

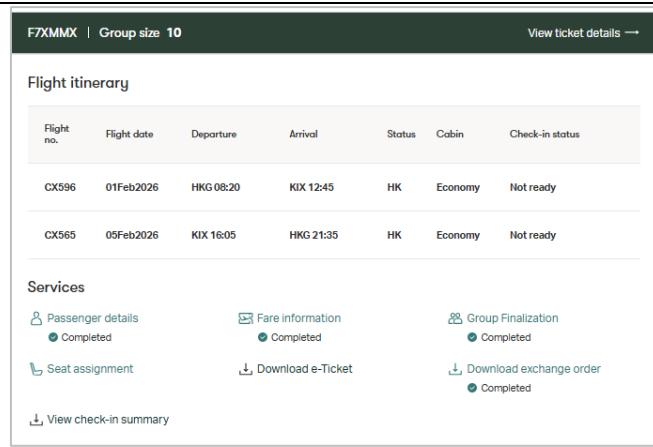
New “Retry View Seat” Function

22Jan2026

We are pleased to introduce a new enhancement, ‘Retry View Seat’, to the seat assignment function in OLGM. Please find the details below.

1. Seat Assignment Available After Group Finalization

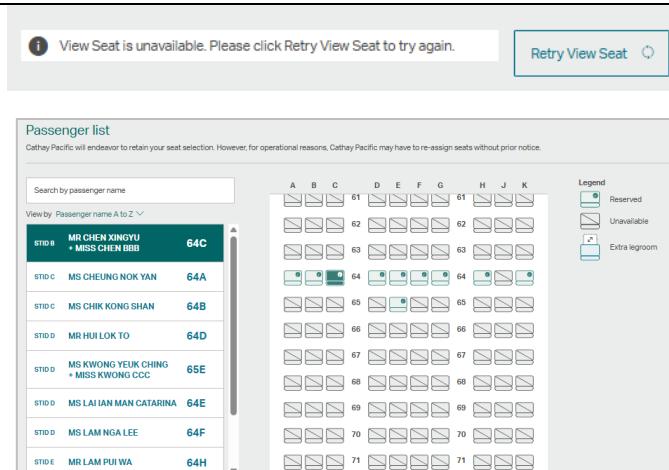
Once the Group Finalization status is marked as “**Completed**” in the OLGM group booking details, seat assignment will be available. You can immediately view the seat allocation for the group.



The screenshot shows the OLGM interface for flight F7XMMX. The flight itinerary table includes two flights: CX596 (01Feb2026, HKG 08:20, KIX 12:45, HK, Economy, Not ready) and CX565 (05Feb2026, KIX 16:05, HKG 21:35, HK, Economy, Not ready). Below the itinerary is a 'Services' section with links for Passenger details (Completed), Fare information (Completed), Group Finalization (Completed), Seat assignment, Download e-Ticket, Download exchange order, and View check-in summary.

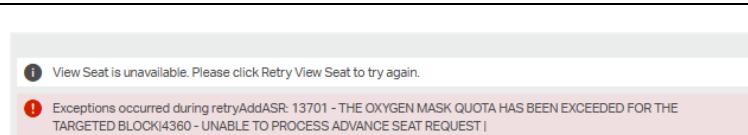
2. New “Retry View Seat” Function

If a seat map is not returned, the new “**Retry View Seat**” feature on the *View Seat Assignment* page allows you to reload and retrieve the seat map more easily and efficiently.



The screenshot shows the 'View Seat Assignment' page for flight F7XMMX. It displays a passenger list with 10 passengers and a seat map for the cabin. The seat map shows rows A through K and columns 61 through 71. A message at the top left says "View Seat is unavailable. Please click Retry View Seat to try again." A "Retry View Seat" button is located to the right of the message. A legend on the right side of the seat map defines symbols for Reserved, Unavailable, and Extra legroom.

If an error message continues to appear after retrying, please contact your local Cathay Pacific Sales Office for assistance.



The screenshot shows the 'View Seat Assignment' page with an error message: "Exceptions occurred during retryAddASR: 13701 - THE OXYGEN MASK QUOTA HAS BEEN EXCEEDED FOR THE TARGETED BLOCK!4360 - UNABLE TO PROCESS ADVANCE SEAT REQUEST |". The message is displayed in a red box at the bottom of the page.