

### **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-

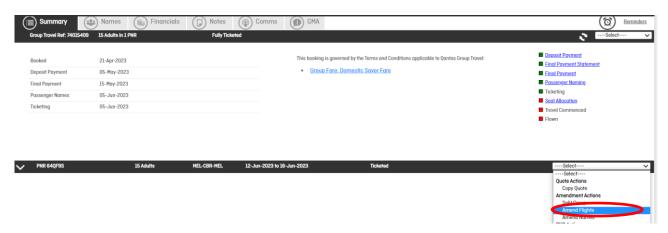
After completing the required changes for a booking, payment must be made for any additional charges incurred-

- 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.

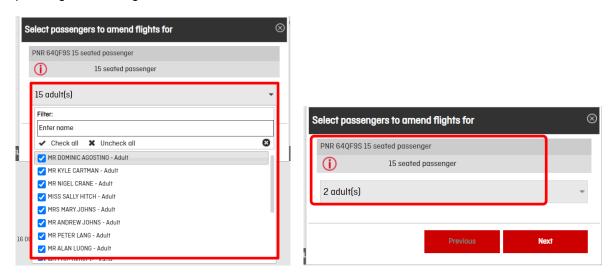


## **Post Ticketing Flight Amendments**

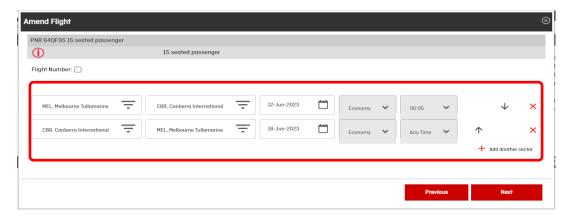
1. Select the 'Amend Flights' option from the drop down menu on the relevant PNR bar-



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'-



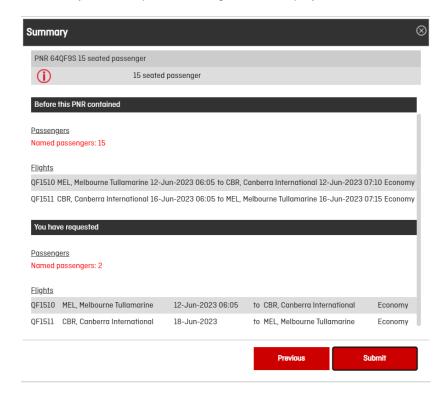
 Make the required flight changes and select 'Next'-Note- You can amend the travel dates, flight times, add sectors, remove sectors or upgrade the cabin type.



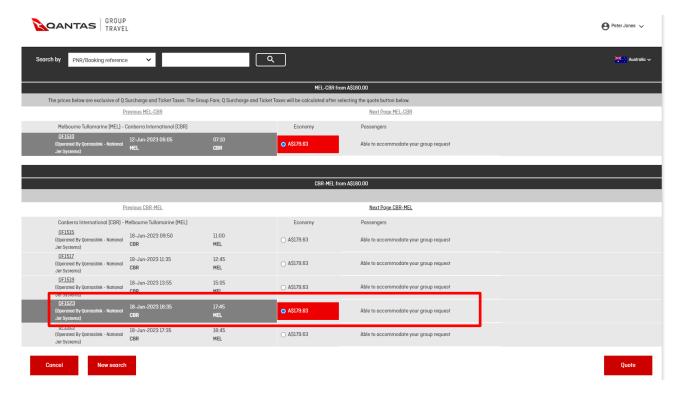
In this example, the return date has been updated to 18 June from 16 June.



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



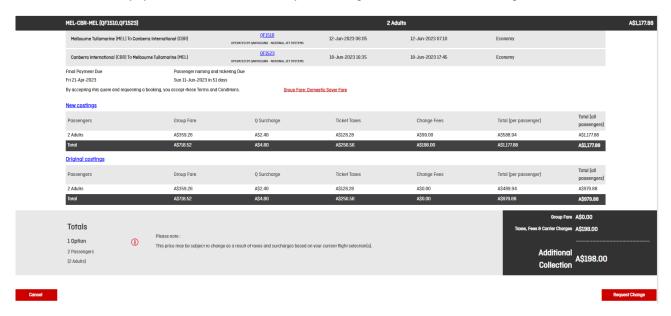
5. Make the flight selection/s and select 'Quote' to continue-Alternatively, you can cancel the request or select 'New Search' to start over.



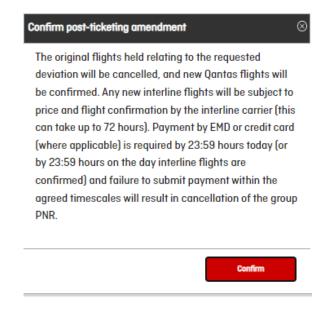
6. Fares, taxes, fees and carrier charges will be calculated once Quote is selected. A summary of the original and new pricing per passenger as well as overall additional costs resulting from the requested change will be displayed for the user to view prior to selecting 'Request Change'.



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



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-



Once changes are confirmed, the Booking Status, PNR Status, and the traffic lights at the booking level will be updated.

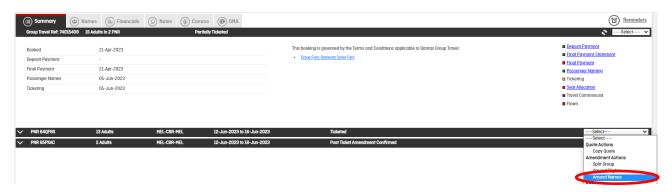
If there is an additional payment required, this will need to be processed before reissuing the tickets for the relevant PNR.



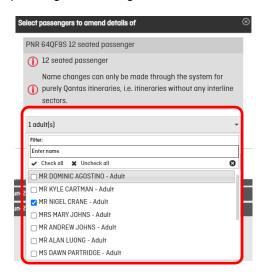


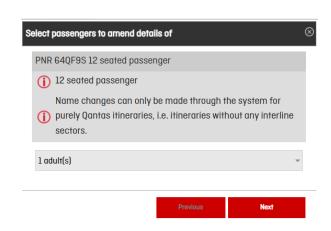
#### **Post Ticketing Name Changes**

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



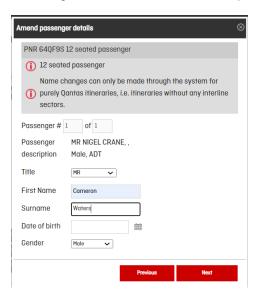
The website will default to all passengers on the selected PNR. If the amendment is not for all passengers within the PNR, click the drop down arrow, select 'Uncheck all' and choose the individual passengers to change, then select 'Next'-





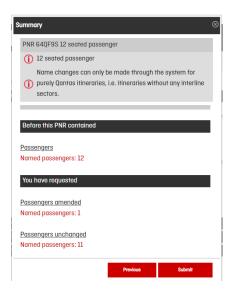
2. Update the name as required - Title, First Name, Surname, Date of Birth and gender can be amended. Then select 'Next'.

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.



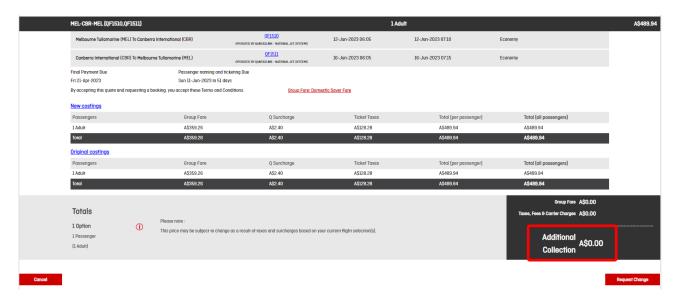


3. A summary of requested changes will be displayed, review the information and select 'Submit' to continue. To make any corrections click 'Previous' or close if the change is longer required-



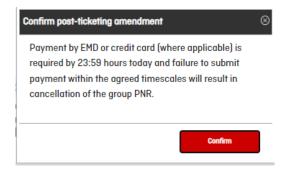
4. A summary of the original and new pricing per passenger as well as overall additional costs resulting from the name change will be displayed to review prior to selecting 'Request Change'.

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



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

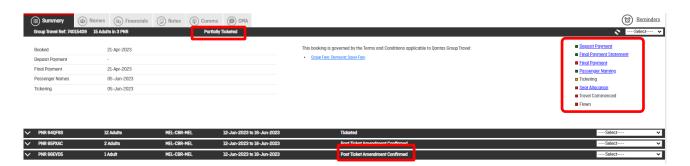
5. General information regarding payment is displayed; select 'Confirm' to continue-





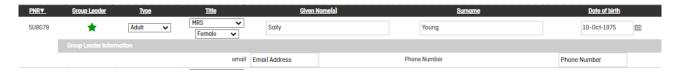
The passengers that have been name changed will appear on a separate PNR (unless <u>all</u>
passengers on the PNR underwent a name change).
 The Booking status, PNR status and the booking traffic lights will be undated. If additional feet

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.



### **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.



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-



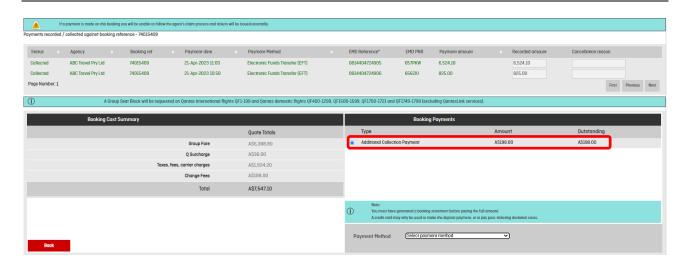
# **Making Payment and Reissuing Tickets**

1. 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-



2. 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.





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, <u>not</u> 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

