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

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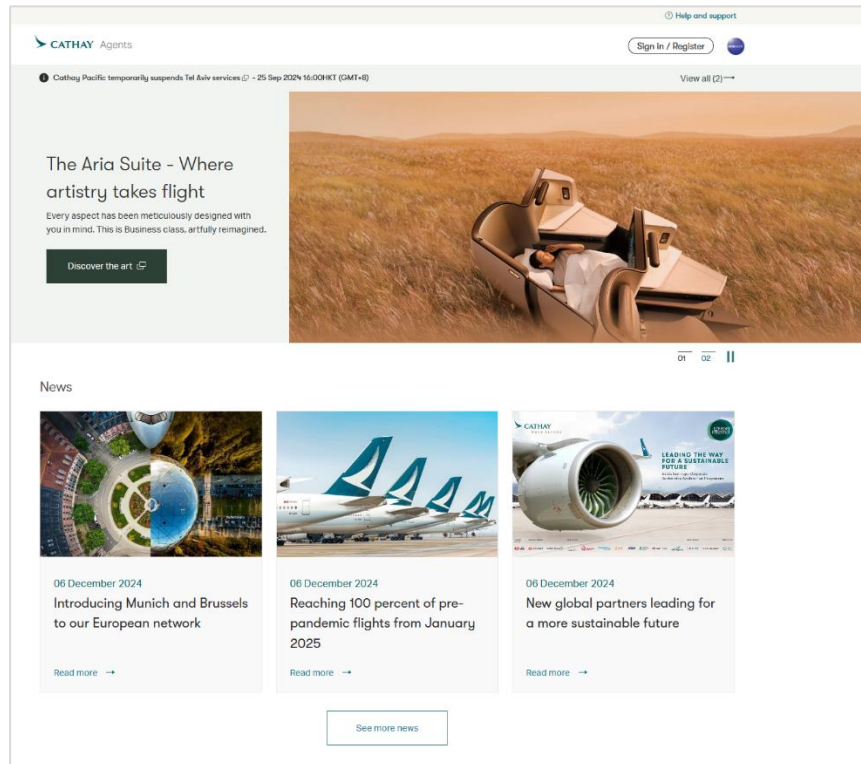
Go to Group Services (OLGM)

Efficiently manage your group bookings with the following features:

Passenger and Fare Submission - Input and update passenger details and fare information with ease.
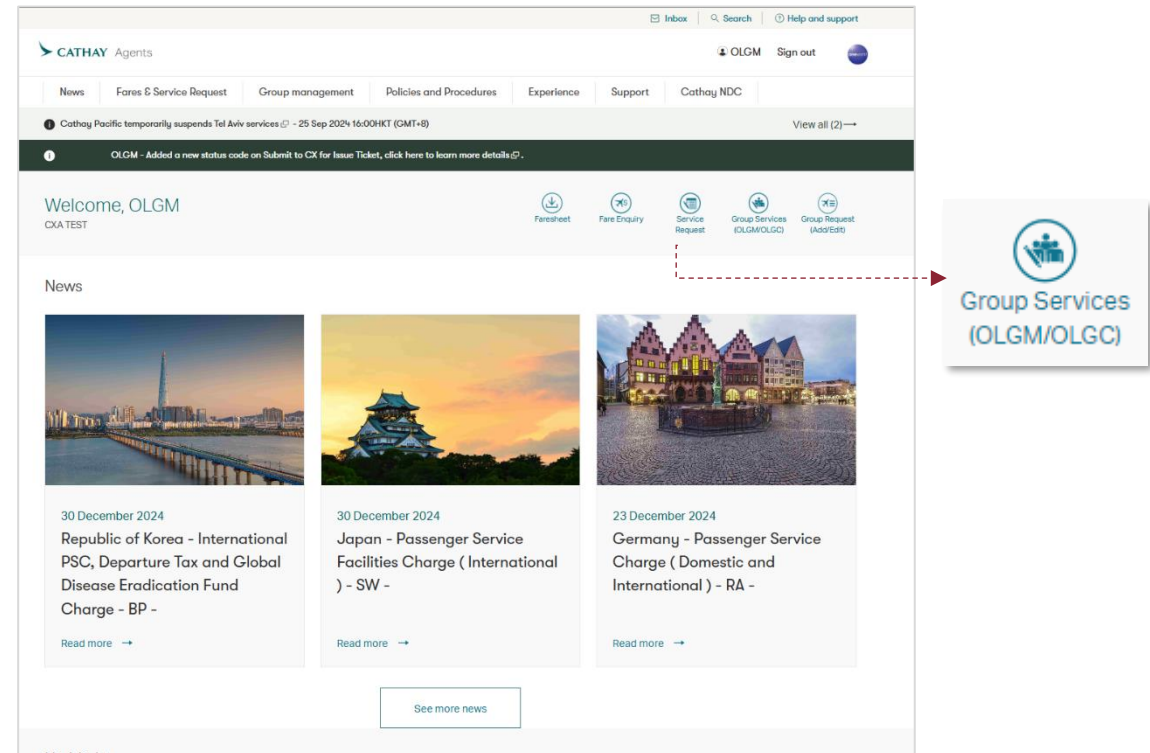**Document Access -** Download all necessary travel documents directly from the platform.
Online Check-In - Conveniently complete check-in procedures for your entire group online.

1. Access to Cathay Agents www.cxagents.com , log in to your account

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

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

5

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 (🛈) to view a list of international dialling codes.)

- Add or Remove Contacts:
  To add more contacts, click "+ Contact"
  To remove a contact, click "– Remove"

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

Add / Edit Passenger details - manually

Mandatory fields

Optional fields

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

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.
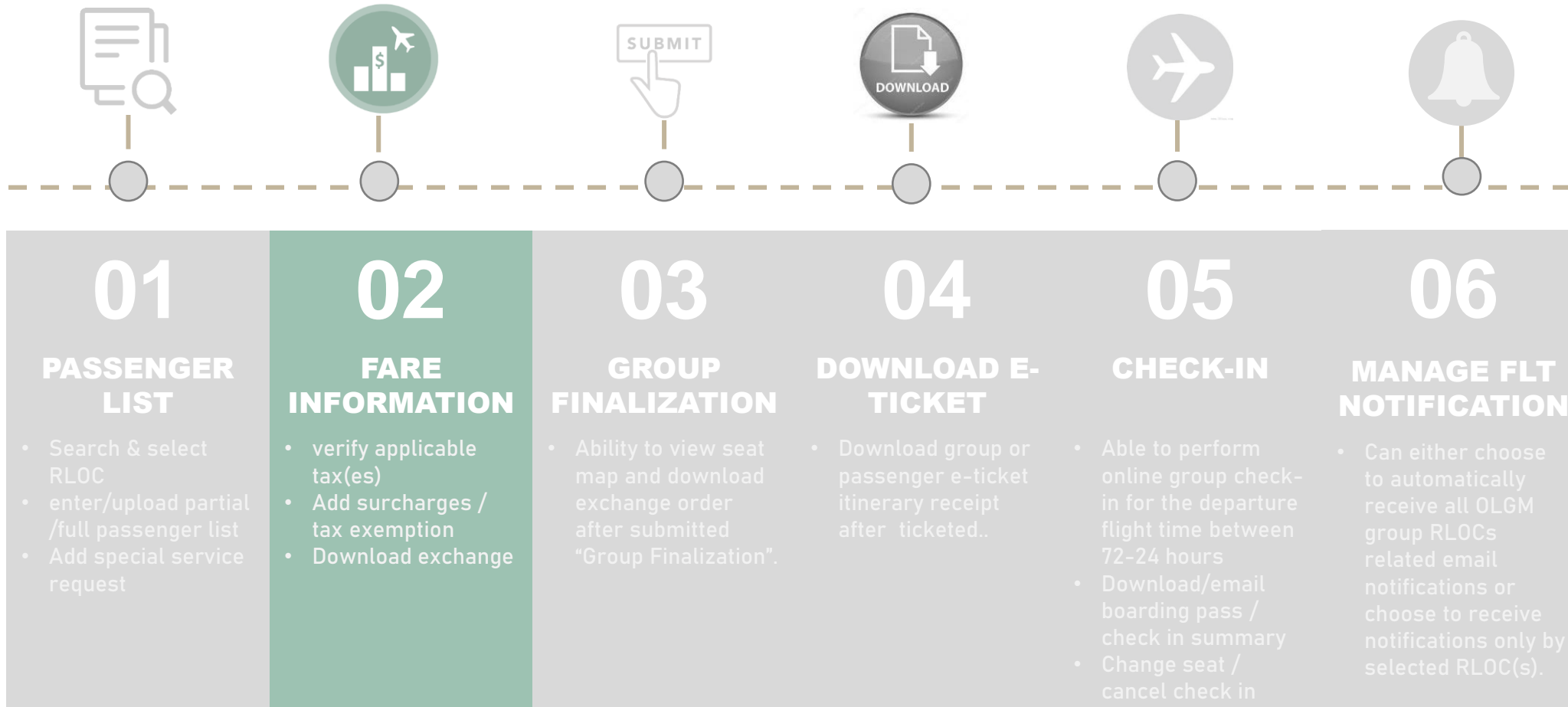
Save and Proceed to Booking Summary

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

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

Go to Fare Information Page

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

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

1. Choose **Form of payment.**

   - If group PNR created from GSO, not necessary enter tour code and net fare pre-filled by system.
   - For non-GSO PNR, please add tour code and net fare.

2. Click **Submit.**

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

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 ❶ ⌄	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	❷ ☑ 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
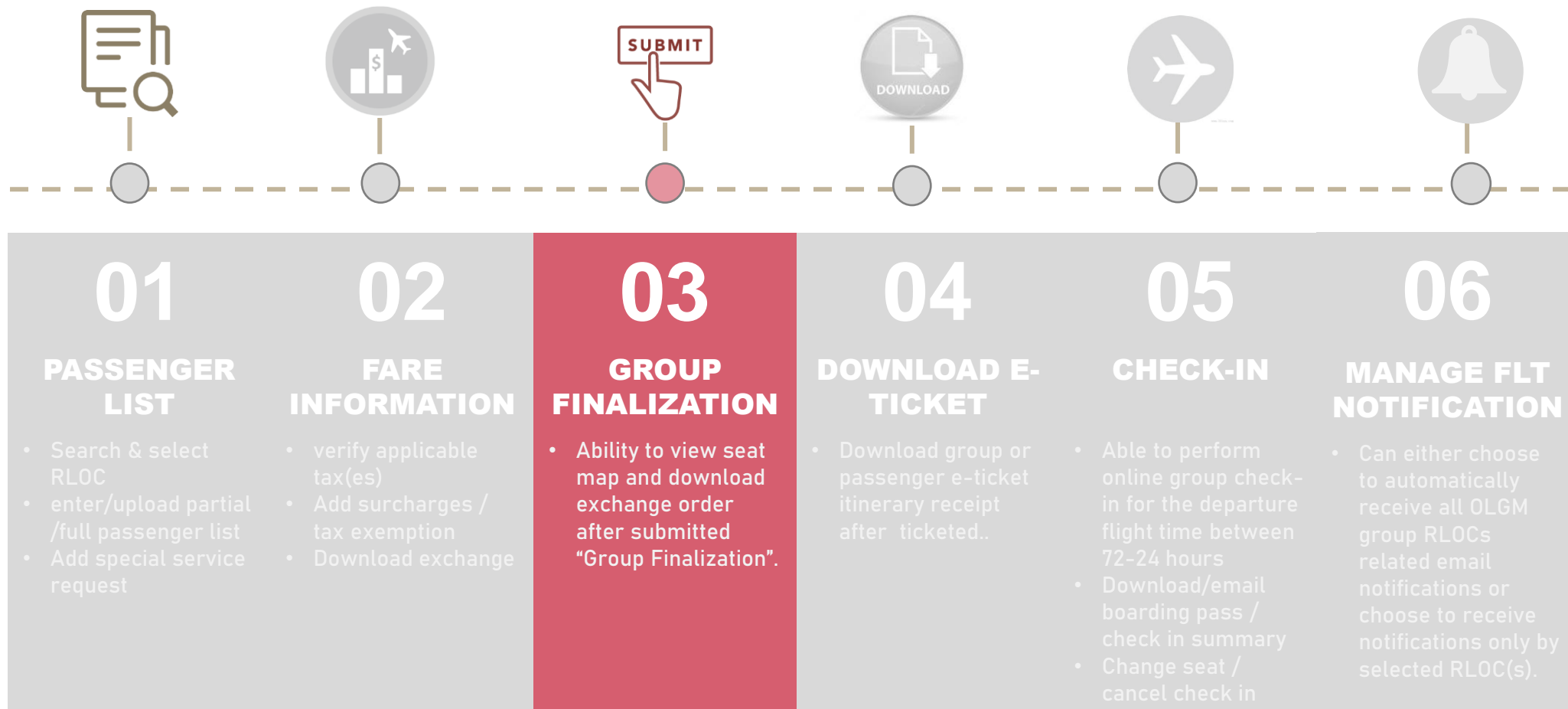
2. Add applicable tax code and tax amount, click [+ Add tax] to add more rows

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

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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 7-day guarantee on the quoted taxes after submission. Please ensure payment is settled within this period.
- If payment is not received within 7 days, CX reserves the right to 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

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 — PASSENGER LIST

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

02 — FARE INFORMATION

- verify applicable tax(es)
- Add surcharges / tax exemption
- Download exchange

03 — GROUP FINALIZATION

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

04 — DOWNLOAD E-TICKET

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

05 — CHECK-IN

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

06 — MANAGE FLT NOTIFICATION

- Can either choose to automatically receive all 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

Download e-ticket

After CX Ticket Office issued e-ticket for the group, this function is available to download group or e-ticket itinerary

RLOC	Group size	Fare	
5VGEIK	5	Group	∨ View details

❶

Download group e-ticket   Send email to passenger

Passenger listing

ⓘ Please select the **Meals** requested by flight sector.

#	Title	Family / last name	Given / first and middle name	Pax type	Ticket number	Wheelcha...	CX705 ⓘ	CX702 ⓘ
1	MS	LNG	LYKANIIARIH	Adult	1602345613378	-	-	-
2	MS	HOUR	MONIRATH	Adult	1602345613379	-	-	-
3	MS	MAO	SREYMOM	Adult	1602345613300	-	-	-
4	MS	CHO	VOOLEAK	Adult	1602345613381	-	-	-
5	MS	SUVANN	CHANLO	Adult	1602345613382	-	-	-

Endorsement / restrictions	AGT2010001 T9/GTT/NONEND NONRERTE NONREF VALID ON FLT/DATE SHOWN VALID CX ONLY
Airlines	CX - Cathay Pacific Airways Limited Air Transportation and other services to be provided by Cathay Pacific Airways are subject to the terms and conditions stated in condition of contract and notices, supplied here with and made part of the contract of carriages.
Condition of contract	❷ ☑ I agree to the terms and condition written in **"Condition of Contract"** ⧉ and I am noticed it is my obligation to provide customer with a copy of the Condition of Contract (ticket notice). Delivery by fax or other electronic means are equally acceptable.

❸ **Download**

Group e-ticket is designed to provide essential information such as, ALL group members name, passenger type code, ticket number and special service request.

1. Click on **Download group e-Ticket**

2. Check the box on Condition of contract

3. Click on **Download** icon and save the to your computer.

   Click here to view sample of Group e-ticket

Send email to passenger

Send email to passenger with multiple functions:
1. Send all e-ticket(s) to one email - an effective way to send ALL group member(s) e-ticket itinerary receipts in a single email
2. Send email to passenger > Passenger listing - send an e-ticket itinerary receipt to individual passenger

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

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

Download group e-ticket **Send email to passenger**

Send all e-ticket to one email ❶

EMAIL ADDRESS	❷
ppling@besttravelagency.com	Send

2. Send email to passenger – by passenger list

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

Passenger listing

❶   ✎ Edit email

☐	#	Title	Family / last name	Given / first and middle name	Ticket number	Email address
☑	1	MS	ENG	LYKANHARITH	1602345613378	‖‖‖‖‖‖‖‖ ‖‖‖‖‖‖ ‖ ‖
☑	2	MS	HOUR	MONIRATH	1602345613379	‖‖‖‖‖ ‖_‖‖‖‖‖ ‖‖ ‖‖‖‖‖‖ ‖
☑	3	MS	MAO	SREYMOM	1602345613380	‖‖‖‖‖‖‖‖ ‖‖‖‖‖‖ ‖ ‖
☑	4	MS	PHO	VORLEAK	1602345613381	‖‖‖‖‖ ‖_‖‖‖‖‖ ‖‖ ‖‖‖‖‖‖ ‖
☐	5	MS	SOVANN	CHANSO	1602345613382	-

❷
4 Passenger(s) selected   Send

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

✕ Cancel ✓ Save email

☐	#	Title	Family / last name	Given / first and middle name	Ticket number	Email address
☐	1	MS	ENG	LYKANHARITH	1602345613378	

5. Online Group Check-in

01	02	03	04	05	06
PASSENGER LIST	**FARE INFORMATION**	**GROUP FINALIZATION**	**DOWNLOAD E-TICKET**	**CHECK-IN**	**MANAGE FLT NOTIFICATION**
• Search & select RLOC • enter/upload partial /full passenger list • Add special service request	• verify applicable tax(es) • Add surcharges / tax exemption • Download exchange	• Ability to view seat map and download exchange order after submitting "Group Finalization"	• Download group or passenger e-ticket itinerary receipt after ticketed..	• 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	• Can either choose to automatically receive all OLGM group RLOCs related email notifications or choose to receive notifications only by selected RLOC(s).

Online Group Check in

Online check-in is available when,
- Flight is going to be departed within 72 hours on economy class and 48 hours for business class;
- Connecting flight is going to be departed within 48 hours for all class of services

1. Click on **Check in** to Online group check-in page

2. Select "ALL" or choose by passenger name item

3. Please accept the agreement, press on **Check in**

4. Online group check-in summary page will appear after checked-in, Download boarding pass, Select seat, Cancel check-in and Download check-in summary are available on this page.

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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.

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

Sample of boarding pass sent by email:

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

6. Manage Flight Notification

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

02 FARE INFORMATION
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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 <u>ALL</u> 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.

Subscribed user will automatically get <u>ALL</u> group RLOCS related notification within the entire agency.

User can access Manage flight notification page to subscribe group related email notification by RLOC.

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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

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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.