

- Go to group management,
- Booking summary & PNR retrieval
- Booking status code

Last updated: May-2021



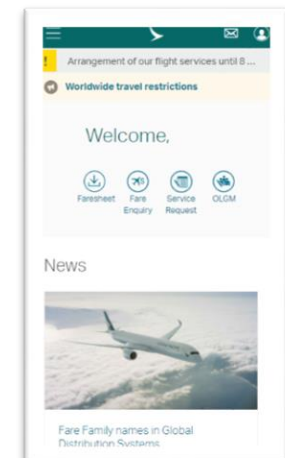
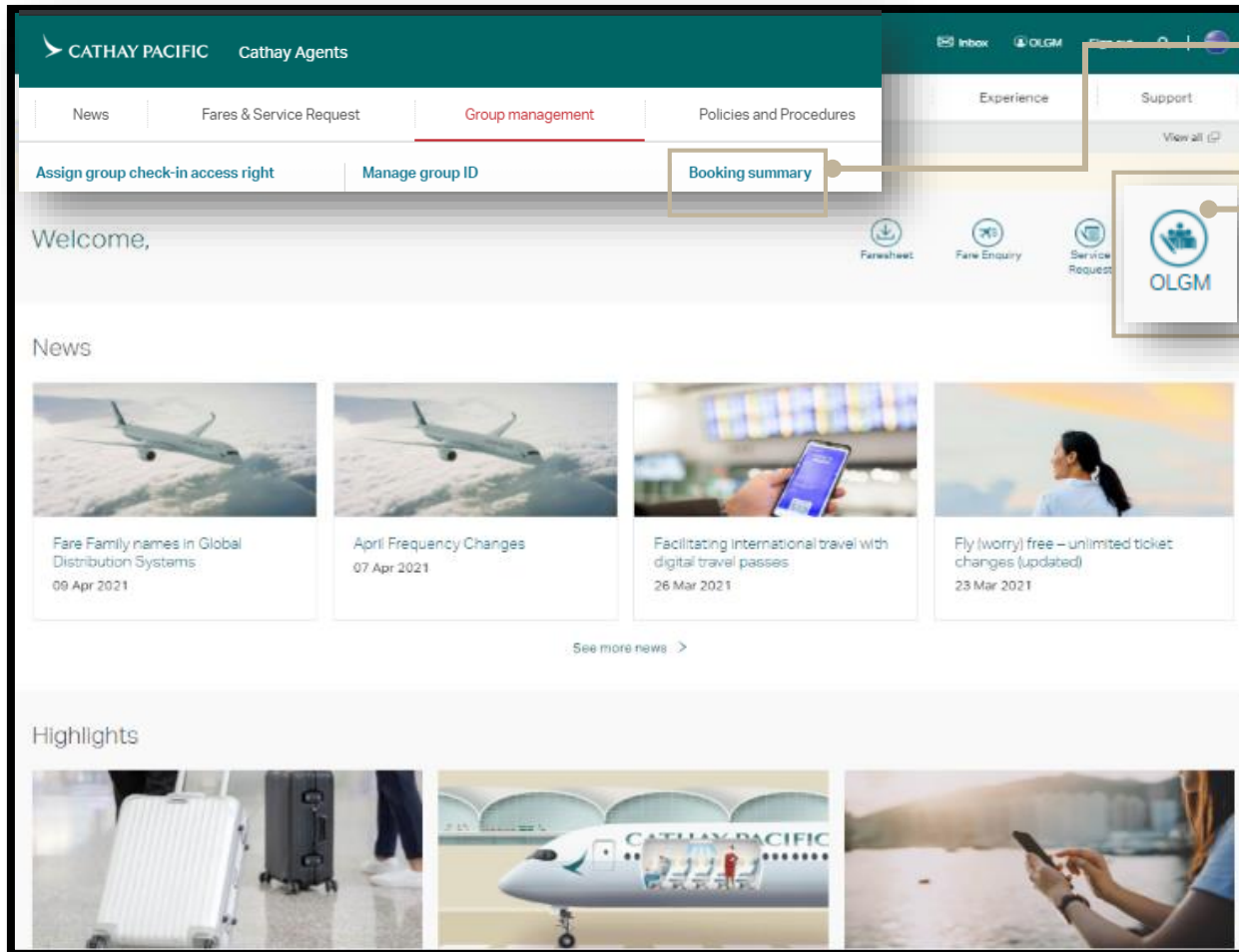
Go to group management (OLGM)

Go to group management (OLGM)



After logged in, system will automatically go to Home page.

You may click on
Group management
>**Booking summary**
or **quick link** to
OLGM





Booking summary & PNR retrieval

Booking summary



This page gives you a search panel, booking overview and pending for payment listing

CATHAY PACIFIC

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OLGM

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News

Fares & Service Request

Group management

Policies and Procedures

Experience

Support

Booking summary

You may search current booking(s) by following option(s).

Refresh bookings

Search by

^ RLOC

RLOC

^ Flight information

Flight date (DDMMYYYY)

AIRLINE
CX

Flight no.

Origin

Destination

^ Group ID

Group ID

Overview

Showing all 4 booking(s)

Pending for deposit3

Pending for full payment0

Pending for passenger list3

Modified RLOC pending review0

Pending for payment

Deposit deadline


Full payment deadline

1 - 3 of 3 booking(s)

Showing 20 | 40 | 60 booking(s)

| RLOC | First flight date | Payment deadline | Passenger list status |
|--------|-------------------|------------------|-----------------------|
| 5K25T2 | 10Jun2021 | -\$ - | Open |
| 5JW5GP | 10Jun2021 | -\$ - | Open |
| 5JXWMC | 10Jun2021 | -\$ - | Open |

Refresh bookings
- to update the RLOCs information when there was/were any changes.

Sorting icon  click on the sorting icon can make the table sort in ascending or descending order

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Search PNR - by RLOC



Agents can retrieve group booking by RLOC or other search options.

BOOKING SUMMARY
Search results Refresh bookings

Search by

[Reset](#)

^ RLOC

RLOC
6M9BT2

^ Flight information

Flight date (DDMMYYYY)

AIRLINE
CX

Flight no.

Origin Destination

^ Group ID

Group ID

Search result(s) for "RLOC : 6M9BT2"

1 Incomplete passenger list [View all](#)

1 - 1 of 1 booking(s) Showing 5 | 10 | 15 booking(s)

6M9BT2 Group size 16 Not ready to issue ticket

Flight itinerary

| Flight no. | Flight date | Departure | Arrival | Status | Cabin | Check-in status |
|------------|-------------|-----------|-----------|--------|---------|-----------------|
| CX390 | 23Jul2021 | HKG 09:00 | PEK 12:25 | HK | Economy | Not ready |
| CX331 | 28Jul2021 | PEK 16:45 | HKG 20:35 | HK | Economy | Not ready |

Ticket net fare

| Adult | Child | Infant | Senior | FOC | Upgrade child |
|-------|-------|--------|--------|-----|---------------|
| - | - | - | - | - | - |

Payment status

[Deposit deadline](#)
-
[Deposit details](#)

[Full payment deadline](#)
-

Services

[Passenger details](#)
Incomplete

[Download e-Ticket](#)

[Fare information](#)

[Download exchange order](#)

[Seat assignment](#)

[View check-in summary](#)

If RLOC matched,
it is displayed.

Services will be open
subject to PNR status,
i.e. Download e-ticket
will open when PNR
status is ticketed.

Search PNR - by options



Search by

^ RLOC

RLOC

^ Flight information

Flight date (DDMMYYYY)

AIRLINE
CX

Flight no.

Origin

Destination

^ Group ID

Group ID

^ Booking status

^ Payment status

Search

- Search by - You may search PNR(s) by flight information, booking and/or payment status,
- e.g.

| Search criteria | Search result |
|--|---|
| First flight date | All group bookings regardless of booking status, to/from for this departure date |
| First flight date + Airline + Flight No. e.g. CX506/1Jul | All group bookings regardless of booking status of CX506/1Jul |
| First flight date + pending full payment, e.g. 1May | All group bookings regardless to/from with first departure date 1May and pending full payment |

- You may combine all search options except RLOC & group ID.
- Click "Reset" to clear search data to restart a new search

Search by

⌕ Reset

^ RLOC

^ Booking status

Select booking status

Select booking status

Passenger details not allowed

Passenger details incompleated

Passenger details completed

Ready for ticket

Ticketing in progress

Ticketed

Problem PNR

^ Payment status

Select payment status

Select payment status

Pending for deposit

Pending for full payment

Paid

System response



BOOKING SUMMARY
Search results Refresh bookings

Search by

Reset

^ RLOC

RLOC

^ Flight information

FLIGHT DATE (DDMMYYYY)
23Jul2021

AIRLINE
CX

Flight no.

Origin Destination

^ Group ID

Group ID

^ Booking status

^ Payment status

Search

Search results(s) for "Flight date (DDMMYYYY) : 23Jul2021"

2 Incomplete passenger list View all

1 - 5 of 5 booking(s) Showing 5 | 10 | 15 booking(s)

TNSN54 Group size 32 View successful ticket details

Flight itinerary

| Flight no. | Flight date | Departure | Arrival | Status | Cabin | Check-in status |
|------------|-------------|-----------|-----------|--------|---------|-----------------|
| CX526 | 23Jul2021 | HKG 08:10 | NRT 13:40 | HK | Economy | Not ready |
| CX505 | 03Aug2021 | NRT 18:30 | HKG 22:25 | HK | Economy | Not ready |

Ticket net fare

| Adult | Child | Infant | Senior | FOC | Upgrade child |
|-------|-------|--------|--------|-----|---------------|
| - | - | - | - | - | - |

Payment status

- Deposit deadline Paid Deposit details
- Full payment deadline Paid

Services

- Passenger details Completed
- Fare information Completed
- Seat assignment
- Download e-Ticket
- Download exchange order
- View check-in summary

6M9BT2 Group size 16 Not ready to issue ticket

Flight itinerary

| Flight no. | Flight date | Departure | Arrival | Status | Cabin | Check-in status |
|------------|-------------|-----------|-----------|--------|---------|-----------------|
| CX390 | 23Jul2021 | HKG 09:00 | PEK 12:25 | HK | Economy | Not ready |
| CX331 | 28Jul2021 | PEK 16:45 | HKG 20:35 | HK | Economy | Not ready |

Ticket net fare

| Adult | Child | Infant | Senior | FOC | Upgrade child |
|-------|-------|--------|--------|-----|---------------|
| - | - | - | - | - | - |

Payment status

- Deposit deadline Deposit details
- Full payment deadline

Services

- Passenger details Incomplete
- Fare information
- Seat assignment
- Download e-Ticket
- Download exchange order
- View check-in summary

6MBET4 Group size 10 Not ready to issue ticket

Flight itinerary

| Flight no. | Flight date | Departure | Arrival | Status | Cabin | Check-in status |
|------------|-------------|-----------|-----------|--------|---------|-----------------|
| CX390 | 23Jul2021 | HKG 09:00 | PEK 12:25 | HK | Economy | Not ready |
| CX331 | 28Jul2021 | PEK 16:45 | HKG 20:35 | HK | Economy | Not ready |

Ticket net fare

| Adult | Child | Infant | Senior | FOC | Upgrade child |
|-------|-------|--------|--------|-----|---------------|
| - | - | - | - | - | - |

If search PNR(s) by departure flight, i.e. 23 July, system will display all matched PNRs.

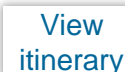







Booking status code

Booking status – Travel agent site



Status code can help agents easily to manage and services group PNRs.

| Status |  View itinerary |  Passenger details |  Fare information |  Download exchange order |  View seat |  Download e-Ticket |
|--|--|---|--|---|---|---|
| Passenger list not allowed | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ |
| Passenger list – incomplete/ completed | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Ready to issue ticket | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ |
| Ticketed | ✓ | ✓ | ✓ | ✗ | ✓ | ✓ |