

## EUROPEAN TRAVEL TRADE – NEW BRITISH AIRWAYS GROUP BOOKING SYSTEM (AGM)

### KEY PROCESS CHANGES

**Please note, this document does not replace your current contract and is intended as a guide to the key changes. Please read it in conjunction with updates on [batraveltrade.com](http://batraveltrade.com)**

- Club on UK Domestic is now available for Group bookings – I CLASS
- Bookings will now be updated with automated time limits for Deposit, Full Payment, Names and Ticketing deadlines. Bookings will no longer be queued to you (the agent). **IT IS VERY IMPORTANT** that you make all your staff aware as they may currently be relying on BA groups queuing reminders and updates. It is vital that you check your bookings for these time limits to ensure deadlines are met. Please note these updates may not appear in your PNR for up to 12 hours however, in most cases it will be much quicker.
- You will also receive automated reminders to fulfil a deadline a week before it is due. Again, these reminders will not be queued so it is your responsibility to check your PNR's for any updates.
- You will no longer receive notification to acknowledge receipt of deposits or full commitment payments. It is important you check your PNR's for any updates.
- We will no longer cancel any bookings automatically, HOWEVER, we would appreciate if you no longer need any space held prior to the commitment deadline that you continue to cancel in a timely manner, to avoid unnecessary space being held. **YOU WILL need to cancel any space held with OTHER CARRIERS**
- Failure to fulfil other time limits (Full Commitment, Names, Ticketing Deadlines) will result in the issuance of an ADM. It is important to remember it is YOUR responsibility to cancel any unwanted space on British Airways or other airlines as this will not automatically be cancelled.
- Please can you ensure that your groups' team view the **NEW & updated AGM GDS prompt sheets** available on [batraveltrade.com](http://batraveltrade.com). These entries are VERY different to the current entries so it is vital that your teams familiarise themselves in advance. There have been changes to the format of the remarks, plus additional mandatory requirements that need to be submitted for Deposit and Full Payment commitment. You will need to refer to the GDS prompts provided to ensure you submit the correct remark to avoid automatic cancellation.
- The new AGM system facilitates the maximum group space per flight, therefore we will no longer accept appeals for space. Please can you ensure this message reaches all your staff booking groups to avoid wasted time.
- Agents must cancel any unwanted space booked on other airlines to avoid any penalties

- Umbrella Deal numbers have been removed and are no longer valid for any new bookings created from the system launch date. Each new PNR now has a UNIQUE file reference number e.g. BA123456, which needs to be entered on the ticket. This is important to highlight to your groups team as changes to your own internal processes may be required.
- The ticketing process for Groups has changed and will be found in the GDS prompt sheets on [batraveltrade.com](http://batraveltrade.com)
- The KEYWORD “**SSR GRPF BA KEEP OLD CONDITIONS**” will be automatically entered in the PNR during the cutover process. This identifies that the booking was made pre-AGM implementation and a link can be found on [batraveltrade.com](http://batraveltrade.com).
- ANY EXISTING bookings created before the cutover date will be managed using the old process.
- When you are making a group booking you need to ensure that you request the total number of seats required at the same time. If you book several smaller groups within a 24 hour period, on the same day of travel; on the same flight – this could be picked up as system abuse. We run regular reports to detect this type of activity.