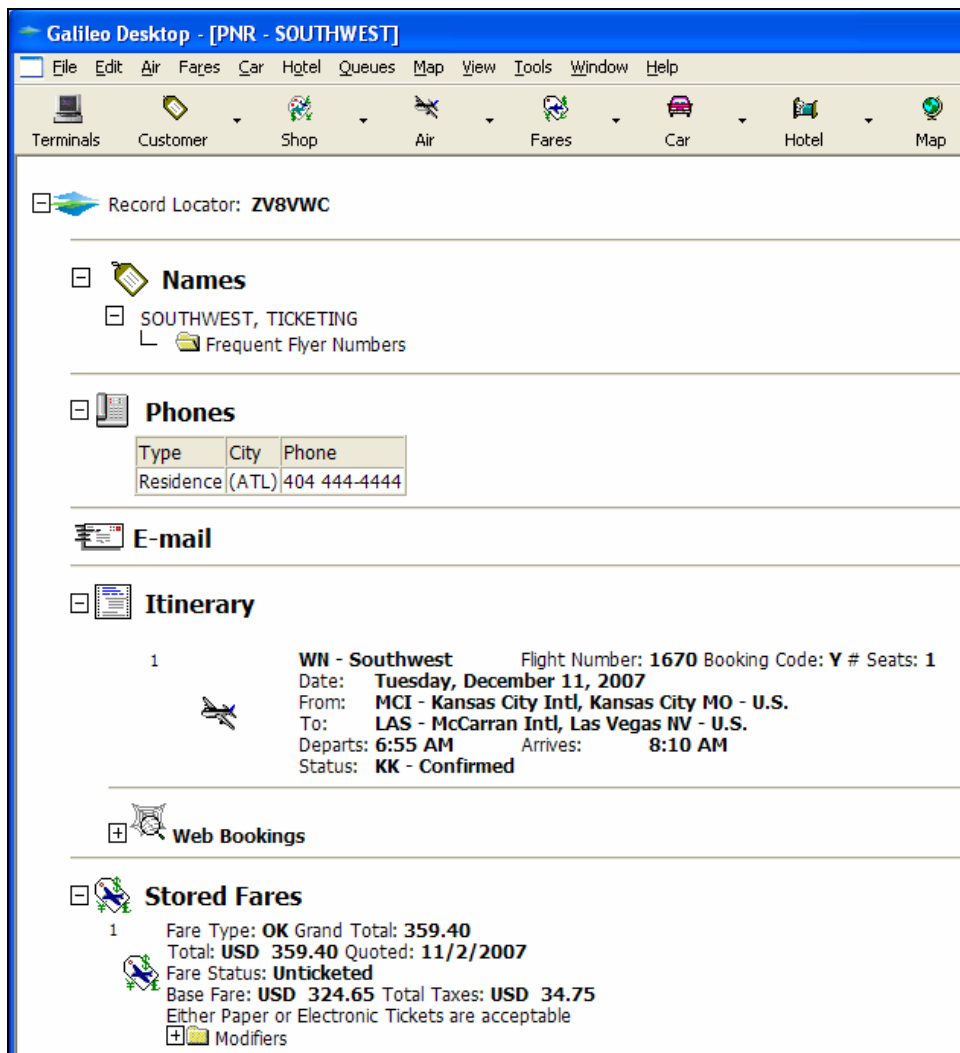


## SOUTHWEST TICKETING SCRIPT WITH GALILEO DESKTOP<sup>SM</sup>

1. **SELL AND FARE QUOTE THE FLIGHTS:** Sell the Southwest flight(s) from availability or direct sell as normal. Southwest allows up to eight passengers and six flight segments. Only Southwest flights are allowed in the PNR.
  - Add cars or hotels (if applicable) or any other PNR fields.
  - Fare Quote and store the fare.
    - Note: Fare must be stored in US Dollars. For point of sale outside USA, on the Fare Quote dialog box, Other tab, check **Quote in USD**.
  - Jot down the total fare stored; you'll need it during ticketing.
  - Click Finish and save the PNR (End Transact and re-retrieve).

Southwest will change the segment status to KK when confirmed.

Note: Ignore and re-retrieve the PNR to check if the status has changed.



**Galileo Desktop - [PNR - SOUTHWEST]**

File Edit Air Fares Car Hotel Queues Map View Tools Window Help

Terminals Customer Shop Air Fares Car Hotel Map

Record Locator: **ZV8VWC**

**Names**

- SOUTHWEST, TICKETING
  - Frequent Flyer Numbers

**Phones**

Type	City	Phone
Residence	(ATL)	404 444-4444

**E-mail**

**Itinerary**

1	<b>WN - Southwest</b> Date: <b>Tuesday, December 11, 2007</b> From: <b>MCI - Kansas City Intl, Kansas City MO - U.S.</b> To: <b>LAS - McCarran Intl, Las Vegas NV - U.S.</b> Departs: <b>6:55 AM</b> Arrives: <b>8:10 AM</b> Status: <b>KK - Confirmed</b>	Flight Number: <b>1670</b> Booking Code: <b>Y</b> # Seats: <b>1</b>
---	---	---

**Web Bookings**

**Stored Fares**

1	Fare Type: <b>OK</b> Grand Total: <b>359.40</b> Total: <b>USD 359.40</b> Quoted: <b>11/2/2007</b> Fare Status: <b>Unticketed</b> Base Fare: <b>USD 324.65</b> Total Taxes: <b>USD 34.75</b> Either Paper or Electronic Tickets are acceptable Modifiers
---	--

2. **CONFIRM THE BOOKING:** After the segment status changes to KK, confirm the air segments, verify the fare quote and End Transact and re-retrieve the PNR.

- Right-click the air segments and click modify.
- Click the Change Segment Status checkbox.
- Type HK, then OK.
- Right Click the stored fare and select Verify Stored Fare, then click OK.
- Click Finish, then save the PNR (end and re-retrieve).

Galileo Desktop - [PNR - SOUTHWEST]

File Edit Air Fares Car Hotel Queues Map View Tools Window Help

Terminals Customer Shop Air Fares Car Hotel Map Finish

Record Locator: **ZV8VWC**

**Names**


- SOUTHWEST, TICKETING
  - Frequent Flyer Numbers

**Phones**

Type	City	Phone
Residence	(ATL)	404 444-4444

**E-mail**

**Itinerary**

1  **WN - Southwest** Flight Number: **1670** Booking Code: **Y** # Seats: **1**  
 Date: **Tuesday, December 11, 2007**  
 From: **MCI - Kansas City Intl, Kansas City MO - U.S.**  
 To: **LAS - McCarran Intl, Las Vegas NV - U.S.**  
 Departs: **6:55 AM** Arrives: **8:10 AM**  
 Status: **HK - Confirmed**

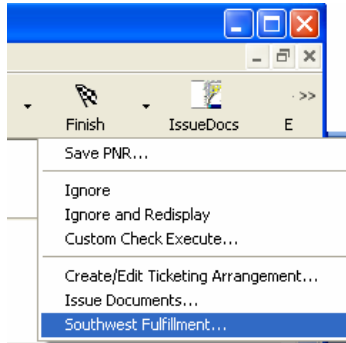
**Web Bookings**

**Stored Fares**

1 Fare Type: **OK** Grand Total: **359.40**  
 Total: **USD 359.40** Quoted: **11/2/2007**  
 Fare Status: **Unticketed**  
 Base Fare: **USD 324.65** Total Taxes: **USD 34.75**  
 Either Paper or Electronic Tickets are acceptable  
 Modifiers

### 3. TICKET THE BOOKING:

- Click the Finish drop-down arrow and select Southwest Fulfillment.



- Fill out the Southwest Ticketing screen.
  - First and last name
  - Credit card number
  - Vendor type
  - Expiration date in MM/YY format
  - Total fare amount (must match total in stored fare quote)

A screenshot of the 'Southwest Ticketing' form. The form is titled 'Southwest Ticketing' and contains several input fields. The 'Name on card' field is filled with 'JOHN SMITH'. The 'Credit Card number' field is filled with '3700000000000028'. The 'Credit card type' dropdown menu is set to 'AMEX'. The 'Expiration Date (mm/yy)' field is filled with '09/09' and 'September 2009'. The 'Fare Amount' field is filled with '\$359.40'. There is a 'Submit' button at the bottom of the form.

- Click Submit.

A credit card JV entry for the total fare amount is performed and the credit card information along with the approval code from the JV entry is sent to Southwest in an SSR.

- Click OK and close the Southwest Ticketing dialog.  
**Note:** If the charge is approved but the ticketing is not completed, jot down the approval code, update the PNR to qualify for ticketing, and perform the HB: entry in Focalpoint®.  
 Example: HB:FAX3700000000000028+D0909+-JOHN.SMITH\*3710
- When the ticketing is complete, Southwest returns an OSI message to the PNR with the total amount charged and the Southwest record locator.
- This OSI ticketing confirmation can be found in the Other Service Information when the PNR is retrieved.

**Remarks and Service Information**

Vendor Locators

Carrier	Record Locator	Date	Time
Southwest	KNBAH8	11/2/2007	1:58 PM
Southwest	KNBAH8	11/2/2007	2:31 PM

Special Service Requirements

GFAX	Name	Flight	From/To	Code	Status	Text
1		WN		Guaranteed payment at time of sell	NN - Requested	AX3000000000000028/D0909/JOHNSMITH

Other Service Information

GFAX	Vendor	Text
2	1V - Apollo	ETR WN 359.40USD CF-KNBAH8

**Note:** No further tickets may be run on this PNR but an itinerary or MIR (for example HB:DID/FS or MIR HB:DAD/FS) can be issued from the Focalpoint® terminal window.