Agency Functionalities After System Migration

Background

Cathay Pacific/ Dragonair group have our passenger services system migrated on 12 February. The following answers the issues that travel agents may experience.

Ticket Time Limit – Turnaround Time

Travel Agent should receive the ticket time limit within 2 to 10 minutes after PNR end transacted. The turnaround time will be shorten progressively within April.

Ticket Time Limit – PNR Re-use Adjustment

The same PNR can be re-used after all segments are entirely cancelled. New Ticket Time Limit will trigger if rebooking to re-use PNR is made after 30 minutes of PNR entirely cancelled.

The original Ticket Time Limit remain unchanged if PNR is re-use within 30 minutes of PNR fully cancelled even a new flight date is rebooked.

Passive Ticketing

PNR size of passive booking should match with that of active booking otherwise SSR TKNE cannot be processed into airline PNR. For example, passive PNR party of 10 should be used to issue ticket for group PNR consisting of 10 passengers in CX/ KA system.

Minimum Connecting Time

All travel agents are reminded to respect the system warning message such as insufficient connection time at the time of end booking to avoid causing inconvenience to travellers.

Special Service - Advance Seat Reservation (ASR) / Pre-Reserved Seat(PRS)

Travel agents are suggested to book ASR for passengers seating together in one ASR entry, such that passengers can still seat together in case of aircraft switch ASR re-accommodation.

Example |: Four passengers booked on Y class and want to be seated together at 33D, 33E, 33F and 33G.

GDS	ASR in one entry
Abacus	4G1/33D33E33F33G-1.1,1.2,2.1 ,2.2
Amadeus	ST/33DEFG/P1-4/S5
Apollo	9S/S1/33DEFG
Infini	4G1/33D33E33F33G-1.1,1.2,2.1 ,2.2
Galileo	S.P1-4S1/33D.E.F.G
Sabre	4G1/33D33E33F33G-1.1,1.2,2.1 ,2.2
Travelsky	ASR:5/HKGTPE/33DEFG/P1/2/3/4
Worldspan	4RS1-1.1/1.2/2.1/2.2$33DEFG

Special Service - Cabin Baggage (CBBG) Request

Travel agents are requested to comply below format when create CBBG bookings.

- Step 1 : Input "CBBG" together with passenger name in <u>ONE</u> name field.

- Step 2 : Add SSR CBBG element with associated passenger during PNR <u>first</u> creation

- Step 3 : When the booking class is eligible for Advance Seat Reservation (ASR), please book ASR of passenger and CBBG together in <u>one ASR entry</u>.

Example of CBBG name, SSR CBBG and ASR entries of Passenger Mrs Susan Miller booked on Y class, requested a CBBG and want to be seated at 40A and 40B

GDS	Step 1 : Input CBBG in name element	Step 2 : Add SSR EXST element	Step 3 : ASR entry
Abacus	-2MILLER/SUSANMRS/CBBG	3CBBG1/CELLO H135 X W48 X D31CM 50KG-1.1	-4G1/40A40B-1.1,1.2
Amadeus	NM2SMITHS/MARKMR/CBBG	SR CBBG-CELLO/H135 X W48 X D31CM 50KG/P1	ST/40AB/S1
Apollo	N:2MILLER/SUSANMRS/CBBG	@:3:CBBGN1-1/ CELLO H135 X W48 X D31CM 50KG	9S/S1/40AB
Axess	-2MILLER/SUSANMRS/CBBG	31S1 CBBG NN1*CELLO H135 X W48 X D31CM 50KG	
Infini	-2MILLER/SUSANMRS/CBBG	3CBBG1/CELLO H135 X W48 X D31CM 50KG-1.1	-4G1/40A40B-1.1,1.2
Galileo	N.2MILLER/SUSANMRS/CBBG	SI.P1/CBBG*CELLO H135 X W48 X D31CM 50KG	S.P1-2S1/40A.B
Sabre	-2MILLER/SUSANMRS/CBBG	3CBBG1/CELLO H135 X W48 X D31CM 50KG-1.1	-4G1/40A40B-1.1,1.2
Topas	-2MILLER/SUSANMRS/CBBG	41F CBBG CELLO H135 X W48 X D31CM 50KG	
Travelsky	NM2MILLER/SUSANMRS/CBBG	SSR CBBG CX NN1-CELLO H135 X W48 X D31CM 50KG/P1/S3	ASR:3/HKGTPE/40AB/P1/2
Worldspan	-2MILLER/SUSANMRS/CBBG	3S1N1.1CBBG CELLO H135 X W48 X D31CM 50KG	4RS1-1.1/1.2$40AB

Special Service - Extra Seat (EXST) Request

Travel agents are requested to comply below format when create EXST bookings.

- Step 1 : Input "EXST" together with passenger name in <u>ONE</u> name field.

- Step 2 : Add SSR EXST element with associated passenger during PNR first creation

- Step 3 : When the booking class is eligible for Advance Seat Reservation (ASR), please book ASR of passenger and EXST together in <u>one ASR entry</u>.

- Step 4 : Issue ET of passenger and EXST together in <u>one ET entry</u>.

Agency Functionalities After System Migration

Example of EXST name , SSR EXST and ASR enties of
Passenger Mr Mark Smiths booked on Y class, requested an EXST and want to be seated at 40A and 40B

GDS	Step 1 : Input EXST in name element	Step 2 : Add SSR EXST element	Step 3 : GDS entry to book the seat
Abacus	-2SMITHS/MARKMR/EXST	3EXST1/OVERSIZED-1.1	4G1/40A40B-1.1,1.2
Amadeus	NM2SMITHS/MARKMR/EXST	SR EXST-OVERSIZED/P1	ST/40AB/S1
Apollo	N:2SMITHS/MARKMR/EXST	@:3EXSTN1-1/OVERSIZED	9S/S1/40AB
Axess	-2SMITHS/MARKMR/EXST	31S1EXST NN1*AAA	
Infini	-2SMITHS/MARKMR/EXST	3EXST1/OVERSIZED-1.1	4G1/40A40B-1.1,1.2
Galileo	N.2SMITHS/MARKMR/EXST	SI.P1/EXST*OVERSIZED	S.P1-2S1/40A.B
Sabre	-2SMITHS/MARKMR/EXST	3EXST1/OVERSIZED-1.1	4G1/40A40B-1.1,1.2
Topas	-2SMITHS/MARKMR/EXST	42F EXST NN1 OVERSIZED	
Travelsky	NM2SMITHS/MARKMR/EXST	SSR EXST CX NN1-OVERSIZED/P1/S3	ASR:3/HKGTPE/40AB/P1/2
Worldspan	-2SMITHS/MARKMR/EXST	3S1N1.1EXST OVERSIZED	4RS1-1.1/1.2$40AB

Instant SSR messaging – Fictitious Names:

Fictitious name bookings are detected once PNR is end transacted. Travel agents are requested to attend to SSR messaging / queuing to follow CX/ KA policies in order to avoid cancellation or causing passenger inconvenience.

Instant SSR messaging – HX:

Travel agents are requested to attend to SSR messaging / queuing to follow CX/ KA policies to remove HX/ NO/ UC/ UN bookings.

Instant SSR messaging – Duplicate booking:

Duplicate bookings are detected once PNR is end transacted. Travel agents are requested to attend to SSR messaging / queuing to follow CX/ KA policies in order to avoid cancellation or causing passenger inconvenience.

Instant SSR messaging – Passenger Contact:

Travel agents are requested to attend to SSR messaging / queuing to follow CX/ KA policies to input passenger home or email contact for communication especially during flight irregularities.

Ticket Time Limit – Ticket Number Reporting:

SSR TKNE will be sent automatically from active and passive bookings after ticket issuance which is complying our TKNE policy. Travel agents should ensure ticket is issued prior to ticket deadline. In the case of passenger holding an existing ticket and requests to create a new booking, SSR TKNM should be used to associate new booking to a ticket previously issued.

Ticket Time Limit – Ticket Revalidation:

During rebooking and revalidation process, ticketing details will be validated against booking record and will be updated upon successful ticket revalidation. Travel agents are reminded to correct booking details or perform ticket re-issuance before ticket deadline if ticket revalidation fails.

Agency Functionalities After System Migration

Ticket Status update – Confirmation from Waitlist:

When booking status changes from waitlist to confirm (KL), ticket status will show 'RQ' status unless ticket is re-issued. Please be assured that the ticket coupon is confirmed good for travel at check-in or online check-in process. Travel agents are suggested to provide PNR itinerary to support passenger servicing.

Seat availability & sell reminder

Travel agents are reminded to always use the same PNR to display flight availability and perform subsequent selling. It is not a mis-match if a different itinerary, different PNR is used during availability request and selling transactions.

No Passive Policy

Travel agents are reminded to adhere CX/ KA no passive policy and are advised to remove passive segments after rejected from system.