



Concur Travel Southwest Direct Connect

Booking Southwest Airlines using Concur Travel's Southwest Direct Connect is easy! Before you begin, check your Concur Travel profile for the following:

If you have a Southwest Rapid Rewards number check that it is in your profile. Make sure the name *matches exactly* with the name in your profile. If it does not, you will need to contact Southwest directly to change your name so that it matches your Concur Travel profile. To enroll in the Southwest Rapid Rewards program, go to www.southwest.com/rapid_rewards

Remember to update your TSA information in your Concur Travel profile. This includes your middle name or initial, date of birth, gender, and redress number if applicable.

Next, save your Concur Travel profile!

How to Book Your Trip - There are 4 easy steps to book Southwest Direct Connect in Concur Travel

Step 1.

Provide your flight search parameters by adding your cities, dates and times. Make sure you search by **Price**. (Schedule searches will be added in a future release).

Then, click on **Search!**

A screenshot of the "Change Flight Search" form. The form is titled "Change Flight Search" and has a blue arrow icon in the top right corner. It contains several input fields and checkboxes. The "From:" field is filled with "HOU - Houston Hobby Arpt - Houston, TX" and has a link "Find an airport" and "Select multiple airports" below it. The "To:" field is filled with "TPA - Tampa Intl - Tampa, FL" and has a link "Find an airport" and "Select multiple airports" below it. The "Departure" section has a date field "05/14/2015", a dropdown "dep", a time field "09:00 am", and a dropdown "± 4". The "Return" section has a date field "05/19/2015", a dropdown "dep", a time field "05:00 pm", and a dropdown "± 4". There are two checkboxes: "Specify airline" and "Refundable only air fares". Below these is a section "Search flights by" with two radio buttons: "Price" (which is selected and highlighted with a red box) and "Schedule". At the bottom, there is a checked checkbox "Flights w/ no double connections" and a blue "Search" button highlighted with a red box.

Southwest fares will display in the matrix a long side the other carriers

All 201 results	 Southwest	 Delta	 American Airlines	 Multiple Carriers	 US Airways
Nonstop 2 results	232.56 2 results	--	--	--	--
1 stop 199 results	232.56 98 results	245.58 57 results	282.80 14 results	282.80 19 results	282.80 11 results

Outbound flight: Houston, TX (HOU) - Tampa, FL (TPA) Thu, May 14

 Southwest #4577	Houston Hobby Arprt (HOU) Depart: Thursday, 06:00 am Stops: 0 Duration: 2h Wanna Get Away: S	Hartsfield Intl Arprt (ATL) Arrive: Thursday, 09:00 am
 Southwest #3405	Hartsfield Intl Arprt (ATL) Depart: Thursday, 10:25 am Stops: 0 Duration: 1h 30m Wanna Get Away: S	Tampa Intl (TPA) Arrive: Thursday, 11:55 am

Return flight: Tampa, FL (TPA) - Houston, TX (HOU) Tue, May 19

 Southwest #4655	Tampa Intl (TPA) Depart: Tuesday, 04:25 pm Stops: 0 Duration: 2h 40m Wanna Get Away: S	Love Field (DAL) Arrive: Tuesday, 06:05 pm
 Southwest #51	Love Field (DAL) Depart: Tuesday, 07:00 pm Stops: 0 Duration: 1h 10m Wanna Get Away: S	Houston Hobby Arprt (HOU) Arrive: Tuesday, 08:10 pm

Wanna Get Away	Anytime	Business Select
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
\$293.70	(Refundable) \$841.70	(Refundable) \$885.70

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

Select 

Step. 2

You will be offered up to 3 fare types.

‘Wanna Get Away’ (most restrictive non-refundable), ‘Anytime’ (less restrictive) and ‘Business Select (refundable).

Select your fare type by clicking on the radio button. In this example, the ‘Wanna Get Away’ fare is \$293.70.

Next – click on Select

Trip Payment Information

Choose a ticket credit
 These are ticket credits from previously canceled tickets at Southwest Airlines. You can use these as form of payment for your Southwest Direct Connect booking.

Add ticket

DFHSDJ
 Remaining: \$ 392.99
 Valid Until: 04/08/2011

(*) This is an estimated amount.

Choose a credit card
 Company cards are indicated by an asterisk (*).
 Demo Visa* (...1111)

Step 3.

If a traveler has a ticket credit from a previously cancelled Southwest reservation in Concur Travel, it can be applied towards the purchase of the new reservation!

Trip Payment Information Page

Add Ticket Credit

Southwest Record Locator: (Required)

Cancel Date:

Ticket Amount: US-Dollar (\$)

Click on 'Add ticket' to provide ticket credit information for a cancelled Southwest reservation originally booked *offline*.

The 'Add Ticket Credit' box will appear. At minimum, provide the original Southwest record locator (confirmation number).

Click on Add Ticket Credit

Trip Payment

Trip Payment Information

Choose a ticket credit
These are ticket credits from previously canceled tickets at Southwest Airlines. You can use these as form of payment for your Southwest Direct Connect booking.

+ Add ticket

Choose a credit card
Company cards are indicated by an asterisk (*).

Demo Visa* (...1111)

Step 4.

Select the credit card form of payment (if your Concur Travel site requires you to select your credit card) from the drop-down list.

Your Southwest Direct Connect booking is instant purchase, so make sure you are selecting the correct credit card.

Concur Travel will display your Southwest Reservation. Your Southwest record locator will appear here:

Lambert St Louis Intl (STL) to Midway (MDW)

Flight: Flight # 646 (Y)

Departs: Lambert St Louis Intl (STL) Tue 2010/04/06 at 6:35 AM

Arrives: Midway (MDW) Tue 2010/04/06 at 7:35 AM

Status: **Confirmed - Booked in Southwest/QQCWF2** Ticketing: E-Ticket

Stops: Nonstop Meal: No Meal Served

Duration: 1 hour Distance/Emissions: 251 miles/158.6 lbs CO₂

Airline Record Locator: QQCWF2

[Change This Leg](#)

Fare information will display below your itinerary. If you applied unused credits, Concur Travel will display your ticket credit information in the 'Form of Payment' section:

Totals and restrictions	
Airfare quoted amount:	\$126.51 USD
Landing fees and taxes:	\$20.19 USD
Airfare quoted total:	\$146.70 USD
Selected Form of Payment for: Southwest	
Below is the estimated new ticket cost with a credit applied. This will be validated by Southwest once you submit for purchase. If the credit is no longer valid, then the full value of the ticket will be charged.	
Total Credit Applied:	
AABBCC	\$50.00 USD
Add / Collect Amount To Be Charged To Credit Cards:	
Last four digits: 1111	\$96.70 USD

Click on Next at the bottom of the Trip Detail page and complete your reservation as you would any Concur Travel reservation. Your reservation will be sent to your agency for processing. Your agency will email you an itinerary of your Southwest booking!

Canceling your Southwest Reservation

If you need to cancel your Southwest booking in Concur Travel, access your trip in the Company Notes section. Click on your trip and click on the 'Cancel Trip' link. If your ticket was issued within the last 24 hours, your trip will be canceled and your purchase immediately refunded. If ticketed outside the last 24 hours, your trip will be canceled and a credit will be issued to be applied to a future purchase.

Important Functionality Details For Southwest Direct Connect Bookings

- You can book round-trip, one-way, multi-segment and open-jaw trips
- At this time, you cannot book multi-name reservations or Senior fares
- Within 24 hours of purchasing your Southwest reservation in Concur Travel, you can cancel it entirely and your credit card will be fully refunded; *even if the fare is non-refundable!* After 24 hours of purchase, you must call your agency to cancel your Southwest reservation. Your ticket credit can be applied to a future reservation.
- Southwest allows you to exchange your ticket as many times as necessary in Concur. Changes *Must* be made prior to check in. Even if the outbound leg of the trip is flown, the return flight can be changed.
- TSA information *is required* on Southwest Direct Connect bookings. Make sure you have provided this information in your Concur Travel profile before making your booking.
- If you have a Rapid Rewards number with Southwest, make sure that the name on file with Southwest matches the name in your Concur Travel profile. If not, call Southwest to change your name on file to match your Concur Travel profile. If you do not have a Rapid Rewards number, go to www.southwest.com/rapid_rewards to obtain one.
- Any WN bookings that are cancelled in Concur will be in the Southwest unused ticket credit section of the user's Concur profile.

Southwest Ticket Credits

[+ Add ticket credit](#)

CCCEFG 	79B8D3 
Remaining: \$ 318.00 *	Remaining: \$ 215.53 *
* Valid Until: 07/05/2015	* Valid Until: 09/05/2015

(*) This is an estimated amount.