Introducing Oscar Munoz, President and CEO

United has named former president and chief operating officer of CSX Corporation and United board member Oscar Munoz as President and Chief Executive Officer.

Over the past few weeks, Oscar has been visiting United employee groups throughout the system, discussing a shared purpose of safety, customer service, teamwork and innovation. Read more about Oscar Munoz

New flight routing to reduce delays and improve reliability efforts

In ongoing efforts to improve reliability and enhance our ability to recover from irregular operations, this winter we will double our scheduled "out and back" flying to and from our hubs. Simplifying how we move our mainline aircraft around the network will minimize the severity of downline impacts from delays and cancellations, limiting the ripple effect to one route at a time. In addition, our aircraft can be kept closer to maintenance resources and spares.

New first class seats
This month we debuted new custom-designed United First seats on our Airbus A319, with retrofits planned on A319s, A320s and many Boeing 737s and 757s through 2016. The wider, 21.1-inch first-class seats feature several elements to improve customers’ experience, including:

- All-leather seat covers
- Patented-design tray table with tablet holder
- In-seat universal A/C power outlets for customers to charge their devices;
- Additional in-seat storage
- Dedicated beverage holders with granite cocktail tables.

Watch the video about our new seats and future cabin design concept

More exciting new routes announced

United has applied to the U.S. Department of Transportation (DOT) to begin seasonal nonstop service between San Francisco (SFO) and Xi’an, China (XIY). If approved, this will be the first trans-Pacific service to XIY operated by any airline, and United will be the first U.S. airline to serve the city. Within the U.S., seasonal service between New York / LaGuardia (LGA) and Montrose, CO (MTJ) starts December 19, 2015 and goes through March 26, 2016. New routes include: Washington Dulles, (IAD) -- Moline, IL (MLI), (SFO) - Northwest Arkansas Airport (XNA), and Chicago (ORD) - Kalamazoo, MI (AZO). See route details

Agency tip of the month:
Be notified of customer credit card chargebacks

United works collaboratively and proactively with valued ARC travel agencies to identify and resolve credit card chargebacks. Register for our complimentary service and receive email notifications when chargebacks have been identified, enabling you to review charges faster and ultimately reduce the number of chargebacks received. Learn about United’s chargeback process and subscribe to chargeback notifications for your agency today.
Introducing....

United Airtime

United wants to hear from you
United is making it easier than ever for customers to submit feedback with the introduction of United Airtime. Our new online hub will be used to collect questions and suggestions for improvement. Click here to explore and learn more!

For the latest news visit hub.united.com | For Travel Agent information visit united.com/agency