



United Basic Economy[®]

Reference guide

For agency partners

December 15, 2016

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United Airlines | Basic Economy fares

Fare overview

While Basic Economy fares have some important, additional restrictions compared to standard Economy fares, customers will enjoy the same United Economy® cabin experience and services, including dining options, Wi-Fi and inflight entertainment. However, the following differences do apply:

- Automated seat assignments will be given at check-in, and passengers acknowledge at the point of a multi-seat purchase that seating together is not guaranteed.
- Carry-on bags are limited to one personal item, unless the customer is a MileagePlus® Premier® member, primary cardmember of a qualifying MileagePlus credit card, or Star Alliance™ Gold member.
- There will be no voluntary ticket changes except as stated in the United 24-hour flexible booking policy and United's Agency Rebooking Parameters.
- MileagePlus program members will earn redeemable award miles; however they will not earn Premier qualifying credit (miles, segments, or dollars), no lifetime miles, and no contribution to four segment minimum.
- Customers will not be eligible for Economy Plus® or premium cabin upgrades.
- Customers will board in the last boarding group (currently Group 5) unless a MileagePlus Premier member, primary cardmember of a qualifying MileagePlus credit card, or Star Alliance Gold member.
- No combinability with regular Economy fares or partner carriers. Interline travel is not permitted.

Functional info

- Basic Economy will be published to the marketplace using ATPCO's branded fares structure
- At the launch of Basic Economy, branded fares will not be filed to all markets and applicable markets are subject to change.
- Basic Economy fares will be filed in booking class (RBD) "N" and at a range of levels, each one linked with a corresponding non-Basic Economy fare with a Y-/B-/M-/E-/U-/H-/Q-/V-/W-/S-/T-/L-/K-/G- fare basis code, depending on the market.
- Fares include an availability check, so for example, if the lowest RBD bucket "G-" sells out, the available Basic Economy fare will move up to "K-" level, and so on.
- Basic Economy fares will not be combinable with standard United Economy fares.

Fare display

Agencies can work with their GDS partners to inhibit United Basic Economy fares from displaying in search results, including low-fare finding results. If this an avenue an agency wishes to pursue, United advises agencies to speak with their GDS partners to ensure the most effective method of inhibiting fares.

If an agency chooses to not do any programming and a Basic Economy fare is available, chances are it will display as the lowest available fare.

To get a better idea of the fare booking experience, we have provided screenshots in two major GDS, Sabre and Travelport. **At this point in time we do not have screenshots for Amadeus – please contact your GDS representative who can assist you with further direction. See page 4 for details.**

Communicating fare conditions

Its important customers are messaged clearly and correctly when selecting a Basic Economy fare and finalizing their purchase. United has worked with GDS and distribution partners to ensure all partners have the correct messaging and verbiage to communicate the fare restrictions, including text for the booking path of graphic display interfaces (example below).

Similar to baggage fees and codeshare operations, it's the responsibility of the booking agent to properly disclose the conditions of Basic Economy to the traveler, as required by United's Booking and Ticketing Policy. When selling fares, don't forget to clearly communicate to the customer the restrictions that come with Basic Economy fares before the purchase is finalized.

You've selected Basic Economy

- Your seats will be assigned prior to boarding. Customers traveling together may not be able to sit together.
- You may travel with a personal item (such as a shoulder bag, backpack, laptop bag or other small item) but no carry-on bag unless you're a MileagePlus Premier® member, primary cardmember of a qualifying MileagePlus credit card or Star Alliance™ Gold member.
 - If a traveler who is not allowed a carry-on bag brings one to the gate, the bag will be subject to the applicable checked bag fee plus a gate handling service charge.
- The ticket is nonrefundable and can't be changed.
 - You will earn award miles based on the fare and your MileagePlus status, but you will not earn Premier qualifying credit, lifetime miles or toward the four-segment minimum.
- You will not be eligible to purchase Economy Plus® seating or premium cabin upgrades, or receive Economy Plus subscription benefits.
- MileagePlus Premier members will not receive complimentary Economy Plus seating and will not be eligible to use any upgrades.

Get more when you select an Economy fare

- Choose your seat
- Travel with a personal item and a carry-on bag
- MileagePlus members earn award miles and Premier qualifying credit
- Buy upgrades and Economy Plus, if available
- MileagePlus Premier members receive seating benefits

Fare examples: Travelport



Inhibiting fares

As you would be familiar, the most common booking flow when shopping Economy fares is to display schedules, select flights in Y class, then use the GDS's "Price Lowest" entry to find the best available fare for those flights. This is when a United Basic Economy fare would be returned (if available in the market).

To allow agents to quickly find the lowest regular Economy fare (i.e. non-Basic), Travelport have created a modifier for pricing entries which suppresses or excludes fare types associated to Basic Economy products.

Travelport Smartpoint/Apollo (1V)

Itinerary

1	.	UA	504	Y	19MAR	IAHDEN	SS1	1025A	1158A	*	E
		SU									
2	.	UA	1877	Y	29MAR	DENIAH	SS1	700A	1024A	*	E
		WE									

- The Apollo standard "Price Lowest" entry for sold segments: **\$BB**
- The system returned a Basic Economy fare (denoted by the characters –BN on the fare basis code)

Note: Basic Economy fares will have a specific endorsement that describes the restrictions of "non-refundable (NONREF), no changes (NOCHGS), "no carry on bag" (NOCBBG) and "no advance seat reservation" (NOASR) restrictions.

>\$BB

GRAND TOTAL INCLUDING TAXES **** USD 98.20

E-TKT REQUIRED

NO REBOOK REQUIRED

PENALTY APPLIES

LAST DATE TO PURCHASE TICKET: 14DEC16

\$BB-1 A13DEC16

HOU UA DEN Q27.91 18.60KAA7AR **BN** UA HOU 18.60KAA7AR **BN**

USD65.11END ZP IAHDEN

FARE USD 65.11 TAX 11.20AY TAX 4.89US TAX 9.00XF TAX 8.00ZP TOT

USD 98.20

S1 NVB19MAR/NVA19MAR

S2 NVB29MAR/NVA29MAR

E NONREF/NOCHGS/NOCBBG/NOASR

- Apollo's modified entry to suppress Basic fares for "Price lowest": **\$BB/FXD**
- The system disregarded "Basic" fare types and then returned the lowest regular United Economy fare for this itinerary:

>\$BB/FXD

GRAND TOTAL INCLUDING TAXES ***** USD 309.20

FARE GUARANTEED AT TICKET ISSUANCE

E-TKT REQUIRED

REBOOK PNR SEGMENTS 1L/2L

>\$BBQ01 .

PENALTY APPLIES

LAST DATE TO PURCHASE TICKET: 14DEC16

\$BB-1 C13DEC16

HOU UA DEN Q27.91 122.79LAA2AKEN UA HOU 110.70LEG2AKES

USD261.40END ZP IAHDEN

FARE USD 261.40 TAX 11.20AY TAX 19.60US TAX 9.00XF TAX 8.00ZP

TOT USD 309.20

S1 NVB19MAR/NVA19MAR

S2 NVB29MAR/NVA29MAR

E NONREF/0VALUAFTDPT/CHGFEE

Selling and up-selling fares

In addition to simply inhibiting Basic Economy fares from consideration during pricing, the major GDS platforms also offer ways to consider multiple fare options at a time for a given itinerary solution.

Travelport Smartpoint

Travelport's Smartpoint agent desktop application supports options to sell up to United Economy from its low-fare shopping functionality.

In Smartpoint, the agent selects the fare amount from Flight Shopping Search results:

1-FSIAH18JANMAF

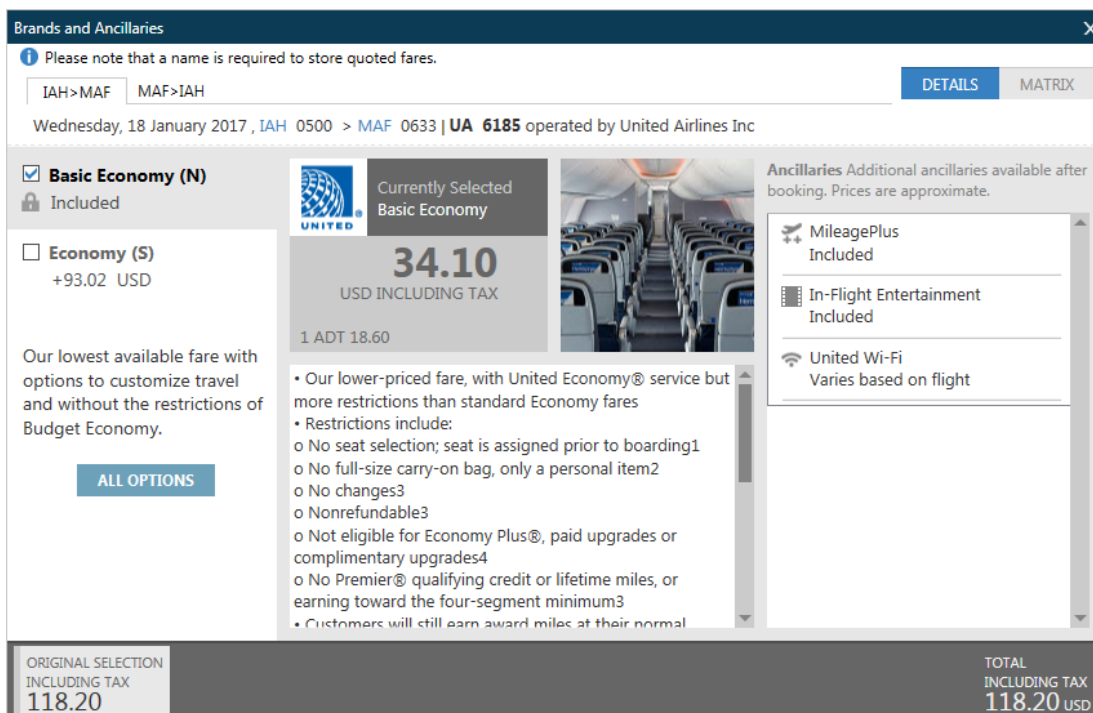
+>FSIAH18JANMAF/+UA25JANIAH/+UA

TTL OF 30 PRICING OPTIONS AND 163 ITINERARY OPTIONS RETURNED

PRICING OPTION 1 *PRIVATE FARE USED*										118.20 USD
ADT TAX INCLUDED										
1	UA	@ 6185	N	18JAN	IAH MAF	500P	633P	WE	E7W	IAA7ARBN
2	UA	@ 6324	N	25JAN	MAF IAH	710P	835P	WE	E7W	TAA7ARBN
«BOOK» +TQ										D R +2

PRICING OPTION 2 *PRIVATE FARE USED*										166.20 USD
ADT TAX INCLUDED										
1	UA	@ 6185	N	18JAN	IAH MAF	500P	633P	WE	E7W	KAA7ARBN
2	UA	@ 3924	N	25JAN	MAF IAH	1050A	1217P	WE	ERJ	SAA2ARBN
«BOOK» +TQ										D R +2

This opens the Smartpoint Rich Content and Branding display, where the agent can select United Basic Economy, regular Economy, or another fare product (where offered), with fare features clearly displayed:



Brands and Ancillaries

Please note that a name is required to store quoted fares.

IAH>MAF MAF>IAH

Wednesday, 18 January 2017, IAH 0500 > MAF 0633 | UA 6185 operated by United Airlines Inc

☒ **Basic Economy (N)**
Included

☐ **Economy (S)**
+93.02 USD

Our lowest available fare with options to customize travel and without the restrictions of Budget Economy.

ALL OPTIONS

Currently Selected Basic Economy

34.10
USD INCLUDING TAX

1 ADT 18.60

- Our lower-priced fare, with United Economy® service but more restrictions than standard Economy fares
- Restrictions include:
 - o No seat selection; seat is assigned prior to boarding¹
 - o No full-size carry-on bag, only a personal item²
 - o No changes³
 - o Nonrefundable³
 - o Not eligible for Economy Plus®, paid upgrades or complimentary upgrades⁴
 - o No Premier® qualifying credit or lifetime miles, or earning toward the four-segment minimum³
 - Customers will still earn award miles at their normal

Ancillaries Additional ancillaries available after booking. Prices are approximate.

- MileagePlus Included
- In-Flight Entertainment Included
- United Wi-Fi Varies based on flight

ORIGINAL SELECTION INCLUDING TAX 118.20

TOTAL INCLUDING TAX 118.20 USD

Fare examples: Sabre



Inhibiting fares

Itinerary

1	.	UA	504	Y	19MAR	IAHDEN	SS1	1025A	1158A	*	E	SU
2	.	UA	1877	Y	29MAR	DENIAH	SS1	700A	1024A	*	E	WE

- Sabre's standard "Price Lowest" entry: **WPNC**
- System returns a Basic Economy fare (denoted by the characters –BN on the fare basis code) and associated endorsement.

WPNC<<

19MAR DEPARTURE DATE-----LAST DAY TO PURCHASE 14DEC/2359

	BASE FARE		TAXES/FEES/CHARGES	TOTAL
1-	USD65.11		33.08XT	USD98.19ADT
XT	4.88US	8.00ZP	11.20AY	9.00XF
	65.11		33.08	98.19TTL

ADT-01 KAA7ARBN

HOU UA DEN Q27.91 18.60UA HOU18.60USD65.11END ZPIAHDEN XF
IAH4.5DEN4.5

NONREF/NOCHGS/NOCBBG/NOASR

- The modified entry in Sabre to suppress Basic fares for "Price lowest": **WPNC‡MPC-ANY**
- Similar to Apollo, the system disregarded "Basic" fare types and returned the lowest regular Economy fare for this itinerary:

WPNC‡MPC-ANY<<

19MAR DEPARTURE DATE-----LAST DAY TO PURCHASE 14DEC/2359

	BASE FARE		TAXES/FEES/CHARGES	TOTAL
1-	USD261.40		47.81XT	USD309.21ADT
XT	19.61US	8.00ZP	11.20AY	9.00XF
	261.40		47.81	309.21TTL

ADT-01 LAA2AKEN LEG2AKES

HOU UA DEN Q27.91 122.79UA HOU110.70USD261.40END ZPIAHDEN XF
IAH4.5DEN4.5

NONREF/OVALUAFTDPT/CHGFEE

Selling and up selling fares

Sabre RED Workspace

In the current version of Sabre RED Workspace, agents can see fares listed in a tariff display, segmented by brand:

FQIAHBRO18JAN-UA«

HOU-BRO CXR-UA WED 18JAN17 USD

THE FOLLOWING CARRIERS ALSO PUBLISH FARES HOU-BRO:

AA CO DL WN

//SEE FQHELP FOR INFORMATION ABOUT THE NEW FARE DISPLAYS//

7.5 PERCENT TAXES INCLUDED / FT FOR BREAKDOWN-SEE N*/USTAX1

SEGMENT TAXES NOT INCLUDED SEE N*/USTAX2

PSGR FACILITY CHARGES MAY APPLY-ENTER PXCHelp

ALL FEES/SVC CHARGES NOT INCLUDED UNTIL ITINERARY PRICED

UA-UAC/BE - BASIC ECONOMY

UA HOU BRO 18JAN17

V	FARE BASIS	BK	FARE	TRAVEL-TICKET	AP	MINMAX	RTG
1	*KAA7ARBN	NXX	20.00	----	7/1	-/-	592
2	*TAA7ARBN	NXX	70.00	----	7/1	-/-	592
3	*SFA2ARBN	NWR	194.01	----	21/1	¥¥/-	592
4	*SFA4ARBN	NWR	214.00	----	14/1	¥¥/-	592
5	*VAA4ARBN	NXX	127.00	----	14/1	-/-	592
6	*QFA7ARBN	NWR	302.00	----	7/1	¥¥/-	592
7	*HAA7ARBN	NXX	174.00	----	7/1	-/-	592

UA-UAC/RE - ECONOMY ¥

UA HOU BRO 18JAN17

V	FARE BASIS	BK	FARE	TRAVEL-TICKET	AP	MINMAX	RTG
8	LFG2AKES	L R	138.00	E27DE T15DE	21/1	¥¥/ 30	592
9	TFA4AKES	T R	158.00	E19DE T15DE	14/1	¥¥/ 30	592
10	SFA2AKEN	S R	210.00	----	21/1	¥¥/-	592
11	SFA4AKEN	S R	230.00	----	14/1	¥¥/-	592
12	VAA4AKEN	V X	135.00	----	14/1	-/-	592
13	QFA7AKEN	Q R	318.00	----	7/1	¥¥/-	592
14	HAA7AKEN	H X	182.00	----	7/1	-/-	592

UA-UAC/FX - ECONOMY FLEXIBLE

UA HOU BRO 18JAN17

V	FARE BASIS	BK	FARE	TRAVEL-TICKET	AP	MINMAX	RTG
15	EFA0AKEY	E R	444.00	----	-/1	¥¥/-	592

For each brand, the agent can select the brand code to bring up a description of the brand's attributes.

Basic Economy

- Our lower-priced fare, with United Economy® service but more restrictions than standard Economy fares
- Restrictions include



- No seat selection — seat is assigned before boarding¹
- No full-size carry-on bag, only a personal item²
- No changes³
- Nonrefundable³
- Not eligible for Economy Plus®, paid upgrades, or complimentary upgrades⁴
- No Premier® qualifying credit or lifetime miles, or earning toward the four-segment minimum³
- Customers will still earn award miles at their normal accrual rate

1. Customers with disabilities, unaccompanied minors, customers with cabin-seat baggage and customers with other special service requests should call the United Customer Contact Center for seat assignment.
2. MileagePlus® Premier members, primary cardmembers of a qualifying MileagePlus credit card and Star Alliance™ Gold members still receive a full-size carry-on bag and priority boarding.
3. Restriction applies to all customers, including Premier members.
4. Restriction applies to all customers, including Premier members and those with Economy Plus subscriptions.

[Compare fare features](#)

For a broader view of the branded program, the user can select the “compare fare feature” link from the brand description to bring up a comparison chart:

The screenshot displays the Sabre Red Workspace (CERT) - Sabre Travel Network interface. The top menu bar includes File, Edit, View, Tools, Window, Help, and Contact Us. Below the menu bar, there are tabs for Favorites, Tools, Community, and Admin. The main area shows a flight comparison chart for United Airlines, comparing various fare options (Basic Economy, Economy, Economy (flexible), and First or Business) across different product features.

Area A

7	SA44ARB	NXX	169.00	----	14/1	-/-	-	1
8	SFA4ARB	NWR	338.00	----	14/1	¥¥/	-	1¥
9	WAA4ARB	NXX	207.00	----	14/1	-/-	-	1¥
10	WFA4ARB	NWR	414.00	----	14/1	¥¥/	-	1
11	VFA7ARB	NWR	460.00	----	7/1	¥¥/	-	1
12	HFA7ARB	NWR	568.00	----	7/1	¥¥/	-	1

UA-UAC/RE - ECONOMY
UA DENHOU
V FARE BASIS BK FARE TRAVEL-TICKET AP MINMAX RTG

United Airlines

Product feature	Basic Economy <i>Our lowest available fare, which provides complimentary snacks and beverages and a variety of inflight entertainment options</i>	Economy <i>Our lowest available fare with options for customizing your travel</i>	Economy (flexible) <i>Our lowest refundable and changeable economy fare</i>	First or Business <i>Premium-cabin fares with lots of amenities</i>
MileagePlus [®] Premier [®] benefits	Limited	Full	Full	Full
Refunds	Nonrefundable once the 24-hour flexible booking period ends ¹	Nonrefundable once the 24-hour flexible booking period ends ¹	Refundable (Fees may apply in some cases.)	Refundable (Fees may apply in some cases.)
Change fees	No changes permitted ¹	Changeable for a fee	Changeable (Fees may apply in some cases.)	Changeable (Fees may apply in some cases.)
Same-day changes	No changes permitted ¹	Available for a fee (varies by MileagePlus status)	Available for a fee (varies by MileagePlus status)	Available for a fee (varies by MileagePlus status)
Paid or complimentary upgrades	No upgrades permitted ¹	Permitted	Permitted	Not applicable
Seat assignment	Assigned just prior to boarding and cannot be changed ¹	Seat selection available when booking ²	Seat selection available when booking ²	Seat selection available when booking ²
Seat	Standard	Standard (with the option to purchase Economy Plus ³)	Standard (with the option to purchase Economy Plus)	Extra-wide leather seats with expanded legroom
Boarding	Last boarding group ¹	Boarding group based on seat assignment	Boarding group based on seat assignment	Boarding group 1
Carry-on baggage	Only a personal item ⁴	Permitted	Permitted	Permitted
Premier qualifying credit	No accrual ⁵	Standard accrual	Standard accrual	Standard accrual
Award mileage accrual	Permitted	Permitted	Permitted	Permitted
Premier Access [®] priority travel services	Not available for purchase ⁶	Available for purchase	Available for purchase	Included with fare
Snacks/meals	Available on select flights ⁵	Available on select flights ⁵	Available on select flights ⁵	Included on select flights
Beer, wine, spirits	Available for purchase	Available for purchase	Available for purchase	Complimentary
Inflight power	Available on select flights	Available on select flights	Available on select flights	Available on select flights
Inflight entertainment	Available on select flights ⁵	Available on select flights ⁵	Available on select flights ⁵	Available on select flights
Pillow/blanket	Available on select flights	Available on select flights	Available on select flights	Available on select flights
Amenity/sleep kit	Not available	Not available	Not available	Available on p.s. ⁴ Premium Service transcontinental flights
United Club [®] access	Available for purchase at select airports	Available for purchase at select airports	Available for purchase at select airports	Available for purchase at select airports

1. Restrictions apply to all travelers, including MileagePlus general members and Premier members.
2. Complimentary Economy Plus seating is available for MileagePlus Premier members during booking or check-in, depending on status.
3. MileagePlus Premier members, primary cardmember of a qualifying MileagePlus credit card and Star Alliance[™] Gold members still receive priority boarding.
4. MileagePlus Premier members will still receive Premier Access travel benefits.
5. Includes complimentary snacks and fresh food for purchase.
6. Inflight entertainment may include complimentary options and/or options for purchase.

Selling fares

Based on the brands offered by a given carrier, an agent can book an itinerary and price it using their selected brand:

Itinerary:

```
1 UA3972Y 12JAN Q IAHMAF SS1 1125A 100P /DCUA
OPERATED BY /EXPRESSJET AIRLINES DBA UNITED EXPRESS
2 UA3904Y 19JAN Q MAFIAH SS1 915A 1043A /DCUA
OPERATED BY /EXPRESSJET AIRLINES DBA UNITED EXPRESS
```

- Based on the fare brands shown in the tariff, BE = Basic Economy and RE = regular (non-Basic) Economy, and so on.
- The agent applies a “price-lowest and rebook” command (WPNCB) with a fare brand code appended (BRand = BE). The system will return the lowest applicable BE/Basic Economy fare:

WPNCB+BRBE<<

```
12JAN DEPARTURE DATE-----LAST DAY TO PURCHASE 16DEC/2359
      BASE FARE                TAXES/FEES/CHARGES      TOTAL
1-    USD83.72                34.48XT            USD118.20ADT
      XT      6.28US          8.00ZP          11.20AY          9.00XF
      83.72                34.48                118.20TTL
ADT-01 KAA7ARBN TAA7ARBN
      HOU UA MAF18.60UA HOU65.12USD83.72END ZPIAHMAF XFIAH4.5MAF4.5
NONREF/NOCHGS/NOCBBG/NOASR
```

- Or they can apply the Brand modifier for regular Economy (RE) and rebook to the lowest applicable regular Economy fare.

WPNCB+BRRE<<

```
12JAN DEPARTURE DATE-----LAST DAY TO PURCHASE 15DEC/2359
      BASE FARE                TAXES/FEES/CHARGES      TOTAL
1-    USD210.24              43.96XT            USD254.20ADT
      XT      15.76US          8.00ZP          11.20AY          9.00XF
      210.24              43.96                254.20TTL
ADT-01 SAG2AKES
      HOU UA MAF105.12UA HOU105.12USD210.24END ZPIAHMAF XFIAH4.5
      MAF4.5
NONREF/0VALUAFTDPT/CHGFEE
```