



Farelogix - United Airlines (TF)

FL/SC, live on 18 OCT23 Updated for SC November 20, 2023

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Step 1 - Starting point

Question

No linked steps

Question

1. General info and login Step 2
2. Cancellation/refund Step 3
3. Rebooking Step 4
4. Name correction Step 5
5. Adding ancillaries and requests Step 6
6. Split passenger Step 7

7. New ticket

Step 8

8. Flight Irregularities (FM/SC)

Step 9

Step 2

Solution

Parent step: 1

General info and login

- United Airlines booked through Farelogix/Sprk has Travelfusion as the technical provider.
- Bookings are marked with the Travelfusion logo and Farelogix banner in Edvin.
- All post-sales are managed through the Farelogix portal.

Contact info

Contact via usual channels (found in Edvin docs).

For tech issues, contact Farelogix.

How to access the portal

Log in through this link: [Farelogix/SPRK.](#)

All agents have received an email with credentials for PCC **BC3F** to Farelogix for UA.

BC3F is the main PCC for UA FLX and agents should always log in to this PCC to avoid any issues while managing their booking.

By logging in to the main PCC, the system will automatically jump over to any PCC that your booking is issued through without any action needed from the agent.

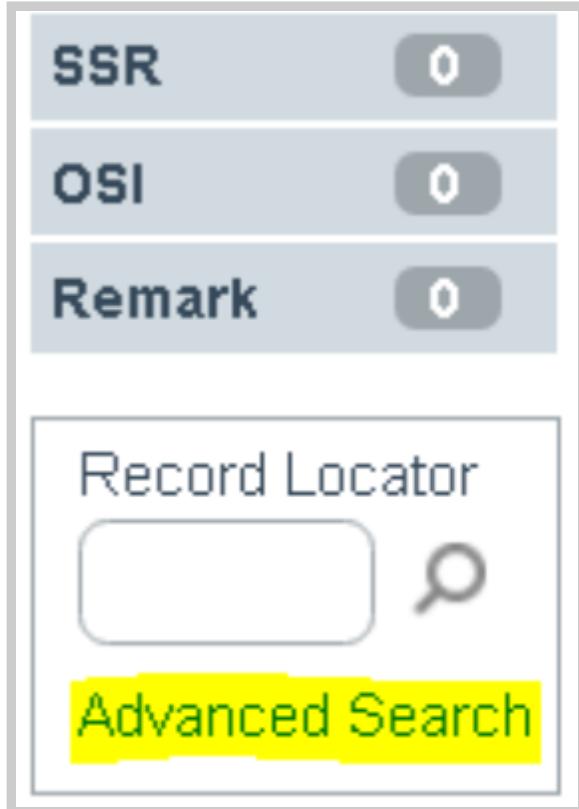
The different PCCs can be seen in the tab in the far right corner.

Kindly note that personal credentials have been shared, and, there is a limit of 20 minutes to activate the account. If the timeframe passed, please use the "**Forgot Password**" feature.

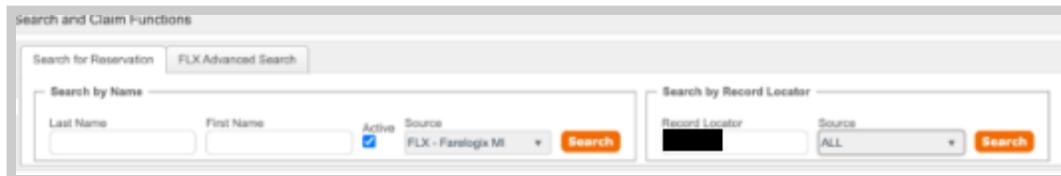
If you have not received credentials, please reach out to your team leader/manager. TL/manager creates jira to IT with agent name, surname, and email.

Retrieve PNR

- Click on the “Advanced Search”:



Insert the PNR from Edvin in "Search by Record Locator", and change the source to "ALL":



Do not forget to check "Active" PNRs.

Retrieve purged bookings

- The record locator that should open in Farelogix can be found on TF reports.
- Step by step how to open a PNR in TF can be found [here](#).
- The Farelogix Record Locator can be found as below:

Agent IATA or ID number	[REDACTED]
PCC	BC3F
Privacy Policy	https://www.united.com/ual/en/us/fly/privacy.html
Terms, Conditions and Legal Notices for united.com	https://www.united.com/ual/en/us/fly/legal.html
Contract Of Carriage	https://www.united.com/ual/en/us/fly/contract.html
United Customer Commitment	https://www.united.com/ual/en/us/fly/customer-commitment-print.html
Contract of Carriage	https://www.united.com/ual/en/us/fly/contract-of-carriage.html
CASH Payment Notice	CASH payment is not supported for chargeable seats and ancillaries
Basic Economy restrictions apply	*No complimentary seat selection *No free checked bag
Fare Notice	Fare attributes apply to flights operated by United(UA) and United Express(ZW,C5,C7,YV,YX,OO)
Cash payment	The booking will be settled by cash payment. The specified payment card will not be used to pay for the booking.
Airline Reference	[REDACTED]
Farelogix Record Locator	[REDACTED]
OrderID	[REDACTED]
Ticket number for [REDACTED]	[REDACTED]
Ticket number for [REDACTED]	[REDACTED]

Reset the password

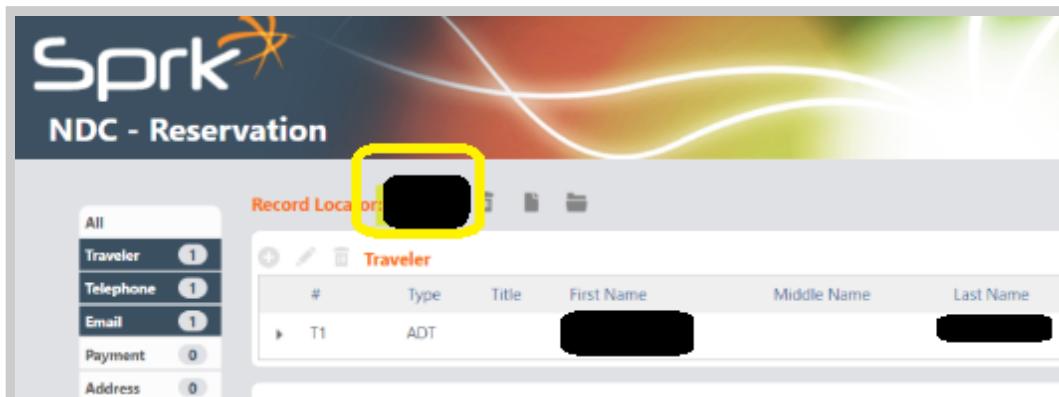
For resetting the password, you need to use the "forgot password" and use "BC3F" as the office ID.

Coupon status

The coupon status of the tickets will be "I" instead of "O" for OPEN status.

Refresh button

Kindly be informed that you may refresh the PNR by clicking the PNR on "Record Locator".



Important Info regarding reservations with infants

If there is an infant on the booking, please ensure that there is no ticket for the infant.

Step 3



Solution

Parent step: 1

Cancellation/refund

General info

The claim task has been moved to the SL team as of November 5, 2024.

Handling Based on Original Travel Time:

- If Original Travel is **more than 4 Hours**:
- Inform customer about the Penalty and if the customer confirms the cancellation, delete the segments, click on "Modify" button accordingly, SL will continue and cancel the order in the Portal.
- If Original Travel is **within or Less than 4 Hours**:
Follow the standard refund routine as usual.

FL team will continue to:

- Handle urgent cases (clarification above)
- Void
- Check Rules and inform customers
- Placing on Support in case anything requires YY contact
- Delete Segments & Modify button
- Send a cancellation confirmation email

Please check the FM Corona TA info in Edvin documents, for details on when and for which cases we can proceed via Portal.

- **Don't Forget:** In any cases where a BSP refund is the only option FL agent must cancel segments, modify the order, and label it in Edvin using BO escalation as described under step 5. BSP Refunds.
- If the agent can't handle the case by phone - information is missing or the airline needs to be contacted: Agents inform passengers of our cancellation fees and queues to support. The OUT agents escalate to SOD.

Step by step

Fare rules

ATTENTION



Fare rules are visible only on the airline's website via "[Manage my booking](#)".

Alternatively, if the airline's website is not loading, attempt to open the fare rules in Amadeus by following the instructions provided [here](#).

However, it is not guaranteed that you will always locate the correct fare basis.

If there is more than one fare basis, scroll down to make sure that the more restrictive rules apply.

- When the fare rules are visible on the airline's website:

Fare basis code LAG2AKBS

Penalties

GENERAL RULES TEXT

NOTE -

CHANGES/CANCELLATIONS FOR UA ISSUED TICKETS

TICKET IS NON-REFUNDABLE/CHANGES ARE NOT PERMITTED

NOTE -

EXCEPTION FOR WHOLLY UNUSED TICKET-

TICKET VALIDITY FOR TICKETS ISSUED ON/BEFORE

12/31/22 TRAVEL MUST COMMENCE BY 12/31/23

CHANGES

BEFORE DEPARTURE

PER TICKET CHARGE USD 99.00 FOR CANCEL/REISSUE.

NOTE -

ANY MODIFICATION TO THE ITINERARY IS CONSIDERED

AS A CANCEL. ORIGINAL TICKET MAY BE USED TOWARD

THE PURCHASE OF A NEW TICKET USING CURRENT FARES.

EMD AND MCO ARE NOT PERMITTED. APPLIES TO TRAVEL

AGENCY ISSUED TICKETS

AFTER DEPARTURE

CHANGES NOT PERMITTED.

CANCELLATIONS

ANY TIME

TICKET IS NON-REFUNDABLE.

- Inform the customer if the ticket is refundable and mention our fee (if applicable).
- Select the segments.
- Click on the Delete from Bin button.
- If the customer has confirmed the cancellation proceed with the next step to click "Continue":
For example, the below message will appear:

[ORDER IS IN REFUND PERIOD

All flights will be deleted from your order.

Total Refund: USD 237.80]

- Continue with cancellation if the customers have agreed to proceed.

- When the itinerary is canceled go to Edvin and cancel by using "Modify Order" and your order notes must contain the exact amount.
- **Add note TKT REFUNDED and the airline's PNR locator in "Other info to BO" once you modify the order.**
- Send cancellation confirmation to the passenger from Edvin.

***More info and step by step will be added ***

VOID/24 H Cancellation



For Farelogix UA orders:

- 24H cancellation is possible in the US market (MIA office with IATA US ARC 10570781), and currently the main and only PCC is: BC3F
- Bookings made more than a week before departure can be canceled within 24 hours of issuance.

Steps

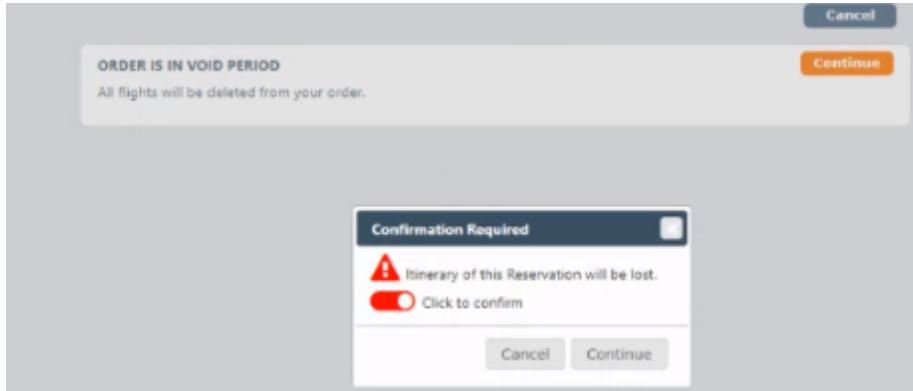
- Check if VOID or 24H Rule is permitted.
- Select the segments.
- Click on the Delete from Bin button:



- The next step is to press "Continue":



- If the customer has confirmed the cancellation proceed with the next step to click:



- Continue with cancellation if the customers have agreed to proceed.
- When the itinerary is canceled go to Edvin and cancel by using "Modify Order" and your order notes must contain the exact amount.
- **Add note TKT REFUNDED and the airline's PNR locator in "Other info to BO" once you modify the order.**
- Send cancellation confirmation to the passenger from Edvin.

Step 4

Solution

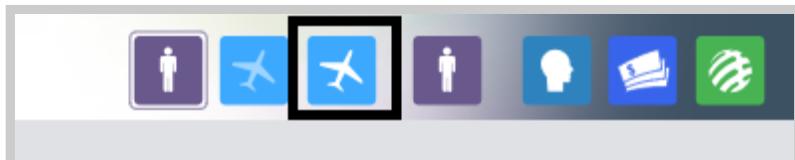
Parent step: 1

Rebooking



Fare rules are visible only on the airline's website via "[Manage my booking](#)"

1. Add the new flights in the PNR by selecting "Add air":



2. Click on either Roundtrip or one way depending on the type of rebooking:

Round Trip One Way Multi City

Depart	Arrive	Date	Time
<input type="text"/> FROM	<input type="text"/> TO	<input type="button"/>	Anytime
<input type="text"/> FROM	<input type="text"/> TO	<input type="button"/>	Anytime

Air Availability

Booked

	Class	Status	Cnx	
 Tue 09Jan24 07:00a - 09:33a	MCO - LAX UA 1481	UA 1481	G 5h 33m 7M9 HK	UAD

Add the departure and arrival airport, and rebooking date, and click on "Air availability":

Sort by: Default

MCO - LAX Tuesday, February 13, 2024

Classes	Dep Date	On Time Perf	Source
UA 1481	J9 C9 D9 Z9 P5 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9 ↗ 13Feb2024	07:00a MCO → 09:33a LAX 5h 33m no data (new) 7M9 UAD	Select
UA 1238	J9 C9 D9 Z9 P3 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9 ↗ 13Feb2024	07:12p MCO → 09:50p LAX 5h 38m no data (new) 738 UAD	Select
UA 1348	J9 C9 D9 Z9 P1 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9 ↗ 13Feb2024	07:00a MCO → 08:45a IAH 90-100% 739 UAD	Select
UA 2190	J9 C9 D9 Z9 P1 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9 ↗ 13Feb2024	09:35a IAH → 11:24a LAX 7h 24m 90-100% 7M9 UAD	Select
UA 470	J9 C9 D4 Z0 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9 ↗ 13Feb2024	06:31a MCO → 09:40a SFO no data (new) 739 UAD	Select
UA 2166	J9 C9 D4 Z0 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9 ↗ 13Feb2024	10:35a SFO → 12:11p LAX 8h 40m 70-79% 7M9 UAD	Select
UA 1384	J9 C9 D7 Z0 P0 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9 ↗ 13Feb2024	08:00a MCO → 10:08a DEN 90-100% 738 UAD	Select
UA 1013	J9 K0 G0 N9	11:45a DEN → 01:21p LAX 8h 21m 70-79% 738 UAD	

3. Choose the same booking class if available, or if not available, the next available higher bookings class, (the fare can't be lower than the original fare.)

Click on the shopping cart to add the segments.

4. Now you need to price the new segments.

- **For one-way tickets**, in order to get the new price, pin the initial flight/s (to be shown in yellow) and click on new flights on the "Shopping Cart - Air", otherwise it will price the old and new flights and you will get two calculations (meaning that it will double the cost):

Itinerary

Booked - Air

			Class		Status	Cnx		Fare
▶	✈️ 	Tue 09Jan24 07:00a - 09:33a	MCO - LAX	UA 1481	G 	5h 33m	7M9 HK	UAD 1

Shopping Cart - Air

			Class		Status	Cnx		Fare
▶ <input checked="" type="checkbox"/>	✈️ 	Tue 13Feb24 07:12p - 09:50p	MCO - LAX	UA 1238	G 	5h 38m	738	UAD

Reprice **Services** **Seats** **Delete**

- For round trip tickets where the customer wishes to change only one part of the trip (example below new inbound, or/and new outbound), please only add a new one-way flight to the shopping cart. Pin the flight to be exchanged (to be shown in yellow) and click on new flights that appear on the "Shopping Cart - Air":

Itinerary

Booked - Air

			Class		Status	Cnx		Fare
▶	✈️ 	Thu 08Feb24 07:50a - 11:31a	DEN - MSY	UA 2323	T 	2h 41m	319 HK	UAD 1
▶	✈️ 	Mon 12Feb24 05:51p - 07:48p	MSY - DEN	UA 2220	V 	2h 57m	320 HK	UAD 1

Shopping Cart - Air

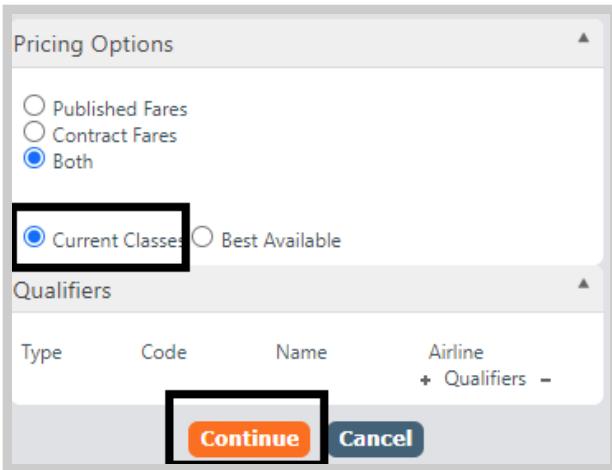
			Class		Status	Cnx		Fare
▶ <input checked="" type="checkbox"/>	✈️ 	Mon 19Feb24 05:59p - 08:04p	MSY - DEN	UA 2468	Q 	3h 05m	319	UAD

Reprice **Services** **Seats** **Delete**

The next step is to click on "Reprice":

Reprice **Services** **Seats** **Delete**

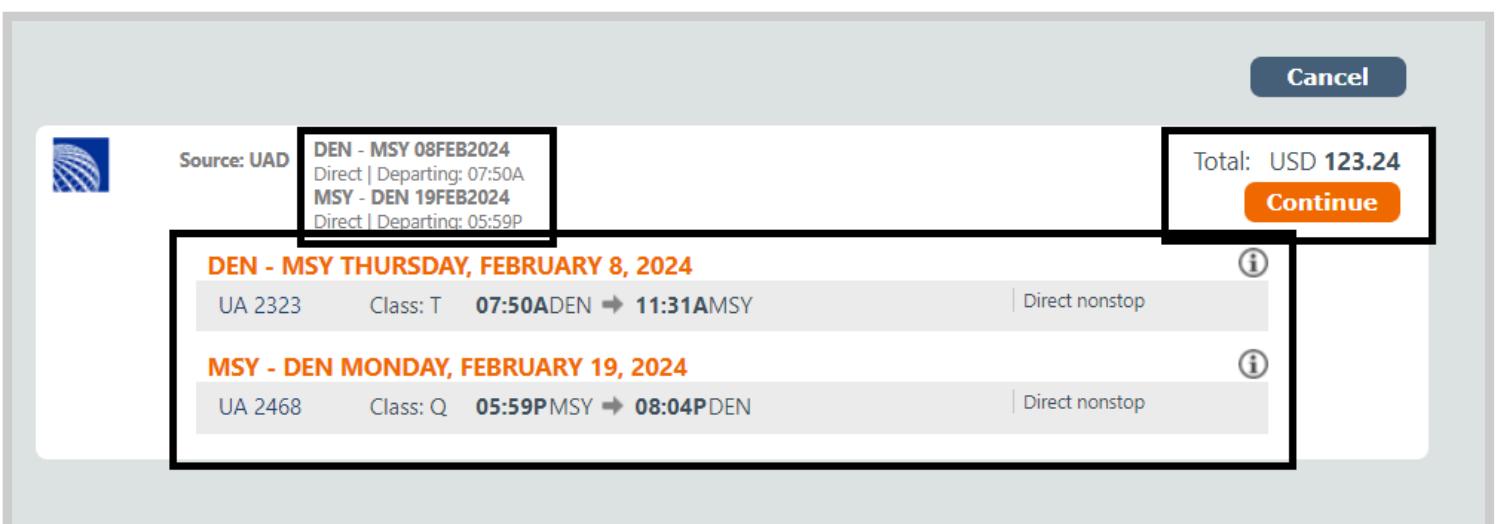
5. Click on "Current Classes" and "Continue" in order to see the pricing details:



It is possible to click on "Best Available" for the lowest pricing but there is the risk of a downgrade.

6. Now the total cost of the change appears.

The flights that appear on the mask are the ones that customers would like to have after the change:



7. On that step, please inform customers about the total cost (including our fees, if any). If customers want to rebook against the "Flexible" product, kindly make sure to identify and deduct the penalty from the total cost you will provide to them.

In our example, changes are permitted without penalties:

[Back](#)[Fare Information](#)

Passenger Type	Currency	ADT
Base Fare per Passenger		
UA 2323: DEN-MSY Class: Economy (T) Cabin: Economy	USD	191.86
UA 2468: MSY-DEN Class: Economy (Q) Cabin: Economy	USD	320.00
Total Base Fare per Passenger	USD	511.86
Taxes and Fees		
US US Transportation Tax	USD	38.39
XF US Passenger Facility Charge	USD	9.00
ZP United States Flight Segment Tax Domestic	USD	9.60
AY United States Passenger Civil Aviation Security Service Fee	USD	11.20
Total Taxes and Fees per Passenger	USD	68.19
Total New Airfare per Passenger	USD	580.05
Value of Old Ticket per Passenger	USD	538.97
Amount to be collected - (ADT x 3)	USD	123.24

[Continue](#)

Here is another example where penalties apply:

[Back](#)[Fare Information](#)

Passenger Type	Currency	ADT
Base Fare per Passenger		
UA 2356: MSY-IAH Class: Basic Economy (N) Cabin: Economy	USD	
UA 2648: IAH-STL Class: Basic Economy (N) Cabin: Economy	USD	191.48
UA 2365: MSY-IAH Class: Basic Economy (N) Cabin: Economy	USD	
UA 422: IAH-STL Class: Basic Economy (N) Cabin: Economy	USD	109.30
Total Base Fare per Passenger	USD	300.78
Taxes and Fees		
US US Transportation Tax	USD	22.56
XF US Passenger Facility Charge	USD	9.00
ZP United States Flight Segment Tax Domestic	USD	19.20
AY United States Passenger Civil Aviation Security Service Fee	USD	11.20
Total Taxes and Fees per Passenger	USD	61.96
Total New Airfare per Passenger	USD	362.74
Value of Old Ticket per Passenger	USD	301.67
Penalty per Passenger	USD	99.00
Amount to be collected - (ADT x 1)	USD	160.07

[Continue](#)

Note: Please make sure that the pricing is for the whole order.

You may click on "Fare information" in order to check the fare rules of the new fare basis:

Back

Fare Information

Passenger Type	Currency	ADT
Base Fare per Passenger		
UA 2323: DEN-MSY Class: Economy (T) Cabin: Economy	USD	191.86
UA 2468: MSY-DEN Class: Economy (Q) Cabin: Economy	USD	320.00
Total Base Fare per Passenger	USD	511.86
Taxes and Fees		
US US Transportation Tax	USD	38.39
XF US Passenger Facility Charge	USD	9.00
ZP United States Flight Segment Tax Domestic	USD	9.60
AY United States Passenger Civil Aviation Security Service Fee	USD	11.20
Total Taxes and Fees per Passenger	USD	68.19
Total New Airfare per Passenger	USD	580.05
Value of Old Ticket per Passenger	USD	538.97
Amount to be collected - (ADT x 3)	USD	123.24

Continue

Fare Information

Fare Type	Total Travelers	Source
PUBL	0	UAD

Traveler Group(s)

Requested		Priced		Travelers	
ADT		ADT		3	
Departure	Airport Codes	Fare Basis Code	Airline	Cabin	Booking Class
08FEB	DEN - MSY	TAA4AWEN	UA	Y	T
19FEB	MSY - DEN	QAA4OKEN	UA	Y	Q

[View](#)
[View](#)

Close

Click on "Penalties":

Fare Information

Back Close

Fare Rules

Airport Codes	Date	Airline	Fare Basis Code	Fare Type	Source
MSY - STL	13NOV	UA	SAA4AKBN	PUBL	

Category Filter:	All
Rule Application	All
Eligibility	Rule Application
• PTC - PDC	Eligibility
• TARIFF/RL	Flight Application
Eligibility	Advance Reservation / Ticketing Restrictions
• PTC - PDC	Stopovers
• TARIFF/RL	Transfers
Eligibility	Combinability
• PTC - PDC	Surcharges
• TARIFF/RL	Sales Restrictions
Eligibility	Penalties
• PTC - PDC	Ticket Endorsements
• TARIFF/RL	Children Discounts
Eligibility	Miscellaneous Provisions
• PTC - PDC	Fare By Rule
• TARIFF/RL	Voluntary Changes
Eligibility	Refunds
• PTC - PDC	Negotiated Fares

ROR A

LS.

S.

SR

- OR - FOR INFANT UNDER 02 WITH A SEAT. THIS FARE IS VALID
- FOR A SPECIFIED ACCOUNT CODE. CONTACT CARRIER FOR
- DETAILS.
- OR - FOR UNACCOMPANIED CHILD 5-11. THIS FARE IS VALID FOR
- A SPECIFIED ACCOUNT CODE. CONTACT CARRIER FOR

Once the customer pays the rebooking cost, it is important to copy the "Penalties" (after clicking on the "Fare Information") during the rebooking process into your errand, as after the reissue the fare rules *disappear* from the system. The fare rules are always visible on the airline's website.

6. Send PL to the customer using the following depending if the passenger has a Flex ticket or not:

Add on cart			
Add on Sales	Our Fee & SP	Airline Cost and other	X
Name	Our Fee	Provider Cost	Text to customer
Airline Cost - Flexible Ticket (LCC & GDS)			No text added
Airline Cost -Name Change			No text added
Airline Cost - Rebooking / New Ticket (LCC) NOT Flexible Ticket			No text added

ATTENTION Do NOT submit the reissue if you haven't collected the payment from the customer. Meaning that, if the customer did not pay the MOTO payment/Payment Link, then do NOT save any new segments, do not delete old ones, or proceed with the reissue. Just close this window and refresh the PNR by clicking on the record locator.

7. If the customer pays, proceed with the following. The form of payment for rebooking is **CASH**. Go back to Farelogix to proceed with the rebooking.

8. Confirm that you have the correct flights chosen and then click on "Submit".

Click continue.

Confirm the correct penalty in the penalty box. Choose the Form of Payment "CASH".

We can NEVER choose VCC payment for UA regarding rebooking scenarios. Always CASH.

9. Exchange is completed until the end in Farelogix. Do not send it to ticketing.

ATTENTION All original tickets must be exchanged (if customers request so). The FL agents have to make sure that all original tickets are exchanged (If all passengers have agreed to rebook their flights). Ticket statuses will be: Exchanged & Ticketed. This should be checked before deleting the unwanted segments. After the rebooking, the segment change will be done automatically by the system.

No need to use the rebooking wizard, please remember to change the order in Edvin.

When you have completed the rebooking queue in Edvin to UPA TKT "Close D365 External portals" as you have already finalized all steps in Farelogix.

10. Once the rebooking is confirmed, proceed with the rest actions in Edvin as per our normal routines as per this Shelf page: [Sync Trip button, under customer trip field](#).

If this is not possible, use the old routine: Send email confirmation to the customer from Edvin. Use the template titled "*External portal booking details*" located under folder First Line Other and Register an Errand.

Partially used tickets

Farelogix will automatically provide the rebooking cost for partially flown flights.

Ancillaries due to voluntary change

They will be transferred if possible, otherwise, they are non-refundable.

Step 5



Solution

Parent step: 1

Name correction

- Name correction is **NOT** supported through Farelogix. Kindly check with the airline company.
- Name change is not permitted.

Step 6



Solution

Parent step: 1

Adding ancillaries and requests

For UA it is **not** possible to add any ancillary in Farelogix, please refer the customer to add it themselves on the UA website (we can **NOT** do this for them), or to contact the airline directly.

Step 7



Solution

Parent step: 1

Split passenger

The split feature is **not** possible.

Step 8



Solution

Parent step: 1

New ticket

New ticket sell

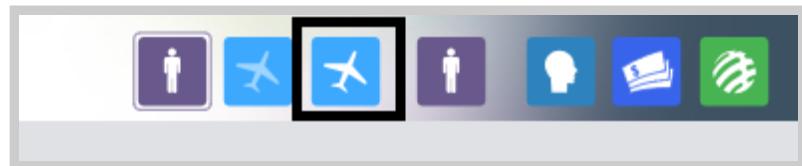
General info

There is no possibility to price an (infant) INF or (child) CHD without an ADT (Adult).

1. Add the traveler's name by clicking on "+":



2. Add the new flights in the PNR by selecting "Add air":



Select the option the customer prefers:

<input style="width: 20px; height: 20px; border: 1px solid black;" type="button" value="+"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="button" value="Filter"/>	Sort by: Default	<input style="background-color: #e67e22; color: white; border: none; width: 100px; height: 20px; border-radius: 5px; font-weight: bold;" type="button" value="Edit Search"/>
<input style="width: 20px; height: 20px; border: 1px solid black;" type="button" value="+"/>		Source: UAD IAH - SJD 01Apr2024 Direct Departing: 09:38a Journey: 2h 53m SJD - IAH 08Apr2024 Direct Departing: 11:27a Journey: 2h 38m	Total Fare: USD 455.35 
<input style="width: 20px; height: 20px; border: 1px solid black;" type="button" value="+"/>		Source: UAD IAH - SJD 01Apr2024 Direct Departing: 09:38a Journey: 2h 53m SJD - IAH 08Apr2024 Direct Departing: 11:27a Journey: 2h 38m	Total Fare: USD 545.35 
<input style="width: 20px; height: 20px; border: 1px solid black;" type="button" value="+"/>		Source: UAD IAH - SJD 01Apr2024 Direct Departing: 09:38a Journey: 2h 53m SJD - IAH 08Apr2024 Direct Departing: 01:39p Journey: 2h 36m	Total Fare: USD 455.35 
<input style="width: 20px; height: 20px; border: 1px solid black;" type="button" value="+"/>		Source: UAD IAH - SJD 01Apr2024 Direct Departing: 09:38a Journey: 2h 53m SJD - IAH 08Apr2024 Direct Departing: 01:39p Journey: 2h 36m	Total Fare: USD 545.35 
<input style="width: 20px; height: 20px; border: 1px solid black;" type="button" value="+"/>		Source: UAD IAH - SJD 01Apr2024 Direct Departing: 11:55a Journey: 2h 48m SJD - IAH 08Apr2024 Direct Departing: 11:27a Journey: 2h 38m	Total Fare: USD 455.35 
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<input style="width: 20px; height: 20px; border: 1px solid black;" type="button" value="+"/>		Source: UAD IAH - SJD 01Apr2024 Connections: 1 Departing: 05:15a Journey: 7h 42m SJD - IAH 08Apr2024 Connections: 1 Departing: 12:25p Journey: 7h 19m	Total Fare: USD 3003.95 

3. Continue with pricing the new ticket.

The system will give you the option and the price for the whole round trip (in case the search was for a Round trip).

We can select one of the combinations for RT provided. It is possible to add a seat directly in the search option:

Sort by: Default ▾

Edit Search

	Source: UAD	IAH - SJD 01Apr2024 Direct Departing: 09:38a Journey: 2h 53m SJD - IAH 08Apr2024 Direct Departing: 11:27a Journey: 2h 38m	Total Fare: USD 455.35
IAH - SJD Monday, April 1, 2024		(i)	
UA 707	Class: N	09:38a IAH ➔ 10:31a SJD	320 Direct nonstop Journey: 2h 53m
		<input checked="" type="checkbox"/>	
SJD - IAH Monday, April 8, 2024		(i)	
UA 2103	Class: N	11:27a SJD ➔ 04:05p IAH	320 Direct nonstop Journey: 2h 38m
		<input checked="" type="checkbox"/>	
	Source: UAD	IAH - SJD 01Apr2024 Direct Departing: 09:38a Journey: 2h 53m SJD - IAH 08Apr2024 Direct Departing: 11:27a Journey: 2h 38m	Total Fare: USD 545.35
	Source: UAD	IAH - SJD 01Apr2024 Direct Departing: 09:38a Journey: 2h 53m SJD - IAH 08Apr2024 Direct Departing: 01:39p Journey: 2h 36m	Total Fare: USD 455.35
	Source: UAD	IAH - SJD 01Apr2024 Direct Departing: 09:38a Journey: 2h 53m SJD - IAH 08Apr2024 Direct Departing: 01:39p Journey: 2h 36m	Total Fare: USD 545.35

4. Select the flights and click on "Reprice":

Traveler

#	Type	Title	First Name	Middle Name	Last Name	Date Of Birth	FF#
▶	ADT	MS	E [REDACTED]		[REDACTED]		

Itinerary

Shopping Cart - Air

▶	<input checked="" type="checkbox"/>			Class	✈ Status	Cnx		Fare
▶	<input checked="" type="checkbox"/>		Mon 01Apr24 09:38a - 10:31a	IAH - SJD UA 707 N	320			1
▶	<input checked="" type="checkbox"/>		Mon 08Apr24 11:27a - 04:05p	SJD - IAH UA 2103 N	320			1

Book and Hold **Reprice** **Services** **Seats** **Delete**

Transactions

No items to display.

We have the option to check the Fare Rules and to view the details of the price by clicking on "**Fare Information**".

After adding the option to the shopping cart, we can reprice again if needed

Fare Information			
Additional Fare Details (Fare Calculation / Endorsement)			
Itinerary Details			
Bag Fees			
Passenger Type		Currency	ADT
Base Fare per Passenger			
UA 707: IAH-SJD Class: 1_basiceco (N) Cabin: ECONOMY		USD	125.00
UA 2103: SJD-IAH Class: 1_basiceco (N) Cabin: ECONOMY		USD	150.00
Total Base Fare per Passenger		USD	275.00
Taxes and Fees			
XF US Passenger Facility Charge		USD	4.50
UK Mexico Tourism Tax Derecho No Inmigrante		USD	41.92
AY United States Passenger Civil Aviation Security Service Fee		USD	5.60
US US International Departure Tax		USD	44.40
XY United States Immigration User Fee		USD	7.00
S1 Mexico Immigration Fee Dsm		USD	10.88
YC United States Customs User Fee		USD	6.97
XA United States APHIS Passenger Fee Passengers		USD	3.83
XD Mexico Airport Departure Tax Tua International		USD	55.25
Total Taxes and Fees		USD	180.35
Total Airfare per Passenger		USD	455.35
Grand Total USD - (ADT x 1)			455.35

[Update Shopping Cart](#)

5. Send PL to the customer using the proper category "New ticket (LCC)":

Add on cart

Add on Sales Our Fee & SP **Airline Cost and other**

Name	Our Fee	Provider Cost	Text to customer
Airline Cost - Flexible Ticket (LCC & GDS)			No text added
Airline Cost -Name Change			No text added
Airline Cost - Rebooking / New Ticket (LCC) NOT Flexible Ticket			No text added

ATTENTION Do NOT submit the issuance if you haven't collected the payment from the customer. Meaning that, if the customer did not pay the MOTO payment/Payment Link, then do NOT save any new segments or proceed with the issuance.

Just close this window and refresh the PNR by clicking on the record locator.

6. If the customer pays, proceed with the following. The form of payment for rebooking is **CASH**. Go back to Farelogix to proceed with the issuance.

7. Confirm that you have the correct flights chosen and then click on "Submit".

Click continue.

Choose the Form of Payment "CASH".

We can NEVER choose VCC payment for UA regarding rebooking scenarios. Always CASH.

8. The issuance is completed until the end in Farelogix. Do not send it to ticketing.

No need to use the rebooking wizard, please remember to change the order in Edvin. Change the status by pressing "Change" with "New Ticket".

When you have completed the ticket issuance, queue in Edvin to UPA TKT "Close D365 External portals" as you have already finalized all steps in Farelogix.

9. Register an errand with all details.

10. Link the new PNR in Edvin.

11. Send email confirmation to the customer from Edvin.

Use the template titled "*External portal booking details*" located under folder First Line Other.

Add child/infant

- In case customers wish to add a **child**, we can create a separate PNR.
You can contact the United Helpdesk for assistance.
- In case customers wish to add an **infant**, this should be done in the same PNR as the adult.
You can contact the United Helpdesk for assistance.

Step 9



Question

Parent step: 1

United Airlines Farelogix (via TravelFusion)

General Guidelines	<p>Click here for the login details:  Farelogix - United Airlines (TF)</p> <p>Note that it is not possible to remove a segment in the PNR, the SC agent should contact the airline if there is a need to remove one segment.</p>
How do we receive the SC notifications?	<p>Schedule change notifications from carriers are:</p> <ul style="list-style-type: none">- placed on Q7 in Farelogix United Airlines- moved to Edvin SC Workmode.
What ETG is responsible for handling?	<p>Non-VI We handle all schedule changes that occur up to 24 hours from departure from Edvin Workmode, but the agent should always check and remove it from any other queue.</p> <p>VI We handle all schedule changes, and agent should always remember to remove them from any other queue, before handling.</p>
How does ETG handle the SC notification?	<p>Check the link for the handling via Phone SC task</p> <p>Check the link for the handling via Chat SC task</p> <p>Check the link for the handling via Email SC task</p> <p>Check the link for the handling via SC WM task: SC Description Manual handling</p>
If the agent is not trained in SC handling, follow the below:	<p>If the customer contacts us for rebooking or refund due to a schedule change, and there is no information under Edvin:</p> <ol style="list-style-type: none">1. Open the booking via the airline portal.2. Check if there is a schedule change.3. Transfer the call to SC Q based on the division:  FL/SC Genesys Qs to transfer an interaction and checklist

Flight Irregularities

1. SC - Schedule change

Step 12

2. FM - Force Majeure

Step 11

Step 10

 Solution

Parent step: 12

SC Queue login in FLX AA

Login to Farelogix on the United Airlines:



Select Office Queue:

This screenshot of the Sprk NDC - Reservation interface shows a central panel with traveler information. On the left, a sidebar lists categories like 'Traveler' (0), 'Telephone' (0), etc. Below it is a search bar with 'Record Locator' and 'Advanced Search' buttons. At the bottom of the sidebar is a red-bordered 'Office Queues' link. The top right corner shows a welcome message for 'Galini Triantafillou' and the IATA code '10570781'. A row of icons is at the top right.

Always remove the selection "Active Only":

This screenshot of the Sprk NDC - Office Queues interface shows a 'Count Summary' section. It includes dropdowns for 'Office ID' (BC3F) and 'Source' (F1 - Farelogix), and two checkboxes: 'Active Only' (which is checked and highlighted with a red border) and 'Filter by agent'. Below this is a 'Queues' section stating 'No PNRs on queue'. The top right corner shows a welcome message for 'Galini Triantafillou' and the IATA code '10570781'. A row of icons is at the top right.

Click Refresh.



Note: Schedule change notifications are connected with Edvin SC Workmode. Therefore, all SC notifications will be removed from FLX UA automatically.

Step 11

Solution

Parent step: 9

Force majeure

As different situations have different rebooking and refund processes, always check updated blogs and Ongoing travel alerts for the specific situation.

Edvin documents are updated with clear information.

For involuntary FM rebooking:

Agents on the phone, email or social media - Agents to complete the transaction themselves.

For involuntary FM Cancellation:

If the customer wants to cancel due to Force majeure and check for a refund always check in TA for information and procedure if there is any information.
Usually, the agent can do the refund if no Waiver is needed.

Go into the e-ticket, click on 'refund' and change to 'Manual'. You also have to check that we are receiving a full refund. If not, we need to click on 'Tax used' and manually move all taxes from 'used' to 'refunded' and then Submit. See the screenshot below:

Ticket Refund

Calculation of Refund				Commission	
Base Fare		984		No Commission due	0
Base Fare Used		0			
Base Fare Refund		984			
Tax Original		1207			
Tax Used		456			
Tax Refund		751			
Ticket Refund		1735			
Penalty		0			
Total Refund		1735			

Waiver Code			
Enter waiver code here if applicable			

Monetary Settlement			
Charged To		Refunded To	
CASH	2191	CASH	1735
Total Amount	2191	Refund/Credit	1735

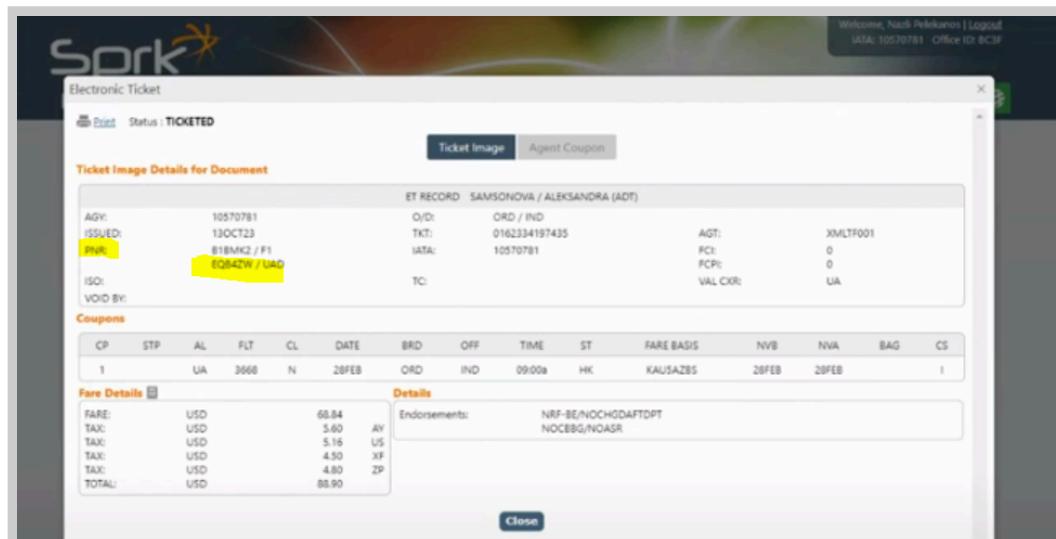
Tax Breakdown			
Tax Code	Original	Used	Refunded
RA	221	0	221
YQ	176	176	0
YQ	176	176	0
YA	161	0	161
CH	154	0	154
GR	124	0	124
LJ	62	0	62
YQ	62	52	0
YQ	52	52	0
WQ	22	0	22
ZL	0	0	0

Support/SOD

- Contact the airline and check if waiver/authorization can be offered, if not already stated in the Travel alert.
- If a waiver can be offered ask UA to add the waiver and Authorization, so it is visible in Farelogix/SPRK.
- To complete cancellation and refund with a waiver, follow instructions under **SC Involuntary Refund**.

FL and SC always have to cancel segments before queuing the booking to BO via Modify order.

Also, do not forget to copy the PNR number from the ticket mask and add it to the register errand for future usage:



Step 12

Question

Parent step: 9

Schedule change menu

1. SC Queue login in FLX UA Step 10
2. How to identify the type of SC in FLX UA Step 13
3. How to inform passenger about received SC Step 14
4. Involuntary reissue in FLX UA Step 15
5. Involuntary refund in FLX UA Step 16
6. How to send email from FLX UA Step 17

Step 13

Solution

Parent step: 12

How to identify the type of the SC in FLX UA

For type Trival SC, check the below steps:

- Compare Edvin Customer's original trip with the FLX UA flights

Edvin:

① YYZ – BNA									
Flight	Dep	Date	Time	Arr	Date	Time	Reference	Issuing office	Post sale handling
UA8697	YYZ	2023-11-08	08:15	BNA	2023-11-08	09:29	MGK9WZ	etraveli_USP	External portal SPRK
② BNA – YYZ									
Flight	Dep	Date	Time	Arr	Date	Time	Reference	Issuing office	Post sale handling
UA8018	BNA	2024-01-08	10:25	YYZ	2024-01-08	13:28	MGK9WZ	etraveli_USP	External portal SPRK

FLX UA:

Booked - Air		Class	Status	Cnx	Fare
→	✈ YYZ - BNA 08:15a - 09:29a	UA 8697 V	2h 14m 319 HK		UAD 1
→	✈ BNA - YYZ 10:10a - 01:11p	UA 8018 K	2h 01m 223 HK		UAD 1

- Open the ticket and check if the tickets are updated in accordance with the new time. Do not forget to open EMD as well:

Electronic Ticket

Print Status : EXCHANGED

Ticket Image Agent Coupon

Ticket Image Details for Document

ET RECORD WILSON / REBECCA (ADT)	
AGY: 10570781	O/D: YYZ / YYZ
ISSUED: 25OCT23	TKT: 0162337370437
PNR: LA7ZJE / F1	IATA: 10570781
ISO: MGK9WZ / UAD	TC:
VOID BY:	VAL CXR: UA

Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	AC	8697	V	08NOV	YYZ	BNA	08:15a	HK	VNA7A1TG	08NOV	08NOV		E	
2	AC	8018	K	08JAN	BNA	YYZ	10:10a	HK	KNA5A0TG	08JAN	08JAN		E	

Fare Details

FARE:	USD	485.00
TAX:	USD	36.40
TAX:	USD	24.69
TAX:	USD	8.80
TAX:	USD	7.00
TAX:	USD	6.97
TAX:	USD	25.50
TAX:	USD	3.32
TAX:	USD	3.83
TAX:	USD	9.60
TAX:	USD	5.60
TAX:	USD	4.50
TOTAL:	USD	621.21

Details

Form of payment: USD 621.21 CASH

Endorsements: SKCHG NONREF/0VALUAFTDPT

Close

If the ticket and EMD are already revalidated by the airline, then follow the SC Description with the next actions. Such as notifying customers, register errand, etc.

For type Minor SC, check the below steps:

- Compare Edvin Customer original trip with the FLX UA flights

As per the below screenshot there are multiple flights in the Itinerary, you can identify that the flight without any "status" is the one that has been canceled, and the new flight has been updated with status "SC":

Booked - Air										
			Class		Status	Cnx		Fare		
▶	Mon 11Dec23 06:15a - 08:14a	CMH - IAH	UA 2205	H	2h 59m	738 HK	1	UAD	1	
▶	Mon 11Dec23 09:32a - 11:51a	IAH - AGU	UA 6054	H	2h 19m	E7W HK	1	UAD	1	Operated By: MESA AIRLINES DBA UNITED EXPRESS
▶	Thu 11Jan24 12:34p - 02:32p	AGU - IAH	UA 6053	W	1h 58m	E7W HK	2	UAD	1	Operated By: MESA AIRLINES DBA UNITED EXPRESS
▶	Thu 11Jan24 06:30p - 10:01p	IAH - CMH	UA 2630	W	2h 31m		2	UAD		
▶	Thu 11Jan24 06:30p - 10:01p	IAH - CMH	UA 704	W	2h 31m	738 SC		UAD	1	

Follow the SC process by informing the passenger about the SC on file and checking whether the tickets and EMD are already revalidated. If not then need steps to process "REVALIDATION OF UA SPRK TICKETS" and "EMD Reassociation after Ticket Exchange" for Minor, Major SC & Critical SC. Shelf page is missing.

If the ticket and EMD are already revalidated by the airline, then follow the SC Description with the next actions. Such as notify customer, register errand, etc.

If the ticket and EMD need to be reissued from ETG, please check under Involuntary reissue in FLX UA.

Step 14

Solution

Parent step: 12

How to inform passenger about SC

Please follow the flow as per [FF - Manual handling Q.](#)

Step 15

Solution

Parent step: 12

Involuntary reissue in FLX UA

General Info

Note that it is **not possible to remove a segment in the PNR**. SC agent should contact the airline if there is a need to remove one segment.

Accepting schedule change in FLX UA

- In the below example, we have minor SC, so agent first retrieves the PNR in FLX UA:

TPA - IAD									
Flight	Dep	Date	Time	Arr	Date	Time	Reference	Issuing office	Post sale handling
UA2331	TPA	2023-12-27	09:02	IAD	2023-12-27	11:17	LKHBL8	etraveli_USP	External portal SPRK
IAD - TPA									
Flight	Dep	Date	Time	Arr	Date	Time	Reference	Issuing office	Post sale handling
UA2277	IAD	2024-01-02	12:30	TPA	2024-01-02	15:01	LKHBL8	etraveli_USP	External portal SPRK

Travelers

Confirm that the flight is not revalidated by the airline:

Itinerary									
Booked - Air									
					Class		Status	Cnx	Fare
		Wed 27Dec23	TPA - IAD	UA 2331	W	2h 15m			Minor SC with no time change
		09:02a - 11:17a							
		Wed 27Dec23	TPA - IAD	UA 2081	W	2h 15m	738	SC	UAD 1
		09:02a - 11:17a							
		Tue 02Jan24	IAD - TPA	UA 2277	K	2h 31m	738	HK	UAD 1
		12:30p - 03:01p							

Open the PNR on the airline website in order to accept the change:

united.com/en/us/manageres/mytrips

Edvin IAG etrack1 Jira Wiki Travelfusion TripStack AVIA Center OTRS Shelf Slack Genesys LMS IT Service Desk Farecla

UNITED English - United States

BOOK MY TRIPS TRAVEL INFO MILEAGEPL

My trips

Looking for a receipt? [Search receipts](#)

Find a trip

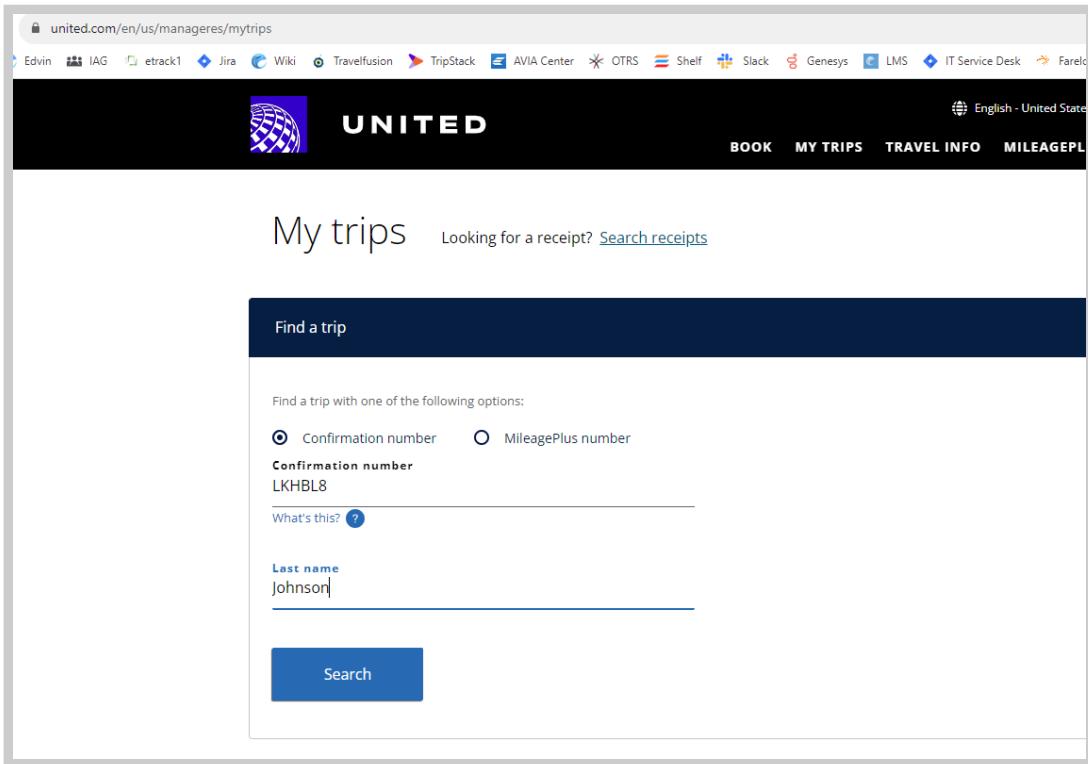
Find a trip with one of the following options:

Confirmation number MileagePlus number

Confirmation number
LKHBBL8
[What's this?](#) ?

Last name
Johnson

Search



Click on "Show schedule change":

Flight to Washington

> [Show schedule changes](#)

Click on show schedule change

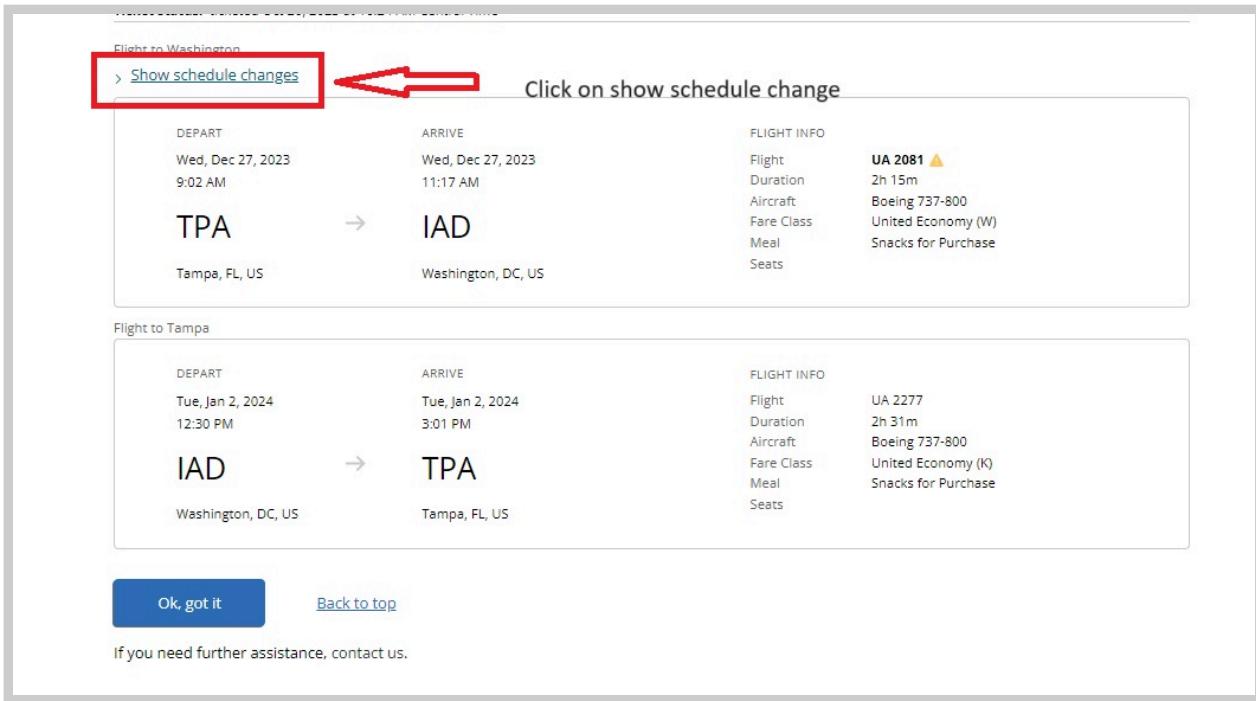
DEPART	ARRIVE	FLIGHT INFO
Wed, Dec 27, 2023 9:02 AM TPA Tampa, FL, US	Wed, Dec 27, 2023 11:17 AM IAD Washington, DC, US	Flight UA 2081 ▲ Duration 2h 15m Aircraft Boeing 737-800 Fare Class United Economy (W) Meal Snacks for Purchase Seats

Flight to Tampa

DEPART	ARRIVE	FLIGHT INFO
Tue, Jan 2, 2024 12:30 PM IAD Washington, DC, US	Tue, Jan 2, 2024 3:01 PM TPA Tampa, FL, US	Flight UA 2277 Duration 2h 31m Aircraft Boeing 737-800 Fare Class United Economy (K) Meal Snacks for Purchase Seats

Ok, got it [Back to top](#)

If you need further assistance, contact us.



Find the previous flight details and new details below and then accept the schedule change by clicking on "OK, got it":

Flight to Washington

[Hide schedule changes](#)

Tampa, FL, US to Washington, DC, US
Previous flight number: UA 2331

DEPART ARRIVE FLIGHT INFO

Wed, Dec 27, 2023 9:02 AM TPA IAD UA 2081 ▲
11:17 AM

Flight Duration Aircraft Fare Class Meal Seats

Boeing 737-800 United Economy (W) Snacks for Purchase

Flight to Tampa

DEPART ARRIVE FLIGHT INFO

Tue, Jan 2, 2024 12:30 PM IAD TPA UA 2277
3:01 PM

Flight Duration Aircraft Fare Class Meal Seats

Boeing 737-800 United Economy (K) Snacks for Purchase

Ok, got it [Don't show me again](#) Click on "OK, got it" to accept the change

Once the agent accept it from the website, the itinerary will be updated on UA FLX:

Traveler

#	Type	Title	First Name	Middle Name	Last Name	Date Of Birth	FF#
T1	ADT	JENNA			JOHNSON	13Oct2004	
T2	YTH	KORY			GARCIA	28Mar2006	

Itinerary

Booked - Air

	Class	Status	Cnx	Fare
Wed 27Dec23 09:02a - 11:17a TPA - IAD UA 2081	WY	Zh 15m	38 HK	UAD 1
Tue 02Jan24 12:30p - 03:01p IAD - TPA UA 2277	K	2h 31m	738 HK	UAD 1

New Flight details are updated in SPRK

Reprice Services Seats Delete

So agent should follow with the next steps from [SC manual handling Q flow.](#)

Involuntary reissue of the ticket

Open the PNR in the FLX UA.

Add the new flights in the PNR by selecting "Add air":



Click on either Roundtrip or one way depending on the type of rebooking:

Round Trip
One Way
Multi City

Depart	Arrive	Date	Time
FROM <input style="width: 150px;" type="text"/> TO <input style="width: 150px;" type="text"/> <input style="width: 30px;" type="button" value="Calendar"/> Anytime <input style="width: 50px;" type="button" value="Dep"/> <input checked="" type="radio"/> Arr <input style="width: 50px;" type="button" value="Dep"/>	FROM <input style="width: 150px;" type="text"/> TO <input style="width: 150px;" type="text"/> <input style="width: 30px;" type="button" value="Calendar"/> Anytime <input style="width: 50px;" type="button" value="Dep"/> <input checked="" type="radio"/> Arr <input style="width: 50px;" type="button" value="Dep"/>		
Air Availability			

Booked

Class	Status	Cnx	
Tue 09Jan24 07:00a - 09:33a	MCO - LAX	UA 1481	G 5h 33m 7M9 HK UAD

Add the departure and arrival airport, and rebooking date, and click on "Air availability":

MCO - LAX Tuesday, February 13, 2024							Edit Search
Classes	Dep Date	On Time Perf	→	Source			
UA 1481	J9 C9 D9 Z5 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9	13Feb2024 07:00a	MCO → 09:33a LAX	5h 33m	no data (new)	7M9	UAD
UA 1238	J9 C9 D9 Z8 P3 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9	13Feb2024 07:12p	MCO → 09:50p LAX	5h 38m	no data (new)	738	UAD
UA 1348	J9 C9 D9 Z9 P1 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9	13Feb2024 07:00a	MCO → 08:45a IAH	90-100%	739	UAD	
UA 2190	J9 C9 D9 Z9 P1 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9	13Feb2024 09:35a	IAH → 11:24a LAX	7h 24m	90-100%	7M9	UAD
UA 470	J9 C9 D4 Z0 P0 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9	13Feb2024 06:31a	MCO → 09:40a SFO	no data (new)	739	UAD	
UA 2166	J9 C9 D4 Z0 P0 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9	13Feb2024 10:35a	SFO → 12:11p LAX	8h 40m	70-79%	7M9	UAD
UA 1384	J9 C9 D7 Z0 P0 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9	13Feb2024 08:00a	MCO → 10:08a DEN	90-100%	738	UAD	
UA 1013	J9 C9 D7 Z0 P0 P20 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9	13Feb2024 11:45a	DEN → 01:21p LAX	8h 21m	70-79%	738	UAD

Choose the same booking class if available, or if not available, the next available higher bookings class, (the fare can't be lower than the original fare.)

Click on the shopping cart to add the segments.

Now you need to price the new segments.

- For one-way tickets, in order to get the new price, pin the initial flight/s and click on new flights on the "Shopping Cart - Air", otherwise it will price the old and new flights, and you will get two calculations (meaning that it will double the cost):

Itinerary

Booked - Air

			Class		✈	Status	Cnx	🔗	Fare
▶	✈	Tue 09Jan24 07:00a - 09:33a	MCO - LAX	UA 1481	G	5h 33m	7M9	HK	UAD 1

Shopping Cart - Air

			Class		✈	Status	Cnx	🔗	Fare
▶	✓	Tue 13Feb24 07:12p - 09:50p	MCO - LAX	UA 1238	G	5h 38m	738		UAD

Reprice **Services** **Seats** **Delete**

- For round trip tickets where the customer wishes to change only one part of the trip (example below: new outbound, or/and new inbound) pin on the segment/s that needs to remain the same so that it will be highlighted in yellow. At the same time, click on new flights that appear on the "Shopping Cart - Air":

Itinerary

Booked - Air

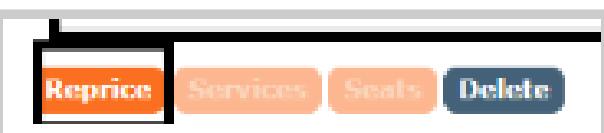
			Class		✈	Status	Cnx	🔗	Fare
▶	✈	Wed 08Nov23 04:43p - 06:55p	STL - IAH	UA 2308	N	2h 12m	73G	HK	1 UAD 1
▶	✈	Wed 08Nov23 08:25p - 09:37p	IAH - MSY	UA 2621	N	1h 12m	739	HK	1 UAD 1
▶	✈	Mon 13Nov23 05:06p - 06:31p	MSY - IAH	UA 2356	N	1h 25m	739	HK	2 UAD 1
▶	✈	Mon 13Nov23 07:55p - 09:52p	IAH - STL	UA 2648	N	1h 57m	319	HK	2 UAD 1

Shopping Cart - Air

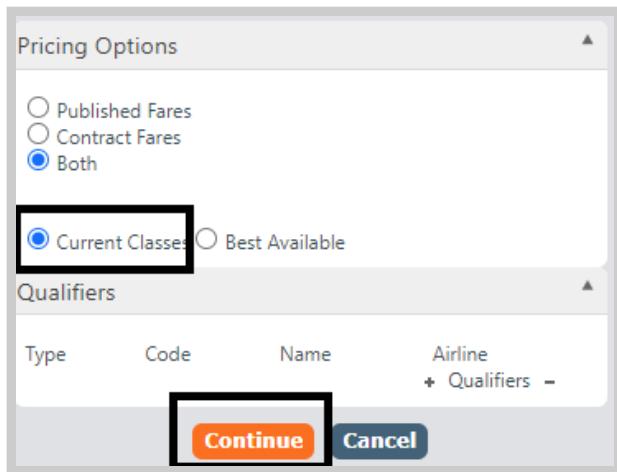
			Class		✈	Status	Cnx	🔗	Fare
▶	✓	Mon 20Nov23 10:35a - 01:12p	MSY - ORD	UA 2618	V	2h 37m	319	Y	UAD
▶	✓	Mon 20Nov23 02:15p - 03:33p	ORD - STL	UA 1634	V	1h 18m	738		UAD

Reprice **Services** **Seats** **Delete**

The next step is to click on "Reprice":



Click on "Current Classes" and "Continue" in order to see the pricing details:



It is possible to click on "Best Available" for the lowest pricing, but there is the risk of a downgrade. DO NOT DOWNGRADE.

Now the total cost of the change appears. **It should be always 0 (zero).** If not, then contact the airline for assistance:

Source: UAD MSY - STL 13NOV2023
Connections: 1 | Departing: 05:06P
MSY - STL 04DEC2023
Connections: 1 | Departing: 11:50A

MSY - STL MONDAY, NOVEMBER 13, 2023

UA 2356	Class: N	05:06P MSY → 06:31P IAH	Connections: 1
UA 2648	Class: N	07:55P IAH → 09:52P STL	Connections: 1

MSY - STL MONDAY, DECEMBER 4, 2023

UA 2365	Class: N	11:50AM MSY → 01:15P IAH	Connections: 1
UA 422	Class: N	02:35P IAH → 04:32P STL	Connections: 1

Total: USD 160.07
Continue

ATTENTION Do NOT submit the reissue if you haven't confirmed with the customer the new itinerary.

Confirm that you have the correct flights chosen and then click on "Submit".

Click continue.

Choose the Form of Payment "CASH". We can NEVER choose VCC payment for UA regarding rebooking scenarios. Always CASH.

The exchange is completed until the end in Farelogix. **Do not send it to ticketing.**

DO not forget to reissue each ticket separately.

ATTENTION



Kindly note that all original tickets must be exchanged (if customers request so).

The FL agents have to make sure that all original tickets are exchanged (If all passengers have agreed to rebook their flights). Ticket statuses will be: Exchanged & Ticketed.

This should be checked before deleting the unwanted segments. After the rebooking, the segment change will be done automatically by the system.

Insert errand notes.

Change the status of the order in Edvin.

Place on "UPA TKT- "Close D365 External portals"" if it is UA:

For involuntary reissue:

- System handled: FLX /UA
- Action taken: EMD added/ vol reissue/invol reissue/flexible tkt for example
- FOP: how was the service paid for by us CASH
- New ticket numbers:
- Amount: what did the EMD/reissue cost per person
- TOT A/L fee : XXX

For Ancillaries:

In the order note/queue action message add below info:

- System: FLX UA
- Issue EMD: Baggage
- FOP: how was the service paid for by us BSP payment (CASH)
- Name of pax: xxx
- EMD number:
- Whole/part of booking/pnr: XXX (ex. outbound)
- Price in portal: XXX (per pers)

Send email confirmation to the customer from Edvin.

Use the template titled "*SC Farelogix Create itinerary*" located under the folder Schedule Change "Email after customer's response."

Partially used tickets: Farelogix will automatically provide the rebooking cost for partially flown flights.

Manual Pricing: missing fare basis code

When working on a PNR that includes multiple passenger types (ADT and CHD or ADT and INF or both), there is the possibility that you will receive the below error message:



That means that you have to create a fare mask for each passenger type by selecting the appropriate passenger type from the dropdown menu depending on each passenger:

A screenshot of a software interface titled "Stored Fare". It shows a table with columns: OFFICE ID (ALHM), AGENT ID (vlabra), and several date/time columns. A dropdown menu under "Passenger Type" is open, showing "INF" (selected), "ADT", and "INF". The "INF" option is highlighted with a blue background.

While you are updating all the fare masks for all passenger types, the error message will still appear. Once all fare masks are created, the mask automatically closes and the fares are stored successfully.

Involuntary reissue with EMD

It is not possible to proceed with re-association on our own, **Always contact UA for assistance with reissue or re-association of the EMD.**

ATTENTION



Fare rules are visible only on the airline's website via "[Manage my booking](#)".

Step 16

Solution

Parent step: 12

Involuntary refund in FLX UA

General info

- Don't Forget:** In any cases where a BSP refund is the only option, FL agent must cancel segments, modify the order, and label it in Edvin using BO escalation as described under step **BSP Refunds**.

- If the agent can't handle the case by phone - information is missing or the airline needs to be contacted: Agents queue to support. The OUT agents escalate to SOD.

NEVER CONFIRM TO THE PASSENGER THAT REFUND IS POSSIBLE.

Procedure for Handling Involuntary Refunds

1. Document Verification in Edvin: The FL/SC agent is responsible for reviewing Edvin's documents to ensure that an involuntary refund is authorized in accordance with policy guidelines.

2. Deadline Check:

- Verify if there are any specific deadlines associated with processing this refund.
- If yes, and it is close to the deadline as per airline policy, or SSR, or guide (*within 4 hours of the deadline*), then the agent should **prioritize the refund and manually handle the refund**.
- If no deadlines are indicated, proceed with the following steps:

3. Handling Based on Original Travel Time:

- If Original Travel is **More than 4 Hours**:

1. Update the Modify button accordingly, allowing SL to assume the case.
2. Ensure any applicable waiver codes are documented clearly in the errands.
3. Remove the segments if possible
4. Send cancellation confirmation email from Edvin.

- If Original Travel is **Within or Less than 4 Hours**:

Follow the manual handling refund routine and handle it.

Manual refund handling of the whole PNR for all passengers

Select the segments.

Click on the Delete from Bin button.



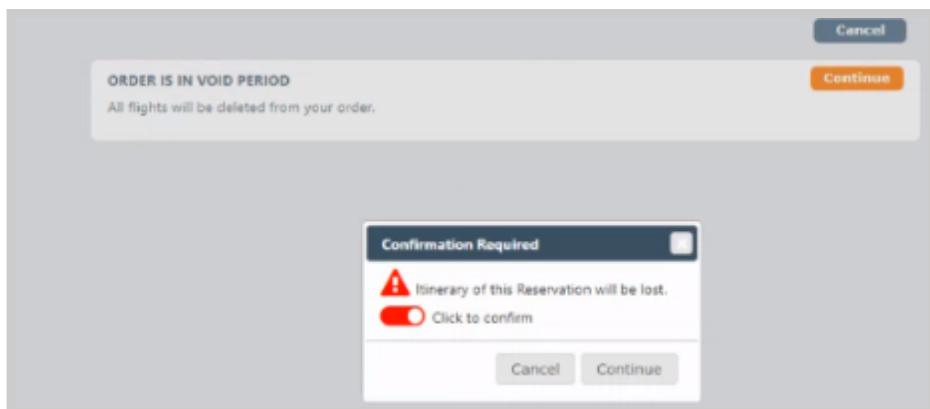
Note that the whole itinerary will be deleted by this action. There is no possibility to remove one segment only and keep the other active:

#	Type	Title	First Name	Middle Name	Last Name	Date Of Birth	FF#
T1	ADT					21Feb1987	
T2	ADT					18Jan1989	

The next step is to press "Continue" if the amount is fully refundable. If the amount is not full: Contact the airline for assistance.



If the customer has confirmed the cancellation proceed with the next step to click:



Continue with cancellation if the customers have agreed to proceed.

Send to SL in Edvin using Modify Order and your order notes must contain the exact amount.

When the itinerary is canceled go to Edvin and cancel by using "Modify Order".

Add note TKT REFUNDED and the airline's PNR locator in "Other info to BO" once you modify the order.

Send cancellation confirmation to the passenger from Edvin.

Partially refund of the ticket or refund for a specific passenger

Contact the airline for assistance.

PNR with EMD

Contact the airline for assistance.



Fare rules are visible only on the airline's website via ["Manage my booking"](#).

Step 17

Solution

Parent step: 12

How to send email from FLX

The guidelines for sending an email through Farelogix can be found here: [How to send email from Farelogix](#).