united.com
(desktop)
Once connected, united.com login page will look identical with one additional feature.
The display will reflect Stanford corporate fares

From
Chicago, IL, US (ORD - O'Hare)

To
San Francisco, CA, US (SFO)

Departure date
Mar 30, 2018

Return date
Add return date

Departure: Select your flight
Chicago, IL, US → San Francisco, CA, US

Fares are for the entire one-way trip, per person, and include taxes and fees. Additional bag charges may apply.

Return: Select your flight
Chicago, IL, US → San Francisco, CA, US

Stanford corporate rates applied. Please check your corporate travel policy.

<table>
<thead>
<tr>
<th>Depart</th>
<th>Arrive</th>
<th>Stops</th>
<th>Duration</th>
<th>Economy</th>
<th>Economy (flexible)</th>
<th>First (lowest)</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:15 am</td>
<td>8:52 am</td>
<td>Nonstop</td>
<td>4h 37m</td>
<td>Corporate fare</td>
<td>Corporate fare</td>
<td>Corporate fare</td>
</tr>
<tr>
<td>Roundtrip</td>
<td>$343</td>
<td>Roundtrip</td>
<td>$611</td>
<td>Roundtrip</td>
<td>$613</td>
<td></td>
</tr>
</tbody>
</table>

Select

1 ticket left at this price
Travelers can purchase Economy Plus or any of United’s value bundles

**Current:** May request all options, single FOP (credit card) required in booking path

**Future:** Split FOP, (credit card) and customized options will be available
Travelers pay using any *credit card* listed in their MileagePlus profile.

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 visit our [phone order page](#).

### Payment information

- **Certificates and TravelBank funds**
- **Debit/Credit Card**
  - Card: **VISA** **#4576 - Corporate Visa**

**Name on card:** Marilyn Brinker  
**Expiration:** 05/2016  
**Billing address:**  
123 Corporate Ave, Businessville, CA...

Your bank may apply a credit card conversion fee.

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**Purchaser phone and email**

- **Purchaser phone:** +1 (872) 825-5577  
- **Purchaser email:** corporate@company.com

**To be used for eTickets, receipts, and confirmations regarding this reservation only.**

**Terms and conditions**

- This ticket is nonrefundable, and a fee may apply for changes. [View the full fare rules.](#)
- You will have up to 24 hours to change your mind. [Review our 24-hour flexible booking policy.](#)
- To keep the value of this ticket: Any changes or cancellations must be made prior to scheduled departure; otherwise, the ticket value will be forfeited. The value of this ticket is valid for up to one year from the date when the ticket was originally issued, or according to the fare rules of the purchased fare, whichever is most restrictive.
- If you are planning to check bags: Please [Review our baggage policies](#) to determine if any service charges apply.
- Your ticket is a contract. Your travel is subject to United's [Contract of Carriage](#).

**Purchase of this ticket means you agree to all fare rules associated with this non-refundable ticket and the terms and conditions in United's contract of carriage.**

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After you have completed this page, you may be taken through the Verified by Visa authentication program. [Learn more](#).
Flights will e-ticket in united.com
Travelers can use united.com to manage their individual reservations

Manage Reservations

<table>
<thead>
<tr>
<th>Current</th>
<th>Past</th>
<th>Cancelled</th>
<th>Inactive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Combine?</td>
<td>Trip Date</td>
<td>Trip</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8/18/2017</td>
<td>Flight: Los Angeles, CA, US (LAX) to Seattle, WA, US (SEA)</td>
<td>View</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This reservation has been ticketed and confirmed.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Confirmation Number: ABC123</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Date Created: 8/9/2017</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Traveler(s): MARKV LAGLER</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12/27/2017</td>
<td>Flight: Fort Myers, FL, US (RSW) to Portland, OR, US (PDX)</td>
<td>View</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This reservation has been ticketed and confirmed.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Confirmation Number: ABC123</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Date Created: 4/21/2017</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Traveler(s): MARKV LAGLER</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7/12/2018</td>
<td>Flight: San Francisco, CA, US (SFO) to Portland, OR, US (PDX)</td>
<td>View</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This reservation has been ticketed and confirmed.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Confirmation Number: ABC123</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Date Created: 8/16/2017</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Traveler(s): MARKV LAGLER</td>
<td></td>
</tr>
</tbody>
</table>

United Mobile APP
Bookings will appear on United’s Mobile App

- Travelers able to book on United’s award winning mobile app (iPhone and Android)
- Bookings provide option for both corporate and personal bookings
- Booking capability on mobile app
United Mobile APP
Booking Path
United Mobile APP Booking Path

- Travel modification available on either United Mobile APP, or united.com
- United cancelations on united.com
## Functionality Updates

<table>
<thead>
<tr>
<th>Functionality</th>
<th>Anticipated Delivery</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-shop with corporate discounts on united.com and mobile app</td>
<td>Mobile: Available</td>
<td>1H18</td>
</tr>
<tr>
<td></td>
<td>united.com:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiple forms of payment on united.com and mobile app</td>
<td></td>
<td>1H18</td>
</tr>
<tr>
<td>Search for upgradeable fares in booking path utilizing RPU/GPU/Mileage redemption</td>
<td></td>
<td>2Q18</td>
</tr>
<tr>
<td>Electronic Travel Certificate (ETC) capability and redemption</td>
<td></td>
<td>3Q18</td>
</tr>
</tbody>
</table>
FAQ

Why is Stanford partnering with United Airlines Corporate Direct?

Stanford encourages the use of Egencia for business travel while also being open to new technologies that are easy to use, grant access to Stanford discounts and meet the University’s duty of care standards. United is committed to assisting with these objectives by providing technology distribution tools which address: duty of care, optimized line of sight to corporate discounts and initiatives which provide a positive traveler booking experience.

Is the United Corporate Direct beta test available on both united.com as well as UA mobile APP?

Yes. Stanford travelers are able to access corporate discounts via both the desk-top site as well as the United APP, (please refer to overview slides for booking path view). Since the booking takes place within the United on-line/mobile environment, the view will look different than the user interface of Egencia Travel, but the applicable discounts being offered to Stanford are the same.

The United Corporate Direct option provides full content availability with the exception of one heavily restricted economy category which is marketed as “Basic Economy”. Due to the heavily restrictive nature of Basic Economy fares, Stanford does not receive any discount for this fare type. The restriction for Basic Economy fares include; no advance seat assignments, no mileage accrual and no checked baggage allowance as well as very restrictive carry-on baggage policy. These fares are intended for leisure travelers and will not be available if booking via the United Corporate Direct path. If you desire to purchase one of these heavily restricted Basic Economy fares, all you would need to do is uncheck the “corporate booking” box on united.com or choose the “personal travel” option on the United Mobile App to be able to include Basic Economy offers.

All tickets including non-refundable fares may be refunded via the united.com website within 24 hours of the ticket being issued, (refund can-not be initiated via mobile app, but you may request via your mobile device by opening web browser with united.com address).
FAQ (continued)

Are there any functionality limitations via United Corporate Direct?

The functionality that a Stanford traveler experiences when booking on united.com and the Mobile APP will be very similar in either the corporate or personal path with the following exceptions:

- Corporate path restricts search option to a single traveler and does not allow award search.
- Corporate path does not currently allow for upgrade search option, but travel may apply upgrade to corporate booking once reservation has been completed, (this functionality will change later in 2018 to allow upgrade request in the corporate booking path).
- Electronic Travel Certificates, (ETC), are not currently able to be applied as a form of payment in the corporate booking path, (functionality in future release will allow ETC redemption).
- Currently, voluntary changes which result in an “additional-collection” of funds will receive the applicable corporate discount if booked via the United Mobile APP, but not via the desktop path, (functionality to include applicable discount when “re-shopping” via desktop path will be enabled during 2018).

Who do I call if I need assistance with my United Corporate Direct booking?

You may continue to contact your Premier Service center at United Airlines once you have an active booking for support, (Global Services, 1K, Platinum, etc.). During the beta period for non-emergency assistance, Stanford travelers may also contact, mark.lagler@united.com and will receive a call back within 24 hours Monday – Friday.

The intent of the United Corporate Direct booking path is for Stanford travelers to self-service their travel needs via united.com or the United Mobile APP. United Airlines is in the process of building out contact center support with additional features being added as population grows.
FAQ (continued)

Since I am logging into my MileagePlus account to access United Corporate Direct, how do I know that my information is not being shared with anyone?

United Airlines is WCAG 2.0 AA compliant and meets or exceed all criteria outlined in this standard for Corporate Direct bookings issued via united.com or United Mobile APP domain.

In conjunction with United Direct Bookings there will be a daily data transfer to Stanford’s third-party duty of care provider, International SOS. This data feed consists of a double signature encrypted CSV file delivered from United Airlines to a secure FTP site owned by iSOS, (same delivery method as Egencia is currently doing on behalf of Stanford). Travel booked outside of the Corporate Direct path will not be included.

Any travel data aggregation for reporting by Stanford University requires masking of all traveler information. This includes; traveler name, all personal details, (including credit card, phone, frequent flier information etc.).