Concur Travel Service Guide
Southwest Direct Connect

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Overview
Concur Premier is the first online booking tool with direct access to Southwest Airlines content. This new Southwest direct connect will improve and replace 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 Concur Premier until a time TBD in 2011.

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 Southwest Account Number
**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:

<table>
<thead>
<tr>
<th>Flight</th>
<th>Car</th>
<th>Hotel</th>
<th>Ride</th>
<th>Rail</th>
<th>Flight Status</th>
<th>Dining</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Departure City**

BWI - Baltimore Washington Intl Arpt - Baltimore, MD

**Arrival City**

CHI - Chicago Area Airports - Chicago, IL

**Departure**

07/19/2010, depart ✔, Morning ✔, ± 3 ✔

**Return**

07/22/2010, depart ✔, Afternoon ✔, ± 3 ✔

- [ ] Pick-up/Drop-off car at airport
- [ ] Find a Hotel
- [ ] Refundable only air fares
  - Class of service: Economy class ✔
  - Search flights by: Price ✔, Schedule

Search

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:

<table>
<thead>
<tr>
<th>Travel</th>
<th>Reporting</th>
<th>Administration</th>
<th>Profile</th>
<th>Help</th>
<th>Log Out</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>Trip Library</td>
<td>Templates</td>
<td>Meetings</td>
<td>Meeting Admin</td>
<td>Policy</td>
</tr>
</tbody>
</table>

Click on a column, row, or cell in the grid below to filter your results.

<table>
<thead>
<tr>
<th></th>
<th>All 54 results</th>
<th>Nonstop 36 results</th>
<th>1 step 12 results</th>
<th>2 stops 4 results</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3 results</td>
<td></td>
<td>6 results</td>
<td>--</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>25 results</td>
<td>--</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>6 results</td>
<td>--</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>4 results</td>
<td>--</td>
</tr>
</tbody>
</table>

Displaying 31 out of 54 results.

**Sort:**  
- Depart  
- Carrier  
- Duration  
- Stops

### Outbound Mon, Jul 19 9:00 AM ± 3 hours 14 results

<table>
<thead>
<tr>
<th>Carrier</th>
<th>FL#</th>
<th>From</th>
<th>To</th>
<th>Depart</th>
<th>Arrive</th>
<th>Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>2789</td>
<td>DMW</td>
<td>6:15am</td>
<td>7:15am</td>
<td>Economy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 hours</td>
<td></td>
<td>Boeing 737-300; (Southwest)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Return Thu, Jul 22 3:00 PM ± 3 hours 17 results

<table>
<thead>
<tr>
<th>Carrier</th>
<th>FL#</th>
<th>From</th>
<th>To</th>
<th>Depart</th>
<th>Arrive</th>
<th>Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>2789</td>
<td>DMW</td>
<td>6:15am</td>
<td>7:15am</td>
<td>Economy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 hours</td>
<td></td>
<td>Boeing 737-300; (Southwest)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.
**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:

**Ticket non-refundable - penalties may apply:** Change fee likely applies (plus fare difference, see fare rules). (Southwest)

![Fare Rules](image)
Fare Rules and Restrictions

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

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

Click Fare to view Rules: [Baltimore - Chicago] [Chicago - Baltimore]

---

From BWI (Baltimore, MD)
To MDW (Chicago, IL)

**B**
- **BK CODE** - Y -

**RES/TKTG**
- **RES/TKTG** - TKT MUST BE PURCHASED WITHIN 1 DAY AFTER RES IS MADE. 30MTS USING THIS RULE MUST BE CONFIRMED.

**SEASONS**
- **SEASONS** - NO SEASON RESTRICTIONS APPLY.

**BLACKOUTS**
- **BLACKOUTS** - NO BLACKOUT RESTRICTIONS APPLY.

---

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 a credit for a booking ticketed or cancelled outside of Concur Premier. While only the Southwest Record Locator is required, the Cancel Date and Ticket Amount are ideal to include when adding a ticket. The traveler will be alerted when the credit is going to expire if they add 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. Ticket credit is not supported through the GDS. Up to two credits may be applied to a new itinerary. **Note:** Currently the name on a transferred credit does not need to match the name on the itinerary to which it is applied. Beginning January 28, 2011 the name on the credit(s) **MUST** match the user
name for which the credit is being applied. Guest travel cancellations that result in a credit are added in the name of the person who made the guest travel booking.

**Note:** All unused Southwest ticket credits are maintained in the new database and cannot be synched to the GDS or a third party tool. Once used, a ticket credit will be removed from the traveler's Concur Profile.

Once the form of payment has been submitted, review the itinerary on the Travel Details screen or add additional car/hotel and click next:

---

**Travel Details**

**Itinerary for: NEVER, WILLIAM**

**Created on:** 2010/01/20  
**Trip Record Locator:** SSK9HO  
**Total Estimated Cost:** $303.40 USD

<table>
<thead>
<tr>
<th>Selected Ticket Delivery: E-Ticket if possible</th>
</tr>
</thead>
</table>

**Baltimore Washington Intl Arpt (BWI) to Midway (MDW)**

**Flight:**  
**Departs:** Baltimore Washington Intl Arpt (BWI)  
**Arrives:** Midway (MDW)  
**Status:** Confirmed - Booked in Southwest/Q4AWFW  
**Ticketing:** E-Ticket  
**Stops:** Nonstop  
**Meal:** No Meal Served  
**Duration:** 2 hours  
**Distance/Emissions:** 609 miles/384.9 lbs CO2

**Airline Record Locator:** Q4AWFW

**Change This Leg**

---

**Midway (MDW) to Baltimore Washington Intl Arpt (BWI)**

**Flight:**  
**Departs:** Midway (MDW)  
**Arrives:** Baltimore Washington Intl Arpt (BWI)  
**Status:** Confirmed - Booked in Southwest/Q4AWFW  
**Ticketing:** E-Ticket  
**Stops:** Nonstop  
**Meal:** No Meal Served  
**Duration:** 1 hour, 50 minutes  
**Distance/Emissions:** 609 miles/384.9 lbs CO2

**Airline Record Locator:** Q4AWFW

**Change This Leg**

---

[Image of Travel Details screen]
Review the Trip Booking Information screen:

**Trip Booking Information**

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.

<table>
<thead>
<tr>
<th><strong>Trip Name</strong></th>
<th><strong>Trip Description</strong> (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip from Baltimore to Chicago</td>
<td>Used to identify the trip Purpose</td>
</tr>
</tbody>
</table>

**Comments for the Travel Agent** (optional)

Special Requests may incur a higher service fee.

**Demo**. **Test Trip**. **Do not book**. **Do not cancel** until after Jan 20 2AM

**Send a copy of the confirmation to:**

**Send my email confirmation as:**

- HTML
- Plain-text

You may HOLD this air reservation until: 2010/01/21 10:20 AM Eastern
Review the trip confirmation screen and click on Confirm Booking:

To **COMPLETE BOOKING**, please press the "Confirm Booking" button after reviewing this page.
To **CANCEL**, press the Cancel button.

After you complete this booking, it will be reserved, however it will not be ticketed until approved by your company.

**Trip from Baltimore to Chicago**

**Description:**

⚠ Requires approval  All trips

**Itinerary for: NEVER, WILLIAM**

Created on: 2010/01/20
Trip Record Locator: SSKUHO
Total Estimated Cost $305.40 USD

Selected Ticket Delivery: E-Ticket if possible

**Baltimore Washington Intl Arpt (BWI) to Midway (MDW)**

**Flight:** Flight # 2789  (R)

Departs: Baltimore Washington Intl Arpt (BWI)  Mon 2010/07/19 at 6:15 AM
Arrives: Midway (MDW)  Mon 2010/07/19 at 7:15 AM
Status: **Confirmed** - Booked in Southwest/Q4AWFW  Ticketing: E-Ticket
Stops: Nonstop  Meal: No Meal Served
Duration: 2 hours  Distance/Emissions: 1009 miles/504.9 lbs CO2
Airline Record Locator: Q4AWFW

**Midway (MDW) to Baltimore Washington Intl Arpt (BWI)**

Almost done... Please confirm this itinerary.

Departs: Midway (MDW)
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:

**Finished!**
Thanks for using Clickbook

**Trip Record Locator:** SSK0HO

*This trip is awaiting approval and must be approved by: 2010/01/21 10:20 AM Eastern It will be automatically cancelled if it is not approved by that time.*

*The itinerary will not be ticketed until your travel manager has approved the trip.*
Your itinerary has been saved. Concur Apollo will service your itinerary.

**Please Note:** Fares are not guaranteed until tickets are issued and are subject to change without notice. Airfare must be ticketed by an agent by: 2010/01/21 11:59 PM Eastern.

**Travel Contact Information**

**Concur Apollo**

**Trip from Baltimore to Chicago**

Description:

**Itinerary for: NEVER, WILLIAM**
Created on: 2010/01/20
Trip Record Locator: SSK0HO
Total Estimated Cost $303.40 USD

Selected Ticket Delivery: E-Ticket if possible

**Your itinerary has been saved.**

**Ticket Credit Name Match**
Southwest Airlines confirmed that —beginning in April 2011 — they will "not allow unused travel funds to be applied toward travel for anyone other than the original passenger." We will pass first and last / surname as a point of verification to Southwest.
This feature is auto-on. No action is necessary on the part of administrators. There are no changes for the user either. The storage of the Southwest credit in the user's profile will remain the same.

If the name in the Concur Travel profile does not match the name of the credit on file, then Southwest does not apply the credit. The reservation is not stopped because of a name mismatch and no error message displays. This will allow the user to complete the booking regardless of the credit not being applicable.

**Application of Credit**
The Southwest direct connect allows a maximum of two ticket credits as form of payment per reservation:

If a user selects more than two ticket credits, Concur Premier notifies them that there is a maximum of two credits allowed, via the message above.

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:
Once the exchange is processed, the ticket number and the ticket credits used as "form of payment" appear:

<table>
<thead>
<tr>
<th>Totals and restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airfare quoted amount:</td>
</tr>
<tr>
<td>Landing fees and taxes:</td>
</tr>
<tr>
<td><strong>Airfare quoted total:</strong></td>
</tr>
</tbody>
</table>

In the event that a user applies an existing credit, Concur does not know the ticket number, only the confirmation number.
Allow Suppression of Unused Tickets for Southwest Direct Connect

Concur has added options to enable or disable ticket credits on the travel configuration page for Southwest. This might apply, for example, to companies who bill customers for travel, and want to ensure that a traveler does not use a ticket purchased by one customer to pay for travel for another customer. If the Ticket Credits are disabled, they will disappear from Personal Profile and they will not be available on Payment Page (see attached screenshots).

Trip Payment Information page with ticket credits enabled:

![Trip Payment Information page enabled](image1)

Trip Payment Information page with ticket credits disabled:

![Trip Payment Information page disabled](image2)
Profile page with ticket credits enabled:

Profile page with ticket credits disabled:

Configure Disable Ticket Credits
Navigate to Travel System Admin > Air Connectors (on the travel configuration page). Select the **Disable Ticket Credits** check box.
Trip Cancel

Locate the trip to cancel under the Upcoming Trips tab in the Concur Premier home page. 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:

A trip cancelled prior to the ticket being issued:
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 Concur Premier can cancel the Southwest direct connect segments, the direct connect is considered live or active content.

**Trip Cancel Settings**

All “on hold” trips are eligible for cancel in Concur Premier. These PNRs queue to the CANCEL QUEUE. Trips with NON-GDS hotels booked by Concur Premier are eligible for cancel during the initial booking if Concur Premier has not queued to the agency for fulfillment.

"Passive Content" means air, car, or hotel content that is represented by a passive segment in the PNR and Concur Premier does not know how to go to the original source to cancel the reservation. For example the Southwest direct connects is treated as LIVE space in Concur Premier and would have similar handling to LIVE GDS booked air. This is because we can cancel directly with the source.

In order to use any options other than "Do not allow traveler to cancel," administrators must define a REFUND REQUEST queue in the Agency Configuration. If you cannot select the other options, it means that the agency has not defined a REFUND REQUEST queue.
Post-Ticket Change

Concur announced support of the Southwest Direct Connect with the February 2010 release. At that time, we began offering a feature called cancel and rebook; this was the only option for changes to a reservation online. Beginning Feb 25, 2011, we now support a true post-ticket change feature for the Southwest direct connect. This will replace the cancel and rebook feature.

The key benefit to this change is that it will allow the user to make their change in Concur Premier. Users will not have to call the travel agency or Southwest directly to make the change. It will also simply change the segments needed and not require a full cancel and rebook, which could have resulted in a lost fare.

The default for the new pre- and post-ticket change options is off, or unchecked. Unless the Cancel and Rebook feature was enabled, then Post-ticket change will be enabled.

NOTE: Pre- and post-ticket changes for Southwest are completely independent of pre- and post-ticket changes for the GDS. These are determined under the System Settings section of the travel configuration page.

Configuration

1. Navigate to Travel System Admin > Air Connectors (on the travel configuration page) > Southwest Airlines.

2. Select whether you want to allow pre- and/or post-ticketing changes for Southwest Airlines.

NOTE: Prior to this release, administrators would see an Allow Cancel and Rebook check box. This will no longer be visible; we replaced it with the check boxes shown above.
Current Limitation

The ability to enable pre- and post-ticket change for the Southwest direct connect is limited to those customers not writing passive segments to the GDS. You must have passive segments disabled in order to use this feature today. We have removed this restriction for Sabre and Apollo.

IMPORTANT: If you or your customer is interested in disabling passive segments for the Southwest direct connect, please contact your TMC or Concur directly for more details. While the removal of the passive segment is required to support post-ticket change, it can make it difficult for the TMC to service, invoice, or report on the reservation. Concur recommends a discussion between all parties before moving forward with this feature.

If the administrator attempts to enable ticket change and they have not disabled passive segments, they will receive the following message when attempting to save the configuration:

![Warning Message]

You can only enable ticket exchange for Southwest when passive segments are disabled

OK

Pre-Ticket Changes

Pre-Ticket Changes occur prior to Southwest ticketing a reservation. The user can either:

- Click **Change Trip** in the context menu from the travel home page - after the reservation has been completed

![Trip Actions]

- or -

- Click the **Change This Leg** link on the itinerary - during the initial reservation process
After clicking the **Change This Leg** link on the itinerary, a popup appears in which the user specifies the desired change; e.g. the date of the return trip.

After selecting the new date, Concur displays the Availability / Fare Quote page:
Last, the user may pick a flight and Concur will display the updated itinerary:

**Friday 18 Mar, 2011**

**Air**

Denver, CO (DEN) to Chicago, IL (MDW)

<table>
<thead>
<tr>
<th>18 Mar</th>
<th>Southwest 1560</th>
<th>Duration: 2 hours, 20 minutes Nonstop</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Confirmation Number: XENZD5</td>
<td>Status: Booked in Southwest direct XENZD5</td>
</tr>
</tbody>
</table>

**Flight Information**

- Distance: 894 miles
- E-Ticket
- Cabin: Main Cabin Y (Y)
- For assistance with this flight, please contact Southwest directly.
- Reservations and Information (available 24 hours): 1-800-FLY-SWA (1-800-359-7929)
- Reservations and Information: En Espanol 1-800-VAMOSOS (1-800-826-6667)
- Teletypewriter (TTY) 1-800-533-1195
- Automated Flight Information 1-800-SWA-TRIP (1-888-792-8747)

Add: 🛫 Car 🏨 Hotel 🍽️ Dining

**Post-Ticket Changes**

The workflow for a post-ticket exchange starts very similar to a pre-ticket change. After specifying the desired changes in the popup window, the user will be redirected to the schedule page by default:

<table>
<thead>
<tr>
<th>Outbound</th>
<th>Return</th>
<th>Sorted By: Depart, Earliest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Displaying: 4 out of 4 results.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Carrier</th>
<th>Depart</th>
<th>Arrive</th>
<th>Stops</th>
<th>Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southwest #792</td>
<td>DEN 09:00 =&gt; MDW 12:15</td>
<td>0</td>
<td>Economy</td>
<td></td>
</tr>
<tr>
<td>Boeing 737-700 (Southwest)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Southwest #1560 | DEN 09:15 => MDW 12:15 | 0 | Economy |
| Boeing 737-700 (Southwest) |

| Southwest #1159 | DEN 10:40 => MDW 14:00 | 0 | Economy |
| Boeing 737-700 (Southwest) |

The user may pick flights for the outbound and return flight and click the **Quote Flight Choices** button. Note that unchanged segments will contain only the original leg.
Travel now retrieves the quotes for the selected flights and displays the result to the user. The user sees the total cost of the exchange, which is the same type of screen the user would see if doing an exchange on a GDS carrier.

In this example, the fare of both the original and the new reservation are equal. If both fares are not equal, Concur Premier displays the difference in the **Airfare Difference** row of the summary. Negative values represent a refund; positive values represent additional charges.

In case of a refund, two scenarios are possible:

- Southwest refunds the appropriate amount on the credit card used as the original form of payment.
In case the original fare is not refundable, Southwest will not refund the amount onto the credit card but save the value in form of a ticket credit. Concur automatically saves this ticket credit in the user’s profile.

If additional charges are required, the original form of payment is used.

After reviewing the flight exchange summary, the user can choose to either purchase the new flights or cancel the flight exchange. If the user clicks *Cancel Flight Exchange*, the original flights remain unchanged. The user must click *Purchase New Flights* in order for the exchange to process.

Error Messages

In case of an error during the flight exchange, Travel will display an error message as shown below:

![Error Message](image)

The italic text contains the error message returned by the Southwest reservation system.

Standard Documentation

There are no standard remarks added to the PNR at this time. Administrators should manage all documentation to the reservation through the PNR finisher.
PNR Template Datapoints

The following datapoints are available:

- TicketExchangeRecordLocator (PNR/Credit applied towards new itinerary)
- TicketExchangeRemainingCredit (amount left on the PNR/credit)
- TicketExchangeFund (amount deducted from the PNR/credit)

Location:
AlternateSourceBookingDataArray/AlternateSourceBookingData/SourceSpecificBookingData/FareInfo/TicketExchangeArray/TicketExchange

Update Sabre and Apollo/Galileo Passive after Pre- and Post-Ticket Exchange

Until now, it was not possible to write passive segments if pre- and post-ticket exchange was enabled for the Southwest Direct Connect.

We have removed this restriction for Sabre and Apollo/Galileo. If passive segments are enabled, the following actions occur after an exchange:

- We cancel the old passive segments.
- We create new passive segments based on the updated segments.
- We delete the old manual stored fare and add a new one based on the new itinerary.

**NOTE:** We do not store the add/collect amount but rather the new fare amount. The add/collect data can be added to the PNR via file finishing.

In case any of the three above actions fail, Concur Travel will send an error email to the configured agency emergency email address. An example email is shown below. This will include the GDS record locator, the Southwest record locator as well as the new flight details and cost.

*What the User Sees*

For the end user, there is no visible change. The change process will be exactly the same.

*Configuration*

! IMPORTANT: Please be sure to thoroughly discuss this change with your TMC before enabling. They will need to update their internal process to begin reading the passive segments.

To enable pre- or post-ticket change for the Southwest Direct Connect:

1. Go to Travel System Admin > Air Connectors (on the travel configuration page).

2. In the Southwest Airlines area, select the **Allow pre-ticketing flight changes** check box and/or the **Allow post-ticketing flight changes** check box.
NOTE: Pre- and post-ticket changes for Southwest are completely independent of pre- and post-ticket changes for the GDS. These are determined under the **System Settings** section of the travel configuration.

3. Scroll down to the **GDS PNR Options** section. Make sure you have the boxes selected to create a GDS PNR and write a passive segment. Indicate that you have the Southwest dropdown configured to use the default above or always write passive segments.

4. Save the configuration.

5. You may also want to update your PNR Template to write the post ticket change data elements to the PNR, if you aren’t already doing so. To do this, go to Travel System Admin > Profile & Finishing (left menu) > Finishing Template Editor.

**Standard Documentation**

There are no standard remarks added to the PNR at this time. All documentation to the reservation must be processed through the PNR finisher.

**Sabre Passive Segment Example:**
1 WN9066T 05SEP M HOUDAL YK1 1000A 1010A /E

Sabre Stored Fare:

*PQ
PRICE QUOTE RECORD - DETAILS

PQ 1 M-TOTAL 185.20USD. BASE 152.56USD. TAXES 32.64USD

Apollo Passive Segment Example:

5: 1 WN1014K 14AUG DALHOU GK1 800A 900A SU
6: 2 WN 24K 17AUG HOUDAL GK1 1200N 100P WE

Apollo Pricing Record Example:

1: ]$NME NEVER/WILLIAM
2: X CTY CR FLT/CLS DATE TIME ST F/B VALUE NVB NVA
3: . DAL WN 1014 K 14AUG 800A OK;KZBP ; 0.00;......;......
4: O HOU WN 24 K 17AUG 1200N OK;KZBP ; 405.90;......;......
5: . DAL ........ VOID ........ ........ ........ ........ .........
6: . ........ .... VOID ........ ........ ........ ........ .........
7: . .... FARE;USD; 405.90 DO TAXES APPLY?;N
8: EQUIV FARE;........;........ COMM; 0.00/ F CONST ..
9: TD 1/;...... 2/;...... 3/;...... 4/;...... INT; MREC 01/01
10: ;PSGR 01/01
11: ;BOOK 01/01
12: ]

PNR Template Datapoints

The following datapoints are available:

- TicketExchangeRecordLocator (PNR/Credit applied towards new itinerary)
- TicketExchangeRemainingCredit (amount left on the PNR/credit)
- TicketExchangeFund (amount deducted from the PNR/credit)

Location:
AlternateSourceBookingDataArray/AlternateSourceBookingData/SourceSpecificBookingData/FareInfo/TicketExchangeArray/TicketExchange
General Notes

- The user can choose to change as many legs as he/she wants. It is possible to change the destinations as well as the dates.
- There is no limit to the number of exchanges possible. Users can exchange an exchanged ticket if needed.
- Southwest Airlines does not charge an exchange fee.
- The standard post-ticket change fee from Concur will apply for all Southwest Direct Connect changes. This is part of the monthly billing fees and will not be shown to the user but, instead, billed to the customer at the end of the month.
- Ticketed reservations are eligible for exchange unless the traveler has already boarded.
- Even if the outbound leg is flown, the return flight still can be changed.
- For Sabre and Apoll/Galileo, we now allow Southwest Direct Connect ticket change with passive segment (For Sabre users, Sabre Web Services are required).
- For all GDS except Sabre, it is possible to use the Southwest Direct Connect ticket exchange feature **only** if passive segments are disabled.
- All Southwest Direct Connect exchanged reservations go to the exchange queue, this queue must be enabled in the agency configuration. When this queue is not set up for Post-Ticket Changes the trip status will show "error sending to agency".
- The Southwest Direct Connect does not support multi-passenger bookings.
Error Messaging
What the user will see when the credit card is declined or the billing address is missing:

![Image]

We're Sorry...

⚠️ Clickbook encountered an issue that prevented us from completing your request.

Clickbook was not able to purchase your ticket because of either a bad credit card number or an incomplete billing address. Please update the information in your Profile or contact the travel administrator of your company.

Important: Southwest accepts five- or nine-digit postal codes in the credit card’s address. Canadian six-character postal codes are also supported. 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.

The date of birth is required in the TSA section of the traveler’s profile:

TSA Secure Flight

The Transportation Security Authority (TSA) requires us to transmit information collected from you. Providing information is voluntary, however, if it is not provided, you may be subject to additional screening or denied transport or authorization. TSA may share information you provide with law enforcement or intelligence agencies or others under its records notice. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA’s web site at [WWW.TSA.GOV](http://WWW.TSA.GOV).

**Requested Information**

- **Name:** Ramirez, HiaSabre SABRE
- **Middle Name:** Michael [No Middle Name]
- **Gender:** Male [Female]
- **Date of Birth:** (mm/dd/yyyy)
- **DHS Redress No.:**

[Check to Save Information]
Submitting a booking without this information will result in an error message:

![ClioBook encountered an issue that prevented us from completing your request.]

(The airline did not accept the birth date, or none was provided.)

**E-mail Notification when Ticketing Fails**

In case of Southwest direct connect ticketing errors, a notification e-mail can be sent to the customer, approver, or a given list of e-mail addresses. In addition to this notification, Concur Premier will send an email with more specific information to Concur customer support to assist with troubleshooting.

**Configuration**

To configure, navigate to Travel System Admin > DC Configuration (on the travel configuration page):
Complete the appropriate fields:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notify Customer</td>
<td>Select this check box to trigger sending an email to the customer (or meeting attendees).</td>
</tr>
<tr>
<td>Notify Approver</td>
<td>Select this check box to trigger sending an email to the approver of the trip.</td>
</tr>
<tr>
<td>Notify Other</td>
<td>Select this check box to trigger sending an email to the addresses in Notify Other Emails field.</td>
</tr>
<tr>
<td>Notify Other Emails</td>
<td>Enter the list of addresses (separated by comma) to be notified when the Notify Other check box is selected.</td>
</tr>
</tbody>
</table>
| <message body>         | Enter the specific message text to appear to the recipients. You can use following place holders (will be replaced with real content):  
                         {locator} – trip locator  
                         {hotline} – vendor hotline (phone number) where the customer may ask for further information  
                         {bookingSource} – name of the vendor (i.e. Southwest)  
                         {errorMessage} – specific error message returned by the direct connect |

Here is a sample of the email the user sees:

Southwest Direct Connect Ticketing

Concur Ctripbook Travel has experienced an issue with your Southwest reservation. While attempting to ticket your reservation, a failure occurred. Your reservation is confirmed but not ticketed and the Southwest record locator is E59724. Please contact Southwest customer service at 1-800-435-9792 or your travel agency for assistance with ticketing this reservation. Concur Ctripbook Travel will continue attempting to issue your ticket, but the only way to guarantee the ticket is confirmed is by contacting the agency or Southwest directly.

Detailed Error message

[TransactionId:999164][Text Message Pricing Error due to wrong data E04724]
Travel Policy Rule Examples

- Hide a bucket by choosing "Hide Results" instead of "Require Approval"
- Hide "Business Select" fares by choosing Fare Class = K
- Hide "Anytime" fares by choosing Fare Class = Y
- Hide "Wanna Get Away" fares by choosing Fare Class Not Y or K
- Hide fares from the primary GDS by adding an extra condition for "Fare is from the Reservation System"
- Hide fares from the Southwest direct connect by adding an extra condition for "Fare is not from the Reservation System"

Reporting

Southwest direct connect details are available in the Flight Details report:

Because we support both SWABIZ via Booking Builder and the Southwest direct connect in the Flight Details report, it has been updated with a new column, called Alternative Source.

The Booking Source column will continue to identify whether the trip was booked through Concur Premier or the GDS.

The Alternative Source column will identify whether the trip was booked through Southwest or SWABIZ in Concur Premier.

Southwest Ticket Credit Report

Concur has added a report for users of the Southwest Direct Connect, called Southwest Credit Monitoring (under the Travel category). This report makes it possible to see trips made by users in Concur Travel where a credit exists but was not applied. This may occur for certain trips because the trip was billed to a particular customer and should not be used towards the new trip because it will be billed to a different customer, but in most cases it results in a lost savings. (instead of: unused Southwest ticket credits and changes that occur associated to that credit).
**Configuration**

2. Search for report by Report Name (Southwest Credit Monitoring).

![Report Admin Screenshot]

- **What the User Sees**

The following details are provided via this new report:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login</td>
<td>Login ID of the user who did not use Ticket Credit</td>
</tr>
<tr>
<td>First Name</td>
<td>First name of the user</td>
</tr>
<tr>
<td>Last Name</td>
<td>Last name of the user</td>
</tr>
<tr>
<td>Email Address</td>
<td>Email address of the user</td>
</tr>
<tr>
<td>Credit Amount</td>
<td>Ticket credit amount of the user</td>
</tr>
<tr>
<td>Currency</td>
<td>Currency of ticket credit amount</td>
</tr>
<tr>
<td>Record Locator For Canceled Trip</td>
<td>Southwest record locator of trip that was canceled and this cancellation result in Southwest ticket credit</td>
</tr>
<tr>
<td>Record Locator For Trip With Unused Ticket Credit</td>
<td>Southwest record locator for trips that follow the cancelled trip (trip result in ticket credit)</td>
</tr>
</tbody>
</table>

The rows are ordered by trip bookings in descending order (the most recent trip is on the top).
In the example below, the user booked a trip (IPNWXV) and paid full fare. They could have applied a credit to the trip (IXKWXE) but did not. This report provides the administrator details on potential lost savings and allows them to follow up with the traveler to find out why they didn’t apply the credit.

Allow Southwest Direct Connect Exchange to Book in Higher Brand

Users can exchange for the lowest fare available in the same or higher class of service. For example, if the original booking was made as a Wanna Get Away fare and, at the time of exchange, no Wanna Get Away fares are available (either sold out or changed within advance purchase restrictions), the user will be allowed to exchange for the lowest available fare (Anytime or Business Select) regardless of class of service. Please note: This will more than likely result in a fare increase.

Please note that the user will not be allowed to select a specific brand; the lowest available fare will be selected automatically and any fare difference will be presented to the user to accept.

**NOTE:** The ability for users to select a specific brand at the time of exchange is under consideration for a future release.

Setup Guide

First you must disable the SWABIZ connection. You can have either SWABIZ or the Southwest direct connect, but you cannot have both on the same configuration.

To avoid duplicating results for Southwest, Concur Premier prevents turning on Southwest direct connect and SWABIZ via Booking Builder at the same time. If the administrator attempts to do so, he/she will receive the following message. If the administrator clicks OK, SWABIZ via Booking Builder will be disabled:
Important: Use of the Southwest direct connect will require each individual company to procure a Southwest Account Number (SWABIZ ID). If you have not already done so, please send an e-mail to SWABIZ@wnco.com to initiate your Southwest account number.

There is an option for Southwest under the Air Connectors section in the travel configuration. You must check the box to enable the direct connect and click Edit to enter the “Discount Code” field (Southwest account number):

Enter the companies unique Southwest account number and submit:

**IMPORTANT:** A monitor has been built into Concur Premier to verify that the same Southwest account number is not being utilized in multiple configurations by different companies. If a Southwest account number that is used in other configurations is entered into the Discount Code field during setup, a warning will appear to prevent the use of a Southwest account number outside of the assigned company's configuration:
If the Southwest account number is unique, there will be no warning.

There is also a check box for Sabre and Apollo configurations to allow results from the GDS:

**Important:** This is only available when pulling content from Sabre or Apollo and not via multi-GDS.

**Override Email Address**

The traveler email addresses provided to Southwest can be overridden with a general email address from the travel configuration. This is limited to one email address only. When this option is used, all email communications from Southwest go to this centralized email address and not the actual user/traveler:
The Southwest direct connect will not be considered a “guaranteed ticketing” or “instant purchase” carrier. The “guaranteed ticketing” drop down setting will not apply to the Southwest direct connect:

![Access to Guaranteed Ticketing carriers:](image)

The “instant purchase” check box in the corporate ghost card section will also not apply; Southwest is considered a full participant GDS carrier:

![Corporate Short Credit Card Name](image)

TMC's who have not previously deployed any other Concur Premier air direct connects may want to investigate the "send user-selected form of payment (FOP) for bookings that do not have any live air segments" check box if they are not seeing the FOP written to the PNR in the way they prefer:

![Send user-selected Form of Payment (FOP) for bookings that do not have any live air segments](image)

**Company Short Name**

The Company Short Name option allows a customer to define the name by which Southwest identifies the customer (Company Short Name):

![Company Short Name](image)

When an administrator creates or views a new travel configuration page, the Company Short Name field pre-populates with the company name as shown in the Concur Premier database.
This field is required if the Southwest direct connect is enabled. The Company Short Name field is restricted to numbers, letters, and the space character and cannot be blank. The name created should be recognizable by Southwest.

We do not validate this field if the Southwest direct connect is disabled.

**Cost Configuration**
The Cost Savings Threshold option in the travel configuration allows a customer to define a price threshold for choosing between fares from the Southwest direct connect and Sabre or Apollo:

![Cost savings threshold](image)

When the Search both the primary GDS and the Southwest direct connect option is enabled, flights from Southwest direct connect will be shown instead of flights from Sabre or Apollo only if they are less expensive by at least the amount entered into this field. If the field is blank, we assume a value of $0.00. This field will accept both 10 and 10.00 formats.

**Establishing and Use of Southwest Account Number**
IMPORTANT! 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 e-mail to SWABIZ@wnco.com to initiate your Southwest account number. A monitor has been built into Concur Premier to verify that the same Southwest account number is not being utilized in multiple configurations by different companies (see below). **All agencies must use the Southwest Account Number 99761362 (registered to Concur) for testing purposes only or one of their corporate customers Southwest Account Numbers.**

The goal at Southwest is to complete enrollment within 24 hours from the time you apply for the Southwest account number. To expedite the enrollment process, please provide Southwest with the following information:

- Travel Manager name, e-mail address, phone number, and address
- Top 5 city pairs
- Number of traveling employees
• Overall Annual Industry Sales for company
  o Less than $1M
  o Between $1M - $250M
  o Greater than $250M
• Annual estimate of Southwest Airlines expenditures
• Additional Travel Manager names, email addresses and phone numbers

Important: Each company (no matter what size, the only requirement is they have at least two travelers) will need to have a Southwest account number assigned to them. Please complete the attached Southwest enrollment form and submit to SWABIZ@wnco.com.

Testing
1. All agencies must use the Southwest account number 99761362 (registered to Concur) for testing purposes only or one of their corporate customers Southwest account numbers.
2. A valid credit card is required, with billing address and a valid Southwest account number.
3. All testing is done in a live environment.
4. Administrators can book trips on hold and they will cancel automatically after 24 hours. Trips submitted for approval that are not approved will automatically cancel within 24 hours. Ticketed itineraries (refundable and non-refundable) will be refunded if cancelled within 24 hours of the ticket being issued, either in Concur Premier or on the Southwest site.
5. Follow the normal procedure when reporting an issue, open a support ticket and include test results, screen shots and logs for review.

GDS PNR – Stored Fare and Standard Remarks

Sabre Stored Fare:
*PQ«
  PRICE QUOTE RECORD - DETAILS
  PQ 1  M-TOTAL 185.20USD. BASE 152.56USD. TAXES 32.64USD

Apollo Stored Fare:
ATFQ-OK/P
  FM-USD 299.40/USD 299.40 - PRICING RECORD –

Worldspan Stored Fare:
BWFS
  4.CB FARE USD115.35/TAX USD27.05/TTL USD142.40

Sabre Standard Remarks (P5H):
13.H-CB/ALT/CONCUR PREMIERMULTI GDS BOOKING
14.H-CB/ALT/FLIGHT CHANGES MUST BE MADE ON SOUTHWEST TO PNR ABCDEF

Apollo Standard Remarks (PRCB):
1 CB/ALT/CLIQBOOOK MULTI GDS BOOKING
2 CB/ALT/FLIGHT CHANGES MUST BE MADE ON SOUTHWEST TO PNR ABCDEF

Worldspan Standard Remarks:
MZ- 1.CB/ALT/CONCUR PREMIERMULTI GDS BOOKING
  2.CB CONCUR PREMIERALTERNATE SOURCE BOOKING
  3.CB FLIGHT CHANGES MUST BE MADE ON SOUTHWEST/YI9 TO PNR QO
We have two datapoints in finishing for booking source:

- `/AlternateSourceBookingDataArray/AlternateSourceBookingData/BookingSource` will be Southwest
- `/AlternateSourceBookingDataArray/AlternateSourceBookingData/BookingSourceUpper`* will be SOUTHWEST

*It is recommended that BookingSourceUpper be used when updating finishing templates, due to a possible case-mismatch that can occur with the non-uppercase BookingSource data point.

We also have the following datapoints available:

- Record locator
- Ticket number
- Base fare
- Taxes
- Total Amount
- TicketExchangeRecordLocator (PNR/Credit applied towards new itinerary)
- TicketExchangeRemainingCredit (amount left on the PNR/credit)
- TicketExchangeFund (amount deducted from the PNR/credit)
- FareBasisCode

**Fare Calculation Line**

The fare calculation of a Southwest direct connect reservation is now available through finishing.

**XML**

```xml
<alternateSourceBookingDataArray>
  <alternateSourceBookingData>
    <bookingSource>Southwest</bookingSource>
    <bookingSourceUpper>SOUTHWEST</bookingSourceUpper>
    <recordLocator>0123456789</recordLocator>
    <sourceSpecificBookingData>
      <ticketNumber></ticketNumber>
    </sourceSpecificBookingData>
    <fareInfo>
      <fareCalculationLine>Southwest DC</fareCalculationLine>
      <xmlContinuous>true</xmlContinuous>
      <xmlContent>FinishTemplateEditor</xmlContent>
    </fareInfo>
  </alternateSourceBookingData>
</alternateSourceBookingDataArray>
```

**XPATH**

PNRFinishData/AlternateSourceBookingDataArray/AlternateSourceBookingData/
SourceSpecificBookingData/FareInfo/LinearFareConstructor

**Finishing Template Editor**
Applying Credit Datapoints

The finishing datapoints for Southwest direct connect credit application (credit on file applied to a new itinerary) have moved to the Ticket Exchange Array Folder.

Old Location:
AlternateSourceBookingDataArray/AlternateSourceBookingData/SourceSpecificBookingData/FareInfo

New Location:
AlternateSourceBookingDataArray/AlternateSourceBookingData/SourceSpecificBookingData/FareInfo/TicketExchangeArray/TicketExchange

IMPORTANT: Customers/Agencies writing this data to the PNR will need to adjust their finishing templates to account for this:

Note: To write data to the PNR via finishing for both credits, please use the following Xpaths:

For the first ticket:
AlternateSourceBookingDataArray/AlternateSourceBookingData/SourceSpecificBookingData/FareInfo/TicketExchangeArray/TicketExchange[1]/TicketExchange TicketNumber

For the second ticket:
AlternateSourceBookingDataArray/AlternateSourceBookingData/SourceSpecificBookingData/FareInfo/TicketExchangeArray/TicketExchange[2]/TicketExchange TicketNumber
XML Datapoints

<AlternateSourceBookingData>
  <BookingSource>Southwest</BookingSource>
  <BookingSourceUpper>SOUTHWEST</BookingSourceUpper>
  <RecordLocator>06CN9I</RecordLocator>
  <SourceSpecificBookingData>
    <TicketNumber>5262174781493</TicketNumber>
    <FareInfo>
      <Cost currency="USD">689.30</Cost>
      <BaseFare currency="USD">788.84</BaseFare>
      <BaseFareLessFeesAndAdjustments>788.84</BaseFareLessFeesAndAdjustments>
      <Tax>
        <Total currency="USD">100.46</Total>
        <Breakdown>
          <Code>US</Code>
          <Amount>59.16</Amount>
          <Code>AT</Code>
          <Amount>10.00</Amount>
          <Code>IF</Code>
          <Amount>16.50</Amount>
          <Code>IF</Code>
          <Amount>14.80</Amount>
        </Breakdown>
      </Tax>
    </FareInfo>
    <FlightFareDataArray>
      <FlightFareData>
        <FlightNumber>141</FlightNumber>
        <Fare>394.42</Fare>
        <DepAirp>ALB</DepAirp>
        <DepDateTime>2010-04-13T12:00:00</DepDateTime>
        <FareBasisCode>YL</FareBasisCode>
        <ArrAirp>ABQ</ArrAirp>
        <Surcharges>59.56</Surcharges>
        <FareLessSurchargesAndAdjustments>364.84</FareLessSurchargesAndAdjustments>
      </FlightFareData>
      <FlightFareData>
        <FlightNumber>330</FlightNumber>
        <Fare>394.42</Fare>
        <DepAirp>ABQ</DepAirp>
        <DepDateTime>2010-04-14T13:55:00</DepDateTime>
        <FareBasisCode>YL</FareBasisCode>
        <ArrAirp>ALD</ArrAirp>
        <Surcharges>29.56</Surcharges>
        <FareLessSurchargesAndAdjustments>364.84</FareLessSurchargesAndAdjustments>
      </FlightFareData>
    </FlightFareDataArray>
    <AmountPaid>889.30</AmountPaid>
  </AlternateSourceBookingData>
</FareInfo>

In the case ticket credits are applied, you will see an additional node in the FareInfo node:
<TicketExchangeArray>
  <TicketExchange>
    <TicketExchangeRecordLocator></TicketExchangeRecordLocator>
    <TicketExchangeTicketNumber></TicketExchangeTicketNumber>
    <TicketExchangeRemainingCredit currency=""/></TicketExchangeRemainingCredit>
    <TicketExchangeFund currency=""/></TicketExchangeFund>
  </TicketExchange>
</TicketExchangeArray>
Finishing data points for Pre- and Post-Ticket Exchange

Concur announced support of post-ticket change on Southwest with passive segments for Sabre with the June release and for Apollo with the July release. With this release, we have added several new data points via PNR Finishing to allow the TMC to document the exchange details in the formats they need for the mid-office processing.

The new datapoints are:

- Old record locator
- New record locator
- Old ticket Number
- New ticket Number
- Old Total Price
- New Total Price
- Price Difference (add collect amount – zero if refund occurs)
- Refund Amount (zero unless a refund occurs)
- Exchange Fee (will always be zero for Southwest)

Configuration

3. Navigate to Travel System Admin > Profile & Finishing (left menu) > Finishing Template Editor.

4. Locate the template and Edit.

5. Locate the new datapoints under the PreTicketExchange and PostTicketExchange nodes.
Data endpoints in XML:

```xml
<AlternateSourceBookingData>
  <SourceSpecificBookingData>
    <PreTicketExchange>
      <OldRecordLocator>ABC123</OldRecordLocator>
      <NewRecordLocator>ABC321</NewRecordLocator>
      <OldTotalPrice Currency="USD">100.00</OldTotalPrice>
      <NewTotalPrice Currency="USD">120.00</NewTotalPrice>
      <ExchangeFee Currency="USD">0.00</ExchangeFee>
    </PreTicketExchange>
    <PostTicketExchange>
      <OldRecordLocator>ABC123</OldRecordLocator>
      <NewRecordLocator>ABC321</NewRecordLocator>
      <OldTicketNumber>3216546546549</OldTicketNumber>
      <NewTicketNumber>3216546546540</NewTicketNumber>
      <OldTotalPrice Currency="USD">100.00</OldTotalPrice>
      <NewTotalPrice Currency="USD">120.00</NewTotalPrice>
      <PriceDifference Currency="USD">20.00</PriceDifference>
      <RefundAmount Currency="USD">0.00</RefundAmount>
    </PostTicketExchange>
  </SourceSpecificBookingData>
</AlternateSourceBookingData>
```
Please Note:

The PriceDifference node contains the add collect amount in case that the new total price is higher than the old total price.

- If the new ticket is cheaper, the PriceDifference node will contain a value of 0.00 and the RefundAmount node will contain the actual refunded amount.
- If PriceDifference and RefundAmount are both 0.00 that means the old and new total cost are the same.

For pre-ticketing exchanges the PreTicketExchange data will be available in Ticketing mode.

For post-ticketing exchanges the PostTicketExchange data will be available in "Trip change with Post-ticket air change" mode.

In case the user triggers multiple pre-ticketing or post-ticketing exchanges, only the data of the last exchange will be available. Since finishing runs each time after a post-ticketing exchange, finishing has always access to the latest change.

Disable Extra WN Scans

To avoid unnecessary GDS scans, Concur will now automatically disable the deeper Southwest shop when the Southwest Direct Connect is enabled:

For Sabre only customers, this check box will be cleared (unchecked):

For all customers, this check box will be cleared (unchecked):
FAQ's

Is a Southwest account 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 Premier to verify that the Southwest account number is not being utilized in multiple configurations. All agencies must use the Southwest account number 99761362 (registered to Concur) for testing purposes only or one of their corporate customers Southwest account numbers.

Can I view Southwest fares through the GDS, SWABIZ and the direct connect?
You can have either SWABIZ or the Southwest direct connect, but you cannot have both on the same configuration, however a company can set up the Southwest direct connect on one configuration and SWABIZ on another.

The Southwest direct connect is available in tandem with the GDS. 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 the GDS does not return a fare, we will not show content from the direct connect.

To be considered "the same fare" (with respect to only showing the best fare), the fares would need to both be Y class ("Anytime"), both be K class ("Business Select"), or both be non-refundable ("Wanna Get Away").

Note: The Southwest direct connect cannot be enabled in tandem with alternate GDS. Administrators will receive a message if they attempt to turn on both at the same time:

How does cancellation work?
We have adjusted the text on true trip cancel to reflect that Southwest direct connect is considered live content. As Southwest allows a cancel of any ticket within 24 hours for a full refund, we have implemented the following policy for Southwest direct connect:

- Within 24 hours of ticketing, we always allow Southwest direct connect content to be canceled
- 24 hours after ticketing:
  - If live trip cancel settings are set to "do not allow traveler to cancel", then we cancel will not be allowed
  - If live trip cancel settings are set to "cancel all segments and queue", then we will cancel with Southwest direct connect and cancel the passive segments in the PNR

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

![Southwest Ticket Credits](image)

**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 can Southwest direct connect bookings be serviced?**
Currently, ticket changes must be made by calling the Southwest Customer Service line at 1-800-435-9792.

**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?**
Multi-Segment bookings are supported with the Southwest direct connect, however there is a limitation of 6 segments (Including connections).

**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 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 Early Bird check-in be available? 
Yes, Early Bird can be added to a Southwest PNR through either southwest.com or SWABIZ – so travelers may click on the link in their e-mail to add Early Bird check in to their booking.

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.

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.

Is TSA information required for the Southwest direct connect? 
Yes, a traveler is required to fill in the TSA section of their profile or the booking will fail.

When is a ticket issued with Southwest? 
When a user clicks on Submit for Purchase or an approver approves the trip. At this point, Concur Premier 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? Currently the name on a transferred credit does not need to match the name on the itinerary to which it is applied. Beginning January 28, 2011 the name on the credit(s) **MUST** match the user name for which the credit is being applied.

Does the Southwest Direct Connect support “live itinerary”? Yes, anytime a user views their itinerary in Concur Premier, it will pull from the Southwest database. This means that the user will see their itinerary real-time and Concur Premier 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:

How will the passive segment type appear in each GDS?

<table>
<thead>
<tr>
<th>GDS</th>
<th>Passive Segment Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sabre</td>
<td>YK</td>
</tr>
<tr>
<td>Apollo/Galileo</td>
<td>GK</td>
</tr>
<tr>
<td>Worldspan</td>
<td>TVL</td>
</tr>
<tr>
<td>Amadeus</td>
<td>GK</td>
</tr>
</tbody>
</table>

Do I need the Credit Card Verification number (CCV) when I call Southwest to make changes? No, if asked for the CCV number the user only has to say to the Southwest agent that “corporate bookings do not require a security code” and the agent will move forward.
Are discounts supported through the Southwest direct connect?
Yes, discounts are supported through a company’s Southwest account number, but you will have to contact your Southwest Corporate Relations Manager to enable the discount through the SGS (direct connect) interface. For immediate assistance send an e-mail to swabiz@wnco.com.

I received FOP error when booking?
If the address entered uses more than one line, you will receive this FOP error:

I received a “business validation error” when booking?
This error may be displayed for a number of reasons, but the most common is that the traveler’s Rapid Rewards number does not match their name. The number must be replaced with the one associated with the traveler. This error message could also mean there is an issue with the SWABIZ ID placed in the discount code box of the company travel configuration (i.e. space in front of the number, etc).
What information does Southwest validate when making a booking?
Southwest Airlines uses Verisign for their credit card verification/authorization process. The credit card information supplied in your Concur Premier profile is what is used. Verisign has very strict guidelines about verification that include:

- Full address disclosure
- No zip+4 in the zip code field – only the standard 5-digit zip code is accepted.

Does the Southwest direct connect support passive/require approval via mobile?
Yes, the Southwest direct connect supports passive and require approval via Concur Mobile. These apply to sites with passive/require approval turned on.

Will trips booked via the Southwest direct connect be available to view on southwest.com?
No, trips booked via the direct connect are only displayed in the Concur Premier Trip Library. Past (flown) itineraries show up on the Southwest Web sites, regardless of where they are booked.

What should the ticketing status be after I have completed the booking?
Prior to the June 2010 release, when a user completed his/her booking on a direct connect vendor, the ticketing status remained Confirmed. The ticketing status will now update to show Ticketed upon completion.

What if the billing address is absent?
For Southwest Direct Connect bookings reserved with a credit card without a billing address, Concur will send the company address. The companies address pulls from the Company Information section in the travel configuration.

Is an e-mail address required for Southwest direct connect bookings?
Due to new requirements of the Southwest Direct Connect API, Concur Premier now requires an email address for every Southwest Direct Connect reservation. Since most – if not all – Concur Premier profiles already are set up with an email address, there should be no visible effect to the end user.

In the unlikely case that the email address is missing, Concur Premier will display an error message during the initial reservation. The error message is: "Concur Premier was not able to purchase your ticket because you did not provide an email address. Please update the information in your Profile or contact the travel administrator of your company."
Which time zone is used regarding the Southwest ticketing time limit?
Southwest uses US Central Standard Time, but they would backdate their ticketing time limits for users in the PST time zone.

Do we support applying a high value credit to a low value Southwest direct connect booking?
Yes, this is supported, but it is important to note that we do not track the value of the credit on Concurs side. This will be stored and tracked by Southwest.

Appendix

SWABIZ Account Enrollment Form

Important: Each company (no matter what size, the only requirement is they have at least two travelers) will need to have a SWABIZ Company ID number assigned to them. Please complete the attached Southwest enrollment form and submit to SWABIZ@wnco.com.
# Enrollment Form

## Company Information

<table>
<thead>
<tr>
<th>Company Name:</th>
<th>Office:</th>
<th>Home</th>
<th>Branch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Manager Name:</td>
<td>Title:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td>Floor/Suite:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address:</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td>State:</td>
<td>Zip:</td>
<td></td>
</tr>
<tr>
<td>Office Phone: ( ) -</td>
<td>Office Fax: ( )</td>
<td></td>
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</tr>
</tbody>
</table>

### Note:
*Please ensure the person who owns this e-mail address understands that by supplying this address they grant us permission to send them information via e-mail.*

<table>
<thead>
<tr>
<th>Top 5 City Pairs:</th>
<th>Number of Traveling Employees:</th>
<th>Annual Estimate of Southwest Airlines Expenditures:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. –</td>
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<td>5. –</td>
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</tbody>
</table>

## Additional Travel Managers

<table>
<thead>
<tr>
<th>Company Travel Manager Name:</th>
<th>Contact E-mail:</th>
<th>Office Phone: ( ) -</th>
</tr>
</thead>
<tbody>
<tr>
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