

Agent Claim and Commit to Pay

Agent Claim

Depending on your market, the system may not present every option described in this document. Some IATA agents can claim bookings so that they can be managed/ticketed through their own GDS. Please note that if a payment is processed on a booking within the website you will be unable to follow the agent claim process and issue the tickets externally. If you are unsure about the claim process, please contact your local Qantas Group Sales office.

The Commit to Pay and Claim menu is shown below. Please note-

- If you do not have access to this facility you will not see the below menu options
- The booking must have no payments associated

Claim Process

From the booking bar drop-down menu click on Claim Booking and the system will begin to guide you through the process.

The screenshot shows the Qantas Group Travel website interface. The top navigation bar includes tabs for Summary, Names, Financials, Notes, Comms, History, Payments, GMA, EMDs, Special T's and C's, and Reminders. Below the navigation bar, the booking details for 'Group Travel Ref: 735256562' and '10 Adults in 1 PNR' are displayed. The booking bar shows the status 'Option' and a dropdown menu. The dropdown menu is open, showing various booking actions. The 'Claim Booking' option is highlighted with a red circle.

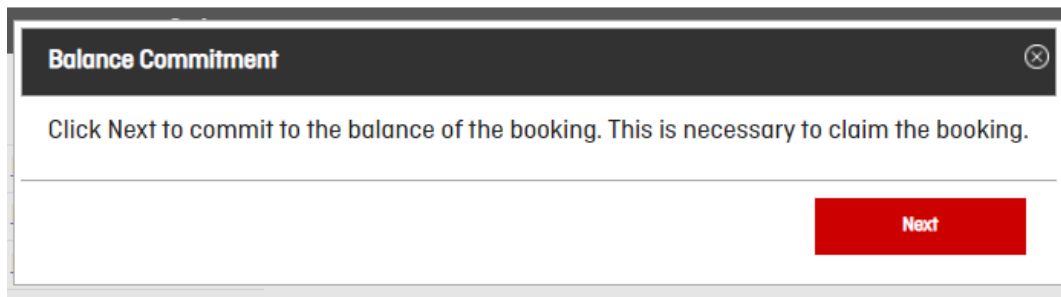
The first stage is to send a Final Payment Statement. This email will be sent to the registered user and is a necessary step to place the booking in the correct status. This will lock the tax amount allowing the booking to be ticketed using the correct tax values. These tax values and codes will be forwarded to the registered user via emailed ticketing instructions later in the process.

The screenshot shows the 'Final Payment Statement' modal. It contains a table with the following data:

Passengers	Group Fare	Q Surcharge	Ticket Taxes	Total (per passenger)	Total (all passengers)
10 Adults	A\$329.40	A\$2.40	A\$83.30	A\$415.10	A\$4,151.00
Total	A\$3,294.00	A\$24.00	A\$833.00	A\$4,151.00	A\$4,151.00

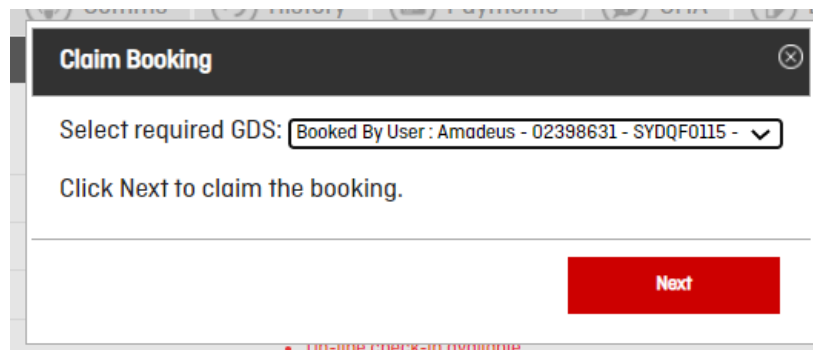
Below the table, there is a button labeled 'Next'.

The Qantas Group Travel website will prompt you that you are committing to the balance of the booking. Please see the section in this document regarding commitments and what they mean. Once the user has committed to the balance the associated terms and conditions of full payment will then apply.



A dialog box titled "Balance Commitment" with a close button in the top right corner. The text inside reads: "Click Next to commit to the balance of the booking. This is necessary to claim the booking." At the bottom right, there is a red button labeled "Next".

The Qantas Group Travel website will then prompt you to select your GDS and finalise the process by clicking next. If the registered user works with multiple GDS (Sabre and Amadeus for example) the Qantas Group Travel website will allow the user to choose which GDS they wish to claim the booking in and then subsequently ticket. The Qantas Group Travel website will also display the user's associated IATA number, and this is the IATA number the PNR will be claimed under.



A dialog box titled "Claim Booking" with a close button in the top right corner. It contains a dropdown menu labeled "Select required GDS:" with the selected value "Booked By User : Amadeus - 02398631 - SYDQF0115 -". Below the dropdown, the text reads: "Click Next to claim the booking." At the bottom right, there is a red button labeled "Next". At the very bottom of the dialog, there is a small red text link: "On-line check-in available".

The booking status will change to Booking Opted Out, and the Qantas Group Travel website will then automatically forward the ticketing instructions to the registered user via email, similar to the below;

Group Ticketing Instructions - Galileo

Please find below the required information for issuance of group travel tickets for PNR: 6YT2FI

All tickets must be issued by the ticketing deadline: Saturday 02 September 2023.

A ticket must be issued for all passengers by the ticketing deadline. Failure to issue tickets by the ticketing deadline may result in the booking being cancelled without notice.

You have made a commitment to pay the final amount. Any changes, cancellations or non-issuance of tickets will result in an Agency Debit Memo (ADM) per passenger to recover the fees agreed to in the terms and conditions below.

Group Booking Details	
Agency	Qantas Management - Australia
Booked by	Yvette Teamstab
Group travel reference	735255737
Group name	TESTING GROUP MAR YT
Group size	10
Main PNR	6YT2FI
Ticketing instruction for PNR	6YT2FI
IATA number	
Office ID / Pseudo City Code	SYDQF0115
GDS	Galileo
Currency	AUD
Ticketing deadline	Saturday 02 September 2023
Terms & Conditions	Group Fare, Domestic, Seater Fare

Galileo Specific Information

Extended ownership of this PNR has been shared with your agency to enable ticket issuance. Please contact Qantas Group Sales if you are unable to retrieve the PNR. All tickets must be issued only from the PNR shown above.

1	C/QP*XXXXXX	Enter C/QP*XXXXXX (where XXXXXX is the Qantas record locator) if the wrong PNR is displayed type / to ignore the transaction and try again
2	C/QP*OK	Enter C/QP*OK to confirm the ownership of the PNR. A Galileo record locator will immediately append to the booking.
3	Add your agency Qantas Management - Australia to the PNR.	
4	End and Retrieve the PNR.	
5	Create a manual file build for ticketing.	
6	Specific ticketing information is below: Fare, Taxes, Fare Basis, Baggage, Fare Calculation, Tour Code and Endorsement.	
7	The maximum number of tickets that can be issued at one time is 9.	Example ticketing entry (less 9 passengers): TKP/RS/20
8	Any PNR's exceeding this number will require tickets to be issued in batches of 9.	Example ticketing entry (exceed 9 passengers): TKP/RS/20
9	Ensure tickets have been issued for all passengers in the PNR.	
10	Additional GDS entries including adding names to an unnamed group booking and ticketing setup for IT and BT fares.	Link

Specific Ticketing Information

Group name

TESTING GROUP MAR YT

Passengers

Mr FNSEVEN NACHHEFICGDFEGAI
Mr FNSIX NABFBEFAFAEJBEHC
Mr FNTWO NADJCCDCAJCFEDCJ
Mr FNFOUR NAFHDCGCHGCFEDGI
Mr FNNINE NABFEAFHJFFBEFAH
Mr FNEIGHT NABEFFBGEFAECEDCJ
Mr FNFIVE NABDCABHDEFBJHEEDA
Mr FNTHREE NAFDFDFAHCHGEFAA
Mr FNONE NABCFHAFHGHFDEGDF
Mr FNTEN NAEJCEAUADFEEDCF

Itinerary

Only the flights listed below may be issued on the ticket.

Flight	Date	Departure	Arrival	Time
QF415 G	09Sep23	SYD	MEL	07:30 08:05 HK10

Group fare & ticket taxes, fees and carrier charges

The group fare, taxes, fees and carrier charges below are per seated passenger (adults, children and infants with seats). Infants travelling without a seat (INF), travel without a ticket.

If your group includes a minimum group size surcharge, please combine the fare components listed separately below to reflect as the total fare on each ticket.

Currency	Adult	Tax Code	Young Adult	Tax Code	Child	Tax Code	Infant	Tax Code
AUD	241.99	Fare	241.99	Fare	241.99	Fare	0.00	Fare
AUD	1.20	Q Surcharge	1.20	Q Surcharge	1.20	Q Surcharge	0.00	Q Surcharge
AUD	16.28	QR	16.28	QR	16.28	QR	0.00	QR
AUD	26.60	UO	26.60	UO	26.60	UO	0.00	UO
AUD	6.50	WS	6.50	WS	6.50	WS	0.00	WS
AUD	292.57	Total Per Adult	292.57	Total per Young Adult	292.57	Total per Child	0.00	Total per Infant

Ticket Taxes have been calculated on and are valid until the Ticketing Deadline of Saturday 02 September 2023

Fare Basis and Baggage

Fare basis codes and baggage allowances are specified per sector as below

Flight	Class	Date	Sector	Fare Basis	Cabin	Baggage
QF415	G	09Sep23	SYD/MEL	NPTGRP01G	Economy	Adult 1 PC Young Adult 1 PC Child 1 PC Infant (no seat) 1 PC

Fare Calculation

The fare calculation must be entered in the format specified below

Passenger type	Fare Calculation
Adult	SYD QF MEL243.19 Q0.85 AUD244.02END

Child

Infant with seat

Infant without seat

!!token /bTourCodeHeader!!

Tour Code

The tour code for this group PNR is: QFGROUPAU

The tour code must be entered and issued on every ticket. A missing or incorrectly entered code in the tour code box will result in an Agency Debit Memo (ADM) issued per incorrect ticket.

Endorsements

Ticket endorsements should be entered as follows:
GROUP CONDS AND RESTRICTION APPLY / REF ISSUE OFFICE FOR CHANGES
Commission

Group Fares are non-commissionable and must be issued with 0% commission claimed.

Form of Payment

Industry standard forms of payments are accepted for tickets issued via BSP.

Qantas Channel

If your agency is not participating in the Qantas Channel, please ensure the relevant Channel Fee (VR) is added and collected when claiming and ticketing this booking. The fare set out in these ticketing instructions does not include the Channel Fee. Please refer to the [Qantas Channel Fee Policy Document](#) for further information.

Card Payment Fee (Point of sale Australia only)

If payment is by card, the Card Payment Fee is collected using the industry standard OB fees. The OB Fee is determined by the form of payment at time of ticket issue and is not included in the group quote or these ticketing instructions and must be added to the amount payable. Please refer to your GDS for entries relating to OB Fees.

Ticket Validation

Qantas Always (081) must be selected as the validating carrier when issuing tickets. Ticketing is only permitted by the specified office with the IATA number at the top of these instructions.

Ticket Numbers

Qantas Group Travel may contact you to request ticket numbers issued for reconciliation purposes as GDS platforms do not always transmit this information.

Please contact us on 13 26 24 within Australia or email info@qantasgrouptravel.com if you have any questions.

Regards

Qantas Group Travel

The user then claim's the booking within their own GDS to enable ticketing externally.

Commit to Pay

Commitment to pay is available to IATA travel agents to assist with managing collection of Deposit Amounts and Final Payments in-house, without the need to submit payment directly to Qantas Group Travel. Selecting either 'Commit Deposit' or 'Commit Balance' will not exclude any adherence to Qantas Groups terms and conditions. Qantas Group Travel will raise ADMs for loss of deposit, un-ticketed passengers, any cancellations post balance commitment and for any fees not collected.

By confirming you commit to deposit or full payment you accept Qantas Group Travel will raise ADMs for Loss of Deposit, un-ticketed passengers and for any Fees not collected as outlined in the terms & conditions for your group.

The screenshot shows the Qantas Group Travel interface. The top navigation bar includes tabs for Summary, Names, Financials, Notes, Comms, History, Payments, GMA, EMDs, Special T's and C's, and Reminders. The main content area displays booking details for Group Travel Ref: 735256582, 10 Adults in 1 PNR. The booking status is 'Booked' with a date of 05-Apr-2023. The 'Booking Actions' dropdown menu is open, showing options such as 'Deposit Payment', 'Final Payment Statement', 'Final Payment', 'Passenger Naming', 'Ticketing', 'Seat Allocation', 'Travel Commenced', and 'Flown'. The 'Commit Deposit' and 'Commit Balance' options are highlighted with a red circle.

To commit to a deposit the claim agent simply choses the Commit Deposit option from the booking level drop-down. The booking status will change to "Booked & Deposit Committed" and this indicates that the deposit is considered paid and the applicable terms and conditions apply as a result of that action.

To commit to the final balance the claim agent simply choses the Commit Balance option from the booking level drop-down. The booking status will change to "Booked & Fully Committed" and this indicates that the balance is considered paid and the applicable terms and conditions apply as a result of that action.

Adherence to Terms and Conditions

Please be aware of the terms and conditions that apply when using any of the commit to pay options, particularly with regard to the cancellation of seats post commitment.