

American Airlines



oversale volunteers



Thank you for helping us
get everyone to their destination.



Your flexibility
makes a difference.

26JUNE2026

1. Check flights for oversales

- View oversold flights using airportal.aa.com

American Airlines | Friday, June 26, 2026 | 07:03 Local Time 12:03 GMT | Welcome | [Edit Profile](#) | [Log Out](#)

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Market: Carrier: Equipment: Gate: Banks:

MTD Yesterday Today Tomorrow

Metric	Goal%	Actual%	MTD%
Departures			
CF	N/A	100.00	92.50
CCF	N/A	100.00	99.00
B0	N/A	100.0	84.8
T0	61.9	0.0	58.5
RS0	80.8	100.0	92.5
D-10	N/A	66.7	21.6
D0	58.9	100.0	61.6
CD0	82.4	100.0	87.9
D60	N/A	100.0	89.2
A0/D0 Gap	N/A	0.0	-6.5
Arrivals			
CF	N/A	100.00	N/A
B0	N/A	100.0	78.4
A-10	N/A	100.0	39.0
A0	54.4	100.0	55.1
A14	N/A	100.0	67.0
DOT A14	N/A	100.0	67.0

*Metrics Definitions

Turn Statistics	Total
Planned Trips on MOGT	3
Upcoming Trips on MOGT	3
Completed Trips on MOGT	0

Station Statistics	Total
Departures	
Extra Sec./Charters/Ferries	0
Scheduled	3
Cancellations	0
Customers Impacted	0
Return to Gate	0
Return to Field	0
Substituted Flights	0
Actual	3
On-Time	3
Delayed	0
Remaining	5
Previous Day Flights	0
Arrivals	
Extra Sec./Charters/Ferries	0
Scheduled	3
Cancellations	0
Customers Impacted	0
Diversions Out	0
Diversions In	0
Actual	1
≥ 30min.	0
≥ 60min.	0
Remaining	1

Taxi Status	Total
Departures	
Total Out	0
Avg. Taxi Out (min.)	12
Taxi Out > 30 min.	0
Taxi Out > 40 min.	0
Taxi Out 1-2 hrs.	0
Taxi Out > 2 hrs.	0
Arrivals	
Total On	0
Avg. Taxi In (min.)	4
Taxi In > 30 min.	0
Taxi In > 40 min.	0
Taxi In 1-2 hrs.	0
Taxi In > 2 hrs.	0

Gate and Aircraft Statistics	Total
Departure Gate Changes ≤ 1 Hour	0
Arrival Gate Changes ≤ 1 Hour	0
Aircraft Swaps ≤ 2 Hours	0
Aircraft Swaps Out of Fleet Type	0
IAOS	0
Other Aircraft In Work	0
MEL Items	0
NEF Items	2

Customer Summary	Total
Outbound	
Total Customers	443
Local	443
Inbound Connecting	0
Domestic	0
International	0
Connecting Customers %	0.0%
Seats	564
Unaccompanied Minors	0
Overbooked Flights	0
Groups Booked	0
High Volume Connections	0
Load Factor	78.5%
Concierge Key Customers	0
Elite Customers	35
Non-Elite Customers	408
Inbound	
Total Customers	438
Terminating	437
Terminating Groups	1
Outbound Connecting	1
Connecting Customers %	0.2%
Seats	564
Unaccompanied Minors	1

- You can also check for oversales in QIK

- CTRL + C, F7

Screen A

AA 4819 26JUN DFW E22 1030A @CR7 C9Y56 FINAL
TO SGU

	C	Y
AUTH	9	56
BOOKED	11	62
AVAIL	0	0
LCL ON*	9	27
TTL ON*	9	27
THRU RV	0	0
NR	0	0
LCL RV	9	55
NR	0	0
TLOB	9	55
#>	C	Y

JUMPSEATS
ACTUAL W-1 X-0
IN USE W- X-

SEE US LIST- 8

2. VIEW VOLUNTEER VOUCHER AMOUNT

- CTRL + O, F1
- IF YOU SEE "FLIGHT TRIGGERED FOR AUCTION", THE AUTOMATED VOLUNTEER PROCESS (AVP) HAS STARTED. THIS ALLOWS PAX TO VOLUNTEER FOR A FLIGHT VIA ONLINE CHECK-IN AND KIOSKS.

Screen B

AA 5346 26JUN PIA P TEXT

1 START AT 325.00 USD AND THEN PAUSE. AS TIME ALLOWS PROGRESS
2 INCREMENTALLY THROUGH 500.00 USD MIDPOINT BEFORE GOING TO
3 FINAL 650.00 USD. CONTACT YOUR CSC/LEAD IF YOU ARE AT RISK
4 OF TAKING INVOLS
5 FLIGHT TRIGGERED FOR AUCTION
>

3. VIEW VOLUNTEER LIST

- CTRL + O, F10

Volunteer Customer List

Action: Line Number:

(e.g 1, 2-5 or Blank for all)

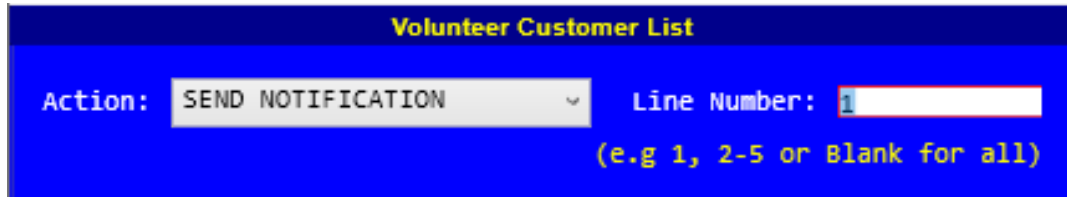
AA 5346 2026-06-25 PIA DFW VOLUNTEER PAX LIST FROM 07:31 AM

☐ Pax Row Details

LAST	FIRST	GRP	PROT	NOTIFIED	BID	REMARKS
1. SAMPSON	JOYEL				375	

4. VERIFY VOLUNTEERS

- AT THE GATE, CALL UP PAX THAT ARE ON VOL LIST TO SEE IF THEY ARE STILL WILLING TO VOLUNTEER THEIR SEAT. USING THE OPTIONS FROM THE ACTION LIST, CHOOSE [SEND NOTIFICATION] AND SELECT THE LINE NUMBER(S). THEN MAKE A PA ANNOUNCEMENT CALLING UP THE VOLUNTEER(S)



Volunteer Customer List

Action: SEND NOTIFICATION Line Number: 1

(e.g 1, 2-5 or Blank for all)

- REMARK THE PAX ANSWER, SUCH AS [DECLINED], [CAN VOL], [NO ANSR], ETC.
- REMEMBER: UPDATE "O-TEXT" WITH UPDATES! CTRL + O, F9, OPT. 2

5. SOLICIT VOLUNTEERS

- IF YOU DON'T HAVE ENOUGH VOLUNTEERS, YOU MAY NEED TO SOLICIT VOLS AT THE GATE. USE THE ANNOUNCEMENTS PROVIDED IN ACE. BE SURE TO SHOW UP TO THE GATE WITH PLENTY OF TIME TO MAKE VOUCHER ANNOUNCEMENTS.

Standard (No Amount)

Good morning, we may have more travelers than we can accommodate on flight 3741 to ORD today. If you have flexible travel plans and are willing to volunteer your seat on this flight, you will travel on a later flight and receive a voucher that you can use for any flight booked through American Airlines. The voucher would be valid for one year, allows travel at any time and can be used for friends or family. If you're interested in volunteering, please see me here at the podium. Thank you!

First Offer (With Amount)

Good morning, may I have your attention please if you're on flight 3741 to ORD, we might be oversold on this flight. We are looking for __ volunteers. If you have flexible travel plans and are willing to volunteer, will get a \$__ travel voucher. It will be valid for one year, can be used on any flight booked through American Airlines, and can be used for friends or family! You will also be rebooked on the next available flight to your destination. If you're interested in volunteering, please come see me at the podium.

Additional Offers

Ladies and gentlemen for flight 3741 going to ORD, we have increased the travel voucher amount to \$__ for volunteers and will confirm you on a later flight. As a reminder, the voucher can be used for any flight booked through American Airlines and can also be used for family or friends. If you're interested in volunteering, please see us here at the podium. Thank you.

- USING THE VOUCHER INFORMATION PROVIDED IN THE "P-TEXT", START AT THE LOWEST OFFER FIRST AND GRADUALLY INCREASE THE AMOUNT AS NEEDED. BE SURE NOT TO EXCEED THE MAX VOUCHER AMOUNT LISTED. REMEMBER: ONCE YOU MAKE VOUCHER ANNOUNCEMENTS AT THE GATE THAT INCLUDE THE AMOUNT, ALL VOLUNTEERS WILL RECEIVE THE SAME AMOUNT OFFERED.
- REMEMBER: UPDATE "O-TEXT" WITH UPDATES! CTRL + O, F9, OPT. 2

6. FIND PROTECT

- IF YOU HAVE A PAX THAT IS INTERESTED IN VOLUNTEERING, YOU CAN USE THE FIND PROTECT OPTIONS IN THE VOLUNTEER LIST ACTION DROP-DOWN MENU TO FIND NEW FLIGHT OPTIONS IN THE EVENT THAT THEIR SEAT IS NEEDED. THIS WAY, THEY HAVE NEW FLIGHT OPTIONS ALREADY CONFIRMED IN THEIR PNR. IF THE NEW FLIGHTS ARE NO LONGER NEEDED, YOU CAN DELETE THEM OUT. IF THE NEW FLIGHTS ARE NEEDED, YOU CAN REBOOK THEM AT THE END OF THE OVERSALE PROCESS. REMEMBER TO KEEP THE SEGMENT THAT THEY VOLUNTEERED IN THE PNR.



- DON'T FORGET TO PROVIDE VOLUNTEER PAX WITH NOTICE OF COMPENSATION (NOC).
- YOU CAN FIND MORE INFO IN REGARD TO THE VOLUNTEER LIST, FIND PROTECT, AND REFERENCE INFO VIA WEBREF.AA.COM OR PIAOPS.COM

7. OS CUSTOMERS

- IF YOU HAVE PAX ON [OS LIST] THAT DON'T HAVE SEATS, CALL THEM UP. LET THEM KNOW THAT THE FLIGHT IS OVERSOLD AND THAT WE MAY NOT HAVE ENOUGH SEATS AVAILABLE. TALK WITH THEM ABOUT THE VOLUNTEER VOUCHER AMOUNT AND NEW FLIGHT OPTIONS. AN EXAMPLE CONVERSATION PROVIDED BELOW.
 - *TODAY, WE DO HAVE AN OVERSOLD FLIGHT. RIGHT NOW, WE MAY NOT HAVE ENOUGH SEATS TO ACCOMODATE YOU. WE ARE CURRENTLY OFFERING A TRAVEL VOUCHER FOR \$600 IF YOU WERE TO VOLUNTEER YOUR SEAT ON THIS FLIGHT. LET ME SHOW YOU WHAT FLIGHT OPTIONS I CAN OFFER YOU. I ONLY HAVE A LIMITED TIME TO OFFER THESE FLIGHTS TO YOU. I CAN GO AHEAD AND ADD IN THESE NEW FLIGHTS INTO YOUR RESERVATION FOR NOW, THAT WAY IN THE EVENT EVERYONE DOES SHOW UP FOR THIS FLIGHT, YOU HAVE A BACKUP ALREADY IN PLACE. ALONG WITH THESE NEW FLIGHTS, YOU'LL EACH BE ELIGIBLE TO RECEIVE THE \$600 TRAVEL VOUCHER. I'LL GIVE YOU THIS NOTICE OF COMPENSATION THAT GOES OVER THE LEGAL VERBIAGE OF VOLUNTEERING FOR AN OVERSOLD FLIGHT. PLEASE WAIT UNTIL THE END OF THE BOARDING PROCESS, AND I'LL CALL YOU UP WHEN I HAVE MORE INFORMATION.*
- REMEMBER: UPDATE "O-TEXT" WITH UPDATES! CTRL + O, F9, OPT. 2

8. ADDING PAX TO PALL LIST

- TO ADD A PAX ON THE PALL LIST AS A “VOL”, YOU CAN USE THE [ADD TO PALL] OPTION FROM THE VOLUNTEER LIST ACTION DROP-DOWN MENU.
- IF YOU NEED TO CHANGE A PAX STATUS FROM “OS” TO “VOL”, USE THE FOLLOWING STEPS.
 - CTRL + O, F3, OPT. 1
- MAKE SURE BEFORE FLIGHT CLOSEOUT AND OS PROCESSING THAT ALL PAX THAT WILL BE ISSUED A VOUCHER ARE LISTED AS “VOL” ON THE PALL LIST.

9. PROCESS OS VOL VOUCHER

- CTRL + O, F5
- SELECT THE LINE NUMBER FOR THE VOLUNTEER PAX
- THE PAX INFO WILL POPULATE WITH VOUCHER AMOUNT. REMEMBER: IF YOU MADE SOLICITATION ANNOUNCEMENTS AT THE GATE INCLUDING THE VOUCHER AMOUNT, ALL VOLUNTEERS WILL RECEIVE THE AMOUNT YOU OFFERED. YOU MAY NEED TO CORRECT THE VOUCHER AMOUNT IN THE POP-UP.

10. REBOOK PAX

- REBOOK PAX FOR NEW FLIGHTS BY CANCELLING OUT THE DOWNLINE CONNECTIONS. REMEMBER: KEEP THE VOLUNTEER FLIGHT SEGMENT.

- CHECK PAX IN FOR NEW FLIGHTS.
- ADD IN REMARKS TO THE PNR IN REGARD TO THE OS PROCESS. EXAMPLE BELOW.

PAX VOL SEAT ON FLIGHT 3741 FOR A VOUCHER AMOUNT OF 600.00 USD DUE TO OVERBOOKING. PAX WAS ISSUED NOC/TRAVEL VOUCHER/AND REBOOKED ON NEW FLIGHTS.

- PRINT PNR
 - CTRL + Y, F5
- REMEMBER: UPDATE “O-TEXT” WITH UPDATES! CTRL + O, F9, OPT. 2

11. OSDB REPORT

- FINALLY, COMPLETE THE OVERSALE/DENIED BOARDING (OSDB) REPORT.
 - CTRL + O, F9, OPT. 1

12. PRINT REPORTS AND PDC

- PRINT THE OSDB FINAL REPORT
 - CTRL + O, F9, OPT. 5
- PDC FLIGHT
 - CTRL + Z, F6