

2013

TTE FAQ Spotlight – May



Top 5 Support Questions Last Month

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1. Will the system automatically display government rates for hotels?

Yes, however users must select Government in Travel Preferences:

- Log in to TTE
- Click of Profile
- Click on Travel Preferences

Concur Georgia

My Concur Request Travel Expense Reporting Administration **Profile**

Personal Information Change Password System Settings Mobile Registration

My Profile [Home Address](#) [Work Address](#) [Contact Info](#) [Email Addresses](#) [Emergency Contact](#) [Travel Preferences](#) [Assistants](#) [Credit Cards](#)

Your Information

To edit the profile of someone other than yourself, select a name from the list to the right. If you have the self-assigning assistant permission, you may use the search button to locate users not already in the list. Me

Disabled fields (gray) cannot be changed. If there are errors in these fields, contact your company's travel administrator.

Fields marked **[Required]** must be completed to save your profile.

Your Name and Airport Security: Please make certain that the first, middle, and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.

Title First Name **[Required]** Middle Name **[Required]** Nickname Last Name **[Required]** Suffix

No Middle Name

Travel Settings

Travel Preferences
International Travel
Frequent-Traveler Programs
Assistant/Arrangers

- Click in the box next to Government to allow Government rates
- Select any other applicable discount travel rate or fare classes

Travel Preferences Go to top

Eligible for the following discount travel rates/fare classes

AAA/CAA Government Military Senior/AARP

Air Travel Preferences

Seat Special Meals Ticket Delivery

Preferred Departure Airport Other Air Travel Preferences Medical Alerts

Hotel Preferences

Room Type Smoking Preference Foam pillows Rollaway bed Crib

I prefer hotel that has:

a gym a pool a restaurant room service Early Check-in

Accessibility Needs

Wheelchair access Blind accessible

- Click **Save**

2. This is my first time traveling; what is my log in and password?

- Please contact your Local Travel Administrator for your TTE login credentials.



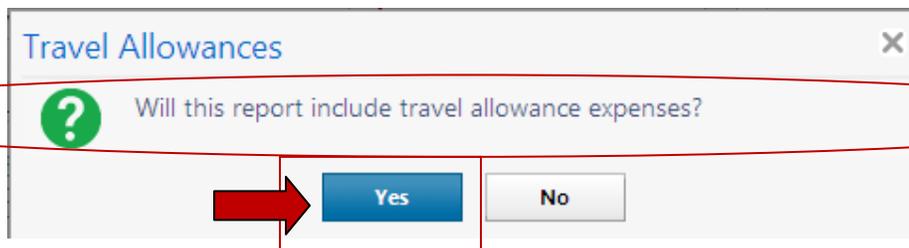
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3. How do I enter Meals per Diem (Travel Allowance) for Day Trips?

A. When opening a NEW Expense Report

- On the My Concur in the Expense Report or Active Work section click on **New Expense Report**
- Complete the required **Report Header** information
- If required, link any **Requests** to the Expense Report
 - Click **Add** under **Request** and select the appropriate Request(s) to link to the Expense Report
 - ✓ **Note:** You can add Requests later.
- Click **Save** and the **Travel Allowances** dialogue box will appear.
- Click **Yes**



- ✓ **Note:** Travel Allowance Expenses = Meals Per Diem

- The **Travel Allowances** dialogue box opens to the Standard Itinerary format by default. In **Selection** choose **Regular In State** (meals) or **GSA Out of State** (meals) from the drop down
 - ✓ **Note:** Selection is not the same as Trip Type. Selection determines which table will be used to reimburse you for allowed meals.
- Click on **Go To Single Day Itineraries**.



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Travel Allowances For Report: Weekly Travel 12-01 to 12-11

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Itinerary Info

Itinerary Name: Weekly Travel 12-01 to 12-11
Selection: Regular In State

Add Stop Delete Rows

No Itinerary Rows Found

New Itinerary Stop

Depart from (city):
Date:
Time:
Arrive in (city):

Save

Go to Single Day Itineraries Next >> Cancel

- o Enter the date you want to begin entering information for in **Choose Start Date**.
- o Click **Go** to open the data entry screen.

Travel Allowances For Report: Weekly Travel 12-01 to 12-11

1 Single Day Itineraries 2 Available Itineraries 3 Expenses & Adjustments

Choose start date: 12/01/2011 Go

Exclude	Date	Start Location	Depart	End Location	Arrive	Depart	Back...	Hours
<input type="checkbox"/>	12/01/2011 T...							
<input type="checkbox"/>	12/02/2011 ...							
<input type="checkbox"/>	12/03/2011 ...							
<input type="checkbox"/>	12/04/2011 ...							
<input type="checkbox"/>	12/05/2011 ...							
<input type="checkbox"/>	12/06/2011 T...							
<input type="checkbox"/>	12/07/2011 ...							

Save Itineraries

Go to Standard Itinerary Next >> Cancel

- o For each day you want to claim a Travel (Meal Per Diem) Allowance enter your starting location for that day in **Start Location** and click the **Tab** key.
- o Enter the time (using am or pm) you left in **Depart** and click the **Tab** key.
- o Enter your last business location of the day in **End Location** and click the **Tab** key.



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- Enter the time you arrived at this final location in **Arrive** and click the **Tab** key.
- Enter the time you left this location in **Depart** and click the **Tab** key.
- Enter the time you arrived home in **Back** and click the **Tab** key.
 - ✓ **Note:** The system will calculate your travel status time under **Hours**.
- After you have entered all the days you are claiming, click **Save Itineraries**.
 - ✓ **Note:** You can go back in and add additional days in a different week later.

Save Itineraries

Go to Standard Itinerary Next >> Cancel

- Click **Next**.

Travel Allowances For Report: Weekly Travel 12-01 to 12-11

1 Single Day Itineraries 2 Available Itineraries 3 Expenses & Adjustments

Assigned Itineraries

Edit Unassign

Departure City	Date and Time ^	Arrival City	Date and Time	Arrival Rate Location
Itinerary: 12/01/2011 Macon				
Roswell, Georgia	12/01/2011 7:00 AM	Macon, Georgia	12/01/2011 9:15 AM	US-GA, UNITED STATES
Macon, Georgia	12/01/2011 7:30 PM	Roswell, Georgia	12/01/2011 9:00 PM	FULTON COUNTY, US-GA,...

Available Itineraries

Current Itineraries Delete Assign

Departure City	Date and Time ^	Arrival City	Date and Time	Arrival Rate Location
Itinerary: Visits 10-1 to 11				

<< Previous Next >>

- Click **Next** again.
- Click on any meal period that was provided to you for any days you reported. The system will adjust your reimbursement amount for that meal period.



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Exclude	All	Date/Location	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
<input type="checkbox"/>	<input type="checkbox"/>	12/01/2011 Macon, Georgia	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$14.00

<< Previous **Create Expenses** Cancel

- Click on **Create Expenses**.
- An Expense Entry called Fixed Meals will be created in your expense report for each day you claimed for any eligible amounts.

B. To an **EXISTING** Expense Report

- On the My Concur page in the Expense Report or Active Work section click on an existing Expense Report to open it.
- Click on the **Details** tab.

My Concur Request Expense Profile

View Reports **New Expense Report** View Receipt Store View Cash Advances New Cash Advance

Site Visits 12/1 to 12/11 **Details** Delete Report Submit Report

New Expense Details Receipts Print / Email

Expenses	Date	Expense Type	Amount	Requested
Adding New Expense				
<input type="checkbox"/>	12/02/2011	Fixed Meals Augusta, Georgia	\$27.00	\$27.00

New Expense Receipt Store

Expense Type

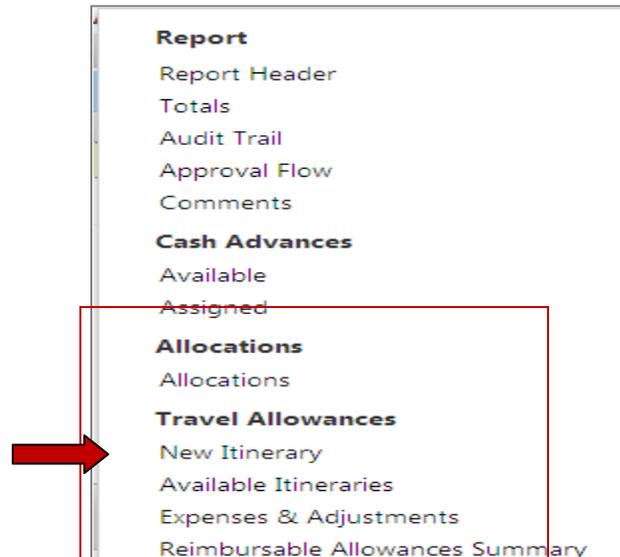
To create a new expense, click the appropriate expense type below or type the expense type in the field above. To edit an existing expense, click the

- Select **New Itinerary** under the Travel Allowances section



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- The system opens to the Standard (Multi-Day) Itinerary. Verify that the Selection box matches the Travel Allowance Meals you are requesting (**Regular In State** or **GSA Out of State**)
 - ✓ **Note:** Remember you cannot mix expenses for In State, Out of State and International Travel on the same Expense Report.
 - ✓ **Note:** Selection is not the same as Trip Type. Selection determines which table will be used to reimburse you for allowed meals.
- Click on **Go to Single Day Itineraries**

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Itinerary Info

Itinerary Name: Site Visits 12/1 to 11

Selection: Regular In State

Add Stop Delete Rows

Departure City	Arrival City	Arrival Rate Location
No Itinerary Rows Found		

New Itinerary Stop

Depart from (city):

Date:

Time:

Arrive in (city):

Date:

Time:

Save

Go to Single Day Itineraries Next >> Cancel



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- Enter the date you want to enter Travel (Meals Per Diem) Allowances for in **Choose Start Date** and click on **Go** to open the data entry screen.

Exclude	Date	Start Location	Depart	End Location	Arrive	Depart	Back ...	Hours
<input type="checkbox"/>	12/08/2011 T...							
<input type="checkbox"/>	12/09/2011 ...							
<input type="checkbox"/>	12/10/2011 ...							
<input type="checkbox"/>	12/11/2011 ...							
<input type="checkbox"/>	12/12/2011 ...							
<input type="checkbox"/>	12/13/2011 T...							
<input type="checkbox"/>	12/14/2011 ...							

- For each day you want to claim a Travel (Meal Per Diem) Allowance enter your starting location for that day in **Start Location** and click the **Tab** key.
- Enter the time (using am or pm) you left in **Depart** and click the **Tab** key.
- Enter your last business location of the day in **End Location** and click the **Tab** key.
- Enter the time you arrived at this final location in **Arrive** and click the **Tab** key.
- Enter the time you left this location in **Depart** and click the **Tab** key.
- Enter the time you arrived home in **Back** and click the **Tab** key.
 - ✓ **Note:** The system will calculate your travel status time under **Hours**.
- When you have entered all the days you are claiming click **Save Itineraries**.
- Click on the **Expenses & Adjustments** tab at the top of the window



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Travel Allowances For Report: Site Visits 12/1 to 11

Single Day Itineraries Available Itineraries **Expenses & Adjustments** Reimbursable Allowances Summary

Choose start date 12/08/2011 Go

Exclude	Date	Start Location	Depart	End Location	Arrive	Depart	Back ...	Hours
	12/09/2011 ...							
	12/10/2011 ...							
	12/11/2011 ...							
	12/12/2011 ...							
	12/13/2011 T...							
	12/14/2011 ...							

Save Itineraries

Go to Standard Itinerary Cancel

- Click on **Update Expenses**.

Travel Allowances For Report: Site Visits 12/1 to 11

Single Day Itineraries Available Itineraries **Expenses & Adjustments** Reimbursable Allowances Summary

Show dates from to Go

Exclude	All	Date/Location	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
<input type="checkbox"/>		12/02/2011 Augusta, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$27.00
<input type="checkbox"/>		12/08/2011 Augusta, Georgia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$27.00

Update Expenses Cancel

- An Expense Entry called Fixed Meals will be added to your expense report for each day you claimed for any amounts eligible according to the Travel Policy.

4. How do I add an approved Request to an existing Expense Report?

- Open the Expense report and click on the **Details** tab
- Click on **Report Header**



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My Concur Request Expense Profile

View Reports New Expense Report View Receipt Store View Cash Advances New Cash Advance

Nov 3-16 Travel Delete Report Submit Report

New Expense Details Receipts Print / Email Hide Exceptions

Exceptions

- Report
- Report Header
- Totals
- Audit Trail
- Approval Flow
- Comments
- Cash Advances
- Available
- Assigned
- Allocations
- Allocations
- Travel Allowances
- New Itinerary
- Available Itineraries
- Expenses & Adjustments
- Reimbursable Allowances Summary
- Office Supplies

Requested	Expense
\$131.54	Fixed Meals
\$137.64	Normal Travel
\$1.00	Out of Pocket
\$252.53	Travel Allowances
\$124.32	Available Itineraries
\$1.00	Expenses & Adjustments
\$30.00	Reimbursable Allowances Summary
\$30.00	Office Supplies

TOTAL AMOUNT \$1,088.12 TOTAL REQUESTED \$1,088.12

Expense Form Fields:
Expense Type: Fixed Meals
Transaction Date: 11/13/2012
Purpose of Trip: Normal Travel
City: Moultrie, Georgia
Payment Type: Out of Pocket
Amount: 21.00 USD
Trip Type: In-State Travel

- o Click on **Add**

Report header for: Nov 3-16 Travel

Previous Comment [View All](#)

Entered By John Thornton: Enter any comments necessary for the added Approver.

Report Date: 11/03/2012
Report Name: Nov 3-16 Travel
Trip Type: In-State Travel
Policy: State of Georgia Expense Policy 1

Trip Start Date: 11/03/2012
Trip End Date: 11/16/2012
Purpose of Trip: Normal Travel
Comment:

Report Key: 42273
Report Currency: US, Dollar
Approval Status: Sent Back to Employee
Payment Status: Not Paid

Vendor ID: 0000381129
Special Activity:

Requests Authorization Requests

Add Remove

Request Name	Request ID	Cancelled	Request Total	Amount Approved	Amount Remaining
--------------	------------	-----------	---------------	-----------------	------------------

Save Cancel

- o Click on the box next to the correct Request Name from the list that appears
- o Click **Add**



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Available Requests

<input type="checkbox"/>	Request Name	RequestID	Cancelled	Request Total	Amount Appr...	Amount Rem..
<input type="checkbox"/>	Annual Cert Traini...	3ELP	No	\$1,175.00	\$1,175.00	\$1,175.00
<input type="checkbox"/>	Social Workers Co...	3EIC	No	\$2,290.00	\$2,290.00	\$2,290.00
<input checked="" type="checkbox"/>	Trip to Savannah ...	3EJA	No	\$350.00	\$350.00	\$350.00
<input type="checkbox"/>	trvl 12-15 to 31	3EHA	No	\$250.00	\$250.00	\$300.00
<input type="checkbox"/>	XYX Convention 1...	3ELL	No	\$1,500.00	\$1,500.00	\$1,500.00

Add **Cancel**

- o The Request name(s) selected will appear in the Requests area
- o Click **Save**

Report header for: Nov 3-16 Travel

Previous Comment [View All](#)

Entered By John Thornton: Enter any comments necessary for the added Approver.

Report Date: 11/03/2012
Report Name: Nov 3-16 Travel
Trip Type: In-State Travel
Policy: State of Georgia Expense Policy 1

Trip Start Date: 11/03/2012
Trip End Date: 11/16/2012
Purpose of Trip: Normal Travel
Comment:

Report Key: 42273
Report Currency: US, Dollar
Approval Status: Sent Back to Employee
Payment Status: Not Paid

Vendor ID: 0000381129
Special Activity:

Requests Authorization Requests

<input type="checkbox"/>	Request Name	RequestID	Cancelled	Request Total	Amount Approved	Amount Remaining
<input checked="" type="checkbox"/>	Trip to Savannah 1-7 t...	3EJA	No	\$350.00	\$350.00	\$350.00

Save **Cancel**

The view returns to the Expense Report and the approved Request is now attached to the expense report.



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5. I am a new traveler and am having difficulty creating a Vendor ID in ESS, who should I contact?

From the Home page of the SAO website (sao.georgia.gov) select Systems, select Financials; Select **Vendor Payment Management**; then under **Employee Expense Reimbursement Resources and Training Tools** at the bottom of the page click on the **ESS Employee Expense Reimbursement Job Aid** to view complete instructions.

If you are still having difficulty, contact the Vendor Group at SAO.

6. Where can I locate training materials?

You can access self-service training materials from the SAO website or from inside TeamWorks Travel and Expense. We frequently update and add new training materials.

A. SAO Website – available from any browser 24 x 7

- Access the website <http://sao.georgia.gov>
- Click on the **Travel** tab
- Click on TeamWorks Travel and Expense Training



The Training page will open:

You have access to ALL training materials from the SAO website!



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GEORGIA.GOV

Translate | About Us | Contact Us | Site Map

State Accounting Office

Search within this site

Systems Reporting Policies Training Travel Tools News

Travel

State Travel Policy

TeamWorks Travel and Expense

TeamWorks Travel and Expense Training

2012 FAQ Spotlight Archive

Georgia Travel System

Travel News Sign Up

Home » Travel » TeamWorks Travel and Expense Training

TeamWorks Travel and Expense Training

Stay Connected

What's New in TTE?

Refer to the recommended TeamWorks Travel & Expense users can access the into to TeamWorks Travel & Expense

- [Recommended Training](#)
- [Upcoming Live TTE Training Webinars](#)

How To

- [How to Enter Single Day Trip Mileage](#)
- [How to Enter Multiple Day Trip Mileage](#)
- [How to Create Expense Report with Travel Allowance and Co Paid Travel Charges from a Completed Trip](#)
- [How to Enter Travel Allowances \(Per Diem\) With No Overnight Stay](#)
- [How to Enter Travel Allowances \(Per Diem\) With Overnight Stay](#)
- [TTE Cash Advance Approver Checklist](#)
- [TTE Expense Approver Checklist](#)
- [TTE Travel Request Approver Checklist](#)

Manuals

- [TTE System User Reference Guide](#)
- [TTE Approvers Handbook](#)
- [GA Travel Assistant Handbook](#)
- [TTE Reporting Handbook](#)
- [TTE Travel Request Users Guide](#)

FAQ's

- [TeamWorks Travel and Expense Frequently Asked Questions](#)
- [2013 January Spotlight FAQ](#)
- [2012 FAQ Spotlight Archive](#)

Register for live monthly webinars on this link!

Access direct links to video, interactive simulations, documents and manuals on this link!

Spotlight FAQ's only appear on the SAO website.

The Recommended Training link opens a document that provide direct links to video, interactive simulations, documents and manuals.



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B. From inside TeamWorks Travel and Expense My Concur Home Page:

Welcome, **Donna Fitzgerald** [You are administering for: [Yourself](#)] Last logged in: 02/08/2013 9:35 AM ([Details](#))

Concur

My Concur Request Travel Expense Reporting Administration Profile

On your smartphone book your travel and manage your expenses on the go!

Active Work

New Expense Report View Reports

Travel Requests (0) Expense Reports (0)

Report Name	Status	Payment Status	Report Date
No records found.			

Weather

ATL - Friday
Mostly cloudy with a shower in spots
High: 58°F Change to C°
Low: 33°F

Please enter an airport: ATL
ATL - Hartsfield Intl Arprt - Atlanta, GA

Trip List

You have no upcoming trips. See trip library for complete list.

- Scroll down to locate the **Company Info** box
- Click on the link [Travel Training Portal](#)

Company Info

New Mileage Rates for Calendar Year 2013
The GSA recently announced revised rates for calendar year 2013. The following rates are applicable to travel that occurs on or after January 1, 2013.

Tier I Rates: Automobile \$.565 per mile
Motorcycle \$.535 per mile
Aircraft \$ 1.33 per mile
Tier II Rate: Gov't Owned Available \$24

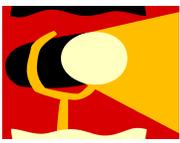
[Sign up for Travel News](#)
Applicable to all FTE users EXCEPT KSU

In an effort to keep our users updated on travel related information, we are requesting that you sign up for "State of Georgia Travel News." Click on Link Above.

[Travel Training Portal](#)
Please see the link above for additional Travel training opportunities.

Reminder: Review Employee Profile!
All travelers **MUST** review their employee profiles, update contact information, and SAVE before making any travel reservations in Concur.

- This Travel Training Portal Opens. Simply select the item you wish to view or read.
 - These are the same items you link to in the Recommended Training Document.



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Flash Interactive Simulations

- Logging Into Expense
- Changing Your Password
- Updating Your Travel Profile
- Creating a Travel Reservation
- Changing a Trip (After Purchase)
- Exploring the My Concur Homepage
- Creating an Expense Report Based on a Trip
- Updating Your Expense Profile
- Creating a New Expense Report (includes credit card and out of pocket transactions)
- Itemizing a Nightly Lodging Expense

Concur Premier Travel and Expense Training Site

Welcome to the Concur Travel and Expense training site! To learn the basics of booking travel, submitting your expenses, or creating and managing payment requests, click the links in the left menu to practice an interactive simulation. Each simulation takes about 5 - 10 minutes to complete and will help get you up and running quickly. You can also find these simulations on the Help and Training tab in the Concur Travel and Expense system.

Guides and FAQs:

In addition to completing the interactive simulations, it is also recommended that you download the following training materials:

Recommended Training

- Travel & Expense QuickStart Guide - Step-by-step procedures, screenshots, and supporting information covering the most important tasks.
- TTE System User Reference Guide
- FAQs - Frequently asked questions and answers for both Travel & Expense.
- Using Receipt Store QuickStart Guide
- How To Enter Single Day Trip Mileage
- How To Enter Multiple Day Trip Mileage

Georgia

For questions or support, contact:

Travel Help Desk

- Local (770) 291-5190
- Toll Free (877) 548-2996
- Technical Support (866) 738-6444
- SOG@travelinc.com

Expense & Travel Policy Help Desk
(Mon-Fri 8am to 5pm)

7. Special Note

Monthly Training Webinars: We offer live training webinars every month and you can register from the SAO website!!

Navigation from the SAO website: Travel > TeamWorks Travel and Expense Training and click on the Upcoming Live TTE Training Webinars link.

- **Monthly Spotlight Training:**
 - Smart Expenses/Car Mileage/Travel Allowances – No Overnight Stay*
 - Tue, May 14, 2013 10:00 AM - 11:00 AM
 - Tue, Jun 11, 2013 1:00 PM - 2:00 PM
 - Topic TBD*
 - Tue, Jul 9, 2013 1:00 PM - 2:00 PM
- **Booking Travel in TTE**
 - Tue, May 28, 2013 10:00 AM - 11:00 AM
 - Tue, Jun 25, 2013 10:00 AM - 11:00 AM
 - Tue, Jul 23, 2013 10:00 AM - 11:00 AM
- **Expense Report Basics**
 - Tue, May 21, 2013 10:00 AM - 11:30 AM
 - Tue, Jun 18, 2013 10:00 AM - 11:30 AM
 - Tue, Jul 16, 2013 10:00 AM - 11:30 AM
- **Approver Training**
 - Tue, May 27, 2013 10:00 AM - 11:00 AM
 - Tue, Jun 4, 2013 10:00 AM - 11:00 AM
 - Tue, Jul 2, 2013 10:00 AM - 11:00 AM



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Special Note: We have renamed some of our documents!

- Document names beginning with **How To** will contain text and screen shots
- Document names beginning with **QLook** (shorthand for Quick Look!!) contain step by step instructions but no screen shots.

Southwest Airlines Cancellation Policy Change:

Southwest Airlines is implementing a No Show policy that applies to Wanna Get Away and DING! fares that are not canceled prior to travel. If you booked a Wanna Get Away or DING! fare anywhere in your itinerary and that portion of the flight is not used and not canceled at least ten minutes prior to scheduled departure, all funds on the unused portion of the reservation will be lost, and the remaining itinerary will be canceled by Southwest.

The new policy applies to Wanna Get Away and DING! reservations, which encompass all nonrefundable fares, excluding military fares, senior fares, or travel during certain irregular operations, including severe weather conditions. Rapid Rewards points, Companion travel, and Reward seats are not impacted by this policy.

The No Show policy will go into effect for fares booked on or after Friday, May 10, 2013, for travel on or after Friday, September 13, 2013. We will protect those travelers who purchased fares before the implementation date and/or are traveling before the effective date, allowing us time to communicate the new policy.

The No Show policy will not impact travelers who simply cancel a Wanna Get Away or DING! fare prior to scheduled departure; in this case, you may reuse the funds toward future travel on Southwest, without a change fee. If you are traveling on a fully refundable itinerary that does not contain a Wanna Get Away or DING! fare you will continue to have the option of either requesting a refund or holding funds for future travel.

The new Southwest Airlines policy is designed to better predict future route inventory by encouraging Customers to cancel seats they do not plan to use. They continue to offer Customers the flexibility of changing their itinerary without a fee, prior to departure.