



## All together easier

### The Groups Booking Service from British Airways

The British Airways automated process is designed to put you in control and make it quicker and easier for you to quote and book groups. Just follow the instructions listed here or visit [www.britishairways.com/traveltrade](http://www.britishairways.com/traveltrade) for more information.

## Requesting a Group Rate

Please key in the following mandatory entries

|                              |   |
|------------------------------|---|
| 1. ANBA01JUNLONNYC/RGRP      | Availability entry  |
| 2. SS15G7/RG                 | Request 15 seats in G class from line 7                               |
| 3. NG15SUNTOURS/OLYMPICGROUP | Add group name (Travel Agent Name/Group Name)                         |
| 4. AP 020 7123 9 4567 REF SK | Add phone number with agent details                                   |
| 5. RM IATA NUMBER 1234567    | Add remark with Agency IATA No (7 digits only do not add check digit) |
| 6. SRGRPFBA-ADHOC GROUP      | Add SR with "ADHOC GROUP" (only required once in the PNR)             |
| 7. RF MR SMITH               | Add received from field   |
| 8. ET                        | End the booking   |

Once you've ended your booking and received a reference, British Airways will respond with a quote for your itinerary. This will show in your booking as

**SR GRPF YY NETFARE GBP750.00 EXCL YQ/YR AND TAXES** (as the total for all flight sectors in the itinerary)

## Requesting a Group Rate for an AJB (Atlantic Joint Business) Itinerary

We can obtain quotes for you for itineraries on our Atlantic Joint Business routes involving British Airways and/or Iberia and American Airlines.

**PLEASE NOTE THAT WE ARE CURRENTLY UNABLE TO OFFER QUOTES FOR ITINERARIES INVOLVING ANY OTHER ONEWORLD CARRIERS.**

**PLEASE NOTE THAT ALL ITINERARIES FOR AJB QUOTES MUST INCLUDE A BRITISH AIRWAYS FLIGHT SECTOR. WE CANNOT OFFER ITINERARIES ONLY INVOLVING THE OTHER CARRIER.**

To obtain a quote for one of these itineraries, you must follow the instruction below and NOT book flights on BA codeshare flights as this will result in the reservation remaining unquoted:

|   |  |
|---|--|
| 1. Book your BA flight sectors using the steps detailed above   |  |
| 2. Add a remark to the booking to detail the AA and/or IB flights that you want to be included within your quote e.g. RM PLEASE BOOK AA1234 27AUG18 ORD-LHR |  |
| 3. Add a Service Request to your booking e.g. SRGRPFBA-SERVICE REQUEST  |  |
| 4. RF MR SMITH  | Add received from field  |
| 5. ET   | End the booking and this will automatically queue to Group Sales |

An acknowledgement remark will be added to the PNR to confirm SERVICE REQUEST RECEIVED.

Our Group Sales Team will then need to add the flights in that you have requested in remarks and quote your reservation. Once you have followed this process there is no need to call to chase, we will respond to your request in the booking. It is your responsibility to continue to check the booking for a response.

Where you have an itinerary that involves AA and/or IB flight sectors, not only will there be a NETFARE line in for the total cost of the itinerary, but there will also be NETFARE lines in for each of the carriers involved, and these will denote the value of the total cost that is being apportioned to each carrier. For example, if you had an itinerary that was LHR-BA-NYC AA-ORD-AA-MAD-IB-LHR the booking would show:



SR GRPF **YY** NETFARE GBP750.00 EXCL YQ/YR AND TAXES (as the total for all flight sectors in the itinerary)

SR GRPF **BA** NETFARE GBP300.00 EXCL YQ/YR AND TAXES (as the total for all of the **BA** sectors in the itinerary)

SR GRPF **AA** NETFARE GBP400.00 EXCL YQ/YR AND TAXES (as the total for all of the **AA** sectors in the itinerary)

SR GRPF **IB** NETFARE GBP50.00 EXCL YQ/YR AND TAXES (as the total for all of the **IB** sectors in the itinerary)

## Confirming space at the quoted rate:

### Once British Airways have provided you with a quote.

When you're ready to confirm the quote, you'll need to add the following keyword to confirm the space before ending the booking:

1. SKGPCQBA-AGM/10

Add SK keyword to confirm the space

(AGM/10 is not reflective of the number of passengers on the booking. It is the AGM queue number and must be used in this format)

Once you've added this keyword and ended your booking, the status of your flights sectors will be changed from HN to HK, which will be done almost immediately.

If you have AA and/or IB flight sectors within your booking, this will also prompt the request to them to confirm their flight space.

Within a short while your booking will also be updated with OPW & OPC reviews containing the time limits that you need to meet to avoid the booking from automatically cancelling should you not achieve the timescales set out in the Groups Terms & Conditions.

It is your responsibility to check your booking for the addition of the time limits and to adhere to the deadlines set out. The booking will not be queued to you.

## Booking time limits:

### Once you've confirmed your space, we'll update your booking with the relevant time limits that you need to adhere to.

The duration between your booking date and the first date of departure in your itinerary will determine what time limits are added to your booking. All time limits will be added in line with the details laid out in our commitment matrix and **it is your responsibility to ensure you abide by these time scales so that your booking doesn't automatically cancel**. Notifications of time limit deadlines and reminders will be queued to you where applicable. Time limits will show in your booking as OPC (cancellation) and OPW (warning) elements.

Example OPC elements showing date of cancellation:

|   |                  |
|---|------------------|
| OPC-26OCT:2359/1C8/BA CANCELLATION DUE TO NO DEPOSIT MAN TIME ZONE/DEP/S1 | Deposit Due      |
| OPC-31DEC:2359/1C8/BA CANCELLATION DUE TO NO PAYMENT MAN TIME ZONE/PAY/S1 | Full Payment Due |
| OPC-26JAN:2359/1C8/BA CANCELLATION DUE TO NO NAME MAN TIME ZONE/NME/S1    | Names Due        |
| OPC-27JAN:2359/1C8/BA CANCELLATION DUE TO NO TICKET MAN TIME ZONE/TKT/S1  | Ticketing Due    |

Example OPW elements showing date when warning sent and date of cancellation:

|   |                  |
|---|------------------|
| OPW-22OCT:0059/1C7/BA REQUIRES DEPOSIT ON OR BEFORE 26OCT:2359 MAN TIME ZONE/DEP/S1 | Deposit Due      |
| OPW-26DEC:2359/1C7/BA REQUIRES PAYMENT ON OR BEFORE 31DEC:2359 MAN TIME ZONE/PAY/S1 | Full Payment Due |
| OPW-21JAN:2359/1C7/BA REQUIRES NAME ON OR BEFORE 26JAN:2359 MAN TIME ZONE/NME/S1    | Names Due        |
| OPW-22JAN:2359/1C7/BA REQUIRES TICKET ON OR BEFORE 27JAN:2359 MAN TIME ZONE/TKT/S1  | Ticketing Due    |



## Not every itinerary has the same time limits.

It's important to note that not every booking will have the exact same time limits entered into the PNR and that there's a number of differing factors that can affect this. For example, if you're booking within a timescale that does not allow Deposit to be paid, you will only receive a Full Payment, Names and Ticketing time limits. Likewise, the closer to departure you make your booking, you may only receive a Names and Ticketing time limit as the expectation is that commitment is made at the time the booking is made.

In addition to this, bookings involving other carriers, will have different Names and Ticketing time scales to correspond with the requirements of the other airlines involved in the itinerary. These time limits will be applied through the addition of a keyword that you are required to add to the booking whenever you add another carrier into an itinerary.

### Itineraries involve BA and American Airlines (AA)

The following keywords will be added to the PNR once space is requested.

|                        |  |
|------------------------|--|
| 1. SR OTHS ZZ-JB GROUP | This will apply the other carriers time limits in line with our Joint Business agreement |
|------------------------|--|

Itineraries involving EI Republic of Ireland add ons, will have the following keyword added to the PNR once space is requested.

|                               |  |
|-------------------------------|--|
| 1. SR OTHS ZZ-INTERLINE GROUP | This will apply the other carriers time limits |
|-------------------------------|--|

## How to commit to payment and fulfil booking time limits:

To commit to payment of deposits and or full payment, as well as meeting your names and ticketing deadlines, you need to ensure that the following mandatory requirements are met to avoid automatic cancellation of space.

### To fulfil Deposit commitment and avoid automatic cancellation

Please ensure that you adhere to all the Deposit time limits and add the appropriate keywords.

|  |  |
|--|--|
| 1. RM A N OTHER TRAVEL COMMITTED TO DEPOSIT OF GBP20.00 X 20 | (Name of Agency) committing to a deposit of £20.00 per person for a total of 20 passengers |
| 2. SR OTHS ZZ-DEPS RCVD                                      | Mandatory SSR entry to confirm deposit commitment  |

The SSR to denote DEPS RCVD is a mandatory item. If this is not entered into the booking, or added correctly, then any confirmed space will be cancelled at expiration of the Deposit time limit. If confirmed space cancels due to failure to add a mandatory command then we cannot guarantee that the space will still be available, or at the originally quoted rate. If ZZ format is not accepted within your GDS you should also try YY or BA e.g. SR OTHS BA-DEPS RCVD. Once entered correctly, the time limit will be automatically removed from the PNR.

It is vital that you add your commitment remark into the booking in the correct format to ensure that you are not issued with an ADM.

### To fulfil Full Payment commitment and avoid automatic cancellation

Please ensure that you adhere to the Full payment commitment time limit and add the appropriate keywords.

|  |  |
|--|--|
| 1. RM A N OTHER TRAVEL COMMITTED TO FULL PAYMENT OF GBP180.00 X 20 | (Name of Agency) committing to full payment of £180.00 per person for a total of 20 passengers |
| 2. SR OTHS ZZ-BAL RCVD   | Mandatory SSR entry to confirm full payment commitment   |

The SSR denoting BAL RCVD is mandatory. If this is not entered into the booking correctly, then any confirmed space will be cancelled at expiration of the Full Payment time limit. If confirmed space cancels due to failure to add a mandatory command then we cannot guarantee that the space will still be available, or at the originally quoted rate. If ZZ format is not accepted within your GDS you should also try YY or BA e.g. SR OTHS BA-BAL RCVD. Once added correctly a remark will be added to the booking BAL ACKNOWLEDGED.

\*\*If committing early, please ensure both keywords are added\*\*



## To fulfil Names commitment and avoid automatic cancellation

This is required wherever you need to provide passenger names and must be fulfilled before the Names time limit expires.

1. Add each individual passenger name into the booking

## To fulfil Ticketing commitment and avoid automatic cancellation

This is required wherever you need to ticket numbers and must be fulfilled before the Ticketing time limit expires.

1. Issue and updated each individual passenger ticket number into the booking

## How to change a booking containing BA flights only?

If you need to change an existing groups booking, either a date or a route change, then you'll need to use the following steps to ensure that you are quoted an accurate price.

You are not able to cancel a flight sector out of an itinerary and obtain a new quotation. If you want to cancel a flight sector without quoting for another sector or change an existing return itinerary to a one-way itinerary, you will need to add a SERVICE REQUEST. Please see the separate processes for bookings including BA and AJB carriers for further information.

1. Add into your confirmed PNR any new flight sectors that you want to book or quote for as HN status
2. Add into your PNR as segment related IIGNR keyword for the number of passengers on the booking, but only for the sectors that you don't want to include in a new quote i.e. the segments that you're likely to cancel. An example of process is:

### Original itinerary

- 1 BA123 G 25JAN LHR-JFK HK15
- 2 BA124 G 30JAN JFK-LHR HK15

SR GRPF YY NETFARE GBP175.00 EXCL YQ/YR AND TAXES

### Changed itinerary (new flight added as HN sector 3)

- 1 BA123 G 25JAN LHR-JFK HK15
- 2 BA124 G 30JAN JFK-LHR HK15
- 3 BA126 G 30JAN JFK-LHR **HN15**

Add IIGNR keyword to ignore original inbound sector (or any non-required sectors) from an itinerary re-quote (this should be sector related to the flight sector/s that you do not wish to quote)

SK IIGNR BA/S2

3. RF MR SMITH Add received from field
4. ET End transaction
5. Once the PNR has been ended, you'll receive a new quote for all of the sectors that have not had an IIGNR keyword applied to them. This will be displayed in the booking as a new NETFARE line booking e.g. SR OTHS YY NETFARE GBP189.00 EXCL YQ/YR AND TAXES

## How do I accept a revised quotation for a booking on BA only?

Once you've been provided with a new quotation, if you want to accept it, you'll need to use the following process.

1. SKGPCQBA-AGM/10 Add SK keyword to confirm the HN space  
(AGM/10 is not reflective of the number of passengers on the booking. It is the AGM queue number and must be used in this format)
2. At this point the BA sectors that were HN will become HK and the BA sectors that you added an IIGNR against will become UC and the SROTHS line will change to SRGRPF to confirm your revised quotation

Once this change is accepted, your new sector will confirm and the original sector that you added the IIGNR keyword against will cancel and change to a UC status e.g.

- 1 BA123 G 25JAN LHR-JFK HK15
- 2 BA124 G 30JAN JFK-LHR **UC15**
- 3 BA126 G 30JAN JFK-LHR **HK15**

SR GRPF YY NETFARE GBP189.00 EXCL YQ/YR AND TAXES

You will then need to update the PNR and cancel out the unconfirmed sector

1. XE2 Cancel your UC flight sector (Other carrier flights sectors will not be changed to UC but if unwanted they will also need to be cancelled from the itinerary)
2. RF MR SMITH Add received from field
3. ET (or ERK if you don't complete step 1) End transaction (ERK will cancel all unconfirmed sectors in the PNR)



# How to change a booking involving BA and AJB carriers

If you need to change an existing groups booking, either a date or a route change, then you'll need to use the following steps to ensure that you are quoted an accurate price.

You are not able to cancel a flight sector out of an itinerary and obtain a new quotation. If you want to cancel a flight sector without quoting for another sector or change an existing return itinerary to a one-way itinerary, you will need to add a SERVICE REQUEST.

1. Add details into remarks of what you want to change in the itinerary e.g. PLEASE CHANGE AA1234 TO 27AUG
2. Add SERVICE REQUEST keyword to the booking
3. End the booking and this will automatically queue to Group Sales

An acknowledgement remark will be added to the PNR to confirm SERVICE REQUEST RECEIVED.

# How do I accept a revised quotation on a booking involving BA and AJB carriers?

Once you've been provided with a new quotation, if you want to accept it, you'll need to use the following process.

1. SKGPCQBA-AGM/10 Add SK keyword to confirm the HN space  
(AGM/10 is not reflective of the number of passengers on the booking. It is the AGM queue number and must be used in this format)
2. At this point the BA sectors that were HN will become HK and the BA sectors that you added an IGRN against will become UC and the SROTHS line will change to SRGRPF to confirm your revised quotation

Once this change is accepted, your new sector will confirm and the original sector that you added the IGRN keyword against will cancel and change to a UC status e.g.

1. BA123 G 25JAN LHR-JFK HK15
2. BA124 G 30JAN JFK-LHR **UC15**
3. BA126 G 30JAN JFK-LHR **HK15**

SR GRPF YY NETFARE GBP189.00 EXCL YQ/YR AND TAXES

You will then need to update the PNR and cancel out the unconfirmed sector

1. XE2 Cancel your UC flight sector (Other carrier flights sectors will not changed to UC but if unwanted they will also need to be cancelled from the itinerary)
2. RF MR SMITH Add received from field
3. ET (or ERK if you don't complete step 1) End transaction (ERK will cancel all unconfirmed sectors in the PNR)

# How do I reject a revised quotation on a booking involving BA and AJB carriers?

If you need to reject a renegotiation for a booking that involves BA and an AJB carrier then you'll need to use the following steps to ensure that your reservation is reverted to the original itinerary prior to the requote.

1. Add details into remarks of what you want you want doing to your booking e.g. PLEASE CANCEL RENEGOTIATION AND REVERT TO ORIGINAL ITINERARY
2. Add SERVICE REQUEST keyword to the booking
3. End the booking and this will automatically queue to Group Sales.

An acknowledgement remark will be added to the PNR to confirm SERVICE REQUEST RECEIVED.

Please do not cancel the unwanted flight sectors that you no longer require, you will need to add a SERVICE REQUEST.



## How do I reject a revised quotation for a BA only itinerary?

Once you've been provided with a new quotation, if you want to reject it and revert to your original itinerary, you'll need us the following process.

1. Delete the HN flight sectors that the new quote has been provided for
2. Delete the SKIGNRBA keywords that you have added to ignore sectors for the purposes of a requote
3. Delete the new SSROTHSYY and SSROTHS1A NET FARE keywords that have been provided for the changed itinerary that you've just quoted e.g.

### Original itinerary

1 BA123 G 25JAN LHR-JFK HK15  
2 BA124 G 30JAN JFK-LHR HK15

### Original itinerary quote

10 SSR GRPF YY NETFARE GBP175.00 EXCL YQ/YR AND TAXES

### Changed itinerary (new flight added as HN sector 3)

1 BA123 G 25JAN LHR-JFK HK15  
2 BA124 G 30JAN JFK-LHR HK15  
3 BA126 G 30JAN JFK-LHR **HN15**

### Original and new itinerary quote

10 SSR GRPF YY NETFARE GBP175.00 EXCL YQ/YR AND TAXES  
11 SSR OTHS YY NETFARE GBP190.00 EXCL YQ/YR AND TAXES (NEW QUOTE)  
12 SSR OTHS 1A NETFARE GBP190.00 EXLU YQ/TR AND TAXES (NEW QUOTE)

In this example you would delete elements 11 and 12 from the booking as this is the new quote that you no longer want to accept

4. RF MR SMITH Add received from field
5. ET End transaction

Once the requote has been rejected and these steps followed, the PNR will be reverted to the original itinerary and price before the re-quote was performed.

## How to fare quote a Group Booking

As a user of the Amadeus system, once your PNR contains all of your passenger names, you'll be able to quote your group reservation against a specific pricing code that will create TSTs for each adults, youths and children on the basis that there are only either BA flight sectors contained in the itinerary, or on simplistic itineraries involving other BA and other carriers.

### How to fare quote

To ensure you store a compatible Groups Fare in your reservation, you must use the following entry to the following fare quote entry:

As this entry will not work for infant fare quotes or complex itineraries involving other carriers, please see the following instruction on how to deal with these

1. FXP/R,U153678,CL-MBT Fare quote all non-infant passengers (CL-MBT updates the fare calculation line into BT format)

Please see the following instructions to assist you in obtaining fares and creating TSTs for infants and more complex itineraries involving other airlines.



## Mandatory modifications to fare basis for Youth and Child

There are some mandatory modifications required to your TST for any passengers who are Youths or Children which must be completed before you issue the tickets to ensure that you are not issued with an ADM:

To amend the fare basis for Youth passengers:

|                   |   |
|-------------------|---|
| 1. TQT/T6         | Display the TST for a youth passenger (where T6 is the TST for the youth) |
| 2. TTI/T6/BGUQ YP | Amend the fare basis to a youth fare basis (where class of travel is G)   |
| 3. RF MR SMITH    | Add received from field   |
| 4. ET             | End transaction   |

To amend the fare basis for Child passengers:

|                   |   |
|-------------------|---|
| 1. TQT/T7         | Display the TST for a child passenger (where T7 is the TST for the child) |
| 2. TTI/T6/BGUQ CH | Amend the fare basis to a child fare basis (where class of travel is G)   |
| 3. RF MR SMITH    | Add received from field   |
| 4. ET             | End transaction   |

## How to fare quote and store a TST for an Infant

To ensure you store a compatible Groups Fare in your reservation for infant passengers, you must use the following steps :

|                         |  |
|-------------------------|--|
| 1. FXP/R,U153678,CL-MBT | Fare quote all non-infant passengers (CL-MBT updates the fare calculation line into BT format)   |
| 2. TQT/T6               | Display the TST for the infant (where T6 is the TST for the infant)                              |
| 3. TTI/T6/BGUQ IN       | Amend the fare basis to an infant fare basis (where class of travel is G)                        |
| 4. TTU/T6/FGBP16.00     | Update the fare value to a rounded 10% of the adult nett fare (where the nett fare is GBP160.00) |
| 5. RF MR SMITH          | Add received from field  |
| 6. ET                   | End transaction  |

## How to store a manual TST for a complex itinerary

In instances where you are unable to quote a fare or store a TST for passengers using the entries provided above (e.g. due to complexities in the itinerary; where other airlines are involved in the itinerary, bookings for extra seats), you must manually build and store a TST for each passenger type using a TST shell.

## Mandatory requirements to include when creating your fare

There are some mandatory requirements that must be included within your TST for a Group booking and you must confirm these are included within your TST before you issue tickets to ensure that you are not issued with an ADM. These mandatory items are:

If you do not know these entries or need assistance then you will need to contact your GDS Helpdesk .

**PLEASE BE AWARE THAT IT IS NOT PERMITTED TO MANIPULATE A QUOTE AGAINST ANY OTHER FARE TYPE.**

The mandatory items to include within your TST are

|  |
|--|
| 1. Modification of the Fare Basis Code (Booking Class & Passenger Type Specific) |
| 2. Modification of the Carrier Imposed Charges (YQ)                              |
| 3. Modification of the Endorsement Line  |
| 4. Unique reference contained within Tour Code                                   |



## Format of mandatory fare requirements

Below are the details of the mandatory requirements that you must add in to your fare 'shell' in line with your standard GDS instructions:

### 1. Fare Basis

|        |   |
|--------|---|
| GUQ    | Fare basis for an adult travelling in Domestic, Euro Traveller or World Traveller                         |
| TUQ    | Fare basis for an adult travelling in World Traveller Plus  |
| IUQ    | Fare basis for an adult travelling in Club on Domestic, Club Europe or Club World                         |
| GUQ CH | Fare basis for a child (age 2-11 years) travelling in Domestic, Euro Traveller or World Traveller         |
| GUQ YP | Fare basis for a young adult (age 12-15 years) travelling in Domestic, Euro Traveller or World Traveller  |
| GUQ IN | Fare basis for an infant (under 2 years of age) travelling in Domestic, Euro Traveller or World Traveller |

### 2. Modification of Carrier Imposed Charges (YQ)

This must be modified to the date of guarantee, in line with the terms of your contract

### 3. Endorsement Line

It is essential that your endorsement line includes the following information in the exact format:

**153678/L/7799 NON REF/NON END/VALID BA ONLY/UPLIFT RESTRICTED/VALID FLT DATES ONLY**

### 4. Tour Code

It's essential that your Tour Code box should include the 'unique' reference that is applied to your booking which can be found in the remarks and tour code line of your booking. As an example, this will show in your booking something similar to:

**RM BA0123456**

**FT BA00123456**

The Tour Code **MUST** be 8 digits, so you may need to add an additional zero after BA to increase the code to 8 digits e.g. the reference from RM BA0123456 will need to be added to the tour code as BA00123456

### 5. Fare Construction

It is essential that that all BT tickets (tickets where the fare amount is not shown on a ticket, but FARE includes BT code) has a fare construction that shows as M/BT at the fare break points.

Examples of this type of fare construction are:

LON CC TYO M/BT END ROE1.000000 (rate of exchange is applicable)  
LON CC TYO M/BT CC LON M/BT END ROE1.000000

The fare construction should not include any zeros at the break point as this is incorrect and indicates a free ticket. An example of an **INCORRECT** fare construction would be:

LON CC TYO 000.00NUC 000.00 END ROE1.000000  
LON CC TYO 000.00 CC LON NUC 000.00 END ROE1.000000

There should never be any zeros included at a break point as this will cause your ticket to fail audit checks and can result in an ADM being raised

## How to issue an e-ticket:

**Where a ticket is being issued for a fare successfully quote against one of the entries detailed above**

To ensure successful issue of e-tickets, you must use the following ticketing entries

Add a form of payment to the booking first before trying to passenger relate:

1. FPNONREF/P1-9 Form of payment for passengers 1-9
2. FPNONREF/P10-18 Form of payment for passengers 10-18
3. TTP/ET To issue all e-tickets and end transaction



## Specialist Expertise

For the booking types listed below, providing you've submitted your request through your GDS in the correct format, our dedicated Groups Team will progress your bookings behind the scenes. This will take longer than the standard automated quotes. **There's no need to call or chase these requests, you'll receive a response through your GDS reservation as quickly as possible.**

- Complex itineraries involving other carriers
- Extra seats for personal comfort or cabin baggage
- Clearance of excess baggage

## Group seating options

1. **Automated Groups Pre-seating** – Customers wishing to travel, sit and check-in together as a group e.g. school groups.  
Queue your booking to MANBA0806/87C46
2. **Seat Map Groups** - Customers booked as a group but not travelling as a group e.g. incentive groups/allocations groups.  
Queue your booking to MANBA08NH/87C0.

Please [view our seating reference guide for more information on seating for Groups](#) and the differences in the processes.

## Manual Handling

If you need any additional servicing (e.g. Excess baggage/special requests) or to ask a question regarding your booking, then this will require manual handling by our Groups Team. To force the reservation to manual handling, add the following keyword and your PNR will drop directly to our Groups Team:

**SRGRPFBA-SERVICE REQUEST**

You'll also need to add an RM remark to the reservation to detail the action or information you require:

**RM PLEASE BOOK EXTRA SEAT FOR CELLO PAX 5 SMITH//JOHN MR**

Once you've added your service request and ended the booking this will automatically queue to Group Sales. An acknowledgement remark will be added to the PNR SERVICE REQUEST RECEIVED.

## Name Changes on e-tickets (after original issue)

If you need to make a name change and it's not imminent departure (e.g. within **5** days of travel) then please add a service request to your booking and your PNR will drop directly to our Groups Team:

**SRGRPFBA-SERVICE REQUEST**

You'll also need to add an RM remark to the reservation to detail the name change you require

**RM NAME CHANGE FROM SMITH//JOHN MR TO BROWN//JOHN MR**

Once you've added your service request and ended the booking this will automatically queue to Group Sales.

Once you receive a response to confirm that the name change has been approved and amended, you'll need to reissue the ticket in exchange.

If your name change is for imminent travel (within **5** days of departure) then you'll need to call our Group Sales Team to have the ticket number removed from your reservation. Once the ticket number has been removed you'll be able to action the name change via your GDS and reissue a new ticket in exchange for the original one.

## Total Complete Booking (TCP)

If you are requesting over 99 seats (the maximum number of seats bookable in a PNR), you are requesting less than 10 seats to an existing group booking, or you want to link the PNRs together, you will need to add the following TCP into to the OSI field to detail the MAIN booking locator into every TCP booking:

1. **OSBATCP-ABCDEF** Where ABCDEF is the main booking locator for the group.

The TCP locator must have the same group name and requires the mandatory elements of IATA NUMBER (7 digits only) and ADHOC GROUP



## API (Advance Passenger Information)

### Entries for Groups

API data is MANDATORY for all passengers and must be entered using your GDS with the industry standard entries detailed below

|               |   |
|---------------|---|
| SR DOCSBA HK1 | Industry standard SSR entry for a single passenger  |
| P             | Document Type (P = Passport, I - National Identity Card)  |
| IRL           | Country code (3-letter code) of who has issued the Passport/National Identity Card                      |
| 1234567890    | Passport or National Identity Card Number   |
| GBR           | Country code (3-letter code) of passengers country of citizenship                                       |
| 10NOV60       | Date of birth   |
| F             | Gender (F = Female, M = Male)   |
| 31DEC12       | Passport or National Identity Card date of expiry   |
| REED          | Passenger Surname (this should be identical to the booking name and Passport/National Identity Card)    |
| RITA          | Passenger First Name (this should be identical to the booking name and Passport/National Identity Card) |
| P1            | This is the association to the passenger name in the booking that the API details relate to             |

### Complete Travel Document Information

SR DOCSBA HK1-P-IRL-1234567890-GBR-10NOV60-F-31DEC12-REED-RITA/P1

Expansion information in above table

### Destination Address

SRDOCA BA HK1-D-USA-301 PARK AVENUE-NEW YORK-NY-10022/P1

N.B. This entry can be passenger related to all passengers with the same destination address e.g. **SRDOCABAHK20-D-USA-301 PARK AVENUE-NEW YORK-NY-10022/P1-20** but only where all of the passengers associated share the same destination address.

Expansion information on the Destination Address entry

|                 |   |
|-----------------|---|
| SR DOCSBA HK1   | Industry standard SSR entry for destination address   |
| D               | Document Type (D = Destination Address)   |
| USA             | Country code (3-letter code) of destination address   |
| 301 PARK AVENUE | Residence number and street of destination address  |
| NEW YORK        | City of destination address   |
| NY              | State code (2-letter code) of destination address   |
| 10022           | Zip code of destination address   |
| P1-20           | This is the association to indicate that the destination address is the same for all passengers |

### Country of Residence

SRDOCA BA HK1-R-GBR/P1

N.B. This entry can be passenger related to all passengers with the same country of residence e.g. **SRDOCABAHK20-R-GBP/P1-20** but only where all of the passengers associated are all resident in the UK.

### Redress Number Information - US Travel only

Not mandatory - only inserted if pax advises they have a redress number

SRDOCO BA HK1--R-123456789123---US/P1

SRDOCO BA HK1--R-45675567---US-I/P1

Further information Passport, Visa and API data and requirements can be found on BA.com by copying and pasting the following link into your web browser's address field: <http://www.britishairways.com/en-gb/information/passports-visas-and-api>