QUICK REFERENCE GUIDE

Groups E-booklet

Commercial – Doha Group Desk
Release Date: 01 AUG 2026
V2.3

Table of Contents

Groups Product Overview

Groups Definition

Group Size:
- ✓ 10 Adult Passengers - Economy
- ✓ 06 Adult Passengers - Premium
- ✓ 10 Adult Passengers - Mixed Cabin

Traveling Together:
- ✓ Same Travel Date
- ✓ Same Itinerary
- ✓ Same Cabin

Applicable Booking Class:
- ✓ G/RBD for Economy class
- ✓ I/RBD for Business class
- ✓ A/RBD for First class

Group Travel Benefits

- **Fares:**
  Competitive and common group fares
- **Deferred Payment:**
  Secure your groups reservation with a deposit
- **Seat Reservation / Meals:**
  Assign group seating and meal requests
- **Name Change:**
  Change passenger names with a fee after ticketing
- **Dedicated Check-in:**
  Group check-in counters upon request

Group Customer Types

Labour (LAB)

Leisure (LEI)

Sports (SPO)

Students (STU)

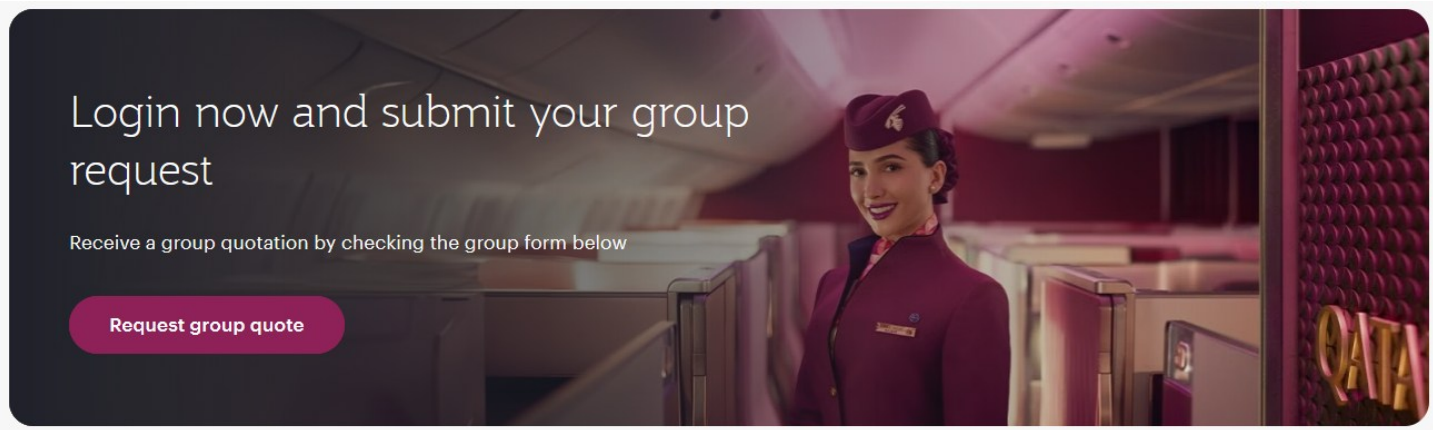
Religious (REL)

MICE (MIC)

Groups Submission

Group Request Online Form (Trade Portal)

- https://www.qatarairways.com/tradeportal/en-qa/grouptravel.html or **click** the image below



Notes: Please specify account/customer type at time of submission and advice in case of specific requirements

E-mail

- dohgroupdesk@qatarairways.com.qa
- dohtariff@qatarairways.com.qa
- Respective Sales Account Manager

Group Travel Details (Checklist)

- Group Size
- Date of Travel (both outbound and inbound flights)
- Sector / Destination
- Class of Travel (Economy or Premium)
- Expected Group Fare
- Customer Type (Sports, Students, Leisure, Labor, etc.)
- Issuing Office Details (Name of Travel Agent / IATA code)

Group Request Template

Group Travel Details	
Name of Issuing Office	65800140
IATA of Issuing Office	QATAR AIRWAYS HDQ TICKETING
Group/Customer Name:	Sample group
Customer Type:	LEI
Group Size:	15
Journey Type:	Return
Sector:	DOH-MNL
Departure:	17 September
Return:	21 November
Preferred Flight Number Outbound:	QR932
Preferred Flight Number Inbound:	QR929
Expected Fare per Passenger in QAR:	QAR 3,500
Specific requirements:	Special Meal

Groups Submission Dos and Don'ts

DO's

- Do provide specific details such as group size, passenger type (ADT/CHD/INF)
- Do advise preferred flight/timing and flexibility
- Do share expected fare range or client travel budget
- Do share group specific requirements (Excess Baggage for SPO, Meal Preference due medical condition, etc.)
- Do inform in case request is for specific company/account (Code for Tracking)

DON'Ts

- Don't submit incomplete group form
- Don't block individual seats due to hidden group checks/violation

Group PNR Sample on GDS (Amadeus)

```
RP/DOHQR0105/DOHQR0105          LD/AS  11MAR24/0821Z   O4QMDN
0.  0QADOH/GRP/ABCDE TOURS  NM:30
 31  QR 935 G 17SEP 2 MNLDOH HK30      3  0955 1420        E*
 32 AP A9744441111
 33 TK OK11MAR/DOHQR0105
 34 SSR GRPF QR QAMLABO0/GJQAMPZZ/QAR1600
 35 SSR GRPF QR QR MNL
 36 OSI QR DC/QAD17
 37 SK GRFA QR QAR1600
 38 SK SHID QR 2521354
 39 SK GRPT QR A
 40 SK GRTC QR LAB
 41 SK AGNM QR ABCDE TOURS AND TRAVEL
 42 SK GRAI QR 6520000
 43 SK GRJT QR O
 44 SK DEPO QR 100PCT/1571234567890/QAR48000
```

- Q-Groups Office ID (RP/DOHQR0105/DOHQR0105)
- Track code/Fare basis code and all-in fare (without service fee) (34 SSR GRPF QR QAMLABO0/GJQAMPZZ/QAR1600)
- Beyond Business code (36 OSI QR DC/QAD17)
- Shell ID (38 SK SHID QR 2521354)
- Travel Agency name and IATA code (41 SK AGNM QR ABCDE TOURS AND TRAVEL / 42 SK GRAI QR 6520000)
- Deposit remark (44 SK DEPO QR 100PCT/1571234567890/QAR48000)

Important notes:

- ✓ PNR shows all-inclusive fare (without service fee)
- ✓ Total group size includes master + add-on + split PNRs
- ✓ Deposit is calculated per PNR

Group Materialization: Minimum 80% based on the total group size (Master PNR + Add-on PNR + Split PNR)

Sample Master PNR

```
RP/DOHQR05TA/DOHQR05TA            AA/SU  18MAR22/1503Z   O4QMDN
0.  0QADOH/GRP/ABCDE TOURS ACC  NM:30
 31  QR928 G 17SEP 6 MNLDOH HK30      3  0820 2245   *1A/E*
 32 APA 9749744441111
 33 TK OK14SEP/DOHQR05TA
 34 SSR GRPF QR QAMLABAO0/GJQAMPZZ/QAR1600.00
 35 SSR GRPF QR QR MNL
 36 SK GRFA QR QAR1600.00
 37 SK SHID QR 2521354
 38 SK GRPT QR A
 39 SK GRTC QR LAB
 40 SK AGNM QR ABCDE TOURS AND TRAVEL
 41 SK GRAI QR 6520000
 42 SK GRJT QR O
 43 SK DEPO QR 100PCT/1571234567890/QAR48000
```

Sample Add-on PNR

```
RP/DOHQR05TA/DOHQR05TA            TH/GS  21MAR22/1223Z   RGKHNX
0. 10QADOH/GRP/ABCDE TOURS      NM:10
 11  QR928 G 17SEP 6 MNLDOH HK10         0820 2245   *1A/E*
 12 APA 974974444411111
 13 TK OK14SEP/DOHQR05TA
 14 SSR GRPF QR QAMLABAO0/GJQAMOZZ/QAR1600.00
 15 SK SHID QR 2521354
 16 SK GRPT QR A
 17 SK GRTC QR LAB
 18 SK AGNM QR ABCDE TOURS AND TRAVEL
 19 SK GRAI QR 6520000
 20 SK GRJT QR O
 21 SK DEPO QR 100PCT/1571238501321/QAR16000
```

Example:
Master PNR = 30 PAX
Add-on PNR = 10 PAX
Total group size = 40 PAX
80% Materialization = 32 PAX

Important note:
Total group size = Master PNR + Add-on + Split PNR

Under 1 shell ID (SK SHID)

Deposit calculation is per PNR

[Group EMD Creation Sample (Amadeus)]

Click [here] for the online tutorial link available on the Trade Portal

Step 1

Retrieve the Group PNR and ensure that important group information are present

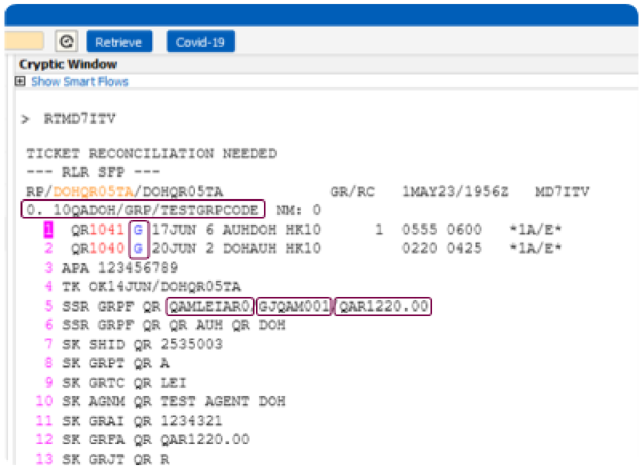
Group Name

Applicable Group RBD

Track Code

Fare Basis

All-in Fare
(Exclusive of any service fee)



Step 2

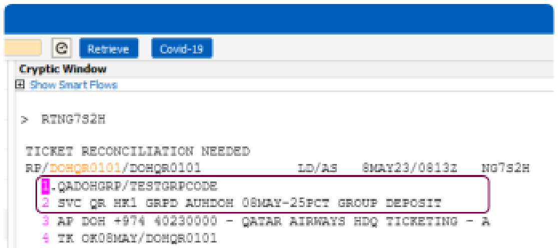
Create a PNR with the same name as group then add the manual auxiliary service segment

Here are the entries to create a PNR to issue an EMD for deposit:

Add the PNR name:
NM1QADOHGRP/TESTGRPCODE

Add the Manual Auxiliary Service Segment:

IU QR NN1 GRPD AUHDOH/08MAY-25PCT GROUP DEPOSIT



Step 3

Create a blank TSM and manually add the required information (TMC/L2)

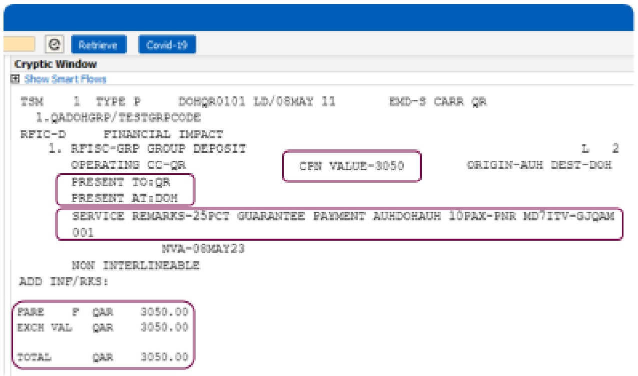
Here are the entries to update each TSM element:

Present to/at: TMI/DQR/ADOH

Coupon Value: TMI/CV-QAR3050

Service Remark:
TMI/CR-25PCT GUARANTEE PAYMENT AUHDOHAUH 10PAX-PNR MD7ITV-GJQAM001

Fare: TMI/FQAR3050



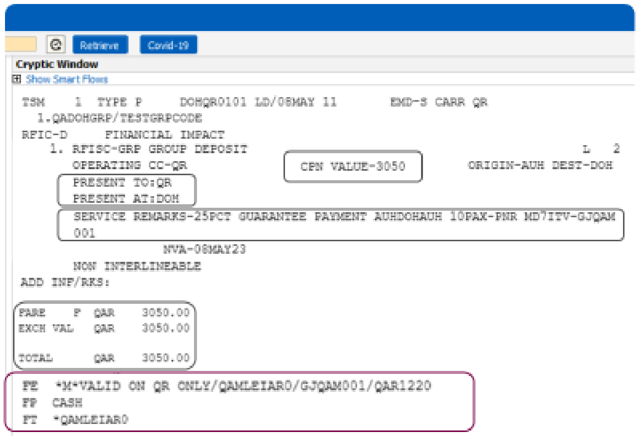
Create a blank TSM and manually add the required information (TMC/L2)

To add the other elements, here are the entries to use:

Endorsement:
TMI/FE-VLDONQRFLT ONLY/TRACK CODE/FARE BASIS/ALL-IN GROUP FARE

Form of Payment (FOP): TMI/FP-CASH

Tour Code: TMI/FT-*QAMLEIAR0



Step 4

Issue the Group Deposit EMD using the TTM entry

TSM Checklist

EMD name (should be the same as the Group Name)

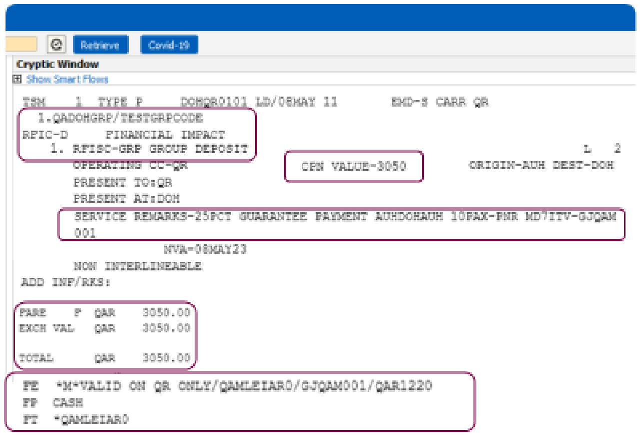
RFIC (D) and RFISC (GRP)

Coupon Value

Service Remark

Fare Field (should be equal to the total amount on the coupon value)

Endorsement line, FOP and Tour Code



Final Step

Check the GRPD EMD Issued

Check if the elements are correct as per the Group PNR:

EMD name

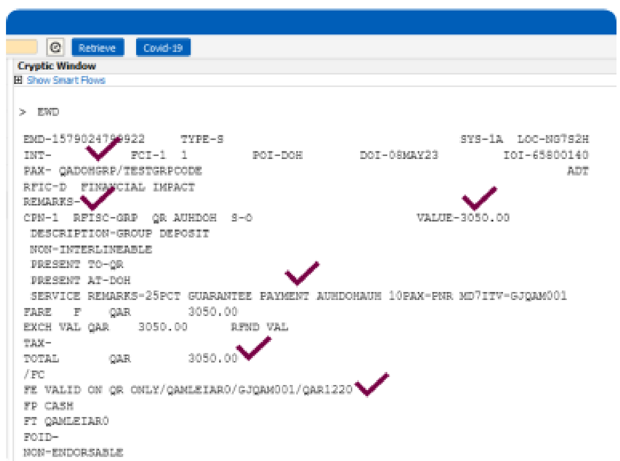
RFIC (D) & RFISC (GRP)

Coupon Value

Service Remark

Fare Field (should be equal to the total amount on the coupon value)

Endorsement line, FOP and Tour Code



Important Notes

GRPD EMD code is used for Group Deposit / Payment

Note of the Group PNR TTL and ensure to send the EMD deposit prior to the deadline

For Instant Ticketing Group PNR departing within 7 days, no EMD deposit is required

Mandatory form of payment for Group Deposit EMD is CASH (except for Travel Agency with IATA EasyPay registration)

Additional note:

For agents registered under IATA EasyPay, group deposit EMD form of payment accepted is **CCEP**. Please refer to below sample of the EMD deposit issued by EasyPay.

```
EMD-1579186785075     TYPE-S                                    SYS-1A  LOC-WZHRCS
INT-          FCI-1  1          POI-DOH       DOI-23OCT23          IOI-65200000
PAX- DOH GRP/TEST TRAVEL                                                      ADT
RFIC-D  FINANCIAL IMPACT
REMARKS-
CPN-1  RFISC-GRP  QR DOHBOM  S-O                        VALUE-100.00
DESCRIPTION-GROUP DEPOSIT
NON-INTERLINEABLE
PRESENT TO-QR
PRESENT AT-DOH
SERVICE REMARKS-25PCT DEPOSIT DOH-BOM 10PAX-PNR GJQAM0TZ-FARE BASIS
FARE    F    QAR         100.00
EXCH VAL QAR     100.00      RFND VAL
TAX-
TOTAL       QAR         100.00
/FC
FE VALID ON QR ONLY/GJQAM0TZ/QAMSTUAR0/100
FP CCEPXXXXXXXXXXXX2005/1023/A366564
FT QAMSTUAR0
FOID-
NON-ENDORSABLE
```

Sample Deposit Calculation

Group Details:

Sector : MNL-DOH
Group size : 20

Fare Breakdown:

- Net Fare + YQ = QAR1,540
- Other Taxes = QAR60
- **Fare per person = QAR1,600**

Deposit Calculation (25% initial deposit)

25% deposit amount from **Total Fare**

- QAR1,600 x 25% = QAR400
- **QAR400 x 20 PAX = QAR8,000**

Group TST Creation Sample (Amadeus)

Click [here](#) for the online tutorial link available on the Trade Portal

Step 1

Retrieve the Group PNR and ensure that important group information are present

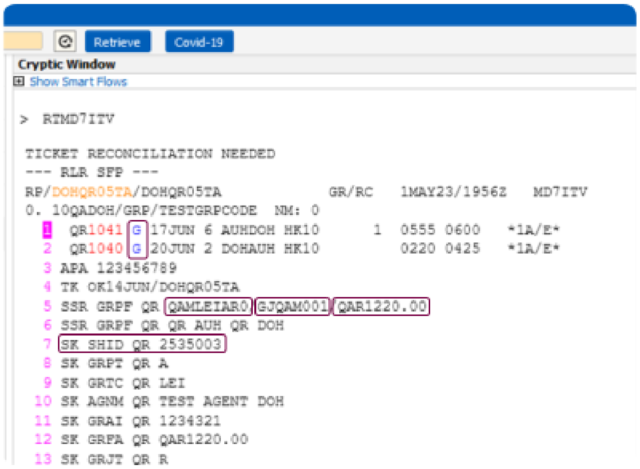
Applicable Group RBD

Track Code

Fare Basis

All-in Fare
(Exclusive of any service fee)

Shell ID



Step 2

Create a blank TST and manually add the required information (TTC)

Here are the entries to update each TST element:

Fare Basis: TTK/BGJAM001

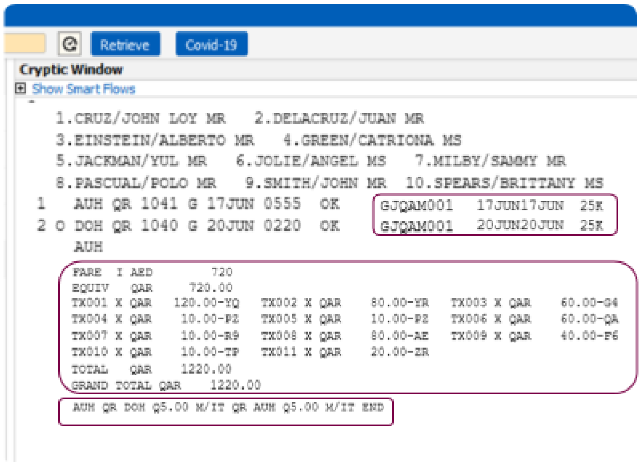
Not Valid Before/After:
TTK/L1/V17JUN17JUN/L2/V20JUN20JUN

Baggage Allowance: TTK/A25K

Net Fare: TTK/IAED720/EQAR720

Taxes: TTK/XQAR120YQ/XQAR80YR

Fare Calculation Line:
TTK/CAUH QR DOH Q5.00 M/IT QR AUH Q5.00 M/IT END



Create a blank TST and manually add the required information (TTC)

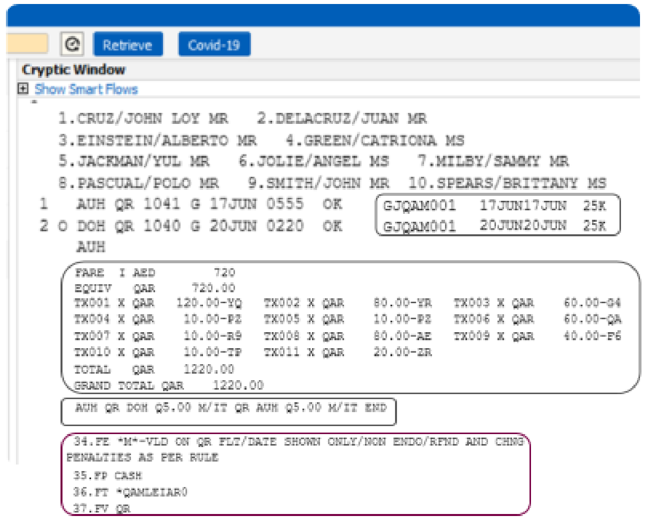
To add the other fare elements, here are the entries to use:

Endorsement Line:
FEVLDONQRFLT/DATESHOWNONLY/NONEND/NONREF/NONCHG

Form of Payment (FOP)
FPCASH

Tour Code
FT *QAMLEIAR0

Validating Carrier
FV QR



```
Retrieve   Covid-19
Cryptic Window
Show Smart Flows
  1.CRUZ/JOHN LOY MR   2.DELACRUZ/JUAN MR
  3.EINSTEIN/ALBERTO MR   4.GREEN/CATRIONA MS
  5.JACKMAN/YUL MR   6.JOLIE/ANGEL MS   7.MILBY/SAMMY MR
  8.PASCUAL/POLO MR   9.SMITH/JOHN MR  10.SPEARS/BRITTANY MS
 1   AUH QR 1041 G 17JUN 0555  OK   GJQAM001   17JUN17JUN  25K
 2 O DOH QR 1040 G 20JUN 0220  OK   GJQAM001   20JUN20JUN  25K
     AUH
   FARE  I AED        720
   EQUIV   QAR     720.00
   TX001 X QAR   120.00-YQ   TX002 X QAR    80.00-YR   TX003 X QAR    60.00-G4
   TX004 X QAR    10.00-PZ   TX005 X QAR    10.00-PZ   TX006 X QAR    60.00-QA
   TX007 X QAR    10.00-R9   TX008 X QAR    80.00-AE   TX009 X QAR    40.00-F6
   TX010 X QAR    10.00-TP   TX011 X QAR    20.00-ZR
   TOTAL   QAR    1220.00
   GRAND TOTAL QAR    1220.00
   AUH QR DOH Q5.00 M/IT QR AUH Q5.00 M/IT END
   34.FE *M*-VLD ON QR FLT/DATE SHOWN ONLY/NON ENDO/RFND AND CHNG
  PENALTIES AS PER RULE
   35.FP CASH
   36.FT *QAMLEIAR0
   37.FV QR
```

Step 3

Issue the Group Ticket using the TTP entry

TST Checklist

Fare Basis Code

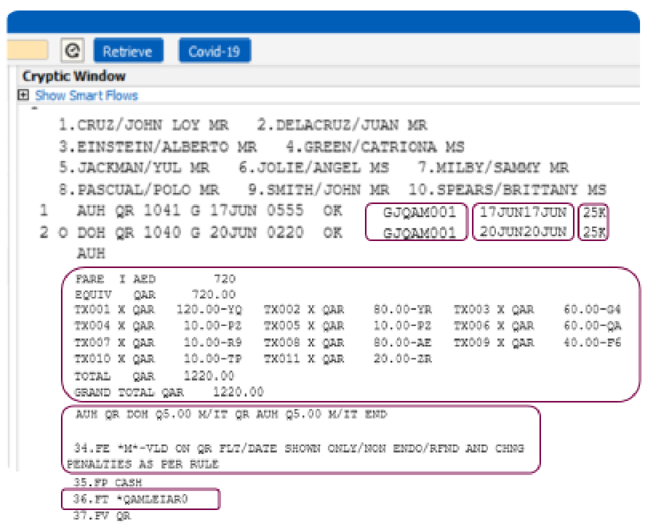
NVB/NVA

Baggage Allowance

Net Fare and valid taxes as per date of ticket issuance

Fare Calculation Line and Endorsement Line

Tour Code



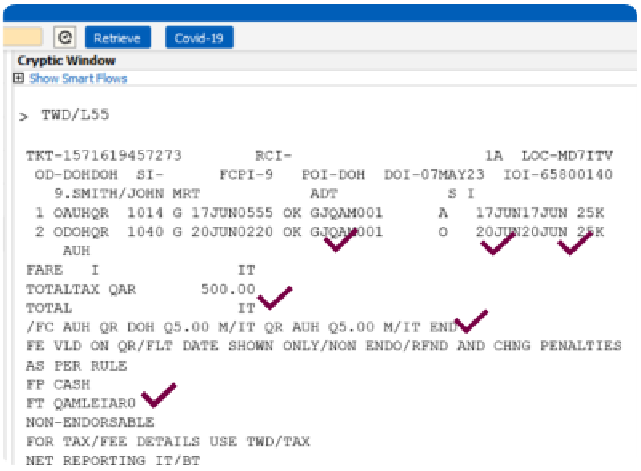
```
Retrieve   Covid-19
Cryptic Window
Show Smart Flows
  1.CRUZ/JOHN LOY MR   2.DELACRUZ/JUAN MR
  3.EINSTEIN/ALBERTO MR   4.GREEN/CATRIONA MS
  5.JACKMAN/YUL MR   6.JOLIE/ANGEL MS   7.MILBY/SAMMY MR
  8.PASCUAL/POLO MR   9.SMITH/JOHN MR  10.SPEARS/BRITTANY MS
 1   AUH QR 1041 G 17JUN 0555  OK   GJQAM001   17JUN17JUN  25K
 2 O DOH QR 1040 G 20JUN 0220  OK   GJQAM001   20JUN20JUN  25K
     AUH
   FARE  I AED        720
   EQUIV   QAR     720.00
   TX001 X QAR   120.00-YQ   TX002 X QAR    80.00-YR   TX003 X QAR    60.00-G4
   TX004 X QAR    10.00-PZ   TX005 X QAR    10.00-PZ   TX006 X QAR    60.00-QA
   TX007 X QAR    10.00-R9   TX008 X QAR    80.00-AE   TX009 X QAR    40.00-F6
   TX010 X QAR    10.00-TP   TX011 X QAR    20.00-ZR
   TOTAL   QAR    1220.00
   GRAND TOTAL QAR    1220.00
   AUH QR DOH Q5.00 M/IT QR AUH Q5.00 M/IT END

   34.FE *M*-VLD ON QR FLT/DATE SHOWN ONLY/NON ENDO/RFND AND CHNG
  PENALTIES AS PER RULE
   35.FP CASH
   36.FT *QAMLEIAR0
   37.FV QR
```

Final Step

Check the Group Ticket Issued

Check if the elements are correct as per the Group PNR:

- Fare Basis Code
- NVB/NVA
- Baggage Allowance
- Issued on IT/fare
- Fare Calculation Line
- Tour Code




```
> TWD/L55

TKT-1571619457273        RCI-                       1A   LOC-MD7ITV
 OD-DOHDOH  SI-       FCPI-9   POI-DOH  DOI-07MAY23  IOI-65800140
   9.SMITH/JOHN MRT             ADT              S I
 1 OAUHQR  1014 G 17JUN0555 OK GJQAM001      A    17JUN17JUN 25K
 2 ODOHQR  1040 G 20JUN0220 OK GJQAM001      O    20JUN20JUN 25K
    AUH
FARE   I               IT
TOTALTAX QAR       500.00
TOTAL                  IT
/FC AUH QR DOH Q5.00 M/IT QR AUH Q5.00 M/IT END
FE VLD ON QR/FLT DATE SHOWN ONLY/NON ENDO/RFND AND CHNG PENALTIES
AS PER RULE
FP CASH
FT QAMLEIAR0
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
NET REPORTING IT/BT
```

Important Notes

For countries with a different Local Selling Fare (ex. MNL uses USD and the Qatar Local Currency Fare is in QAR), update the TST with its LSF then convert to its local currency (QAR)

Q-surcharge (when applicable) to be updated as part of the fare by including it in the fare calculation line

For CHD and INF PAX type, fare basis should reflect CH or IN as ticket designator

Sample entry you may use: TTK/BGJQAMPZZ <space> CH

Group Baggage Allowance to follow as per below fare family attribute per cabin.
Economy Cabin: Classic, Business Cabin: Comfort, First Class: Elite

Issuing Office to update the Group PNR with active Beyond Business Code for corporate tracking (Beyond Business Code is comprised of 7 characters and starts with QAQ)

Sample entry you may use: OS QR DC/QA

For Galileo users, a group ticket mask creation guide is available on Trade Portal on this **link**.

Groups Terms and Conditions

Standard Groups

Standard Groups booking terms and conditions:

Minimum Group Size: 10 passengers in Economy Class / 6 passengers in Premium Class.

Sales Validity: From booking/seat confirmation until first outbound flight departure.

Travel Validity: As per the confirmed and ticketed dates in the Group PNR.

Materialisation Rate: 80% from the total group size booked or required minimum group size.

Penalty Per Seat Below Required Materialisation: As per the deposit percentage collected based on the approved base fare + YQ. For instant ticketing, where no deposit is involved, penalty per seat below the required materialisation is 25% of the approved group fare.

Deposit Deadline: Within 24 hours from PNR confirmation.
For travel within 7 days, NIL deposit as instant ticketing required.

Deposit Amount Required: A 25% deposit based on the approved group fare.

- The deposit collected as a guarantee payment is refundable if the required minimum group materialization is met.
- The processing of EMD deposit refunds for ticketed and materialized groups is completed within 7–10 working days upon reporting of ticket utilization.
- Group deposits remain non-refundable and non-transferable if the required group materialization is not met or in the event of entire group cancellation.

Ticketing Time Limit: On/before 7 Days prior to departure upon payment of 25% Guarantee Deposit.
For travel within 7 days, instant ticketing is required.

Reservation Change After Ticketing (Date/Flight/Route):

- Permitted against group ticket re-issuance in individual RBD for inbound direction only.
- Date/Flight Changes permitted with a fee of **QAR 150** plus no-show fee / applicable fare difference (if any)
- Route change is permitted on inbound direction only with a fee of **QAR370** plus applicable fees (if any)
- Rebooking is permitted before the group ticket expiry and not applicable for a group size of 10passengers
- Not applicable to one-way booking. Not applicable in case of complete change of itinerary

No-show: No-show passengers can be rebooked by creating new individual booking and ticket can be reissued to the lowest applicable market fare.

- No-show Fee of **QAR 220** per ticket for all cabin types must be collected in addition to the Reservation Change Fee of **QAR 150** and applicable fare difference (if any)
- Not applicable to one-way booking and ticket will be forfeited
- A passenger is considered no-show if booking is not cancelled at least 24 hours prior to departure

Name Correction/Changes (Before Ticketing): Permitted FOC

Name Correction/Change (After Ticketing): Permitted at **QAR370** plus applicable service fees

Ticket Refund: Group Tickets are non-refundable except for unutilised taxes. However, certain taxes remain non-refundable, e.g., YQ/YR, E3, S4, etc.

Child Fare and Infant Occupying a Seat: Standard Child discount is applicable. Allowed ratio is 20% of the final group size, combined for child and infant with seat.

Infant Fare (without seat): Standard infant discount applies.

Taxes, Airport Fees and other Surcharges: Additional Surcharges may be applicable for certain flights during weekend or peak travel dates. Taxes, airport fees & service charges are subject to change without prior notice. Any tax difference at the time of ticketing must be collected.

Standard Groups Terms and Conditions V3.1

Post-Ticketing Changes

Click **here** for the Post-ticketing Changes link available on the Trade Portal

Group Transaction	Flexibility & Notes / Fees	Mandatory E-mail Subject
Name Change Name Correction	Name Change Permitted – QAR370 Name Correction Permitted – FOC ✓ Before Flight Departure ✓ Flight/Travel must be same with the group	Group Ticket Name Change: PNR / Ticket Number
Reservation Change (*Upgrade, Flight/Date Change)	Permitted with fee of QAR150 (*Change fee does not apply on cabin upgrade and applicable on both sectors on the same flights) ✓ Fare/Tax difference to be collected ✓ Reservation change on inbound flight only	Group Ticket Reservation Change: PNR / Ticket Number
Route Change	Permitted with fee of QAR370 ✓ Fare/Tax difference to be collected ✓ Route change on inbound flight only ✓ Maximum 20% of the total group size only	Group Ticket Route Change: PNR / Ticket Number
No-show (Rebooking/cancellation made within 24 hours prior to departure)	Rebooking permitted with fee of QAR220 ✓ Raise group ticket to FIT ✓ Fare/Tax difference to be collected ✓ Reservation change fee of QAR150 applies ✓ Not applicable for One-way trip journey	Group No-show Rebooking: PNR / Ticket Number
Refund	Group Ticket once issued is non-refundable	N/A

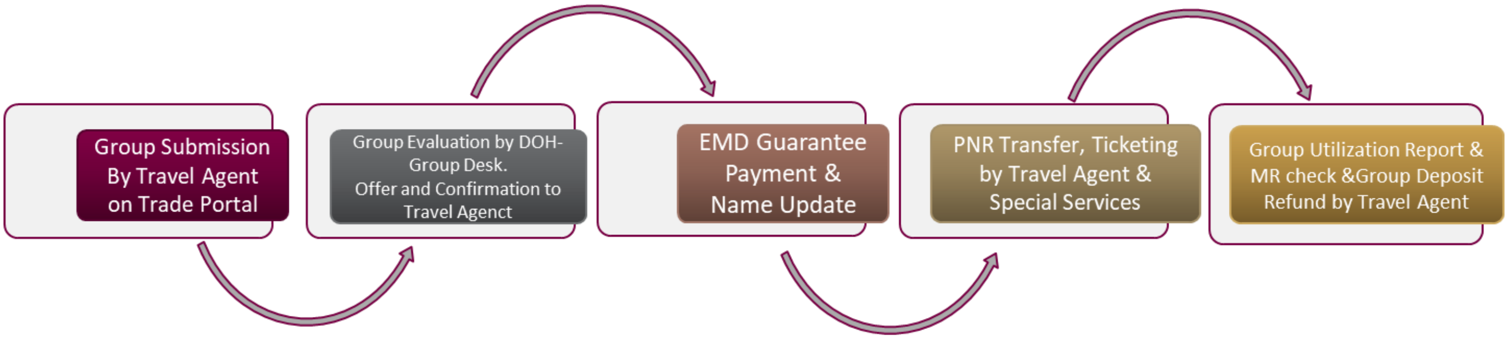
Group Transaction	General Handling / Process
Name Change Name Correction	1. Refund the passenger ticket being requested for name change/correction & share the refund mask. 2. Send the email using the request template, with passport copy. 3. QR office to process the name change/correction on GDS and TA to be advised with the name change/correction with TTL (immediate ticketing) 4. Issue the new PAX/corrected name ticket 5. Share the utilization summary to DOH-GD/Tariff
Reservation Change (*Upgrade, Flight/Date Change) Route Change No-show (Rebooking/cancellation made within 24 hours prior to departure)	1. Book the new preferred flight on new PNR and send to Tariff for guide on ADC 2. Tariff to assist on providing ADC 3. TA to proceed with reissuance accordingly 4. TA to split the PAX from group PNR and ensure to cancel the group seat to avoid dupe 5. TA to send summary of reissued tickets EOD using a template *Change fee does not apply on cabin upgrade and applicable on both sectors on the same flights

Group Transaction	Travel Agent's Important Tasks & Reminders
Name Change Name Correction	✓ Ensure applicable fee is collected for name change ✓ Send the request using the request template and PAX passport copy ✓ Issue the ticket immediately after name change/correction notification ✓ Share the utilization summary after issuance
Reservation Change (*Upgrade, Flight/Date Change) Route Change No-show (Rebooking/cancellation made within 24 hours prior to departure)	✓ Rebook on lowest market fare RBD ✓ Reissue the ticket accordingly, with correct TST mask, FE element, tour code, fare basis, etc. ✓ Split the group PNR for the PAX being requested for flight change and release the G/class seat ✓ Share the summary of reissued ticket as per the template

Annexure

Groups Process & Guidelines

Groups General Workflow



Important notes:

- ✓ Online group submission through the Trade Portal
- ✓ Group offer validity is 24Hrs and confirmation is subject to seat availability
- ✓ Guarantee Payment/Deposit is required within 48 Hours upon seat confirmation
- ✓ Required group materialization is 80% of the total group size
- ✓ Travel Agent to provide specific office ID/PCC and group PNR must be ticketed instantly/within TTL
- ✓ Travel Agent to ensure correct deal codes are inserted on the booking to ascertain that the tickets can be included in the revenue/sales

Guarantee Deposit Matrix

Booking Range Category	CATEGORY 1: MORE THAN 30 DAYS PTD	CATEGORY 2: 30-08 DAYS PTD	CATEGORY 3: 7–0DAYS PTD
DEPOSIT DUE	WITHIN 72 HOURS UPON PNR CONFIRMATION	WITHIN 24-48 HOURS UPON PNR CONFIRMATION	INSTANT TICKETING
DEPOSIT PERCENTAGE *(NOT TO BE UTILIZED AS PAYMENT)*	25% GUARANTEE DEPOSIT	25% GUARANTEE DEPOSIT	NIL DEPOSIT
TIME LIMIT (TTL)	07 DAYS PTD	07 DAYS PTD	INSTANT TICKETING *(NOTE: MUST BE ISSUED ON THE SAME DAY OF PNR TRANSFER)*

Sample Groups Travel Departure Category

```
RP/DOHQR05TA/DOHQR05TA          LD/SU  19APR22/1018Z    TSCY7A
0. 30QADOH/GRP ABCDE TOURS   NM: 0
  1 QR1386 G 17SEP 7 EBBDOH HK30        1155 1750       E*
  2 APA 97444441111
  3 TK OK17APR/DOHQR0101
  4 SSR GRPF QR QAMLABAO0/GJQAMPZY/QAR1700
  5 SSR GRPF QR QR EBB
  6 SK GRFA QR QAR1700
  7 SK SHID QR 2521354
  8 SK GRPT QR A
  9 SK GRTC QR LAB
 10 SK AGNM QR ABCDE TOURS AND TRAVEL
 11 SK GRAI QR 6520000
 12 SK GRJT QR O
```

PNR 1:
Booking Date:19APR22
Travel Date: 17SEP22

Amadeus Entry to display number of Days between

```
DD19APR/17SEP
 151
```

Booking Range: 151 Days PTD

```
RP/DOHQR05TA/DOHQR05TA          LD/SU  19APR22/1018Z    TSCY7A
0. 30QADOH/GRP ABCDE TOURS   NM: 0
  1 QR1386 G 08MAY 7 EBBDOH HK30        1155 1750       E*
  2 APA 97444441111
  3 TK OK17APR/DOHQR0101
  4 SSR GRPF QR QAMLABAO0/GJQAMPZY/QAR1700
  5 SSR GRPF QR QR EBB
  6 SK GRFA QR QAR1700
  7 SK SHID QR 2521354
  8 SK GRPT QR A
  9 SK GRTC QR LAB
 10 SK AGNM QR ABCDE TOURS AND TRAVEL
 11 SK GRAI QR 6520000
 12 SK GRJT QR O
```

PNR 2:
Booking Date:19APR22
Travel Date: 08MAY22

Booking Range: 19 Days PTD

```
RP/DOHQR05TA/DOHQR05TA            LD/SU  19APR22/1018Z    TSCY7A
0.  30QADOH/GRP ABCDE TOURS  NM: 0
  1  QR1386 G 23APR 7 EBBDOH HK30         1155 1750         E*
  2 APA 97444441111
  3 TK OK17APR/DOHQR0101
  4 SSR GRPF QR QAMLABAO0/GJQAMPZY/QAR1700
  5 SSR GRPF QR QR EBB
  6 SK GRFA QR QAR1700
  7 SK SHID QR 2521354
  8 SK GRPT QR A
  9 SK GRTC QR LAB
 10 SK AGNM QR ABCDE TOURS AND TRAVEL
 11 SK GRAI QR 6520000
 12 SK GRJT QR O
```

PNR 3:
Booking Date:19APR22
Travel Date: 23APR22

Booking Range: 4 Days

Sample Scenario Group Deposit

Scenario:
Booking date: 19APR22
Group Size: 30 PAX
QAR1,000 fare per person

Booking Range Category	CATEGORY 1: MORE THAN 30 DAYS PTD	CATEGORY 2: 30-08 DAYS PTD	CATEGORY 3: 7–0DAYS PTD
DEPOSIT DUE	Travel date: 02JUL22 (75 Days PTD) Deposit Due: 22APR22	Travel date: 15MAY22 (26 Days PTD) Deposit Due: 21APR22	Travel date: 24APR22 (5 Days PTD) INSTANT TICKETING
DEPOSIT PERCENTAGE *(NOT TO BE UTILIZED AS PAYMENT)*	25% GUARANTEE DEPOSIT: QAR7,500	25% GUARANTEE DEPOSIT: QAR7,500	NIL DEPOSIT
TICKETINGTIME LIMIT (TTL)	07 DAYS PTD: 25JUN22	07 DAYS PTD: 08MAY22	SAME DAY TICKETING *(NOTE: MUST BE ISSUED ON THE SAME DAY OF PNR TRANSFER)*
TA TO ISSUE TICKET EMD GUARANTEE DEPOSIT REFUND	30 PAX x QAR1,000 fare = QAR30,000 EMD GD REFUND = QAR7,500	30 PAX x QAR1,000 fare = QAR30,000 EMD GD REFUND = QAR7,500	30 PAX x QAR1,000 fare = QAR30,000 NOT APPLICABLE

Important notes:

- PNR transfer upon payment of required guarantee deposit (except for instant ticketing)
- Groups utilization report to be sent on same day after Ticket Issuance
- Guarantee deposit refund AFTER ticket issuance with at least 80% groups materialization rate
- Guarantee deposit refund processing may take 07-10 working days from utilization report date

Important Tasks

QR Office (Group Desk & Tariff Desk)

Before Ticketing

- Flight search and selection
- Group offer and seat confirmation
- Guarantee payment / EMD deposit verification
- TTL update and SK DEPO update
- Name update
- IATA / Office ID / PCC verification
- Group PNR transfer

After Ticketing

- Group materialization check
- Guarantee payment refund after group utilization summary, in coordination with management.

Travel Agents

Before Ticketing

- Deposit/guarantee payment
- Names and APIS form/template
- Ticket issuance (TST creation, seat assignment, etc.)

After Ticketing

- Corporate code/Beyond Business code update
- Group ticket utilization summary
- EMD refund of guarantee deposit after approval

Important notes:

- Send the completed Names/APIS form (as per the excel sheet provided)
- The names/APIS template be filled out with correct passenger passport details and no input of special characters
- Name Correction before ticketing to be sent to Tariff Desk
- Any PNRs affected by Schedule Change to be actioned by Groups and Tariff Desk
- Post-Ticketing transactions (Reissue calculation, Name Change, etc. to be liaised with Tariff Team during transition)
- Send filled out Groups Utilization Report upon ticket issuance

Names / APIS template

Advanced Passenger Information (API / APIS) Group Template											
Group PNR					Prepared by *(Name of Agent)*			Date Submitted *(DD-MMM-YY)*			
	APIS Details							Passenger Name *(as per passport)*			
No.	Document Type *P -Passport I -ID Card A - Approved non-standard identity document*	Passport Issuing Country *(use 3 letter IATA country dode)*	Passport Number	Nationality *(use 3 letter IATA country dode)*	Date of Birth *(DD-MMM-YY)*	Gender *M - Male F - Female*	Passport Expiry Date *(DD-MMM-YY)*	First Name	Last Name	TITLE	PAX TYPE
SAMPLE	P	QAT	112233	QAT	15-Jan-80	M	15-Jan-30	ALNASSER	MOHAMED	MR	ADULT
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											

Groups utilization sample form

Group Booking Details								EMD Deposit Details			Group Utilization Summary								
SN	PNR	Shell ID	Group Size	Route	O/B Travel Date	I/B Travel Date	Corporate Deal Code	EMD	EMD Value	Date of Issue	TKTD ADT	ADT TKT Value	TKTD CHD	CHD TKT Value	TKTD INFT	INFT TKT Value	MR %	Ticket Numbers	Date of Issue
1																	#DIV/0!		
2																	#DIV/0!		
3																	#DIV/0!		
4																	#DIV/0!		
5																	#DIV/0!		
6																	#DIV/0!		

Important notes:

1. Templates to be filled out with correct group details
2. Completed Groups Utilization Report must be sent on the SAME day the tickets are issued
3. Groups Utilization Report to be sent to Group Desk, Tariff Counter, Sales Account Manager and RCM

Additional entries (Amadeus)

1. Create group seating request – **STNG**
2. Remove un-ticketed passenger name from a group PNR without reducing the seat – 1**G** (1 = Passenger name no.)
3. To add passenger name - **NM1**SMITH/JOHN MR
4. Display name elements only on PNR - **RTN**
5. Update the Beyond Business code/corporate code – **OS QR DC/**_________

Other GDS entries:
(PNR claim): Sabre (1S) & Galileo (1G)

SABRE - Action	Example
Step 1: *Display* the carrier **PNR** from the airline system	¤QQR/*ABCXYZ
Step 2: *Claim* the **PNR** (CLM) to complete the claim	¤QQR/CLM
Step 3: *End* the Sabre **PNR**	6P and E

GALILEO - Action	Example
Step 1: *Retrieval by Qatar Airways record locator, for e.g*	**C/QR*ABCXYZ**
Step 2: *R eturing the booking file with the new Galileo record locator*	**C/QR/OK**
Step 3: F*inish the claim transaction*	**R.XX+E**

Input of Beyond Business Code comprises of 07 characters and starts with QAQ.

Update the deal code in the PNR with an OSI entry*

Entry Sample:

1. Galileo - SI.QR* DC/QAQXXXX
2. Sabre & Abacus - 3OSI QR DC/QAQXXXX
3. World span - 3OSI QR DC/QAQXXXX

BEYOND BUSINESS By Qatar Airways

Group Materials on Trade Portal (Links/QR code)

Group Ticket Mask Creation Guide for 1G and 1A → **Here** or scan the QR code

Groups **TST** Creation Guide for 1A users (Tutorial Video) → **Here** or scan the QR code

Groups **TSM** Creation Guide for 1A users (Tutorial Video) → **Here** or scan the QR code

Groups FAQs available on this link → **Here** or scan the QR code

General Working Hours and E-mail Details

Doha Group Desk
dohgroupdesk@qatarairways.com.qa

Sunday - Thursday	0700-1530 Hours

Tariff Counter
dohtariff@qatarairways.com.qa

Saturday – Thursday	0800-1900 Hours
Friday	1600-1900 Hours

QATAR
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