CATHAY

Cathay Agents (www.CXAgents.com)
Online Group Management – Group services
Quick reference guides

Cathay Pacific reserves the right to change at any time without prior notice.

Last updated: Aug 2025

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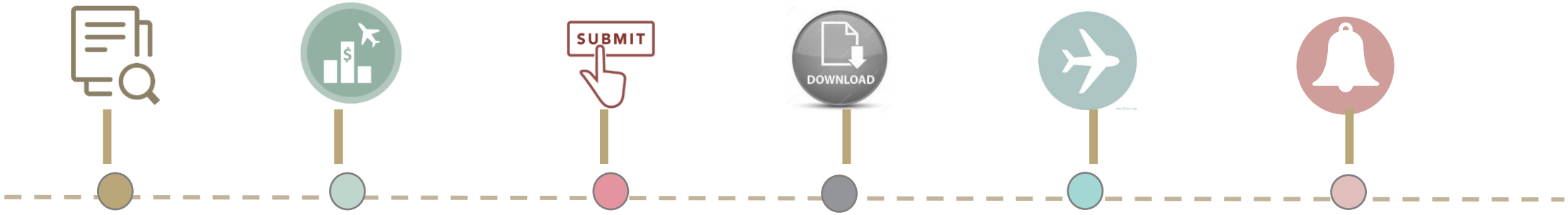


01
PASSENGER LIST

- 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 seat map and download exchange order after submitted “Group Finalization”.

04
DOWNLOAD E-TICKET

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

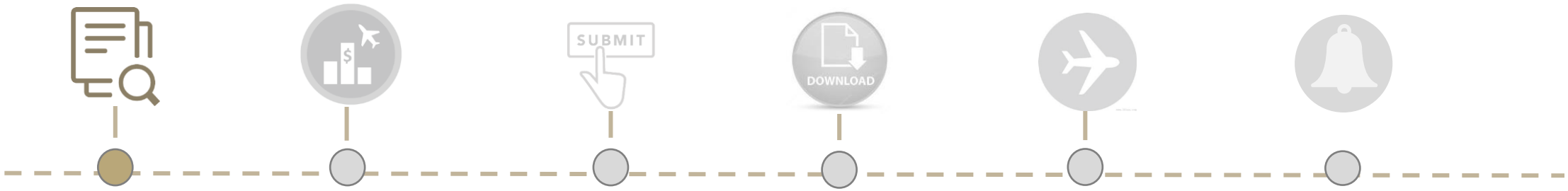
05
CHECK-IN

- 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 OLGM group RLOCs related email notifications or choose to receive notifications only by selected RLOC(s).

1. Access OLGM / PNR Search / Passenger List



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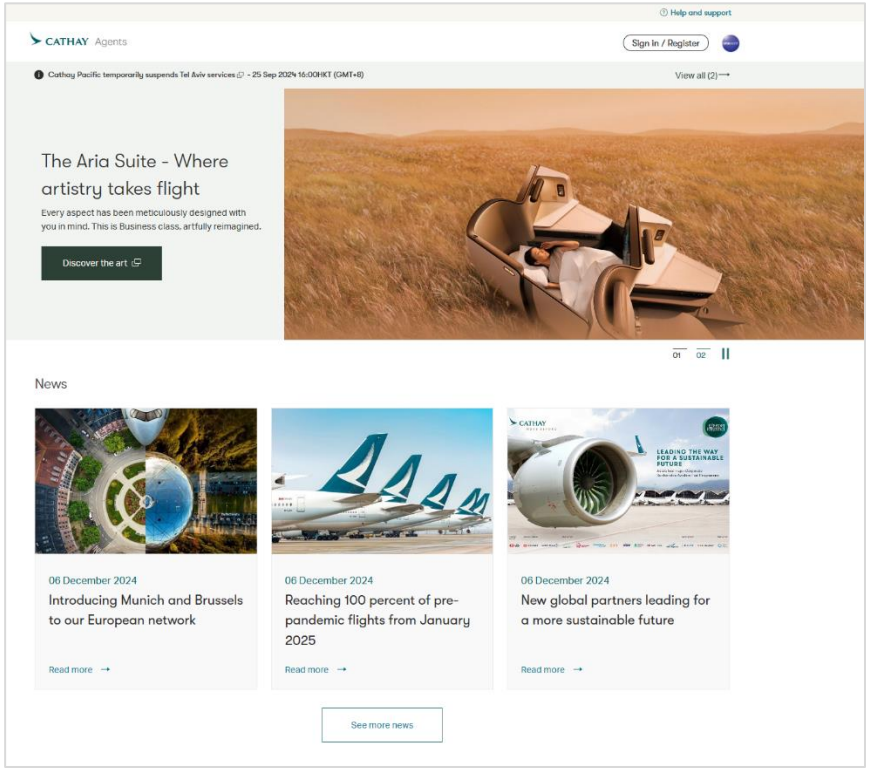
1. Passenger list

Go to Group Services (OLGM)

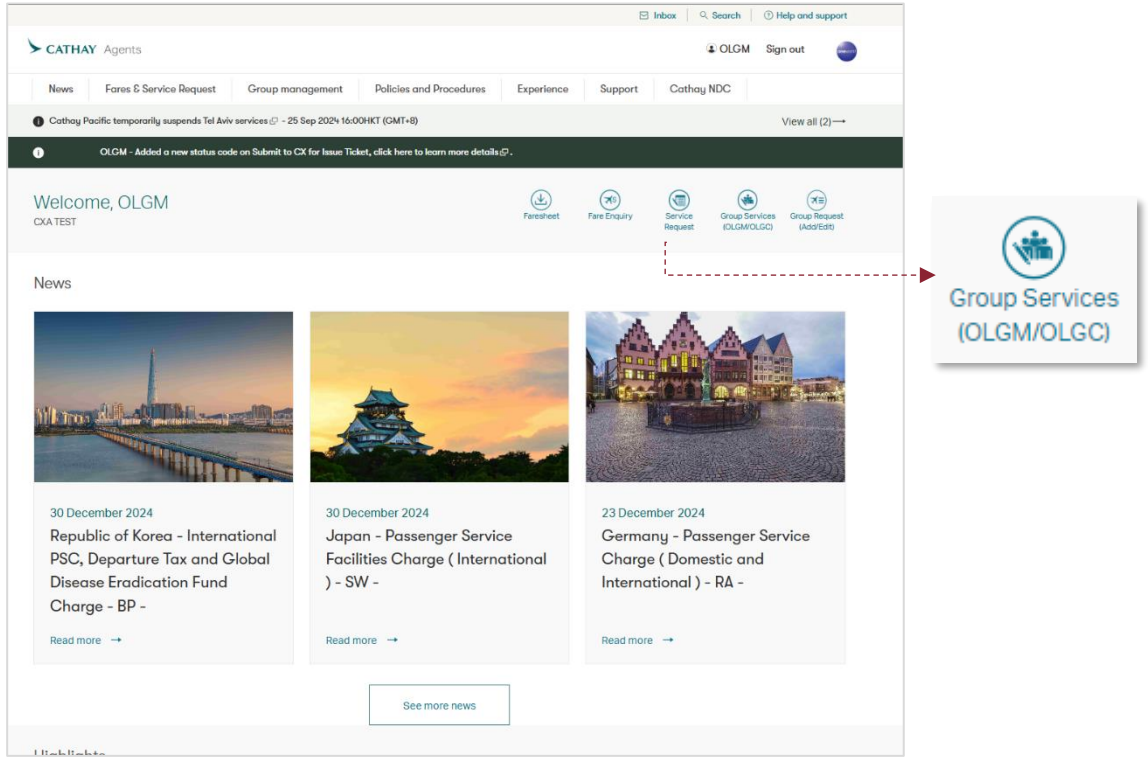
Efficiently manage your group bookings with the following features:

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 , log in to your account



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

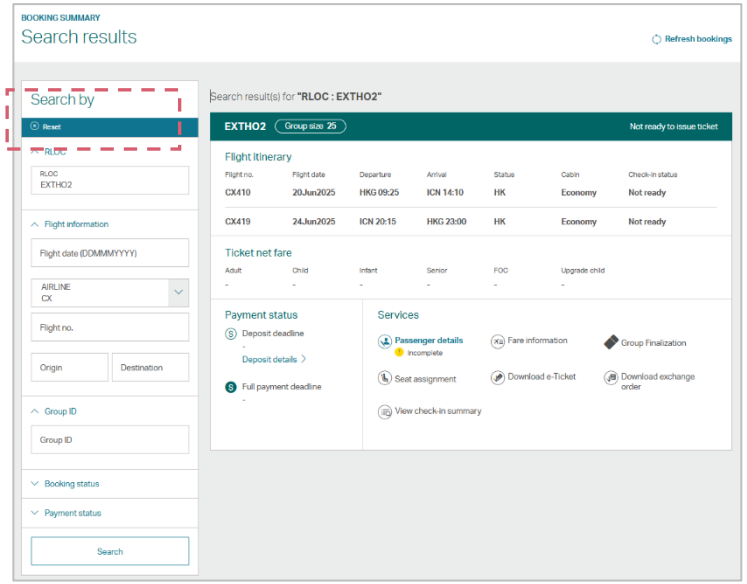


1. Passenger list

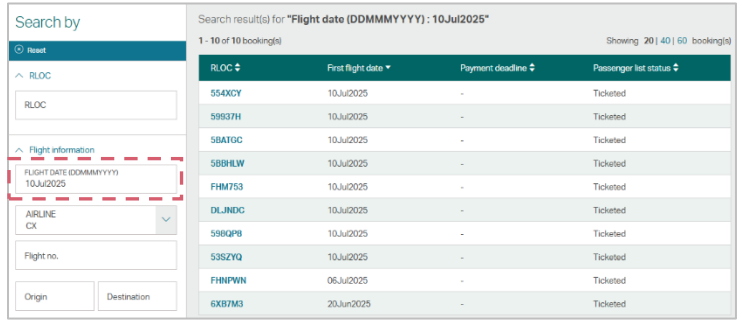
PNR Search

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.

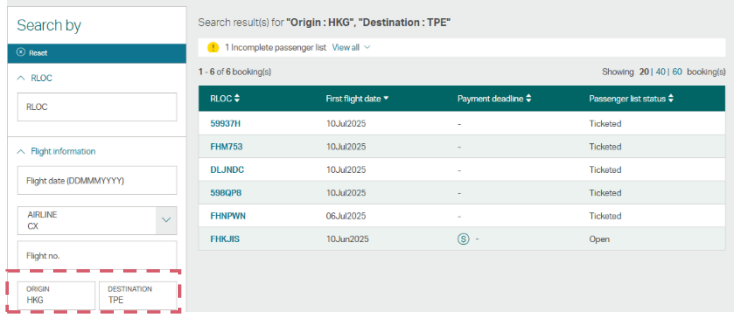
Search by RLOC



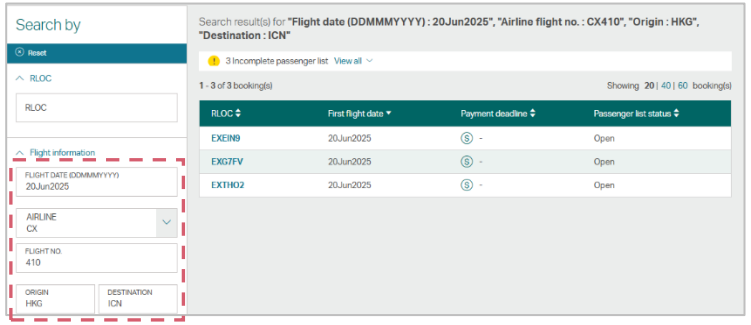
Search by Date



Search by Origin & destination

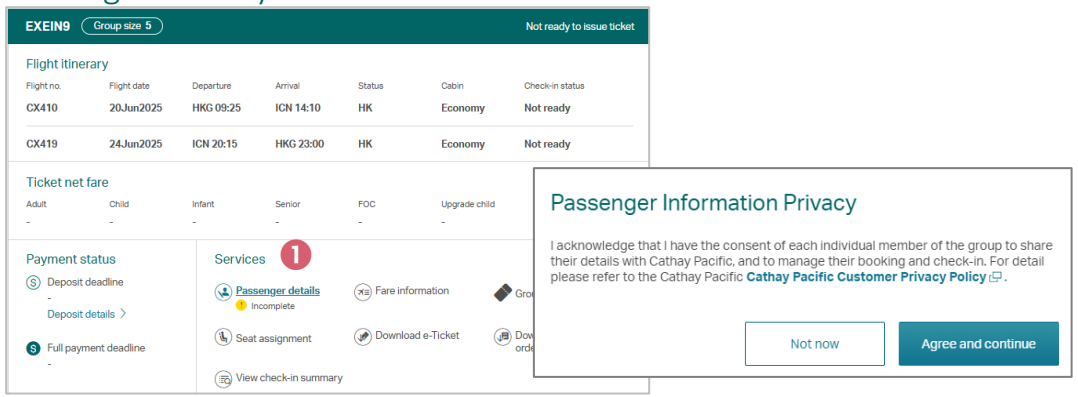


Search by Date/flight/origin and destination

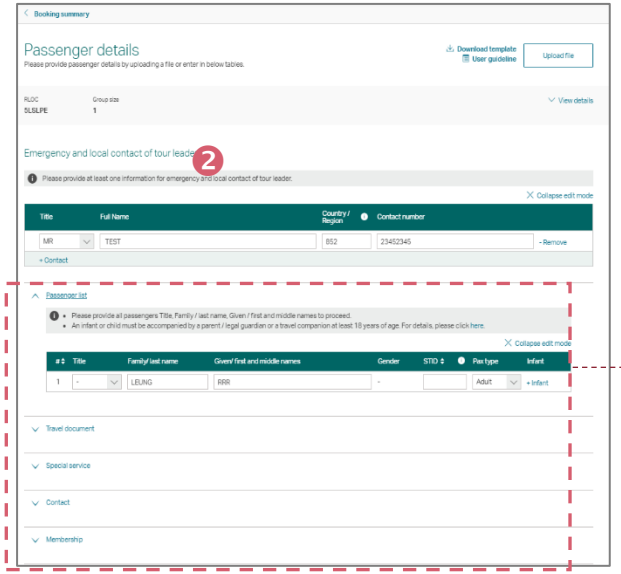


Manage Passenger List

Booking Summary



Passenger details page



On Passenger details page,
Mandatory fields:
- Passenger list
- Travel document

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

1
- 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.

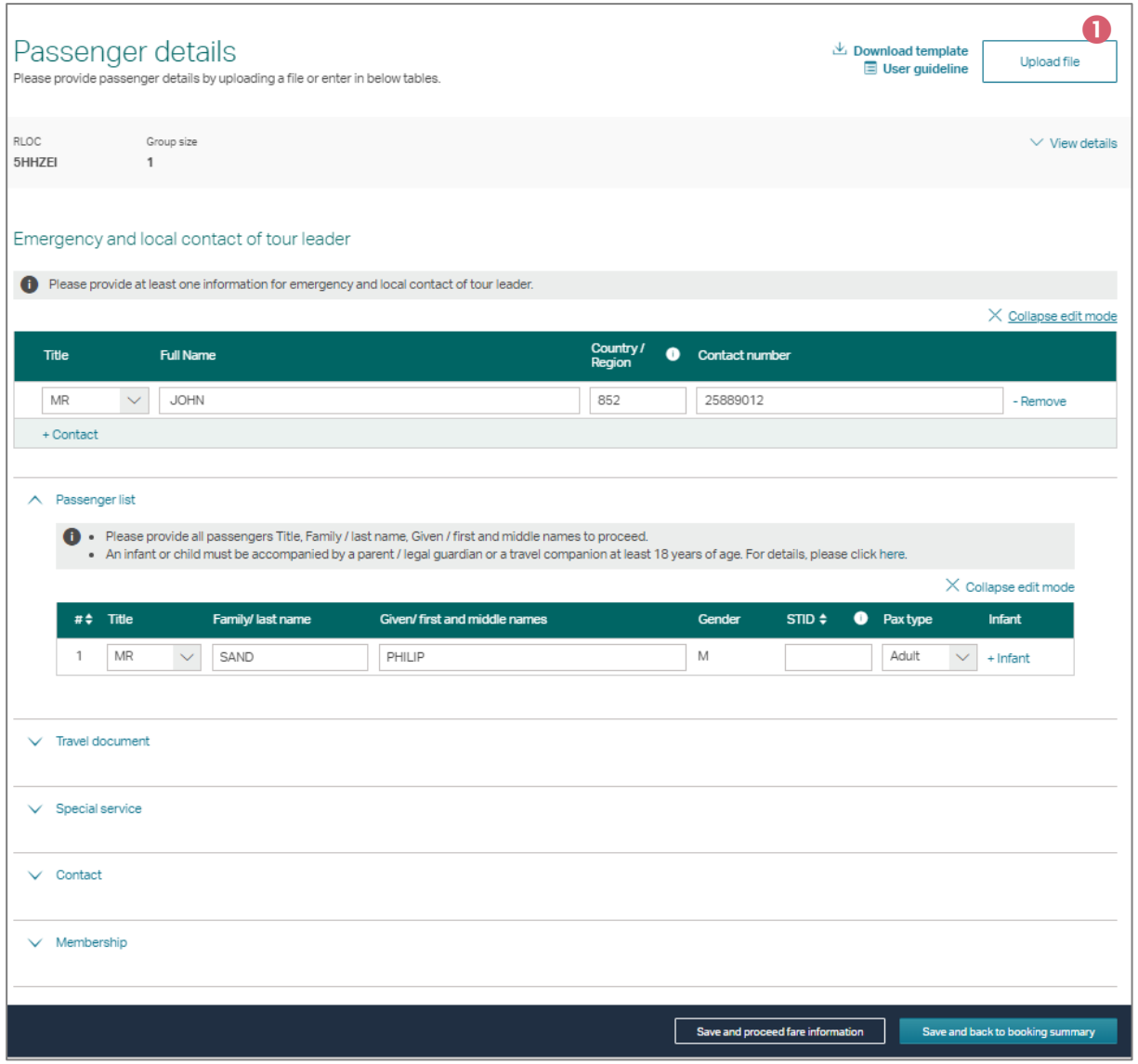
2 Emergency and Local Contact Information (Mandatory Field)
- Tour Leader Contact - at least one emergency or local contact detail for the tour leader is required.

- Required Information:
  Provide the title, full name, and contact number. (Tip: Hover over the info icon (ℹ️) 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

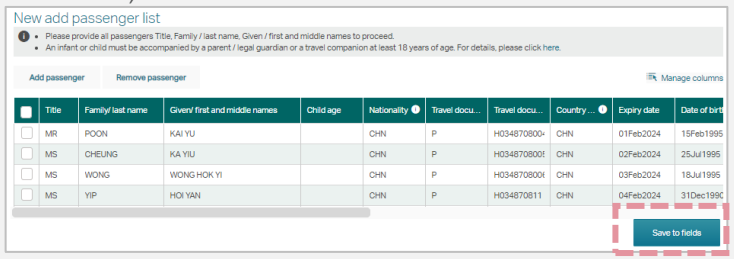


Preparation: prepare name list file.
You can add these data to name list file and upload on Passenger list;

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

Click here to download name-list template

1.
   - 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,



   - 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

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

1 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

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 ⓘ for country codes.
   - Select Travel document type (e.g. Passport).
   - Enter Expiry date and Date of Birth in the format DDMMMYYYY, (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 – DDMMMYYYY, 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:

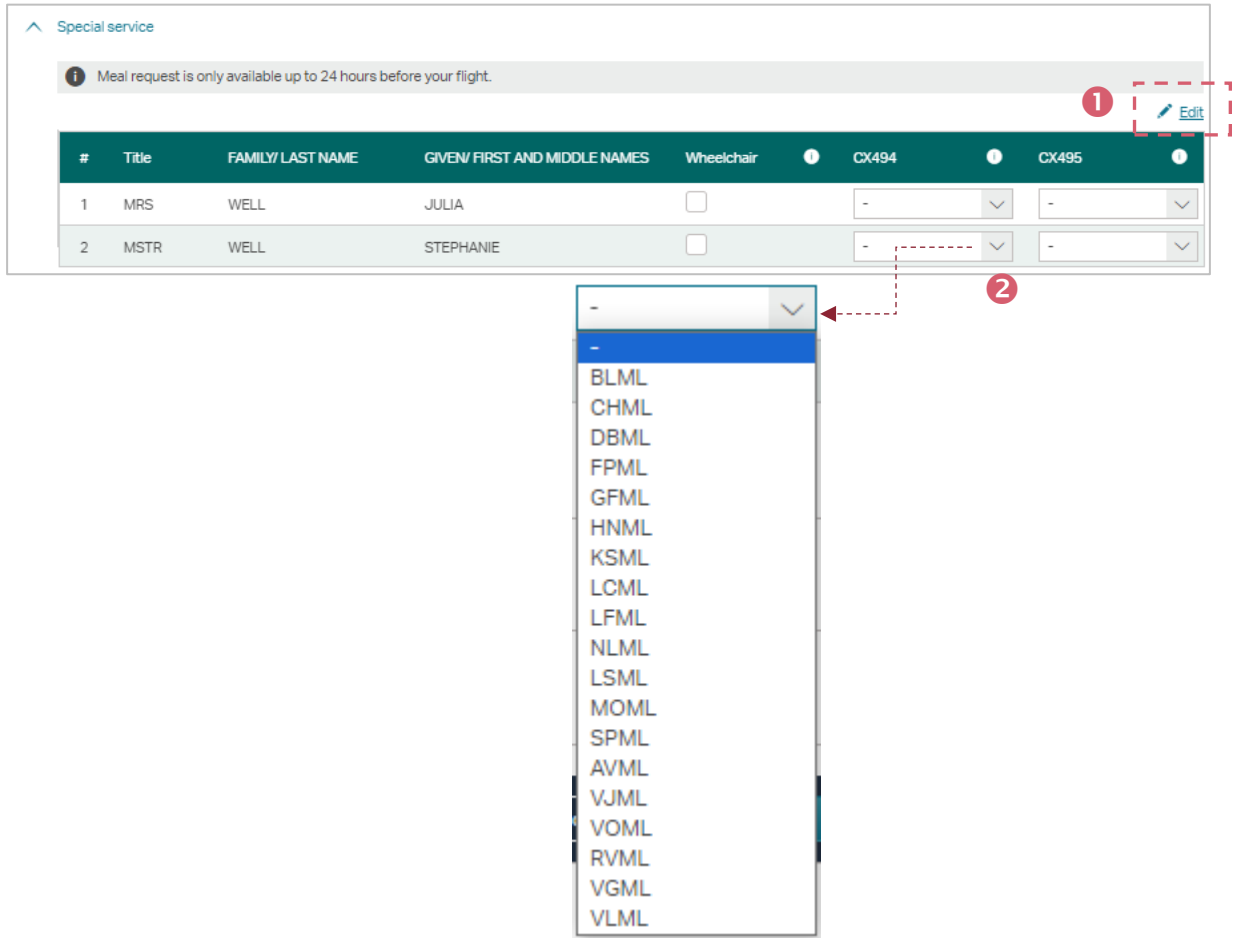
1. *When group RLOC destination is US city, Destination address is a mandatory and require to complete all fields,*
2. *When the destination is non-US city, Destination address is an optional field*

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

Canada Passenger Protect Program - Can add Canadian Traveller Number

Option information – Add Special Meal for adult or child passenger

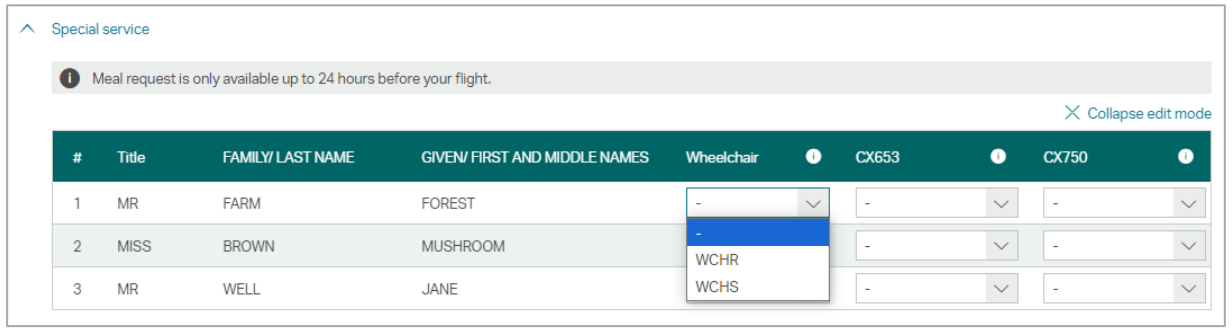
Special meal request deadline: at least 24 hours before your flight's departure



1
- Search RLOC, click Passenger details.
- On Passenger details page, click on Special services, click Edit icon.

2
- Select passenger and special meal from the 'Meal request' drop down list.
- ⓘ – List of special meal code & description

Option information – Add Wheelchair



1
- Search RLOC, click Passenger details.
- On Passenger details page, click on Special services, click Edit icon.

2
- Select passenger, select type of wheelchair

ⓘ - Wheelchair tool tip

Wheelchair Tool tip

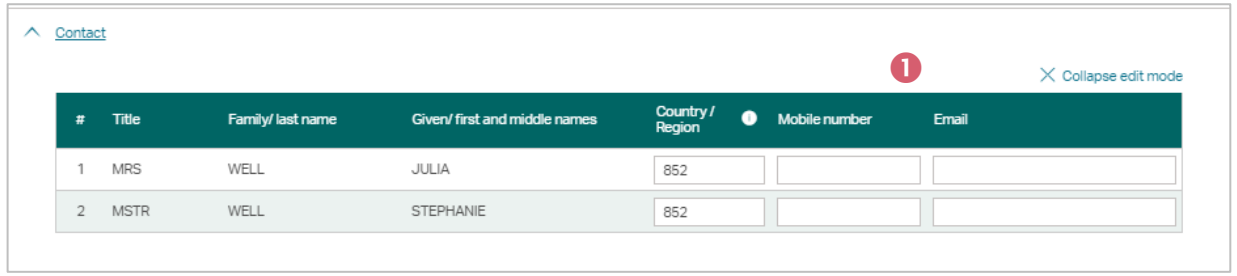
Close

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

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

Other Functionalities – Add Passenger Contact

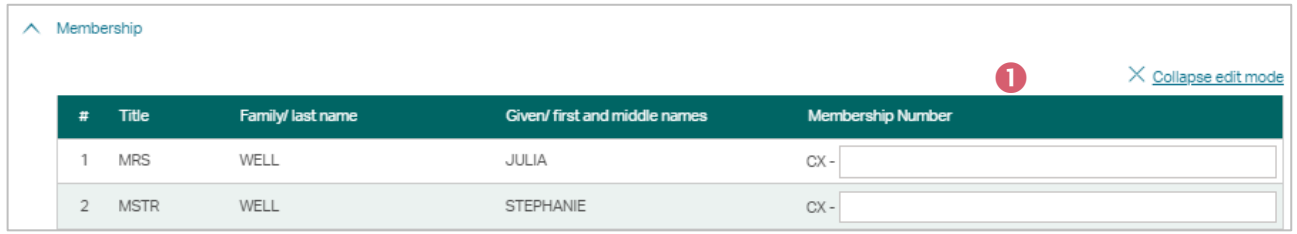
With respect to some governments enacting a legislation to mandate airlines to notify passengers in case of flight irregularities (flight delay/cancellation/disruption) or other unexpected circumstances, please be advised that travel agents are required to collect and provide passenger contact information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



1.
- 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. xxxxxxx@gmail.com

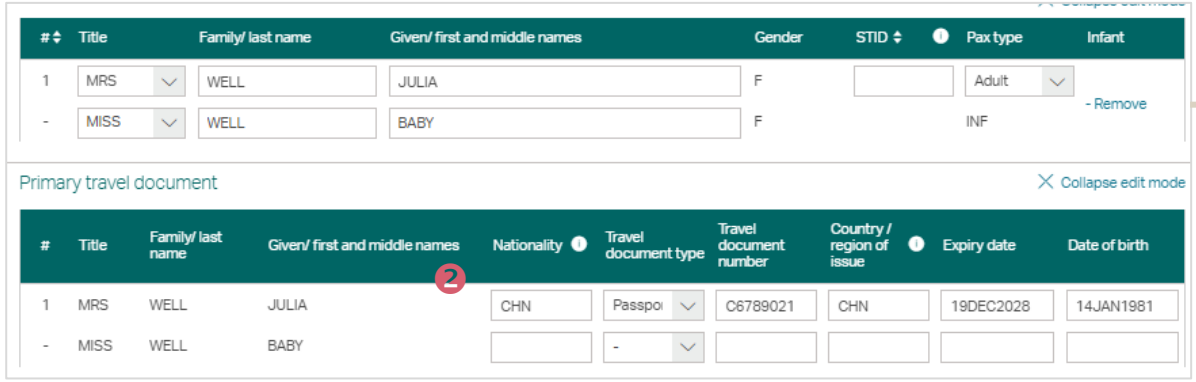
When group RLOC destination is UAE/US city, passenger contact is **a mandatory field** and required to add both mobile number and email for each traveller.

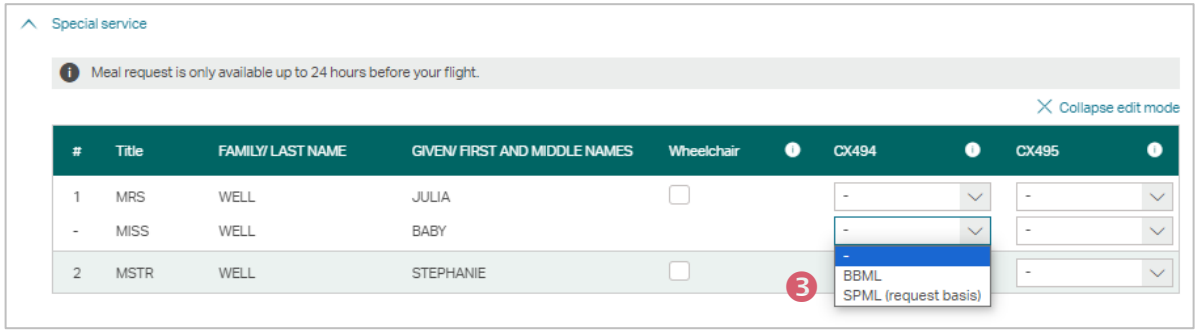
Other Functionalities – Add Membership Number



1.
- 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.

Other Functionalities – Add Infant (No booked seat)





1. Eligible passenger type codes : Adult & Senior
   Choose passenger and click on **+ Infant**

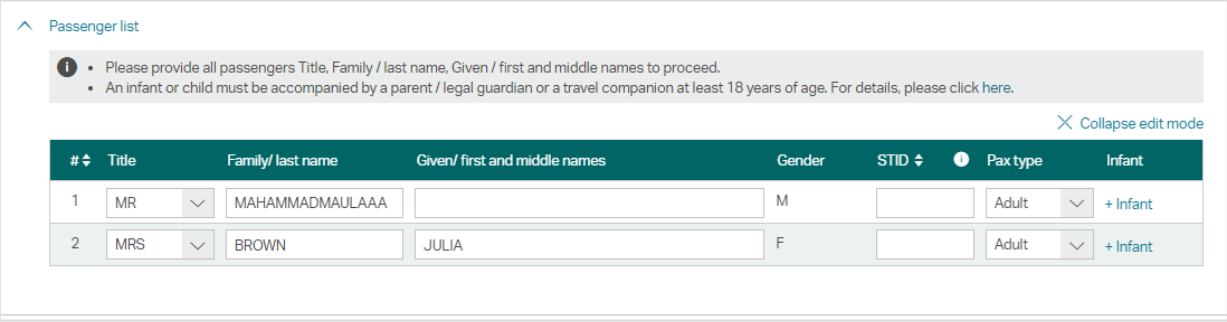
2. Mandatory information for infant passenger:
   - Gender, surname, given name and travel document details

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.

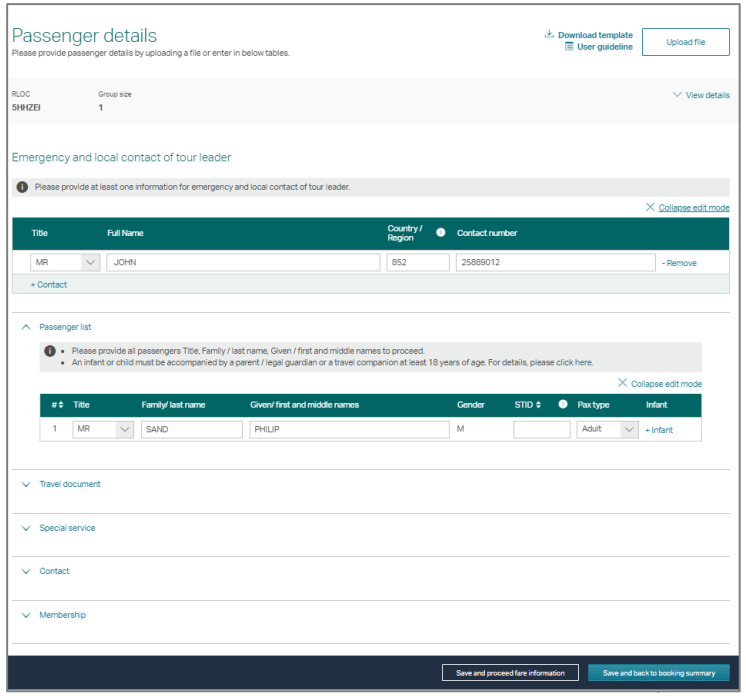
Other Functionalities – Add Passenger detail - Single Name

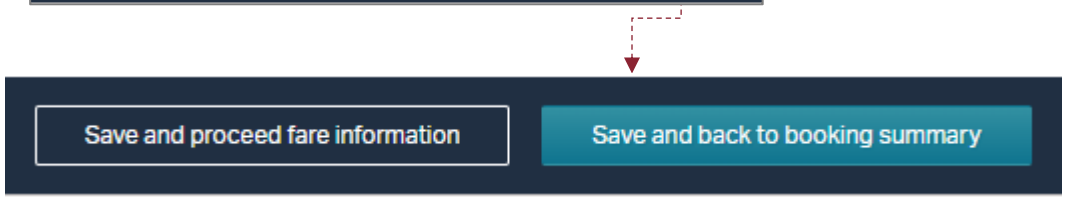


If your group passenger name only consists of a **single** name, e.g: MAHAMMADMAULAAA, please fill up in the "**Family / Last name**" field.

1. Passenger list

Save and Proceed to Booking Summary





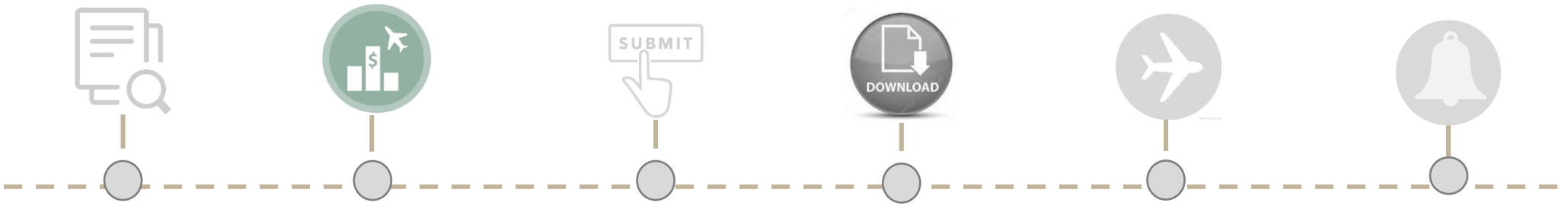
To confirming changes to existing records,

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



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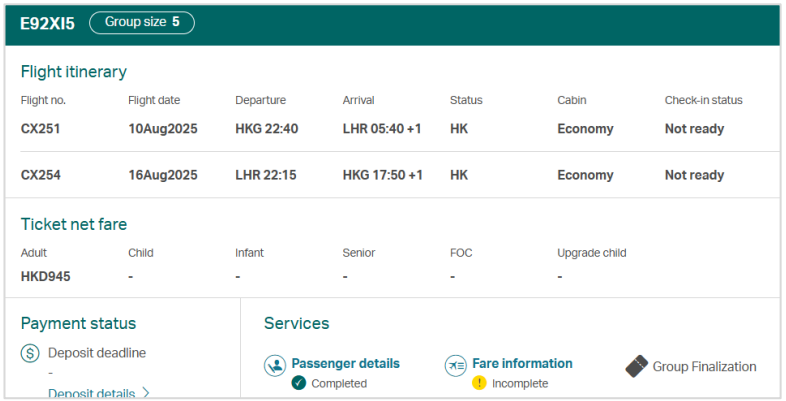
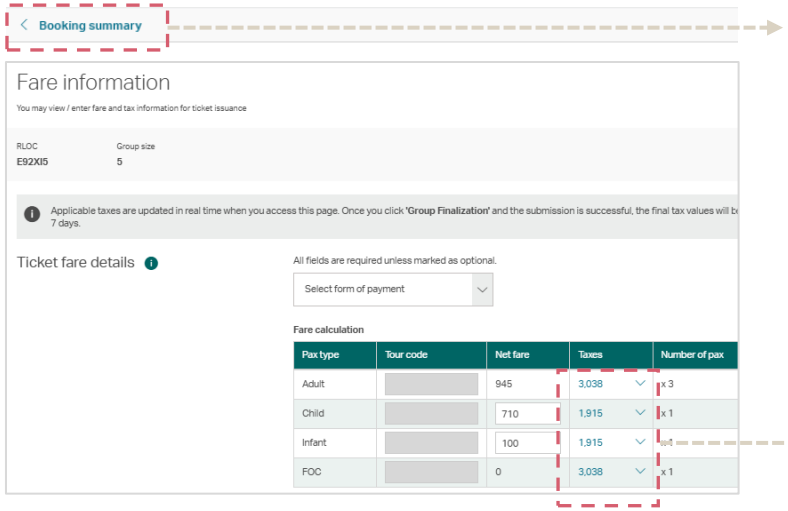
Booking Summary



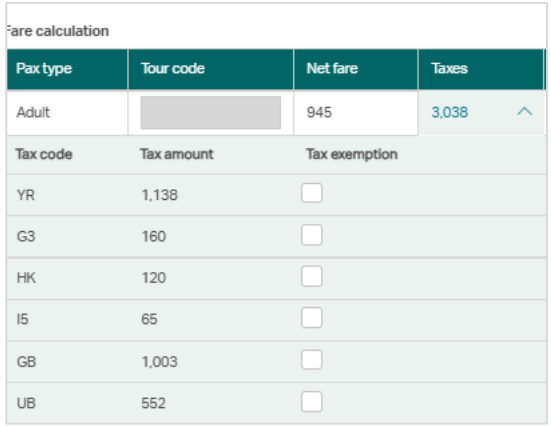
The Fare Information page allows you to view and update fare details, taxes, payments, and related remarks.

1 Search RLOC, Click Fare information

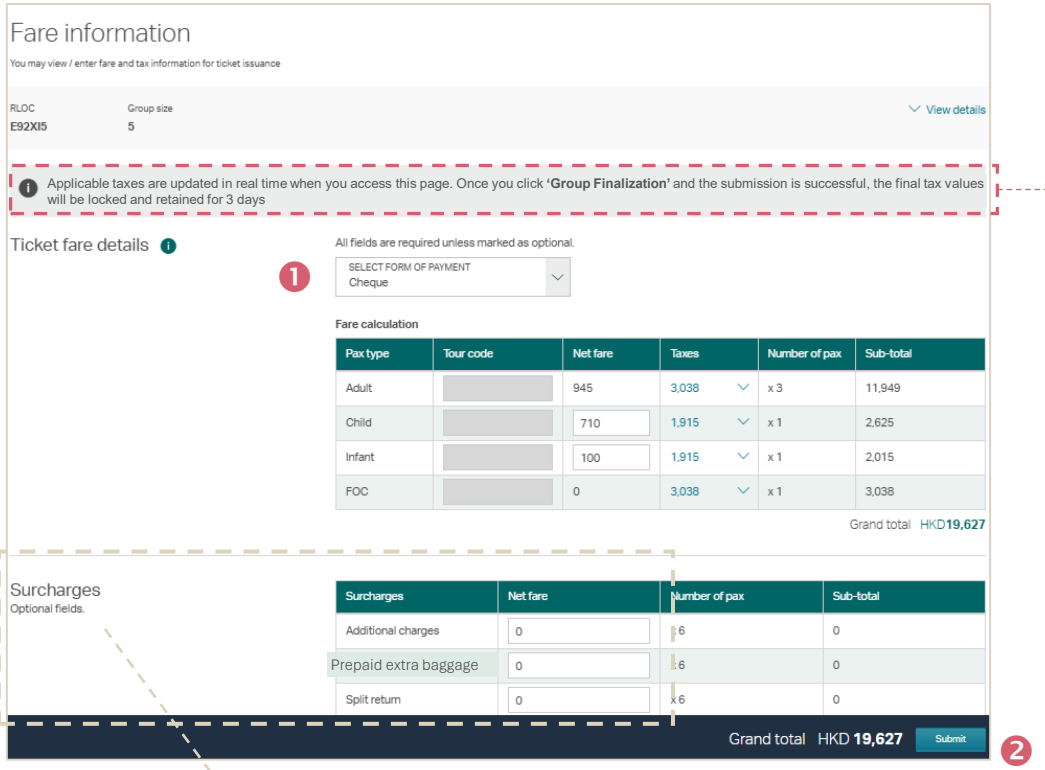
Fare Information page



If you would like to view the applicable taxes/taxes breakdown details but not update the record, can click "< Booking summary" go back booking detail page.



Fare Information Page



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 3 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

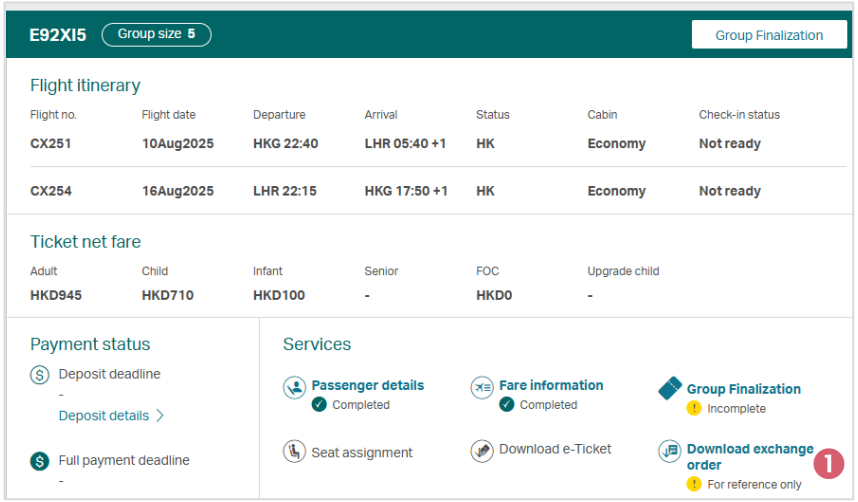
NON-GSO PNR

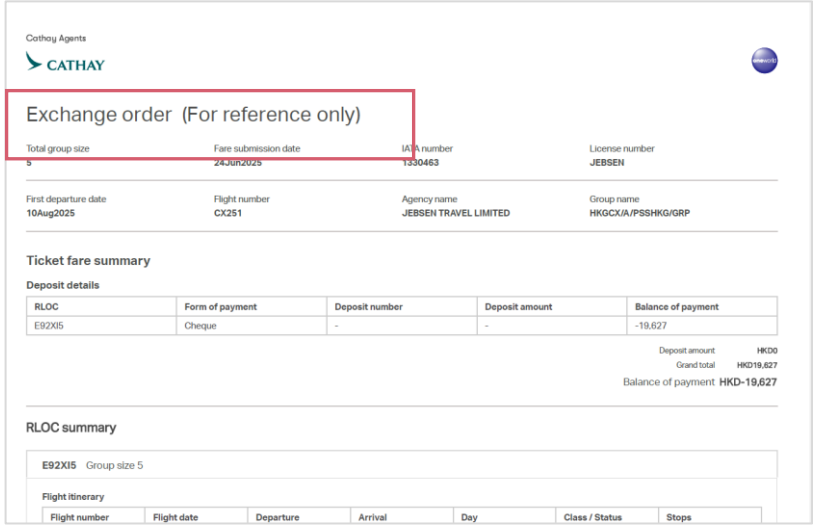
Fare calculation

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

2. Click **Submit**.

Fare Information Page





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 1	x 3	9,498

Fare calculation

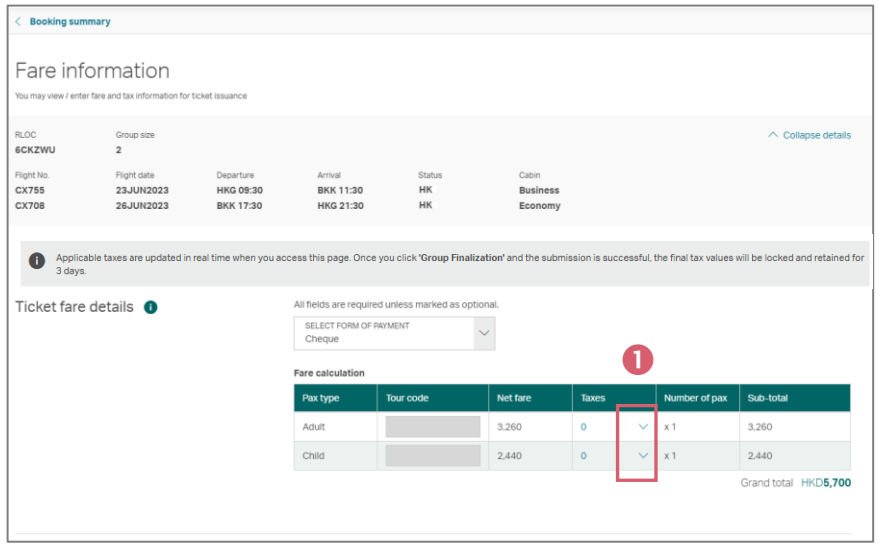
Pax type	Tour code	Net fare	Taxes	Number of pax	Sub-total
Adult		2,340	826	x 3	9,498

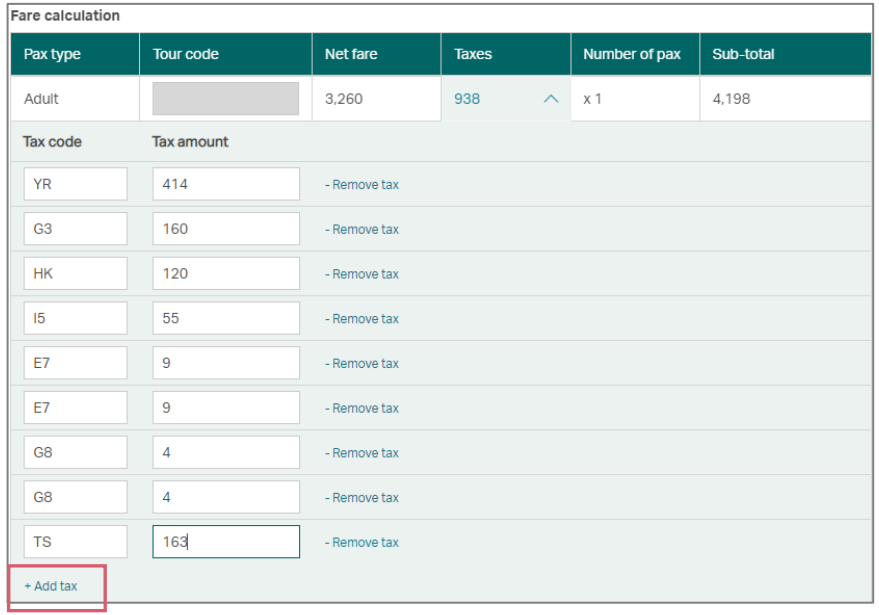
Tax code	Tax amount	Tax exemption
YR	506	
G3	90	
HK	120	2 ✓ same day connect by ferry CK1774 CKSHKG
I5	55	
E7	8	
E7	8	
G8	4	
G8	4	
TS	151	

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.

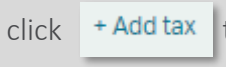
Other Functionalities - Add Taxes Breakdown (mixed cabin Economy + Business / PEY v.v.)



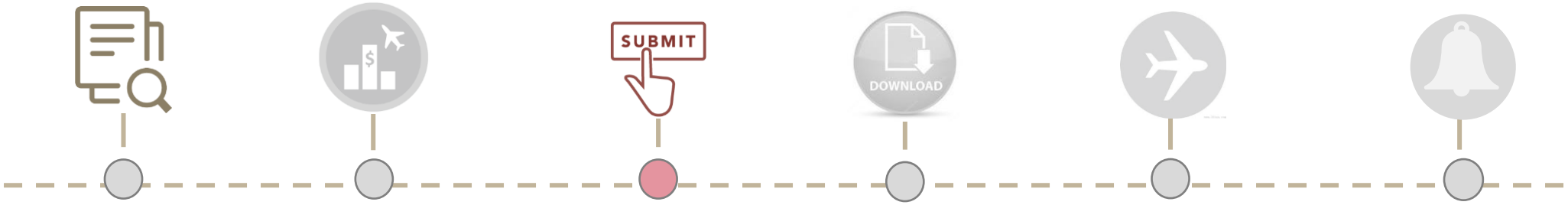


Automatically taxes quotation is not applicable for below itinerary:

- 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

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



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 seat map and download exchange order after submitted "Group Finalization".

04 DOWNLOAD E-TICKET

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

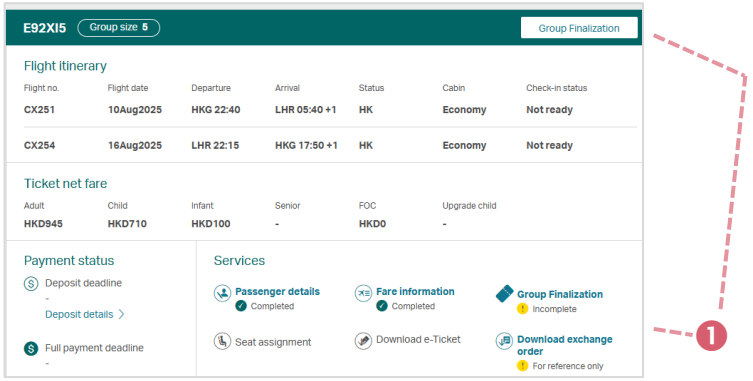
05 CHECK-IN

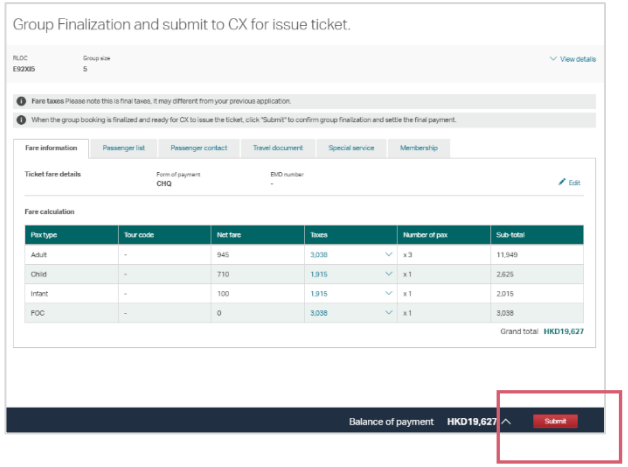
- Able to perform online group check-in for the departure flight time between 72-24 hours
- Download/email boarding pass / check in summary
- Change seat / cancel check in

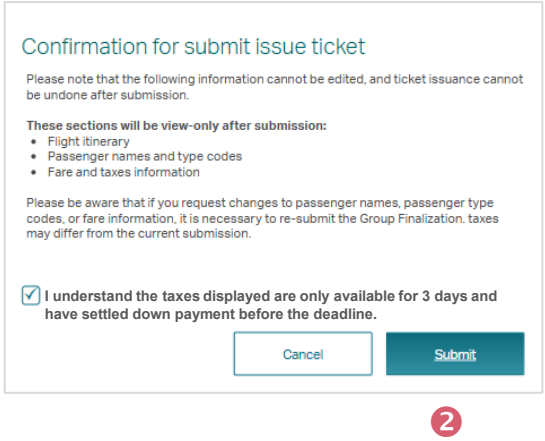
06 MANAGE FLT NOTIFICATION

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

Group Finalization & Submit CX to Issue Ticket







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.

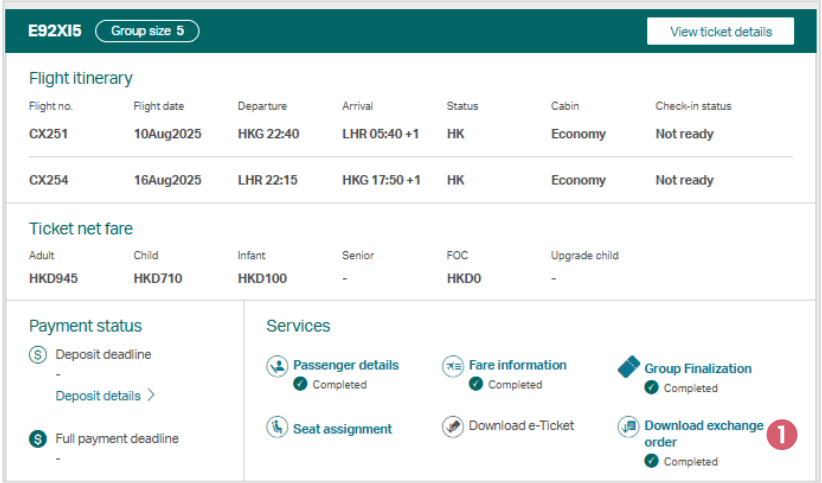
Important Notes:

- After submitting Group Finalization, no further changes to the booking—including flight itinerary, passenger details, or fare information—will be allowed.
- CX offers a 3-day guarantee on the quoted taxes after submission. Please ensure payment is settled within this period.
- If payment is not received within 3 days, CX reserves the right to requote 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.

Other Functionalities - Download Exchange Order

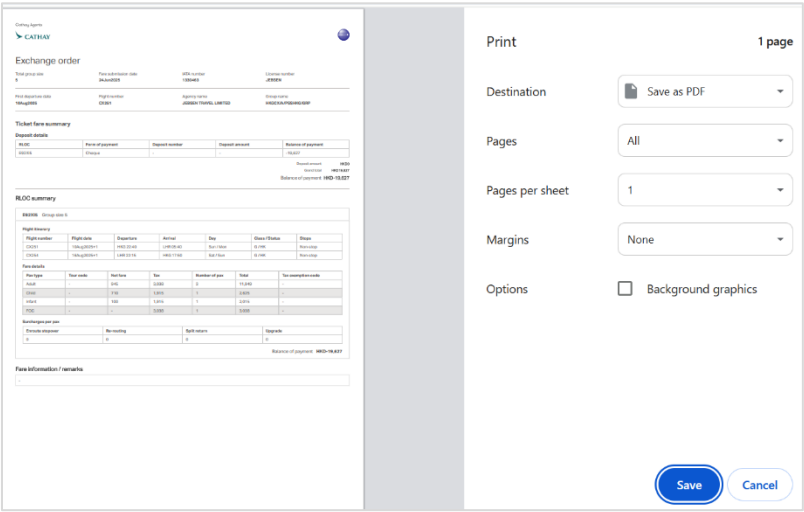
Booking Summary



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**

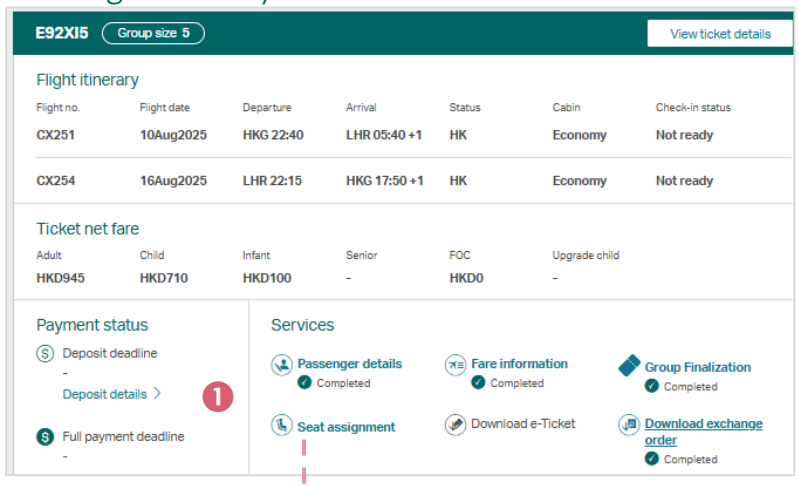
2.
   - Choose > Print > Save as PDF
   - Save the file to your local file



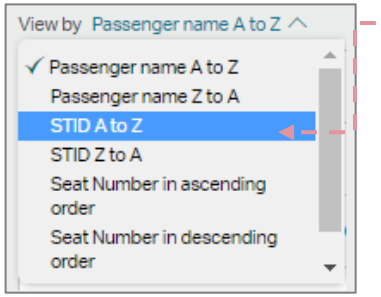
3. Submit to CX for issue ticket

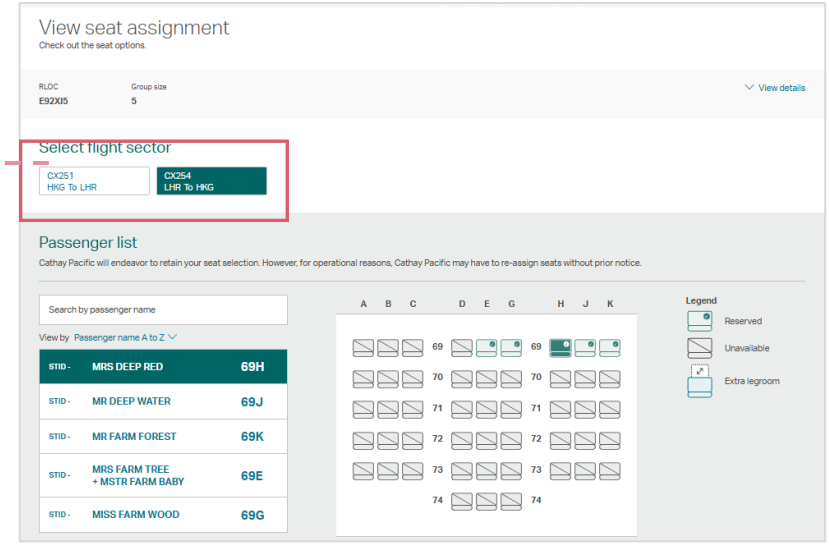
Other Functionalities - View Seat

Booking Summary



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





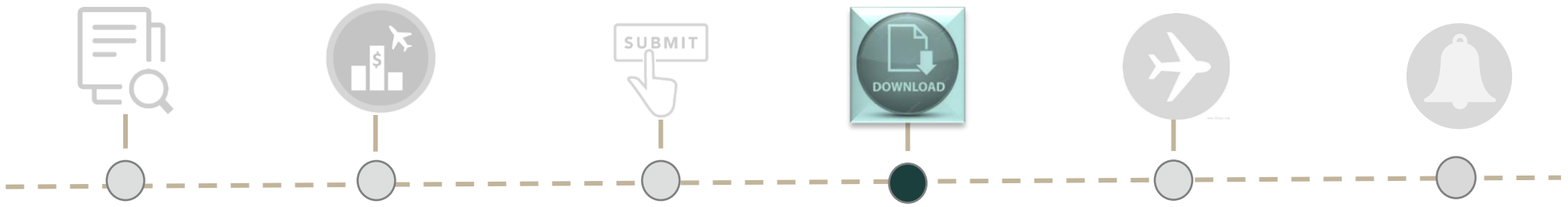
Once successfully submitted, “Group Finalization”, “Seat arrangement” are available. You can view each flight’s pre-assigned seats. If STID (sit together indicator) is available, the system will assign seats to each passenger according to the STID.

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

4. Download E-ticket Itinerary Receipt



01

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

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FARE INFORMATION

- verify applicable tax(es)
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GROUP FINALIZATION

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

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DOWNLOAD E-TICKET

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

05

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- 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

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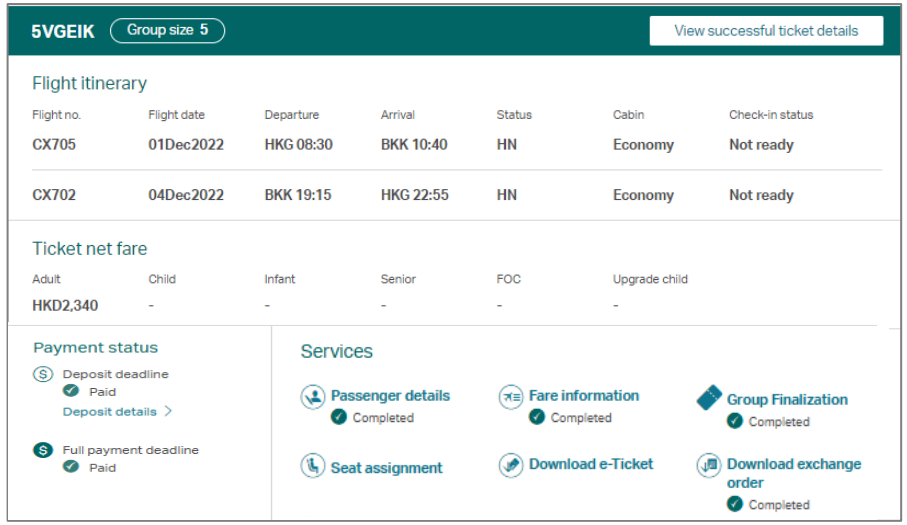
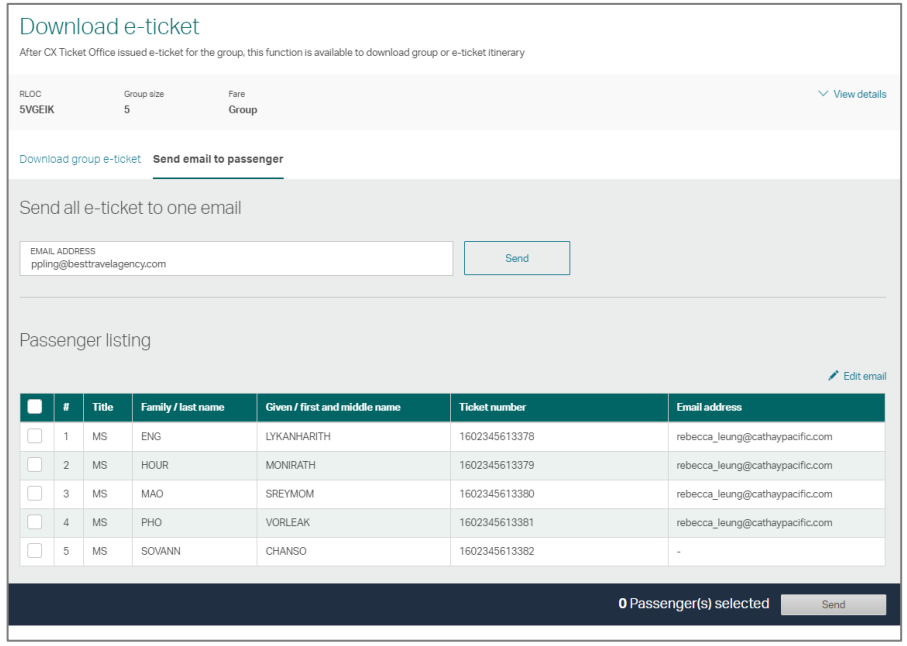
MANAGE FLT NOTIFICATION

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

Download / Email E-ticket Itinerary Receipt



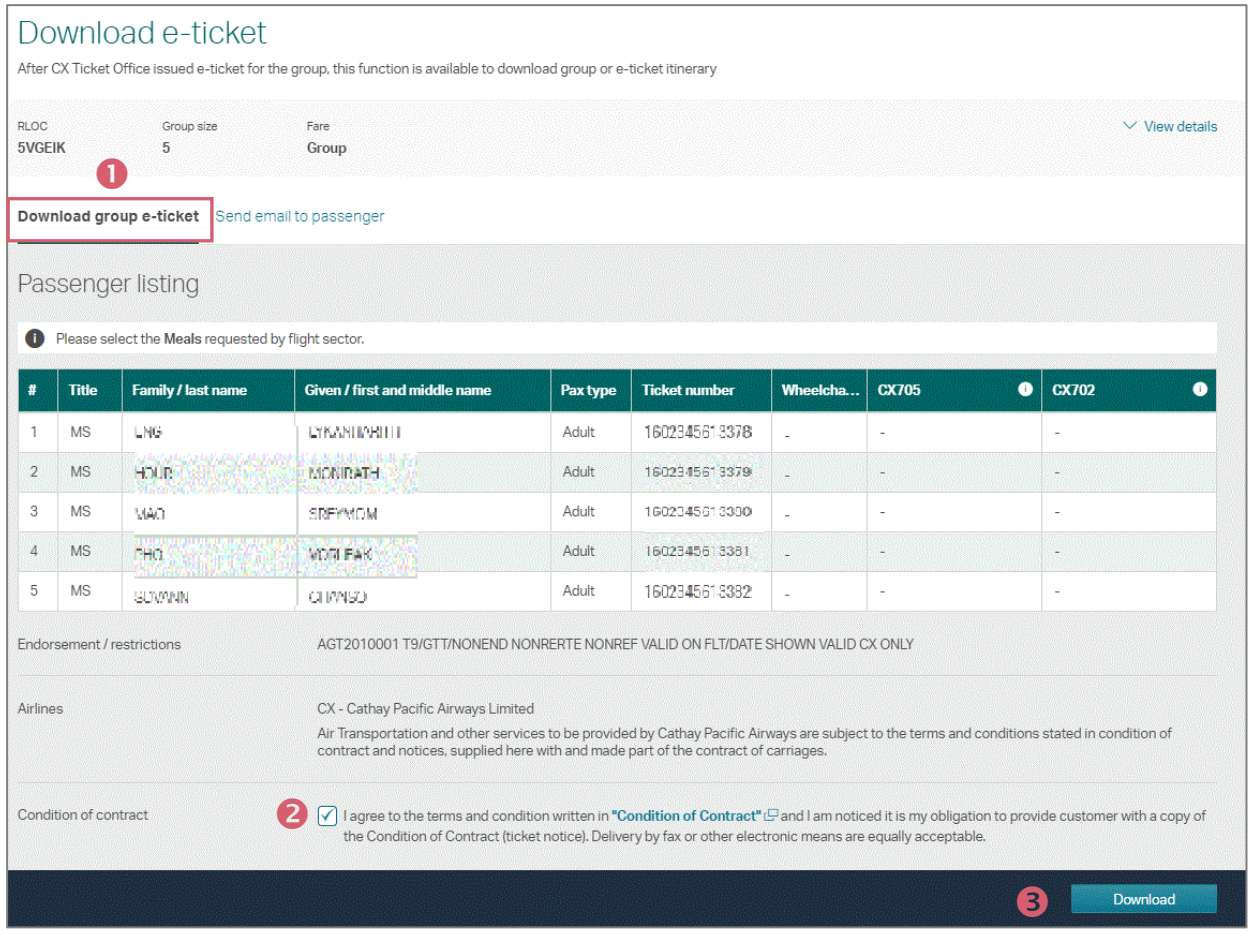


- After CX sales office issued ticket, Download E-ticket is available.
- Download e-ticket page consists of two session;
  - Download group e-ticket
  - Send email to passenger

1. Click on Download e-Ticket

   On Download e-ticket page consists of 2 tabs;
   - Download group e-ticket
   - Send email to passenger

Download Group E-ticket



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

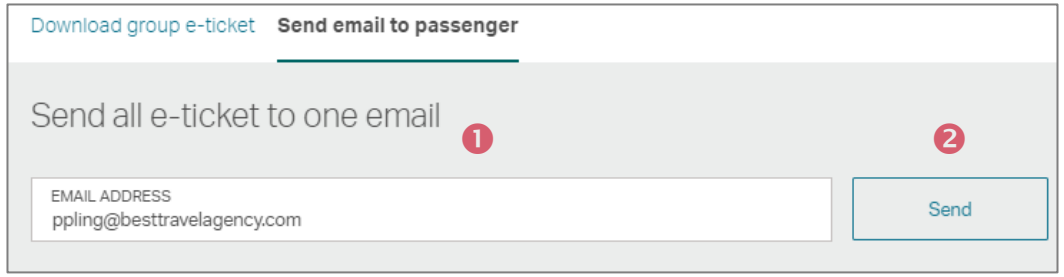
Send email to passenger

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

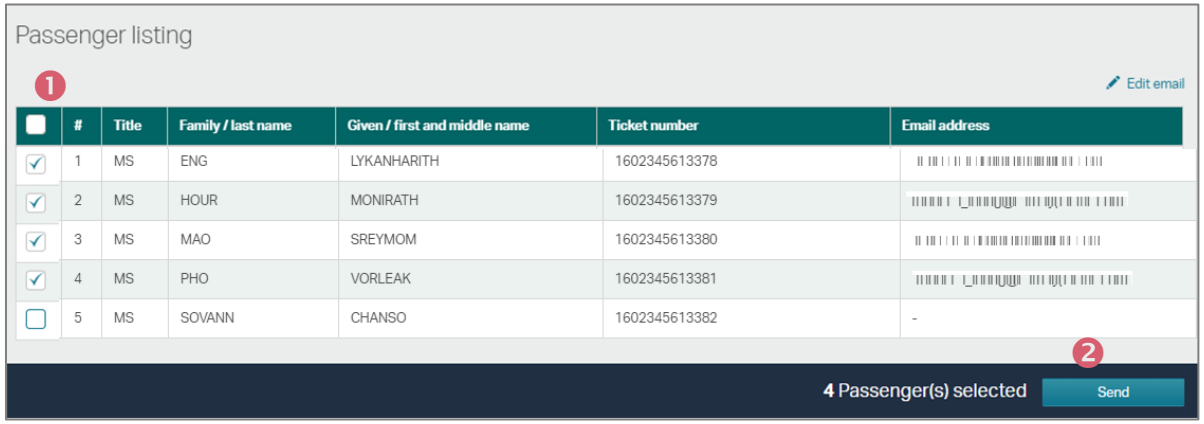
1.Send email to passenger - Send all e-ticket to one email

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

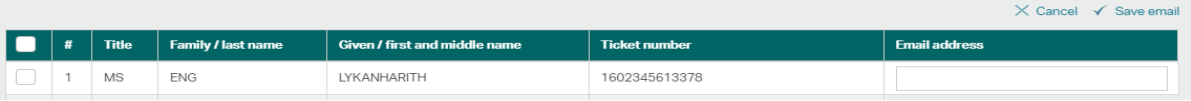


2. Send email to passenger – by passenger list

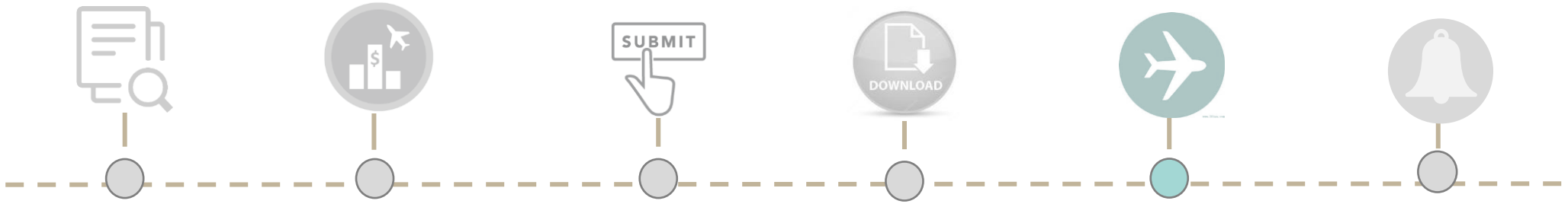
1. Select "ALL" or choose by passenger name item
2. Press on **Send**



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.



5. Online Group Check-in



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

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05 CHECK-IN

- Able to perform online group check-in for the departure flight time between 72-6 hours
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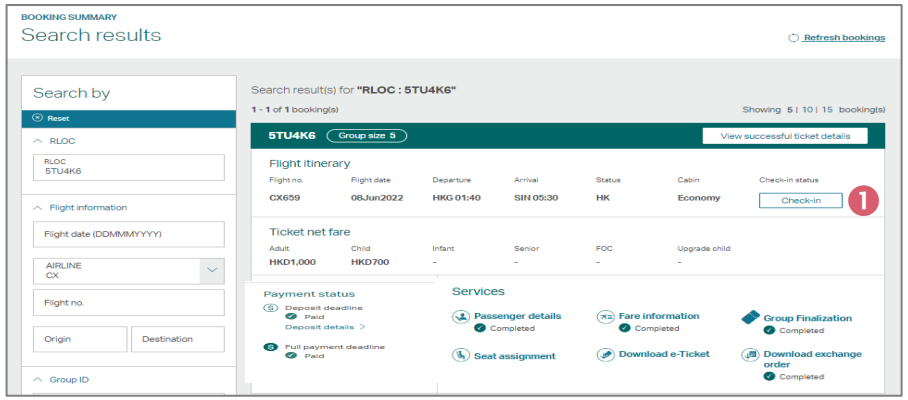
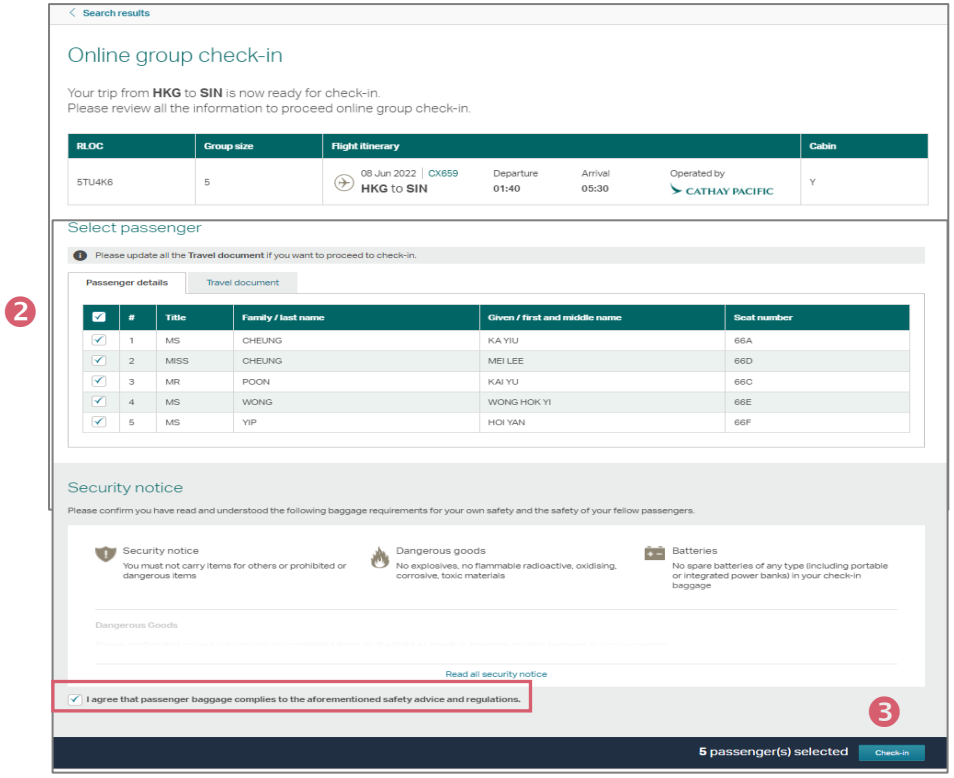
5. Check in

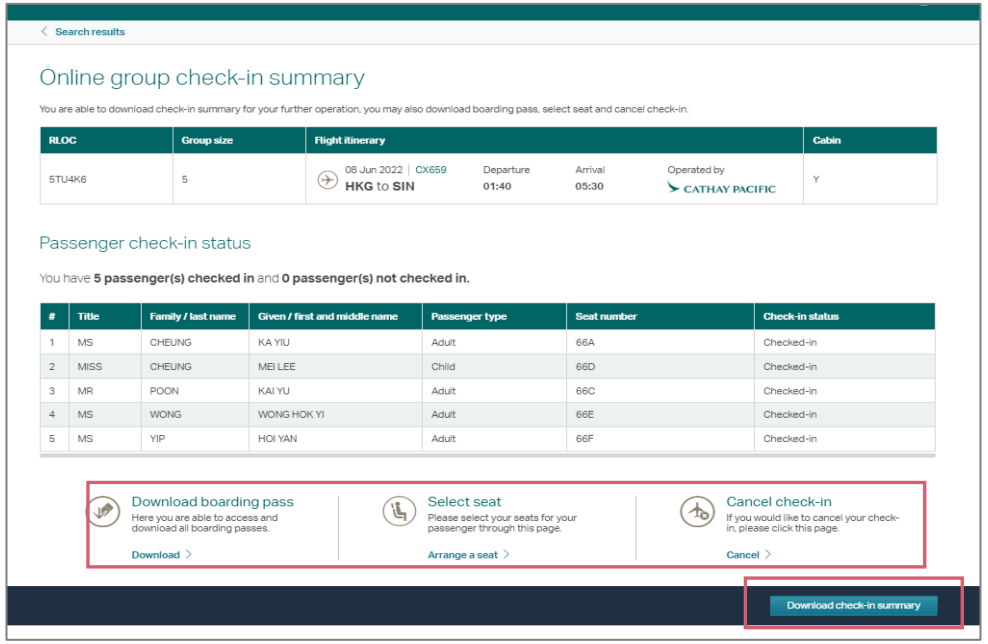
Group Check-In for Single Flight





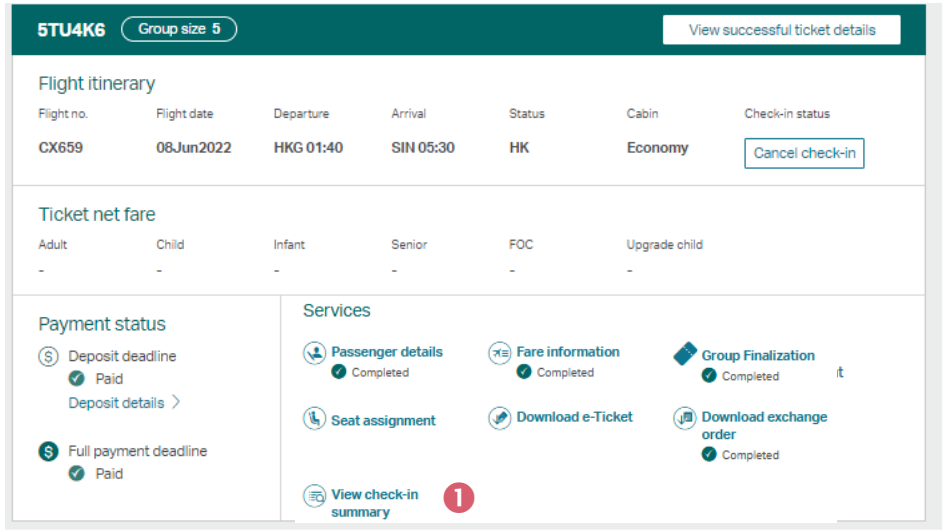
Online group check-in is available from 72 to 6 hours before departure for Economy Class, and from 48 hours before departure for Business and Premium Economy Class.

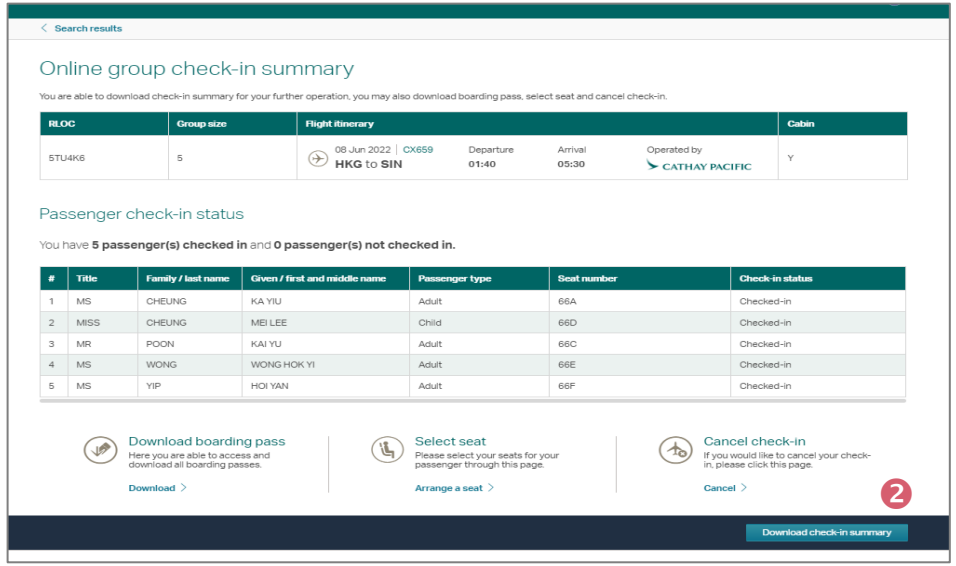
1. Click **Check in**
2. Select "ALL" or choose by passenger name
3. Kindly accept the agreement and proceed by clicking **Check in**
4. Online group check-in summary page will appear after checked-in, Download boarding pass, Select seat, Cancel check-in and Download check-in summary are available on this page.



Other Functionalities – Download / View check-in summary

Booking Summary



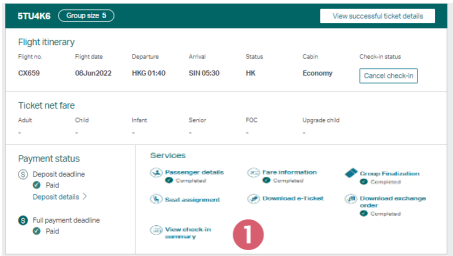


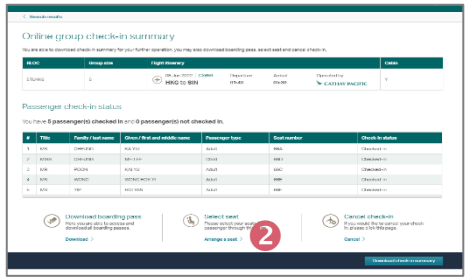
You can view / download check in summary after checked-in.

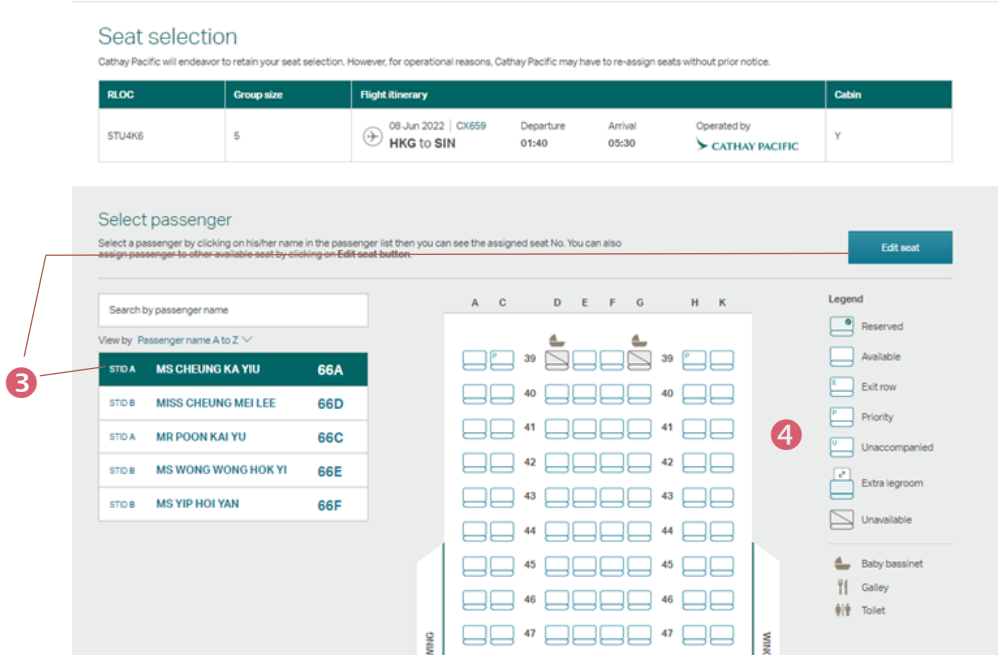
1. Search RLOC, Click View check-in summary.
2. Online group check-in summary page will be returned, Select seat, Cancel check-in and Download check-in summary are available on this page. Click on Download check-in summary can download the file.

Other Functionalities – Select seat

Booking Summary







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

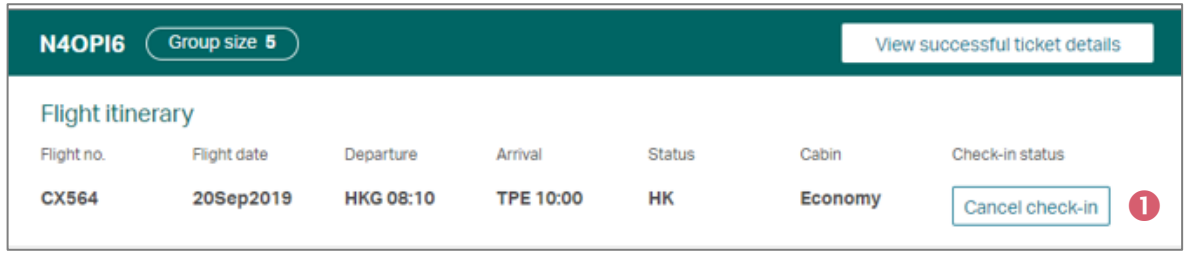
1 Search RLOC, Click View check-in summary.

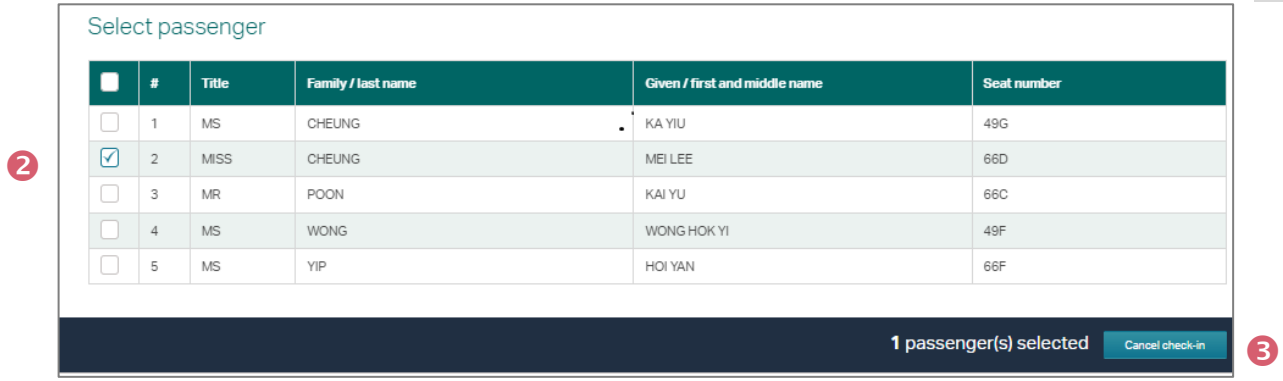
2. Click on Select seat

3 Click on Edit seat, select passenger

4 Select the seat you want to change from the seat map, click Save

Other Functionalities – Cancel check in

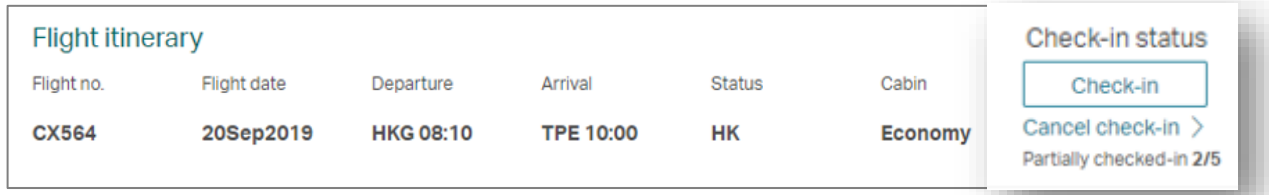




1 Search RLOC, Click Cancel check-in.

2. Select passenger (If all passengers in PNR were checked-in, button label will be displayed Cancel check-in*).

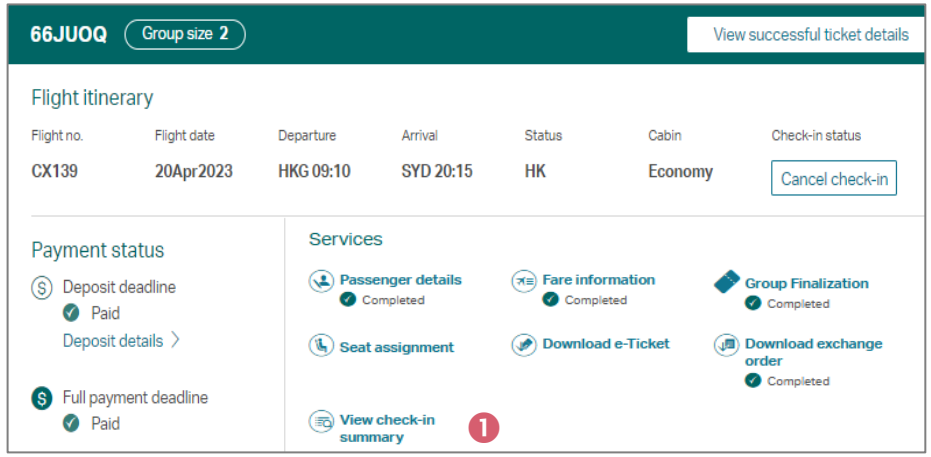
3 Click Cancel check-in



*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

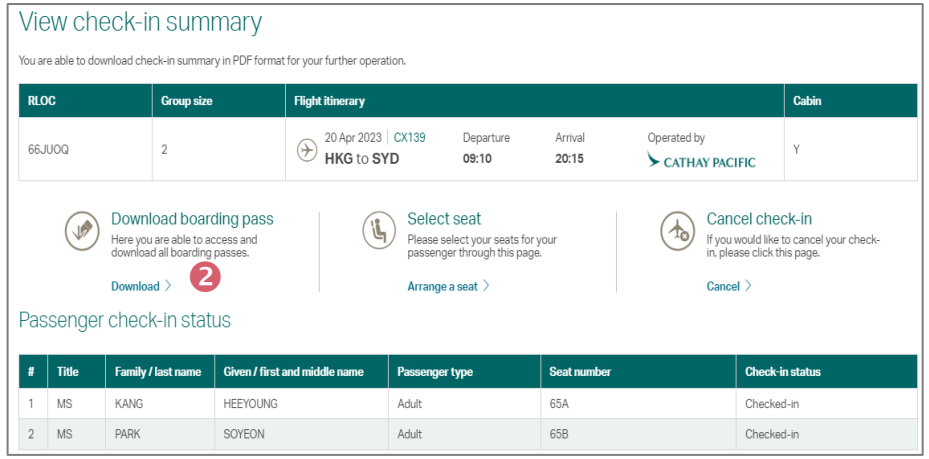
Other Functionalities – Boarding Pass - Download



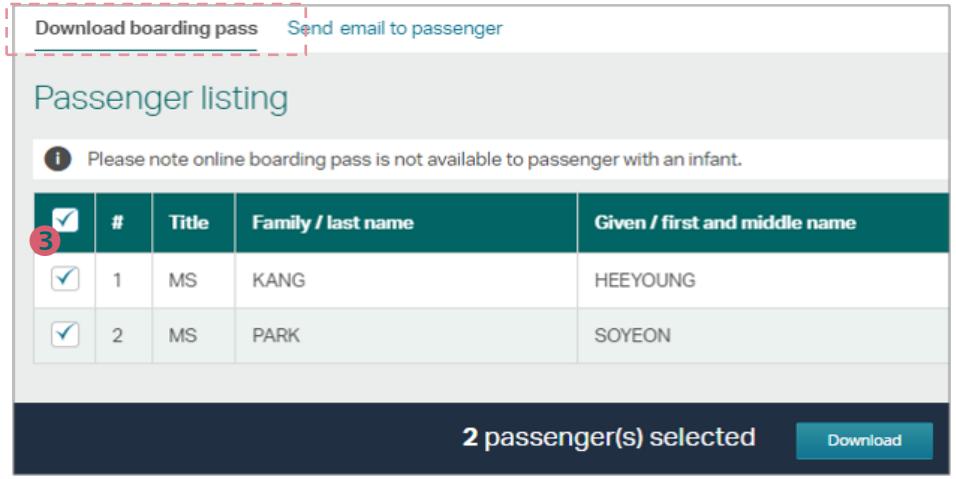
- After the group checked in online, group members boarding passes are available to download or send via email

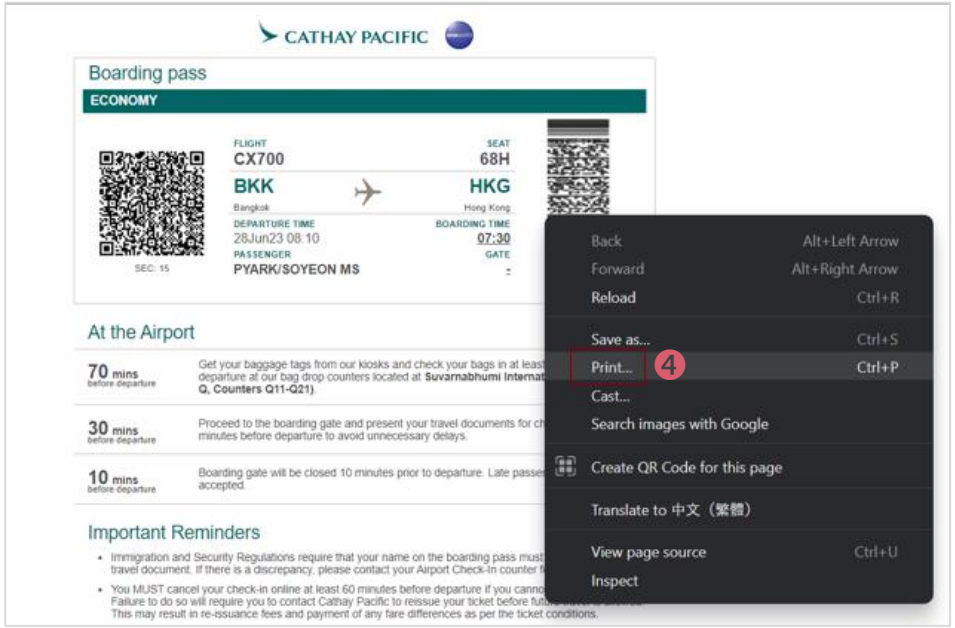
1 Search RLOC, Click View check-in summary.

2. View check-in summary page will be returned, click on Download below Download boarding pass



Other Functionalities – Boarding Pass - Download



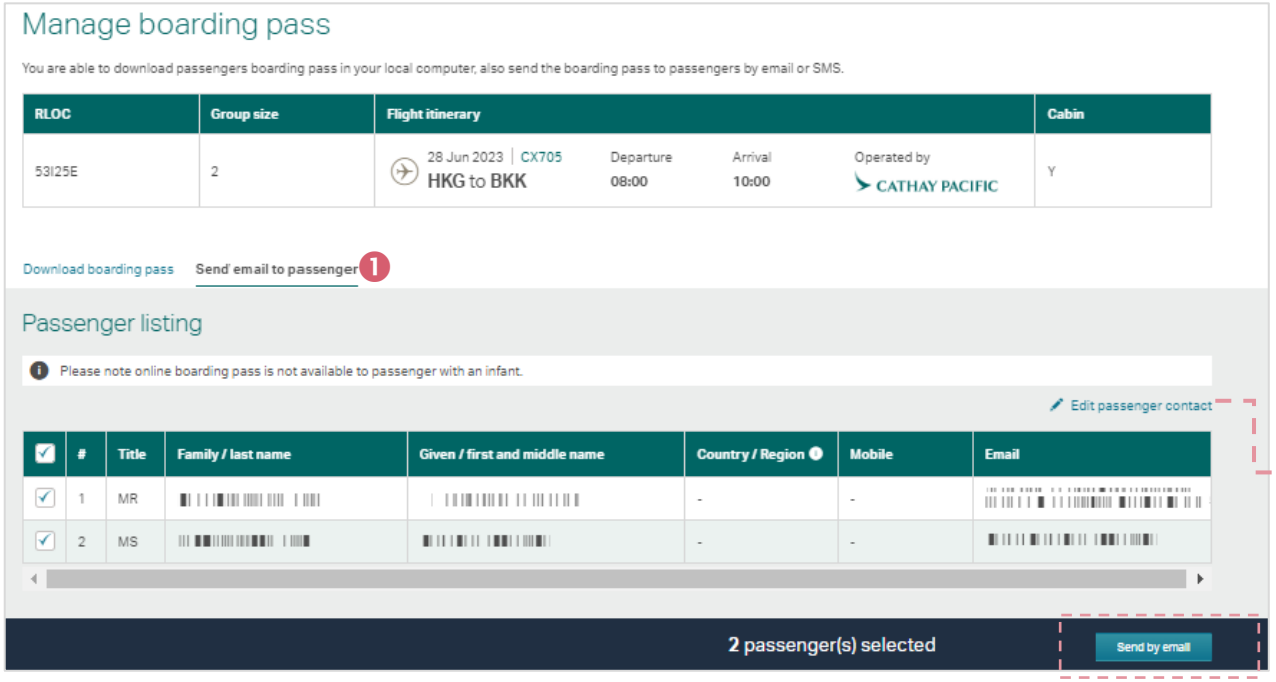


3. View check-in summary page will be returned, click on Download below Download boarding pass.
   Select “ALL” or choose by passenger name item, click on Download

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

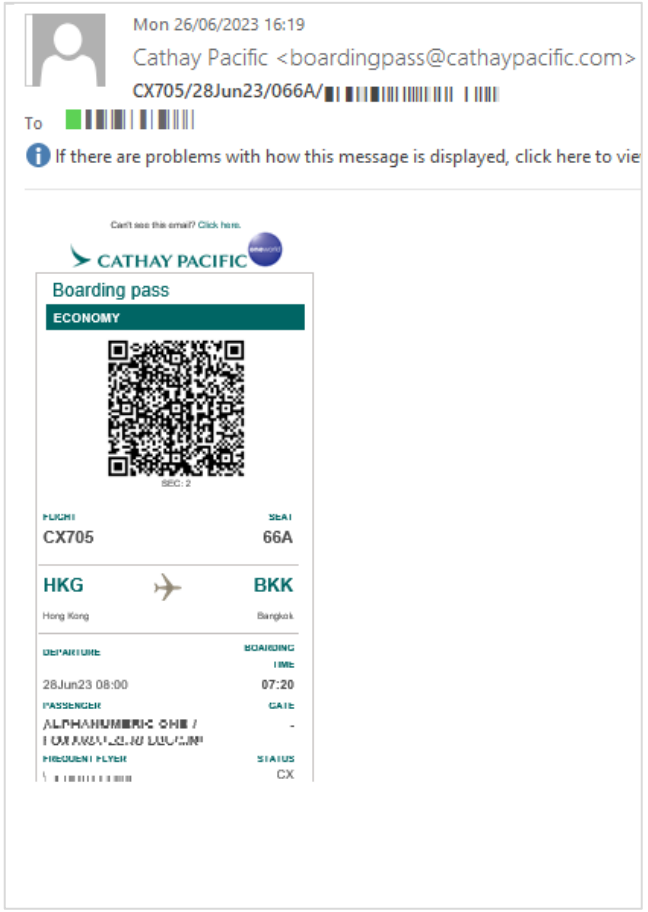
Other Functionalities – Boarding Pass – Send by email

1. Choose Send email to passenger, select “ALL” or choose by passenger name item, click on Send by email

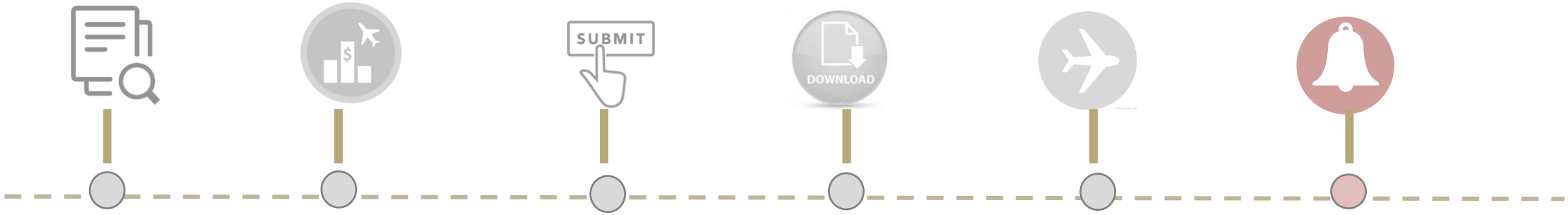


- Can press on “Edit passenger contact ” to edit / add passenger email

Sample of boarding pass sent by email:



6. Manage Flight Notification



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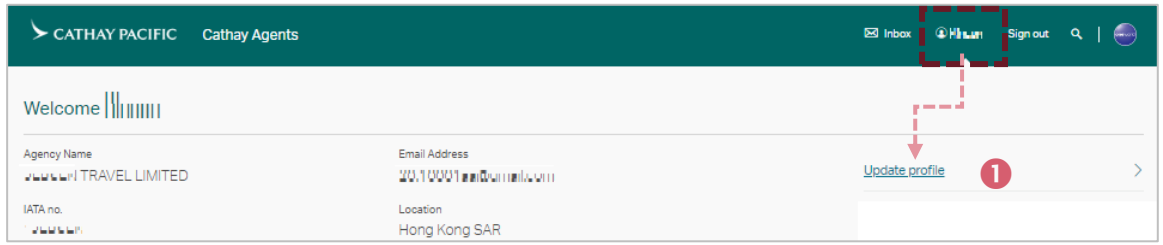
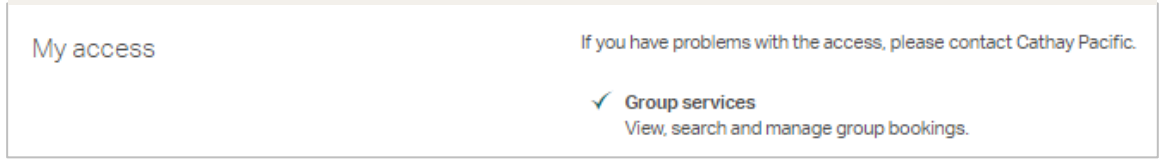
Manage Flight Notification (group booking)



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



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

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;

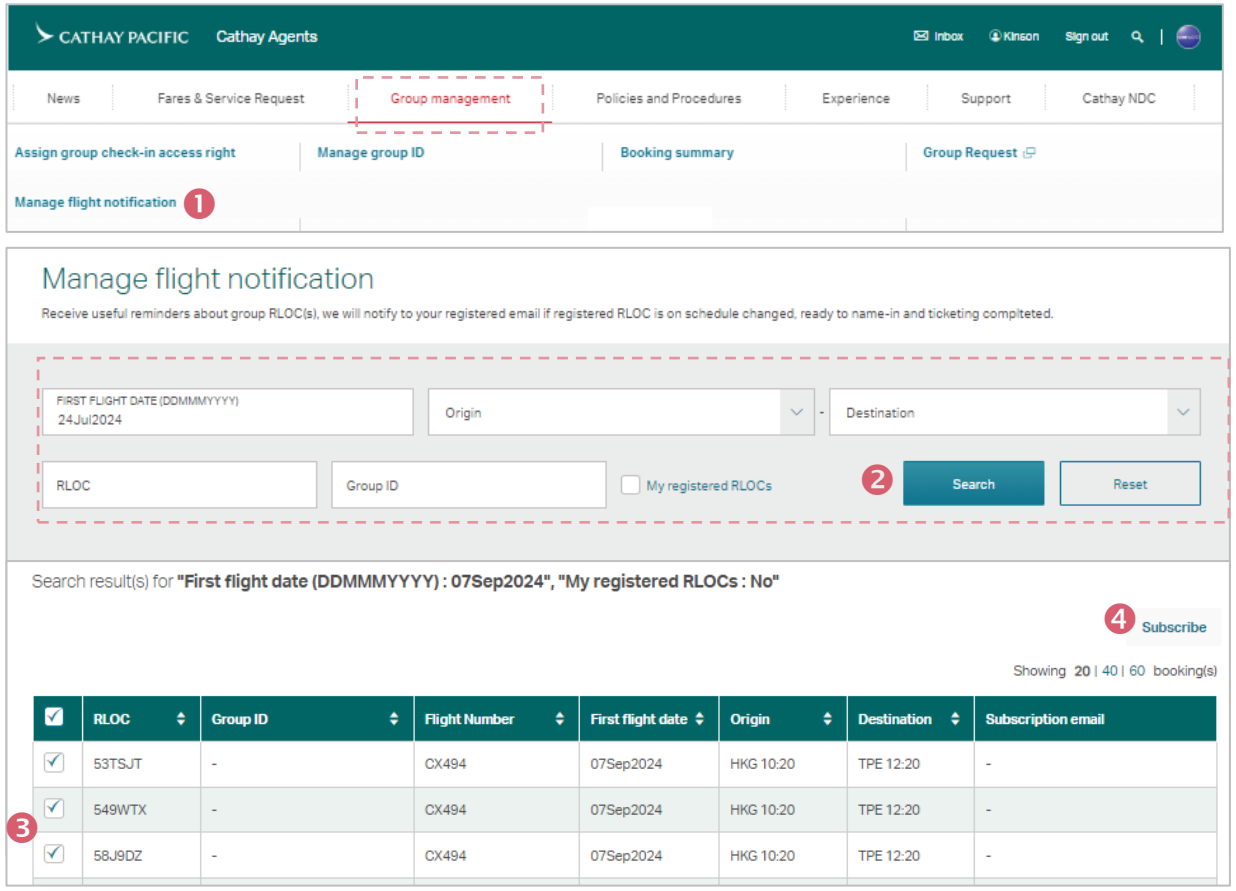
- Yes, I agreed to get email notification on all group RLOCs
  (In previous design) Subscribed users will get ALL OLGM group RLOCS related notifications within the entire agency.
- No, I will manage my group RLOC(s) email notification
  (In new design) User will get group booking related notifications 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.

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

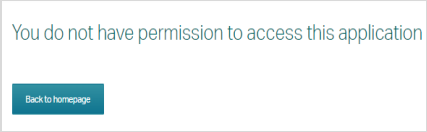
Subscribe Email Notification by **RLOC**(s)



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:

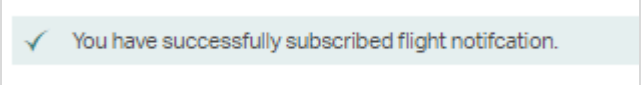


2 Search RLOC(s) by provided options.

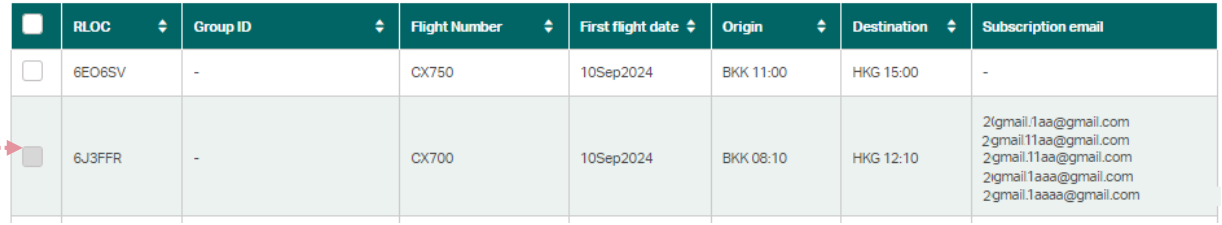
3 Select ALL or any RLOC(s) from search result.

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

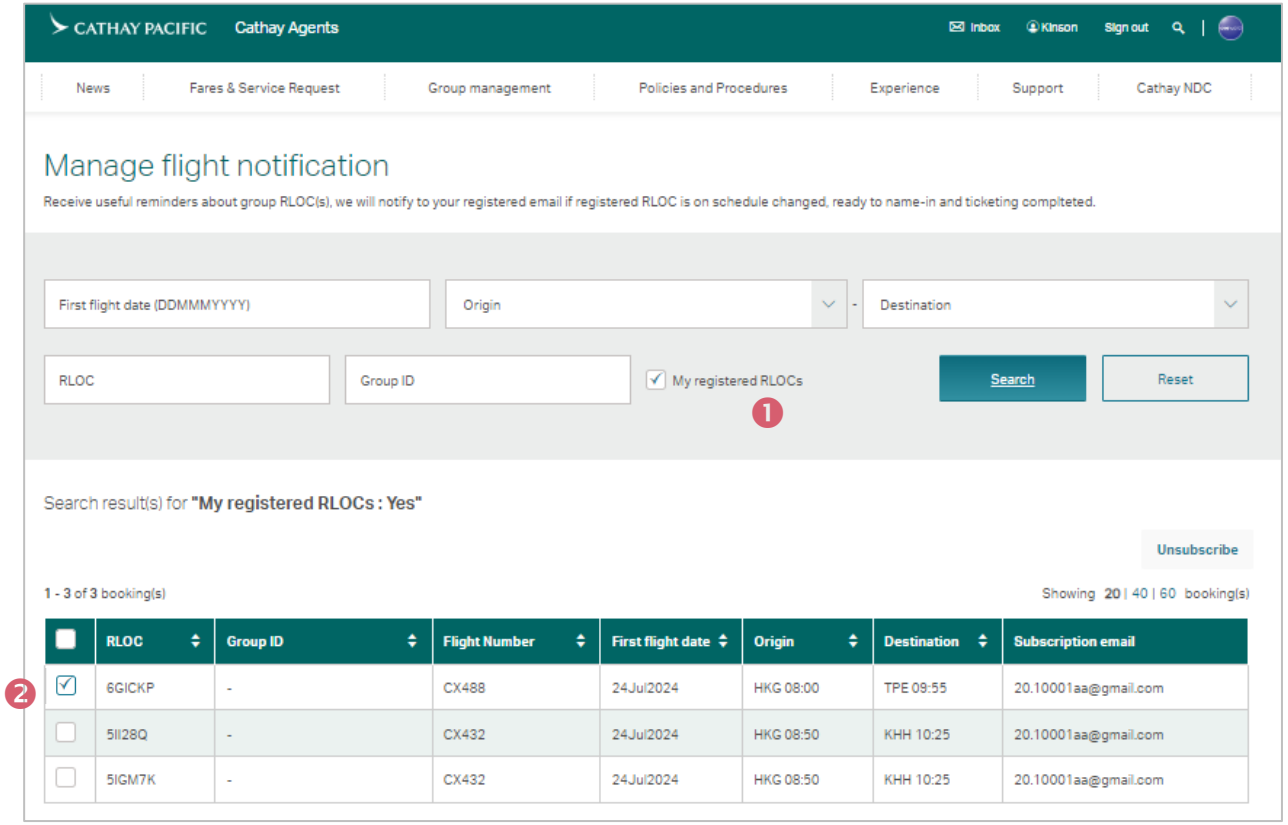
Response if transaction completed:



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



Search My Registered RLOCs (summary list) / Unsubscribe



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 notifcation.

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

Types of Notifications

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