

## System Emails & Automated Reminders

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

### System Emails

The Qantas Group Travel website will send email confirmations to the user when actions are requested or completed by the user.

These messages which are sent, may vary depending upon your local terms and conditions. Please see below for a list of system emails:

- Quote Request – sent when the user requests a quote
- Quote Awaiting Confirmation – sent when a booking has been requested and is awaiting confirmation of any sector/s
- Booking Confirmation – sent when the booking is confirmed
- Change Quote – sent when the user requests a quote amendment
- Booking Change Confirmation – sent when the user confirms an amendment
- PNR Cancelled – sent when the user cancels a PNR
- Booking Summary – sent when requested, outlining a summary of the group booking
- Payment Recorded – sent when the user makes a payment.
- Final Payment Statement – sent by the user when requested. This is to be sent prior to making payment on the outstanding balance due. This will lock the ticket taxes for 14 days to allow full payment with no changes to the tax.
- Ticketed Statement – sent once ticketing is completed and details ticket numbers and names
- Post Ticket Amendment Confirmation – sent when the user actions a change after tickets have been issued

Below is an example of a booking confirmation email:

## Group Booking Confirmation

Thank you for choosing Qantas. Your group and key dates are below.

By accepting a quote and requesting a booking, you accept the terms and conditions referred to below.

Group booking details		Key dates	
Agency	Cairn	Today's date	Wednesday 08-Mar-2023
Booked by	Muhammad Ibrar Hanif	Days to departure	185
Group travel reference	736256220	Deposit payment deadline	Wednesday 22-Mar-2023
Group name	TESTING GROUP MAR MH	Final payment deadline	Saturday 12-Aug-2023
Group size	10	Passenger naming and ticketing deadline	Saturday 02-Sep-2023
Passengers breakdown	10 Seated		
Main PNR	6K4XUU		
Booking confirmation date	Wednesday 08-Mar-2023		
Terms & Conditions	<a href="#">Group Fare: Domestic Savet Fare</a>		

### PNR 6K4XUU

Status	Confirmed Booking Option
Created	Wednesday 08-Mar-2023 21:54:22
Group name	TESTING GROUP MAR MH
Group size	10
Unnamed	10

### Itinerary

Flight	Departure	Date	Time	Terminal	Arrival	Date	Time	Terminal	Cabin	Airline
QF401	Sydney Kingsford Smith (SYD)	08Sep23	06:00	3	Melbourne Tullamarine (MEL)	08Sep23	07:35	1	Economy	Qantas Airways

### Adult

Costs	Seated	Sub Total
Group Fare	10 @ A\$192.31	A\$1,923.10
Q Surcharge	10 @ A\$1.20	A\$12.00
Taxes, fees, carrier charges	10 @ A\$43.88	A\$438.80
Total	10 @ A\$237.39	A\$2,373.90
<b>Grand Total</b>		<b>A\$2,373.90</b>

Costs	Amount
Group Fare	A\$1,923.10
Q Surcharge	A\$12.00
Taxes, fees, carrier charges	A\$438.80
Total	A\$2,373.90

The booking confirmation email confirms your booking. A booking will be held without fee until the deposit payment deadline date specified above.

Prices are correct at the date of quote above, but may fluctuate if Group Fare, carrier charges, fees, taxes or currency change. All bookings are subject to the terms and conditions referred to above.

#### Deposit amount and deposit payment deadline

**A non-refundable deposit amount of A\$55.00 per seat (Total A\$550.00) is due by Wednesday 22 March 2023.**

Deposit payment may be by Electronic Funds Transfer (EFT), credit or debit card. If a travel agent, payment may also be made by Electronic Miscellaneous Document (EMD), or a commitment to pay if an IATA travel agent.

For payment by EFT, please allow sufficient time for bank clearance, as the deposit payment deadline cannot be extended and is subject to Qantas receiving cleared funds by this due date.

Payment of the deposit amount, or commitment to pay the deposit amount by an IATA travel agent, confirms your acceptance of this group booking confirmation and the terms and conditions.

Failure to pay a deposit amount by the deposit payment deadline will result in the booking being cancelled without notice.

#### Final payment and final payment deadline

**Final payment is due by Saturday 12 August 2023**

Final payment may be by EFT. If a travel agent, payment may also be made by EMD, or a commitment to pay the final payment, if an IATA travel agent.

For payment by EFT, please allow sufficient time for bank clearance, as the final payment deadline cannot be extended and is subject to Qantas receiving cleared funds by this due date.

Provided the group size does not fall below the minimum group size as per the terms and conditions the group booking may be reduced by up to 20% without loss of deposit and the deposit amount may be used towards the remaining group's final payment. If the deposit amount was a commitment to pay by an IATA travel agent, no loss of deposit ADM will apply. Any reduction in excess of 20% will incur loss of deposit.

Failure to pay the final payment by the final payment deadline (by cleared funds) will result in the cancellation of this booking without notice. For the avoidance of doubt, even if a deposit amount has been paid but you fail to pay the final payment by the final payment deadline, cancellation fees will apply including loss of deposit.

Please contact us on 13 20 24 within All Countries or email [info@qantasgrouptravel.com](mailto:info@qantasgrouptravel.com) if you have any questions.

Regards

Qantas Airways

Please do not reply to this email address as it is not monitored.

OneWorld is a registered trademark of OneWorld Alliance, LLC.

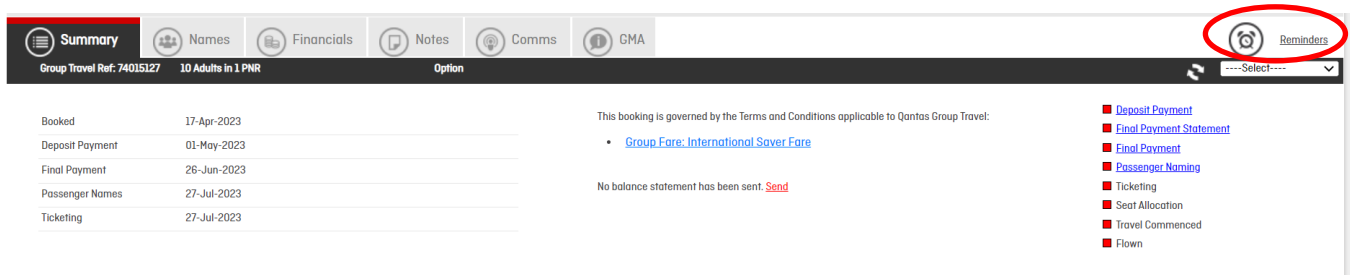
Qantas Airways Limited

## Automated Reminders

The Qantas Group Travel website will generate automated reminders, and these are forwarded to the booking owner. The following reminders are sent as outlined to assist with booking management-

1. Deposit Reminder - 4 days prior to due date
2. Deposit Final Reminder 1 - 1 day prior to due date
3. Deposit Final Reminder 2 - on the due date
4. Final Payment Reminder - 10 days prior to due date
5. Final Payment Reminder 1 - 4 days prior to due date
6. Final Payment Reminder 2 - on the due date
7. Ticket Deadline reminder - 7 days prior to due date

The reminders can be viewed by selecting the Reminders button on the booking summary page.



Summary	Names	Financials	Notes	Comms	GMA	Reminders
Group Travel Ref: 74015127 10 Adults in 1 PNR Option						
Booked	17-Apr-2023					<ul style="list-style-type: none"> <li>Deposit Payment</li> <li>Final Payment Statement</li> <li>Final Payment</li> <li>Passenger Naming</li> <li>Ticketing</li> <li>Seat Allocation</li> <li>Travel Commenced</li> <li>Flown</li> </ul>
Deposit Payment	01-May-2023					
Final Payment	26-Jun-2023					
Passenger Names	27-Jul-2023					
Ticketing	27-Jul-2023					

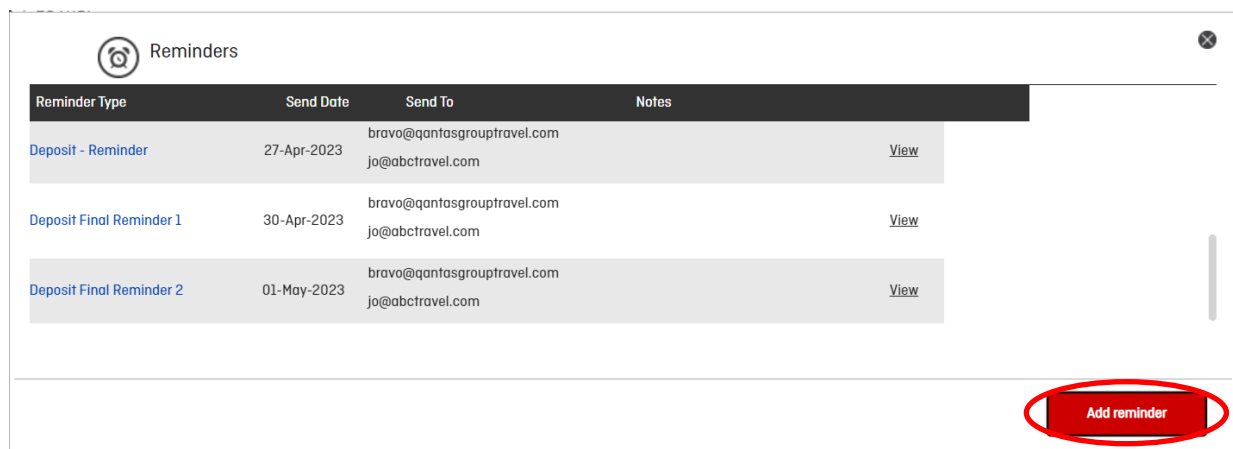
This booking is governed by the Terms and Conditions applicable to Qantas Group Travel:

- [Group Fare: International Saver Fare](#)

No balance statement has been sent. [Send](#)

The below box will appear where a list of reminders set up for the booking is scrollable

Additional reminders can be set up at any point during the booking life cycle by simply clicking 'Add reminder'



Reminder Type	Send Date	Send To	Notes
Deposit - Reminder	27-Apr-2023	bravo@qantasgrouptravel.com jo@abctravel.com	<a href="#">View</a>
Deposit Final Reminder 1	30-Apr-2023	bravo@qantasgrouptravel.com jo@abctravel.com	<a href="#">View</a>
Deposit Final Reminder 2	01-May-2023	bravo@qantasgrouptravel.com jo@abctravel.com	<a href="#">View</a>

[Add reminder](#)

Extra fields will display, to be complete for the new reminder-

- multiple email addresses can be added
- enter the reminder send date
- select the reminder type to be set up
- add any additional notes for reference

Reminder Type	Send Date	Send To	Notes
Deposit - Reminder	27-Apr-2023	bravo@qantasgrouptravel.com jo@abctravel.com	<a href="#">View</a>
Deposit Final Reminder 1	30-Apr-2023	bravo@qantasgrouptravel.com jo@abctravel.com	<a href="#">View</a>
Deposit Final Reminder 2	01-May-2023	bravo@qantasgrouptravel.com jo@abctravel.com	<a href="#">View</a>

New Reminder

To email address

andy@abctravel.com

jo@abctravel.com

Reminder send date

20-May-2023

Reminder Type

Select

Select

Final Payment - Reminder

Final Payment - Final Reminder 1

Final Payment - Final Reminder 2

Deposit - Reminder

Deposit Final Reminder 1

Deposit Final Reminder 2

General Reminder

Pre-Travel Reminder 1

Reminder to Book

Ticket Deadline Reminder

Save

Cancel