

Ticket status retrieval

Simple and easy instructions for confirming the status of a United ticket

1.



[Home](#) > [Travel Agency Information Center](#)

Travel Agency Information Center

[Agency Secure Login](#)

Welcome to the travel agency information center.

GSA/Direct Sales Reporting - [Initial Login](#)



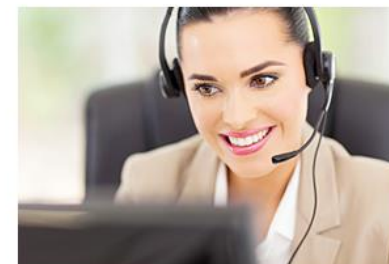
[United news](#)

Stay up-to-date with current and archived news items.



[Travel resources](#)

Review information including airport maps, baggage policies, traveling with minors or pets, and more.



[United contacts](#)

Frequently used contact information.



[Operational notices](#)

Information on developing events that may affect travel. For past-date exception policies visit the [waiver archive](#). Visit [services changes](#) to view guidance on market withdrawal and codeshare changes.



[Booking and ticketing information](#)

View and download policies governing bookings and tickets.



[Programs and services](#)

United offers special programs and services for group, meeting, military and vacation travel.

Visit United's dedicated Travel Agency Information Center at united.com/agency

Enter the secure section of the website by clicking the "Agency Secure Login" on the top right hand corner.



2. Click the Ticket Status link

The screenshot shows the United Travel Agency Information Center dashboard. At the top left is the United logo. Below it, the breadcrumb navigation reads "Home > Travel Agency Information Center". The main heading is "Travel Agency Information Center". On the left, it displays "Agency Name:" and "User: Login Support". A "Sign Out" button is in the top right. A grey banner contains the text "Welcome to the travel agency information center." and "GSA/Direct Sales Reporting - Initial Login". Below this, there are four menu items: "Incentive Reports" (with a description), "My Profile" (with a description), "Ticket Status" (highlighted with a red box and a description: "Know instantly if a ticket has been flown or not."), and "Sales Report" (with a description). "User Management" is also listed with a description.

3. Enter the 13 digit ticket number you wish to view*

* Can only view 016 tickets. If the booking and the ticketing agencies are different, only the booking agency can see the ticket.

The screenshot shows the "Ticket Status" search page. The breadcrumb navigation is "Home > Travel Agency Information Center > Ticket Status". The heading is "Ticket Status". It displays "Agency Name: FCM TRAVEL SOLUTIONS - 22662964" and "User: Login Support". There are two input fields: "IATA Number:" and "Ticket Number:". The "Ticket Number" field contains the value "0161234567891" and is highlighted with a red box. To the right of the "Ticket Number" field is a link "Where can I find this?". At the bottom left, there are "Search" and "Cancel" buttons.



4.

The ticket status will display at itinerary and coupon level

Home > Travel Agency Information Center > Ticket Status > Ticket Status Result

Ticket Status Result

Agency Name: [Sign Out](#)

Ticket Information

Tkt #: 0161234567891	Issue Date: 01JUN15	Fare Amount: 251.64	Pt. of Sale Cd: BOS
Pax Name:	Agency:	Booking Agency:	

Itinerary

Cpn #	Origin	Dest	Carrier*	Flight #	Travel Date	Tkt Designator	Status**
1	SFO	LAS	UA	1751	16JUN15 1125	TAO14AKN/8D02	FLOWN
2	LAS	SFO	UA	697	17JUN15 1658	TAO14AKN/8D02	FLOWN

* The carrier code displayed is the operating carrier. To inquire about United (UA) or United Express (UAX) segments, other than those marked "Flown", please contact United's Ticket Documentation Department at (713) 324-4023 for instructions. Status for segments other than UA or UAX should be verified with the operating carrier.

** Segment status may be displayed as "Flown", "Not Flown", "Refunded", or "Exchanged". The status will change to "Flown" three to seven days after the passenger completes the scheduled flight.

[Check Refund Status](#)

Payment

Form of Payment: American Express

Status will show as either flown, not flown, refunded or exchanged. Form of payment details will also display.



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