

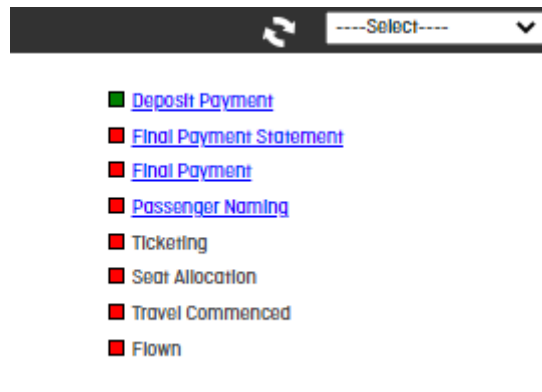
## Processing Payments

Depending on your market the system may not present every option described in this document.

The Qantas Group Travel website can accept payment in the form of

- Electronic Funds Transfer (EFT)
- Electronic Miscellaneous Document (EMD)
- Credit/Debit Cards (Deposit Only)

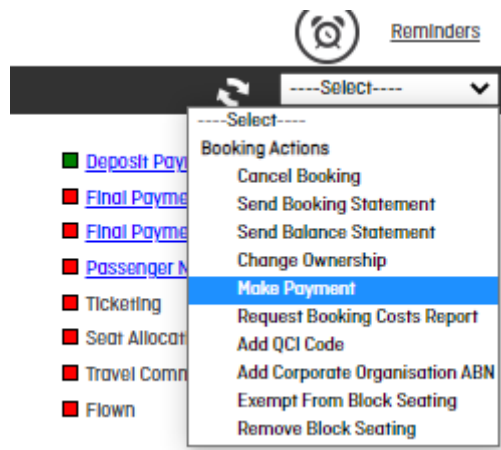
The booking must be in the correct stage of its lifecycle before any payments can be processed. The traffic light system on the booking will identify this-



In this example a Deposit has been received (indicated by a green light) but Final Payment has not been received (shown by a red light).

## Making a Payment

To make a payment, retrieve the booking and select 'Make a Payment' from the booking drop down menu-



The page displayed will show an overview of the financials and payments for the booking, outlining all payment activity which has occurred so far. The Booking Cost Summary outlines the total amounts applicable for the booking and the Booking Payments show what has been paid and any outstanding balance.

The user can select which payment option they wish to make payment for; Deposit, Final Payment (once balance statement has been sent) or Partial Payment. Some of these options may not be available, depending on the status of the booking.

Payments recorded / collected against booking reference - 74015121

Status	Agency	Booking ref	Payment date	Payment Method	EMD Reference*	EMD PNR	Payment amount	Recorded amount	Cancellation reason
Collected	ABC Travel Pty Ltd	74015121	17-Apr-2023 11:56	Electronic Funds Transfer (EFT)	0814404724745	SKF9Q3	\$50.00	\$50.00	

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① A Group Seat Block will be requested on Qantas international flights QF1-199 and Qantas domestic flights QF400-1299, QF1500-1599, QF1700-1721 and QF1749-1799 [excluding QantasLink services].

Booking Cost Summary		Booking Payments	
	Quote Totals	Type	Amount
Group Fare	A\$3,174.20	Deposit Payment	A\$550.00
Q Surcharge	A\$24.00	Final Payment 13-Aug-2023	A\$3,596.30
Taxes, fees, carrier charges	A\$948.10	Outstanding Amount Payment	A\$3,596.30
<b>Total</b>	<b>A\$4,146.30</b>		

① Note: You must have generated a booking statement before paying the full amount. A credit card may only be used to make the deposit payment, or to pay post-ticketing deviation costs.

Payment Method: Select payment method

- Select payment method
- Electronic Funds Transfer (EFT)
- Electronic Miscellaneous Document (EMD)
- Credit Card or Debit Card

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Please note that a Final Balance Statement must be sent prior to making Final Payment to ensure the correct taxes are collected and permit the user to finalise their booking.

### Credit or Debit Cards

Credit or debit card is permitted for deposit payments and post ticketing amendments only.

Select 'Credit or Debit Card', the Card Type and check the box. Then enter the required card details-

- Card type
- Card number
- Cardholder first name & last name
- Expiry date
- Security Number (CVV)
- Billing information

① Note: You must have generated a booking statement before paying the full amount. A credit card may only be used to make the deposit payment, or to pay post-ticketing deviation costs.

Payment Method: Credit Card or Debit Card

The deposit amount can be paid by card. Card Payment fees do not apply to a deposit payment. The following cards are accepted:

- American Express
- Diners Card
- MasterCard
- Visa
- Qantas WAP

Payment by card for the Final Payment is not permitted via the Qantas Group Travel website. Once the payment has been received and cleared by the Group Sales team, a payment confirmation will be sent via email.

Select card type: Visa

The payment (by card) collected from the agent is: A\$2,000.00.

☒ A\$2,000.00 to be taken via Credit card

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Please enter card payment details

**QANTAS** GROUP TRAVEL

Card Type \* Card Type

Card Number \* Card Number

First Name \* test

Last Name \* test

Expiry Date \* 2023

Security Number \* \*\*\* Security number is the last three digits on the reverse side of the payment card. In the case of American Express cards, the security number is the four digits on the card number on the front of the card.

Billing Address Line 1 \* Billing Address Line 1

Billing Address Line 2 \* Billing Address Line 2

Billing City \* Billing City

Billing State \* Billing State

Billing Zip Or Postcode \* Billing Zip Or Postcode

Billing Country \*

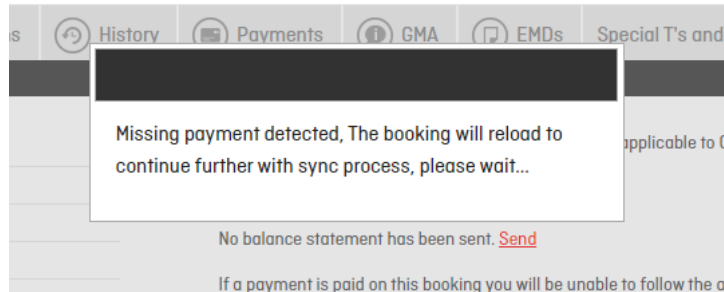
Total booking cost to be debited from your card: \$2000.00

Make Payment

**Note-** please wait until the credit card transaction has been finalised before closing the browser or moving onto another booking.

Where there is a timeout or the browser has been closed before a credit card transaction has been finalised, the website will attempt to synchronise the payment.

On retrieving a booking, you may encounter this message-



This indicates that the website is resolving differences between the payment portal and the website.

The Qantas Group Travel website validates the provided card information and creates a Qantas EMD. The payment portal never stores any credit card information in a persistent format; it is only taken and passed directly to the GDS via an SSL secured connection.

### Electronic Miscellaneous Document (EMD)

If paying by EMD, simply select the option and enter the EMD number raised in your GDS into the EMD Reference box below-

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Payment Method

Electronic Miscellaneous Document (EMD)

Payment will be accepted via EMD. All EMD's must be issued as a lump sum amount.  
The commission level must be manually amended to 0% in the Commission box.

The following codes should be used when issuing an EMD.

Commercial Name	EMD Type	Service Code	RFIC	RFICS
Group Deposit	EMD-S	DPST	D	99A

Once the payment has been received and cleared by the Group Sales team, a payment confirmation will be sent via email.

Please confirm payment details

EMD Reference

Pay 990 to airline via EMD

Make EMD Payment

The Qantas Group Travel website validates the EMD information and amount, verifying that the EMD is unique within the Qantas Group Travel website.

### Electronic Funds Transfer (EFT)

To pay via Bank Transfer, select 'Electronic Funds Transfer (EFT)' as the payment method, and check the box to confirm the payment amount and that the money has been deposited by bank transfer.

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Payment Method

Electronic Funds Transfer (EFT)

**Note:**  
You must have generated a booking statement before paying the full amount.  
A credit card may only be used to make the deposit payment, or to pay post-ticketing diversion costs.

Payment can be made by Electronic Funds Transfer(EFT). Payment must be made with your unique Group Travel Reference. Allow sufficient time for bank clearance as the Deposit Payment Deadlines cannot be extended and is subject to Qantas Group Travel receiving cleared funds by these dates. Allow up to 5 business days for funds clearance.

Account Name:	Qantas Airways Limited
Bank:	Commonwealth Bank
BSB:	064 000
Account Number:	1044 4038
Lodgement Reference:	74015076

Failure to provide the Group Travel Reference number with the funds transfer may result in delays to the payment being allocated to your group booking. Once the payment has been received and cleared by the Group Sales team, a payment confirmation will be sent via email.

A\$990.00 By clicking this box you confirm this amount has been deposited into the Qantas Group Travel bank account

Record Bank Transfer

This transaction is then processed by the Qantas Group Sales team, who will acknowledge when the money is received.

It is important to register payment of your bank transfer using this step to ensure the funds are identified and allocated to the correct booking within the required deadlines.