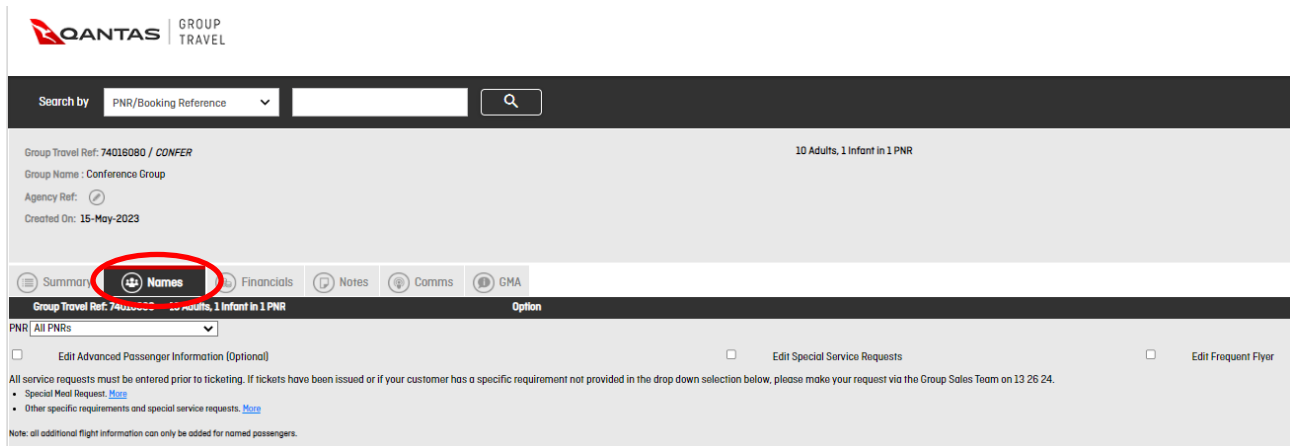**Naming & Group Tour Leader**

There are two options available to add passenger details including group tour leader information to your group booking. This can be facilitated either via the Names tab or the Names Spreadsheet.
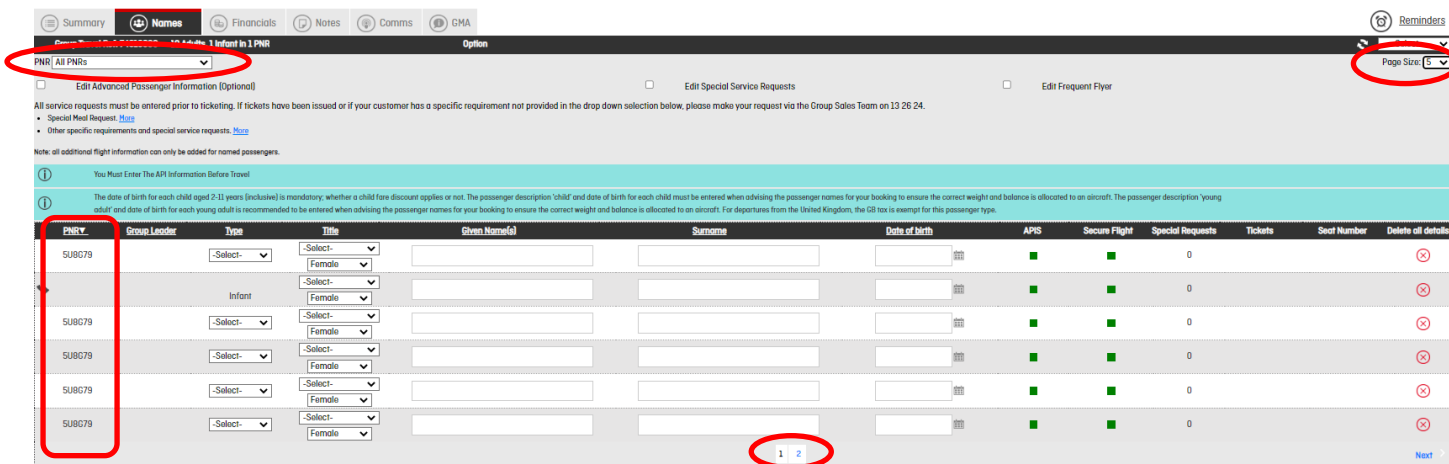
Names Tab-
This option allows you to enter names progressively as these are collected and save them to the booking reference.

1. Select the Names tab from the booking level tabs – the below template will appear-

2. To ensure you are adding names to the correct PNR/s, select the PNR drop down or use the page numbers at the bottom of the screen to display further pages/PNR's. The PNR for which you are adding names is displayed on each line-
You can also change the number of names appearing per page using the page size selection.

3. Enter the passenger details into the fields as required, noting the below-
   • Children should be added as a 'Child' regardless of whether a child discount is applicable or not. Dates of birth are mandatory for children aged 2-11 inclusive.
   • Passenger Type 'Young Adult' should be used, and dates of birth added for passengers aged between 12-15 inclusive. GB tax is exempt for departures from the UK for this passenger type in the economy cabin.

   This assists with the correct weight and balance of the aircraft.

   Where infants are travelling, you can click on the 'Infant' line to drag and drop it under the relevant adult passenger, where required.

PNR▼	Group Leader	Type	Title	Given Name(s)	Surname	Date of birth	
5U8G79	★	Adult ▾	MRS ▾ / Female ▾	Sally	Young	10-Oct-1975	📅
↖		Infant	MSTR ▾ / Male ▾	Peter	Young	04-Jul-2022	📅
5U8G79		Child ▾	MSTR ▾ / Male ▾	Thomas	Young	01-Nov-2018	📅
5U8G79		Young Adult ▾	MISS ▾ / Female ▾	Georgia	Young	05-May-2010	📅
5U8G79		-Select- ▾	-Select- ▾ / Female ▾				📅

Important Note - If a child aged [14] years old or younger is travelling without a parent or legal guardian, such as travelling as part of a school group, Australian Border Force (**ABF**) may require documentation providing consent for the child to travel.

This letter needs to state;
- Child's full name
- Gender
- Place and date of birth
- Passport information
- Purpose of the child travelling
- Travel itinerary
- Details of the accompanying adult including full name and passport details

The letter should be signed by the parent/s or legal guardian and witnessed by a public official. The original letter must be carried by the child and/or accompanying adults and presented on request by ABF on arrival in, or departure from, Australia

4. To add Advanced Passenger Information (APIS), tick the 'Edit Advanced Passenger Information (Optional)' box – the below fields will display to add passport details and any redress or known traveller numbers-
    For travel to/from the USA or Canada, this information is mandatory including date of birth. Tickets will not be able to be issued until this information is added for each passenger and the APIS and Secure Flight boxes below are green.

5. To add meal or special service requests (including wheelchairs), tick the 'Edit Special Service Requests' box – the below fields will display to enter requests for each passenger as required-

6. To add frequent flyer numbers, tick the 'Edit Frequent Flyer' box – the below fields will display to enter details for each passenger as required.

7. To select the group tour leader, click on the star next to the name – the below fields will display to enter the email and phone number to be used in the event of a disrupt-

- Group tour leader details are required per PNR, and only 1 passenger per PNR can be allocated as the group tour leader.
- You can identify the group tour leader, if it has been allocated, for any given PNR by the green star next to the passenger's name.
- The group tour leader can be reallocated by clicking the star against any passenger and it will move to the highlighted passenger.
- If you, as the travel agent, wish to be the point of contact in the event of a disruption, please enter your agency email and phone number here, ensuring your customer is aware you have nominated yourself, as the point of contact.
- Should the group not wish to provide the details for a group tour leader, simply do not click on the star against any passenger. At the point of ticketing, the below pop-up will display asking you to confirm you do not wish to select a group tour leader, tick the box to continue. This will register an SSR within the PNR/s that contact information was not provided-

8. To save the details, tick the 'I acknowledge that the information provided is correct' box and click 'Submit Passengers'-

PNR▼	Group Leader	Type	Title	Given Name(s)	Surname	Date of birth	APIS	Secure Flight	Special Requests	Tickets	Seat Number	Delete all details
5U8G79	★	Adult ▾	MRS ▾ / Female ▾	Sally	Young	10-Oct-1975 🗓	■	■	0			⊗
	↘	Infant	MSTR ▾ / Male ▾	Peter	Young	04-Jul-2022 🗓	■	■	0			⊗
5U8G79		Child ▾	MSTR ▾ / Male ▾	Thomas	Young	01-Nov-2018 🗓	■	■	0			⊗
5U8G79		Young Adult ▾	MISS ▾ / Female ▾	Georgia	Young	05-May-2010 🗓	■	■	0			⊗
5U8G79		-Select- ▾	-Select- ▾ / Female ▾			🗓	■	■	0			⊗
5U8G79		-Select- ▾	-Select- ▾ / Female ▾			🗓	■	■	0			⊗
5U8G79		-Select- ▾	-Select- ▾ / Female ▾			🗓	■	■	0			⊗
5U8G79		-Select- ▾	-Select- ▾ / Female ▾			🗓	■	■	0			⊗
5U8G79		-Select- ▾	-Select- ▾ / Female ▾			🗓	■	■	0			⊗
5U8G79		-Select- ▾	-Select- ▾ / Female ▾			🗓	■	■	0			⊗
5U8G79		-Select- ▾	-Select- ▾ / Female ▾			🗓	■	■	0			⊗

Acknowledge that the information provided is correct. ☑

Default Passenger Names: ☐   **Submit Passengers**

Names can be added progressively as these are collected and saved to the booking reference

Names can be amended in the Names tab prior to ticketing being completed. Once tickets have been issued, any name changes will need to be actioned using 'Amend Names' from the PNR level drop down menu – refer to Post Ticketing Amendments clue card.

Additional Notes-

- Special Service Requests (including meals) and Frequent Flyer details can be added or amended after tickets have been issued, up to 24hours prior to the first departure in the booking.
  - o To add or update these details, use the Names tab and either enter or replace the details, as required, and click 'Submit Passengers'.
  - o A pop-up will display confirming the changes requested, simply click 'Update' and the details will transfer to the GDS.

Important- If the GMA has been sent to the airport/s prior to any special service requests being added or updated, it will not automatically be resent. Please contact the Group Travel team, who will assist.

- Once ticketing has been completed the APIS and Group Tour Leader fields are locked, and these details will not be able to be added or edited after this point.

Names Spreadsheet-

For some group types, collating passenger names on a spreadsheet may be easier – or you may wish to forward to your client to have them complete the template

1. Select the Names tab from the booking level tabs – scroll down and click 'Download GroupNames Spreadsheet'.
   This will download a spreadsheet you can save locally or send to your customer to complete.
   You can also click 'Email Spreadsheet' for a link to the template to be emailed to either yourself or your customer directly.

   This spreadsheet must be filled out for each PNR separately, and contains all the fields available within the names tab.
   Instructions can be found on the top of the template.

2. Once the template has been accurately completed, you then need to upload it into the website. Click 'Choose File' and select the saved template. Once the correct file has been selected, click 'Upload' and the template will upload into the Name tab-

These steps will need to be repeated for each PNR within your group booking reference.

Once names have been uploaded, you can update any of the fields as required at any time prior to ticketing via the names tab.

Download Group Names

Depending on your group size or requirements, you may prefer to review what names have been added to the group booking reference outside of the website – if required a spreadsheet is accessible by clicking on 'Download Group Names' from the bottom of the names tab-