

Making and Managing a Quote

The Qantas Group Travel website gives travel agents the ability to create and save a quote. Depending on your market the system may not present every option described in this document.

Creating a Quote

A quote can be created and held in the Qantas Group Travel website, noting at this stage no PNR is created or seats held.

Once flights have been selected from the Flight and Availability search, the following final details are required to complete the quote request-

- Group name
- Emergency Contact Details
- Notification Language – select the preferred notification language for your group booking reference by simply selecting from the available languages within the drop down menu

Group details

Total Group Size: 10

Group Name * Conference Group

Group Type * Conferences

Notification Language * English

Set Automated Reminder: ☒

Your notes for this booking

* Indicates required information

Emergency Contact Details: * Email Address Australia +61 Phone Number

These are for your internal agency use and are not to communicate with Qantas Group Travel.

A pop-up is displayed reminding the user that saving the quote does not confirm the price-

Confirm Save Quote.

Please note saving the quote does not confirm price and is subject to change

Save

The quote is then created within the system and an email is sent to the user outlining the quote details.

The validity of the quote is determined by your local terms and conditions and is subject to availability at time of booking confirmation.

Group Travel Ref: 74015292 / SCHOOL
 Group Name: School Group
 Agency Ref:
 Created On: 19-Apr-2023

10 Adults in 1 PNR

Contact: MS Jo Day (jo@abctravel.com)
 Agency Telephone: 132624
 Team(s) Alpha
 Agency Name: QAU12039 ABC Travel

Summary Names Financials Notes Comms GMA Reminders

Group Travel Ref: 74015292 10 Adults in 1 PNR

Quoted 19-Apr-2023

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

- Group Fare: Domestic Saver Fare

No balance statement has been sent.

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

PNR 10 Adults SYD-CBR-SYD 10-Aug-2023 to 17-Aug-2023 Quote

Accepting a Quote

To accept a quote that has been saved in the Qantas Group Travel website, simply follow the below steps-

1. Retrieve the booking reference and select 'Accept Quote and Request Booking' from the PNR drop down menu-

Summary Names Financials Notes Comms GMA Reminders

Group Travel Ref: 74015292 10 Adults in 1 PNR

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PNR 10 Adults SYD-CBR-SYD 10-Aug-2023 to 17-Aug-2023 Quote

To accept all quotes within a booking reference, you may also select 'Accept All Quotes' from the booking drop down menu-

Summary Names Financials Notes Comms GMA Reminders

Group Travel Ref: 74015292 10 Adults in 1 PNR

Quoted 19-Apr-2023

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

- Group Fare: Domestic Saver Fare

No balance statement has been sent.

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

PNR 10 Adults SYD-CBR-SYD 10-Aug-2023 to 17-Aug-2023 Quote

Alternatively, click through on the Accept Quote hyperlink in the quote email received.

2. The Qantas Group Travel website will recheck availability and current pricing for each of the options offered. Both an individual and total passenger pricing breakdown will be displayed for all itineraries requested, including-
 - Group Fare
 - Ticket Taxes, Surcharges and any applicable Service Fees
3. The payment schedule and key dates for the booking will be calculated and displayed on the summary page, including-
 - Deposit amount and deadline
 - Balance amount and deadline

- Naming deadline
 - Ticketing deadline
4. Select 'Request Booking' to confirm acceptance of the quote
 5. The booking is then confirmed and a PNR created for each itinerary requested (any interline sectors may be placed on a waitlist, requiring confirmation from the relevant carrier)
A confirmation email is sent to the user containing the booking details including PNR reference/s
 6. For seamless management of the group booking, automated reminders will be created and sent for-
 - Payment deadline(s)
 - Naming deadline
 - Ticketing deadline

Rejecting a Quote

To reject (or cancel) a quote request within the website, follow the below steps-

1. Retrieve the booking reference and select 'Reject Quote' from the PNR drop down menu-

The screenshot shows the Qantas Group Travel interface. At the top, there are tabs for Summary, Names, Financials, Notes, Comms, and GMA. Below these, the 'Quote' tab is selected. The main content area displays 'Quoted 19-Apr-2023' and a message: 'This booking is governed by the Terms and Conditions applicable to Qantas Group Travel: Group Fare: Domestic Saver Fare. No balance statement has been sent.' On the right side, there is a 'Quote Actions' dropdown menu. The menu options are: 'Accept Quote And Request Booking', 'Change Quote', 'Cancel Quote', 'Reject Quote' (highlighted with a red circle), and 'Contact Us About This Quote'. The bottom of the screen shows a summary bar with 'PNR', '10 Adults', 'SYD-CBR-SYD', '10-Aug-2023 to 17-Aug-2023', and 'Quote'.

Alternatively, click through on the Reject Quote hyperlink in the quote email received.

2. A pop-up will display requesting confirmation from the user that they wish to cancel the quote. Select the reason-
 - Price
 - Better quote on another airline
 - Terms and Conditions
 - Customer Service
 - Product
 - Dates not suitable
 - Flights not suitable
 - Routing not suitable
 - Group no longer travelling
 - Other reason or additional comments (Free Format)

Add any additional comments and click 'Reject Quote'.

The screenshot shows a 'Reject quote?' pop-up window. It has a title bar with a close button. Inside, there is a 'Reason for cancellation' label and a dropdown menu with 'Price' selected. Below this is an 'Additional comments' label and a text input field. At the bottom, there are two red buttons: 'Cancel' and 'Reject Quote'.

3. The booking reference is updated to reflect the cancellation and a notification is emailed through.

Copy a Quote

The website provides the option to copy a quote, if required, where an exact replica of the quote is produced along with a new group booking reference.

The screenshot displays the Qantas Group Travel interface. At the top, there's a navigation bar with tabs: Summary, Names, Financials, Notes, Comms, and GMA. Below this, a header shows 'Group Travel Ref: 74015292' and '10 Adults in 1 PNR'. The main content area includes a 'Quoted' date of '19-Apr-2023' and a section titled 'This booking is governed by the Terms and Conditions applicable to Qantas Group Travel:' with a link to 'Group Fare: Domestic Saver Fare'. A list of status items is on the right: Deposit Payment, Final Payment Statement, Final Payment, Passenger Naming, Ticketing, Seat Allocation, Travel Commenced, and Flown. At the bottom, a dropdown menu for 'Quote Actions' is open, showing options: 'Accept Quote And Request Booking', 'Copy Quote' (highlighted with a red circle), 'Reject Quote', and 'Contact Us About This Quote'.

Change a Quote

A quote can also be changed, where required. This option provides the ability to change the following-

- Passenger numbers
- Flight numbers or times
- Routing
- Dates

This screenshot is similar to the previous one, showing the same Qantas Group Travel interface. The 'Quote Actions' dropdown menu is open, and the 'Change Quote' option is highlighted with a red circle. The other options in the menu are 'Accept Quote And Request Booking', 'Copy Quote', 'Reject Quote', and 'Contact Us About This Quote'.

Contact Us About This Quote

To contact the Qantas Groups Sales team with any queries prior to accepting or rejecting the quote, select 'Contact us about this Quote' from the PNR drop down menu - this will populate a dialogue box to enter any comments for Qantas review.

The screenshot shows the Qantas Group Travel interface. At the top, there's a navigation bar with tabs: Summary, Names, Financials, Notes, Comms, and GMA. Below this, a header bar displays 'Group Travel Ref: 74015292', '10 Adults in 1 PNR', and 'Quote'. The main content area shows 'Quoted' on '19-Apr-2023'. A message states: 'This booking is governed by the Terms and Conditions applicable to Qantas Group Travel: • [Group Fare: Domestic Saver Fare](#)'. Below this, it says 'No balance statement has been sent.' On the right, a list of actions is visible: Deposit Payment, Final Payment Statement, Final Payment, Passenger Naming, Ticketing, Seat Allocation, Travel Commenced, and Flown. At the bottom, a PNR dropdown menu is open, showing options: Accept Quote And Request Booking, Change Quote, Copy Quote, and 'Contact Us About This Quote' (which is circled in red).

Contact us about this quote

Your comments:

Please advise if Qantas are able to offer a more competitive fare

Submit