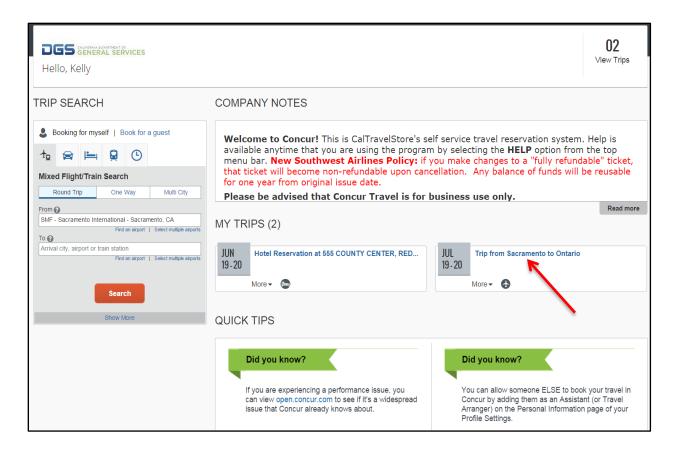
## MAKING CHANGES TO SOUTHWEST FLIGHTS IN CONCUR

## **Important Notes**

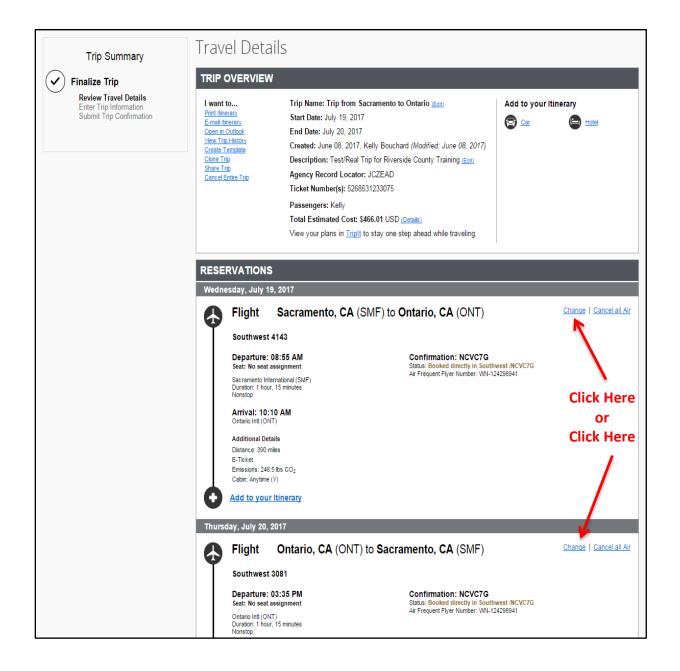
- If you make any changes to a fully refundable Southwest ticket, you'll lose the
  ability to cancel for refund at any later point. Any itinerary change will result in the
  ticket to becoming non-refundable. The ticket will be converted to a credit to be
  used for future travel for the same traveler.
- 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 (https://www.dgs.ca.gov/OFAM/Travel/ Resources/Page-Content/Resources-List-Folder/FAQ) 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

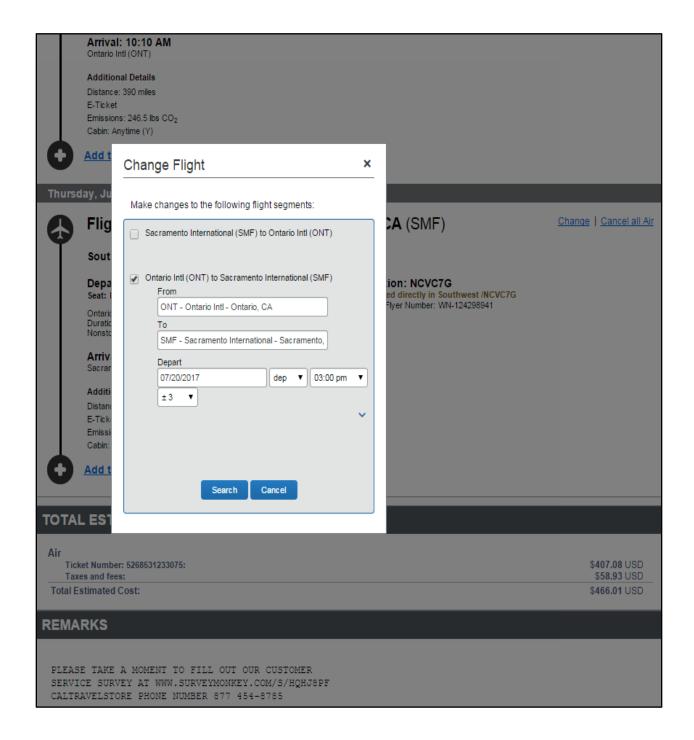
To make a change to an existing Southwest flight, click on the upcoming trip from the **Concur Home Page, Trip Library, or Upcoming Trips** page. The screenshot below is referred to as the Concur Home Page.



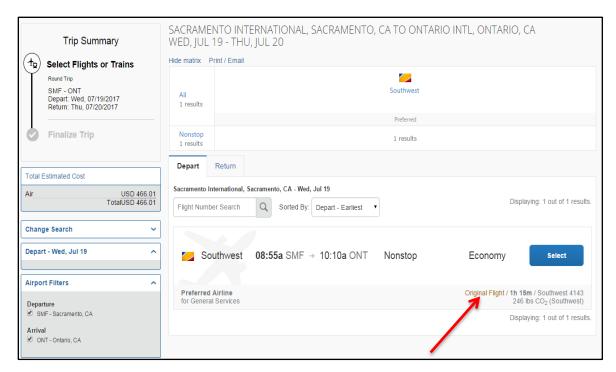
Once the itinerary opens, scroll to the flight reservation and click "**Change**" for the segment you would like to change. If you need to change both segments, start by clicking on either one (Concur will allow you to change both segments at once).



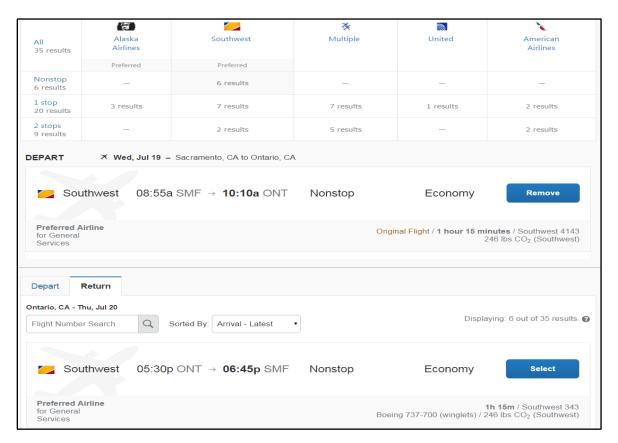
A pop-up window will display to make your desired changes. Modify the date, time, and/or airport. The user can change the outbound flight, the return flight, or both. Select the appropirate boxes to change the flight segment. In this example, the return flight will be changed to leave at a later time.



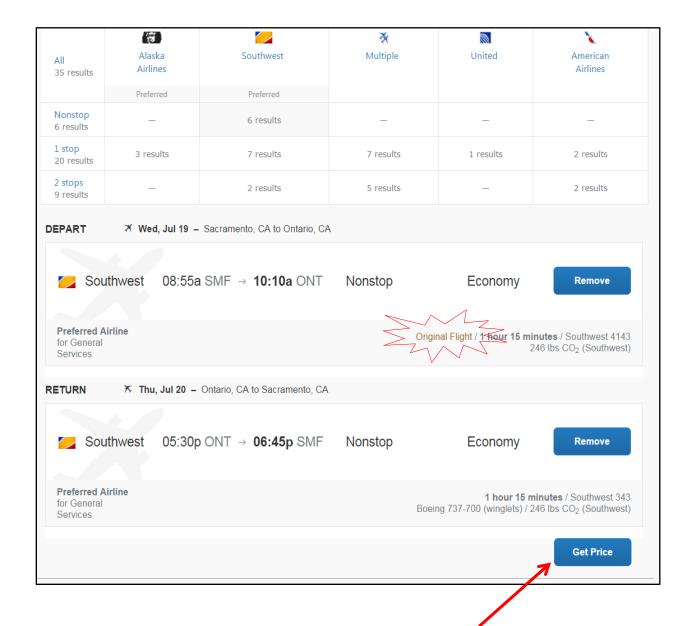
After specifying the desired changes in the pop-up window, Concur displays the schedule page. If you are just changing one flight, you must select and confirm the original purchased flight even if it isn't being adjusted. This flight is identified with an orange "Original Flight" notation.



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

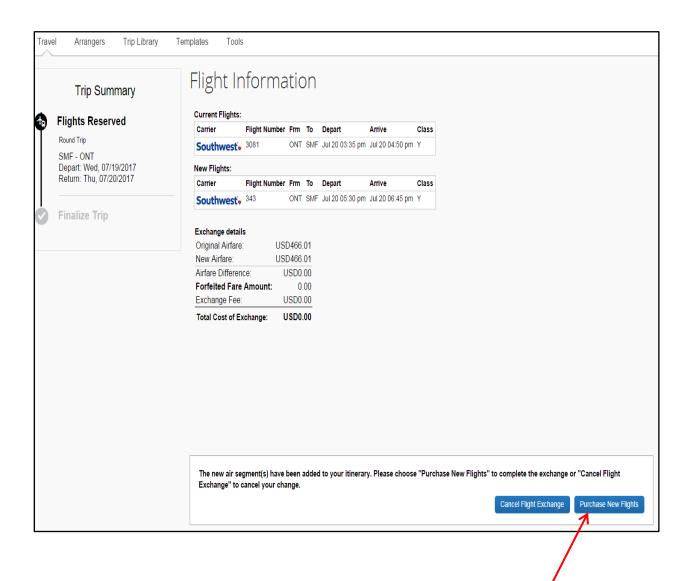


For all ticket changes, select and confirm both the outbound and return flights. Once you have made your selections, both segments (departure and return) will appear. Again, the "Original Flight" indicates your original purchased flight. Click on the "Get Price" button to retrieve the quotes for the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



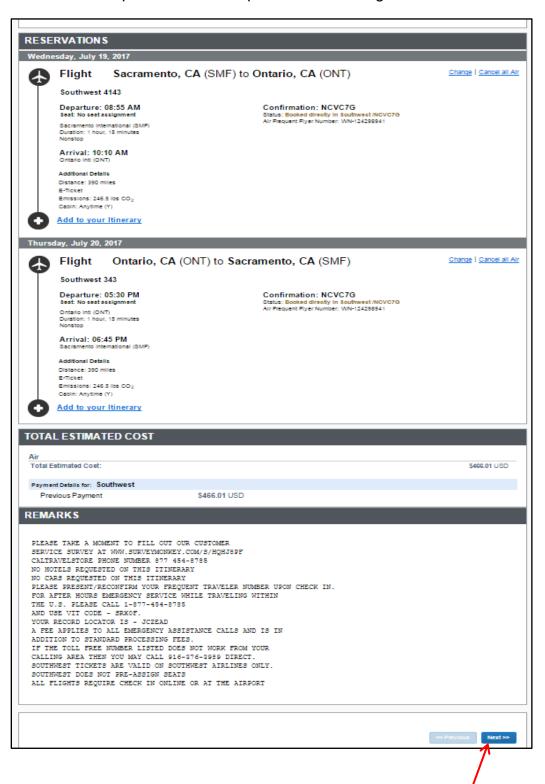
Concur will provide the cost difference between the flights. Concur displays the difference in the Airfare Difference row of the summary. Negative values represent a refund; positive values represent additional charges. If the original fare is not refundable, Southwest will save the value in the form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

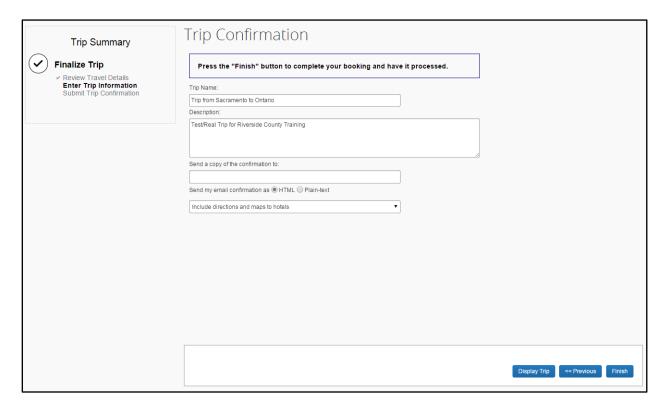


If "Purchase New Flights" is selected, the user will be shown the new itinerary to modify any other parts of the itinerary or trip information. Notice on the left side of the page is a Trip Summary. This Trip Summary that is geared to assist you in following the necessary steps when booking your trip.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

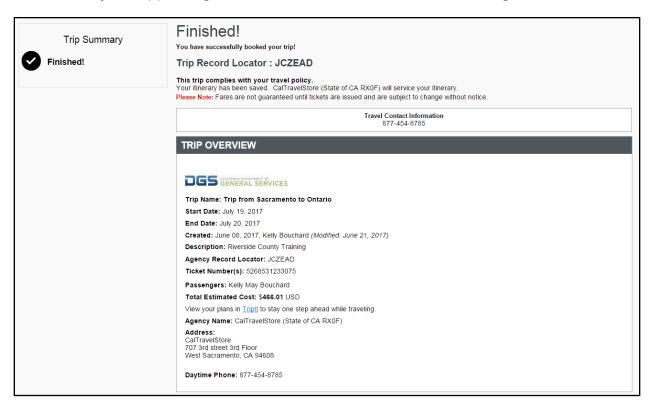
Click "Next" to proceed to the Trip Confirmation Page.



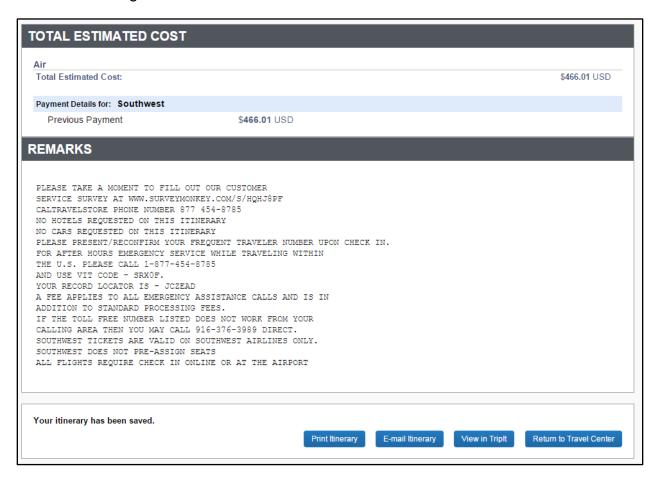
You have the opportunity to rename or describe the trip, or enter any additional information that may be required by the respective department. Select the "Finish" button to complete the change.



Your itinerary will appear again, this time with the "Finished!" message.



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



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