

# Town Hall: Southwest Airlines

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OCTOBER 14, 2025



20-minute  
presentation on  
Southwest Airlines



40-minute Q&A  
session



PowerPoint, Q&A,  
and recording will  
be shared after  
the meeting



Unrelated topics  
will not be  
addressed

## Housekeeping

# Topics

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**Introductions**

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**New Southwest Fare Names**

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**Seat Assignments**

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**Extra Seat / ADA Request**

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**Boarding Process**

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**Baggage Fees**

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**Unused Ticket Credit / Universal Air Travel Plan Updates**

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**Frequently Asked Questions and Answers**

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**Announcements**

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**LIVE Question & Answers**

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# Introductions

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- Southwest Airlines
- Statewide Travel Program

# New Southwest Fare Names

For tickets purchased on or after July 29, 2025:

- **Basic** (replaced Wanna Get Away)
- **Choice** (replaced Wanna Get Away Plus)
- **Choice Preferred** (replaced Anytime)
- **Choice Extra** (replaced Business Select)

## Introducing our new fares

Available for purchase starting July 29<sup>th</sup> for flights operating Q1 2026.

	Choice Extra	Choice Preferred	Choice	Basic <sup>1</sup>
Seat selection	Extra Legroom seat (or any seat)	Preferred seat (or any standard seat)	Standard seat in back (select at booking)	Standard seat in back (assigned at check-in)
Boarding	Early	Early General	General	Last
New beginning May 28, 2025				
Checked bag <sup>2</sup>	Two free checked bags	\$	\$	\$
Rapid Rewards <sup>®</sup> points <sup>3</sup>	14X Fare	10X Fare	6X Fare	2X Fare
No cancel fees <sup>4</sup>	✓	✓	✓	✓
Refundability <sup>5</sup>	Refundable	Refundable	Transferable Flight Credit <sup>™6</sup>	Non-transferable Flight Credit
Flight credit expiration <sup>7</sup>	12 mos	12 mos	12 mos	6 mos
Changes <sup>8</sup>	Fare difference	Fare difference	Fare difference	✗
Same-day change/standby <sup>9</sup>	✓	✓	✓	✗
Free inflight entertainment <sup>10</sup>	✓	✓	✓	✓
Priority/Express Lane <sup>11</sup>	✓	✓	✗	✗
Premium drink <sup>12</sup>	✓	\$	\$	\$
Inflight internet <sup>13</sup>	✓	\$	\$	\$

See disclaimers on the following page.

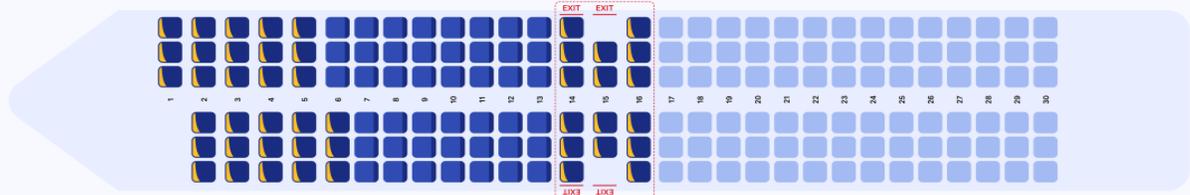


# Seat Assignments

For departures on or after  
January 27, 2026:

- **Choice fare** = Standard seat
- **Choice Preferred fare** = Preferred seat
- **Choice Extra fare** = Extra Legroom seat

**One cabin, more options.**  
As part of our enhanced experience, our cabin will feature new seat choices.



For illustrative purposes 737-800/MAX 8



**Extra Legroom seat**  
A roomier experience with more legroom to stretch out, at the front of the cabin as well as near the exit rows, with up to five additional inches\* of extra legroom compared to Standard seats. Plus, earlier access to bin space, extra snacks, and complimentary premium beverages.



**Preferred seat**  
Standard legroom seats near the front of the cabin and exit rows.



**Standard seat**  
Standard legroom seats located in the back of the cabin.

\*Five extra inches of seat pitch is available on the 737-700 aircraft. Seat pitch will vary by aircraft type.



# Southwest Airlines

## Extra Seat / ADA Requests

For departures on or after January 27, 2026:

- Travelers who require an extra seat should call CI Azumano\* for an agent to book their flight and arrange the extra seat needed (extra seat/seat specific – bulkhead).
  - \*Will result in an agent-assisted transaction fee.
- CI Azumano will arrange the accommodation request with Southwest.
- Southwest will refund an extra seat purchased, provided the following conditions apply:
  - The flight(s) must depart with at least one open seat.
  - Both seats MUST be purchased in the same fare class.
  - The traveler must request a refund by calling CI Azumano within 90 days of the date of travel.

For more information for travelers, please refer them to <https://support.southwest.com/helpcenter/s/article/extra-seat-policy>

# Boarding Process

For departures on or after  
January 27, 2026

- Choice fare: Groups 6-8
- Choice Preferred fare: Groups 3-5
- Choice Extra fare: Groups 1-2

COMING JANUARY 27, 2026

## Boarding process enhancements

The goal of this shift is to maintain an efficient and orderly boarding approach that is optimized to assigned seating, prioritizing Customers into boarding groups based on seat location, beginning with Extra Legroom seats in boarding groups 1 and 2. Our premium fares and our most loyal Customers will have access to better seat types and will board earlier in the process. Take a look at our new boarding groups below.

	Groups 1-2	Groups 3-5	Groups 6-8
Fare bundle type	<ul style="list-style-type: none"> <li>Choice Extra</li> <li>Passengers who purchase an upgrade to Extra Legroom seat with any fare bundle</li> </ul>	<ul style="list-style-type: none"> <li>Choice Preferred (will board no later than Group 5)</li> </ul>	<ul style="list-style-type: none"> <li>Choice*</li> <li>Basic* (last to board)</li> </ul>
Rapid Rewards® Tier Members	<ul style="list-style-type: none"> <li>A-List Preferred Members (seat selected at time of booking, will board no later than Group 2)<sup>1</sup></li> <li>A-List Members who upgrade to an Extra Legroom seat (if available within 48 hours prior to departure on any fare at no additional cost)<sup>2</sup></li> </ul>	<ul style="list-style-type: none"> <li>A-List Members who are seated in a Preferred or Standard seat, who can make this seat selection, at booking. (will board no later than Group 5)<sup>3</sup></li> </ul>	
Rapid Rewards® Credit Cardmembers	<ul style="list-style-type: none"> <li>If Cardmembers are not assigned an earlier boarding position based on seating benefit, fare type purchased, or tier status, they will board with Group 5.<sup>4</sup></li> </ul>		

To be among the first to board in this new process, Customers will also be able to purchase Priority Boarding 24 hours prior to departure. As we get closer to Jan. 27, 2026, we will share additional details on the boarding process, gate experience, Preboard policy, and more.

\*Choice and Basic Customers may board earlier. See more disclaimers on the following slide.

# Baggage Fees

Starting July 1, 2025, Southwest charges bag fees to state of California travelers

- Carryon bags are free
- First checked bag - - \$35
- Second checked bag - - \$45

## Bag fees summary

Fare/Tier status	Carryon	First checked bag*	Second checked bag*
Basic, Choice, Choice Preferred	Free	\$35	\$45
Choice Extra	Free	Free	Free
A-List	Free	Free	\$35
A-List Preferred	Free	Free	Free
Rapid Rewards® Credit Cardmembers	Free	Free	\$45

\*Weight and size limits apply. Southwest allows all ticketed Passengers to bring one standard carryon and one personal item at no cost. Additional allowances, benefits, and/or exceptions may apply.



# Southwest Airlines

## Unused Ticket Credit / Universal Air Travel Plan Updates

Effective May 2025, Statewide Travel Program discontinued the Southwest UATP Program:

- Choice fare unused ticket credits issued after May 28, 2025, will expire at 12 months after issuance. There is no longer an option to transfer unused ticket credits/flight credits to the Universal Air Travel Plan (UATP) card.
- For Southwest Choice unused ticket credits, they are non-refundable but transferable to another traveler, please use the Southwest Flight Credit/Unused Ticket Credit Transfer Form to request the transfer.
  - Transfer Southwest Credits
- Statewide Travel Program has been working with Southwest Airlines to transfer all unused ticket credits that were issued prior to May 28, 2025 to the UATP account for each agency.
- Travel Coordinators should monitor their UATP Datamine monthly transaction statements to see these balances as the transfers are completed.
- For additional details, refer to communication sent out August 1, 2025

# Frequently Asked Questions and Answers

## *Seat Assignments*

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### Can I select a seat when making a reservation with Southwest in Concur?

If booking flights departing on or after **January 27, 2026**, travelers currently cannot select seats in Concur. While CI Azumano and Southwest work to get this functionality remedied, seat selection will need to be completed by a CI Azumano travel agent.

Booking flights more than two months in advance is not a best or recommended practice. If you have travelers that absolutely must book a Southwest flight for departure on or after January 27, 2026, we strongly advise **not booking these flights** until the Southwest seat selection functionality in Concur is fixed.

We will advise Travel Coordinators via email update once this is fixed.

### I already have an existing reservation for travel departing on or after January 27, 2026, but have not selected a seat yet. What do I do?

This is a known issue. To add a seat assignment, travelers must call CI Azumano and have a travel agent select the desired seats. We will notify Travel Coordinators via email update once this is fixed.

# Frequently Asked Questions and Answers

## *UATP*

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**I have a traveler that has a Southwest flight credit and does not plan to travel soon. Can I transfer the funds to our UATP card?**

The Universal Air Travel Plan (UATP) program has been discontinued for transfers of flight credits. Choice fare flight credits expire 12 months after issuance. Choice flight credits are non-refundable but still transferrable to another traveler. To complete a transfer, Travel Coordinators can complete the Southwest Flight Credit/Unused Ticket Credit Transfer Form and send to CI Azumano to complete the transfer with a new reservation.

# Frequently Asked Questions and Answers

## *Flight Credit Transfer Form*

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### Where can we locate the new Southwest Flight Credit Transfer Form?

The Southwest Flight Credit Transfer form can be found in the monthly unused ticket credit email notification sent from [CAReports@CIAzumano.com](mailto:CAReports@CIAzumano.com) on the 18th of each month.

Travel coordinators must complete the form and have the new traveler's Southwest flight reservation details to complete the transfer. Travel Coordinators may also email [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov) to request the Southwest Flight Credit Transfer form.

**CI AZUMANO**  
BUSINESS TRAVEL

**DGS**  
GENERAL SERVICES

#### Southwest Flight Credit/UTC Transfer Form

Southwest Choice (formerly Wanna Get Away Plus) **flight credits are transferable to a new traveler within the same agency they were originally booked.** Requests to transfer a Choice flight credit **may only be submitted by said agency's travel coordinator(s).** Once a travel coordinator has determined that a flight credit will not be used prior to expiration, they may use the form below to provide CI Azumano with the name of a new traveler and their desired itinerary. Shortly after submitting the request, a CI Azumano agent will contact the travel coordinator via email and provide quotes.

Alternatively, **travel coordinators may contact a CI Azumano agent by phone to request a Choice flight credit transfer.** Flight credit transfers to travelers that do not have a Concur profile must be called in. When booking a non-profiled traveler, the travel coordinator must provide the full legal name of the traveler and their date of birth.

**Do not submit any personal identifiable information (PII), such as a date of birth, with this form. Do not contact Southwest Airlines directly to transfer any business-related flight credits.**

The link to the form is provided below:  
[Transfer Southwest Credits](#)

# Frequently Asked Questions and Answers

## *Baggage Fees*

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### **Will travelers be charged for baggage fees?**

Yes, since July 1, 2025, travelers have been and will continue to be charged for bags on Southwest flights.

### **Can travelers claim reimbursement through a Travel Expense Claim?**

Reimbursement of airline baggage fees may be allowed. Executive branch state agencies shall refer to CalHR (link below).

<https://www.calhr.ca.gov/about-calhr/divisions-programs/benefits/travel-program-frequently-asked-questions/>

### **Will there be an option to pre-purchase baggage fees?**

Currently, baggage fees must be purchased directly with Southwest (at the ticket counter), not in Concur.

# Frequently Asked Questions and Answers

## *Southwest Fares*

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### Why are travelers restricted from booking the Southwest Basic fare?

As of May 28, 2025, Southwest changed their fare policy, and the Basic fare (replaced Wanna Get Away) is a highly restrictive fare.

It is non-refundable, non-transferable, and the flight credit expires after 6 months.

For executive branch agencies only: The Southwest Basic fare and other airlines' Basic Economy fares were blocked from booking in Concur.

# Southwest Airlines

## Announcements

- **FREE Wi-Fi on board the aircraft:**
  - Available for Rapid Rewards Members starting **October 24, 2025**
- **New Service to Santa Rosa (STS) starting April 7, 2026**



## Santa Rosa (STS)

*Service starting on April 7<sup>th</sup>, 2026*



### Nonstop Routes From STS:

- **San Diego** (1-2x Daily)
- **Las Vegas** (Daily)
- **Burbank** (5x/week)
- **Denver** (Saturdays only)

# Resources

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## CI Azumano

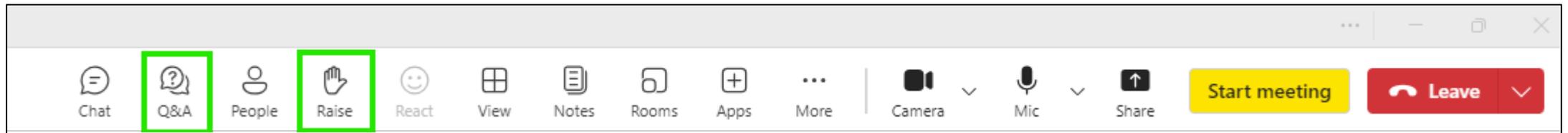
- [CI Azumano Website](#)
- [Concur Website](#)
- Call: **1 (877) 454-8785**
- Email: [CalTravel@ciazumano.com](mailto:CalTravel@ciazumano.com)

## Statewide Travel Program

- Email: [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov)
- [Air Travel 101](#)
- [Airline Best Practices](#)
- [Airfare Resources](#)
- [Training Resources](#)
- [SAM Section 4117.1 Airlines](#)
- [Unused Ticket Credit Management – User Instructions](#)

# Q&A

If you have a question, please type it in the Q&A or raise your hand and we will unmute you.



We will **not** be addressing questions that are unrelated to the topic of Airlines.  
As a reminder: the recording of this meeting, this PowerPoint, and the completed Q&A will be emailed by the end of next week.

## Abbreviation Key:

PNR: 6-digit travel confirmation number

STP: Statewide Travel Program

UATP: Universal Airline Travel Plan

UTC: Unused Ticket Credit



## 5 Minutes Left

We will do our best to answer all questions within the time we have left. If we are unable to get to your question, we will send a response via the Q&A document.

Please complete this [feedback form](#) to help us plan future trainings.

[Subscribe to our Travel Updates](#)

# THANK YOU!

An email will be sent with the recording of this meeting, this PowerPoint, and the completed Q&A by the end of next week.