

I Know Operations Terms

1. A flight that is on the minimum ground time between arrival and departure
A. Seat Dupe
2. The process of starting an aircraft by using compressed air if APU is no working.
B. Air Start
3. A web-based internal resource that allows team members to review policies and procedures
C. Involuntary
4. Revenue customers confirmed on a flight but do not have a seat assignment and are on a priority list to get seats at the gate
D. Spinner
5. Seat dupe where a customer boards an aircraft and finds another passenger seated in their assigned seat. Gate agents resolve these situations.
E. BX List/ Unreconciled List
6. Removing a customer's bag from a cargo bin if the customer has not boarded near departure time
F. Oversales(OS)
7. A list of passengers with seat assignments that have not boarded. On international flights, their bags may not go on the flight without them.
G. Customer Resolution Officer
8. When an aircraft has been changed to a different aircraft or fleet type.
H. GSC
9. Customers on oversold flights that have agreed to take an alternative flight and are provided a voucher as compensation
I. Bag Pull
10. Customers on oversold flights who are denied boarding and have the choice of a check or voucher as compensation.
J. Cutoff time
11. Customers who appear to be assigned the same seat usually caused by outdated boarding passes.
K. MOGT/Quick Turn
12. Flights that need to depart on time to meet schedule requirements for the rest of the day
L. WebRef
13. An employee who is responsible for resolving disability-related issues that have escalated beyond an initial interaction with airline personnel.
M. Equipment Swap
14. TSA requirement for a trained personnel be available to ensure all security requirements are met for each flight
N. Right Start

15. The times where stations no longer accept checked bags, passenger check-ins, and passenger boarding.

O. Volunteer