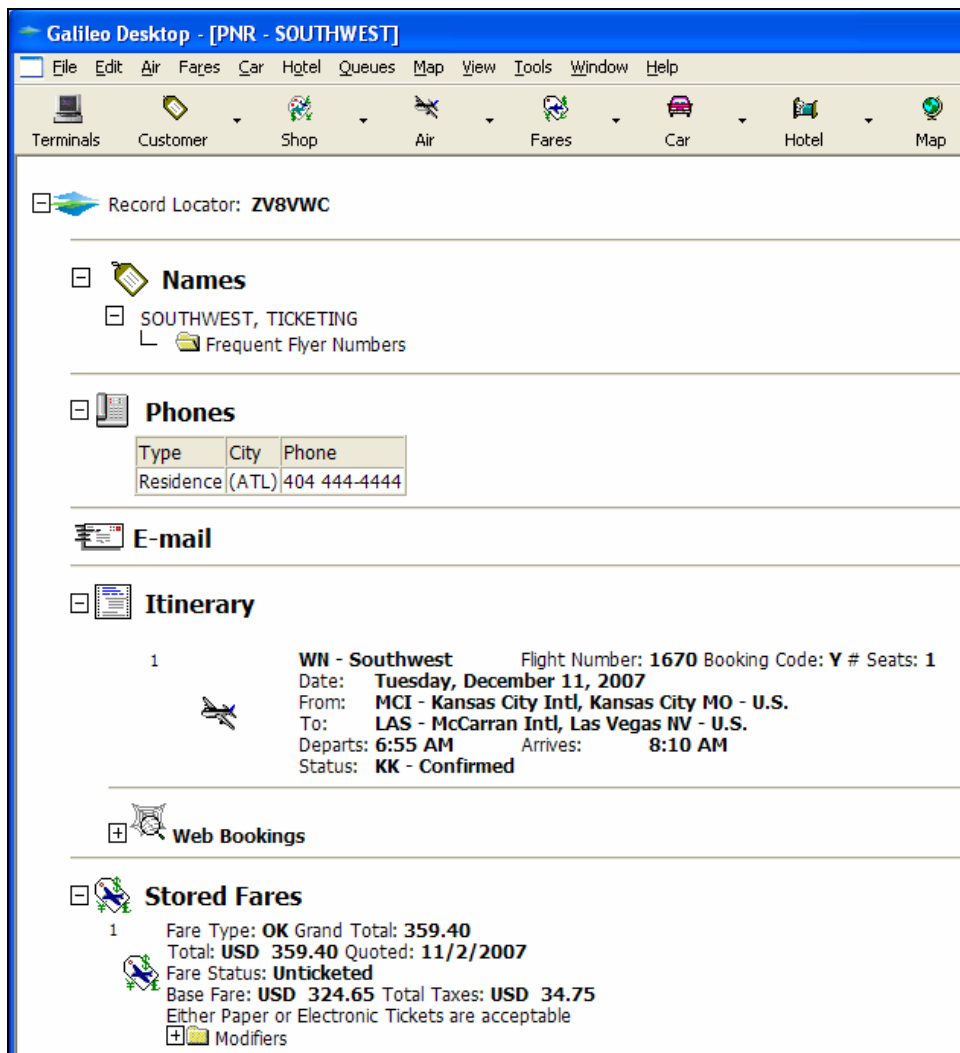# SOUTHWEST TICKETING SCRIPT WITH GALILEO DESKTOP^{SM}

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.

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).

3. TICKET THE BOOKING:

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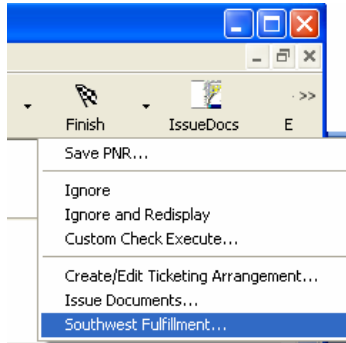
➢ Fill out the Southwest Ticketing screen.
- First and last name
- Credit card number
- Vendor type
- Expiration date in MM/YY format
- Total fare amount (must match total in stored fare quote)

➢ 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:FAX370000000000028+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.

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.