



April 10, 2017

TO: Texas A&M AgriLife Business/Travel Contacts
SUBJECT: United "Basic Economy" Fares

United Basic Economy Fares not Shown in Concur:

United Airlines has a new economy fare class they call "Basic Economy." This fare has more restrictions than a typical economy fare. You can read more about it here. But in short, it does not allow seat selection or upgrade, no full size carry-on allowance (only one personal item allowed), and no changes can be made. This is different than the typical economy fare. In order to reduce confusion and frustration we have hidden these fares in the Concur booking tool so that when our travelers book an economy seat they will be getting the fare they are used to and not the "Basic Economy" fare. If a traveler needs to book a basic economy fare they will need to do so using United's booking site.

United MileagePlus and Concur Account Connection:

Concur and United are now connected in order to improve your business travel booking and expensing experience. When your United MileagePlus and Concur accounts are connected, you'll get:

- TAMUS negotiated rates when booking flights on United.com
- United MileagePlus member benefits
- Instant access to your flight itinerary in Concur, Concur Mobile and Triplt
- United e-receipts in Concur

You should have received an email confirmation that your MileagePlus and Concur accounts have been connected if you already had your MileagePlus number stored in your Concur profile. If you have not received an email yet you can connect your MileagePlus account to Concur by entering it in the Travel Preferences section of your Concur profile, and then connecting to United in the App Center in Concur. If you're notified of a failed connection, follow the instructions in the email. After receiving confirmation that your accounts are connected, you can book your next business trip directly on United.com within our travel policy.

To book your next business trip on United.com:

1. Log into United.com with your MileagePlus number as you normally would
2. Be sure the "Corporate booking" box is checked for your business trip

The screenshot shows the 'Book travel' interface on United.com. At the top, there are tabs for 'Flight', 'Hotel', 'Car', 'Cruise', and 'Vacation'. Below these are radio buttons for 'Roundtrip', 'One-way', and 'Multi-city', along with a link for 'Recent searches'. There are input fields for 'From*' and 'To*'. Below these are checkboxes for 'My dates are flexible' and 'Corporate booking' (which is checked and circled in red). There are also calendar icons for 'Depart date*' and 'Return date*'. Below that are dropdown menus for '1 adult' and 'Economy'. At the bottom, there are checkboxes for 'Search for award travel' and 'Nonstop', and a link for 'Changed bag rules and optional services'. A 'Search' button is at the bottom right.

3. Complete your booking - This trip information will then sync to both Concur and Triplt Pro so you will still get the advantages of receiving e-receipts and the use of the Triplt Pro app for flight check-in, updates, and seat tracking.
4. Travel and capture your receipts using Expenselt
5. Expense your trip within Concur Mobile or the Concur web application through SSO

For questions, please contact: Gwen Cortez at (979) 845-4748 or gwenc@tamu.edu , Jay Avila at (979) 845-6147 or jay.avila@ag.tamu.edu, or Jenny Green at (979) 458-1754 or jkgreen@ag.tamu.edu

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