



May 22, 2012
CSB 12-49R

****Revised** PetSafe Exceptions For U.S. Military and U.S. Foreign Service Personnel**

Applies to: United and United Express flights

Policy: Revision to Customer Service Bulletin CSB 12-49 PetSafe exceptions for U.S. Military to now include U.S. Foreign Service Personnel (FSP) travelling on U.S. Government orders –and- airport acceptance procedures for checked pets on s-CO aircraft.

CS co-workers are required to complete the PetSafe Exceptions For Military and Foreign Service Personnel eLearning lesson in the United Learning Network (ULN) by July 1, 2012. It is now available on the ULN. The course code is ao-petsafe-excpt-01.

U.S. Military and U.S Foreign Personnel Pet Exception

United will permit pet acceptance as checked baggage for U.S. Military, U.S. Foreign Service Personnel (FSP), and their respective spouses to and from international destinations **only** (including GUM). The fees will follow the PetSafe Program fee structure.

The special process is as follows:

- Customers must contact the PetSafe Desk for advance reservations (800-575-3335 or +1-832-235-1541).
 - If customers arrive at the airport without advance reservations for the checked pet, please advise them to contact PetSafe Desk at 800-575-3335 or +1-832-235-1541.
- Applies to active US Military customers (I.D. required) traveling on Permanent Change of Station (PCS) or Military Orders and accompanying their pets.
- Applies to U.S. government employees on PCS or Home Leave with valid U.S. government identification and travel orders that clearly indicate assignment to/from U.S. Embassy, Consulate or Mission, and accompany their pets.
- Pet and kennel combined must weigh 99.9 lbs. or less.
- Travelling internationally solely on United and United Express flights including GUM (involves an origin or destination outside of the 50 United States).
 - In some instances a U.S. Military or FSP may have a domestic stopover and will need to show the Airport CS agent a copy of their international segment (this might or might not be in the same PNR). For example, FSP moving from Okinawa to Washington DC who

might decide to stopover at their home in Denver for 2 weeks before completing travel to DCA. When the last segment is booked (DEN-DCA), the customer needs proof of the international travel (copy of their ticket) to check-in a pet for this segment and pay a separate fee for this segment, as our PetSafe rates don't allow stopovers.

- No Star Alliance or interline itineraries permitted.
- If passengers hold reservations connecting to OA, they would be required to re-render pets connecting from Star or interline itineraries and are not covered by policy.
- PCS, Military Orders, State Department move or Home Leave orders must be verified in time of Reservations with the PetSafe Desk and presented to the Airport CS agent in.
 - Leisure travel is not covered by the policy.
- PetSafe agents will enter remarks into SHARES specifying that the pet reservation was made as a Military or FSP exception.

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PCS Travel - Travel Request Report
Page 1 of 4

Email Report
Print Report

U.S. Department of State

Original	Home Leave/Transfer Order	05/11/2012
	SSN: [REDACTED]	
	To Post: Kampala, Uganda	
	To Org: 358201	
	ETA: 08/2012	

DIPLOMATIC TITLE: Attache
Title Authorized for this post and position only.

EMPLOYEE ITINERARY: Port-Au-Prince, Haiti/Washington, District Of Columbia, US/Crawford, Texas, US/London, United Kingdom/Kampala, Uganda

1. U.S. CONSULTATION	5 work days	
Location: Washington, District Of Columbia, US		
<u>Economy Class Travel</u>		\$510.00
Cost Estimate: Fare * Passengers * ElementFactor = 510 * 1 * 1 = 510		
<u>Travel Per Diem</u>		\$53.00

Detailed Airport Acceptance Procedures

- 1) **First action** for Customer Service (CS) Agents is to call the PetSafe Tracker Desk at 877-553-5166 or 832-235-1549 and ask for assistance with Military or Foreign Service Personnel Pet Check-in. **These phone numbers are for Internal Use Only.**
This will ensure consistency and compliance with all regulations. The PetSafe Tracker Desk will review the following items:
 - a) Request the total weight of pet including kennel.
 - b) Ensure the agent has the Live Animal Acceptance Checklist [part number CGO556] and advise to complete it.
 - c) CS agent issues a regular bag tag for pet/kennel under 0-49 lbs. –or- Heavy bag tag for pet/kennel 50-99.9 lbs., but doesn't attach it yet.

- 2) **Provide bag tag number and total weight of pet including kennel for Weight and Balance purposes for Load Planning as follows:**
 - a) **S-UA aircraft originating at a Line Station or United Express (UAX) station:**
CS agents will contact their Station Operations with the bag tag number and total weight of pet including kennel for Weight and Balance purposes for Load Planning. They will advise Station Operations to manually enter the information into the DSTG **for this flight and for each downline UA flight.**
 - b) **S-UA aircraft originating at a Hub:**
The PetSafe agent in communication with the CS agent will continue to contact the Cargo Planner or Hub Station Operations Center (SOC) person as noted below (this has been in place since March 3, 2012) so that Operations adds the animal plus kennel weight **for this flight and for each downline UA flight.**

The PetSafe agent will do the following:

EWR - PetSafe will call QUICKPAK and the cargo folks there will add to the DSTG

ORD - PetSafe will call Cargo Planner in SOC at 773-601-4273 or 4272

DEN - PetSafe will call Cargo Planner at 303 348 7004 (AirServ). And backup will be the Shift Manager at 303 348 4160

IAH - PetSafe will call Cargo Lead Agent office at 281-553-6463 (2 Leads per shift x 7 days / week)

LAX- PetSafe will call "Gate Controller" at 310-342-8145 and back up is Shift Manager at 310-342-8140

CLE* –PetSafe will call the Operations Manager at 216-501-6830

SFO –PetSafe will call the SPD Office 650 634-1174 or 650 634 -1175 (hours 0400-0200)

IAD* – PetSafe will call the Station Control Center at 703-572-3701 / 3702 or 3703

c) S-CO aircraft originating at Line, UAX, and Hub stations

CS agents will contact the PetSafe Tracker desk at 877-553-5166 or 832-235-1549 and ask for assistance with Military Pet or Foreign Service Personnel Check-in. **These phone numbers are for Internal Use Only.**

Rate code for EPET booking is 'QPG' for government. Then, PetSafe agent will access FOMs to enter the total weight of pet including kennel into the following screen. Enter: JXSSOP Pet

Important to note that this JXSSOP screen must be filled out for each leg of the itinerary. The screen goes direct to the Load Planner of the flight in NOC, who will enter information into LLDC.

(See below for screenshot of **Sample For a Message for Flt-15 EWR-HNL**)

Tips: Enter four digit flight number such as '0123' and date (DD MMM format).

Enter weight, animal type and last 4 digits of bag tag

Example:

23 dog 0299

- 3) The PetSafe agent will advise the CS agent what the fee is and to collect the applicable fee by using //EDD -> Merchandise Sub Menu: **MPA (See section below - CS Agent Fee Collection Procedures)**
- 4) The CS agent now attaches the bag tag; a regular bag tag for pet/kennel under 0-49 lbs. –or– Heavy bag tag for pet/kennel 50-99.9 lbs.
- 5) Ramp Process: Use normal scanning or for stations without scanning, use manual CLP closeout procedures.

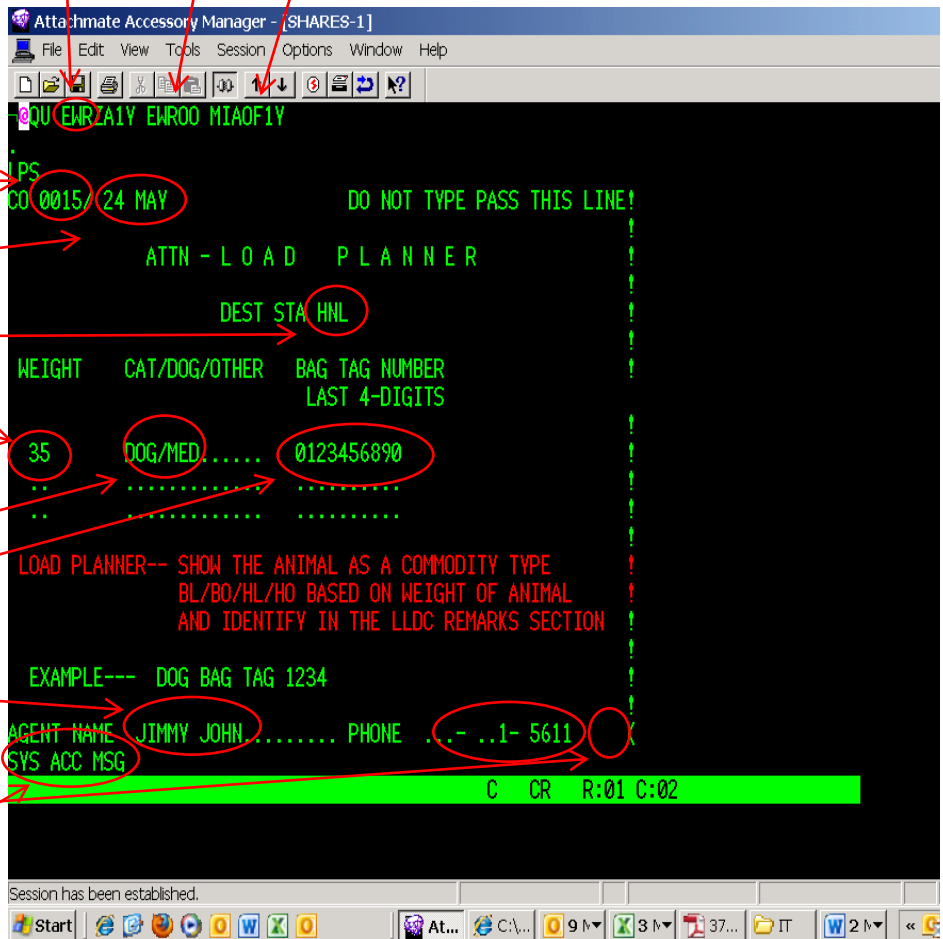
Sample For a Message for Flt-15 EWR-HNL

Origin of flight

Local printer for a copy

Formatted address always MIAOF1Y do not change as this updates the flight LPS record and history

- 4 numeric flight number (Must type over)
- Flight Date
- Destination Flight
- Gross Animal weight
- Type of animal and size
- Tag Number
- Agent
- Ext/Phone
- Enter X<
- Response SYS ACC MSG



Note: If you need to confirm if a message was sent and stored to the flight
 Enter: JDMD/15/LPS-EWR to see if and when the above message was sent.

CS Agent Fee Collection Procedures

- Collect the fee quoted by the PetSafe Desk using //EDD -> Merchandise Sub Menu: **MPA**
Below are screenshots displaying how to issue an EDD for MPA.
- The stations will need to forward via Company Mail to: Cheryl Ortiz, HQSCF the completed live animal checklist with copies of all documentation (as required in the booking record) for file retention by the PetSafe Desk.

Display customer's PNR: Via Record locator display or via flight, date, board city and last name

1. Display Record Locator:

```
➤ *DVT4ZL
```

2. PNR Displayed:

```
DVT4ZL -ETKT- *FQ ▲
1.1TESTPNR/MILITARYPETSFAE▲
1 UA 4X 03MAR SA IAH LHR HK1 631P 940A 16C*▲
2 UA 5X 27FEB MO LHR IAH HK1 1140A 405P 16L*▲
FONE-▲
1.ONE*SEE REMARKS FOR ONEPASS INFO/N000▲
2.ONE*ATO-CTO-RES OK TO MODIFY IF TKED SEE GG ONE HELP/N000▲
3.ONE*00001111 DO NOT REMOVE/N000▲
4.WEB4495197/EB203▲
5.IAH2565180/H713▲
FARE QUOTE-AUTO PRICED - I▲
1 - 1 PSGR AT ADT RATE▲
USD0.00 XT162.40 TTL162.40▲
#➤
```

3. Entry for EDD Merchandise Sub Menu:

```
➤ //EDD/MER
```

4. Select Flight Leg:

```
➤ //EDD DISPLAY SEGMENTS
PLEASE SELECT FLIGHT SEGMENT/S
/X/ UA 4 IAH LHR 03MAR12
/OK/OPTION: OK
➤
```

5. Select MPA Reason Code from bottom of page 2

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▶//EDD          MERCHANDISE SUB MENU          PAGE 02 OF 02
/O/CRM UNITED CLUB CONFERENCE ROOM
/O/PNP UNITED CLUB PASS WITHOUT PNR /CLUB REPS ONLY/
/O/PMC UNITED CLUB MEMBERSHIP FEE CASH/CHECK
/O/PCL UNITED CLUB LOST LOCKER KEY/VIDEO FEE
/O/PPL UNITED CLUB PREM LIQUOR /CLUB REPS ONLY/
/O/LOB LEFT ON BOARD AIRCRAFT
/O/FLK FARELOCK
/O/SEB SPORT EQUIPMENT BOX
/X/MPA MILITARY PETS SAFE FEE
/OK/OPTION: OK MU MT
▶
    
```

6. Enter Quantity and Price Per Checked Pet:

```

▶//EDD          NEW - EDD
CURRENCY:/USD/      IN CONNECTION WITH: 00555085717675
  CHARGES:  MPA      QUANTITY: 1**  PRICE:499.00*
ITINERARY SEGMENTS TO WHICH THE CHARGE/S/ APPLY:
      UA 4  IAHHR  03FEB12
/OK/OPTION: OK
▶
    
```

7. Select Add your Form of Payment:

```

▶//EDD          CREATE ELECTRONIC DOCUMENT
REC LOC:  CUSTOMER NAME:      ORIG/DEST:  ISSUE DATE:  AAA SINE
LFGC2G  TESTPNR/MILITARYPETS  IAHHR      03MAR12  QPT  KF
..
REASON CODE:MPA QUANTITY:..1 PRICE:  $499.00 TOTAL:  $499.00

                                EDOC TOTAL:  USD  499.00

/O/TAXES
/X/ADD FORM OF PAYMENT
/O/RETURN TO PREVIOUS SCREEN
/OK/OPTION: OK
▶
    
```

Note: If Taxes Apply select the TAXES OPTION first and enter applicable 2 Letter Tax code and Tax Amount prior to Add your Form of Payment.

8. Enter Form of Payment:

```

▶//EDD          ADD FORM OF PAYMENT
PLACE X OVER /O/ TO SELECT A FORM OF PAYMENT.

/X/CASH
/O/CHECK
/O/CREDIT CARD: *****/****
  MANUAL AUTHO:*****

/X/ISSUE EDOC
/O/OK/OPTION: OK
▶
    
```

9. Successful Response if in an eAccounting or TNL Location:

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▶//EDD          MESSAGE
EDD WAS ISSUED SUCCESSFULLY .

2 RECEIPT/S/ AND 0 FLIGHT COUPON/S/ PRINTED

/O/DISPLAY EDD : 01629284198214
/**/OPTION: OK
▶
    
```

10. To view EDD documentation in the PNR, first IR PNR then move to bottom of PNR for documentation:
 "IR", then MB.

```

14.OSI CO NXTM TL-NONE▲
15.OSI CO NXTM FC-BADDILEY/PETERMR BADDILEY/PETERMR▲
16.OSI CO NXTM FC-LON CO HOU 2052.66ZCR4H5GB/CED4 CO LON▲
17.OSI CO NXTM FC- 2052.66ZCR4H5GB/CED4 NUC4105.32END ROE0.62358
18.OSI CO NXTM FC-GBP 2560.00▲
19.OSI CO NXTM FC-GBP 120.00GB GBP 30.63UB GBP 1.60AY GBP 21.00U
  S▲
20.OSI CO NXTM FC-GBP 3.20XA GBP 1.90XF GBP 4.50XY GBP 3.50YC▲
21.OSI CO NXTM FC-GBP 315.00YQ▲
22.OSI CO NXTM FC-GBP 3061.33▲
23.E-DOC $499 COLLECTED - MPA 01629284198214 03MAR12 AY-IAH
24.01 REMARKS ADDED BY WEE PD SF 03MAR 1051Z D182D6
APIS-DATA COLLECTED▲
▶
    
```


Non-Military Exceptions

The PetSafe Desk is attempting to contact 910 customers who previously made reservations for pets as checked baggage prior to February 6, 2012 (AVIH SSR in the PNR). The vast majority of these passengers have been handled. However, this exception remains in effect for the PetSafe Desk to handle exceptions.

While the procedures are outlined here, the expectation is that the first action for Customer Service Agents is to call the PetSafe Desk at 800-575-3335 or 832-235-1541 and ask for assistance with Pets previously reserved as AVIH for Check-in. This will ensure consistency and compliance with all regulations. The PetSafe Desk will review the following items:

- ❖ Confirm that the customer's PNR is documented that this reservation is eligible for the checked pet exception.
- ❖ Request the total weight of pet including kennel and facilitate process that the weight is added to the DTSG or sent to the Load Planner, as outlined on page 2.
- ❖ Review step-by-step the Live Animal Acceptance Checklist [part number CGO556] throughout the entire transaction until it's completed. See attached.
- ❖ Collect the \$250 checked pet fee that United is required to honor using //EDD -> Merchandise Sub Menu: **PSA**
- ❖ **Use the collection steps outlined above choosing PSA from Merchandise Sub menu, entering \$250 amount, and completing transaction.**
- ❖ The stations will need to forward via Company Mail to: Cheryl Ortiz, HQSCF the completed live animal checklist with copies of all documentation (as required in the booking record) for file retention by the PetSafe Desk.

Where: System-wide

When: For Travel On or After June 1, 2012.

Why: To accommodate our U.S. Military and U.S. Foreign Service families, United re-evaluated our policies and developed a special process for these families traveling on Permanent Change of Station (PCS) or Orders only. This process allows them to transport their pets using the PetSafe Program without the need for a third-party Freight Forwarder. It is important to note the exception **Does Not** waive fees or establish a flat rate fee. The fees charged are at the same level as the PetSafe program.

Contact: petsafe@united.com (new email address)
GG PET MIL

Your questions, comments and suggestions are always welcome. Contact AO and Cargo News at AO-Communications@united.com
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