



User Manual

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Chapter 1

Introduction

As employee owners of United Airlines, we would like to welcome you to United Connection®... the most technologically advanced, customer-driven reservation system on the market.

You're in control

You've been telling us that you want to take control of your travel planning. United Connection lets you do exactly that, by providing a direct connection to the same extensive, up-to-the-minute fare and schedule information available to travel agencies and airlines.

With United Connection, you can:

- Make reservations with over 500 airlines, 50 rental car companies, and 30,000 hotel properties worldwide.
- Save your travel preferences in one or more profiles, then let United Connection use those preferences to streamline your travel planning.
- Use the FareShopperSM and SuperShopperSM features of United Connection to search for low fares over a range of days.
- Purchase your ticket online and choose a delivery option. If you're flying on United or United Express, choose Electronic Ticket to have your ticket stored electronically in United Airlines' reservation system.
- Get up-to-the-minute flight status information, including arrival and departure times and gates for United and United Express flights.
- Check United Mileage Plus[®] account balance information for yourself and other travelers.

The power of United Connection begins with you... see for yourself all the good things that can happen when *you* take control of your travel plans!

Hardware and Software Requirements

To use United Connection, you will need the following:

- An IBM (or compatible) PC with at least:
 - ◆ A 33 MHz 386DX processor
 - ◆ 8 MB of RAM
- Microsoft® Windows® 3.1, 3.11, NT 3.51, or Windows 95
- A VGA monitor or better (256 colors recommended)
- 13 MB of available hard disk space (Windows 3.x)
9 MB of available hard disk space (Windows 95)
- A Hayes-compatible modem
- A mouse, trackball, or other pointing device

How to Get Started

The first time you use United Connection, refer to [Chapter 2, Setup and Registration](#), for information on:

- Installing United Connection.
- Registering with United Connection. If you're not already a member of Mileage Plus, you will be instantly enrolled in the program.

Note: Before you begin using United Connection, be sure you are familiar with the basics of working in the Windows environment. If you need information on using a mouse, opening menus, or selecting options from a dialog box, refer to your Windows documentation.

Finding what you need to know

This *User Manual* provides step-by-step instructions that explain how to use the features that put you in control of your travel plans. You can also use United Connection's online Help and *Quick Reference Guide*. The online Help provides detailed information about United Connection as you work. The *Quick Reference Guide* gives you a brief overview of the steps needed to accomplish particular tasks. See [Chapter 12, *Getting Help*](#), for information about resolving problems.

In this manual

Refer to	For information on
Chapter 2, <i>Setup and Registration</i>	Installing and registering with United Connection.
Chapter 3, <i>Getting Started</i>	Learning about United Connection and the travel planning environment, including the Itinerary Window and the toolbar.
Chapter 4, <i>Profiles and Preferences</i>	Identifying travelers and their preferences, such as preferred airlines, rental car companies, and hotel chains.
Chapter 5, <i>Creating and Managing Itineraries</i>	Creating an itinerary, selecting travelers, saving and opening itineraries, changing and canceling itineraries, and deleting itinerary files.
Chapter 6, <i>Selecting Flights</i>	Selecting flights based on either schedule or fare (using FareShopper). On United flights, you can even choose your own seats using a seat map.
Chapter 7, <i>Selecting Rental Cars</i>	Selecting rental cars, getting information about rental car companies, and requesting special services (such as child car seats or a mobile phone).
Chapter 8, <i>Selecting Hotel Accommodations</i>	Selecting hotel rooms, getting information about specific hotels, and requesting special services (such as extra beds or a late arrival guarantee).
Chapter 9, <i>Reserving Your Itinerary</i>	Choosing a ticketing option (for example, Electronic Ticket or Express Delivery), paying for your tickets online, and reserving your itinerary.
Chapter 10, <i>Flight Status and Mileage Plus</i>	Checking flight status, reviewing Mileage Plus account information, and calculating Mileage Plus miles between cities.
Chapter 11, <i>Other Options</i>	Changing system options, finding out about special travel offers, connecting to the reservation system, and viewing, copying, and printing your itinerary.
Chapter 12, <i>Getting Help</i>	Troubleshooting questions and answers, using the online Help and the <i>Quick Reference Guide</i> , and contacting the United Connection Support Desk.

Chapter 2

Setup and Registration

After you install United Connection, you will need to register. The Registration Wizard guides you through the following steps:

- Choosing a United Connection service provider
- Setting up your modem and entering dialing information (if necessary)
- Providing your name, phone number, and Mileage Plus® number (if you don't have a Mileage Plus number one will be assigned to you)
- Connecting to the reservation system
- Entering a password
- Providing credit card information

Note: United Connection now allows you to access the reservation system via the Internet. You can use any Internet Service Provider with whom you have an account, including MSN The Microsoft Network® and CompuServe®. If you do not have an Internet account, connect via the United Airlines Network.

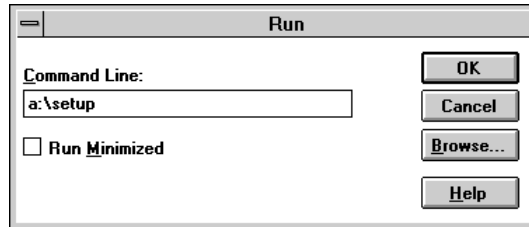
Installing United Connection

If you are using Windows 95, install United Connection as indicated on the next page. For all Windows 3.x versions, follow the instructions below.

Note to CD-ROM Users: CD-ROM installation instructions can be found on the back of the CD sleeve.

To install United Connection on Windows 3.x

1. Start Windows. Close all open applications except Program Manager.
2. Insert United Connection Disk 1 into a floppy drive on your PC.
3. From the Program Manager, select the File menu and choose Run.



Run dialog box

4. In the command line, type `a:\setup` and click OK. (If the diskette is in drive B, type `b:\setup` and click OK.)

The United Connection Installation window appears.

5. Follow the onscreen instructions to begin the installation.
6. The Setup program asks if you want to install United Connection in the `\UCONNECT` directory.
 - To accept this default, click `Next>`.
 - To install United Connection in a new or different directory, click `Browse`.
 - ◆ To install in a new directory, type the full path name, including the new directory name, and click OK. When you are prompted to create the new directory, click `Yes`. Then click `Next>`.
 - ◆ To install in a different directory, select the directory name, click OK, and then click `Next>`.
7. Follow the onscreen instructions to complete the installation.

To install United Connection in Windows 95

1. Start Windows 95.
2. Insert United Connection Disk 1 into a floppy drive on your PC.
3. Click Start, click Settings, and then click Control Panel.
4. Double-click the Add/Remove Programs icon.
5. Click the Install/Uninstall tab, and then click Install.
6. Follow the onscreen instructions to begin the installation.
7. The Setup program asks if you want to install United Connection in the \United Connection directory.
 - To accept this default, click Next>.
 - To install United Connection in a new or different directory, click Browse.
 - ◆ To install in a new directory, type the full path name, including the new directory name, and click OK. When you are prompted to create the new directory, click Yes. Then click Next>.
 - ◆ To install in a different directory, select the directory name, click OK, and then click Next>.
8. Follow the onscreen instructions to complete the installation.



Starting United Connection

Once you have installed United Connection, you can start the application as follows:

Windows 3.x: From the Windows Program Manager, double-click the United Connection icon. The Welcome window appears. Click on the Travel Planning icon to access the Itinerary Window.

Windows 95: Click the Start button, click Programs, and then click United Connection. The Welcome window appears. Click on the Travel Planning icon to access the Itinerary Window.

Registering with United Connection

You need to register before you can begin using United Connection. The Registration Wizard guides you through this quick and easy process. Until you register, the Registration Wizard appears automatically each time you start United Connection. If you do not choose to register immediately, select Registration from the Tools menu to start the Registration Wizard.

Choosing a Service Provider

The service provider you choose determines how you will connect to the reservation system. United Connection provides online access to the reservation system in two ways: via the Internet, or using the United Airlines Network. The first three options below allow you to connect to the reservation system via the Internet. See [“Connecting via the Internet” in Chapter 12](#) for more information. If you do not have access to any of these service providers, choose the United Airlines Network.

If you choose Internet Service Provider, MSN, or CompuServe, you must have an account with that service provider.

Internet Service Provider

Choose this option if you have an account with an Internet Service Provider and would like to use this provider to connect to the reservation system.

MSN (The Microsoft Network)

Choose this option if you have an MSN account and would like to use MSN's Internet access to connect to the reservation system. MSN is only available through Windows 95.

CompuServe

Choose this option if you have a CompuServe account and would like to use CompuServe's Internet access to connect to the reservation system.

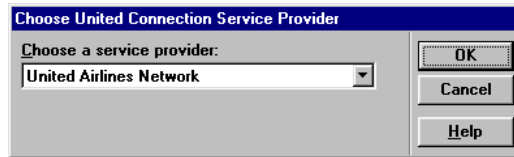
United Airlines Network

United Airlines Network is a private telephone network which allows you to access the reservation system without having to establish an account with an outside service provider. Anyone may connect to the reservation system using this option — all you need is a modem and a phone line.

United Connection uses Secure Sockets Layer encryption for all Internet Service Provider communications.

To choose a United Connection service provider:

1. The Choose United Connection Service Provider dialog box displays a list of available service providers. Highlight the service provider you want to use. The default service provider is United Airlines Network.



Choose United Connection Service Provider dialog box

2. To continue, click OK.

Will I be charged for using United Connection?

The only cost associated with using United Connection will be any connection time charges assessed by your service provider in accordance with the terms of your agreement with that provider. Some service providers give you unlimited online access for a flat monthly fee. Others charge by the minute once you exceed a certain number of hours each month.

If you choose Internet Service Provider, MSN, or CompuServe, contact your service provider if you are unsure about your billing arrangement. Currently, there is no charge for using the United Airlines Network except for the cost of the telephone call to the network (usually a local call). United reserves the right to change this policy at any time in the future.

Setting up your modem

Important: If you choose Internet Service Provider, MSN, or CompuServe, you will NOT setup your modem or enter dialing information in United Connection. Your modem setup and dialing configuration is handled through your service provider. To continue, go to [“Entering Personal Information”](#).

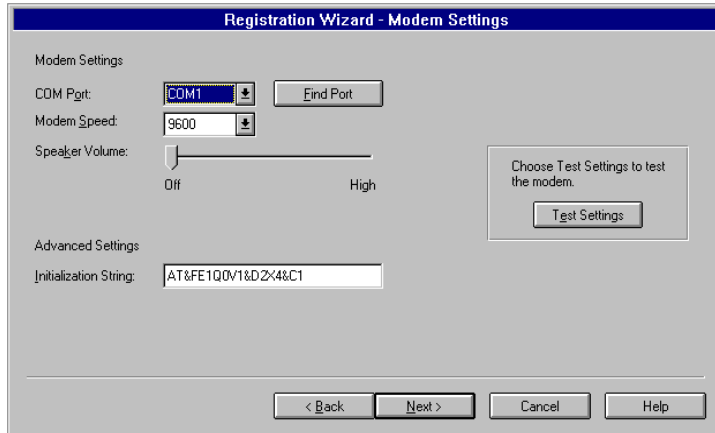
If you choose United Airlines Network, you will need to setup your modem. This process varies, depending on your version of Windows. The Registration Wizard displays the appropriate dialog(s) for your system.

To setup your modem in Windows 3.1, 3.11, or NT 3.51:

1. In the Modem Type dialog box, scroll down the Vendor list and select the company that makes your modem.
2. In the Modem list, select the modem that matches (or most closely matches) the modem you will be using.

If you cannot find an exact match, select Hayes or Hayes-Compatible from the Vendor list and choose the most appropriate modem.

3. Click Next. The Modem Settings dialog box appears.



Modem Settings dialog box

4. Complete the modem settings as follows:

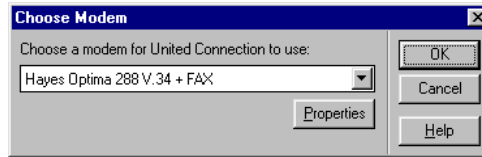
In this field	You can
COM Port	Select the communications port used by your modem. The default is COM1.
Find Port	Choose this button if you are not sure which COM port your modem is using.
Modem Speed	Select the modem speed (baud rate) for your modem. The default is 9600.
Speaker Volume	Move the slide control left or right to adjust your modem speaker volume.
Initialization String	When you select a modem, United Connection automatically supplies the appropriate initialization string for that modem. Modify the initialization string only if your modem has special features or commands that you want to enable. See your modem manual for details.

If you have an external modem, be sure to turn it on before selecting the Find Port option.

5. To validate the selected settings, click Test Settings. United Connection will check the settings and inform you of any problems.
6. After choosing your modem settings, click Next to continue.

To setup your modem in Windows 95:

1. In the Choose Modem dialog box, select the modem you want to use with United Connection. If you have more than one modem installed, click on the arrow to display a list of installed modems.




Choose Modem dialog box

2. To change your COM port, baud rate, speaker volume, and other settings, click Properties. The Windows 95 Modem Properties dialog box appears.
If you need help on the Modem Properties dialog, click the "?" button in the upper right corner of the dialog box, then click on an area of the dialog box to get help for that area.
3. To continue, click OK.

Checking modem status while connected

Windows 95 users can see real-time modem information while connected.

To check modem status:

1. Once you are connected to the reservation system, a small modem icon appears in the Windows 95 status bar. 
If the modem icon does not appear in the Windows 95 status bar, choose Communications/Modem Settings from the Tools menu in United Connection. Click Properties, then select the Options tab and make sure that "Display modem status" is checked.
2. Double-click on this icon to display the modem status dialog box.
3. This dialog box shows you the number of bytes sent and received, the speed at which the modem is communicating, and the number of minutes you have been connected.

Note: With data compression, your modem may be able to transmit and receive data at speeds higher than its maximum rated speed. You set the maximum speed in the General tab of the Modem Properties dialog box.

4. Click OK to close the Modem Status dialog box.

Entering dialing information

United Airlines Network users need to enter dialing information and choose access telephone numbers. The Registration Wizard automatically displays the Dialing Information dialog box. Enter or select the appropriate information. At a minimum, you will need to enter a location name and area code, and select a primary access number.

Dialing Information dialog box

To enter dialing information:

1. In the Dialing Information dialog box, complete the appropriate fields.

In this field	You can
Location Name	Enter a name for your current location. For example, Home or Work.
Area Code at this Location	Enter the three-digit area code for this location.
Always dial area code	Check this box if you need to dial an area code for all calls (even calls in your own area code).
Dialing Prefix	Enter or select the prefix(es) you need to dial from this location. Dialing prefixes include the code needed to get an outside line, or the code needed to disable Call Waiting.

If you are entering more than one code, separate the codes with a comma.

In this field	You can
Dialing Suffix	Enter any number you need to dial after the primary (or backup) access number is dialed. For example, when you place a long distance call from work, you might need to dial an authorization number to complete the call.
Long Distance	Enter the number you need to dial before dialing long-distance from this location (usually 1).
Dialing Method	Choose Tone or Pulse Dialing. The default is Tone Dialing (used by touch-tone phones).
Calling Card Type (Windows 95 only)	If you will be using a calling card from this location, select your calling card provider. Note: If your calling card provider is not listed, you can enter your access number(s) in this field. If you enter a series of numbers, be sure to separate the numbers with commas.
Calling Card Number (Windows 95 only)	If you will be using a calling card from this location, enter the calling card number.
Primary Number	In the Primary field, type the three-digit area code for this location and press the down arrow key. Access numbers for that area code are displayed in the list. Select an access number. Modem speeds are displayed next to each number. Choose a number that use the highest speed supported by your modem. Do <u>not</u> select an access number whose modem speed is faster than your modem.
Backup Number	Select a backup access number just as you selected a primary number. United Connection automatically dials the backup number if the primary number is busy or does not respond.

If you are not sure which access number to select, call the 800 number displayed on the dialog box for assistance.

2. After completing your dialing information, click Next to continue.

Entering personal information

The Personal Information dialog box appears automatically in the Registration Wizard. You will need to enter your name, phone number, and Mileage Plus number (if you are already a Mileage Plus member).

Personal Information dialog box

To enter personal information:

1. In the Personal Information dialog box, complete the fields as follows:

In this field	You can
First Name and Last Name	Enter your first and last names.
Business Phone	Enter your business telephone number.
Home Phone	Enter your home telephone number.
Mileage Plus Account	Enter your Mileage Plus account number. This is the number that appears on your Mileage Plus card. Important: Do not enter any spaces or dashes between the numbers. If you are not a Mileage Plus member, leave this field blank. United Connection will instantly enroll you in the Mileage Plus program and assign an account number automatically.

At least one phone number is required. Include the area code with the phone number.

2. After entering your personal information, click Next.

United Connection establishes a connection to the reservation system to complete your registration. If you are using an external modem, make sure that it is plugged in to a power source and turned on. If you are not currently a Mileage Plus member, you will be asked to enter your credit card information before connecting (see below).

Connecting during registration

To complete your registration, United Connection will establish a connection to the reservation system using the Service Provider you selected. A status bar indicates the progress of the connection. Refer to “Troubleshooting” in the online Help if you experience any connection problems. If you are unable to resolve the problem yourself, contact the United Connection Support Desk.

Important: If you chose Internet Service Provider, MSN, or CompuServe, see [“Connecting via the Internet” in Chapter 12](#) for more information.

Entering a password

You need to enter a password during registration. This password will control access to your information on the reservation system. The Enter Password dialog box appears automatically in the Registration Wizard.

If you forget your password, you can call the United Connection Support Desk at 1-800-4UA-CNXX to get a new one.

To enter a password:

1. In the Password field, type the password you want to use. The password must be 6 to 10 characters long and can include both letters and numbers. Do not use symbols or spaces.
2. In the Verify Password field, re-type your password.
3. To save your password and continue, click OK.

Entering registration credit card information

You need to enter credit card information during registration. Credit card information is required for address verification. The Registration Credit Card Information dialog box appears automatically in the Registration Wizard.

Note: If you have already registered on another computer and are using the same United Connection Service Provider, the Registration Wizard displays the credit card information you entered during the previous registration. Please verify that this information is accurate before continuing.

Registration Wizard - Registration Credit Card Information

Registration Credit Card

Card Name: Example: Pat's Visa

Type of Card: Expiration Date: /

Account Number:

Your address (as shown on credit card statement):

Company: (optional)

Address:

City/State/Zip:

< Back Next > Cancel Help

Registration Credit Card Information dialog box

To enter registration credit card information:

1. In the Registration Credit Card Information dialog box, complete the fields as follows:

In this field	You can
Card Name	Enter a descriptive name for the credit card. For example, Citibank Visa Card.
Type of Card	Select the credit card type you are entering.
Account Number	Enter the credit card account number. Do not enter spaces or dashes between the numbers. For your security, the account number will not be displayed after credit card validation is complete.

In this field	You can
Expiration Date	Enter the credit card expiration date using the format MM/YY or MM/DD/YY. For example, 12/99 or 12/31/99.
Series Number	If you selected the American Express/Optima card, a Series Number field appears. Enter the four-digit credit card series number (also referred to as the CID, or Customer ID).
Company	Refer to your credit card statement. If your company name appears on the statement, enter that name exactly as it is shown. Otherwise, leave this field blank.
Address, City, State, and Zip	Enter YOUR address exactly as it is shown on the credit card statement.

2. After entering your credit card information, click Next to continue.
3. If you did not enter a Mileage Plus number in the Personal Information dialog box, United Connection now displays your new Mileage Plus number. Please make a note of it, then click Next to continue.

Congratulations... you are now a registered user of United Connection!

Electronic software updates

Periodically, updates to the United Connection software will be released electronically. When this occurs, a message prompting you to download the software update will appear after you connect to the reservation system. Some updates will be mandatory, others optional. Follow the onscreen instructions to download the software.

Note: For mandatory updates, the software will be downloaded as soon as you click OK. If you choose NO, you will not be able to connect to the reservation system until you run the download. For optional updates, you will be able to download the software later.

Changing Your Communication Settings

After you use United Connection for a while, you might decide to update your communication settings. This section describes how to:

- Change your United Connection Service Provider
- Changing your dialing information
- Update the expiration date for your registration credit card
- Change your password

Additional information about changing your communication settings is available in the online Help. While you are working in United Connection, just press F1 and choose the “Setup and Registration” option for detailed information and instructions.

Changing your service provider

You may change your United Connection service provider at any time.

Note: If you are not sure who your current United Connection Service Provider is, choose ABOUT from the Help menu. The name of your current service provider is displayed in the About dialog box.

To change your service provider:

1. Make sure you are disconnected from the reservation system. You cannot change service providers while you are connected.
2. From the Tools menu, choose Change Service Provider. The Change Service Provider dialog box appears. Your current provider is displayed.
3. Click on the arrow to display the list of service providers. Highlight the service provider you want to select and click OK.

Only choose Internet Service Provider, MSN, or CompuServe if you already have an account with that provider. (No separate account is needed for the United Airlines Network option.)

4. If you are switching to or from the United Airlines Network, you will need to re-register before you can connect to the reservation system.

Changing your dialing information

Note: This information applies to United Airlines Network users only.

You can change your dialing information at any time. For example, you would need to change this information if your area code changed, or if you wanted to select a different telephone access number in your area.

To change your dialing information:

1. From the Tools menu, choose Communications/Dialing Information. The Dialing Locations dialog box appears.
2. Highlight the location you want to change and click Edit. The Dialing Information dialog box appears.
3. Change your Dialing Information as needed.
4. To save your dialing information and return to the Dialing Locations dialog box, click OK. Click OK again to close the dialog box.

Updating your credit card expiration date

Once your registration credit card expires, you will not be able to connect to the reservation system until you enter the new expiration date (or provide a different card).

When your registration credit card is reissued with a new expiration date, you must update the information in United Connection. On the first day of the month in which the credit card is due to expire, United Connection will begin reminding you to change the expiration date. After the credit card expires, you will not be able to connect to the reservation system until you enter the new expiration date (or provide a different credit card).

To update the expiration date for your registration credit card:

1. From the Tools menu, choose Registration. The United Connection Registration dialog box appears.
2. Click Edit Card. The Registration Credit Card Information dialog box appears.
3. In the Expiration Date field, enter the new expiration date for that credit card using the format MM/YY or MM/DD/YY. For example, 12/99 or 12/31/99.
4. Click OK. The United Connection Registration dialog box appears.
5. Click OK again. The Establish Connection dialog box appears.
6. Click Connect to connect to the reservation system and update your credit card expiration date.

Forgot your password?

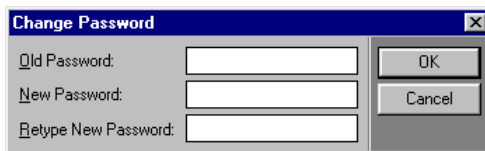
Call the United Connection Support Desk at 1-800-4UA-CNXN to get a new one.

Changing your password

To help prevent unauthorized access to your itineraries, a password must be provided each time you connect to the reservation system. You can change your password at any time.

To change your password:

1. From the Tools menu, choose Change Password. The Change Password dialog box appears.
2. In the Old Password field, type your current password.



Change Password dialog box

3. In the New Password field, type the new password you want to use.
The password must be 6 to 10 characters long and can include letters and numbers. Do not use symbols or spaces.
4. In the Retype New Password field, re-type your new password.
5. To save your new password and continue, click OK.

Chapter 3

Getting Started

This chapter provides an overview of the United Connection environment and how to use it. This includes:

- Welcome Window
- The Itinerary Window
- The toolbar
- Using United Connection

Overview

All activity in United Connection is centered around the main window — the Itinerary Window. What is an itinerary? A set a travel plans... a blueprint that describes the who, what, where, and when for a particular trip in precise detail. You're familiar with the itineraries generated by your travel agent. Now, United Connection lets you take control of your travel plans by creating your own itineraries — on your own computer.

Using the options available in the Itinerary Window, you specify travelers and then choose your flights, rental cars, and hotel accommodations. As you make your selections, the Itinerary Window updates automatically to display the new information.

At a glance, you can see the names of the selected travelers, the total current flight cost and flight miles, and detailed information for each flight, rental car, and hotel reservation. If you are flying on United, you can even select seats for everyone in your itinerary.

When you are ready to reserve your itinerary, you choose the most convenient ticketing option — your tickets can be mailed or delivered, picked up, or (if you are flying United) stored electronically. After you confirm your reservation, space is allocated on your selected flights, and your rental car and hotel reservations are forwarded electronically. If you wish, you can even print a copy of your itinerary for future reference.

Online access to the reservation system means that the up-to-the-minute information available to reservation agents is now available on *your PC*.

The Welcome Window

When you start United Connection, the Welcome Window appears. Click on one of the icons in this window to go to the corresponding option.



The United Connection Welcome Window

Deselect the “Show this menu at startup” option if you do **not** wish to see the Welcome Window each time you start United Connection.

Personal Profiles

Click on this icon to access the Traveler Editor, which lets you create customized travel profiles for yourself and others.

Travel Planning

Click on this icon to begin planning a trip. You select travelers, then add flights, cars, and hotels and you're ready to reserve your trip!

Mileage Plus®

Click on this icon to review Mileage Plus account information for yourself or other travelers. You'll need to register in order to use this option.

Flight Status

Click on this icon to check the status of a specific flight. Up-to-the-minute information is available for United flights leaving within 48 hours.

United Information

Click on this icon to get the latest information from United Airlines, including special offers, exciting promotions, and new features.

The Itinerary Window

The Itinerary Window is the starting point for all United Connection activities. From here you can edit traveler profiles, view Mileage Plus® account information, get flight status... and, of course, plan an itinerary.

A round-trip itinerary between New York and Los Angeles is shown below.

Choose toolbar icons to access the most frequently used options.

Displays information about the current itinerary.

Costs and Mileage Plus miles (if applicable) are updated automatically as you build your itinerary.

To resize a column, use the mouse to drag the column divider left or right.

The Status column indicates the status of each item (Planned, Selected, Reserved, etc.).

Indicates whether you are connected to the reservation system.

Displays information about the highlighted command.

Status	Date/Time	Location	Details
RESERVED	Mon 06/02/97 08:00a Mon 06/02/97 10:46a	John F Kennedy Intl (New York, NY) Los Angeles Intl (Los Angeles, CA)	Class: Business Seat: 6B
RESERVED	Mon 06/02/97 Fri 06/06/97	Wyndham Lax Airpor Formerly The Lax Airport Hy 310 670-9000	Type: Dlx King Rate: \$159.00/night USD Confirmation #: R2660665
RESERVED	Fri 06/06/97 07:00a Fri 06/06/97 03:14p	Los Angeles Intl (Los Angeles, CA) John F Kennedy Intl (New York, NY)	Class: Business Seat: 6B

Each area of the Itinerary Window is described on the following pages.

Menus

All United Connection menus appear in the menu bar at the top of the Itinerary Window. See "United Connection menus" in the online Help for more information about each menu and its options.

Toolbar

The toolbar at the top of the Itinerary Window provides immediate access to the most important United Connection features and functions. See "[Using the Toolbar](#)" below for information about each icon.

Travelers

The names of all travelers in the current itinerary appear on the left side of the Itinerary Window. Each itinerary can include up to four travelers. The primary traveler's name appears at the top of the list. See "[Selecting Travelers](#)" in [Chapter 5](#) for more information.

Totals

The following totals are displayed in the center of the Itinerary Window:

Flight Cost	Total airfare for all travelers on all selected flights.
Car Estimate	Estimated total cost for all rental cars.
Hotel Estimate	Estimated total cost for all hotel reservations.
MP Flight Miles	Total Mileage Plus flight miles for all United and United Express flights in the itinerary. Once travel is complete, the specified miles will be credited to each Mileage Plus member in the itinerary.

Notices

Displays information relating to the current itinerary, including:

- The itinerary name
- The flight confirmation number (if flights are reserved)
- The ticketing deadline (if flights are reserved but not ticketed)

See "Notices" in the online Help for a full list of items that can appear in the Notices area.

Itinerary items

All flights, rental cars, and hotel reservations included in your itinerary are displayed in the lower half of the Itinerary Window, in date/time order. The following information is provided for each itinerary item:

A status icon appears next to each flight you add. For example:



Status

Displays the status of each flight, rental car, and hotel reservation in the itinerary. This includes Planned, Selected, Reserved, or Ticketed.

Date and Time

Flights: Displays the departure and arrival dates and times.

Cars: Displays the pick-up and drop-off dates and times.

Hotels: Displays the check-in and check-out dates.

Location

Flights: Displays the origin and destination airports.

Cars: Displays the pick-up/drop-off location.

Hotels: Displays the hotel location.

Details

Flights: Displays service class and seat assignments.

Cars: Displays the car type and rate.

Hotels: Displays the room type and rate.

Status bar

The following information is displayed in a status bar along the bottom of the Itinerary Window:

- A description of each toolbar icon (when you point to that icon)
- A description of each menu option (when you highlight that option)
- The current date and time
- CONNECTED or NOT CONNECTED (indicates if you are connected to the reservation system)

Using the Toolbar

The toolbar at the top of the Itinerary Window includes icons for many United Connection options. Each icon is described below.



Travelers

Choose this icon to add travelers to your itinerary. See "Selecting Travelers" in [Chapter 5](#) for more information.



Add Flight

Choose this icon to add a flight to your itinerary. See [Chapter 6, Selecting Flights](#), for more information.



Add Car

Choose this icon to add a rental car to your itinerary. See [Chapter 7, Selecting Rental Cars](#), for more information.



Add Hotel

Choose this icon to add hotel accommodations to your itinerary. See [Chapter 8, Selecting Hotel Accommodations](#), for more information.



Find

Highlight a flight, rental car, or hotel item in the Itinerary Window, then choose this icon to view availability for the selected item.



FareShop

Choose this icon to select flights using FareShopperSM. See "Selecting Flights Based on Fare" in [Chapter 6](#) for more information.



Reserve

Choose this icon when you are ready to reserve your itinerary. See [Chapter 9, Reserving Your Itinerary](#), for more information.



Cancel

Choose this icon to cancel your itinerary. See "Canceling a Reserved Itinerary" in [Chapter 5](#) for more information.



Print

Choose this icon to print a copy of your itinerary. See "Printing an Itinerary" in [Chapter 11](#) for more information.

Using United Connection

Creating traveler profiles

In order to use United Connection, you will need to create one or more traveler profiles for each person who will be traveling. Profiles include traveler information (name, credit cards, frequent flyer and award programs), as well as preferences for flights, rental cars, and hotel accommodations. You enter this information in the Traveler Editor.

You can create multiple profiles for each traveler — for example, a Business Trip profile, a Family Vacation profile, etc. By choosing different preferences and service requests for different trip types, you can create tailor-made itineraries with a minimum of effort. See [Chapter 4, Profiles and Preferences](#), for more information. Once you have identified travelers and their preferences, you can start creating an itinerary as follows:

Selecting travelers



The first thing you need to do when creating an itinerary is to select travelers. Choose the Travelers icon in the toolbar, then select the travelers you want to include in this itinerary. See [Chapter 5, Creating and Managing Itineraries](#), for more information.

Adding itinerary items



After selecting all of the travelers you want to include in the itinerary, you are ready to add flights, rental cars, and hotel accommodations. See Chapters 6 through 8 for information on adding these items to your itinerary.

Reserving your itinerary



When you are ready to reserve your itinerary, choose the Reserve icon in the toolbar. You then review the itinerary costs, choose a ticketing option, and (if you wish) pay for your tickets online with a credit card. See [Chapter 9, Reserving Your Itinerary](#), for more information.

Printing your itinerary



Whenever you need a printed copy of your itinerary, just choose the Print icon in the toolbar. See [Chapter 11, Other Options](#), for more information about printing.

Saving your itinerary

You should save your itinerary file before exiting United Connection. To save your itinerary file, choose Save (or Save As) from the File menu and enter the required information.

Note that saving an itinerary file does *not* reserve that itinerary. When you save an itinerary file, you are storing a copy of that itinerary in the specified directory on your computer's hard drive. In order to reserve your flights, rental cars, and hotel accommodations, choose Reserve from the toolbar.

What's Next

Now that you are familiar with the United Connection workspace, you're ready to begin checking flights and reserving travel!

If you have not yet created any traveler profiles, you'll need to do this first. See [Chapter 4, Profiles and Preferences](#), for additional information. If you have already created traveler profiles, proceed to [Chapter 5](#).

Chapter 4

Profiles and Preferences

In this chapter you will learn how to identify travelers and specify their preferences in the Traveler Editor. This includes:

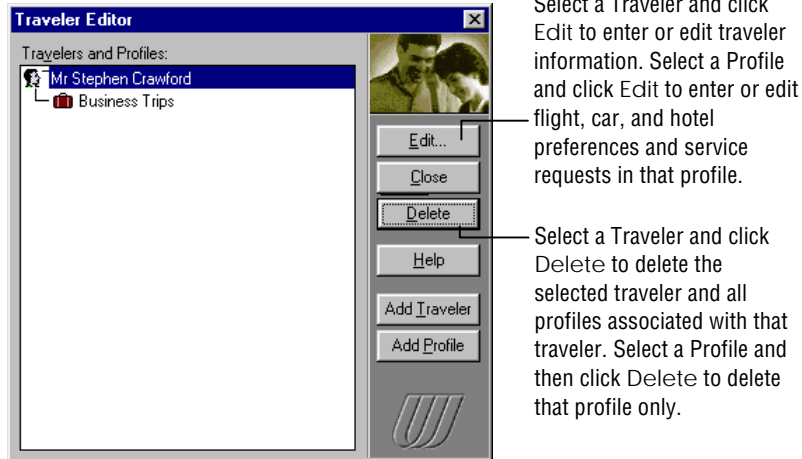
- Using the Traveler Editor
- Adding a traveler
- Creating profiles for travelers
- Changing traveler information
- Changing profile information

About profiles and preferences

You need to provide traveler information and create at least one traveler profile for each person you want to include in an itinerary. You enter this information in the Traveler Editor. The Traveler Editor consists of two separate areas: Traveler Information and Profile Information. Each of these areas is described in the following section.

Using the Traveler Editor

The Traveler Editor dialog box displays a list of travelers and the profiles associated with those travelers.



Traveler Editor dialog box

Traveler information

You create traveler entries by providing all relevant personal information for each traveler. Traveler information includes:

- **Personal information.** The traveler's name, home and/or work phone numbers, traveler type (adult, senior, or child), and home airport.
- **Payment information.** Information about credit cards that the traveler wants to use to pay for flights or guarantee hotel rooms.
- **Travel Program information.** For example, Mileage Plus® membership.
- **Discount Program information.** For example, discount or corporate programs sponsored by a rental car company or hotel chain.

While only Personal information is required, you should also enter Payment information if you want the traveler to be able to pay for itinerary costs. Also, if the traveler is a Mileage Plus member or belongs to other travel or discount programs, be sure to enter this information in the corresponding areas. When you reserve an itinerary, frequent flyer numbers are forwarded to the appropriate airlines for each traveler in the itinerary. (Other travel program numbers and discount program numbers are forwarded for the primary traveler only.)

You must create a profile for each traveler. If you do not create a profile after adding a new traveler, United Connection creates a default profile for that traveler automatically.

Profiles

After entering traveler information, you need to create a profile for that traveler. Profiles let you save each traveler's preferences for a particular type of trip, then apply those preferences when you create an itinerary. For example, when you're traveling on business you might prefer to fly in business class on a specific airline, rent an intermediate size car equipped with a mobile phone, and stay at hotel with meeting room facilities. When you are traveling on vacation, you might prefer to fly coach and stay at a hotel chain that has a pool and baby-sitting services.

Profile information includes:

- **Flight preferences.** Preferred airlines and service class, and acceptable flight restrictions.
- **Flight service requests.** Preferred seating (for example, aisle or window), preferred meal, and special services such as a wheelchair.
- **Rental car preferences.** Preferred rental car companies, car types (compact, intermediate, full-size, etc.), rate range, and companies that offer in-terminal facilities or unlimited mileage options.
- **Rental car service requests.** Requests for child car seats, a mobile phone, a ski-equipped car, or a car equipped with hand controls for a physically challenged driver.
- **Hotel preferences.** Preferred hotel chains, preferred amenities (health club, meeting rooms, etc.), occupancy (single or double), rate range, and preferred rate category (weekend, corporate, etc.).
- **Hotel service requests.** Requests for late arrival guarantee, additional adults or children in room, and roll-away beds or cribs.

Multiple profiles

You can create as many profiles for each traveler as you wish. For example, a traveler living in Minneapolis might want to create three profiles: one for routine business trips, one for monthly sales meetings in Chicago, and one for vacation and weekend leisure travel.

How does United Connection use profiles?

To add a traveler to an itinerary, you select one of that traveler's profiles. You also specify one traveler as the primary traveler. At your option, United Connection can use the preferences and service requests from the primary traveler's profile to customize the current itinerary.

Can I change this information?

Yes, you can change traveler and profile information at any time using the Traveler Editor. As you plan an itinerary, you can also change flight, car, and hotel preferences on the fly. You can save the changes in the primary traveler's profile, or use them for the current trip only.

Customizing your profiles

As you specify preferences, consider the purpose of the profile you are creating. Then, tailor your choices to suit the trip type. For example:

- For trips where dates are flexible: Select all fare restrictions and choose Coach as your service class to get a better fare.
- For trips that could require travel on short notice: Create a profile with few fare restrictions and choose Any as your service class.
- For business trips: Choose your company's preferred rental car company, and preference hotels with meeting facilities.
- For leisure travel with the family: Request car seats for the kids, and hotels that provide a pool and baby-sitting services.

Adding a Traveler

You need to enter traveler information for each person you want to include in a United Connection itinerary.

To enter information for a new traveler:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box displays a list of travelers and their associated profiles.
2. Click Add Traveler. The Personal tab of the Traveler Information dialog box appears.
3. To enter traveler information, select the appropriate tab. Information on the Personal tab is required, all other information is optional.

Select this tab	To enter the following information
Personal	Traveler name, phone number(s), traveler type, and home airport.
Payment	Credit card type, account number, expiration date, and billing address for each credit card that will be used to pay for itinerary costs.
Travel Programs	Travel program name, account number, sponsor type, and sponsor name.
Discount Programs	Discount program name, account number, sponsor type, and sponsor name.

Entering personal information

The Personal tab contains traveler identification information. Follow the steps below to enter personal information for a traveler.

To enter personal information:

1. In the Traveler Information dialog box, select the Personal tab.

Enter at least one phone number.

Streamline travel planning by entering the traveler's home airport.



Traveler Information

Personal | Payment | Travel Programs | Discount Programs

Traveler

Title: Mr

First Name: Stephen Business Phone: (800) 555-1212

Last Name: Crawford Home Phone: () -

Type:

Child

Adult

Senior Citizen

Home Airport

John F Kennedy Intl (New York, NY)

OK

Cancel

Help



Traveler Information dialog box, Personal tab

2. Complete the Personal information as follows:

In this field	You can								
Title	Select a title (optional).								
First and Last Name	Enter the traveler's first name and last name.								
Business Phone	Enter the traveler's business phone number.								
Home Phone	Enter the traveler's home phone number.								
Type	Select Child, Adult, or Senior Citizen using the following age categories: <table border="1" data-bbox="821 604 1206 746"> <thead> <tr> <th>Age Range</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>0-11 years</td> <td>Child</td> </tr> <tr> <td>12-64 years</td> <td>Adult</td> </tr> <tr> <td>65 or more years</td> <td>Senior Citizen</td> </tr> </tbody> </table>	Age Range	Type	0-11 years	Child	12-64 years	Adult	65 or more years	Senior Citizen
Age Range	Type								
0-11 years	Child								
12-64 years	Adult								
65 or more years	Senior Citizen								
Birthdate	If you choose Child or Senior, a date field appears. Enter the traveler's birthdate using the format MM/DD/YYYY. For example, 08/10/1922.								
Home Airport	Enter or select the home airport for this traveler. This is the airport that he or she will be departing from most frequently. See "Using the Airport Search Option" in Chapter 11 for help using this feature.								

Children under two are classified automatically as infants.

3. To continue entering traveler information, select the Payment tab and enter the traveler's payment credit card information.

Entering payment credit card information

The Payment tab allows you to enter the credit cards that the traveler wants to use to pay for airline tickets and reserve hotel rooms. Follow these steps to enter Payment information for a traveler.

To enter payment credit card information:

1. In the Traveler Information dialog box, select the Payment tab.
2. Click Add. The Credit Card Information dialog box appears.

Do not enter any spaces or dashes between the numbers.

Enter the traveler's address exactly as shown on their credit card billing statement.

Credit Card Information

Payment Credit Card

Card Name: Example: Pat's Visa

Type of Card: Expiration Date:

Account Number:

Your address (as shown on credit card statement):

Company: (optional)

Address:

City/State/Zip:

OK
Cancel
Help

Credit Card Information dialog box

3. Complete the Credit Card Information fields as follows:

In this field	You can
Card Name	Enter a descriptive name for the credit card. For example, Corporate American Express.
Type of Card	Select the type of credit card you want to use.
Account Number	Enter the credit card account number. Do not enter spaces or dashes between numbers. For your security, the number will not be displayed after credit card validation is complete.
Expiration Date	Enter the credit card expiration date using the format MM/YY or MM/DD/YY. For example, 12/99 or 12/31/99.
Series Number	If displayed, enter the four-digit credit card series number (also referred to as the CID, or Customer ID). This field only appears if you selected the American Express/Optima card.
Company	If the credit card billing statement is sent to the traveler's company, enter the company name exactly as it appears on the statement. Otherwise, leave this field blank.
Address, City, State, and Zip	Enter the traveler's address exactly as it is shown on the credit card billing statement.

4. When you are finished entering credit card information, click OK to return to the Payment tab.
5. To enter another payment credit card, repeat steps 2 through 4.
6. To continue entering traveler information, select the Travel Programs tab and enter the traveler's travel program information.

You cannot apply for membership to new programs through United Connection — only enter travel programs in which the traveler is already a member.

Entering travel program information

The Travel Programs tab allows you to enter the travel programs in which the traveler is a member (for example, frequent flyer programs). This information is optional. If provided, it will be forwarded to the appropriate sponsor (airline, car rental car company, or hotel chain) when the traveler's itinerary includes a reservation with that sponsor.

To enter travel program information:

1. In the Traveler Information dialog box, select the Travel Program tab.
2. Click Add. The Frequent Traveler Program Information dialog box appears.

Frequent Traveler Program Information dialog box

3. Complete the Frequent Traveler Program Information fields as follows:

In this field	You can
Name	Type the name of the travel program that you want to include for this traveler.
Account	Type the traveler's account number or membership number for that program.
Type	Select the type of company that sponsors the travel program.
Company	Select the sponsor company name.

4. When you have finished entering travel program information, click OK to return to the Travel Programs tab.
5. To enter another travel program, repeat steps 2 through 4.
6. To continue entering traveler information, select the Discount Programs tab and enter the traveler's discount program information.

Each traveler is limited to one discount program per sponsor.

Entering discount program information

The Discount Programs tab allows you to enter the discount programs in which the traveler is a member. This information is optional. If provided, it will be forwarded to the appropriate sponsor (car rental company or hotel) when the traveler's itinerary includes a reservation with that sponsor.

To enter discount program information:

1. In the Traveler Information dialog box, select the Discount Program tab.
2. Click Add. The Discount Program Information dialog box appears.

Discount Program Information dialog box

3. Complete the Discount Program Information fields as follows:

In this field	You can
Name	Type the name used to reference the discount program. For example, "TownLine Bank Employee Discount."
Account	Type the account or membership number.
Type	Select the type of company that sponsors the discount program.
Company	Select the sponsor company name.

4. When you have finished entering discount program information, click OK to return to the Discount Programs tab.
5. To enter another discount program, repeat steps 2 through 4.
6. When you have finished entering traveler information, click OK. The Trip Profiles dialog box appears.

Creating a Profile

You need to create at least one profile for each traveler. Profiles contain the traveler's preferences and service requests for flights, rental cars, and hotels. You can create multiple profiles for each traveler, choosing different preferences and services for different trip types.

The Trip Profiles dialog box appears automatically after you create a new traveler. If you do not create a profile, United Connection creates a default profile automatically.

To create a profile:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box displays a list of travelers and their profiles.
2. Select the traveler for whom you want to create a profile and click Add Profile. The Trip Profiles dialog box appears.
3. In the Profile Name field, type a unique name for this profile. For example, Business Meetings or Weekend Trips.
4. To enter preferences and service requests, select the appropriate tab. All information is optional.

Select this tab	To enter the following information
Flights	Preferred airlines, preferred service class, acceptable fare restrictions.
Flight Requests	Preferred seating, special meal request, special services (such as a wheelchair at the airport).
Car	Preferred rental companies, preferred car types, acceptable rate range, in-terminal facilities, unlimited mileage option.
Car Requests	Infant/toddler car seats, car phone, ski-equipped car, hand controls.
Hotel	Preferred hotels, occupancy, amenities, rate category, acceptable rate range.
Hotel Requests	Late arrival guarantee, additional guests in hotel room, extra beds or cribs.

Specifying flight preferences

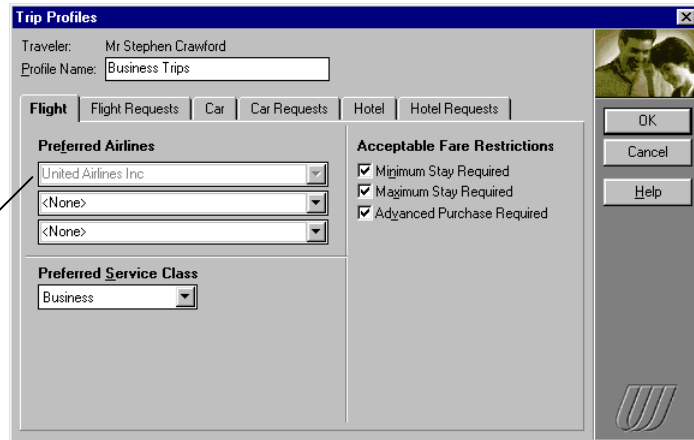
Flight preferences include preferred airlines, preferred service class, and acceptable fare restrictions. If you choose the Use Preferences option in the Select Flight dialog box, United Connection will use the primary traveler's flight preferences to narrow the search for acceptable flights.

To specify flight preferences:

1. In the Trip Profiles dialog box, select the Flight tab.

Enter a unique name for each profile. For example, Sales Meetings, Branch Office Visits, Vacation, etc.

United Airlines is preset as one of the preferred airlines. This selection cannot be changed. You can select two additional preferred airlines.



Trip Profiles dialog box, Flight tab

2. Enter the traveler's flight preferences as follows:

In this field	You can
Preferred Airlines	Select the traveler's preferred airlines.
Preferred Service Class	Select a class. Options include First, Business, Coach/Economy, and Any. The default is Any.
Acceptable Fare Restrictions	Select the fare restrictions the traveler is willing to accept when pricing a flight. These include: <ul style="list-style-type: none"> • Minimum Stay Required • Maximum Stay Required • Advance Purchase Required By default, all fare restrictions are selected.

3. To continue entering profile information, select the Flight Requests tab and enter the traveler's flight service requests.

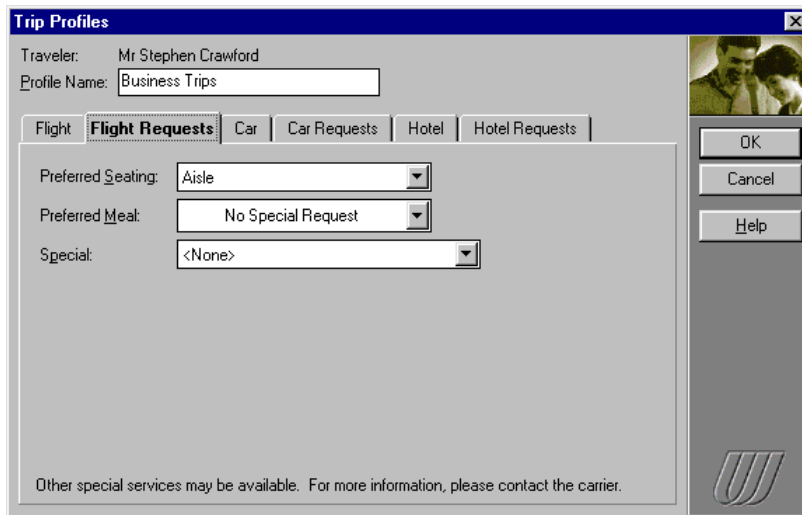
United Connection cannot guarantee flight service requests. Please call the airline directly to confirm your requests.

Specifying flight service requests

Flight services include preferred seating, special meal requests, and special services. All travelers' flight service requests are forwarded to the appropriate airlines when you reserve an itinerary.

To specify flight service requests:

1. In the Trip Profiles dialog box, select the Flight Requests tab.



The screenshot shows the 'Trip Profiles' dialog box with the 'Flight Requests' tab selected. The dialog box contains the following information:

- Traveler: Mr Stephen Crawford
- Profile Name: Business Trips
- Flight Requests tab: Selected
- Preferred Seating: Aisle
- Preferred Meal: No Special Request
- Special: <None>

Other special services may be available. For more information, please contact the carrier.

The dialog box also features a small image of a man and a woman, and a United logo in the bottom right corner.

Trip Profiles dialog box, Flight Requests tab

2. Enter the traveler's flight service requests as follows:

In this field	You can
Preferred Seating	<p>Select the traveler's seating preference. Seating options include:</p> <ul style="list-style-type: none"> • None • Aisle seat • Any seat • Window seat <p>The default option is Aisle seat.</p>
Preferred Meal	<p>Select the traveler's special meal preference. The default option is No Special Request.</p> <p>Certain restrictions apply to special meal requests. Refer to the online Help for details.</p>
Special	<p>Select any special services the traveler requires. For example, you can request a wheelchair for use at the airport.</p> <p>Note that wheelchair users must be able to ascend and descend stairs. If further assistance is required, please contact the airline directly.</p>

Heart Smart™ meals are preceded in the list by the Heart Smart logo.

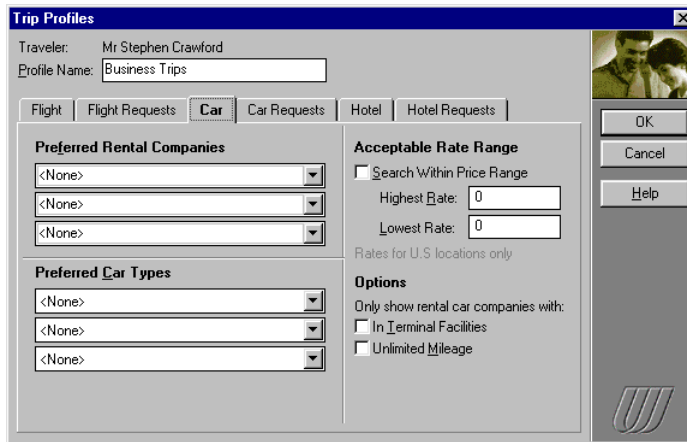
3. To continue entering profile information, select the Car tab and enter the traveler's rental car preferences.

Specifying rental car preferences

Rental car preferences include preferred rental companies, preferred car types, acceptable rate range, and preferences for in-terminal facilities or unlimited mileage. If you choose the Use Preferences option in the Select Rental Car Company dialog box, United Connection will use the primary traveler's rental car preferences to narrow the search for rental cars.

To specify rental car preferences:

1. In the Trip Profiles dialog box, select the Car tab.



The screenshot shows the 'Trip Profiles' dialog box with the 'Car' tab selected. The traveler is 'Mr Stephen Crawford' and the profile name is 'Business Trips'. The 'Car' tab is active, showing options for preferred rental companies, car types, acceptable rate range, and options. The 'Preferred Rental Companies' section has three dropdown menus, all set to '<None>'. The 'Preferred Car Types' section has three dropdown menus, all set to '<None>'. The 'Acceptable Rate Range' section has a checkbox for 'Search Within Price Range' (unchecked), and two input fields for 'Highest Rate' and 'Lowest Rate', both set to '0'. The 'Options' section has a checkbox for 'Only show rental car companies with:' (checked), and two sub-options: 'In Terminal Facilities' (unchecked) and 'Unlimited Mileage' (unchecked). The dialog box includes 'OK', 'Cancel', and 'Help' buttons, and a small photo of a man and a woman in the top right corner.

Trip Profiles dialog box, Car tab

2. Enter the traveler's rental car preferences as follows:

In this field	You can
Preferred Rental Companies	Select the traveler's three preferred rental car companies. The default is None.
Preferred Car Types	Select the traveler's three preferred car types. The default is None.
Search Within Price Range	Select this option if you only want to see rental companies that offer rates within a price range you specify. Then, do the following: <ol style="list-style-type: none"> In the Highest Rate field, enter the highest daily rate you want to pay for a rental car. In the Lowest Rate field, enter the lowest daily rate you want to pay for a rental car.
In Terminal Facilities	Select this option if you prefer to rent cars from companies that have service desks located in the airport terminal, rather than at a remote airport location (that may require shuttle service).
Unlimited Mileage	Select this option if you prefer to rent from companies that offer an unlimited mileage plan.

3. To continue entering profile information, select the Car Requests tab and enter the traveler's rental car service requests.

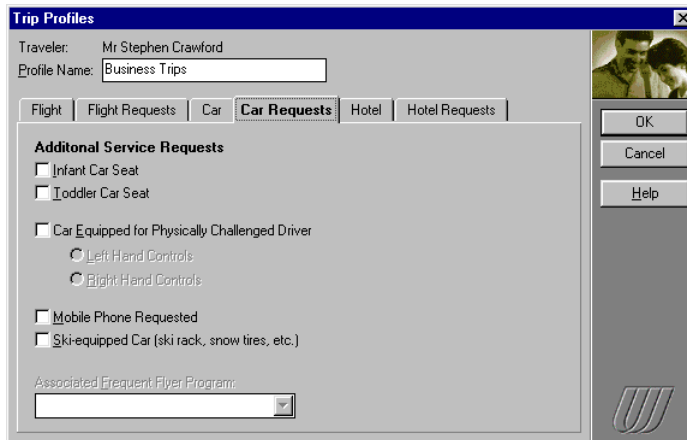
United Connection cannot guarantee rental car service requests. Please call the company directly to confirm your requests.

Specifying rental car service requests

Rental car services include infant and toddler car seats, controls for physically challenged drivers, mobile phone, ski-equipped car, and associated frequent flyer program. Rental car service requests are forwarded for the primary traveler only.

To request car services:

1. In the Trip Profiles dialog box, select the Car Requests tab.



The screenshot shows the 'Trip Profiles' dialog box with the 'Car Requests' tab selected. The 'Traveler' field is 'Mr Stephen Crawford' and the 'Profile Name' is 'Business Trips'. The 'Additional Service Requests' section includes checkboxes for 'Infant Car Seat', 'Toddler Car Seat', 'Car Equipped for Physically Challenged Driver' (with radio buttons for 'Left Hand Controls' and 'Right Hand Controls'), 'Mobile Phone Requested', and 'Ski-equipped Car (ski rack, snow tires, etc.)'. There is also a dropdown for 'Associated Frequent Flyer Program'. The dialog has 'OK', 'Cancel', and 'Help' buttons on the right, and a United logo in the bottom right corner.

Trip Profiles dialog box, Car Requests tab

2. Enter the traveler's rental car service requests as follows:

In this field	You can
Infant Car Seat	Select an infant car seat.
Toddler Car Seat	Select a toddler car seat.
Car Equipped for Physically Challenged Driver	Select a rental car equipped for a physically challenged driver. You then choose either: <ul style="list-style-type: none"> • Left Hand Controls • Right Hand Controls
Mobile Phone	Select a car equipped with a mobile phone.
Ski-Equipped Car	Select a car with a ski rack, snow tires, etc.
Associated Frequent Flyer Program	Select the frequent flyer program you want to associate with rental cars. When you reserve a rental car and the primary traveler's profile includes an associated frequent flyer program for rental cars, United Connection will forward the primary traveler's membership number to the rental car company. If the selected frequent flyer program has a promotional agreement with the rental company, the primary traveler may be eligible for any benefits offered under that promotion.

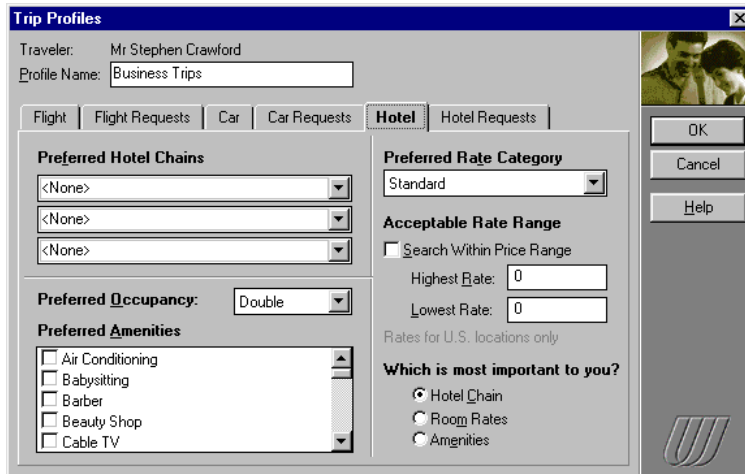
3. To continue entering profile information, select the Hotel tab and enter the traveler's hotel preferences.

Specifying hotel preferences

Hotel preferences include preferred hotel chains, preferred occupancy, preferred amenities, preferred rate category, acceptable rate range, and most important preference. If you choose the Use Preferences option in the Select Hotel dialog box, United Connection will use the primary traveler's hotel preferences to narrow the search for hotels.

To specify hotel preferences:

1. In the Trip Profiles dialog box, select the Hotel tab.



The screenshot shows the "Trip Profiles" dialog box with the "Hotel" tab selected. The traveler is identified as "Mr Stephen Crawford" with a profile name of "Business Trips". The "Hotel" tab is active, showing options for "Preferred Hotel Chains" (all set to "<None>"), "Preferred Rate Category" (set to "Standard"), and "Acceptable Rate Range" (with "Search Within Price Range" unchecked and both "Highest Rate" and "Lowest Rate" set to 0). Under "Preferred Amenities", "Air Conditioning" is checked, while "Babysitting", "Barber", "Beauty Shop", and "Cable TV" are unchecked. The "Preferred Occupancy" is set to "Double". A section titled "Which is most important to you?" has "Hotel Chain" selected with a radio button. The dialog includes "OK", "Cancel", and "Help" buttons, and a small photo of a man and a woman in the top right corner.

Trip Profiles dialog box, Hotel tab

2. Enter the traveler's hotel preferences as follows:

In this field	You can
Preferred Hotel Chains	Select the traveler's three preferred hotel chains. The default is None.
Preferred Occupancy	Select Single or Double occupancy.
Preferred Amenities	Select up to eight amenities (health club, meeting rooms, baby-sitting, pool, etc.).
Preferred Rate Category	Select one of the following options: Standard, Corporate, Senior Citizen, Club Level, or Weekend. The default is Standard.
Search Within Price Range	Select this option if you only want to see hotels that offer rates within a price range you specify. Then, do the following: <ol style="list-style-type: none"> In the Highest Rate field, enter the highest rate (per night) you want to pay for a room. In the Lowest Rate field, enter the lowest rate (per night) you want to pay for a hotel room.
Which Is Most Important To You	Select the preference that is most important to the traveler when searching for a hotel. Options are Hotel Chain, Room Rates, or Amenities. The default is Hotel Chain. United Connection will try to find hotels that meet <i>all</i> of the specified preferences. However, a higher priority is placed on finding hotels that meet the Most Important preference.

3. To continue entering profile information, select the Hotel Requests tab and enter the traveler's hotel service requests.

United Connection cannot guarantee hotel service requests. Please call the hotel directly to confirm your requests.

Specifying hotel service requests

Hotel services include guarantee for late arrival, additional guests in room, additional beds/cribs in room, and associated frequent flyer program. Hotel service requests are forwarded for the primary traveler only.

To specify preferred hotel services:

1. In the Trip Profiles dialog box, select the Hotel Requests tab.

If you select this option, a credit card will be required to guarantee the room.

The screenshot shows the 'Trip Profiles' dialog box with the 'Hotel Requests' tab selected. The 'Traveler' field is 'Mr Stephen Crawford' and the 'Profile Name' is 'Business Trips'. The 'Additional Service Requests' section includes a checkbox for 'Guarantee room for late arrival', which is currently unchecked. Below this are four spinners for 'Number of: Additional Adults in Room', 'Additional Children in Room', 'Roll-Away Beds Required', and 'Cribs Required', all set to 0. At the bottom, there is a dropdown for 'Associated Frequent Flyer Program'. The dialog has 'OK', 'Cancel', and 'Help' buttons on the right side.

Trip Profiles dialog box, Hotel Requests tab

2. Enter the traveler's hotel requests as follows:

*These options apply to double-occupancy rooms only. Do not include the first two occupants.

In this field	You can
Guarantee Room For Late Arrival	Select this option to hold the room regardless of your arrival time. You will need to provide a credit card when you reserve the itinerary.
Additional Adults In Room*	Specify the number of additional adults that will be sharing the room.
Additional Children In Room*	Specify the number of additional children that will be sharing the room.
Roll-Away Beds Required	Specify the number of additional beds required.
Cribs Required	Specify the number of cribs required.
Associated Frequent Flyer Program	Select the frequent flyer program you want to associate with hotel reservations. When you reserve a hotel room and the primary traveler's profile includes an associated frequent flyer program for hotels, United Connection will forward the primary traveler's membership number to the hotel. If that frequent flyer program has a promotional agreement with the hotel, the primary traveler may be eligible for any benefits offered under that promotion.

3. When you have finished entering profile information, click OK to return to the Traveler Editor dialog box.

Changing Traveler Information

Follow these steps to update information for a traveler, such as phone number, address, credit card information, or travel clubs.

To change traveler information:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box displays a list of travelers and their profiles.
2. Select the traveler whose information you want to change, then click Edit. The Traveler Information dialog box displays the Personal tab for the selected traveler.
3. Select the tab that contains the information you want to change.

Select this tab	To change the following information
Personal	Traveler name, phone number(s), traveler type, and home airport.
Payment	Credit card type, account number, expiration date, billing address.
Travel Programs	Travel program name, account number, sponsor type, and sponsor name.
Discount Programs	Discount program name, account number, sponsor type, and sponsor name.

4. Make the necessary changes. Refer to the online Help for detailed information and instructions on changing these options.
5. When the changes are complete, click OK to return to the Traveler Editor dialog box.
6. To return to the Itinerary Window, click Close.

Deleting a traveler

You might want to delete a traveler from the Traveler Editor if you will no longer be including that traveler in your itineraries.

To delete a traveler and all associated profiles:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box displays a list of travelers and their profiles.
2. Select the traveler that you want to delete, then click Delete. The traveler's name and all associated profiles are removed from the list.
3. To return to the Itinerary Window, click Close.

Changing Profile Information

Follow these steps to update a traveler's flight, rental car, or hotel preferences and service requests.

To change profile information:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box displays a list of travelers and their profiles.
2. In the Travelers and Profiles list, select the profile that contains the preferences or service requests you want to change.
3. Click Edit. The Flight tab of the Trip Profiles dialog box appears.
4. Select the appropriate tab as follows:

Select this tab	To change
Flights	Preferred airlines, preferred service class, acceptable fare restrictions.
Flight Requests	Preferred seating, preferred meal, special services (such as a wheelchair at the airport).
Car	Preferred rental companies, preferred car types, acceptable rate range, in-terminal facilities, unlimited mileage option.
Car Requests	Infant/toddler car seats, car phone, ski-equipped car, hand controls.
Hotel	Preferred hotels, occupancy, amenities, rate category, acceptable rate range.
Hotel Requests	Late arrival guarantee, additional guests in hotel room, extra beds or cribs.

5. Make the necessary changes. Refer to the online Help for detailed information and instructions on changing these options.
6. When the changes are complete, click OK to return to the Traveler Editor dialog box.
7. To return to the Itinerary Window, click Close.

Deleting a profile

If you have a profile that you do not intend to use again, you can delete it from the Traveler Editor.

When you delete a profile, the traveler information and other profiles associated with that traveler remain unchanged.

To delete a profile:

1. From the Tools menu, choose Traveler Editor. The Traveler Editor dialog box displays a list of travelers and their profiles.
2. Select the profile that you want to delete.
3. Click Delete. When prompted, verify that you want to delete the selected profile. The profile is removed from the list.
4. To return to the Itinerary Window, click Close.

Chapter 5

Creating and Managing Itineraries

In this chapter, you will learn how to:

- Create an itinerary
- Select travelers
- Save an itinerary
- Open an itinerary
- Change an itinerary
- Cancel an itinerary
- Delete itinerary files

About creating and managing itineraries

When you create an itinerary, the first thing you need to do is select the travelers you want to include in that itinerary. You select from the list of travelers and profiles you entered in the Traveler Editor.

Next, you plan your travel. As you select flights, rental cars, and hotel accommodations, the Itinerary Window is updated with the information related to your selections. This includes dates and times, locations, and status (Planned, Reserved, etc.) for each item in your itinerary.

After you create an itinerary, you save the itinerary file on your computer so that you can open it again at a later time. You may also change or cancel an itinerary, although certain restrictions apply once the itinerary has been reserved and you have received your ticket.

If you wish, you can print a copy of your itinerary to have on hand, or even copy the information into another Windows application. See [Chapter 11, *Other Options*](#), for more information about these features.

Creating a New Itinerary

To create a new itinerary, do one of the following:

- Start United Connection. A new itinerary automatically appears in the Itinerary Window. The default name is ITIN1.ITN
- If you are working on an itinerary and want to create a new itinerary, choose New from the File menu. United Connection will close the current itinerary and open a new one. If you have not saved changes to the current itinerary, you will be prompted to do so.

Selecting Travelers

Before you select flights, rental cars, or hotel accommodations for your itinerary, you need to select the travelers who will be included in the trip. You can select up to four travelers for each itinerary.

You also specify one traveler as the primary traveler. When you choose flights, cars, and hotels, United Connection can use the primary traveler's preferences to customize the search.

To select travelers for an itinerary:



1. From the toolbar in the Itinerary Window, choose the Travelers icon. The Select Travelers dialog box appears.

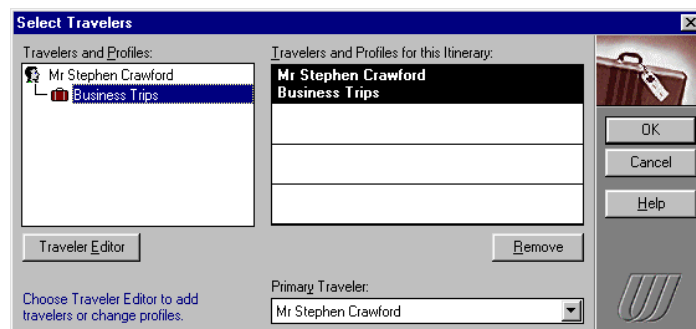
The Travelers And Profiles list displays the names and profiles of all travelers included in the Traveler Editor.

2. To select a traveler, click one of traveler's **profiles**.

The traveler's name and profile appear in the Travelers And Profiles For This Itinerary list. Repeat this process for each traveler you want to include in your itinerary.

A profile is preceded by a suitcase icon.

Click Traveler Editor to identify new travelers or change information for an existing traveler.



Select Travelers dialog box

3. In the Primary Traveler field, select the traveler you want to designate as the primary traveler. United Connection will then do the following:
 - If you select Use Preferences when choosing flights, cars, and hotels, the primary traveler's preferences are used as the default.
 - If seat maps are not available for your flights (or you choose not to use them), the primary traveler's seating preference is forwarded to the airlines. All other travelers are seated in adjacent or nearby seats.
 - For cars and hotels, only the primary traveler's service requests and travel program or discount program IDs (if applicable) are forwarded.
4. To return to the Itinerary Window, click OK. The names of the selected travelers appear in the Travelers list.

Seating options for infants

Two seating options are available for infants (under the age of 2):

- Reserving a seat for the infant.
- Having the infant share a seat with a parent or guardian. Note that each adult can share a seat with only one infant.

When you choose an infant traveler (under the age of two), a Sharing Seat With Adult check box appears next to the infant's name. Check this box if you want the infant to share a seat with a parent or guardian. If you do not select the Sharing Seat With Adult option, you will need to purchase a seat for the infant.

You can change an infant's seating arrangement by selecting or de-selecting the Sharing Seat With Adult option in the Select Travelers dialog box. However, doing so will make it necessary to re-select all your flights. To change an infant's seating option after your itinerary has been ticketed, please contact the airline directly.

You will not be able to reserve your seats through United Connection if your itinerary includes more than one infant who will be sharing a seat. Safety guidelines require that you contact the airline directly for your seat assignments.

Adding Flights, Cars, and Hotels

After selecting travelers for your itinerary, you are ready to begin adding flights, rental cars, and hotel accommodations. Refer to:

- [Chapter 6, *Selecting Flights*](#)
- [Chapter 7, *Selecting Rental Cars*](#)
- [Chapter 8, *Selecting Hotel Accommodations*](#)

Saving an Itinerary

You **must** save all itineraries you want to retrieve at a later time. When you save an itinerary, United Connection stores the itinerary file on your computer. If you make any changes to the current itinerary, you will be prompted to save those changes before opening a new itinerary or exiting United Connection.

To save an itinerary using the existing name:

- From the File menu, choose Save.

If you have not already saved the current file, the Save As dialog box appears. If you have already saved the current itinerary, the file will be saved automatically using the existing name.

All United Connection itinerary files must have the file extension ITN. If you do not enter this extension, United Connection will append it automatically.

To save an itinerary using a new name:

1. From the File menu, choose Save As. The Save As dialog box appears. The File Name list displays all itinerary files in the United Connection directory (the one created during installation).

Itinerary files are saved in this directory by default. If you wish, you can save the file to a different drive and/or directory.
2. In the File Name field, enter a name for the current itinerary file. The default name is ITIN1.ITN.
3. Click OK to save the current itinerary using the specified file name. The itinerary name is displayed in the title bar of the Itinerary Window.

Note: Once you reserve an itinerary, we **strongly** recommend that you do not create copies of that itinerary using the Save As option. A reserved itinerary exists in two places: on your computer, and in United Airlines' reservation system. If you have more than one copy of a reserved itinerary on your computer, all copies will remain linked to the same file in the reservation system and changes made in one file will be reflected in all others.

Opening an Itinerary

You open an itinerary by opening the corresponding itinerary file stored on your computer. United Connection itinerary files are saved with the file extension ITN. By default, these files are stored in the United Connection directory which was created during installation.

When you open a reserved itinerary, United Connection needs to update the itinerary by retrieving information from the reservation system. If you are already connected to the reservation system, United Connection updates the itinerary automatically. If you are not connected, you will be prompted to do so. Note that the local copy of a reserved itinerary will be read-only until you update it by connecting to the reservation system.

To open an itinerary:

1. From the File menu, choose Open. The Open dialog box appears.
United Connection itinerary files have the file extension ITN. The File Name list displays all itinerary files in the current directory.
2. If you see the itinerary you want to open, select that file. The selected file name appears in the File Name edit field.
3. If you do not see the itinerary you want to open, you can change drives and/or directories to display other itinerary files.
4. After selecting an itinerary file, click OK to open that itinerary. The selected itinerary appears in the Itinerary Window.

Note: If necessary, you can open a reserved itinerary directly from the reservation system by selecting the Retrieve From Reservation System option from the File menu. This enables you to view your reservation even if the itinerary file does not exist on your computer system. See ["Retrieve from Reservation System" in Chapter 11](#) for more information.

Opening itineraries on different systems

Itinerary files can be copied from one computer to another. However, these files are subject to restricted access once they are reserved.

Before you reserve an itinerary, you can view and edit the itinerary using any computer on which United Connection is loaded simply by copying and opening the file. Reserved itineraries can be viewed on another person's system, but not updated or modified. Once you reserve your itinerary, that itinerary can *only* be updated and modified using the system on which it was created (or on another system registered to the same user).

This restriction is imposed by the reservation system in order to ensure the privacy of your travel plans. The same restriction applies to the Retrieve From Reservation System option. When you choose this option from the File menu, the reservation system displays *only* itineraries created on the current system (or on another system registered to the same user).

Changing an Itinerary

Before an itinerary is reserved, you can make any changes you wish without incurring a service charge. This includes adding, deleting, or modifying flights, rental cars, and hotel rooms, or changing service requests. Once an itinerary has been reserved, certain restrictions apply (as described below).

Agency itineraries: If you chose to pick up your ticket at your preferred Apollo travel agency, you will not be able to modify or cancel the itinerary through United Connection once it has been reserved. To make any changes to this type of itinerary, please contact your travel agency directly.

Changing travelers in an itinerary

If you add or remove travelers in an itinerary, you will need to re-select *all* of your flights, rental cars, and hotel rooms. For this reason, we recommend that you do not begin selecting itinerary items until you have finalized the list of travelers for that itinerary.

Once your itinerary has been reserved, you will not be able to add or remove travelers through United Connection. To change travelers in a reserved itinerary, please contact the airline directly.

To change travelers in an itinerary:

1. From the File menu, choose Open and select the itinerary in which you want to change travelers.
2. From the toolbar, choose the Travelers icon.

A message warns you that you will need to re-select all flights, rental cars, and hotels, and prompts you to confirm your decision. When you do so, the Select Travelers dialog box appears.

3. To remove a traveler, highlight that traveler's name in the Travelers And Profiles For This Itinerary list, then click Remove.
4. To add a traveler, highlight the profile you want to use for that traveler in the Travelers and Profiles list.
5. To return to the Itinerary Window, click OK. Note that the status of all itinerary items is now Planned.
6. Re-select each planned flight, rental car, and hotel room.

You will not be able to change flight reservations under certain conditions. See "Restrictions on changing and canceling flights" in the online Help for more information.

Changing flight reservations

Before an itinerary is ticketed, you can change or delete flights in that itinerary without incurring a service charge or cancellation penalty. If you make a change that affects the current airfare, United Connection will automatically display the new airfare in the Itinerary Window. Remember that your airfare is not guaranteed until you pay for your ticket.

Once the itinerary is ticketed, the following conditions apply:

- Changing or canceling flights in a ticketed itinerary may result in a fare difference and/or service charge. Contact the issuing airline for details.
- United Connection cannot reprice a ticketed itinerary. To get a revised fare you will need to contact the issuing airline directly.
- After changing a ticketed itinerary, you will need to exchange your ticket. You may contact the issuing airline, or take your ticket to a United Airlines airport ticket office or city ticket office for exchange.

To change a flight:

1. Open the itinerary you want to change.
2. In the Itinerary Window, double-click on the flight you want to change. The Edit Flight dialog box appears.

This dialog box displays the flight planning information you entered for that flight, along with the airline and flight number, departure and arrival information, and service class.

3. If you wish, you can edit the Plan Information displayed at the top of the dialog box to choose a different origin, destination, date, or time.
4. To find available flights, click Find Flights.
5. To view or edit flight service requests, click Requests.
6. To view flight details, click Details.
7. To save your changes and return to the Itinerary Window, click OK.
8. If you have made changes to a reserved itinerary, you will need to re-reserve that itinerary. See [Chapter 9, Reserving Your Itinerary](#).

To delete a Planned or Selected flight:

1. Open the itinerary that contains the flight you want to delete.
2. In the Itinerary Window, highlight the flight to be deleted.
3. From the Edit menu, choose Delete (or simply press the [Delete] key).
4. To save your itinerary, choose Save from the File menu.

To delete (cancel) a Reserved or Ticketed flight:

1. Open the itinerary that contains the flight(s) you want to cancel.
2. In the Itinerary Window, highlight the flight to be canceled.
3. From the Edit menu, choose Delete (or simply press the [Delete] key).
4. Choose the Reserve icon from the toolbar. The Pricing Summary dialog box appears.
5. Review the itinerary, then click Reserve.
6. If the itinerary has not yet been ticketed, you will need to re-select a ticketing option and credit card.
7. In the Confirm Reservation dialog box, click Finish to send the revised itinerary to the reservation system. When the Confirmation dialog box appears, click OK to return to the Itinerary Window.
8. If the itinerary was already ticketed, you need to contact the issuing airline to request a new ticket, or take your ticket to a United Airlines airport ticket office or city ticket office for exchange.

To cancel the entire itinerary, choose the Cancel icon from the toolbar. See "Canceling a Reserved Itinerary" later in this chapter for more information.

Changing rental car reservations

Before you reserve an itinerary, you can modify or delete any Planned or Selected rental car in that itinerary. Once you reserve a car, you must contact the rental company directly if you want to change your reservation. However, you may still cancel that reservation through United Connection.

To change a Planned or Selected rental car:

1. Open the itinerary that contains the rental car you want to change.
2. In the Itinerary Window, double-click on the rental car to be changed. The Edit Car dialog box appears.

This dialog box displays the rental car planning information you entered. If a rental car has been selected, it also displays the rental company, car type, and rate.

3. If you wish, you can edit the Plan Information displayed at the top of the dialog box.
4. To find rental companies with available cars, click Find Cars.
5. To view or edit service requests for a Selected car, click Requests.
6. To view rental car company details for a Selected car, click Details.
7. To return to the Itinerary Window, click OK.
8. To save your itinerary, choose Save from the File menu.

To delete a Planned or Selected rental car:

1. Open the itinerary that contains the rental car you want to delete.
2. In the Itinerary Window, highlight the rental car to be deleted.
3. From the Edit menu, choose Delete (or simply press the [Delete] key).
4. To save your itinerary, choose Save from the File menu.

Canceling a reserved rental car

Follow these steps to cancel a rental car reservation that you made through United Connection. Cancellation fees may apply. For more information about rental company cancellation policies, display the Details dialog box for that rental car or contact the rental company directly.

To cancel a reserved rental car:

1. Open the itinerary that contains the rental car you want to cancel.
2. In the Itinerary Window, highlight the rental car to be canceled.
3. From the Edit menu, choose Delete (or simply press the [Delete] key).
4. Choose the Reserve icon from the toolbar. The Pricing Summary dialog box appears.
5. Review the itinerary, then click Reserve.
6. In the Confirm Reservation dialog box, click Finish to send the revised itinerary to the reservation system. When the confirmation dialog box appears, click OK to return to the Itinerary Window.

Changing hotel reservations

Before you reserve an itinerary, you can modify or delete any Planned or Selected hotel room in that itinerary. Once you reserve a hotel room, you must contact the hotel directly if you want to change your reservation. However, you may still cancel that reservation through United Connection.

To change a Planned or Selected hotel room:

1. Open the itinerary that contains the hotel room you want to change.
2. In the Itinerary Window, double-click on the hotel room to be changed. The Edit Hotel dialog box appears.

This dialog box displays the hotel planning information you entered. If you have selected a hotel room, it also displays the hotel name, address, phone number, and rate.

3. If you wish, you can edit the Plan Information displayed at the top of the dialog box.
4. To find hotel with available rooms, click Find Hotels.
5. To view or edit service requests for a Selected hotel, click Requests.
6. To view hotel details for a Selected hotel room, click Details.

7. To return to the Itinerary Window, click OK.
8. To save your itinerary, choose Save from the File menu.

To delete a Planned or Selected hotel room:

1. Open the itinerary that contains the hotel room you want to delete.
2. In the Itinerary Window, highlight the hotel room to be deleted.
3. From the Edit menu, choose Delete (or simply press the [Delete] key).
4. To save your itinerary, choose Save from the File menu.

Canceling a reserved hotel room

Follow these steps to cancel a hotel reservation that you made through United Connection. Cancellation fees may apply. For more information about hotel cancellation policies, display the Details dialog box for that hotel room or contact the hotel directly.

To cancel a hotel reservation:

1. Open the itinerary that contains the hotel room you want to cancel.
2. In the Itinerary Window, highlight the hotel room to be canceled.
3. From the Edit menu, choose Delete (or simply press the [Delete] key).
4. Choose the Reserve icon from the toolbar. The Pricing Summary dialog box appears.
5. Review the itinerary, then click Reserve.
6. In the Confirm Reservation dialog box, click Finish to send the revised itinerary to the reservation system. When the confirmation dialog box appears, click OK to return to the Itinerary Window.

If you do *not* pay for your ticket online and do not pick up your ticket by the ticketing deadline, the reservation system will cancel your itinerary automatically.

Canceling a Reserved Itinerary

United Connection lets you cancel a reserved itinerary at any time, with a few exceptions. You *cannot* cancel a reserved itinerary if:

- You chose to pick up your ticket at your preferred Apollo travel agency. Please contact your travel agency directly.
- The itinerary is in the process of being ticketed.
- Certain pricing modifications have occurred in the reservation system.

A message will appear if you attempt to cancel a itinerary that cannot be canceled.

Warning: Potential charges and refund restrictions may apply if you cancel a ticketed itinerary. Please refer to the Notices area of the Itinerary Window, or contact the issuing airline for more information.

You can reinstate a canceled itinerary at any time prior to the departure of the first flight — please call United Airlines Reservations for assistance.

To cancel a reserved itinerary:

1. Open the itinerary you want to cancel.
2. From the toolbar in the Itinerary Window, choose the Cancel icon.
3. A message warns you that continuing will cancel all items (flights, rental cars, and hotel rooms) in your itinerary.
4. To cancel the itinerary, click Yes. The status of all items in the itinerary changes to CANCELED, and the message "Itinerary has been canceled" appears in the Notices area of the Itinerary Window.

Deleting Itinerary Files

When you save an itinerary, United Connection stores the itinerary file on your computer using the file extension ITN. By default, itinerary files are stored in the United Connection directory created during installation.

You should maintain a reserved itinerary file until after the last travel or reservation date associated with that itinerary. Once travel is complete, you can delete the itinerary file using the Windows File Manager (or whatever method you normally use to remove files from your system).

Note: If you delete a reserved itinerary file from your system before travel has begun, you can retrieve a copy of that itinerary from the reservation system. See "[Retrieve From the Reservation System](#)" in Chapter 11 for details.

Chapter 6

Selecting Flights

In this chapter, you will learn how to:

- Select flights based on schedule
- Select flights based on fare using FareShopperSM and SuperShopperSM
- Apply or change flight preferences
- Request flight services
- Select seats for United and United Express flights using a seat map

How do I get started?

When you want to add a flight to your itinerary, the first thing you need to do is enter **planning** information for that flight. Planning information includes origin, destination, departure date, and departure time. After you enter this information you're ready to select a flight.



Note: To begin selecting flights immediately, click the Add Flight icon in the toolbar. The Plan Flight dialog box appears. (If you have not selected travelers for your itinerary, do this first by clicking the Travelers icon.)

United Connection gives you two ways to select flights:

- **Based on schedule** — choose flights that depart and arrive when it's most convenient for you.
- **Based on fare** — use FareShopper to find an acceptable fare, then select from flights available at that fare.

If fare is not an issue, simply choose the flights you want from a list of available flights. United Connection quotes a fare for those flights based on the service class and fare restrictions you specify.

If getting a low fare is important, use FareShopper. United Connection finds a range of low fares for your itinerary and displays flights offered at that fare. Use SuperShopper to extend your search over a range of days.

Selecting a Flight Based on Schedule

When you select a flight based on schedule, you will:

- Enter flight planning information
- View available flights, then select the flight that meets your needs
- Review and/or edit flight service requests

To plan a flight:

1. In the Itinerary Window, choose the Add Flight icon from the toolbar. The Add Flight dialog box appears.

If the From field is blank or incorrect, edit the primary traveler's personal information and enter a home airport.

Click on the arrows to display the airport search control.

To select flights based on your schedule, click Find Flights.

Add Flight dialog box

2. Complete the Add Flight fields as follows:

In this field	You can
From	Enter or select the departure city/airport. The primary traveler's home airport is supplied by default for the first flight in the itinerary.
To	Enter or select the destination city/airport.
Date	Enter or select the departure date.
Time	Enter or select your preferred departure time. United Connection searches for flights that depart up to 30 minutes before the time you specify, as well as flights at or after that time.

3. Click Find Flights. The Select Flight dialog box appears.

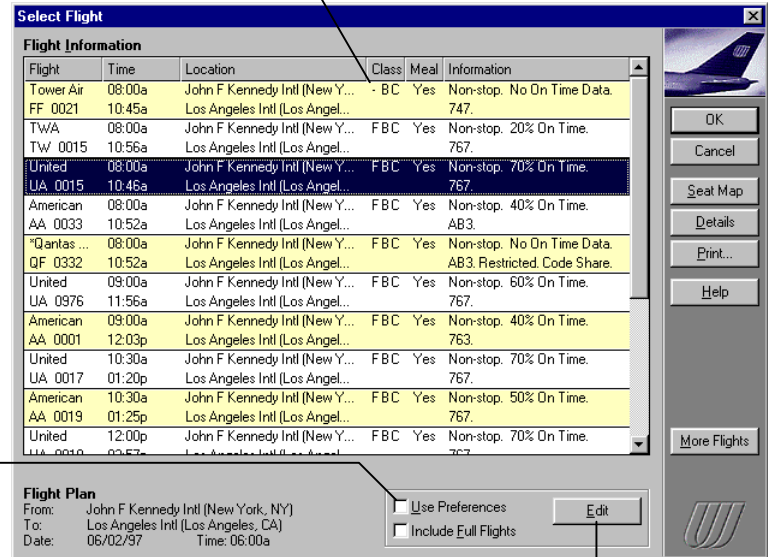
To select a flight:

1. In the Select Flight dialog box, review the list of available flights.

Flights are sorted by number of stops (first non-stops, then 1-stops, etc.), then by time. Click More Flights to display additional flights.

A dash indicates that seating is not available in that class. For example, -BC indicates that First class is not available.

To display flights based on the primary traveler's flight preferences, select Use Preferences. Click Edit to change these preferences for the current flight.



Select Flight dialog box

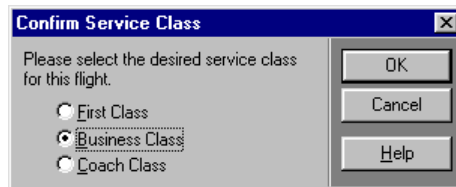
To change preferences for this flight, click Edit.

If none of the flights meets your needs, you can modify the list by changing flight preferences. See “Changing the List of Available Flights” later in this chapter.

2. To view operation and service details for a flight, highlight that flight and click Details. The Flight Details dialog box appears. Click Close to return to the Select Flight dialog box.
3. To print the list of available flights, click Print.
4. If you select a United Airlines or United Express flight, you can use the seat map to select specific seat assignments for that flight.

Click Seat Map, then select seats for all travelers in your itinerary. When you are finished selecting seats, click OK. For more information, see “Selecting Seats Using the Seat Map” later in this chapter. If you selected your seats from the seat map, proceed to step 7.

5. Click OK to select the highlighted flight. The Confirm Service Class dialog box appears.

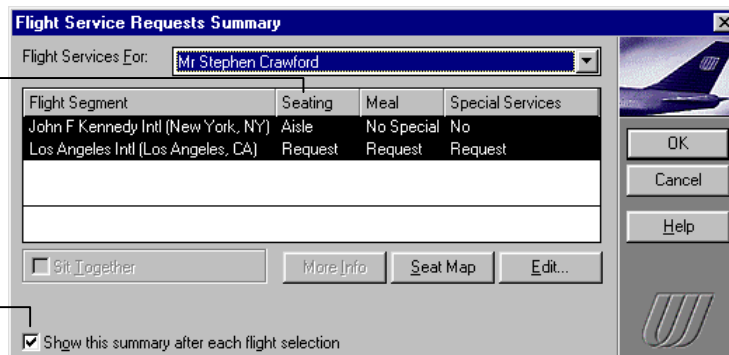


Confirm Service Class dialog box

6. Select a service class for this flight and click OK. The Flight Service Requests Summary dialog box appears.

If seating cannot be assigned, "Available at Airport" is displayed.

If you do not want to display this dialog each time you select a flight, click in this box to remove the check.



Flight Service Requests Summary dialog box

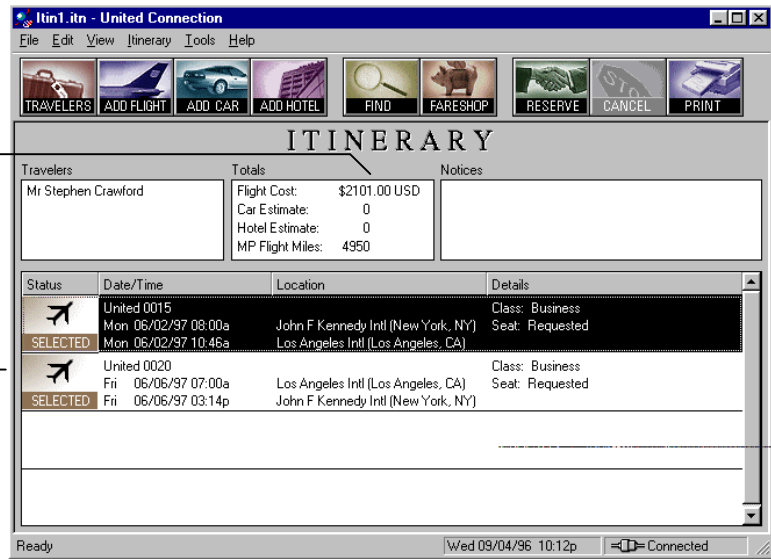
7. View and/or edit the flight services for each traveler. For more information, see ["Requesting Flight Services"](#) later in this chapter.
8. When you are satisfied with the service requests, click OK. United Connection asks if you want to add another flight. Respond Yes or No.

Updated Itinerary Window

An example of the Itinerary Window that includes a round-trip flight between New York and Los Angeles is shown below.

The airfare for your itinerary is displayed in the Totals area. This airfare is not guaranteed until you pay for your tickets.

The flights you selected are added to the itinerary. The status of each flight should be SELECTED.



Sample Itinerary Window showing selected flights

About connection times...

Adequate connection time is automatically built-in to all connecting flights displayed by United Connection. If you create your own connecting flights, you **must** leave at least 60 minutes between flights (90 minutes for connections to or from international locations) to allow adequate time to change planes. If you select a flight that does not adhere to these guidelines you will not be able to add it to your itinerary.

Selecting Flights Based on Fare

FareShopper is a service provided exclusively by United Airlines to help you quickly find low fares for a specified itinerary. Use this option if your schedule is flexible, and if finding a low fare is more important than arriving or departing at a specific time. FareShopper also includes the SuperShopper option, which allows you to extend your search for low fares over a full 24-hour period, or even over a range of days.

You begin by entering basic planning information for each flight in your itinerary — including origin, destination, and departure date and time.



When you choose the FareShop icon from the toolbar, FareShopper searches the reservation system for available low fares based on the information you provided, then displays a list of these fares.

Choosing a fare

For each fare, United Connection shows you the airlines offering that fare and the applicable fare restrictions — for example, minimum or maximum stay requirements, purchasing deadline, change fees, and refundability. Lower fares usually have more restrictions than full-price fares.

Using SuperShopper

If your schedule is flexible, use the SuperShopper option to search for low fares over a full-24-hour period (midnight to midnight on the dates you selected). You can even extend this search over a range of days — up to two days before and after your planned travel dates. Note that this option is only available for itineraries of one or two segments.

Choosing flights

After you choose a fare, United Connection displays the flights available at that fare. You can view flight details, view and edit service requests, and select seats using a seat map (on United and United Express flights). A separate tab appears for each day of the week. If you used SuperShopper to search over a range of days, more than one day may be available.

You cannot use FareShopper to reprice or rebook a ticketed itinerary.

Using FareShopper

When you select flights using FareShopper, you will:

- Enter flight planning information for each flight.
- Choose the FareShop icon from the toolbar.
- View a list of fares for your itinerary, then select a fare.
- If you wish, use the SuperShopper option to extend your search.
- View available flights to each destination in your itinerary, then select the flights that meet your needs. Note that if you selected a low fare with multiple restrictions, a limited number of flights may be available.
- Review and/or edit flight service requests for each flight.

To plan a flight:

1. In the Itinerary Window, choose the Add Flight icon from the toolbar. The Add Flight dialog box appears.

If the From field is blank or incorrect, edit the primary traveler's personal information and enter a home airport.

Click on the arrows to display the airport search control.

If you want to use FareShopper, click OK to add the flight to your itinerary in PLANNED status.

Add Flight dialog box

- Complete the Add Flight fields as follows:

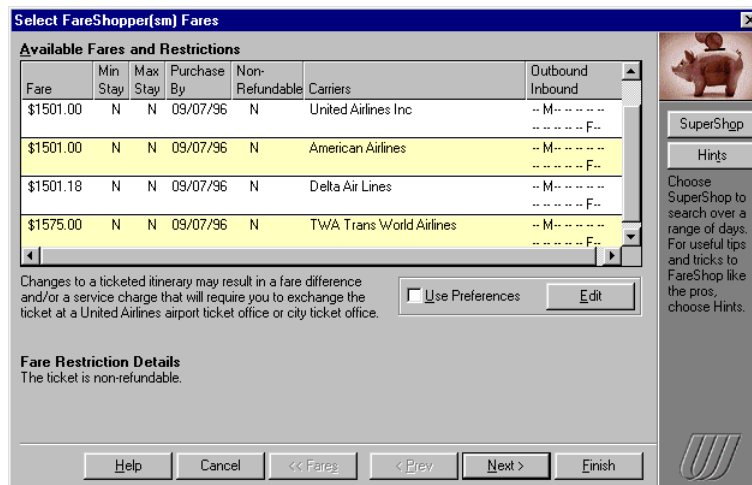
In this field	You can
From	Enter or select the departure city/airport. The primary traveler's home airport is supplied by default for the first flight in the itinerary.
To	Enter or select the destination city/airport.
Date	Enter or select the departure date.
Time	Enter or select your preferred departure time. United Connection searches for flights that depart up to 30 minutes before the time you specify, as well as flights at or after that time.

- Click OK.
- United Connection prompts you to add another flight. Choose Yes to add another flight, or NO if you have finished your flight planning.

To select a fare in FareShopper:

- After planning all your flights, choose the FareShop icon from the toolbar. The Select FareShopper(sm) Fares dialog box appears.

If the status of one or more flights in the Itinerary Window is Selected, a message warns that you will need to reselect all flights using FareShopper.



Select FareShopper(sm) Fares dialog box

If none of the fares meets your needs, modify the list by changing flight preferences. See "Changing the List of Available Fares" later in this chapter.

Fares are displayed from lowest to highest. Scroll down to view all of the available fares. The days on which each fare is available appear in the Outbound/Inbound column.

- To see detailed fare restrictions for a particular fare, highlight that fare. The associated fare restrictions appear at the bottom of the dialog box.

Note: Change fee information is not available for international flights. Please contact the airlines directly to obtain this information.

- If your schedule is flexible (and your itinerary includes no more than two segments), click SuperShop to shop for low fares over a full 24-hour period or over a range of days. See "Using SuperShopper" below for more information.

Click Hints to see helpful information about FareShopper and SuperShopper. A summary of the hints is provided later in this chapter.

- To select a fare, highlight that fare and click Next>. The Select FareShopper(sm) Flights dialog box appears.

To select flights in FareShopper:

- In the Select FareShopper(sm) Flights dialog box, review the list of available flights to the first destination in your itinerary. The selected fare is shown at the top of the dialog box.

A separate tab is displayed for each day of the week. If you used SuperShopper, flights may be available on more than one day.

To view operation and service details for a flight, highlight that flight and click Details.

Select FareShopper(sm) Flights

FareShopper Flight Availability Flight choices limited to \$1501.00 fare

Friday Saturday Sunday **Monday** Tuesday Wednesday Thursday

Flight	Time	Location	Class	Meal	Information
United	08:00a Mo	John F Kennedy Intl (New Y...	FBC	Yes	Non-stop. 70% On Time.
UA 0015	10:46a Mo	Los Angeles Intl (Los Angel...			767.
United	09:00a Mo	John F Kennedy Intl (New Y...	FBC	Yes	Non-stop. 60% On Time.
UA 0976	11:56a Mo	Los Angeles Intl (Los Angel...			767.
United	10:30a Mo	John F Kennedy Intl (New Y...	FBC	Yes	Non-stop. 70% On Time.
UJA 0017	01:20p Mo	Los Angeles Intl (Los Angel...			767.
United	12:00p Mo	John F Kennedy Intl (New Y...	FBC	Yes	Non-stop. 70% On Time.
UA 0019	02:57p Mo	Los Angeles Intl (Los Angel...			767.
United	02:45p Mo	John F Kennedy Intl (New Y...	FBC	Yes	Non-stop. 70% On Time.
UA 0009	05:49p Mo	San Francisco Intl Arpt (San...			767.
United	06:42p Mo	San Francisco Intl Arpt (San...	F - C	No	Non-stop. 80% On Time.

Details Seat Map Requests

Flight Plan (1 of 2)

From: John F Kennedy Intl (New York, NY)
 To: Los Angeles Intl (Los Angeles, CA)
 Date: 06/02/97 Time: 06:00a

Help Cancel << Fareg < Prev Next > Finish

Select FareShopper(sm) Flights dialog box

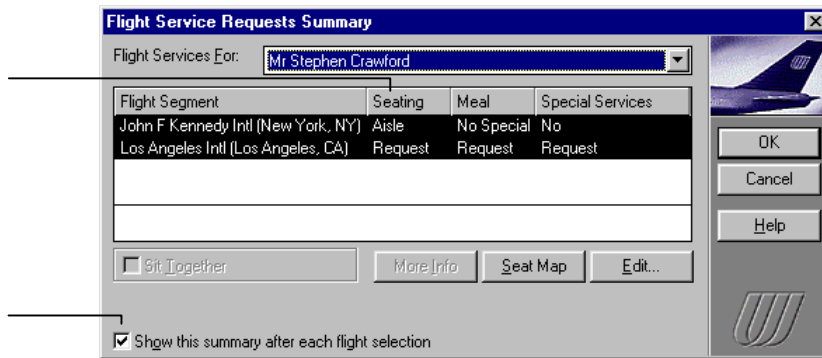
This dialog box displays a list of available flights to the first destination in your itinerary. A separate tab appears for each day of the week.

If none of the flights meet your needs, click <<Fares to return to the Select FareShopper(sm) Fares dialog box and select a different fare.

2. If you used SuperShopper to search over a range of days, more than one day may be available. Choose a tab to see the available flights for that day. The tabs are disabled for days on which no flights are available.
3. To view operation and service details for a flight, highlight that flight and click Details. The Flight Details dialog box appears. Click Close to return to the Select FareShopper(sm) Flights dialog box.
4. If you selected a United Airlines or United Express flight, you can use the seat map to select specific seat assignments for that flight.
Click Seat Map, then select seats for all travelers in your itinerary. When you are finished selecting seats, click OK. For more information, see "Selecting Seats Using the Seat Map" later in this chapter.
5. To see service requests for the selected flight, click Requests. The Flight Service Requests Summary dialog box appears.

If seating cannot be assigned, "Available at Airport" is displayed.

If you do not want to display this dialog each time you select a flight, click in this box to remove the check.



Flight Service Requests Summary dialog box

6. View and/or change the flight services for each traveler. When you are satisfied with the flight services, click OK. For more information, see "Requesting Flight Services" later in this chapter.
7. When you are ready to select your next flight, click Next>. The Select FareShopper(sm) Flights dialog box displays flights to the next destination in your itinerary.
8. When you have selected all flights in your itinerary, click Finish> to return to the Itinerary Window.

Note: If you wish, United Connection can automatically choose flights for you in FareShopper. Simply click Finish in the FareShopper(sm) Flights dialog box, then click Yes when prompted to continue. United Connection will select flights closest to the departure times you specified.

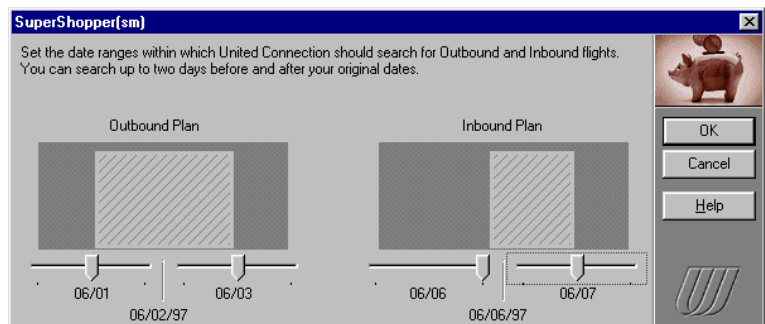
Using SuperShopper

United Connection's SuperShopper feature extends the power of FareShopper by allowing you to shop for low fares over a greater time period. Normally, FareShopper looks for low fares within a limited time window, based on the departure times you selected in the Plan Flight dialog box. SuperShopper searches for low fares over a full-24-hour period, from midnight to midnight on your planned departure dates. You can even extend this search over a range of days — up to two days before and after your planned travel dates. Note that the SuperShopper option is only available if your itinerary includes no more than two segments.

To use SuperShopper:

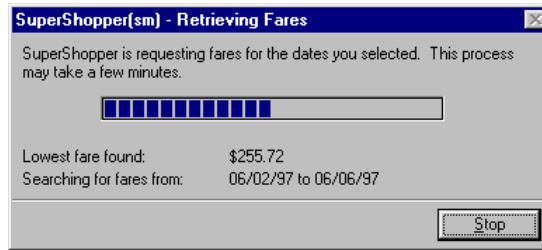
1. In the Select FareShopper(sm) Fares dialog box, click SuperShop. The SuperShopper(sm) dialog box displays a date range selector for each flight, initially set to the planned date for that flight.

For helpful hints about FareShopper and SuperShopper, click Hints in the Select FareShopper(sm) Fares dialog box



SuperShopper(sm) dialog box

2. To search over the full 24-hour period on your original planned dates, click OK without changing the date controls.
3. You can also extend your search over a range of days:
 - a. Move the Outbound controls left and right to specify the date range in which to search for outbound flights. You can set the controls up to two days before and after the original departure date.
 - b. Repeat this process with the Inbound controls to specify the date range in which to search for inbound flights. United Connection searches the full 24-hour period for each day.
 - c. To begin searching for low fares, click OK.



Retrieving Fares dialog box

4. The lowest fare found so far during the retrieval process is displayed under the status bar. This display is updated each time a lower fare is found. When the retrieval process is complete, all available fares are displayed in the Select FareShopper(sm) Fares dialog box.

To stop the retrieval process before it is finished, click Stop. The Select FareShopper(sm) Fares dialog box displays the fares retrieved so far.

Note: Because SuperShopper is searching for low fares over a wide selection of flights, retrieval time may be lengthy. Using a 14,400 baud modem, the approximate retrieval time for a two-person itinerary can range from 3 to 30 minutes, depending on the number of days you are searching.

5. Review the fares displayed in the Select FareShopper(sm) Fares dialog box. The days on which each fare is available appear in the Outbound/Inbound column.
6. To choose a fare, highlighted that fare and click Next>. The Select FareShopper(sm) Flights dialog box appears. See [“To select flights in FareShopper”](#) above for more information.

Shopping Hints

Should I use Flight Preferences? Yes. Selecting Use Preferences will increase your chances of finding low fares on your preferred airlines.

How are flights displayed? Flights are not sorted in any particular order, so be sure to scroll down to view the entire list when choosing flights.

Can I request a specific service class? No, the Service Class preference is ignored. FareShopper displays the lowest fares it can find, usually in Coach.

Finding a previous fare. Certain actions will cause the fare display to update. If you change Flight Preferences, turn Preferences on or off, or change your dates in SuperShopper and cannot find a previously displayed fare, return that option to its previous setting and repeat the search.

Shopping for international itineraries. Flights from the U.S. to international destinations often depart at a specific time of day. If you are traveling to an international destination, you may have better luck finding available flights if you enter the recommended departure time for that destination in the Plan Flight dialog box. See “Shopping Hints” in the online Help for recommended departure times to international locations.

Cities with multiple airports. For cities with multiple airports, be sure to specify the exact airport you want to use in the Add Flight dialog box.

Change fees. Change fee information may not appear for international flights when you highlight a fare. Please contact the airlines directly to obtain change fee information.

How long will SuperShopper take? Because SuperShopper searches for low fares over a wide selection of flights, retrieval time may be lengthy. Using a 14,400 baud modem, the approximate retrieval time for a two-person itinerary can range from 3 to 30 minutes. Retrieval time is affected by:

- Number of days you are searching (more days increase the search time)
- Number of travelers in your itinerary (more travelers lengthen the search)
- Time of day (try using SuperShopper during off-peak hours, 7PM to 7AM)
- Selected cities (international itineraries usually take longer than domestic)
- Flight Preferences (using Flight Preferences can reduce retrieval time)

Updated Itinerary Window

An example of the Itinerary Window that shows a round-trip flight between Chicago and San Francisco is shown below.

The airfare for your itinerary is displayed in the Totals area. This airfare is not guaranteed until you pay for your tickets.

The flights you selected are added to the itinerary. The status of each flight should be SELECTED.

Status	Date/Time	Location	Details
SELECTED	United 0015 Mon 06/02/97 08:00a	John F Kennedy Intl (New York, NY)	Class: Business Seat: Requested
SELECTED	United 0020 Fri 06/06/97 07:00a	Los Angeles Intl (Los Angeles, CA)	Class: Business Seat: Requested

Sample Itinerary Window showing the selected flights

Changing Flight Display Options

If you don't immediately find a flight or fare that suits your needs, don't give up! You can broaden your search to include different days or different airlines, or focus your search by applying flight preferences. See below for information on:

- Changing flight preferences
- Changing the list of available flights
- Changing the list of available fares

Changing preferences for the current flight

To use flight preferences when adding a flight to your itinerary, select Use Preferences.

At your option, United Connection can use flight preferences to narrow the search for acceptable flights (in the Select Flight dialog box) or fares (in FareShopper). Flight preferences include Preferred Airlines, Preferred Service Class, and Acceptable Fare Restrictions. Flight preferences from the primary traveler's profile are used as the defaults. If you wish, you can edit these preferences on the fly as you add flights to your itinerary.

To change preferences for the current flight:

1. In the Select Flight dialog box or the Select FareShopper(sm) Fares dialog box, click Edit. The Flight Preferences dialog box appears.

Click OK to use the changed preferences for the current flight.

Click Update Profile to save the changed preferences in the primary traveler's profile.

Flight Preferences dialog box (during flight selection)

United Airlines is preset as the first preferred airline.

2. In the Preferred Airlines fields, select your second and third preferred airlines. If the Use Preferences option is selected, United Connection will display *only* flights operated by the preferred airlines.
3. In the Preferred Service Class field, select a service class. If the Use Preferences option is selected, United Connection will display *only* flights that have seats available in the preferred class.
Note: The Preferred Service Class option is ignored in FareShopper, which returns the lowest available fares regardless of class.
4. In the Acceptable Fare Restrictions fields, select the fare restrictions you are willing to accept when pricing a flight.
If the Use Preferences option is selected, United Connection will look for fares based on the specified fare restrictions. If no available fare meets all selected restrictions, United Connection will return a less restrictive fare (it will never return a more restrictive fare).
5. If you want to save the updated preferences in the primary traveler's profile, click Update Profile (this is optional).
6. To apply the updated preferences to the current flight only, click OK.
7. Click Yes if prompted to refresh the list of available flights.

Changing the list of available flights

If none of the flights listed in the Select Flight dialog box meet your needs, you can update the flight list using one or more of the following options:

- If available, click More Flights. United Connection displays additional flights to your destination. (This option is not available in FareShopper.)
- If the Use Preferences option is selected, you can broaden your search by de-selecting this option. United Connection updates the flight list to display *all* flights to your destination that have seating available.
- Change your flight preferences for the flight. See [“Changing Preferences for the Current Flight”](#) for more information.
- If your schedule allows, consider planning your flight on a different date when more flights might be available:
 - ♦ From the Select Flight dialog box, click Cancel to display the Itinerary Window. Double-click on a flight to display the Edit Flight dialog box, then change the specified departure date.
 - ♦ From the Select FareShopper(sm) Flights dialog box, click <<Fares to return to the Select FareShopper(sm) Fares dialog box. Click SuperShop and specify date ranges to search within. See ["Using SuperShopper"](#) above for more information.

Changing the list of fares (in FareShopper)

If you don't see a fare you want in the Select FareShopper(sm) Fares dialog box, you can update the list using one or more of the following options:

- If the Use Preferences option is not selected, you can focus your search by selecting this option. United Connection updates the list to display available fares that conform to the primary traveler's flight preferences.
- If the Use Preferences option is selected, you can broaden your search by de-selecting this option. United Connection updates the list of fares to display the most restricted Coach fares on all available airlines.
- Change your flight preferences for the flight. For more information, see ["Changing Preferences for the Current Flight."](#)
- If your schedule allows, use SuperShopper to search for low fares over a full 24-hour period, or over a range of dates (up to two days before and after your travel dates). This option is only available for itineraries of one or two flights. See ["Using SuperShopper"](#) above for details.

Flight Services Requests

When you reserve your itinerary, United Connection forwards each traveler's flight service requests to the appropriate airline(s). Flight services include seating, meals, and special services. The flight service requests from each traveler's profile are used as the default for that traveler. After selecting a flight, you can review and edit flight services for all travelers.

In the Select Flight dialog box, the Flight Service Requests Summary dialog box appears automatically after you select a flight. You can also display this dialog box by clicking Requests in either the Edit Flight dialog box or the Select FareShopper(sm) Flights dialog box.

To review or edit flight services:

1. Select the traveler whose services you want to review or edit. The current service requests for that traveler are displayed in the table.

Select the traveler whose service requests you want to edit.

For connecting flights, services apply to individual flight segments. To apply a change to all flight segments, be sure to select and modify the services for each segment.

Flight Segment	Seating	Meal	Special Services
John F Kennedy Intl (New York, NY)	Aisle	No Special	No
San Francisco Intl Airt (San Fran...)	Request	Request	Request
San Francisco Intl Airt (San Fran...)	Available at Airport	No Special	No
Los Angeles Intl (Los Angeles, CA)		Request	Request

Flight Service Requests Summary dialog box

Some airlines do not assign advance seating. For more information, please contact the airline directly.

2. If you selected a flight on United Airlines or United Express, you can choose specific seats by clicking Seat Map. For more information, see [“Selecting Seats Using the Seat Map”](#) later in this chapter.

On airlines other than United and United Express, “Sit Together” is the **only** available seating option. When Sit Together is selected, United Connection forwards the primary traveler's seating preference to the airline and requests adjoining seats for all other travelers.

3. If you arranged any special services directly through the airline (for example, allowance for excess or oversized baggage), click More Info. to display those services.
4. To change a traveler's seating preference, meal request, or special service request for a particular flight segment, highlight that segment and click Edit. The Flight Service Requests dialog box appears.

If you request a wheelchair (for use at the airport), the traveler requiring the wheelchair must be able to ascend and descend stairs. If additional assistance is needed, please contact the airline directly.

Heart Smart™ meals are preceded with a heart symbol.

Flight Service Requests dialog box

Restrictions apply to special meal requests. For more information, see the online Help.

5. Make the necessary changes for this traveler as follows:
 - a. In the Seating field, select the traveler's preferred seating option for this flight. If you have already selected a specific seat for this traveler, that seat number appears in the list.
 - b. In the Meal field, select the traveler's preferred meal request for this flight. All special meals must be requested at least 24 hours prior to departure.
 - c. In the Special field, select from available special services.
6. Click OK. The Flight Service Requests Summary dialog box appears. Repeat this process as necessary for each flight segment and traveler.
7. To exit the Flight Service Requests Summary dialog box, click OK.

Selecting Seats Using the Seat Map

The Seat Map option lets you choose specific seats on United and United Express flights using a seating layout of the aircraft scheduled for a particular flight (for example, a 747 or DC-10). Available seats are shown in white. Separate "maps" are provided for each service class.

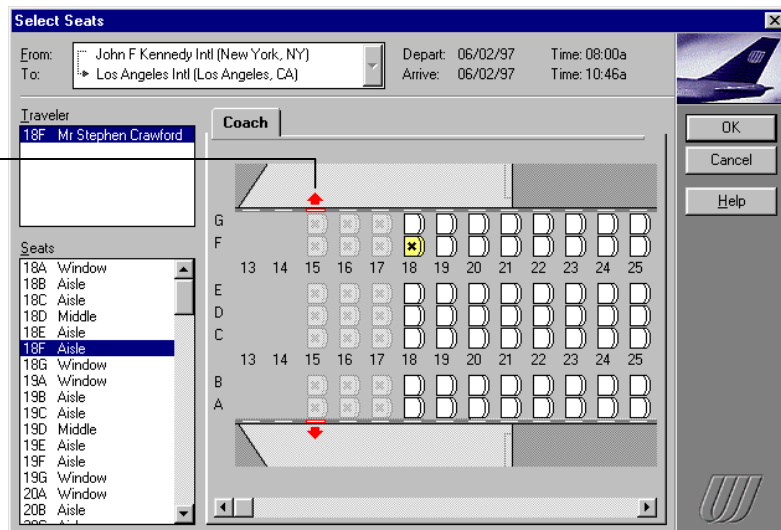
Note: Mileage Plus® Premier travelers can select seats in the Premier seating area (if available). If a Premier traveler is accompanied by a single non-Premier companion, both travelers can select seats in the Premier area.

To select specific seats using the Seat Map:

1. Display the Select Seats dialog box by clicking Seat Map in one of the following dialog boxes:
 - Select Flight dialog box
 - Flight Service Requests Summary dialog box
 - Select FareShopper(sm) Flights dialog box

Exit rows are marked with an arrow. Exit row seats may be subject to restricted availability.

To select a seat, click on a seat shown in white. An "X" appears on that seat. To deselect a seat, click on the selected seat again.



Select Seats dialog box

2. In the From field, select the flight segment for which you want to choose seats. A single flight segment appears for non-stop flights.
3. In the Traveler list, select the traveler whose seat you want to select.

If you are using FareShopper, in most cases only the Coach seat map will be available.

4. Select a service class tab (First, Business, or Coach) to display the seat map for that service class. You must select seats in the same service class for all travelers in the itinerary.
5. Click on the seat you want to choose. Available seats are shown in white. Unavailable seats are shown in gray. You can also select from the list of seats.

To deselect a seat, click on it again, or select another seat from the list.

6. Repeat steps 2 through 5 to select seats for each traveler on each flight segment.
7. When you are finished, click OK.

Note: If you change your seat assignment after receiving your ticket, your boarding pass will be invalid. Please contact the gate agent at check-in for a new boarding pass.

Chapter 7

Selecting Rental Cars

In this chapter, you will learn how to:

- Enter rental car planning information
- Select a rental car company
- Edit preferences for rental cars
- Select a rental car and rate
- Specify rental car service requests

About adding rental cars to your itinerary

You add a rental car to your itinerary by entering planning information, selecting a rental car company, choosing a car type and rate, and specifying any additional services you require.

You can view a range of available rental car companies and car types, or use car preferences to display only companies and car types that you prefer. If the primary traveler belongs to rental car discount programs and has entered this information in the Traveler Editor, you also have the option of selecting a rental car that qualifies for one of these programs.

After you have selected a rental company and car type, you indicate any special service requests that you would like to have forwarded to the rental company – for example, a request for a car seat or a mobile phone.

When you reserve your itinerary, your rental car selection and service requests are forwarded to the appropriate rental car company. A confirmation number will appear in the Notices area of the Itinerary Window once your reservation has been confirmed.

Note: Any changes to a rental car reservation must be made directly through the rental car company – they cannot be made through United Connection.

Entering Rental Car Planning Information

Before you can select a rental car, you need to indicate where and when you want to pick it up.

To plan a rental car:

1. In the Itinerary Window, choose the Add Car icon from the toolbar. The Add Car dialog box appears.

The destination of the last flight without an associated rental car is displayed in the Airport field by default.

If you don't know the airport name, click the down arrow to search by city, airport, or airport code.

To view available rental car companies, click Find Cars.

Add Car dialog box

2. Complete the Add Car fields as follows:

In this field	You can
Airport	Enter or select the airport at which you will pick up the rental car.
Pick-Up Date	Enter or select a pick-up date.
Pick-Up Time	Enter or select a pick-up time.
Drop-Off Date	Enter or select a drop-off date.
Drop-Off Time	Enter or select a drop-off time.

Note that all rental cars must be rented at airport locations, and all cars must be returned to the location where they are picked up. In addition, some rental companies require an airline ticket for rental. For more information, choose Rate Details after selecting a car type or contact the rental car company.

To use rental car preferences when adding a car to your itinerary, select the Use Preferences option.

2. To see the address, hours, additional charges, and other information for a rental company, highlight that company and click Details. The Rental Car Company Details dialog box appears. After viewing the details, click Close to return to the Select Rental Car Company dialog box.
3. If you find a company you want to select, highlight it and continue with step 4. If none of the rental car companies meet your needs, you can change the list using one of the following options:
 - Click Edit and change car preferences. See "[Editing Preferences for the Current Rental Car](#)" later in this chapter for more information.
 - If the Use Preferences option is selected, de-select this option. United Connection then ignores the primary traveler's car preferences and updates the list to display **all** rental companies at the specified location that have cars available.
4. Highlight the rental car company you want to select and click OK. The Select Rental Car Type dialog box appears.

Note about discounts: If the primary traveler entered rental car discount program numbers in the Traveler Editor, the words "Discount program rate applies" appears below the table and an asterisk is displayed next to those company names. Choose one of those companies if you want to reserve a rental car at the primary traveler's discount rate for that company.

Editing preferences for the current rental car

When you add a rental car to your itinerary, you can use the primary traveler's rental car preferences to narrow your search by choosing the Use Preferences option. If you use preferences, United Connection attempts to find rental companies that meet all of the specified preferences. You can edit these preferences during the rental car selection process.

To edit preferences for the current rental car:

1. In the Select Rental Car Company dialog box, select the Use Preferences option (if it is not already selected).
2. Click Edit. The Car Preferences dialog box appears.

If any of the preferences cannot be met, **no** rental companies will appear. To display a list of available rental companies you will need to change the affected preferences.

Car Preferences dialog box

- Update the rental car preference fields as follows:

In this field	You can
Preferred Rental Companies	Select your three preferred rental car companies.
Preferred Car Types	Select your three preferred car types. The default option is None.
Search Within Price Range	Select this option if you want United Connection to display only rental car companies that offer rates within a price range you specify. Then, do the following: <ol style="list-style-type: none"> In the Highest Rate field, enter the highest daily rate you want to pay for a rental car. In the Lowest Rate field, enter the lowest daily rate you want to pay for a rental car.
In Terminal Facilities	Select this option if you prefer to rent a car from companies that have service desks inside the airport terminal, rather than at a remote airport location (that may require shuttle service).
Unlimited Mileage	Select this option if you prefer to rent from companies that offer an unlimited mileage plan.

To ignore the rate range search option, de-select Search Within Price Range.

- If you want to save the updated preferences in the primary traveler's profile, click Update Profile (this is optional).

5. To apply the new preferences to the current rental car only, click OK.
6. Click Yes if prompted to refresh the list of available rental car companies. An updated list of companies appears.

Viewing rental car company details

You can view detailed information for any rental car company. This includes address and hours, extra charges, and other information.

To view rental car company details:

1. In the Select Rental Car Company dialog box, highlight a company and click Details. The Rental Car Company Details dialog box appears.

All detail information is provided directly by the rental car company. United Airlines makes no claim of its accuracy.



Rental Car Company Details dialog box

2. From the Type of Information list, select Address and Hours to view the following information:
 - Rental company address
 - Hours of operation
 - Telephone numberIf necessary, scroll down to view all the information.
3. From the Type of Information list, select Extra Charges to view the following information:
 - Applicable state and local taxes
 - Refueling policies
 - Loss damage waiver information

4. From the Type of Information list, select Miscellaneous to view the following information:
 - Shuttle service schedule and instructions (if applicable)
 - Accepted credit cards
 - Driver's license requirements
 - Authorized drivers
 - Age requirement
 - Available car types/models
5. Click Close to return to the Select Rental Car Company dialog box.

Selecting a Rental Car Type

After you enter your rental car planning information and select a rental car company, you are ready to select a car type.

Note: If the primary traveler entered a discount program number for the selected company in the Traveler Editor, United Connection displays *only* discount program options in the Select Rental Car Type dialog box. No rates are displayed, since rates can vary between programs. To see standard rates, turn off the Discount Program Rates option.

To select a rental car type:

1. In the Select Rental Car Type dialog box, review the list of available rental cars.

The planning information you entered, the selected rental car company, and the total number of rental days appear at the bottom of the dialog box.

Car Type	Rate Type	Total	Mileage
Economy	Weekend	\$175.80	Unlimited
4-Door Economy	Weekend	\$179.80	Unlimited
Compact	Weekend	\$199.80	Unlimited
4-Door Compact	Weekend	\$203.80	Unlimited
Intermediate	Weekend	\$223.80	Unlimited
Standard	Weekend	\$231.80	Unlimited
Full Size	Weekend	\$239.80	Unlimited
Premium	Weekend	\$255.80	Unlimited
Premium Special	Weekend	\$255.80	Unlimited

Discount Program Rates

Rental Car Plan
 Airport: Los Angeles Intl (Los Angeles, CA) Company: Avis
 Pick-Up: 06/02/97 Time: 10:46a
 Drop-Off: 06/06/97 Time: 07:00a Days: 4

Select Rental Car Type dialog box

Cars are listed by rate, from lowest to highest.

If you select a discount program option, the Rate Details button will not be available (specific rate and rules information is not available for each program).

2. If the Discount Program Rates option is selected and you wish to see other available car types and rates, de-select this option.

Note: The Discount Program Rates option is **only** available if the primary traveler entered a discount program number for the selected rental car company in the Traveler Editor.

3. To see additional information about the rate and mileage options for a particular car type, highlight that car and click Rate Details. The Rental Car Rate Details dialog box appears. Click Close to return to the Select Rental Car Type dialog box.

4. Highlight the rental car you want to select and click OK. The Rental Car Service Requests dialog box appears.

If this dialog box does not appear after you select a rental car type, choose System Options from the Tools menu and select the Display Rental Car Service Requests After Planning option.

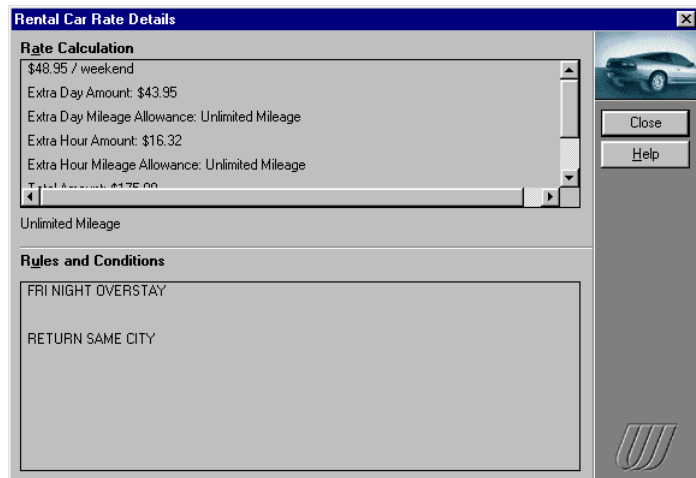
Viewing rental car rate details

Rental car rate information includes the rate calculation, mileage information, and rules and conditions for the selected rental car.

To view rental car rate details:

1. In the Rental Car Rate Details dialog box, review the rate information for the selected car.

All rate information is provided directly by the rental car company. United Airlines makes no claim of its accuracy.



Rental Car Rate Details dialog box

You may need to scroll down to see all of the information. Car rate information can include:

- Total rate, and a breakdown of the total by rate type
 - Mileage information, including the cents/mile cost (if applicable)
 - Late fees
 - Availability restrictions (i.e., must keep over a Saturday night)
 - Advance reservation requirements
 - Rate guarantees
 - Whether an airline ticket is required for rental
 - Maximum rental period
2. Click Close to return to the Select Rental Car Type dialog box.

Requesting Rental Car Services

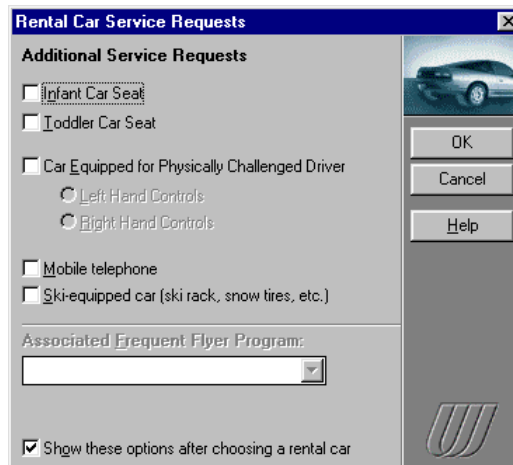
After selecting a rental car, you can request rental car services. Rental car services include infant and toddler car seats, controls for physically challenged drivers, mobile phone, ski-equipped car, and associated frequent flyer program. You specify these service requests in the Rental Car Service Requests dialog box.

Important: United Connection cannot guarantee any rental car service requests – please call the rental car company directly to confirm your requests. Once you reserve a rental car, any changes to your reservation must be made directly through the rental car company.

To display the Rental Car Service Requests dialog box:

- The Rental Car Service Requests dialog box appears automatically after you select a car type.
- Once you have selected a rental car, double-click on the rental car in the Itinerary Window to display the Edit Car dialog box, then click Requests.

If the Rental Car Service Requests dialog box does not appear after you select a car type, choose System Options from the Tools menu and select the Display Rental Car Service Requests After Planning option.



Rental Car Service Requests dialog box

To request rental car services:

1. Select the desired rental car service requests. The default services are those specified in the primary traveler's profile.

In this field	You can
Infant Car Seat	Select an infant car seat.
Toddler Car Seat	Select a toddler car seat.
Car Equipped for Physically Challenged Driver	Select a car equipped for a physically challenged driver. Then, select one of the following: <ul style="list-style-type: none"> • Left Hand Controls • Right Hand Controls
Mobile Phone	Select a car equipped with a mobile phone.
Ski-Equipped Car	Select a car with a ski rack, snow tires, etc.
Associated Frequent Flyer Program	Select one of the primary traveler's frequent flyer programs to send that program number to the rental company. If the selected program has a promotional agreement with the rental company, the primary traveler may be eligible for any benefits offered under that promotion. Other restrictions may apply — please contact the rental car company or your frequent flyer program for details. You may be required to show proof of program membership (for example, your frequent flyer card) at pick-up.

This field contains a list of frequent flyer programs entered for the primary traveler in the Traveler Editor. For more information, see [Chapter 4, Profiles and Preferences](#).

2. After selecting rental car services, click OK to return to the Itinerary Window which is updated to display the rental car you selected.

Updated Itinerary Window



Itinerary Window updated to show the selected rental car

When you are ready to reserve the selected flights, rental cars, and hotel rooms in your itinerary, choose the Reserve icon from the toolbar. See [Chapter 9, Reserving Your Itinerary](#), for more information.

Chapter 8

Selecting Hotel Accommodations

In this chapter, you will learn how to:

- Enter hotel planning information
- Select a hotel
- Edit hotel preferences
- Select a hotel room and rate
- Specify hotel service requests

About adding hotel rooms to your itinerary

You add a hotel room to your itinerary by entering planning information, selecting a hotel, choosing a room type and rate, and specifying any additional services you require.

You can view a range of available hotels and room types, or use hotel preferences to display only hotels and room types that you prefer. If the primary traveler belongs to hotel discount programs and has entered this information in the Traveler Editor, you also have the option of selecting a hotel that qualifies for one of these programs.

Once you have selected a hotel and room type, you indicate any special service requests that you would like to have forwarded to the hotel — for example, a request for a late arrival guarantee or additional beds.

When you reserve your itinerary, your room selection and service requests are forwarded to the appropriate hotel. A confirmation number will appear in the Notices area of the Itinerary Window once your reservation has been confirmed.

Note: Any changes to a hotel reservation must be made directly through the hotel, not through United Connection.

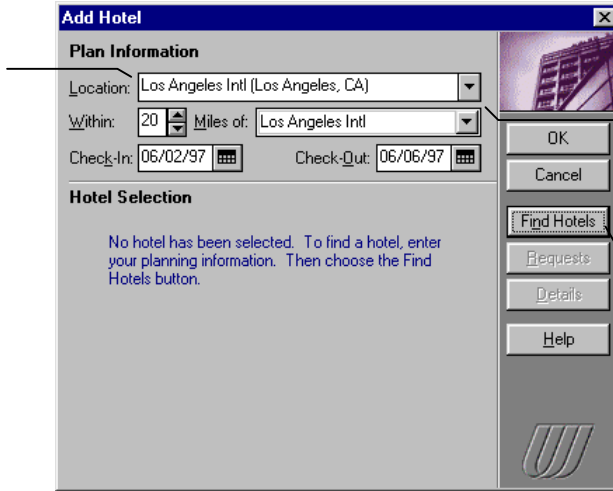
Entering Hotel Planning Information

Before you can select a hotel, you need to specify a location, distance from reference point, and check-in and check-out dates.

To plan a hotel stay:

1. In the Itinerary Window, choose the Add Hotel icon from the toolbar. The Add Hotel dialog box appears.

The destination of the last flight without an associated hotel is displayed in the Location field by default.



If you don't know the airport name, click on the down arrow next to the Location field to search by city, airport, or airport code.

To view available hotel properties, click Find Hotels.

Add Hotel dialog box

2. Complete the Add Hotel fields as follows:

In this field	You can
Location	Enter or select the airport or city where you wish to stay.
Within	Indicate (in number of miles) the greatest distance you are willing to stay from your reference point. The default is 20 miles.
Miles Of	Select the reference point you want to stay near. The default is the airport at the selected location. References points vary by location.
Check-In	Enter or select a check-in date.
Check-Out	Enter or select a check-out date.

3. To continue, do one of the following:

- To view a list of available hotels at or near the specified location, click Find Hotels. The Select Hotel dialog box appears.
- To leave the hotel in Planned status for now, click OK. The Itinerary Window displays the hotel planning information you entered.

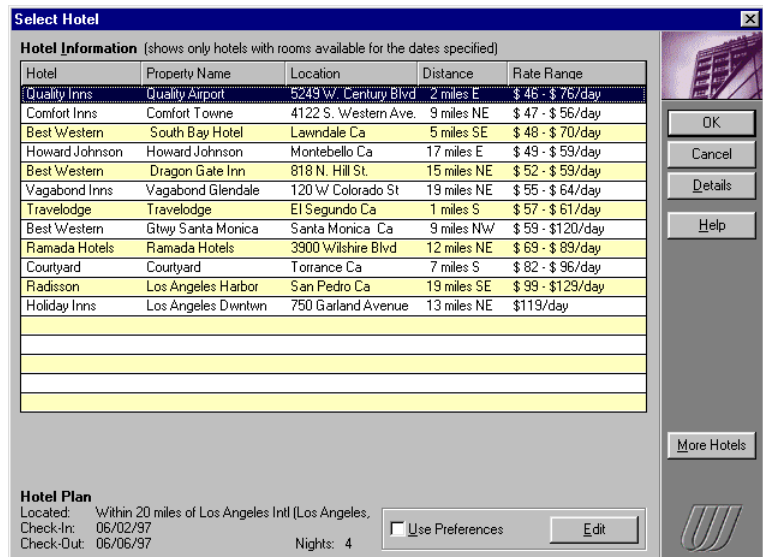
Note: If you are not already connected to the reservation system when you choose the Find Hotels button, you will be prompted to connect in order to display the Select Hotel dialog box.

Selecting a Hotel

After you enter your hotel planning information, you are ready to select a hotel. The Select Hotel dialog box displays a list of available hotels at the location you specified.

To select a hotel:

1. In the Select Hotel dialog box, review the list of available hotels.



Select Hotel dialog box

Hotels are listed by rate, from lowest to highest. The planning information you entered and the total number of nights for this stay appear at the bottom of the dialog box.

If you want to use hotel preferences when adding a hotel room to your itinerary, you must select Use Preferences.

2. To see the address, phone number(s), policies, location, services, and other information for a particular hotel, highlight that hotel and click Details. The Hotel Details dialog box appears. After viewing the details, click Close to return to the Select Hotel dialog box.
3. If you find a hotel that you want to select, highlight it and continue with step 4. If none of the hotels meets your needs, you can change the list using one of the following options:
 - If available, click More Hotels. United Connection displays additional hotels at the specified location.
 - Click Edit and change hotel preferences. See "[Editing Preferences for the Current Hotel](#)" later in this chapter for more information.
 - If the Use Preferences option is selected, de-select this option. United Connection ignores the primary traveler's hotel preferences and updates the list to display a range of hotels at the specified location that have rooms available.
4. Highlight the hotel you want to select and click OK. The Select Room Type dialog box appears.

Note about discounts: If the primary traveler entered hotel discount program numbers in the Traveler Editor, the words "Discount program rate applies" appears below the table and an asterisk is displayed next to those hotel names. Choose one of those hotels if you want to reserve a hotel room at the primary traveler's discount rate for that hotel.

Editing preferences for the current hotel room

When you add a hotel room to your itinerary, you can use the primary traveler's hotel preferences to narrow your search by choosing the Use Preferences option. If you use preferences, United Connection attempts to find hotels that meet all of the specified preferences. You can edit these preferences during the hotel room selection process.

To edit preferences for the current hotel room:

1. In the Select Hotel dialog box, select the Use Preferences option (if it is not already selected).
2. Click Edit. The Hotel Preferences dialog box appears.

If one or more preferences cannot be met, United Connection displays available hotels that meet other specified preferences.

Hotel Preferences dialog box

3. Complete the hotel preference fields as follows:

In this field	You can
Preferred Hotel Chains	Select your three preferred hotel chains. The default option is None.
Preferred Occupancy	Select Single or Double occupancy.
Preferred Amenities	Select up to eight amenities.
Preferred Rate Category	Select one of the following: Standard, Corporate, Senior Citizen, Club Level, or Weekend.
Search Within Price Range	Select this option to have United Connection display only hotels that offer room rates within a price range you specify. Then, do the following: <ol style="list-style-type: none"> In the Highest Rate field, enter the highest rate (per night) you want to pay for a room. In the Lowest Rate field, enter the lowest rate (per night) you want to pay for a room.
Which Is Most Important To You	Select the hotel preference that is most important to you: Hotel Chain, Room Rates, or Amenities. United Connection will try to find hotels that meet <i>all</i> your preferences. However, a higher priority is placed on finding hotels that meet the Most Important preference.

To ignore the rate range search option, de-select Search Within Price Range.

4. If you want to save the new preferences in the primary traveler's profile, click Update Profile (this is optional).
5. To apply the new preferences to the current hotel only, click OK.
6. Click Yes if prompted to refresh the list of available hotels. An updated list of hotels appears.

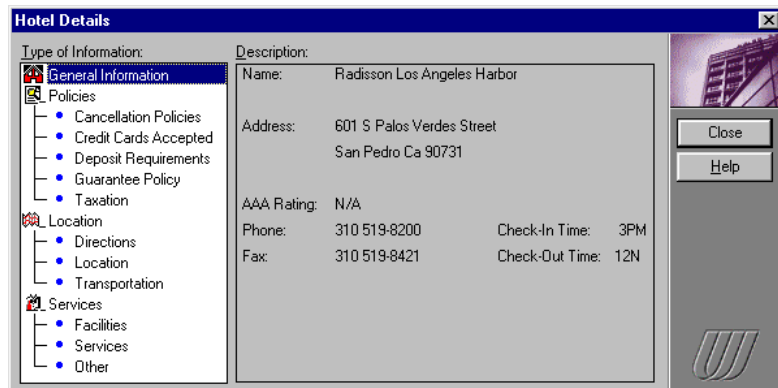
Viewing hotel details

You can view detailed information for any hotel. This includes the address, phone number(s), policies, location, services, and other information.

To view hotel details:

1. In the Select Hotel dialog box, highlight a hotel and click Details. The Hotel Details dialog box appears.

All detail information is provided directly by the hotel. United Airlines makes no claim of its accuracy.



Hotel Details dialog box

2. From the Type of Information list, select General Information to view the following information:
 - Full property name
 - Address
 - Phone number
 - Fax number
 - Check-in and check-out times
 - AAA rating (if available)
 - Descriptive text

If necessary, scroll down to view all of the information.

3. In the Type of Information list, double-click on one of the remaining topics to display a list of available options for that topic. These are:

Policies:

- Cancellation policies
- Credit cards accepted
- Deposit requirements
- Guarantee policy
- Taxation

Location:

- Directions
- Location
- Transportation

Services:

- Facilities
- Services
- Other

Highlight a topic to display the corresponding information. If necessary, scroll down to view all of the information.

4. Click Close to return to the Select Hotel dialog box.

Selecting a Room Type

After you enter your hotel planning information and select a hotel, you are ready to select a room type.

Note: If the primary traveler entered a discount program number for the selected hotel in the Traveler Editor, United Connection displays *only* discount program options in the Select Rental Room Type dialog box. No rates are displayed, since rates can vary between programs. To see standard rates, turn off the Discount Program Rates option.

To select a room type:

1. In the Select Room Type dialog box, review the list of available hotel rooms. Hotels are listed by room rate, from lowest to highest.

Rate Category	Room Type	Room Rate	Room Total
Standard	Deluxe Room 1 King bed	\$129.00/day	\$516.00/stay
Standard	Deluxe Room 2 Double beds	\$129.00/day	\$516.00/stay
Standard	Deluxe Room 2 Double beds	\$129.00/day	\$516.00/stay
Standard	Superior Room 1 King bed	\$119.00/day	\$476.00/stay
Standard	Superior Room 1 King bed	\$119.00/day	\$476.00/stay
Standard	Superior Room 2 Double beds	\$119.00/day	\$476.00/stay
Standard	Superior Room 2 Double beds	\$119.00/day	\$476.00/stay

Late arrival guarantee required for check-in after 6 p.m. Discount Program Rates

Hotel Plan
 Radisson Los Angeles Harbor
 601 S Palos Verdes Street
 San Pedro Ca 90731
 310 519-8200

The check-in and check-out dates, hotel name, address, and phone number appear at the bottom of the dialog box.

Select Room Type dialog box

2. If the Discount Program Rates option is selected and you want to see other available room types and rates, de-select this option.
3. If a guarantee or deposit is required, a message will appear below the list of hotel rooms. If you select one of these rooms, you will be required to provide a credit card to guarantee the room when you reserve your itinerary. Refer to online Help for more information about hotel room guarantee requirements.
4. Highlight the room type you want to select and click OK. The Hotel Service Requests dialog box appears.

Requesting Hotel Services

After selecting a hotel, you can request hotel services. Hotel services include guarantee for late arrival, additional guests in room, additional beds and/or cribs in room, and associated frequent flyer program.

Important: United Connection cannot guarantee any hotel service requests – please call the hotel directly to confirm your requests. Once you reserve a hotel room, any changes must be made directly through the hotel.

To display the Hotel Service Requests dialog box:

- The Hotel Service Requests dialog box appears automatically after you select a room type.
- Once you have selected a hotel room, double-click on the hotel room in the Itinerary Window to display the Edit Hotel dialog box, and then click Requests.

If the Hotel Service Requests dialog box does not appear after you select a room type, choose System Options from the Tools menu and select the Display Hotel Service Requests After Planning option.

Hotel Service Requests dialog box

To request hotel services:

1. Select the desired hotel service requests. The default services are those specified in the primary traveler's profile.

In this field	You can
Guarantee Room For Late Arrival	Select this option to hold the room regardless of your arrival time. You will need to provide a credit card to hold your reservation.
Additional Adults In Room	Specify the number of additional adults that will be sharing the room.
Additional Children In Room	Specify the number of additional children that will be sharing the room.
Roll-Away Beds Required	Specify the number of additional beds required.
Cribs Required	Specify the number of cribs required.
Associated Frequent Flyer Program	Select one of the primary traveler's frequent flyer programs to send that program number to the hotel. If the selected frequent flyer program has a promotional agreement with the hotel, the primary traveler may be eligible for any benefits offered under that promotion. Other restrictions may apply — please contact the hotel or your frequent flyer program for details. You may be required to show proof of program membership (for example, your frequent flyer card) at check-in.

The Additional Adults/Children In Room options apply to double-occupancy rooms only. Do **not** include the first two occupants.

This field contains a list of frequent flyer programs entered for the primary traveler in the Traveler Editor. For more information, see [Chapter 4, Profiles and Preferences](#).

2. Click OK to return to the Itinerary Window, which is updated to display the hotel room you selected.

Updated Itinerary Window

ITINERARY

Travelers	Totals	Notices
Mr Stephen Crawford	Flight Cost: \$2101.00 USD Car Estimate: \$223.80 USD Hotel Estimate: \$556.00 USD MP Flight Miles: 4950	

Status	Date/Time	Location	Details
SELECTED	United 0015 Mon 06/02/97 08:00a Mon 06/02/97 10:46a	John F Kennedy Intl (New York, NY) Los Angeles Intl (Los Angeles, CA)	Class: Business Seat: Requested
SELECTED	Avis Mon 06/02/97 10:46a Fri 06/06/97 07:00a	Los Angeles Intl (Los Angeles, CA)	Type: Intermediate Rate Type: weekend Total: \$223.80 USD
SELECTED	Wyndham Hotels Mon 06/02/97 Fri 06/06/97	Wyndham Lax Airport Formerly The Lax Airport Hy 310 670-9000	Type: Dlx King Rate: \$139.00/night USD
SELECTED	United 0020 Fri 06/06/97 07:00a Fri 06/06/97 03:14p	Los Angeles Intl (Los Angeles, CA) John F Kennedy Intl (New York, NY)	Class: Business Seat: Requested

Ready Wed 09/04/96 10:21p Connected

Itinerary Window updated to show the selected hotel room

When you are ready to reserve the selected flights, rental cars, and hotel accommodations in your itinerary, choose the Reserve icon from the toolbar. See [Chapter 9, Reserving Your Itinerary](#), for more information.

Chapter 9

Reserving Your Itinerary

In this chapter, you will learn how to:

- Review your itinerary
- Select a ticketing option
- Choose a credit card
- Finalize your reservation
- Review electronic ticket information

About reserving your itinerary

After you have finished selecting flights, rental cars, and hotel accommodations, you are ready to reserve your itinerary and send the information to the reservation system. Before finalizing your reservation, you are given the opportunity to review the flights, rental cars, and hotel rooms you have selected, as well as the associated costs and rules.

Next, you indicate how you want to receive your ticket. You can choose Electronic Ticket (if available), or arrange to have your ticket delivered. If you do not want to pay online you can pick up your ticket at a United ticket office or your preferred Apollo travel agency. Note that a credit card is required even if you are not paying for your ticket online — United Connection uses the credit card billing address as a contact address.

Finally, you enter a descriptive name for your itinerary and send the information to United Airlines' reservation system.

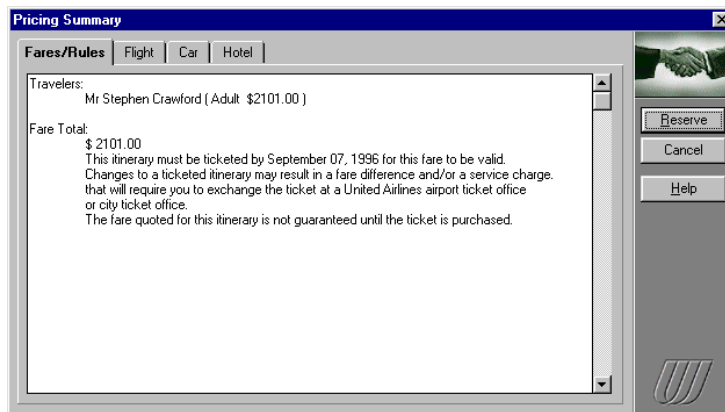
Note: If you make changes to your itinerary after reserving, you must re-reserve the itinerary to send the new information to the reservation system.

Reviewing Your Itinerary

You access the Pricing Summary dialog box to review your itinerary before sending it to the reservation system.

To review your itinerary:

1. In the Itinerary Window, make sure that you have selected all the flights, cars, and hotels you want to include in your itinerary. You cannot reserve an itinerary that includes Planned items.
2. Choose the Reserve icon from the toolbar. The Pricing Summary dialog box appears.



Pricing Summary dialog box

3. This dialog box can include up to four tabs:

Select this tab	To display the following information
Fares/Rules	Traveler names and types, airfare by traveler, total airfare, fare rules.
Flight	Summary of the selected flights. If you wish, you can change the Acceptable Fare Restrictions to see if a lower fare is available.
Car	Summary of the selected rental cars and an estimated rental car total (if available).
Hotel	Summary of the selected hotels and an estimated hotel total (if available).

4. If you are satisfied with the itinerary, click Reserve to continue. The Ticketing Options dialog box appears.

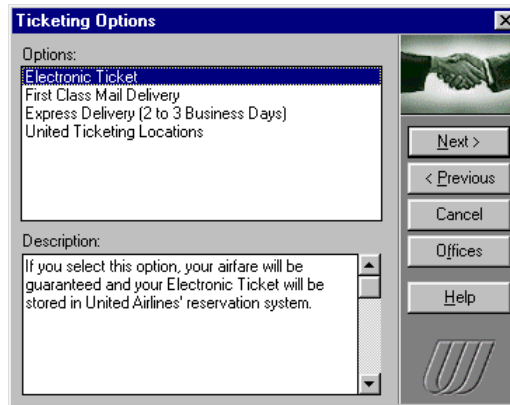
Selecting a Ticketing Option

If your itinerary includes flights, you need to indicate how you want to receive your airline ticket. United Connection provides up to five ticketing options, depending on your itinerary and the information you provided. Three of the ticketing options require that you pay for your ticket online with a credit card. The other two do not require immediate payment.

To select a ticketing option for your itinerary:

1. Review the options displayed in the Ticketing Options dialog box.

If you do not pay for your ticket immediately, your airfare is **not** guaranteed and your reservation will be canceled if the ticket is not purchased by a specified ticketing deadline.



Ticketing Options dialog box

2. Highlight a ticketing option to see a description of that option. One or more of the following ticketing options will be available:

Ticketing option	Description
Electronic Ticket	<p>Online Payment Required. Electronic Ticket eliminates paper tickets by storing your ticket electronically. Your airfare is guaranteed.</p> <p>Electronic Ticket rules:</p> <ul style="list-style-type: none"> • All flights must be on United or United Express • All flights must be within the U.S. and/or San Juan • The itinerary can include up to 4 segments • Other restrictions may also apply in certain markets.

Important: If you purchase electronic tickets, each traveler will be required to show photo ID at check-in. Also, the credit card used to purchase the electronic ticket **MUST** be presented by the cardholder at check-in.

Ticketing option	Description
First Class Mail Delivery	Online Payment Required. Your ticket will be delivered via first class mail within seven days. Your airfare is guaranteed.
Express Delivery (2 to 3 Business Days)	Online Payment Required. Your ticket will arrive by express delivery (for example, Federal Express), normally within two to three business days. Your airfare is guaranteed.
United Ticketing Locations	No Online Payment. You need to go to a United Airlines ticket office to purchase your ticket. Your airfare is <i>not</i> guaranteed, and your reservation will be canceled unless you purchase your ticket before the ticketing deadline.
Apollo travel agency	No Online Payment. You need to purchase your ticket through your preferred Apollo travel agency. Note that your airfare is <i>not</i> guaranteed, and your reservation will be canceled unless you purchase your ticket before the ticketing deadline.

You specify your preferred Apollo travel agency in the System Options dialog box.

Refer to online Help for a full description of each ticketing option.

3. To see information about United ticketing offices in your area, click Offices. See [“Finding United Ticketing Locations”](#) later in this chapter.
4. Select the desired ticketing option and click Next>. The Payment Method and Delivery Address dialog box appears.

Finding United Ticketing Locations

If you choose the United Ticketing Locations ticketing option, you will need to go a United Airlines city ticket office or airport ticket office to purchase your ticket. United Connection makes it easy to get information about nearby locations simply by entering your zip code.

To find a United ticketing location:

1. In the Ticketing Options dialog box, click Offices. The United Ticketing Offices dialog box appears.
2. In the Zip Code field, type the zip code in which you want to find ticketing offices.
3. Click Find. United Connection displays the names and addresses of all available ticketing offices located in the zip code you entered.
4. To see details for a particular ticketing office (for example, office hours), highlight that office. Additional information about the ticketing office appears in the Details area.
5. Click Close to return to the Ticketing Options dialog box.

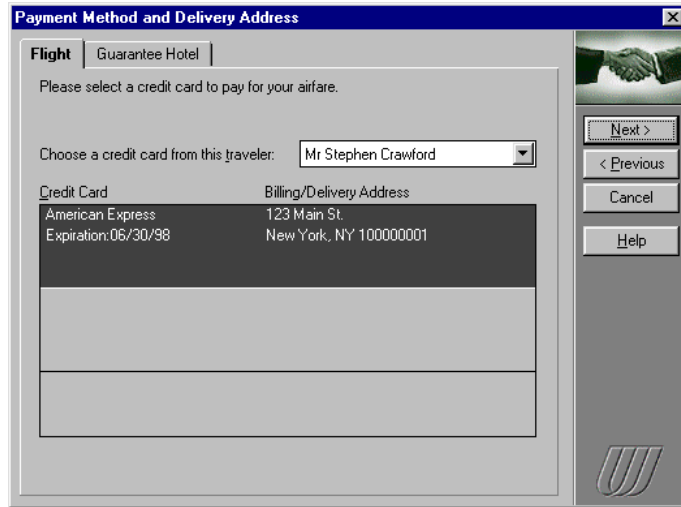
Selecting a Credit Card

You must select a credit card each time you reserve an itinerary (even if you are not paying for your ticket online). If you chose a ticketing option that requires immediate payment, your airfare will be charged to the selected credit card, and tickets sent by First Class Mail or Express Delivery will be delivered to the billing address associated with that card. If you are not paying for your ticket online, United Connection uses the billing address of the selected credit card as a contact address.

You select a credit card in the Payment Method And Delivery Address dialog box, which appears automatically after you select a ticketing option.

To select a credit card:

1. In the Payment Method and Delivery Address dialog box, select the person who will be paying for the ticket. The credit cards entered for that person in the Traveler Editor are displayed.



Payment Method and Delivery Address dialog box

The person you select does not have to be included in the itinerary.

If you are not paying for your ticket now, select the individual you want to designate as the contact person.

2. Highlight the credit card you want to select:
 - If you chose a ticketing option that requires you to pay for your ticket online, your airfare will be charged to this credit card. These options are Electronic Ticket, First Class Mail, and Express Delivery.
 - If you chose a ticketing option that does not require you to pay for your ticket online, this credit card will **not** be charged. These options are United Ticketing Locations and Apollo Travel Agency.

Note: If you select First Class Mail or Express Delivery, your ticket will be sent to the billing address of the selected credit card.

3. If your itinerary includes hotel reservations for which a deposit or guarantee is required, select the Guarantee Hotel tab and choose a credit card to guarantee your hotel accommodations.
4. To continue, click Next>. The Confirm Reservation dialog box appears.

Credit card validation for electronic tickets

Before issuing an electronic ticket request, United Connection validates your credit card information. If a problem is detected (for example, an invalid address), United Connection gives you the option of changing your credit card information or choosing a different credit card. See the online Help for more information about credit card validation problems.

Confirming Your Reservation

After selecting a ticketing option and providing a credit card, you're ready to finalize your reservation and forward it to the reservation system. You complete the reservation process in the Confirm Reservation dialog box, which appears automatically after you choose a credit card in the Payment Method and Delivery Address dialog box and click Next>.

To confirm your reservation:

1. In the Confirm Reservation dialog box, type a name for your itinerary. You may use up to 15 characters. Spaces are permitted.

The name you enter here will be referenced with the confirmation number.

Confirm Reservation dialog box

2. Carefully review the reservation summary information. You may need to scroll down to review the entire summary.
3. **To finalize your reservation, click Finish.** United Connection immediately sends your itinerary to the reservation system.

Note: Airlines do not release their inventory until you confirm your reservation. Therefore, it is possible that the flights and/or fare that you selected will no longer be available. If this occurs, United Connection displays a message informing you of your options.

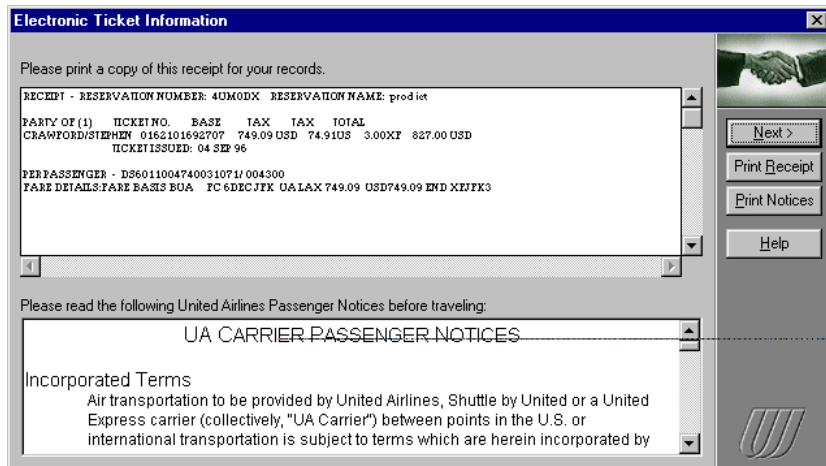
4. When the reservation system finishes processing your itinerary, a confirmation dialog box appears. You are also informed if the reservation system was unable to confirm any part of your itinerary.
5. To return to the Itinerary Window, click Done.

Electronic ticketing

When you choose Electronic Ticket as your ticketing option and complete your reservation, United Connection sends your electronic ticket request to the reservation system. If the request is successful, United Connection displays a dialog containing your electronic ticket receipt information. This information includes:

- The reservation number and name
- The name of each traveler and their ticket number
- The price of each ticket (including detailed fare basis information)
- The Mileage Plus number of each traveler (if available)
- The date the ticket was issued
- The credit card used to purchase the ticket(s)
- Passenger notices

You can view or print your electronic ticket receipt information at any time by selecting Electronic Ticket Information from the View menu.



Electronic Ticket Information dialog box

Important: If you purchase electronic tickets, each traveler will be required to show photo ID at check-in. Also, the credit card used to purchase the electronic ticket **MUST** be presented by the cardholder at check-in.

Saving your receipt information

Electronic ticket receipt information is saved along with your itinerary when you choose Save or Save As from the file menu. We recommend that you save your itinerary before exiting United Connection.

Retrieving updated receipt information

When you select Electronic Ticket Information from the View menu, United Connection automatically retrieves the current receipt information from the reservation system and displays this information in the dialog box. The reservation system stores your electronic ticket receipt information until three days after travel is complete. After that, United Connection will display the electronic ticket receipt information from your saved itinerary.

Ticket exchanges and refunds

United Airlines' standard cancellation, refund, and exchange policies apply to electronic tickets purchased through United Connection. Changes to a ticketed itinerary that results in a fare difference and/or a service charge will require you to contact United Airlines Reservations or a United Airlines city or airport ticket office to exchange the ticket.

Updated Itinerary Window



Updated Itinerary Window showing a completed itinerary

You will see the following information in the Itinerary window:

- The Notices area displays the itinerary name and confirmation number. If you have not paid for your ticket, the ticketing deadline is also displayed.
- The Totals area displays the total airfare, estimated total hotel cost, and Mileage Plus miles. Estimated rental car cost is not displayed (this information is not returned by the reservation system).
- If you paid for your ticket online, the status of all flights is Ticketed.
- If you did not pay for your ticket, the status of all flights is Reserved.
- The status of all rental car and hotel items is Reserved.

Save your itinerary by choosing Save from the File menu. If you have not saved your itinerary before now, you will need to enter a file name.

To print a trip report of your itinerary, choose Print from the File menu.

Flight Status and Mileage Plus®

In this chapter, you will learn how to:

- Check the status of a flight
- Review your Mileage Plus account summary
- Compute Mileage Plus miles between cities

About Flight Status and Mileage Plus options

Flight Status. Need to check flight arrival or departure times? Don't pick up the phone... let United Connection do it for you! Just enter the airline, flight number, and departure date. Additional information is available for United and United Express flights, including gates, actual and estimated departure/arrival times, and explanation of any delays or cancellations.

Mileage Plus Summary. For up-to-date information about your Mileage Plus account, look no further than United Connection. You can review your member level, program balances, and information about recent credited flights. Information is available for anyone in the Traveler Editor whose traveler information includes a Mileage Plus number.

Mileage Plus Miles Between Cities. Want to know the Mileage Plus miles between two cities? Just enter your origin and destination airports... if mileage is available, you'll have it in seconds. A running balance keeps track of the total mileage as you calculate additional city pairs.

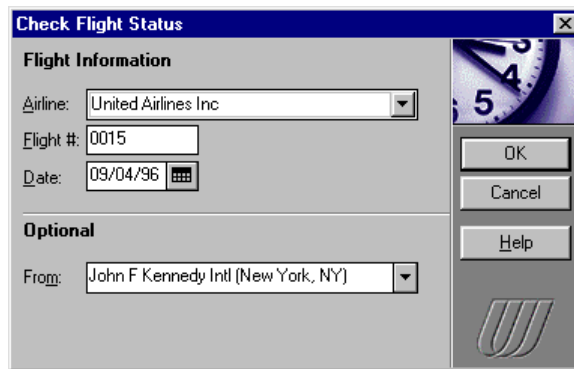
Note: You will need to connect to the reservation system when prompted in order to use the Flight Status or Mileage Plus options.

Checking Flight Status

United Connection lets you check the status of any flight in the reservation system — all you need to provide is the airline, flight number, and departure date. United Connection can display actual operational data for all United and United Express flights leaving today, tomorrow, or yesterday. This includes gate information and whether the flight is early or delayed. Schedule information is displayed for all other flights.

To check flight status:

1. From the Tools menu, choose Flight Status. The Check Flight Status dialog box appears.



Check Flight Status dialog box

2. Complete the Check Flight Status fields as follows:

In this field	You can
Airline	Enter or select the name of the airline whose flight you want to check.
Flight #	Enter the flight number whose status you want to check.
Date	Enter or select the departure date.
From	Enter or select the origin airport. This information is optional.

3. Click OK. The Flight Status dialog box appears.

4. Review the flight status information. The flight number, airline, and departure date are displayed at the top of the dialog box. The table displays information for each segment of the selected flight.

Operational information is displayed for all United and United Express flights departing on the current day, the following day, or the previous day. This includes:

- Departure and arrival airports
- Departure and arrival gates
- Actual (or estimated) departure time
- Whether the departure is delayed or early, and by what length of time
- If the flight has left the gate
- Actual (or estimated) arrival time
- Whether the arrival is delayed or early, and by what length of time
- If the flight has landed or is at the gate
- Information about any delays or cancellations (for example, delays due to equipment substitution or weather)

Schedule information is displayed for all other flights. This includes:

- Departure and arrival airports
 - Scheduled departure time
 - Scheduled arrival time
5. When you have finished reviewing the flight status information, click Close to return to the Check Flight Status dialog box.
 6. If you wish, you can repeat steps 2 through 5 to view flight status information for another flight.
 7. To return to the Itinerary Window, click Cancel.

Mileage Plus® Summary Information

United Connection lets you review Mileage Plus account balance information for all individuals in the Traveler Editor whose traveler information includes a Mileage Plus account number. This includes member level, Original Program Balance, New Program Balance, Year-to-Date Balance, and information about the last four credited flights.

To review Mileage Plus summary information:

1. From the Tools menu, choose Mileage Plus Summary. The Mileage Plus Summary dialog box appears.

Mileage Plus® Summary

Account Information

Name: Crawford, Stephen

Account: 00111222333 Mileage Plus® Customer Service:

Level:

Account Summary

Description	Total

Recent Account Activity

Date	Description	Miles	Bonus	Total

Retrieve
Print...
Close
Help

Mileage Plus Summary dialog box

2. In the Name field, select the person whose Mileage Plus summary information you want to review. The list contains the names of all individuals entered in the Traveler Editor whose traveler information includes a Mileage Plus account number.
3. Click Retrieve. United Connection displays the person's account number and Mileage Plus level, along with the Mileage Plus customer service telephone number.

4. In the Account Summary table, review the selected person's Mileage Plus balance information. The table displays the following information:
 - Original Program Balance.** Displays the current balance in the selected member's original Mileage Plus program account. This only applies to members who accrued Mileage Plus frequent flyer miles before 7/1/89.
 - New Program Balance.** Displays the current balance in the selected member's new Mileage Plus program account. This includes all Mileage Plus frequent flyer miles accrued since 7/1/89.
 - Year-To-Date Balance.** Displays the total number of Mileage Plus miles accrued in the current calendar year.
5. In the Recent Account Activity table, review the last four flights for which the selected person received Mileage Plus miles. Miles, bonus miles, and total miles are displayed for each flight.
6. To print the Mileage Plus Summary information, click Print.
7. Click Close to return to the Itinerary Window.

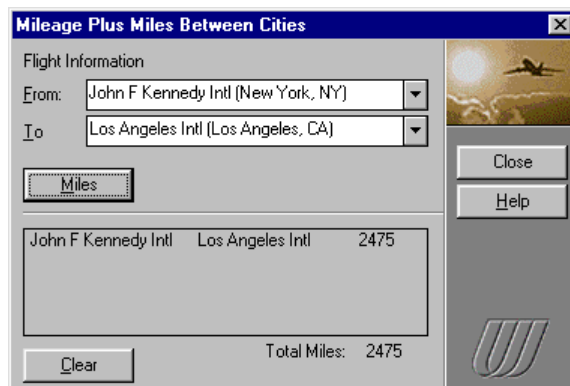
Mileage Plus® Miles Between Cities

United Connection lets you compute the Mileage Plus frequent flyer miles between two airports served by United Airlines or United Express. Mileage information is available for most larger domestic and international airports.

Note: Mileage is only available if United or United Express operates a scheduled non-stop flight between the specified airports.

To compute Mileage Plus miles between cities:

1. From the Tools menu, choose Compute Mileage Plus Miles. The Mileage Plus Miles Between Cities dialog box appears.



Mileage Plus Miles Between Cities dialog box

2. In the From field, enter or select the origin airport.
3. In the To field, enter or select the desired destination airport.
4. Click Miles. United Connection displays the origin, destination, and Mileage Plus miles between the two airports.

Note: If you are not already connected to the reservation system, you will be prompted to connect in order to compute the mileage.

5. If you wish, you can repeat steps 2 through 4 to compute miles for additional origin/destination pairs. United Connection displays the mileage for each pair, as well as a running total.
6. To clear the displayed mileage information, click Clear.
7. To return to the Itinerary Window, click Close.

Chapter 11

Other Options

In this chapter, you will learn how to:

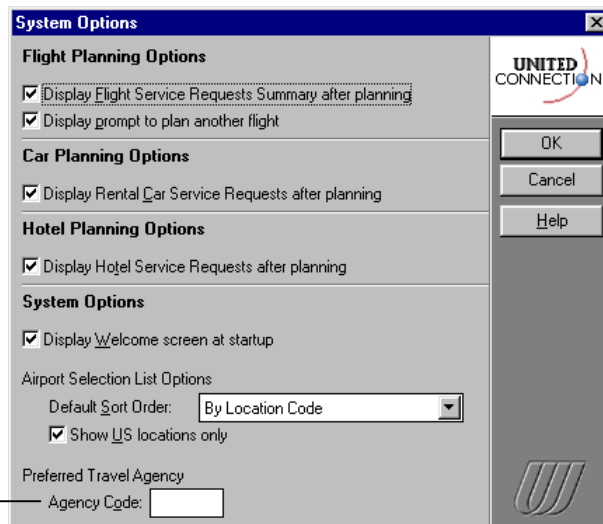
- Review and edit system options
- Use the Welcome Window
- Review United Information
- Use the Airport Search option
- Connect to the reservation system
- Connect via the Internet
- Retrieve an itinerary from the reservation system
- Copy an itinerary to another application
- View an itinerary in Print Preview mode
- Print an itinerary
- Use the Print Setup option

Reviewing and Editing System Options

United Connection lets you indicate whether or not you want to display certain dialog boxes at startup and during planning. You provide this information in the System Options dialog box. You can also enter the travel agency code for your preferred Apollo travel agency. If you want to pick up your tickets at an Apollo travel agency you will need to provide this code.

To review your system options:

1. From the Tools menu, choose System Options. The System Options dialog box appears.



Please contact your preferred Apollo travel agency to obtain their code.

System Options dialog box

2. To select an option, click in the box next to that option. To de-select a selected option, click in the box to remove the check.

If you want the option of picking up tickets at your preferred Apollo travel agency, enter the three- or four-character code for that agency in the Agency Code field.

3. Click OK to save the information and return to the Itinerary Window.

If you entered an Apollo travel agency code, United Connection validates the code and displays the name of the specified agency. This travel agency name will appear in the Ticketing Options dialog box as an available ticketing option the next time you reserve an itinerary.

Using the Welcome Window

The United Connection Welcome Window is normally the first screen you see after starting the program. This screen allows you to go quickly to any of the following areas:

- Personal Profiles (Traveler Editor dialog box)
- Travel Planning (Itinerary Window)
- Mileage Plus® (Mileage Plus Summary dialog box)
- Flight Status (Check Flight Status dialog box)
- United Information (Connection Column dialog box)

Choose an icon to go directly to the associated dialog box. Follow the steps below if the Welcome Window does not appear automatically after you start United Connection.

To display the Welcome Window:

1. In the Tools menu, choose System Options. The System Options dialog box appears.



United Connection Welcome Window

2. Click in the box next to Display Welcome Screen At Startup to select that option.
3. Click OK to save your change and return to the Itinerary Window. The Welcome Window appears the next time you start United Connection.

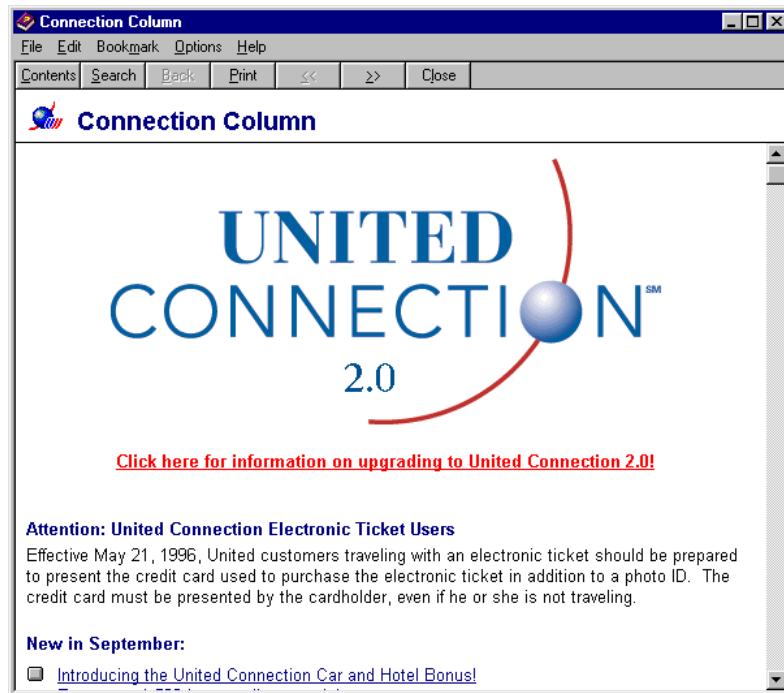
Because the information is formatted as a Help file, you can "jump" to other topics. Follow the instructions in the dialog box to view all available information.

Reviewing United Information

United Connection includes an information area that keeps you up-to-date with current promotions from United Airlines. United Connection checks for new information each time you connect to the reservation system and informs you when an update is available. You will have the opportunity to retrieve the new information immediately, or do so at a later time.

To review United Information:

1. Do one of the following:
 - From the Welcome Window, click the United Information icon. The Connection Column window appears.
 - From the Tools menu, choose United Information. The Connection Column window appears.



Connection Column window

2. Review the information.
3. Click Close to return to the Itinerary Window.

Using the Airport Search Option

You can search for airports by city name, airport name, or airport code. The Airport Search option appears automatically when you click on the arrow next to any field in which you need to specify a location, including:

Dialog box	Field name
Personal tab (Traveler Information dialog box)	Home Airport
Add Flight dialog box	From, To
Add Car dialog box	Airport
Add Hotel dialog box	Location
Mileage Plus Miles Between Cities dialog box	From, To
Check Flight Status dialog box	From

To search for an airport (or location):

1. Click on the down arrow next to one of the fields listed above. The Airport Search option appears.
2. To search for airports or locations in the United States only, select the U.S. Only option. If you do not select this option, the list will display both U.S. and foreign locations.
3. Select one of the following search options:
 - **Cities.** The left column displays a list of cities in alphabetical order. The right column displays the airport(s) associated with that city.
 - **Airports.** The left column displays a list of airport names in alphabetical order. The right column displays the city in which the airport is located.
 - **Location Codes.** The left column displays a list of airport and location codes in alphabetical order. The right column displays the airport name and the city in which the airport is located.

The name of the default search option is displayed in blue text. Double-click on an option to make it the default option.
4. Scroll down the list to find the airport or location you want to select. To scroll quickly to a particular area of the list, type the first few letters of the city name, airport name, or airport code you are looking for.
5. When you find the airport or location you want to select, click on that entry to select it.

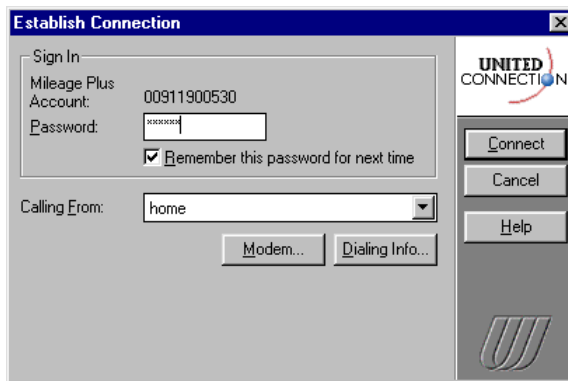
To display U.S. Only cities by default, double-click on this option. The text is displayed in blue when the default state is set.

Connecting to the Reservation System

If you choose Internet Service Provider, MSN, or CompuServe, see “Connecting via the Internet” for more information.

You must connect to the reservation system whenever United Connection needs send or receive information. For example, you will need to connect when you open a reserved itinerary, or if you request flight, car, or hotel information. You request a connection in the Establish Connection dialog box.

Note: The Establish Connection dialog box appears automatically whenever a connection to the reservation system is required. To display this dialog box at any other time, choose Connect To Reservation System from the File menu.



Establish Connection dialog box

If you want United Connection to supply your password each time this dialog box appears, select the Remember This Password For Next Time option.

To connect to the reservation system:

1. In the Password field, type your password.
2. If you are connecting via the United Airlines Network:
 - a. Verify the location displayed in the Calling From field. Click on the arrow to display a list of the locations you have entered.
 - b. To change your dialing information or create a new location, click Dialing Info. The Dialing Locations dialog box appears.
 - c. To change your modem settings, click Modem. The Modem Settings dialog box appears.
3. When you are ready to connect to the reservation system, click Connect. A dialog box displays the status of the connection.

To disconnect from the reservation system:

- From the File menu, click Disconnect From Reservation System.

If you are connected to the reservation system and do not request information for a period of 10 minutes, United Connection will ask if you wish to remain connected. If you do not respond within 60 seconds, you will be disconnected automatically.

Important: If you are connecting to the reservation system via the Internet, disconnecting from the reservation system in United Connection (or exiting United Connection) does **not** automatically disconnect you from the Internet. See below for more information about disconnecting from the Internet.

United Connection uses Secure Sockets Layer encryption for all Internet communications.

Connecting via the Internet

When you choose Internet Service Provider, MSN, or CompuServe, you will be accessing the reservation system via the Internet.

Establishing an Internet connection

When United Connection needs to connect to the reservation system, it will attempt to establish an Internet connection. If an Internet channel is already open, United Connection will automatically use the open channel to connect to the reservation system (whether or not this channel corresponds to the United Connection service provider you have specified).

If an Internet channel is **not** open, United Connection will request one and displays a message if any further action is required. Some Internet Service Providers (for example, MSN and CompuServe) automatically launch their dialer when an Internet connection is required. Others require you to launch the dialer yourself. If you are unable to establish an Internet connection, see “Internet Connection Problems” in the *Troubleshooting* section of the United Connection Help.

Note to Windows 95 users: Windows 95 automatically launches your Internet dialer when a connection is required. If you have more than one Internet dialer, it uses the default dialer. To override this default, you should launch the dialer you want to use before starting United Connection.

Disconnecting from the Internet

Disconnecting from the reservation system in United Connection (or exiting United Connection) does **not** automatically disconnect you from the Internet. Because your Internet connection is managed by your service provider's dialer, you must access the dialer to disconnect from the Internet.

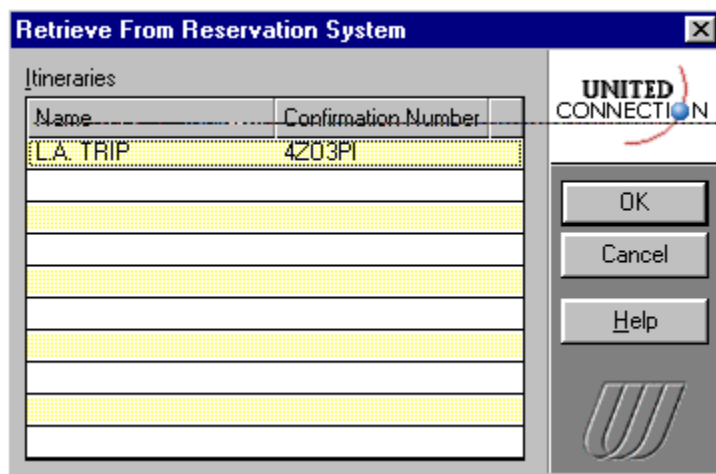
Retrieve from Reservation System

If you have saved a local copy of an itinerary file on your computer, you should open that itinerary by choosing Open from the File menu. This ensures that United Connection has all of the traveler information used to create the itinerary. However, after you reserve an itinerary you can also retrieve that itinerary directly from the reservation system. This allows you to view your reservation even if the itinerary file has been deleted from your computer, or if you are using United Connection on another computer that does not contain a copy of the file (for example, your work computer).

Note: You cannot retrieve your itineraries from someone else's system. United Connection can only retrieve itineraries created on the current system, or on another system registered to the same user.

To retrieve an itinerary from the reservation system:

1. From the File menu, choose Retrieve From Reservation System. The Retrieve From Reservation System dialog box appears.



Retrieve From Reservation System dialog box

2. Review the list of available itineraries. The list shows the descriptive name and confirmation number of all reserved itineraries created on the current system (or on another system registered to the same user).
3. To retrieve an itinerary, highlight that itinerary name and click OK.

Creating default profiles and travelers

During retrieval, United Connection will automatically create a default profile for each traveler in the itinerary and save these profiles in the Traveler Editor. This is necessary because United Connection does not know which profile you chose when you created the itinerary (profile information is not stored in the reservation system). If any travelers in the retrieved itinerary are not included in the Traveler Editor, United Connection will create traveler entries for those travelers as well.

Copying an itinerary to other applications

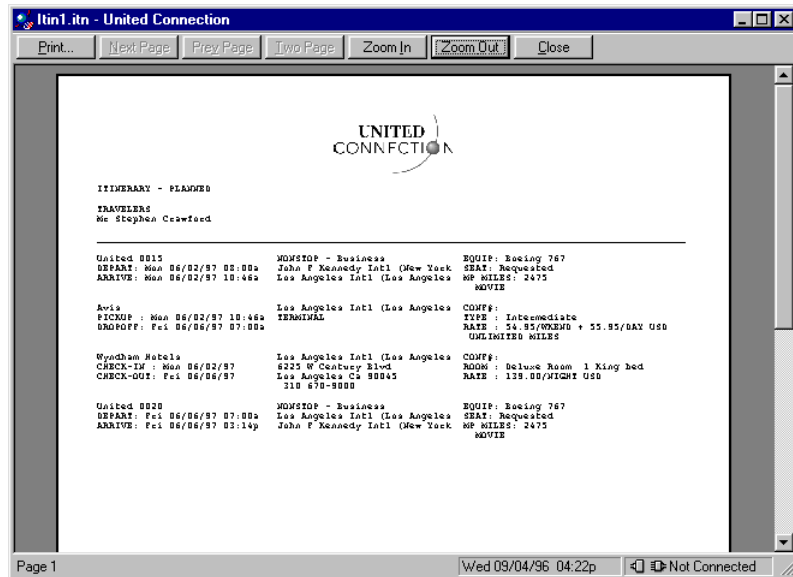
United Connection allows you to place a copy of the current itinerary on the Windows Clipboard. You can then Paste this information into other Windows applications that support the Paste command. To copy an itinerary to the Clipboard, choose Copy from the Edit menu.

Viewing an Itinerary in Print Preview Mode

As you create your itinerary, United Connection places the information in a trip report that can be printed at any time. If you wish, you can view the trip report in Print Preview mode before printing.

To view an itinerary in Print Preview mode:

1. From the File menu, chose Print Preview. The Print Preview window appears. The itinerary is displayed as it will be printed.



Trip Report dialog box

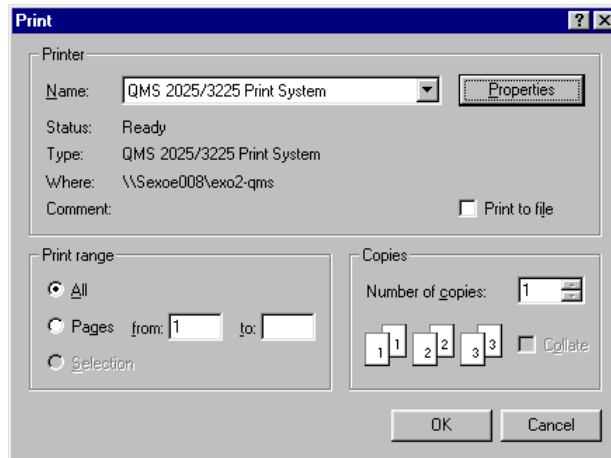
2. To get a closer view of the text, click Zoom In. Click this button again to zoom in even closer. You can also zoom in by clicking on the area of the window you want to view.
To zoom out, click Zoom Out.
3. If the trip report includes multiple pages, you can:
 - Click Two Page to display two pages at once.
 - Click Next Page and Prev Page to move from page to page.
4. To print the itinerary, click Print. The Print dialog box appears.
5. To exit Print Preview mode, click Close.

Printing an Itinerary

As you create your itinerary, United Connection places the information in a trip report that can be printed at any time.

To print an itinerary:

1. From the File menu, choose Print. The Print dialog box appears.



Print dialog box (Windows 95)

2. The name of the current printer appears at the top of the dialog box.

Window 3.1, 3.11, and NT 3.51: To select a different printer, click Setup. See "[Using the Print Setup Option](#)" for more information.

Windows 95: To select a different printer, click on the arrow next to the Name field and select the printer you want to use. To view and/or modify additional printer options, click Properties.
3. Choose one of the Print Range options. The default is All. If you select the Pages option, be sure to specify the page range you want to print.
4. In the Print Quality field (Windows 3.1, 3.11 and NT 3.51 only), select the desired printer resolution.
5. If you want to print multiple copies of the trip report, enter the desired number of copies in the Copies field. Choose Collate to have each copy collated automatically.
6. To print the trip report, click OK.

Using the Print Setup Option

United Connection lets you define certain printer setup options, including:

- Printer
- Orientation
- Paper size
- Paper source
- Printer-specific options

Note: In order to select and configure a printer, you must have already installed that printer driver on your system using the Windows Control Panel. Refer to your Windows documentation for more information.

To setup your printer:

1. From the File menu, choose Print Setup. The Print Setup dialog box appears.
2. Select the printer you want to use:
Window 3.1, 3.11, and NT 3.51: To use your system's default printer (as specified in the Control Panel), select the Default Printer option. To choose a different printer, select the Specific Printer option. The list displays all printer drivers currently installed on your system.
Windows 95: Click on the arrow next to the Name field to display a list of installed printers. The status, type, output location, and any comments related to the selected printer are displayed below the name.
3. Choose one of the Orientation options: Portrait (vertical orientation) or Landscape (horizontal orientation). The default is Portrait.
4. In the Size field, choose the size of the paper you will be using. Options vary by printer.
5. In the Source field, choose the paper source. Options vary by printer.
6. To view and/or modify additional printer options, click Options (Properties in Windows 95). Available options vary by printer.
7. To save the print setup information, click OK.

Getting Help

This chapter includes information about:

- Using the Online Help
- Getting Technical Support
- Troubleshooting
- Comments and Suggestions

About getting help

When you need help using United Connection, your first resource should be the online Help. This information can be displayed quickly when you need it most... as you are working. This *User Manual* can help you learn how to use United Connection and complete specific travel planning tasks. Also, be sure to check all README files included with the software.

For answers to commonly asked questions about United Connection, turn to the Troubleshooting section in this chapter. If you need additional help, you can contact the United Connection Support Desk at 1-800-4UA-CNXN (1-800-482-2696). To ensure a quick resolution to your problem, please read the Support Desk guidelines provided later in this chapter.

Using the Online Help

United Connection includes complete, comprehensive online Help that should be able to answer most of your questions. As you use United Connection, you can access Help in any one of the following ways:

- Click Help in a dialog box to get specific Help for that dialog box.
- Press the [F1] key to get Help for the current window or dialog box.
- From the Help menu, choose Contents to display the main Help window, or choose Search For Help On... to display an index of available Help topics.

To get help on Help, press [F1] while the Help window is displayed.

Getting Technical Support

If you need help, the United Connection Support Desk is available from 6 a.m. to 1 a.m. (CT) seven days a week at:

1-800-4UA-CNXXN (1-800-482-2696)

After hours, you can reach us by fax at 1-847-427-6157, or via E-mail at 73420.1674@compuserve.com. Please include the following information:

- Your name, address, and Mileage Plus number.
- Descriptions of the problem and your operating environment.
- A phone number (and fax number, if possible) where we can contact you. Also, please indicate the best day and time for us to call you.

Before calling, please note the exact wording of any onscreen messages related to the problem you are experiencing.

Troubleshooting: Questions and Answers

This section includes solutions to problems that may occur as you use United Connection. If you don't find the answer you need here, you can refer to the online Help or contact the Support Desk for assistance.

Not enough memory

When I try to start United Connection, I get the message "Not enough memory to run application." What should I do?

- Verify that your system has a minimum of 8MB of RAM (memory).
If you don't know how much memory your system has, you can check it from DOS using the MEM command (DOS versions 5.0 and higher). At the DOS prompt, then type **MEM** and press [Enter].

- Make sure all other applications are closed.
Windows 3.1/3.11/NT 3.51 users can check this by displaying the Task List (press the **[Control]** and **[Escape]** keys at the same time).
- Check your **available** memory, as follows:
In Program Manager, click on the Help menu and choose the last option, About Program Manager. An entry at the bottom of the dialog box indicates how much memory is free. If this value is less than 12,000 KB, you will need to increase virtual memory. Refer to United Connection's online Help for more information.
- Use MemMaker (a utility included with DOS 6.0 and higher) to load all device drivers into high memory.
Do not use this command while Windows is running. Exit to DOS and type HELP MEMMAKER for more information about this utility, or refer to the chapter entitled *Making More Memory Available* in the MS-DOS 6 User's Guide.

Registration

I didn't enter my Mileage Plus number when I registered, and a new number was assigned automatically. What should I do?

- To use the new Mileage Plus number exclusively, you will need to write to the Mileage Plus Service Center requesting that they close your old account and transfer all accrued miles and benefits (including earned Premier status) to your new account number. The address is:
Mileage Plus Service Center
P.O. Box 28870
Tucson, AZ 85726
Include your name, address, and a brief note indicating that you want to use the new Mileage Plus number exclusively. The transaction will be complete in four to six weeks.
- To retain your previous Mileage Plus number, you will need to re-install the software and re-register using your original Mileage Plus number.
If you have earned any Mileage Plus miles with your new Mileage Plus number, you must write to the Mileage Plus Service Center at the address above to request consolidation of the accounts. Include your name, address, and a brief note indicating that you want to use your original Mileage Plus number exclusively. The transaction will be complete in four to six weeks. If you have purchased tickets with your new Mileage Plus number but have not completed the travel associated with those tickets, please contact United Airlines directly to ensure that the flight miles are credited to your original Mileage Plus account.

I just registered and was instantly enrolled in Mileage Plus — why can't I use my new Mileage Plus number to log in on another computer?

- If you enroll as a new Mileage Plus member when you register, there is a one- to three-day delay before you can use your Mileage Plus number to log in on another computer (on which you have also installed United Connection). Please wait a few days and try again.

United Connection dials and connects but is unable to register.

- Try a different local access number. If that fails, try connecting again later. For additional help, please contact the United Connection Support Desk at **1-800-4UA-CNXX (482-2696)**.

United Connection won't accept my credit card.

- In the **Credit Card Registration** dialog box, be sure that you have entered your credit card number **without any spaces or hyphens**.
- In the address area, make sure that you have entered **your** address exactly as it appears on the credit card statement.
Note: Try to fit the whole street address in the first line. If the address is too long, delete the text for Apt or Suite but retain the number.
- If you are using a corporate credit card, you must enter the company name **exactly** as it appears on the credit card billing statement.
- If you continue to have problems, try a different credit card.

I'm getting a "Form of payment invalid" message.

- Please contact the United Connection Support Desk at 1-800-4UA-CNXX (482-2696).

How do I change my name in United Connection?

- If you are not the registered user, simply access your traveler information in the Traveler Editor and change your name.
- If you are the registered user, you first need to call or write Mileage Plus to inform them of the name change. Refer to your Mileage Plus membership information for the customer service phone number and mailing address. If you request a name change by phone, the change will be made within 2 to 3 days. If you request a name change by mail, the change will be made within 7 to 10 days. Once Mileage Plus has made the change, you should change your name in both the Registration dialog box and in the Traveler Editor.

Modem and communication problems

(United Airlines Network only)

I get a modem error message, or no response from the modem.

- Make sure that your modem is connected to the phone line. If it is an external modem, make sure it is turned on.
- Make sure that your modem is connected to the COM port you selected, and that no other software is using that COM port (for example, modem/fax software or remote access programs).
- Make sure that the Primary and Backup numbers you selected support your modem speed. You should choose an access number that uses the highest speed supported by your modem. Do not select an access number whose modem speed is faster than your modem.
- Reset the modem.
 - External modem: Turn the modem off and on.
 - Internal modem: Close all applications, turn off your computer, turn it back on again, restart Windows, then restart United Connection.
- Refer to your modem owner's manual for configuration information and suggestions on entering a customized initialization string.
- **Windows 3.x:** Did you use the Test Settings button? If not, do this (from the Tools menu, choose Communications/Modem Settings).
- **Windows 3.x:** Make sure you have selected the correct vendor and modem type. If you cannot find your modem in the Modem Type dialog box, choose Hayes Compatible from the Vendor list and Any Hayes Compatible Modem (the only option) from the Modem list.
- **Windows 3.x:** Choose a lower Speed setting in the Modem Settings dialog box. If you don't know your modem speed, select 9600.

Other modem problems.

- Refer to *Troubleshooting* in the online Help or call the Support Desk.

I can't connect to the reservation system using either the Primary or Backup access numbers I selected. What should I do?

- Make sure that the information you entered in the Dialing Information dialog box is correct. If you cannot connect, you may have entered an invalid dialing prefix or calling card number.
- One or both numbers may be temporarily unavailable. Edit the dialing information and choose different access numbers in your area code.

Internet connection problems

Note: If you still have problems connecting to the reservation system via your Internet Service Provider after troubleshooting, select "United Airlines Network" as your United Connection service provider.

Internet connection error messages:

- **"Unable to find an Internet Service Provider. Please establish a connection with your Internet Service Provider before continuing."**

You must have an account with an Internet Service Provider in order to connect to the reservation system via the Internet. If you have an account with an Internet Service Provider, you should launch that service provider's dialer before proceeding. Otherwise, choose the United Airlines Network as your service provider option.

- **"Unable to establish a connection. Make sure that you are connected to the Internet via your Internet Service Provider. If you have a valid Internet connection but cannot access the reservation system, please try again later."**

This message can be displayed for the following reasons:

- ◆ Your Internet Service Provider dialer did not launch when required
- ◆ Your Internet Service Provider cannot connect to the Internet
- ◆ Your modem or dialing information is incorrect
- ◆ MSN: Your MSN account may not be configured for Internet access
- ◆ Windows 95/NT: You are not using 32-bit Internet software
- ◆ Problems connecting to the Internet over a LAN (network)

Please refer to *Troubleshooting* in the online Help for more information.

- **"Internet connection has been lost. Please reconnect to the Internet via your Internet Service Provider."**

If you get this message, you will need to access your service provider's dialer and re-establish your Internet connection. Contact your service provider if you are unsure how to do this.

- **"A communication error has occurred. Please try again."**

United Connection will display this message if it was unable to receive the requested information from the reservation system. If you get this message, you should request the information again by reselecting whatever option you had just selected in United Connection.

I keep getting disconnected.

- Is someone else at your location trying to use the same phone line? If someone at your location picks up a telephone that is connected to the same line as your modem, you will be disconnected.
- Do you have Call Waiting? If you do, you should disable it before using United Connection. See the online Help for more information.

United Connection isn't using the Service Provider I selected.

- To ensure that United Connection uses a specific Internet Service Provider, you should launch that Service Provider's dialer before starting United Connection. Otherwise, the system will (in most cases) use the default Internet dialer. If an Internet channel is already open, the system will use that channel (whether or not it corresponds to the United Connection service provider you have specified).

Flights and fares

What is the best way to find low fares?

- Use FareShopperSM. You provide your travel plans and preferences, then United Connection searches for low fares to your destinations. See [Chapter 6, *Selecting Flights*](#), for information about using this option.
- Purchase your tickets as far in advance as possible. Many low fares require that you purchase tickets 7, 14, or 21 days in advance.
- Select round-trip flights — one-way flights are usually more expensive.
- To meet minimum stay requirements, plan your trip so that you stay over a Saturday night.
- Check flights at different times of day. Early morning and late evening flights can be less expensive.
- If your schedule permits, fly mid-week (flights are often less expensive).
- In Flight Preferences, make sure that you have selected all three Fare Restriction options (Minimum Stay Required, Maximum Stay Required, and Advance Purchase Required). See [Chapter 6, *Selecting Flights*](#), for information about changing flight preferences for the current flight.

FareShopper couldn't fare quote my itinerary — what's wrong?

- If your itinerary includes more than four planned flights, FareShopper may not be able to return any fares. If an error message is displayed in this situation, you will need to exit FareShopper and select each flight individually. In the Itinerary Window, highlight a Planned flight and choose the Find icon from the toolbar to display available flights.

FareShopper didn't display any flights for the fare I selected.

- If FareShopper doesn't display any flights after you select a fare and click Next>, you need to select a different fare. Click <<Fares to return to the FareShopper(sm) Fares dialog box.

When I choose an international destination in the Add Flight dialog box, no flights are displayed. What should I do?

- International destinations have fewer scheduled flights. Try selecting an earlier departure time or a different departure date.

Why can't I select seats from a seat map for every flight?

- Seat maps are provided for United and United Express flights only. If you have selected another airline, seat maps will not be available.
- If you can't display the seat map for a United or United Express flight, that seat map may be temporarily unavailable. If you wish, you can try to display the seat map again later and choose your seats at that time (even if you have already reserved the flight).
- Seat maps will not be available if you have selected connecting flights that require you to change planes.
- Seat maps cannot be displayed if the flight you selected is scheduled to depart within 60 minutes (seats will be assigned at the airport).

Why was my special meal request denied?

- You cannot request a special meal on flights that are scheduled to depart within 24 hours.
- The meal you requested may not be offered by the selected airline.
- The flight you selected may not offer meal service (meal service is not offered on flights lasting less than 90 minutes).

Why did I get the wrong flight information when I requested Flight Status?

- If the flight originated at an international location or on a different day, you may not get status for the correct flight segment. To ensure that you get the correct information, enter an origin airport in the From field.

Selecting rental cars

I entered my rental car planning information and chose Find Cars, but no rental companies are displayed. What should I do?

- United Connection only displays rental car companies that meet *all* of the preferences specified in the primary traveler's profile. If a message indicates that a particular preference could not be met, edit your rental car preferences to change that option. You can also turn off all preferences by de-selecting the Use Preferences option in the Select Rental Car Company dialog box.

Selecting hotel accommodations

I want to make reservations at a specific hotel. Why don't I see it in the list when I choose Find Hotels?

Because the reservation system contains a large number of hotel listings, United Connection will probably not be able to display all of the listings for a particular location at one time (especially in larger metropolitan areas). To find the hotels you are looking for, do the following:

- Make sure that the hotel you want to choose is specified as one of the Preferred Hotel Chains in the primary traveler's profile.
- Make sure that the hotel is within the specified distance from the reference point you selected in the Add Hotel dialog box. Different reference points are provided for each location.
- In the Select Hotel dialog box, click More Hotels to see additional properties at that location.

Reserving

Why do I have to select a credit card if I'm not paying for my ticket now?

- United Connection requires a contact address, in case we need to reach you concerning changes to your itinerary. The address of the credit card you select is used as the contact address. If you are not paying for your tickets online, the credit card will *not* be charged.

I reserved my itinerary yesterday — why is the airfare higher today?

- Your airfare is not guaranteed until you pay for your tickets... even if you reserve your itinerary. To guarantee your airfare immediately, choose Electronic Ticket, Express Delivery, or First Class Mail Delivery as your ticketing option. If you choose United Ticketing Locations or your preferred Apollo travel agency, your airfare is *not* guaranteed.

United Connection couldn't confirm my reservation. What should I do?

- If time is not critical, wait a while and then try again. The reservation system may be able to confirm your reservation at a later time.
- If you are concerned about holding space on a flight or guaranteeing a particular airfare, you should call the airline(s) directly. If your itinerary includes any rental cars or hotel rooms, you should call these providers directly to make your reservations.

Windows 95

I am running Windows 95 and a software download was started. Now I'm stuck on an open window that displays the word PATCH, and indicates the number of files being processed. What should I do?

- The open window has patched your software. To continue the upgrade process, click the X at the upper right corner of the window.

I am running Windows 95 and the download process stopped with an error saying an invalid statement was being executed. What should I do?

- You have run out of hard disk space and need to either delete some files from the Recycle Bin or delete obsolete files or programs. Clear some space on your hard drive, then re-start United Connection and select Connect To Reservation System from the File menu to begin the software download process again.

Comments and Suggestions...

As you use United Connection, you might have comments, suggestions, or experiences that you would like to share with us. We would particularly appreciate receiving your feedback on the issues listed below.

- Ease of use
- Features you frequently use
- Features you rarely use
- Your favorite product features
- Product features you dislike
- Anything you'd like to see added to the product
- Features you'd like to see improved
- Whether you used this manual and online Help (and if it helped)
- If you could make one change, what would it be and why

To share your experiences with us, call 1-800-4UA-CNXXN, choose the feedback option, and leave a voice mail message.