

Ticket Credits for multiple bookings

Option available for Qantas customers holding a valid Qantas '081' ticket issued on/before 28 February 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 ROE1.630860	AUD839	AUD84.39 Made up of 17.28WY 60.00AU 7.11WG	
1st Reissue	SYD QF ZZ	Y839	SYD QF ZZ AUD839.00	AUD839	EMD FOR TAX REFUND AUD84.39	Fare basis = the fare amount being held in credit
2nd Reissue	SYD QF MEL SYD QF ZZ	QDQZ Y674	SYD QF MEL 165.09 /-SYD QF ZZ 674.00 AUD839.00	AUD839	9.37QR 4.78QR 18.50UO 5.79WG	Taxes to be paid for by passenger Fare basis = fare amount remaining in credit
3rd Reissue	BNE QF PER PER QF ADL SYD QF ZZ	QDQX14 QDQW Y74	SYD QF MEL 165.09 /-BNE QF PER 326.94 QF ADL 273.08 /-SYD QF ZZ 74.00 AUD839	AUD839	18.05QR 19.98QR 64.79UO 11.58WG	Taxes to be paid for by passenger Fare basis = fare amount remaining in credit
4th Reissue	SYD QF DRW	QDQW	SYD QF MEL 165.09 /-BNE QF PER 326.94 QF ADL 273.08 /-SYD QF DRW 248.40 AUD1053.51	AUD1053.51 Additional collection of AUD979.51	9.37QR 20.67QR 32.42UO 5.79WG	SYD / ZZ was not included on 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	PER QF SIN	HFOAS	PER QF SIN 514.45 NUC514.45 END ROE1.630860	AUD839	AUD84.39 Made up of 17.28WY 60.00AU 7.11WG	
1st Reissue	SYD QF ZZ	Y839	SYD QF ZZ AUD839.00	AUD839	EMD FOR TAX REFUND AUD84.39	Fare basis = the fare amount being held in credit
2nd Reissue	SYD QF MEL SYD QF ZZ	QDQZ Y674	SYD QF MEL 165.09 /-SYD QF ZZ 674.00 AUD839.00	AUD839	9.37QR 4.78QR 18.50UO 5.79WG	Taxes to be paid for by passenger Fare basis = fare amount remaining in credit
3rd Reissue	BNE QF PER PER QF ADL SYD QF ZZ	QDQX14 QDQW Y74	SYD QF MEL 165.09 /-BNE QF PER 326.94 QF ADL 273.08 /-SYD QF ZZ 74.00 AUD839	AUD839	18.05QR 19.98QR 64.79UO 11.58WG	Taxes to be paid for by passenger Fare basis = fare amount remaining in credit
4th Reissue Reissue is occurring on 8 May 2020	SYD QF AKL AKL QF SYD	KSNAU KSNAU	SYD QF MEL 101.22 /-BNE QF PER 200.47 QF ADL 167.44 /-SYD QF AKL 282.50 QF SYD282.50 NUC1034.13 END ROE 1.630860	AUD1687 Additional collection is AUD1613	64.16WY 60.00AU 19.00F1 16.50KK 16.50KK 15.40IA	SYD / ZZ 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	SYD QF PER	EDQX60	SYD QF PER 213.34 AUD213.34	AUD213.34	AUD48.20 Made up of 9.26QR 9.37QR 5.79WG 23.78U0	
1st Reissue	SYD QF ZZF	Y214	SYD QF ZZF AUD214.00	AUD214	EMD FOR TAX REFUND AUD48.20	Fare basis = the fare amount being held in credit Tax refund includes GST
2nd Reissue	SYD QF MEL SYD QF ZZF	QDQZ Y49	SYD QF MEL 165.09 /-SYD QF ZZF 49.00 AUD214.00	AUD214	9.37QR 4.78QR 18.50U0 5.79WG	Taxes to be paid for by passenger Fare basis = fare amount remaining in credit
3rd Reissue	BNE QF PER	QDQX14	SYD QF MEL 165.09 /-BNE QF PER 326.94 AUD492.03	AUD492.03 Additional collection is AUD278.03	8.79QR 9.26QR 5.79WG 35.08U0	Taxes and additional collection to be paid for by passenger