



IATA 100% e-ticketing

Changes to Qantas Ticket Policy for Point of Sale Canada

Effective 1 June 2008

Frequently Asked Questions

1. Under what circumstances can an agent obtain a paper ticket?

From 01 June 2008 Qantas will issue paper tickets for the following non e-ticket eligible itineraries, with no service fee applied:

- Infant tickets for International travel
- Extra seats (eg. cabin baggage, musical instruments)
- Non e-ticket eligible carriers – where QF has an interline ticketing agreement but no interline e-ticket agreement with the other carrier as yet
- Non e-ticket eligible flights (refer to 'E' indicator in availability display in GDS) eg SYD-SGN QF codeshare flights
- Paper tickets with more than 16 segments, issued prior to 01 June 2008, that require **reissue** on/after 01 June 2008

2. What type of other tickets can be requested from Qantas?

Qantas will also continue to issue tickets when the agent is unable to ticket via BSP or via the usual ticketing service provider in the following instances:

- Prepaid Ticket Advice (PTA)
- Lost Ticket Indemnity (LTI)
- Name Correction
- Net to net reissues
- Involuntary reissues due to a QF International Schedule change

3. How do you determine if the flight/s contained in the booking is/are eligible for e-ticket?

The agent should refer to the 'E' indicator in the GDS availability display for that flight segment. All flight segments within an itinerary must be eligible in order for an e-ticket to be issued.

4. How will an agent determine if QF has an Interline E-ticket (IET) agreement with another carrier?

Travel agents should refer to their respective GDS for the list of Qantas' interline e-ticket agreement.

5. What is the Qantas content policy?

With the exception of British Airways (BA) and hosted carriers, all tickets validated to Qantas (081) must contain Qantas content and International airfares must include a Qantas International flight. Qantas content includes those flights marketed by Qantas with a Qantas flight number.

Ticket Request Procedures**6. How will I obtain a ticket from Qantas?**

Effective 01 June 2008 all ticket requests need to be facilitated

Canada and Mexico to Qantas Central Ticketing, Tucson, AZ, USA

7. Can a ticket request be fulfilled if the departure flight is within 1 business day of travel?

Paper ticket delivery cannot be guaranteed for 1 business day turnaround.
In 2 business days, paper tickets may be sent via FedEx successfully to Vancouver and Toronto.
Other regions, including Mexico, may be 3 or more days.

8. What information does the Travel Agent need to provide to use the online Ticket Request form?

**Travel Agents must use a Qantas provided ticket request template.
(See attachment)**

9. How will an agent know if the Ticket Request form has been received?

Return acknowledgment e-mail will be sent

10. What is the turnaround time for Ticket Requests?

Please allow 3-day turnaround for all paper ticket requests.

11. How does an agent know when the Ticket has been issued?

Within the turnaround process – TUS will advise Fedex Tracking number

12. Does the fare quote need to be qualified by QIC prior to sending the quote?

Yes – TUS will not issue a ticket against a fare quote it has not verified and authorized.

13. What forms of payment are accepted by Qantas?

Major credit cards

14. How is payment submitted to Qantas?

Ticket request template

15. How can the tickets requested from Qantas be collected?

FEDEX

16. Will service fees apply to paper tickets issued by Qantas?

Service fees will **not** apply to paper tickets issued by Qantas for the following purpose:

- Infant passengers on International itineraries
- Extra seats (eg. Cabin baggage, musical instruments)
- Non e-ticket eligible carriers - where QF has an interline ticketing agreement but no interline e-ticket agreement with carrier as yet
- Non e-ticket eligible flights (refer to 'E' indicator in availability display in GDS)
- Paper tickets with more than 16 segments, issued prior to 01 June 2008, that require **reissue** on/after 01 June 2008

For all other ticket requests the standard ticket fees apply

17. What are the Qantas office hours of operation?

TUS Sunday – Saturday...0530 / 2000

18. What are the options available if an agent requires urgent assistance from Qantas after-hours?

After TUS hours, calls flow to Australia