



Group Booking Service

Quick reference guide

including e-ticket



British Airways Plc, Registered Office: Waterside, PO Box 365, Harmondsworth UB7 0GB, Registered in England No 177777.



Sabre



All together easier

The improved Group Bookings Service from British Airways

British Airways automated queuing 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 batraveltrade.com for more information. If you require further training, please contact your GDS who will be pleased to help.

Requesting a Group Rate

Please key in the following mandatory entries

- | | |
|--|--|
| 1. IIIBAL | Move into Multi-Access mode. |
| 2. 127OCTLONPAR1600 | Availability entry. |
| 3. 015G7 | Request 15 seats in G class from line 7. |
| 4. -C/15OLYMPICTEAM
-C/(nbr in party plus group name) | Add number in party and group name. |
| 5. -0IIC/15TESTSABRE
-(name number)IIC(number in party)(new name) | To amend Group name. (Please note: this is only possible in PNR creation.) |
| 6. 9 020 7123 9 4567 AGENT NAME REF SK | Add phone number with agent details. |
| 7. 3SSR GRPF BA ADHOC GROUP | Add SSR with "ADHOC GROUP". |
| 8. 5 IATA NUMBER 9123456 | Add remark with Agency IATA No. |
| 9. 6 REF LW | Add received from field. |
| 10. *A | Display all PNR elements including individual names. |
| 11. QP/MANBA0807/86 | Queue PNR to British Airways. |

Please note: apart from the IATA number in step 8, do not add any Remarks to the booking except in the following situations:

- 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 20NOV04 – 27NOV04 (specifying the dates required)**
- If you are booking pre-agreed special rates (Schools and Tours/Corporate /Readerships) – add the following remark: **5 PREAGREED GROUP RATE 125 (specifying the agreed rate of 125)**
- To request additional servicing (add on requests/special requests) – add the following remark: **5 free format**

Please do not add any free format remarks until you have obtained a group quote as free format remarks cannot be read until a group quote has been obtained.

Confirming the Quoted Rate:

British Airways will reply by sending the PNR back to your Multi-Access Queue 0.

When you have accepted the quote, add the following remark and queue the PNR back:

- | | |
|--------------------|---|
| 1. 5 KK 125 | Add remark confirming the quoted rate of 125. |
| 2. QP/MANBA0807/86 | Queue PNR to British Airways. |



Miscellaneous Entries:

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* and 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.
-1ORANGE/AMR (INF/AMBER)	Add individual name with infant.

Removing names

-10 ^{II}	Delete passenger 10.
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Amending names

-10 ^{II}	Remove old name and end transaction. Then retrieve PNR again and add new name.
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Adding child details

3OSI BA KIRSTY AGE 5/ P2

Add (General facts) OSI for passenger 2.

Amend phone

96^{II}0208 263 0221 REF SK

Change a telephone number and agent reference.

Delete phone

96^{II}

Delete a telephone number.

Cancel Segments

X2

Cancel specific segment (2).

X1-2

Cancel sequential range of segments (1 and 2).

X1/4

Cancel selected non sequential segments (1 and 4).

Retrieval/display entries

*X35SLZ

Display using PNR locator

*A

Display all PNR elements including individual names.

Display by Specific Flight

*BA117/20FEBLHRJFK-BOND/JMR

Display using flight number/ date and city pair.

*A

Display all PNR elements including individual names.

Amend remarks

575^{II}ATTN GROUPS PLS HK AT 75GBP
5 (line number)^{II}(new remark)

Change a remark.



Delete remarks

562^{II} Delete a remark.

Amend OSI's

31^{II}OSI BA FIRST TIME FLYER/P2 Amend an OSI for passenger 2. The BA PNR contains separate name items so you must specify name item as it appears in the PNR).

Delete OSI's

31^{II} Delete a general fact.
3 (line number)^{II} **Reduce number of seats**
XE0.20 Reduce the number of seats by 20.

Divide PNR with Group Name

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

Divide PNR with Individual Names

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

**Display Seat Maps (from the Sabre Merged back PNR)**

4G1* Display available seats for segment 1.

Seating (on the BA PNR)

4G1/10B-2 Book on segment 1/seat 10B for passenger 2.

Special Meal Requests

ZZSRVGML/S4/P1 Request VGML for passenger 1.
ZZSRVGML/S4/P1 Request VGML segment 4 for passenger 1.

Update Schedule change

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

Reading the Queue (in^{III}BAL)

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

^{III}RES Leaving connection to BA open
QUIT Ending the connection to BA

How to issue an e-ticket:

Group bookings are defined as bookings with 10+ passengers but can also be for less than 10 passengers who are attached to a group.

The following processes apply to both booking types:

Group booking sizes e.g. 15 passengers

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

Step 1

Mergeback BA PNR to Sabre

To ensure successful e-ticket issue, please key in the following MANDATORY entries:

- | | |
|-------------------------------------|--|
| 1. IIIBAL | 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 |
| 5. -C/15OLYMPICTEAM | Add number of party and group name (group name must exactly match with group name and number in BA PNR) |
| 6. -2SMITH/GEORGEMR/BERYLMRS | Add passenger names (passenger name must exactly match with passenger name in the BA PNR including spaces) |

COMPLETE PNR AS NORMAL, MOVING OVER AGENCY STAR etc....

Step 2

Issuing e-tickets in the Sabre PNR

Issue the e- tickets as normal utilising Phase 3, 3.5, 3.75 or 4 ticketing. However, the maximum number of e-tickets that can be issued at one time is 9. Therefore, for any PNR's that exceed this number the ticketing entry will be required to be name related.

Example: #N2-5.2

Example e-ticketing entry

W#T1N2-5.2#ABA#FAGENTNONREF#UB*1212121#ETR (first nine passengers)

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, if not please contact BA Group Sales

For example:

```
0. OSABRE/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 1)
```



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.

Corrective action:

If e-tickets have already been issued, then Void.
Delete existing -C/ name by entering -1^{II}
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.

Corrective Action:

Correct name in Sabre PNR. Rmerge BA segments onto Sabre PNR cancelling 'NO' segments. Issue e-tickets

3. Check e-ticket numbers have been transferred to the BA PNR. If not the e-ticket will be missing from the BA system.

Corrective Action:

Contact BA Group Sales in Manchester to advise e-ticket numbers missing from the BA PNR. BA Group Sales will update the BA PNR.

Name Changes on e-tickets (after original issue)

Contact BA Group Sales to action name change

BA Group Sales consultant will split the individual from the main BA PNR, giving a new BA locator, with the name change in the new locator.

Once the e-ticket has been issued you are unable to do name changes.

Create a New PNR from the new locator given by BA using the mergeback instructions from the previous page. Remember you must also include the - C/GROUPNAME.

Issue a new e-ticket.

Refund the name-changed e-ticket

Any refund for the name-changed e-ticket must be processed manually.

Please contact your Sabre Helpdesk for further assistance.



NOTES

Specialist Expertise

For the booking types listed, our dedicated Groups team will progress your bookings behind the scenes, which will take longer than the standard automated quotes.

- Agents with special rates (e.g. Schools). Corporate special rates. Large groups (over 100).
- Out of System range.
- Premium Bookings.
- Special Multi-sector journeys (MANLHR//MIALONMAN).
- JSA & Franchises. Feeder Rates (overseas originating rates).
- Outstation quotes.
- Cancellations.
- Upgrades & Add-on's.



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