

# **Travel: Southwest Direct Connect**

## **Travel Service Guide**

**Last Revised: December 18, 2020**

Applies to Concur Travel:

- Professional/Premium edition
  - TMC Partners
  - Direct Customers
  
- Standard edition
  - TMC Partners
  - Direct Customers



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## Revision History

Date	Revision Notes/Comments
July 25, 2023	Updated <i>Overview</i> section with note on SAP Concur UI themes; no other changes
January 14, 2022	Updated the copyright year; no other changes; cover date not updated
April 14, 2021	Updated the copyright year; no other changes; cover date not updated
December 18, 2020	Updated <i>FAQ</i> to add <i>Current Limitations</i> section, with single item re: Concur Travel Template
December 16, 2020	Updated comment for <i>Trip Changes via Concur Travel</i> under <i>FAQ: The Basics</i> section
June 25, 2020	Added refundability bullet to <i>Pre-and Post-Ticket Change &gt; Overview</i> section
February 25, 2020	Updated information about <b>Override Email Address</b> check box to <i>Email Notification</i> section
January 20, 2020	Added information about SWDC bookings failing to write to agency when booked over six months in advance
September 9, 2019	Added information about International Credit Cards in the <i>What the User Sees</i> section
July 29, 2019	Updated note about <b>Override Email Address</b> check box to <i>Email Notification</i> section
July 17, 2019	Updated note about <b>Override Email Address</b> check box to <i>Email Notification</i> section
July 10, 2019	Updated information about <b>Override Email Address</b> check box to <i>Email Notification</i> section
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November 16, 2018	Removed retired Travel reports
October 23, 2018	EarlyBird is no longer available during booking
May 24, 2018	Clarified EarlyBird Check-In information
January 2, 2018	Updated the copyright; no other changes; cover date not updated



# Southwest Direct Connect

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## Section 1: IMPORTANT – About this Guide

Be aware of the following:

- **Infinite variables:** Certain scenarios have an infinite number of variables or extremely unusual circumstances, like rare cancellation or refund situations. So, not all scenarios can be presented in this guide. Also, certain processes may be influenced by third- or fourth-party providers. In some cases, you must contact the provider directly.
- **User interface, fees, rates, schedules:** When other providers change their user interface (for example, web site) or their fees/rates/schedules, they are under no obligation to make SAP Concur aware of those changes. If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.
- **Permissions:** A company's admin may or may not have the correct permissions to manage the feature described in this guide. If an admin needs to manage this feature and does not have the proper permissions, they should contact the company's SAP Concur administrator.

Also, the admin should be aware that some of the tasks described in this guide cannot be completed by the company. In this case, the client must contact their TMC (if a TMC provides their support) or SAP Concur (if SAP Concur provides their support).

## Section 2: Overview

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**NOTE:** Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

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This feature provides online booking with direct access to Southwest Airlines content.

## Professional Travel vs Standard Travel

The features described in this guide apply to both Professional Travel and Standard Travel unless otherwise noted.

## Benefits

The Southwest Direct Connect supports 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
- Support for 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
- Application of policy and allows trip approval
- Display Southwest side-by-side with other airlines
- Application of existing credits toward new trip
- Passage of Southwest Account Number
- Domestic and international flights are available

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**NOTE:** Both Southwest and TraveIfusion Direct Connects can offer multiple fares for a given flight. If a Dual Fare Display is enabled (and Sabre is the primary GDS) then Southwest and TraveIfusion content will be displayed in the Dual Fare Display UI.

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## Section 3: End-User Experience

### User Profile Requirements

#### *Names – Special Characters*

If a traveler's name includes a special character, the special character will either be replaced if it is an apostrophe or converted if there is something similar in the English language. For example, a traveler with the name William O'Never is sent to Southwest as William O Never. An example of a conversion would be a traveler with the name William Müller is converted to William Mueller by the service.

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**NOTE:** If names with special characters do not match the names of Rapid Rewards accounts, Southwest may not apply rewards to the proper account.

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#### *Phone Numbers*

Concur Travel sends only one phone number to Southwest.

- If there is a business phone in the profile, Travel sends that.
- If the business phone is blank, Travel sends the home phone.

## ***Credit Cards - International***

When using an international credit card, the Zip Code field for the credit card billing address is no longer required unless the country indicated is the US (US) or Canada (CA).

## ***Credit Cards – US or Canada***

Southwest accepts 5-, 9- (US; numeric) zip codes, and 6- (Canada; alphanumeric) character postal codes in the credit card billing address. If the postal code is not entered correctly, the user will receive an error message that they must correct the postal code or choose another credit card.

If the credit card has an address (for example, a personal card), the postal code has to be either 5 or 9 using either letters or numbers ignoring dashes; 55555, 55555-1234, and 555551234 are all accepted.

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**NOTE:** If the card does not have an address, we send the company address, and then the postal code has to be 5 or 9 numbers with ***no dashes***.

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## **IMPORTANT – EXPIRATION DATES**

When a user books Southwest Direct Connect in the same month in which their credit card expires, the booking fails with a declined form of payment.

Southwest defines the expiration date as the ***first*** day of the expiration month – instead of the ***last*** day. ***This is a limitation of Southwest Airlines.***

SAP Concur sends the expiration date as it reads in SAP Concur, which is month/year. Southwest assumes the expiration date to be the ***first*** day of the month and instead of the ***last*** day.

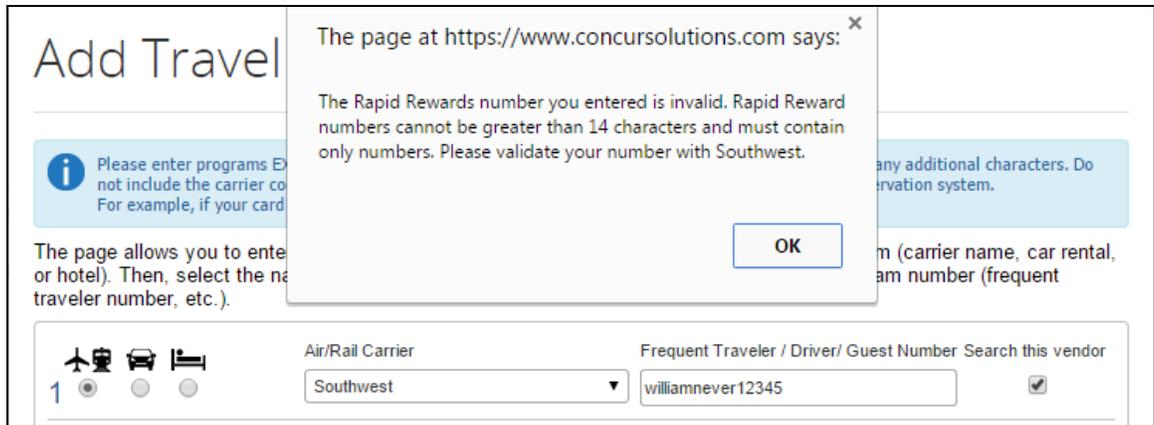
## ***TSA***

Gender and date of birth is required in the TSA section of the traveler's profile. Optional fields, such as **DHS Redress** and **Known Traveler Number**, is passed to Southwest.

## ***Rapid Rewards***

The Southwest Rapid Rewards numbers must comply with:

- The Rapid Rewards number cannot be longer than 14 characters.
- The Rapid Rewards number must contain digits only (no alpha-characters).



## Search

The user enters the flight information in the Travel Wizard as usual and clicks **Search**.

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**NOTE:** The Southwest Direct Connect does *not* support multi-passenger bookings.

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### ***Search Results – Shop by Schedule Tab***

The Southwest Direct Connect displays the different fare options available once the segments have been chosen and priced.

Shop by Fares | **Shop by Schedule** | Sorted By: Stops ▼

**DEPART** ✈ Tue, 12 Jul – St. Louis, MO to Las Vegas, NV

 Southwest	6:55 STL → 8:20 LAS	<b>Nonstop</b>	Economy	<a href="#">Remove</a>
3 hours 25 minutes / Boeing 737-700 (winglets) #3498 - Southwest				

---

**Return** | Depart

Las Vegas, NV - Wed, 13 Jul  
 Displaying: 2 out of 34 results. ⓘ

 Southwest	12:40 LAS → 17:45 STL	<b>Nonstop</b>	Economy	<a href="#">Select</a>
/ Boeing 737-800 (winglets) #511 - Sabre				
 Southwest	12:40 LAS → 17:45 STL	<b>Nonstop</b>	Economy	<a href="#">Select</a>
3h 5m / Boeing 737-800 (winglets) #511 - Southwest				

Displaying: 2 out of 34 results. ⓘ

**Selected Fare**

6:55 STL → 8:20 LAS    Nonstop    3h 25m

12:40 LAS → 17:45 STL    Nonstop    3h 05m

Remove ✕  
From **\$532.00**

**Hide Fares**

[Hide all details ^](#)

**DEPART** ✕ Tue, 12 Jul – St. Louis, MO to Las Vegas, NV [Flight details v](#)

Fare Options	Free Checked Bags	
Wanna Get Away	<a href="#">Visit Southwest</a>	<b>\$383.00</b> ●
Anytime	<a href="#">Visit Southwest</a>	<b>\$552.00</b> ●
Business Select	<a href="#">Visit Southwest</a>	<b>\$574.00</b> ●

**RETURN** ✕ Wed, 13 Jul – Las Vegas, NV to St. Louis, MO [Flight details v](#)

Fare Options	Free Checked Bags	
Wanna Get Away	<a href="#">Visit Southwest</a>	<b>\$149.00</b> ●
Anytime	<a href="#">Visit Southwest</a>	<b>\$552.00</b> ●
Business Select	<a href="#">Visit Southwest</a>	<b>\$574.00</b> ●

[Fare rules](#) — Ticket is non-refundable

**\$532.00**

Southwest

## Search Results – Shop by Fares Tab

The Southwest Direct Connect displays fares as if the View More Airfares feature is enabled, regardless of whether that option is activated in the travel configuration. This means that all Southwest content pulled from the direct connect shows the different fare classes available.

The screenshot displays the 'Shop by Fares' tab for a Southwest flight. At the top, there are tabs for 'Shop by Fares' and 'Shop by Schedule', with 'Sorted By: Policy - Most Compliant'. Below this, it indicates 'Displaying: 2 out of 165 results'. The main content area shows a flight card for a round trip on Tuesday, July 12, from St. Louis, MO to Las Vegas, NV, and back on Wednesday, July 13. The flight is nonstop with a duration of 3h 25m for the outbound and 3h 05m for the return. The starting price is 'From \$532.00'. A 'Hide Fares' button is visible. Below the flight details, there are sections for 'DEPART' and 'RETURN' with their respective dates and destinations. Each section lists 'Fare Options' and 'Free Checked Bags'. The fare options include 'Wanna Get Away' (\$383.00), 'Anytime' (\$552.00), and 'Business Select' (\$574.00). At the bottom, there is a 'Fare rules' section stating 'Ticket is non-refundable' and a total price of '\$532.00' with a 'Southwest' logo.

Note the following – Professional Travel vs Standard Travel:

- For Professional Travel, if the direct connect is set up to search the direct connect and the GDS, only the lowest rate is displayed.
- For Standard Travel, if Southwest Direct Connect is enabled, GDS results are not returned.

If the user elects to view the fare rules, the content is accessed directly from Southwest:

Fare Rules and Restrictions Close

**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 [Chicago - Los Angeles] [Los Angeles - Chicago]

**Southwest** Chicago - Los Angeles  
Fare Basis Code : ODNVHNR

From MDW (Chicago, IL)  
To LAX (Los Angeles, CA)

[Next Fare >](#)

**RULE**

RULE APPLICATION AND OTHER CONDITIONS NOTE - THE FOLLOWING TEXT IS INFORMATIONAL AND NOT VALIDATED FOR AUTOPRICING. NORMAL FARES APPLICATION CLASS OF SERVICE THESE FARES APPLY FOR COACH CLASS SERVICE. CAPACITY LIMITATIONS SEATS ARE LIMITED.

**ELIGIBILITY**

ELIGIBILITY NO ELIGIBILITY REQUIREMENTS APPLY.

**DAY/TIME**

DAY/TIME PERMITTED TUE/WED/SAT.

## Form of Payment / Ticket Credits

### ***About Ticket Credits***

Ticket credits are obtained from previously canceled reservations with Southwest Airlines. Note the following:

- Applying a credit is only available for sites accessing 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.
- The **full** name on the credit(s) **must** match the user's name for which the credit is being applied (first, middle, and last).
- Guest travel cancellations that result in a credit are added in the name of the person who made the guest travel booking.

## Review and Reserve Page

On the **Review and Reserve** page, the user selects the desired credit card and may also be able to use a ticket credit.

### REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	\$550.52	\$69.48	\$620.00
Total Estimated Cost : \$620.00			
Total Due Now: \$620.00			

### APPLY TICKET CREDIT

You can apply your previously canceled tickets (ticket credit) toward this Southwest Direct Connect booking. Select a **maximum of two** ticket credits.

[Add ticket credit](#)

### SELECT A METHOD OF PAYMENT

How would you like to pay?

Please choose a credit card. [Add credit card](#)

\* Indicates credit card is a company card

## Adding Ticket Credits

Users can add a credit that was obtained offline by clicking the **Add ticket credit** link:

### APPLY TICKET CREDIT

You can apply your previously canceled tickets (ticket credit) toward this Southwest Direct Connect booking. Select a **maximum of two** ticket credits.

[Add ticket credit](#)

This will be necessary to import and apply a credit for a booking ticketed or cancelled outside of Concur Travel.

### SEAT ASSIGNMENT

Seats will be automatically selected based on your profile preferences and can be changed on the complete.

### REVIEW

Describe  
Airfare

### APPLY

You can  
credits.  
[Add ticket](#)

### SELEC

How would  
Please c

### Add ticket credit

Southwest Record Locator:   
(Required)  
Valid Until:   
Ticket Amount:   
US-Dollar (\$)

[Add ticket credit](#) [Cancel](#)

While only the **Southwest Record Locator** field is required, completing the **Cancel Date** and **Ticket Amount** fields 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.

### **Ticket Credit Name Match**

If the name in the Concur Travel profile does not match the **full** name (first, middle, and last) 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 whether the credit is 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 Travel provides an error message for the user.

The itinerary shown to the user displays the 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 data points in the finisher:

Wednesday, 13 July, 2016



**Flight** Las Vegas, NV (LAS) to St. Louis, MO (STL)

**Southwest 511**

**Departure: 12:40**  
Seat: No seat assignment

McCarran Intl (LAS)  
Duration: 3 hours, 5 minutes  
Nonstop

**Arrival: 17:45**  
Lambert St Louis Intl (STL)

**Additional Details**  
Distance: 1367 miles  
E-Ticket  
Cabin: Anytime (Y)  
For assistance with this flight, please contact Southwest directly.  
Reservations and Information (available 24 hours) 1-800-1-FLY-SWA (1-800-435-9792)  
Reservations and Information - En Español 1-800-VAMONOS (1-800-826-6667)  
Teletypewriter (TTY) 1-800-533-1305  
Automated Flight Information 1-888-SWA-TRIP (1-888-792-8747)

 [Add to your Itinerary](#)

[Change](#) | [Cancel all Air](#)

**Confirmation: 9AWRRF**  
Status: Booked directly in Southwest/9AWRRF

**TOTAL ESTIMATED COST**

<b>Air</b>		
	Airfare quoted amount:	\$1,000.70 USD
	Taxes and fees:	\$103.26 USD
	<b>Total Estimated Cost:</b>	<b>\$1,103.96 USD</b>

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

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

<b>Totals and restrictions</b>	
Airfare quoted amount:	\$788.84 USD
Landing fees and taxes:	\$104.16 USD
<b>Airfare quoted total:</b>	<b>\$893.00 USD</b>
<b>Payment Details for: Southwest</b>	
<b>Total Credit Applied:</b>	
QFW87	\$146.70 USD
<b>Add / Collect Amount To Be Charged To Credit Cards:</b>	
Last four digits: 1111	\$746.30 USD
<b>Ticket Number: 526217477796</b>	

In the event that a user applies an existing credit, Travel does not know the ticket number, only the confirmation number.

### ***Allow Suppression of Unused Tickets – Professional Travel vs Standard Travel***

Note the following:

- For Professional Travel, admins are allowed to enable or disable ticket credits, as described in the configuration information in this guide.
- For Standard Travel, ticket credits are automatically enabled.

### **EarlyBird Check-In – After Booking**

#### ***Professional Travel vs Standard Travel***

Note the following:

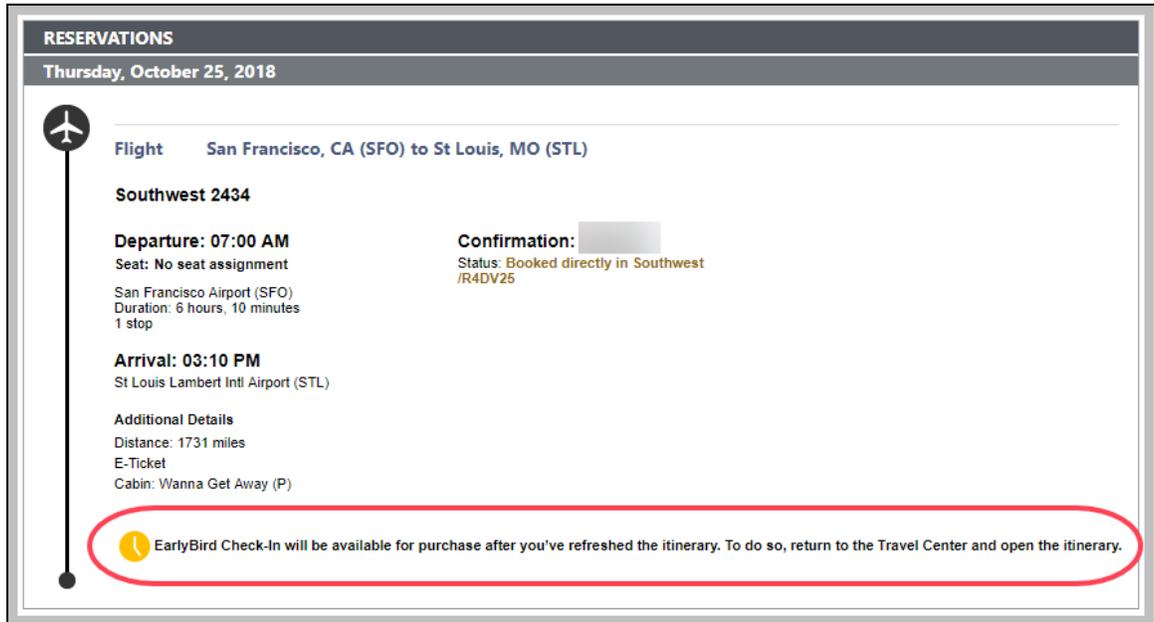
- For Professional Travel, EarlyBird Check-In is disabled by default but can be enabled as described in the configuration information in this guide.
- For Standard Travel, EarlyBird Check-In is automatically enabled.

#### **Overview**

EarlyBird Check-In<sup>SM</sup> is a low-cost option giving the traveler the convenience of automatic check-in before the traditional 24-hour check-in. The traveler will have the benefit of an early assigned boarding position, allowing the traveler to board earlier. As an EarlyBird Check-In customer, the traveler will have a better opportunity to select a preferred seat and have earlier access to overhead bin storage for carryon luggage. The affordable option automatically reserves for the traveler the next best boarding position then available.

## Purchase After Booking

To ensure proper pricing, EarlyBird Check-In is not purchased during the booking but is available for purchase after booking. After the user books the trip, a message appears on the itinerary page, reminding the user to go to the Travel home page to make the EarlyBird purchase.



**RESERVATIONS**  
Thursday, October 25, 2018

**Flight** San Francisco, CA (SFO) to St Louis, MO (STL)

**Southwest 2434**

**Departure: 07:00 AM**  
Seat: No seat assignment  
San Francisco Airport (SFO)  
Duration: 6 hours, 10 minutes  
1 stop

**Confirmation:** [REDACTED]  
Status: Booked directly in Southwest  
/R4DV25

**Arrival: 03:10 PM**  
St Louis Lambert Intl Airport (STL)

**Additional Details**  
Distance: 1731 miles  
E-Ticket  
Cabin: Wanna Get Away (P)

**EarlyBird Check-In will be available for purchase after you've refreshed the itinerary. To do so, return to the Travel Center and open the itinerary.**

The user goes to the Travel home page and opens the trip (itinerary). The user will see the exact price of EarlyBird Check-In and can purchase the service.

**RESERVATIONS**

Thursday, October 25, 2018



**Flight**

**San Francisco, CA (SFO) to St Louis, MO (STL)**

[Cancel all Air](#)

**Southwest 2434**

**Departure: 07:00 AM**  
 San Francisco Airport (SFO)  
 Duration: 6 hours, 10 minutes  
 1 stop

**Confirmation:** [REDACTED]  
 Status: Booked directly in Southwest  
 /R4DV25

Seat: No seat

**Arrival: 03:10 PM**  
 St Louis Lambert Intl Airport (STL)

**Additional Details**  
 Distance: 1731 miles  
 E-Ticket  
 Cabin: Wanna Get Away (P)

 EarlyBird Check-in is available for this flight. [Add EarlyBird Check-in](#) ▼

EarlyBird Check-in is available for your flight.

I agree to Purchase EarlyBird Check-In for \$25.00 USD one-way (origin to destination).

Please choose a credit card. ▼

[Add credit card](#)

Purchase EarlyBird Check-in

Note: All EarlyBird Check-In purchases are nonrefundable. Customers who cancel their flight will forfeit the previously purchased EarlyBird Check-In option for that particular flight.  
 For more information about EarlyBird Check-in:  
[EarlyBird Check-in FAQs](#)



[Add to your Itinerary](#)

### Additional Notes

- This feature is available **only** for trips booked via the Southwest Direct Connect in Concur Travel. It is not available for trips booked via the GDS, imported from the TMC, or via TripLink.
- If a traveler is an "A-List" member, EarlyBird Check-In will not appear since A-List members automatically are checked-in due to their status.
- There are no e-receipts for the EarlyBird purchases.
- EarlyBird Check-In is not yet available via the SAP Concur mobile app but will come with a future release.
- EarlyBird Check-In is not supported for multi-passenger bookings.
- No additional PNR Finishing options have been added.
- If the user changes their flights, Southwest will attempt to transfer the EarlyBird Check-In.
- Currently, EarlyBird Check-In is not supported for international flights through Southwest Direct Connect.
- EarlyBird Check-in payment must come from the user's profile. Ghost cards are not a valid payment method for EarlyBird Check-in.
- For more details, go to:  
[http://www.southwest.com/html/generated/help/faqs/earlybird\\_checkin\\_faq.html](http://www.southwest.com/html/generated/help/faqs/earlybird_checkin_faq.html)

## Trip Cancel

For Southwest Direct Connect, the user cancels a trip as usual. The ticket is automatically refunded, and the traveler is alerted:

- If a ticketed itinerary is cancelled within 24 hours of issuance
- 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.

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**NOTE:** A traveler cannot cancel a flight if they have already checked-in to the flight or if the first leg of the flight is set to depart within 30 minutes or if the flight has already departed. A traveler cannot cancel a flight if the trip is already in progress. A PNR must be canceled on Southwest will need to be contacted.

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### Trip Cancel Settings

All *on hold* trips are eligible for cancel in Concur Travel. These PNRs queue to the Cancel Queue. Trips with non-GDS hotels booked by Concur Travel are eligible for cancel during the initial booking if Travel 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 does not know how to go to the original source to cancel the reservation. For example, the Southwest Direct Connect is treated as *live* space in Concur Travel 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**, admins must define a refund request queue in the agency configuration. If the admin cannot select the other options, it means that the agency has not defined a refund request queue.

<p><b>Trip has PASSIVE CONTENT (May or May Not include live ticketed air)</b></p> <ul style="list-style-type: none"><li><input checked="" type="radio"/> <b>Do not allow traveler to cancel</b> - Inform traveler they must contact agency for assistance</li><li><input type="radio"/> <b>Queue to Agency</b> - Cliqbook will not modify PNR and will push PNR to the "REFUND REQUEST QUEUE"</li><li><input type="radio"/> <b>Cancel Live segments and Queue</b> - Cliqbook will cancel all LIVE segments, and retain all PASSIVE segments in the PNR, and push to the "REFUND REQUEST QUEUE"</li></ul>
<p><b>Trip has TICKETED AIR but NO PASSIVE Content</b></p> <ul style="list-style-type: none"><li><input checked="" type="radio"/> <b>Do not allow traveler to cancel</b> - Inform traveler they must contact agency for assistance</li><li><input type="radio"/> <b>Queue to Agency</b> - Cliqbook will not modify PNR and will push PNR to the "REFUND REQUEST QUEUE"</li><li><input type="radio"/> <b>Cancel all segments and Queue</b> - Cliqbook will cancel all segments and push PNR to the "REFUND REQUEST QUEUE"</li></ul>

## Pre- and Post-Ticket Change

### ***Professional Travel vs Standard Travel***

Note the following:

- For Professional Travel, pre- and post-ticket change is configurable as described in the configuration section of this guide.
- For Standard Travel, both options are automatically enabled.

### ***Overview***

Concur Travel supports true pre- and post-ticket change for the Southwest Direct Connect.

Note the following:

- The user can choose to change as many legs as they want. It is possible to change the destinations as well as the dates.
- If a refundable fare is exchanged to a non-refundable fare, the exchange becomes non-refundable.
- A traveler cannot change a flight in Concur Travel if they have already checked-in to the flight or if the first leg of the flight is set to depart within 30 minutes. Mid-trip changes are supported.
- EarlyBird Check-In is not the same as a traveler checking in to a flight, according to Southwest. A traveler who has EarlyBird Check-In must still check-in to a flight to print the boarding pass.
- Fees:
  - ◆ Southwest Airlines does not charge an exchange fee.
  - ◆ The standard post-ticket change fee from Concur Travel 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.
- 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.
  - ◆ 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.
  - ◆ The ability for users to select a specific brand at the time of exchange is under consideration for a future release.

- 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 user takes the usual steps to complete a pre- and post-ticket change.

- 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 will save the value in the form of a ticket credit. Concur Travel automatically saves this ticket credit in the user's profile.
- If additional charges are required, the original form of payment is used.
- The refundability of the originally purchased fare determines which scenario applies; the Southwest reservation system is configured to detect and apply applicable refundability rules.

---

**NOTE:** Pre- and post-ticket changes for Southwest are completely independent of pre- and post-ticket changes for the GDS.

---

### ***IMPORTANT! Current Limitation – Passive Segments***

Passive segments:

- For all GDSs except Amadeus, we allow Southwest Direct Connect ticket change with passive segments.
- For all GDS except Sabre, it is possible to use the Southwest Direct Connect ticket exchange feature only if passive segments are disabled.

#### **ALL GDSs EXCEPT AMADEUS AND SABRE**

If passive segments are enabled, the following actions occur after an exchange:

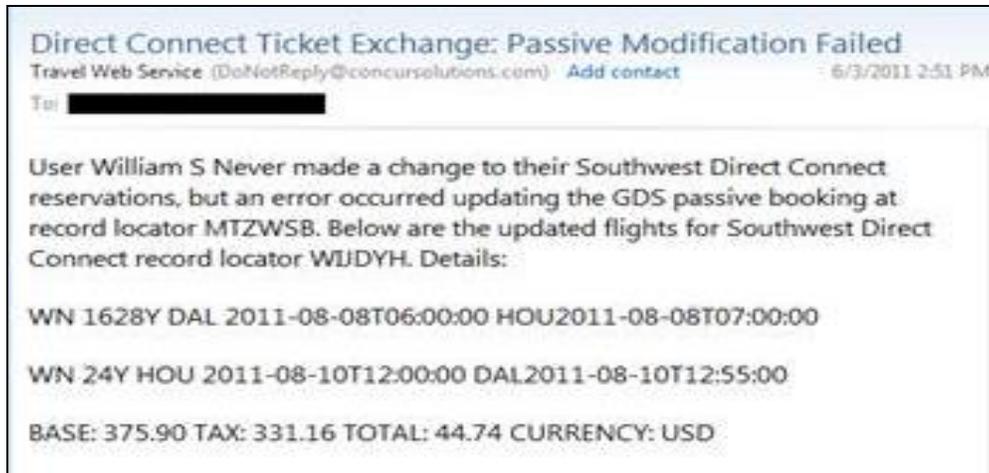
- We cancel the old passive segments.
- We create new passive segments based on the updated segments.
- We delete the old manual stored fare and add a new one based on the new itinerary.

---

**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.



## AMADEUS

If you or your customer are interested in disabling passive segments for the Southwest Direct Connect, please contact your TMC or Concur Travel 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 Travel 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, a message appears.

## SABRE

Southwest Direct Connect bookings will fail to write to the agency when booked over six months in advance; this is a limitation of Sabre functionality.

Although the Southwest vendor allows purchase of flight dates 8-9 months in advance, the Sabre GDS only loads Southwest flight information up to 180 days (six months). Bookings made on Southwest Direct Connect for dates over 180 days in advance will fail to write the passive segments required to create the booking in the GDS.

## Section 4: Reporting

There are reports available relating to Southwest Direct Connect, including:

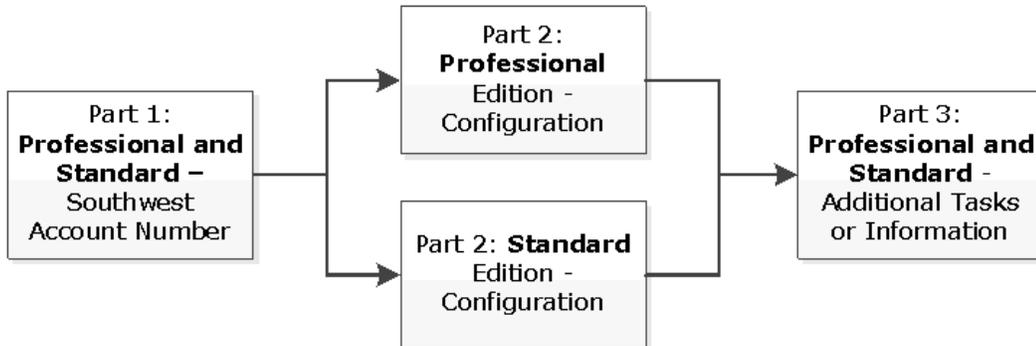
- Flight Detail
- Southwest Credit Monitoring



Refer to the *Travel Reporting User Guide*, which is available on the SAP Concur support portal or in Travel Administration online help.

## Section 5: Configuration

The following steps are required to enable Southwest Direct Connect in Concur Travel. Note that some of the steps on the following pages apply to Professional Edition, some to Standard Edition, and some to both.



- Part 1: Professional and Standard Travel – Southwest Account Number
- Part 2: Professional Travel – Configuration in Concur Travel  
– *or* –  
Part 2: Standard Travel – Configuration in Concur Travel
- Part 3: Professional and Standard Travel – Additional Tasks or Information

### Part 1: Professional and Standard Travel – Southwest Account Number

Each company – no matter what size, the only requirement is they have at least two travelers – must obtain a Southwest Account Number.

To do so, use the online process here: <https://www.swabiz.com/swabiz/self-enroll>

The goal at Southwest is to complete enrollment within 24 hours from the time you apply for the Southwest account number.

### Part 2: Professional Travel – Configuration in Concur Travel

#### *Travel Configuration*

▶ **To enable:**

1. Click **Administration > Travel** (on the sub-menu) > **Travel System Admin** and access the desired client travel configuration.

---

**NOTE:** Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.

---

2. In the **Air Connectors** section of the travel configuration page, locate **Southwest Airlines**.

**Southwest Airlines**  Enable

Account Number:  Company Short Name:  Override Email Address:

Allow pre-ticketing flight changes  Search both the primary GDS and the Southwest direct connect Cost savings threshold (\$):

Allow post-ticketing flight changes  Disable Ticket Credits  Allow Early Bird Check-in

3. To enable:

Field	Description / Action
Enable	Select to enable.
Account Number	<p>You cannot type directly into the field. Click <b>Edit</b>. The following box appears.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center; font-size: 1.2em;">Southwest Account Number Entry</p> <hr/> <p style="text-align: center; font-weight: bold; font-size: 0.8em;">Please enter your Southwest Account Number and press the Submit button</p> <p style="text-align: center;">Southwest Account Number <input type="text"/> <input type="button" value="Submit"/> <input type="button" value="Delete"/></p> </div> <ol style="list-style-type: none"> <li>1. Enter the code/number.</li> <li>2. Click <b>Submit</b>. The number/code appears in the <b>Discount Code</b> field.</li> </ol>
Company Short Name	<p>Enter the company name by which Southwest will recognize your company.</p> <ul style="list-style-type: none"> <li>This field is <b>required</b> if Southwest Direct Connect is enabled.</li> <li>The <b>Company Short Name</b> field is restricted to numbers, letters, and the space character and cannot be blank.</li> <li>Later, when you create or view a new travel configuration page, the <b>Company Short Name</b> field pre-populates with this company name.</li> </ul>
Override Email Address	<p>If the Override Email Address check box is selected, fulfillment emails such as billing confirmations/receipts will be sent to the override email. Traveler notifications such as schedule change, flight delays and cancellations will be sent to the Traveler email only, not to the TMC. If unchecked, ALL emails will be delivered to the Traveler email.</p>

Field	Description / Action
<p>Allow pre-ticketing flight changes</p> <p>Allow post-ticketing flight changes</p>	<p>Select (enable) these check boxes to allow the user to make pre- and post-ticketing changes in Concur Travel.</p> <p><b>NOTE:</b> Pre- and post-ticket changes for Southwest Direct Connect are completely independent of pre- and post-ticket changes for the GDS. These are determined under the <b>System Settings</b> section of the travel configuration page.</p> <p><b>For Sabre, Apollo/Galileo, and Worldspan:</b></p> <p>If passive segments are enabled, the following actions occur after an exchange:</p> <ul style="list-style-type: none"> <li>• We cancel the old passive segments.</li> <li>• We create new passive segments based on the updated segments.</li> <li>• We delete the old manual stored fare and add a new one based on the new itinerary.</li> </ul> <p><b>NOTE:</b> Remember to scroll down to the <b>GDS PNR Options</b> 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.</p> <p><b>For other GDSs:</b></p> <p>The ability to enable pre- and post-ticket change for the Southwest Direct Connect is limited to those customers <b>not</b> writing passive segments to the GDS. You must have passive segments disabled in order to use this feature today.</p> <p>If you or your customer is interested in disabling passive segments for the Southwest Direct Connect, please contact your TMC or Concur Travel 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 Travel recommends a discussion between all parties before moving forward with this feature.</p> <p>Concur Travel will support ticket change for Southwest using passive segments with a future release.</p>
<p>Search both the primary GDS and the Southwest direct connect</p> <p>Cost savings threshold</p>	<p>Flights from Southwest Direct Connect will be shown to the user instead of flights from Sabre or Apollo <b>only</b> if they are less expensive by <b>at least</b> the amount entered in the <b>Cost savings threshold</b> field.</p> <p>To use:</p> <ul style="list-style-type: none"> <li>• Select (enable) the <b>Search both the primary GDS and the Southwest direct connect</b> check box to enable the feature.</li> <li>• Enter an amount in the <b>Cost savings threshold</b> field. <ul style="list-style-type: none"> <li>◆ If the field is blank, a value of \$0.00 is assumed.</li> <li>◆ This field will accept both 10 and 10.00 formats.</li> </ul> </li> </ul>

Field	Description / Action
Disable Ticket Credits	Select (enable) this check box to disable credits. If selected, ticket credits do not appear during booking nor in the user's Travel profile.
Allow Early Bird Check-in	Select (enable) this check box to allow your travelers to check-in earlier than the normal 24 hours, for a fee. If enabled, EarlyBird Check-In is available for purchase any time the user/arranger views the itinerary in Concur Travel after the ticket has been purchased.  <b>NOTE:</b> This feature is available <i>only</i> for trips booked via the Southwest Direct Connect in Concur Travel. It is not available for trips booked via the GDS, imported from the TMC, or via TripLink.

### Email Notification

You can configure email notification as well using the **DC Configuration** section of the travel configuration page.



Refer to the *Travel System Admin User Guide*, which is available on the SAP Concur support portal or in Travel Administration online help.

### Sample Rules

Sample rules to use with Southwest Direct Connect are:

- Hide a bucket by choosing "Hide Results" instead of "Require Approval"
- Hide "Business Select" fares by choosing Fare Class = K

Marketing airline is in	WN
- and -	
Fare uses class of service	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"

## Part 2: Standard Travel – Configuration in Concur Travel

### Travel Configuration

► **To enable:**

1. In the Travel Setup Wizard, click the **Discounts and Travel Content** setup step.
2. Select the desired configuration.
3. Click the **Direct Connect** tab.

Please select the travel configuration you want to update.  
williamneverconfig (US) ▼

To enable a direct connect provider, select the Enable check box beside each vendor. Please work with your fulfillment travel agency to ensure you click Save before moving on to the next step. ⓘ

Discounts | Hotel Import/Export | **Direct Connect** | Visa / Passport Services | Travelfusion Suppliers | Government Rates

**Air Connectors**

Aer Lingus  Enable  
Username  Password   Require Promotional Rates

Southwest Airlines  Enable  
Account Number  **Edit** Company Short Name  ⓘ  
Override Email Address  ⓘ

4. To enable:

Field	Description / Action
Enable	Select to enable.
Account Number	<p>You cannot type directly into the field. Click <b>Edit</b>. The following box appears.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="font-size: 1.2em; margin: 0;">Southwest Account Number Entry</p> <hr/> <p style="font-weight: bold; margin: 0;">Please enter your Southwest Account Number and press the Submit button</p> <p style="margin: 0;">Southwest Account Number <input style="width: 150px;" type="text"/> <input type="button" value="Submit"/> <input type="button" value="Delete"/></p> </div> <ol style="list-style-type: none"> <li>1. Enter the code/number.</li> <li>2. Click <b>Submit</b>. The number/code appears in the <b>Discount Code</b> field.</li> </ol>

Field	Description / Action
Company Short Name	<p>Enter the company name by which Southwest will recognize your company.</p> <ul style="list-style-type: none"> <li>This field is <b>required</b> if Southwest Direct Connect is enabled.</li> <li>The <b>Company Short Name</b> field is restricted to numbers, letters, and the space character and cannot be blank.</li> <li>Later, when you create or view a new travel configuration page, the <b>Company Short Name</b> field pre-populates with this company name.</li> </ul>
Override Email Address	<p>If the <b>Override Email Address</b> check box is selected, fulfillment emails such as billing confirmations/receipts will be sent to the override email. Traveler notifications such as schedule change, flight delays and cancellations will be sent to the Traveler email only, not to the TMC. If unchecked, ALL emails will be delivered to the Traveler email.</p>

Related option(s) are hidden, set by default, and **cannot be changed**:

Field	Description/Action
Allow pre-ticketing flight changes Allow post-ticketing flight changes	ON
Search both the primary GDS and the Southwest direct connect Cost savings threshold	OFF
Disable Ticket Credits	OFF (which means Ticket Credits are available by default)
Allow Early Bird Check-in	ON

## Part 3: Professional and Standard Travel – Additional Tasks or Information

### ***GDS Passive Segments***



Refer to the *Passive Segments Fact Sheet*, which is available on the SAP Concur support portal or in Travel Administration online help.

### ***GDS Stored Fare***

#### **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

**AMADEUS STORED FARE:**

Amadeus does not store fares.

***GDS Standard Remarks*****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 (5-RM)**

MZ- 1.CB/ALT/CONCUR PREMIERMULTI GDS BOOKING

2.CB CONCUR PREMIERALTERNATE SOURCE BOOKING

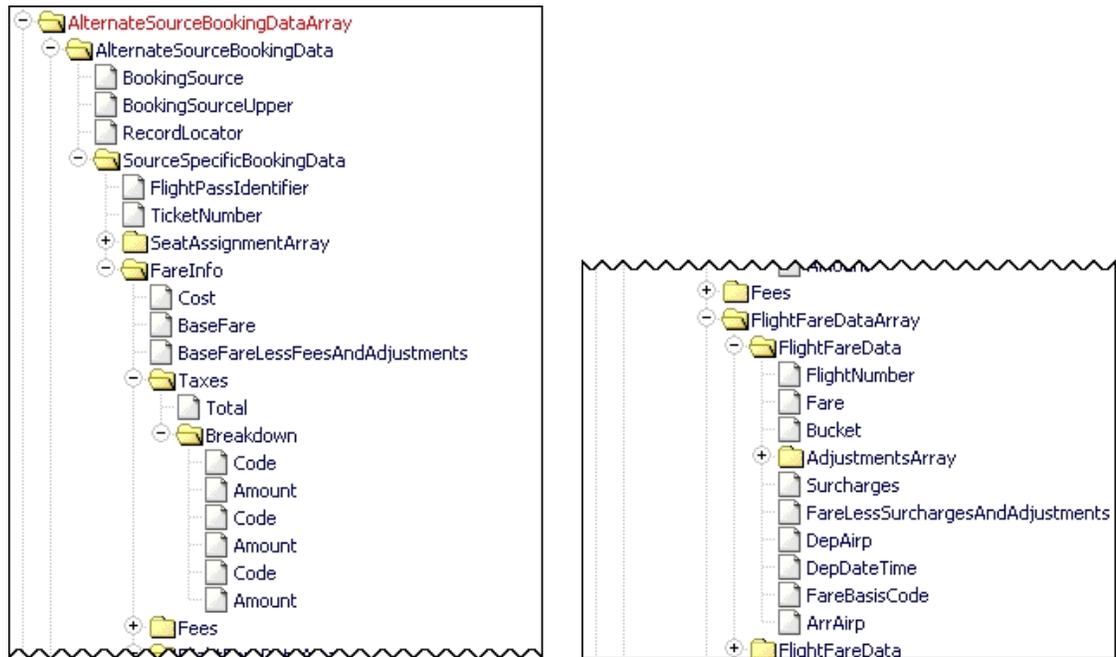
3.CB FLIGHT CHANGES MUST BE MADE ON SOUTHWEST/YI9 TO PNR ABCDEF

**AMADEUS STANDARD REMARKS (RM):**

14 RM CB/ALT/FLIGHT CHANGES MUST BE MADE

15 RM CB/ALT/ON SOUTHWEST TO PNR ABCDEF

## File Finishing



We have two data points in finishing for booking source:

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

---

**NOTE:** 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 data points 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 available through finishing.

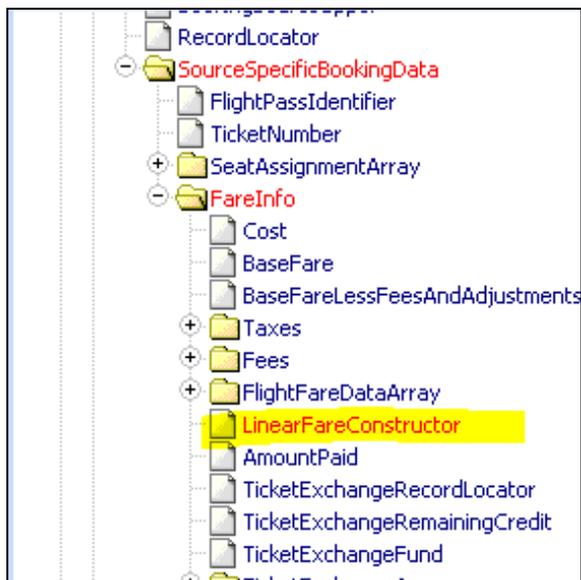
### XML

```
<AlternateSourceBookingDataArray>
  <AlternateSourceBookingData>
    <BookingSource>Southwest</BookingSource>
    <BookingSourceUpper>SOUTHWEST</BookingSourceUpper>
    <RecordLocator>QNMJFF</RecordLocator>
    <SourceSpecificBookingData>
      | <TicketNumber></TicketNumber>
      <FareInfo>
        <LinearFareConstructor>DAL WN HOU45.58TZAVPNR 45.58 END ZPDAL XFDAL4.5 AY2.50$DAL2.50</LinearFareConstructor>
        <Cost currency="USD">59.70</Cost>
        <BaseFare currency="USD">45.58</BaseFare>
      </FareInfo>
    </SourceSpecificBookingData>
  </AlternateSourceBookingData>
</AlternateSourceBookingDataArray>
```

### XPATH

PNRFinishData/AlternateSourceBookingDataArray/AlternateSourceBookingData/SourceSpecificBookingData/FareInfo/LinearFareConstructor

## Finishing Template Editor



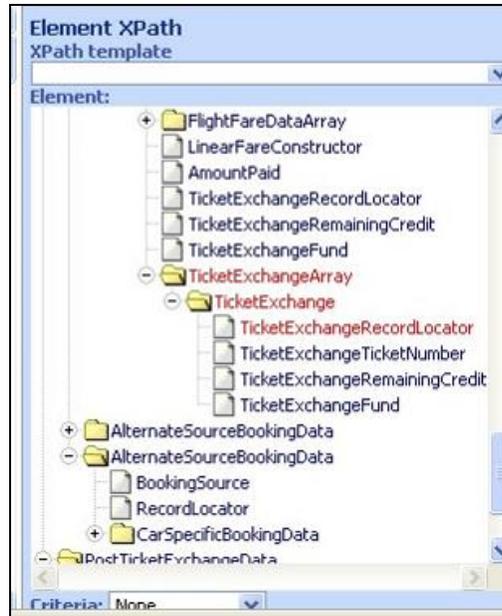
## Apply Credit Data Points

The finishing data points for Southwest Direct Connect credit application (credit on file applied to a new itinerary) are here:

- 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:



---

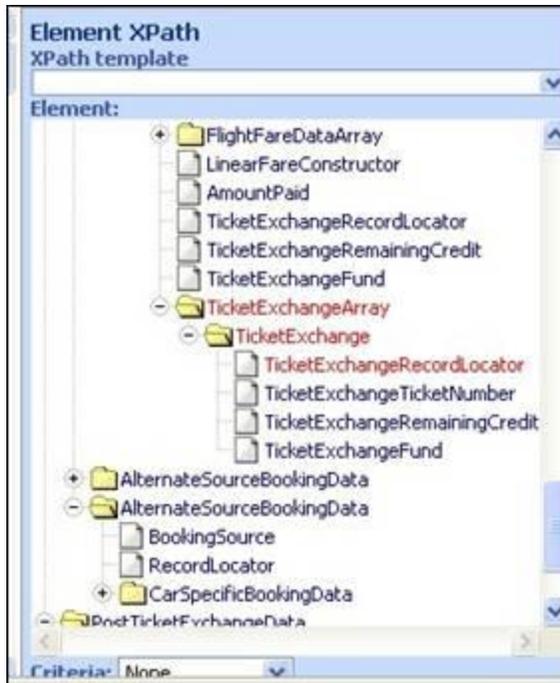
To write data to the PNR via finishing for both credits, please use the following Xpaths:

For the first ticket:

AlternateSourceBookingDataArray/AlternateSourceBookingData/SourceSpecificBookingData/FareInfo/TicketExchangeArray/TicketExchange[1]/TicketExchangeTicketNumber

For the second ticket:

AlternateSourceBookingDataArray/AlternateSourceBookingData/SourceSpecificBookingData/FareInfo/TicketExchangeArray/TicketExchange[2]/TicketExchangeTicketNumber



## XML Data Points

```
<AlternateSourceBookingData>
  <BookingSource>Southwest</BookingSource>
  <BookingSourceUpper>SOUTHWEST</BookingSourceUpper>
  <RecordLocator>Q6CW8I</RecordLocator>
  <SourceSpecificBookingData>
    <TicketNumber>5262174781493</TicketNumber>
    <FareInfo>
      <Cost currency="USD">889.30</Cost>
      <BaseFare currency="USD">788.84</BaseFare>
      <BaseFareLessFeesAndAdjustments>788.84</BaseFareLessFeesAndAdjustments>
      <Taxes>
        <Total currency="USD">100.46</Total>
        <Breakdown>
          <Code>US</Code>
          <Amount>59.16</Amount>
          <Code>AY</Code>
          <Amount>10.00</Amount>
          <Code>XF</Code>
          <Amount>16.50</Amount>
          <Code>ZP</Code>
          <Amount>14.80</Amount>
        </Breakdown>
      </Taxes>
      <FlightFareDataArray>
        <FlightFareData>
          <FlightNumber>1141</FlightNumber>
          <Fare>394.42</Fare>
          <DepAirp>ALB</DepAirp>
          <DepDateTime>2010-04-13T12:00:00</DepDateTime>
          <FareBasisCode>YL</FareBasisCode>
          <ArrAirp>ABQ</ArrAirp>
          <Surcharges>29.58</Surcharges>
          <FareLessSurchargesAndAdjustments>364.84</FareLessSurchargesAndAdjustments>
        </FlightFareData>
        <FlightFareData>
          <FlightNumber>530</FlightNumber>
          <Fare>394.42</Fare>
          <DepAirp>ABQ</DepAirp>
          <DepDateTime>2010-04-14T13:55:00</DepDateTime>
          <FareBasisCode>YL</FareBasisCode>
          <ArrAirp>ALB</ArrAirp>
          <Surcharges>29.58</Surcharges>
          <FareLessSurchargesAndAdjustments>364.84</FareLessSurchargesAndAdjustments>
        </FlightFareData>
      </FlightFareDataArray>
      <AmountPaid>889.30</AmountPaid>
    </FareInfo>
  </SourceSpecificBookingData>
</AlternateSourceBookingData>
```

In the case ticket credits are applied, you will see an additional node in the FareInfo node:

```
<TicketExchangeArray>
  <TicketExchange>
    <TicketExchangeRecordLocator></TicketExchangeRecordLocator>
    <TicketExchangeTicketNumber></TicketExchangeTicketNumber>
```

```

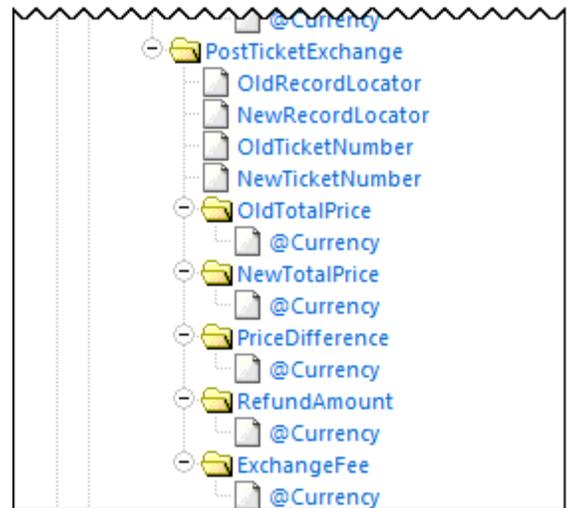
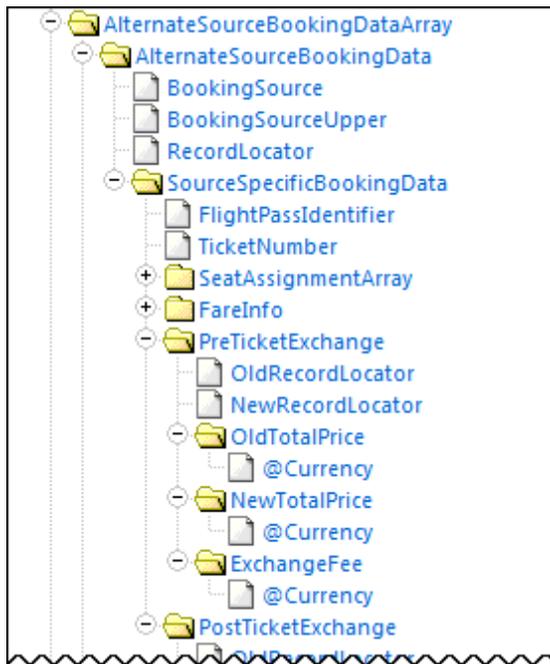
<TicketExchangeRemainingCredit
currency=""></TicketExchangeRemainingCredit>
<TicketExchangeFund currency=""></TicketExchangeFund>
</TicketExchange>
</TicketExchangeArray>

```

## Finishing Data Points for Pre- and Post-Ticket Exchange

The data points 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)



Data endpoints in 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>
    <ExchangeFee Currency="USD">0.00</ExchangeFee >
  </PostTicketExchange>
</SourceSpecificBookingData>
</AlternateSourceBookingData>

```

Note the following:

- 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.

## Section 6: Production Test Process

All agencies must use the Southwest account number 99761362 (registered to Concur Travel) for testing purposes only or one of their corporate customers Southwest account numbers.

A valid credit card is required, with billing address and a valid Southwest account number.

All testing is done in a live environment.

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 Travel or on the Southwest site.

Follow the normal procedure when reporting an issue, open a support ticket and include test results, screen shots and logs for review.

## Section 7: FAQ

### The Basics

Topic	Comment
Integrated display with air:	Yes
CT Policy controlled:	Yes
Trips on Hold via Concur Travel:	The Southwest Direct Connect will allow trips to be put on hold for 24 hours.
Trip Changes via Concur Travel:	See <i>Pre and Post Ticket Change</i> section under <i>What the User Sees</i> for details
Trip Cancels via Concur Travel:	Yes, up until 30 minutes from departure of the outbound leg as long as the traveler is not checked-in to the flight. If the traveler is checked-in to the flight, they must cancel the check-in on the Southwest website.
CVV Required?	No. If the user who calls in for support is asked for the CVV number, the user tells the Southwest agent that "corporate bookings do not require a security code" and the agent will move forward.
Delivery Options:	Online
Pre-Assigned Seating:	No
Credit Cards Accepted:	Yes; must have billing address included.
Multi-Segment Bookings:	Yes, up to 6 segments (legs with a connection count as multiple segments)
Multi-passenger bookings supported:	No
Loyalty Program generated via CT profile:	Yes, the Rapid Rewards number will be passed to Southwest. Note that the name must <b>exactly</b> match between SAP Concur's profile and Southwest's profile. There have been issues for customers who have special characters in their names as SAP Concur modifies special characters found in names.

Topic	Comment
Ghost/BTA/Lodge Cards Accepted:	Yes, ghost cards are accepted, however, please note that they are not a valid payment method for EarlyBird Check-in. Payment must come from the user's profile.
GDS Supported for passive segment:	All GDSs support passive segments.
TSA info generated to the airline:	Gender (required), birthdate (required), DHS redress, and known traveler number are all passed over to Southwest.
Access to flights available via airline site:	Yes, through <a href="https://www.swabiz.com/flight/swabiz-login">https://www.swabiz.com/flight/swabiz-login</a>
Select Access Fee:	Yes. When booking a Southwest itinerary on Concur Travel, you will incur a select access fee. Fees are billed according to the terms of your agreement on a per-itinerary basis. Multi-segment trips are subject to one select access fee. For detailed fee information, contact your SAP Concur representative or TMC or access it on the SAP Concur support portal.
** Sabre Convenience Fee:	Yes

\*\* Applicable to Sabre fulfillment only when passive segments are written

## Current Limitations

Topic	Comment
Concur Travel Template	<p>The Travel Template tool in Concur Travel supports the General Search functionality for both GDS and Southwest Direct Connect content sources, however, the <b>Search for these specific flights</b> option is limited to GDS content only.</p> <p>Due to current limitations, Concur Travel will not preselect the Southwest Direct Connect flight option when searching Southwest Direct Connect sources. The flight will, however, return as part of the GDS content and can be selected manually.</p>

## Questions

**Q.** Are international Southwest flights supported in Southwest Direct Connect in Concur Travel?

**A.** Yes. However, currently, EarlyBird Check-In is not supported for international flights.

**Q.** Can I view Southwest fares through the GDS and the direct connect?

**A.** The Southwest Direct Connect is available in tandem with the GDS. If content is accessed from GDS as well as the 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").

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**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:

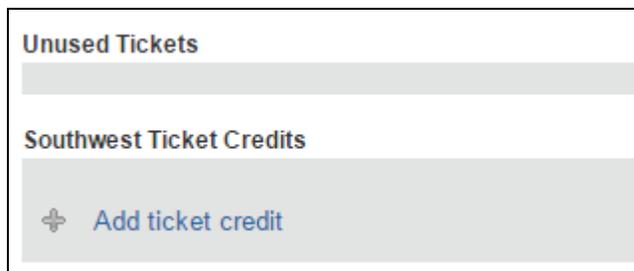


**Q.** How does cancellation work?

**A.** 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 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 Travel after the 24-hour period will also be logged in the unused ticket bank as well as in the user's SAP Concur profile within frequent traveler programs:



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**NOTE:** This section in the profile will only be visible to users if the Southwest Direct Connect is enabled for their configuration.

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**Q.** How can Southwest Direct Connect bookings be serviced?

**A.** Currently, ticket changes must be made by calling the Southwest Customer Service line at 1-800-435-9792.

**Q.** Will agencies still be able to receive a copy of the confirmation email?

**A.** Yes. Agencies are able to use the override email address within the travel configuration to specify where to send all Southwest communications.

**Q.** Is the Southwest frequent flyer number passed to Southwest?

**A.** Yes. Southwest does validate that the name in the PNR matches the name associated to the FF number.

**Q.** When is a ticket issued with Southwest?

**A.** When a user clicks **Submit for Purchase** or an approver approves the trip. At this point, Concur Travel passes the form of payment to Southwest and a ticket is issued.

**Q.** Is the Southwest Direct Connect available for all GDSs?

**A.** Yes.

**Q.** Does the Southwest Direct Connect require the name on a credit to match?

**A.** Yes. The **full** name must match the information Southwest has on their side (first, middle, and last).

**Q.** Does the Southwest Direct Connect support "live itinerary"?

**A.** Yes. Anytime a user views their itinerary in Concur Travel, it will pull from the Southwest database. This means that the user will see the itinerary real-time and Concur Travel will see if changes have occurred directly with Southwest.

**Q.** How far out is inventory maintained through the Southwest Direct Connect?

**A.** Similar to the southwest.com web site and the GDS, Southwest inventory is available 180 days from today through the direct connect.

**Q.** Will I receive e-receipts for Southwest Direct Connect bookings?

**A.** Yes. The itinerary will automatically create a receipt posted in Concur Expense if the **Accept Itinerary Air Ticket as Air E-Receipt** check box is selected in the travel configuration.

**Q.** Are discounts supported through the Southwest Direct Connect?

**A.** Yes. Discounts apply based on the agreement with Southwest if the Southwest Company Account number is set up in travel configuration.

**Q.** What information does Southwest validate when making a booking?

**A.** Southwest Airlines uses Verisign for their credit card verification/ authorization process. The credit card information supplied in your SAP Concur profile is what is used. Verisign has very strict guidelines about verification that include:

- ◆ Full address disclosure
- ◆ If the credit card has an address (ie, a personal card), the postal code has to be either 5 or 9 numbers, ignoring dashes. So 55555, 55555-1234 and 555551234 are both accepted.
- ◆ If the credit card does not have an address, we send the company address, and then the postal code has to be 5 or 9 numbers with **no dashes**.

**Q.** Why was my credit card rejected by Southwest? My card does expire until the end of the month.

**A.** Southwest defines the expiration date as the **first** day of the expiration month – instead of the **last** day. **This is a limitation of Southwest Airlines.**

SAP Concur sends the expiration date as it reads in SAP Concur, which is month/year. Southwest assumes the expiration date to be the **first** day of the month and instead of the **last** day.

**Q.** Does the Southwest Direct Connect support passive/require approval via mobile?

**A.** Yes. The Southwest Direct Connect supports *passive* and *require approval* via the SAP Concur mobile app. These apply to sites with passive/require approval enabled.

**Q.** Is an email address required for Southwest Direct Connect bookings?

**A.** Due to new requirements of the Southwest Direct Connect API, Concur Travel now requires an email address for every Southwest Direct Connect reservation. Since most – if not all – SAP Concur profiles already include an email address, there should be no visible effect to the end user.

In the unlikely case that the email address is missing, Concur Travel will display an error message during the initial reservation.

**Q.** Which time zone is used regarding the Southwest ticketing time limit?

**A.** Southwest uses US Central Standard Time, but they would backdate their ticketing time limits for users in the PST time zone.

**Q.** Do we support applying a high-value credit to a low-value Southwest Direct Connect booking?

**A.** Yes. This is supported, but it is important to note that we do not track the value of the credit on Concur Travel's side. This will be stored and tracked by Southwest.

