Introduction

American ✈

Three new policies/procedures

Three changes impacting oversold operations will take effect on **February 3rd**. This course contains detailed information about these changes, and a quick review of oversold operations basics.

P Text	**Announcements**	**O Text**
The P text will contain three offer amounts (min/mid/max) to progress through in increments at your discretion.	*If more volunteers are still needed after the AVP (Automated Volunteer Program), you will use offer announcements starting at the minimum amount in the P text. Increasing at your discretion, as time allows.*	*You must document the O text when you start offer announcements, and then each time the amount increases. For a timestamp this should be done as the announcements are happening - but before PDC at the latest.*

```
QIK CHK                                                              —  □  ×
                        Screen A                    |      Date/Time
AA    329  8MAY   MIA D37  1119A  737  C16Y156  OPENCI | Thursday 8 May 25    09:23a
                      TO SAL                        |        Session 1
          C    Y                                    | HP1 SABRE OK          795E5F
AUTH     16   154                 JUMPSEATS         |        Session 2
BOOKED   16   156                 ACTUAL W-1 X-6    | HP2       OK          PROD
AVAIL     0    -2                 IN USE W-0 X-4    |    Insert    |    Misc Info
LCL ON*   0    0                 * PSGR LIMIT *     | Insert       | APR 2025.04.03.03
TTL ON*   0    0                 *170 PSGRS MAX*    |        Information
                                 * NON-REVS OK *    | 329 MIA  FACTS
THRU RV   0    0                                    | CL    AC  AU  SA  SS NRS
     NR   0    0                                    | C     16  16   0  16   3
LCL  RV  15  149                                    | Y    156 154  -2 156   1
     NR   0    0                                    | SAL
TLOB      0    0                                    | >
#>                                                  |
                        Screen B                    | *******************************
AA    329  8MAY  MIA   D37   1119A   737  FLIGHT DATA  OPENCI | BAG COUNT
                                                    | CLASS   C    Y
NBR-468120      C      Y                            | SAL    17   181
SMOKING ROWS   NO SMOKING FLIGHT      LOAD AGT MARTHA L. | TTL   17   181
MEALS         11#5    156#0           PHONE 682-315-7306 |
MEAL TYPE                                           |
SETUPS         16      0                            |
SUPPS           0      0                            |
TTL ON BD       0      0                            |
                                                    |
C.S.M.     B BROWN      MILES        SAL   1011     |
GATE AGT   G.ORTEGA     GATE PHONE   786-591-2237   |
ASSIST     SARAIS       JETBRIDGE    786-591-2437   |
LEAD/OC    R MOREJON                                |
                        Check-in  ( Gates )
```

F1	F2	F3	F4	F5	F6	F7	F8	F9	F10
Check-In	PMF	SDFC / Standby Options	Baggage /Seat Options	Upgrade Pax	Reprint Boarding Pass	Pax Cnt, Summary & PBT	FLIFO	Display Seat Map	Other Check-in Options

WEIGHT RESTRICTION EXAMPLE

REGULAR OS EXAMPLE

Conversations

American

Speak with customers on the volunteer list

Perform Ctrl + O, F10 to display the VOL list and individually page each customer. Make sure they understand the volunteer process and provide all protect options so that they can make an informed decision, and to confirm that they're still interested in volunteering.

If the customer is still interested, continue by adding their protection flight option and move them to the Priority list (PALL list).

Find Protection

Move to the Priority List

Click each button to continue.

The Voucher Amount

Display the P text

Perform Ctrl + O, F1 to display the P text. Identify the start, midpoint and max voucher amounts. You need this information in order to solicit additional volunteers at the gate.

To maintain consistent processes across all stations, you are no longer required to contact DOD to request voucher amount increases. You should increase voucher amounts in increments at your discretion, while not going over the max amount in the P text.

> **Policy Update:**
>
> *The P text will contain three offer amounts (min/mid/max) to progress through in increments at your discretion.*

Sample P text

Click the button to continue.

O Text

Record Information about the flight

The O text field is used to record information about oversold flights.

Perform **Ctrl + O, F9, opt. 2, opt. 1** to document when offer announcements begin and each time you increase the voucher amount.

O text must be updated before you PDC the flight.

> **Policy Update:**
>
> *You must document the O text when you start to offer announcements, and then each time the amount increases. This should be done as the announcements are happening for a timestamp - but before PDC at the latest.*
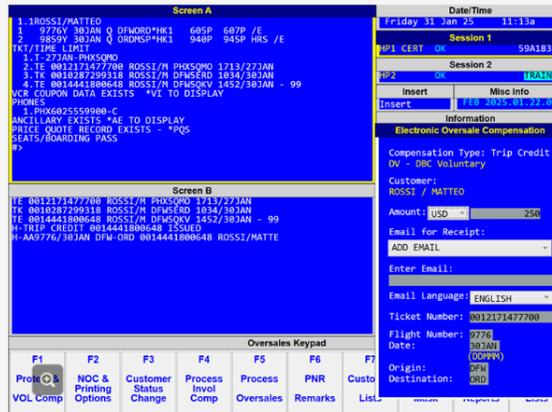
QIK entry

Click each button to continue.

Voluntary Compensation

Issue a Trip Credit

Perform Ctrl + O, F5 to issue a trip credit after the flight is closed.

Remember, if offer announcements were made at the gate, all volunteers are issued the same amount. This means the compensation amount in this pop-up may need to be adjusted.

Click the image for a closer look

Involuntary Compensation

You must call DOD

There is **no change** to processing a customer who has ben involuntarily denied boarding.

- You **must** perform **Ctrl + O, F2** to print the Notice of Compensation (NOC) if it hasn't already been provided.

- DOT guidelines determine the amount of compensation paid to a customer who is involuntarily denied boarding.

- You **must** call DOD. DOD documents the compensation amount in the customer's reservation.

Play video