

## Economy Plus® seats: Frequently Asked Questions

### Overview

Economy Plus seats feature **up to five inches** of extra legroom allowing customers to stretch out with more room to work and are located near the front of the United Economy cabin, making exiting the plane easier at their destination. Economy Plus seating is available on all United flights and most United Express® flights.

Travel agents can book and fulfill Economy Plus seats for passengers who are not eligible to confirm an Economy Plus seat based on MileagePlus® eligibility.

Agencies should ensure all booking sources including travel counselors, online booking tools, branch locations, etc. are aware of requirements to minimize the risk of customers not receiving their Economy Plus seat.

### MileagePlus Premier eligibility

United offers complimentary Economy Plus seating for its **MileagePlus Premier** members as shown in the below chart. It is important to add the United MileagePlus number to the PNR before accessing a seat map. Star Alliance elite members do not qualify for Economy Plus seats.

Status	When available	Companion(s) in same PNR
Global Services / Premier 1K	At booking	+8
Premier Platinum	At booking	+8
Premier Gold	At booking	+1
Premier Silver	At check-in	+1
Not eligible on Basic Economy tickets, regardless of status.		

Additionally, customers with **Economy Plus subscriptions** are eligible for an Economy Plus seat. Again, add the United MileagePlus number to the PNR before accessing the seat map. If the customer has a subscription that includes companions in same PNR, seats for them will be assignable.

### Frequently Asked Questions

Complete product FAQ are available at [united.com/economyplus](https://united.com/economyplus).

### Features and benefits of booking via Sabre

#### 1. What are the high level features?

- Dynamic display of Economy Plus seats in both the Classic and Graphical Seat Map
- Booking of Economy Plus seats from the seat map with standard seat select format
- Ability to purchase United Economy Plus seats within your existing workflow
  - Utilizes standard Air Extras fulfillment entry, **W+EMD**, to purchase an Economy Plus seat via direct fulfillment with United
- Update of booked Economy Plus seat in the \*B field and in the AE field in the PNR

#### 2. What are the benefits?

- Access to confirmed Economy Plus seats that passengers would have had to previously purchase directly through United to secure a seat
- Integration into existing workflow and no requirements to link to another site
- Dynamic processing of Economy Plus seat request enabling agents to quickly advise passenger of available seat and applicable fee
- Reserve Economy Plus seat during initial booking or any time after ticketing while searching or modifying seats
- Allows agent to be customer's primary point-of-contact for itineraries and popular add-on options

### 3. When and how can Economy Plus seating be purchased?

- Economy Plus seats can be pre-paid in Sabre up to 24 hours before departure (check-in window) and through United within 24 hours.
  - A seat fee banner and legend on the seat map indicates which seats require payment.
- There is a separate entry for seat payment which needs to be integrated into agency fulfillment processes to ensure payment is completed within the specified time-limits.
- Economy Plus seats are booked from the seat map the same as any other seat. Once booked, seats must be paid for within the specified time-limits or will be released by United.

#### General

### 4. On which flights can an Economy Plus seat be purchased?

- They can be purchased for all United- and most United Express-operated flights, with the exception of change-of-gauge flights which are not supported.
- United Economy Plus exit row and bulkhead seats available for purchase.

### 5. Can Economy Plus seats be purchased for Basic Economy fares?

- No. Customers with Basic Economy tickets are not eligible for Economy Plus seating.

### 6. What is the price of an Economy Plus seat?

- Economy Plus seats are priced individually for each flight segment and vary based on a variety of factors including flight length and travel markets.

### 7. What currencies are accepted for Economy Plus seat purchases?

- Economy Plus seats are available for purchase in **more than 60 currencies worldwide**. See [Jetstream.united.com](http://Jetstream.united.com) > Operations and Policy > Booking and Ticketing > [Currencies for Economy Plus purchase](#) for complete list. Any currency not listed will price in USD.

### 8. Is a receipt or EMD (electronic miscellaneous document) generated for the Economy Plus purchase?

- Upon receipt of payment, United will create an Electronic Data Document (EDOC) to store the payment information. The EDOC number will be returned from United and serve as the receipt of payment for the Economy Plus seat.

#### Procedures


### 9. Where do I find Economy Plus seat fees?

- The seat fee is displayed in a banner and hover-over on the Graphical Seat Map. Specific seat attributes will also be marketed in the hover-over in a Graphical Seat Map. A seat fee banner will also display in the Classic Seat Map.

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### 11. How can I identify Economy Plus seats on a seat map?

- Economy Plus seats are notated as  = Preferred Paid on the Graphical Seat Map or **QP = Premium Paid** on the Classic Seat Map.

## 12. How do I book and pay for an Economy Plus seat?

- View available Economy Plus seats via standard 4G entry; e.g., 4G1\*.
- A banner with the Economy Plus seat fee displays.
- Hover-overs in Sabre's Graphical Seat Map showing individual Economy Plus seat fees
- Select / Book by clicking on the seat on the Graphical Seat Maps or making the standard 4G1/ seat request entry; e.g., 4G1/6C.
- The AE field is automatically added to the PNR and can be viewed with \*AE and \*AES.
- Once status code is updated to reflect HD1/PAYMENT REQUIRED. **Be aware of the PURCHASE BY date/time in the \*AES.**
- Ensure that the air ticket has been issued.
- Status of the AE seat item **must be HD** (confirmed, pending payment).
- Separate entry to drive payment of a United Economy Plus seat
  - If using same credit card as used for air ticket, enter W¥EMD\*AE<sub>n</sub> (where n is the Air Extra item number)
  - If using a new credit card for payment of Air Extra W¥EMD\*AE<sub>n</sub> (where n is the Air Extra item number to fulfill) ¥F\*VI444433332221111/1216)

## 13. Can I pay for a booked Economy Plus seat before the PNR is ticketed?

- No, the PNR must be ticketed before issuing payment for the Economy Plus seat.

## 14. When do I have to pay for the Economy Plus seat once it's booked?

- You must issue payment for a reserved Economy Plus seat before the PURCHASE BY date / time shown in the \*AES field. If you do not issue payment by the PURCHASE BY date / time, United cancels the Economy Plus seat assignment and sends a message to Sabre.
  - The PNR will drop on Queue 25.
  - The \*A will not display HRS in the itinerary segment.
  - The \*B will have a UN for the requested seat.

## 15. Can I issue payment for multiple Economy Plus seats with one entry?

- Yes, you can issue payment for multiple Economy Plus seats in one EMD entry: W¥EMD\*n-n or W¥EMD\*AE<sub>n</sub>/n (where n is the AE item number) should a segment not include an Economy Plus seat. This transaction will process the payment directly with United.

## 16. Is the Economy Plus fee processed with the fare?

- No. The fee is separate and is processed directly with United once the W¥EMD\*AE<sub>n</sub> (AE item number) format is entered.

## 17. Does the credit card for the Economy Plus fee need to be the same as the one for the fare?

- No, different credit cards can be used.

## 18. Can the Economy Plus seat fee be paid by cash or check?

- No, since United fulfills the transaction, the form-of-payment must be a credit card. Transactions are not settled through ARC, BSP or any other industry clearing house.

## 19. Once booked and paid for, how do I know the Economy Plus seat is assigned?

- The \*B will be updated with a 'P' indicating it is a paid seat. The AE field will be updated and reflect the status HI1/FULFILLED and the seat fee amount / total will display the fee paid.

**20. If the PNR contains multiple customers with the same last name, can I request Economy Plus seats for all customers at the same time?**

- Yes, and to ensure any subsequent changes are properly managed, it is strongly recommended that the customer names are entered separately. E.g., 1.1.Smith/John, 2.1.Smith/Mary vs. 1.2.Smith/John/Mary. Once a seat map is displayed, agents can either name select or select multiple seats at the same time once names are separated.

**21. If one customer has a seat assignment, do seats need to be assigned for each customer in a PNR?**

- Yes, if one customer is assigned a seat, whether Economy Plus or non-Economy Plus, all other customers must have a seat assignment on the flight.

**22. Can I divide a PNR with Economy Plus seats?**

- Yes, however, all Economy Plus seats must be cancelled prior to the divide function.

**23. What happens if I book a single name field with 3 customers and only 1 passenger purchased Economy Plus seat and it's not paid for within the payment time limit?**

- United's auto-cancel process will cancel the Economy Plus seat that was not paid for within the payment time-limit and the non-Economy Plus seats associated with the same last name (even though they are non-Economy Plus). This can be avoided by entering individual name fields for each passenger.

**24. Where can I get more information about booking Economy Plus seats in Sabre Red Workspace?**

- Visit the Air Extras page in Agency eServices for more information on Air Extras and United Economy Plus seats. Tools include a Quick Reference Guide as well as updates to Format Finder and a presentation outlining the booking and purchase flow.
- Refer to Sabre Advance Notification (SAN) number 7832 for United Economy Plus seats and SAN 7101 for the Direct Fulfillment of Air Extras.

**25. Can GetThere customers reserve Economy Plus seats online?**

- At this time, travelers will need to call their travel agent or visit [united.com](http://united.com) to book an Economy Plus seat. GetThere is planning enhancements to support the online purchase of United's Economy Plus seats; however, a release date has not yet been determined.

## Refunds

**26. Are Economy Plus seat fees refundable?**

- Economy Plus purchases are non-refundable unless the ticket is refunded or canceled prior to travel. In the event of flight cancellation or refund, the Economy Plus purchase will be refunded automatically after the scheduled departure.

**27. What if a customer purchased an Economy Plus seat and then upgrades to a premium cabin?**

- With some exclusions, purchased Economy Plus seating for the upgraded segment(s) will be automatically refunded.
- Exclusions include Complimentary Premier Upgrades (CPU) and cases where a customer is reaccommodated into a seat of similar or greater value due to an aircraft change or other operational issue.

## Itinerary changes and standbys

**28. On a voluntary change, does the Economy Plus purchase carry over to the new flight?**

- No, because the price varies by flight, the Economy Plus fee will be refunded.
- The applicable seat fee for the Economy Plus seat on the new flight must then be paid.

**29. What if there is an involuntary change to the flight?**

- United will assign an Economy Plus on the new flight, if possible.
- If an Economy Plus seat is unavailable, the fee will be automatically refunded.

**30. Does the Economy Plus purchase carry over for same-day standby?**

- Yes. If an Economy Plus seat is not available, the Economy Plus fee will be refunded.

**31. How are seat change requests managed?**

Seat Change Request	Original Seat Previously Purchased?	Resulting Action	AE Field
Free seat to free seat	Not applicable	Seat change processed.	Not applicable
Free seat to Economy Plus seat	Not applicable	Old free seat is cancelled and new Economy Plus seat request is processed and payment is required.	Not applicable
Economy Plus to a free seat	Yes	Agent cancels Economy Plus seat and assigns new free seat. Seat fee is not refunded as the paid seat change is voluntary.	No AE for free seat. Original AE will appear in history.
Economy Plus seat to another Economy Plus seat of lesser or equal value	Yes	Agent cancels original Economy Plus seat and assigns the new paid seat. There is no cost for the seat change (and there is also no refund for the difference in seat prices).	AE with an HI status for original amount, regardless of what new seat fee is.
Economy Plus seat to a more expensive Economy Plus seat	Yes	If ticket number has not changed, United refunds the full price (post departure) of the old Economy Plus seat. Agent cancels original seat, selects new Economy Plus seat, and makes the appropriate EMD fulfillment entry for the full price of the new seat.	Once payment is received, AE updated with HI status.

**Schedule Changes**

**32. What happens to the paid Economy Plus seat if there's a schedule change?**

- During the schedule change process, the status of the AE will be updated as follows:  
 HN    PN    SN  
 HD    PD    SD  
 HI    PI    SI  
 HK    PK    SK
- In certain cases, if the seat cannot be moved, the AE status will be updated to CX. Once schedule changes are accepted via .HKALL, Sabre will update the air segment and the AE field with the new flight number, HI1/FULFILLED status and seat number.
- See examples on next page.

### Schedule Change examples

Seat Type	Original Seat Previously Purchased?	Resulting action	AE Field
Complimentary seat	Not applicable	Seat change processed as today	Not applicable
Economy Plus seat	Yes	Original Economy Plus seat is cancelled and new Economy Plus is assigned and identified by the 'P' indicator in the *B field	AE updates during schedule change of a flight number: <ul style="list-style-type: none"> <li>HI&gt;PI (upon receiving the flight schedule change)</li> <li>PI&gt;SI (seat received)</li> <li>SI&gt;HI (once schedule change accepted with .HK entry)</li> </ul>
Economy Plus seat to free seat	Yes	Original Economy Plus seat is cancelled and a non-Economy Plus seat is returned. United will issue an automatic refund for the original Economy Plus seat after the flight is flown.	AE updates during schedule change of a flight number: <ul style="list-style-type: none"> <li>HI&gt;PI (upon receiving the flight schedule change)</li> </ul> Seat reaccom with free seat received – seat is HK, AE is associated to new flight and AE status is updated to CX.
Economy Plus	No	Original Economy Plus is cancelled and new Economy Plus seat must be requested.	AE remains in HD status but cannot fulfill. Must cancel seat and request a new one that will create a new AE.
Economy Plus seat to Economy Plus	Yes	One flight segment to two flight segments with 2 new Economy Plus seats. New Economy Plus seats identified by the 'P' indicator in the *B field	AE updated to CX status, and remains associated to original segment. When original segment is cancelled, AE will be removed.
Economy Plus seat	No	One flight segment to two flight segments. Original Economy Plus seat is cancelled and new Economy Plus seats must be requested.	AE updated to CX status, and cannot fulfill. Must cancel seat and request a new one that will create a new AE.
Economy Plus seat	Yes	Same flight with new date. United will return a new Economy Plus seat as noted by the 'P' indicator in the *B field.	AE updated to CX status, and remains associated to original segment. When original segment is cancelled, AE will be removed but remains in history.
Economy Plus seat	No	Same flight with new date. Original Economy Plus is cancelled and new Economy Plus seat must be requested.	Not applicable

**33. After a schedule change, can an Economy Plus seat be changed to another on the same flight?**

- Yes. Agents must cancel the new seat display seat map and request new seat. If an Economy Plus seat is booked, ensure it is purchased within the required time-limits.