



# 團體訂位系統 GSO 操作指南

# 免責聲明

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- 本指南僅提供有使用 **GSO** 登入權限的旅行社參考。
- 本指南中的教材僅提供參考，國泰航空保留更改及修改的最終權力，且將不另行通知。
- 因使用本資料或所述產品而產生或與之相關的任何直接、間接或衍生的、後果性的或特殊的損害、損失、成本或費用，國泰航空概不負責。

# 內容



- GSO 簡介
- GSO 產品特性
- 操作流程與案例示範



# GSO 簡介

# 簡介

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- GSO 是用於需求團體機位,報價與管理團體訂位.
- 此系統提供滾動式的調整團體報價.



# GSO 產品特性



- 6大種類的相關團體訂位

## 新訂位需求

- 新團體訂位需求

## 管理團體訂位

- 更改紀錄
- 分割紀錄
- 取消紀錄
- 增加人數
- 減少人數

# 新訂位需求— 訂定機位



- 行程種類：來回行程, 單程, 多個城市點 & 多個出發點
- 行程中包含去程回程不同艙等

## Trip Details

<input type="radio"/> Round Trip	<input type="radio"/> One Way	<input type="radio"/> Multi-City	<input type="radio"/> Multi-Origin								
From	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	▼	Compartment	<input type="text" value="Economy"/>	▼	Stops	<input type="text" value="Any"/>	▼
To	<input type="text"/>	Return Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	▼	Compartment	<input type="text" value="Economy"/>	▼	Stops	<input type="text" value="Any"/>	▼

- 提供可選擇的航班

Select Flight: **HKG to TPE** Fare information below excludes taxes.

	Non-Stop CX0498	7:00 am (HKG) Mon Jan 10 2022	→	8:40 am (TPE) Mon Jan 10 2022	COMPARTMENT Economy
ECONOMY					
<a href="#">Show Fare Details</a> ▼ <input type="radio"/> \$ 596 HKD					
	Non-Stop CX0488	8:00 am (HKG) Mon Jan 10 2022	→	9:45 am (TPE) Mon Jan 10 2022	COMPARTMENT Economy
ECONOMY					
<a href="#">Show Fare Details</a> ▼ <input type="radio"/> \$ 596 HKD					
	Non-Stop CX0564	8:30 am (HKG) Mon Jan 10 2022	→	10:15 am (TPE) Mon Jan 10 2022	COMPARTMENT Economy
ECONOMY					
<a href="#">Show Fare Details</a> ▼ <input type="radio"/> \$ 796 HKD					

# 新訂位需求 – 訂定機位 (繼上頁)



- GSO上的票價顯示為單程 - 多個城市點的行程種類除外
- 票價 / 稅額 / 燃油附加費 / 其他附加費 / 票價代碼會在票價細節中顯示 (當於 CXA 同業網站支付實際總金額時，稅額和燃油附加費將以當日開票為準)

<a href="#">Show Fare Details</a>		<input type="radio"/> \$ 4,326 TWD
BASE FARE	\$ 3,020	TWD
TAX	\$ 500	TWD
FUEL SURCHARGE	\$ 806	TWD
OTHER SURCHARGES	\$ 0	TWD
FARE BASIS CODE	QT21TWHR	

- 團體報價單將在完成行程訂位後提供
- GSO 有一項功能“Escalate”，可以讓旅行社將需要國泰航空審核的團體訂位發送給航空公司

# 訂位管理 – Task Queue



- Task Queue可以提供 Offers , Bookings Timelines 和 Escalation摘要

### Tasks Queue

**Offers (37)**  
Saved **0**  
Partial Booked **0**  
Booking Failed **5**  
Held **0**  
Expired **32**  
**Bookings (21)**  
Booked **20**  
Canceled **1**  
**Timelines (5)**  
Deposits **5**  
Final Payments **0**  
Names **0**  
**Schedule Change (0)**  
New **0**  
Reviewed **0**  
Removed **0**  
**Escalations (18)**  
Escalated to Airline **8**  
Resolved by Airline **0**  
Rejected by Airline **10**

### Offers

Filter by: [Notes](#) [Offer Expiration Date](#) [Creation Date](#) [Request Type](#) [Group ID](#) [Series ID](#) [Group Name](#) [POS](#) [Origin](#) [Destination](#) [Departure Date](#) [PAX](#) [Compartment](#) [Status](#) [Agency Name](#) [IA](#)

No Active Filters

GROUP ID	SERIES ID	GROUP NAME	POS	ORIGIN	DEST	DEPART DATE	PAX	CMP	STATUS	OFFER EXPIRATION DATE
10017264		HKGCX/A/EG/TESTQ	HK	LHR	HKG	Dec 21, 2022	20	Y	Expired	Nov 11, 2022
10017263		HKGCX/A/EG/TESTP	HK	LHR	HKG	Dec 21, 2022	30	Y	Expired	Nov 11, 2022
10017261		HKGCX/A/EG/AWTEST	HK	HKG	TPE	Feb 16, 2023	16	Y	Expired	Nov 10, 2022
10017238		HKGCX/A/EG/AWTEST	HK	JFK	HKG	Mar 2, 2023	25	Y	Expired	Nov 9, 2022
10017235		HKGCX/A/EG/AWTEST	HK	LHR	HKG	Feb 16, 2023	15	Y	Expired	Nov 9, 2022
10017223		HKGCX/A/EG/AWTEST	HK	HKG	LHR	Feb 9, 2023	15	Y	Expired	Nov 6, 2022
10017222		HKGCX/A/EG/AWTEST	HK	LAX	HKG	Dec 8, 2022	14	Y	Expired	Nov 6, 2022
10017220		HKGCX/A/EG/THORTEST	HK	LHR	HKG	Feb 22, 2023	25	Y	Expired	Nov 5, 2022
10017219		HKGCX/A/EG/THORTEST	HK	LHR	HKG	Dec 21, 2022	25	Y	Expired	Nov 5, 2022
10017131		HKGCX/A/EG/rtest	HK	HKG	TPE	Nov 5, 2022	10	Y	Expired	Nov 2, 2022

Show  items per page

# 訂位管理 – 更改行程



- 在GSO中更改行程 (包括日期，行程，行程類型等等) 並且為訂位重新計價
- 行程種類可以由來回更改至單程和多個城市點或反之
  - \* 在編輯行程種類時，無法更改至多個出發點
- 若行程更改，**Booking ID** (預訂代碼)需維持不變
- 所有相關的訂位管理更改將被列入記錄

# 訂位管理 – 分割訂位紀錄



- 可以在訂位管理頁面進行訂位紀錄的分割
- 分割訂位紀錄需要在輸入名單之前完成
- 一旦分割紀錄完成，就不可以再回復

# 訂位管理 – 取消訂位

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- 可以在GSO上使用 “Cancel Booking” 取消團體訂位
- 可以在同一Booking ID下取消不需要的訂位紀錄 (PNR)

# 訂位管理 – 增加 / 減少團體人數



- 團體人數可以透過GSO的 “Increase Group Size” 和 “Decrease Group Size” 的功能增加和減少人數
- 團體人數的改變必須透過GSO完成
- 增加團體人數需在原預訂代碼(Booking ID) 中增加一個新的PNR
- 減少團體人數需考量 FOC的規定 ( 例如: 15+1 ) ，但目前指的是PNR的人數，而不是預訂代碼(Booking ID)層面



# 操作流程與案例示範

# GSO – 登入首頁



- “New Request” 需求新的預訂

- “Task Queue” 包含所有的訂位及後續進行的項目，包括
  1. Offers (保留報價)
  2. Bookings (已訂位和已取消)
  3. Timelines(訂金，付款和名單)
  4. Escalations (需審核的訂位)

“Task Queue” 詳情將後續介紹。

NEW REQUEST TASKS QUEUE

Trip Details

Round Trip One Way Multi-City Multi-Origin

From  Depart Date DD/MM/YYYY  Any time  Compartment Economy  Stops Any

To  Return Date DD/MM/YYYY  Any time  Compartment Economy  Stops Any

Passenger Information

Adults Age 12+  Children Age 2-11  Infants (INS) Under 2  Infants (INF) Under 2  Passes Age 12+

Group Information

Group Name HKGCKX/EGF  Group Type Select One...  Reason For Travel Select One...

Search Flights

# 新訂位需求— 行程種類



- 選擇行程類型 ( 來回/ 單程/ 多個城市點/ 多個出發點 )
- 輸入行程資訊
  - 出發地，目的地
  - 出發日期
  - 客艙級別
  - 回程日期 ( 除了單程 )
  - 出發時間 和 回程時間 ( 選填 )，建議多班次路線和經香港轉機的團體可以選擇

Trip Details

<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
Round Trip	One Way	Multi-City	Multi-Origin				
From	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>
To	<input type="text"/>	Return Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>

# 新訂位需求 – 行程種類



## Trip Details

Round Trip	One Way	Multi-City	Multi-Origin
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← 使用機場三字代碼

From	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>
To	<input type="text"/>	Return Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>

搜索在特定的出發時間選項

因為不是所有航段都有特選經濟艙，搜尋時適用特選經濟艙票價，在沒有特選經濟艙的航段上，將以較低的經濟艙做預訂（例如，長途航班為PEY而短途航班為經濟艙，將按PEY票價收費）

停留航點數及航點可以預先設定  
**\*\* 建議選擇 “Any”**

# 新訂位需求- 來回 / 單程



- 案例 1
  - 需求單一出發地和目的地的訂位
  - 單程或來回

## Trip Details

	<input checked="" type="radio"/> Round Trip	<input type="radio"/> One Way	<input type="radio"/> Multi-City	<input type="radio"/> Multi-Origin					
From	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	▼	Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>
To	<input type="text"/>	Return Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	▼	Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>

單程行程與往返程相同，但沒有回程日期和時間選項

## Trip Details

	<input type="radio"/> Round Trip	<input checked="" type="radio"/> One Way	<input type="radio"/> Multi-City	<input type="radio"/> Multi-Origin					
From	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	▼	Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>
To	<input type="text"/>	Return Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	▼	Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>

# 新訂位需求- 來回/ 單程



## Trip Details

Round Trip	One Way	Multi-City	Multi-Origin
------------	---------	------------	--------------

From	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>
To	<input type="text"/>	Return Date	<input type="text" value="DD/MM/YYYY"/>

Any time

- Morning-Afternoon (5:00am to 1:59pm)
- Afternoon-Night (2:00pm to 11:59pm)
- Mid-night (12:00am to 4:59am)
- Band1 (12:00am to 1:59am)
- Band2 (2:00am to 5:59am)
- Band3 (6:00am to 7:59am)
- Band4 (8:00am to 9:59am)
- Band5 (10:00am to 12:59pm)
- Band6 (1:00pm to 3:59pm)
- Band7 (4:00pm to 5:59pm)
- Band8 (6:00pm to 7:59pm)
- Band9 (8:00pm to 11:59pm)

Any time

Any time

Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>
Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>

- 對於多航班次的出發地或目的地，如TPE，BKK等，請在輸入要求時選擇“出發時間”及“返回時間”

# 新訂位需求 – 多個城市點



## • 案例 2

- 需求團體訂位，包括多個城市點，並可能返回或不返回出發地（例如 中間行程不同點）



- 使用多個城市點訂位

Trip Details

Round Trip	One Way	<b>Multi-City</b>	Multi-Origin			
From	To	Depart Date	DD/MM/YYYY	Any time	Compartment	Economy
From	To	Depart Date	DD/MM/YYYY	Any time	Compartment	Economy

[Add](#)

# 新訂位需求 – 多個城市點



## Trip Details

Round Trip  One Way  Multi-City  Multi-Origin

From  To  Depart Date

From  To  Depart Date

Add

點選Add以增加更多的航段

- Any time
- Morning-Afternoon (5:00am to 1:59pm)
- Afternoon-Night (2:00pm to 11:59pm)
- Mid-night (12:00am to 4:59am)
- Band1 (12:00am to 1:59am)
- Band2 (2:00am to 5:59am)
- Band3 (6:00am to 7:59am)
- Band4 (8:00am to 9:59am)
- Band5 (10:00am to 12:59pm)
- Band6 (1:00pm to 3:59pm)
- Band7 (4:00pm to 5:59pm)
- Band8 (6:00pm to 7:59pm)
- Band9 (8:00pm to 11:59pm)

Compartment

Compartment

多個城市點需求必須選擇出發時間，以顯示相對應的航班選擇

# 新訂位需求 – 多個出發點



- 案例 3

- 需求多點出發，同一目的地的訂位
- 可包括或不包括回程



# 新訂位需求 – 多個出發點



## Trip Details

Round Trip One Way Multi-City **Multi-Origin**

Event Name  **Destination**  所有出發地的目的地

**MAIN GROUP** 主行程乘客人數的行程

1. From  Depart  DD/MM/YYYY Return  DD/MM/YYYY

Any time Any time

Compartment  Economy Compartment  Economy

Stops  Any Stops  Any

Adults Age 12+ Children Age 2-11 Infants (INS) Under 2 Infants (INF) Under 2

[-]  [+] [-]  [+] [-]  [+] [-]  [+]

**Add another origin** 另一出發地

Round Trip One Way Multi-City **Multi-Origin**

- 按類型劃分的乘客數量
- 多出發地無法輸入 “FOC”

**MAIN GROUP**

1. From  Depart  DD/MM/YYYY Return  DD/MM/YYYY

Any time Any time

Compartment  Economy Compartment  Economy

Stops  Any Stops  Any

Adults Age 12+ Children Age 2-11 Infants (INS) Under 2 Infants (INF) Under 2

[-]  [+] [-]  [+] [-]  [+] [-]  [+]

2. From  Depart  DD/MM/YYYY Return  DD/MM/YYYY

Any time Any time

Compartment  Economy Compartment  Economy

Stops  Any Stops  Any

Adults Age 12+ Children Age 2-11 Infants (INS) Under 2 Infants (INF) Under 2

[-]  [+] [-]  [+] [-]  [+] [-]  [+]

Add another origin

# 新訂位需求 – 多個出發點 FOC 訂位方式



- 無法透過多個出發點需求FOC
- 符合FOC規定，請使用單程或來回需求代替

## Trip Details

Round Trip One Way Multi-City **Multi-Origin**

Event Name  Destination

Unable to input "Passes"

**MAIN GROUP**

1. From  Depart  Return

Compartment  Compartment

Stops  Stops

Adults Age 12+  Children Age 2-11  Infants (INS) Under 2  Infants (INF) Under 2

[Add another origin](#)

# 新訂位需求 – 多個出發點 FOC 訂位方式



情境一：

兩個訂位：1/從TPE出發及 2/從KHH出發，各包含10名乘客

步驟 1: 先需求TPE出發20人能有FOC的訂位紀錄

Trip Details

Round Trip One Way Multi-City Multi-Origin

From  Depart Date   Compartment  Stops

To  Return Date   Compartment  Stops

Passenger Information

Adults Age 12+  Children Age 2-11  Infants (INS) Under 2  Infants (INF) Under 2  Passes Age 12+

Group Information

Group Name  Group Type  Reason For Travel

# 新訂位需求 – 多個出發點 FOC 訂位方式



步驟 2: 點選“Increase Group Size” 增加人數

“Increase Group Size” -> “Edit itinerary”

預訂 KHH-HKG

### Increase Group Size

Generate a new offer to add passengers to this PNR.

How many passengers would you like to add?

Adults  Original size: 20

Children  Original size: 0

Infants Without Seat  Original size: 0

Infants With Seat  Original size: 0

## Edit Trip and Increase Passenger Count

GROUP	BOOKING ID	ORIGIN	DESTINATION
abc	4683079	AKL	HKG

### Trip Details

Round Trip  One Way  Multi-City

From

To

Depart Date

Compartment

Return Date

Compartment

# 新訂位需求 – 多個出發點 FOC 訂位方式



步驟 3: 將多出的人數從原PNR TPE 出發 中 “分割” 出來

Split PNR

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE (PASSES)
abc	10067876	AKL	HKG	17 Jan 2020	22 Jan 2020	20 (1)

PNR TXJDG9 Total Size: 11

Unnamed Passengers: 11

Adult  
 out of 10

1 Passes passenger is not able to be moved to a new PNR.

New PNR Total Size: 10

Unnamed Passengers: 10

Adult  
 out of 10

# 新訂位需求 – 多個出發點 FOC 訂位方式



- 步驟 4: 取消多出的人數

Booking ID: **4683079**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE (PASSES)	COMPARTMENT	AGENCY
abc	10067876	AKL	HKG	17 Jan 2020	30 (1)	Y	NZ RMS Agency

REMAINING DEPOSIT \$11,301.00 NZD    TOTAL DEPOSIT \$11,301.00 NZD    REMAINING PAYMENT\* \$56,505.00 NZD    TOTAL PAYMENT \$56,505.00 NZD

\* Remaining Payment is subject to Terms and Conditions.

PNRS	CONTRACTS	PAYMENTS							Keep FOC
PNR LOCATOR	DEPARTS	ORIGIN	PAX (PASSES)	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS		
TXJLFN	17 Jan 2020 14:50	CHC	10	13 Dec 2019	13 Dec 2019	GSO	BOOKED		
TXJDG9	17 Jan 2020 08:55	AKL	10 (1)	13 Dec 2019	13 Dec 2019	GSO	BOOKED		
TXKGR9	17 Jan 2020 08:55	AKL	10	13 Dec 2019	13 Dec 2019	GSO	BOOKED		



Cancel the redundant group booking

# 新訂位需求 – 其他資訊



- 在“Passenger Information” 下輸入乘客人數
- “Passes” 指免費票 ( FOC )
  - FOC 須保留在原PNR中
  - 航空公司可能要求保留FOC乘客在原PNR中付費乘客的數量或比例
  - 一旦團體機位預訂，即無法再需求FOC

## Passenger Information

Adults Age 12+  Children Age 2-11  Infants (INS) Under 2  Infants (INF) Under 2  Passes Age 12+

# 新訂位需求 – 其他資訊

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- 出發不同點行程的FOC將視乎出發地的FOC政策
- 例如
  - 如果HKG-LHR的FOC政策是15+1，HKG-SYD的FOC政策是20+1，LHR//SYD團將遵循15+1政策

# 新訂位需求 – 其他資訊



## Flight Selection

GROUP	COMPARTMENT	DEPARTS	RETURNS	SIZE (PASSES)	TRIP TYPE
RMSCX/A/test/TEST	Economy	Mar 14, 2022	Mar 28, 2022	15 (1)	Multi-City

Itinerary 1		Fare information below excludes taxes.				
<b>HKG-LHR//SYD-HKG will follow HKG-LHR 15+1 Passes Policy</b>						
1	CATHAY PACIFIC	Non-Stop CX0251	11:55 pm (HKG) Mon Mar 14 2022	→	5:00 am (LHR) Tue Mar 15 2022	COMPARTMENT Economy
2	CATHAY PACIFIC	Non-Stop CX0100	3:15 pm (SYD) Mon Mar 28 2022	→	9:30 pm (HKG) Mon Mar 28 2022	COMPARTMENT Economy
ECONOMY						

# 新訂位需求 – 其他資訊



NEW REQUEST TASKS QUEUE

Alert ×

The 1 pass(es) requested exceed allowable quota of 0.

OK

Trip Details

Round Trip One Way Multi

From HKG To SYD Depart Date 14/03/2022 Any time Compartment Economy

From LHR To HKG Depart Date 28/03/2022 Any time Compartment Economy

Add

Passenger Information

Adults 15 Children Infants With Seat Infants Without Seat Passes 1

- HKG-SYD//LHR-HKG，將不允許 15 +1 FOC，只能根據HKG-SYD 20+1 FOC

# 新訂位需求 – 其他資訊



## Flight Selection

GROUP	COMPARTMENT	DEPARTS	RETURNS	SIZE (PASSES)	TRIP TYPE
HKGCX/A/testing	Economy	Sep 15, 2020	Sep 29, 2020	20 (1)	Multi-City

### Itinerary 1

**HKG-SYD//LHR-HKG根據HKG-SYD 20+1 FOC**

1		Non-Stop CX0101	11:55 pm (HKG) Tue Sep 15 2020	→	10:50 am (SYD) Wed Sep 16 2020	MARGINAL FARE \$ 7.75 HKD	TOTAL AVAILABLE 210	GROUP AVAILABLE 208	COMPARTMENT Economy
2		Non-Stop CX0252	12:20 pm (LHR) Tue Sep 29 2020	→	7:05 am (HKG) Wed Sep 30 2020	MARGINAL FARE \$ 8.53 HKD	TOTAL AVAILABLE 147	GROUP AVAILABLE 135	COMPARTMENT Economy
ECONOMY									

# 新訂位需求 – 其他資訊



## Group Information

Group Name *HKGCX/A/HKFS/*   Group Type   Reason For Travel

- 在 “Group information” 下輸入團名
- \*请注意團名最大長度為50個字母

# 新訂位需求 – 其他資訊



- 選擇團體類型
- 選擇最接近的選項
- Reason for Travel: Default

Group Information

Group Name

Group Type Select One... ▼

Reason For Travel Select One... ▼

Select One...  
CRUS  
ENTR  
FAMS  
MICE  
MISC  
MTCY  
ORCH  
OTHS  
PILM  
PLAN  
SCHL  
SERS  
SMNS  
SPRT  
TOUR  
WORK  
XBAG

Select One...  
Default

# 新訂位需求 – 選擇航班



## Flight Selection

GROUP	COMPARTMENT	DEPARTS	RETURNS	SIZE	TRIP TYPE
HKGCX/A/testing	Economy	Jan 18, 2021	Jan 29, 2021	20	Round Trip

Select Flight: **HKG to LHR**

Taxes and fees shown during the flight selection process are estimated based on published fare information. Final taxes and fees will be calculated after selection of flights and shown in the offer screen.

**CATHAY PACIFIC** Non-Stop  
CX0251 11:55 pm (HKG)  
Mon Jan 18 2021 → 5:00 am (LHR)  
Tue Jan 19 2021 **COMPARTMENT**  
Economy

ECONOMY

Show Fare Details ▾  s 2,647 HKD

**CATHAY PACIFIC** Non-Stop  
CX0253 3:10 pm (HKG)  
Mon Jan 18 2021 → 8:20 pm (LHR)  
Mon Jan 18 2021 **COMPARTMENT**  
Economy

ECONOMY

Show Fare Details ▾  s 2,545 HKD

**CATHAY PACIFIC** Non-Stop  
CX0237 1:45 am (HKG)  
Mon Jan 18 2021 → 7:00 am (LHR)  
Mon Jan 18 2021 **COMPARTMENT**  
Economy

ECONOMY

Show Fare Details ▾  s 2,545 HKD

- 先選擇出發行程
- 在選擇出發行程之前，返回行程的選項不會顯示

例外: 多個城市點(Multi-City)將顯示包括出發地和目的地的完整行程

# 新訂位需求 – 航班資訊



CATHAY PACIFIC **Non-Stop** CX0251 11:55 pm (HKG) Mon Jan 18 2021 → 5:00 am (LHR) Tue Jan 19 2021 COMPARTMENT Economy

行程出發地 – 目的地

ECONOMY

Show Fare Details ▾  \$ 2,647 HKD

Non-Stop的選項顯示航空公司和航航班編號

# 新訂位需求 – 航班資訊



	<b>1 stop</b> ^	6:00 am (TPE) Mon Mar 8 2021	→	3:00 pm (LHR) Mon Mar 8 2021	COMPARTMENT Economy
點擊顯示航班詳細訊息					
		Mon Mar 8 2021		COMPARTMENT	
	CX0463	6:00 am - 7:55 am (TPE) - (HKG)		Economy	
		Layover in (HKG) 1h 50m			
	Stop 1 CX0257	Mon Mar 8 2021 9:45 am - 3:00 pm (HKG) - (LHR)		Economy	

# 新訂位需求 – 航班資訊



CATHAY PACIFIC Non-Stop 9:45 am 3:00 pm COMPARTMENT  
CX0257 (HKG) → (LHR) Economy  
Mon Jan 18 2021 Mon Jan 18 2021

## ECONOMY

Show Fare Details  \$ 2,545 HKD

Show Fare Details  \$ 2,545 HKD

點擊選欲選擇的行程

點擊這裡顯示票價詳細訊息

BASE FARE \$ 2,215 HKD

TAX \$ 330 HKD

FUEL SURCHARGE \$ 0 HKD

OTHER SURCHARGES \$ 0 HKD

FARE BASIS CODE GLAMRW7A

# 新訂位需求 – 航班資訊



- No Fares Available ，是 “無此航班票價”

 No Fares Available					
 CATHAY PACIFIC	Non-Stop CX0494	10:25 am (HKG) Fri Jan 17 2020	→	12:15 pm (TPE) Fri Jan 17 2020	COMPARTMENT Economy
 CATHAY PACIFIC	Non-Stop CX0474	11:25 am (HKG) Fri Jan 17 2020	→	1:15 pm (TPE) Fri Jan 17 2020	COMPARTMENT Economy
ECONOMY					
					
Show Fare Details  <input type="radio"/> \$ 990 HKD					

# 新訂位需求 – 預覽報價



- 選擇出發 和 回程航班
- Click “Preview Offer”

## Flight Selection

GROUP	COMPARTMENT	DEPARTS	RETURNS	SIZE	TRIP TYPE
HKGCX/A/testing	Economy	Jan 18, 2021	Jan 25, 2021	20	Round Trip

### Select Flight: HKG to LHR

Taxes and fees shown during the flight selection process are estimated based on published fare information. Final taxes and fees will be calculated after selection of flights and shown in the offer screen.

	Non-Stop CX0257	9:45 am (HKG) Mon Jan 18 2021	→	3:00 pm (LHR) Mon Jan 18 2021	COMPARTMENT Economy
--	--------------------	-------------------------------------	---	-------------------------------------	------------------------

### ECONOMY

Show Fare Details ▾ **S 2,545** HKD

### Select Flight: LHR to HKG

Taxes and fees shown during the flight selection process are estimated based on published fare information. Final taxes and fees will be calculated after selection of flights and shown in the offer screen.

	Non-Stop CX0256	8:15 pm (LHR) Mon Jan 25 2021	→	4:15 pm (HKG) Tue Jan 26 2021	COMPARTMENT Economy
--	--------------------	-------------------------------------	---	-------------------------------------	------------------------

### ECONOMY

Show Fare Details ▾ **S 3,424** HKD

返回到 “New Request” 頁面，顯示原需求

[Edit Request](#)

[Preview Offer](#)

# 新訂位需求 – 報價摘要



Offer 10090723

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO
HKGCX/A/testing	Y	Hong Kong, Hong Kong	London, United Kingdom	Jan 18, 2021	Jan 25, 2021	20	Round Trip (RT)	

## ✈ Flights

### 1 From Hong Kong, Hong Kong to London, United Kingdom

CATHAY PACIFIC	Nonstop	Monday January 18, 2021 HKG 9:45am > LHR 3:00pm	CX0257
Compartment:	Economy		
Fare Family:	Economy		
Base Fare:	\$2,215 HKD		
Fuel Surcharge:	\$0 HKD		
Other Surcharges:	\$0 HKD		
Fare Basis Code:	GLAXRW7A		

### 2 From London, United Kingdom to Hong Kong, Hong Kong

CATHAY PACIFIC	Nonstop	Monday January 25, 2021 LHR 8:15pm > HKG +1 day 4:15pm	CX0256
Compartment:	Economy		
Fare Family:	Economy		
Base Fare:	\$2,215 HKD		
Fuel Surcharge:	\$0 HKD		
Other Surcharges:	\$0 HKD		
Fare Basis Code:	GLAXRW7A		

條款將顯示在報價摘要的右側

## Booking Terms and Conditions

### Cancellation Fee

Oct 12, 2020 - 30% per person per ticket  
Jan 15, 2021 - 100% per person per ticket

### Change Fee

\$542.50 HKD per Passenger per change

### Allowed Child and Infant Ratio

25% of Final Group

### Final Payment Due Date

Jan 15, 2021

### Group Size Range

Minimum: 10, Maximum: 500

### Deposit Fee / Due Date

Oct 12, 2020 - 10% per person  
Jan 3, 2021 - 45% per person

### Name Change Fee

\$300.00 HKD per Passenger per change

### Name Deadline

Jan 11, 2021

### Number of Changes Allowed

3

### Option Fee

\$200.00 HKD

### Ticketing Deadline

Jan 17, 2021

The above conditions are a guide only. Please review attached supporting documents for all applicable terms and conditions of travel

# 新訂位需求 – 報價摘要 (繼上頁)



## Fare Breakdown

PASSENGER TYPE	FARE DETAILS	NUMBER OF PASSENGERS	TOTAL		
ADULT	Price:	\$5,969 HKD	20	Total Price:	\$119,380 HKD
	Fare:	\$4,430 HKD			
	Fuel Surcharge:	\$0 HKD			
	Other Surcharges:	\$0 HKD			
	Tax:	\$1,539 HKD			
	All fares and services provided include GST, where applicable.				
CHILD	Price:	\$3,949 HKD	0	Total Price:	\$0 HKD
	Fare:	\$3,330 HKD			
	Fuel Surcharge:	\$0 HKD			
	Other Surcharges:	\$0 HKD			
	Tax:	\$619 HKD			
	All fares and services provided include GST, where applicable.				
INFANT - With Seat	Price:	\$3,949 HKD	0	Total Price:	\$0 HKD
	Fare:	\$3,330 HKD			
	Fuel Surcharge:	\$0 HKD			
	Other Surcharges:	\$0 HKD			
	Tax:	\$619 HKD			
	All fares and services provided include GST, where applicable.				
INFANT - Without Seat	Price:	\$1,069 HKD	0	Total Price:	\$0 HKD
	Fare:	\$450 HKD			
	Fuel Surcharge:	\$0 HKD			
	Other Surcharges:	\$0 HKD			
	Tax:	\$619 HKD			
	All fares and services provided include GST, where applicable.				

**Grand Total: \$119,380 HKD**

(Inclusive of GST, where applicable. Excludes any additional fees.)

# 新訂位需求 – 報價摘要 (繼上頁)



## Fare Breakdown

PASSENGER TYPE	Price:	Quantity	FARE DETAILS
ADULT	\$5,969 HKD	20	Total Price: \$119,380 HKD
	Fare: \$4,430 HKD		每位乘客
	Fuel Surcharge: \$0 HKD		
	Other Surcharges: \$0 HKD		
	Tax: \$1,539 HKD		
All fares and services provided include GST, where applicable.			
CHILD	Price: \$3,949 HKD		顯示每個乘客類型定價 詳細信息
	Fare: \$3,330 HKD		
	Fuel Surcharge: \$0 HKD		
	Other Surcharges: \$0 HKD		
	Tax: \$619 HKD		
All fares and services provided include GST, where applicable.			
INFANT - With Seat	Price: \$3,949 HKD		全團總價
	Fare: \$3,330 HKD		
	Fuel Surcharge: \$0 HKD		
	Other Surcharges: \$0 HKD		
	Tax: \$619 HKD		
All fares and services provided include GST, where applicable.			
INFANT - Without Seat	Price: \$1,069 HKD		Grand Total: \$119,380 HKD
	Fare: \$450 HKD		
	Fuel Surcharge: \$0 HKD		
	Other Surcha		
All fares and services provided include GST, where applicable.			

# 新訂位需求 — 報價資訊



Offer 10090723

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO
HKGCX/A/testing	Y	Hong Kong, Hong Kong	London, United Kingdom	Jan 18, 2021	Jan 25, 2021	20	Round Trip (RT)	

## Flights

### 1 From Hong Kong, Hong Kong to London, United Kingdom

CATHAY PACIFIC	Nonstop	Monday January 18, 2021 HKG 9:45am > LHR 3:00pm	CX0257
Compartment:	Economy		
Fare Family:	Economy		
Base Fare:	\$2,215 HKD		
Fuel Surcharge:	\$0 HKD		
Other Surcharges:	\$0 HKD		
Fare Basis Code:	GLAXRW7A		

### 2 From London, United Kingdom to Hong Kong, Hong Kong

CATHAY PACIFIC	Nonstop	Monday January 25, 2021 LHR 8:15pm > HKG +1 day 4:15pm	CX0256
Compartment:	Economy		
Fare Family:	Economy		
Base Fare:	\$2,215 HKD	Base Fare:	\$300 NZD
Fuel Surcharge:	\$0 HKD	Fuel Surcharge:	\$110 NZD
Other Surcharges:	\$0 HKD		
Fare Basis Code:	GLAXRW7A		

## Booking Terms and Conditions

### Cancellation Fee

Oct 12, 2020 - 30% per person per ticket  
Jan 15, 2021 - 100% per person per ticket

### Change Fee

\$542.50 HKD per Passenger per change

### Allowed Child and Infant Ratio

25% of Final Group

### Final Payment Due Date

Jan 15, 2021

### Group Size Range

Minimum: 10, Maximum: 500

### Deposit Fee / Due Date

Oct 12, 2020 - 10% per person  
Jan 3, 2021 - 45% per person

Change Fee

Notes，做備註，或幫助可能用到這個報價的其他人

Enter Note:

Save

Cancel

一旦保存，備註將儲存在GSO中，無法顯示在PNR

Notes

Reject Offer

# 新訂位需求 – 報價資訊



1

2

Reject Offer

Edit Request

Download

ENG ▼

Edit Flights

Save Offer

Book

1. 您可以點擊 “Edit Flights” 回到 “航班選擇”
2. “Save Offer” 允許您保存此團報價（票價）
  - \*無法保留機位
  - \*報價將保留48小時

# 多個城市點 Multi Origin – 報價資訊



NEW REQUEST    TASKS QUEUE

## Multi-Origin Offer #10017422

ORIGIN	DESTINATION	DEPARTING	RETURNING	FARE PER PAX	GROUP FBC	TAX PER PAX	FUEL SURCHARGE	OTHER SURCHARGES	PAX	TOTAL FARE		
▶ SYD	HKG	Mar 16, 2023	Mar 22, 2023	\$4,170.00 HKD (INS)		\$545.00 HKD (INS)	\$2,254.00 HKD (INS)	\$0.00 HKD (INS)	0 (INS)	\$87,840 HKD	<a href="#">Edit</a>	<a href="#">Download</a> EN1 ▼
				\$5,550.00 HKD (ADULT)	\$980.00 HKD (ADULT)	\$2,254.00 HKD (ADULT)	\$0.00 HKD (ADULT)	10 (ADULT)				
				\$4,170.00 HKD (CHILD)	\$545.00 HKD (CHILD)	\$2,254.00 HKD (CHILD)	\$0.00 HKD (CHILD)	0 (CHILD)				
				\$560.00 HKD (INF)		\$215.00 HKD (INF)	\$2,254.00 HKD (INF)	\$0.00 HKD (INF)	0 (INF)			
▶ LHR	HKG	Mar 16, 2023	Mar 22, 2023	\$1,220.00 HKD (INS)		\$738.00 HKD (INS)	\$2,254.00 HKD (INS)	\$0.00 HKD (INS)	0 (INS)	\$55,290 HKD	<a href="#">Edit</a>	<a href="#">Download</a> EN1 ▼
				\$1,630.00 HKD (ADULT)	\$1,645.00 HKD (ADULT)	\$2,254.00 HKD (ADULT)	\$0.00 HKD (ADULT)	10 (ADULT)				
				\$1,220.00 HKD (CHILD)	\$738.00 HKD (CHILD)	\$2,254.00 HKD (CHILD)	\$0.00 HKD (CHILD)	0 (CHILD)				
				\$160.00 HKD (INF)		\$738.00 HKD (INF)	\$2,254.00 HKD (INF)	\$0.00 HKD (INF)	0 (INF)			
										<b>Total:</b>		<b>\$143,130 HKD</b>

Service Charge:

### Booking Terms and Conditions

#### Bank Account

Bank: HSBC

Account Name: Cathay Pacific Airways Limited.

Swift: N/A

BSB Number: N/A

Account Number: 002-206480-001

#### Cancellation Fee

Dec 9, 2022 - 20% per person per ticket

Mar 9, 2023 - 100% per person per ticket

#### Final Payment Due Date

Mar 9, 2023

Notes    Date

[Reject Offer](#)

[Edit Request](#)

[Download Offer Summary](#)

EN1 ▼

[Save Offer](#)

[Book](#)

# 新訂位需求 – 拒絕報價



Reject Offer ×

Reason for rejection? (required)

- Price uncompetitive
- Insufficient seats
- Time and route not suitable
- Terms and conditions uncompetitive
- Personal reasons outside our control
- Customer preference to travel alternate airline
- Other

If a customer rejects the offer, click the “Reject Offer” link and select the customer’s reason for rejection

## Confirmation

Your offer has been successfully rejected.

[Return to Offers](#)

點擊 “Reject Offer”

Reject

Cancel

Reject Offer

Edit Request

Download

EN1

Edit Flights

Save Offer

Save and Hold Offer

Book

# 新訂位需求 – 報價(Offer)訂位



Offer 10068073

GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO	MAT RATE
HKGCX/A/ABC	Y	Auckland, New Zealand	Hong Kong, Hong Kong	Mar 16, 2020	Mar 24, 2020	20	Round Trip (RT)		80%

## ✈ Flights

### 1 From Auckland, New Zealand to Hong Kong, Hong Kong

	Nonstop	Monday March 16, 2020	CX0198
		<b>AKL 3:00pm &gt; HKG 9:15pm</b>	
Compartment:	Economy		
Fare Family:	Economy		
Base Fare:	\$500 NZD		
Fuel Surcharge:	\$110 NZD		
Other Surcharges:	\$0 NZD		
Fare Basis Code:	NLAQONZ8		
Applied Discount:	0%		

### 2 From Hong Kong, Hong Kong to Auckland, New Zealand

	Nonstop	Tuesday March 24, 2020	CX0113
		<b>HKG 9:25pm &gt; AKL +1 day 1:30pm</b>	
Compartment:	Economy		
Fare Family:	Economy		
Base Fare:	\$500 NZD		
Fuel Surcharge:	\$110 NZD		
Other Surcharges:	\$0 NZD		

## Booking Terms and Conditions

### Bank Account

Bank HSBC  
Account Name CATHAY PACIFIC AIRWAYS LTD  
Swift  
BSB Number

Booking in progress...

You will receive a notification when the offer is ready to be viewed.

### Name Change Fee

\$44.75 NZD per Passenger per change

### Name Deadline

Reject Offer

Edit Request

Download

ENG

Edit Hights

Save Offer

Save and Hold Offer

Book

# 新訂位需求 – 訂位完成回覆



GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO
HKGCX/A/testing	Y	Hong Kong, Hong Kong	London, United Kingdom	Jan 18, 2021	Jan 25, 2021	20	Round Trip (RT)	

✔ This offer has been booked. [Go to booking](#)

# Escalation – 上需求給航空公司



- 需要航空公司審核核准的行程及票價
- 在某些狀況下 **Escalation** 是無法使用的
- 旅行社可以在保存報價後通知航空公司 **Offer ID**，以便與航空公司討論並將訂單上報到總部

# Escalation – 上需求給航空公司



GROUP	TRIP TYPE	REQUESTED ON
TRAINING EXAMPLE	One Way	October 8, 2019 4:49 PM

**⚠ Unable to automatically provide a quote for this request. Escalate your fare request for manual review by the airline, or modify your request and try again.**

Feb 29 2020      Sydney (SYD) Australia      →      Hong Kong (HKG) Hong Kong      20 Adults      Economy

An alert message will display when an itinerary can't be quoted automatically  
無提供自動計價

Or choose to escalate the request for further consideration

上需求給航空公司 **Escalate**

The agent can try editing the itinerary → Edit Request Cancel

# Escalation – 上需求給航空公司



## Escalate Request



Notes for your action on this request:

Client is only able to travel this date | 寫下需求內容 包括-日期， 航班 人數，  
旅行社人名， 電話， 行程種類

Add a note explaining the business  
reason why the inhibited itinerary option  
is required vs other available options

Click “Escalate” to send request



Escalate

Cancel

# Escalation – 上需求給航空公司



- 點擊 “Escalate” 後將顯示成功信息

GROUP HKGCX/A/testing	TRIP TYPE Round Trip	REQUESTED ON October 6, 2020 11:14 AM
--------------------------	-------------------------	--

✔ Your request has been successfully sent to a sales agent. You can track your request by referring to Group ID 10090729 within [Escalations](#).

DEPART DATE	ORIGIN	DESTINATION	PASSENGERS	COMPARTMENT
Feb 16 2021	(HKG)	→ (LAX)	20 Adults	Economy

RETURN DATE	ORIGIN	DESTINATION
Feb 26 2021	(LAX)	→ (HKG)

# Escalation – 上需求給航空公司



狀態將更新到 Task Queue 中的 “Escalated to Airline”



GROUP ID	SERIES ID	GROUP NAME	STATUS	REASON	POS	CREATION DATE	GROUP TYPE	TRIP TYPE	DEPARTS ON	ORIGIN	DEST	PAX
10090729		HKGCX/A/testing	Escalated to Airline	Auto Quote Inhibited	HK	Oct 6, 2020	Crus	Round Trip	Feb 16, 2021	HKG	LAX	20
DEPARTS ON	RETURN	DEPARTS FROM	AGENCY NAME	DETAILS	LATEST NOTE							
Feb 16, 2021	Feb 26, 2021		HK-Testing Agency	Manual review required.	<div style="border: 1px solid #ccc; padding: 5px;"><p>REVASW_TA <span style="float: right;">Oct 6, 2020</span></p><p>Please review</p></div>							

# Escalation – 查看 Task Queue



PROS. GSO

NEW REQUEST

TASKS QUEUE

打開 “Task Queue”

Offers (37)

- Saved: 0
- Partial Booked: 0
- Booking Failed: 5
- Held: 0
- Expired: 32
- Bookings (21)
  - Booked: 20
  - Canceled: 1
- Timelines (5)
- Deposits: 5
- Final Payments: 0
- Names: 0
- Schedule Change (0)
  - New: 0
  - Reviewed: 0
  - Removed: 0
- Escalations (18)
  - Escalated to Airline: 8
  - Resolved by Airline: 0
  - Rejected by Airline: 10

Offers

Filter by: Notes Offer Expiration Date Creation Date Request Type Group ID Series ID Group Name POS Origin Destination Departure Date PAX Compartment Status Agency Name IATA Created By Group Type Trip Type

No Active Filters

### Escalations (18)

GROUP ID	SERIES ID	DEST	DEPART DATE	PAX	CMP	STATUS	OFFER EXPIRATION DATE	AGENCY NAME	IATA	CREATED BY
10017264		HKG	Dec 21, 2022	20	Y	Expired	Nov 11, 2022	EGL Tour Trave...	1330361	support@pros.
10017263		HKG	Dec 21, 2022	30	Y	Expired	Nov 11, 2022	EGL Tour Trave...	1330361	support@pros.
10017261		TPE	Feb 16, 2023	16	Y	Expired	Nov 10, 2022	EGL Tour Trave...	1330361	alice_w_wong...
10017238		HKG	Mar 2, 2023	25	Y	Expired	Nov 9, 2022	EGL Tour Trave...	1330361	alice_w_wong...
10017235		HKG	Feb 16, 2023	15	Y	Expired	Nov 9, 2022	EGL Tour Trave...	1330361	alice_w_wong...
10017223		HR	Feb 9, 2023	15	Y	Expired	Nov 6, 2022	EGL Tour Trave...	1330361	alice_w_wong...
10017222		HKGCK/A/EG/AWTEST	Dec 8, 2022	14	Y	Expired	Nov 6, 2022	EGL Tour Trave...	1330361	alice_w_wong...
10017220		HKGCK/A/EG/THORTEST	Feb 22, 2023	25	Y	Expired	Nov 5, 2022	EGL Tour Trave...	1330361	support@pros.
10017219		HKGCK/A/EG/THORTEST	Dec 31, 2022	25	Y	Expired	Nov 5, 2022	EGL Tour Trave...	1330361	support@pros.
10017131		HKGCK/A/EG/test	Nov 5, 2022	10	Y	Expired	Nov 2, 2022	EGL Tour Trave...	1330361	rms_user04@e

Show 10 items per page

檢查Task Queue的Escalation，查看由航空公司解決或拒絕的任何請求

# Escalation – 上需求給航空公司



- 點擊 “Resolved by Airline” ，將顯示已解決的訂單
- 可查看報價詳細訊息

## Escalations

Filter by: [Group ID](#) [Series ID](#) [Group Name](#) [Group Type](#) [Status](#) [Creation Date](#) [Departure Date](#) [Trip Type](#) [POS](#) [Origin](#) [Destination](#) [PAX](#) [Reason](#) [Clear All](#)

STATUS

GROUP ID	SERIES ID	GROUP NAME	STATUS	REASON	POS	CREATION DATE	GROUP TYPE	TRIP TYPE	DEPARTS ON	ORIGIN	DEST	PAX
10090729		HKGCX/A/testing	Resolved by Airline	Auto Quote Inhibited	HK	Oct 6, 2020	Crus	Round Trip	Feb 16, 2021	HKG	LAX	20

DEPARTS ON      RETURN      DEPARTS FROM      AGENCY NAME      DETAILS      LATEST NOTE

Feb 16, 2021      Feb 26, 2021      HK-Testing Agency      Manual review required.

點擊查看航空公司報價

ACTIONS:

User Name      Oct 6, 2020

Please review

# Escalation – 查看Notes的完整歷史紀錄



GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO
HKGCX/A/testing	Y	Hong Kong, Hong Kong	Los Angeles, United States	Feb 16, 2021	Feb 26, 2021	20	Round Trip (RT)	

Flights

Booking Terms and Conditions

5 Notes

**After reviewing the details, I was able to authorize this offer.**

Oct 14, 2019 at 14:23

jpowell-SO, Escalations

**Hi RM team, This request is for one of our top performing clients. Are you able to approve an exception? Thanks Sales Office**

Oct 8, 2019 at 18:13

jpowell-TA, Escalations

**Client is only able to travel this date**

↑  
點擊查看所有以前的備註

# Task Queue類別



Task Queue分類，即

Offers/Bookings/Timelines/Escalations

← Offers包括有效的和過期的

每個類別旁邊的數字表示該類別的累積數字

User Name

PROS. GSO

The screenshot displays a dashboard with several task queue categories and their respective counts:

- Offers (37)**: Saved (0), Partial Booked (0), Booking Failed (5), Held (0), Expired (32)
- Bookings (21)**: Booked (20), Canceled (1)
- Timelines (5)**: Deposits (5), Final Payments (0), Names (0)
- Escalations (18)**: Escalated to Airline (8), Resolved by Airline (0), Rejected by Airline (10)

The main table shows a list of items with columns: D, Group Name, POS, Origin, Destination, Departure Date, PAX, Compartment, Status, Agency Name, IATA, Created By, Group Type, Trip Type. The table contains several rows of data, including entries for HKG, Dec 21, 2022, and Nov 5, 2022.

# Task Queue – Filter(篩選)



- 多個篩選條件可以一起應用
- 並不是所有篩選條件都適用於每個操作類別

Offers

Filter by: [Creation Date](#) [Request Type](#) [Group ID](#) [Group Name](#) [POS](#) [Origin](#) [Destination](#) [Departure Date](#) [PAX](#) [Compartment](#) [Status](#) [Agency Name](#) [IATA](#) [Created By](#) [Workteam](#) [Clear All](#)

CREATION DATE Dec 1, 2019 - Dec 17, 2019 x STATUS Saved x

所選的每一個篩選條件將顯示在下面空白處  
點擊篩選條件上的“x”來刪除

- **Created By**-User who created the request
- **Creation Date**-Date the offer was generated
- **Departure Date**-Departure date of the first requested direction
- **Destination**-Destination airport of the first direction of the request
- **Group ID**-System generated unique numeric ID for every group offer
- **Group Name**-Group name assigned to the request at the time it was created
- **IATA**-Agency IATA ID number
- **Origin**-Origin airport of the first direction of the request
- **PAX**-Sum of adults, children, infants with seats, and passes, and (INF) is the sum of infants without seats
- **POS**-Point of Sale country code
- **Status**-Status of a request (either Saved or Expired)
- **Work Team**-Work team within a sales office (if defined)

# Task Queue – Bookings選項



## Tasks Queue

### Offers (17)

- Saved **8**
- Partial Booked **0**
- Booking Failed **9**
- Held **0**

### Bookings (206)

- Booked **189**
- Canceled **17**

### Timelines (6)

- Deposits **4**
- Final Payments **2**
- Names **0**

### Offers

Filter by: [Notes](#) [Offer Expiration Date](#) [Creation Date](#) [Request Type](#) [Group ID](#) [Series ID](#) [Group Name](#) [POS](#) [Origin](#) [Clear All](#)

[Destination](#) [Departure Date](#) [PAX](#) [Compartment](#) [Status](#) [Agency Name](#) [IATA](#) [Created By](#)

*No Active Filters*

點擊列標頭旁邊的箭頭以按該列排序

GROUP ID	SERIES ID	GROUP NAME	POS	ORIGIN	DEST	DEPART DATE	PAX (PASSES)	CMP	STATUS	OFFER EXPIRATION DATE	AGENCY NAME	IATA	CREATED BY
10017885		RMSCX/A/test/hkg	HK	HKG	TPE	Jul 5, 2022	10	Y	Expired	Feb 13, 2022	RMS testing ag..1234567		ta_edc
10017160		RMSCX/A/test/test	HK	HKG	TPE	Feb 17, 2022	10	Y	Expired	Dec 2, 2021	RMS testing ag..1234567		edmans_chin
10017155		RMSCX/A/test/test	HK	HKG	TPE	Mar 17, 2022	10	Y	Expired	Dec 3, 2021	RMS testing ag..1234567		edmans_chin
10016806		RMSCX/A/test/test	HK	HKG	TPE	Feb 10, 2022	10	Y	Expired	Oct 13, 2021	RMS testing ag..1234567		ta_edc
10016805		RMSCX/A/test/test	HK	HKG	LAX	Feb 22, 2022	15	Y	Expired	Oct 13, 2021	RMS testing ag..1234567		REVASW_TA
10016428		RMSCX/A/test/test	HK	HKG	NRT	Feb 14, 2022	15 (1)	Y	Expired	Sep 9, 2021	RMS testing ag..1234567		edmans_chin

點擊行以查看訂位詳細資訊

# Task Queue – Bookings選項



- 查看和管理Task Queue中 “Bookings” 下的所有訂位
- 點擊您想要訂位行
- 或輸入 “預訂編號Booking ID” 或 “訂位代號 PNR Locator”
- 或在預訂一個新請求後點擊 “Go to bookings”

Tasks Queue

Offers (54)

- Saved 24
- Partial Booked 0
- Booking Failed 30
- Held 0

Bookings (1915)

- Booked 1915
- Canceled 0

Timelines (0)

- Deposits 0
- Final Payments 0
- Names 0

Bookings

Filter by: Creation Date Departure Date Group ID Booking ID Group Name Origin

Go to Booking ID [dropdown] [input] View Detail

Booking ID  
PNR Locator

Go to Booking ID [dropdown] [input] View Detail

NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	WORKTEAM			
bc	TOUR	Jan 17, 2020	AKL	HKG	20	Y	NZ RMS Agency	1234567	REVYHL2	BOOKED				
S/CHH...	UNKNOWN	Dec 18, 2019	HKG	SIN	4	Y	NZ RMS Agency	1234567	PNRLOAD	BOOKED				
S/CHH...	UNKNOWN	Dec 18, 2019	HKG	PVG	2	Y	NZ RMS Agency	1234567	PNRLOAD	BOOKED				
10068026	4683683	Dec 16, 2019	HKGCX/S/CHH...	UNKNOWN	Dec 18, 2019	HKG	PVG	2	Y	NZ RMS Agency	1234567	PNRLOAD	BOOKED	
10068033	4683695	Dec 16, 2019	HKGCX/S/CHH...	UNKNOWN	Dec 17, 2019	HKG	PVG	2	Y	NZ RMS Agency	1234567	PNRLOAD	BOOKED	
10068031	4683691	Dec 16, 2019	HKGCX/S/CHH...	UNKNOWN	Dec 18, 2019	HKG	SIN	4	Y	NZ RMS Agency	1234567	PNRLOAD	BOOKED	

63

# Task Queue – Bookings 選項



GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO
HKGCX/A/testing	Y	Hong Kong, Hong Kong	London, United Kingdom	Jan 18, 2021	Jan 25, 2021	20	Round Trip (RT)	



This offer has been booked. [Go to booking](#)

從一個新的預訂確認中點擊 “Go to bookings”

Booking ID: **4715088**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/testing	10090723	HKG	LHR	Jan 18, 2021	20	Y	HK-Testing Agen...	Hong Kong

REMAINING DEPOSIT \$11,938.00 HKD    TOTAL DEPOSIT \$11,938.00 HKD    REMAINING PAYMENT \$119,380.00 HKD    TOTAL PAYMENT \$119,380.00 HKD

\* Remaining Payment is subject to Terms and Conditions.

Cancel Booking

PNRS	CONTRACTS	PAYMENTS	NOTES					
PNR LOCATOR	DEPARTS	ORIGIN	PAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
V86TMM	Jan 18, 2021 9:45 AM	HKG	20	Oct 5, 2020	Oct 5, 2020	GSO	BOOKED	PENDING

Show  items per page

# Task Queue – Bookings選項



Booking ID: **4715088** 提供了訂位資訊摘要

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/testing	10090723	HKG	LHR	Jan 18, 2021	20	Y	HK-Testing Agen...	Hong Kong

REMAINING DEPOSIT \$11,938.00 HKD    TOTAL DEPOSIT \$11,938.00 HKD    REMAINING PAYMENT \$119,380.00 HKD    TOTAL PAYMENT \$119,380.00 HKD

\* Remaining Payment is subject to Terms and Conditions.

包括訂金和付款摘要，合約條款

Cancel Booking

PNRS	CONTRACTS	PAYMENTS	NOTES
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PNR LOCATOR	DEPARTS	ORIGIN	PAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
V86TMM	Jan 18, 2021 9:45 AM	HKG	20	Oct 5, 2020	Oct 5, 2020	GSO	BOOKED	PENDING

選擇PNRS，CONTRACTS，PAYMENTS或NOTES  
查看詳細信息

# 管理訂位 – PNRs



PNRS列出了訂位記錄以及歷史記錄

Booking ID: **4715088**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
HKG CX/A/testing	10090723	HKG	LHR	Jan 18, 2021	20	Y	HK-Testing Agency	Hong Kong

REMAINING DEPOSIT \$11,938.00 HKD    TOTAL DEPOSIT \$11,938.00 HKD    REMAINING PAYMENT \$119,380.00 HKD    TOTAL PAYMENT \$119,380.00 HKD

\* Remaining Payment is subject to Terms and Conditions.

Cancel Booking

點擊任意一行打開旅客訂位記錄詳細信息

PNRS	CONTRACTS	PAYMENTS	NOTES					
PNR LOCATOR	DEPARTS	ORIGIN	PAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
V86TMM	Jan 18, 2021 9:45 AM	HKG	20	Oct 5, 2020	Oct 5, 2020	GSO	BOOKED	PENDING

# 管理訂位 – PNRs



Booking ID: 6031832 »

PNR: **6TRXGE**

可以在訂位記錄欄下管理您的預訂

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE (PASS)	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/EG/T...	10017420	HKG	NRT	Mar 17, 2023	Mar 17, 2023	20 (1)	Economy	EGL Tour Trav...	HKG Group De...

▲ Increase Group Size   ▼ Decrease Group Size   ↔ Split Group   ✎ Edit Trip Details   **Cancel PNR**

ITINERARY   PASSENGERS

	CX0524	DEPART: Mar 17, 2023 HKG 01:25	ARRIVE: Mar 17, 2023 NRT 06:30	STATUS: HK	BOOKING CLASS: G	PASSENGERS: 21
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# 管理訂位 – Edit Trip Details (編輯行程)



點擊 “Edit Trip Details” 可更改以下內容，

- 旅行類型
- 行程
- 乘客資訊

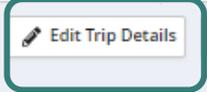
Booking ID: 6031832 »

PNR: **6TRXGE**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE (PASS)	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/EG/T...	10017420	HKG	NRT	Mar 17, 2023	Mar 17, 2023	20 (1)	Economy	EGL Tour Trav...	HKG Group De...

▲ Increase Group Size   ▼ Decrease Group Size   ↔ Split Group   **Edit Trip Details**   **Cancel PNR**

ITINERARY   PASSENGERS



	CX0524	DEPART: Mar 17, 2023 HKG 01:25	ARRIVE: Mar 17, 2023 NRT 06:30	STATUS: HK	BOOKING CLASS: G	PASSENGERS: 21
--	--------	--------------------------------------	--------------------------------------	---------------	---------------------	-------------------

# 管理訂位 – Edit Trip Details (編輯行程)



## Edit Trip

Make edits to your trip details including the city, date, passenger, and customer info or change your trip type.

GROUP	BOOKING ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY
HKGCVA/EG/TEST	6031832	HKG	NRT	Mar 17, 2023	20	Economy	EGL Tour Travel Service...

**編輯行程類型**

Trip Details

Round Trip | One Way | Multi-City | [Edit Trip Type](#)

From:  To:  Depart Date:   Compartment:  Stops:

**編輯行程信息，包括**

1. 行程更改
2. 日期更改

**編輯客艙級別**

更改設定後，點擊Search Flights搜索航班 並按正常方式選擇行程

# 管理訂位 – Split Group (分割紀錄)



Booking ID: 6031832 »

PNR: **6TRXGE**

## 選擇 Split Group 分割訂位

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE (PASS)	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/EG/TEST	10017420	HKG	NRT	Mar 17, 2023	Mar 17, 2023	20 (1)	Economy	EGL Tour Travel Se...	HKG Group Desk T...

▲ Increase Group Size   ▼ Decrease Group Size   **↔ Split Group**   Edit Trip Details   Cancel PNR

ITINERARY   PASSENGERS

CATHAY PACIFIC	CX0524	DEPART:	ARRIVE:	STATUS:	BOOKING CLASS:	PASSENGERS:
		Mar 17, 2023 HKG 01:25	Mar 17, 2023 NRT 06:30	HK	G	21

Unnamed Passengers: 19

Adult	Child
<input type="text" value="5"/> out of 15	<input type="text" value="1"/> out of 2
Infant Without Seat	Infant With Seat
<input type="text" value="0"/> out of 1	<input type="text" value="0"/> out of 1

**Separate 6 Pax**

點擊將指定的乘客數目移到新PNR

輸入要移到新PNR的乘客數量

Unnamed Passengers: 0

No unnamed passengers have been separated yet.

# 管理訂位 – Split Group (分割紀錄)



如果移動的數量有錯誤，輸入數字返回到原來的訂位記錄，並點擊推回

Unnamed Passengers: 13		Unnamed Passengers: 6	
Adult	Child	Adult	Child
<input type="text" value="0"/> out of 10	<input type="text" value="0"/> out of 1	<input type="text" value="0"/> out of 5	<input type="text" value="0"/> out of 1
Infant Without Seat	Infant With Seat	Infant Without Seat	Infant With Seat
<input type="text" value="0"/> out of 1	<input type="text" value="0"/> out of 1	<input type="text" value="0"/> out of 0	<input type="text" value="0"/> out of 0

乘客數量將被移到右側的新PNR中，訂位記錄的乘客數量將更新

Cancel **Create New PNR**

點擊“產生新的PNR”繼續

# 管理訂位 – Split Group (分割紀錄)



Split this PNR? X

This will create a new PNR: 3 adults, 1 child.

The original PNR will have the remaining: 5 adults, 1 child, 1 INF.

HKG Sep 14, 2020 Sep 19, 2020 10 (1)

點擊確認並產生新的PNR

# 管理訂位 – Split Group (分割紀錄)



Booking ID: **4717579**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE (INF)	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/testing	10090874	HKG	SYD	Mar 16, 2021	18 (1)	Y	HK-Testing Agency	Hong Kong

REMAINING DEPOSIT \$7,722.90 HKD    TOTAL DEPOSIT \$7,722.90 HKD    REMAINING PAYMENT \$77,789.00 HKD    TOTAL PAYMENT \$77,789.00 HKD

\* Remaining Payment is subject to Terms and Conditions.

✔ Your PNR was successfully split. ← 綠色條中的訊息確認了分割紀錄

Cancel Booking

PNRS	CONTRACTS	PAYMENTS	NOTES					
PNR LOCATOR	DEPARTS	ORIGIN	PAX (INF)	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
VNUZ9E	Mar 16, 2021 9:05 PM	HKG	12 (1)	Oct 8, 2020	Oct 8, 2020	GSO	BOOKED	PENDING
VNX6JJ	Mar 16, 2021 9:05 PM	HKG	6	Oct 8, 2020	Oct 8, 2020	GSO	BOOKED	PENDING

新的訂位記錄出現在列表的底部

PNRS	CONTRACTS	PAYMENTS	NOTES
修改後的合約將包含新的訂位記錄			
Contract History			
Version 2 - Thu, Oct 8, 2020 11:54 AM by REVASW_TA Split 6 passengers from PNR VNUZ9E into PNR VNX6JJ			
Version 1 - Thu, Oct 8, 2020 11:47 AM by REVASW_TA			

# 管理訂位 – Cancel Booking (取消訂位)



Booking ID: **4715088**

點擊這裡取消預訂

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/testing	10090723	HKG	LHR	Jan 18, 2021	20	Y	HK-Testing Agency	Hong Kong

REMAINING DEPOSIT \$11,938.00 HKD    TOTAL DEPOSIT \$11,938.00 HKD    REMAINING PAYMENT \$119,380.00 HKD    TOTAL PAYMENT \$119,380.00 HKD

\* Remaining Payment is subject to Terms and Conditions.

Cancel Booking

PNRS	CONTRACTS	PAYMENTS	NOTES
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PNR LOCATOR	DEPARTS	ORIGIN	PAX	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
V86TMM	Jan 18, 2021 9:45 AM	HKG	20	Oct 5, 2020	Oct 5, 2020	GSO	BOOKED	PENDING

# 管理訂位 – Cancel Booking (取消訂位)



NEW REQUEST TASKS QUEUE

Booking ID: **4715088**

GROUP	GROUP ID	ORIGIN					AGENCY	SALES OFFICE
HKGCX/A/testing	10090723	HKG	LHR	Jan 18, 2021	20	Y	HK-Testing Agency	Hong Kong

REMAINING DEPOSIT \$11,938.00 HKD TOTAL DEPOSIT \$11,938.00 HKD REMAINING PAYMENT \$119,380.00 HKD TOTAL PAYMENT \$119,380.00 HKD

\* Remaining Payment is subject to Terms and Conditions.

PNRS	CONTRACTS	PAYMENTS	NOTES
PNR LOCATOR	DEPARTS		
V86TMM	Jan 18, 2021 9:45 AM		

Show  items per page

### Cancel Booking Confirmation

If any PNRs within this booking have departed, they will not be canceled. All other PNRs will be canceled. Are you sure you want to cancel this group?

點擊是的繼續 →

### Cancel Booking

Reason for rejection? (required)

- Price uncompetitive
- Insufficient seats
- Time and route not suitable
- Terms and conditions uncompetitive
- Personal reasons outside our control
- Customer preference to travel alternate airline
- Other

選擇取消的原因 (需要), 然後點擊取消預訂 取消所有 PNR

# 管理訂位 – Cancel Booking (取消訂位)



- 取消確認

Booking ID: **4683095**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY	SALES OFFICE
AKLCX/abc	10068082	AKL	HKG	Jan 17, 2020	20	Y	NZ RMS Agency	AKL RMS

REMAINING DEPOSIT \$6,992.00 NZD    TOTAL DEPOSIT \$6,992.00 NZD    REMAINING PAYMENT\* \$34,960.00 NZD    TOTAL PAYMENT \$34,960.00 NZD



Your booking has been successfully canceled.

# 管理訂位 – Cancel Booking (取消訂位)



- 取消預訂的訂位記錄允許**部分**取消
- 同一訂位代碼 ID 下的其他旅客訂位錄將保留

Booking ID: **4683104**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE (PASSES)	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/test	10068153	PEK	HKG	Jan 9, 2020	15 (1)	Y	Default Agency	AKL RMS

REMAINING DEPOSIT \$920.00 NZD    TOTAL DEPOSIT \$920.00 NZD    REMAINING PAYMENT\* \$4,600.00 NZD    TOTAL PAYMENT \$4,600.00 NZD

\* Remaining Payment is subject to Terms and Conditions.

Cancel Booking

PNRS    CONTRACTS    PAYMENTS

PNR LOCATOR	DEPARTS	ORIGIN	PAX (PASSES)	CREATION DATE	LAST UPDATED DATE	LAST UPDATED VIA	STATUS	NAMES
UXOU6M	Jan 9, 2020 8:00 AM	PEK	10 (1)	Dec 19, 2019	Dec 19, 2019	GSO	BOOKED	PENDING
UXPJNJ	Jan 9, 2020 9:35 AM	PVG	5	Dec 19, 2019	Dec 19, 2019	GSO	BOOKED	PENDING
UXQ2SG	Jan 9, 2020 8:00 AM	PEK	0	Dec 19, 2019	Dec 19, 2019	GSO	CANCELED	

點擊要取消的旅客訂座記錄行

# 管理訂位 –Cancel Booking (取消訂位)



Booking ID: 4683104 »

PNR: **UXPJNJ**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	COMPARTMENT	AGENCY
HKGCX/A/test	10068153	PVG	HKG	Jan 9, 2020	Jan 9, 2020	5	Y	Default Agency

### Cancel PNR

Reason for rejection? (required)

- Price uncompetitive
- Insufficient seats
- Time and route not suitable
- Terms and conditions uncompetitive
- Personal reasons outside our control
- Customer preference to travel alternate airline
- Other

Cancellation fees may apply, please refer to your contract for details.

BOOKING CLASS:  
G

PASSENGERS:  
5

點擊“取消旅客訂記錄”然後選擇最接近的取消原因

# 管理訂位 – Cancel Booking (取消訂位)



[Booking ID: 4683104](#) »

PNR: **UXPJNJ**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY
HKGCX/A/test	10068153	PVG	HKG	Jan 9, 2020	0	Y	Default Agency

✔ Your PNR has been successfully canceled.

Booking ID: **4683104**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE (PASSES)	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/test	10068153	PEK	HKG	Jan 9, 2020	10 (1)	Y	Default Agency	AKL RMS

REMAINING DEPOSIT \$570.00 NZD    TOTAL DEPOSIT \$570.00 NZD    REMAINING PAYMENT\* \$2,850.00 NZD    TOTAL PAYMENT \$2,850.00 NZD

\* Remaining Payment is subject to Terms and Conditions.

取消確認後，預訂摘要中顯示的旅客訂位記錄的狀態將顯示為 “CANCELED”

Cancel Booking

PNRS	CONTRACTS	PAYMENTS
PNR LOCATOR	DEPARTS	ORIGIN    PAX (PASSES)    CREATION DATE    LAST UPDATED DATE    LAST UPDATED VIA    STATUS    NAMES
UXOU6M	Jan 9, 2020 8:00 AM	PEK    10 (1)    Dec 19, 2019    Dec 19, 2019    GSO    BOOKED    PENDING
UXPJNJ	Jan 9, 2020 9:35 AM	PVG    0    Dec 19, 2019    Dec 19, 2019    GSO <b>CANCELED</b>
UXQ25G	Jan 9, 2020 8:00 AM	PEK    0    Dec 19, 2019    Dec 19, 2019    GSO    CANCELED

# 管理訂位 – Increase Group Size(增加人數) ➤

Booking ID: 6031832 »

PNR: 6TRXGE

若要增加訂位人數，在點擊旅客訂位記錄行後  
點擊 “Increase Group Size”

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE (PASS)	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/EG/TEST	10017420	HKG	NRT	Mar 17, 2023	Mar 17, 2023	20 (1)	Economy	EGL Tour Travel S...	HKG Group Desk ...

▲ Increase Group Size ▼ Decrease Group Size ↔ Split Group ✎ Edit Trip Details **Cancel PNR**

ITINERARY PASSENGERS

CATHAY PACIFIC

PASSENGERS: 21

## Increase Group Size

Generate a new offer to add passengers to this PNR.

How many passengers would you like to add?

Adults  Original size: 20

Children  Original size: 0

Infants Without Seat  Original size: 0

Infants With Seat  Original size: 0

根據乘客類型輸入數字

點擊 “Select Flights 選擇航班”

Select Flights

Edit Itinerary

Cancel

如果主團不同的行程，點擊 “Edit Itinerary”，例如  
部分高雄出發或部分回程高雄

# 管理訂位 – Decrease Group Size(減少人數) ➤

Booking ID: 6031832 »

PNR: 6TRXGE

若要減少訂位人數，在點擊訂位行後點擊 “Decrease Group Size”

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE (PASS)	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/EG/TEST	10017420	HKG	NRT	Mar 17, 2023	Mar 17, 2023	20 (1)	Economy	EGL Tour Travel S...	HKG Group Desk ...

▲ Increase Group Size ▼ Decrease Group Size ↔ Split Group ✎ Edit Trip Details **Cancel PNR**

ITINERARY PASSENGERS

CATHAY PACIFIC

### Decrease Group Size

Lower the number of passengers on this PNR to an amount no less than the minimum group size or number of named passengers.

Adults	<input type="text" value="20"/>	Original Size: 20, Number of names: 0
Children	<input type="text"/>	Original Size: 0, Number of names: 0
Infants Without Seat	<input type="text"/>	Original Size: 0, Number of names: 0
Infants With Seat	<input type="text"/>	Original Size: 0, Number of names: 0
Passes	<input type="text" value="1"/>	Original Size: 1, Number of names: 0

Cancellation fees may apply, please refer to your contract for details.

**Decrease Size** Cancel

BOOKING CLASS: G PASSENGERS: 21

保留的乘客類型輸入新的乘客數量

點擊 “Decrease Size” 將乘客數量保留到輸入的數值

# 管理訂位 – Decrease Group Size(減少人數) ➤

### Decrease Group Size

Lower the number of passengers on this PNR to an amount no less than the minimum group size or number of named passengers.

Adults	<input type="text" value="12"/>	<i>Original Size: 20, Number of names: 0</i>
Children	<input type="text"/>	<i>Original Size: 0, Number of names: 0</i>
Infants Without Seat	<input type="text"/>	<i>Original Size: 0, Number of names: 0</i>
Infants With Seat	<input type="text"/>	<i>Original Size: 0, Number of names: 0</i>
Passes	<input type="text" value="1"/>	<i>Original Size: 1, Number of names: 0</i>

Cancellation fees may apply, please refer to your contract for details.

**Decrease Size**

### Error

Currently held 1 pass(es) exceed allowable quota of 0. Please decrease passes manually on the specific PNR.

**OK**

- 當新的訂位人數不符合FOC政策時，GSO將不會執行減少訂位人數
- 警告信息將會彈出，在這種情況下，請聯繫航空公司

# 管理訂位 – Contracts (合約)



- Contracts 包含與訂位相關的歷史列表

Booking ID: **6021839**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE (PASSES)	COMPARTMENT	AGENCY	SALES OFFICE
RMSCX/A/test/...	10016766	HKG	TPE	Feb 22, 2022	25 (1)	Y	RMS testing ag...	Obsoleted Agency

DEPOSIT DUE \$0.00 HKD    TOTAL DEPOSIT \$0.00 HKD    BALANCE DUE \$40,032.00 HKD    GROUP TOTAL \$40,032.00 HKD

\* Remaining Payment is subject to Terms and Conditions.

Compare Two Contracts

Cancel Booking

PNRS

CONTRACTS

PAYMENTS

NOTES

## Contract History

Version 1 - Wed, Oct 6, 2021 2:58 PM by REVASW\_SO

1

2

3

[View Contract](#)

Download

ENG

1. 查看Contract 合約
2. 下載PDF格式
3. 選擇 “ENG” 版本

# 管理訂位 – Payments(付款欄)



## Payments 欄

- 與訂位代碼 ID綁定的所有付款列表 ( 每個訂位記錄 PNR ，付款的操作 )

Booking ID: **6021837**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY
RMSCX/A/test/test	10016756	HKG	LHR	Nov 16, 2021	25	Y	RMS testing agency - HK

DEPOSIT DUE \$ 27010.00 HKD    TOTAL DEPOSIT \$ 27010.00 HKD    BALANCE DUE \$ 135050.00 HKD    GROUP TOTAL \$ 135050.00 HKD

\* Remaining Payment is subject to Terms and Conditions.

Add Payment

Download Financial Summary

EN2 v

Cancel Booking

PNRS    CONTRACTS    **PAYMENTS**    NOTES

詳細訊息顯示  
訂金金額 及 總支付金額

### Booking Detail

BOOKING DATE	PNR	ADT	CHD	INF	INS	PASS	TOTAL DEPOSIT	DEPOSIT DUE	GROUP TOTAL	TOTAL PAYMENT	BALANCE DUE
Oct 5, 2021	5V5XTU	25	0	0	0	0	\$ 27010.00 HKD	\$ 27010.00 HKD	\$ 135050.00 HKD	\$ 0.00 HKD	\$ 135050.00 HKD

\*\*付款欄顯示的訂金金額是根據總票價 ( 包括稅項 )

### PNR Activities

DATE	PNR	DESCRIPTION	PASSENGERS	CREDIT	DEBIT	BALANCE DUE
Oct 5, 2021	5V5XTU	New PNR	25		\$ 135050.00 HKD	\$ 135050.00 HKD    84

# 管理訂位 – Payments(付款欄)



Booking ID: **6021837**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	SIZE	COMPARTMENT	AGENCY
RMSCX/A/test/test	10016756	HKG	LHR	Nov 16, 2021	25	Y	RMS testing agency - HK

DEPOSIT DUE \$ 27010.00 HKD    TOTAL DEPOSIT \$ 27010.00 HKD    BALANCE DUE \$ 135050.00 HKD    GROUP TOTAL \$ 135050.00 HKD

\* Remaining Payment is subject to Terms and Conditions.

Add Payment

Download Financial Summary

EN2 ▾

Cancel Booking

PNRS    CONTRACTS    **PAYMENTS**    NOTES

## Booking Detail

點擊 "Add Payment" 記錄一次付款

BOOKING DATE	PNR	ADT	CHD	INF	INS	PASS	TOTAL DEPOSIT	DEPOSIT DUE	GROUP TOTAL	TOTAL PAYMENT	BALANCE DUE
Oct 5, 2021	5V5XTU	25	0	0	0	0	\$ 27010.00 HKD	\$ 27010.00 HKD	\$ 135050.00 HKD	\$ 0.00 HKD	\$ 135050.00 HKD

## PNR Activities

DATE	PNR	DESCRIPTION	PASSENGERS	CREDIT	DEBIT	BALANCE DUE
Oct 5, 2021	5V5XTU	New PNR	25		\$ 135050.00 HKD	\$ 135050.00 HKD

# 管理訂位 – Payments(付款欄)



Booking ID: **6021837**

GROUP	GROUP ID	ORIGIN
RMSCX/A/test/test	10016756	HKG

DEPOSIT DUE \$ 27010.00 HKD    TOTAL DEPOSIT \$ 27010.00 HKD  
\* Remaining Payment is subject to Terms and Conditions.

### Add Payment Entry

1. 選擇需要記錄付款的旅客訂位記錄

PNR Locator

2. 選擇付款類型

Payment Type

- Adjustment
- Deposit
- Payment

Amount

RMS testing agency - HK

3. 輸入支付金額

Payment Amount

4. 選擇付款方式 (只能選擇“現金”)

Form of Payment

- Credit Card
- Cash

Description

**Add Payment** Cancel

點擊Add Payment保存記錄，並發送給航空公司驗證

**Add Payment** Cancel

# 管理訂位 – Payments(付款欄)



## Booking Detail

BOOKING DATE	PNR	ADT	CHD	INF	INS	PASS	TOTAL DEPOSIT	DEPOSIT DUE	GROUP TOTAL	TOTAL PAYMENT	BALANCE DUE
Oct 5, 2021	5V5XTU	25	0	0	0	0	\$ 27010.00 HKD	\$ 27010.00 HKD	\$ 135050.00 HKD	\$ 0.00 HKD	\$ 135050.00 HKD

在航空公司驗證收到付款之前，將不會更新  
剩餘到期付款的餘額



## PNR Activities

DATE	PNR	DESCRIPTION	PASSENGERS	CREDIT	DEBIT	BALANCE DUE
Oct 5, 2021	5V5XTU	New PNR	25		\$ 135050.00 HKD	\$ 135050.00 HKD

付款將顯示在 “Payment Activities”下

## Payment Activities



DATE	PNR	DESCRIPTION	FORM OF PAYMENT	CREDIT	PAYMENT VERIFICATION
Oct 5, 2021	5V5XTU	DEPOSIT	CASH	\$ 15000.00 HKD	Pending Verification



# 管理訂位的額外說明

# 在GSO外上傳旅客名單



- 上傳旅客名單須透過同業網站 CXA

## 流程

- 無法在上傳旅客名單後進行訂位管理更改（即減少，分割和編輯行程）
- 確保在上傳旅客名單進程前完成所有的分割紀錄
- 上傳旅客名單應該發生在整個過程的最後階段

