Concur Travel Service Guide
Southwest Direct Connect
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Overview
Concur Cliqbook Travel is the first online booking tool with direct access to Southwest Airlines content. This new Southwest direct connect will improve upon our existing suite of Southwest Airlines booking options (SWABIZ, GDS) to meet the needs of all corporate clients. Booking Southwest via SWABIZ and the GDS will remain an option of content through Cliqbook and it will be up to each individual company/agency to choose the booking source that best suits their needs.

Benefits
The Southwest direct connect will support a wide variety of features and functionality, previously only available through the Southwest booking site. Some features include:

- Integrated display with enhanced functionality - such as live availability and last seat inventory
- Pricing functionality that will support all pricing rules, fare rules and return of ticket number
- Support for low fare searches that return the lowest fares available
- Booking and ticketing that supports the Rapid Rewards member number
- A wide range of additional functional benefits, including deferred ticketing, cancel reservation and retrieve reservation
  - Ability to place trips on hold
  - Multi-segment and open jaw trips
  - The ability to apply policy and trip approval
  - Display Southwest side by side with other airlines
  - Application of existing credits toward new trip
  - Passage of SWABIZ corporate identifier
How it Works

Once the direct connect feature for Southwest has been enabled, fill in the desired cities, dates and times, and search for flights:

Southwest flights will be displayed on the Flight Results page. Choose the desired fare class and click on “Reserve” to book the flight:
Search by Schedule:

Search by Price: The Southwest direct connect will display fares as if the View More Airfares feature is enabled, regardless of whether or not that box is checked in the company configuration. This means that all Southwest content pulled from the direct connect will show the different fare classes available.

<table>
<thead>
<tr>
<th>Carrier</th>
<th>Depart</th>
<th>Arrive</th>
<th>Duration</th>
<th>Emissions</th>
<th>Class</th>
<th>Price</th>
</tr>
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<tbody>
<tr>
<td>Southwest</td>
<td>09:30am</td>
<td>11:00am</td>
<td>1h 30m</td>
<td>256.06 lbs</td>
<td>C02</td>
<td>$242.00</td>
</tr>
<tr>
<td>Southwest</td>
<td>09:10am</td>
<td>10:40am</td>
<td>1h 30m</td>
<td>256.06 lbs</td>
<td>C02</td>
<td>$242.00</td>
</tr>
</tbody>
</table>

$446.00

Ticket is refundable; (Southwest) Fares
**Important:** This pricing view is only available if you pull content solely from the Southwest direct connect and not if you pull from both the GDS and the direct connect. Also, you can select the bucket per leg if one way or simple round trip, but once it becomes three legs or more, then only one bucket can be chosen to apply to the entire trip.

When the user clicks on Fare Rules, they will see a pop-up pulled directly from Southwest:

**Fare Rules and Restrictions**

Please review the rules and restrictions listed below. When you purchase your tickets, you agree to these rules and restrictions.

Please note that the most restrictive set of rules below applies to your entire itinerary.

- **Ticket non-refundable – penalties may apply:** Change fee likely applies (plus fare difference, see fare rules). (Southwest)
  - Air Fare is greater than the least cost logical airfare plus $2 dollars

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<tr>
<th>From</th>
<th>To</th>
<th>Fare Base Code</th>
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<tbody>
<tr>
<td>BWI (Baltimore, MD)</td>
<td>MDW (Chicago, IL)</td>
<td>VL</td>
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**BWI Code:** - T -

**RES/TICKET:**
- FSD/TCHG – MUST BE PURCHASED WITHIN A DAY AFTER FARE IS MADE. FARES USING THIS RULE MAY BE REFUNDED, FARES USING THIS RULE MUST BE CANCELLED.

**SEASONS:**
- No Season Restrictions Apply.

**BLACKOUTS:**
- No Blackout Restrictions Apply.

**FLT**
Choose the credit card to use for the booking on the Trip Payment Information screen or choose a ticket credit to apply from previously canceled reservations with Southwest Airlines:

Users can add a credit that was obtained offline by clicking on the Add Ticket link:

This will be necessary to import and apply outside of Cliqbook. While only the Southwest Record Locator and Ticket Amount are ideal to include when adding a ticket, the cancellation date and the amount helps calculate the exchange:

Important:
Applying a credit is only available for sites pulling content solely from the Southwest direct connect and not from both the GDS and direct connect. Up to three credits may be applied to a new itinerary.
Once the form of payment has been submitted, review the itinerary on the Travel Details screen or add additional car/hotel and click next:
Review the Trip Booking Information screen:

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

**Trip Name**
This will appear in your calendar.
Trip from Baltimore to Chicago

**Trip Description (optional)**
Used to identify the trip purpose.

**Comments for the Travel Agent (optional)**
Special requests may incur a higher service fee.
SEND, TEST RUN, DO NOT BOOK, DO NOT CANCEL UNTIL AFTER Jan 2021

Send a copy of the confirmation to:

Send my email confirmation as:
- HTML
- Plain Text

You may HOLD this air reservation until 2010/01/24 10:20 AM Eastern
Review the trip confirmation screen and click on Confirm Booking:

Trip from Baltimore to Chicago
Description:
- Requires approval: All trips

Itinerary for: NEVER, WILLIAM
Created on: 2010/01/02
Trip Award Location: 50,000
Total Estimated Cost: $189.90 USD

Selected Ticket Delivery: E-Ticket if possible
- Baltimore Washington Intl (BWI) to Midway (MDW)
- 2010/07/19 at 6:45 AM
- Depart: 6:45 AM
- Arrive: 7:15 AM
- Duration: 2 hours
- Distance/FlightTime: 639 miles/1:29
- Airline: Southwest
- Airline Award Location: 40,000

Almost done... Please confirm this itinerary.
Once the booking is confirmed, the traveler will be notified that the trip will not be ticketed until approved by the travel manager, if booked out of policy:

**Application of Credit**

The itinerary shown to the user displays actual ticket price, not the fare after the credit is applied. The fare stored is also the face value of the ticket and not the add/collect amount. This data is available via datapoints in the finisher:
Please note: This will change with the February release. At that point, the stored fare will note the add/collect amount and traveler will be advised the same. This allows agencies to invoice the correct amount and not have to restore the fare.

**Trip Cancel**

Locate the trip to cancel under the Upcoming Trips tab in the Cliqbook Travel Center. Click on the trip and then click on Cancel Trip under the Trip Actions pop-up:
A pop-up will allow you to fill in any comments related to the trip cancellation:

WARNING: You are about to withdraw your travel request. If you do this, all reservations (including flight, hotel, rental car, and rail) will be cancelled.

If you cancel a trip on the day of the planned trip and have hotel reservations that have been guaranteed for late arrival, you must call the hotel directly or risk paying a no-show charge.

If you have any questions, please contact your travel agent.

If you are SURE that you want to withdraw the travel request then please click OK. Otherwise, click CANCEL.

If you have any comments you would like to add, please type them below and click OK.

Test Trip

A trip cancelled prior to the ticket being issued:

Your trip has been successfully cancelled.

Southwest Flight Cancellation

Your flight reservation has been cancelled.

If a ticketed itinerary is cancelled within 24 hours of issuance, the ticket is automatically refunded and the traveler is alerted. The same message is received if the fare is refundable and cancelled after the 24 hour period:
A trip cancelled after 24 hours that is a non-refundable fare creates a trip credit to be used toward the purchase of a new ticket:

**Important:** Trip Cancel settings live in the Agency configuration. Within 24 hours of ticketing, users are allowed to cancel their ticketed Southwest itinerary (direct connect only) and have a refund processed, regardless of the Trip Cancel settings. Twenty-four hours after ticketing however, the Southwest direct connect will follow Trip Cancel settings. Because Cliqbook can cancel the Southwest direct connect segments, the direct connect is considered live or active content.
Allow Cancel and Rebook
The Southwest direct connect does not offer a true post ticket change. They do however, offer a cancel and rebook feature that will appear to the user like post ticket change. This feature is configurable for all GDS:

If the box is checked, then cancel and rebook for the Southwest direct connect will be enabled. This will be defaulted to off for all sites. This will also work independent of the Post Ticket Change feature for GDS airlines.

Travel Configuration Setup:

If enabled, the user is able to “change” their trip. Behind the scenes, Cliqbook will cancel their existing Southwest itinerary and use the credit towards a new Southwest reservation.

User selects option to change trip:

The change trip link is missing when this feature is disabled:
If enabled, the user will see the Change this Leg link:
If they click on Change This Leg, they will be shown the trip change wizard and can change outbound, return, any or all legs:
The user is shown the new fare options:

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<th>Duration</th>
<th>Stops</th>
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Displaying: 6 out of 6 results.

Outbound Thu, Apr 1 9:00 AM ± 3 hours 3 results

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<th>Carrier</th>
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<th>Depart</th>
<th>Arrive</th>
<th>Class</th>
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- 2 hours 30 minutes; Equipment: Boeing 737-700 (Southwest)
- 2 hours 46 minutes; Equipment: Boeing 737-700 (Southwest)
- 3 hours 10 minutes; 1 stop; Equipment: Boeing 737-700 (Southwest)

Return Sat, Apr 10 4:00 PM ± 3 hours 3 results

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<tr>
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- 3 hours 35 minutes; Equipment: Boeing 737-700 (Southwest)
- 3 hours 35 minutes; Equipment: Boeing 737-700 (Southwest)
- 2 hours 30 minutes; Equipment: Boeing 737-700 (Southwest)

Displaying: 6 out of 6 results.

Select a flight option for both your outbound and return flights.
They select their new flights and click on Next:
They are shown their new itinerary:

This feature will provide cost savings to customers by preventing a phone call for changes to existing trips. However, it should be reviewed before turning on. There are some instances where this might not be beneficial. For example, if a user booked a trip at the Web fare rate of $129.00 and only needs to change their return leg, they could call Southwest and just pay the difference on the return. If they use the cancel and rebook feature through the direct connect, the entire itinerary is cancelled and a new PNR is created. At this point, the Web fare may not be available on the outbound so they end up paying for both legs instead of just the return.

We will continue to work with Southwest and hopefully a true post ticket change will become available in the future.

Error Messaging

What the user will see when the credit card is declined or the billing address is missing:
Important: Southwest only allows 5 or 9 digit postal codes in the credit card’s address. If this is not entered correctly the user will receive an error message stating that they must correct the postal code or choose another credit card.
FAQ’s

Is a SWABIZ number required for the Southwest direct connect?

Use of the Southwest direct connect will require each individual company to procure a Southwest account number. If you have not already done so, please send an email to SWABIZ@wnco.com to initiate your Southwest account number. A monitor will be built into Concur Cliqbook Travel to verify that the Southwest account number is not being utilized in multiple configurations.

How does cancellation work?

Tickets cancelled within 24 hours are automatically refunded and the traveler is alerted. Tickets cancelled after 24 hours will be refunded in the form of a Southwest credit, which is redeemable during a Southwest booking on the Trip Payment Information screen.

Trips cancelled in Cliqbook after the 24 hour period will also be logged in the unused ticket bank as well as a new section in the user’s Cliqbook profile:

Southwest Ticket Credits

Note: The new section in the profile will only be visible to travelers if the Southwest direct connect is turned on for their configuration.

How do I change a ticket?

Ticket changes must be made by calling the Southwest Customer Service line at 1-800-435-9792.
Can I view Southwest fares through the GDS, SWABIZ and the direct connect?
Yes, if content is pulled from GDS as well as direct connect, then only the best fare is shown to the user when the same flights are returned by both sources. If SWABIZ is also enabled, then that option will also be displayed. When content is pulled from both the GDS and direct connect, however, the ability to apply a credit is no longer visible on the Trip Payment screen:

Note: The Southwest direct connect can be turned on in tandem with SWABIZ via Booking Builder or with Southwest from the GDS, but cannot be in tandem with alternate GDS. Administrators will receive a message if they attempt to turn on both at the same time:

How long can I hold my Southwest booking?
The Southwest direct connect will allow trips to be put on hold for 24 hours. The fare is not guaranteed until ticketed. When the user clicks on submit for purchase, we pass the form of payment to Southwest and they issue the ticket. The status would also change from “on hold” to “confirmed.”

Will multi-segment or open jaw trips be supported with Southwest direct connect?
Yes for both.

Can users put Southwest direct connect flights on hold?
Yes for 24 hours, but the fare is not guaranteed until ticketed.

What happens to trips on hold that are not submitted for purchase?
They are automatically cancelled after 24 hours.

Will agencies still be able to receive a copy of the confirmation email?
No, this is only available with the SWABIZ connector.

Is the Southwest Frequent Flyer number passed to Southwest?
Yes, and Southwest does validate that the name in the PNR matches the name associated to the FF number.
Will online check-in and EarlyBird check-in be available?
No, currently online and EarlyBird check-in is not available via Cliqbook, but travelers may use the Southwest record locator number in their itinerary for online and EarlyBird check-in on www.southwest.com.

Will Southwest direct connect bookings incur the Sabre Convenience fee?
If your configuration is serviced through Sabre GDS, then the direct connect booking will be subject to the Sabre convenience fee.

Is the CVV number required for Southwest direct connect bookings?
No.

Can you combine the Southwest direct connect with other direct connects?
Yes, Southwest can be combined with other air, car and hotel direct connects.

Will TSA details be passed to Southwest?
Yes, configurations must be enabled to pass TSA details as Southwest requires them on every booking regardless of the company configuration settings. Failure to enable the passing of TSA details may result in errors.

When is a ticket issued with Southwest?
When a user clicks on Submit for Purchase or an approver approves the trip. At this point, Cliqbook passes the form of payment to Southwest and a ticket is issued.

Is the billing address required for credit cards used with the Southwest direct connect?
Yes for both personal and corporate ghost cards.

Is the Southwest direct connect available for all GDS’?
Yes.

Does the Southwest direct connect support multi-passenger bookings?
No

Does the Southwest direct connect require the name on a credit to match?
No. Similar to SWABIZ via Booking Builder, a user can apply a credit that was issued to a different traveler.

Does the Southwest Direct Connect support “live itinerary”?
Yes, anytime a user views their itinerary in Cliqbook, it will pull from the Southwest database. This means that the user will see their itinerary real-time and Cliqbook will see if changes have occurred directly with Southwest.

How far out is inventory maintained through the Southwest direct connect?
Similar to the southwest.com Web site and the GDS. Southwest inventory is available approximately 95 days from today through the direct connect.
Will I receive e-receipts for Southwest direct connect bookings?
Yes, the itinerary will automatically create a receipt posted in Concur expense. If
you have not already done so, please enable the “Accept Itinerary Air Ticket as Air
E-Receipt” check box: