



Cathay Agents (www.CXAgents.com)

Online Group Management – Add Group Passenger Contact

Last updated on Jan-2024

Group Management - Add Passenger Contact



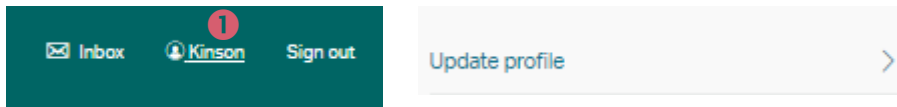
With respect to some governments enacting a legislation to mandate airlines to notify passengers in case of flight irregularities (flight delay/cancellation/disruption) or other unexpected circumstances, please be advised that travel agents are required to collect and provide passenger contact information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

1. Travel agents – operational notifications
 - Send by email. For travel agent operational notifications such as flight cancellation or flight time changes.
2. Group Tour Leader / emergency local contact
 - Enable Cathay Pacific to contact tour leader or local group organizer as soon as we can during flight disruption.
3. Group passenger contact
 - Send by email or SMS. Cathay Pacific will notify the customers of the latest flight situation in case of flight disruption.

1. Travel Agents – Operational Notifications



To enable travel agent to manage what kind of email alert that he or she would like to receive regarding group management (OLGM).



1. After log-in, click on agent name and Update profile to manage or view the agent profile,
2. Email subscription preference
 - Send by email. Whoever has subscribed to flight schedule change can receive operational notifications such as flight cancellation or flight time changes within the same IATA number group booking.
 - Click “Update” to save the record.

Email subscription preference

General

- ☒ News & travel update
- ☐ Agent account approval reminder


Group management related

- ☒ Group request
- ☒ Group services
 - ☒ Booking ready for submit passenger details
 - ☒ Ticket issuance completed
 - ☒ Flight schedule change

2

Sample of Flight Schedule Change Notification



 CATHAY PACIFIC Cathay Agents

Flight schedule change (5111118)

Dear 香港國際機場管理局 Travel Service Ltd,

This is let you know that 5111118 flight has been changed.We apologise for the change and any impact on the plans.


Original flight schedule:

Flight No.	Flight date	Departure	Arrival
CX1111	25OCT2023	NNN 11:15	HKG 15:05

Reversed flight schedule:


Flight No.	Flight date	Departure	Arrival
CX1111	25JAN2024	NNN 11:35	HKG 15:20

Cathay Pacific Airways Limited

 CATHAY PACIFIC

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2. Group Tour Leader / Emergency Local Contact



Enable Cathay Pacific to contact tour leader or local group organizer as soon as we can during flight disruption.

Emergency and local contact of tour leader 1

! 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	CHAN	852	23441155	- Remove
MS	WANG	86	2077852230	- Remove
+ Contact				

1. Mandatory field.

Search RLOC, Click [Passenger details](#) to submit passenger information.

- Add emergency and local contact of tour leader,
- Add title, full name and contact number
- Ability to click [+ Contact](#) or [- Remove](#)
- Tool tips [!](#) – display list of country international calling codes

Notes:

- You are able to view/edit emergency contact before last flight departure.
- It is required to enter at least one emergency contact for each group booking.

3. Group Passenger Contact



Contact is an optional field, enable to add contact details for your group members, Cathay Pacific will alert passenger in case schedule change, flight delays or cancellations.

^ Contact 1 ✕ Collapse edit mode

#	Title	Family/ last name	Given/ first and middle names	Country / Region	Mobile number	Email
1	MR	T / AWM		852	66000000	xxxxx@xxxxx.com
2	MR			852	66000000	xxxxx@xxxxx.com

1. Search RLOC, Click [Passenger details](#) to submit passenger information.

Contact

- Country/region, e.g. 852
- Mobile number, e.g. 66000000
- Email, e.g. xxxxxxx@xxxx.com
- Tool tips ⓘ – List of country calling codes

Notes:

- When group RLOC destination is US city, passenger contact is a mandatory field and required to add both mobile number and email for each traveller.
- If details for some passengers are not available at name-in stage, information for those passengers can be added later through this page.