



## User Guide

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### **Welcome to ExpertFlyer.com!**

This User Guide will help you navigate the ExpertFlyer site and get the most out of your subscription. Whether you are a Basic Service subscriber or have opted for our Premium Service, we want to make sure you get the most out of our service. As always, we welcome your comments. You can send us an email by going to the **FAQ/Help** link at the top of each page or the **Contact Support** link on the side panel.

### **The Subscriber's Home Page**

After you log into ExpertFlyer.com you will be brought to the Home Page for all subscribers. From this page you can navigate to any part of the service. On the left side of the screen, at the top, you can navigate to the five main travel services:

For Pro accounts, our Travel Services include:

- Awards & Upgrades
- Flight Availability
- Flight Timetables
- Flight Status
- Flight Details
- Seat Map
- Fare Information
- Travel Information

Additionally, on the lower portion of the left side there is the Flight Alerts section Premium subscribers.

Premium Service subscribers have access to all services. Basic Service subscribers have access to all services *except* Fare Information, Saved Queries, Flight Alerts, Aircraft Equipment Alerts the Mobile Edition and the variable date and multiple Class code features within Flight Availability.

Note: For Free Accounts, the only option will be to View or Create Seat Alerts. To access the other Pro services, click the Upgrade button after logging in to your ExpertFlyer account.

Our Courtesy Resources section on the left side include links to other web sites that we think will provide useful information for you.

### **The Side Panel**

Wherever you go on ExpertFlyer you will see the blue Side Panel on the left side of your screen. These links allow you quick and direct access to any one of our services or features available.

## Recall Saved Queries

This feature is only available to Premium Service Subscribers. Throughout the various query response screens, you are given the option to save the query by entering in a name and clicking on **Save Query** at the top of the page. This will save the query in the appropriate query category. You can then recall any of these queries from the side panel using the drop down lists in the section **Saved Queries**.

## Awards & Upgrades

This service is used to search for Airline award and upgrade inventory that is not normally shown (i.e. "hidden") in a Flight Availability search. It can also be used to show normally viewable upgrade and award classes as well. It is a simple to use search tool where all searchable inventory is made available using drop down selections for Airline and Class.

- **Departing Airport** – Enter the 3-letter code for the airport you want to leave from.
- **Arriving Airport** – Enter the 3-letter code for the airport you want to arrive at.
- **Connecting Airport(s)** – This is a very powerful search option. By specifying one or two airports in these boxes the query will only search for flights that connect through the airport(s) specified. This allows you to see flights that only connect through one specific airport, which may be desirable for weather related or logistical reasons or to plan mileage runs. \*Connecting Airports for Award & Upgrade searches may not be available for all airlines.
- **Depart Date** – The date you want to leave.
- **Depart Time** – This drop down list gives you a time of day you want the search to start from. Some city pairs have many flights that operate and all the flights for one day cannot be listed. By setting a time, only those flights from that time forward will be listed. If there are many flights in the day, not all flights will be listed. In that case, advance the **Depart Time** to a later time in the day to see additional, later departing flights.
- **Exact Date** – *This feature is only available to Premium subscribers.* This drop down gives you the ability to specify the number of days of which the search will take place relative specified. For example, if you specify a date of 10 Jan 2008 and select **+/- 2 Days** from the drop down, a total of five queries will be made for the dates 8 Jan 2008 through 12 Jan 2008 inclusive.
- **Return Date** – This optional entry will display return flights from the arriving airport to the departing airport on the date you specify.
- **Return Time** – This drop down list gives you a time of day you want the search to start from. Some city pairs have many flights that operate and all the flights for one day cannot be listed. By setting a time, only those flights from that time forward will be listed. If there are many flights in the day, not all flights will be listed. In that case, advance the **Return Time** to a later time in the day to see additional, later departing flights.
- **Exact Date** – *This feature is only available to Premium subscribers.* This drop down gives you the ability to specify the number of days of which the search will take place relative specified. For example, if you specify a date of 10 Jan 2008 and select **+/- 2 Days** from the drop down, a total of five queries will be made for the dates 8 Jan 2008 through 12 Jan 2008 inclusive.

- **Airline** – Use this drop down to select the airline you wish to search for award and upgrade inventory.
- **Class(es)** – Up to nine classes can be selected. The classes can be any combination of award and upgrade classes using the check box selection or you can manually enter any class – award, upgrade or revenue.
- **Connection Preference** – This option will limit your search to just those flights that are either non-stops or direct flights that have stops between your departure and arrival cities but do not require a connection. You can also force at least one or two connections to be made. \*Connection Preference for Award & Upgrade searches may not be available for all airlines.
- **Results Page** – This determines how the results for multiple dates will be displayed on the results screen.

### Results Page Feature: Get More Results

On certain Awards & Upgrades results pages, you'll have the ability to show additional results than just the one screen displayed. This is useful to display additional flights meeting your search criteria that appear later in the day, if they exist.

- **Get more results** – Click this link at the bottom of the results page to see additional results further in time for the same day. This will only be available when there might be more non-stop or direct flights for that day.
- **Back to original results** – Click this link at the bottom of the results page to go back to the first page of results.

### Results Page Feature: Filter Search Results

At the top of the results page you will see a link called Filter Search Results which allows you to show or hide specific class codes for the flights shown on the page. In addition, the Show Flights with No Availability option allows you to hide flights that have no availability at all in the selected Classes. Un-checking this option will result in only seeing flights that have a Seats value of 1 or greater in the selected Classes.

## Flight Availability

This service allows you to find out what flights are available between a pair of cities on a specific date.

**NOTE:** New with this version, any search for award and upgrade inventory that are "hidden" (not normally shown in a Flight availability search response) must be searched for using the new Award & Upgrade feature described above.

- **Departing Airport** – Enter the 3-letter code for the airport you want to leave from.
- **Arriving Airport** – Enter the 3-letter code for the airport you want to arrive at.
- **Connecting Airport(s)** – This is a very powerful search option. By specifying one or two airports in these boxes the query will only search for flights that connect through the airport(s) specified. This allows you to see flights that only connect through one specific airport, which may be desirable for weather related or logistical reasons or to plan mileage runs.

- **Depart Date** – The date you want to leave.
- **Depart Time** – This drop down list gives you a time of day you want the search to start from. Some city pairs have many flights that operate and all the flights for one day cannot be listed. By setting a time, only those flights from that time forward will be listed. If there are many flights in the day, not all flights will be listed. In that case, advance the **Depart Time** to a later time in the day to see additional, later departing flights.
- **Exact Date** – *This feature is only available to Premium subscribers.* This drop down gives you the ability to specify the number of days of which the search will take place relative specified. For example, if you specify a date of 10 Jan 2008 and select **+/- 2 Days** from the drop down, a total of five queries will be made for the dates 8 Jan 2008 through 12 Jan 2008 inclusive.
- **Return Date** – This optional entry will display return flights from the arriving airport to the departing airport on the date you specify.
- **Return Time** – This drop down list gives you a time of day you want the search to start from. Some city pairs have many flights that operate and all the flights for one day cannot be listed. By setting a time, only those flights from that time forward will be listed. If there are many flights in the day, not all flights will be listed. In that case, advance the **Return Time** to a later time in the day to see additional, later departing flights.
- **Exact Date** – *This feature is only available to Premium subscribers.* This drop down gives you the ability to specify the number of days of which the search will take place relative specified. For example, if you specify a date of 10 Jan 2008 and select **+/- 2 Days** from the drop down, a total of five queries will be made for the dates 8 Jan 2008 through 12 Jan 2008 inclusive.

**There are several optional parameters that can be entered to further restrict the search and the results:**

- **Airline(s)** – You can search for flights on up to three particular airlines only. Enter the airline's two-letter code. If left blank, the query will return flights on all available airlines.
- **Alliance** – Instead of searching by Airline Code, you can search by all airlines within an airline alliance.
  - **Don't Show Interline Connections** – This check box will eliminate showing any connecting flights that do not match any Airline Code(s) you specified for the search.
- **Only Show Class(s)** – If no class is specified the query will return results for all saleable classes that the airline normally offers. These are called the *fare buckets* and show you the minimum number of seats presently available for sale at that fare class. Sometimes there are more seats available at that fare class. You may specify up to nine (9) class codes to filter your search results. You may specify them any way you like (i.e. "ABC", "A B C", "A-B-C", etc).

**NOTE:** You cannot use this class code filter search for "hidden" classes. The hidden award and upgrade classes are only viewable through the **Award and Upgrade Availability Search** tool.

- Note on "hidden" fare classes: There are special fare classes, such as those classes for frequent flyer awards and elite upgrades that are not normally shown.

- **Connection Preference** – This option will limit your search to just those flights that are either non-stops or direct flights that have stops between your departure and arrival cities but do not require a connection. You can also force at least one or two connections to be made.
- **Point of Sale** – Some airlines have the ability to show different availability for a flight depending on where you are in the world. ExpertFlyer will by default show the airlines inventory from a USA based Point of Sale. However this can be changed to another Point of Sale by selecting it from the Point of Sale preference.

**Note:** Any Flight Alert that is subsequently created from a Flight Availability search that used a non-USA Point of Sale will itself be checked using that non-USA Point of Sale

- **Results Page** – This determines how the results for multiple dates will be displayed on the results screen.

### Results Page Feature: Get More Results

On certain Flight Availability results pages, you'll have the ability to show additional results than just the one screen displayed. This is useful to display additional flights meeting your search criteria that appear later in the day, if they exist.

- **Get more results** – Click this link at the bottom of the results page to see additional results further in time for the same day. This may only show all the non-stop or direct flight options, depending on the search.
- **Back to original results** – Click this link at the bottom of the results page to go back to the first page of results.

### Results Page Feature: Filter Search Results

At the top of the results page you will see a link called Filter Search Results which allows you to show or hide specific class codes for the flights shown on the page. In addition, the Show Flights with No Availability option allows you to hide flights that have no availability at all in the selected Classes. Un-checking this option will result in only seeing flights that have an availability value of 1 or greater in the selected Classes.

## Flight Timetables

This search returns a timetable display of flight schedules from 1 month in the past to up to 1 year in the future. The search can be for a specific city/airport pair or for flights for 1 airport.

- **Departing Airport** – Enter the 3-letter code for the airport you want to leave from.
- **Arriving Airport** – Enter the 3-letter code for the airport you want to arrive at.
- **Search up to 7 days from this date** – This will return flight timetable information for the date specified and the next 7 days after that. This may result in multiple flight results for the same flight number, each with a different frequency or schedule that covers all 7 days.
- **Depart/Arrive Airport** – To specify if the results are to be all direct flights to or from the airport code entered.

### Results Page Feature: Filter Search Results

At the top of the results page you will see a link called Filter Search Results. This will allow you to show or hide specific airlines and airports from the results. It will also allow you to show or hide Codeshare, Direct, Connection, or Interline options from the results.

### Flight Status

The screen will allow you to make a query to find out the current status of a particular flight. This is useful for obtaining near real time information about a flight such as the time it actually departed and when it is expected to, or actually did, arrive at its destination. The View Additional Comments link will show the raw airline notes and comments for the flight. Flight information is not available for all airlines.

The results screen for this query will also display historical TSA security line wait times for the departing USA airport and any delay notifications for the departing and arriving airports.

All of the following are required to be entered for a query:

- **Depart Date** – Enter the date the flight departed its origin city.
- **Airline Code** – You can search for flights on one particular airline only. Enter the airline's two-letter code.
- **Flight Number** – Enter the airline's flight number you are interested in.

### Flight Details

This query will display general information about a particular flight. This query is useful to display such information as the scheduled arrival and departure time, the scheduled elapsed "gate-to-gate" time, and the meal service for each class on the flight and the on-time reliability information based on actual data from the previous two months.

On the information screen returned from your query, meal service will be given for each class delimited by a comma. For example: **L, L, S** means that First and Business class will be served lunch and coach will be served a snack. On long haul flights, sometimes two meals for each cabin will be indicated: **LD, LD, LD** means that both lunch and then dinner are served in each cabin. By clicking on the letter for the meal service, a pop-up list of meal codes become viewable.

All of the following are required to be entered for a query:

- **Depart Date** – Enter the date the flight departed its origin city.
- **Airline Code** – You can search for flights on one particular airline only. Enter the airline's two-letter code.
- **Flight Number** – Enter the airline's flight number you are interested in.

## Seat Map

This screen will allow you to enter a query for an actual seat map for a particular flight on a particular date. Not all airlines seat maps are available and not all make available their seats maps for all flights and in all classes. The query will return a screen for the flight and class selected that will show you which seats are already reserved, blocked or available for assignment.

- **Departing Airport** – Enter the departing airport for the flight you are interested in. Keep in mind that some flights may originate from a previous airport than the one you enter.
- **Arriving Airport** – Enter the arriving airport for the flight. Keep in mind that some flights may continue on to another airport after the one you enter.
- **Depart Date** – Enter the date the flight departed its Departing Airport.
- **Airline Code** – Enter the airline's two-letter code.
- **Flight Number** – Enter the airline's flight number you are interested in.
- **Cabin(s)** – Select the cabin(s) of service you want to see the seat map for. This list will show once you have typed in an airline code or name.
- **Results Page** - This determines how the results for multiple dates will be displayed on the results screen.

### Fare Information

*This screen is only available to Premium subscribers.*

This screen will allow you to enter information to access current fare information for air travel between a pair of two cities. Both One-Way and Round-Trip fares will be returned in the response screen. Along with the fares, will be the booking codes that will determine the class of service for the fare. In some rare cases, a fare for one class will be booked into a higher class. An example of this is the **YUP** series of fare classes offered by some US airlines on some of their routes. It would appear that this Y fare would be booked into Y (coach) class. However, this particular fare is booked into A (first) class.

RTW (Around the World) and Circle fares will be displayed in the response screen if the Departing Airport and Arriving Airport are the same. This can be searched by a specific alliance by entering in a member airline of that alliance.

The fares shown do not include and taxes, airport fees or security surcharges. So, they will be slightly lower from the fare you will actually pay should you buy a particular fare.

- **Show Advanced Options** - This will show the Ticketing Date, Class Code, Fare Basis Code, and Show Fares for All Travel Dates options. This setting is remembered for future searches.
- **Departing Airport** - Enter the departing airport for the flight you are interested in. Keep in mind that some flights may originate from a previous airport than the one you enter.
- **Arriving Airport** – Enter the arriving airport for the flight. Keep in mind that some flights may continue on to another airport after the one you enter.
- **Purchasing City** – Enter the city or airport code where you will be purchasing the ticket. In some cases, some fares may or may not be able depending on where the ticket is purchased. This can be left blank in which case the fares will be displayed based on the departure city.
- **Depart Date** – Enter the date the flight departed its Departing Airport. Historical fare searches are possible by entering a past date. Historical fare searches will only show fares going back a maximum of 1 year. It is recommended that a Ticketing Date be used with a historical fare search.
- **Return Date** – Enter the date the flight departs its Arriving Airport if you would like to validate the fares against a return date. A Return Date must be entered to display round-trip fares.
- **Ticketing Date** - The airline reservation system assumes a ticketing date of today for a Fare Information search. If you wish to see fares that are valid for ticketing dates other than today, enter the date in this field.
- **Airline Code(s)** – Enter the airline's two-letter code or look it up by clicking on the icon.
- **Currency** – Select the currency you want the fare to be displayed in from the drop down list.
- **Class Code** – If you want to restrict your search to just a particular class code, enter the first letter of the booking class here. Keep in mind that the booking class does designate the class of service. For example, for a YUP26 fare code that books into A class enter the code A. This will return all fare codes that are booked into A class including such non-A designated fares such as the YUP26 fare, if available based on the other query criteria. This feature is useful in filtering out potentially hundreds of fares that you have no interest in.

- **Fare Basis Code** – If you want to search for a specific fare basis code, enter the exact code here. This is useful to search for public negotiated corporate and government fares.
- **Currency** – Determines the currency within which the fares will be displayed.
- **Show Fares for All Travel Dates** – By selecting **Yes**, you will see all published fares up to 330 days into the future for the city pair specified, regardless of travel dates or any other restriction. To determine what date ranges a fare is valid for, look at the Seasonality or Travel Restrictions sections of the Fare Rules for the fare.

**Note:** It is recommended that you specify at least one airline when performing a Show Fares for All Travel Dates search, due to the large number of published fares for some markets. When no airline is specified, you may see a maximum of 250 fares returned due to reservation system limits.

- **Validate Fares** – By selecting **Yes**, you will see fares that are available only for the Departure Date you specify and that meet the advance purchase requirements for a fare based on the date of the query, season restrictions, and the Return Date. If a fare, under any conditions, is not available for travel on the Depart Date and/or Return Date specified it will not be displayed if this filter is **Yes**.

By selecting **No**, all published fares for this query will be displayed for the Depart Date regardless of advance purchase requirements, minimum/maximum stays, or Return Date.

### Results Page Feature: Show fares for cabin(s)

On the Fare Information results page, you'll have the ability to show or hide fares that book into specific cabins. As you select or deselect various cabins, the Fares listing will show or hide those fares.

### Fare Rules, Routing Rules, and Booking Class Searches

*This response screen is only available to Premium subscribers.*

The fares returned in the response screen for Fare Information will each have a link on the right side to the complete **Fare Rules** for this fare. Read these rules carefully. They may give restrictions as to when the fare is valid, such as day of the week or on a particular flight number only. They will also give you information on whether or not stopovers are permitted, minimum and maximum stays and any penalties that may exist if you change or cancel your flight.

Also available on the right side is a link to the **Routing Rules** for this fare. This is useful to determine what, if any, restrictions on how you route from the Departing Airport to the Arriving Airport for that fare. One example of a routing rule is that maybe the fare is only valid for non-stop flights or perhaps only when routed through a specific connecting city. The Routing Rules also contain Ticketed Point Deduction information for applicable fares.

The **View Booking Class** option will show the Prime Booking Class Table - Booking class information filed by the fare owner (usually the overwater carrier), plus any exceptions filed for segments flown by other carriers. Optional you can specify a secondary airline to show the Secondary Booking Class Table for the fare - Booking class information for segments flown by carriers other than the fare owner who have a different booking code from the prime carriers.

### Travel Information

This query screen has several tabs, the first tab, **Ratings & Delays** allows you to search for historical information about a particular flight, route or airport.

- Reliability Ratings will tell you the percentage of time a particular flight was on time during the past two months and what the average amount of time it arrived late at its destination. You can search a particular flight or you can search a particular route with the option of restricting your search to a particular airline on that route.
- TSA Security Line Historical Wait Times will tell you what the average wait time for a specific TSA security checkpoints have been averaging over the past two months at the airport specified for the date of the week and time of day you want.
- Airport Delay Notifications will show you the current delays published by the FAA at USA airports. Roll your mouse over a specific Airport Delay Notification to see the information pertaining to that notification.

**Minimum Connect Time** searches tell you how much time is necessary between connecting flights in order for a connection to be valid. Airlines publish MCT by airport and there is a standard MCT and then exceptions to the MCT based on either airline, flight, or terminal. You can narrow down the MCT search by specifying the airline(s) that you will be connecting on as well as the type of connection - International or Domestic flights connecting to an International or Domestic flight.

**Maximum Permitted Mileage** or MPM returns information about the maximum allowable mileage to get from your origin to your destination. The MPM search is for either your origin and destination (e.g. NRT-LHR) or all the airports you want to connect to along your route (e.g. NRT-LAX-DFW-JFK-LHR) and the MPM will tell you if the route uses and if it exceeds the sum of the TPM mileage allowance for the route. If the route you pick uses more miles than allowed, you will be charged an extra mileage surcharge (EMS) by the airline.

The **Connecting Cities** search will show you all of the predetermined possible single and double connection points between two cities. You must however still check the Routing Rules of routing validated fares to determine the allowable route for your specific fare, or for mileage validated fares, the MPM.

The **Interline Agreements** search will show you all of the airlines that have an Interline Agreement with the searched airline.

The **Visa, Health & Passport** search will show the different requirements upon entry when flying to and from various countries. It is made up of separate searches:

- Visa/Entry Requirements - This search returns Passport and Visa requirements for the country you are visiting based on your country of citizenship and the country you are departing from and traveling to. It also returns any health warnings or vaccine requirements for the destination country.
- Visa Information - Shows all Visa requirements and exemptions for a country.
- Passport Information - Shows all Passport requirements and exemptions for a country.
- Customs Information - Shows all Customs rules and regulations for a country.
- Currency Information - Shows any currency import/export restrictions for travelers to a country.
- Health Information - Shows any health warnings or vaccine requirements for the destination country.
- Airport Tax - Shows any airport taxes that are levied on passengers traveling to a country.

### Code Look-Ups

On the left side blue panel on every screen are several links to look-up tables.

- **Airport Codes** – This table give the 3-letter code used to identify a particular airport. You can either enter, pressing the Filter button, the 3-letter code and find out the name and location of the airport or enter the name and find out its 3-letter designation. You can also enter a city name in the Location box and all airports in that actual city will be displayed.
- **Airline Codes** – This table will give you name of the airline by entering its 2-letter code or the 2-letter code by entering some part of the airline's name.
- **Class Codes** – This table will give you a brief description of the class of service for a particular code for a particular airline. Enter the 2-letter airline code.
- **Equipment Codes** – This table will briefly describe the type of aircraft based on its 3-character code. Enter the 3-character equipment code.
- **Meal Codes** – This table will briefly describe the nature of the meal served.

### Flight Alerts

*This function is only available to Premium subscribers.*

Flight Alerts™ gives you the ability to specify a flight segment with an upgrade or award Class code for the currently available airlines for which we make upgrade and/or award inventory visible. Please check our website for the current list under the Support tab. You may have up to a total 30 Flight, Aircraft Equipment, and Seat Alerts® in the Active state at any one time.

The Create New Flight Alert entry screen allows you to specify the flight segment you want ExpertFlyer to monitor for you. You may enter a segment at any time prior to departure as long as the flight is currently in the airline's schedule for the date you specify. Generally, this can be up to 330 days in advance of the date of departure, however it could be more for some airlines.

You can also set a threshold for the amount of available inventory to trigger an alert by using the **Available Quantity** drop down option. There are two types of Flight Alerts, "At Least" and "Less Than". At Least alerts will look for at least the specified Availability Quantity of inventory before sending you an email notification. For example, an alert set to "At Least 2" will only notify you if there availability for the class is 2 or greater. Less Than alerts will alert you when the availability of a class has decreased past the threshold you set, so a "Less Than 3" alert will let you know when the quantity becomes either 2, 1, or 0.

Once you enter the information required, press the Verify and Create button. You may test the email link and verify the data you entered for your email notification by checking the Send Test Email box on the entry screen. This will immediately send a test message with Flight Alert details you entered to all email addresses you entered in the My Account section once you press the Verify and Create button. This will cause ExpertFlyer to verify that the flight (not the Class) exists on the date and between the city pairs specified. From then on, ExpertFlyer will periodically poll the appropriate GDS to determine if availability exists of at least the Available Quantity you entered. Once availability is found, you will be notified by email at all of the addresses you have entered into the My Account section.

Your required default email address in the My Accounts section will receive a Flight Alert notification email with our ExpertFlyer logo. The optional two additional email addresses will receive text only emails to facilitate viewing on cell phones, PDAs, etc.

- **Create Flight Alerts** – Allows you to create a Flight Alert. Up to a total of 30 Flight and Seat Alerts® may be active at any one time.
- **View Saved Alerts** – Allows you to view all current Flight Alerts. A Flight Alert will show as having one of three statuses:
  - **Pending** – Availability has not been found but the process of polling the GDS continues.
  - **Notified** – Availability has been found and an email notification has been sent to the addresses specified in My Account.
  - **Expired** – Availability has not been found and the flight is past its departure time. No more polling of the GDS will take place.
  - **Quick Check** – Clicking on this will immediately execute a query to the GDS to see if there is availability for the particular Flight Alert on that line.
  - **Delete** – Clicking on this will delete the Flight Alert from the list.
  - **Resubmit** – Clicking on this will resubmit the Flight alert for processing and return the status to Pending.

**Note:** Flight Alerts will notify you when inventory availability is found by. There is no guarantee that inventory will be available at the time you request it, electronically or live, from the airline.

**Note:** It is possible that availability for your Flight Alert request may become available for a very brief period of time such that the Flight Alert polling procedure might miss it. There is no guarantee that any requested inventory that might become available will be found by Flight Alerts.

**Note:** All Flight Alerts will be suspended should your account become Inactive for any reason (i.e. subscription expiration) and no polling or notification will take place until your account is reactivated.

### Seat Alerts

*This function is only available to Premium and Basic subscribers.*

Seat Alerts® gives you the ability to save the location of one or more of your favorite seat locations that are presently occupied on a particular flight. For example, if you would like to reserve with your airline a window seat for your flight but there are none presently available, you can enter the flight details in this function and tell ExpertFlyer to periodically check to see if a window seat becomes available. If we find one, we'll notify you by email based on your profile information in My Account. You can also specify one or more specific seat numbers like 1A or 34J and be notified if and when they become vacant. Seat occupancy is very dynamic on flights in all classes, occupancy status can change daily and more frequently as departure approaches. ExpertFlyer automatically increases its polling of the flight closer to departure. Premium subscribers may have up to a total 30 Seat, Aircraft Equipment, and Flight Alerts active at any one time. Basic subscribers may have up to 4 active Seat Alerts at one time.

- **Create Seat Alert** function starts with the Seat Map Search screen. This is where you enter in the information about the specific flight on which you want to set a Seat Alert. After entering all the information and executing the search you will see the actual current seat map displayed showing the seats that are occupied, blocked and vacant. On the right side of this map you will see the box "Create Seat Alert". Clicking this box displays a collection of entry and check boxes to be filled in. Under "Seats", you can

either check any one of the available global searches or click on a specific seat location on the seat map to enter one or more specific seat locations. After you give the Seat Alert a name, click "Save" and your seat Alert will be saved for processing by ExpertFlyer.

- **View Saved Alerts** – Allows you to view all current Flight Alerts. A Flight Alert will show as having one of three statuses:
  - **Pending** – The seat(s) has not been found but the process of polling the GDS continues.
  - **Notified** – At least one of the seats has been found and an email notification has been sent to the addresses specified in My Account.
  - **Expired** – Seat(s) has not been found and the flight is past its departure time. No more polling of the GDS will take place.
  - **Quick Check** – Clicking on this will immediately execute a query to the GDS to see if there is at least one seat that meets your criteria for the particular Seat Alert on that line.
  - **Delete** – Clicking on this will delete the Seat Alert from the list.
  - **Resubmit** – Clicking on this will resubmit the Seat alert for processing and return the status to Pending.

**Note:** Seat Alerts will notify you when at least one seat matching your criteria is found. There is no guarantee that the seat will be available at the time you request it, electronically or live, from the airline.

**Note:** It is possible that availability for your Seat Alert request may become available for a very brief period of time such that the Seat Alert polling procedure might miss it. There is no guarantee that any requested inventory that might become available will be found by Seat Alerts.

**Note:** All Seat Alerts will be suspended should your account become Inactive for any reason (i.e. subscription expiration) and no polling or notification will take place until your account is reactivated.

### [Aircraft Equipment Change Alerts](#)

*This function is only available to Premium subscribers.*

Aircraft Equipment Change Alerts allow you to be notified if the published equipment code for a flight, as noted in the Seat Map results, changes in the future. An Aircraft Change Alert will periodically check the aircraft equipment code returned with the Seat Map of a flight to see if it has changed since the alert was created. If so, ExpertFlyer will notify you as to what the new aircraft equipment code is.

To create an Aircraft Equipment Change Alert, enter the airport pair, date, airline, and flight number of the flight segment that the alert will monitor. Also enter a descriptive name for the alert in the Name field.

Once you enter the information required, press the Verify and Create button. You may test your email addresses and verify the data you entered for your email notification by checking the Send Test Email box on the entry screen. This will immediately send a test message with Aircraft Equipment Change Alert details you entered to all email addresses you entered in the My Account section once you press the Verify and Create button. This will cause ExpertFlyer to verify that the flight exists on the date and between the city pairs specified. From then on, ExpertFlyer will periodically poll the appropriate GDS to determine if the aircraft equipment for the flight has changed. If a change is detected, you will be notified by email at all of the addresses you have entered into the My Account section.

### **My Account**

Subscribers have an easy way to manage their account by going to My Account from the link on the left side. Here you can change your password, account information, and default formats for currency and date entry as well as purchasing city for fare queries.

Under the Subscription tab, you can manage your subscription preferences and changes from one level of service to the other. You can also easily change your level of service between Basic and Premium and from monthly to annual (Premium only). Just click go to the Subscription tab, click on the Type of service you want and the Period for when to want to be billed and then click Save. Here is where you can also set your renewal options to either automatically renew every month or year, or not at all.

You can also re-establish your service if you have let it lapse without the need to establish a new account.

If you are a Premium subscriber, you also have the option of adding one or two additional email addresses that will only be used for text only Flight Alert notifications.

Under the Preferences tab, you can set the default date format and currencies, airline codes, departing airport and purchasing city.

### **Frequently Asked Questions (FAQ's)**

ExpertFlyer maintains an up to date FAQ section. It is a direct result of questions and feedback we get from our subscribers. It should be your first resource for any questions about ExpertFlyer you may have. It can be accessed from Support link at the top of the screen.

Of course, if you have any questions not answered by our FAQ section you can email them to us from the link Contact Us link in the Support section.

### **The EduGuide for Understanding How to Use ExpertFlyer to Your Advantage**

We put together an educational guide to help you understand some of the jargon used within ExpertFlyer and by frequent flyers. It's designed to guide you through different strategies in using the wealth of information available through ExpertFlyer and how to interpret it properly.

You can find it in the Help section of ExpertFlyer and we urge you to spend the time reading it.