




TRADE TOUCHPOINTS

Online and Voice

APRIL 2024

TRADE ONLINE TOUCHPOINTS

EXTRANET	SALESHUB			NDC	TRADE
 <p>BATPC</p>	 <p>NET FARE DISTRIBUTION</p>	 <p>CORPORATE REWARDS</p>	 <p>NDC REGISTRATION</p>	 <p>NDC COMMS HUB</p>	 <p>EMAIL</p>
<p>Instant access to customer guidelines, trade policies, processes and webforms.</p>	<p>Self-management of distribution details enabling access to British Airways and Iberia net fares products.</p>	<p>Management of Corporate Rewards programme on behalf of Corporate customer including redemption of Points for FFP Cards.</p>	<p>Register and connect with NDC.</p>	<p>Entry point for all NDC topics:</p> <ul style="list-style-type: none"> • Access to all NDC information • Help Desk • Known Issues • API functionality • Communications 	<p>Online option for non-urgent queries available to our managed trade partners with 24 hours SLA.</p>
<p>BA Travel Partner Connect</p>	<p>Agency HUB</p>	<p>Corporate HUB</p>	<p>NDC Registration</p>	<p>NDC Comms HUB</p>	

TRADE VOICE TOUCHPOINTS

GENERAL



THDPLUS

Voice support with prioritisation for our managed trade partners for both pre & mid travel queries.



24/7 support



Global*



THD LINE

Voice support for all trade partners for both pre & mid travel queries.



24/7 support



Global*



NDC LINE

Voice support for queries not available online via our APIs that require offline servicing.



24/7 support



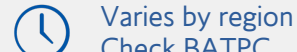
Global

SPECIALIST



GROUPS

Group booking related queries and support.



Varies by region
Check BATPC

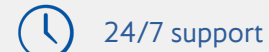


UK, US, EU, ZA



MARINE

Dedicated Marine desk designed to support specialist Marine & Offshore travel agents.



24/7 support



Global



E&M

Integrated support and service for the dedicated team specialised to support.



24/7 support



Eligible Accounts

*Except China, Hongkong, & Japan. Go-live in Q3 2024.