



QANTAS GROUP TRAVEL TIP SHEET



QUOTE/BOOK

Large bookings

If your group type is likely to split and deviate or has Group Online Check-in enabled, a maximum of no more than 50 passengers are to be booked under the one booking reference.

This will ensure the bookings are more manageable and faster to use.

Quoting using specific flight numbers

Quote processing speed can be improved by specifying flight numbers during the quoting process. There is a 'By Flight Number' option to allow you to request specific flight numbers in the Advanced Search quote screen. Specific flight numbers can also be requested using the availability screen during a simple availability search. Note that QF Codeshare flights are not valid for groups.

Direct Only vs All Flights

Please ensure to select 'All Flights' from the drop down if your client is looking for the best fare, regardless of whether the flight is direct or has a connection.

Route maps

Group bookings are only available for flights covered by Qantas's published route maps. When quoting complex itineraries, please use your GDS to ensure that the routing is permitted before submitting a group quote using the Qantas Group Travel website.

Change quote

You can increase/decrease and change itinerary/routing at the same time for all passengers travelling.

Accept quote/quote amendment

If you are unable to accept a quote, create the quote again and book straight away. If you are able to book straight from the availability, please reject the quote that was unsuccessful.

Flexi Fares

The website will automatically default to saver fare conditions. You can opt for flexible fare options at the time of initially quoting the booking by selecting the Flexi Fares option.



AMENDMENT/CHANGES

Split group

You should only split a booking if a passenger needs to be in a PNR on their own (i.e. FF upgrades). The amend flights function performs this process in the workflow, which saves an extra step.

'Increase/decrease' passengers

If you are unable to decrease a passenger, split the passenger then use 'Cancel PNR' to cancel the passenger. If you are unable to increase a passenger for a particular PNR, try another PNR within the booking and amend flights if necessary, to increase passenger numbers for the requested flights.

Minimum group size reductions

If your group falls below the minimum group size, your booking status will change to 'Booking Part Under Review'. This is then queued through to the Qantas Group Sales' team for review and approval. A surcharge will apply. The minimum group size is determined by the method you have used to create the quote/booking. This cannot be changed during the booking lifecycle.

Name changes

Name changes for partially ticketed bookings — if ticketing has already been processed on 1 or more of the PNRs in a booking, no name changes can be made to a PNR, until all PNRs have been ticketed.

Name changes with interline carriers

As per the Qantas Group Travel Terms and Conditions, name changes are NOT permitted on bookings involving interline carriers, once ticketed.

Changes on day of departure

As per the Qantas Group Travel Terms and Conditions, changes are not permitted on the day of departure.

Post ticket amendments

Multiple ticket reissues can be made through the Qantas Group Travel website. Any subsequent reissues where assistance is required need to be made through the Groups Sales Team.



INTERLINE

Interline bookings

As per the Qantas Group Travel Terms and Conditions, any quote that includes an interline carrier is subject to availability, price and acceptance by the other airline at the time of booking. The interline carrier may require an increase/surcharge to the original quoted Group fare, which will be advised for consideration and confirmation.



PASSENGER NAMING

Names

We have two options for naming:

1. You can name within the Names tab. Check box options are available for special meals, frequent flyers, etc. You can expand a name list by selecting 'Page Size' on the top right corner of the name box to show more name spaces.
2. In the names tab, you can select 'Download GroupNames Spreadsheet', to fill in the names offline, you will then be able to upload when the names are completed. Instructions are outlined on the spreadsheet.

Dietary required meals

A dietary required meal list is available in the names tab. Full meal descriptions can be found on Qantas Agency Connect.

Special service requests

We offer specific special service requests; however, we do recommend that you contact us in advance.

Infants

If you are adding an infant after you add names, you can drag and drop the infant against the relevant adult. This can be done through the 'Names' tab in the booking.



PAYMENT/TICKETING

Payment options

Deposit: EMD, Electronic Funds Transfer or customer's credit card is accepted.

Final Payment: EMD or Electronic Funds Transfer is accepted.

Changes: Agency EMD or Passenger's credit card is accepted.

Making payment

When you select 'Make Payment', you will have access to the applicable options-

EFT: After selecting this option, our bank details will appear. Simply select that you have made EFT payment. *Note:* without advising of payment in the Qantas Group website you may risk cancellation of your booking. EFT Payment can take up to 5-7 working days to receive.

EMD: After selecting this option, our EMD codes will appear for making payment. Simply enter your EMD number after issuing for instant payment.



Final payment

Make sure the Balance Statement is sent before final payment is due. This must be sent before the system will allow ticketing.

Balance statements

Taxes are reassessed each time a balance statement is requested. Balance statements are valid for 14 days, unless changes are made to the booking. It is important after ticketing to not send a balance statement again as this will recalculate all the taxes again.

Ticketing

It is recommended to use the 'Request Ticket Booking (All PNRs)' function when issuing tickets for an entire booking simultaneously.

Ticketing deadlines

If a booking is beyond the Ticketing Due date, the system will restrict you from ticketing through the website. Please contact Qantas Group Travel to reset the ticketing date if the ticketing deadline has passed.

Online ticketing

This function is available when issuing tickets for PNRs with 20 passengers or less. Your screen will be locked during the ticketing process.

Offline ticketing

This function is primarily used for PNRs with more than 20 passengers. Ticketing is completed in the background. Ensure that no actions are taken until ticketing has been completed for the booking. Doing so may cause failures during the ticketing process.

Ticket statements

A 'Ticketed Statement' is sent by email when tickets are issued for a booking. This document is valid for airport check-in purposes.

Individual eTickets

You can request individual tickets. For the whole booking, use the select drop down on the booking line, then 'Send eTicket Receipt', or for individual PNR's select 'Send eTicket Receipt' at the PNR level.

CANCELLATIONS

Pre ticketing cancellations

To cancel a specific PNR, on the PNR line use the select drop down option, then 'Cancel PNR'.

Post ticketing cancellations

To prevent the accidental cancellation of ticketed bookings, there is no function to cancel ticketed bookings on the website. Please contact the Qantas Group Travel team for assistance to cancel a ticketed booking.

MISCELLANEOUS

Booking cost report

A comprehensive booking cost report can be requested at any stage of the booking. It is an excel spreadsheet that will list all the PNR's, names, flight numbers and cost breakdown for all PNR's. You can access this within the booking, on the booking level select drop down menu. Note it may take up to 30 minutes to receive.

Group Movement Advice (GMA)

The GMA is a mandatory requirement — located under the GMA tab within your booking. This form needs to be completed at least 5 days prior to departure which provides specific information to our airports in relation to your group's travel requirements. You also need to advise if any young passengers (age 12-15 years old) are travelling in the GMA.

Viewing email communications

Any automated email that is sent by Qantas Group Travel can be accessed within your booking in the 'Comms' tab. You can view or resend that email.

Filtering bookings — 'My Bookings' tab

You can filter your bookings within the 'My Bookings' tab on the home page. This will allow you to view bookings with upcoming deadlines such as deposits, final payments and ticketing etc.

Bookings can also be filtered by using the magnifying glass on the top right of the 'My Bookings' tab.

Additional filters can be accessed by pressing the plus sign '+' for more search options.

Airport group check-in

Group check-in is available at selected domestic airports only. It is available on the GMA tab. This is not applicable if the group is eligible for online check-in and is enabled for your agency.

