



## 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](http://www.batraveltrade.com) for more information.

## Requesting a Group Rate

Please key in the following mandatory entries

1.	@BAC@LOGON	Select BA Drop Thru
2.	@ABA01JUNLONNYC	Availability entry
3.	@015G7	Request 15 seats in G class from line 7
4.	@-C/15SUNTOURS/ONEGROUP	Add group name (Travel Agent Name/Group Name)
5.	@-@C/15SUNTOURS/ONEGROUP	To amend a Group name (this is only possible to do during PNR creation)
6.	@G*C	To move agency profile into the booking
7.	@9LON 020 7123 9 4567 REF SK	Enter a contact telephone number with Agent details.
8.	@5 IATA NUMBER 1234567	Add remark with Agency IATA No (7 digits only do not add check digit)
9.	@3SSRGRPFBA-ADHOC GROUP	Add SSR with "ADHOC GROUP" (only required once in the pnr)
10.	@3SSRGRPFBA-GROUPQUOTE	Add SSR with GROUPQUOTE to request a quote
11.	@3OSI BA ODSG	Add SSR with ODS identifier
12.	@7T/	Ticketing entry
13.	@6 MRSMITH	Add received from field
14.	@*R	Display all PNR elements including individual names
15.	@E	End the booking

  

- If you are requesting over 99 seats – Request 99 seats and add the following remark:  
[@5 TCP120 \(specifying the number of seats required\)](#)
- If the Travel Date you require is outside of system Range – Request for latest possible date and add the following remark:  
[@5 DATE 20NOV10 – 27NOV10 \(Specifying the dates required\)](#)
- If you are booking pre-agreed special rates – add the following remark:  
[@5 PREAGREED GROUP RATE 125](#)
- To request less than 9 additional seats to an existing group only, add the following TCP in the OSI field:  
[@3OSI BA TCP ABCDEF - ABCDEF](#) being the booking locator. Total group size plus main group booking locator. The TCP locator must have the same group name and requires the mandatory ODS elements. (IATA NUMBER - 7 digits only - and ADHOC GROUP)

If you enter any of the above keywords it is essential to also enter the **GRPFBA-GROUPQUOTE**.



## Confirming at the Quoted Rate:

British Airways will reply by sending the PNR back to your queue 87.

When you have accepted the quote, add the following remark, keyword and end the booking:

1.	@5 KK 125	Add remark confirming the quoted rate of 125
2.	@3SSRGRPFBA-GROUPQUOTE	Add SSR GROUPQUOTE to confirm space
3.	@3OSI BA ODSG	Add OSI with ODS identifier

## 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:

[@3SSRGRPFBA -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](#)

## Name Changes on Etickets - After Original Issue

If you need to make a name change and it's not imminent departure (within 14 days of departure) then please add a service request to your booking and this will make the request drop to our Groups Team:

[@3SSRGRPFBA -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 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 14 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) Create a new Worldspan PNR from the new BA locator
- 5) You'll then be able to issue the new ticket in exchange for the old ticket.

## How to issue an e-ticket:

### Issuing e-tickets for group bookings

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

1. Passenger relate the TKP field until all passengers have been ticketed e.g.
  - [EZ](#) Issues E-tickets
  - [EZ#N1-9](#) Issues the E-tickets for passengers 1-9
  - [EZ#N10-18](#) Issues the E-tickets for passengers 10-18
2. Once e-tickets have been issued check the e-ticket numbers have been transferred to the British Airways group PNR. If this has not happened they you'll need to contact the Groups Team.



## 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 received 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-on's.

## 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 @QEP/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 @QEP/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

3SSR DOCS BA HK1/P/IRL/1234567890/GBR/10NOV60/F/31DEC12/REED/RITA-1.1

Expansion information on above entry

3SSR DOCS BA HK1	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)
1.1	The passenger number in the reservation that the API data relates to e.g. Passenger 1



## Destination Address

3SSR DOCA BA HK1/D/USA/3450 TIMES SQUARE/NEW YORK/NY/3456-1.1

## Country of Residence

3SSR DOCA BA HK1/R/GBR-1.1

## Redress Number Information - US Travel only

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

3SSRDOCOBAHK1//R/123456-1.1

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>