









Group Process Workflow Changes



EFFECTIVE 01 JULY 2026

KEY UPDATES TO THE NEW GROUP WORKFLOW

KEY AREA	
	<p>GSO Access</p> <p>IATA agents only For Non-IATA agents, contact your preferred IATA agent for booking assistance.</p>
	<p>Guarantee Letter</p> <p>Manual contracts will be discontinued. Contracts can be accessed and downloaded via GSO, subject to the required deposit.</p>
	<p>Deposit Amount</p> <p>20% of base fare To be applied against the grand total</p>
	<p>Form of Payment</p> <p>Electronic Miscellaneous Document (EMD) in USD currency</p>
	<p>Extra Baggage</p> <p>Before ticketing: Discounted baggage fees apply. After ticketing: Baggage fees are payable at the airport at the standard extra baggage rate.</p>
	<p>Special Service Request</p> <p>Update via Passenger details in OLG M</p>
	<p>Advance Seat Reservation</p> <p>Update Seat Together Indicator(STID) via Passenger details in OLG M</p>
	<p>Timeline Notification Compliance</p> <p>Auto-cancel group blockings without a deposit payment. Final payment reminder will continue to be sent until the launch of Phase 2</p>

REMINDER

- Secure the TEC and RTT prior to issuing tickets.
- For children and infants paying the full Philippine Travel Tax, manually add the difference to the grand total before issuing the EMD.