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.
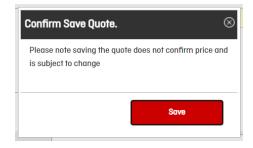
Creating a Quote

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
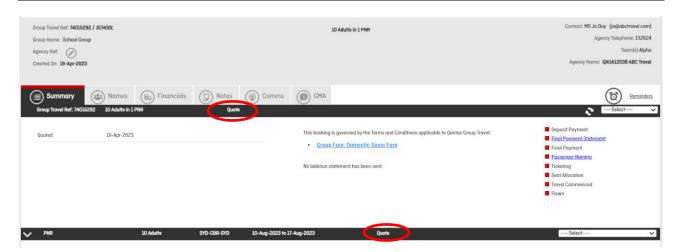

> A pop-up is displayed reminding the user that saving the quote does not confirm the price-

> 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.

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-

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

   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)
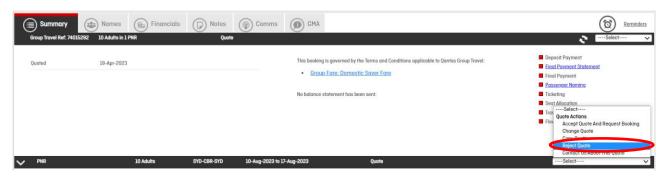A confirmation email is sent to the user containing the booking details including PNR reference/s

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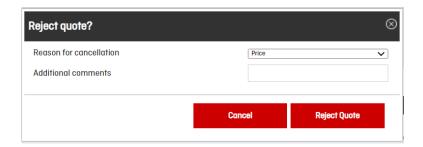
1. Retrieve the booking reference and select 'Reject Quote' from the PNR drop down menu-

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)

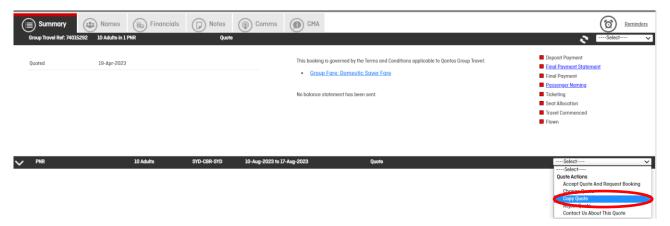   Add any additional comments and click 'Reject Quote'.

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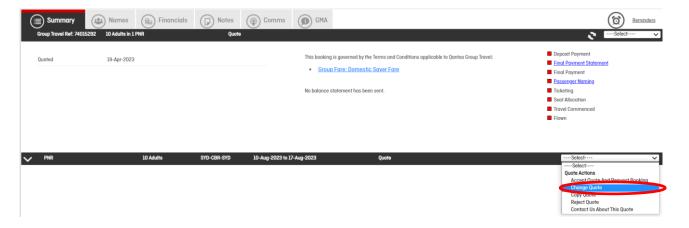
Copy a Quote

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.

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

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.