



## UPLOADING HEALTH DOCUMENTS ONLINE

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Customers travelling on selected Qantas international flights will be able to upload their health documents for their arrival country while completing the online check-in process for Qantas flights. Customers using this process will receive verification they have met all travel requirements prior to their arrival at the airport.

### Online Check-in

#### **1. Is online check-in available to all Qantas international destinations?**

Yes, online check-in is available for flights to all Qantas international destinations however the verification of health documents is being trialled on selected Qantas international services only.

#### **2. Do all customers have the ability to upload their health documents during the online check-in process?**

Customers eligible to use online check-in and travelling to selected Qantas international destinations will have the option to upload their health documents, if required, during the online check-in process.

#### **3. Does a customer need to upload health document(s) during the online check-in process?**

No, this is optional. By uploading documents during the online check-in process, customers will save time at the airport prior to departure as the health documents have already been verified.

#### **4. If a customer decides not to upload health documents during the check-in process, can they continue to check-in for their Qantas flight online?**

Yes, customers will be able to continue using the online check-in process however a boarding pass will not be issued until arrival at the airport when Qantas are able to verify customers' health documents.



## Uploading Health Documents

### 5. On which flights do customers need to scan or upload health documents?

Currently the ability to upload health documents is limited to customers travelling to the below destinations. Further destinations are expected to be added throughout 2022.

Origin	Destination	Effective from
Australia	Nadi	27 May 2022
Australia	Johannesburg	27 May 2022
Australia	New Zealand	28 June 2022
New Zealand	Australia	28 June 2022
Singapore	Australia	28 June 2022
Australia	Timor	28 June 2022
Australia	Port Moresby	28 June 2022
London	Melbourne via Perth QF10 only	28 June 2022
Australia	Rome	18 July 2022

### 6. How will my customer know they are able to upload their health documents during the online check-in process?

Customers will see the option to “Upload health documents” when using online check in via Qantas.com or via the mobile Qantas app, if their flight is eligible.

### 7. My customer is not provided with the option to upload their health documents during the online check-in process. Why would this be happening?

Currently the ability to upload health documents is limited to customers travelling to selected Qantas International destinations. Further countries are expected to be added throughout 2022.

Customers on other flights should bring a copy of their health documents to the airport to be verified.

### 8. In which format can customers upload their health documents?

Documents can be uploaded in .pdf, .jpg, .jpeg and .png formats. The maximum allowed file size is 5 Mb.

### 9. What language should health documents be written in?

All health documents provided electronically must be in English. If original health documents are not in English, then customers must obtain an officially translated version and present this at check-in.

Electronic submission of translated documents is not supported.

### 10. My customer’s vaccination certificate was not accepted. What should they do?

Customers should check that their [International Vaccination Certificate](#) documents uploaded / scanned has a QR code.



## 11. What does “Failed to meet country requirements mean”?

The documents customers have provided were checked and they did not meet the entry criteria for that destination. Some possible reasons

- The name on the health document doesn't match the Qantas flight booking.
- The date of birth provided does not match the health document.
- Customers have not received the required number of vaccinations for their destination.
- The time since being fully vaccinated and travelling is too short. Every country is different but most countries require at least 7 days after their last shot to be considered fully vaccinated.

If customers are confident they have met the health requirements for the journey, they should proceed to the airport as planned and have the documents manually verified by our staff at check-in.

## 12. What does “Unable to verify document” mean?

This may occur when the uploaded document customers is not able to be processed by our automated system. Some possible causes are:

- The photo of the document is not clear.
- The entire document was not in the photo frame.
- The QR code on the document is not clear.
- The photo of the document has shadows on it or uneven lighting.

Customers may try again by uploading a higher quality document, or by taking another photo with improved lighting.

If customers have met the vaccination requirements for their journey, but still having trouble uploading and receiving verification of their documents, customers should proceed to airport as planned and have the documents verified by our staff at check-in.

## Interline Travel

### 13. Will the information provided to Qantas apply through to other airlines that my customer has bookings with?

The ability to upload documents is currently limited to Qantas operated flights only and the information is not communicated to other airlines.



# Travel Agent FAQs

## Destinations

**14. My customer is travelling to a destination that does not require any health documents to be uploaded. Will my customer be able to upload their vaccination certificate to verify they meet the Qantas Vaccination Requirements?**

Yes, customers will be able to upload their vaccination certificate during the online check in process if this is the only requirement for their destination.

**15. My customer on arrival at an international destination are connecting onto another destination with another airline. Are they still able to upload their health documents during the online check-in process?**

Flights with international connections are not currently eligible for the upload of health documents during check-in and so customers with connections will not be presented with this option when checking-in

## At the airport

**16. Do customers still need to bring the original copy of their health documents to the airport?**

Yes. Customers may still need to present the original documents at any point in their journey.

**17. Will Qantas still be able to validate health documents at the airport?**

Yes, the option to bring the documents to the airport for verification is available.

## Protecting Personal information

**18. What personal information will be collected and how is it used?**

Our systems do not store any health records. Once the data has been validated by our system, the details are automatically discarded.

The data is validated by our automated systems and no employees or other personnel can view the data customers have provided.

**19. Does Qantas share COVID-19 health document information with any other third party such as country specific health departments?**

Qantas does not share any COVID-19 health document information with third parties, except as required or permitted by law. Our service provider Amadeus IT Group SA processes COVID-19 documentation on our behalf and only according to our instructions.

**20. How is a customer's COVID-19 health document information protected?**

A customers data is protected in line with the [Qantas Privacy Policy](#).