

# MAKING CHANGES TO SOUTHWEST FLIGHTS IN CONCUR

## Important Notes

- If you make any changes to a fully refundable Southwest ticket, you'll lose the ability to cancel for refund at any later point. Any itinerary change will result in the ticket to becoming non-refundable. The ticket will be converted to a credit to be used for future travel for the same traveler.
- If possible, make your Southwest changes on Concur as online transactions requiring agent intervention incur a higher service fee.
- A traveler cannot change a flight in Concur if he/she has already checked-in to the flight or if the first leg of the flight is set to depart within 30 minutes (or has departed). To change a reservation where you have already checked in for the flight, you must delete the issued boarding pass on Southwest.com. See the [FAQ's – Cancellations and Changes](#) for instructions.
- There is no limit to the number of exchanges possible.
- Concur (and Southwest) do not charge an exchange fee when making changes online through Concur.

## Making Changes to Southwest Flights in Concur

To make a change to an existing Southwest flight, click on the upcoming trip from the **Concur Home Page, Trip Library, or Upcoming Trips** page. The screenshot below is referred to as the Concur Home Page.

The screenshot displays the Concur Home Page interface. At the top left, it says "DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES" and "Hello, Kelly". On the top right, it shows "02 View Trips". The main content area is divided into two columns. The left column is titled "TRIP SEARCH" and contains a "Mixed Flight/Train Search" section with a "Search" button. The right column is titled "COMPANY NOTES" and contains a welcome message and a "New Southwest Airlines Policy" warning. Below the company notes is a "MY TRIPS (2)" section with two trip cards. A red arrow points to the "Trip from Sacramento to Ontario" card. At the bottom, there are "QUICK TIPS" sections with "Did you know?" headers.

Once the itinerary opens, scroll to the flight reservation and click **“Change”** for the segment you would like to change. If you need to change both segments, start by clicking on either one (Concur will allow you to change both segments at once).

### Trip Summary

**Finalize Trip**  
Review Travel Details  
Enter Trip Information  
Submit Trip Confirmation

## Travel Details

### TRIP OVERVIEW

**I want to...**  
[Print Itinerary](#)  
[E-mail Itinerary](#)  
[Open in Outlook](#)  
[View Trip History](#)  
[Create Template](#)  
[Clone Trip](#)  
[Share Trip](#)  
[Cancel Entire Trip](#)

**Trip Name:** Trip from Sacramento to Ontario [\(Edit\)](#)  
**Start Date:** July 19, 2017  
**End Date:** July 20, 2017  
**Created:** June 08, 2017, Kelly Bouchard (Modified: June 08, 2017)  
**Description:** Test/Real Trip for Riverside County Training [\(Edit\)](#)  
**Agency Record Locator:** JCZEAD  
**Ticket Number(s):** 5268531233075  
**Passengers:** Kelly  
**Total Estimated Cost:** \$466.01 USD [\(Details\)](#)  
View your plans in [Tripl!](#) to stay one step ahead while traveling.

**Add to your itinerary**  
 [Car](#) [Hotel](#)

### RESERVATIONS

#### Wednesday, July 19, 2017

**Flight** **Sacramento, CA (SMF) to Ontario, CA (ONT)** [Change](#) | [Cancel all Air](#)

**Southwest 4143**

**Departure: 08:55 AM**  
Seat: No seat assignment

Confirmation: **NCVC7G**  
Status: Booked directly in Southwest [/NCVC7G](#)  
Air Frequent Flyer Number: WN-124298941

Sacramento International (SMF)  
Duration: 1 hour, 15 minutes  
Nonstop

**Arrival: 10:10 AM**  
Ontario Intl (ONT)

**Additional Details**  
Distance: 390 miles  
E-Ticket  
Emissions: 246.5 lbs CO<sub>2</sub>  
Cabin: Anytime (Y)

[Add to your Itinerary](#)

#### Thursday, July 20, 2017

**Flight** **Ontario, CA (ONT) to Sacramento, CA (SMF)** [Change](#) | [Cancel all Air](#)

**Southwest 3081**

**Departure: 03:35 PM**  
Seat: No seat assignment

Confirmation: **NCVC7G**  
Status: Booked directly in Southwest [/NCVC7G](#)  
Air Frequent Flyer Number: WN-124298941

Ontario Intl (ONT)  
Duration: 1 hour, 15 minutes  
Nonstop

**Click Here  
or  
Click Here**

A pop-up window will display to make your desired changes. Modify the date, time, and/or airport. The user can change the outbound flight, the return flight, or both. Select the appropriate boxes to change the flight segment. In this example, the return flight will be changed to leave at a later time.

**Arrival: 10:10 AM**  
Ontario Intl (ONT)

**Additional Details**  
Distance: 390 miles  
E-Ticket  
Emissions: 246.5 lbs CO<sub>2</sub>  
Cabin: Anytime (Y)

**Change Flight**

Make changes to the following flight segments:

- Sacramento International (SMF) to Ontario Intl (ONT)
- Ontario Intl (ONT) to Sacramento International (SMF)  
From:   
To:   
Depart:  dep

**CA (SMF)** [Change](#) | [Cancel all Air](#)

**ion: NCVC7G**  
ed directly in Southwest /NCVC7G  
Flyer Number: WN-124298941

**TOTAL EST**

Air		
Ticket Number: 5268531233075:		\$407.08 USD
Taxes and fees:		\$58.93 USD
<b>Total Estimated Cost:</b>		<b>\$466.01 USD</b>

**REMARKS**

PLEASE TAKE A MOMENT TO FILL OUT OUR CUSTOMER SERVICE SURVEY AT [WWW.SURVEYMONKEY.COM/S/HQHJ8PF](http://WWW.SURVEYMONKEY.COM/S/HQHJ8PF)  
CALTRAVELSTORE PHONE NUMBER 877 454-8785

After specifying the desired changes in the pop-up window, Concur displays the schedule page. If you are just changing one flight, you must select and confirm the original purchased flight even if it isn't being adjusted. This flight is identified with an orange "Original Flight" notation.

**Trip Summary**

**Select Flights or Trains**

Round Trip  
SMF - ONT  
Depart: Wed, 07/19/2017  
Return: Thu, 07/20/2017

**Finalize Trip**

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**Total Estimated Cost**

Air USD 466.01  
Total USD 466.01

**Change Search**

**Depart - Wed, Jul 19**

**Airport Filters**

Departure  
 SMF - Sacramento, CA

Arrival  
 ONT - Ontario, CA

SACRAMENTO INTERNATIONAL, SACRAMENTO, CA TO ONTARIO INTL, ONTARIO, CA  
WED, JUL 19 - THU, JUL 20

[Hide matrix](#) [Print / Email](#)

All 1 results	<p>Preferred</p>
Nonstop 1 results	1 results

**Depart** [Return](#)

Sacramento International, Sacramento, CA - Wed, Jul 19

Flight Number Search  Sorted By: Depart - Earliest ▼ Displaying: 1 out of 1 results.

**Southwest** 08:55a SMF → 10:10a ONT Nonstop Economy **Select**

Preferred Airline for General Services

Original Flight / 1h 15m / Southwest 4143  
246 lbs CO<sub>2</sub> (Southwest)

Displaying: 1 out of 1 results.

Choose the new flight(s) for the outbound and/or the return flight by clicking the blue Select button.

All 35 results					
	Preferred	Preferred			
Nonstop 6 results	—	6 results	—	—	—
1 stop 20 results	3 results	7 results	7 results	1 results	2 results
2 stops 9 results	—	2 results	5 results	—	2 results

**DEPART** ✕ Wed, Jul 19 – Sacramento, CA to Ontario, CA

**Southwest** 08:55a SMF → **10:10a** ONT Nonstop Economy **Remove**

Preferred Airline for General Services

Original Flight / 1 hour 15 minutes / Southwest 4143  
246 lbs CO<sub>2</sub> (Southwest)

[Depart](#) [Return](#)

Ontario, CA - Thu, Jul 20

Flight Number Search  Sorted By: Arrival - Latest ▼ Displaying: 6 out of 35 results. ⓘ

**Southwest** 05:30p ONT → **06:45p** SMF Nonstop Economy **Select**

Preferred Airline for General Services

1h 15m / Southwest 343  
Boeing 737-700 (winglets) / 246 lbs CO<sub>2</sub> (Southwest)

For all ticket changes, select and confirm both the outbound and return flights. Once you have made your selections, both segments (departure and return) will appear. Again, the “Original Flight” indicates your original purchased flight. Click on the “Get Price” button to retrieve the quotes for the selected flights.

All 35 results	Alaska Airlines Preferred	Southwest Preferred	Multiple	United	American Airlines
Nonstop 6 results	—	6 results	—	—	—
1 stop 20 results	3 results	7 results	7 results	1 results	2 results
2 stops 9 results	—	2 results	5 results	—	2 results

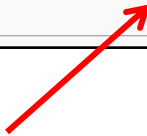
**DEPART** ✕ Wed, Jul 19 – Sacramento, CA to Ontario, CA

Southwest 08:55a SMF → **10:10a** ONT Nonstop Economy [Remove](#)  
 Preferred Airline for General Services Original Flight / 1 hour 15 minutes / Southwest 4143 246 lbs CO<sub>2</sub> (Southwest)

**RETURN** ✕ Thu, Jul 20 – Ontario, CA to Sacramento, CA

Southwest 05:30p ONT → **06:45p** SMF Nonstop Economy [Remove](#)  
 Preferred Airline for General Services 1 hour 15 minutes / Southwest 343 Boeing 737-700 (winglets) / 246 lbs CO<sub>2</sub> (Southwest)

[Get Price](#)



Concur will provide the cost difference between the flights. Concur displays the difference in the Airfare Difference row of the summary. Negative values represent a refund; positive values represent additional charges. If the original fare is not refundable, Southwest will save the value in the form of a ticket credit and automatically save this ticket credit in the user's profile.

After reviewing the flight exchange summary, select **"Purchase New Flights"** in order for the exchange to process. Note: If the user clicks Cancel Flight Exchange, the original flights remain unchanged.

Travel Arrangers Trip Library Templates Tools

### Trip Summary

**Flights Reserved**

Round Trip  
SMF - ONT  
Depart: Wed, 07/19/2017  
Return: Thu, 07/20/2017

**Finalize Trip**

### Flight Information

**Current Flights:**

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
Southwest	3081	ONT	SMF	Jul 20 03:35 pm	Jul 20 04:50 pm	Y

**New Flights:**

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
Southwest	343	ONT	SMF	Jul 20 05:30 pm	Jul 20 06:45 pm	Y

**Exchange details**

Original Airfare: USD466.01  
New Airfare: USD466.01  
Airfare Difference: USD0.00  
**Forfeited Fare Amount:** 0.00  
Exchange Fee: USD0.00  
**Total Cost of Exchange:** USD0.00

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](#)

If “Purchase New Flights” is selected, the user will be shown the new itinerary to modify any other parts of the itinerary or trip information. Notice on the left side of the page is a Trip Summary. This Trip Summary that is geared to assist you in following the necessary steps when booking your trip. Make sure you always scroll to the bottom of the page clicking Next, Next, Next until you have received the “Finished!” message.

Click “Next” to proceed to the Trip Confirmation Page.

### RESERVATIONS

Wednesday, July 19, 2017

**Flight** Sacramento, CA (SMF) to Ontario, CA (ONT) [Change](#) | [Cancel all Air](#)

Southwest 4143

**Departure: 08:55 AM**  
Seat: No seat assignment  
Sacramento International (SMF)  
Duration: 1 hour, 15 minutes  
Nonstop

**Arrival: 10:10 AM**  
Ontario Intl (ONT)

**Additional Details**  
Distance: 390 miles  
E-Ticket  
Emissions: 246.5 lbs CO<sub>2</sub>  
Cabin: Anytime (Y)

**Confirmation: NCVCTG**  
Status: Booked directly in Southwest (NCVCTG)  
Air Frequent Flyer Number: WN-124298941

[Add to your Itinerary](#)

Thursday, July 20, 2017

**Flight** Ontario, CA (ONT) to Sacramento, CA (SMF) [Change](#) | [Cancel all Air](#)

Southwest 343

**Departure: 05:30 PM**  
Seat: No seat assignment  
Ontario Intl (ONT)  
Duration: 1 hour, 15 minutes  
Nonstop

**Arrival: 06:45 PM**  
Sacramento International (SMF)

**Additional Details**  
Distance: 390 miles  
E-Ticket  
Emissions: 246.5 lbs CO<sub>2</sub>  
Cabin: Anytime (Y)

**Confirmation: NCVCTG**  
Status: Booked directly in Southwest (NCVCTG)  
Air Frequent Flyer Number: WN-124298941

[Add to your Itinerary](#)

### TOTAL ESTIMATED COST

Air

Total Estimated Cost: **\$466.01 USD**

Payment Details for: **Southwest**

Previous Payment **\$466.01 USD**

### REMARKS

PLEASE TAKE A MOMENT TO FILL OUT OUR CUSTOMER SERVICE SURVEY AT [WWW.SURVEYMONKEY.COM/S/HQHJ8PFF](http://WWW.SURVEYMONKEY.COM/S/HQHJ8PFF)  
CALTRAVELSTORE PHONE NUMBER 877 454-8785  
NO HOTELS REQUESTED ON THIS ITINERARY  
NO CARS REQUESTED ON THIS ITINERARY  
PLEASE PRESENT/RECONFIRM YOUR FREQUENT TRAVELER NUMBER UPON CHECK IN.  
FOR AFTER HOURS EMERGENCY SERVICE WHILE TRAVELING WITHIN THE U.S. PLEASE CALL 1-877-454-8785  
AND USE VIT CODE - SRXOF.  
YOUR RECORD LOCATOR IS - JCEAD  
A FEE APPLIES TO ALL EMERGENCY ASSISTANCE CALLS AND IS IN ADDITION TO STANDARD PROCESSING FEES.  
IF THE TOLL FREE NUMBER LISTED DOES NOT WORK FROM YOUR CALLING AREA THEN YOU MAY CALL 916-976-3889 DIRECT.  
SOUTHWEST TICKETS ARE VALID ON SOUTHWEST AIRLINES ONLY.  
SOUTHWEST DOES NOT PRE-ASSIGN SEATS  
ALL FLIGHTS REQUIRE CHECK IN ONLINE OR AT THE AIRPORT

[Previous](#) [Next](#)

You have the opportunity to rename or describe the trip, or enter any additional information that may be required by the respective department. Select the “**Finish**” button to complete the change.

### Trip Summary

- Finalize Trip
- Review Travel Details
- Enter Trip Information**
- Submit Trip Confirmation

## Trip Confirmation

Press the "Finish" button to complete your booking and have it processed.

Trip Name:  
Trip from Sacramento to Ontario

Description:  
Test/Real Trip for Riverside County Training

Send a copy of the confirmation to:

Send my email confirmation as  HTML  Plain-text

Include directions and maps to hotels

[Display Trip](#) [<< Previous](#) [Finish](#)

Your itinerary will appear again, this time with the “**Finished!**” message.

### Trip Summary

- Finished!**

## Finished!

You have successfully booked your trip!

**Trip Record Locator : JCZEAD**

**This trip complies with your travel policy.**  
Your itinerary has been saved. CalTravelStore (State of CA RX0F) will service your itinerary.  
**Please Note:** Fares are not guaranteed until tickets are issued and are subject to change without notice.

Travel Contact Information  
877-454-8785

### TRIP OVERVIEW

**DGS** CALIFORNIA DEPARTMENT OF GENERAL SERVICES

**Trip Name:** Trip from Sacramento to Ontario  
**Start Date:** July 19, 2017  
**End Date:** July 20, 2017  
**Created:** June 08, 2017, Kelly Bouchard (Modified: June 21, 2017)  
**Description:** Riverside County Training  
**Agency Record Locator:** JCZEAD  
**Ticket Number(s):** 5268531233075  
**Passengers:** Kelly May Bouchard  
**Total Estimated Cost:** \$466.01 USD

View your plans in [Tripl!](#) to stay one step ahead while traveling.

**Agency Name:** CalTravelStore (State of CA RX0F)  
**Address:**  
CalTravelStore  
707 3rd street 3rd Floor  
West Sacramento, CA 94608  
**Daytime Phone:** 877-454-8785



The itinerary will indicate the payment details at the bottom. In this demonstration, it was an even exchange and there was no fare difference.

TOTAL ESTIMATED COST			
<b>Air</b>			
Total Estimated Cost:	\$466.01 USD		
<b>Payment Details for: Southwest</b>			
Previous Payment	\$466.01 USD		
REMARKS			
<p>PLEASE TAKE A MOMENT TO FILL OUT OUR CUSTOMER SERVICE SURVEY AT <a href="http://WWW.SURVEYMONKEY.COM/S/HQHJ8PF">WWW.SURVEYMONKEY.COM/S/HQHJ8PF</a> CALTRAVELSTORE PHONE NUMBER 877 454-8785 NO HOTELS REQUESTED ON THIS ITINERARY NO CARS REQUESTED ON THIS ITINERARY PLEASE PRESENT/RECONFIRM YOUR FREQUENT TRAVELER NUMBER UPON CHECK IN. FOR AFTER HOURS EMERGENCY SERVICE WHILE TRAVELING WITHIN THE U.S. PLEASE CALL 1-877-454-8785 AND USE VIT CODE - SRX0F. YOUR RECORD LOCATOR IS - JCZEAD A FEE APPLIES TO ALL EMERGENCY ASSISTANCE CALLS AND IS IN ADDITION TO STANDARD PROCESSING FEES. IF THE TOLL FREE NUMBER LISTED DOES NOT WORK FROM YOUR CALLING AREA THEN YOU MAY CALL 916-376-3989 DIRECT. SOUTHWEST TICKETS ARE VALID ON SOUTHWEST AIRLINES ONLY. SOUTHWEST DOES NOT PRE-ASSIGN SEATS ALL FLIGHTS REQUIRE CHECK IN ONLINE OR AT THE AIRPORT</p>			
Your itinerary has been saved.			
<a href="#">Print Itinerary</a>	<a href="#">E-mail Itinerary</a>	<a href="#">View in Triplt</a>	<a href="#">Return to Travel Center</a>

If you have any questions about making changes, or experience errors with making changes, please call CalTravelStore at 877-454-8785.