Travel: Southwest via Travelport

Travel Service Guide

Last Revised: October 12, 2021

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 *Overview* 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
October 12, 2021	Updated *FAQ* section
March 19, 2021	Updated *FAQ* section
May 29, 2020	Updated *FAQ* section
May 4, 2020	Updated entire document in support of recent changes
February 14, 2020	Updated the copyright; no other changes; cover date not updated
June 20, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
March 10, 2019	Updated the copyright; no other changes; cover date not updated
January 2, 2018	Updated the copyright; no other changes; cover date not updated
March 22, 2016	General updates; initial publication in the new format

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Southwest via Travelport

Section 1: IMPORTANT – About this Guide

Be aware that 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 participants. In some cases, you must contact the vendor/provider directly.

Section 2: Overview

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.

Southwest Airlines has become a full participant for Apollo and Worldspan GDS in May 2020. Flight schedules and fare content will be made available to US based agencies who have obtained authorization from Southwest Airlines. Southwest flights can be booked through Travelport's Apollo and Worldspan GDSs in addition to the Southwest Direct Connect, SWABIZ, and Sabre GDS.

Below is a comparison of Southwest services provided by the Direct Connect, Sabre, and Travelport:

Comparing Southwest Services	Direct Connect	Sabre	Travelport
Lowest Web Fare	Yes	Yes	Yes
Branded Fares	Yes	No	Yes
Southwest Rapid Rewards #	Yes	Yes	Yes
SWABIZ Corporate ID #	Yes	No	No
Ticket Number	Yes	No	Yes
Last Seat Availability	Yes	No	Yes
Available to Hold	Yes	Yes	Yes

Support for Southwest on Apollo or Worldspan GDS provides agency fulfillment partners with the option of booking Southwest in their native GDS environment, or alternatively, using cross-GDS technology to book Southwest outside of their native non-Apollo/non-Worldspan GDS to minimize impact to back-office environments.

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Section 3: End-User Experience

There is no noticeable difference to the end user when booking Southwest content from Apollo or Worldspan. Southwest results will look like any other air search results returned from Apollo or Worldspan.

Section 4: Configuration for Professional or Standard Travel

Worldspan Configurations

Today, travel configurations that use Worldspan as the primary GDS cannot provide Southwest content from Worldspan, so there are no related configuration settings to enable the GDS content.

If the Southwest Direct Connect is enabled for a Worldspan configuration, this may block GDS content from returning. Customers and TMCs should review this full release note for considerations relating to disabling the Direct Connect.

SAP Concur will evaluate if further changes will be necessary when the participation level changes take place in May.

Apollo Configurations

Today, travel configurations that use Apollo as the primary GDS can provide limited Southwest content on Apollo but must first obtain a Certificate of Appointment from Southwest. Due to this requirement, Concur Travel has supported a special configuration option to ensure Southwest content would only be requested from Apollo when an agency partner has been authorized.

Since Southwest will continue to require pre-authorization, SAP Concur expects this travel configuration option will remain in place. SAP Concur will evaluate if this is still necessary after the participation level changes take place in May.

- ***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. On the travel configuration page, locate the **System configuration options** section.

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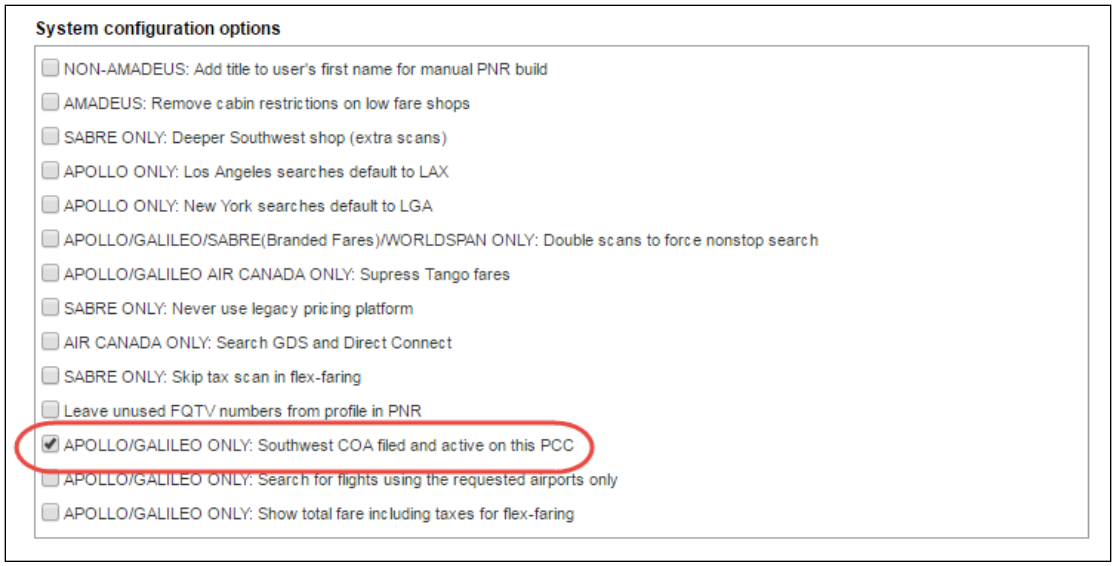
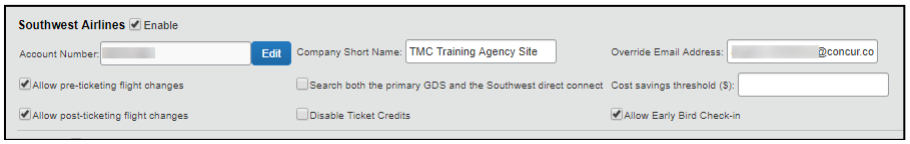


3. Select (enable) the **APOLLO/GALILEO ONLY: Southwest COA filed and active on this PCC** check box.

4. Save the travel configuration.

If a customer has previously used the Direct Connect and will now be obtaining Southwest content from Apollo, the following travel configuration options should be reviewed and/or updated:

In the Air Connectors section, Southwest Airlines subsection:



- **Enable** checkbox
- **Search both the primary GDS and the Southwest direct connect**
- **Cost savings threshold**

Set Up Apollo Alternate GDS Agency Configuration (optional)

If Southwest via Apollo is desired for a non-Apollo customer site, an Apollo Alternate GDS agency configuration must be created. The agency configuration created below can be used to enable the Apollo Alternate GDS for any of an agency's travel configurations.

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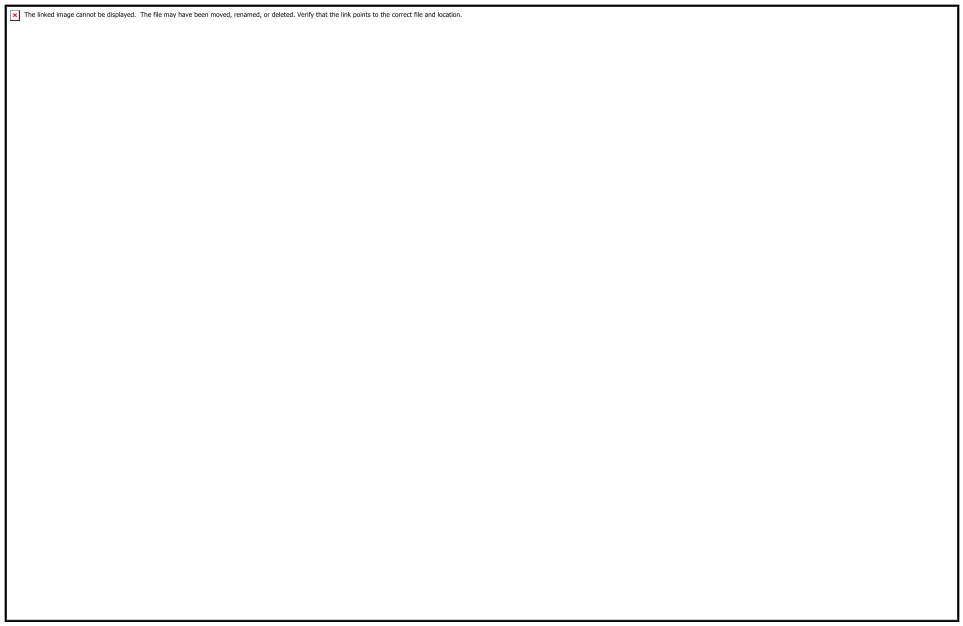
1. Click **Administration > Travel** (on the sub-menu) **> Travel System Admin**.

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

2. In the **Agency Setup** section of the left menu, click **New Agency**.
3. Populate the fields below in the travel agency configuration:
   - Agency Name
   - GDS Type = Apollo
   - Urgent Contact Email Address
   - Booking PCC/SID/Office ID
   - Profile PCC/SID/Office ID
   - ARC/IATA Agency Number (booking source)
   - Ticketing Time Deadline



4. Specify the required queue sets information in the travel agency configuration.

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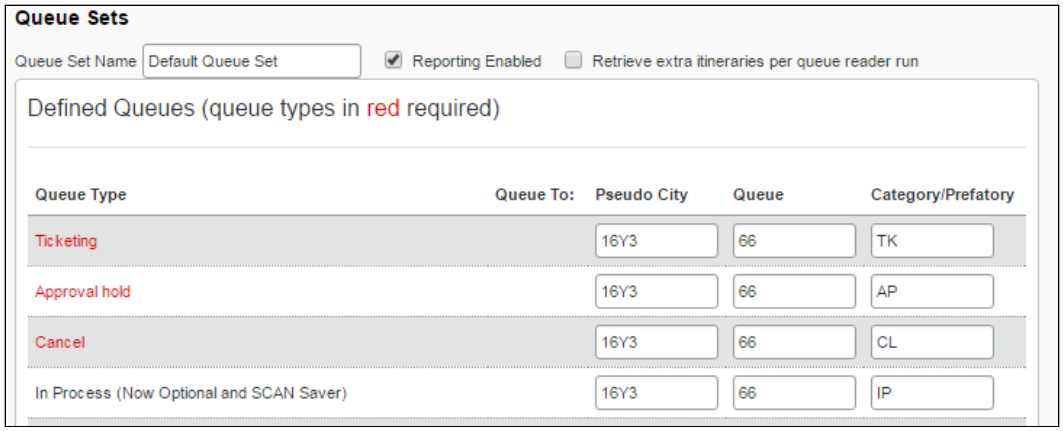
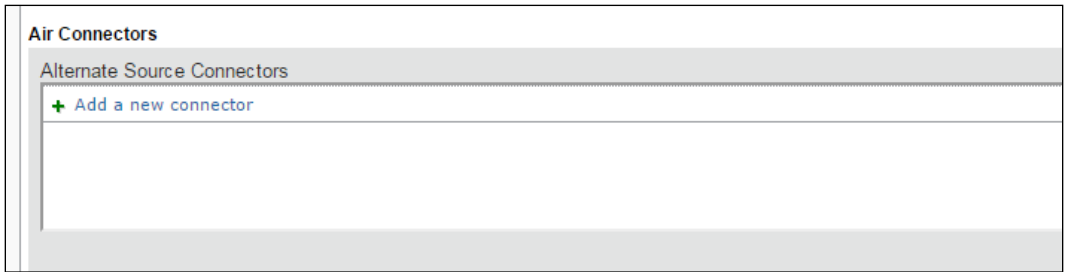


5. Click **Submit**.

To edit the travel configuration:

1. Access the desired client travel configuration.
2. Locate the **Air Connectors** section of the travel configuration page.
3. Click **Add a new connector.**



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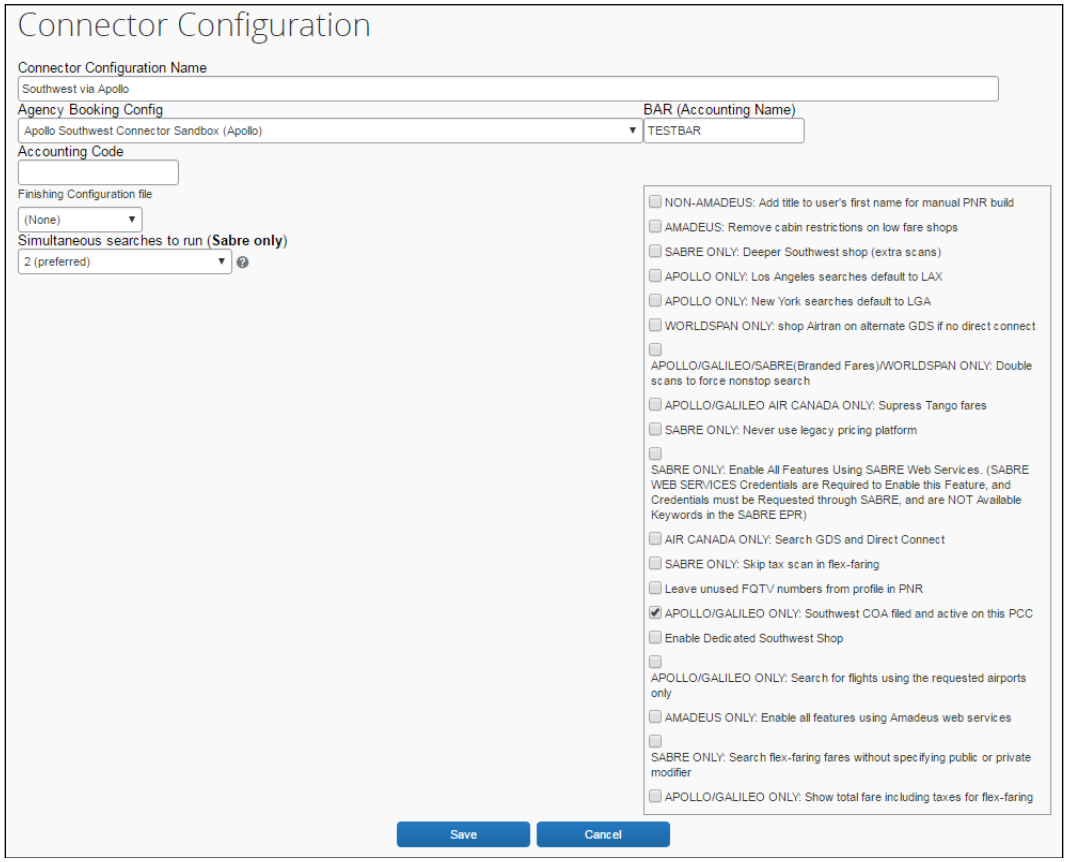
4. On the **Connector Configuration** page:



- In the **Connector Configuration Name** field, enter the desired name.
- In the **Agency Booking Config** field, enter the name of the configuration you just created.
- In the **BAR (Accounting Name)** field, enter the appropriate information.
- Select (enable the **APOLLO/GALILEO ONLY: Southwest COA filed and active on this PCC** check box.
- Click **Save**.

5. In the **Air Connector Switch** section, specify Southwest:

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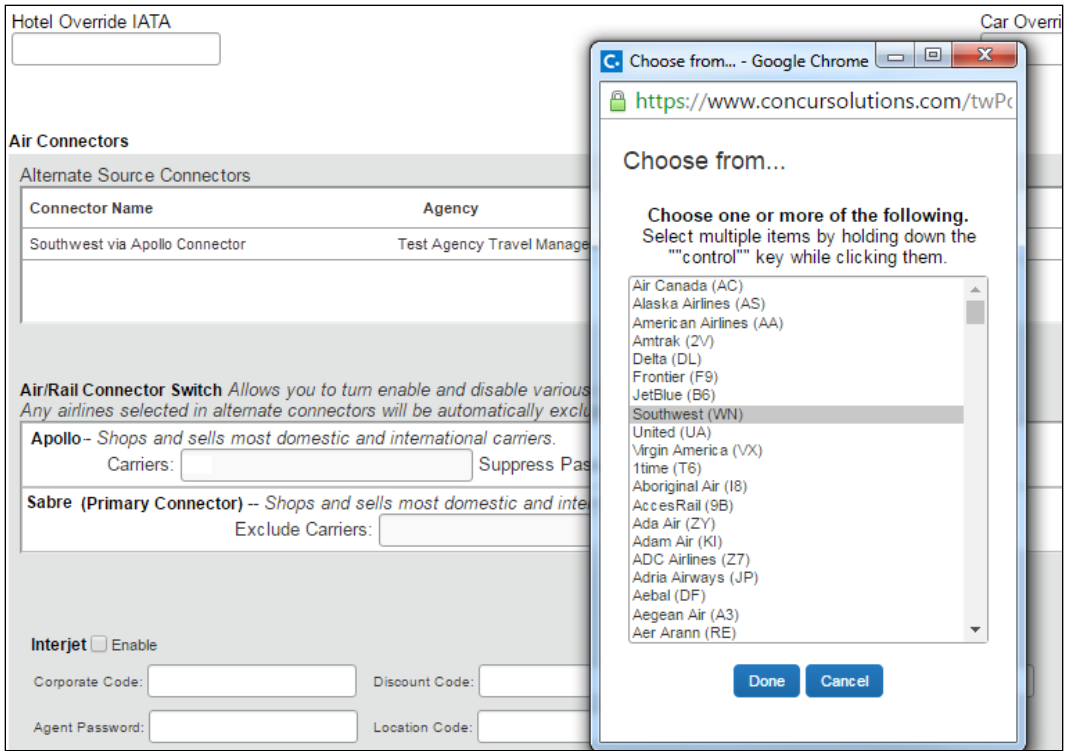

6. Save the company travel configuration.

Section 5: FAQ

Q: If we are not a US-based agency, can we enable Southwest content in our Travelport GDS?

A: No. Southwest content will only be available for agencies based in the US.

Q: Will Travelport Southwest branded fares be available/supported in Concur Travel?

A: Yes, Concur's branded fares functionality for Travelport will automatically support Southwest's fare as long as they follow the established standard pricing methods.

Q: Will Early Bird check-in be supported in Worldspan/Apollo?

A: Southwest has advised that EarlyBird check-in will be supported via Worldspan/Apollo in a later phase, but the exact date is not yet available.

Q: Will Southwest content be offered on other GDSs?

A: Yes, Southwest content will be available on Amadeus in a later phase.

Q: If a customer has been using the direct connect and wants to switch to GDS, can their travelers' unused ticket credits be used for GDS bookings?

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A: Unused credits (residual travel funds) from the direct connect will not be lost, but cannot be transferred to the GDS since those credits were created via direct settlement with Southwest, whereas miscellaneous charges orders (MCOs) and ARC settlement will be used in the GDS. The GDS does not recognize a Southwest-generated ticket credit. Existing unused funds will need to be used via Southwest direct channels and funds created by a cancellation via the GDS will need to be used via the GDS. Customers with further questions regarding unused funds should reach out to their Southwest Account Manager.

Q: Is there a different process required for discount codes for Southwest than there is for traditional GDS vendors?

A: The process required for discounts is changing from what Southwest uses today but should now match what's being used for other airlines. Following the May 1st launch, Southwest will start using tour codes in the GDS. Southwest Account Managers have reached out to existing customers with a discount to ensure a tour code is in place where applicable. Customers with questions about discounts should reach out to their Southwest Account Manager.

Q: Does Concur Travel support Post Ticketing Changes for Southwest via GDS?

A: This functionality is available for Apollo and Worldspan as of October 2021.

Q: Is there a limitation on post ticket exchanges?

A: Yes, post ticket exchanges are only allowed for a single ticket.

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