

Booking Southwest Airlines in Travelport

Frequently Asked Questions

Q: Which GDS systems will benefit from Southwest's decision to distribute more of its content through standard GDS participation?

A: Travelport (Apollo, Galileo and Worldspan) will have full participation. We are also aware from public announcements that Amadeus will have the same participation. Southwest has indicated that Sabre will not have enhanced GDS participation and that Sabre and Southwest have ended negotiations. While capabilities will differ between GDS providers, Southwest will make the same Content available to all GDS providers.

Q: When will Southwest become a full participant in Travelport?

A: The targeted timeframe is mid-2020. More information regarding launch plans will be available in March.

Q: Who is eligible to receive access to Southwest content via Travelport?

A: Determinations as to which agencies are eligible are made by Southwest. Your agency can reach out to TMCRelations-DG@wnco.com for more information. Southwest has advised us no specifics will be shared regarding agency access until after the launch plans have been finalized next month.

Q: What will be the difference between Travelport and Sabre's Southwest participation?

A: As of today, Southwest content available through Sabre is limited. For example:

- Sabre inventory is not displayed with a numeric count. Sabre agents do not have a visual of how many seats are left in a specific class of service. Agents need to book and close the file to have Southwest validate inventory and price.
- Sabre bookings cannot be serviced within Sabre. Once purchased, agents need to reach out to Southwest directly for any further requests, including exchanges and refunds.

With Travelport having Southwest's full participation, all the above restrictions will not apply. Southwest will be treated the same in Travelport's system as any other US carrier available through Travelport. This will allow agents to integrate Southwest bookings within their Smartpoint workflow, save time when making and/or servicing a booking and allowing them to focus more on selling and generating revenue for their agency.

Q: Will customers in Canada or other countries be given full Southwest access through Travelport?

A: As of now, Southwest bookings can only be handled in USD via the ARC settlement process.

Q: What will happen to Southwest's existing Travelport content?

A: Existing Travelport content and functionality will be replaced by full participation. At launch, agencies given access to Southwest full participation will see the change when doing a WN availability search and making a booking. However, bookings done before cutover will still need to be serviced by Southwest. Full capabilities will only apply for new bookings from the launch date.

Q: Are Southwest bookings eligible for incentive payments pursuant to my agreement?

A: It is Travelport's intention to treat Southwest similar to any other major US carrier. However, the specific circumstances of how Southwest bookings will be handled may vary depending on the specifics of your agreement with Travelport. Please contact your Travelport account manager for further information.

Q: I am a leisure agency; how can I get access to Southwest content?

A: Determinations as to which agencies are eligible are made by Southwest. Your agency can reach out to TMCRelations-DG@wnco.com for more information. Southwest has advised us no specifics will be shared regarding agency access until after the launch plans have been finalized next month.

Q: How can an agency request Southwest content access through Travelport?

A: Travelport is working with Southwest to activate all TMC agency subscribers, but determinations as to which agencies are eligible are made by Southwest.

Q: I am currently using BookingBuilder for my Southwest bookings, what should I do?

A: Ultimately, this is your determination, but we believe there are benefits to accessing Southwest content via Travelport versus BookingBuilder. Please contact your Travelport account manager to discuss further.

Q: What ancillaries will be available in Travelport with Southwest?

A: Southwest offers one ancillary that can be purchased at booking time: EarlyBird® Check-in. With Southwest full participation in Travelport, agents can book EarlyBird® Check-in Travelport and issue an EMD for payment. EarlyBird® Check-in will not be available from the launch date of Southwest content via Travelport. The future date is to be confirmed and communicated accordingly.

Q: Will all fares currently offered on Southwest's website be available in Travelport at launch?

A: All fare types currently found on Southwest's website will be available in Travelport at launch, including Wanna Get Away fares. It is a Southwest business decision that some "direct fares" found on their website will not be distributed through any GDS. Those fares will be limited and the majority of fares will be available in Travelport. The impact should be minimal for agencies.

Q: Will we have access to the seat map information in Smartpoint, for informative purpose?

A: No. Since Southwest doesn't offer advanced seat selection and only offers open seating (simply choose any available seat once onboard), the seat map will not be accessible when booking in Smartpoint.

Q: Can my Travelport booking be serviced by Southwest directly?

A: Yes. Once a Travelport booking accessed by Southwest will no longer be available and/or serviceable in Travelport. It is strongly encouraged that all bookings done in Travelport continued to be handled in Travelport, to avoid losing access to it and optimize your agent's workflow.

Q: Can I access/view in Travelport a booking created on Southwest website?

A: No. All bookings completed with Southwest direct will remain with Southwest and cannot be accessed in Travelport.

Q: Can I access/view on Southwest's website a booking created in Travelport?

A: Yes. Any booking done in Travelport can be accessed in Southwest website or by a Southwest agent. However, once a Travelport booking has been accessed/touched by a Southwest agent, the agency will lose authority on that booking and will not be able to use Travelport for any further request, such as refund and exchange.