

FROM: British Airways

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British Airways NDC is introducing a new servicing enhancement that will allow partners to update their agency email address after booking creation.

**Please note that this is an optional capability and requires development from NDC partners who wish to use it.**

### **What has changed?**

As of 28 May 2026, partners using British Airways NDC can update the agency email address on an existing booking using OrderChange. Previously, once a booking had been created, the agency email address could not be changed online and had to be updated offline through NDC Trade Support.

This new capability gives partners a way to manage that change directly in their system, provided they build the functionality into their NDC flow. Please note that this update must be sent in a dedicated OrderChange request and cannot be combined with other servicing actions such as flight changes, held booking servicing, post-sale ancillary purchases or other order modifications.

### **Why is British Airways doing this?**

This change helps improve online servicing and gives partners more control over maintaining accurate agency contact details on bookings. It should also help reduce reliance on manual support for straightforward email address corrections.

This functionality is now available in British Airways NDC, but that you will need your own technical teams or Service & Technology Provider to implement support for it before you can use it.

The agency email address can now be updated after booking creation, but only through a dedicated standalone OrderChange request. You should contact the NDC Technical Helpdesk should they require technical support during their implementation.

Login and read the relevant release note for full technical specification - [Update agency email address after booking creation](#)

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