



# Cathay Agents ([www.CXAgents.com](http://www.CXAgents.com))

## Online Group Management – Group services

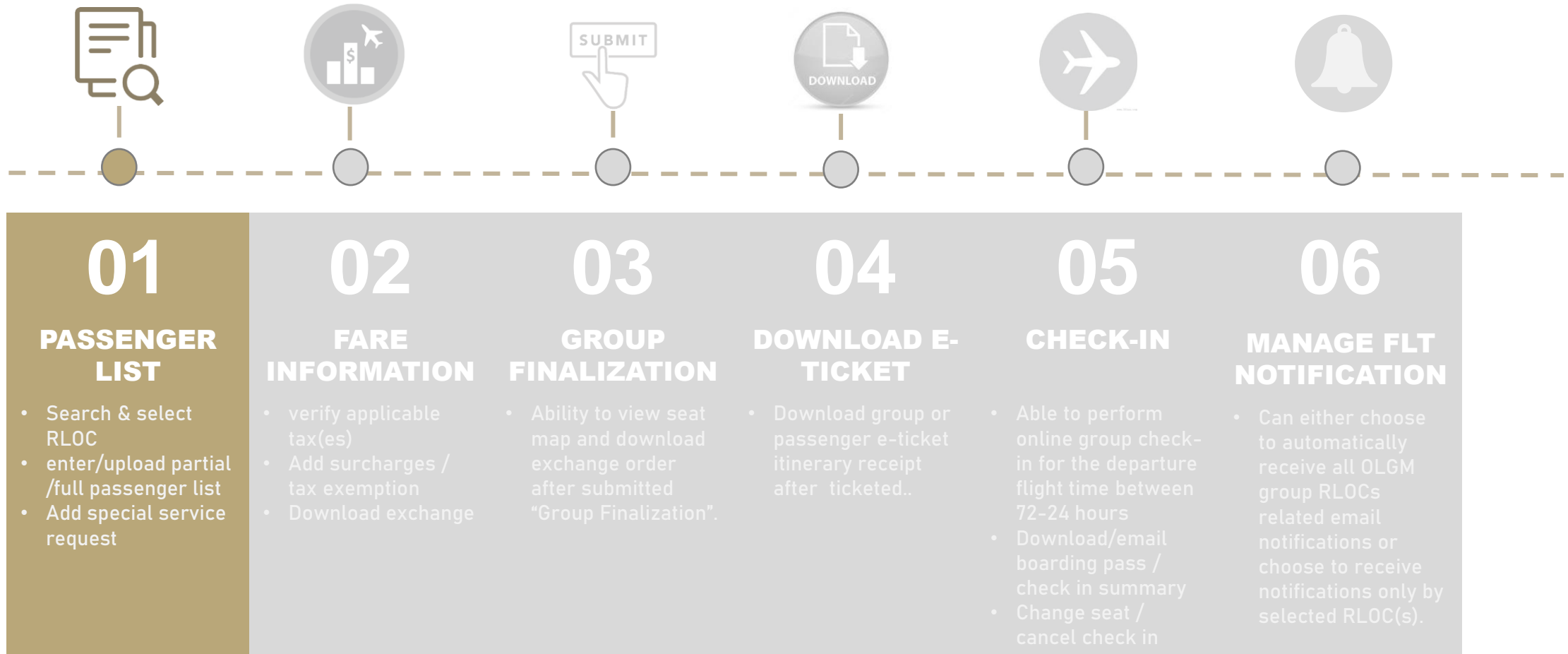
### Quick reference guides

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# 1. Access OLGM / PNR Search / Passenger List



# 1. Passenger list

## Go to Group Services (OLGM)



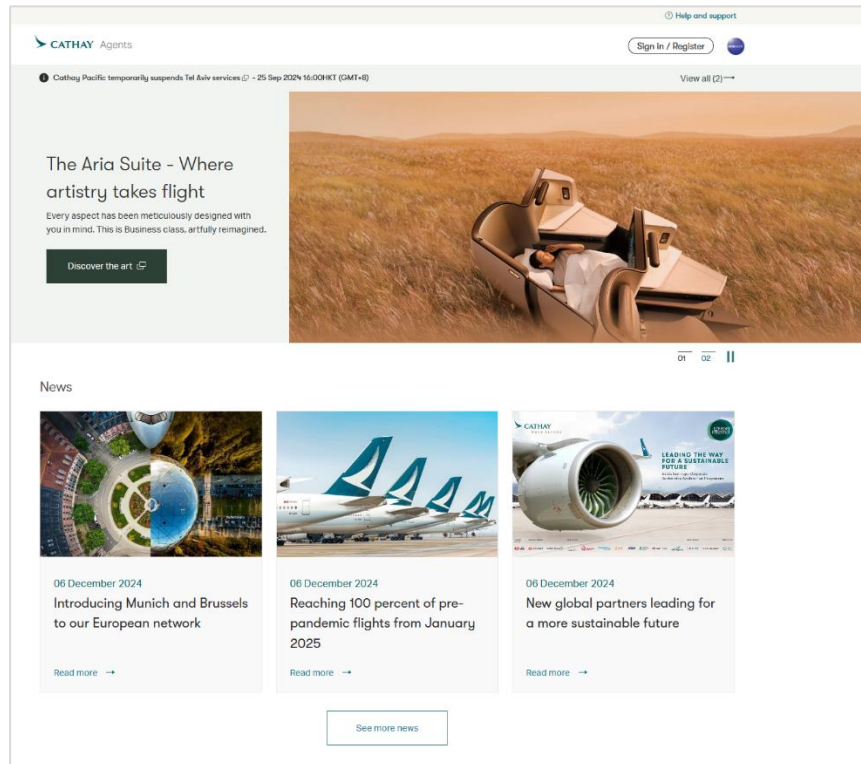
Efficiently manage your group bookings with the following features:

**Passenger and Fare Submission** - Input and update passenger details and fare information with ease.

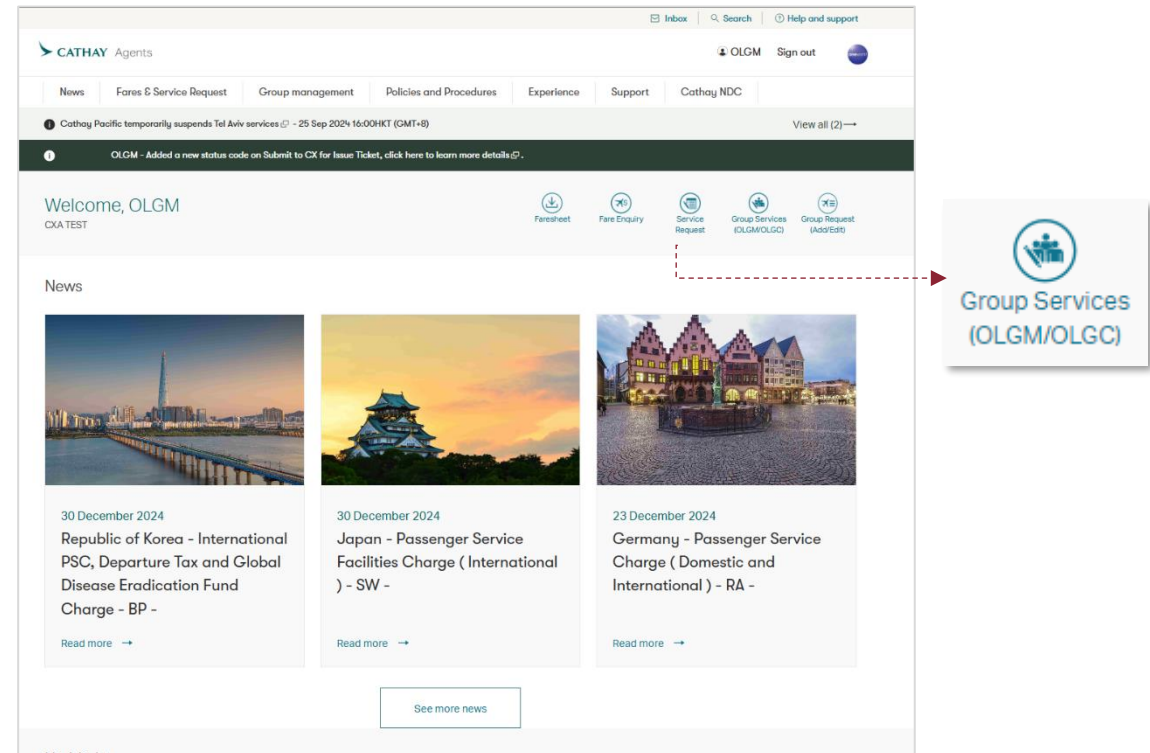
**Document Access** - Download all necessary travel documents directly from the platform.

**Online Check-In** - Conveniently complete check-in procedures for your entire group online.

1. Access to Cathay Agents [www.cxagents.com](http://www.cxagents.com) , log in to your account



2. Select Group Services (OLGM) from the main menu



# 1. Passenger list PNR Search



To view or manage your group booking:

Enter your RLOC (Record Locator) or other relevant search criteria. The system will display the matching PNR (Passenger Name Record) details.

Search by RLOC

BOOKING SUMMARY  
Search results

Search by

RLOC  
EXTH02

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 : EXTH02"

EXTH02 Group size: 25 Not ready to issue ticket

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX410	20.Jun.2025	HKG 09:25	ICN 14:10	HK	Economy	Not ready
CX419	24.Jun.2025	ICN 20:15	HKG 23:00	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
- Fare information
- Group Finalization
- Seat assignment
- Download e-Ticket
- Download exchange order
- View check-in summary

Search by Date

Search by

RLOC

Flight information  
Flight date (DDMMYYYY)  
10.Jul.2025

AIRLINE  
CX

Flight no.

Origin  
Destination

Search result(s) for "Flight date (DDMMYYYY) : 10.Jul.2025"

1 - 10 of 10 booking(s)

RLOC	First flight date	Payment deadline	Passenger list status
554XCY	10.Jul.2025	-	Ticketed
59937H	10.Jul.2025	-	Ticketed
58ATGC	10.Jul.2025	-	Ticketed
58BHLW	10.Jul.2025	-	Ticketed
FHM753	10.Jul.2025	-	Ticketed
DLJNDG	10.Jul.2025	-	Ticketed
598QPB	10.Jul.2025	-	Ticketed
53SZYQ	10.Jul.2025	-	Ticketed
FHNPWN	06.Jul.2025	-	Ticketed
6XJ7M3	20.Jun.2025	-	Ticketed

Search by Origin & destination

Search by

RLOC

Flight information  
Flight date (DDMMYYYY)

AIRLINE  
CX

Flight no.

Origin  
HKG

Destination  
TPE

Search result(s) for "Origin : HKG", "Destination : TPE"

1 Incomplete passenger list. View all

1 - 6 of 6 booking(s)

RLOC	First flight date	Payment deadline	Passenger list status
59937H	10.Jul.2025	-	Ticketed
FHM753	10.Jul.2025	-	Ticketed
DLJNDG	10.Jul.2025	-	Ticketed
598QPB	10.Jul.2025	-	Ticketed
FHNPWN	06.Jul.2025	-	Ticketed
FHKJIS	10.Jun.2025	-	Open

Search by Date/flight/origin and destination

Search by

RLOC

Flight information  
Flight date (DDMMYYYY)  
20.Jun.2025

AIRLINE  
CX

Flight no.  
410

Origin  
HKG

Destination  
ICN

Search result(s) for "Flight date (DDMMYYYY) : 20.Jun.2025", "Airline flight no. : CX410", "Origin : HKG", "Destination : ICN"

3 Incomplete passenger list. View all

1 - 3 of 3 booking(s)

RLOC	First flight date	Payment deadline	Passenger list status
EXERB	20.Jun.2025	-	Open
EXG7FV	20.Jun.2025	-	Open
EXTH02	20.Jun.2025	-	Open

## 1. Passenger list

# Manage Passenger List



## Booking Summary

EXEIN9 Group size 5 Not ready to issue ticket

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX410	20 Jun 2025	HKG 09:25	ICN 14:10	HK	Economy	Not ready
CX419	24 Jun 2025	ICN 20:15	HKG 23:00	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 order
- View check-in summary

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

- Search RLOC, click on "Passenger Details."
  - A pop-up window will appear requesting your consent to the Passenger Information Privacy Policy for group bookings.
  - Click "Agree and Continue" to proceed or "Not now" stay on the page.
  - You will be directed to the Passenger Details page, where you can add, remove, or edit passenger information before submit Group Finalization.

You can add passenger information using either of the following methods:

**Upload a File** - save time by uploading a file containing all passenger details at once. This includes:

- Full name
- Travel document details
- STID (Sit Together Indicator)
- Special meal requests
- Passenger contact information

**Manual Entry** - alternatively, you can enter or update passenger details manually.

## Passenger details page

Booking summary

Passenger details

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

RLOC: SLEUFE 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.

Emergency and local contact of tour leader

Title	Full Name	Country / Region	Contact number
MR	TEST	852	23452345

+ 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	Pass type	Infant
1	-	LEUNG	BBB	-	-	Adult	+ Infant

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

- Emergency and Local Contact Information (Mandatory Field)
  - Tour Leader Contact - at least one emergency or local contact detail for the tour leader is required.
  - Required Information:  
Provide the title, full name, and contact number. (Tip: Hover over the info icon (i) to view a list of international dialling codes.)
  - Add or Remove Contacts:  
To add more contacts, click "+ Contact"  
To remove a contact, 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	<a href="#">+ Infant</a>

[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**,

New add 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.

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](#).

**2** Collapse edit mode

#	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

**2** Edit

#	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**

Collapse edit mode

#	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**

Collapse edit mode

#	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. Add / Edit Passenger list
  - Click Edit icon.
  - Select a title, then enter the family/ last name, given /first and middle names (if applicable)
  - Choose passenger type, the default is Adult
2. Add / Edit Primary travel document
  - Click the Edit icon.
  - Enter Nationality / Country/region of issue (3-letter code, e.g. CHN).  
Tip: Hover over **i** for country codes.
  - Select Travel document type (e.g. Passport).
  - Enter Expiry date and Date of Birth in the format DDMMYYYY, (e.g. 15FEB1981).

#### Add / Edit STID (Sit together indicator)

- Enter a single letter (A–Z) for each passenger. Passengers with the same letter will be seated together.
- After clicking “Submit CX for Issue Ticket”, the system will assign seats based on the STID (if available).

#### Add / Edit 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 and Date of Birth format – DDMMYYYY, e.g. 15FEB1981

#### Destination address

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

#### Notes:

1. When group RLOC destination is US city, Destination address is a mandatory and require to complete all fields,
2. 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

- Search RLOC, click [Passenger details](#).
  - On Passenger details page, click on [Special services](#), click [Edit](#) icon.
- 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

*i* 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	<i>i</i>	CX653	<i>i</i>	CX750	<i>i</i>
1	MR	FARM	FOREST	-		-		-	
2	MISS	BROWN	MUSHROOM	-		-		-	
3	MR	WELL	JANE	-		-		-	

- Search RLOC, click [Passenger details](#).
    - On Passenger details page, click on Special services, click Edit icon.
  - Select passenger, select type of wheelchair
- i* - 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 <span>1</span>

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)	-

1. Eligible passenger type codes : Adult & Senior  
Choose passenger and click on **+ Infant**
2. Mandatory information for infant passenger:
  - Gender, surname, given name and travel document details
3. 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.)

### Delete infant passenger

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

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

## 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: SHHZEI 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.**

[Collapse edit mode](#)

Title	Full Name	Country / Region	Contact number
MR	JOHN	852	25889012 <a href="#">- Remove</a>

[+ 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.

[Collapse edit mode](#)

#	Title	Family/ last name	Given/ first and middle names	Gender	STID	Pax type	Infant
1	MR	SAND	PHILIP	M		Adult	<a href="#">+ Infant</a>

[Travel document](#)

[Special service](#)

[Contact](#)

[Membership](#)

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



Save and proceed fare information

Save and back to booking summary

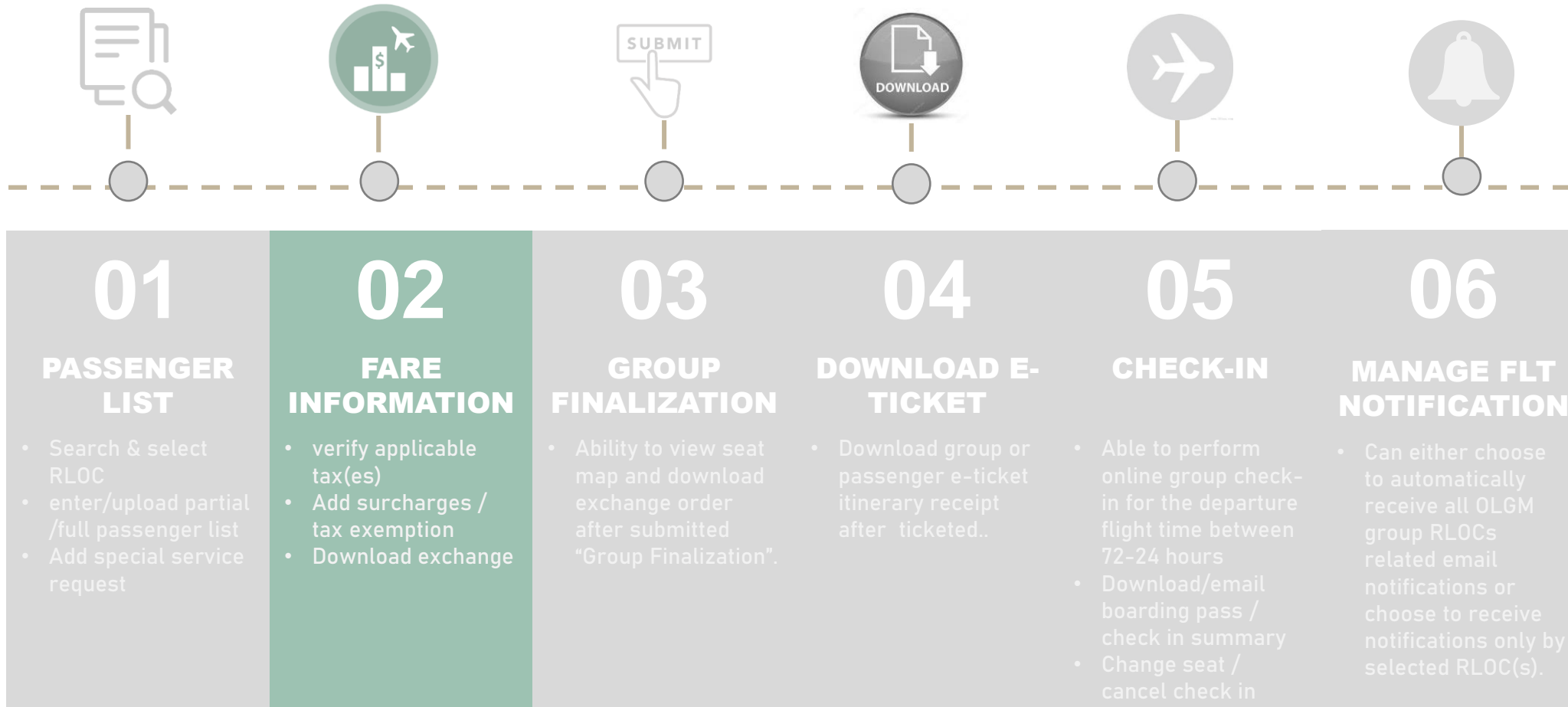
To confirming changes to existing records,

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.

## 2. Fare Information Page





## 2. Fare Information

# Go to Fare Information Page



### Booking Summary

E92XI5

Group size 5

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX251	10Aug2025	HKG 22:40	LHR 05:40 +1	HK	Economy	Not ready
CX254	16Aug2025	LHR 22:15	HKG 17:50 +1	HK	Economy	Not ready

Ticket net fare

Adult	Child	Infant	Senior	FOC	Upgrade child
HKD945	-	-	-	-	-

Payment status

\$

Deposit deadline

-

Deposit details >

Services

Passenger details

Completed

Fare information

Incomplete

Group Finalization

1

The Fare Information page allows you to view and update fare details, taxes, payments, and related remarks.

1 Search RLOC, Click [Fare information](#)

### Fare Information page

[< Booking summary](#)

#### Fare information

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

RLOC: E92XI5      Group size: 5

1

Applicable taxes are updated in real time when you access this page. Once you click 'Group Finalization' and the submission is successful, the final tax values will be displayed within 7 days.

Ticket fare details 1

All fields are required unless marked as optional.

Select form of payment

Fare calculation

Pax type	Tour code	Net fare	Taxes	Number of pax
Adult		945	3,038	x 3
Child		710	1,915	x 1
Infant		100	1,915	x 1
FOC		0	3,038	x 1

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 calculation			
Pax type	Tour code	Net fare	Taxes
Adult		945	3,038 ^
Tax code	Tax amount	Tax exemption	
YR	1,138	<input type="checkbox"/>	
G3	160	<input type="checkbox"/>	
HK	120	<input type="checkbox"/>	
I5	65	<input type="checkbox"/>	
GB	1,003	<input type="checkbox"/>	
UB	552	<input type="checkbox"/>	

## 2. Fare Information

# Fare Information Page



Fare information

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

RLOC: E92XJ5 Group size: 5 [View details](#)

1 Applicable taxes are updated in real time when you access this page. Once you click 'Group Finalization' and the submission is successful, the final tax values will be locked and retained for 7 days.

Ticket fare details 1

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		945	3,038	x 3	11,949
Child		710	1,915	x 1	2,625
Infant		100	1,915	x 1	2,015
FOC		0	3,038	x 1	3,038

Grand total HKD19,627

Surcharges  
Optional fields.

Surcharges	Net fare	Number of pax	Sub-total
Additional charges	0	6	0
Prepaid extra baggage	0	6	0
Split return	0	6	0

Grand total HKD 19,627 [Submit](#) 2

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

Please be alert applicable taxes are updated in real time when you access Fare Information page. Once you click “Group Finalization” and the submission is successful the final tax values will be locked and retained for 7 days.

### 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	FFXXXXXX	2,000
Child	FFXXXXXX	1,550
Infant	FFXXXXXX	200

### 2. Click **Submit**.

## 2. Fare Information

# Fare Information Page



E92XI5

Group size 5

Group Finalization

Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX251	10Aug2025	HKG 22:40	LHR 05:40 +1	HK	Economy	Not ready
CX254	16Aug2025	LHR 22:15	HKG 17:50 +1	HK	Economy	Not ready

Ticket net fare

Adult	Child	Infant	Senior	FOC	Upgrade child
HKD945	HKD710	HKD100	-	HKD0	-

Payment status

Services

Deposit deadline

Deposit details >

Full payment deadline

Passenger details

Completed

Seat assignment

Fare information

Completed

Download e-Ticket

Group Finalization

Incomplete

Download exchange order

For reference only

Conroy Agents

CATHAY

Exchange order (For reference only)

Total group size

Fare submission date

IATA number

License number

5

24Jun2025

1330463

JEBSEN

First departure date

Flight number

Agency name

Group name

10Aug2025

CX251

JEBSEN TRAVEL LIMITED

HKGCX/A/PSSHKG/GRP

Ticket fare summary

Deposit details

RLOC	Form of payment	Deposit number	Deposit amount	Balance of payment
E92XI5	Cheque	-	-	-19,627

Deposit amount

Grand total

Balance of payment

HKD0

HKD19,627

HKD-19,627

RLOC summary

E92XI5

Group size 5

Flight itinerary

Flight number	Flight date	Departure	Arrival	Day	Class / Status	Stops
---------------	-------------	-----------	---------	-----	----------------	-------

When the Fare Information status is marked as Completed, the Exchange Order becomes available with the status “For reference only.” You can download it for reference. The final version of the Exchange Order will be available after Group Finalization is successfully submitted.

1. Search RLOC, click on [Download exchange order](#)
- Choose > Print > Save as PDF
  - Save the file to your local file

# Other Functionalities - Add Tax Exemption



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

To apply a travel tax exemption for group passengers, click to view the tax breakdown ∨  
select the relevant tax code and enter the 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 <span>∧</span>	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"/> <span>2</span>	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

**i** Applicable taxes are updated in real time when you access this page. Once you click 'Group Finalization' and the submission is successful, the final tax values will be locked and retained for 3 days.

**1** Ticket fare details **i**

All fields are required unless marked as optional.

SELECT FORM OF PAYMENT  
Cheque

Fare calculation

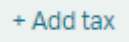
Pax type	Tour code	Net fare	Taxes	Number of pax	Sub-total
Adult		3,260	0	x 1	3,260
Child		2,440	0	x 1	2,440

Grand total HKD**5,700**

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.


1. Click on  to open taxes table

2. Add applicable tax code and tax amount, click  to add more rows

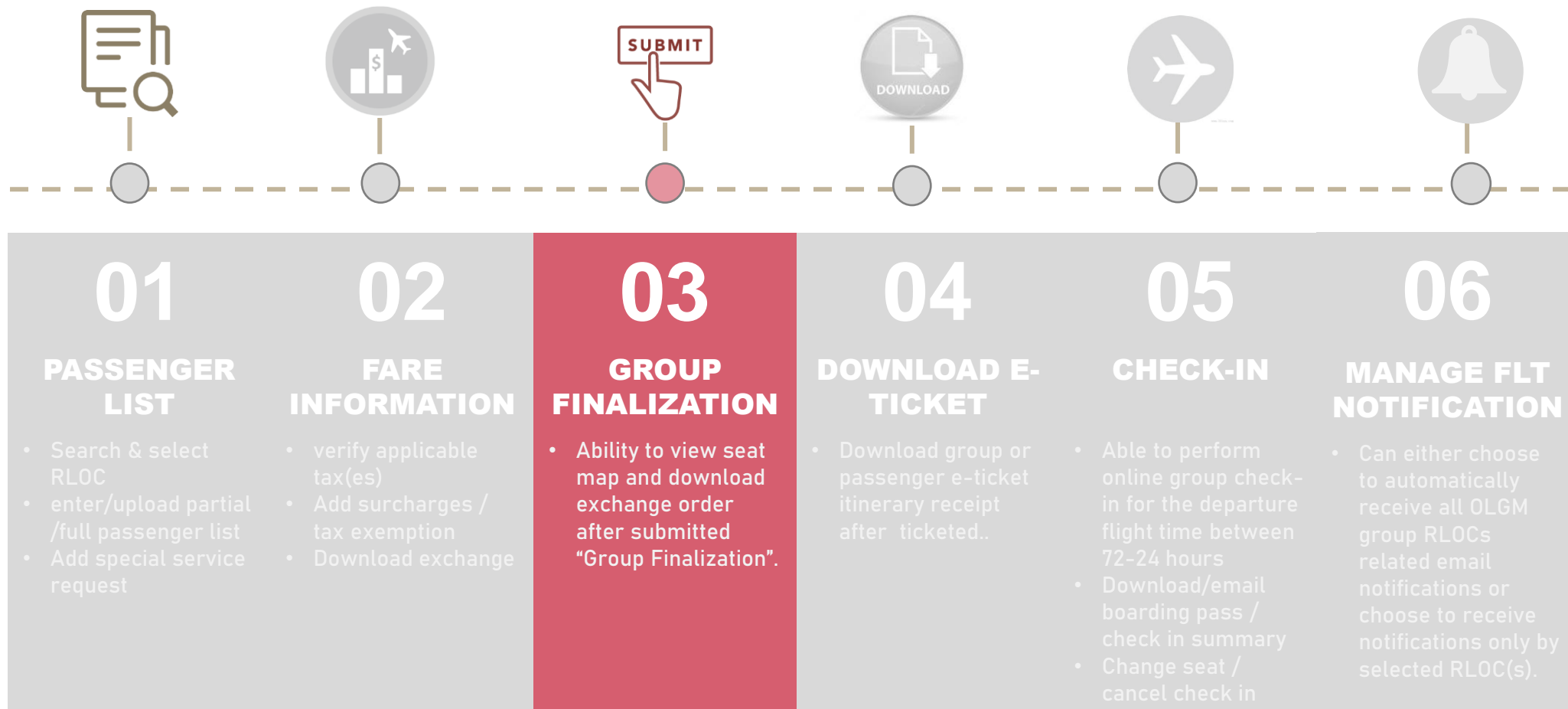
Fare calculation

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

**2** 

### 3. Group Finalization & Submit CX to Issue Ticket / Exchange order / View seat



### 3. Group Finalization

# Group Finalization & Submit CX to Issue Ticket



**E92XI5** Group size 5 Group Finalization

**Flight itinerary**

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX251	10Aug2025	HKG 22:40	LHR 05:40 +1	HK	Economy	Not ready
CX254	16Aug2025	LHR 22:15	HKG 17:50 +1	HK	Economy	Not ready

**Ticket net fare**

Adult	Child	Infant	Senior	FOC	Upgrade child
HKD945	HKD710	HKD100	-	FOC HKD0	-

**Payment status**

Deposit deadline

Deposit details >

Full payment deadline

**Services**

Passenger details

Completed

Fare information

Completed

Group Finalization

Incomplete

Seat assignment

Download e-Ticket

Download exchange order

For reference only

Group Finalization and submit to CX for issue ticket.

RLOC E92XI5

Group size 5

View details

Fare taxes Please note this is final taxes. It may differ from your previous application.

When the group booking is finalized and ready for CX to issue the ticket, click "Submit" to confirm group finalization and settle the final payment.

Fare information

Passenger list

Passenger contact

Travel document

Special service

Membership

Ticket fare details

Form of payment CHQ

BMD number

Edit

Fare calculation

Pax type	Tax code	Net fare	Taxes	Number of pax	Sub-total
Adult	-	945	3,038	x3	11,949
Child	-	710	1,915	x1	2,625
Infant	-	100	1,915	x1	2,015
FOC	-	0	3,038	x1	3,038
Grand total					HKD19,627

Balance of payment

HKD19,627

Submit

## Confirmation for submit issue ticket

Please note that the following information cannot be edited, and ticket issuance cannot be undone after submission.

These sections will be view-only after submission:

- Flight itinerary
- Passenger names and type codes
- Fare and taxes information

Please be aware that if you request changes to passenger names, passenger type codes, or fare information, it is necessary to re-submit the Group Finalization. Taxes may differ from the current submission.

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

Cancel

Submit

## Group Finalization

Once your group booking is finalized and ready for ticket issuance, submit Group Finalization to confirm final payment for the entire RLOC and notify CX to proceed with ticketing.

## Important Notes:

- After submitting Group Finalization, no further changes to the booking—including flight itinerary, passenger details, or fare information—will be allowed.
- CX offers a 7-day guarantee on the quoted taxes after submission. Please ensure payment is settled within this period.
- If payment is not received within 7 days, CX reserves the right to quote the taxes.
- If you request changes to passenger names, passenger type codes, or fare & taxes information, you must resubmit Group Finalization. Taxes may differ from the original submission.

- 1 Search RLOC, either click on one of the **Group Finalization**.
- 2 Click **Submit**, a pop-up window will appear, check the box, and click **Submit** or **Cancel**.

### 3. Group Finalization

## Other Functionalities - Download Exchange Order



### Booking Summary

**E92X15** Group size 5 [View ticket details](#)

#### Flight itinerary

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX251	10Aug2025	HKG 22:40	LHR 05:40 +1	HK	Economy	Not ready
CX254	16Aug2025	LHR 22:15	HKG 17:50 +1	HK	Economy	Not ready

#### Ticket net fare

Adult	Child	Infant	Senior	FOC	Upgrade child
HKD945	HKD710	HKD100	-	HKD0	-

#### Payment status

Deposit deadline  
-  
[Deposit details >](#)

Full payment deadline  
-

#### Services

**Passenger details**  
Completed

**Fare information**  
Completed

**Group Finalization**  
Completed

**Seat assignment**

**Download e-Ticket**

**Download exchange order** 1  
Completed

When the Group Finalization status is reflected as “Completed, the final version of “[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

CATHAY

Exchange order

Flight number

Flight date

Departure

Arrival

Status

Cabin

Check-in status

Flight no.

Flight date

Departure

Arrival

Status

Cabin

Check-in status

Flight no.

Flight date

Departure

Arrival

Status

Cabin

Check-in status

#### Ticket fare summary

Flight details	Fare details	Passenger details	Payment details
Flight no.	Fare details	Passenger details	Payment details

#### RLOC summary

Flight details	Fare details	Passenger details	Payment details
Flight no.	Fare details	Passenger details	Payment details

#### Fare information / remarks

Print

1 page

Destination

Save as PDF

Pages

All

Pages per sheet

1

Margins

None

Options

☐ Background graphics

Save

Cancel



### 3. Submit to CX for issue ticket

## Other Functionalities - View Seat



### Booking Summary

**E92XI5** Group size 5 [View ticket details](#)

**Flight itinerary**

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX251	10Aug2025	HKG 22:40	LHR 05:40 +1	HK	Economy	Not ready
CX254	16Aug2025	LHR 22:15	HKG 17:50 +1	HK	Economy	Not ready

**Ticket net fare**

Adult	Child	Infant	Senior	FOC	Upgrade child
HKD945	HKD710	HKD100	-	HKD0	-

**Payment status**

Deposit deadline

-

Deposit details >

Full payment deadline

-

**Services**

Passenger details

Completed

Fare information

Completed

Group Finalization

Completed

Seat assignment

Unclickable

Download e-Ticket

Completed

Download exchange order

Completed

If you find the icon is unclickable, please click Refresh bookings.

Once successfully submitted, “Group Finalization”, “[Seat arrangement](#)” are available. You can view each flight’s pre-assigned seats. If STID (sit together indicator) is available, the 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**  
Check out the seat options.

RLOC  
E92XI5

Group size  
5

[View details](#)

**Select flight sector**

CX251  
HKG To LHR

**CX254  
LHR 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 [Passenger name A to Z](#) ^

STID	Passenger name	Seat
STID -	MRS DEEP RED	69H
STID -	MR DEEP WATER	69J
STID -	MR FARM FOREST	69K
STID -	MRS FARM TREE + MSTR FARM BABY	69E
STID -	MISS FARM WOOD	69G

A B C D E G H J K

69

70

71

72

73

74

69

70

71

72

73

74

**Legend**  

Reserved

Unavailable

Extra legroom

## 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

03

### GROUP FINALIZATION

- Ability to view the seat map and download the exchange order after submitting "Group Finalization".

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

Group Finalization

✓ Completed

Seat assignment

Download e-Ticket

Download exchange order

✓ Completed

- 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

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

#### 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

1

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

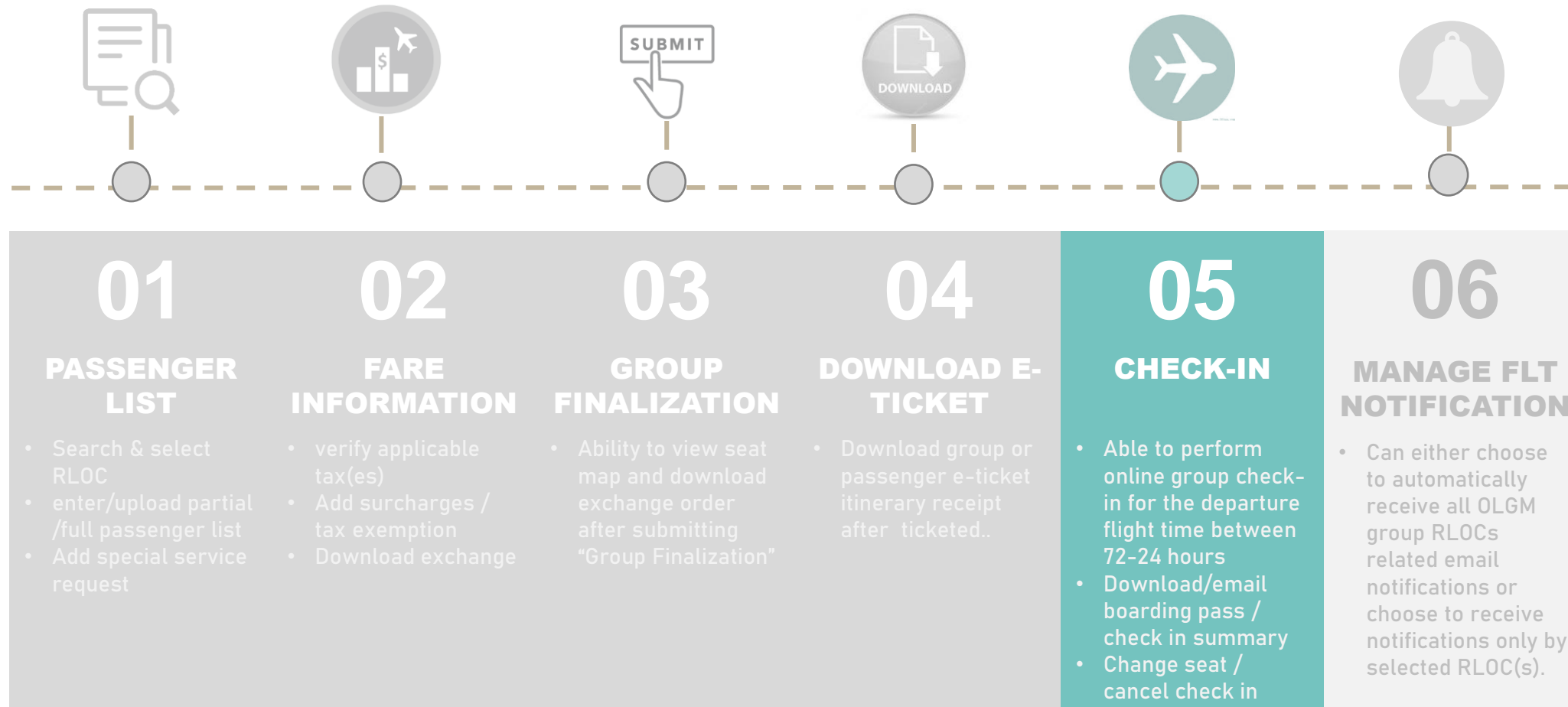
Can add passenger email address by name-list file, hence, simply check the box and email to passenger.  
Otherwise, can press on “Edit email” to edit / add passenger email, click on Save email.

	#	Title	Family / last name	Given / first and middle name	Ticket number	Email address
<input type="checkbox"/>	1	MS	ENG	LYKANHARITH	1602345613378	

Cancel

Save email

## 5. Online Group Check-in



## 5. Check in Online Group Check in



**BOOKING SUMMARY**  
Search results [Refresh bookings](#)

Search by

[Reset](#)

**RLOC**

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)

**STU4K6** Group size 5 [View successful ticket details](#)

**Flight itinerary**

Flight no.	Flight date	Departure	Arrival	Status	Cabin	Check-in status
CX659	06 Jun 2022	HKG 01:40	SIN 05:30	HK	Economy	<a href="#">Check-in</a> 1

**Ticket net fare**

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

**Payment status**

Deposit deadline ☒ Paid  
Deposit details >  
Full payment deadline ☒ Paid

**Services**

Passenger details ☒ Completed  
Seat assignment ☒ Completed  
Fare information ☒ Completed  
Download e-Ticket ☒ Completed  
Group Finalization ☒ Completed  
Download exchange order ☒ Completed

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.

**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 Departure 01:40 Arrival 05:30 Operated by CATHAY PACIFIC	Y

**Select passenger**

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

**Passenger details** Travel document

<input checked="" type="checkbox"/>	#	Title	Family / last name	Given / first and middle name	Seat number
<input checked="" type="checkbox"/>	1	MS	CHEUNG	KA YIU	66A
<input checked="" type="checkbox"/>	2	MISS	CHEUNG	MEI LEE	66D
<input checked="" type="checkbox"/>	3	MR	POON	KAI YU	66C
<input checked="" type="checkbox"/>	4	MS	WONG	WONG HOK YI	66E
<input checked="" type="checkbox"/>	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 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 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](#)



## 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	<a href="#">Cancel check-in</a>

### 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

[Group Finalization](#)  
✓ Completed

[Seat assignment](#)

[Download e-Ticket](#)

[Download exchange order](#)  
✓ Completed

[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	<a href="#">08 Jun 2022   CX659</a> 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	<a href="#">Cancel check-in</a>

Ticket net fare

Adult	Child	Infant	Senior	FOC	Upgrade child

Payment status

Deposit decline

Pad

Deposit details >

Full payment deadline

Pad

Services

Passenger details

Completed

Seat assignment

Completed

View check-in summary

1

Fare information

Completed

Download e-Ticket

Completed

Download exchange order

Completed

Group Finalization

Completed

Online group check-in summary

You are able to download boarding passes for your group members online once download boarding passes, all seat and service check-in.

RLOC	Group size	Flight itinerary	Check-in status
STU4K6	5	08 Jun 2022   CX659 HKG to SIN	<a href="#">Download boarding passes</a>

Passenger check-in status

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

#	Title	Family / last name	Check-in 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 passes

Download boarding passes for all passengers

Select seat

Download boarding passes for all passengers

2

Cancel check-in

Cancel check-in for all passengers

3

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	<div>08 Jun 2022   CX659</div> <div>HKG to SIN</div> <div>Departure 01:40</div> <div>Arrival 05:30</div> <div>Operated by CATHAY PACIFIC</div>	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

A C D E F G H K

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42

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44

45

46

47

Legend

Reserved

Available

Exit row

Priority

Unaccompanied

Extra legroom

Unavailable

Baby bassinet

Galley

Toilet

4

33

## 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	<a href="#">Cancel check-in</a> <b>1</b>

- 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	<a href="#">Cancel check-in</a>

#### Payment status

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

Full payment deadline  
✔ Paid

#### Services

Passenger details  
✔ Completed

Fare information  
✔ Completed

Group Finalization  
✔ Completed

Seat assignment

Download e-Ticket

Download exchange order  
✔ Completed

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** SEAT **68H**

**BKK** **HKG**

Bangkok Hong Kong

DEPARTURE TIME **28Jun23 08:10** BOARDING TIME **07:30**

PASSENGER **PYARK/SOYEON MS** 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...

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.

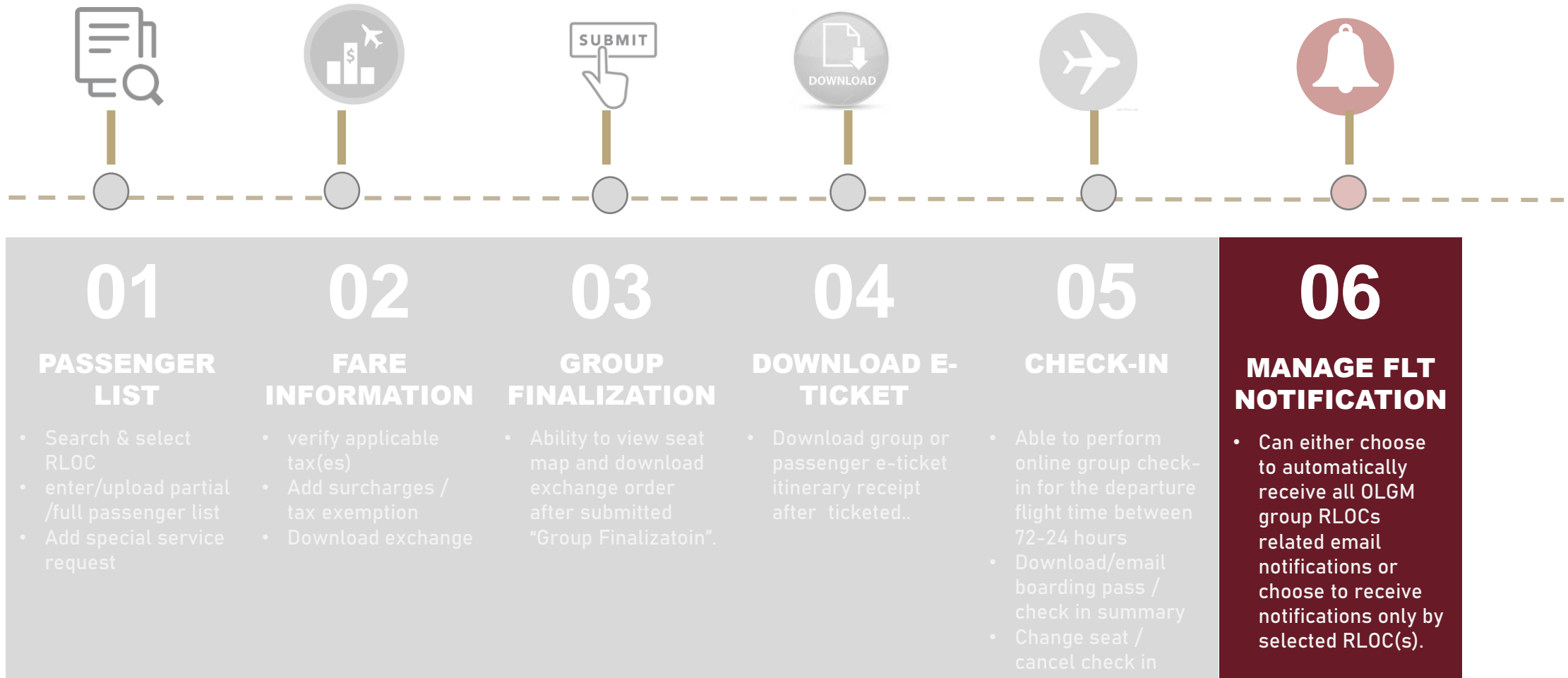
**Boarding pass**  
**ECONOMY**

FLIGHT: CX705    SEAT: 66A

**HKG** **BKK**  
Hong Kong    Bangkok

DEPARTURE	BOARDING TIME
28 Jun 23 08:00	07:20
PASSENGER	GATE
ALPHA HUMAN CHEN /	-
10000000000000000000	-
FREQUENT FLYER	STATUS
10000000000000000000	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

# 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.
- 40



# Search My Registered RLOCs (summary list) / Unsubscribe



CATHAY PACIFICCathay Agents

InboxKinsonSign out

News

Fares & Service Request

Group management

Policies and Procedures

Experience

Support

Cathay NDC

### 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
<div>2<input checked="" type="checkbox"/></div>	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

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

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

