

United and Amadeus Booking Economy Plus®



GDS formats are subject to change. Contact your GDS Help Desk with format questions.

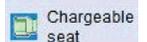
Basic flow

- Step 1.** View Seat Map – Command SM2
- Step 2.** Request Seat – Command ST/12A
- Step 3.** Price seat – Command FXG
- Step 4.** End Transact - Command ER (Required to book seat. IR to confirm KK status.)
- Step 5.** Issue ticket/EMD – Command TTP/TTM/RT

Results: FA line is added to PNR and attached to applicable/SSR for seat.
View seat transactions: Command TJQ/T-UA



Economy Plus seats are shown as "Y" on the cryptic seat map or marked as a chargeable seat on graphical seat maps



Seat requests

- Confirmations of seats only happen after EOT.
- A "/SSR" indicates seat is chargeable.
- All segments must be confirmed before requesting chargeable seats on a previously ended PNR.

Seat pricing

- PNR itinerary has to be priced and the fare stored before the agent can price the seat.
- Seat pricing is necessary before end transact (confirming the seat).
- A \$0 price is returned for MileagePlus Premier members with entitled, complimentary seats. A customer's MileagePlus number must be in the booking record in order to display.
- One TSM-P per seat per passenger is created.
- Once the seat has been confirmed, agents need to cancel and re-book the seat to re-price the seat.

Seat booking

- Agents must End Transact to send seat booking request.
- United will respond with the seat status (KK) if the seat is confirmed, or (NO) if the seat is denied.
- All seat confirmations and updates are added in Q1*C6.
- Seats are held in the United system for 24 hours. Refer to SSR ADMD in the PNR.
- The seat needs to be issued within 24 hours. Any change that affects seat pricing after PNR has been ended, requires an agent to:
 1. Cancel the seat and EOT
 2. Re-book seat, re-price and EOT

Seat issuance

- A seat with a price greater than \$0 has to be issued before expiry of the seat. A seat with a \$0 price does not require any issuance.
- In the case of an issuance timeout, instead of an FA- line, an FN line is added to the PNR, indicating which TSM failed to issue, associated to the applicable /SSR.
- FOP information needs to be added manually to the TSM.
- Only one FOP can be used per issuance request and one FOP per TSM-P.
- Credit Card is the only FOP allowed.
- Seats & Service fees (MCOs) cannot be issued together. TJQ will show the issued air ticket, but EMD for United will not be present. TJQ/T-UA will show the United EMD (E-DOC) that you issued.

Post booking changes

- For complete refundability rules, check united.com/refunds.
- In case of an "involuntary change" in the PNR, if a new Economy Plus seat is assigned and:
 1. The old seat has been issued
 - No issuance is required for the new seat.
 2. The old seat was not issued
 - The new seat, resulting from an involuntary change, has to be cancelled (You will not be able to price or issue this seat).
 - Another Economy Plus seat has to be re-booked, priced and issued.

Need more help?

For further information, visit Amadeus at direct.amadeus.com or contact your Amadeus account representative.

United and Sabre Booking Economy Plus[®]



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Features of extra legroom seats in Sabre.

- Reserve and purchase pre-paid Economy Plus seats
- View seat fees on graphic seat map and complimentary seats for travelers with applicable MileagePlus premier status (MileagePlus number must be in the PNR)
- Receive confirmation of pre-paid seat as notated by a P indicator in the *B Field of the PNR
- View selected pre-paid seat and status in the AE field of the PNR
- Purchase pre-paid seats with a single EMD format
- Supports payment whether processed by ARC/BSP or by carrier

Booking process.

- Display Graphical Seat Map.
The seat map banner displays Economy Plus pre-paid seat fees.
- Click the specific seat and click OK
The following reminder message Displays:
PAYMENT REQUIRED OR SEAT IS SUBJECT TO CANCELLATION BY CARRIER.



Payment

Ticket confirmation

- Display AE field in the PNR *AE
- Status displays as HI1/FUL- FILLED
- Confirmation or EMD number displays.

```
*NEW
AMCILLARY SERVICES
1 ECONOMY PLUS          111 MAINING/STOARD
STATUS - HI1/FULFILLED
AMOUNT - 143.00USD
TOTAL - 143.00USD
ETKT - 0374895871234
DOC/CF - 0548739103245      GEN - 01
```

```
*ALDE
AMCILLARY SERVICES
1 ECONOMY PLUS          111 BRANLICK/CHARK
GROUP - AA            GDR - ZEND
RPTG - A              RTTGC - 075
EMD - 0               REFOP -
ETKT - 0374895871234  GEN - 01
REFPRT - 0           COMMITRATN - N
SEAL DUC - 240
TRADE DATE - 20181014 20181014 4 GUARANTEED Y
DISCOUNT BY - 00APR14/2018  CRT - N
```

Best practices

To ensure payment for Air Extras pre-paid seats, agents must:

- Issue electronic air ticket first
- Be aware of the PURCHASE BY date/time in the *AES field of the PNR
- AE item status code must be HD1/PAYMENT REQUIRED
- Issue payment using the EMD entry: W¥EM D*AE (AE item #)

Consider all booking sources to minimize risk that travelers do not receive an Air Extras pre-paid seat:

- Travel counselors, Online booking tools, Branch locations, others

Establish mid-office and back office quality control processes

- Utilize Quality Control and Ticketing to automate EMD issuance
- Purchases where ARC/BSP process settlement (EMD type 2):
 - Produces a reportable document to ARC/BSP from the W¥EMD*AE (AE item number) entry
 - Automatically updates PNR with an accounting line
 - Purchases where carrier processes the settlement (EMD type 4):
 - Does not produce a reportable document from the W¥EMD*AE(AE item number) entry
 - You must add a manual accounting line (i.e., AC*SUP, if you want an invoice).

United and Travelport Smartpoint Booking Economy Plus®



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the PNR.

Basic booking flow

- Step 1:** Book your traveler on United using Travelport Smartpoint™.
- Step 2:** Access the new Smartpoint graphical seat maps to view available United Economy Plus seats.
- Step 3:** Select seats for all travelers and segments. Purchase seat with the simple credit card payment screen.

Your customer is ready to enjoy Economy Plus.

Seat requests

- Search and book a United or United Express itinerary.
- Ensure United MileagePlus® numbers are included for all travelers prior to booking.

Seat booking

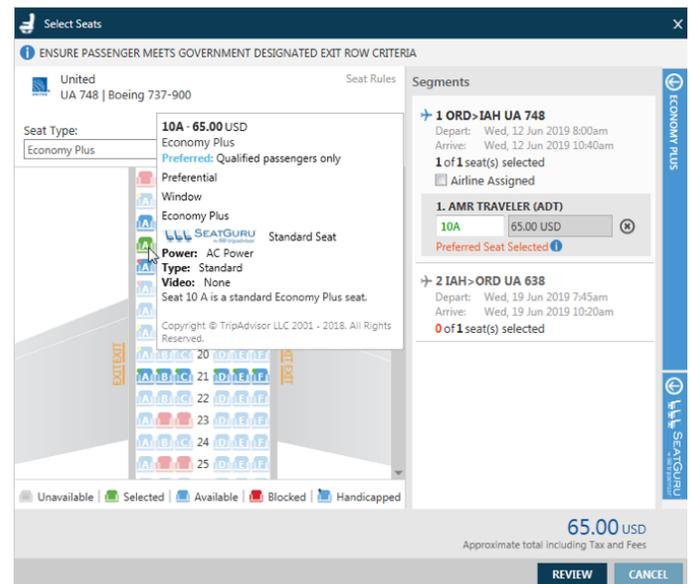
- Display the interactive seat map, by clicking the color coded letter that represents the booking class.

1.	UA	748	12JUN	ORDIAH	SS1	800A	1040A	*	E	WE
2.	UA	638	19JUN	IAHORD	SS1	745A	1020A	*	E	WE

- Once displayed, select the travel segment and passenger.
- To book, simply click on the seat which will change the color to green.
- Continue to book seats for additional passengers and segments, if applicable.

Seat pricing

- Economy Plus prices vary based on several factors, including seat or row type, seasonality, number of days prior to departure, etc.
- To view the Economy Plus price, hover over the seat in the graphical seat map.
- Available in 60+ currencies: The seat map will display the price of the selected currency for each Economy Plus seat. Any currency not listed will price in USD.
- A \$0 price will display for eligible MileagePlus Premier members as long as the customer's MileagePlus number is in



Seat-issuance

- Click on Apply and enter payment details.
- Credit card is the only form of payment allowed.

Post booking changes

- For rules on voluntary and involuntary changes, and refundability rules, see united.com/economyplus.

**Travelport and United –
Redefining the way agents book and
sell travel**