

UA/CO CODESHARE ON AIR CANADA

Effective March 3, 2012, United Airlines and Continental will move to a single reservation system. As a result, here's what you should know:

- There is no need to re-issue a 014 ticket which includes a CO segment if there has been no change to the itinerary, although AC*/CO operated flight numbers have been reassigned as AC*/UA flight numbers. Air Canada will not send queues for these files.
- If your customer is holding an Aeroplan® ticket, Aeroplan has re-issued your customer's ticket.
- AC customers with existing reservations **that connect to a CO operated flight** must complete their check-in with an airport agent. Online, mobile and kiosk check-in for these bookings will return an error message. *E.G: YYZ-ORD-IAH where YYZ-ORD is operated by AC and ORD-IAH was originally a CO operated flight that has now been changed to a UA flight – the customer's check-in would fail.*
- As of March 3, 2012, seat requests for AC*/UA and UA*/AC operated flights must be submitted using a generic SSR SEAT request.
- If travelling from Charlotte, Cleveland, Columbus, Detroit, Indianapolis, Kansas City, Milwaukee, Minneapolis, Philadelphia, Pittsburgh, Portland (OR), Raleigh-Durham, Seattle, St. Louis and Washington DC and **connecting to another airline***, your customers must obtain their connecting boarding cards from the operating carrier. For example:
 - *DTW-YYZ-DUS where DTW-YYZ is operated by AC and YYZ-DUS is operated by LH. The customer will receive a boarding card for DTW-YYZ and will have to get their YYZ-DUS boarding card from LH.*
 - *SEA-YVR-FRA-IST where SEA-YVR-FRA is operated by AC and FRA-IST is operated by LH. The customer will receive boarding cards up to FRA and will have to get their FRA-IST boarding card from LH.*

Their luggage will be checked to their final destination. We strongly encourage customers to retain a copy of their electronic ticket/itinerary receipt for presentation to Customs officials at connection points. This will allow them to remain in secure areas.

- Air Canada's systems will accept the new 8-alpha numeric Mileage Plus frequent flyer number format.

UA will be the new United's carrier code and 016 will be the only ticket stick available for purchase. As a reminder, you can continue to book Air Canada operated flights for your clients by either booking the Air Canada operated flight directly via your GDS or online or an UA*AC flight via your GDS.

**This does not include AC to AC connections or AC to AC Express flights operated by Air Canada Jazz or Air Georgian.*