

Concur Travel Southwest Direct Connect: Ticket changes

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



- or -

Click the **Change This Leg** link on the itinerary - during the initial reservation process

Air

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

15 Mar **Southwest 1091** **Duration:** 2 hours, 40 minutes Nonstop

 [Change This Leg](#) **Chicago (MDW) : 6:00** **Denver (DEN) : 7:40**
Confirmation Number: XENZD5 **Status:** **Booked in Southwest direct /XENZD5**

Flight Information

Distance: 894 miles **E-Ticket**
Cabin: Business Select (K)

**For assistance with this flight, please contact Southwest directly.
Reservations and Information (available 24 hours) 1-800-I-FLY-SWA
(1-800-435-9792)
Reservations and Information - En Espanol 1-800-VAMONOS (1-800-826-6667)
Teletypewriter (TTY) 1-800-533-1305
Automated Flight Information 1-888-SWA-TRIP (1-888-792-8747)**

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.

Change Flight

Make changes to the following flight segments:

Midway (MDW) to Denver Intl Arpt (DEN)

Denver Intl Arpt (DEN) to Midway (MDW)

From: DEN

DEN - Denver Intl Arpt - Denver, CO

To: MDW

MDW - Midway - Chicago, IL

Departure

16.03.2011 dep 12:00 ± 3

Rebook

Class

<< < Mar 2011 > >>						
Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26

Cancel

After selecting the new date, Concur displays the Availability / Fare Quote page:

Shop by Fares Sorted By:

Displaying: 8 out of 8 results.

Price	Carrier	Depart	Arrive	Stops / Duration
\$277.40 <input type="button" value="Reserve"/> <input checked="" type="checkbox"/>	Southwest	MDW 06:00 ⇒ DEN 09:15 ←	DEN 07:40 MDW 12:35	0 / 2h 40m 0 / 2h 20m
compare ↑		★	more like this +	show details ↻
\$277.40 <input type="button" value="Reserve"/> <input checked="" type="checkbox"/>	Southwest	MDW 06:00 ⇒ DEN 10:40 ←	DEN 07:40 MDW 14:00	0 / 2h 40m 0 / 2h 20m
compare ↑		★	more like this +	show details ↻
\$277.40 <input type="button" value="Reserve"/> <input checked="" type="checkbox"/>	Southwest	MDW 06:00 ⇒ DEN 12:20 ←	DEN 07:40 MDW 15:35	0 / 2h 40m 0 / 2h 15m
compare ↑		★	more like this +	show details ↻
\$277.40 <input type="button" value="Reserve"/> <input checked="" type="checkbox"/>	Southwest	MDW 07:00 ⇒ DEN 09:15 ←	DEN 08:40 MDW 12:35	0 / 2h 40m 0 / 2h 20m
compare ↑			more like this +	show details ↻

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)

18 Mar Southwest 1560 Duration: 2 hours, 20 minutes Nonstop

[Change This Leg](#)

Denver (DEN) : 9:15

Chicago (MDW) : 12:35

Confirmation Number: XENZD5

Status: **Booked in Southwest direct /XENZD5**

Flight Information

Distance: 894 miles

E-Ticket

Cabin: Wanna Get Away (W)

For assistance with this flight, please contact Southwest directly.
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(1-800-435-9792)

Reservations and Information - En Espanol 1-800-VAMONOS (1-800-826-6667)

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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:

Outbound **Return** Sorted By: Depart - Earliest

Displaying: 4 out of 4 results.

Carrier	Depart	Arrive	Stops	Class
 Southwest #792	DEN 07:00	⇒ MDW 10:15	0	Economy
Boeing 737-700; (Southwest)				
 Southwest #1560	DEN 09:15	⇒ MDW 12:35	0	Economy
Boeing 737-700; (Southwest)				
 Southwest #1169	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.

Chosen Carriers

Outbound

	Southwest #1091	MDW	<i>06:00</i>	⇒	DEN	<i>07:40</i>	0/2m	Economy
<input type="radio"/>	2 minutes; (Southwest) Remove ★							

Return

	Southwest #1457	DEN	<i>06:05</i>	⇒	MDW	<i>09:25</i>	0	Economy
<input type="radio"/>	Boeing 737-700; (Southwest) Remove							

[Quote Flight Choices](#)

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

Current Flights:

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
	1560	DEN	MDW	18 Mar 9:15	18 Mar 12:35	W

New Flights:

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
	1457	DEN	MDW	22 Mar 6:05	22 Mar 9:25	W

Original Airfare:	\$277.40
New Airfare:	\$277.40
<hr/>	
Airfare Difference:	\$0.00
Exchange Fee:	\$0.00
<hr/>	
Total Cost of Exchange:	\$0.00

In this example, the fare of both the original and the new reservation are equal. If both fares are not equal, Concur 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. If the user completes the change, Concur will modify the passive segments with the updated information and the change will be invoiced by our mid-office.

The new air segment(s) have been added to your itinerary. Please choose "Purchase New Flights" to complete the exchange or "Cancel Flight Exchange" to cancel your change.

Cancel Flight Exchange

Purchase New Flights