









Cathay Agents (www.CXAgents.com)

Online Group Management – Group services

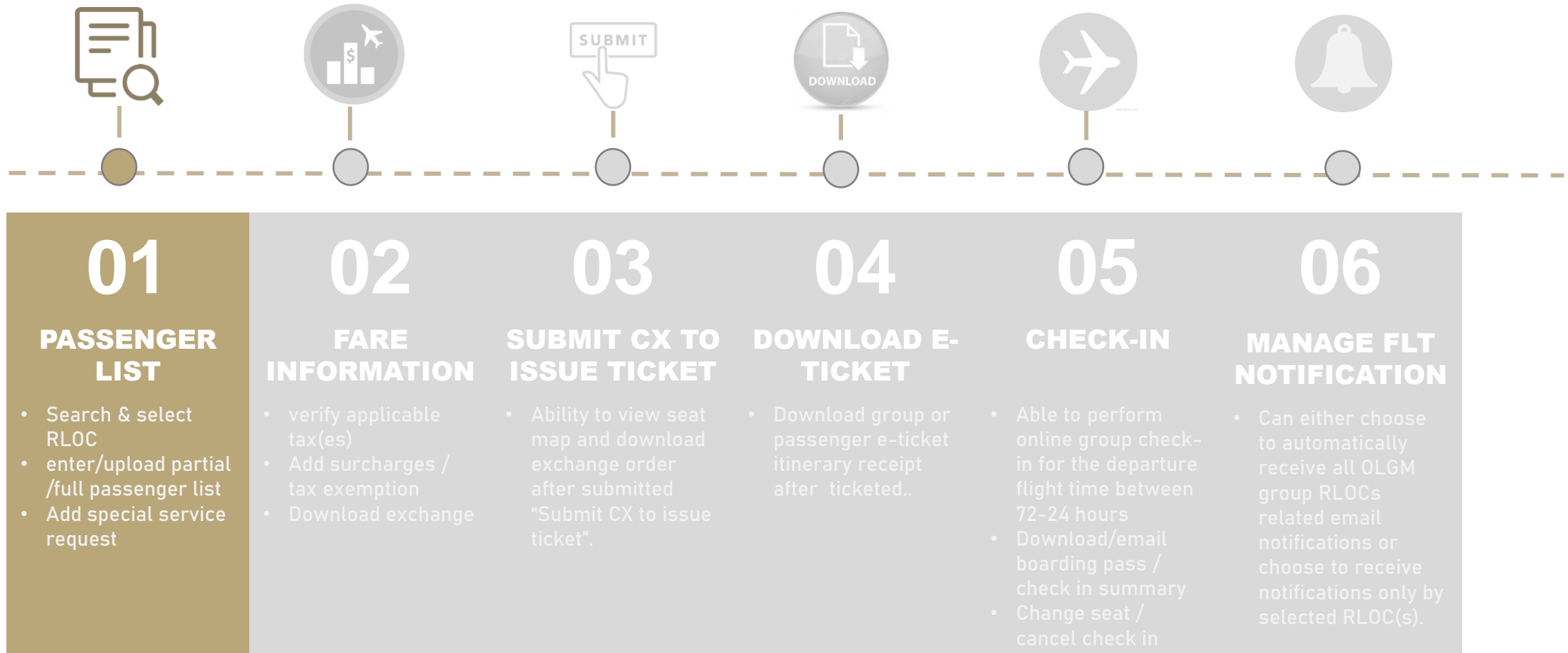
Quick reference guides

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01	02	03	04	05	06
PASSENGER LIST	FARE INFORMATION	SUBMIT CX TO ISSUE TICKET	DOWNLOAD E-TICKET	CHECK-IN	MANAGE FLT NOTIFICATION
<ul style="list-style-type: none">• Search & select RLOC• enter/upload partial /full passenger list• Add special service request	<ul style="list-style-type: none">• verify applicable tax(es)• Add surcharges / tax exemption• Download exchange	<ul style="list-style-type: none">• Ability to view seat map and download exchange order after submitted "Submit CX to issue ticket".	<ul style="list-style-type: none">• Download group or passenger e-ticket itinerary receipt after ticketed..	<ul style="list-style-type: none">• Able to perform online group check-in for the departure flight time between 72-24 hours• Download/email boarding pass / check in summary• Change seat / cancel check in	<ul style="list-style-type: none">• Can either choose to automatically receive all OLGm group RLOCs related email notifications or choose to receive notifications only by selected RLOC(s).

1. Access OLG / PNR Search / Passenger List



1. Passenger list

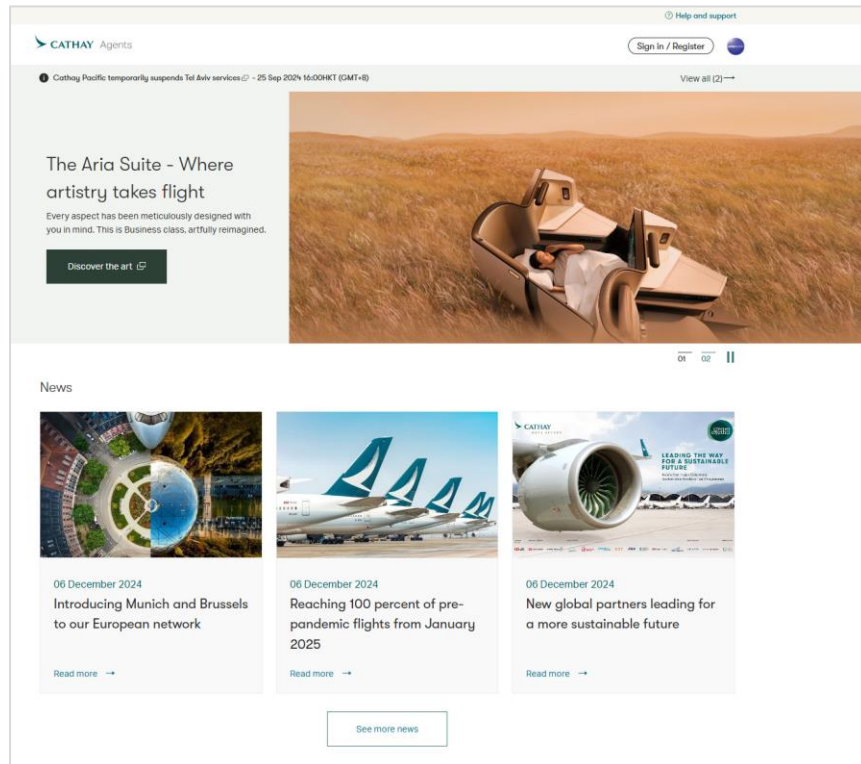
Go to Group Services (OLGM)



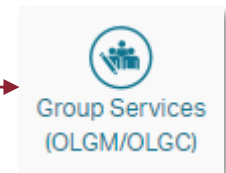
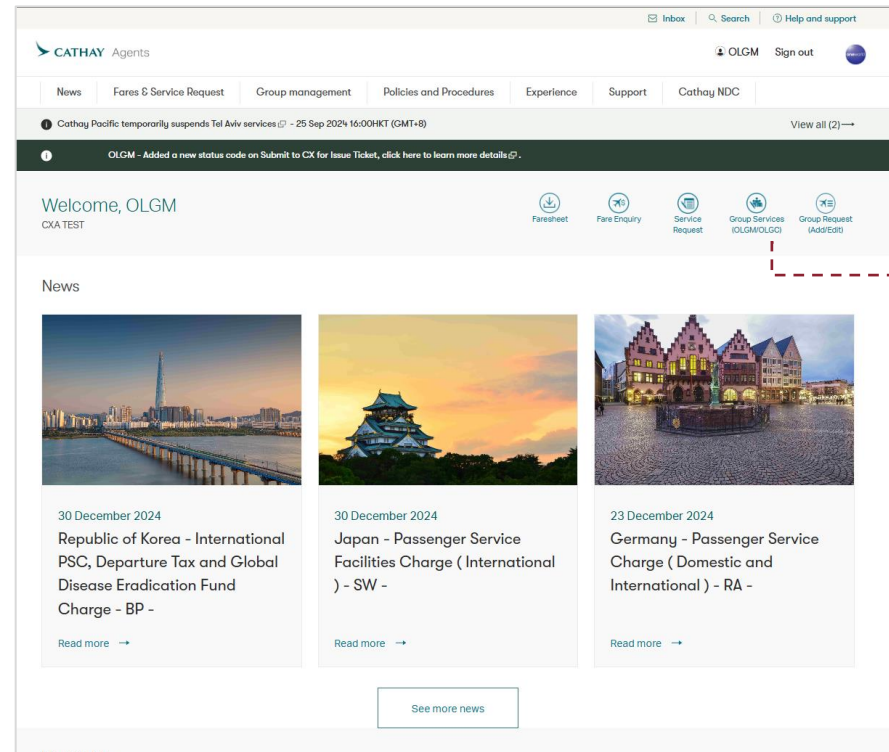
Group Services (OLGM)

View, search and manage group booking(s) including submitting passenger and fare information, downloading documents and performing online check in.

Sign in Cathay Agents www.cxagents.com



After logged in, choose **Group Services (OLGM)**



1. Passenger list PNR Search



To view / manage your group booking, please enter either RLOC or any other search fields. The system displays the requested PNR booking details.

BOOKING SUMMARY

Search results

Refresh bookings

Search by

Reset

RLOC

RLOC
5RD5Y2

Flight information

Flight date (DDMMYYYY)

AIRLINE
CX

Flight no.

Origin

Destination

Group ID

Group ID

Booking status

Payment status

Search

Search result(s) for "RLOC : 5RD5Y2"

1 Incomplete passenger list View all

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

5RD5Y2 Group size 16 Not ready to issue ticket

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX722	28Jun2024	KUL 13:10	HKG 17:20	HK	Economy	Not ready
CX745	29Jun2024	HKG 02:40	DXB 06:30	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

Download e-Ticket

Download exchange order

Seat assignment

View check-in summary

BOOKING SUMMARY

Search results

Refresh bookings

Search by

Reset

RLOC

RLOC

Flight information

FLIGHT DATE (DDMMYYYY)
01Jun2024

AIRLINE
CX

Flight no.

Origin

Destination

Group ID

Group ID

Booking status

Payment status

Search

Search result(s) for "Flight date (DDMMYYYY) : 01Jun2024"

2 Incomplete passenger list View all

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

60AJAH Group size 5 Not ready to issue ticket

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX393	31May2024	PEK 18:40	HKG 22:25	HK	Economy	Not ready
CX880	01Jun2024	HKG 00:05	LAX 22:15 -1	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

Download e-Ticket

Download exchange order

Seat assignment

View check-in summary

6NTZB6 Group size 5

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX337	31May2024	PEK 19:40	HKG 23:20	HK	Economy	Not ready
CX745	01Jun2024	HKG 01:55	DXB 06:30	HK	Economy	Not ready
CX746	06Jun2024	DXB 17:20	HKG 05:20 +1	HK	Economy	Not ready
CX334	07Jun2024	HKG 07:30	PEK 10:50	HK	Economy	Not ready

5

1. Passenger list

Go to Passenger List



Booking Summary

WYQOP4 **Group size: 13** **Not ready to issue ticket**

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX504	26 Jul 2021	HKG 09:05	NRT 14:30	HK	Economy	Not ready
CX505	30 Jul 2021	NRT 18:30	HKG 22:25	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** **1** Incomplete
- Fare information
- Download e-Ticket
- Download exchange order

Passenger Information Privacy

I acknowledge that I have the consent of each individual member of the group to share their details with Cathay Pacific, and to manage their booking and check-in. For detail please refer to the Cathay Pacific [Cathay Pacific Customer Privacy Policy](#).

Not now **Agree and continue**

Passenger details page

Booking summary

Passenger details

Please provide passenger details by uploading a file or enter in below tables.

RLOC **Group size** **1** **View details**

Emergency and local contact of tour leader **2**

Please provide at least one information for emergency and local contact of tour leader.

Title	Full Name	Country / Region	Contact number
MR	TEST	852	23402345

+ Contact

Passenger list

Please provide all passengers' Title, Family / last name, Given / first and middle names to proceed.
An infant or child must be accompanied by a parent / legal guardian or a travel companion at least 18 years of age. For details, please click here.

#1	Title	Family / last name	Given / first and middle names	Gender	STID	Age	Pass type	Infant
1	-	LEUNG	RRR	-	-	Adult	-	+ Infant

+ Contact

Travel document

Special service

Contact

Membership

On Passenger details page, Mandatory fields:

- Passenger list
- Travel document

Optional fields:

- Special service
- Passenger contact (subject to country requirement),
- Membership

- Search RLOC, click **Passenger details**,
 - A pop-up window will appear and request a group booking consent which to agree on the condition of **Passenger Information Privacy**.
 - Click on “Agree and continue”, system will turn to Passenger details page.
 - **Passenger details** page allows you to add/remove/edit the saved passenger information before ticketed

Add passengers' details can be done

>by uploading file (Use on Upload file can save your time, upload passenger details such as name, child age, travel document details, STID (sit together indicator), special meal, passenger contact and destination address all in one go.), or

>update manually

- Mandatory field. Add Emergency and local contact of tour leader (Require at least one contact detail),
 - Add title, full name and contact number (Tool tips ⓘ – display list of country international calling codes),
 - Add more contact, click **+ Contact** or remove unwanted contact details click **– Remove**

1. Passenger list

Add Passenger – from file



Passenger details

Please provide passenger details by uploading a file or enter in below tables.

[Download template](#)
[User guideline](#)

[Upload file](#)

RLOC
5HHZEI

Group size
1

[View details](#)

Emergency and local contact of tour leader

Please provide at least one information for emergency and local contact of tour leader.

Title	Full Name	Country / Region	Contact number
MR	JOHN	852	25889012

[+ Contact](#)

Passenger list

Please provide all passengers Title, Family / last name, Given / first and middle names to proceed.
An infant or child must be accompanied by a parent / legal guardian or a travel companion at least 18 years of age. For details, please click here.

#	Title	Family/ last name	Given/ first and middle names	Gender	STID	Pax type	Infant
1	MR	SAND	PHILIP	M		Adult	+ Infant

[Travel document](#)

[Special service](#)

[Contact](#)

[Membership](#)

[Save and proceed fare information](#)[Save and back to booking summary](#)

Preparation: prepare name list file.

You can add these data to name list file and upload on Passenger list;

- ☒ Passenger names,
- ☒ Travel document details,
- ☒ Special service,
- ☒ Passenger contact (subject to country requirement),
- ☒ Sit together indicator (STID)

Click [here](#) to download name-list template

- Click on **Upload file**, browse the file from your computer and press on OPEN,
 - Passenger name and details will be shown on **New add passenger List table**,

Please provide all passengers Title, Family / last name, Given / first and middle names to proceed. An infant or child must be accompanied by a parent / legal guardian or a travel companion at least 18 years of age. For details, please click here.										
Add passenger					Remove passenger		Manage columns			
	Title	Family/ last name	Given/ first and middle names	Child age	Nationality	Travel docu.	Travel docu.	Country	Expiry date	Date of birth
<input type="checkbox"/>	MR	POON	KAI YU		CHN	P	H034870800	CHN	01Feb2024	15Feb1995
<input type="checkbox"/>	MS	CHEUNG	KA YIU		CHN	P	H034870800	CHN	02Feb2024	25Jul1995
<input type="checkbox"/>	MS	WONG	WONG HOK YI		CHN	P	H034870800	CHN	03Feb2024	18Jul1995
<input type="checkbox"/>	MS	YIP	HOK YAN		CHN	P	H034870811	CHN	04Feb2024	31Dec1995
Save to fields										

- Press **Save to fields** upload into passenger list.

Choose **Save and proceed fare information** to save passenger information and go to fare information, or
Choose **Save and back to booking summary** to save passenger information and return to booking detail page

1. Passenger list

Add / Edit Passenger details - manually



Mandatory fields

Passenger list

1 Please provide all passengers Title, Family / last name, Given / first and middle names to proceed.
An infant or child must be accompanied by a parent / legal guardian or a travel companion at least 18 years of age. For details, please click [here](#).

#	Title	Family/ last name	Given/ first and middle names	Gender	STID	Pax type	Infant
1	MRS	WELL	JULIA	F		Adult	+ Infant
2	MSTR	WELL	STEPHANIE	M		Child	

Travel document

2 Make sure group passenger travels with a valid passport to have an enjoyable trip.

Primary travel document

#	Title	Family/ last name	Given/ first and middle names	Nationality	Travel document type	Travel document number	Country / region of issue	Expiry date	Date of birth
1	MRS	WELL	JULIA	CHN	P	C6789021	CHN	19Dec2028	14Jan1981
2	MSTR	WELL	STEPHANIE	CHN	P	C6789023	CHN	21Dec2028	19Jan2017

Optional fields

Secondary travel document

#	Title	Family/ last name	Given/ first and middle names	Travel document type	Travel document number	Country / Region	Expiry date
1	MRS	WELL	JULIA	-			
2	MSTR	WELL	STEPHANIE	-			

Alien Card
US permanent resident card
Visa

Destination address

#	Title	Family/ last name	Given/ first and middle names	Type of address	Country region	Street	City	State code	Zip code
1	MRS	WELL	JULIA	Destination	USA	701 SOUTH BEAC	SFO	CA	94107

☒ US secure flight program

☒ [Canada Passenger Protect Program](#)

1. Passenger list

- Click Edit icon
- Choose title, add family/ last name, given /first and middle names
- Choose passenger type, default is Adult

2. Primary travel document

- Click Edit icon
- Add Nationality / Country/region of issue – 3 letter code, **①** – list of country codes, e.g. CHN
- Add Travel document type – to click dropdown menu and select option, e.g. Passport
- Add Expiry date / Date of Birth format – DDMMMYYYY, e.g. 15FEB1981

STID (Sit together indicator)

- STID accepts 1 single letter between A – Z. You can assign the same letter to passengers for sitting together.
- Once submitted “Submit CX for issue ticket”, system will assign seats to each passenger according to STID (if available).

Secondary travel document

- Click Edit icon
- Nationality / Country/region of issue – 3 letter code,
- Travel document type –select option(Allen Card / US permanent resident card / Visa)
- Expiry date / Date of Birth format – DDMMMYYYY, e.g. 15FEB1981

Destination address

- Click Edit icon
- Type of address– Destination / Residence
- Country/region of issue – 3 letter code, e.g. USA
- Street – address detail, up to 35 characters including spaces
- City, State code & Zip code

Notes:

- When group RLOC destination is US city, Destination address is a mandatory and require to complete all fields,
- When the destination is non-US city, Destination address is an optional field

US secure flight program - Can add Redress or Known Traveller Number

Canada Passenger Protect Program - Can add Canadian Traveller Number

1. Passenger list

Option information – Add Special Meal for adult or child passenger



Special meal request deadline: at least 24 hours before your flight's departure

Special service

Meal request is only available up to 24 hours before your flight.

1 [Edit](#)

#	Title	FAMILY/ LAST NAME	GIVEN/ FIRST AND MIDDLE NAMES	Wheelchair	1	CX494	1	CX495	1
1	MRS	WELL	JULIA	<input type="checkbox"/>		-		-	
2	MSTR	WELL	STEPHANIE	<input type="checkbox"/>		-		-	

2

-

BLML

CHML

DBML

FPML

GFML

HNML

KSML

LCML

LFML

NLML

LSML

MOML

SPML

AVML

VJML

VOML

RVML

VGML

VLML

- 1
 - Search RLOC, click [Passenger details](#).
 - On Passenger details page, click on [Special services](#), click [Edit](#) icon.
- 2
 - Select passenger and special meal from the 'Meal request' drop down list.
 - [i](#) – List of special meal code & description

1. Passenger list

Option information – Add Wheelchair



Special service

Meal request is only available up to 24 hours before your flight.

Collapse edit mode

#	Title	FAMILY/ LAST NAME	GIVEN/ FIRST AND MIDDLE NAMES	Wheelchair	<div></div>	CX653	<div></div>	CX750	<div></div>
1	MR	FARM	FOREST	<div>-</div>		<div>-</div>		<div>-</div>	
2	MISS	BROWN	MUSHROOM	<div>-</div>		<div>-</div>		<div>-</div>	
3	MR	WELL	JANE	<div>-</div>		<div>-</div>		<div>-</div>	

- 1
- Search RLOC, click [Passenger details](#).
 - On Passenger details page, click on Special services, click Edit icon.
- 2
- Select passenger, select type of wheelchair
- Wheelchair tool tip

Wheelchair Tool tip

Close

A wheelchair service, along with an attendant, is available for Cathay Pacific passengers who require it at no extra cost for all Cathay Pacific flights. The attendant will assist in transporting you within the airport area and to the gate or aircraft door (depending on the airport facilities).

Code	Wheelchair service
WCHR	R stands for ramp. Passenger can ascend/descend steps and make own way to/from cabin seat, but requires wheelchair for distance to/from aircraft, i.e., across ramp, finger dock or to mobile lounge, as applicable.
WCHS	S stands for steps. Passenger cannot ascend/descend steps, but is able to make own way to/from cabin seat; required wheelchair for distance to/from aircraft or mobile lounge and must be carried up/down steps.

Other Functionalities – Add Passenger Contact



With respect to some governments enacting a legislation to mandate airlines to notify passengers in case of flight irregularities (flight delay/cancellation/disruption) or other unexpected circumstances, please be advised that travel agents are required to collect and provide passenger contact information to Cathay Pacific (CX) for flight irregularities handling. We need your cooperation to input one email address or one mobile telephone number in group PNR.

^ [Contact](#) 1 [Collapse edit mode](#)

#	Title	Family/ last name	Given/ first and middle names	Country / Region	Mobile number	Email
1	MRS	WELL	JULIA	852		
2	MSTR	WELL	STEPHANIE	852		

- Search RLOC, click [Passenger details](#). Click Edit icon
 - On Passenger details page, click on [Special services](#), click Edit icon.
 - Add country/region, e.g. 852, mobile number, e.g. 67001234
Tool tips ⓘ – List of country calling codes,
or
 - Add email, e.g. xxxxxxxx@gmail.com

📄 When group RLOC destination is UAE/US city, passenger contact is a **mandatory field** and required to add both mobile number and email for each traveller.

Other Functionalities – Add Membership Number



Membership 1 [Collapse edit mode](#)

#	Title	Family/ last name	Given/ first and middle names	Membership Number
1	MRS	WELL	JULIA	CX - <input type="text"/>
2	MSTR	WELL	STEPHANIE	CX - <input type="text"/>

- Search RLOC, click [Passenger details](#).
 - Click Edit icon
 - On Passenger details page, click on [Membership](#), click Edit icon.
 - Add Cathay Pacific (CX) frequent flyer number for group passenger.

1. Passenger list

Other Functionalities – Add Infant (No booked seat)



Passenger list

#	Title	Family/ last name	Given/ first and middle names	Gender	STID	Pax type	Infant
1	MRS	WELL	JULIA	F		Adult	+ Infant 1

#	Title	Family/ last name	Given/ first and middle names	Gender	STID	Pax type	Infant
1	MRS	WELL	JULIA	F		Adult	
-	MISS	WELL	BABY	F		INF	- Remove

Primary travel document

#	Title	Family/ last name	Given/ first and middle names	Nationality	Travel document type	Travel document number	Country / region of issue	Expiry date	Date of birth
1	MRS	WELL	JULIA	CHN	Passpoi	C6789021	CHN	19DEC2028	14JAN1981
-	MISS	WELL	BABY		-				

Special service

Meal request is only available up to 24 hours before your flight.

#	Title	FAMILY/ LAST NAME	GIVEN/ FIRST AND MIDDLE NAMES	Wheelchair	CX494	CX495
1	MRS	WELL	JULIA	<input type="checkbox"/>	-	-
-	MISS	WELL	BABY	<input type="checkbox"/>	-	-
2	MSTR	WELL	STEPHANIE	<input type="checkbox"/>	BBML SPML (request basis)	-

#	Title	Family/ last name	Given/ first and middle names	Gender	STID	Pax type	Infant
1	MRS	WELL	JULIA	F		Adult	
-	MSTR	WELL	BABY	M		INF	- Remove

- Eligible passenger type codes : Adult & Senior
Choose passenger and click on **+ Infant**
- Mandatory information for infant passenger:
 - Gender, surname, given name and travel document details
- Need baby meal
Go to Special services, select meal for infant passenger,
BBML - Baby Meal (0-23 months) or
SPML - Request child meal for infant (this special meal cannot be confirmed instantly and all on request basis.)

Special meal request deadline: at least 24 hours before your flight's departure.

Delete infant passenger

- Once click on "Remove", all related information such as name, travel document details and special meal request were deleted.

1. Passenger list

Other Functionalities – Add Passenger detail - Single Name



Passenger list

- Please provide all passengers Title, Family / last name, Given / first and middle names to proceed.
- An infant or child must be accompanied by a parent / legal guardian or a travel companion at least 18 years of age. For details, please click [here](#).

✕ Collapse edit mode

#	Title	Family/ last name	Given/ first and middle names	Gender	STID	Pax type	Infant
1	MR	MAHAMMADMAULAAA		M		Adult	+ Infant
2	MRS	BROWN	JULIA	F		Adult	+ Infant

If your group passenger name only consists of a **single** name, e.g: MAHAMMADMAULAAA, please fill up in the "**Family / Last name**" field.



1. Passenger list

Save and Proceed to Booking Summary



Passenger details
Please provide passenger details by uploading a file or enter in below tables.

[Download template](#) [User guideline](#) [Upload file](#)

RLOC: SHIZEI Group size: 1 [View details](#)

Emergency and local contact of tour leader

Please provide at least one information for emergency and local contact of tour leader.

Title	Full Name	Country / Region	Contact number
MR	JOHN	852	25889012

[+ Contact](#)

Passenger list

Please provide all passengers Title, Family / last name, Given / first and middle names to proceed.
An infant or child must be accompanied by a parent / legal guardian or a travel companion at least 18 years of age. For details, please click here.

#	Title	Family/ last name	Given/ first and middle names	Gender	STID	Pax type	Infant
1	MR	SAND	PHILIP	M		Adult	+ Infant

[Travel document](#)

[Special service](#)

[Contact](#)

[Membership](#)

[Save and proceed fare information](#) [Save and back to booking summary](#)

To confirming changes to existing records,

Click **Save and back to booking summary** to save passenger information and return to booking detail page,

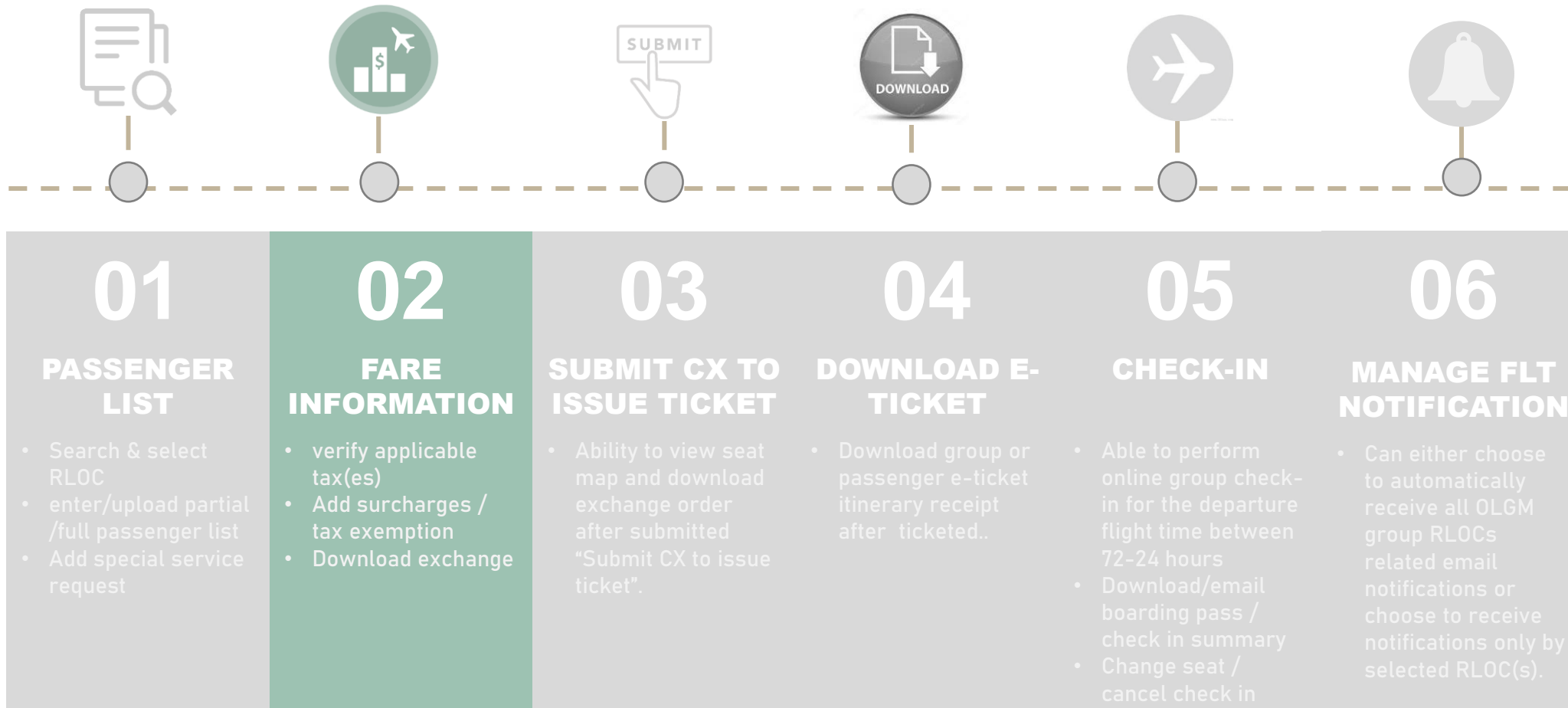
or

Click **Save and proceed fare information** to save passenger information and go to fare information.

Save and proceed fare information

Save and back to booking summary

2. Fare Information Page



2. Fare Information

Go to Fare Information Page



Booking Summary

55QVVK

Group size 2

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX494	07Sep2024	HKG 10:20	TPE 12:20	HK	Economy	Not ready
CX495	14Sep2024	TPE 13:20	HKG 15:20	HK	Economy	Not ready

Ticket net fare

Adult	Child	Infant	Senior	FOC	Upgrade child
HKD2,770	-	-	-	-	-

Payment status

Deposit deadline

-

Deposit details >

Services

Passenger details

Completed

Fare information

Incomplete

1

Seat assignment

Fare Information page can view/add fare, taxes information, update payment details, add surcharges, tax exemption and fare remarks.

- 1 Search RLOC, Click [Fare information](#) to submit passenger information.
- Notes:
If you would like to view the applicable taxes/taxes breakdown details but not update the record, can click "< Booking summary" go back booking detail page.

Fare Information page

[< Booking summary](#)

Fare information

You may view / enter fare and tax information for ticket issuance

RLOC: 55QVVK Group size: 2 [View details](#)

ⓘ Taxes Please note taxes are refreshes regularly to reflect real-time changes.

Ticket fare details ⓘ

All fields are required unless marked as optional.

Select form of payment ▼

Fare calculation

Pax type	Tour code	Net fare	Taxes	Number of pax	Sub-total
Adult		2,770	799	x 1	3,569
Child		2,080	679	x 1	2,759
Infant		280	559	x 1	839
Grand total					HKD7,167

☐ I understand the taxes displayed are only available for 7 days and have settled down payment before the deadline.

Fare calculation					
Pax type	Tour code	Net fare	Taxes	Number of pax	Sub-total
Adult		2,770	799	x 1	3,569
Tax code		Tax amount	Tax exemption		
YR		414			
G3		90			
HK		120			
I5		55			
TW		120			
Child		2,080	679	x 1	2,759
Infant		280	559	x 1	839

2. Fare Information

Fare Information Page



Ticket fare details ⓘ

All fields are required unless marked as optional.

1

SELECT FORM OF PAYMENT
Cheque

Fare calculation

Pax type	Tour code	Net fare	Taxes	Number of pax	Sub-total
Adult		2,770	799 ✓	x 1	3,569
Child		2,080	679 ✓	x 1	2,759
Infant		280	559 ✓	x 1	839

Grand total HKD7,167

2

☒ I understand the taxes displayed are only available for 7 days and have settled down payment before the deadline.

Surcharges

Optional fields.

Surcharges	Net fare	Number of pax	Sub-total
Additional charges	0	x 3	0
Re-routing	0	x 3	0
Split return	0	x 3	0
Upgrade	0	x 3	0

Grand total HKD0

3

Grand total HKD 7,167

Save and back to booking summary

1.

Choose **Form of payment**.
 - If group PNR created from GSO, not necessary enter tour code and net fare pre-filled by system.
 - For non-GSO PNR, please add tour code and net fare.
- GSO PNR

Fare calculation

Pax type	Tour code	Net fare
Adult		2,770
Child		2,080
Infant		280
- NON-GSO PNR

Fare calculation

Pax type	Tour code	Net fare
Adult	FFXXXXXXXX	2,000
Child	FFXXXXXXXX	1,550
Infant	FFXXXXXXXX	200
2.

Check the box and pending settle the payment within 7days.
- 3

To confirming save the existing records, click **Save and back to booking summary** to save fare information.

For any additional surcharges can add on this box, i.e. Additional fare, XBAG – prepaid extra baggage charges, CBBG - oversized cabin baggage charges,

Other Functionalities - Add Tax Exemption



Fare calculation					
Pax type	Tour code	Net fare	Taxes	Number of pax	Sub-total
Adult		2,340	826 1	x 3	9,498

To apply your group passenger travel tax exemption, please click on to view the tax breakdown, select the tax code and enter exemption reason.

1. Select the passenger type, click [v] to view taxes details
2. Select the tax code and enter exemption reason.

Fare calculation					
Pax type	Tour code	Net fare	Taxes	Number of pax	Sub-total
Adult		2,340	826	x 3	9,498
Tax code	Tax amount	Tax exemption			
YR	506	<input type="checkbox"/>			
G3	90	<input type="checkbox"/>			
HK	120	<input checked="" type="checkbox"/> 2	same day connect by ferry CK1774 CKSHKG		
I5	55	<input type="checkbox"/>			
E7	8	<input type="checkbox"/>			
E7	8	<input type="checkbox"/>			
G8	4	<input type="checkbox"/>			
G8	4	<input type="checkbox"/>			
TS	151	<input type="checkbox"/>			

2. Fare Information

Other Functionalities - Add Taxes Breakdown (mixed cabin Economy + Business / PEY v.v.)



< Booking summary

Fare information

You may view / enter fare and tax information for ticket issuance

RLOC: 6CKZWU Group size: 2 [Collapse details](#)

Flight No.	Flight date	Departure	Arrival	Status	Cabin
CX785	23JUN2023	HKG 09:30	BKK 11:30	HK	Business
CX708	26JUN2023	BKK 17:30	HKG 21:30	HK	Economy

Taxes Please note taxes are refreshes regularly to reflect real-time changes.
You may call admin for obtaining tax information.

Ticket fare details

All fields are required unless marked as optional.

SELECT FORM OF PAYMENT
Cheque

Fare calculation


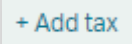
Pax type	Tour code	Net fare	Taxes	Number of pax	Sub-total
Adult		3,260	0	x 1	3,260
Child		2,440	0	x 1	2,440

Grand total HKD5,700

☐ I understand the taxes displayed are only available for 7 days and have settled down payment before the deadline.

Automatically taxes quotation is not applicable for below itinerary:


- Mixed cabin with economy class (G/cls) and premium economy (PEY), business (J) or first (A), travel agent is required to enter tax(es) breakdown manually.

- Click on  to open taxes table
- Add applicable tax code and tax amount, click  to add more rows

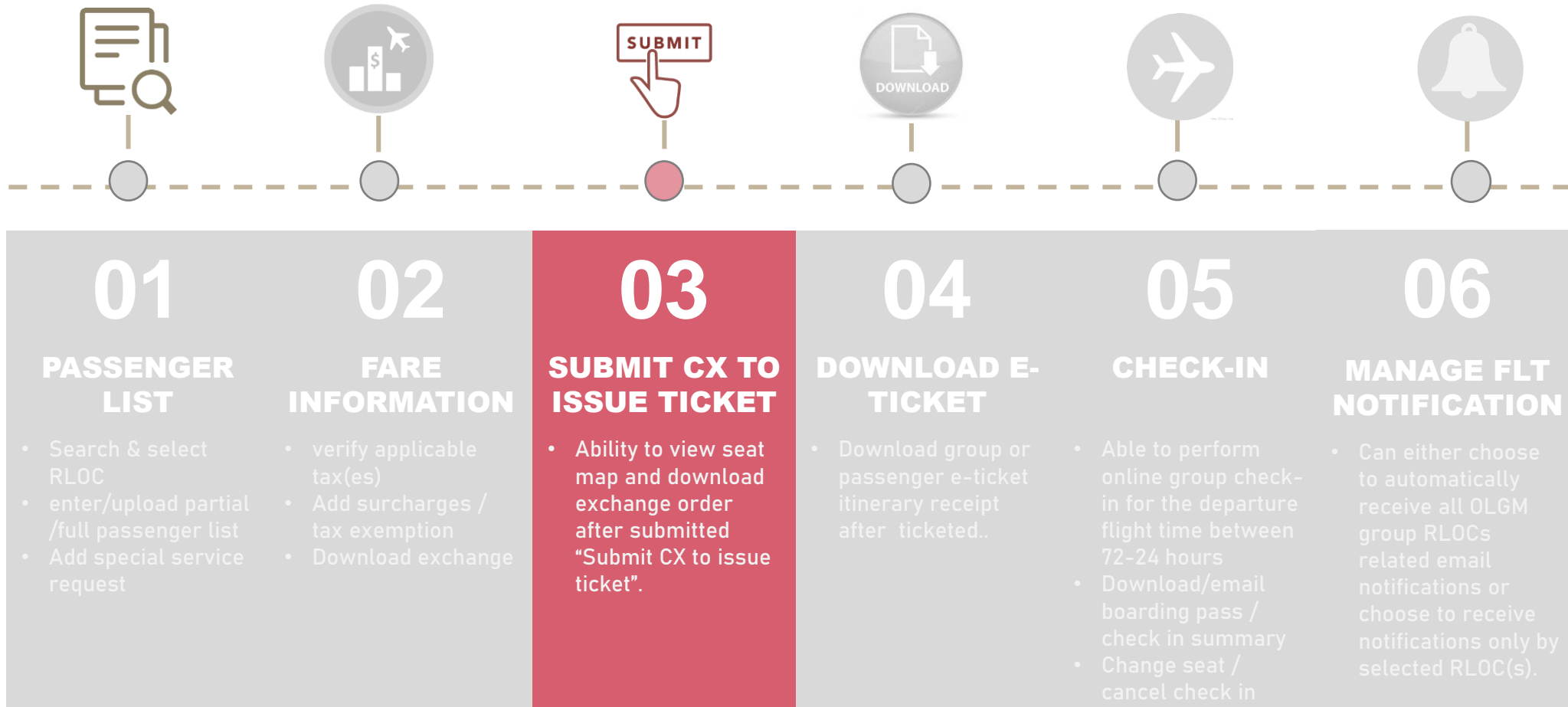
Fare calculation

Pax type	Tour code	Net fare	Taxes	Number of pax	Sub-total
Adult		3,260	938	x 1	4,198

Tax code	Tax amount	
YR	414	- Remove tax
G3	160	- Remove tax
HK	120	- Remove tax
I5	55	- Remove tax
E7	9	- Remove tax
E7	9	- Remove tax
G8	4	- Remove tax
G8	4	- Remove tax
TS	163	- Remove tax



3. Submit CX to Issue Ticket / Exchange order / View seat



3. Submit to CX for issue ticket

Submit to CX for Ticket Issue



5572SS Group size 10 [Submit to CX for issue ticket](#)

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX705	04Feb2025	HKG 08:30	BKK 10:40	HK	Economy	Not ready
CX708	08Feb2025	BKK 17:40	HKG 21:25	HK	Economy	Not ready

Ticket net fare

Adult	Child	Infant	Senior	FOC	Upgrade child
HKD1,015	-	-	-	-	-

Payment status

⑤ Deposit deadline
-
[Deposit details >](#)

⑤ Full payment deadline
-

Services

Passenger details Completed

Fare information Completed

[Submit to CX for issue ticket](#) Incomplete

Download exchange order

Seat assignment

Download e-Ticket

View check-in summary

Submit to CX for issue ticket

RLOC 5572SS Group size 10 [View details](#)

① Fare taxes Please note this is final taxes, it may differ from your previous application.

Fare information | Passenger list | Passenger contact | Travel document | Special service | Membership

Ticket fare details

Form of payment CHQ BNO number - [Edit](#)

Fare calculation

Pass type	Tour code	Net fare	Taxes	Number of pax	Sub-total
Adult	-	1,015	787	x 10	18,020

Grand total HKD18,020

Balance of payment HKD18,020 [Submit](#)

Confirmation for submit issue ticket

Please note that the following information cannot be edit and issue ticket cannot be undone after submission.

These sections will be view only after submission

Flight itinerary
Passenger list
Fare information

[Cancel](#) [Submit](#)

When group booking is finalized and ready to issue ticket, you can submit to CX for ticket issue and settle final payment.

1. Search RLOC, either click on either one of the [Submit to CX for issue ticket](#)
2. Click [Submit](#), a pop-up window will appear, click [Submit](#).

Important notes:

- Once the group booking are finalized and submitted “Submit to CX for issue ticket”, no changes (including flight itinerary, passenger and fare details) will be permitted.
- Once submitted “Submit to CX for issue ticket”, CX sales office offer 7 days guarantee on these quoted taxes, please settle the payment within 7 days. CX reserve the right to re-quote the tax(es) if payment overdue.

Payment status

⑤ Deposit deadline
 Paid
[Deposit details >](#)

⑤ Full payment deadline
 Paid

Services

Passenger details Completed

Fare information Completed

[Submit to CX for issue ticket](#) Completed

Download exchange order

Seat assignment

Download e-Ticket

View check-in summary

When “Submit to CX for ticket issue” successfully status goes to “COMPLETED”

“Seat arrangement” is available. If you find the icon is un-clickable, please click Refresh bookings.

[Refresh bookings](#)

3. Submit to CX for issue ticket

Other Functionalities - Download Exchange Order



Booking Summary

636DMG

Group size 10

View ticket details

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX603	30Sep2023	HKG 19:10	KTM 22:10	HK	Economy	Not ready
CX640	07Oct2023	KTM 23:20	HKG 06:10 +1	HK	Economy	Not ready

Ticket net fare

Adult	Child	Infant	Senior	FOC	Upgrade child
HKD4,740	HKD3,560	HKD480	-	HKD0	-

Payment status

Deposit deadline

Paid

Deposit details >

Full payment deadline

Paid

Services

Passenger details

Completed

Fare information

Completed

Submit to CX for issue ticket

Completed

Seat assignment

Download e-Ticket

Download exchange order

1

View check-in summary

Once Fare Information status reflected “Completed” or submitted “Submit CX to issue ticket”, “Download Exchange order” is available.

1.

Search RLOC, click on Download exchange order
2.

Choose > Print > Save as PDF

Save the file to your local file

WEDNESDAY 11:30 AM

636DMG

CATHAY PACIFIC

Cathay Agents

Exchange order

Total group size

Fare submission date

ATA number

License number

10

27Sep2023

1330443

JEBSEN

First departure date

Flight number

Agency name

Group name

30Sep2023

CX603

JEBSEN TRAVEL LIMITED

HKDCKLHANNHWAUKTMADHOCBUDDHIS

Ticket fare summary

Deposit details

RLOC	Form of payment	Deposit number	Deposit amount	Balance of payment
636DMG	Cheque	-	-	-56,255

Deposit amount

Grand total

Balance of payment

HKD0

HKD56,255

HKD-56,255

RLOC summary

636DMG

Group size 10

Flight itinerary

Flight number	Flight date	Departure	Arrival	Day	Class / Status	Stop
CX603	30Sep2023	HKG 19:10	KTM 22:10	Sat	G/HK	Non-stop
CX640	07Oct2023+1	KTM 23:20	HKG 06:10	Sat / Sun	G/HK	Non-stop

Fare details

Pax type	Tour code	Net fare	Tax	Number of pax	Total	Tax exemption code
Adult	-	4,740	1,462	7	43,414	-
Child	-	3,560	1,342	2	9,504	-
FOC	-	-	1,462	1	1,462	-
Infant	-	480	1,095	1	1,575	-

Surcharges per pax

Excess stopover	Re-routing	Split return	Upgrade
0	0	0	0

Balance of payment

HKD-56,255

Fare information / remarks

-

Print

1 page

Destination

2

Save as PDF

Pages

All

Pages per sheet

1

Margins

Default

Options

☒ Headers and footers

☐ Background graphics

3. Submit to CX for issue ticket

Other Functionalities - View Seat



Booking Summary

636DMG Group size 10 [View ticket details](#)

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX603	30Sep2023	HKG 19:10	KTM 22:10	HK	Economy	Not ready
CX640	07Oct2023	KTM 23:20	HKG 06:10 +1	HK	Economy	Not ready

Ticket net fare

Adult	Child	Infant	Senior	FOC	Upgrade child
HKD4,740	HKD3,560	HKD480	-	HKD0	-

Payment status

Deposit deadline
Paid
[Deposit details](#)

Full payment deadline
Paid

Services

Passenger details
Completed

Fare information
Completed

Submit to CX for issue ticket
Completed

Download e-Ticket

Download exchange order

View check-in summary

1 [Seat assignment](#)

Once submitted “Submit CX to issue ticket”, “[Seat arrangement](#)” is available. You can view each flights’ pre-assigned seats. If STID (sit together indicator) is available, system will assign seats to each passenger according to the STID.

1. Search RLOC, click on [Seat assignment](#)
2. Click on flight segment to view each seat arrangement.

Notes:

For large group size RLOC, can enter keyword to search specific passenger seat arrangement, or

- Click on menu to select option

View by [Passenger name A to Z](#)

✓ Passenger name A to Z

Passenger name Z to A

STID A to Z

STID Z to A

Seat Number in ascending order

Seat Number in descending order

View seat assignment **2**
Check out the seat options.

RLOC **636DMG** Group size 10 [View details](#)

Select flight sector

CX603
HKG To KTM

CX640
KTM To HKG

Passenger list
Cathay Pacific will endeavor to retain your seat selection. However, for operational reasons, Cathay Pacific may have to re-assign seats without prior notice.

Search by passenger name

View by **STID A to Z**

	A	C	D	E	F	G	H	K
STID A	MR FARM FOREST + MSTR FARM BREAD	53H						
STID A	MISS FARM WOOD	53K						
STID B	MR DEEP RED	54G						
STID C	MISS BROWN CANDY	51D						
STID C	MS BROWN CHARLES	51E						
STID C	MR BROWN MUSHROOM	51F						
STID D	MS WELL JANE	52D						
STID D	MR WELL JOHNATHAN	52E						

Legend
 Reserved
 Unavailable
 Extra legroom

24

4. Download E-ticket Itinerary Receipt



01

PASSENGER LIST

- Search & select RLOC
- enter/upload partial /full passenger list
- Add special service request

02

FARE INFORMATION

- verify applicable tax(es)
- Add surcharges / tax exemption
- Download exchange request

03

SUBMIT CX TO ISSUE TICKET

- Ability to view seat map and download exchange order after submitted "Submit CX to issue ticket".

04

DOWNLOAD E-TICKET

- Download group or passenger e-ticket itinerary receipt after ticketed..

05

CHECK-IN

- Able to perform online group check-in for the departure flight time between 72-24 hours
- Download/email boarding pass / check in summary
- Change seat / cancel check in

06

MANAGE FLT NOTIFICATION

- Can either choose to automatically receive all OLG group RLOCs related email notifications or choose to receive notifications only by selected RLOC(s).

4. Download E-ticket Itinerary Receipt

Download / Email E-ticket Itinerary Receipt



5VGEIK

Group size 5

View successful ticket details

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX705	01Dec2022	HKG 08:30	BKK 10:40	HN	Economy	Not ready
CX702	04Dec2022	BKK 19:15	HKG 22:55	HN	Economy	Not ready

Ticket net fare

Adult	Child	Infant	Senior	FOC	Upgrade child
HKD2,340	-	-	-	-	-

Payment status

Deposit deadline

✓ Paid

Deposit details >

Full payment deadline

✓ Paid

Services

Passenger details

✓ Completed

Fare information

✓ Completed

Submit to CX for issue ticket

✓ Completed

Seat assignment

Download e-Ticket

1

Download exchange order

View check-in summary

Download e-ticket

After CX Ticket Office issued e-ticket for the group, this function is available to download group or e-ticket itinerary

RLOC

5VGEIK

Group size

5

Fare

Group

View details

Download group e-ticket

Send email to passenger

Send all e-ticket to one email

EMAIL ADDRESS

ppling@besttravelagency.com

Send

Passenger listing

Edit email

	#	Title	Family / last name	Given / first and middle name	Ticket number	Email address
<input type="checkbox"/>	1	MS	ENG	LYKANHARITH	1602345613378	rebecca_leung@cathaypacific.com
<input type="checkbox"/>	2	MS	HOUR	MONIRATH	1602345613379	rebecca_leung@cathaypacific.com
<input type="checkbox"/>	3	MS	MAO	SREYMOM	1602345613380	rebecca_leung@cathaypacific.com
<input type="checkbox"/>	4	MS	PHO	VORLEAK	1602345613381	rebecca_leung@cathaypacific.com
<input type="checkbox"/>	5	MS	SOVANN	CHANSO	1602345613382	-

0 Passenger(s) selected

Send

- After CX sales office issued ticket, [Download E-ticket](#) is available.
- Download e-ticket page consists of two session;
 - Download group e-ticket
 - Send email to passenger

1. Click on [Download e-Ticket](#)

On Download e-ticket page consists of 2 tabs;

- Download group e-ticket
- Send email to passenger

4. Download E-ticket Itinerary Receipt

Download Group E-ticket



Download e-ticket

After CX Ticket Office issued e-ticket for the group, this function is available to download group or e-ticket itinerary

RLOC
5VGEIK

Group size
5

Fare
Group

View details

1

Download group e-ticket

Send email to passenger

Passenger listing

Please select the Meals requested by flight sector.

#	Title	Family / last name	Given / first and middle name	Pax type	Ticket number	Wheelcha...	CX705	1	CX702	1
1	MS	LWG	LYNNIAHIII	Adult	1602345613378	-	-		-	
2	MS	HOUP	MONRATH	Adult	1602345613379	-	-		-	
3	MS	WAO	SEFYMM	Adult	1602345613380	-	-		-	
4	MS	PHO	WOMFAK	Adult	1602345613381	-	-		-	
5	MS	BUMMN	QIMMO	Adult	1602345613382	-	-		-	

Endorsement / restrictions

AGT2010001 T9/GTT/NONEND NONRTERE NONREF VALID ON FLT/DATE SHOWN VALID CX ONLY

Airlines

CX - Cathay Pacific Airways Limited

Air Transportation and other services to be provided by Cathay Pacific Airways are subject to the terms and conditions stated in condition of contract and notices, supplied here with and made part of the contract of carriages.

Condition of contract

2 ☒ I agree to the terms and condition written in "Condition of Contract" and I am noticed it is my obligation to provide customer with a copy of the Condition of Contract (ticket notice). Delivery by fax or other electronic means are equally acceptable.

3

Download

Group e-ticket is designed to provide essential information such as, ALL group members name, passenger type code, ticket number and special service request.

1. Click on **Download group e-Ticket**
2. Check the box on Condition of contract
3. Click on **Download** icon and save the to your computer.

Click here to view sample of Group e-ticket

4. Download E-ticket Itinerary Receipt

Send email to passenger



Send email to passenger with multiple functions:

- 1. Send all e-ticket(s) to one email - an effective way to send ALL group member(s) e-ticket itinerary receipts in a single email
- 2. Send email to passenger > Passenger listing - send an e-ticket itinerary receipt to individual passenger

1.Send email to passenger - Send all e-ticket to one email

- 1. Add email address
- 2. Press on **Send**

Download group e-ticket

Send email to passenger

Send all e-ticket to one email

EMAIL ADDRESS
ppling@besttravelagency.com

Send

2. Send email to passenger – by passenger list

- 1. Select “ALL” or choose by passenger name item
- 2. Press on **Send**

Passenger listing

1

	#	Title	Family / last name	Given / first and middle name	Ticket number	Email address
<input checked="" type="checkbox"/>	1	MS	ENG	LYKANHARITH	1602345613378	
<input checked="" type="checkbox"/>	2	MS	HOUR	MONIRATH	1602345613379	
<input checked="" type="checkbox"/>	3	MS	MAO	SREYMOM	1602345613380	
<input checked="" type="checkbox"/>	4	MS	PHO	VORLEAK	1602345613381	
<input type="checkbox"/>	5	MS	SOVANN	CHANSO	1602345613382	-

2

4 Passenger(s) selected

Send

Helpful Tips

Can add passenger email address by name-list file, hence, simply check the box and email to passenger.
Otherwise, can press on “Edit email” to edit / add passenger email, click on Save email.

#

Title

Family / last name

Given / first and middle name

Ticket number

Email address

☐

1

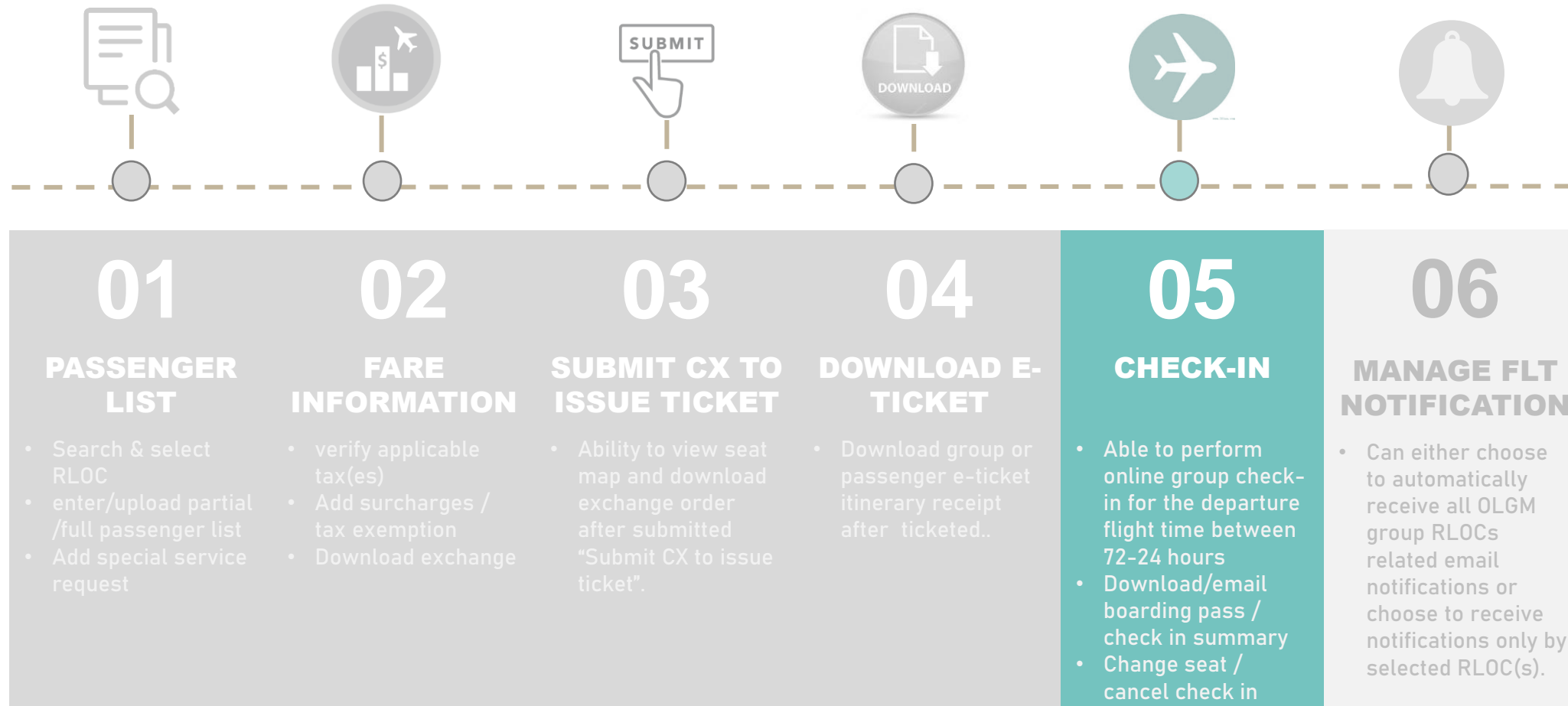
MS

ENG

LYKANHARITH

1602345613378

5. Online Group Check-in



5. Check in Online Group Check in



BOOKING SUMMARY
Search results [Refresh bookings](#)

Search by

Reset

RLOC

STU4K6

Flight information

Flight date (DDMMYYYY)

AIRLINE
CX

Flight no.

Origin

Destination

Group ID

Search result(s) for "RLOC : STU4K6"
1 - 1 of 1 booking(s) Showing 5 | 10 | 15 booking(s)

5TU4K6 Group size 5 [View successful ticket details](#)

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX659	06Jun2022	HKG 01:40	SIN 05:30	HK	Economy	Check-in 1

Ticket net fare

Adult	Child	Infant	Senior	FOC	Upgrade child
HKD1,000	HKD700	-	-	-	-

Payment status

Deposit deadline Paid

Full payment deadline Paid

Services

Passenger details Completed

Seat assignment

View check-in summary

Download e-Ticket

Download exchange order

Submit to CX for issue Ticket Completed

Search results

Online group check-in

Your trip from **HKG** to **SIN** is now ready for check-in.
Please review all the information to proceed online group check-in.

RLOC	Group size	Flight itinerary	Cabin
STU4K6	5	06 Jun 2022 CX659 HKG to SIN	Y

Select passenger

Please update all the Travel document if you want to proceed to check-in.

Passenger details

#	Title	Family / last name	Given / first and middle name	Seat number
1	MS	CHEUNG	KA YIU	66A
2	MISS	CHEUNG	MEI LEE	66D
3	MR	POON	KAI YU	66C
4	MS	WONG	WONG HOK YI	66E
5	MS	YIP	HOI YAN	66F

Security notice

Please confirm you have read and understood the following baggage requirements for your own safety and the safety of your fellow passengers.

Security notice
You must not carry items for others or prohibited or dangerous items

Dangerous goods
No explosives, no flammable radioactive, oxidising, corrosive, toxic materials

Batteries
No spare batteries of any type (including portable or integrated power banks) in your check-in baggage

[Read all security notice](#)

☒ I agree that passenger baggage complies to the aforementioned safety advice and regulations.

5 passenger(s) selected [Check-in](#)

Online check-in is available when,

- Flight is going to be departed within 72 hours on economy class and 48 hours for business class;
- Connecting flight is going to be departed within 48 hours for all class of services

1. Click on [Check in](#) to Online group check-in page
2. Select "ALL" or choose by passenger name item
3. Please accept the agreement, press on [Check in](#)
4. [Online group check-in summary](#) page will appear after checked-in, Download boarding pass, Select seat, Cancel check-in and Download check-in summary are available on this page.

Search results

Online group check-in summary

You are able to download check-in summary for your further operation, you may also download boarding pass, select seat and cancel check-in.

RLOC	Group size	Flight itinerary	Cabin
STU4K6	5	06 Jun 2022 CX659 HKG to SIN	Y

Passenger check-in status

You have 5 passenger(s) checked in and 0 passenger(s) not checked in.

#	Title	Family / last name	Given / first and middle name	Passenger type	Seat number	Check-in status
1	MS	CHEUNG	KA YIU	Adult	66A	Checked-in
2	MISS	CHEUNG	MEI LEE	Child	66D	Checked-in
3	MR	POON	KAI YU	Adult	66C	Checked-in
4	MS	WONG	WONG HOK YI	Adult	66E	Checked-in
5	MS	YIP	HOI YAN	Adult	66F	Checked-in

[Download boarding pass](#)
Here you are able to access and download all boarding passes.
[Download >](#)

[Select seat](#)
Please select your seats for your passenger through this page.
[Arrange a seat >](#)

[Cancel check-in](#)
If you would like to cancel your check-in, please click this page.
[Cancel >](#)

[Download check-in summary](#)

5. Check in

Other Functionalities – Download / View check-in summary



Booking Summary

5TU4K6 Group size 5 [View successful ticket details](#)

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX659	08Jun2022	HKG 01:40	SIN 05:30	HK	Economy	Cancel check-in

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](#) **1**

You can view / download check in summary after checked-in.

- 1 Search RLOC, Click [View check-in summary](#).
2. [Online group check-in summary](#) page will be returned, Select seat, Cancel check-in and Download check-in summary are available on this page. Click on [Download check-in summary](#) can download the file.

[Search results](#)

Online group check-in summary

You are able to download check-in summary for your further operation, you may also download boarding pass, select seat and cancel check-in.

RLOC	Group size	Flight itinerary	Cabin
5TU4K6	5	08 Jun 2022 CX659 HKG to SIN Departure 01:40 Arrival 05:30 Operated by CATHAY PACIFIC	Y

Passenger check-in status

You have **5 passenger(s) checked in** and **0 passenger(s) not checked in**.

#	Title	Family / last name	Given / first and middle name	Passenger type	Seat number	Check-in status
1	MS	CHEUNG	KA YIU	Adult	66A	Checked-in
2	MISS	CHEUNG	MEI LEE	Child	66D	Checked-in
3	MR	POON	KAI YU	Adult	66C	Checked-in
4	MS	WONG	WONG HOK YI	Adult	66E	Checked-in
5	MS	YIP	HOI YAN	Adult	66F	Checked-in

[Download boarding pass](#)
Here you are able to access and download all boarding passes.
[Download >](#)

[Select seat](#)
Please select your seats for your passenger through this page.
[Arrange a seat >](#)

[Cancel check-in](#)
If you would like to cancel your check-in, please click this page.
[Cancel >](#)

[Download check-in summary](#) **2**

5. Check in

Other Functionalities – Select seat



Booking Summary

STU4K6

Group size 5

View successful ticket details

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX659	08 Jun 2022	HKG 01:40	SIN 05:30	HK	Economy	Cancel check-in

Ticket net fare

Adult	Child	Infant	Senior	FOC	Upgrade child

Payment status

Deposit decline

Deposit details

Full payment deadline

Services

Passenger details

Fare information

Submit to CK for issue

Seat assignment

Download e-Ticket

Download exchange order

View check-in summary

Online group check-in summary

You are able to download group check-in summary for passengers who have downloaded boarding passes. An edit seat and service check-in.

RLOC	Group size	Flight itinerary	Operated by	Cabin
STU4K6	5	08 Jun 2022 CX659 HKG to SIN	Operated by CATHAY PACIFIC	Y

Passenger check-in status

You have 5 passengers checked in and 0 passengers not checked in.

#	Title	Family / last name	Check first and middle name	Passenger type	Seat number	Check-in status
1	ADT	CHEUNG	KA YIU	ADT	66A	Checked in
2	ADT	CHEUNG	MEI LEE	ADT	66D	Checked in
3	ADT	POON	KAI YU	ADT	66C	Checked in
4	ADT	WONG	WONG HOK YI	ADT	66E	Checked in
5	ADT	YIP	HAI YAN	ADT	66F	Checked in

Download boarding pass

Select seat

Cancel check-in

You can change seats for your group members after checked-in. View check-in summary can show you the latest seat you have selected.

- 1 Search RLOC, Click [View check-in summary](#).
2. Click on [Select seat](#)
- 3 Click on [Edit seat](#), select passenger
- 4 Select the seat you want to change from the seat map, click [Save](#)

Seat selection

Cathay Pacific will endeavor to retain your seat selection. However, for operational reasons, Cathay Pacific may have to re-assign seats without prior notice.

RLOC	Group size	Flight itinerary	Cabin
STU4K6	5	08 Jun 2022 CX659 HKG to SIN	Y

Select passenger

Select a passenger by clicking on his/her name in the passenger list then you can see the assigned seat No. You can also assign passenger to other available seat by clicking on [Edit seat](#) button.

3

Search by passenger name

View by Passenger name A to Z

STD A	MS CHEUNG KA YIU	66A
STD B	MISS CHEUNG MEI LEE	66D
STD A	MR POON KAI YU	66C
STD B	MS WONG WONG HOK YI	66E
STD B	MS YIP HAI YAN	66F

4

Legend

Reserved

Available

Exit row

Priority

Unaccompanied

Extra legroom

Unavailable

Baby bassinet

Galley

Toilet

5. Check in

Other Functionalities – Cancel check in



N4OPI6 **Group size 5** [View successful ticket details](#)

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX564	20Sep2019	HKG 08:10	TPE 10:00	HK	Economy	Cancel check-in 1

- 1 Search RLOC, Click [Cancel check-in](#).
- 2 Select passenger (If all passengers in PNR were checked-in, button label will be displayed Cancel check-in*).
- 3 Click [Cancel check-in](#)

2

Select passenger

<input type="checkbox"/>	#	Title	Family / last name	Given / first and middle name	Seat number
<input type="checkbox"/>	1	MS	CHEUNG	KA YIU	49G
<input checked="" type="checkbox"/>	2	MISS	CHEUNG	MEI LEE	66D
<input type="checkbox"/>	3	MR	POON	KAI YU	66C
<input type="checkbox"/>	4	MS	WONG	WONG HOK YI	49F
<input type="checkbox"/>	5	MS	YIP	HOI YAN	66F

1 passenger(s) selected [Cancel check-in](#) **3**

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin
CX564	20Sep2019	HKG 08:10	TPE 10:00	HK	Economy

Check-in status
[Check-in](#)
[Cancel check-in](#) >
Partially checked-in 2/5

*If group members were partially checked-in, check-in button will provided the status, e.g. Partially checked-in 2/5, 2 = 2 passengers were checked-in, 5 = entire PNR group size. It means 3 passengers are not checked in.

5. Check in

Other Functionalities – Boarding Pass - Download



66JUOQ Group size 2 [View successful ticket details](#)

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX139	20Apr2023	HKG 09:10	SYD 20:15	HK	Economy	Cancel check-in

Payment status

Deposit deadline
✔ Paid
[Deposit details >](#)

Full payment deadline
✔ Paid

Services

Passenger details
✔ Completed

Fare information
✔ Completed

Submit to CX for issue ticket
✔ Completed

Seat assignment

Download e-Ticket

Download exchange order

View check-in summary **1**

- After the group checked in online, group members boarding passes are available to download or send via email

- 1 Search RLOC, Click [View check-in summary](#).
2. [View check-in summary](#) page will be returned, click on [Download](#) below Download boarding pass

View check-in summary

You are able to download check-in summary in PDF format for your further operation.

RLOC	Group size	Flight itinerary	Cabin
66JUOQ	2	20 Apr 2023 CX139 HKG to SYD Departure 09:10 Arrival 20:15 Operated by CATHAY PACIFIC	Y

Download boarding pass
Here you are able to access and download all boarding passes.
[Download >](#) **2**

Select seat
Please select your seats for your passenger through this page.
[Arrange a seat >](#)

Cancel check-in
If you would like to cancel your check-in, please click this page.
[Cancel >](#)

Passenger check-in status

#	Title	Family / last name	Given / first and middle name	Passenger type	Seat number	Check-in status
1	MS	KANG	HEEYOUNG	Adult	65A	Checked-in
2	MS	PARK	SOYEON	Adult	65B	Checked-in

5. Check in

Other Functionalities – Boarding Pass - Download



[Download boarding pass](#) [Send email to passenger](#)

Passenger listing

i Please note online boarding pass is not available to passenger with an infant.

<input checked="" type="checkbox"/>	#	Title	Family / last name	Given / first and middle name
<input checked="" type="checkbox"/>	1	MS	KANG	HEEYOUNG
<input checked="" type="checkbox"/>	2	MS	PARK	SOYEON

2 passenger(s) selected [Download](#)

3. [View check-in summary](#) page will be returned, click on [Download](#) below
Download boarding pass.
Select “ALL” or choose by passenger name item, click on [Download](#)
4. To save boarding pass for ALL group members into one file,
 - Right click on a mouse to view Print Option
 - Choose > Print > Save as PDF
 - Save the file to your local file

Boarding pass

ECONOMY

FLIGHT
CX700

BKK
Bangkok

DEPARTURE TIME
28Jun23 08:10

PASSENGER
PYARK/SOYEON MS

SEAT
68H

HKG
Hong Kong

BOARDING TIME
07:30

GATE
2

At the Airport

70 mins
before departure

Get your baggage tags from our kiosks and check your bags in at least 70 minutes before departure at our bag drop counters located at **Suvarnabhumi International, Counters Q11-Q21**.

30 mins
before departure

Proceed to the boarding gate and present your travel documents for check-in at least 30 minutes before departure to avoid unnecessary delays.

10 mins
before departure

Boarding gate will be closed 10 minutes prior to departure. Late passengers will not be accepted.

Important Reminders

- Immigration and Security Regulations require that your name on the boarding pass must match your travel document. If there is a discrepancy, please contact your Airport Check-in counter for assistance.
- You MUST cancel your check-in online at least 60 minutes before departure if you cannot make the flight. Failure to do so will require you to contact Cathay Pacific to reissue your ticket before future travel. This may result in re-issuance fees and payment of any fare differences as per the ticket conditions.

Back

Alt+Left Arrow

Forward

Alt+Right Arrow

Reload

Ctrl+R

Save as...

Ctrl+S

Print...

4

Ctrl+P

Cast...

Search images with Google

Create QR Code for this page

Translate to 中文 (繁體)

View page source

Ctrl+U

Inspect

5. Check in

Other Functionalities – Boarding Pass – Send by email



1. Choose Send email to passenger, select “ALL” or choose by passenger name item, click on [Send by email](#)

Manage boarding pass

You are able to download passengers boarding pass in your local computer, also send the boarding pass to passengers by email or SMS.

RLOC	Group size	Flight itinerary	Cabin
53I25E	2	28 Jun 2023 CX705 HKG to BKK Departure 08:00 Arrival 10:00 Operated by CATHAY PACIFIC	Y

[Download boarding pass](#) [Send email to passenger](#) ¹

Passenger listing

Please note online boarding pass is not available to passenger with an infant.

[Edit passenger contact](#)

<input checked="" type="checkbox"/>	#	Title	Family / last name	Given / first and middle name	Country / Region	Mobile	Email
<input checked="" type="checkbox"/>	1	MR			-	-	
<input checked="" type="checkbox"/>	2	MS			-	-	

2 passenger(s) selected [Send by email](#)

- Can press on “[Edit passenger contact](#)” to edit / add passenger email

Sample of boarding pass sent by email:

Mon 26/06/2023 16:19
Cathay Pacific <boardingpass@cathaypacific.com>
CX705/28Jun23/066A/

To

If there are problems with how this message is displayed, click here to view

Can't see this email? Click here.

CATHAY PACIFIC

Boarding pass
ECONOMY

FLIGHT: CX705 SEAT: 66A

HKG BKK
Hong Kong Bangkok

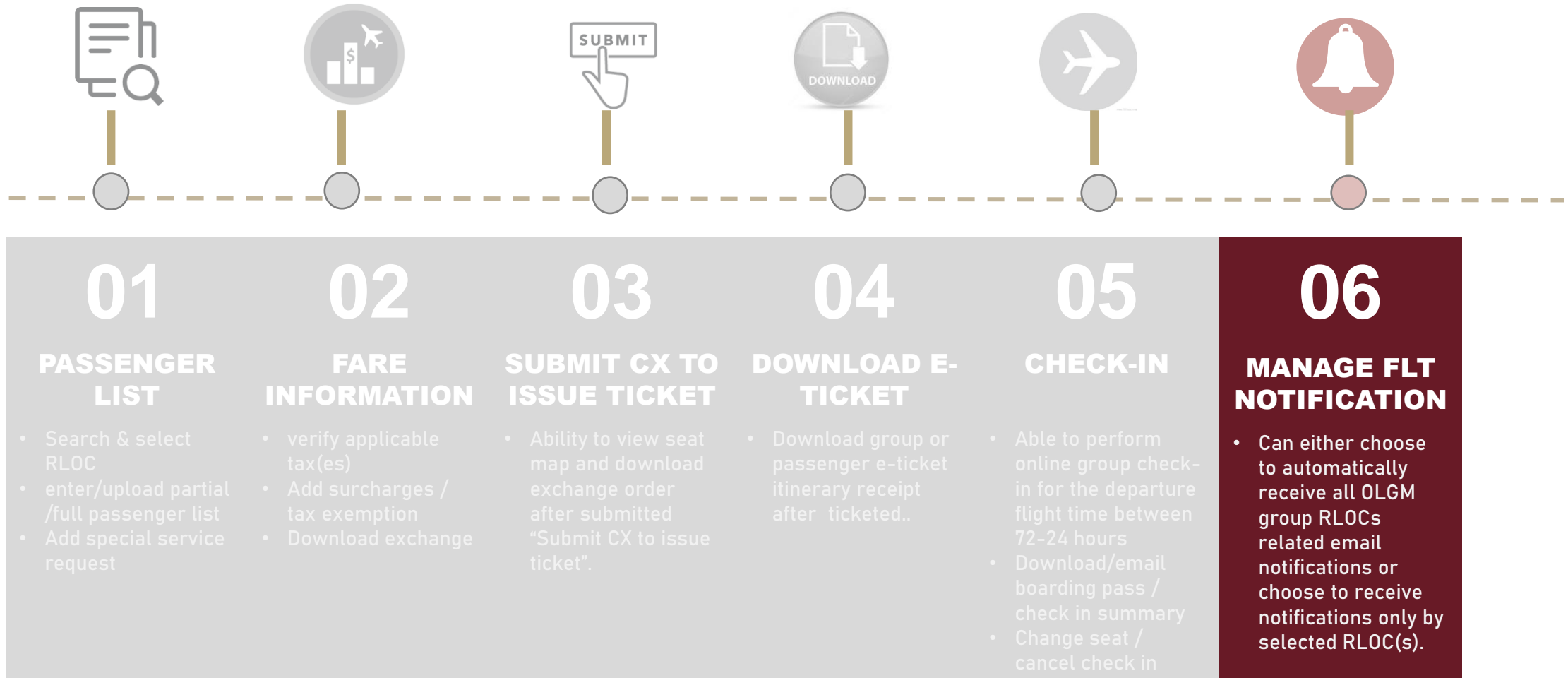
DEPARTURE: 28Jun23 08:00 BOARDING TIME: 07:20

PASSENGER: ALPHAMUNNUPH CHH /

FREQUENT FLYER:

STATUS: CX

6. Manage Flight Notification



6. Manage Flight Notification

Manage Flight Notification (group booking)



CATHAY PACIFIC Cathay Agents

Welcome [|||||]

Agency Name: TRAVEL LIMITED

Email Address: [|||||]

IATA no.: [|||||]

Location: Hong Kong SAR

[Update profile](#) 1

User with Group services access is eligible to manage group booking flight notification preference.

My access

If you have problems with the access, please contact Cathay Pacific.

✓ Group services

View, search and manage group bookings.

Email subscription preference

General

☒ Email Alert & Newsletter

☐ Agent account approval reminder

Group management related

☒ Group request

☐ Group services 1

If you like to get group bookings related notification by email, choose Group services.

☒ Group services 1

☐ Yes, I agreed to get email notification on all group RLOCs

☐ No, I will manage my group RLOC(s) email notification

Subscribed user will automatically get ALL group RLOCs related notification within the entire agency.

- 1 Click on [Update profile](#)
- 2 Select the Email subscription preference type (Group request and/or Group services).
If Group services is selected, two types of tab will open to select the preferred notification;
 - Yes, I agreed to get email notification on all group RLOCs
(In previous design) Subscribed users will get ALL OLGM group RLOCs related notifications within the entire agency.
 - No, I will manage my group RLOC(s) email notification
(In new design) User will get group booking related notifications by registered RLOC(s) on [Manage flight notification](#) page.
- 3 Click [Update](#) to save the record.

User can access [Manage flight notification](#) page to subscribe group related email notification by RLOC.

Cancel [Update](#) 3

6. Manage Flight Notification

Subscribe Email Notification by RLOC(s)



CATHAY PACIFICCathay Agents

Inbox

Kinson

Sign out

News

Fares & Service Request

Group management

Policies and Procedures

Experience

Support

Cathay NDC

Assign group check-in access right

Manage group ID

Booking summary

Group Request

Manage flight notification

Manage flight notification

Receive useful reminders about group RLOC(s), we will notify to your registered email if registered RLOC is on schedule changed, ready to name-in and ticketing completed.

FIRST FLIGHT DATE (DDMMYYYY)
24Jul2024

Origin

Destination

RLOC

Group ID

☐ My registered RLOCs

Search

Reset

Search result(s) for "First flight date (DDMMYYYY) : 07Sep2024", "My registered RLOCs : No"

Subscribe

Showing 20 | 40 | 60 booking(s)

<input checked="" type="checkbox"/>	RLOC	Group ID	Flight Number	First flight date	Origin	Destination	Subscription email
<input checked="" type="checkbox"/>	53TSJT	-	CX494	07Sep2024	HKG 10:20	TPE 12:20	-
<input checked="" type="checkbox"/>	549WTX	-	CX494	07Sep2024	HKG 10:20	TPE 12:20	-
<input checked="" type="checkbox"/>	58J9DZ	-	CX494	07Sep2024	HKG 10:20	TPE 12:20	-

Each RLOC can accommodate up to 5 users wishing to subscribe. Check box closed when subscription is full

<input type="checkbox"/>	RLOC	Group ID	Flight Number	First flight date	Origin	Destination	Subscription email
<input type="checkbox"/>	6E06SV	-	CX750	10Sep2024	BKK 11:00	HKG 15:00	-
<input type="checkbox"/>	6J3FFR	-	CX700	10Sep2024	BKK 08:10	HKG 12:10	2@gmail.1aa@gmail.com 2@gmail.11aa@gmail.com 2@gmail.11aa@gmail.com 2@gmail.1aaa@gmail.com 2@gmail.1aaaa@gmail.com

- 1 Click on **Group management** > **Manage flight notification**

Eligible user > Agent profile > Group service access > Email subscription preference – Group Services > No, I will manage my group RLOC(s) email notification

Non eligible user who click on this page will receive this message:

You do not have permission to access this application

Back to homepage

2 Search RLOC(s) by provided options.

3 Select ALL or any RLOC(s) from search result.

4 Click **Subscribe** to subscribe group related email notifications of the selected RLOC (s).

Response if transaction completed:

✓ You have successfully subscribed flight notification.
- 39

Search My Registered RLOCs (summary list) / Unsubscribe



CATHAY PACIFICCathay Agents

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Manage flight notification

Receive useful reminders about group RLOC(s), we will notify to your registered email if registered RLOC is on schedule changed, ready to name-in and ticketing completed.

First flight date (DDMMYYYY)

Origin

Destination

RLOC

Group ID

☒ My registered RLOCs

Search

Reset

1

Search result(s) for "My registered RLOCs : Yes"

Unsubscribe

1 - 3 of 3 booking(s)

Showing 20 | 40 | 60 booking(s)

<input type="checkbox"/>	RLOC	Group ID	Flight Number	First flight date	Origin	Destination	Subscription email
<input checked="" type="checkbox"/>	6GICKP	-	CX488	24Jul/2024	HKG 08:00	TPE 09:55	20.10001aa@gmail.com
<input type="checkbox"/>	5II28Q	-	CX432	24Jul/2024	HKG 08:50	KHH 10:25	20.10001aa@gmail.com
<input type="checkbox"/>	5IGM7K	-	CX432	24Jul/2024	HKG 08:50	KHH 10:25	20.10001aa@gmail.com

2

To view your registered RLOC(s):

- 1
- Go to [Manage flight notification](#), check the box of [My registered RLOCs](#), click [Search](#). Search result return on screen.

To stop getting any more emails notification of selected RLOC(s):

- 2
- Select ALL or any RLOC(s) from the “My registered RLOCs” summary, click [Unsubscribe](#).
Response if transaction completed:

☒ You have successfully unsubscribed flight notification.

Reminder: If a user removes *Group Services* access rights, all email subscriptions will be deleted in the same transaction, and the user will no longer receive any group related email notifications.



Types of Notifications

OLGM related email notifications	Description
Booking ready for submitting passenger details	System sends an email notification to subscribed users notifying at 14 and 7 days before first flight departure if Passenger list status have not been completed.
Ticket issuance completed	System sends an email to subscribed users notifying them the ticket issuance is completed.
Flight schedule change	System sends an email to subscribed users notifying them the flight schedule has changed.

