Cathay Agents (www.CXAgents.com)
Online Group Management – Add Group Passenger Contact

Last updated on Jan-2024

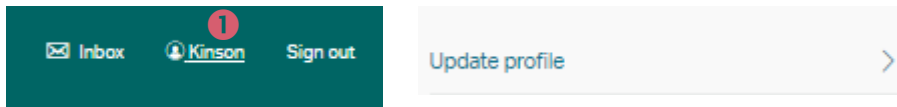# Group Management - Add Passenger Contact

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 the Group Passenger Name Record (PNR) via online group management (OLGM).

1. Travel agents – operational notifications
   - Send by email. For travel agent operational notifications such as flight cancellation or flight time changes.

2. Group Tour Leader / emergency local contact
   - Enable Cathay Pacific to contact tour leader or local group organizer as soon as we can during flight disruption.

3. Group passenger contact
   - Send by email or SMS. Cathay Pacific will notify the customers of the latest flight situation in case of flight disruption.

1. Travel Agents – Operational Notifications

To enable travel agent to manage what kind of email alert that he or she would like to receive regarding group management (OLGM).

1. After log-in, click on agent name and Update profile to manage or view the agent profile,

2. Email subscription preference
   - Send by email. Whoever has subscribed to flight schedule change can receive operational notifications such as flight cancellation or flight time changes within the same IATA number group booking.
   - Click "Update" to save the record.

Sample of Flight Schedule Change Notification

2. Group Tour Leader / Emergency Local Contact

Enable Cathay Pacific to contact tour leader or local group organizer as soon as we can during flight disruption.

1. **Mandatory field.**
   Search RLOC, Click Passenger details to submit passenger information.

   - Add emergency and local contact of tour leader,
   - Add title, full name and contact number
   - Ability to click + Contact or – Remove
   - Tool tips ⓘ – display list of country international calling codes

   Notes:
   - ➤ You are able to view/edit emergency contact before last flight departure.
   - ➤ It is required to enter at least one emergency contact for each group booking.

3. Group Passenger Contact

Contact is an optional field, enable to add contact details for your group members, Cathay Pacific will alert passenger in case schedule change, flight delays or cancellations.

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1. Search RLOC, Click Passenger details to submit passenger information.

Contact
- Country/region, e.g. 852
- Mobile number, e.g. 66000000
- Email, e.g. xxxxxxx@xxxx.com
- Tool tips ⓘ – List of country calling codes

Notes:
➢ When group RLOC destination is US city, passenger contact is a mandatory field and required to add both mobile number and email for each traveller.
➢ If details for some passengers are not available at name-in stage, information for those passengers can be added later through this page.