

SHARES Entries

Overview

6/9/2020

This page provides basic SHARES entries used by Airport Operations Customer Service and Customer Contact Center users.

Related Pages

7/24/2024

- [Automated Check-in \(ACI\)](#)
- [SHARES Printer Management](#)
- [Sine Controllers](#)
- [Outage Procedures](#)
- [UMNR Tracker Outage](#)

Log In / Log Out

7/29/2024

SHARES login information is not the same as an employee's Flying Together credentials. SHARES utilizes a unique sine and duty code that are assigned to each employee by their location's sine controller. For additional information, speak to your location's sine controller or supervisor.

Action	Entry
Initial log IN	BSIWXXXXAA/SU/AAA
Log IN to area B	BSIBXXXXAA/SU <ul style="list-style-type: none">● Also log IN to areas C and D starting BSIC or BSID
To move between areas	BB takes you to B as long as you have Logged in, same for BC and BD
Switch to COPA	B/CM and back to UA B/UA
Log OFF	BSO

SHARES Keyboard

6/9/2020

Same as on RATES page with the inclusion on the RETURN key which is]. Needed when assigning seats for Change of Gauge flights. Once you hit the ENTER key, it reads everything back from that point to the SOM(>). You can add a SOM anywhere on the screen. This can help when you are trying to modify a line like an SSR for UMNR.

Entry

Entry

Definition

JA-123456

Displays basic employee information including eligible pass riders

JA-123456/FAMILY

Displays extended family information

Response

```

(1)  ** EMPLOYEE FLIGHT PASS/CHECK CASHING STATUS **
(2) EMP*: 000000          L1: UA  L2: 00   CITY: XXX
(3) NAME: LAST* FIRST          ABCDE  EMPL: UNITED
(4) STATUS: ACTIVE              MAIL CODE: XXXCS
(5) BRD. DATE: YY/MM/DD        TERM. DATE: 00/00/00
(6) PASS SUSPENSION:          FROM: / /   TO: / /
(7) PASS CLASSES:  BUS/PS5B  PER/SA1P  FAM/SA4P  ETSY/Y
(8) CHECK CASHING:  N  AUTH:
(9)      SPOUSE: LAST* FIRST
(10) **CHILD NAME**  AGE R BHS  **CHILD NAME**  AGE R BHS
(11) LAST* FIRST      XX      LAST* FIRST      XX
(12)      FATHER: NO* NAME
(13)      MOTHER: NO* NAME

```

Key:

- (1) Employee flight pass status header
- (2) Employee ID, group code, pay group and base city
- (3) Employee name, employer
- (4) Employee status, mail code
- (5) Hire date, termination date (if applicable)
- (6) Pass suspension date (if applicable)
- (7) Eligible pass classes
- (8) Check cashing status (no longer allowed - will display NO\)
- (9) Spouse name
- (10) Child name and age column header
- (11) Child/children identified (may be more than one line)
- (12) Father name
- (13) Mother name

If there are no applicable pass riders for a field (spouse, children, father or mother), -no name- displays.

Some pass riders may **not** be visible on first screen, requiring user to move down (MD) to display additional text.

Extended family screen displays only name, age and pass traveler's relationship.

Retrieve by record locator	*RECLOC
Retrieve by flight and date	*UA123/27MAY-NAME
Retrieve a pet record	*1732/27MAY-Y/PET
Retrieve a record with an OPEN segment	*UA0/10JUN-SMITH
Display waitlisted PNR	*WL1492/10JULORD-SMITH
Display from name list	*3
Redisplay name list	*L
Retrieve by ticket number	*ET-0162438765109
Retrieve E-Ticket	See Ticketing Form of Payment > E-Ticket Retrieval Entries
Retrieve by credit card	*EC-4000400012345678
Retrieve by MileagePlus number	*EO-ABC12345
Retrieve by phone number	*EP-7131234567

Within PNR

12/5/2022

SHARES Within PNR Entries	
Action	Entry
Required fields	ITINERARY, NAME (-) PHONE (9) TICKETING (7) or TKT TIME LIMIT (8) RCVD FROM (6)
Other fields	COMMENTS (5) and SSR/OSI (3)
Display history	*H
Display Married Segment identifiers	*IM
Redisplay record	*R
End record	E
End and redisplay	ER
Ignore and redisplay	IR
Ignore PNR	I
Add received from	6NAME
Display eTickets	*ET
Display individual eTicket	*ET1 to see just eTicket 1

Display fare quote

*FQ

Display fare quote history

*FH

Display flight details of all segments

*D

- This displays even tickets that have been purged but you cannot view individual tickets or coupons.

- If you have a record that says it is not Etkk eligible this will indicate which flights are Etkk eligible by showing ET after the flight times.

eTicket/Coupon Exchange

7/5/2023

SHARES eTicket entries

ActionEntry

Get/push control

Get control

T-ETG1.1#LH

Push control

T-ETP1.1#LH

Remove NO VALUE

T-ETREMOVE/N1.1 (1.1 IS TKT.CPN numbers)

Remove Used

T-ETREMOVE/U1.1

Mark ETKT used

T-ETUSED/F482/30JAN14/IAHBOS

or

T-ETUSED/S1 (1 = segment number)

Sync/revalidate

Class of service change

T-ET*.S1 (Where 1 is the segment in the PNR)

Flight number change

T-ET*.S1/796 (Seg # from PNR and Flt # from Etkk)

Date/flight change

T-ET*.S1/798/22SEP (Date and Flight from Etkk)

Change 1 coupon to 2 coupons

T-\$EI/S1/S2#786IAHORD08SEP (Segs 1 and 2 from PNR. Date, Cities, and Flt from Etkk)

Change 2 coupons to 1 coupon

T-\$EI/S1#798IAHORD08SEP/312ORDDTW08SEP

Single coupon exchange

1-to-1 coupon exchange

T-\$EI/S1#765ORDEWR25OCT#INVOL

1-to-2 coupon exchange

T-\$EI/S1/S2#324IAHLAX28OCT#INVOL

With other airline flight on eTicket

T-\$EI/S1#AA-429LAXIAH28OCT#INVOL

2-to-1 coupon exchange

T-\$EI/S1#184EWRTPA28OCT/2876TPAPNS28OCT#INVOL

Seat Management in PNR

6/9/2020

SHARES Seat Entries

Action Entry

Display seat map for segment 1

6:*.1

Seat identifiers

@ or Pillow – Available . – Taken B – Blocked U – Unusable P – Priority Disabled V – EconPlus/Premier Q – Bulkhead E – Exit T – Reserved Z – Econ Preferred

Display all seats in a record

*S/ALL

Display seats for segment 1, all passengers

*S1

Display seat for segment 1, passenger 1

*S1-1

Assign seat for segment 1

6:A1#32A

Assign seat for segment 1, passenger 2

6:A1-2#32A

Assign seats for segment 1, multiple passengers

6:A1#32AB33AB

Assign EconomyPlus seat for segment 1

EconomyPlus: 6:A1#V12A

Bulkhead Seats 6:A1#Q7F

Preferred seat 6:A1#Z23D

Exit row: 6:A1#E21D

Assign different seats on a flight with a change of aircraft in DEN, segment 1

6:A1#24A](return)
RDEN#17B

Cancel all seats

6:A#@

Cancel seats for segment 1

6:A1#@

Change seat for segment 1, passenger 1

6:A1-1#@27D

Assign seat on OA segment

6:A1

Basic seat assign entry

6:A1-1#12C

- The number right after A is the segment number and the number after the – is the passenger number. Any seat code identifier(V,Z,Q,P..) has to be entered right before the seat number.

SHARES PNR Modification Entries

Action	Entry
Change class of segment 2 to K	.2@K add OB to overbook
Change flight number of segment 2 to 198	.2@198 must be same date and cities
Change status of segment 1 to HK	.1@HK
Change customer name	-1.1@SMITH/JOHNMSTR
Sync customer name	T-ET1/N1
Delete customer name	-1@
Remove infant from name field 1	-1@*-INF
Add infant, same surname	-1@*-INFMARIA/10MAY20
Add infant, different surname	-1@*-INFJONES*MARIA/10MAY20
Delete SSR line 1 or lines 1-4	31@ or 31-4@
Delete comments line 32 or lines 24-28	532@ or 524-28@
Add ticket time limit	81159P/10JUN.HADV.RES.XXL.TTL
Divide name number 3 from PNR	<div>1. D3 <i>enter</i></div> <div>2. Add RCVD FROM - 6NAME <i>enter</i></div> <div>3. F <i>enter</i> to file the Divided record.</div> <div>● The original record will come back up with the remaining passengers. Add RCVD FROM again and END the original PNR again to complete the DIVIDE.</div>
Reduce the number in the party (unticketed only)	<div>\$2</div> <div>● Where 2 is the number of passengers remaining, modify the name field by deleting the names of those no longer traveling.</div>

SHARES Rearranging Segments

Action	Entry
Insert segment 1 after segment 4	.1/4
Insert segments 1 and 2 after segment 4	.1-2/4
Insert segments 4 thru 6 after segment 2	.4-6/2
Move segment 4 to the top of the itinerary	.4/0 as long as no segments have been flown

SHARES phone entries

Action	Entry
Enter phone number	9IAH713-555-1296/H(for home)B(for business)
Agency phone	9CHI312-555-8765/A
Add free flow text to phone field	9ORD*free flow/N000 Lines added to phone field for award bookings and mileage upgrades(1st enter 9/0 to enter after 0) 9ONE*SEE COMMENTS FOR MILEAGEPLUS INFO/N000 9ONE*ATO-CTO-RES OK TO MODIFY IF TKTED SEE GG ONE HELP/N000 9ONE*00001111 DO NOT REMOVE/N000
Delete phone field 1	91@

SHARES SSR/OSI entries

Action	Entry
SSR format	<p>3SSRXXXXUANN/\$* -- FREE FLOW --</p> <ul style="list-style-type: none"> ● 3SSR: Primary Action Code ● XXXX: SSR code - see Special Service Request (SSR) ● UA: Code of carrier SSR is for or YY for all carriers in PNR ● NN/: Action Code – see Special Service Request (SSR) ● \$: Denotes entry ● *: Denotes FREE FLOW to follow <p>If SSR is for a specific flight segment or passenger name you would add S1 or N1 or add both</p> <ul style="list-style-type: none"> ● To request for segments 1 and 2 and only for passenger 1: Ex. 3SSRWCHRUANN/\$S1/2N1
Delete an SSR or OSI	31@ (3 is for the SSR/OSI field, 1 is the line number)
Change an SSR or OSI	31@OSI YY PER UA/LHG PROTECTION AGREEMENT

Availability

6/9/2020

SHARES Availability Entries

Action	Entry
Basic availability entry with city pairs and date	A EWRSFO 10JAN
Display flights closest to a specific time	A EWRSFO 10JAN 9A
Display flights connecting in selected city	A EWRSFODEN 10JAN
Specify minimum number of minutes at connection	A EWRSFO 10JAN /DEN90

Display additional availability,
later

A*L

Display availability for specific
OA

A EWRWAW 10JAN -LH

Display all classes of service
including awards

A EWR SFO 10JAN -R

Move back in displayed results

A-

Repeat the same search,
different date

A*0/12JAN

Repeat the search reversing city
pair, same date

A*R

Repeat the search reversing city
pair, different date

A*R/12JAN

Search the next day, or previous
day

A*T

Search the previous day

A*Y

View schedule of all non-stop
service

S ORDAUS 10SEP (Shows UA and OA flights but not seat availability.)

SHARES Sell from Availability Entries

Sell one Y class seat from line 1

N1Y1

Sell 1 seat from line 1: 1st
segment in Y class and 2nd
segment in P class

N1Y1/P

Sell double connection: 1st
segment in Y, 2nd in P, 3rd in Y

N1Y1/P/Y To insert a segment at the top of an existing itinerary enter /0 prior to selling the seats. To insert a segment anywhere else enter a / followed by the segment number to be inserted after

Sell a segment that needs to be
overbooked

N1Y1OB

Long Selling and Pricing

6/9/2020

SHARES Long Sell Segments Entries (always start with a 0)

Action

Entry

Sell a UA flight

0960T15JULEWRSFONN1

Sell OA flight

0LH157B15JULFRAMUCNN1

Sell an OPEN segment

0OPENY17JULEWRSFOHK1

Overbook a segment

0164K19SEPCLEORDOB1

Action	Entry
Price the itinerary as is	\$-\$-
Display lowest available fare	LA\$
Display lowest available fare and rebook	LA\$R
Price for different passenger types	\$-\$-PADT/C10/INF
Price international at a non-IBE fare on UA	\$-\$-BFC-@BE
Price LH international as non-IBE fare	\$-\$-BFC-@ECOLIGHT
Price with a particular point of sale	\$-\$-.LHR
File a fare quote	FF

List Display and ACI

6/9/2020

Note: On all entries below, use T for tomorrow or Y for yesterday right after the flight number to avoid entering a date.

SHARES List Displays and ACI Entries

Action	Entry
Passenger name list	6:LD1234/10FEBLAX#ALL
Checked in passengers	6:LD1234/10FEBLAX#ALL/CI
Search manifest for passenger name	6:LD1234/10FEBLAX#PAX/SMITH
Search for passenger in a specific seat	6:LD1234/10FEBLAX#21F
Search all passengers in a class of service	6:LD1234/10FEBLAX#C/P Searching P class
MileagePlus members	6:LD1234/10FEBLAX#TB
Premier members only	6:LD1234/10FEBLAX#TB*
Standby list	6:LD1234/10FEBLAX#SL
ACI (seats) history	6:*H1234/10FEBLAX
ACI history by name	6:*H1234/10FEBLAX#*SMITH
Number of passengers checked in	6:*C1234/10FEBLAX will also indicate weight restrictions

Seat map for today and different date	b:*1234/LAX. b:*1234/12JUL/LAX
Basic check-in entry	6:1234LAX-LASTNAME/FIRSTNAME#27D](RETURN)B0 <ul style="list-style-type: none">● After the return is the bags checked in B0
Unseat	6:1234LAX-LASTNAME/FRISTNAME#@
Change seat	6:1234LAX-LASTNAME/FIRSTNAME#@27F

MileagePlus

6/9/2020

SHARES MileagePlus Entries

Action

Entry / Comments

Comments format for award
ticket reissues

5ONE10SEP*G\$5.60PP 11.20TTL S15K-E32K PPM 94K CFL AAAXX

5ONE*MBR JOHN SMITH*ACCT ABC12345*NE*AAAXX

5ORIGINAL REWARD S15K-S15K*30K

5NEW REWARD S15K-E32K*47K

5ADD-COLL 17L MILES PP

Access MileagePlus account

JAABC12345

Find MP number by name

JA*SMITH/JOHN

Find MP number by name and
zip code

JA*SMITH/JOHN/90210

Comments format for upgrade
using miles

5***** RPC - DEBIT UPGRADE REWARD *****- AAAXX

510SEP REISSUE ETICKET UPGRADE OW UP68T ORD/DEL

510SEP REISSUE ETICKET UPGRADE OW UP68K DEL/ORD

5ONE10SEP*U\$752.00PP 1504.00TTL

5ONE10SEP*U\$ UP68T-UP68K 140K DEL CFL AAAXX

5ACCOUNT BALANCE 152098*PIN VERIFIED*AAAXX

5TOTAL MILEAGE DEDUCTION - 140000 * AAAXX

Action	SHARES Entry	Notes
Initiate Reconciliation	6:PR.INIT#SEQ	Reconcile entries are only allowed from control sets.
Enter Sequence Numbers	6:PRN#123/345/567	Sequence numbers must be separated by slashes. Maximum number of 18 seq. Numbers can be entered at one time.
Cancel Sequence Numbers	6:PRN#@123/456	Seq. numbers may be canceled by using change key.
View Detail of Reconciled Status	6:PR*STATUS	Display includes totals of checked-in customers and reconciled/unreconciled customers by compartment.
View Unreconciled Customers*	6:PR*UNREC	Reconciled or unreconciled list may be displayed at any time.
View Reconciled Customers *	6:PR*REC/seq. no	
Abort Reconcile Process	6:PR.ABORT	Reconcile process may be aborted at any time to start over.
Reconcile All Thru Customers Onboard	6:PRU	—

* Thru customers appear at the bottom of the list

Procedure for reconciling thru customers when gate reader is inoperative:

When upline city sends mandatory 6:PRC entry, all downline cities are alerted that customer has started travel. 6:PRC must be sent or thru customer reconciliation will fail.

1. Verify if any thru customers remained on aircraft
2. Generate customer thru list 6:LDFLT/CTY#U or from gate reader
3. Take list onboard for reconciliation. Cross customers off list if they stayed onboard
4. Manually reconcile customers in SHARES by entering customer's sequence number
5. Board aircraft following standard boarding procedures
6. Scan boarding pass or manually reconcile all re-boarding thru customers by sequence numbers

Thru reconciliation entry reconciles all thrus onboard: 6:PRU

Manual Fare Quote

6/10/2021

SHARES Manual Fare Quote Entries

Action	Entry
Y is for adding the fare	FC#Y295.82/XUS22.18/XT43.20 (US locations will default to USD)
Originating in GB/ticketing in USD	FC#YGBP300.00/QUUSD575.00/XGB98.00/XT54.90
Insert the fare basis	FI#S1#-MAOFN/8N20*20NOV20NOV

Delete a filed fare quote	FR/ALL
Specify segments	FC#S3/4
Specify names	FC#N2.2
Specify names and segments	FC#N2.2#S3/4

Miscellaneous

6/6/2022

SHARES Miscellaneous Entries

Action	Entry
Current time in a city	QC/FRA
Distance between two airports	D#T#ORD/LAX
Encode/decode city/airport	CECDXB OR CECDUBAI
Encode/decode airline name or code	CEALH* or CEALUFTHANSA
Find airline by ticket stock number	CEA220
Encode/decode country name	CETAT OR CETAUSTRIA
Currency information by city code	DCcity code (See note below about Google Fares transition)
Flight details	KALH506/10OCT20
Passenger boarding totals	PBT1234/10SEP
PBT broken down by class of service	PBT1234/10SEP-D ;
Put a PNR on a queue	QEP/ETK/10
See how many PNRS on a given queue	QC/ETK/12
In a record, see what queue(s) it is on	*QR
See queue history	*QH
Add times to segment 3	.3T/1130A245P

Note: As United migrates to Google Fares for pricing entries, some entries may no longer be supported. See [Google Fares Transition](#) for release notes and workarounds for discontinued entries.

Addition Calculations	CC 23 # 25.25	*ANS IS 48.25	The addition calculation symbol is #
Subtraction Calculations	CC 28 – 21.80	*ANS IS 6.20	The subtraction calculation symbol is -
Multiplication Calculations	CC 25672 * 3	*ANS IS 77016	The multiplication calculation symbol is *
Division Calculations	CC 12345 / 20 CC 12345 / 678	*QT 617 RM 05 ANS IS 18 *NO REMAINDER	The division calculation symbol is /

Function	Entry	Response	Definition
Convert to currency of SHARES AAA	DC*MXN1500	DC*MXN1500 USD 78.43 BSR RATE MXN/ USD BSR USED 0.0522914 AS OF 15JAN19 MXN - MX PESO USD - US DOLLAR NO MORE TO DISPLAY	Convert \$1500 Mexican Pesos to US Dollars
Convert to a specific currency	DC*MXN15000*CAD	DC*MXN1500*CAD CAD 104.89 BSR RATE MXN/ CAD BSR USED 0.0693933 AS OF 15JAN19 MXN - MX PESO CAD - CANADIAN DOLLAR NO MORE TO DISPLAY	Convert \$1500 Mexican Pesos to Canadian Dollars
Convert from AAA location to another currency	DC100*CAD	DC100*CAD CAD132.70 BSR RATE USD / CAD BSR USED 1.3270502 AS OF 15JAN19 USD - US DOLLAR CAD – CANADIAN DOLLAR NO MORE TO DISPLAY	Convert 100 US Dollars to Canadian Dollars.

Function	Entry	Response	Definition
Convert to currency of SHARES AAA	DC*MXN1500	DC*MXN1500 USD 78.43 BSR RATE MXN/ USD BSR USED 0.0522914 AS OF 15JAN19 MXN - MX PESO USD - US DOLLAR NO MORE TO DISPLAY	Convert \$1500 Mexican Pesos to US Dollars
Convert to a specific currency	DC*MXN15000*CAD	DC*MXN1500*CAD CAD 104.89 BSR RATE MXN/ CAD BSR USED 0.0693933 AS OF 15JAN19 MXN - MX PESO CAD - CANADIAN DOLLAR NO MORE TO DISPLAY	Convert \$1500 Mexican Pesos to Canadian Dollars
Convert from AAA location to another currency	DC100*CAD	DC100*CAD CAD132.70 BSR RATE USD / CAD BSR USED 1.3270502 AS OF 15JAN19 USD - US DOLLAR CAD – CANADIAN DOLLAR NO MORE TO DISPLAY	Convert \$100 US Dollars to Canadian Dollars

Metric Conversions

11/16/2018

SHARES has a calculator function that includes mathematical operations, currency conversions, metric conversions.

SHARES Metric Conversions

Function	Entry	Response	Definition
Pounds to Kilograms	CC PK 1000	453.60 KILOGRAMS	Convert 1000 Pounds to Kilograms
Kilograms to Pounds	CC KP 1000	2204.60 POUNDS	Convert 1000 Kilograms to Pounds

Kilometers to Miles

CC KM 1000

621.39 MILES

Convert 1000 Kilometers to Miles

Inches to Millimeters

CC IM 12

304.80 MILLIMETERS

Convert 12 Inches to Millimeters

Millimeters to Inches

CC MI 1000

39.37 INCHES

Convert 1000 Millimeters to Inches

Day Calculations

11/16/2018

SHARES has a calculator function that includes day calculations.

Function	Entry	Response	Definition
Determines the current day and date	CCCY	TUE05FEB19	Current day is Tuesday February 5th, 2019
Calculates the number of days between two dates	CCCY 15MAY/31MAY	16	There are 16 days in between the two dates
Calculate a given date plus several days	CCCY 15MAY#15	THU30MAY19	15 days from May 15, 2019 is Thursday May 30, 2019
Calculate a given date less several days	CCCY 15MAY-15	TUE30APR19	15 days prior to May 15, 2019 is Tuesday April 30, 2019

Time Calculations

11/16/2018

SHARES has a calculator function that includes time calculation entries.

Function	Entry	Response	Definition
Add hours/minutes to a given time (12-hour clock)	CCCT 110P#60	210P/1410	60 minutes has been added to 1:10 p.m. and equals 2:10 p.m.
Subtract hours/minutes from a given day (12-hour clock)	CCCT 1230P-60	1130A/1130	Subtract 60 minutes from 12:30 p.m. equals 11:30 a.m.
Subtract hours/minutes from a given day (12-hour clock)	CCCT 110P-2410	100P/1300 minus 1 day	Subtract 24 hours and 10 minutes from 1:00 p.m.

Display local time	KDP	ORD LCL 1440 05FEB19 – GMT 2040 05FEB 19	The local time in Chicago is 14:40 (24-hour clock) on the 5 th of February 2019 and 20:40 GMT on the 5 th of February 2019
Display local time from GMT	KDPZ	ORD LCL-0500/GMT-1100	The local time in Chicago is 05:00 (24-hour clock) if it is 11:00 GMT
Display GMT from local time	KDPL	ORD LCL-1100/GMT-1700	If the GMT is 11:00 the local time is 17:00 in Chicago (24-hour clock)

GMT Conversion

11/16/2018

SHARES permits users to display both local and Greenwich Mean Time (GMT) equivalent times either for the present time, or any specified local time.

Conversion Examples	Entry Example	Response
Display Triple A City Code Time and GMT Equivalent Enter KDP in SHARES	KDP	LAX LCL 0100/GMT 0800
Display Local Time from Specified GMT Time, Enter KDPZ Followed by GMT	KDPZ 1100	DEN LCL -0400/GMT- 1100
Display GMT From Specified Local Time, Enter KDPL Followed by Local Time	KDPL 0500	ORD LCL-0500/GMT- 1100

- City code shown in response will be triple A city code of input terminal
- Times shown are 24-hour
- Times used in entry must be in 24-hour clock

Emergency Response | Threatening Calls

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