

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)

Arter logged III, syst			ES INDex (L) OLGM _		You may click on Group management
CATHAY PACIFIC Cathay Age News Fares & Service Re Assign group check-in access right Welcome,		Policies and Procedures Booking summary	Experience Experience Fare Enguiny Service Reques		 Booking summary or quick link to OLGM
News Fare Family names in Global Distribution Systems 09 Apr 2021	April Frequency Changes 07 Apr 2021	Facilitating international travel with digital travel passes 26 Mar 2021	Ely (worry) free – unilmi changes (updated) 23 Mar 2021	ted ticket	Arrangement of our flight services until 8 Worldwide travel restrictions
Highlights	See m	ore news >	- h		Welcome, Weiser Start S

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

Booking summary & PNR retrieval

5

Booking summary

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

CATHAY PACIFIC Cathay Agents					⊠ Inbox	OLGM Sign out C	x 🥮		
News Fares & Service Requ	uest Grou	up management	Policies and	d Procedures	Exper	ience Sup	port		Refresh bookings
Booking summary You may search current booking(s) by following op	stion(s).					C Refres	h bookings	•	- to update the RLOCs information when
Search by	Overview					Show all 4	booking(s)		there was/were any changes.
^ RLOC	Pending for deposit	3 Pendin payme	g for full O	Pending for passenger list	3	Modified RLOC pending review	0		
RLOC	Pending for pa	yment							
	 S Deposit deadline 1 - 3 of 3 booking(s) 	Full payment deadline				Showing 20 40 60	booking(s)		Sorting icon
Flight date (DDMMMYYYY)	RLOC 🗢	First flight da	flight date Payment deadline						the sorting icon can make the table sort in ascending
AIRLINE V	5K25T2	10Jun2021	(s) -	0	pen			or descending order
Flight no.	5JW5GP	10Jun2021	(§) -	0	pen			0
Flight no.	5JXWMC	10Jun2021	(s) -	0	pen			
Origin Destination									
∧ Group ID									
Group ID									



Search PNR - by RLOC

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

oking summary earch results							C Refresh bookings
Search by		s) for "RLOC : 6 1					
S Reset ∧ RLOC	1 Incomple	ete passenger list (s)	View all 🗸				Showing 5 10 15 booking(s)
RLOC 6M9BT2	6M9BT2	Group size 16					Not ready to issue ticket
∧ Flight information	Flight itine Flight no. CX390	rary Flight date 23Jul2021	Departure HKG 09:00	Arrival PEK 12:25	Status HK	Cabin Economy	Check-in status Not ready
Flight date (DDMMMYYYY)	CX331	28Jul2021	PEK 16:45	HKG 20:35	НК	Economy	Not ready
Flight no.	Ticket net i Aduit -	fare ^{Child}	Infant -	Senior -	FOC -	Upgrade child -	
Origin Destination	Payment s S Deposit o - Deposit o	deadline		enger details	(त्र≣) Fare info	ormation (V	Seat assignment
Group ID		nent deadline	Ø Dow	nload e-Ticket	Downloa order	ad exchange	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



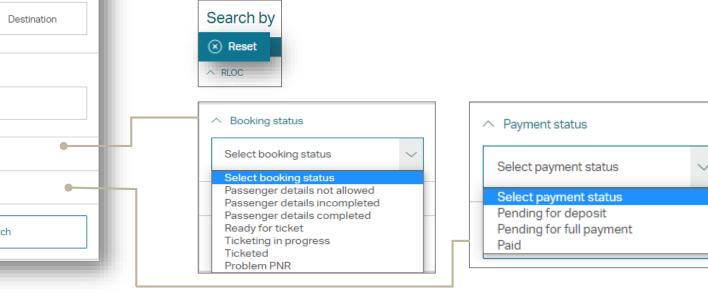
Search by	
∧ RLOC	
RLOC	
∧ Flight information	
Flight date (DDMMN	/YYYY)
AIRLINE CX	~
Flight no.	
Origin	Destination
∧ Group ID	_
Group ID	
✓ Booking status	•
✓ Payment status	•
Sea	rch

= (Search by -	You may search	PNR(s) by flight i	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



System response

DKING SUMMARY									
earch results							C Refresh booki	ings	
arah hu	Search result(s) for "Flight da i	te (DDMMMY	YYY):23Jul20	21"				
arch by		ete passenger list \							
aat .	1 - 5 of 5 booking						Showing 5 10 15 bookin	hats)	
oc							w successful ticket details		
ic is a second sec	INSN04	Group size 32	,			V	w successful ticket details		
	Flight itine	-						If search PNR(s) by de	epar
ht information	CX526	Flight date 23Jul2021	Departure HKG 08:10	Arrival NRT 13:40	Status	Cabin	Check-in status Not ready	flight, i.e. 23 July, syst	
HT DATE (DDMMMYYYY) ul2021	CX505	03Aug2021	NRT 18:30	HKG 22:25	нк	Economy	Not ready		
INE 🗸			10.30	1100 22.20	nik.	Economy	Hotready	display all matched Pl	NKS.
	Ticket net	Child	Infant	Senior	FOC	Upgrade child			
t no.	-	-	-	-	-	-			
	Payment s	tatus	Servio	es					
in Destination	(5) Deposit	deadline	(Pas	isenger details	(x=) Fare info	ormation	Seat assignment		
	Paid Deposit	details >		Completed	Comp		S dear assignment		
up ID	C Eul cover	nent deadline	🕑 Dor	wnload e-Ticket	Downloa order	id exchange	S View check-in summary		
DID	Ø Paid				Gruer		sammary		
aking status	6M9BT2	Group size 16)				Not ready to issue ticket		
ment status	_								
	Flight itine	Flight date	Departure	Arrival	Status	Cabin	Check-in status		
Search	CX390	23Jul2021	HKG 09:00	PEK 12:25	нк	Economy	Not ready		
	CX331	28Jul2021	PEK 16:45	HKG 20:35	нк	Economy	Not ready		
	Ticket net	fare						-	
	Achult	Child	Infant	Service	FOC	Upgrade child			
	-	-	-	-		-			
	Payment s	tatus	Servic	es					
	③ Deposit	deadline	Pas	senger details	(R) Fare info	irmation	Seat assignment		
	Deposit	details >		Incomplete	<u> </u>				
	6 Full pays	nent deadline	Dov	wnload e-Ticket	Downloa	d exchange	S View check-in summary		
							,		
	SHOFT4	Group size 10							
	_						Not ready to issue ticket		
	Flight itine	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	нк	Economy	Not ready		
	Ticket net	fare							
	Adult	Child	Infant	Senior	FOC	Upgrade child			

8

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	Uiew seat	Download e-Ticket
Passenger list not allowed	\checkmark	×	×	×	×	×
Passenger list – incomplete/ completed	\checkmark	\checkmark	\checkmark	×	×	×
Ready to issue ticket	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	×
Ticketed	\checkmark	\checkmark	\checkmark	×	\checkmark	\checkmark