

# UA and Continental Merger Q&A

Effective **March 3, 2012**, United Airlines and Continental will conclude the final phase of their merger and move to a single reservation system. All flights previously operated by Continental will now be operated by United Airlines. Please review the questions and answers below to identify how this may impact some of your customers.

## RESERVATIONS & TICKETING

- 1. Will Air Canada send schedule change messages?**  
No, as there is no change to the AC marketed flight numbers, Air Canada will not send any messages.
- 2. Since Air Canada will not send any messages, how will an agency be able to identify PNRs that include an original AC\*/CO that is now AC\*/UA?**  
Some GDSs have tools that allow agencies to look up PNR's using specific search criteria (e.g. Spectra in Sabre and Preview in Apollo). An agency would make a Spectra/Preview entry to request all AC PNRs in the 2200-3699 flight range booked before March 3, 2012. The PNRs would be dropped into queue for follow up.
- 3. If a PNR has not been ticketed and includes CO segments –what will the agency need to do?**  
The agency of record will get a schedule change message from UA and should process accordingly.
- 4. Will 014 tickets that include a CO segment need to be reissued?**  
Provided there are no changes to the itinerary other than the operating carrier changing from CO to UA, the ticket does not need to be reissued.
- 5. Will Aeroplan tickets be re-issued?**  
Yes.
- 6. Is there any impact to customers with a 014 ticket that includes a connecting CO segment?**  
Customers with a CO connecting segment may not be able to complete check-in online or at the kiosk (e.g. YYZ-IAH-LAX where IAH-LAX is operated by CO). In that event, customers will need to manually check-in with an airport agent. If you wish to reissue the ticket to minimize customer inconvenience, you can do so by using VAT number V2B2902ACCO between Feb. 29 – Mar. 31.
- 7. Is there any impact to customers with a 014 ticket with a CO marketed AC operated flight (CO\*/AC)?**  
In the case of CO marketed, AC operated flight (CO\*/AC), the customers may not be able to complete check-in online or at the kiosk. In that event, customers will need to manually check-in with an airport agent. If you wish to reissue the ticket to minimize customer inconvenience, you can do so by using VAT number V2B2902ACCO between Feb. 29 – Mar. 31.
- 8. Will these customers get an error message when trying to check-in online or at the kiosk?**  
Yes, they will get an error message *"We are unable to complete your check-in..."*
- 9. What happens in the event of a schedule change for customers booked with the UA marketed, AC operated flight?**  
The agency of record will receive a schedule change message from United Airlines to action their customer's file.
- 10. Will agencies be able access the seat map for AC\*/UA operated or UA\*/AC flights in their GDS?**  
No.
- 11. How should seat requests be made for AC\*/UA or UA\*/AC flights?**  
By sending a generic SSR SEAT request.

12. **How long will the seat map for AC\*/UA or UA\*/AC flights be inaccessible via the RESIII and GDS?**  
Until further notice.
13. **Can agencies continue to access the seat map for UA operated/marketed flights in their GDS?**  
Yes.
14. **What should an agency do when they receive a UN/TK message from UA?**  
Process as a normal schedule change.
15. **What happens if a CO/005 ticket has to be reissued or refunded?**  
Please refer to UA for handling.

### TRAVELLING FROM THE USA

At select US airports, United Airlines represents and processes customers on Air Canada's behalf. Please review the following section for customers travelling from these airports.

16. **At which airports does United Airlines process customers on Air Canada's behalf?**

• Charlotte	• Cleveland	• Columbus	• Detroit
• Indianapolis	• Kansas City	• Milwaukee	• Minneapolis
• Philadelphia	• Pittsburgh	• Portland (OR)	• Raleigh-Durham
• Seattle	• St. Louis	• Washington DC	
17. **What is the impact to Air Canada customers travelling from one of these airports?**  
For customers travelling from (originating or returning) those stations:
  - When connecting to a flight operated by another airline, customers will have to obtain their boarding card from the operating carrier, e.g:
    - **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.

There is no impact to customers without a connection or customers with a connection to an AC or AC Express operated flight. For example, if a customer is travelling **PHL-YYZ-YVR-YCG** and all flights are operated by AC, the customer will receive boarding cards for all segments.

18. **Will customers with connections be able to check their baggage to their final destination?**  
Yes.
19. **Will customers travelling from in these airports be able to use eUpgrades?**  
No, eUpgrades Credits cannot be used for flights originating in these stations.

### FREQUENT FLYER INFORMATION

20. **Can Air Canada's systems support the new 8 alpha-numeric format for agent input?**  
Yes.
21. **Will Continental be removed from the list of frequent flyer program options for web and kiosk check-in?**  
Yes, CO will be removed by the end of June 2012.
22. **How long will the old 11-digit format continue to be accepted?**  
The 11 digit format will be accepted until the end of the Q2/2012.