

Business Plus Travel Agent Site Decommission

Dear Valued Partners,

To give clients the best possible business travel booking experience, we have been looking at ways to enhance the Business Plus portal. As part of this process, we will be decommissioning the Business Plus travel agent site to simplify the soft benefit management procedure.

What will happen?

From **8 February 2023**, the Business Plus travel agent site will be decommissioned. When it happens, there will be a shut-down notice on the travel agent login page, and travel agents will no longer be able to access the Business Plus site with their credentials.

Will clients be affected?

Please be assured that **there will be no impact on ticketing/ booking handled by travel agents on behalf of clients**. The key changes of the Business Plus travel agent site decommissioning are as below:

- **Business Plus clients** will not be able to appoint travel agents to manage rewards such as Lounge Pass and Flight Upgrade for them. However, Travel Managers / Travel Officers of the client can continue to **directly manage rewards on their Business Plus portal**. Record of the agents appointed previously will still be available for checking.
- **Travel agents** will neither be able to access the Business Plus travel agent site nor manage rewards. They **will still be able to issue tickets and manage bookings for the clients via GDS**.

Business Plus continues our mission to make business travels easier and more rewarding. Should you have any questions, please do not hesitate to contact our team.

Thank you for your continued business and partnership, and we wish to welcome your travellers on board soon.

Yours sincerely,
Business Plus Customer Team