

## Upgrade Programs

**Name Correction**- how to get this accomplished for free

**Economy Plus Access**- how to sit in Economy Plus for free

**Seat Unblocking** – Guarded- opens up Premier seating

**Reissue Penalty Fee**- waive change fees

**Name Change**- permits transfer of ticket value for free

**Upgrade Inventory Conversion**- allows mileage upgrade clearance when inventory is unavailable

**MileagePlus Travel Awards**- allows booking when inventory is unavailable

**Class Overbooking**-Oversells booking class when inventory is no longer available. Does not overbook flights, only inventory class

**Coach Class Conversion**- permits booking conversion to next lowest booking class to complete a traveling party

**Guaranteed Airfare/Expired Fare**- extends the guarantee of and expired fare for and additional 24 (1 business day) beyond the allowed 24 hours.

**Missed Ticketing/Ticketing Time**- extends the reservation for an additional 24 hours (1 business day) after booking the automatic cancellation of the booking

**Time/Stay**- waives min/max stay OR day of week/time of day requirements

**Airline Domestic Upgrades**

**Airline International Upgrades**

**Airline Frequent Flyer status match**

**Car rental upgrade coupons**

**Hotel room upgrades**

**Airline club day passes**

**Seat improvement upgrade**

**Mobile technology upgrades for smart phones**

**Complimentary custom built travel portals**

**Custom built dashboard reporting**

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