

## Changes to raising Corporate and Leisure Fare queries

We have been working on streamlining our processes and have developed a new way of reporting Corporate and Leisure Fare Distribution issues.

From 14 June, our existing Corporate and Leisure Fare Query request forms will be replaced with simpler, more interactive forms. They will provide you with a checklist of all the information we require to deal with your query efficiently.

- [Complete a Corporate and Leisure Fare query request on batraveltrade.com](https://batraveltrade.com)

Please delete any bookmarks or shortcuts you had saved which link to the previous Corporate and Leisure Fare request forms as these will no longer be used.

### **New process**

When you submit a request, a new case will be created in our Pricing Helpdesk system (salesforce.com) and a priority will be calculated based on the information you have given. This will be sent to the relevant queue for our Pricing Helpdesk team to deal with.

You will receive an acknowledgement email to the email address you supplied on your request. If you don't receive this, please ensure you check your spam or junk folder. The email will contain a case reference number which should be included on ALL contact you have with us about that specific case. Please always 'REPLY WITH EMAIL HISTORY' to either the acknowledgement or subsequent emails to ensure updates are only made to the same case reference. You will no longer be able to update your requests on batraveltrade.com

### **Queries resolved prior to 14 June**

You can still follow up on your existing requests until **14 July**. After this date, you will need to create a separate query using the new request forms.

### **Outstanding queries from 14 June**

We will migrate your existing query to our new system and you will be sent an email with your new case reference number.