



Earlier today problems were experienced at United in processing E tickets. **The problems have been resolved and the system should be working normally now.**

Since those of you who may have experienced the problem are probably curious about what occurred, the notification emails that were sent out by Michelle Pritchett are posted below as an explanation and for your information. The first email posted states that the problems have been resolved and the second posted email was the initial notice of the problem.

-- Forwarded message -----

From: **Pritchett, Michelle** <michelle.pritchett@united.com>

Date: Tue, Aug 28, 2018 at 4:12 PM

Subject: RESOLVED- Pass travel booking sporadic eTicketing outage

To: Pritchett, Michelle <michelle.pritchett@united.com>, Smith, Joan <joan.smith1@united.com>

**Update @ 5:11 p.m. CT**

The ticketing issues with pass travel bookings has been resolved.

The ETC team will monitor PNRs created after the time the issue was resolved. Also, the Ticket Server team identified the non-ticketed PNRs and they are now being ticketed.

Thank you for your support and patience.

**From:** Pritchett, Michelle

**Sent:** Tuesday, August 28, 2018 3:51 PM

**Subject:** RE: Alert: Pass travel booking sporadic eTicketing outage

Correction: the phone number to the Employee Travel Center is 1-877-825-**3729**.

**From:** Pritchett, Michelle

**Sent:** Tuesday, August 28, 2018 3:24 PM

**To:** Pritchett, Michelle <michelle.pritchett@united.com>; Smith, Joan <joan.smith1@united.com>

**Subject:** Alert: Pass travel booking sporadic eTicketing outage

*This message is being sent to all Retiree Organization Leaders*

We are experiencing sporadic ticketing issues with all pass travel bookings created in all applications (employeeRES, mobileRES, and United app) – a small 2% of the bookings are not eTicketing. The Employee Travel Center team is actively working to fix the issue which is impacting space available and positive space tickets.

You can confirm whether or not your booking is eTicketed by going to employeeRES > My Travel Plans and select the specific travel plan. If your booking is not eTicketed and you are in need of immediate reservation assistance, please contact the Employee Travel Center at [1-877-825-3727](tel:1-877-825-3727) ([1-847-825-3729](tel:1-847-825-3729) if outside the U.S) and say “employee travel” then “pass travel questions” to speak to a representative. If you **do not** have immediate travel needs, please try employeeRES later this evening.

Example of a booking not eTicketed on employeeRES (image):

We apologize for this inconvenience and appreciate your patience. I will keep you updated on any new developments.

Thank you,  
Michelle

**Michelle Pritchett**  
Employee Travel Policy and Procedures Representative, Human Resources

Try [Help Hub](#) to find answers to commonly asked questions and to submit request to our service centers.



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