



AMERICAN EXPRESS QANTAS CORPORATE CARD AND BUSINESS REWARDS CARD

AGENT FREQUENTLY ASKED QUESTIONS

“What are triple Qantas Points on eligible flights?”

A customer's business will be rewarded with triple Qantas Points on eligible flights when they book with their American Express Qantas Corporate or Business Rewards Card. For example; if the customer is a Level 1 Qantas Business Rewards member, they earn 20 Qantas Points for their business for every 100 points their flyers earn. As an American Express Qantas Corporate or Business Rewards Card Member, when they book Qantas travel on their Card their business earns TRIPLE the points. So if they are a Level 1 member, their business will receive 60 (3 x 20) Qantas Points for every 100 points their flyers earn.

Triple Qantas Points also count towards their Qantas Business Rewards membership level, which means they can progress through the levels three times faster when they book eligible flights using their American Express Qantas Corporate or Business Rewards Card.

“How do I ensure my customers earn triple points?”

Agents should include the customer's Frequent Flyer number and ABN in the booking, should charge the booking to Qantas' merchant account i.e. an 081 Qantas ticket charged directly to Qantas, and use the customer's American Express Qantas Corporate or Business Rewards Card to pay for the booking.

Qantas and American Express credit the customer's Triple Points based on identifying Qantas flight transactions made on the card, so it's important that the American Express card is entered as the form of payment, and that Qantas is identified as the merchant.

“If a customer forgets to ask me to use their card, can you still credit the points after the booking is made?”

No, only bookings made on the American Qantas Corporate or Business Rewards Card are eligible for triple points. Be sure to use the card for all future bookings.

“Is there a cap to the number of Qantas Points an American Express Qantas Corporate or Business Rewards customer can earn from flying?”

Yes, the maximum number of Qantas Points that can be earned from flying by an American Express Qantas Corporate or Business Rewards Card Member is 4,000,000 per membership year. There is no cap to the number of points they can earn from the spend on the Card.

“When will the customer's triple Qantas Points on eligible flights be credited?”

Once a customer has booked and flown, points are usually credited within 4-6 weeks of each flight.



“How does my customer receive the two complimentary domestic Qantas Club lounge passes with their American Express Qantas Business Rewards Card?”

Once a customer has made their first eligible Qantas flight purchase using their American Express Qantas Business Rewards Card, two Qantas Club Lounge Invitations will be assigned to their Qantas Frequent Flyer account usually within 1 week of the purchase. They will be sent an email from Qantas to notify them that their invitations are available, and they will need to visit the [Complimentary Invitations Portal](#) to access their passes.

“Where can I find more information about the American Express Qantas Corporate or Business Rewards Card?”

The Qantas Industry Sales site has information for agents about the products in a new page under the Partners and Rewards section [here](#).

“How can I refer a new customer to American Express?”

If your company has an agreement with American Express and their Partner Plus program, you can send the lead through that program channel, otherwise you can transfer the customer to the Qantas Corporate Sales team on 13 10 85, who can take the necessary details and refer them to American Express.

FURTHER SUPPORT:

Questions about the American Express product: direct customer enquiries to American Express

Card Members – call the number on the back of their card

Program Administrators – call their American Express program number

Managed Accounts – call their American Express account manager

Questions about Qantas Business Rewards: direct customer enquiries to the Qantas Business Rewards Service Centre

Online form - <https://www.qantasbusinessrewards.com/contactus>