



Cathay Agents

Fare Quote Request (FQR) Quick Guide

With effective on / after 08 September 2019

TRAVEL AGENT SITE

Fare Quote Request Summary



Sent box
List of fare enquiries sent by agent

Inbox
List of fare enquiries replied by CX

Archived
List of archived fare enquiries

Search panel
Search the fare enquiries in Inbox, Sent Box or Archived

Fare quote request summary

New Fare Quote Request
New fare enquiry request
To create a new fare enquiry request

The screenshot shows the Cathay Pacific Travel Agent Site interface. At the top, there is a dark green navigation bar with the Cathay Pacific logo and 'Cathay Agents' text. To the right of the logo, there are links for 'Inbox 3', 'Marty', 'Sign out', and a search icon. Below the navigation bar, there is a horizontal menu with categories: 'News', 'Fares & Service Request', 'Group management', 'Policies and Procedures', 'Experience', and 'Support'. The main content area is titled 'Fare quote request summary'. On the left side, there is a search panel with a 'Search by' section containing input fields for 'Reference number', 'Fare Type', and 'CX/KA RLOC'. Below this is a 'Departure' section with 'From' and 'To' input fields, and an 'Advance Search' section with a 'Search' button. On the right side, there is a 'New Fare Quote Request' button. Below the search panel, there is a table of fare quote requests. The table has columns for 'Reference number', 'Fare Type', 'CX/KA RLOC', 'Route', 'Departure date (DDMMYYYY)', 'Created', and 'Updated'. There are two rows of data in the table. The first row has a reference number of FQ2019082100008, fare type of Adult, Child, Labour, CX/KA RLOC of TEST33, route of FDS-FSD, departure date of 15AUG2019, created date of 21AUG2019 19:21 (GMT+8), and updated date of 21AUG2019 19:35 (GMT+8). The second row has a reference number of FQ2019082100003, fare type of Adult, Labour, CX/KA RLOC of XCC343, route of FDS-SDF, departure date of 09AUG2019, created date of 21AUG2019 18:36 (GMT+8), and updated date of 21AUG2019 19:18 (GMT+8). Above the table, there is a header for 'Inbox' with '1 - 2 of 2 requests' and 'Showing 20 | 50 | 80 requests'. To the right of the table, there is a link for 'All | Unread'.

Reference number	Fare Type	CX/KA RLOC	Route	Departure date (DDMMYYYY)	Created	Updated
FQ2019082100008	Adult, Child, Labour	TEST33	FDS-FSD	15AUG2019	21AUG2019 19:21 (GMT+8)	21AUG2019 19:35 (GMT+8)
FQ2019082100003	Adult, Labour	XCC343	FDS-SDF	09AUG2019	21AUG2019 18:36 (GMT+8)	21AUG2019 19:18 (GMT+8)

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Fare Quote Request Summary – New fare quote request



CATHAY PACIFIC Cathay Agents
Inbox HK-TXXXXXXX Sign out

News Fares & Service Request Group management Policies and Procedures Experience Support

< Fare quote request summary

New FQR request

FQR Service request Office Hour:
MON - FRI : 09:00 – 17:00
SAT/SUN/Public Holiday : Close

Request Information

PNR Autofill allows you to automatically fill in passenger name and itinerary directly from a PNR.

[Click here to retrieve a PNR](#)

PNR Autofill
Allows agents to retrieve PNR and fill in pre-defined RLOC / passenger name / itinerary fields automatically

All fields are required unless marked as optional.

Fare type (optional) Adult Child Senior Student
 Oneworld Seaman Others

CX/KA RLOC

Itinerary (optional) Swap airports Copy sector Paste sector Clear sector

Carrier/Flight No.	Stop Over	From	To	Class	Departure Date (DDMMYYYY)	Actions
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="✕"/>
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="✕"/>

[+ Add more sectors](#)

Disclaimer: Please do not input PII & credit card information

Remarks (optional)

Attachment (optional)
Please do not provide personal account numbers (e.g. credit card or bank account number, etc.) in the attachment.

Drag and drop file to upload

[or, choose file](#)

doc/docx, gif, png, jpg/jpeg, tiff/tif, xls/xlsx, csv, txt, pdf only. Max file size: 2MB

Permission
Whether to allow the agents within the same company can view this request

Permission & email notification

Allow my colleagues to view this enquiry Yes No

Email notification
Enter email address(es) who would like to receive email notification when CX replies this request

Send a copy of CX's reply to (optional)

Confirm
Click to preview the request details to confirm before the submission

[Confirm](#)

TRAVEL AGENT SITE

New fare quote request – PNR AutoFill



Retrieve PNR
Retrieve the PNR by inputting passenger's family name and CX/KA RLOC

Select the info for AutoFill
Available info for AutoFill: Passenger's name(s) and flight sector(s)

Request information

PNR Autofill allows you to automatically fill in passenger name and itinerary directly from a PNR.

FAMILY NAME
CHENG

RLOC
JDU25F

Retrieve

Cancel ^

PNR information

Select the information that you would like to fill in automatically.

Family name RLOC
CHENG **JDU25F**

Sector

<input type="checkbox"/>	Carrier/Flight no.	Stop over	From	To	Class	Departure date (DDMMYYYY)
<input type="checkbox"/>	CX443	N	TPE	HKG	N	06SEP2019
<input type="checkbox"/>	CX135	N	HKG	MEL	N	06SEP2019
<input checked="" type="checkbox"/>	CX178	N	MEL	HKG	Q	16SEP2019
<input type="checkbox"/>	KA486	N	HKG	TPE	Q	17SEP2019

Cancel Confirm

Remarks (optional)

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New fare quote request – PNR AutoFill



CX/KA RLOC (optional)

JDU25F

Passenger name

CHENG/MANCHUNTERRYMR

Itinerary (optional)

Swap airports

Copy sector

Paste sector

Clear sector

Carrier/Flight No.	Stop Over	From	To	Class	Departure Date (DDMMYYYY)	Actions
CX178	N	MEL	- HKG	Q	16SEP2019	
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	- <input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	- <input type="text"/>	<input type="text"/>	<input type="text"/>	

PNR info is auto filled
Selected PNR info will auto fill in corresponding fields in the form

