

UNITED



IBT Career Move Handbook

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A Introduction

United (the “Company”) is committed to helping you make a successful move to your new assignment. The IBT Career Move Handbook (the “Handbook”) has been designed to give you a better understanding of the Company’s relocation program, including expense reimbursement and relocation assistance. The Company will review your expenses to confirm that they are reasonable. Your cooperation in helping to control costs will be greatly appreciated.

This Handbook is a summary of the major aspects of the Company’s relocation program. In case of conflict between this Handbook and the Collective Bargaining Agreement (the “Agreement”) between the Company and the International Brotherhood of Teamsters (the “Teamsters”), the Agreement shall govern. We recommend that you read this Handbook carefully. Knowing the steps involved in arranging your Company-paid move will ensure a smooth transition to your new assignment.

B Eligibility

An IBT-represented employee is eligible for a Career Move once in his career, provided he is not on probation or returning from inactive status (Furlough, Illness Leave, etc.). A Career Move can only be used for a job transfer from an active status at one location to an active status at another location. Your new residence must be within 50 miles of your new work location—services will not be provided to a residence outside this distance.

C Initiating Your Move

C-1 Learn About Your New Location.

First complete a UPE-1682 form and Relocation Repayment Agreement (both forms are included in this document as the last two pages). Assistance with area counseling and home-finding services at your new location will be available once you have received authorization through NuCompass Mobility, the Company’s designated Relocation Services Provider (the “RSP”). Many of the aspects of your move will be handled directly with the RSP. Should you have any disagreements or disputes with the RSP regarding covered expenses, your Relocation Consultant from NuCompass will escalate to United. Be sure you have received Company authorization as confirmed by NuCompass Mobility for your move before incurring move-related expenses.

NuCompass can assist with various aspects of your move. Services include:

- A personal Relocation Consultant to assist you through the relocation process
- Information regarding housing availability and costs, commuting distance and alternatives, quality of schools and school districts (where available), state/local taxes, climate, recreational opportunities, any additional information you may request; and
- Appointments with qualified real estate agents in your new location

C-2 Set Up A House-Hunting Schedule.

House hunting must be completed on your own time and is not on paid time. Upon request, the Employee Travel Center will issue one highest priority roundtrip, non-revenue space available pass for you and your spouse or Company-recognized domestic partner to learn more about the area and to look for a new home.

All reasonable expenses, including lodging, meals (not to exceed \$30 per day per person) and transportation, will be reimbursed for a three-day, two-night house-hunting trip to your new

location. You must submit expenses in the manner required by the Company, along with receipts for lodging, transportation and babysitting. If you expect to incur babysitting expenses, please consult the RSP before you make your babysitting arrangements. Authorized babysitting expenses are reimbursed under the Miscellaneous Expense Allowance.

Use of your own or a borrowed automobile will be reimbursed at 55.5 cents per mile or Company policy (currently 56.5 cents per mile at publication), whichever is greater. Alternatively, with prior approval you may rent a compact automobile for a maximum of three consecutive days. You must follow the Company's business travel policies when renting an automobile or reserving a hotel room. In some locations, the RSP is available to help make alternate lodging arrangements.

C-3 Terminating Your Lease (for renters only).

If you are currently renting your primary residence,¹ in your departure work location the Company will pay the expenses associated with lease termination, provided you:

- do not advise your landlord that the Company will assume your lease obligation
- get the best lease settlement you can and submit a copy of the lease agreement for reimbursement. Final lease termination arrangements should be in writing and, if possible, signed by the landlord or his/her authorized agent

D Reporting To Your New Assignment

D-1 Interim Living Expenses

Interim living expenses provide reimbursement for duplicate expenses incurred at your new Base that are necessary in order to work at your new location. They allow time to find an appropriate rental unit or close on the purchase of a new residence. Interim living expenses will be reimbursed **only** if your previous primary residence remains unsold or un-leased. For information on interim living expenses, which include relocating your eligible dependents, see the section below titled "Waiting on Movers at New Residence."

Once you have been activated at your new work location, the Company will reimburse reasonable (as defined by Company Business Travel Policy) interim lodging, meals and laundry expenses for the first 90 consecutive days if you own your home at your former location, or for the first 30 consecutive days if you rent at your former location. You must follow the Company's business travel policies when requesting a hotel room.

In some cases, the RSP can arrange for direct-billing when booking a hotel so that you do not have to pay out of pocket. Contact the RSP to determine if this service is available in your new work location.

D-2 Reporting Expenses

Report your expenses weekly via the NuCompass Navigator website. Receipts are required for lodging, meals and laundry in accordance with the company travel expense policy. (NOTE: Dry cleaning is not a moving related reimbursable expense.)

¹ Your "primary residence" is the home or apartment owned or rented by you. If your primary residence is not the same as noted on your Employee Profile, the Company's Relocation Services Provider may request a copy of a lease, purchase contract, utility bills or other documents to verify continuous ownership and/or residency.

D-3 Cost of Living Daily Allowance

If you are unable to move into your new residence as scheduled, you may receive a cost of living daily allowance for up to 90 days. This is part of, not in addition to, the 90 days of reimbursable interim living expenses. You must make arrangements for this allowance through the RSP before incurring any expenses. Receipts and supporting documents for expenses are required. The cost of living daily allowance will be calculated based on the following formula:

- Cost of living at new location for one month (food, rent, and laundry)
- Less: Cost of living at former location for one month (food, housing, and utilities)
- Divide the difference by 30 days
- Equals: Cost of living daily allowance

D-4 Waiting on Movers at New Residence

If you and your family arrive at your new location before the scheduled moving van, the Company will reimburse reasonable lodging, meal and laundry expenses until you can move into your new home. Reimbursement is limited to a maximum of seven days. You must make arrangements through the RSP before incurring any expenses. Receipts and supporting documents for expenses are required.

E Moving Your Household Goods

E-1 Moving Your Household Goods

The Company will arrange for a professional moving company to handle the shipment of your household goods. You will be provided with contact information for the selected moving company. Work with the moving company's representative to schedule your household goods survey, packing, loading, storage and delivery.

The Company **will** pay for the following services associated with moving normal household goods:

- Normal packing and necessary materials;
- Transportation of up to 25,000 lbs. of household goods to your new primary residence;
- One extra pick up at point of origin or one extra delivery at destination each within a fifty (50) mile radius;
- Normal appliance service, including wiring and plumbing modifications at the point of connection, required for disconnection and reconnection of your appliances;
- Storage at your destination for up to 120 days, if necessary;
- Warehouse handling;
- One warehouse access to household goods in storage, if needed;
- Delivery to your new residence;
- Normal unpacking and removal of packing materials;

- TV antenna or small satellite dish (i.e., Direct TV or like service) removal and installation (This does not include removal and installation in fringe areas where a special mast-type antenna or other special installations are used.);
- Disassembly and re-assembly of cable TV service if moved from former residence;
- Disassembly and re-assembly of children's swing sets (not set in concrete); and
- Disassembly and re-assembly of a pool table.

The Company **will not** pay for the following services:

- Exclusive use of the moving van or expedited service;
- Partial delivery of household goods from the warehouse;
- Housecleaning or maid service at either your former location or new primary residence;
- Removal or installation of wall-to-wall carpeting, draperies and/or rods, waterbeds (unless drained and prepared for shipment), electrical fixtures, water softeners or similar items; (See the Miscellaneous Allowances section of this handbook for further information on alteration and installation of draperies and carpeting)
- Expenses for additional wiring or plumbing, removal or movement of any existing utility service, and replacement or repair of existing utility systems or appliances;
- Packing or transportation of boats, trailers, camping and utility trailers, motorcycles (the Company will, however, pay to move a motorcycle in lieu of an automobile), jet skis, snowmobiles, lumber, bricks, cement, cordwood, airplanes or airplane parts, household pets (except as specified below), plants or any perishable items, or items which are not considered part of normal household goods or personal effects;
- Hobby/woodworking equipment or machine tools that are oversized and/or that require special moving services;
- Packing or transportation of automobiles included with your household goods;
- Waiting time, overtime, weekend or holiday service provided by the moving company.
- Disassembly or re-assembly of children's playhouses, portable swimming pools, hot tubs, utility sheds, fencing or items of a similar nature; and
- Removal, replacement or repair of any portion of your fixed house.

E-2 Insurance of Your Household Goods

The Company will provide full replacement value insurance on your normal household goods. The amount of any insurance settlement is not to exceed \$5 per pound multiplied by your shipment weight. For example, the maximum insurance settlement for a shipment of 10,000 pounds cannot exceed \$50,000. Items of excess valuation such as artwork and antiques may require the purchase of additional valuation coverage at your expense. Jewelry is excluded from this insurance coverage. Please consult with the RSP should you have any questions regarding insurance coverage.

E-3 Moving Estimates/Schedules

The moving company will make an appointment to come to your home and estimate the necessary packing materials and loading time for your move. Please advise the moving company of any unusual items you plan to move, fragile items requiring careful handling and items which will remain at the location.

You should try to arrange packing/loading/unloading/unpacking days with the moving company that best meet your schedule. The Company will not pay an additional cost for waiting time, overtime, weekend or holiday service. If it becomes necessary to change your move date, please advise the moving company at least 48 hours in advance to make arrangements for alternate dates.

The Company will pay for moving expenses to a maximum shipment weight of 25,000 lbs. of household goods. If your shipment exceeds the weight limit, you will be responsible for the additional charges incurred from the excess weight.

E-4 Packing and Loading

The moving company assumes full responsibility for all articles they pack and will not be responsible for damage to items you pack, unless the damage is caused by their obvious negligence. Packing will be done professionally by the moving company, using new materials.

Dangerous items such as flammable gases and liquids, or perishable items such as plants or food, should not be packed or shipped.

Do not ship important documents, jewelry, money or other irreplaceable items.

Do not pack your uniform, employee identification badges, or passport.

You or your representative must be present when your household goods are loaded for shipment.

The moving van driver should take inventory of all items to be moved, accurately marking the contents of the boxes and noting the condition of your household goods. Sign and keep a copy of the inventory list. You will need the inventory list should you claim any damage or loss.

E-5 Shipping Your Automobile

Helpful Tips for Shipping Your Automobile(s):

- After you have completed the form(s) to initiate a move, and the move has been approved, an automobile transport company will contact you to schedule a transport date.
- Remove all personal belongings from your automobile.
- At time of automobile pick-up, you must sign an Inspection Report and/or other form(s) as required by the automobile transport company.
- Upon delivery, you should inspect the automobile. Record any damages, and sign the Delivery Receipt and/or other form(s) as required by the automobile transport company.
- If your automobile pick-up or drop-off point is an air freight office, air freight personnel will not be responsible for the inspection of your vehicle.

- Your automobile(s) must be owned by you and in operable condition prior to transfer.
- Shipment of antique (classic) automobiles must have prior Company approval.
- Your automobile (except for antique/classic automobiles) will be insured for transit-related damage.

E-6 Delivery at Your New Residence

Upon delivery, the driver and moving crew will unload and unpack your household goods.

Helpful Tips for Safe Delivery of Household Goods:

- Check the goods delivered against the inventory list made by the moving van driver at the time of loading. It is your responsibility to account for all items listed, noting any damage or loss, and to verify that all items to be moved were loaded
- It is to your advantage to have the moving crew unpack your household goods, as it places responsibility for safe delivery of fragile articles with the moving company. The Company will not pay for deferred unpacking. You should sign and date the moving company's form for only the actual and total amount unpacked, as the Company will be charged accordingly. **Do not sign a blank form**
- Packing materials that you do not want to keep should be removed by the moving crew. The Company will not pay for deferred removal of packing materials
- You and the moving van driver should check for any property damage that may have occurred to your primary residence after your household goods were unloaded from the moving van, and record any damage on the inventory list
- If you have your goods in storage, you should advise the moving company at least two weeks in advance of the date that you want your stored goods delivered. This will help to ensure your desired delivery date is met

E-7 Reporting Damaged or Lost Household Goods

If there are any damaged or missing household items, follow these steps:

1. Inform the driver that the loss or damage did occur.
2. The moving van driver must note any damage or loss on the inventory list.
3. Keep a copy of the inventory list, noting the missing items or type of damage and the item number(s) affected. You and the driver should both sign and date the inventory list.
4. Request Proof of Loss and Damage forms immediately from the moving company at your destination.
5. Complete the Proof of Loss and Damage forms and return them to the moving company, indicating the item numbers of the missing or damaged articles and the extent of the damage. Do not send your copy of the inventory list.

E-8 Shipment of Personal Effects by Company Aircraft

You may request one shipment (up to 1,000 pounds) of personal effects as space available Company material (COMAT) on Company aircraft. .

Household effects being shipped COMAT or NRSA must be:

- Properly and securely packed
- Clearly labeled with your new Company address, and
- Delivered to the nearest Company air freight office

Your shipment is subject to the same packing, size, and weight restrictions as all other Company air freight. Valuable, perishable, or time-critical items should not be sent COMAT or NRSA. For safety reasons, dangerous goods may not be packed along with household items as part of the COMAT or NRSA authorization when moving. Restricted articles include, but are not limited to: acids, matches, lighter fluid, paints, flammable solids such as flares, flammable liquids such as paint and lacquer thinners, corrosive materials such as wet cell batteries, explosives such as fireworks or black powder, compressed gases, fire extinguishers, poisons and irritating or incapacitating sprays. Firearms can be sent COMAT or NRSA provided they are unloaded and declared. Call the air freight office if you have any questions.

Your COMAT or NRSA shipment is not automatically covered by Company insurance. Loss and/or damage claims will not be processed unless you purchased insurance prior to your shipment. The reasonable cost of purchasing insurance will be reimbursed if it is submitted as a miscellaneous expense.

E-9 Transporting Your Pets

Pets can be shipped via United's PetSafe™ or similar service at employee-discounted rates. The costs of shipping will be reimbursed through the RSP. You may purchase a kennel (maximum of two) from the air freight office. The cost is reimbursable, provided the Company has not previously reimbursed you for the purchase of the kennel(s). Health certification and rabies tags, if required, should be documented before shipping your pets. Necessary health certification, rabies tags and any other costs incurred in transporting your pet(s) are not reimbursable.

During certain periods of the year, and at certain locations, The Company may embargo the shipment of pets on Company aircraft. In these situations, you should work with the RSP to arrange alternate transportation of your pets. If suitable arrangements cannot be made, it will be your responsibility to secure transportation of your pets. In some cases, driving en route to your new location may be the only way to ensure the safe and timely transportation of your pets.

For additional information regarding the shipment of pets please contact a Company Cargo representative.

E-10 Moving Mobile Homes

In lieu of shipping your household goods the Company may agree to move a mobile home if it is your primary residence. Prior approval is required.

Arrangements must be made through the RSP. You must provide details indicating the make, model, year and size (length, width, height) of your mobile home.

You are responsible for making sure that your mobile home is in road-worthy condition. If modifications to your mobile home are needed to facilitate its transportation or to comply with state or local laws, the Company will not be responsible for the cost. You are also liable for any necessary en route repairs to your mobile home.

E-11 Storage

If needed, the Company will pay for a maximum of 120 days of storage of your household goods at your new location. Storage at the point of origin is not normally reimbursed and requests for exceptions must be approved prior to incurring the expense. Upon the completion of 120 days of Company-paid storage, your goods may be kept in storage, but the related costs for storage, moving items out of storage, and insurance will be yours. Your household goods must be removed from storage prior to the expiration of the Company-paid move entitlement period. If you do not take delivery of your household goods from storage to a new primary residence prior to the expiration of the Company-paid move entitlement period, you must reimburse the Company for all costs incurred in connection with moving your property except any house-hunting expenses. It is suggested that you not use your one Company-paid trip to access goods in storage unless it is absolutely necessary.

E-12 Completion of Company-Paid Move

A Company-paid move is “complete” once household goods, automobile(s) and personal effects are delivered to a new primary residence. Unless otherwise previously approved, the Company will not reimburse moving expenses incurred more than 12 months after your start date of work at your new location.

E-13 Paid-Move Miscellaneous Allowance

Reasonable miscellaneous expenses required by your move that are not specifically covered elsewhere in this policy or the Agreement may still be reimbursed by the Company. Your total miscellaneous allowance is capped at a maximum of \$3,000, and is not intended to provide full reimbursement for every expense you may incur.

If you are considering an item for miscellaneous reimbursement, you must obtain prior approval via NuCompass **before incurring the cost**. NuCompass will obtain appropriate approvals from United. Some miscellaneous expenses may require additional verification such as previous bills, receipts or a seller’s listing agreement to show comparable charges. It is obviously impossible to list all potential miscellaneous items, but the following represents typical reimbursable miscellaneous expenses:

- Cost to initiate comparable utility service at your new primary residence (e.g., new service fees, hook-up fees)
- Unexpired portion of current automobile registration fees
- Driver’s license fees (including dependents)
- Single payment of non-recurring sales, use, excise or title taxes on automobile(s) brought into a state imposing such taxes (normal registration or title fees in your new state are not reimbursable)
- Babysitting during house hunting with prior consultation of the RSP.
- Alteration and/or installation of drapes and carpeting if used in the former primary residence (carpet cleaning and maid service will not be reimbursed)
- Retuning of a piano
- Installation of TV antenna if moved from former primary residence
- Installation of a garage door opener if removed from former primary residence

- Mortgage prepayment penalty (security and damage deposits for rented property will not be reimbursed)

F SETTLING IN

F-1 Mortgage Maintenance Expense

If you buy a new house or begin to rent before your former house is sold, the Company will pay the interest portion of your first mortgage on your previous residence, as well as taxes, insurance, utilities and reasonable maintenance costs on your former house while it is being actively marketed for sale. This applies only after you have started at your new work location and only if you have duplicate payments (i.e., for both your former and new residences). The principal portion of your mortgage payment is not included as part of the mortgage maintenance reimbursement.

Mortgage maintenance reimbursement is offered for a maximum of 90 days from the date your household goods are delivered to your new primary residence. You must report these expenses once each month in the manner required by the Company.

Mortgage maintenance expense will not be paid until your household goods are delivered and your family has moved into your new primary residence. Please consult with your Relocation Consultant if you have any questions about eligibility or types of expenses covered by mortgage maintenance.

F-2 Reporting Mortgage Maintenance Expenses

For tax reporting purposes, you must list each type of mortgage maintenance expense in the manner required by the Company. Provide receipts or necessary documentation, for example:

- Real estate listing agreement;
- Copy of rental or new purchase agreement;
- Receipts for electric, water, gas or oil;
- Receipts for maintenance (e.g., snow removal, lawn mowing); or
- Documents with breakdowns of mortgage interest, taxes and insurance.

Include the following information:

- Reason and justification for the expense,
- Description of efforts to sell your home, and
- The period covered by the expenses.

If you close on the sale of your former house during the period for which you have already been reimbursed, you must return the prorated share of expenses which were not incurred.

F-3 Non-Reimbursable Expenses

Any expenses you may incur that are not specifically covered in this Handbook or in the Agreement (except miscellaneous expenses as described above) are non-reimbursable, unless they have been pre-approved by NuCompass Mobility prior to incurring the expense.

F-4 Income Tax

Reimbursement for many moving expenses is considered taxable income. The Company is required to report these expenses to the IRS as income to you. Some reimbursements are deductible or excluded from your income. For payments that are not deductible or excluded, the Company will "gross up" your income (i.e., pay the federal and state tax obligation for you). "Gross-up" calculations are calculated using only your United income. They do not reflect income from outside sources. Your "gross-up" payment is meant to offset the additional federal tax liability impact for move-related reimbursements, but does not necessarily preclude any personal federal tax liability resulting from your company-paid moving expenses.

F-5 Policy Interpretation

This Policy is meant as an outline of your IBT Career Move relocation benefits. It should be assumed that services not expressly stated in this document are not provided by the company. Please study this policy carefully and consult with your Relocation Consultant should you have questions regarding your particular situation. You must obtain approval prior to incurring any specific expense not described in this policy that you intend to submit for reimbursement; United is not obligated to reimburse you for expenses you incur without prior approval. Ultimately, WHQHR/WHQLR will determine the interpretation of the policy and will obtain appropriate approval for exceptions. Employees who receive benefits in contradiction to the policy are expected to reimburse the company for the assistance received in error.



IBT Represented Career Move - RELOCATION REPAYMENT AGREEMENT

THIS AGREEMENT is entered into by and between United Airlines, Inc., or Continental Airlines, Inc. ("United") and Employee to relocate ("Employee.")

WITNESSETH:

WHEREAS, United employs and in connection therewith has agreed separately to provide Employee with certain relocation benefits to absorb a portion of the cost of an IBT represented employee's one-time Career Move relocation nearer to Employee's place of employment for United.

NOW THEREFORE, in consideration of the foregoing and other good and valuable consideration, the receipt of which is hereby acknowledged, United and Employee agree as follows:

- 1. If Employee resigns from employ of United, including retirement or accepting a voluntary early-out or voluntary transfer to another location before the passage of 24 months from the date of Employee's Relocation, then Employee will repay to United a pro-rated portion of all relocation-related allowances and expenses paid to the Employee or paid on the Employee's behalf and all expenses incurred by United in connection with relocation services provided to the Employee. This pro-ration will be based on the number of months elapsed since the completion of the move rounded to the closest month.
2. Employee will pay United such amounts in full within 30 days after United sends to Employee at Employee's last known address by U.S. mail, or any other reasonable means, an invoice for the amounts Employee must repay.
3. United will be entitled to collect any such principal or interest due by offset against any unpaid salary, vacation pay, or any other amounts due from United to Employee. United may also collect any such amounts due by any other legal means.
4. For the purposes of this agreement, the term "date of Employee's Relocation" will be defined as the date of home sale or the completion of any service in the policy, whichever comes later.
5. Employee is expected to be present at work on all scheduled work days and will not be provided with Positive Space to get to or from work. The provision of relocation services does not incur an obligation from the Company to provide assistance during or after relocation.
6. This Career Move is unique to IBT represented employees and may not be combined or in any way used in conjunction with any other Company-paid relocations or benefits.
7. This Career Move is provided to move the employee's belongings and family from the previous work location to the current work location.
8. By signing this document, Employee certifies that Employee has not previously used any part of a Career Move and agrees not to request a subsequent career move.

IN WITNESS WHEREOF, United, through its authorized representative, and Employee have executed this Agreement as of the date first above written.

Employee Signature _____ Date _____
Printed Name _____ Employee Number _____
Departure Residence Address _____ Please Circle One Below:
Homeowner Renter

Address, work location and Homeowner/Renter status are subject to verification and eligibility requirements.



**Transfer and Moving Information
Company Request Transfers**
See Instructions below for routing

CONDITIONS OF THIS MOVE ARE SUBJECT TO THE APPROVAL OF HUMAN RESOURCES – MUST BE COMPLETED BEFORE YOUR RELOCATION BEGINS.	Employee Name		Employee ID Number
	Effective Date of Transfer	Last date at old location	Report date to new location
	Old Location Supervisor Information		
	Supervisor name	Company Address Code	Phone Number
	New Location Supervisor Information		
	Supervisor name	Company Address Code	Phone Number
Employee Title – old location		Company Address Code – old location	
Employee Title – new location		Company Address Code – new location	
Current Employee Information (old location)			
Home Address – Number and Street			
City, State and Zip Code			
Home Phone No. Cell Phone No:		Work Phone No.	
E-Mail Address:		<i>E-Mail contact will expedite the authorization of the relocation process</i>	
Please Circle or X Own _____ Rent _____			
Transportation and Travel Time – if known. Note: Paid days off and vacation days require new supervisor approval.			
Transportation to new location: Fly _____ Drive _____	Mileage, if driving	Number of travel days eligible for expense reimbursement (distance divided by 400)	
Number of regular days off enroute	Number of work days enroute (applies only if distance greater than 800 miles)	Number of vacation days enroute	
Remarks: List any special arrangements that may be required or information that may be useful to Human Resources or your supervisors at your old or new locations.			
Required information and approvals			
Employee Signature		Date	
Supervisor Signature – old location		Date	
Human Resources Approval			
Approval Signature		Date	

Supervisor – Departing location provide to employee, ensure it is completed and returned to the appropriate location for authorization as listed below. Missing Data or incomplete forms will cause a delay in relocation processes.

E-mail to: ESC@united.com or Fax (847)-700-3690 (u)

Form UPE-1682, Revised 9/12