

# Ticket Credits for multiple bookings

Option available for Qantas customers holding a valid Qantas '081' ticket issued on/before 30 September 2021.

1. Discuss with your customer if they would like to take advantage of this offer to use their ticket credit across multiple Qantas journeys.  
Once your customer chooses this flexible credit option, they forfeit the ability to obtain a refund on the credit (if they were entitled to one under their original fare rules).
2. Create a new PNR with a Pseudo flight: QF 9331 SYD / ZZF  
Flight is available in Y class only.
3. Reissue your customer's eTicket to the Pseudo flight – all flight coupons to be reissued into one flight coupon of the Pseudo flight.  
The flight coupon of the eTicket should be for the airfare only.  
Raise an EMD for taxes to be refunded via BSPLink. Please include in your comments TAX REFUND ONLY to ensure we prioritise these refunds.
4. Once reissue of the eTicket is completed, no further action required until your customer is ready to start using their credit.
5. Book flights required by your customer. If there is residual credit, book a Pseudo flight for any residual credit to be held on the eTicket.  
Example:  
QF 401 Q 20MAR  
SYD/MEL QF402 Q 27MAR  
MEL/SYD QF 9331 Y  
30MAR SYD/ZZF
6. Reissue the SYD/ZZF coupon of the eTicket. Customer will need to pay for taxes associated with the rebooked flight(s). No tax applies to the Pseudo flight.
7. Customer flies SYD-MEL-SYD.  
SYD/ZZF coupon available with remaining funds until your customer is ready to book their next journey.
8. Repeat process until all funds have been fully utilised.  
Travel must be completed by 31 December 2023 otherwise the credit will be forfeited.

## Example on how to reassess International journey to multiple domestic journeys

|                 | Routing                                | Fare Basis            | Fare calculation line  | Fare  | Tax  | Comments   |
|-----------------|--|-----------------------|--|---|--|--|
| Original Ticket | PER QF SIN                             | HFOAS                 | PER QF SIN 514.45 NUC514.45 END<br>ROE1.630860   | AUD839  | AUD84.39<br>Made up of<br>17.28WY<br>60.00AU<br>7.11WG |  |
| 1st Reissue     | SYD QF ZZF                             | Y839                  | SYD QF ZZF AUD839.00   | AUD839  | EMD FOR TAX<br>REFUND<br>AUD84.39                      | Fare basis = the fare<br>amount being held in credit   |
| 2nd Reissue     | SYD QF MEL<br>SYD QF ZZF               | QDQZ<br>Y674          | SYD QF MEL 165.09 /-SYD QF ZZF<br>674.00 AUD839.00                                       | AUD839  | 9.37QR<br>4.78QR<br>18.50UO<br>5.79WG                  | Taxes to be paid for by passenger<br>Fare basis = fare amount<br>remaining in credit   |
| 3rd Reissue     | BNE QF PER<br>PER QF ADL<br>SYD QF ZZF | QDQX14<br>QDQ<br>WY74 | SYD QF MEL 165.09 /-BNE QF PER<br>326.94 QF ADL 273.08 /-SYD QF ZZF<br>74.00 AUD839      | AUD839  | 18.05QR<br>19.98QR<br>64.79UO<br>11.58WG               | Taxes to be paid for by passenger<br>Fare basis = fare amount<br>remaining in credit   |
| 4th Reissue     | SYD QF DRW                             | QDQW                  | SYD QF MEL 165.09 /-BNE QF PER<br>326.94 QF ADL 273.08 /-SYD QF DRW<br>248.40 AUD1053.51 | AUD1053.51<br>Additional collection<br>of AUD979.51 | 9.37QR<br>20.67QR<br>32.42UO<br>5.79WG                 | SYD / ZZF was not included on<br>last reissue as no further credit is<br>remaining on ticket<br>Taxes and additional collection to<br>be paid for by passenger |

## Example on how to reassess

# International journey to multiple domestic journeys and an international journey

|   | Routing                                | Fare Basis            | Fare calculation line  | Fare   | Tax  | Comments  |
|---|--|-----------------------|--|--|--|---|
| Original Ticket                                   | PER QF SIN                             | HFOAS                 | PER QF SIN 514.45 NUC514.45 END ROE1.630860  | AUD839   | AUD84.39<br>Made up of<br>17.28WY<br>60.00AU<br>7.11WG         |   |
| 1st Reissue                                       | SYD QF ZZF                             | Y839                  | SYD QF ZZF AUD839.00   | AUD839   | EMD FOR TAX<br>REFUND<br>AUD84.39                              | Fare basis = the fare amount being held in credit   |
| 2nd Reissue                                       | SYD QF MEL<br>SYD QF ZZF               | QDQZ<br>Y674          | SYD QF MEL 165.09 /-SYD QF ZZF<br>674.00 AUD839.00   | AUD839   | 9.37QR<br>4.78QR<br>18.50UO<br>5.79WG                          | Taxes to be paid for by passenger<br>Fare basis = fare amount remaining in credit   |
| 3rd Reissue                                       | BNE QF PER<br>PER QF ADL<br>SYD QF ZZF | QDQX14<br>QDQ<br>WY74 | SYD QF MEL 165.09 /-BNE QF PER<br>326.94 QF ADL 273.08 /-SYD QF ZZF<br>74.00 AUD839  | AUD839   | 18.05QR<br>19.98QR<br>64.79UO<br>11.58WG                       | Taxes to be paid for by passenger<br>Fare basis = fare amount remaining in credit   |
| 4th Reissue<br>Reissue is occurring on 8 May 2020 | SYD QF AKL<br>AKL QF SYD               | KSNAU<br>KSNAU        | SYD QF MEL 101.22 /-BNE QF PER<br>200.47 QF ADL 167.44 /-SYD QF<br>AKL 282.50 QF SYD 282.50<br>NUC1034.13 END ROE 1.630860 | AUD1687<br>Additional collection is<br>AUD1613 | 64.16WY<br>60.00AU<br>19.00F1<br>16.50KK<br>16.50KK<br>15.40IA | SYD / ZZF was not included on last reissue as no further credit is remaining on ticket<br>Rate of exchange (ROE) is based on the reissue date<br>All fares for journey used so far is converted to NUC<br>Taxes and additional collection to be paid for by passenger |

## Example on how to reassess Domestic journey to multiple domestic journeys

|                 | Routing                    | Fare Basis  | Fare calculation line                              | Fare  | Tax   | Comments   |
|-----------------|----------------------------|-------------|--|---|---|--|
| Original Ticket | SYD QF PER                 | EDQX60      | SYD QF PER 213.34 AUD213.34                        | AUD213.34   | AUD48.20<br>Made up<br>of 9.26QR<br>9.37QR<br>5.79WG<br>23.78UO |  |
| 1st Reissue     | SYD QF ZZF                 | Y214        | SYD QF ZZF AUD214.00                               | AUD214  | EMD FOR TAX<br>REFUND<br>AUD48.20                               | Fare basis = the fare<br>amount being held in credit<br>Tax refund includes GST      |
| 2nd Reissue     | SYD QF<br>MELSYD<br>QF ZZF | QDQ<br>ZY49 | SYD QF MEL 165.09 /-SYD QF ZZF<br>49.00 AUD214.00  | AUD214  | 9.37QR<br>4.78QR<br>18.50UO<br>5.79WG                           | Taxes to be paid for by passenger<br>Fare basis = fare amount<br>remaining in credit |
| 3rd Reissue     | BNE QF PER                 | QDQX14      | SYD QF MEL 165.09 /-BNE QF PER<br>326.94 AUD492.03 | AUD492.03<br>Additional<br>collection is<br>AUD278.03 | 8.79QR<br>9.26QR<br>5.79WG<br>35.08UO                           | Taxes and additional collection<br>to be paid for by passenger                       |