Using filters to modify “Get Flights” results

When using our new website booking process, many customers have found that using the various filter options prior to clicking “Get Flights” gives them a more relevant list of “Available Routes.” This document explains the various filter functions and how they impact the available routes displayed.

“Depart On” and “Arrive By” date fields

One way to narrow available route results is to use the “Depart On” and “Arrive By” date fields.

- “Depart On” and “Arrive By” each contain three options that may be combined in different ways to filter the flight search results.
- Date is the first field. If the next two fields are not selected, the system assumes the date with a time of 00:00.
- The next two fields are key to narrowing the search results by date. They allow you to narrow the results to either before or after a particular hour of the day.
  - Before / After –
    - Until further notice, please do not use the “Before” indicator. Due to a system bug, when “Before” is chosen no search results are returned. United Cargo is working to resolve this problem.
- Time / Hour of the day
  - When these fields are used, it is important that the values are selected in the proper combination.
  - If these fields are used and the proper combination of values is not selected, the flight search may not return any results.
  - If this happens, please ensure you have selected the proper combination of values as indicated below.

**“Depart On” date selected / “Arrive By” date NOT SELECTED**

- The “Depart On date” is the only required field for initiating a “Get Flights” search.
- In the example below, we selected a “Depart On” date of JUN 29 without any “Arrive By” date or time set.
- The results include a non-stop JUN 29 EWR depart on time of 05:40 with a JUN 29 SFO arrive by time of 08:51 (Flight 1848).

**“Depart On” date and time selected / “Arrive By” date and time SELECTED**

- In this example, we selected
  - Depart On: JUN 29 / After / 09:00
  - Arrive By: JUN 29 / After / 12:00
- The search results returned include only flights departing EWR after 09:00 and arriving in SFO after 12:00.
- Unlike the previous search, Flight 1848 is “filtered out” and does not display due to the times chosen.
Mode of transport filters

Mode of transport filters allow you to narrow search results by non-stop flights and / or widebody aircraft and trucks.

Default filters: Passenger, Freighter, Truck

Routing availability generally displays the top 15 results based on selected filters.
- In the example below, the default filters were selected.
- The display returns a mixture of options including connections and non-stop flights on widebody and narrowbody aircraft types.
- In this example, truck options did not make the top 15 results.

“Widebody & Truck only” filter

- Customers who ship containers (ULDs) need modes of transport (widebody flights and trucks) that can accommodate these containers.
- In this example, only “Widebody & Truck only” results are displayed.
Mode of transport filters

Mode of transport filters allow you to narrow search results by non-stop flights and/or widebody aircraft or trucks.

“Non-stop flights only” filter

- Customers who ship perishables or other time-sensitive items not in containers (ULDs) often need non-stop flights. When the “Non-stop flights only” filter is selected, non-stop flights for both widebody and narrowbody aircraft will be displayed.
- In this example, the 757-200 is a narrowbody aircraft and the 777-300ER is a widebody aircraft.

“Widebody & Truck only” and “Non-stop flights only” filters

- Customers who ship perishables in containers (ULDs) often need to search for widebody, non-stop flights that can accommodate the containers.
- When both of these filters are selected, only widebody non-stop routes are displayed.
- In this example, all results are for widebody aircraft type and all routes are non-stop flights.

Available Routes

<table>
<thead>
<tr>
<th>Flight No.</th>
<th>Org.</th>
<th>Dest.</th>
<th>Dep. Date - Time</th>
<th>Arr. Date - Time</th>
<th>Mode*</th>
<th>Product</th>
<th>Aircraft Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>UA 1941</td>
<td>EWR</td>
<td>SFO</td>
<td>20 JUL 17 - 2025</td>
<td>12 JUL 17 - 2025</td>
<td>PAX</td>
<td>GCR</td>
<td>Boeing 777-200</td>
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<tr>
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<td>SFO</td>
<td>20 JUL 17 - 2025</td>
<td>12 JUL 17 - 2025</td>
<td>PAX</td>
<td>GCR</td>
<td>Boeing 777-200</td>
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<td>20 JUL 17 - 2025</td>
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<td>Boeing 777-200</td>
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<td>12 JUL 17 - 2025</td>
<td>PAX</td>
<td>GCR</td>
<td>Boeing 777-200</td>
</tr>
<tr>
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<td>PAX</td>
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<td>SFO</td>
<td>20 JUL 17 - 2025</td>
<td>12 JUL 17 - 2025</td>
<td>PAX</td>
<td>GCR</td>
<td>Boeing 777-200</td>
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<td>20 JUL 17 - 2025</td>
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<td>Boeing 777-200</td>
</tr>
</tbody>
</table>
“Via” and “Arrive By” date fields

Many customers are familiar with UA’s schedule and are looking for flight and / or truck connections through specific airports. By using the “Via” field, you can filter search results through a specific airport.

- Please note that if using the “Via” alone does not work, combining the “Via” field and the “Arrive By” Date fields narrows the search results even further and, in most cases, displays the desired search options.

“Via” field alone

- Often times using the “Via” field alone narrows the search options enough to display the desired routing.
- In the example below, the routing returned is via IAH, and most of the routings use three segments.
- This is not the routing the customer is looking for.
- This customer wanted a two-segment itinerary departing SEA near midnight and arriving in LIM the following day.

Combining the “Via” field with the date fields

- In this example, we combined the “Via” field with the “Depart On” and “Arrive By” date / time fields.
- When defining a time of day, it is very important to make sure the “After” value selected. If “After” is not selected, results will not be returned.
- As stated above, if “After” is selected but not time is chosen, the system assumes a time of 00:00.
- Please do not use or select the “Before” value as the system will not return any results. We are working to resolve this issue.
- By combining the “Via” field with the “Depart On” and “Arrive By” date / time fields, the desired red-eye, two-segment itinerary was returned.