



How To: Apply Southwest Credits in Concur

Users will follow the existing process to search and book airfare, selecting the Southwest flights they would like to take.

On the *Review and Reserve* page, users will see available Southwest credits that can be applied to the cost of their new flights:

- Credits will only show automatically if they were originally booked **and** cancelled on Concur.
- If credit value exceeds the new ticket price, balance will be updated once tickets are issued

APPLY TICKET CREDIT
 You can apply your previously canceled tickets (ticket credit) toward this Southwest Direct Connect booking. Select a maximum of two ticket credits.

<input type="checkbox"/> \$56.98 * O280OK Valid Until: 10/05/2018	<input type="checkbox"/> \$11.00 * V3KDY2 Valid Until: 02/20/2019	<input type="checkbox"/> \$44.98 * MRKBWC Valid Until: 03/22/2019	Add Ticket Credit
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* This is an estimated amount.

If a credit doesn't show, it can be added manually. The information required can be found in any of the 3 'Unused Tickets' locations (see reminder below).

Add Ticket Credit [X]

Southwest Record Locator: Valid Until:

Ticket Amount: Ticket Currency:

[Cancel](#) [Add Ticket Credit](#)

Trip Name
This will appear in your upcoming trip list.

Trip Description (optional)
Used to identify the trip purpose.

Would you like to apply an unused ticket credit to this reservation? [Required]

Once your credits are selected, continue through the booking process and on the *Trip Booking Information* page, indicate that an unused ticket is being applied to your reservation.

Once the reservation is completed, your TTT itinerary and invoice will reflect the credit(s) applied.

- If applying an unused ticket for imminent or same day travel, we recommend contacting an agent for fulfillment to ensure immediate application and no disruption to travel plans.
- Concur Bookings applying a credit will be assessed an Agent Intervention fee (only).
- If the name in the Concur Travel profile does not match the full name (first, middle, and last) of the credit on file, then Southwest will not apply the credit.
- If your organization requires approval for travel, credit application may be disrupted.
- If a credit cannot be applied, Southwest will charge your form of payment for the full amount.

As a reminder, unused tickets available for use can be viewed in the following areas:

1. Concur Homepage
2. Traveler Profile
3. Air Matrix Search Results

Still have questions? Contact TTT's Online Support Team for assistance:

online@thetravelteam.com