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.batraveltrade.com for more information.

Requesting a Group Rate

Please key in the following mandatory entries

1.	¤¤BAL	Move into Multi Access mode
2.	127OCTLONPAR1600	Availability entry
3.	015G7	Request 15 seats in G class from line 7
4.	-C/15OLYMPIC TEAM	Add group name and number in party
5.	0_C/15TESTSABRE (name number)_C/(number in party)(new name)	To amend a Group name (this is only possible to do during PNR creation)
6.	9020 7123 9 4567 REF S	Add phone number with agent details
7.	5 IATA NUMBER 1234567	Add remark & Agency IATA No (7 digits only - no check digit)
8.	3GRPF BA ADHOC GROUP	Add SSR with "ADHOC GROUP" (only required once in the pnr)
9.	3OFFR BA-GBP	Add SKOFFR to ensure your quote is returned in GBP currency
10.	TKOK	Add ticketing time limit
11.	6 REF LW	Add received from field
12.	*A	Display all PNR elements including individual names
13.	E or ER	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 are able to 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. 5 PLEASE BOOK AA1234 27AUG18 ORD-LHR
3.	Add a Service Request to your booking e.g. 3GRPF BA-SERVICE REQUEST
4.	6 REF LW Add received from field
5.	E or ER 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 adding the following keyword to confirm the space before ending the booking:

1.	3GPCQ BA-AGM/10	Add 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 SSR remarks 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 dates 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 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)

1.	3GRPF YY JB GROUP	This will apply the other carriers time limits in line with our Joint Business agreement

Itineraries involving Iberia, including BA even flight numbers BA510 to BA526 (operated by Iberia) and BA even flight numbers BA528 to BA538 (operated by Iberia Express)

1.	3OTHS BA INTERLINE GROUP	This will apply the other carriers time limits

Should you fail to add the appropriate keyword for the carriers involved in your booking then may result in them cancelling any confirmed space that you have booked with them and we are unable to guarantee that this will be able to be re-booked or at the original fare.

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

This is required where the duration between your date of booking and date of travel permits payment of deposit and must be fulfilled before the Deposit time limit expires.

1.	5 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.	3OTHS BA 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.

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. Once added correctly a remark will be added to the booking DEPS ACKNOWLEDGED.

To fulfil Full Payment commitment and avoid automatic cancellation

This is required wherever you commit to Full Payment, which may be after Deposits if booking timescales permit, or may be at time of booking. This must be fulfilled before the Full Payment time limit expires.

1.	5 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.	3OTHS BA BAL RCVD	Mandatory SSR entry to confirm full payment commitment

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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 IGNR 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 IGNR 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)
   3IGNRBA/S2 (where segment 2 is the sector that you do not wish to obtain a new quote for)

3. 6 REF LW   Add received from field

4. E or ER   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 IGNR 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.	3GPCQ BA-AGM/10	Add keyword to accept the re-quote and 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 IGNR against will become UC	

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

Once this change is accepted, your new sector will confirm and the original sector that you added the IGNR 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.	X2	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.	6 REF LW	Add received from field
3.	E or ER	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 IN BUSINESS CLASS
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.	3GPCQ BA-AGM/10	Add keyword to accept the re-quote and 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 IGNR against will become UC	

Once this change is accepted, your new sector will confirm and the original sector that you added the IGNR 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**	

1.	X2	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.	6 REF LW	Add received from field
3.	E or ER	End transaction (ERK will cancel all unconfirmed sectors in the PNR)

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

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 acknowledgment 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?

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 IGNR 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. 6 REF LW   Add received from field

5. E or ER   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 store a fare for a Group booking

Once your PNR contains all of your passenger names, you'll able create a fare for each passenger type on the booking including Adults, Young Adults, Children and Infants.

To do this, you will need to create a fare 'shell' in line with your standard GDS suppliers instructions.

PLEASE NOTE THAT INFANTS PAY 10% OF THE ADULT NETT FARE. APPLICABLE INFANT TAXES, FEES AND CARRIER IMPOSED CHARGES ARE ADDED ON TOP OF THIS, WHERE APPLICABLE.

Mandatory requirements to include when creating your fare

There are some mandatory requirements that must be included within your fare quote for a Group booking and you must confirm these are included within your stored fare quote before you issue tickets to ensure that you are not issued with an ADM. 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 ACCEPTABLE TO MANIPULATE A QUOTE AGAINST ANY OTHER FARE TYPE.

The mandatory items to include within your fare quote 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. Modification of Tour Code Line

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
AUQ	Fare basis for an adult travelling in First Class
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 Line**

   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

How to issue an e-ticket:

Issuing e-tickets for group bookings

Once you've ensured that your fare contains all of the mandatory requirements detailed above, you'll be able to issue your Etickets. 0 Group bookings are defined as bookings with 10+ passengers but can also be for less than 10 passengers who are attached to a group. To ensure successful issue of E-tickets, you must use the following ticketing entries should be followed and applied to both booking types:

• Group booking sizes e.g. 15 passengers
• Group booking sizes e.g. 3 passengers or split from a larger group

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Step 1 - Mergeback BA PNR to Sabre

To ensure successful issue of E-tickets, you must use the following mandatory entries:
1.   ¤¤BAL Move into Multi Access mode
2.   *Record Locator Retrieve BA Group PNR
3.   6 REF AGENT NAME Enter received from field (6)
4.   E End BA PNR which will then merge back into Sabre as a GK

Step 2 - Issuing the tickets in the Sabre PNR

1.   W‡T1N2-5.2‡ABA‡FAGENTNONREF‡UB*1212121‡ETR (first nine passengers)
2.   W‡T1N5.3-8.2‡ABA‡FAGENTNONREF‡UB*1212121‡ETR (second nine passengers)

Once e-tickets have been issued check the e-ticket numbers have been transferred to the British Airways group PNR like the example below:

0. 0SABRE/TEST/FOUR NM:15
BKD:15 CNL: 0 SPL: 0
1.HANLEY/MARIT MRS
16 BA 400 G 20SEP 1 LHRBRU HK15 4 1745 1955 *1A/E*
33 SSR TKNE BA HK1 1255737413219C1/S16/P1 (e-ticket no C1 - coupon 1/S16 - segment 16/P1 - passenger)

If this has not happened then you'll need to contact our Groups Team

Step 3 - Corrective Procedures

1.   Group Name in Sabre PNR must exactly match Group Name in BA PNR otherwise the e-ticket will not be transferred to BA
       Action:
   •   If e-tickets have already been issued, then Void.
   •   Delete existing –C/ name by entering -1_
   •   Re-enter correct –C/15GROUPNAME (exactly as it appears in the BA PNR, including slashes / and spaces.)
2.   Individual Name in Sabre PNR must exactly match name in BA PNR including spaces otherwise a 'NO' status will be returned from the BA system.
       Action:
   •   Correct name in Sabre PNR.
   •   Remerge BA segments onto Sabre PNR cancelling 'NO' segments. Issue e-tickets
   •   Check e-ticket numbers have been transferred to the BA PNR. If not the e-ticket will be missing from the BA system.
3.   Eticket numbers are missing from the PNR.
       Action:
   •   Contact the Groups Team to advise e-ticket numbers and that they are missing from the PNR.
   •   BA Group Sales will update the BA PNR.

_____

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:
3GRPF BA SERVICE REQUEST

You'll also need to add an RM remark to the reservation to detail the action or information you require:
5 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 acknowledgment remark will be added to the pnr to confirm SERVICE REQUEST RECEIVED.

Miscellaneous

Availability

130JANLONPAR1000	With date/city pair/specified departure time
110FEB*1300	Change date/departure time
1-2	Subtract from original availability date
1R	Return availability (day, month, departure time optional)
1R12FEB2100	Return availability with date, departure time
1R-4	Subtract from original return availability date
1* then MD	Display more and then see the next screen

Adding Names

-1TEST/AMR	Add individual name
-2APPLES/AMRS/JIM (CHD)	Add multiple names with child descriptor
-1ORANGE/AMR (INF/AMBER)	Add individual name with infant name and descriptor

Removing Names

-10¤	Delete passenger 10

Amending Names

-10¤	Delete passenger 10
E	End the booking then retrieve the PNR again and add the new name

Adding Child Details

3OSI BA KIRSTY AGE 5/ P2	Add OSI for passenger 2

Amend Phone Number

96¤ 0208 263 0221 REF SK	Change telephone number and Agent reference

Delete Phone Number

96¤	Delete a telephone number

Cancel Segments

X2	Cancel specific segment (segment 2)
X1-2	Cancel sequential range of segments (segments 1 to 2)
X1/4	Cancel selected non-sequential segments (segments 1 and 4)

Retrieval & Display

*X35SLZ	Display using PNR locator
*A	Display all PNR elements including individual names
*BA117/20FEBLHRJFK-BOND/JMR	Display using a specific flight number/date/city pair and passenger name

Amend Remarks

575¤KK 75	Change a remark. 5 (remark line number)_(new remark)

Delete Remarks

562¤	Delete a remark. 5 (remark line number)_ _

Amend OSI

31¤OSI BA FIRST TIME FLYER/P2	Amend an OSI (OSI line number 1) for passenger 2

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Delete OSI

31¤	Delete an OSI (OSI line number 1)

Divide a PNR with a Group Name

1.	DC/2	Divide 2 passengers
2.	6SK	Received field
3.	F	File new record
4.	6SK	Received field
5.	E	End Transaction will also display PNR references

Divide a PNR with Individual Passenger Names

D1	Divide passenger name 1
D1*3	Divide passengers 1 and 3
D1-3	Divide passengers 1 to 3

Special Meal Requests

3VGML BA/P1	Request VGML on all flight segments for passenger 1
3VGML11-12 BA/P1	Request VGML on specific flight segment for passenger 1 (flight segment 11 to 12)

Update Schedule Change

.3HK	Update segment 3 from TK (schedule change) to HK

Reading the Queue

QC/ALL	Queue count
Q	To access the BA queue
I	Ignore the PNR and leave it on the queue
E	End the PNR after changes made and remove from the queue
QR	Removes PNR unchanged from the queue
QX	Exit the queue

Move Back Into Sabre

¤¤ES	Leaving connection to BA open
QUIT	Ending the connection to BA

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.	3OSI BA TCP ABCDEF	Where ABCDEF is the booking locator for the other booking(s) of the complete Group.

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

Name Changes on Etickets - After Original Issue

If you need to make a name change and it's not an imminent departure (within 3 days of departure) then please add a service request to your booking and this will make the request drop to our Groups Team

3GRPF BA SERVICE REQUEST

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

5 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. An acknowledgment remark will be added to the pnr to confirm SERVICE REQUEST RECEIVED.

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

If your name change is for a reservation where travel is imminent (within 3 days of departure) then you'll need to:

1)   Split the individual from the main BA PNR, giving a new BA locator.
2)   Contact our Groups Team to have the original ticket number removed from your reservation
3)   Once this has been removed you'll be able to action the name change via your GDS.
4)   You'll need to create a new Sabre PNR from the new BA locator using the mergeback instructions advised within this Guide.
5)   Remember you must also include the – C/GROUPNAME.
6)   You'll then be able to issue the new ticket in exchange for the old ticket.

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.**

•   Agents with special school rates

•   Large groups (over 99 passengers).

•   Bookings out of System range.

•   First Class Bookings.

•   Mixed Cabin Bookings

•   Special Multi-sector journeys (MANLHR//MIALONMAN).

•   JSA & Franchises. Feeder Rates (overseas originating rates).

•   Outstation quotes.

•   Cancellations.

•   Upgrades & Add-ons.

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 QP/MANBA0806/87C46
2.   **Seat Map Groups** - Customers booked as a group but not travelling as a group who will use the Self Service Kiosks (SSK) e.g. incentive groups/allocations groups. Queue your booking to QP/MANBA08NH/87C0

API (Advance Passenger Information)

Entries for Groups

API data is mandatory for all passengers and must be entered using the industry standard entries detailed below

Complete Travel Document Information

3DOCSBAHK1/P/IRL/1234567890/GBR/10NOV60/F/31DEC12/REED/RITA-1

Expansion information on the above entry:

3DOCSBAHK1	Industry standard SSR entry with association to the passenger name in the booking that the API details relate to
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)
-1	The passenger number in the reservation that the API data relates to e.g. Passenger 1

Destination Address

ZZSRDOCA 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. ZZSRDOCA BA HK1-D-USA-301 PARK AVENUE-NEW YORK-NY-10022/P1-20 but only where all of the passengers associated share the same destination address.

Country of Residence

ZZSRDOCA BA HK1-R-GBR/P1

N.B. This entry can be passenger related to all passengers with the same destination address e.g. ZZSRDOCA BA HK1-R-GBR/P1 but only where all of the passengers associated share the same country of residency.

Redress Number Information - US Travel only

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

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