American Airlines — Oversale Checklist

Date															
Flight Number															

All Denied Boarding Events (VOL - INVOL)

#	Item													
1	Quantity of Oversales (GPDC/date/OS) (Ctrl O, F9, Opt 4)													
2	If aircraft was dispatched with empty seats or standbys boarded, was the O-text updated? (G*XXX/date) (Ctrl C/G, F7) (G*L123/date/PALL) (Ctrl O, F7, PALL) (G*flt/date/O) (Ctrl O, F9, option 2)													
3	Was OS Mask completed properly? (G*L123/date/OS) (Ctrl O, F7, OS) Refer to OS Mask Guide													
4	Was the VOL List displayed? (Tableau: AVP - Auction Compliance Dashboard)													

Voluntary Denied Boarding (VOL - DBV - DV)

#	Item													
5	Were Trip Credits and/or vouchers issued within allowable limits? - If exceeded, was authorization from DOD noted in P-text? - Were auction volunteers paid correct bids? (G*123/date/P) (Ctrl O, F1) (Tableau: AVP - Auction Compliance Dashboard / Flight P-text)													
6	Were volunteers listed on Priority List as VOL? (G*L123/date/PALL) (Ctrl O, F7, PALL)													
7	Were all VOLS issued a seat assignment prior to being a VOL? (Domestic US Only) (G*HN/123/date/name) (Ctrl H, F3)													
8	If no seat assignment, was Notice of Compensation documented in PNR (Domestic US Only)? (*ABCDEF) (Shift R) (ePNR)													

Involuntary Denied Boarding (INVOL - DBI - DI)

#	Item													
9	Was DOD contacted to calculate involuntary compensation? (*ABCDEF) (Shift R) (ePNR)													
10	Was the Notice of Compensation provided and documented in the PNR? (*ABCDEF) (Shift R) (ePNR)													

Involuntary Denied Boarding Checks (483 US / 486 Canada)

#	Item													
11	Were checks issued by authorized personnel? Refer to station Authorized Signature Listing													
12	Were checks completely properly? Refer to Web Ref 483 Compensation Check													
13	Were check number(s) and check amount(s) documented in PNR remarks? (*ABCDEF) (Shift R) (ePNR)													

Downgrades (99K - DG)

#	Item													
14	Were premium cabins fully occupied to authorized levels? (G*XXX/date) (Ctrl C/G, F7)													
15	Were customer priority codes changed to DG on the PALL List prior to issuing Trip Credits/vouchers? (G*L123/date/PALL) (Ctrl O, F7, PALL)													
16	Were Trip Credits/vouchers issued for the correct value? Refer to Web Ref Oversales Premium Cabin													
17	Comments or Discrepancies													

Resources

Web Ref Trip Credit
- *Need to void a Trip Credit?*
- *Need to display a Trip Credit to verify status?*
- *Need to view a list of all Trip Credits issued by QIK robotic?*

Web Ref Paper Vouchers
- *Need to void a paper voucher?*

Web Ref 483 Compensation Check
- *Need to know how to distribute check copies?*
- *Need instructions on completing a check correctly?*

Web Ref Oversales Premium Cabin
- *Need to verify downgrade compensation amounts?*

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