

# Let's break it down for you.

## PreferredPartner Service

### Who, what and why?

We're passionate about delivering outstanding Hospitality, so we created an expedited service desk for our national accounts. The PreferredPartner Service is here to support your travel office.

### When

Our office hours are from 5:00 a.m. to 12:00 a.m. CST, Monday–Friday. When you need us, you can call 877-633-4425.

### How

Use your confidential PIN to reach the PreferredPartner Service. Please protect your private PIN by not sharing with individual travelers.

# Here's how it works.

## PreferredPartner Service

### Problem resolution

Resolve issues such as ticketing time/date limitations, OSI message indicators, etc.

### Payments

Error on a PNR stating payment did not go through without explanations, form of payment change, or need to apply funds that may be expired.

### GDS help/how to

General guidance on how to track your GDS booked reservations.

### Receipts and verification

Research for receipts of name/date/etc., verification for records.

### Rapid Rewards<sup>®</sup> and status

Rapid Rewards numbers needing to be added to a Passenger's booking for previous and upcoming flights.

### Technical issues

Southwest segments that do not come back as confirmed, ticketing did not compute, RQ instead of a PNR at the end of segments if the itinerary or payment did not go through properly.

### SWABIZ<sup>®</sup> account

Troubleshooting general errors.

### Reservation assistance

Assistance with modifications and research of booked and flown PNRs, and resolve questions and concerns.

### Assistance with booking irregularities

Exception\* like Honor fares for reservations not ticketed prior to ticketing time limit. Overbooking flight/class of service and refund of a nonrefundable ticket.

\*Based on business need.

# Next steps for a smooth transition.



## PreferredPartner Service

877-633-4425 | CID: 99570273 | PIN # : 1861

1. Your Southwest<sup>®</sup> Business Account Manager will walk you through the added benefits of the Southwest Business PreferredPartner Service.
2. Please have your PIN number readily available anytime you call the PreferredPartner Service for faster assistance.
3. A PreferredPartner Service agent will be ready to assist you once you've been prompted to enter your PIN number.
4. Feedback is welcome as we service you through this resource. Please send feedback to [SWTravel@b2b.wnco.com](mailto:SWTravel@b2b.wnco.com).

# Your Account Team:

**PreferredPartner Service**

**Kerry Masock**



**Contact Info:**

**[Kerry.Masock@wnco.com](mailto:Kerry.Masock@wnco.com)**

**303-888-9980**

- **Available 7a – 5p (Pacific) Monday – Friday**
- **Please allow 24 hours for a response**
- **Urgent Matters should be directed to Preferred Partner Desk**