

American Airlines

Volunteer List

This document details the enhancements to the Volunteer List that will be released on February 11, 2020.

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Volunteer List Extended View

The Oversale Denied Boarding process continues to be enhanced with the latest re-design of the Volunteer List. The new-look remains consistent with a similar look to the Involuntary Denied Boarding Compensation list.

This enhancement follows the recent introduction of “Pay What You Bid.” It improves some of the limitations of the current list, including restricted scrolling capabilities, functionality, and a lack of detailed information.

The list used today has all the options listed at the bottom. The new list moves the options listed at the bottom and places them into **Action** and **Remark** categories.

Old Volunteer List

AA 0701 2020-01-21 DFW CLT				VOLUNTEER LIST FROM 11:03 AM		
LAST	FIRST	PTY	CLS	NOTIFIED	REMARK	BID
1. MCDANIEL	MOLLY K	1	N			250
2. SMITH	GARRICK	1	M			350
3. BALLAUF	MICHELLE LEE	1	V			350
4. VIALIZ	JASMINE	1	N			350
5. ERSHOV	ALEXEY V DR	1	H			350
6. OZZIE	ERMELINDA G	1	L			350
7. BRUM	JEFFREY A	1	V			350
8. SALHUS	KALYN	1	V			350
9. SMITH	LYNNIE	1	V			350

A-No Answer	C-Can VOL	D-Delete Remark	F-Find Protect
L-Resend Req	N-Declined VOL	P-Print	R-PNR
V-Add as Vol	S-Send Notification		

Action and Remarks

New Volunteer List

Volunteer Passenger List

Action: Action Type

Line Number:

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

AA 0171 2020-01-23 JFK LAX

VOLUNTEER PAX LIST FROM 1:09 PM

Pax Row Details

LAST	FIRST	PTY	CLS	PROT	NOTIFIED	BID	REMARKS
1. BRAVO	CHARL	1	M			150	
2. CHARLEY	ECHO	1	M			150	
3. DELTA	FORCE	1	M			150	
4. SMITH	ALPHA	1	M			200	
5. SMITH	BETA	1	M			200	

Action Type

Action Type

ADD TO PALL

FIND PROTECT

PNR

PRINT

RESEND REQUEST

SEND NOTIFICATION

Remarks

Remarks

CAN VOL

DECLINED

DEL RMKS

IN PROG

NO ANSR

ON PALL

The new format provides added flexibility and ease when working on the list, by:

- Separating actions from remarks making them easier to select
- Allowing the processing of multiple or individual customers
- Extending details for individual customers by selecting Pax Row Details
- Allowing various functions to be performed from a single list
- Offering additional organization and details
- Replacing the PTY with Group Code for easier recognition (**Future enhancement.**)

Volunteer Passenger List

Action: Line Number:

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

AA 0171 2020-01-23 JFK LAX VOLUNTEER PAX LIST FROM 02:09 PM

☒ Pax Row Details

	LAST	FIRST	PTY	CLS	PROT	NOTIFIED	BID	REMARKS
1.	BRAVO	CHARL	1	M			150	
2.	CHARLEY	ECHO	1	M			150	
3.	DELTA	FORCE	1	M			150	
4.	SMITH	ALPHA	1	M			200	
5.	SMITH	BETA	1	M			200	
6.	SMITH	CHARL	1	M			200	ON PALL
7.	PHILLIPS	TREY	1	M	13:37		200	ON PALL
8.	ELLIS	CHRIS	1	M			200	ON PALL
9.	TEST	ALPHA	1	M			200	
10.	TEST	BETA	1	M			200	
11.	TEST	CHARL	1	M			200	

Action Types have several options that allow the customer service agent to work with each customer individually or in groups. The actions are the same that are currently in use.

Action Types:

- ***Add To Pall** – adds the selected names to the Priority List
- **Find Protect** – a future enhancement that will find available protect
- **PNR** – displays the PNR of the designated line number
- **Print** – prints the Volunteer List
- **Resend Request** – refreshes the list
- **Send Notification** – sends a notification advising the customer to speak with the gate agent regarding their volunteer status

In the following example, the customers from lines 1, 2, 3 will be added to the PALL list. Select the **Action** type, then enter the customer's **line number**.

Volunteer Passenger List

Action: **ADD TO PALL** Line Number: **1-3**
(e.g 1, 2-5 or Blank for all)

AA 0171 2020-01-23 JFK LAX VOLUNTEER PAX LIST FROM 02:09 PM

☒ Pax Row Details

	LAST	FIRST	PTY	CLS	PROT	NOTIFIED	BID	REMARKS
1.	BRAVO	CHARL	1	M			150	
2.	CHARLEY	ECHO	1	M			150	
3.	DELTA	FORCE	1	M			150	

Action Type
ADD TO PALL
FIND PROTECT
PNR
PRINT
RESEND REQUEST
SEND NOTIFICATION

When the process is complete, the response in Screen A will show the last name added to the PALL list and "Update Complete." You can re-display the list or select **ESC** to exit.

Screen A
DELTA FORCE SC ET
UPDATE COMPLETE
Prompt
CHECK SCREEN A FOR RESPONSE
Redisplay List?
Return to List Display?
Y (Y/N)

The List Remarks for the customers will change to "ON PALL." The PALL list updates with the three names that were selected. (See line 7-9).

Volunteer Passenger List

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

AA 0171 2020-01-23 JFK LAX VOLUNTEER PAX LIST FROM 02:10 PM

☒ Pax Row Details

	LAST	FIRST	PTY	CLS	PROT	NOTIFIED	BID	REMARKS
1.	BRAVO	CHARL	1	M			150	ON PALL
2.	CHARLEY	ECHO	1	M			150	ON PALL
3.	DELTA	FORCE	1	M			150	ON PALL

Screen A									
AA	171	23JAN	JFK	6	600A	321	PRIORITY LIST		
T 1	OS	FALL	SUMME	AI4	M	LAX	NB		
T 2	OS	SUMMER	WILD	AI4	M	LAX	NB		
T 3	OS	WINTER	STORM	AI4	M	LAX	NB		
T 4	OS	AUTUMN	FALL	AI4	M	LAX	NB		
T 5	VOL	PHILLIPS	TREY	AJ2	M	LAX	NB	200	
T 6	VOL	ELLIS	CHRIS	AJ2	M	LAX	NB	200	
T 7	VOL	BRAVO	CHARL	AM3	M	LAX	NB	150	
T 8	VOL	CHARLEY	ECHO	AM3	M	LAX	NB	150	
T 9	VOL	DELTA	FORCE	AM3	M	LAX	NB	150	

Line 7, 8, 9 are the names that were added.

The remarks option is a useful tool to communicate with your fellow gate team members on the status of each volunteer customer, especially during busy periods at the gate.

Select the down-arrow in the REMARKS box next to a specific customer, and the drop-down menu will appear with the list of options to choose from.

The options include:

- **Can Vol** – willing to Volunteer
- **Declined** – customer no longer wishes to volunteer
- **Del Rmks** – removes remarks
- **In Prog** – the customer is in the process of being helped by someone
- **No Ansr** – the customer did not respond to a page
- *** On Pall** – the customer has been added to the Priority List

Volunteer Passenger List

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

AA 0171 2020-01-23 JFK LAX VOLUNTEER PAX LIST FROM 02:11 PM

☒ Pax Row Details

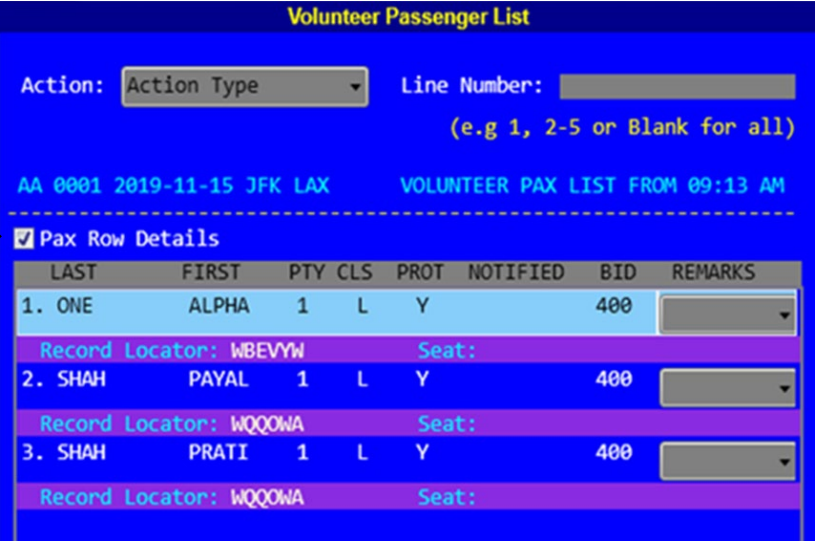
	LAST	FIRST	PTY	CLS	PROT	NOTIFIED	BID	REMARKS
1.	BRAVO	CHARL	1	M			150	ON PALL
2.	CHARLEY	ECHO	1	M			150	ON PALL
3.	DELTA	FORCE	1	M			150	ON PALL
4.	SMITH	ALPHA	1	M			200	ON PALL
Record Locator: XAHXCR								
5.	SMITH	BETA	1	M			200	CAN VOL
6.	SMITH	CHARL	1	M			200	DECLINED
7.	PHILLIPS	TREY	1	M		13:37	200	DEL RMKS
8.	ELLIS	CHRIS	1	M			200	IN PROG
9.	TEST	ALPHA	1	M			200	NO ANSR
10.	TEST	BETA	1	M			200	ON PALL
11.	TEST	CHARL	1	M			200	

When the arrow is selected, the extended view engages for that customer, and the REMARKS menu drops down.

*Do not confuse the **Action Type** “Add to PALL” with the **Remark** “ON PALL.” Action Types will make a change to create an action versus adding a remark for viewing.

The new enhancement also provides additional information for each customer via an extended view option.

By checking the Pax Row Details Box and the extended view will display for all customers.



The screenshot displays the 'Volunteer Passenger List' interface. At the top, there is a header bar with the title 'Volunteer Passenger List'. Below the header, there are two input fields: 'Action:' with a dropdown menu set to 'Action Type', and 'Line Number:' with a text input field. A note below these fields says '(e.g 1, 2-5 or Blank for all)'. Below this, there is a status bar showing 'AA 0001 2019-11-15 JFK LAX' and 'VOLUNTEER PAX LIST FROM 09:13 AM'. A dashed line separates this from the main content area. In the main content area, there is a checkbox labeled 'Pax Row Details' which is checked. An arrow points to this checkbox from the left. Below the checkbox is a table with the following columns: LAST, FIRST, PTY, CLS, PROT, NOTIFIED, BID, and REMARKS. The table contains three rows of data. Each row has a 'Record Locator' and a 'Seat' field next to it.

LAST	FIRST	PTY	CLS	PROT	NOTIFIED	BID	REMARKS
1. ONE	ALPHA	1	L	Y		400	
Record Locator: WBEVYW		Seat:					
2. SHAH	PAYAL	1	L	Y		400	
Record Locator: WQOOWA		Seat:					
3. SHAH	PRATI	1	L	Y		400	
Record Locator: WQOOWA		Seat:					

2020 will be a year of many significant enhancements that will help streamline processes, achieve accuracy, and set system standards.

Stay tuned for the next process to be introduced in the third quarter of this year.