

ConcessionsOnline

Updating your Personal Details and your
Staff Travel nominees for Staff Travel 2009

Former staff

Your Nominees for Staff Travel 2009 and ConcessionsOnline

- This guide will show you how to
 - check and update your Personal details
 - check existing Nominee details, and change or set up your nominees for travel from 01 April 2009
- You may nominate one person of your choice, and your children if they are under 24
- 'Current Nominee' status can only be changed after a minimum of 6 months
- Nominees need to be registered in ConcessionsOnline before they can be selected for travel in the online booking system
- For more information on Staff Travel 2009 and Nominees, see the Staff Travel 2009 FAQs.



Accessing Concessionsonline

After logging in to Employee Self Service (ESS) at **my.baplc.com**, using your BSAFE password...

Go to Shortcuts on the ESS page, and click ConcessionsOnline

(see following slide for what to do next...)



The screenshot shows the 'Employee Self Service' interface. At the top, there is a header 'Employee Self Service' and a sub-header 'ESS Home'. Below this, there is a 'Home' section and a 'Shortcuts' section. The 'Shortcuts' section contains a list of links: 'Add APIS and contact details', 'ba.com', 'Book Holiday Hotline', 'Book Hotline Flights', 'Book Personal and Duty Travel', 'Book Personal travel on other carriers', 'Check in online', 'ConcessionsOnline', 'Latest travel embargo info', and 'Touchdown Magazine'. The 'ConcessionsOnline' link is circled in orange. Below the 'Shortcuts' section is a 'Help desks' section with links for 'Hotline helpdesk', 'Im Service Centre', and 'Retiree FAQs'. At the bottom of the page, there is a 'Help' link.



New ConcessionsOnline terms and conditions

Agreement

As a serving or former employee of British Airways Plc ("BA") you are eligible to use non-contractual staff travel benefits subject to the policy as outlined in the Staff Travel Guide 2009 (STG09). All bookings are subject to STG09. It is your sole responsibility to fully understand the STG09 and to ensure that your nominees are fully aware of the policy when they are using staff travel.

When you are making travel arrangements you must ensure that you and your nominees are eligible for the concession. If a concession is available in error, including on-line e.g. an annual bookable concession is reinstated after it has been used or the wrong number of concessions are displayed/accessed according your personal benefit eligibility, both serving and former staff must bring this to the attention of the Staff Travel Manager, at the following address: Waterside, HCB3, Harmondsworth, Middlesex, UB7 0GB and in addition serving employees must also advise their line manager.

Any misuse of staff travel whether a breach of the STG09 or otherwise will be treated seriously and for serving employees will lead to disciplinary action under EG901 Disciplinary Procedures. For former employees an investigation will take place and appropriate action taken, this may lead to the withdrawal of concessions.

Staff travel is a non-contractual and discretionary benefit granted at the sole discretion of BA and as such can be withdrawn or varied at the sole discretion of the Company at any time.

Please read, then Accept or Decline as appropriate.

You need to accept these conditions before being able to go in and view/ update your nominee details

ConcessionsOnline Welcome screen

ConcessionsOnline

ESS Home

BRITISH AIRWAYS
| Logout

From here you can...

- Check and update your Personal Details
- See your Travel Nominees
(for travel up to 31 March 2009)
- Manage your Nominees for Staff Travel 2009
(for travel from 01 April 2009)

Welcome to ConcessionsOnline

...the data for current and former employees and their staff travel benefits.

My Details

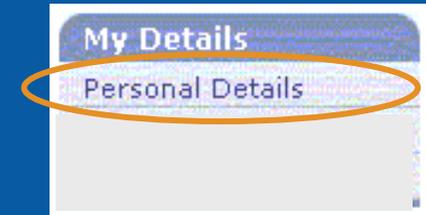
Personal Details

Travel Nominees

Travel Nominees-ST09

The following screens will show you how to check and update your details and manage your travel nominees...





How to update your Personal Details in ConcessionsOnline

Personal Details

My Details

Personal Details

Basic Details

First Name : Joanna **Birth Date** : 21-Dec-1946
Middle Name(s) : V **Gender** : Female
Last Name : King **Partnership Status** : Married/Civil Partner
Title : Mrs
Preferred Name : Jo

Update ▶

Home Address

Address : Casa de Blanca
: Agrupacion Numero 99
: La Plancia de Monrovia
:
County :
Post Code : 90201 San Jose
Country : Spain

Update ▶

Phone / Email

Home : 0034 567 8901234
Home Email Address : email@here.co.uk

Updating your Personal details

- Click the Update button in the section you want to change, and on the resulting Amend Personal Details screen make your changes...

...some examples of these screens will come up next

Phone/ Email

- You must provide a valid email address so that confirmation of your updates can be sent.
- A valid email address is also required to complete staff travel bookings.

Update Basic Details



What you can update

any item with a white box to the right...

- 1 either clicking in the box first and then typing in the information, or
- 2 clicking the downward arrow to select an item from a pre-filled list

A screenshot of the 'Personal Details' form. The form contains several fields: 'First Name' (Margie), 'Middle Name(s)' (A), 'Last Name' (Livingstone), 'Title' (Miss), 'Preferred Name' (empty), 'Birth Date' (01-Sep-1929), 'Gender' (Female), and 'Partnership Status' (Single). A dropdown menu for 'Partnership Status' is open, showing options: 'Divorced/Dissolution', 'Legally Separated', 'Widowed', 'Single', and 'Married/Civil Partner'. The 'Single' option is selected. A 'Cancel' button is at the bottom left and a 'Submit' button is at the bottom right. Annotations include: a '1' in a box pointing to the 'Last Name' text input; a '2' in a box pointing to the dropdown arrow of the 'Title' field; a '1' in a box pointing to the 'Title' dropdown menu; and a '2' in a box pointing to the dropdown arrow of the 'Partnership Status' field. A separate list of titles is shown on the left side of the form, with 'Miss' highlighted. A line connects the 'Miss' in this list to the 'Miss' in the 'Title' dropdown.

Once you've made your changes, click the Submit button

Update Home Address



Amend Personal Details

Home Address

Items Marked with * must be completed

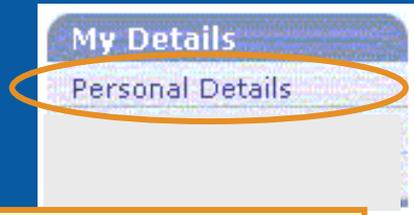
* Address : 57 Heinz Avenue
: Branston
:
:
County : Middlesex
Post Code : HZ57 2BB
* Country : United Kingdom

Cancel Submit

You can update any of the fields on this screen... either clicking in the box first and then typing in the information, and for your Country of residence, click the downward arrow to select the country from a pre-filled list

Once you've made your changes, click the Submit button

Update Phone / Email



You can add new, amend existing or delete contact details by...

- first clicking the Add button
- 1 then the downward arrow to select the type of contact information you want to include (a new line will appear for each type of contact information) Then type in the new information, or
- 2 clicking in the box first and then over typing the existing information, or
- 3 using the Delete button next to the line you want to remove

A screenshot of the 'Phone / Email' form. On the left, a dropdown menu is open, showing various contact types. The 'Add' button is circled in orange. The form has two rows of input fields. The first row has a dropdown set to 'Home Email Address', a text box containing 'MargieLivingstone@Heinz.co.uk', and a 'Delete' button. The second row has a dropdown set to 'Home', a text box containing '0208 567 8901', and a 'Delete' button. A 'Cancel' button is at the bottom left and a 'Submit' button is at the bottom right. Numbered callouts 1, 2, and 3 point to the dropdown menu, the text boxes, and the 'Delete' buttons respectively.

Once you've made your changes, click the Submit button



Checking Nominees in ConcessionsOnline

(for Staff Travel up to 31 March 2009)

Nominees example 1

(up to 31 March 2009)



In this example, an existing nominee and a child under 24 will be valid until 31 March 2009
 This screen will not be used or be visible from 01 April 2009

Employee Tr

Main Dependant
 (Spouse and Partner are main dependants)

	Full Name	Birth Date		To
	Mr Duncan King	25-Apr-1938		

Dependant Children

Nominate	Full Name	Birth Date	Relationship	Effective From	Effective To
<input checked="" type="checkbox"/>	Miss Lou King	01-Jan-1986	Daughter	09-Jan-1986	

Non-Dependants

Nominate		From	Effective To

[Staff Travel Policy Guide](#)
[Employee Services Contacts](#)

As the new ST09 Nominee policy stipulates you may nominate just one person - plus any children if under 24 years - these records will carry over to ConcessionsOnline and the nominees will be available to add to staff travel bookings from 01 April 2009

Nominee example 2

(up to 31 March 2009)



This example shows three existing nominees, of which one will need to be chosen for Staff Travel from 01 April 2009, with the other two remaining as potential travel nominees in ConcessionsOnline

Main Dependant
(Spouse and Partner are

	Full Name	Birth Date	Relationship	Effective From	Effective To

Dependant Children

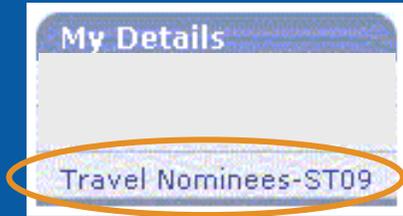
Nominate	Full Name	Birth Date	Relationship	Effective From	Effective To

Non-Dependants

Nominate	Full Name	Birth Date	Relationship	Effective From	Effective To
<input checked="" type="checkbox"/>	Mr. Arthur Johnston	10-Jan-1903	Father	01-Apr-1991	31-Mar-2009
<input checked="" type="checkbox"/>	Mrs. Harriett Johnston	24-Mar-1905	Mother	01-Apr-1991	31-Mar-2009
<input checked="" type="checkbox"/>	Mrs. Joyce Sommerville	13-Jan-1938		01-Apr-1991	31-Mar-2009

As the new ST09 Nominee policy stipulates you may nominate just one person - plus your children if under 24 years - anyone with more than one person already nominated will see that their Nominees will no longer be available to add to staff travel bookings after 31 March 2009

[Staff Travel Policy Guide](#)
[Employee Services Contacts](#)



Checking and updating Nominees in ConcessionsOnline

(for Staff Travel from 01 April 2009)

New Nominee definitions



from 16 February 2009

ConcessionsOnline shows two new types of Nominee:

- **Current Nominees** - who can be included in your bookings as they appear in the online staff travel booking system.

Current Nominees cannot be changed for at least six months after their 'Effective from' date.

- **Potential Nominees** - who could appear in the online staff travel booking system, but are not yet showing.

Potential Nominees only become eligible for travel bookings once they become Current Nominees.



ConcessionsOnline tips



from 16 February 2009

In the period from 16 February to 31 March 2009

- check your Nominees in ConcessionsOnline to ensure the correct person - and any children under 24 - is listed.
- Whoever is listed as a Current Nominee in ConcessionsOnline will be your travel nominee from 01 April for a minimum of six months...
- ...if you want to replace them with a different nominee, you should do this before 31 March 2009.

It takes at least 24hours for any Nominee changes to take effect, so you should make any changes well in advance of your departure date so that you have enough time to make a booking including the changed Nominee.



Checking/ updating your Travel Nominees – ST09



from 16 February 2009

The following screens show examples of how to:

- check Nominee status and details
- change Nominee details
- add new people to your Potential Nominee list

This guide also outlines what to do if

- you have more than one person listed as a Potential Nominee and you need to decide which of them is to be your Current Nominee to appear in the online staff travel booking system



Check Nominee status and details

My Details

Travel Nominees-ST09

from 16 February 2009

ConcessionsOnline Staff Travel Nominees

You may nominate one person of your choice, and your children if they are under 24.
Click more information for details.

[More information](#)

Current Nominees

	Full name	Date of birth	Relationship	Effective from	Effective to	Number of Months Nominated
<input type="radio"/>	Mr Duncan King	25-Apr-1938	Husband	20-Jul-1974		0
<input type="radio"/>	Miss Lou King	01-Jan-1986	Daughter	09-Jan-1986		0

[End/Extend Nomination](#) [Change Nominee Details](#)

Potential Nominations

Full name	Effective to

[Add Person](#)

If your nominees details are correct, no further action is required. Click Exit ConcessionsOnline to finish.

[Exit ConcessionsOnline](#)



Change Nominee details

My Details

Travel Nominees-ST09

from 16 February 2009

ConcessionsOnline Staff Travel Nominees

You may nominate one person of your choice, and your children if they are under 24.
Click more information for details.

[More information](#)

Current Nominees

	Full name	Date of birth	Relationship	Effective from	Effective to	Number of Months Nominated
<input type="radio"/>	Mr Duncan King	25-Apr-1938	Husband	20-Jul-1974		0
<input type="radio"/>	Miss Lou King	01-Jan-1986	Daughter	09-Jan-1986		0

If you need to make changes, eg title or name...

- first select the nominee by clicking the button
- then click Update details and make the changes
- when finished, click Submit.

Change Nominee Details

Potential

Full name

m

Effective to

Add Person

Click Exit ConcessionsOnline to finish.

Exit ConcessionsOnline

Add a new Nominee

My Details

Travel Nominees-ST09

from 16 February 2009

ConcessionsOnline Staff Travel Nominees

You may nominate one person of your choice, and your children if they are under 24.
Click more information for details.

[More information](#)

Current Nominees

	Full name	Date of birth	Relationship	Effective from	Effective to	Number of Months Nominated
<input type="radio"/>	Mr Duncan King	25-Apr-1938	Husband	20-Jul-1974		0
<input type="radio"/>	Miss Lou King	01-Jan				

Use the Add Person option to add a Potential Nominee. Potential Nominees can only become eligible once your Current Nominee has reached the end of their current period (minimum of 6 months).

Potential Nominees

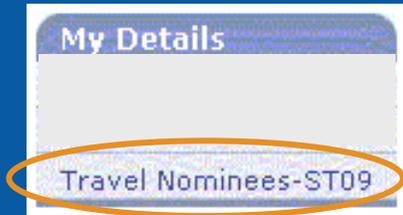
	Full name	Date of birth	Relationship	Effective from	Effective to

[Add Person](#)

[Exit ConcessionsOnline](#)



Add a new Nominee



from 16 February 2009

Please enter the person's details

Items marked with * must be completed

* Title

* First Name

Middle Name(s)

* Last Name

* Gender Male Female

* Relationship

* Date of Birth (Use format DD-MMM-YYYY)

...then fill in the required information

- **Title and Relationship:** Use the down arrow to call up a list from which to make your choice
- **First/ Middle/ Last Name:** Click in the field and type in the information
- **Gender:** Click on the appropriate option to select
- **Date of Birth:** Type in the date following the format shown or use the calendar button to pick the date

...and when finished click Submit



from 16 February 2009

Choosing an existing Nominee for travel from 01 April 2009



In this example, three existing Travel Nominees have been carried over to Staff Travel 2009 as Potential Nominees.

Under the new ST09 policy, you can only have one Nominee - and any children under 24 - so any of the Potential Nominees needs to be listed as a Current Nominee to be available for bookings from 01 April 2009.

The following screens show how to move your chosen nominee to Current Nominee status.



Choose a Current Nominee



from 16 February 2009

ConcessionsOnline

You may nominate one person
Click more information for details
[More information](#)

The new Current Nominee 'Effective from' record will be updated overnight, so it is important that you make any Nominee changes at least 24 hours before you need to make a booking

Current Nominees

Full name	Date of birth	Relationship	Effective from	Effective to	Number of Months Nominated
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You can select one of your Potential Nominees - plus your children if under 24 - to become Current Nominees and so available to add to staff travel bookings.

- first select the nominee by clicking the button
- then click Nominate Person

Potential Nominees

	Full name	Date of birth	Relationship	Effective from	Effective to
<input type="radio"/>	Mr. Arthur Johnston				
<input type="radio"/>	Mrs. Joyce Sommerville	13-Jan-1938	Sister	01-Apr-1991	31-Mar-2009
<input type="radio"/>	Mrs. Harriett Johnston	24-Mar-1905	Mother	01-Apr-1991	31-Mar-2009

Add Person ▶

Change Person Details ▶

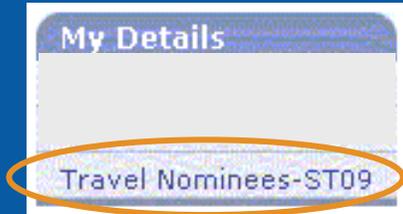
Delete Person ▶

Nominate Person ▶

◀ Exit ConcessionsOnline



Choose a Current Nominee



from 16 February 2009

ConcessionsOnline Staff Travel Nominees

You may nominate one person of your choice, and your children if they are under 24.
Click more information for details.
[More information](#)

STN - Agreement -- Web Page Dialog

This nominee will be carried over into the next staff travel year. The effective to date will be removed and the nominee will be fixed for 6 months.

Please note - You can nominate 1 person to carry forward into the next staff travel year. If you nominate a 2nd person they will become a future dated nominee in ST09, and will cease to be eligible for staff travel immediately.

OK

Current	Full name	Effective to	Nominated
<input type="radio"/>	Mr. Arthur Johnston	10-Jan-	Father
<input checked="" type="radio"/>	Mrs. Jo Johnston	01-Apr-1991	Mother
<input type="radio"/>	Mrs. Harriett Johnston	24-Mar-1905	Mother

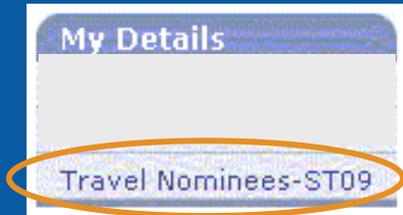
Effective to

Click OK to move to the next stage

Add Person ▶ Change Person Details ▶ Delete Person ▶ Nominate Person ▶

Exit ConcessionsOnline

Choose a Current Nominee



from 16 February 2009

01 April 2009 is the start date for Staff Travel 2009

Person being nominated					
	Full name	Date of birth	Relationship	Effective from	Effective to
	Mrs. Joyce Sommerville	13-Jan-1938	Sister	01-Apr-1991	31-Mar-2009

The nominee will be carried over into the next staff travel year. The effective to date will be removed and the nominee will be fixed for 6 months from the date below.

Six month start date

Click Submit to make the selected Nominee a Current Nominee and available to add to travel bookings from 01 April 2009



Choose a Current Nominee



from 16 February 2009

ConcessionsOnline Staff Travel Nominees

You may nominate one person of your choice, and your children if they are under 24.
Click more information for details.

[More information](#)

Update successful.

Current Nominees

	Full name	Date of birth	Relationship	Effective from	Effective to	Number of Months Nominated
<input type="radio"/>	Mrs. Joyce Sommerville	13-Jan-1938	Sister	01-Apr-1991		0

The update to Current Nominee status has been confirmed.
Current Nominees remain in place for a minimum of 6 months.

Potential Nominees

	Full name	Date of birth	Relationship	Effective from	Effective to
<input type="radio"/>	Mr. Arthur Johnston	10-Jan-1903	Father	01-Apr-1991	31-Mar-2009
<input type="radio"/>	Mrs. Harriett Johnston	24-Mar-1905	Mother	01-Apr-1991	31-Mar-2009

[Add Person](#) [Change Person Details](#) [Delete Person](#) [Nominate Person](#)

[Exit ConcessionsOnline](#)

Summary

- Go to **my.baplc.com** and log in using your BSAFE password to access ESS and then ConcessionsOnline
- Where necessary update details straightaway
- Any Potential nominee you want to include in your staff travel bookings will need to be changed to Current nominees for travel from 01 April 2009
- Check the Staff Travel Online booking facility on their 'Effective from' date to see that your Nominee has been updated accordingly
- For more information on Staff Travel 2009 and Nominees, see the Staff Travel FAQs.



ConcessionsOnline

Updating your Staff Travel nominees
for Staff Travel 2009

Former staff

End of guide