



WoAG Travel Advice 2017/05

Subject: Frequent Flyer Points

Issue date: 6 March 2017

Dear Entity Travel Manager

The WoAG Travel team has recently received enquiries from entities regarding the accrual of frequent flyer points (FFPs) by some of their travellers.

Airlines generally award the following two types of points as part of their loyalty programs:

- Loyalty reward points – which can be exchanged for flights, upgrades and other goods and services.
- Status credits – which accrue in the background and contribute to tier status.

Travellers are permitted to join a loyalty reward or frequent flyer program for official purposes to, among other matters, record meal and seating preferences for flights. However, loyalty reward points such as FFPs cannot be accrued. The accrual of points ceased with commencement of the WoAG Travel Arrangements on 1 July 2010 and this continues to the case.

To assist with the suppression of FFPs, QBT (the Australian Government's sole travel management company) needs to be aware of the frequent flyer number of a traveller through their profile or during the booking process. Please ensure that where a traveller has a frequent flyer number this is entered in their profile or advised to QBT.

Please also ask travellers to check their frequent flyer statements regularly to ensure points have not been awarded for official travel.

In the event that a traveller does receive FFPs for official travel, the traveller is to contact the relevant airline's loyalty program to request a reversal of the points. QBT cannot assist with the reversal of points.

Status credits may be awarded in relation to official travel, as these credits are a measure of air travel activity and are separate from loyalty reward points. Status credits accrue to earn a level of status and, depending on that level, benefits such as lounge access, and priority check-in may be available. Unlike FFPs, status credits cannot be used to purchase flights or other goods and services.

The APSC also has advice on this matter, which is available [here](#).

Please contact the WoAG Travel team if you have any questions or require further information.