

# Unscrambling The Priority List

The priority list can look a bit like gibberish if you ask us. That's why we're making it easy. Here's a cheat sheet for deciphering upgrade and standby codes:

## Oversales:

Long story short on these customers, they're already included in the confirmed passenger count. They just don't have a seat. You'll see them two ways, **OS** or **VOL**. **VOL** is code for a customer that has offered to give up their seat on the flight.

## Upgrades:

These are customers who are confirmed in the Main Cabin (or Business in a three class aircraft), but are looking to upgrade to the next highest premium class. For example, in a three class aircraft, a customer in Main Cabin can only upgrade to Business. You'll see them two ways, **UPG** or **VIP**. **UPG** is our standard upgrade and you'll mostly see it on domestic flights and some international flights (like Canada, Central America and the Bahamas). **VIP** is a system-wide upgrade. You'll mostly see those on international and trans-continental flights. And you'll usually see a number or letter after **UPG** or **VIP**. Those stand for the customer's status.

- **1** = Concierge Key
- **2** = Executive Platinum
- **3** = Platinum Pro
- **4** = Platinum
- **5** = Gold
- **E** = Team member

## Revenue Standbys:

There are several codes for revenue customers who are standing by for a flight.

- **RI** = the "I" stands for involuntary. This typically means their original flight had an issue or was delayed and they're standing by for an earlier flight.
- **RIT** = the "I" still stands for involuntary and the "T" stands for through, just like our non-rev codes. In this case, the customer has likely missed their connection because of issues with their previous flight.
- **RV** = the "V" stands for voluntary. This customer is voluntarily standing by for an earlier flight, and in most cases has a confirmed seat on a later flight. You'll also show up as **RV** if you're a team member who is waitlisted for a business flight.
- **RL** = the "L" stands for late. In this case, the customer has missed their original flight and is now standing by for a later flight. You may also see "RLT", which means the customer was late and is now standing by for their connection.

## Non-Revenue Standbys:

Here's where you come in.

- **D1** = Team members and their dependents using a vacation pass
- **D2** = Team members and their dependents
- **D2R** = Retirees
- **D2P** = Parents

- **AAC** = Non-wholly owned team members  
*\*Note: Non-wholly owned team members will be prioritized above D1s on their own metal*
- **D3** = Guests
- **ONE** = oneworld airline team members, retirees and eligible travelers
- **ZED** = Other airline team members, retirees and eligible travelers

Any time you see a “T” after these codes, it stands for through. Remember, they won’t show up on the priority list until they’ve been assigned a seat on their first leg.

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