

New Fare Product Job Aid

Wanna Get Away *plus*™

Wanna Get Away *Plus*™ is a new fare product offered between the Wanna Get Away® and Anytime fare families, allowing our Customers more options when choosing to fly on Southwest.

Benefits Include:

- 8x Rapid Rewards® Points
- Transferable Flight Credit
- Free Same-day standby/Same-day change

Customer Identification | Customer Selection | Customer Acceptance | **Acceptance Information**

WN696 13JAN DEN → PHX Phoenix Sky Harbor International (4) STD: 16:20 STA: 18:15
Acceptance Open Gate: C51 Boarding: 15:50

Customer	Bkg Tkt Cabin	Sec	BPos	Accept Baggage	Info	
1 BOWDEN Jodie	WN696	DEN-PHX	Y(P)	001	A26	WN-PLU

New coding displayed in Altea labeled "WN-PLU"

Flight	STD	ETD	STA	ETA	Stops	WGA	PLU	ANY	BUS
4 WN1105	13JAN22	DEN-PHX	19:30	21:30	0	-21.50	0.00	172.00	202.10
5 WN4480	13JAN22	DEN-PHX	21:20	23:20	0	-21.50	0.00	172.00	202.10
6 WN3852	13JAN22	DEN-PHX	11:05	18:15	2	-2.50	9.00	171.00	201.10
7 WN4386	13JAN22	DEN-PHX	12:30	16:30	1	-7.00	4.50	166.50	196.60
8 WN6546	13JAN22	DEN-PHX	12:40	17:15	1	-87.62	-66.12	231.00	261.10
9 WN6554	13JAN22	DEN-PHX	14:30	18:10	1	-87.62	-66.12	231.00	261.10
10 WN3949	13JAN22	DEN-PHX	16:15	19:40	1	-7.00	4.50	166.50	196.60

Select Journeys: 6 Expand (SF2) 18 Journey(s)

New column in Change Journey labeled "PLU"

SOUTHWEST AIRLINES BOARDING PASS

BOWDEN/JODIE
FLIGHT 698 GATE C51
JAN 13, 2022
CONFIRMATION NUMBER: 4YJ6CR

VOID A
FRONT TO REAR BOARDING POSITION
DEN PHX 09:00 04:00PM
Wanna Get Away Plus (R)

BOARDING GROUP
26

VOID IN
A 26

When to Use the **Same Day Standby Button** (Sold Out Flight)

	A-List Preferred	A-List	NonTier
Wanna Get Away*	✓	✓	✗
Wanna Get Away <i>plus</i> *	✓	✓	✓
Anytime*	✗	✗	✗
Business Select*	✗	✗	✗

*Taxes & fees may apply

When to Use **Select Button** in Change Journey (When Seats are Available)

	A-List Preferred	A-List	NonTier
Wanna Get Away*	✓	✓	Ⓜ
Wanna Get Away <i>plus</i> *	✓	✓	✓
Anytime*	✓	✓	✓
Business Select*	✓	✓	✓

*Taxes & fees may apply

Ⓜ Select Waive Payment > Same Day Change

Ⓜ Fare Difference may apply

Anytime Bundled with EarlyBird

EarlyBird is now bundled with the Anytime fare automatically. An EMD will not be added to the PNR; EarlyBird identification will be based off the Anytime fare family.

Anytime +

- Automatic check-in
- Better boarding position
- Earlier access to overhead bins

A new Departure Plan Activity will catch any remaining Anytime fares and allocate a boarding position just before Acceptance opens.

Departure Plan Activity	Time	Status
Initiate Boarding Position Assignment	-16 11h 59m 21:41 13JAN STD	Completed
Assign Boarding Position	-16 0h 1m 09:37 13JAN STD	Completed
Open Acceptance	-16 0h 0m 09:40 13JAN STD	Completed

Priority and Express Lanes

Fly By will be transitioning to Priority and Express Lanes. A-List, A-List Preferred, Business Select® and Anytime Customers may use the Priority & Express Lanes at Ticket Counters and select airports for security. Business Select® drink coupons will also reflect this update.

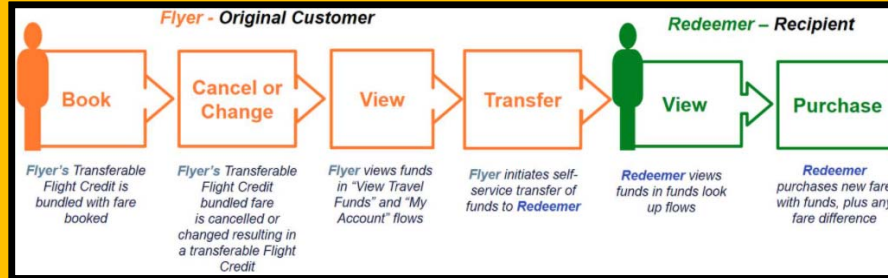
THANK YOU FOR UPGRADING YOUR TRIP WITH OUR BUSINESS SELECT (R) FARE. YOU'LL EARN EXTRA RAPID REWARDS(R) POINTS. YOU CAN BREEZE THROUGH SECURITY WITH EXPRESS LANES AT SELECTED AIRPORTS. YOU'LL ALSO ENJOY BEING ONE OF THE FIRST TO BOARD. AND DON'T FORGET TO USE THIS DETACHABLE DRINK COUPON ONBOARD TODAY.

Transferable Flight Credit

A new Transferable flight credit enhancement will offer Customers the ability to transfer their eligible unused flight credit to someone else for future use.

Most Customers will also be able to complete their credit transfer online themselves via their Rapid Rewards account by logging in and clicking "View Details" to show their available travel funds. They can then "Transfer to someone else".

Fare Family	Business Select*	Anytime*	Wanna Get Away Plus*	Wanna Get Away
Transferable Flight Credit	✓	✓	✓	✗



Rule 85

Rule 85 Migrating to Disruption Transfer

RULE 85 will migrate from the *Change Journey* flow and will now display as a *Standby* transfer reason in the *Disruption Transfer* flow labeled as "RULE 85 SBY". Once selected in the *Disruption Transfer* flow, you will be directed to the transfer confirmation screen.

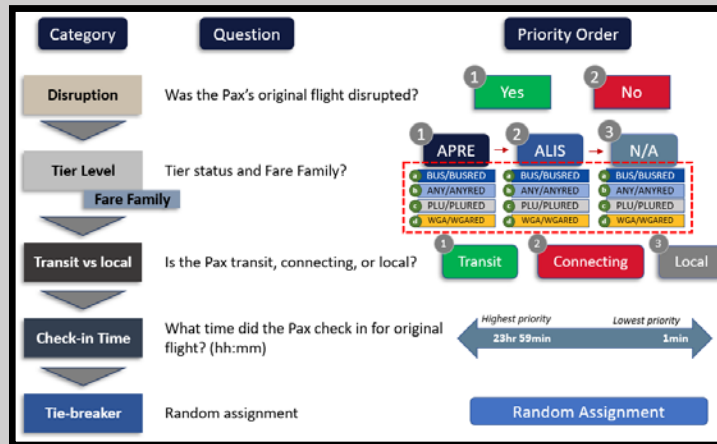
Waitlist Automatically Set to "Yes"

When going through the *Disruption Transfer* flow and selecting "RULE 85 SBY", the "Book as Waitlist" option will automatically be set to "Yes".

Customer Onload Priority

We have updated our Customer Standby Onload Priority to now include fare families within each tier status level. This is a change from before when fare families did not play a determining factor when clearing Customer onload lists.

Example: There is only 1 open seat available, and both Customer X and Customer Y are on the onload list. Customer X is an A-List Preferred Customer who purchased a *Wanna Get Away* fare, and Customer Y is also an A-List Preferred Customer who purchased an *Anytime* fare. Customer Y will now receive the last open seat as they purchased a higher fare family.



This enhancement only applies to revenue Customers. There is no change in prioritization for non-revenue travel.

Default: WN
 Applications: Device Navigation Logout Help
 Messenger (3) WN Customer (1) WN Flight: WN65 (3)
 Customer Identification Customer Acceptance Acceptance Information Alternative Journey

22MAR DAL + HOU Houston William P Hobby
 Acceptance Open
 Customer: WEST Shawn
 → WN65 22MAR DAL-HOU

Select Customer(s): 1

Replacing Journey Leg/Segment: DAL-HOU ETD: 22:45 ETA: 23:45
 Alternative Flights for: DAL - HOU From: 22MAR 06:58 (Carrier Preferred)

Flight	WNS	22MAR22	DAL-HOU	STD	ETD	STA
1	WN5	22MAR22	DAL-HOU	08:00		09:15
2	WN11	22MAR22	DAL-HOU	09:30		10:40
3	WN19	22MAR22	DAL-HOU	11:30		12:45
4	WN27	22MAR22	DAL-HOU	15:30		16:45
5	WN45	22MAR22	DAL-HOU	17:30		18:40
6	WN51	22MAR22	DAL-HOU	19:00		20:10
7	WN55	22MAR22	DAL-HOU	20:00		21:10
8	WN61	22MAR22	DAL-HOU	21:30		22:35
9	WN779	22MAR22	DAL-MSY	06:00		07:25
10	WN2235	22MAR22	MSY-HOU	08:25		09:50
11	WN805	22MAR22	DAL-TPA	06:15		09:35
12	WN1598	22MAR22	TPA-HOU	10:35		12:05
13	WN1200	22MAR22	DAL-HCI	06:30		08:05
14	WN1709	22MAR22	MCI-HOU	08:45		10:55
15	WN2825	22MAR22	DAL-AUS	07:35		08:40
16	WN362	22MAR22	AUS-HOU	11:00		12:50
17	WN811	22MAR22	DAL-SAT	07:55		09:05
18	WN1811	22MAR22	SAT-HOU	11:40		12:35
19	WN815	22MAR22	DAL-SAT	09:00		10:15
20	WN1811	22MAR22	SAT-HOU	11:40		12:35

Select Journey(s): B

Transfer Options
 Transfer Reason: RULE 85 SBY Overbooking: Best Effort
 Book as Waitlist: Yes Select Target Class: No

Fare benefits

	Business Select ¹	Anytime	NEW Wanna Get Away ^{plus} ²	Wanna Get Away ³
Rapid Rewards [®] earning formula	12x fare	10x fare	8x fare	6x fare
Two bags fly free ⁴	✓	✓	✓	✓
No fees to change ⁵ or cancel ⁶	✓	✓	✓	✓
Flight credit if you cancel (for up to 12 months) ⁴	✓	✓	✓	✓
Transferable flight credit for Rapid Rewards members ⁷	NEW ✓	NEW ✓	NEW ✓	N/A
Same-day confirmed change ⁸	✓	✓	NEW ✓	Fare difference may apply
Same-day standby list ⁸	✓	✓	NEW ✓	Fare difference may apply
Refundable ⁹	✓	✓	N/A	N/A
Priority and Express Lanes ⁹	✓	NEW ✓	N/A	N/A
Automatic check-in ⁹	A1-A15 Priority boarding	NEW EarlyBird [®] included	\$	\$
Premium Drink (on flights 176 miles or more) ¹⁰	✓	\$	\$	\$

¹First and second checked bags. Weight and size limits apply.

²If you need to change an upcoming flight itinerary, you'll only pay the cost in fare difference.

³Failure to cancel a reservation at least 10 minutes prior to scheduled departure may result in forfeited funds.

⁴To receive a flight credit you must cancel your flight at least 10 minutes prior to scheduled flight departure. See My Account for flight credit expiration dates.

⁵Transferable flight credit allows you to transfer your flight credit to another person. Both must be Rapid Rewards[®] Members and only one transfer is permitted. The expiration date is 12 months from the date the ticket was booked. For bookings made through a Southwest[®] Business channel, there is a limitation to transfer only between employees within the organization.

⁶Same-day change/Same-day standby: For same-day changes, if there's an open seat on a different flight on the same calendar day as your original flight and it's between the same cities, you can book a confirmed seat on the new flight free of airline charges. If there isn't an open seat, ask a Southwest Gate Agent to add you to the same-day standby list. If there are any government taxes and fees associated with these itinerary changes, you will be required to pay those. Your original boarding position is not guaranteed.

⁷Refundable, as long as you cancel your reservation at least ten (10) minutes prior to the scheduled departure of your flight. If you cancel, you're eligible to receive 100% of your ticket value as a refund to your original form of payment. Southwest flight credit(s) from a previous reservation that are applied toward a Business Select or Anytime Fare will be refunded as flight credit(s). For travel booked with Rapid Rewards points, if canceled, points will be returned to the Rapid Rewards account holder who booked the ticket.

⁸Priority lane: This priority lane gets you to the front of the ticket counter faster. A-List or A-List Preferred Members already enjoy the priority lane (where available). Express lane: This security lane gets you through the security line faster. A-List or A-List Preferred Members enjoy this benefit too.

⁹EarlyBird Check-In[®] means you will automatically be checked in to your flight 36 hours prior to scheduled departure. For Anytime fares purchased between 36 and 24 hours, the boarding position assignment process has begun so this may impact the boarding position assigned to you. If you purchase an Anytime fare within 24 hours of your flight's scheduled departure, you will not receive the EarlyBird Check-In benefit. In an irregular operation situation, the boarding position is not guaranteed.

¹⁰Flights traveling 175 miles or less only serve water.