

MAKING CHANGES TO SOUTHWEST FLIGHTS IN CONCUR

General Notes

- If possible, make your Southwest changes on Concur as online transactions requiring agent intervention incur a higher service fee.
- Concur (and Southwest) do not charge an exchange fee.
- There is no limit to the number of exchanges possible.
- 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.

Making Changes to Southwest Flights in Concur

To make a change to a Southwest flight, click on the upcoming trip from the **Concur Home Page, Trip Library, or Upcoming Trips** page.

The screenshot displays the Concur Travel interface. At the top, there is a navigation bar with the Concur logo, the word "Travel", and a user profile for "Administrator for Wright, Homer J" with a "Help" dropdown. Below this is a header area with the "CA.GOV" logo and the user name "<Wright, Homer J>". A "View Trips" button shows "01" trips.

The main content area is divided into several sections:

- TRIP SEARCH:** Includes icons for Air, Rail, Car, and Bus. It features an "Air/Rail Search" section with radio buttons for "Round Trip", "One Way", and "Multi-Segment". There are input fields for "Departure City" and "Arrival City", each with "Find an airport" and "Select multiple airports" links. A red "Search" button is present, along with a "Show More" link.
- ALERTS:** A notification states "You haven't signed up to receive e-receipts. Sign up here".
- COMPANY NOTES:** A welcome message: "Welcome to Concur! This is CalTravelStore's self service travel reservation system. Help is available anytime that you are using the program by selecting the HELP option from the top menu bar. Please be advised that Concur Travel is for business use only." Below this is contact information: "For questions or assistance with Concur, please call CalTravelStore at (877) 454-8785 or visit www.caltravelstore.com." A "Read more" button is at the bottom right.
- TRIPS (1):** A list of trips. The first trip is "APR 08-09 Trip from Los Angeles to Sacramento". A red arrow points to this trip. There is a "More" dropdown and a refresh icon below the trip list.

At the bottom of the page, there is a footer with the "TRAVELSTORE" logo and tagline "WE'VE BEEN WHERE YOU WANT TO GO". To the right, it says "Company Policy" and "Travel Policy".

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).

CONCUR Travel Administer for Wright, Homer J

Travel Trip Library Templates Tools

Trip Summary

Finalize Trip

Review Travel Details
Enter Trip Information
Submit Trip Confirmation

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 Los Angeles to Sacramento [\(Edit\)](#)
Start Date: Apr 8, 2015
End Date: Apr 9, 2015
Created: Mar 18, 2015, Anthony LaMarca (Modified: Mar 18, 2015)
Description: (No Description Available) [\(Edit\)](#)
Agency Record Locator: MNBWZG
Ticket Number(s): 5262492862545
Passengers: Homer James Wright
Total Estimated Cost: \$98.02 USD [\(Details\)](#)

Add to your Itinerary

Car Hotel

Parking

Reservations

Wednesday, April 8, 2015

Flight Los Angeles, CA (LAX) to Sacramento, CA (SMF) [Change](#) | [Cancel all Air](#)

Southwest 1531

Departure: 06:05 AM
Seat: No seat assignment
 Los Angeles Intl (LAX)
 Duration: 1 hour, 30 minutes
 Nonstop

Arrival: 07:35 AM
 Sacramento International (SMF)

Confirmation: 83AISZ
 Status: Booked directly in Southwest /83AISZ

Additional Details
 Distance: 373 miles
 E-Ticket
 Emissions: 235.7 lbs CO₂
 Cabin: Wanna Get Away (T)

Plan ahead and reserve your airport parking. [See Parking Options](#)

Add to your Itinerary

Thursday, April 9, 2015

Flight Sacramento, CA (SMF) to Los Angeles, CA (LAX) [Change](#) | [Cancel All Air](#)

Southwest 639

Departure: 07:00 AM
Seat: No seat assignment
 Sacramento International (SMF)
 Duration: 1 hour, 25 minutes
 Nonstop

Arrival: 08:25 AM
 Los Angeles Intl (LAX)

Confirmation: 83AISZ
 Status: Booked directly in Southwest /83AISZ

Additional Details
 Distance: 373 miles
 E-Ticket
 Emissions: 235.7 lbs CO₂
 Cabin: Wanna Get Away (T)

Add to your Itinerary

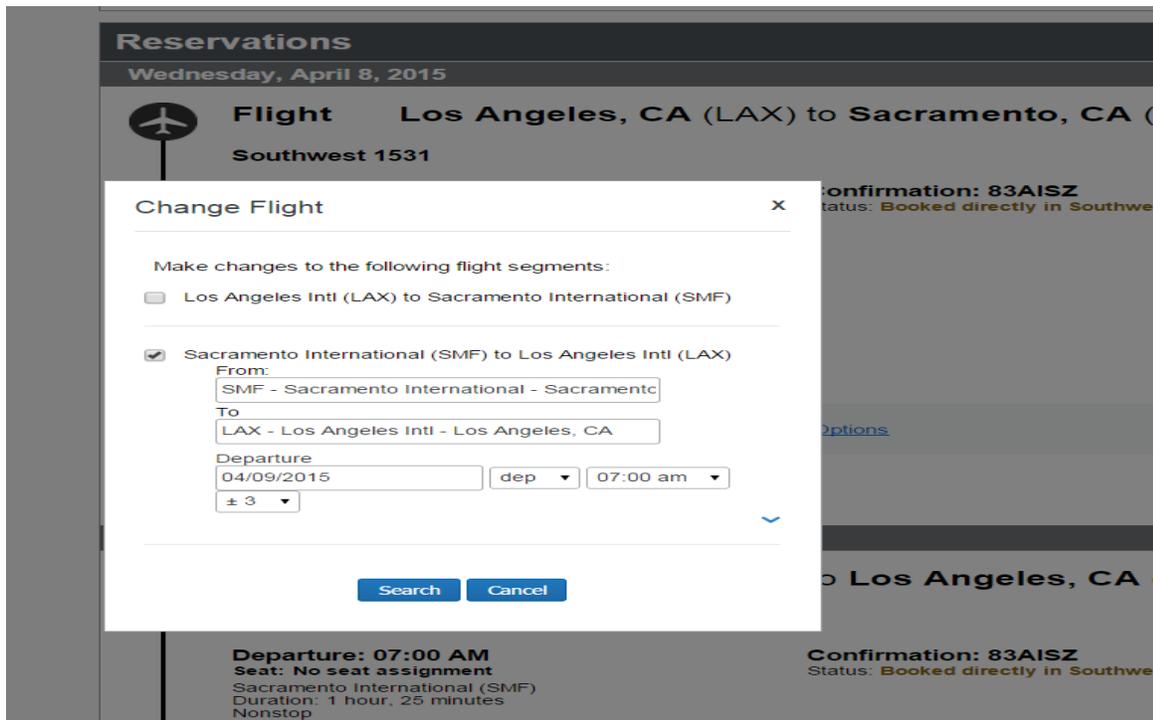
Total Estimated Cost

Air		
Ticket Number: 5262492862545:		\$64.94 USD
Taxes and fees:		\$33.08 USD
Total Estimated Cost:		\$98.02 USD

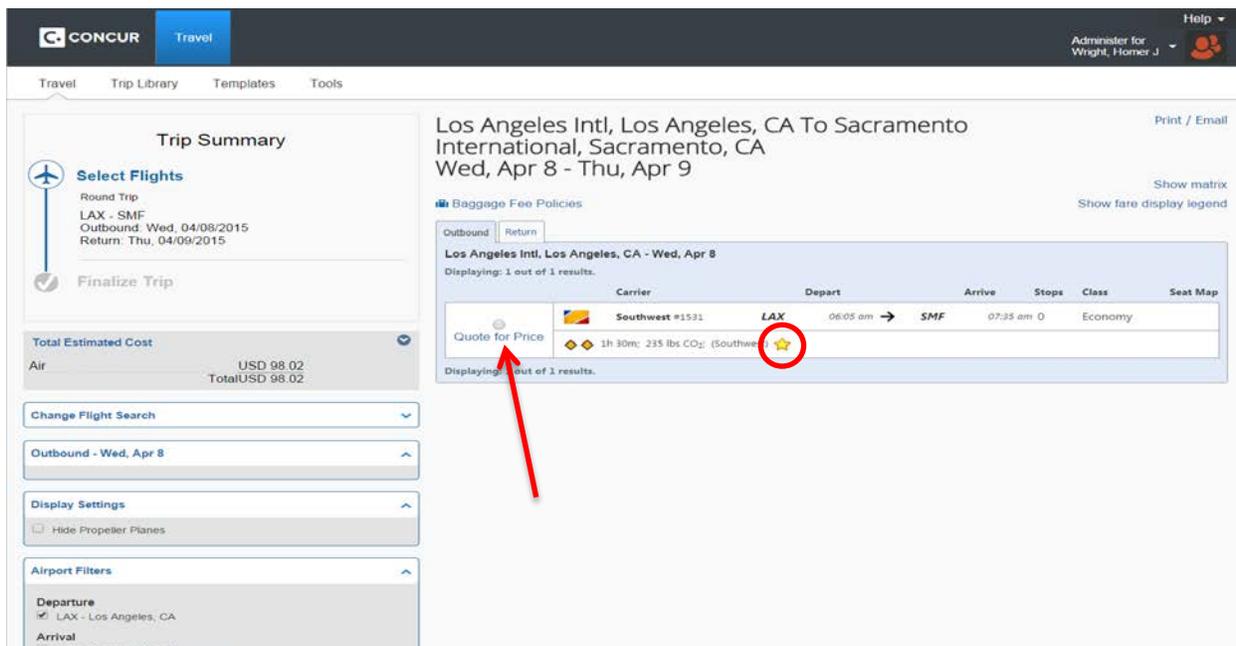
Remarks

PLEASE TAKE A MOMENT TO FILL OUT OUR CUSTOMER SERVICE SURVEY AT WWW.SURVEYMONKEY.COM/S/HQHJ8PFCALTRAVELSTORE 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.
 SOUTHWEST TICKETS ARE VALID ON SOUTHWEST AIRLINES ONLY.
 SOUTHWEST DOES NOT PRE-ASSIGN SEATS
 ALL FLIGHTS REQUIRE CHECK IN ONLINE OR AT THE AIRPORT

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 box 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 (Availability/Fare Quote Page). Choose new flights for the outbound and/or the return flight by clicking the “Quote for Price” button. For all ticket changes, select and confirm both the outbound and return flights. You must even select and confirm the original purchased flight that isn’t being adjusted. The ★ icon indicates your original purchased flight.



Once you have selected the outbound flight, it appears in a gray box. Select the return flight and click the **“Quote for Price”**. Again, the ★ icon indicates your original purchased flight.

CONCUR Travel Administer for Wright, Homer J

Travel Trip Library Templates Tools

Trip Summary

Select Flights

Round Trip
LAX - SMF
Outbound: Wed, 04/08/2015
Return: Thu, 04/09/2015

Finalize Trip

Total Estimated Cost

Air USD 98.02
Total USD 98.02

Change Flight Search

Return - Thu, Apr 9

Depart: 05:30 AM - 08:40 AM
Arrive: 06:50 AM - 10:00 AM

Display Settings
 Hide Propeller Planes

Airport Filters
Departure

Los Angeles Intl, Los Angeles, CA To Sacramento International, Sacramento, CA

Wed, Apr 8 - Thu, Apr 9

Print / Email

Baggage Fee Policies Show matrix Show fare display legend

Chosen Carriers

Outbound

Quote for Price	Southwest #1531	LAX	06:05 am →	SMF	07:35 am	Economy
	1 hour 30 minutes; 235 lbs CO ₂ ; (Southwest)					
	Remove					
	★					

Outbound Return

Sacramento, CA - Thu, Apr 9

Displaying: 3 out of 3 results.

	Carrier	Depart	Arrive	Stops	Class	Seat Map
Quote for Price	Southwest #1814	SMF 05:30 am →	LAX 06:50 am	0	Economy	
	1h 20m; Boeing 737-700 (winglets); 235 lbs CO ₂ ; (Southwest)					
Quote for Price	Southwest #639	SMF 07:00 am →	LAX 08:25 am	0	Economy	
	1h 25m; Boeing 737-800 (winglets); 235 lbs CO ₂ ; (Southwest) ★					
Quote for Price	Southwest #937	SMF 08:40 am →	LAX 10:00 am	0	Economy	
	1h 20m; Boeing 737-700 (winglets); 235 lbs CO ₂ ; (Southwest)					

Displaying: 3 out of 3 results.

Once both segments (outbound and return) have been chosen, they will appear in the gray box. Click on the **“Quote Flight Choices”** button to retrieve the quotes for the selected flights.

CONCUR Travel Administer for Wright, Homer J

Travel Trip Library Templates Tools

Trip Summary

Select Flights

Round Trip
LAX - SMF
Outbound: Wed, 04/08/2015
Return: Thu, 04/09/2015

Finalize Trip

Total Estimated Cost

Air USD 98.02
Total USD 98.02

Change Flight Search

Return - Thu, Apr 9

Depart: 05:30 AM - 08:40 AM
Arrive: 06:50 AM - 10:00 AM

Display Settings
 Hide Propeller Planes

Airport Filters
Departure

Arrival
 LAX - Los Angeles, CA

Los Angeles Intl, Los Angeles, CA To Sacramento International, Sacramento, CA

Wed, Apr 8 - Thu, Apr 9

Print / Email

Baggage Fee Policies Show matrix Show fare display legend

Chosen Carriers

Outbound

Quote for Price	Southwest #1531	LAX	06:05 am →	SMF	07:35 am	Economy
	1 hour 30 minutes; 235 lbs CO ₂ ; (Southwest)					
	Remove					
	★					

Return

Quote for Price	Southwest #937	SMF 08:40 am →	LAX 10:00 am	0	Economy	
	1 hour 20 minutes; Boeing 737-700 (winglets); 235 lbs CO ₂ ; (Southwest)					
	Remove					

Quote Flight Choices

Outbound Return

Sacramento, CA - Thu, Apr 9

Displaying: 3 out of 3 results.

	Carrier	Depart	Arrive	Stops	Class	Seat Map
Quote for Price	Southwest #1814	SMF 05:30 am →	LAX 06:50 am	0	Economy	
	1h 20m; Boeing 737-700 (winglets); 235 lbs CO ₂ ; (Southwest)					
Quote for Price	Southwest #639	SMF 07:00 am →	LAX 08:25 am	0	Economy	
	1h 25m; Boeing 737-800 (winglets); 235 lbs CO ₂ ; (Southwest) ★					

Displaying: 3 out of 3 results.

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.

The screenshot shows the Concur Travel interface. The top navigation bar includes 'CONCUR Travel' and a user profile for 'Admistrator for Wnght, Homer J'. The main content area is divided into 'Trip Summary' and 'Flight Information'.

Trip Summary:

- Flights Reserved:** Round Trip, LAX - SMF, Outbound: Wed, 04/08/2015, Return: Thu, 04/09/2015.
- Finalize Trip:** A button to complete the reservation.

Flight Information:

Current Flights:

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
Southwest	699	SMF	LAX	Apr 09 07:00 am	Apr 09 08:25 am	T

New Flights:

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
Southwest	937	SMF	LAX	Apr 09 08:40 am	Apr 09 10:00 am	M

Exchange details:

- Original Airfare: USD98.02
- New Airfare: USD177.00
- Airfare Difference: USD78.98
- Forfeited Fare Amount:** 0.00
- Exchange Fee: USD0.00
- Total Cost of Exchange: USD78.98**

Confirmation Message: 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.

Buttons: 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.

The screenshot displays the Concur Travel interface. At the top, there is a navigation bar with the Concur logo, a 'Travel' tab, and a user profile for 'Administer for Wright, Homer J'. Below the navigation bar, there are tabs for 'Travel', 'Trip Library', 'Templates', and 'Tools'. The main content area is divided into several sections:

- Trip Summary:** A sidebar on the left with a 'Finalize Trip' button and options to 'Review Travel Details', 'Enter Trip Information', and 'Submit Trip Confirmation'.
- Trip Overview:** A section providing key trip details:
 - I want to...:** Print Itinerary, E-mail Itinerary
 - Trip Name:** Trip from Los Angeles to Sacramento (Edit)
 - Start Date:** Apr 8, 2015
 - End Date:** Apr 9, 2015
 - Created:** Mar 18, 2015, Anthony LaMarca (Modified: Mar 18, 2015)
 - Description:** (No Description Available) (Edit)
 - Agency Record Locator:** MNBWZG
 - Ticket Number(s):** 5262492870832
 - Passengers:** Homer James Wright
 - Total Estimated Cost:** \$78.98 USD (Details)
- Reservations:** A section for 'Wednesday, April 8, 2015' featuring a flight from Los Angeles, CA (LAX) to Sacramento, CA (SMF) on Southwest 1531.
 - Flight:** Southwest 1531
 - Departure:** 06:05 AM, Los Angeles Intl (LAX), Duration: 1 hour, 30 minutes, Nonstop
 - Arrival:** 07:35 AM, Sacramento International (SMF)
 - Confirmation:** 83AISZ, Status: Booked directly in Southwest /83AISZ
 - Additional Details:** Distance: 373 miles, Duration: 1 hour, 20 minutes, Nonstop
 - Arrival:** 10:00 AM, Los Angeles Intl (LAX)
 - Additional Details:** Distance: 373 miles, E-Ticket, Emissions: 235.7 lbs CO₂, Cabin: Wanna Get Away (M)
- Total Estimated Cost:** A table showing the breakdown of costs:

Air	Ticket Number: 5262492870832:	\$138.42 USD
	Taxes and fees:	\$38.56 USD
Total Estimated Cost:		\$78.98 USD
- Payment Details for: Southwest**
 - Previous Payment: \$98.02 USD
- Remarks:** A text block containing customer service information and flight instructions:

PLEASE TAKE A MOMENT TO FILL OUT OUR CUSTOMER SERVICE SURVEY AT WWW.SURVEYMONKEY.COM/S/HQHJ9PF
 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.
 SOUTHWEST TICKETS ARE VALID ON SOUTHWEST AIRLINES ONLY.
 SOUTHWEST DOES NOT PRE-ASSIGN SEATS
 ALL FLIGHTS REQUIRE CHECK IN ONLINE OR AT THE AIRPORT

At the bottom right of the page, there are navigation buttons for '<< Previous' and '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.

CONCUR Travel

Administer for Wright, Homer J

Travel Trip Library Templates Tools

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 Los Angeles to Sacramento

Description:

Send a copy of the confirmation to:

Send my email confirmation as HTML Plain-text

Include directions and maps to hotels

Send an email to Wright, Homer

Display Trip << Previous **Finish**

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

CONCUR Travel

Administer for Wright, Homer J

Travel Trip Library Templates Tools

Trip Summary

Finished!

Finished!

You have successfully booked your trip!

Trip Record Locator : MNBWZG

This trip complies with your travel policy.
Your itinerary has been saved. TSI (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

Trip Overview

CA.GOV

Trip Name: Trip from Los Angeles to Sacramento
Start Date: Apr 8, 2015
End Date: Apr 9, 2015
Created: Mar 18, 2015, Anthony LaMarca (Modified: Mar 18, 2015)
Description: (No Description Available)
Agency Record Locator: MNBWZG
Ticket Number(s): 5262492870832
Passengers: Homer James Wright
Total Estimated Cost: \$78.98 USD
TSI (State of CA RX0F)

Reservations

Wednesday, April 8, 2015