

User Guide

How to redeem United PerksPlusSM ER1181 electronic certificates and enroll in Expert Mode

Enrolling in Expert Mode at united.com

Using Expert Mode on united.com allows customers to view potential flight availability by booking class. This functionality is intended for informational purposes only. While it is not a guarantee of availability, it is a good gauge for booking class availability on a given flight.

To register for Expert Mode, go to united.com and sign in with your MileagePlus number.

Navigate to **My Account > Profile > Manage Profile > Preferences > View all Flight Search Preferences** to amend flight preference settings and enable Expert Mode.

A page describing the Expert Mode features will appear. Check the **I acknowledge** box and then click on **Save** at the bottom of the screen.

Expert Features

United.com Expert Mode

Expert Mode is a fare class availability feature designed to help our most experienced members manage their upgrade processes.

Please keep the following considerations in mind when using Expert Mode:

- **This is not a forecasting tool.** Availability levels in certain fare classes may change without notice.
- **The presence of a particular fare class does not mean that there is a guarantee of availability.**
- **Not all upgrades are cleared in real time.** Our process of clearing upgrades is based on the eligibility window for your Premier status. Inside of 72 hours of departure gate, subject to availability and in priority order.
 - **Complimentary Premier Upgrades (CPUs):** As a Premier member, your CPUs will be cleared based on the eligibility window for your Premier status. Inside of 72 hours of departure gate, subject to availability and in priority order.
 - **All other MileagePlus upgrades:** For all other MileagePlus upgrades, availability will be cleared using the same automated system that processes all other upgrades.
- **Our phone agents will not clear pending upgrades.** Our representative only processes by our automated system, or at the gate prior to departure.
- **Availability changes frequently.** Availability for specific fare classes changes frequently. For flights operated by our codeshare partners, it is not uncommon with flights operated by our codeshare partners.

United Airlines reserves the right to limit access to this feature at its sole discretion.

☒ **I acknowledge these considerations and choose to enable Expert Mode.**

After you are registered, you will be able to search flight availability by clicking on **Details** to see **the range of available fare classes** for a particular flight.

[Details](#)
[Seats](#)

MileagePlus earnings: Base award miles
PQM | PQS | PQD

Chicago, IL, US (ORD - O'Hare) to New York, NY, US (LGA - LaGuardia)

UA 682 | Boeing 737-800

Wi-Fi
 DIRECTV®
 Power outlets

Available fare classes: F3 A3 JN3 C3 D3 Z3 ZN3 P3 PN3 R1
RN1 IN0 IO Y9 YN9 B9 M9 E9 U9 H9 HN9 Q9 V9 W9 S9 T9
L9 K0 G0 N0 XN9 X0

How to redeem United PerksPlusSM ER1181 electronic certificates

United has created a seamless process for you to redeem flexible award travel electronic certificates so you may book your United travel the way you want to on united.com.

Please have your promotion code and certificate PIN available when you are ready to book. Please note that flights are subject to availability.. Instructions for multi-city and open-jaw bookings can be found at the end of this document.

1. To redeem your electronic certificate, go to united.com
2. Under the Book Travel section, click on the **Flight** tab, enter the proposed travel details.
3. Click on **All search options**
4. Scroll down to the bottom of the page and enter your Promotion Code and Certificate PIN* (together with no spaces between them) into the **Promotions and certificates box** (Offer code) and then **Search**

* Your Promotion Code and Certificate PIN can be found on your certificate under Authorization Details

How to redeem United PerksPlusSM ER1181 electronic certificates (Cont.)

- On the **Availability Calendar (Departure)** page, the calendar will show availability color coded by cabin

Availability Calendar (Departure) Hide calendar

January 2016

United Economy
United First/United Business
United Economy and United First/United Business

January 2016

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | | | | | | |

February 2016

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | | | | | |

- Scroll down the page and select the departing flight (**promotional fare**)* from the listing and you will be automatically taken to the return flight listing based on your original search dates.

Chicago, IL, US (ORD - O'Hare) → New York, NY, US (LGA - LaGuardia)
Thu, Jan 14, 2016 (1 traveler) Edit search

Fares are each-way, per person, based on a roundtrip purchase and include taxes and fees. Additional bag charges may apply.

Show fare type comparison ?

| List view | Detailed view | | | Economy (lowest) | Economy (promotional fare) | First (lowest) |
|--|---------------|---------|----------|------------------|----------------------------|----------------|
| Depart | Arrive | Stops | Duration | | | |
| 9:00 am | 12:08 pm | Nonstop | 2h 8m | \$92 | Special offer \$0 | \$208 |
| Operated By Skywest Dba United Express | | | | | | |
| 6:00 am | 9:09 am | Nonstop | 2h 9m | \$106 | Special offer \$0 | \$208 |
| 7:00 am | 10:09 am | Nonstop | 2h 9m | \$106 | Special offer \$0 | \$208 |
| 12:00 pm | 3:08 pm | Nonstop | 2h 8m | \$111 | Special offer \$0 | \$208 |
| Operated By Skywest Dba United Express | | | | | | |
| 8:00 am | 11:09 am | Nonstop | 2h 9m | \$111 | Special offer \$0 | \$208 |
| 9:44 am | 12:54 pm | Nonstop | 2h 10m | \$111 | Special offer \$0 | \$208 |

*Promotional fares for certificate will display with taxes and fees (if applicable), or will display as not available, other fares listed are the lowest available retail or published fares.

How to redeem United PerksPlusSM ER1181 electronic certificates (Cont.)

7. The next screen allows you to review your itinerary (costs, origin, destination, dates and times). You can make changes by clicking on **Edit Search** or you can click on **Continue** if everything is correct.

| Total | |
|-----------------|---------------|
| 1 adult (18-64) | \$0.00 |
| Taxes and fees | \$0.00 |
| Total | \$0.00 |

Trip summary
Thu, Jan 14, 2016

9:00 am ✈ 12:08 pm **Nonstop**
Chicago, IL, US (ORD - O'Hare) New York, NY, US (LGA - LaGuardia) 2h 8m total

UA 6245 Embraer ERJ-175
Operated By SKYWEST DBA UNITED EXPRESS.

Revise flight Details

Tue, Jan 19, 2016

6:00 am ✈ 7:34 am **Nonstop**
New York, NY, US (LGA - LaGuardia) Chicago, IL, US (ORD - O'Hare) 2h 34m total

UA 761 Airbus A320

Revise flight Details

8. Next you can either enter the traveler's **MileagePlus information (or enroll in the program)** or continue booking your itinerary as a **guest**.

MileagePlus: Sign in or join

MileagePlus number*

Forgot your MileagePlus number?

Password or PIN*

Forgot password? Forgot your PIN?

☐ Remember me

Not a member? Join now

Sign in

I don't have an account.

You can complete your purchase as a guest

You'll have the opportunity to enroll in our frequent flyer program at the end of the booking process if you wish.

Continue as guest

How to redeem United PerksPlusSM ER1181 electronic certificates (Cont.)

9. If you logged into the traveler's MileagePlus account on the previous screen, verify the populated information is correct. If not, enter the traveler's information as it appears on their government-issued ID.

Please complete the required information for each traveler

Adult (18-64)

John Middle name/initial (if shown on ID)

Smith Suffix

Date of birth* 05 - May 1 1985 Gender* ☒ Male ☐ Female

Known Traveler Number and Redress Number (Optional) [Learn more](#)

Traveler contact information

Please let us know the best way to reach you during travel, for important flight status updates or notifications.

United States +1- 8885552222

Providing a traveler's mobile number and/or email address indicates that he or she consents to receive automated SMS/text and/or email messages via the contact information provided concerning flight status updates or notifications. Standard messaging and data rates may apply.
[More details](#)

10. The following screen allows you to pick your seats for both the departure and return flights. Seats that are greyed out are no longer available. Seats in First/Business/Economy Plus may be at an additional cost if selected.

Select an available seat for the traveler and flight segment highlighted below.

Seat availability is subject to change.

ORD - LGA UA6245 LGA - ORD UA761

Thu, Jan 14, 2016 | Chicago, IL, US (ORD - O'Hare) to New York, NY, US (LGA - LaGuardia) 1 of 2 flights

Flight UA6245 is operated by SKYWEST DBA UNITED EXPRESS

Embraer ERJ-175

01 02 03 04 07 08 09 10 11 12 15 16

A B C D

John Smith

Unavailable Exit door Exit row

How to redeem United PerksPlusSM ER1181 electronic certificates (Cont.)

11. Next, you will be asked if you want to add any **Travel Options**. The additional **cost** of each available option will be displayed. If you do not wish to purchase any options, click on **Next Step**.

1. United Travel Options

Premier Access®

Skip the lines with Premier Access®
Be one of the few to enjoy a streamlined airport experience

- Dedicated airport check-in lines
- Exclusive security lanes at select airports
- Priority boarding

[Terms and conditions](#)

+ \$87.00 All flights per person

Add

Or

► Select individual flights

Next step

12. Confirm your itinerary and any fees on the next screen before entering your contact information (billing address, city, state, zip code, phone #, email address...). You will have to enter this information even if total is \$0.00. You will not have to enter credit card information unless you chose to add a travel option for an additional cost. Click on the **Purchase** button at the bottom when done.

UNITED

United States | English | Contact us

Search united.com

MileagePlus Sign in or join

Round trip (1 traveler) [Edit search](#)

Thu, Jan 14, 2016
ORD - LGA 9:00 am - 12:08 pm [Revise](#)

Tue, Jan 19, 2016
LGA - ORD 6:00 am - 7:34 am [Revise](#)

| | |
|---------------------------|---------------|
| Fare (offer code applied) | \$0.00 |
| Taxes and fees | \$0.00 |
| TOTAL | \$0.00 |

[View MileagePlus earnings for this trip](#)

Traveler > Seats > Payment

1. United Travel Options [Edit](#)

2. Payment Information

For your security, we use standard SSL encryption to protect the transfer of your payment information. If you would prefer to complete your purchase via phone, please call United.

[Read our privacy policy.](#)

Billing Information (*Required)

123 Main Street

Billing address line 2 (Optional)

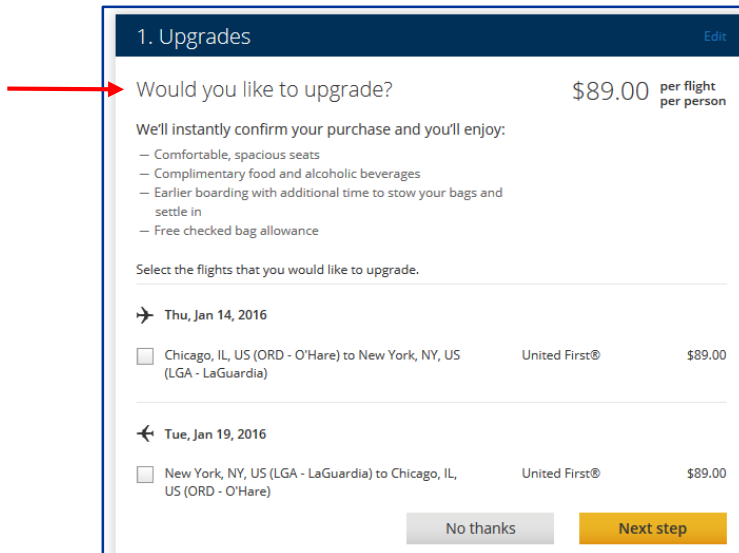
Billing address line 3 (Optional)

Chicago

Purchase

How to redeem United PerksPlusSM ER1181 electronic certificates (Cont.)

13. You will be given another chance to select an upgrade on your flights. Either select the upgrades you would like to purchase or choose, **No thanks** or **Next step** at the bottom. If you do choose to upgrade at this point, you will be directed back to the choose your seat screen and will have re-enter payment information with a credit card.



1. Upgrades Edit

Would you like to upgrade? \$89.00 per flight per person

We'll instantly confirm your purchase and you'll enjoy:

- Comfortable, spacious seats
- Complimentary food and alcoholic beverages
- Earlier boarding with additional time to stow your bags and settle in
- Free checked bag allowance

Select the flights that you would like to upgrade.

→ Thu, Jan 14, 2016

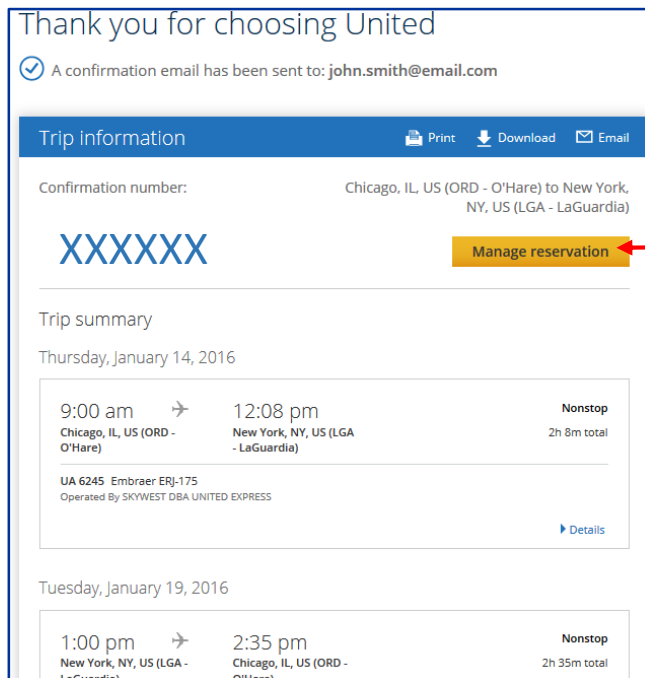
☐ Chicago, IL, US (ORD - O'Hare) to New York, NY, US (LGA - LaGuardia) United First® \$89.00

← Tue, Jan 19, 2016

☐ New York, NY, US (LGA - LaGuardia) to Chicago, IL, US (ORD - O'Hare) United First® \$89.00

No thanks Next step

14. The next screen will display your confirmation and itinerary details. You can click on **Manage reservation** if you need to make changes now otherwise you are done.



Thank you for choosing United

✓ A confirmation email has been sent to: john.smith@email.com

Trip information Print Download Email

Confirmation number: Chicago, IL, US (ORD - O'Hare) to New York, NY, US (LGA - LaGuardia)

XXXXXX Manage reservation

Trip summary

Thursday, January 14, 2016

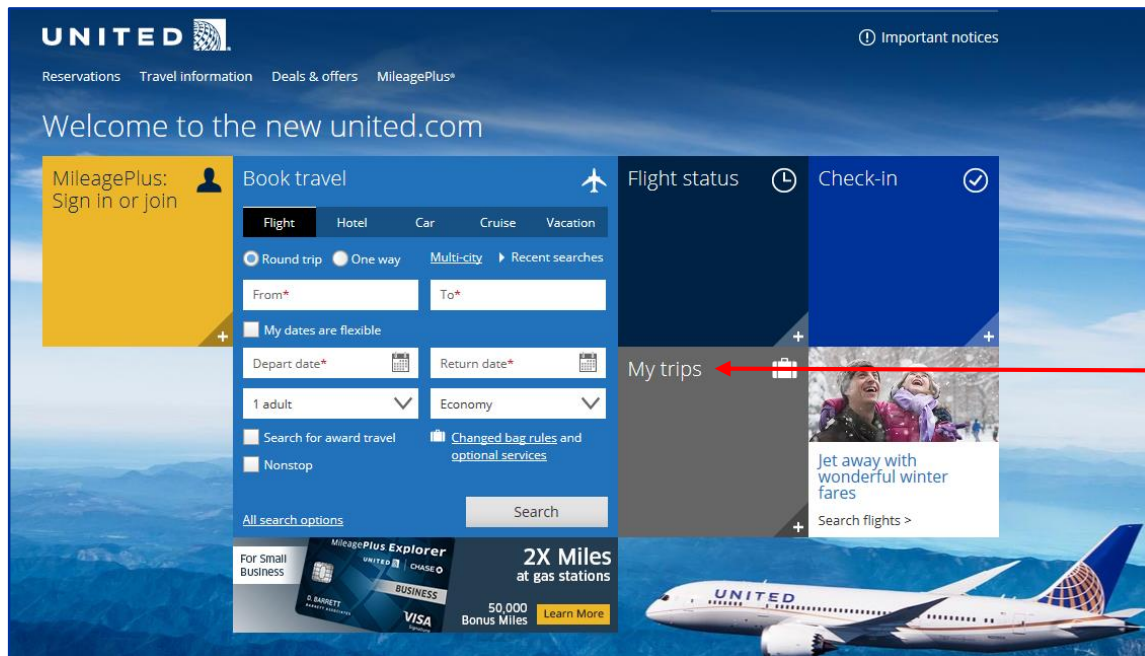
| | | | |
|---|---|------------------------------------|-------------|
| 9:00 am | → | 12:08 pm | Nonstop |
| Chicago, IL, US (ORD - O'Hare) | | New York, NY, US (LGA - LaGuardia) | 2h 8m total |
| UA 6245 Embraer ERJ-175 Operated By SKYWEST DBA UNITED EXPRESS | | | |
| Details | | | |

Tuesday, January 19, 2016

| | | | |
|------------------------------------|---|--------------------------------|--------------|
| 1:00 pm | → | 2:35 pm | Nonstop |
| New York, NY, US (LGA - LaGuardia) | | Chicago, IL, US (ORD - O'Hare) | 2h 35m total |

Managing United PerksPlusSM award reservations

These tickets cannot be cancelled or refunded once they are ticketed. To review your itinerary, you are able to visit united.com and select the **My trips** section. After logging in, you will be able to review the itinerary and make some changes. To make changes to flight dates and times call 1-800-UNITED1.



Enter your confirmation number and the traveler's last name and the **Search** to bring up the itinerary

The screenshot shows the 'My trips' section of the United website. It has a dark grey background. At the top, there's a 'My trips' header with a suitcase icon. Below the header are three tabs: Flights, Car, and Hotel. The 'Flights' tab is selected. Under the tabs, there's a 'Find a reservation' section with two input fields: 'Confirmation number*' and 'Last name*'. At the bottom right of the section is a 'Search' button, which is highlighted with a red arrow.

Managing United PerksPlusSM award reservations – Multi-city or open-jaw bookings (stopovers and circle trips are not permitted)

Start at united.com and under the **Book Travel** section, click on the **Multi-city** link

Book travel

Flight Hotel Car Cruise Vacation

☐ Round trip ☐ One way Multi-city [Recent searches](#)

From* To*

☐ My dates are flexible

Depart date* Return date*

1 adult Economy

☐ Search for award travel ☐ [Changed bag rules and optional services](#)

☐ Nonstop

[All search options](#) Search

Enter the itinerary for **Destination 1**, **Destination 2** and select **Add another destination** as needed. At the bottom of the page, enter your Promotion Code and Certificate PIN (together with no spaces) into the **Promotions and certificates (Offer code)** and click **Search**. Go to Step #5 above and continue.

Trip type

Round trip One way **Multi-city**

Locations and dates

Destination 1

From: city or airport* To: city or airport*

Depart date* Anytime

Connections

☒ Nonstop ☒ 1 ☒ 2 +

Destination 2

From: city or airport* To: city or airport*

Depart date* Anytime

Connections

☒ Nonstop ☒ 1 ☒ 2 +

[Add another destination](#)

Promotions and certificates

Offer code

If you need assistance, please contact
unitedperksplus@united.com .

Thank you for your participation in the United
PerksPlus program and we look forward to seeing you
on your next flight!