

Travel Update: Southwest Seat Assignments

Southwest Airlines recently announced seat assignments **for travel on or after January 27, 2026**. Until further notice, travelers **cannot** select a seat assignment in Concur.

- If a traveler has airline seat preferences saved in their Concur profile, the seat will automatically be selected based on this preference **AND** fare type booked.
- If the seat assignment is not selected automatically, Southwest Airlines will assign a seat 24-hours prior to departure based on the fare type booked.
- The reservation will **NOT** be cancelled if there is no seat assignment selected.

Travelers who have already booked Southwest flights, or who will be booking travel for departure **on or after January 27, 2026**, will have the following options available to select their seat assignment:

1. Travel Already Booked

- Using the Southwest mobile app or Southwest.com, travelers may select a seat for an existing business travel reservation **departing on or after January 27, 2026**, that is tied to their Rapid Rewards account.
- The Southwest mobile app and Southwest.com should **ONLY** be used for selecting a seat on flights already booked through Concur/CI Azumano.

OR

- Travelers may call a CI Azumano travel agent at 1-877-454-8785 and request a seat assignment for an existing reservation **departing on or after January 27, 2026**.
- *No additional or escalated service fee is charged to have an agent select a seat assignment on an existing reservation.*

OR

- Call a CI Azumano travel agent at 1-877-454-8785 to book a new flight with a seat assignment.
- *An agent-assisted service fee will be assessed for new flight reservations booked with a travel agent.*

For more information about our current travel policies and procedures, please check out the University Travel website:

<https://adminfinance.fresnostate.edu/accountingservices/travel/index.html>