

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 9332 AKL / 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 146 Q 20JUN AKL/SYD

QF 143 Q 30JUN SYD/AKL

QF9332 Y 30AUG AKL/ZZF

6. Reissue the AKL/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 AKL-SYD-AKL. AKL/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	AKL QF X/SYD QF SIN	HFOAS	AKL QF X/SYD QF SIN 514.45 NUC514.45 END ROE1.421147	NZD732	NZD84.39 Made up of 17.28WY 60.00AU 7.11WG	
1st Reissue	AKL QF ZZF	Y732	AKL QF ZZF NZD732.00	NZD732	EMD FOR TAX REFUND NZD84.39	Fare basis = the fare amount being held in credit
2nd Reissue	AKL QF MEL AKL QF ZZF	QDQZ Y497	AKL QF MEL 165.09 /-AKL QF ZZF 349.72 NUC 514.81 END ROE1.421147	NZD732	9.37QR 4.78QR 5.79WG	Taxes to be paid for by passenger Fare basis = fare amount remaining in credit
3rd Reissue	BNE QF PER PER QF ADL	QDQX14 QDQW	AKL QF MEL 165.09 /-BNE QF PER 326.94 QF ADL 273.08 NUC765.11 END ROE1.421147	NZD1088 Additional collection of NZD356	18.05QR 19.98QR 18.05QR 11.58WG	last reissue as no further credit is remaining on ticket Taxes and additional collection to 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	AKL QF X/SYD QF SIN	HFOAS	AKL QF X/SYD QF SIN 514.45 NUC514.45 END ROE1.421147	NZD732	NZD84.39 Made up of 17.28WY 60.00AU 7.11WG	
1st Reissue	AKL QF ZZF	Y732	AKL QF ZZF NZD732.00	NZD732	EMD FOR TAX REFUND NZD84.39	Fare basis = the fare amount being held in credit
2nd Reissue	AKL QF SYD AKL QF ZZF	SRANZ Y462	AKL QF SYD 189.98 /-AKL QF ZZF 324.47 NUC514.45 END ROE 1.421147	NZD732	9.37QR 4.78QR 5.79WG	Taxes to be paid for by passenger Fare basis = fare amount remaining in credit
3rd Reissue	AKL QF BNE AKL QF ZZF	QANZQ Y237	AKL QF SYD 189.98 /-AKL QF BNE 158.32 /-AKL QF ZZF 166.15 NUC 514.45 END ROE 1.421147	NZD732	18.05QR 19.98QR 11.58WG	Taxes to be paid for by passenger Fare basis = fare amount remaining in credit
4th Reissue	BNE QF MEL MEL QF AKL	NIQW QNAU3	AKL QF SYD 189.98 /-AKL QF BNE 158.32 QF MEL 161.13 QF AKL 298.44 NUC807.87 END ROE 1.421147	NZD1149 Additional collection is NZD417	64.16WY 60.00AU 19.00F1 16.50KK 16.50KK 15.40IA	AKL / ZZF was not included on last reissue as no further credit is remaining on ticket Rate of exchange (ROE) is based on the reissue date All fares for journey used so far is converted to NUC 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	AKL QF MEL	QANZ1	AKL QF MEL 189.98 NUC189.98 END ROE 1.421147	NZD270	NZD48.20 Made up of 9.26QR 9.37QR 5.79WG	
1st Reissue	AKL QF ZZF	Y270	AKL QF ZZF 189.98 NUC 189.98 END ROE 1.421147	NZD270	EMD FOR TAX REFUND NZD48.20	Fare basis = the fare amount being held in credit Tax refund includes GST
2nd Reissue	AKL QF SYD AKL QF ZZF	QAN Z1 Y45	AKL QF SYD 158.32 /-AKL QF ZZF 31.66 NUC 189.98 END ROE 1.421147	NZD270	9.37QR 4.78QR 5.79WG	Taxes to be paid for by passenger Fare basis = fare amount remaining in credit
3rd Reissue	SYD QF PER	QDQW	AKL QF SYD 158.32 QF PER 236.97 NUC395.29 END ROE 1.421147	NZD562 Additional collection is NZD292	8.79QR 9.26QR 5.79WG	Taxes and additional collection to be paid for by passenger