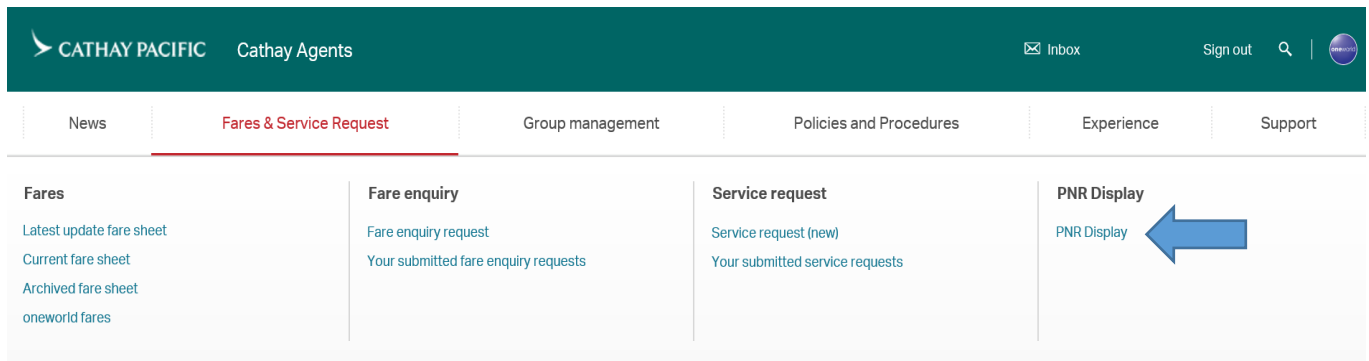


Retrieve agent booking via Cathay Agents

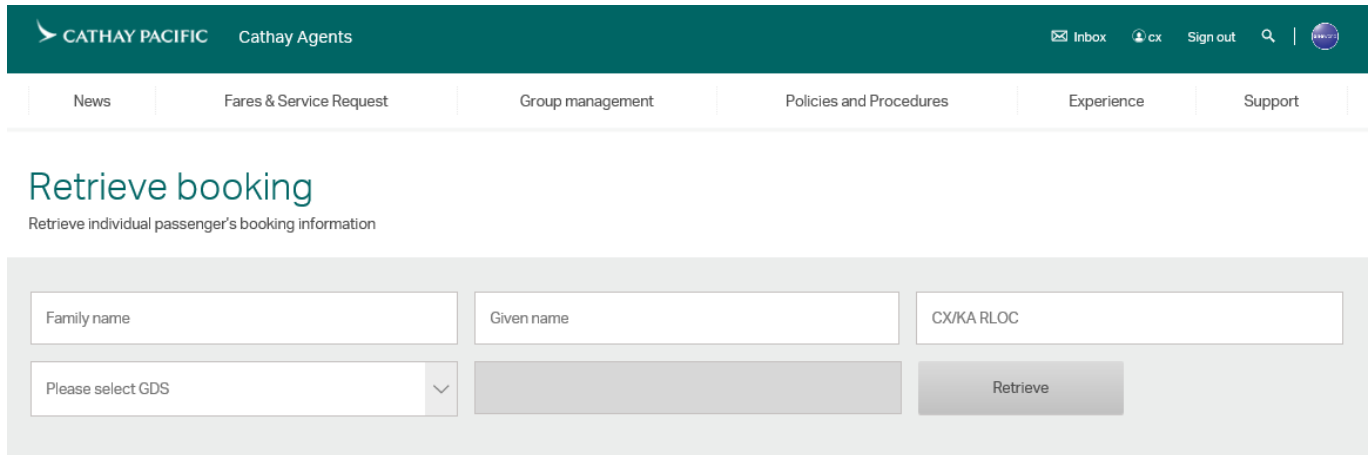
In the situation of flight protection and/or an agency ticket is being reissued by CX/KA, which new flight and/or ticket number not yet update into your GDS, these information can be retrieved through “PNR Display” function via cxagents.com as an alternative.

1. Log-in cxagents.com and search “PNR Display” under Fares & Service Request



The screenshot shows the Cathay Agents website interface. The top navigation bar includes 'CATHAY PACIFIC Cathay Agents', 'Inbox', 'Sign out', and a search icon. Below this, a secondary navigation bar has tabs for 'News', 'Fares & Service Request' (which is highlighted), 'Group management', 'Policies and Procedures', 'Experience', and 'Support'. Under the 'Fares & Service Request' tab, there are four main categories: 'Fares' (with links for Latest update fare sheet, Current fare sheet, Archived fare sheet, and oneworld fares), 'Fare enquiry' (with links for Fare enquiry request and Your submitted fare enquiry requests), 'Service request' (with links for Service request (new) and Your submitted service requests), and 'PNR Display' (with a link for PNR Display). A blue arrow points to the 'PNR Display' link.

2. Input the required details and press “Retrieve”



The screenshot shows the 'Retrieve booking' form in the Cathay Agents website. The form is titled 'Retrieve booking' and has the subtitle 'Retrieve individual passenger's booking information'. It contains four input fields: 'Family name', 'Given name', 'CX/KA RLOC', and 'Please select GDS'. A 'Retrieve' button is located at the bottom right of the form.

3. Latest e-ticket number is displayed at the bottom

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Passengers

Passenger	Name
P1	WA

Itinerary Details

Sector	Flight Number	Class	Dep.Date	Dep.Airport	Arr.Airport	Dep.Time	Arr.Time	Status
S1	CX390	B	12AUG	HKG 1	PEK 3	0900	1225	Flown
S2	KA903	B	13AUG	PEK 3	HKG 1	1945	2320	Flown
S3	KA993	B	23AUG	PEK 3	HKG 1	1835	2225	HK 1

SSR

Passenger	Sector	Service	Status
P1	ALL	DOCS	HK 1
P1	ALL	DOCS	HK 1
P1	S1	DOCS	HK 1
P1	S2	DOCS	HK 1
P1	ALL	FQTV CX	HK 1
P1	ALL	FQTV KA	HK 1

E-Ticket

Passenger	Sector	E-Ticket Number
P1	ALL	160-2376644382(M)
P1	S1	160-9599770071
P1	S3	160-2376644396

4. Print out the image by selecting "Print"



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Passengers

Passenger	Name
P1	WA

Itinerary Details

Sector	Flight Number	Class	Dep.Date	Dep.Airport	Arr.Airport	Dep.Time	Arr.Time	Status
S1	CX390	B	12AUG	HKG 1	PEK 3	0900	1225	Flown
S2	KA903	B	13AUG	PEK 3	HKG 1	1945	2320	Flown
S3	KA993	B	23AUG	PEK 3	HKG 1	1835	2225	HK 1