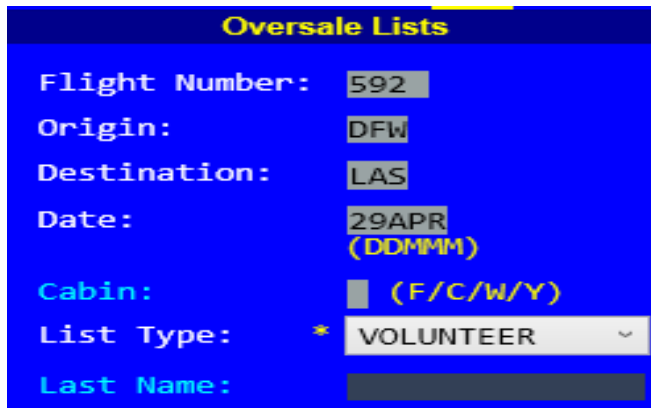
■ Pax Row Details

	LAST	FIRST	CDD	PROT	NOTIFIED	BID	REMARKS
1.	VOLUNTEER	HAPPY		Y		0	
2.	TORRES	NICK		Y		0	
3.	FLIGHT	OVERS		*		0	

Find Protect/ Not on Vol List

If you want to find protection for a customer that is **not on** the volunteer list, follow these steps:

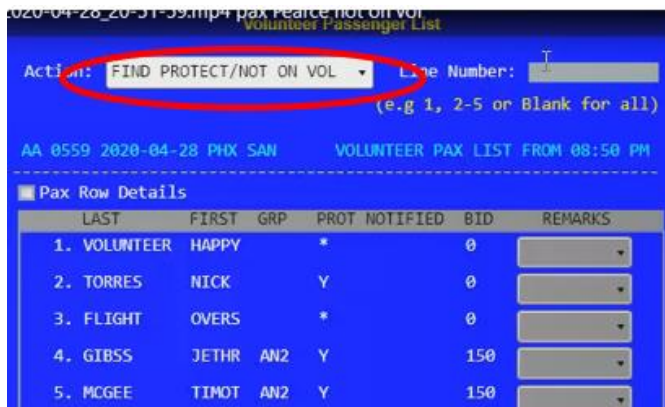
1. Click CTRL+O, F10 to display the VOL list.



The screenshot shows the 'Oversale Lists' screen with the following fields:

- Flight Number: 592
- Origin: DFW
- Destination: LAS
- Date: 29APR (DDMM)
- Cabin: (F/C/W/Y)
- List Type: * VOLUNTEER
- Last Name: (empty field)

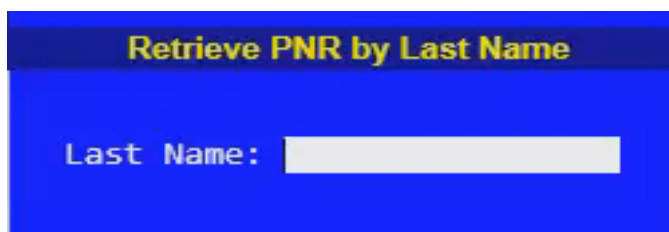
2. Select the action of "FIND PROTECT/NOT ON VOL." Since the customer is not on the VOL list, no line number is needed.



The screenshot shows the 'Volunteer Passenger List' screen. The 'Action' dropdown is set to 'FIND PROTECT/NOT ON VOL.' and the 'Line Number' field is empty. Below the form, there is a table of volunteer details.

LAST	FIRST	GRP	PROT NOTIFIED	BID	REMARKS
1. VOLUNTEER	HAPPY	*		0	
2. TORRES	NICK	Y		0	
3. FLIGHT	OVERS	*		0	
4. GIBBS	JETHR	AN2	Y	150	
5. MCGEE	TIMOT	AN2	Y	150	

3. Enter the customer's name when Retrieve PNR by Last Name pop-up displays



The screenshot shows the 'Retrieve PNR by Last Name' screen with a single input field labeled 'Last Name:'.

4. The system will find two available flights for you to communicate to the customer and allow a selection to be made.

Protect Flight Options

Flight Options Timer: 28

Record Locator: JEUIIK

1 AA 2671 PHX SAN 29APR 1030A 1146A

2 AA 0966 PHX SAN 29APR 240P 351P

The Protect Flight Options are time monitored, counting down from 60 seconds to 0 seconds. The countdown is broken into three blocks to allow you time to discuss the available flight options with the customer.

The time blocks are:

- **Green**
 - 60-30 seconds
- **Yellow**
 - 30-15 seconds
- **Red**
 - 15-0 seconds

The image shows three overlapping screenshots of the 'Protect Flight Options' screen, illustrating the timer progression. The top-most screen shows a timer of 60 seconds (green). The middle screen shows a timer of 30 seconds (yellow). The bottom-most screen shows a timer of 15 seconds (red). Each screen displays the same flight options: 1 AA 2671 PHX SAN 29APR 1030A 1146A and 2 AA 0966 PHX SAN 29APR 240P 351P. The Record Locator is JEUIIK. The Line Number field is empty.

Sample verbiage

"I see that you selected a connecting flight to San Diego at 1:29 pm; however, I can book you on a 10:30 am or 2:40 pm non-stop flight. What flight option would work best for you?"

5. **Enter** the customer selected flight, 1 or 2 in the Line Number field.

Protect Flight Options

Flight Options: Timer: 28
Record Locator: JEUIIK

1 AA 2671 PHX SAN 29APR 1030A 1146A
2 AA 0966 PHX SAN 29APR 240P 351P

Selected Flight:

AA 1399 PHX DFW 29APR 128P
AA 1624 DFW SAN 29APR 128P

Line Number:

Once you put in the customer's choice, the PNR is updated with that flight. The customer will be added to the VOL list, and a **Y** will appear in the PROT column, indicating that the protection was booked in the PNR and is complete.

020-04-28_20-51-59.mp4 pax Pearce not on vol
Volunteer Passenger List

Action: Line Number:
(e.g 1, 2-5 or Blank for all)

AA 0559 2020-04-28 PHX SAN VOLUNTEER PAX LIST FROM 08:50 PM

☐ Pax Row Details

	LAST	FIRST	GRP	PROT	NOTIFIED	BID	REMARKS
1.	VOLUNTEER	HAPPY		*		0	
2.	TORRES	NICK		Y		0	
3.	FLIGHT	OVERS		*		0	
4.	GIBSS	JETHR	AN2	Y		150	
5.	MCGEE	TIMOT	AN2	Y		150	
6.	TEST	ALPHA	AM2	Y		250	
7.	TEST	BETA	AM2	Y		250	

If no option is chosen before the time runs out, you will be prompted to resend protect offer.

2020-04-28_20-51-59.mp4 pax Pearce not on vol		
Screen A		
1.1PEARCE/VALERIE 1 559G 28APR T PHXSAN HK1 824P 935P /E TKT/TIME LIMIT 1.T-28APR-PHX5ULU 2.TE 0012114504612 PEARC/V PHX5ULU 1751/28APR 3.TK 0010614945172 PEARC/V PHX5ULU 1751/28APR - TF VCR COUPON DATA EXISTS *VI TO DISPLAY PHONES 1.HDQ480-555-1212-M PRICE QUOTE RECORD EXISTS - *PQS AA FACTS 1.SSR DOCS AA HK1/DB/01JAN70/F/PEARCE/VALERIE 2.SSR BRND AA NN1 PHXSAN0559G28APR/MAIN REMARKS #)		Date/Time Tuesday 28 Apr 20 08:51p
		Session 1
		HP1 CERT OK 1E0C66
		Session 2
		HP2 OK TEST
		Insert Misc Info
		Insert JUN 2020.04.27.000
		Information
Prompt SELECTION IS NO LONGER VALID, RESEND THE REQUEST TO SEE UPDATED PROTECTION OPTIONS		
Screen B		
		Resend Protect Offer
		☒ (Y/N)