



# Cathay Agents

## Online Service Request (OLSR) Quick Guide

With effective on/after 19Jun2019

# TRAVEL AGENT SITE

## Service Request Summary



CATHAY PACIFIC

Cathay Agents

Inbox

HK-TXXXXXXX

Sign out

News

Fares & Service Request

Group management

Policies and Procedures

Experience

Support

Service request summary

New service request

Inbox 0

Sent 3

Archived 0

Search by

Service request type

CX/KA RLOC

Reference number

Advance Search

Search

Clear

Sent

1 - 3 of 3 requests

Showing 20 | 50 | 80 requests

Reference number	Service request type	CX/KA RLOC	Departure date (DDMMYY)	Created	Updated
SR2019032600004	Name Change request	XXXXXX		29Mar2019 16:15	29Mar2019 16:15
SR2019032600003	Testing Mandatory	XXXXXX	02MAR19	28Mar2019 11:54	28Mar2019 11:54
SR2019032600001	Testing Mandatory	N32RGY	03MAY19 03MAY19 08MAY19 08MAY19	26Mar2019 11:22	26Mar2019 11:23

**Sent box**

List of service requests sent by agent

**Inbox**

List of service requests replied by CX

**Archived**

List of archived service requests

**Search panel**

Search the service requests in  
Inbox, Sent Box or Archived

**New service request**

To create a new service request

# TRAVEL AGENT SITE

## Service Request Summary – New service request



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### New service request

Service request

All fields are required unless marked as optional.

SERVICE REQUEST TYPE  
Flight Schedule Change Enquiry

Note: Please attach the original agent coupon (with nett fare shown) for our reference.

Request information

PNR Autofill

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

Click here to retrieve a PNR

CX/KA RLOC (optional)

Passenger name (optional)

+ Add passenger

Itinerary

Swap airportsCopy sectorPaste sectorClear sector

Carrier/Flight No.	Stop Over	From	To	Class	Departure Date (DDMMYY)	Actions
	<input type="checkbox"/>					
	<input type="checkbox"/>					

+ Add more sectors

Remarks (optional)

Attachment (optional)

Drag and drop file to upload

or, choose file

Permission & email notification

Allow my colleagues to view this enquiry

☐ Yes

☒ No

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

Enter email addresses

Confirm

# TRAVEL AGENT SITE

## New service 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

**Passenger name** [Select all](#)

☒ CHENG/MANCHUNTERRYM ☐ CHUI/MINGLAIMS

**Sector**

<input type="checkbox"/>	Carrier/Flight no.	Stop over	From	To	Class	Departure date (DDMMYY)
<input checked="" type="checkbox"/>	CX251	N	HKG	LHR	I	20JUN19
<input type="checkbox"/>	CX250	N	LHR	HKG	I	30JUN19

Cancel Confirm

Remarks (optional)

# TRAVEL AGENT SITE

## New service request – PNR AutoFill



CX/KA RLOC (optional)

JDU25F

Passenger name

CHENG/MANCHUNTERRYMR

Passenger name (optional)

+ Add passenger

Itinerary (optional)

Swap airports

Copy sector

Paste sector

Clear sector

Carrier/Flight No.	Stop Over	From	To	Class	Departure Date (DDMMYY)	Actions
CX251	N	HKG	- LHR	I	20JUN19	
<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

