

Post Ticketing Amendments

Travel Agents can make single and/or multiple changes to a booking through the website after ticketing has been completed.

Types of Amendments

The following types of amendments can be made post ticketing-

- Amend flight (date, flight, route, and cabin upgrades)
- Amend names (QF flights only)
- Multiple amendments (flight amendments, name changes or mixture of both)

Amendment Requirements

To perform a post ticket change through the website, the ticket must meet the below requirements-

- Booking must have been created and ticketed through the website
- Changes cannot be made on the day of departure
- Amendments involving interline carriers may only be requested outside of 7 days from departure
- All coupons of an e-ticket must be reissued, tickets will not be revalidated
- When individual sectors are cancelled, the e-ticket must always be re-issued to reflect the travel itinerary

Restrictions-

The following types of changes must be processed by the Qantas Group Sales team-

- Any bookings that have been claimed
- Once travel has commenced
- Any changes caused by a schedule change

Multiple Changes-

Multiple flight and/or name changes for the same passenger are permitted however these must be actioned separately from the PNR level drop down menu, in no particular order.

Once payment for the amendment has been collected, no further changes will be permitted, regardless of whether the ticket has been reissued or not.

Payments-

After completing the required changes for a booking, payment must be made for any additional charges incurred-

- Payments can be made by either EMD or credit card
- Additional credit card fees will not be applied for post ticketing changes.
- Payment for adcol of fare, taxes and/or change fee must be made by 23:59 on the day of amendment confirmation.

Post Ticketing Flight Amendments

1. Select the 'Amend Flights' option from the drop down menu on the relevant PNR bar-

The screenshot shows the Qantas Group Travel interface. At the top, there are tabs for Summary, Names, Financials, Notes, Comms, and GMA. Below these, a summary table shows booking details: Booked (21-Apr-2023), Deposit Payment (05-May-2023), Final Payment (15-May-2023), Passenger Names (05-Jun-2023), and Ticketing (05-Jun-2023). A dropdown menu is open on the right, showing options like Quote Actions, Copy Quote, Amend Flights (highlighted with a red circle), Amend Fares, and Amend Itinerary. The main content area shows flight details for PNR 64QF9S, 15 Adults, MEL-CBR-MEL, 12-Jun-2023 to 16-Jun-2023, and Ticketed.

2. The website will default to all passengers on the selected PNR. If the amendment is not for all passengers within the PNR, click the drop down arrow, select 'Uncheck all' and choose the individual passengers to change, then select 'Next'-

The first screenshot shows the 'Select passengers to amend flights for' dialog box. It displays 'PNR 64QF9S 15 seated passenger' and '15 adult(s)'. A list of passengers is shown with checkboxes next to their names: MR DOMINIC AGOSTINO - Adult, MR KYLE CARTMAN - Adult, MR NIGEL CRANE - Adult, MISS SALLY HITCH - Adult, MRS MARY JOHNS - Adult, MR ANDREW JOHNS - Adult, MR PETER LANG - Adult, and MR ALAN LUONG - Adult. The second screenshot shows the same dialog box with the dropdown menu set to '2 adult(s)' and the 'Next' button highlighted.

3. Make the required flight changes and select 'Next'-
Note- You can amend the travel dates, flight times, add sectors, remove sectors or upgrade the cabin type.

The screenshot shows the 'Amend Flight' dialog box. It displays 'PNR 64QF9S 15 seated passenger' and '15 seated passenger'. Below this, there is a table of flight details. The first row shows a flight from MEL, Melbourne Tullamarine to CBR, Canberra International on 12-Jun-2023, Economy class, 06:05. The second row shows a flight from CBR, Canberra International to MEL, Melbourne Tullamarine on 18-Jun-2023, Economy class, Any Time. The return date has been updated from 16 June to 18 June. The 'Next' button is highlighted.

In this example, the return date has been updated to 18 June from 16 June.

4. A summary of the requested change will be displayed, select 'Submit'-

Summary

PNR 64QF9S 15 seated passenger

15 seated passenger

Before this PNR contained

Passengers

Named passengers: 15

Flights

QF1510 MEL, Melbourne Tullamarine 12-Jun-2023 06:05 to CBR, Canberra International 12-Jun-2023 07:10 Economy

QF1511 CBR, Canberra International 16-Jun-2023 06:05 to MEL, Melbourne Tullamarine 16-Jun-2023 07:15 Economy

You have requested

Passengers

Named passengers: 2

Flights

QF1510 MEL, Melbourne Tullamarine 12-Jun-2023 06:05 to CBR, Canberra International Economy

QF1511 CBR, Canberra International 18-Jun-2023 to MEL, Melbourne Tullamarine Economy

Previous

Submit

5. Make the flight selection/s and select 'Quote' to continue-
Alternatively, you can cancel the request or select 'New Search' to start over.

QANTAS

GROUP TRAVEL

Peter Jones

Search by

PNR/Booking reference

Australia

MEL-CBR from A\$180.00

The prices below are exclusive of Q Surcharge and Ticket Taxes. The Group Fare, Q Surcharge and Ticket Taxes will be calculated after selecting the quote button below.

Previous MEL-CBR

Next Page MEL-CBR

Melbourne Tullamarine (MEL) - Canberra International (CBR)	Economy	Passengers
QF1510 (Operated By Qantaslink - National Jet Systems) 12-Jun-2023 06:05 MEL 07:10 CBR	<input checked="" type="radio"/> A\$179.63	Able to accommodate your group request

CBR-MEL from A\$180.00

Previous CBR-MEL

Next Page CBR-MEL

Canberra International (CBR) - Melbourne Tullamarine (MEL)	Economy	Passengers
QF1515 (Operated By Qantaslink - National Jet Systems) 18-Jun-2023 09:50 CBR 11:00 MEL	<input type="radio"/> A\$179.63	Able to accommodate your group request
QF1517 (Operated By Qantaslink - National Jet Systems) 18-Jun-2023 11:35 CBR 12:45 MEL	<input type="radio"/> A\$179.63	Able to accommodate your group request
QF1519 (Operated By Qantaslink - National Jet Systems) 18-Jun-2023 13:55 CBR 15:05 MEL	<input type="radio"/> A\$179.63	Able to accommodate your group request
QF1523 (Operated By Qantaslink - National Jet Systems) 18-Jun-2023 16:35 CBR 17:45 MEL	<input checked="" type="radio"/> A\$179.63	Able to accommodate your group request
QF1524 (Operated By Qantaslink - National Jet Systems) 18-Jun-2023 17:35 CBR 18:45 MEL	<input type="radio"/> A\$179.63	Able to accommodate your group request

Cancel

New search

Quote

6. Fares, taxes, fees and carrier charges will be calculated once Quote is selected.
A summary of the original and new pricing per passenger as well as overall additional costs resulting from the requested change will be displayed for the user to view prior to selecting 'Request Change'.

Alternatively, you can select 'Cancel' if you no longer wish to make the change.

MEL-CBR-MEL (QF1510,QF1523)
2 Adults
A\$1177.88

Melbourne Tullamarine (MEL) To Canberra International (CBR)	OPERATED BY QANTASLINK - NATIONAL JET SYSTEMS	12-Jun-2023 06:05	12-Jun-2023 07:10	Economy
Canberra International (CBR) To Melbourne Tullamarine (MEL)	OPERATED BY QANTASLINK - NATIONAL JET SYSTEMS	18-Jun-2023 16:35	18-Jun-2023 17:45	Economy

Final Payment Due
Fri 21-Apr-2023
Passenger naming and ticketing Due
Sun 11-Jun-2023 in 51 days

By accepting this quote and requesting a booking, you accept these Terms and Conditions.

[Group Fare Domestic Saver Fare](#)

[New costings](#)

Passengers	Group Fare	Q Surcharge	Ticket Taxes	Change Fees	Total (per passenger)	Total (all passengers)
2 Adults	A\$359.26	A\$2.40	A\$128.28	A\$99.00	A\$588.94	A\$1177.88
Total	A\$718.52	A\$4.80	A\$256.56	A\$198.00	A\$1177.88	A\$1177.88

[Original costings](#)

Passengers	Group Fare	Q Surcharge	Ticket Taxes	Change Fees	Total (per passenger)	Total (all passengers)
2 Adults	A\$359.26	A\$2.40	A\$128.28	A\$0.00	A\$489.94	A\$979.88
Total	A\$718.52	A\$4.80	A\$256.56	A\$0.00	A\$979.88	A\$979.88

Totals
1 Option
2 Passengers
(2 Adults)

Please note:
This price may be subject to change as a result of taxes and surcharges based on your current flight selection(s).

Group Fare A\$0.00
Taxes, Fees & Carrier Charges A\$198.00
Additional Collection A\$198.00

Cancel
Request Change

General information regarding post ticketing amendments will be displayed, please ensure you read this before confirming your amendment. Select 'Confirm' to continue with the change-

Confirm post-ticketing amendment

The original flights held relating to the requested deviation will be cancelled, and new Qantas flights will be confirmed. Any new interline flights will be subject to price and flight confirmation by the interline carrier (this can take up to 72 hours). Payment by EMD or credit card (where applicable) is required by 23:59 hours today (or by 23:59 hours on the day interline flights are confirmed) and failure to submit payment within the agreed timescales will result in cancellation of the group PNR.

Confirm

- Once changes are confirmed, the Booking Status, PNR Status, and the traffic lights at the booking level will be updated.
If there is an additional payment required, this will need to be processed before reissuing the tickets for the relevant PNR.

Summary
Names
Financials
Notes
Comms
CMA

Group Travel Ref: 74015409
15 Adults in 2 PNR
Partially Ticketed

Booked 21-Apr-2023
Deposit Payment -
Final Payment 21-Apr-2023
Passenger Names 05-Jun-2023
Ticketing 05-Jun-2023

This booking is governed by the Terms and Conditions applicable to Qantas Group Travel:
• [Group Fare Domestic Saver Fare](#)

- Deposit Payment
- Final Payment Statement
- Final Payment
- Passenger Naming
- Ticketing
- Seat Allocation
- Travel Commenced
- Flow

PNR 640FBS	13 Adults	MEL-CBR-MEL	12-Jun-2023 to 18-Jun-2023	Ticketed	-----Select-----
PNR 657VAC	2 Adults	MEL-CBR-MEL	12-Jun-2023 to 18-Jun-2023	Post Ticket Amendment Confirmed	-----Select-----

Post Ticketing Name Changes

1. Select the 'Amend Names' option from the drop down menu on the relevant PNR bar-

The screenshot shows the Qantas Group Travel interface. At the top, there are tabs for Summary, Names, Financials, Notes, Comms, and GMA. Below these, a summary table shows booking details for PNR 64QF9S (13 Adults) and PNR 65PAC (2 Adults). A dropdown menu is open for PNR 64QF9S, showing options like 'Amend Names', 'Amend Details', 'Amend Itinerary', etc. The 'Amend Names' option is highlighted with a red circle.

The website will default to all passengers on the selected PNR. If the amendment is not for all passengers within the PNR, click the drop down arrow, select 'Uncheck all' and choose the individual passengers to change, then select 'Next' -

The first screenshot shows a pop-up titled 'Select passengers to amend details of' for PNR 64QF9S. It lists 12 seated passengers. A red box highlights the '1 adult(s)' dropdown and the list of passengers with checkboxes. The second screenshot shows the same pop-up with the 'Next' button highlighted in red.

2. Update the name as required - Title, First Name, Surname, Date of Birth and gender can be amended. Then select 'Next'.
If a name change is requested for more than one passenger, the 'Amend Passenger Details' pop-up will appear after each name change to allow each name to be updated.

The screenshot shows the 'Amend passenger details' pop-up for PNR 64QF9S. It displays the passenger's details: Passenger # 1 of 1, Passenger description MR NIGEL CRANE, Title MR, First Name Cameron, Surname Waters, Date of birth, and Gender Male. The 'Next' button is highlighted in red.

- A summary of requested changes will be displayed, review the information and select 'Submit' to continue. To make any corrections click 'Previous' or close if the change is longer required-

Summary

PNR 64QF9S 12 seated passenger

12 seated passenger

Name changes can only be made through the system for purely Qantas itineraries, i.e. itineraries without any interline sectors.

Before this PNR contained

Passengers

Named passengers: 12

You have requested

Passengers amended

Named passengers: 1

Passengers unchanged

Named passengers: 11

Previous

Submit

- A summary of the original and new pricing per passenger as well as overall additional costs resulting from the name change will be displayed to review prior to selecting 'Request Change'. Alternatively, you can select 'Cancel' if you no longer wish to make the change.

MEL-CBR-MEL (QF1510,QF1511)

1 Adult

A\$489.94

Melbourne Tullamarine (MEL) To Canberra International (CBR)

OPERATED BY QANTASLINK - NATIONAL JET SYSTEMS

12-Jun-2023 06:05

12-Jun-2023 07:10

Economy

Canberra International (CBR) To Melbourne Tullamarine (MEL)

OPERATED BY QANTASLINK - NATIONAL JET SYSTEMS

16-Jun-2023 06:05

16-Jun-2023 07:15

Economy

Final Payment Due

Passenger naming and ticketing Due

Fri 21-Apr-2023

Sun 11-Jun-2023 in 51 days

By accepting this quote and requesting a booking, you accept these Terms and Conditions.

Group Fare: Domestic Seaver Fare

New costings

Passengers	Group Fare	Q Surcharge	Ticket Taxes	Total (per passenger)	Total (all passengers)
1 Adult	A\$359.26	A\$2.40	A\$128.28	A\$489.94	A\$489.94
Total	A\$359.26	A\$2.40	A\$128.28	A\$489.94	A\$489.94

Original costings

Passengers	Group Fare	Q Surcharge	Ticket Taxes	Total (per passenger)	Total (all passengers)
1 Adult	A\$359.26	A\$2.40	A\$128.28	A\$489.94	A\$489.94
Total	A\$359.26	A\$2.40	A\$128.28	A\$489.94	A\$489.94

Totals

1 Option

1 Passenger

(1 Adult)

Please note:

This price may be subject to change as a result of taxes and surcharges based on your current flight selection(s).

Group Fare A\$0.00

Taxes, Fees & Carrier Charges A\$0.00

Additional Collection A\$0.00

Cancel

Request Change

In this example, there is no applicable fee per the booked T&C's.

- General information regarding payment is displayed; select 'Confirm' to continue-

Confirm post-ticketing amendment

Payment by EMD or credit card (where applicable) is required by 23:59 hours today and failure to submit payment within the agreed timescales will result in cancellation of the group PNR.

Confirm

- The passengers that have been name changed will appear on a separate PNR (unless all passengers on the PNR underwent a name change).
The Booking status, PNR status and the booking traffic lights will be updated. If additional fees have been charged for the name change, this must be processed before re-issuing tickets for the amended passenger/s.

Summary | Names | Financials | Notes | Comms | GMA

Group Travel Ref: 74015409 15 Adults in 3 PNR **Partially Ticketed**

Booked: 21-Apr-2023
Deposit Payment: -
Final Payment: 21-Apr-2023
Passenger Names: 05-Jun-2023
Ticketing: 05-Jun-2023

This booking is governed by the Terms and Conditions applicable to Qantas Group Travel.
• [Group Fare, Domestic, Seater Fare](#)

- Deposit Payment
- Final Payment Statement
- Final Payment
- Passenger Name
- Ticketing
- Seat Allocation
- Travel Commenced
- Flown

PNR	Adults	Class	Itinerary	Status
PNR 64QFSS	12 Adults	MEL-CBR-MEL	12-Jun-2023 to 18-Jun-2023	Ticketed
PNR 65PKAC	2 Adults	MEL-CBR-MEL	12-Jun-2023 to 18-Jun-2023	Post Ticket Amendment Confirmed
PNR 66EYDS	1 Adult	MEL-CBR-MEL	12-Jun-2023 to 18-Jun-2023	Post Ticket Amendment Confirmed

Adding/Updating Group Tour Leader Information

After processing any flight and/or name changes, check the Names tab to ensure your nominated Group Tour Leader information is still accurate. You can update or add a Group Tour Leader for an amended PNR simply by selecting the star next to required passenger's name. The updated/added detail will be transferred across to the PNR.

PNR	Group Leader	Type	Title	Given Name(s)	Surname	Date of birth
5U8G79	★	Adult	MRS	Sally	Young	10-Oct-1975

Group Leader Information

email Email Address Phone Number Phone Number

If you do not wish to nominate a Group Tour Leader, click the check box during the ticketing workflow. This will register an SSR within the PNR/s that contact information was not provided-

Confirm Ticketing

Confirm seated passengers for ticketing on PNR 5U8G79

☐ Please check the checkbox if you do not wish to select a group leader for this pnr.

Making Payment and Reissuing Tickets

- After all amendments have been processed and you are ready to proceed with ticketing, you will need to pay the outstanding balance using the 'Make Payment' option from the booking drop down menu-

Summary | Names | Financials | Notes | Comms | GMA

Group Travel Ref: 74015409 15 Adults in 3 PNR **Partially Ticketed**

Booked: 21-Apr-2023
Deposit Payment: -
Final Payment: 21-Apr-2023
Passenger Names: 05-Jun-2023
Ticketing: 05-Jun-2023

This booking is governed by the Terms and Conditions applicable to Qantas Group Travel.
• [Group Fare, Domestic, Seater Fare](#)

If a payment is paid on this booking you will be unable to follow the agent's claim process and tickets will be issued externally.

- Deposit Payment
- Final Payment Statement
- Final Payment
- Passenger Name
- Ticketing
- Seat Allocation
- Travel Commenced
- Flown

Make Payment

PNR	Adults	Class	Itinerary	Status
PNR 64QFSS	12 Adults	MEL-CBR-MEL	12-Jun-2023 to 18-Jun-2023	Ticketed
PNR 65PKAC	2 Adults	MEL-CBR-MEL	12-Jun-2023 to 18-Jun-2023	Post Ticket Amendment Confirmed
PNR 66EYDS	1 Adult	MEL-CBR-MEL	12-Jun-2023 to 18-Jun-2023	Post Ticket Amendment Confirmed

- The payment page will display the Additional Collection Payment amount due for the amendments as well as a Booking Cost Summary. Payments can be made by either Credit Card or EMD.

If a payment is made on this booking you will be unable to follow the agent's claim process and tickets will be issued externally.

Payments recorded / collected against booking reference - 74015409

Status	Agency	Booking ref	Payment date	Payment Method	EMD Reference*	EMD PNR	Payment amount	Recorded amount	Cancellation reason
Collected	ABC Travel Pty Ltd	74015409	21-Apr-2023 11:03	Electronic Funds Transfer (EFT)	0814404724905	657PKW	6,524.10	6,524.10	
Collected	ABC Travel Pty Ltd	74015409	21-Apr-2023 10:50	Electronic Funds Transfer (EFT)	0814404724906	656ZIU	825.00	825.00	

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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

	Quote Totals
Group Fare	A\$5,388.90
Q Surcharge	A\$36.00
Taxes, fees, carrier charges	A\$1,924.20
Change Fees	A\$198.00
Total	A\$7,547.10

Booking Payments

Type	Amount	Outstanding
Additional Collection Payment	A\$198.00	A\$198.00

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 your ticketing deviation costs.

Payment Method Select payment method

[Back](#)

3. Once Payment has been made you can proceed with ticketing using the 'Ticket Online' or 'Ticket Offline' options.

Note:

- The 'Ticket Online' option is recommended for PNR's of 20 or less
- Post ticketing amendment reissues must be issued using the PNR drop down menu, **not** the 'Request Ticket Bookings (All PNRs)' option from the booking drop down menu
- For any ticketing failures experienced in the reissue process, please contact the Qantas Group Sales team.

Once ticketing has been processed an updated Ticketing Statement for the amended booking/s will be emailed through.

This can also be viewed under the Comms tab within the booking

Summary Names Financials Notes **Comms** CMA Reminders

Group Travel Ref: 74015409 15 Adults in 3 PNR Partially Ticketed Select

Payments

Date	Status	Details	EMD Reference	Amount
21/04/2023 12:51:00	Collected		0814404724913	A\$198.00
21/04/2023 11:03:00	Collected		0814404724905	A\$6,524.10
21/04/2023 10:50:00	Collected		0814404724906	A\$825.00

Collected Total: A\$7,547.10

Costs

	Amount
Group Fare	A\$5,388.90
Q Surcharge	A\$36.00
Taxes, fees, carrier charges	A\$1,924.20
Change Fees	A\$198.00
Total	A\$7,547.10

	Payment Due	Outstanding
Final Payment (Due by 21-Apr-2023)	Paid	Fully Committed
Outstanding Balance:		A\$0.00

PNR	Adults	MEL-CBR-MEL	12-Jun-2023 to 18-Jun-2023	Ticketed
PNR 84QF88	12 Adults	MEL-CBR-MEL	12-Jun-2023 to 18-Jun-2023	Ticketed
PNR 85PAC	2 Adults	MEL-CBR-MEL	12-Jun-2023 to 18-Jun-2023	Post Ticket Amendment Confirmed
PNR 88EYD5	1 Adult	MEL-CBR-MEL	12-Jun-2023 to 18-Jun-2023	Post Ticket Amendment Confirmed

[Ticket Online](#)

[Ticket Offline](#)

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