Post Ticketing Changes

Currently Applicable to:
Ticketed Qantas Airways, Virgin Australia and Regional Express airline bookings.

Step 1
If Post Ticketing Changes is available for an itinerary a Change Booking button will display on the Itinerary via Manage Bookings. If an itinerary item cannot be changed e.g., flight has already departed, or lead time exceeded a message will display.

Step 2
The user then selects which components of the booking they wish to change via radio button:

I. Change(s) to a booking containing Air Content only – the user then selects the new dates or times – bookings are unable to be re-routed.

II. Change(s) to a booking containing Air & Land Content – the user must also add a note for the CTM consulting team to action the Land Content changes.
Step 3
The user selects the new flights required and is displayed the additional cost (if applicable):
Step 4
The user selects the payment method for the additional cost (if applicable):

![Payment screen](image-url)
Step 5

The user is shown the change has been successful:

I. Change(s) to a booking containing Air Content only – a new itinerary will generate instantly.

II. Change(s) to a booking containing Air & Land Content – a new itinerary showing the flight change(s) will generate instantly. The CTM consultant team are notified of the change required to the Land Content. Once the CTM consultant team have amended the Land Content a final itinerary is generated encompassing all amendments to the itinerary.