



# Cathay Agents ([www.CXAgents.com](http://www.CXAgents.com))

## Online Group Management – Add Group Passenger Contact

Last updated: Sep 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. 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.

^ Contact 1 X Collapse edit mode

#	Title	Family/ last name	Given/ first and middle names	Country / Region	Mobile number	Email
1	MR	I/AHM		852	66000000	xxxxx@xxxx.com
2	MR			852	66000000	xxxxx@xxxx.com

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.

## 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.

Emergency and local contact of tour leader 1

i Please provide at least one information for emergency and local contact of tour leader. X Collapse edit mode

Title	Full Name	Country / Region	Contact number	
MR	CHAN	852	23441155	- Remove
MS	WANG	86	2077852230	- Remove
<a href="#">+ Contact</a>				

### 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 i – display list of country international calling codes

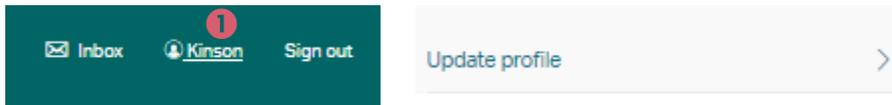
### Notes:

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

# 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.

## Email subscription preference

### General

- News & travel update
- Agent account approval reminder

### Group management related

- Group request
- Group services
  - Booking ready for submit passenger details
  - Ticket issuance completed
  - Flight schedule change

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### 3. For travel agent operation - Manage flight notification (group booking)



CATHAY PACIFIC Cathay Agents

Welcome

Agency Name: TRAVEL LIMITED | Email Address: | Location: Hong Kong SAR

[Update profile](#) 1

User with Group services access is eligible to manage group booking flight notification preference.

My access If you have problems with the access, please contact Cathay Pacific.

**Group services**  
View, search and manage group bookings.

Email subscription preference

**General**

Email Alert & Newsletter

Agent account approval reminder

**Group management related**

Group request

Group services 1

If you like to get group bookings related notification by email, choose Group services.

**Group services** 1

Yes, I agreed to get email notification on all group RLOCs

No, I will manage my group RLOC(s) email notification

Subscribed user will automatically get **ALL** group RLOCs related notification within the entire agency.

3

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

- 1 Click on [Update profile](#)
- 2 Select the Email subscription preference type ( Group request and/or Group services).  
If Group services is selected, two types of tab will open to select the preferred notification;
  - Yes, I agreed to get email notification on all group RLOCs  
(*In previous design*) Subscribed users will get **ALL** OLGGM group RLOCs related notifications within the entire agency.
  - No, I will manage my group RLOC(s) email notification  
(*In new design*) User will get group booking related notifications by registered RLOC(s) on [Manage flight notification](#) page.
- 3 Click [Update](#) to save the record.

User can access [Manage flight notification](#) page to subscribe group related email notification by RLOC.

# Manage flight notification – subscribe email notification by RLOC(s)



**Manage flight notification**  
Receive useful reminders about group RLOC(s), we will notify to your registered email if registered RLOC is on schedule changed, ready to name-in and ticketing completed.

SEARCH CRITERIA:  
 FIRST FLIGHT DATE (DDMMYYYY): 24Jul2024  
 Origin: [Dropdown]  
 Destination: [Dropdown]

SEARCH FILTERS:  
 RLOC: [Text]  
 Group ID: [Text]  
 My registered RLOCs

SEARCH RESULT(S) FOR "First flight date (DDMMYYYY) : 07Sep2024", "My registered RLOCs : No"

<input checked="" type="checkbox"/>	RLOC	Group ID	Flight Number	First flight date	Origin	Destination	Subscription email
<input checked="" type="checkbox"/>	53TSJT	-	CX494	07Sep2024	HKG 10:20	TPE 12:20	-
<input checked="" type="checkbox"/>	549WTX	-	CX494	07Sep2024	HKG 10:20	TPE 12:20	-
<input checked="" type="checkbox"/>	58J9DZ	-	CX494	07Sep2024	HKG 10:20	TPE 12:20	-

1 Click on **Group management** > **Manage flight notification**

Eligible user > Agent profile > Group service access > Email subscription preference – Group Services > No, I will manage my group RLOC(s) email notification

Non eligible user who click on this page will receive this message:

You do not have permission to access this application

[Back to homepage](#)

2 Search RLOC(s) by provided options.

3 Select ALL or any RLOC(s) from search result.

4 Click **Subscribe** to subscribe group related email notifications of the selected RLOC (s).

Response if transaction completed:

✓ You have successfully subscribed flight notification.

Each RLOC can accommodate up to 5 users wishing to subscribe. Check box closed when subscription is full

<input type="checkbox"/>	RLOC	Group ID	Flight Number	First flight date	Origin	Destination	Subscription email
<input type="checkbox"/>	6E06SV	-	CX750	10Sep2024	BKK 11:00	HKG 15:00	-
<input type="checkbox"/>	6J3FFR	-	CX700	10Sep2024	BKK 08:10	HKG 12:10	2@gmail.1aa@gmail.com 2@gmail.11aa@gmail.com 2@gmail.11aa@gmail.com 2@gmail.1aaa@gmail.com 2@gmail.1aaaa@gmail.com

# Manage flight notification – search my registered RLOCs (summary list) / Unsubscribe



**Manage flight notification**  
Receive useful reminders about group RLOC(s), we will notify to your registered email if registered RLOC is on schedule changed, ready to name-in and ticketing completed.

First flight date (DDMMYYYY) | Origin | Destination

RLOC | Group ID |  My registered RLOCs | Search | Reset

Search result(s) for "My registered RLOCs : Yes" | Unsubscribe

1 - 3 of 3 booking(s) | Showing 20 | 40 | 60 booking(s)

<input type="checkbox"/>	RLOC	Group ID	Flight Number	First flight date	Origin	Destination	Subscription email
<input checked="" type="checkbox"/>	6GICKP	-	CX488	24Jul2024	HKG 08:00	TPE 09:55	20.10001aa@gmail.com
<input type="checkbox"/>	5II28Q	-	CX432	24Jul2024	HKG 08:50	KHH 10:25	20.10001aa@gmail.com
<input type="checkbox"/>	5IGM7K	-	CX432	24Jul2024	HKG 08:50	KHH 10:25	20.10001aa@gmail.com

To view your registered RLOC(s):

- 1 Go to [Manage flight notification](#), check the box of [My registered RLOCs](#), click [Search](#). Search result return on screen.

To stop getting any more emails notification of selected RLOC(s):

- 2 Select ALL or any RLOC(s) from the "My registered RLOCs" summary, click [Unsubscribe](#).

Response if transaction completed:

You have successfully unsubscribed flight notification.

Reminder: If a user removes *Group Services* access rights, all email subscriptions will be deleted in the same transaction, and the user will no longer receive any group related email notifications.

# Group related email notifications



OLGM related email notifications	Description
<b>Booking ready for submitting passenger details</b>	An email sent to subscribed users once group RLOCs available on OLGM.  This notification will only apply to users who select: <input checked="" type="radio"/> Yes, I agreed to get email notification on all group RLOCs
<b>Ticket issuance completed</b>	System sends an email to subscribed users notifying them the ticket issuance is completed.
<b>Flight schedule change</b>	System sends an email to subscribed users notifying them the flight schedule has changed.

# Sample of Flight Schedule Change Notification



 CATHAY PACIFIC Cathay Agents

## Flight schedule change (51111118)

Dear 香港旅遊服務有限公司 Travel Service Ltd,

This is let you know that 51111118 flight has been changed. We apologise for the change and any impact on the plans.

Original flight schedule:

Flight No.	Flight date	Departure	Arrival
CX1111	25OCT2023	NNN 11:15	HKG 15:05

Reversed flight schedule:

Flight No.	Flight date	Departure	Arrival
CX1111	25JAN2024	NNN 11:35	HKG 15:20

Cathay Pacific Airways Limited

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