

JOB AID

# Post-ticketing seat selection

If you're having trouble selecting a seat in an online booking tool, don't worry! You can do so on Southwest.com<sup>®</sup> or the Southwest app after your reservation has been booked and ticketed. Follow the instructions in this guide to quickly and easily choose or update your seat.



Desktop Instructions



Mobile Instructions

If you have additional questions after reviewing this job aid, please reach out to your Southwest Airlines contact. Thank you!





# Instructions for desktop devices

# Post-ticketing seat selection

Instructions for desktop devices

The image displays two screenshots of the Southwest Business website interface. The top screenshot shows the main navigation bar with a yellow circle '1' highlighting the 'FLIGHT | HOTEL | CAR | VACATIONS | CRUISES' menu. Below the navigation bar, the 'Flights' section is active, showing a search form with fields for 'Trip type' (Round-trip), 'Depart\*' (DAL), 'Return date\*' (11/14 to 11/17), and 'Passengers\*' (1). A yellow circle '1' is placed over the 'FLIGHT | HOTEL | CAR | VACATIONS | CRUISES' navigation bar. The bottom screenshot shows the 'Manage Reservations' dropdown menu for the 'Flight' category, with a yellow circle '2' highlighting the 'Manage Reservations' link. The dropdown menu includes options like 'Book a Flight', 'Manage Reservations', 'Route Map', 'Explore Destinations', 'Flight Schedules', 'Track Checked Bags', 'International Travel', 'Flight Offers', 'Low Fare Calendar', 'Upgrade My Flight', 'Change or Upgrade Seats', 'Add EarlyBird Check-In', 'Check Travel Funds', 'Buy Carbon Offsets', and 'Flying with Southwest'. At the bottom of the dropdown, there are links for 'CHECK IN', 'FLIGHT STATUS', and 'CHANGE FLIGHT'. The Southwest Business logo and a promotional message 'Add EarlyBird Check-In®' are also visible.

1 Visit Southwest.com<sup>®</sup> and select **Flight/Hotel/Car/Vacations/ Cruises** in the navigation bar.

2 Under Flight, click **Manage Reservations**.

# Post-ticketing seat selection

Instructions for desktop devices

The image shows two overlapping screenshots from the Southwest website. The top-left screenshot is the 'Lookup reservation' page, featuring a form with three input fields: 'Flight confirmation number' (containing 'CTMZSV'), 'First name' (containing 'Jane'), and 'Last name' (containing 'Doe'). A yellow 'Lookup reservation' button is at the bottom. A blue promotional banner for 'Enjoy our Inflight Entertainment' is partially visible. The top-right screenshot is the 'Your reservation details' page, showing a cityscape with a saguaro cactus. It lists the flight as 'Jun 3 Dallas (Love Field), TX to Phoenix, AZ' with confirmation '#CTMZSV' and '1 Passenger'. A 'Manage my trip' section contains 'Cancel flight' and 'Upgrade or modify seats' buttons. Below this, a 'Seat upgrades available' section shows an image of airplane seats and an 'Upgrade or modify seats' button. Yellow circles with numbers '3' and '4' are overlaid on the screenshots to indicate the steps.

**3** On the Lookup Reservation page, enter your **confirmation number, first name, and last name**, then click **Lookup Reservation**.

**4** Select **Upgrade or Modify Seats**.

# Post-ticketing seat selection

Instructions for desktop devices

**Passengers**

1 Jane Doe  
No seat selected

**Seatmap legend**

- Extra Legroom
- Preferred
- Standard
- Unavailable

Lavatory Galley

Boeing 737 MAX8 (subject to change)\*

	A	B	C	D	E	F
1				X	36	41
2	X	X	X	41	36	41
3	41	36	41	41	36	41
4	41	36	41	41	36	41
5	41	36	41	41	36	41
6	41	36	41	41	36	41
7		X	X			
8						
9						
10						
11						
12						

Seat 6D | Included in your fare  
**Preferred seat**

- Standard legroom near front of cabin
- Boarding Group 3-5
- Complimentary snack & beverage
- Free inflight entertainment

5

1 Seat: Jane Doe  
Seats total: \$0

Select

**Passengers**

1 Jane Doe  
Seat: 6D

**Seatmap legend**

- Extra Legroom
- Preferred
- Standard
- Unavailable

Lavatory Galley

Boeing 737 MAX8 (subject to change)\*

	A	B	C	D	E	F
1				X	36	41
2	X	X	X	41	36	41
3	41	36	41	41	36	41
4	41	36	41	41	36	41
5	41	36	41	41	36	41
6	41	36	41	41	36	41
7		X	X			
8						
9						
10						
11						
12						
13				X	X	
14	36	31	36	36	31	36
15	36	36	36	36	36	
16	36	31	36	36	31	36
17						
18						

6

1 Seat: Jane Doe  
Seats total: \$0

Continue

5 When the seat map appears, choose your **desired seat** and click **Select**.

6 Review your chosen seat, then click **Continue** at the bottom of the page.

# Post-ticketing seat selection

Instructions for desktop devices

Southwest

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Log in Create account Español

Step 2 of 2  
Review

### Review seats and pay

#### Passenger and seat details

Passengers: Jane Doe

Seats: DAL + PHX 6D

#### Send receipt

Receipts contain confidential billing information

Email receipt to: jane.doe@gmail.com

Amount due \$0.00  
Includes taxes and fees

Confirm seat change

- 7** Enter the **email address** where you'd like to receive your updated receipt and click **Confirm seat changes**.

*You will not be charged for an eligible seat selection unless you choose to purchase a seat upgrade.*

- 8** You're all set! Your seat has been updated, and you'll receive a confirmation email.

Southwest

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Log in Create account Español

✔ **Your seats have been updated**

Your seat selections have been updated successfully. You can view your updates below, in the Southwest App, or in [your account](#).

#### Passenger and seat details

Passengers: Jane Doe

Seats: DAL + PHX 6D

Amount paid \$0.00  
Includes taxes and fees

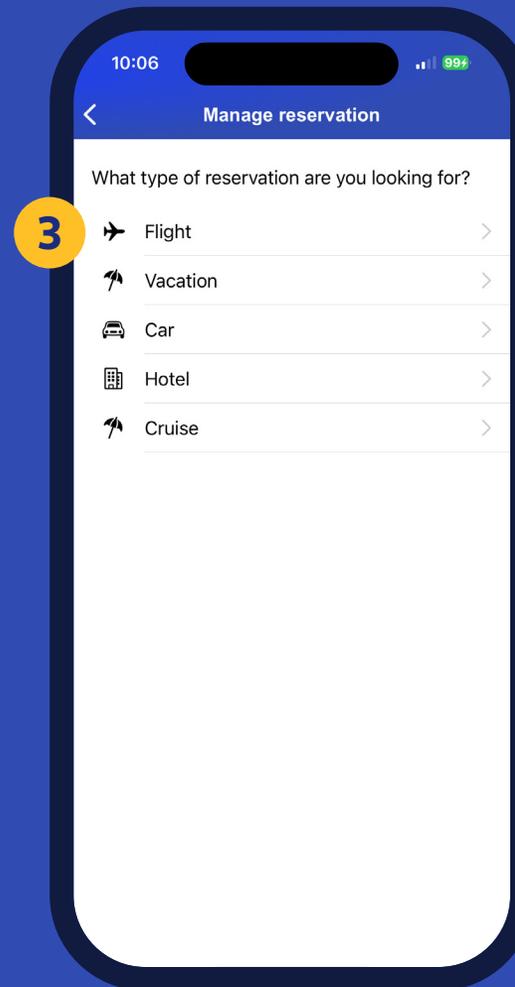
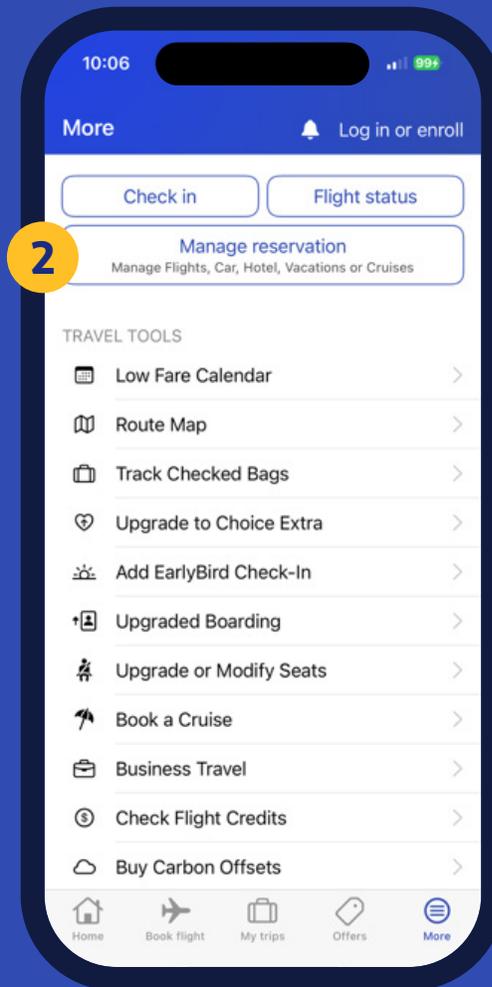
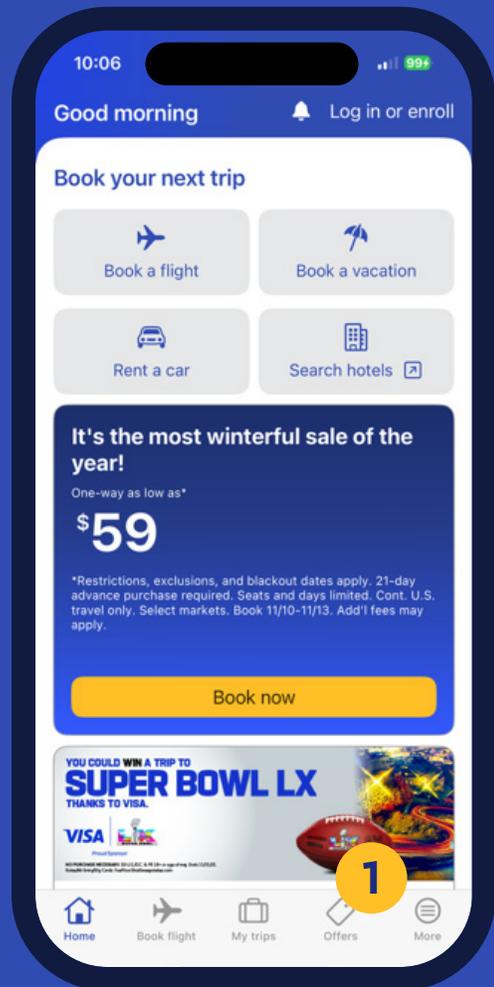
Confirm seat change



# Instructions for mobile devices

# Post-ticketing seat selection

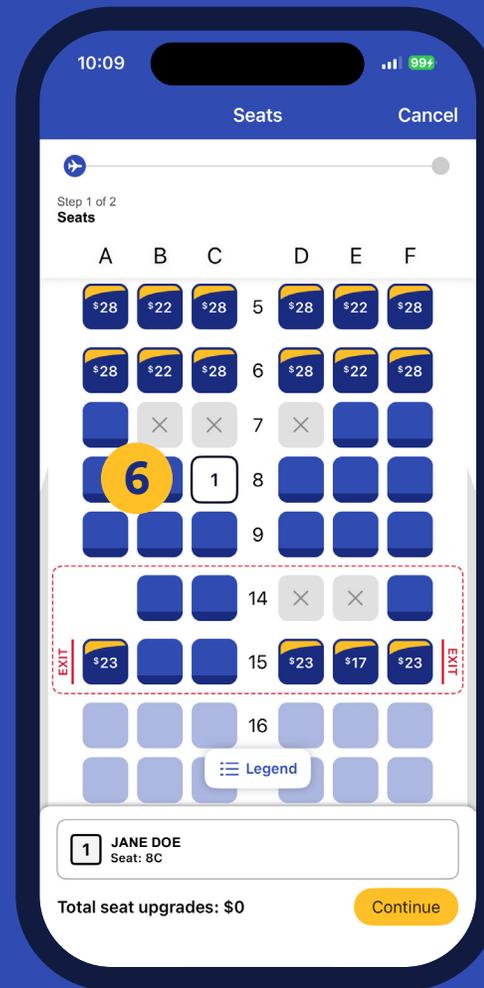
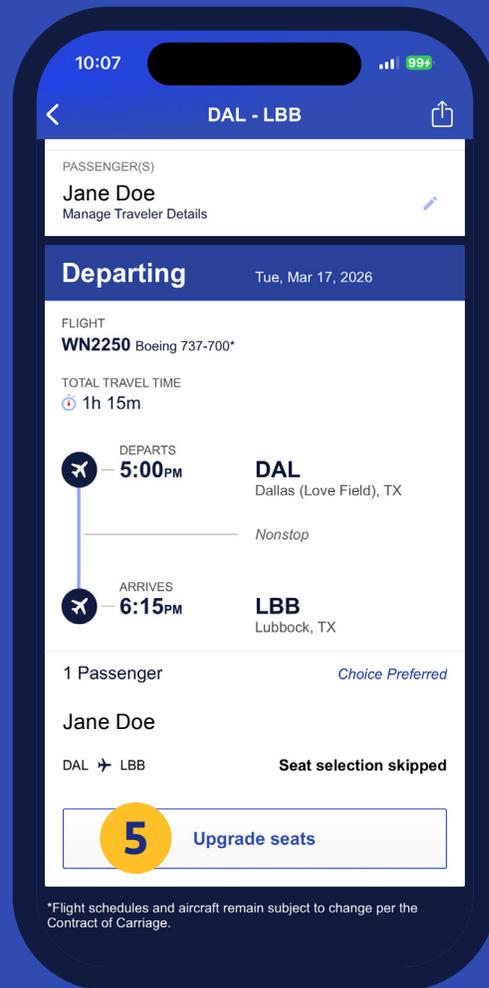
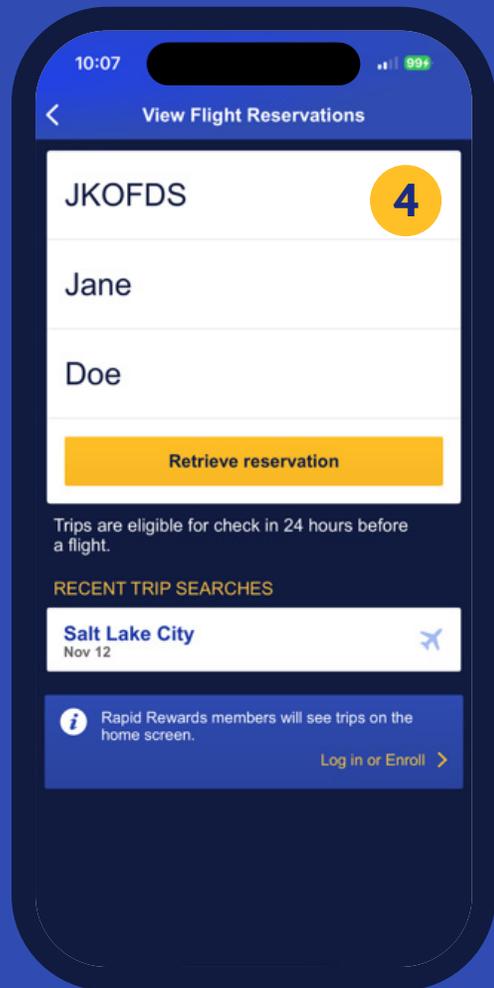
Instructions for mobile devices



- 1 Open the Southwest mobile app and tap **More** in the bottom right corner of the screen.
- 2 Select **Manage Reservations**.
- 3 Select **Flight**.

# Post-ticketing seat selection

Instructions for mobile devices



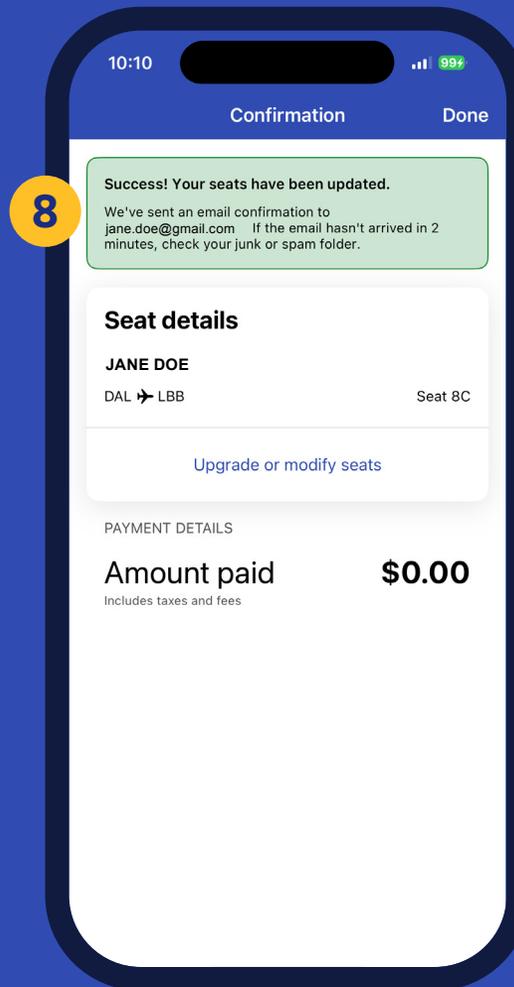
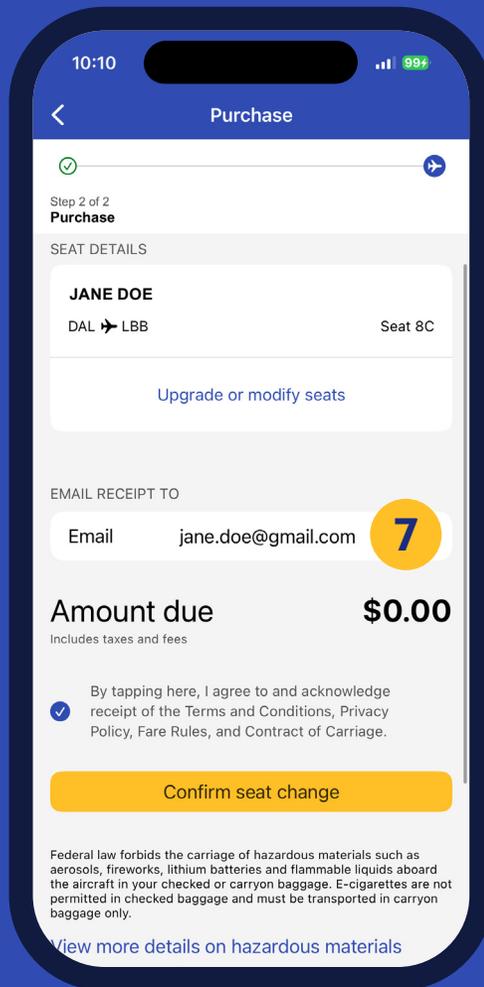
4 Enter your **confirmation number, first name, and last name**, then tap **Retrieve reservation**.

5 Once your itinerary appears, tap **Upgrade seats** at the bottom of the screen.

6 On the seat map, select your **desired seat**, confirm it's correct at the bottom of the screen, then tap **Continue**.

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Instructions for mobile devices



- 7 Enter the **email address** where you'd like your updated receipt sent then tap **Confirm seat change**.

*You will not be charged for an eligible seat selection unless you choose to purchase a seat upgrade.*

- 8 You're all set! Your seat has been updated, and you'll receive a confirmation email.