



Important updates on pass travel support

If you're using our pass travel benefits, please be mindful that entry restrictions continue to change around the world (including when returning to the U.S. or visiting other countries). Remember that you will need to follow self-quarantine guidelines before coming back to work if you've traveled to high-risk areas, including Europe, the People's Republic of China and the Islamic Republic of Iran. The CDC advises that travelers coming back to the U.S. from these countries should stay home and monitor their health for 14 days after returning to the U.S.

Please visit Flying Together for the latest updates about COVID-19 impacts and reach out to your leader or HR partner if you have any questions. Let's all continue to take care of ourselves and each other!

Need help with your pass travel?

To help stop the spread of COVID-19 (coronavirus), government-imposed restrictions have been put in place on travel and everyday life in countries around the world. This is impacting our business in many ways, and it is now affecting the ability of our Employee Travel Center (ETC) to support our employees during their travel, as the ETC call center team is currently not able to get to work and answer employees' phone calls.

The team is working hard to prioritize requests by urgency, and if you need pass travel assistance, we ask that you take advantage of self-service options first, when possible, and submit any other requests through Help Hub.

Self-service options:

- Add or edit pass rider information in our Dependent Management System (DMS)
- Book and manage travel in eRES
- Add, change or remove pass riders through our DMS
- Purchase tickets using myUADiscount
- Review policies and procedures in the Travel section on Flying Together

Types of requests that the Employee Travel team will prioritize:

- Ticketing assistance (for travel that can't be ticketed in employeeRES)
- eRES system issues
- Company Business offline travel (COBUS)
- Emergency travel

Services we're currently not able to provide or prioritize:

- Phone support
- Chat bot function
- Help with nonessential business travel
- Non-urgent pass rider or buddy change requests

We're sorry for any delayed responses and appreciate your patience. We're committed to helping all of our United team members navigate these difficult times.

Thank you,

Brittany and the Employee Travel team



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