



## **User Guide**

Version 5.0

©2008 Expert Travel Services, LLC. All Rights Reserved.

ExpertFlyer, ExpertFlyer.com, Empowering the Frequent Flyer and the ExpertFlyer.com logo are registered trademarks of Expert Travel Services, LLC.

### 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:

Our Travel Services include:

- Awards & Upgrades
- Flight Availability
- 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 and the variable date and multiple Class code features within Flight Availability.

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

- SeatGuru - Seat maps with commentary for selected airlines and aircraft
- FlyerTalk- Community bulletin board of frequent flyers and other travel related topics
- Great Circle - Great Circle Mapper for calculating the miles between cities
- Flight Explorer - Tracks the present position or intended route of a flight in real time

### 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 clicking on **Save Query**. 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 **Query Library**.

## 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.
- **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. In some cases, this choice may not be available.
- **Results Page** – This determines how the results for multiple dates will be displayed on the results screen.

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

### **New Results Page Feature: Get More Results**

New to this version of the ExpertFlyer is 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.
- **Back to original results** – Click this link at the bottom of the results page to go back to the first page of 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. 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.
- **Class Code(s)** – Enter the class/cabin of service you want to see the seat map for. It is best to use **Y** for coach/economy class, **J** or **C** for business class and **F** for first class.
- **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 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.

- **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.
- **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.
- **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.

- **Currency** – Determines the currency within which the fares will be displayed.
- **Filter Results** – By selecting **Yes**, you will see fares that are available only for the Departure Date you specify and for any query that meets 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 Return Date if specified) it will not be displayed if this filter is **Yes**.

By selecting **No**, all published fares for this query will be displayed regardless of whether or not they are valid for the Departure Date / Return Date or subject to seasonal restrictions or advance purchase requirements.

- **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.

### Fare Rules and Routing Rules

*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.

### Travel Information

This query screen 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.

### 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 20 Flight Alerts active at any one time. This limit of 20 includes all Flight Alerts on your list whether they are Pending, Notified or Expired.

The Create 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. You can also set a threshold for the amount of available inventory to trigger an alert by using the **Available Quantity** drop down option.

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 20 Flight Alerts may be active at any one time.
- **Saved Flight 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 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.

### [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 Support section of ExpertFlyer and we urge you to spend the time reading it.