# GSO User Guide

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# Agenda

- Introduction to GSO
- Features
- Recommended workflow and Demonstration

# Introduction to GSO

# Introduction

- GSO is a new system which use for evaluating group requests to create, price and manage bookings

- Dynamic pricing will be used to provide group offers

# GSO Features

# GSO Features

- 6 kinds of booking actions can be done in GSO

| New Group Bookings | • Create Bookings |
|---|---|
| Booking Management | • Change itinerary<br>• Split PNR<br>• Cancel Bookings<br>• Increase group size<br>• Decrease group size |

# New Group Booking– Create Bookings

- Round Trip, One Way, Multi-City & Multi-Origin groups types are available in GSO for new group request

- Mixed compartment for Outbound and Inbound sector can be created



- Available flight options will be provided for selection

# New Group Booking– Create Bookings (Cont'd)

- Fares on GSO is display as One-Way
    - \* Except for Multi-City group request

- Base fare/tax/FSC/other surcharge/FBC can be shown in fare details (Tax & FSC are subject to changes upon ticketing when Cathay Agent (CXA) prices the actual amount to be paid by agency)

| Show Fare Details ∧ | ○ $ 710 HKD |
| --- | --- |
| BASE FARE | $ 450 HKD |
| TAX | $ 260 HKD |
| FUEL SURCHARGE | $ 0 HKD |
| OTHER SURCHARGES | $ 0 HKD |
| FARE BASIS CODE | GLAXRWHS |

- Quotation of group will be provided after group requests have been filled in

- A function called "Escalate" in GSO can allow travel agency to pass group requests which need manual reviews and consolidations to Airlines

# Booking Management - Task Queue

- Task Queue can provide the summary of the offers, Bookings, Timelines and Escalations

## Tasks Queue

**Offers (17)**

| | |
|---|---|
| Saved | 8 |
| Partial Booked | 0 |
| Booking Failed | 9 |
| Held | 0 |

**Bookings (206)**

| | |
|---|---|
| Booked | 189 |
| Canceled | 17 |

**Timelines (6)**

| | |
|---|---|
| Deposits | 4 |
| Final Payments | 2 |
| Names | 0 |

### Offers

Filter by: Notes  Offer Expiration Date  Creation Date  Request Type  Group ID  Series ID  Group Name  POS  Origin  Clear All
Destination  Departure Date  PAX  Compartment  Status  Agency Name  IATA  Created By

*No Active Filters*

| GROUP ID ▾ | SERIES ID | GROUP NAME | POS | ORIGIN | DEST | DEPART DATE | PAX (PASSES) | CMP | STATUS | OFFER EXPIRATION DATE | AGENCY NAME | IATA | CREATED BY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 10017885 | | RMSCX/A/test/hkg | HK | HKG | TPE | Jul 5, 2022 | 10 | Y | Expired | Feb 13, 2022 | RMS testing ag..1234567 | | ta_edc |
| 10017160 | | RMSCX/A/test/test | HK | HKG | TPE | Feb 17, 2022 | 10 | Y | Expired | Dec 2, 2021 | RMS testing ag..1234567 | | edmans_chin |
| 10017155 | | RMSCX/A/test/test | HK | HKG | TPE | Mar 17, 2022 | 10 | Y | Expired | Dec 3, 2021 | RMS testing ag..1234567 | | edmans_chin |
| 10016806 | | RMSCX/A/test/test | HK | HKG | TPE | Feb 10, 2022 | 10 | Y | Expired | Oct 13, 2021 | RMS testing ag..1234567 | | ta_edc |
| 10016805 | | RMSCX/A/test/test | HK | HKG | LAX | Feb 22, 2022 | 15 | Y | Expired | Oct 13, 2021 | RMS testing ag..1234567 | | REVASW_TA |
| 10016428 | | RMSCX/A/test/test | HK | HKG | NRT | Feb 18, 2022 | 15 (1) | Y | Expired | Sep 9, 2021 | RMS testing ag..1234567 | | edmans_chin |

# Booking Management – Change Itinerary

- Agents are able to change itineraries (date change, itineraries changes, trip type changes, etc.) and reprice the group in GSO

- Trip Type can be changed from RT to OW & multi-city or vice versa
  * Change to multi-origin is not allowed under edit trip type

- Booking ID (Booking Identification number for a booking created) will remain the same although itinerary has been changed

- All related booking management changes will be recorded

# Booking Management – Split PNR

- PNR split can be done in the Booking Management page

- Split PNR needs to be done **BEFORE** name in process

- Once split is done, it is not possible to be revoked

# Booking Management – Cancel Bookings

- Group cancellation is available on GSO by using "Cancel Booking"

- Partial cancel is also available by cancelling unused PNR under the same Booking ID

# Booking Management – Increase/ Decrease group size

- Group size can be increased or decreased via "Increase Group Size" and "Decrease Group Size" feature in GSO

- Group size change must be done via GSO

- Increase group size refers to adding a new group request in the original booking ID

- Decrease group size takes the threshold of FOC into account (e.g. 15+1), but it is currently referring to PNR level but not Booking ID level
  *Applied to POS that with FOC policy

# Recommended Workflow and Demonstration

# GSO – Landing Page

- "New Request" is used for creating new group bookings

- "Task Queue" page will contain all the items to be followed up including below,
  1. Offers
  2. Bookings (Booked & Cancelled)
  3. Timelines (Deposit, Final Payments & Names)
  4. Escalations

  Details of "Task Queue" will be introduced in later page.

# Create Bookings - Trip Details

- Select the trip types (Round Trip/ One Way/ Multi-City/ Multi-Origin) for your group request

- Input the itinerary information
  - Origin, Destination
  - Departure Date
  - Compartment
  - Return Date (except for one way group)
  - Depart Time & Return Time (Optional)
    - Suggest to select for high frequency routes and 6th freedom group

**Trip Details**

| Round Trip | One Way | Multi-City | Multi-Origin |
|---|---|---|---|

| From | | Depart Date | DD/MM/YYYY | Any time | Compartment | Economy |
|---|---|---|---|---|---|---|
| To | | Return Date | DD/MM/YYYY | Any time | Compartment | Economy |

# Create Bookings - Trip Details

**Trip Details**

| Round Trip | One Way | Multi-City | Multi-Origin |

Use 3 letter airport codes

| From | | Depart Date | DD/MM/YYYY | Any time ▼ | Compartment | Economy ▼ |
| To | | Return Date | DD/MM/YYYY | Any time ▼ | Compartment | Economy ▼ |

The search can be refined to options within a pre-defined departure time window

If a premium compartment is not available on all legs, the premium compartment fare will apply and the booking will be made in the lower compartment on the leg without premium availability (e.g. PEY on long haul but EY on short haul with PEY fare charged)

# Create Bookings- Round Trip/ One way

- ## Case 1
  - – Create a group with single origin and destination
  - – Either One-way or Round-Trip group
  - – Can be a 3rd /4th /5th /6th freedom group

Trip Details

| Round Trip | One Way | Multi-City | Multi-Origin |

| From | | Depart Date | DD/MM/YYYY | | Any time | ▾ | Compartment | Economy ▾ |
| To | | Return Date | DD/MM/YYYY | | Any time | ▾ | Compartment | Economy ▾ |

\* OW trip details are the same as Round trip, but without return date & time options

Trip Details

| Round Trip | One Way | Multi-City | Multi-Origin |

| From | | To | | Depart Date | DD/MM/YYYY | | Any time | ▾ | Compartment | Economy ▾ |

# Create Bookings- Round Trip/ One way

## Trip Details

| Round Trip | One Way | Multi-City | Multi-Origin |
|---|---|---|---|

From [                    ]  Depart Date [ DD/MM/YYYY ]

To [                    ]  Return Date [ DD/MM/YYYY ]

**Any time**
Morning-Afternoon (5:00am to 1:59pm)
Afternoon-Night (2:00pm to 11:59pm)
Mid-night (12:00am to 4:59am)
Band1 (12:00am to 1:59am)
Band2 (2:00am to 5:59am)
Band3 (6:00am to 7:59am)
Band4 (8:00am to 9:59am)
Band5 (10:00am to 12:59pm)
Band6 (1:00pm to 3:59pm)
Band7 (4:00pm to 5:59pm)
Band8 (6:00pm to 7:59pm)
Band9 (8:00pm to 11:59pm)

Any time ▾   Compartment [ Economy ▾ ]

Any time ▾   Compartment [ Economy ▾ ]

**Any time**
Morning-Afternoon (5:00am to 1:59pm)
Afternoon-Night (2:00pm to 11:59pm)
Mid-night (12:00am to 4:59am)
Band1 (12:00am to 1:59am)
Band2 (2:00am to 5:59am)
Band3 (6:00am to 7:59am)
Band4 (8:00am to 9:59am)
Band5 (10:00am to 12:59pm)
Band6 (1:00pm to 3:59pm)
Band7 (4:00pm to 5:59pm)
Band8 (6:00pm to 7:59pm)
Band9 (8:00pm to 11:59pm)

- For high frequency origins or destinations such as TPE, BKK, etc, please select "Depart Time" and "Return Time" while inputting the request

# Create Bookings - Multi-City

- ## Case 2
  - Create a group that includes stopovers in multiple cities, and may or may not return to the point of origin (i.e. open jaw)



  - Use Multi-City tab to create group

# Create Bookings – Multi-City

**Trip Details**

| Round Trip | One Way | **Multi-City** | Multi-Origin |
|---|---|---|---|

| | Any time |
|---|---|
| | Morning-Afternoon (5:00am to 1:59pm) |
| | Afternoon-Night (2:00pm to 11:59pm) |
| | Mid-night (12:00am to 4:59am) |
| | Band1 (12:00am to 1:59am) |
| | Band2 (2:00am to 5:59am) |
| | Band3 (6:00am to 7:59am) |
| | Band4 (8:00am to 9:59am) |
| | Band5 (10:00am to 12:59pm) |
| | Band6 (1:00pm to 3:59pm) |
| | Band7 (4:00pm to 5:59pm) |
| | Band8 (6:00pm to 7:59pm) |
| | Band9 (8:00pm to 11:59pm) |

From [ ] To [ ] Depart Date [DD/MM/YYYY] [Any time ▾] Compartment [Economy ▾]

From [ ] To [ ] Depart Date [DD/MM/YYYY] [Any time ▾] Compartment [Economy ▾]

Add

Add rows to request additional segments

Select Depart Time is a **MUST** for Multi-City Request in order to show the corresponding flight selections of your request

# Create Bookings – Multi-Origin

- Case 3
  - Create a group with a single destination that can originate from more than one point
  - May or may not include a return

# Create Bookings – Multi-Origin

**Trip Details**

| Round Trip | One Way | Multi-City | **Multi-Origin** |

Event Name *Optional*     Destination

→ Defines the destination for all origin points

**MAIN GROUP** → Should be the itinerary with the highest expected passenger count

1. From   Depart DD/MM/YYYY   Return *Optional* DD/MM/YYYY   Adults   Children   Infants w/o Seats   Infants w/ Seats

Any time   Any time

Compartment Economy   Compartment Economy

Add another origin → Adds another request box for a new point of origin

- Number of passengers by type
- No "Passes" for multi-Origin group

**Trip Details**

| Round Trip | One Way | Multi-City | **Multi-Origin** |

Event Name *Optional*    Destination

**MAIN GROUP**

1. From   Depart DD/MM/YYYY   Return *Optional* DD/MM/YYYY   Adults   Children   Infants w/o Seats   Infants w/ Seats

Any time   Any time

Compartment Economy   Compartment Economy

2. From   Depart DD/MM/YYYY   Return *Optional* DD/MM/YYYY   Adults   Children   Infants w/o Seats   Infants w/ Seats

Any time   Any time

Compartment Economy   Compartment Economy

Add another origin

# Workaround needed for multi origins bookings that are entitled to FOC

- Users cannot request for FOC via Multi Origin

- If FOC is needed, please make use of OW/RT request instead

**Trip Details**

| Round Trip | One Way | Multi-City | **Multi-Origin** |

Event Name *Optional* [                    ]  Destination [        ]

**Unable to input "Passes"**

**MAIN GROUP**

| | | | Return *Optional* | | | Adults | Children | Infants w/o Seats | Infants w/ Seats |

1. From [        ]  Depart [ DD/MM/YYYY ]  Return *Optional* [ DD/MM/YYYY ]  [ ] [ ] [ ] [ ]

[ Any time ⌄ ]   [ Any time ⌄ ]

Compartment [ Economy ⌄ ]   Compartment [ Economy ⌄ ]

Add another origin

# Workaround needed for multi origins bookings that are entitled to FOC

## Scenario

- If you want to book two groups departing from 1) AKL and 2) CHC where each of them contains 10 passengers

Step 1: FOC can only be obtained by first creating a group of 20 passengers for either AKL/CHC with FOC



**Trip Details**

| Round Trip | One Way | Multi-City | Multi-Origin |
|---|---|---|---|

| From | AKL | Depart Date | 01/03/2022 | Any time | Compartment | Economy |
| To | HKG | Return Date | 10/03/2022 | Any time | Compartment | Economy |

**Passenger Information**

| Adults | 20 | Children | | Infants With Seat | | Infants Without Seat | | Passes | 1 |

# Workaround needed for multi origins bookings that are entitled to FOC

## Step 2: "Increase group size" to book for the other direction

- "Increase group size" -> "Edit itinerary"
- Book for CHC-HKG

# Workaround needed for multi origins bookings that are entitled to FOC

## Step 3: "Split" the redundant group size out of the original PNR

### Split PNR

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | RETURNS | SIZE (PASSES) |
|-------|----------|--------|-------------|---------|---------|---------------|
| abc | 10067876 | AKL | HKG | 17 Jan 2020 | 22 Jan 2020 | 20 (1) |

**PNR TXJDG9**      Total Size: 11

Unnamed Passengers: 11

Adult

`0` out of 10    Separate

1 Passes passenger is not able to be moved to a new PNR.

**New PNR**      Total Size: 10

Unnamed Passengers: 10

Adult

`0` out of 10    Put Back

# Workaround needed for multi origins bookings that are entitled to FOC

- Step 4: Cancel the redundant group booking

Booking ID: **4683079**

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | SIZE (PASSES) | COMPARTMENT | AGENCY |
|-------|----------|--------|-------------|---------|---------------|-------------|--------|
| abc | 10067876 | AKL | HKG | 17 Jan 2020 | 30 (1) | Y | NZ RMS Agency |

REMAINING DEPOSIT $11,301.00 NZD   TOTAL DEPOSIT $11,301.00 NZD   REMAINING PAYMENT* $56,505.00 NZD   TOTAL PAYMENT $56,505.00 NZD

* Remaining Payment is subject to Terms and Conditions.

**Keep FOC**

| PNRS | CONTRACTS | PAYMENTS |
|------|-----------|----------|

| PNR LOCATOR | DEPARTS | ORIGIN | PAX (PASSES) | CREATION DATE | LAST UPDATED DATE | LAST UPDATED VIA | STATUS |
|-------------|---------|--------|--------------|---------------|-------------------|-----------------|--------|
| TXJLFN | 17 Jan 2020 14:50 | CHC | 10 | 13 Dec 2019 | 13 Dec 2019 | GSO | BOOKED |
| TXJDG9 | 17 Jan 2020 08:55 | AKL | 10 (1) | 13 Dec 2019 | 13 Dec 2019 | GSO | BOOKED |
| TXKGR9 | 17 Jan 2020 08:55 | AKL | 10 | 13 Dec 2019 | 13 Dec 2019 | GSO | BOOKED |

**Cancel the redundant group booking**

# Create Bookings – Other Information

- Input the no. of pax under "Passenger Information"

- "Passes" is referring to Free of Charge Ticket (FOC)
  - Pass travelers must remain in the original PNR
  - Airline-defined policy parameters may require a defined number or percentage of paid passengers also remain in the original PNR with the Pass travelers
  - Once a group is booked, **NO** additional passes can be requested

Passenger Information

| Adults | Children | Infants With Seat | Infants Without Seat | Passes |
|--------|----------|-------------------|----------------------|--------|
|        |          |                   |                      |        |

# Create Bookings – Other Information

- Passes allowance for Open-jaw itinerary will take Outbound Passes Policy in consideration

- For example
    - If there are 2 Passes policies including 15 pax to enjoy 1 FOC (15+1) for HKG-LHR and 20 pax to enjoy 1 FOC (20+1) for HKG SYD, LHR//SYD group will follow 15+1 policy while SYD//LHR will follow 20+1 policy

| 🌐 WORLDWIDE | | ⌄ |
|---|---|---|
| 🟢 HKG to LHR | | 15 |
| 🟢 HKG to SYD | | 20 |

# Create Bookings – Other Information

## Flight Selection

| GROUP | COMPARTMENT | DEPARTS | RETURNS | SIZE (PASSES) | TRIP TYPE |
|---|---|---|---|---|---|
| RMSCX/A/test/TEST | Economy | Mar 14, 2022 | Mar 28, 2022 | 15 (1) | Multi-City |

**Itinerary 1**     Fare information below excludes taxes.

HKG-LHR//SYD-HKG will follow HKG-LHR 15+1 Passes Policy

| 1 | CATHAY PACIFIC | Non-Stop CX0251 | 11:55 pm (HKG) Mon Mar 14 2022 | → | 5:00 am (LHR) Tue Mar 15 2022 | COMPARTMENT Economy |
|---|---|---|---|---|---|---|
| 2 | CATHAY PACIFIC | Non-Stop CX0100 | 3:15 pm (SYD) Mon Mar 28 2022 | → | 9:30 pm (HKG) Mon Mar 28 2022 | COMPARTMENT Economy |

ECONOMY

# Create Bookings – Other Information



- For HKG-SYD//LHR-HKG itinerary, passes are not allowed for 15 paying pax under this group as it will follow HKG-SYD 20+1 policy

# Create Bookings – Other Information

## Flight Selection

| GROUP | COMPARTMENT | DEPARTS | RETURNS | SIZE (PASSES) | TRIP TYPE |
|---|---|---|---|---|---|
| HKGCX/A/testing | Economy | Sep 15, 2020 | Sep 29, 2020 | 20 (1) | Multi-City |

**Itinerary 1** — HKG-SYD//LHR-HKG will follow HKG-SYD 20+1 Passes Policy

| | | | | | | MARGINAL FARE | TOTAL AVAILABLE | GROUP AVAILABLE | COMPARTMENT |
|---|---|---|---|---|---|---|---|---|---|
| 1 | CATHAY PACIFIC | Non-Stop CX0101 | 11:55 pm (HKG) Tue Sep 15 2020 | → | 10:50 am (SYD) Wed Sep 16 2020 | $ 7.75 HKD | 210 | 208 | Economy |
| 2 | CATHAY PACIFIC | Non-Stop CX0252 | 12:20 pm (LHR) Tue Sep 29 2020 | → | 7:05 am (HKG) Wed Sep 30 2020 | $ 8.53 HKD | 147 | 135 | Economy |

ECONOMY

# Create Bookings – Other Information

Group Information

Group Name  *HKGCX/A/HKFS/*  [ testing        ✕ ]  Group Type  [ Select One... ▾ ]  Reason For Travel  [ Select One... ▾ ]

- Enter group name under "Group Information"

- Group name is a free text form but with a prefix by default

- *Max characters for Group name including prefix is 50. Please be aware

# Create Bookings – Other Information

- Select corresponding group type

- Choose the closest available choice

- For any stopover 3rd/4th Freedom group requests create under Multi-City request, please select "MTCY" under group type

# Create Bookings – Flight Selection

**Flight Selection**

| GROUP | COMPARTMENT | DEPARTS | RETURNS | SIZE | TRIP TYPE |
|---|---|---|---|---|---|
| HKGCX/A/testing | Economy | Jan 18, 2021 | Jan 29, 2021 | 20 | Round Trip |

**Select Flight: HKG to LHR**

Taxes and fees shown during the flight selection process are estimated based on published fare information. Final taxes and fees will be calculated after selection of flights and shown in the offer screen.

| CATHAY PACIFIC | Non-Stop CX0251 | 11:55 pm (HKG) Mon Jan 18 2021 | → | 5:00 am (LHR) Tue Jan 19 2021 | COMPARTMENT Economy |
|---|---|---|---|---|---|

ECONOMY

Show Fare Details ∨  ○ S **2,647** HKD

| CATHAY PACIFIC | Non-Stop CX0253 | 3:10 pm (HKG) Mon Jan 18 2021 | → | 8:20 pm (LHR) Mon Jan 18 2021 | COMPARTMENT Economy |
|---|---|---|---|---|---|

ECONOMY

Show Fare Details ∨  ○ S **2,545** HKD

| CATHAY PACIFIC | Non-Stop CX0237 | 1:45 am (HKG) Mon Jan 18 2021 | → | 7:00 am (LHR) Mon Jan 18 2021 | COMPARTMENT Economy |
|---|---|---|---|---|---|

ECONOMY

Show Fare Details ∨  ○ S **2,545** HKD

- Select Outbound Itinerary first

- Options for return itineraries will not be displayed until an outbound itinerary is selected

- Exception: Multi-City options will display as complete trip itineraries that include all requested O&Ds

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# Create Bookings – Flight Selection

CATHAY PACIFIC | Non-Stop CX0251 | 11:55 pm (HKG) Mon Jan 18 2021 → 5:00 am (LHR) Tue Jan 19 2021 | COMPARTMENT Economy

Trip origin – Destination Summary

ECONOMY

Show Fare Details ⌄ | ○ $ **2,647** HKD
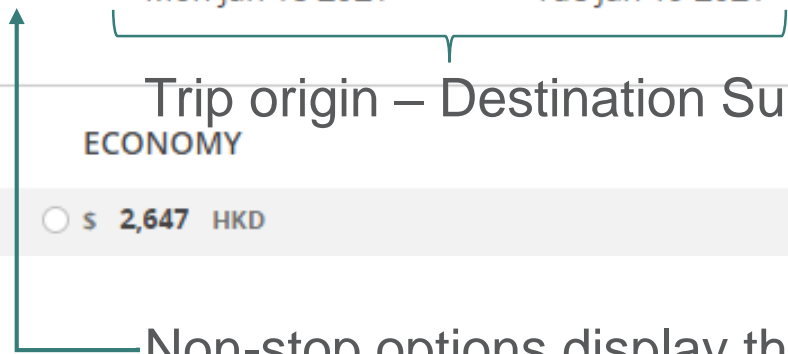
Non-stop options display the airline and flight number

# Create Bookings – Flight Selection

> CATHAY PACIFIC | 1 stop ⌃ | 6:00 am (TPE) Mon Mar 8 2021 | → | 3:00 pm (LHR) Mon Mar 8 2021 | COMPARTMENT Economy

Click to display flight level details

| | | Mon Mar 8 2021 | COMPARTMENT |
| | CX0463 | 6:00 am - 7:55 am (TPE) - (HKG) | Economy |
| | | Layover in (HKG)  1h 50m | |
| | Stop 1 CX0257 | Mon Mar 8 2021 9:45 am - 3:00 pm (HKG) - (LHR) | Economy |

# Create Bookings – Fare Details



| | | ECONOMY | |
| --- | --- | --- | --- |
| Show Fare Details ⌄ | ◉ | $ 2,545 | HKD |
| Show Fare Details ⌃ | ◉ | $ 2,545 | HKD |

**Non-Stop CX0257** · **9:45 am** (HKG) Mon Jan 18 2021 → **3:00 pm** (LHR) Mon Jan 18 2021 · COMPARTMENT Economy

CATHAY PACIFIC

| BASE FARE | $ 2,215 HKD |
| TAX | $ 330 HKD |
| FUEL SURCHARGE | $ 0 HKD |
| OTHER SURCHARGES | $ 0 HKD |
| FARE BASIS CODE | GLAMRW7A |

Click to select the preferred itinerary

Click here to show Fare Details

# Create Bookings – Fare Details

- "No Fare Available" message appear if combinability is not allowed

# Create Bookings – Preview Offer

- Select outbound & Inbound flights

- Click "Preview Offer"

## Flight Selection

| GROUP | COMPARTMENT | DEPARTS | RETURNS | SIZE | TRIP TYPE |
|---|---|---|---|---|---|
| HKGCX/A/testing | Economy | Jan 18, 2021 | Jan 25, 2021 | 20 | Round Trip |

| Select Flight: HKG to LHR | | | | Taxes and fees shown during the flight selection process are estimated based on published fare information. Final taxes and fees will be calculated after selection of flights and shown in the offer screen. |
|---|---|---|---|---|

| CATHAY PACIFIC | Non-Stop CX0257 | 9:45 am (HKG) Mon Jan 18 2021 | → | 3:00 pm (LHR) Mon Jan 18 2021 | COMPARTMENT Economy |

**ECONOMY**

Show Fare Details ⌄ ● $ **2,545** HKD

| Select Flight: LHR to HKG | | | | Taxes and fees shown during the flight selection process are estimated based on published fare information. Final taxes and fees will be calculated after selection of flights and shown in the offer screen. |
|---|---|---|---|---|

| CATHAY PACIFIC | Non-Stop CX0256 | 8:15 pm (LHR) Mon Jan 25 2021 | → | 4:15 pm (HKG) Tue Jan 26 2021 | COMPARTMENT Economy |

**ECONOMY**

Show Fare Details ⌄ ● $ **3,424** HKD

Returns to the "New Request" screen which will display the original request information → **Edit Request** **Preview Offer**

# Create Bookings – Offer Summary

## Offer 10090723

| GROUP | CMP | ORIGIN | DESTINATION | DEPARTS | RETURNS | SIZE | TRIP TYPE | ADDITIONAL INFO |
|-------|-----|--------|-------------|---------|---------|------|-----------|-----------------|
| HKGCX/A/testing | Y | Hong Kong, Hong Kong | London, United Kingdom | Jan 18, 2021 | Jan 25, 2021 | 20 | Round Trip (RT) | |

### ✈ Flights

**1** From **Hong Kong, Hong Kong** to **London, United Kingdom**

| | | | |
|---|---|---|---|
| ✈ CATHAY PACIFIC | Nonstop | Monday January 18, 2021<br>**HKG** 9:45am > **LHR** 3:00pm | CX0257 |

| | |
|---|---|
| Compartment: | Economy |
| Fare Family: | Economy |
| Base Fare: | $2,215 HKD |
| Fuel Surcharge: | $0 HKD |
| Other Surcharges: | $0 HKD |
| Fare Basis Code: | GLAXRW7A |

**2** From **London, United Kingdom** to **Hong Kong, Hong Kong**

| | | | |
|---|---|---|---|
| ✈ CATHAY PACIFIC | Nonstop | Monday January 25, 2021<br>**LHR** 8:15pm > **HKG** +1 day 4:15pm | CX0256 |

| | |
|---|---|
| Compartment: | Economy |
| Fare Family: | Economy |
| Base Fare: | $2,215 HKD |
| Fuel Surcharge: | $0 HKD |
| Other Surcharges: | $0 HKD |
| Fare Basis Code: | GLAXRW7A |

T&C will be shown on the right hand side of the offer summary

### Booking Terms and Conditions

**Cancellation Fee**
Oct 12, 2020 - 30% per person per ticket
Jan 15, 2021 - 100% per person per ticket

**Change Fee**
$542.50 HKD per Passenger per change

**Allowed Child and Infant Ratio**
25% of Final Group

**Final Payment Due Date**
Jan 15, 2021

**Group Size Range**
Minimum: 10, Maximum: 500

**Deposit Fee / Due Date**
Oct 12, 2020 - 10% per person
Jan 3, 2021 - 45% per person

**Name Change Fee**
$300.00 HKD per Passenger per change

**Name Deadline**
Jan 11, 2021

**Number of Changes Allowed**
3

**Option Fee**
$200.00 HKD

**Ticketing Deadline**
Jan 17, 2021

The above conditions are a guide only. Please review attached supporting documents for all applicable terms and conditions of travel

✉ Notes ⌄

# Create Bookings – Offer Summary (Cont'd)

## Fare Breakdown

| PASSENGER TYPE | FARE DETAILS | | NUMBER OF PASSENGERS | | TOTAL |
|---|---|---|---|---|---|
| ADULT | Price: | $5,969 HKD | 20 | Total Price: | $119,380 HKD |
| | Fare: | $4,430 HKD | | | |
| | Fuel Surcharge: | $0 HKD | | | |
| | Other Surcharges: | $0 HKD | | | |
| | Tax: | $1,539 HKD | | | |
| All fares and services provided include GST, where applicable. | | | | | |
| CHILD | Price: | $3,949 HKD | 0 | Total Price: | $0 HKD |
| | Fare: | $3,330 HKD | | | |
| | Fuel Surcharge: | $0 HKD | | | |
| | Other Surcharges: | $0 HKD | | | |
| | Tax: | $619 HKD | | | |
| All fares and services provided include GST, where applicable. | | | | | |
| INFANT - With Seat | Price: | $3,949 HKD | 0 | Total Price: | $0 HKD |
| | Fare: | $3,330 HKD | | | |
| | Fuel Surcharge: | $0 HKD | | | |
| | Other Surcharges: | $0 HKD | | | |
| | Tax: | $619 HKD | | | |
| All fares and services provided include GST, where applicable. | | | | | |
| INFANT - Without Seat | Price: | $1,069 HKD | 0 | Total Price: | $0 HKD |
| | Fare: | $450 HKD | | | |
| | Fuel Surcharge: | $0 HKD | | | |
| | Other Surcharges: | $0 HKD | | | |
| | Tax: | $619 HKD | | | |
| All fares and services provided include GST, where applicable. | | | | | |

**Grand Total: $119,380 HKD**

(Inclusive of GST, where applicable. Excludes any additional fees.)

Notes

# Create Bookings – Offer Summary (Cont'd)

Fare Breakdown

| PASSENGER TYPE | | | FARE DETAILS | | |
|---|---|---|---|---|---|
| **ADULT** | | | | | **$119,380 HKD** |
| | Price: | $5,969 HKD | 20 | **Total Price:** | |
| | Fare: | $4,430 HKD | | | |
| | Fuel Surcharge: | $0 HKD | | | |
| | Other Surcharges: | $0 HKD | | | |
| | Tax: | $1,539 HKD | | | |

All fares and services provided include GST, where applicable.

Per Passenger

Sum for Passenger Type

| CHILD | | |
|---|---|---|
| | Price: | $3,949 HKD |
| | Fare: | $3,330 HKD |
| | Fuel Surcharge: | $0 HKD |
| | Other Surcharges: | $0 HKD |
| | Tax: | $619 HKD |

All fares and services provided include GST, where applicable.

Pricing detail is displayed for each passenger type

| INFANT - With Seat | | |
|---|---|---|
| | Price: | $3,949 HKD |
| | Fare: | $3,330 HKD |
| | Fuel Surcharge: | $0 HKD |
| | Other Surcharges: | $0 HKD |
| | Tax: | $619 HKD |

All fares and services provided include GST, where applicable.

Total price for entire group
*(All pricings will display in the currency of the point-of-sale country)*

| INFANT - Without Seat | | |
|---|---|---|
| | Price: | $1,069 HKD |
| | Fare: | $450 HKD |
| | Fuel Surcharge: | $0 HKD |
| | Other Surcha | |

All fares and services provided include GST, where a

**Grand Total: $119,380 HKD**

(Inclusive of GST, where applicable. Excludes any additional fees.)

# Create Bookings – Offer Actions

**Offer 10090723**

| GROUP | CMP | ORIGIN | DESTINATION | DEPARTS | RETURNS | SIZE | TRIP TYPE | ADDITIONAL INFO |
|---|---|---|---|---|---|---|---|---|
| HKGCX/A/testing | Y | Hong Kong, Hong Kong | London, United Kingdom | Jan 18, 2021 | Jan 25, 2021 | 20 | Round Trip (RT) | |

✈ **Flights**

**1** From **Hong Kong, Hong Kong** to **London, United Kingdom**

CATHAY PACIFIC    Nonstop    Monday January 18, 2021    CX0257
**HKG** 9:45am > **LHR** 3:00pm

| Compartment: | Economy |
|---|---|
| Fare Family: | Economy |
| Base Fare: | $2,215 HKD |
| Fuel Surcharge: | $0 HKD |
| Other Surcharges: | $0 HKD |
| Fare Basis Code: | GLAXRW7A |

**2** From **London, United Kingdom** to **Hong Kong, Hong Kong**

CATHAY PACIFIC    Nonstop    Monday January 25, 2021    CX0256
**LHR** 8:15pm > **HKG** +1 day 4:15pm

| Compartment: | Economy |
|---|---|
| Fare Family: | Economy |
| Base Fare: | $2,215 HKD |
| Fuel Surcharge | |
| Other Surchar | |
| Fare Basis Cod | |

**Booking Terms and Conditions**

**Cancellation Fee**
Oct 12, 2020 - 30% per person per ticket
Jan 15, 2021 - 100% per person per ticket

**Change Fee**
$542.50 HKD per Passenger per change

**Allowed Child and Infant Ratio**
25% of Final Group

**Final Payment Due Date**
Jan 15, 2021

**Group Size Range**
Minimum: 10, Maximum: 500

**Deposit Fee / Due Date**
Oct 12, 2020 - 10% per person
Jan 3, 2021 - 45% per person

📧 0 Notes ⌄

Base Fare:    $500 NZD
Fuel Surcharge:    $110 NZD

Change Fee

✉ Notes ⌄

Reject Offer

Add any information that would be helpful to refresh your memory in the future, or to help others who may have to work this offer

**Enter Note:**

Once saved, notes are stored within GSO and are not added to the PNR

Save    Cancel

# Create Bookings – Offer Actions

Reject Offer

Edit Request | ⬇ Download | ENG ⌄ | ☑ Edit Flights | 🖫 Save Offer | **Book**

1. Click to download a PDF copy of the offer

2. Select the language of the offer

3. You may return to "Flight Selection" by clicking "Edit Flights"

4. "Save offer" will allow you to save the offer (Fare) of the group
   *NO Inventory will be held
   *NOT guarantee availability, i.e. if the flight is not eligible for group business anymore, the offer will not be honored
   *Offer will be held for **48 hours**
   *TA user may contact sales office and provide offer ID if they would like to escalate and discuss the offer with airline

# Create Bookings – Reject Offer

## Reject Offer ✕

**Reason for rejection? (required)**

- ⦿ Price uncompetitive
- ○ Insufficient seats
- ○ Time and route not suitable
- ○ Terms and conditions uncompetitive
- ○ Personal reasons outside our control
- ○ Customer preference to travel alternate airline
- ○ Other

If a customer rejects the offer, click the "Reject Offer" link and select the customer's reason for rejection

## Confirmation

Your offer has been successfully rejected.

Return to Offers

Click the "Reject" button to complete the process

Reject    Cancel

Reject Offer    Edit Request    ⤓ Download    EN1 ⌄    ✎ Edit Flights    💾 Save Offer    💾 Save and Hold Offer    Book

# Create Bookings – Book Offer

## Offer 10068073

| GROUP | CMP | ORIGIN | DESTINATION | DEPARTS | RETURNS | SIZE | TRIP TYPE | ADDITIONAL INFO | MAT RATE |
|---|---|---|---|---|---|---|---|---|---|
| HKGCX/A/ABC | Y | Auckland, New Zealand | Hong Kong, Hong Kong | Mar 16, 2020 | Mar 24, 2020 | 20 | Round Trip (RT) | | 80% |

### ✈ Flights

**1 From Auckland, New Zealand to Hong Kong, Hong Kong**

CATHAY PACIFIC    Nonstop    **Monday March 16, 2020**    CX0198
**AKL** 3:00pm > **HKG** 9:15pm

| | |
|---|---|
| Compartment: | Economy |
| Fare Family: | Economy |
| Base Fare: | $500 NZD |
| Fuel Surcharge: | $110 NZD |
| Other Surcharges: | $0 NZD |
| Fare Basis Code: | NLAQONZ8 |
| Applied Discount: | 0% |

**2 From Hong Kong, Hong Kong to Auckland, New Zealand**

CATHAY PACIFIC    Nonstop    **Tuesday March 24, 2020**    CX0113
**HKG** 9:25pm > **AKL** +1 day 1:30pm

| | |
|---|---|
| Compartment: | Economy |
| Fare Family: | Economy |
| Base Fare: | $500 NZD |
| Fuel Surcharge: | $110 NZD |
| Other Surcharges: | $0 NZD |

### Booking Terms and Conditions

**Bank Account**

| | |
|---|---|
| Bank | HSBC |
| Account Name | CATHAY PACIFIC AIRWAYS LTD |
| Swift | |
| BSB Number | |

Booking in progress...

You will receive a notification when the offer is ready to be viewed.

**Name Change Fee**

$44.75 NZD per Passenger per change

**Name Deadline**

📧 0 Notes ⌄

Reject Offer

Edit Request    ⬇ Download    ENG ⌄    ✎ Edit Flights    🖫 Save Offer    🖫 Save and Hold Offer    **Book**

# Create Bookings – Booking Responses

| GROUP | CMP | ORIGIN | DESTINATION | DEPARTS | RETURNS | SIZE | TRIP TYPE | ADDITIONAL INFO |
|---|---|---|---|---|---|---|---|---|
| HKGCX/A/testing | Y | Hong Kong, Hong Kong | London, United Kingdom | Jan 18, 2021 | Jan 25, 2021 | 20 | Round Trip (RT) | |

✅ This offer has been booked. Go to booking

# Escalation

- Escalation is a workflow to request approval of itinerary options that can't be priced by end users because of airlines' internal inventory policy.

- ** In some conditions, escalate function will be prohibited

- As mentioned in previous slides, TA users may inform sales office the offer ID after saving an offer in order to discuss with airline and escalate the order to RM

# Escalation – Escalating a request to Sales

| GROUP | TRIP TYPE | REQUESTED ON |
|---|---|---|
| TRAINING EXAMPLE | One Way | October 8, 2019 4:49 PM |

⚠ **Unable to automatically provide a quote for this request.** Escalate your fare request for manual review by the airline, or modify your request and try again.

| Feb 29 2020 | Sydney (SYD) Australia | → | Hong Kong (HKG) Hong Kong | 20 Adults | Economy |

An alert message will display when an itinerary can't be quoted automatically

Or choose to escalate the request for further consideration

**Escalate**

The agent can try editing the itinerary → Edit Request     Cancel

# Escalation – Escalating a request to Sales

**Escalate Request**                                    X

Notes for your action on this request:

Client is only able to travel this date

Add a note explaining the business
reason why the inhibited itinerary option
is required vs other available options

Click **"Escalate"** to send request ➝ Escalate    Cancel

# Escalation – Escalating a request to Sales

- Success Message will display after clicking "Escalate"

| GROUP | TRIP TYPE | REQUESTED ON |
|---|---|---|
| HKGCX/A/testing | Round Trip | October 6, 2020 11:14 AM |

✅ **Your request has been successfully sent to a sales agent.** You can track your request by referring to Group ID 10090729 within Escalations.

| DEPART DATE | ORIGIN | | DESTINATION | PASSENGERS | COMPARTMENT |
|---|---|---|---|---|---|
| Feb 16 2021 | (HKG) | → | (LAX) | 20 Adults | Economy |

| RETURN DATE | ORIGIN | | DESTINATION | | |
|---|---|---|---|---|---|
| Feb 26 2021 | (LAX) | → | (HKG) | | |

# Escalation – Escalating a request to Sales

Status will be updated to "Escalated to Airline" in Task Queue

| GROUP ID | SERIES ID | GROUP NAME | STATUS | REASON | POS | CREATION DATE | GROUP TYPE | TRIP TYPE | DEPARTS ON | ORIGIN | DEST | PAX |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 10090729 | | HKGCX/A/testing | Escalated to Airline | Auto Quote Inhibited | HK | Oct 6, 2020 | Crus | Round Trip | Feb 16, 2021 | HKG | LAX | 20 |

| DEPARTS ON | RETURN | DEPARTS FROM | AGENCY NAME | DETAILS | LATEST NOTE | |
|---|---|---|---|---|---|---|
| Feb 16, 2021 | Feb 26, 2021 | | HK-Testing Agency | Manual review required. | REVASW_TA Please review | Oct 6, 2020 |

# Escalation – View escalation



Open the "Tasks Queue"

**Tasks Queue**

Offers (117)
- Saved — 14
- Partial Booked — 1
- Booking Failed — 102
- Held — 0

Bookings (793)
- Booked — 698
- Canceled — 95

Timelines (0)
- Deposits — 0
- Final Payments — 0
- Names — 0

Escalations (8)
- Escalated to Airline — 5
- Resolved by Airline — 1
- Rejected by Airline — 2

**Offers**

Escalations (8)

Escalated to Airline — 5

Resolved by Airline — 1

Rejected by Airline — 2

Filter by: Creation Date | Request Type | Group ID | Series ID | Group Name | POS | Origin | Destination | Departure Date | PAX | Compartment | Status | Agency Name | IATA | Created By — Clear All

No Active Filters

| CREATION DATE | REQ | | | POS | ORIGIN | DEST | DEPART DATE | PAX | CMP | STATUS | AGENCY NAME | IATA | CREATED BY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Sep 23, 2020 | Ad- | | | HK | HKG | LAX | Nov 11, 2020 | 10 | Y | Expired | HK-Testing Agency | 1330002 | rmedrano_ta |
| Jul 29, 2020 | Ad- | | | HK | HKG | SIN | Mar 16, 2021 | 10 | Y | Expired | HK-Testing Agency | 1330002 | rmo326.admin |
| Jul 28, 2020 | Ad- | | | HK | ICN | HKG | Nov 18, 2020 | 10 | Y | Expired | HK-Testing Agency | 1330002 | yozkok_adm_cx |
| Jul 28, 2020 | Ad- | | | HK | HKG | LHR | Jan 2, 2021 | 10 | J | Expired | HK-Testing Agency | 1330002 | yozkok_adm_cx |
| Jul 6, 2020 | Ad- | | | HK | HKG | LHR | Jul 9, 2020 | 10 | W | Expired | HK-Testing Agency | 1330002 | taREVSHCL |
| Jun 19, 2020 | Ad-Hoc | 10087578 | HKGCX/A/rev | HK | BKK | TPE | Nov 20, 2020 | 40 | Y | Expired | HK-Testing Agency | 1330002 | yozkok_adm_cx |
| Jun 4, 2020 | Ad-Hoc | 10086761 | HKGCX/A/test | HK | NRT | TPE | Dec 1, 2020 | 10 | Y | Expired | HK-Testing Agency | 1330002 | test |
| Jun 4, 2020 | Ad-Hoc | 10086759 | HKGCX/A/test | HK | NRT | TPE | Dec 1, 2020 | 10 | Y | Expired | HK-Testing Agency | 1330002 | test |
| Jun 3, 2020 | Ad-Hoc | 10086689 | HKGCX/A/RMT... | HK | LHR | SIN | Feb 1, 2021 | 10 | Y | Expired | HK-Testing Agency | 1330002 | rmedrano |
| Jun 2, 2020 | Ad-Hoc | 10086565 | HKGCX/A/pey | HK | HKG | SIN | Sep 9, 2020 | 10 | W | Expired | HK-Testing Agency | 1330002 | yozkok_adm_cx |

Show 10 items per page

Showing page 1 of 12

Check the *Escalations* section of the *Tasks Queue* for any requests either Resolved by Airline, or Rejected by Airline

# Escalation – Escalating a request to Sales

- By Clicking "Resolved by Airline", resolved order will be displayed

- Details of offer can be view

Escalations

| Filter by: | Group ID | Series ID | Group Name | Group Type | Status | Creation Date | Departure Date | Trip Type | POS | Origin | Destination | PAX | Clear All |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Reason | | | | | | | | | | | | |

STATUS | Resolved by Airline | ✕

| GROUP ID | SERIES ID | GROUP NAME | STATUS | REASON | POS | CREATION DATE | GROUP TYPE | TRIP TYPE | DEPARTS ON | ORIGIN | DEST | PAX |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ▾ 10090729 | | HKGCX/A/testing | Resolved by Airline | Auto Quote Inhibited | HK | Oct 6, 2020 | Crus | Round Trip | Feb 16, 2021 | HKG | LAX | 20 |

| DEPARTS ON | RETURN | DEPARTS FROM | AGENCY NAME | DETAILS | LATEST NOTE |
|---|---|---|---|---|---|
| Feb 16, 2021 | Feb 26, 2021 | | HK-Testing Agency | Manual review required. | |

User Name                    Oct 6, 2020

Please review

Click to see Airline's offer

ACTIONS: [View Details]

# Escalation – View Full History of Notes

| GROUP | CMP | ORIGIN | DESTINATION | DEPARTS | RETURNS | SIZE | TRIP TYPE | ADDITIONAL INFO |
|---|---|---|---|---|---|---|---|---|
| HKGCX/A/testing | Y | Hong Kong, Hong Kong | Los Angeles, United States | Feb 16, 2021 | Feb 26, 2021 | 20 | Round Trip (RT) | |

✈ Flights

Booking Terms and Conditions

✉ 5 Notes ⌄

**After reviewing the details, I was able to authorize this offer.**
Oct 14, 2019 at 14:23

jpowell-SO, Escalations
**Hi RM team, This request is for one of our top performing clients. Are you able to approve an exception? Thanks Sales Office**
Oct 8, 2019 at 18:13

jpowell-TA, Escalations
**Client is only able to travel this date**

Click to view all previous notes

# Tasks Queue Categories

**Offers (117)**

The Tasks Queue organizes groups by actions namely Offers/Bookings/Timelines/Escalations

| Saved | 14 |
|---|---|
| Partial Booked | 1 |
| Booking Failed | 102 |
| Held | 0 |

Offers include both active and expired ones
Numbers next to each category represent the accumulate number of that category. It is not the number of unread order

**Bookings (793)**

| Booked | 698 |
|---|---|
| Canceled | 95 |

**Timelines (0)**

| Deposits | 0 |
|---|---|
| Final Payments | 0 |
| Names | 0 |

**Escalations (9)**

| Escalated to Airline | 5 |
|---|---|
| Resolved by Airline | 2 |
| Rejected by Airline | 2 |

| | 18 | User Name |
|---|---|---|

NEW

| | Booking Failed | 102 |
|---|---|---|
| | Held | 0 |
| **Bookings (793)** | | |
| | Booked | 698 |
| | Canceled | 95 |
| **Timelines (0)** | | |
| | Deposits | 0 |
| | Final Payments | 0 |
| | Names | 0 |
| **Escalations (9)** | | |
| | Escalated to Airline | 5 |
| | Resolved by Airline | 2 |
| | Rejected by Airline | 2 |

| CREATION DATE ▼ | REC | |
|---|---|---|
| Sep 23, 2020 | Ad | |
| Jul 29, 2020 | Ad | |
| Jul 28, 2020 | Ad-Hoc | 10088778 | HKGCX/A/SMO... |
| Jul 28, 2020 | Ad-Hoc | 10088775 | HKGCX/A/SMO... |
| Jul 6, 2020 | Ad-Hoc | 10088114 | HKGCX/A/noti |
| Jun 19, 2020 | Ad-Hoc | 10087578 | HKGCX/A/rev |
| Jun 4, 2020 | Ad-Hoc | 10086761 | HKGCX/A/test |
| Jun 4, 2020 | Ad-Hoc | 10086759 | HKGCX/A/test |
| Jun 3, 2020 | Ad-Hoc | 10086689 | HKGCX/A/RMT... |
| Jun 2, 2020 | Ad-Hoc | 10086565 | HKGCX/A/pey |

Show 10 ▼ items per page

| Origin | Destination | Departure Date | PAX | Compartment | Status | Agency Name | IATA | Created By | Clear All |
|---|---|---|---|---|---|---|---|---|---|
| POS | ORIGIN | DEST | DEPART DATE | PAX | CMP | STATUS | AGENCY NAME | IATA | CREATED BY |
| | | | | | | Expired | HK-Testing Agency | 1330002 | rmedrano_ta |
| | | | | | | Expired | HK-Testing Agency | 1330002 | rmo326.admin |
| | | | | | | Expired | HK-Testing Agency | 1330002 | yozkok_adm_cx |
| | | | | | | Expired | HK-Testing Agency | 1330002 | yozkok_adm_cx |
| | | | | | | Expired | HK-Testing Agency | 1330002 | taREVSHCL |
| | | | | | | | | | yozkok_adm_cx |
| | | | | | | | | | test |
| HK | NRT | TPE | Dec 1, 2020 | 10 | Y | | | | test |
| HK | LHR | SIN | Feb 1, 2021 | 10 | Y | | | | rmedrano |
| HK | HKG | SIN | Sep 9, 2020 | 10 | W | | | | yozkok_adm_cx |

1 of 12 < >

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# Task Queue - Filter

- Multiple filters can be applied together

- Not all filters apply to every action category

Offers

| Filter by: | Creation Date | Request Type | Group ID | Group Name | POS | Origin | Destination | Departure Date | PAX | Compartment | Status | Agency Name | IATA | Created By | Workteam | Clear All |

CREATION DATE Dec 1, 2019 - Dec 17, 2019 × | STATUS Saved ×

Each filter selected will display in the lower margin
Click the "x" on a filter to remove

- You may filter by below parameters
  - **Created By**-User who created the request
  - **Creation Date**-Date the offer was generated
  - **Departure Date**-Departure date of the first requested direction
  - **Destination**-Destination airport of the first direction of the request
  - **Group ID**-System generated unique numeric ID for every group offer
  - **Group Name**-Group name assigned to the request at the time it was created
  - **IATA**–Agency IATA ID number
  - **Origin-**Origin airport of the first direction of the request
  - **PAX**-Sum of adults, children, infants with seats, and passes, and (INF) is the sum of infants without seats
  - **POS**–Point of Sale country code
  - **Status-**Status of a request (either Saved or Expired)
  - **Work Team**-Work team within a sales office (if defined)

# Task Queue – Booking Details Access Options

## Tasks Queue

### Offers (17)

| | |
|---|---|
| Saved | 8 |
| Partial Booked | 0 |
| Booking Failed | 9 |
| Held | 0 |

### Bookings (206)

| | |
|---|---|
| Booked | 189 |
| Canceled | 17 |

### Timelines (6)

| | |
|---|---|
| Deposits | 4 |
| Final Payments | 2 |
| Names | 0 |

### Offers

Filter by: Notes   Offer Expiration Date   Creation Date   Request Type   Group ID   Series ID   Group Name   POS   Origin   Clear All
Destination   Departure Date   PAX   Compartment   Status   Agency Name   IATA   Created By

*No Active Filters*

Click the arrow next to a column header to sort by that column

| GROUP ID ▼ | SERIES ID | GROUP NAME | POS | ORIGIN | DEST | DEPART DATE | PAX (PASSES) | CMP | STATUS | OFFER EXPIRATION DATE | AGENCY NAME | IATA | CREATED BY |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 10017885 | | RMSCX/A/test/hkg | HK | HKG | TPE | Jul 5, 2022 | 10 | Y | Expired | Feb 13, 2022 | RMS testing ag..1234567 | ta_edc | |
| 10017160 | | RMSCX/A/test/test | HK | HKG | TPE | Feb 17, 2022 | 10 | Y | Expired | Dec 2, 2021 | RMS testing ag..1234567 | edmans_chin | |
| 10017155 | | RMSCX/A/test/test | HK | HKG | TPE | Mar 17, 2022 | 10 | Y | Expired | Dec 3, 2021 | RMS testing ag..1234567 | edmans_chin | |
| 10016806 | | RMSCX/A/test/test | HK | HKG | TPE | Feb 10, 2022 | 10 | Y | Expired | Oct 13, 2021 | RMS testing ag..1234567 | ta_edc | |
| 10016805 | | RMSCX/A/test/test | HK | HKG | LAX | Feb 22, 2022 | 15 | Y | Expired | Oct 13, 2021 | RMS testing ag..1234567 | REVASW_TA | |
| 10016428 | | RMSCX/A/test/test | HK | HKG | NRT | Feb 16, 2022 | 15 (1) | Y | Expired | Sep 9, 2021 | RMS testing ag..1234567 | edmans_chin | |

Click a row to view group details

# Task Queue – Booking Details Access Options

- View and manage all the group bookings information under "Bookings" in Task Queue

- Click the row of the booking you want to access to

- Or enter the "Booking ID" or "PNR" to access the booking

- Or click "Go to booking" after booking a new request

# Task Queue – Booking Details Access Options

| GROUP | CMP | ORIGIN | DESTINATION | DEPARTS | RETURNS | SIZE | TRIP TYPE | ADDITIONAL INFO |
|---|---|---|---|---|---|---|---|---|
| HKGCX/A/testing | Y | Hong Kong, Hong Kong | London, United Kingdom | Jan 18, 2021 | Jan 25, 2021 | 20 | Round Trip (RT) | |

✅ **This offer has been booked.** Go to booking

Click "*Go to booking*" from a new booking confirmation

## Booking ID: **4715088**

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | SIZE | COMPARTMENT | AGENCY | SALES OFFICE |
|---|---|---|---|---|---|---|---|---|
| HKGCX/A/testing | 10090723 | HKG | LHR | Jan 18, 2021 | 20 | Y | HK-Testing Agen... | Hong Kong |

**REMAINING DEPOSIT** $11,938.00 HKD   **TOTAL DEPOSIT** $11,938.00 HKD   **REMAINING PAYMENT** $119,380.00 HKD   **TOTAL PAYMENT** $119,380.00 HKD

\* Remaining Payment is subject to Terms and Conditions.

Cancel Booking

| PNRS | CONTRACTS | PAYMENTS | NOTES |
|---|---|---|---|

| PNR LOCATOR | DEPARTS | ORIGIN | PAX | CREATION DATE | LAST UPDATED DATE | LAST UPDATED VIA | STATUS | NAMES |
|---|---|---|---|---|---|---|---|---|
| V86TMM | Jan 18, 2021 9:45 AM | HKG | 20 | Oct 5, 2020 | Oct 5, 2020 | GSO | BOOKED | PENDING |

Show 10 ▼ items per page

# Task Queue – Booking Details

The top section provides a summary of group information

Booking ID: **4715088**

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | SIZE | COMPARTMENT | AGENCY | SALES OFFICE |
|---|---|---|---|---|---|---|---|---|
| HKGCX/A/testing | 10090723 | HKG | LHR | Jan 18, 2021 | 20 | Y | HK-Testing Agen... | Hong Kong |

**REMAINING DEPOSIT** $11,938.00 HKD    **TOTAL DEPOSIT** $11,938.00 HKD    **REMAINING PAYMENT** $119,380.00 HKD    **TOTAL PAYMENT** $119,380.00 HKD

* Remaining Payment is subject to Terms and Conditions.

Includes deposit and payment summary

Cancel Booking

| PNRS | CONTRACTS | PAYMENTS | NOTES |

| PNR LOCATOR | DEPARTS | ORIGIN | PAX | CREATION DATE | LAST UPDATED DATE | LAST UPDATED VIA | STATUS | NAMES |
|---|---|---|---|---|---|---|---|---|
| V86TMM | Jan 18, 2021 9:45 AM | HKG | 20 | Oct 5, 2020 | Oct 5, 2020 | GSO | BOOKED | PENDING |

Select the PNRs, Contracts, Payments or Notes tab to view details

# Booking Management – PNRs Tab

The PNR tab lists each PNR in the group request along with the PNR history

Booking ID: **4715088**

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | SIZE | COMPARTMENT | AGENCY | SALES OFFICE |
|---|---|---|---|---|---|---|---|---|
| HKGCX/A/testing | 10090723 | HKG | LHR | Jan 18, 2021 | 20 | Y | HK-Testing Agency | Hong Kong |

**REMAINING DEPOSIT** $11,938.00 HKD    **TOTAL DEPOSIT** $11,938.00 HKD    **REMAINING PAYMENT** $119,380.00 HKD    **TOTAL PAYMENT** $119,380.00 HKD

\* Remaining Payment is subject to Terms and Conditions.

Cancel Booking

Click any row to open the PNR details and actions

**PNRS**  CONTRACTS  PAYMENTS  NOTES

| PNR LOCATOR | DEPARTS | ORIGIN | PAX | CREATION DATE | LAST UPDATED DATE | LAST UPDATED VIA | STATUS | NAMES |
|---|---|---|---|---|---|---|---|---|
| V86TMM | Jan 18, 2021 9:45 AM | HKG | 20 | Oct 5, 2020 | Oct 5, 2020 | GSO | BOOKED | PENDING |

# Booking Management – PNRs Tab

You may manage your booking under PNRs Tab

Booking ID: 4683095 »
PNR: **UM8DQO**

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | RETURNS | SIZE | COMPARTMENT | AGENCY |
|-------|----------|--------|-------------|---------|---------|------|-------------|--------|
| AKLCX/abc | 10068082 | AKL | HKG | Jan 17, 2020 | Jan 22, 2020 | 20 | Y | NZ RMS Agency |

| Increase Group Size | Decrease Group Size | Split Group | Edit Trip Details | | Cancel PNR |

**ITINERARY** | NAMES

| | | DEPART: | ARRIVE: | STATUS: | BOOKING CLASS: | PASSENGERS: |
|---|---|---------|---------|---------|----------------|-------------|
| CATHAY PACIFIC | CX00188 | Jan 17, 2020 **AKL** 8:55am | Jan 17, 2020 **HKG** 3:10pm | HK | G | 20 |
| CATHAY PACIFIC | CX00113 | Jan 22, 2020 **HKG** 9:25pm | Jan 23, 2020 **AKL** 1:30pm | HK | G | 20 |

# Booking Management - Edit Trip Details

Click "Edit Trip Details" to change the following,
- Trip Type
- Itinerary
- Passenger information
- Selecting a contracted fare

Booking ID: 4683095 »

PNR: **UM8DQO**

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | RETURNS | SIZE | COMPARTMENT | AGENCY |
|-------|----------|--------|-------------|---------|---------|------|-------------|--------|
| AKLCX/abc | 10068082 | AKL | HKG | Jan 17, 2020 | Jan 22, 2020 | 20 | Y | NZ RMS Agency |

[Increase Group Size] [Decrease Group Size] [Split Group] [Edit Trip Details]                    [Cancel PNR]

**ITINERARY**    NAMES

| | | | | | | |
|---|---|---|---|---|---|---|
| CATHAY PACIFIC | CX00188 | **DEPART:** Jan 17, 2020 **AKL** 8:55am | **ARRIVE:** Jan 17, 2020 **HKG** 3:10pm | **STATUS:** HK | **BOOKING CLASS:** G | **PASSENGERS:** 20 |
| CATHAY PACIFIC | CX00113 | **DEPART:** Jan 22, 2020 **HKG** 9:25pm | **ARRIVE:** Jan 23, 2020 **AKL** 1:30pm | **STATUS:** HK | **BOOKING CLASS:** G | **PASSENGERS:** 20 |

# Booking Management - Edit Trip Details

## Edit Trip

Make edits to your trip details including the city, date, passenger, and customer info or change your trip type.

| GROUP | BOOKING ID | ORIGIN | DESTINATION | DEPARTS | RETURNS | SIZE | COMPARTMENT | AGENCY |
|---|---|---|---|---|---|---|---|---|
| HKGCX/A/testing | 4715088 | HKG | LHR | Jan 18, 2021 | Jan 25, 2021 | 20 | Y | HK-Testing Agency |

### Trip Details

| Round Trip | One Way | Multi-City | Edit Trip Type |

**Edit trip type here**

| From | HKG | To | LHR |
| Depart Date | 18/01/2021 | Return Date | 25/01/2021 |
| Depart Time | Any time ▼ | Return Time | Any time ▼ |

Edit itinerary information here, including
1. Itinerary changes
2. Date changes

### Passenger Information

Compartment | Economy ▼

**Edit compartment here**

### Contracted Private Fare

Contracted Customer *Optional* | No contracted customers found. ▼

Once changes are defined, click *Search Flights* and make itinerary selections as normal

**Search Flights**  Cancel Edit

# Booking Management – Split PNR



Select Split Group button

| CATHAY PACIFIC | CX00161 | **DEPART:** Mar 16, 2021 **HKG** 9:05pm | **ARRIVE:** Mar 17, 2021 **SYD** 9:35am | **STATUS:** HK | **BOOKING CLASS:** G | **PASSENGERS:** 18 |
| CATHAY PACIFIC | CX00162 | **DEPART:** Mar 23, 2021 **SYD** 10:55am | **ARRIVE:** Mar 23, 2021 **HKG** 5:35pm | **STATUS:** HK | **BOOKING CLASS:** G | **PASSENGERS:** 18 |

Unnamed Passengers: 19

Adult
5 out of **15**

Child
1 out of **2**

Infant Without Seat
0 out of **1**

Infant With Seat
0 out of **1**

Separate 6 Pax

Enter the number of passengers to be moved to the new PNR

Unnamed Passengers: 0

Click to move the designated passenger counts to the new PNR

No unnamed passengers have been separated yet.

# Booking Management – Split PNR

If there is an error in the count moved, enter the number to return to the original PNR and click *Put Back*

| | Unnamed Passengers: 13 |
|---|---|
| **Adult** | **Child** |
| 0  out of **10** | 0  out of **1**  |  Separate 0 Pax  |
| **Infant Without Seat** | **Infant With Seat** |
| 0  out of **1** | 0  out of **1** |

| | Unnamed Passengers: 6 |
|---|---|
| **Adult** | **Child** |
| 0  out of **5** | 0  out of **1**  |  Put Back 0 Pax  |
| **Infant Without Seat** | **Infant With Seat** |
| 0  out of **0** | 0  out of **0** |

The number of passengers selected will be moved to the new PNR on the right, and passenger counts update for each PNR

Cancel    **Create New PNR**

Click "Create New PNR" to continue

# Booking Management – Split PNR

Split this PNR?                                                    X

This will create a new PNR: **3** adults, **1** child.

The original PNR will have the remaining:**5** adults, **1** child, **1** INF.

Cancel          **Split**

HKG          Sep 14, 2020          Sep 19, 2020

Click to confirm the split and create new PNR

# Booking Management – Split PNR

## Booking ID: **4717579**

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | SIZE (INF) | COMPARTMENT | AGENCY | SALES OFFICE |
|---|---|---|---|---|---|---|---|---|
| HKGCX/A/testing | 10090874 | HKG | SYD | Mar 16, 2021 | 18 (1) | Y | HK-Testing Agency | Hong Kong |

**REMAINING DEPOSIT** $7,722.90 HKD    **TOTAL DEPOSIT** $7,722.90 HKD    **REMAINING PAYMENT** $77,789.00 HKD    **TOTAL PAYMENT** $77,789.00 HKD

* Remaining Payment is subject to Terms and Conditions.

✅ Your PNR was successfully split.

The message in the green bar confirms the split

Cancel Booking

| PNRS | CONTRACTS | PAYMENTS | NOTES |
|---|---|---|---|

| PNR LOCATOR | DEPARTS | ORIGIN | PAX (INF) | CREATION DATE | LAST UPDATED DATE | LAST UPDATED VIA | STATUS | NAMES |
|---|---|---|---|---|---|---|---|---|
| VNUZ9E | Mar 16, 2021 9:05 PM | HKG | 12 (1) | Oct 8, 2020 | Oct 8, 2020 | GSO | BOOKED | PENDING |
| VNX6JJ | Mar 16, 2021 9:05 PM | HKG | 6 | Oct 8, 2020 | Oct 8, 2020 | GSO | BOOKED | PENDING |

The new PNR appears at the bottom of the list

| PNRS | CONTRACTS | PAYMENTS | NOTES |
|---|---|---|---|

A revised contract will be generated that includes the new PNR

**Contract History**

Version 2 - Thu, Oct 8, 2020 11:54 AM by REVASW_TA    **Split 6 passengers from PNR VNUZ9E into PNR VNX6JJ**    View Contract  ⬇ Download  ENG ⌄

Version 1 - Thu, Oct 8, 2020 11:47 AM by REVASW_TA    View Contract  ⬇ Download  ENG ⌄

# Booking Management - Cancel Bookings

Booking ID: **4715088**

Cancel Booking by clicking here

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | SIZE | COMPARTMENT | AGENCY | SALES OFFICE |
|-------|----------|--------|-------------|---------|------|-------------|--------|--------------|
| HKGCX/A/testing | 10090723 | HKG | LHR | Jan 18, 2021 | 20 | Y | HK-Testing Agency | Hong Kong |

**REMAINING DEPOSIT** $11,938.00 HKD   **TOTAL DEPOSIT** $11,938.00 HKD   **REMAINING PAYMENT** $119,380.00 HKD   **TOTAL PAYMENT** $119,380.00 HKD

* Remaining Payment is subject to Terms and Conditions.

Cancel Booking

**PNRS**   CONTRACTS   PAYMENTS   NOTES

| PNR LOCATOR | DEPARTS | ORIGIN | PAX | CREATION DATE | LAST UPDATED DATE | LAST UPDATED VIA | STATUS | NAMES |
|-------------|---------|--------|-----|---------------|-------------------|------------------|--------|-------|
| V86TMM | Jan 18, 2021 9:45 AM | HKG | 20 | Oct 5, 2020 | Oct 5, 2020 | GSO | BOOKED | PENDING |

# Booking Management - Cancel Bookings



**NEW REQUEST**      **TASKS QUEUE**

## Cancel Booking Confirmation                          X

If any PNRs within this booking have departed, they will not be canceled. All other PNRs will be canceled. Are you sure you want to cancel this group?

Click Yes to continue  ⟶  [ Yes ]   Discard

Booking ID: **4715088**

| GROUP | GROUP ID | ORIGIN | | | | | AGENCY | SALES OFFICE |
|---|---|---|---|---|---|---|---|---|
| HKGCX/A/testing | 10090723 | HKG | LHR | Jan 18, 2021 | 20 | Y | HK-Testing Agency | Hong Kong |

REMAINING DEPOSIT $11,938.00 HKD   TOTAL DEPOSIT $11,938.00 HKD   REMAINING PAYMENT $119,380.00 HKD   TOTAL PAYMENT $119,380.00 HKD

* Remaining Payment is subject to Terms and Conditions.

Booking

| PNRS | CONTRACTS | PAYMENTS | NOTES |

## Cancel Booking                                X

**Reason for rejection? (required)**

- ◉ Price uncompetitive
- ○ Insufficient seats
- ○ Time and route not suitable
- ○ Terms and conditions uncompetitive
- ○ Personal reasons outside our control
- ○ Customer preference to travel alternate airline
- ○ Other

Select a reason for the cancellation (required), then click *Cancel Booking* to cancel all PNRs

| PNR LOCATOR | DEPARTS |
|---|---|
| V86TMM | Jan 18, 2021 9:45 AM |

Show 10 ▼ items per page

[ **Cancel Booking** ]   [ Discard ]

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# Booking Management - Cancel Bookings

- ## Cancellation Confirmation

Booking ID: **4683095**

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | SIZE | COMPARTMENT | AGENCY | SALES OFFICE |
|-------|----------|--------|-------------|---------|------|-------------|--------|--------------|
| AKLCX/abc | 10068082 | AKL | HKG | Jan 17, 2020 | 20 | Y | NZ RMS Agency | AKL RMS |

REMAINING DEPOSIT $6,992.00 NZD    TOTAL DEPOSIT $6,992.00 NZD    REMAINING PAYMENT* $34,960.00 NZD    TOTAL PAYMENT $34,960.00 NZD

✅ Your booking has been successfully canceled.

# Booking Management - Cancel Bookings

- Partial cancellation is allowed by cancelling the PNR of the booking

- Other PNRs under the same booking ID will remain

Booking ID: **4683104**

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | SIZE (PASSES) | COMPARTMENT | AGENCY | SALES OFFICE |
|-------|----------|--------|-------------|---------|---------------|-------------|--------|--------------|
| HKGCX/A/test | 10068153 | PEK | HKG | Jan 9, 2020 | 15 (1) | Y | Default Agency | AKL RMS |

**REMAINING DEPOSIT** $920.00 NZD  **TOTAL DEPOSIT** $920.00 NZD  **REMAINING PAYMENT*** $4,600.00 NZD  **TOTAL PAYMENT** $4,600.00 NZD

* Remaining Payment is subject to Terms and Conditions.

Cancel Booking

**PNRS**   CONTRACTS   PAYMENTS

| PNR LOCATOR | DEPARTS | ORIGIN | PAX (PASSES) | CREATION DATE | LAST UPDATED DATE | LAST UPDATED VIA | STATUS | NAMES |
|-------------|---------|--------|--------------|---------------|-------------------|------------------|--------|-------|
| UXOU6M | Jan 9, 2020 8:00 AM | PEK | 10 (1) | Dec 19, 2019 | Dec 19, 2019 | GSO | BOOKED | PENDING |
| UXPJNJ | Jan 9, 2020 9:35 AM | PVG | 5 | Dec 19, 2019 | Dec 19, 2019 | GSO | BOOKED | PENDING |
| UXQ2SG | Jan 9, 2020 8:00 AM | PEK | 0 | Dec 19, 2019 | Dec 19, 2019 | GSO | CANCELED | |

Click on the PNR row that you want to cancel

# Booking Management - Cancel Bookings

Booking ID: 4683104 »

## PNR: **UXPJNJ**

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | RETURNS | SIZE | COMPARTMENT | AGENCY |
|-------|----------|--------|-------------|---------|---------|------|-------------|--------|
| HKGCX/A/test | 10068153 | PVG | HKG | Jan 9, 2020 | Jan 9, 2020 | 5 | Y | Default Agency |

Cancel PNR

### Cancel PNR                                                    X

Reason for rejection? (required)

- ● Price uncompetitive
- ○ Insufficient seats
- ○ Time and route not suitable
- ○ Terms and conditions uncompetitive
- ○ Personal reasons outside our control
- ○ Customer preference to travel alternate airline
- ○ Other

Cancellation fees may apply, please refer to your contract for details.

**Cancel PNR**    Discard

BOOKING CLASS:
G

PASSENGERS:
5

Click "Cancel PNR" then select the closest reason for the cancellation

# Booking Management - Cancel Bookings

Booking ID: 4683104 »

PNR: **UXPJNJ**

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | SIZE | COMPARTMENT | AGENCY |
|---|---|---|---|---|---|---|---|
| HKGCX/A/test | 10068153 | PVG | HKG | Jan 9, 2020 | 0 | Y | Default Agency |

✔ Your PNR has been successfully canceled.

## Booking ID: **4683104**

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | SIZE (PASSES) | COMPARTMENT | AGENCY | SALES OFFICE |
|---|---|---|---|---|---|---|---|---|
| HKGCX/A/test | 10068153 | PEK | HKG | Jan 9, 2020 | 10 (1) | Y | Default Agency | AKL RMS |

**REMAINING DEPOSIT**  $570.00 NZD        **TOTAL DEPOSIT**  $570.00 NZD        **REMAINING PAYMENT\***  $2,850.00 NZD        **TOTAL PAYMENT**  $2,850.00 NZD

\* Remaining Payment is subject to Terms and Conditions.

After cancellation confirmation, status of the PNR shown in the Booking Summary will shown as " canceled"

Cancel Booking

| PNRS | CONTRACTS | PAYMENTS |
|---|---|---|

| PNR LOCATOR | DEPARTS | ORIGIN | PAX (PASSES) | CREATION DATE | LAST UPDATED DATE | LAST UPDATED VIA | STATUS | NAMES |
|---|---|---|---|---|---|---|---|---|
| UXOU6M | Jan 9, 2020 8:00 AM | PEK | 10 (1) | Dec 19, 2019 | Dec 19, 2019 | GSO | BOOKED | PENDING |
| UXPJNJ | Jan 9, 2020 9:35 AM | PVG | 0 | Dec 19, 2019 | Dec 19, 2019 | GSO | CANCELED | |
| UXQ2SG | Jan 9, 2020 8:00 AM | PEK | 0 | Dec 19, 2019 | Dec 19, 2019 | GSO | CANCELED | |

# Booking Management - Increase Group Size

Booking ID: 4683095 »
PNR: **UM8DQO**

To increase the group size, click "Increase Group Size" after clicking the PNR row

| GROUP | GROUP ID | | | AGENCY |
|---|---|---|---|---|
| AKLCX/abc | 20068082 | | | NZ RMS Agency |

Increase Group Size | Decrease Gr | | | Cancel PNR

ITINERARY | NAMES

CATHAY PACIFIC | CX00188

CATHAY PACIFIC | CX00113

## Increase Group Size

Generate a new offer to add passengers to this PNR.

How many passengers would you like to add?

| Adults | | *Original size: 20* |
| Children | | *Original size: 0* |
| Infants Without Seat | | *Original size: 0* |
| Infants With Seat | | *Original size: 0* |

Enter the number of passengers being added for each passenger type

Click "Select Flights" to see options matching the original group request

**Select Flights** | **Edit Itinerary** | **Cancel**

Click "Edit Itinerary" if the additional passengers want an itinerary different from the main group

# Booking Management - Decrease Group Size

To decrease the group size, click "decrease Group Size" after clicking the PNR row

Booking ID: 4683095 »

PNR: **UM8DQO**

| GROUP | GROUP ID | ORIGIN | | AGENCY |
|---|---|---|---|---|
| AKLCX/abc | 10068082 | AKL | | NZ RMS Agency |

Increase Group Size | Decrease Group Size | S | | Cancel PNR

ITINERARY | NAMES

CATHAY PACIFIC | CX00188

CATHAY PACIFIC | CX00113

## Decrease Group Size ✕

Lower the number of passengers on this PNR to an amount no less than the minimum group size or number of named passengers.

| Adults | 20 | *Original size: 20, Number of names: 0* |
| Children | 0 | *Original size: 0, Number of names: 0* |
| Infants Without Seat | 0 | *Original size: 0, Number of names: 0* |
| Infants With Seat | 0 | *Original size: 0, Number of names: 0* |

Enter the new passenger count for each passenger type that decreased

Cancellation fees may apply, please refer to your contract for details.

Click "Decrease Size" to reduce the passenger count to the values entered

**Decrease Size** | Cancel

# Booking Management - Decrease Group Size

## Decrease Group Size                                           X

Lower the number of passengers on this PNR to an amount no less than the minimum
group size or number of named passengers.

| | | |
|---|---|---|
| Adults | 12 | *Original size: 20, Number of names: 0* |
| Children | 0 | *Original size: 0, Number of names: 0* |
| Infants Without Seat | 0 | *Original size: 0, Number of names: 0* |
| Infants With Seat | 0 | *Original size: 0, Number of names: 0* |

**Currently held 1 pass(es) exceed allowable quota of 0. Please decrease passes manually on the specific PNR.**

Cancellation fees may apply, please refer to your contract for details.

[ Decrease Size ]     [ Cancel ]

- GSO will not perform decrease group size when new group size does not match the passes policies for groups contain FOC

- Warning message will pops up and in this case, please contact airline to edit group size

# Booking Management – Contracts Tab

- The Contract tab contains the list of historical contracts associated with the booking.

Booking ID: **6021839**

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | SIZE (PASSES) | COMPARTMENT | AGENCY | SALES OFFICE |
|---|---|---|---|---|---|---|---|---|
| RMSCX/A/test/... | 10016766 | HKG | TPE | Feb 22, 2022 | 25 (1) | Y | RMS testing ag... | Obsoleted Agency |

**DEPOSIT DUE** $0.00 HKD      **TOTAL DEPOSIT** $0.00 HKD      **BALANCE DUE** $40,032.00 HKD      **GROUP TOTAL** $40,032.00 HKD

* Remaining Payment is subject to Terms and Conditions.

Compare Two Contracts      Cancel Booking

| PNRS | CONTRACTS | PAYMENTS | NOTES |

## Contract History

**1      2      3**

**Version 1** - Wed, Oct 6, 2021 2:58 PM  by REVASW_SO

View Contract    ⬇ Download    ENG ⌄

1. View the contract
2. Download the PDF format
3. Select "ENG-ENG" version

# Booking Management – Payments Tab

- The Payment tab contains
    - A list of all invoices tied to the booking ID (one for each PNR in the group, and one for each action that incurs additional payments)
    - Any credits applied to the account

## Booking ID: **6021837**

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | SIZE | COMPARTMENT | AGENCY |
|---|---|---|---|---|---|---|---|
| RMSCX/A/test/test | 10016756 | HKG | LHR | Nov 16, 2021 | 25 | Y | RMS testing agency - HK |

**DEPOSIT DUE** $ 27010.00 HKD    **TOTAL DEPOSIT** $ 27010.00 HKD    **BALANCE DUE** $ 135050.00 HKD    **GROUP TOTAL** $ 135050.00 HKD

\* Remaining Payment is subject to Terms and Conditions.

Add Payment    ⬇ Download Financial Summary   EN2 ⌄    Cancel Booking

| PNRS | CONTRACTS | PAYMENTS | NOTES |

**Booking Detail displays**
- **Deposit amount & Total payment amount**

### Booking Detail

| BOOKING DATE | PNR | ADT | CHD | INF | INS | PASS | TOTAL DEPOSIT | DEPOSIT DUE | GROUP TOTAL | TOTAL PAYMENT | BALANCE DUE |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Oct 5, 2021 | 5V5XTU | 25 | 0 | 0 | 0 | 0 | $ 27010.00 HKD | $ 27010.00 HKD | $ 135050.00 HKD | $ 0.00 HKD | $ 135050.00 HKD |

**\*\*Deposit amount showing in payment tab is calculate base on total fare (include tax & charge) instead of net fare**

### PNR Activities

| DATE | PNR | DESCRIPTION | PASSENGERS | CREDIT | DEBIT | BALANCE DUE |
|---|---|---|---|---|---|---|
| Oct 5, 2021 | 5V5XTU | New PNR | 25 | | $ 135050.00 HKD | $ 135050.00 HKD |

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# Booking Management – Payments Tab

## Booking ID: 6021837

| GROUP | GROUP ID | ORIGIN | DESTINATION | DEPARTS | SIZE | COMPARTMENT | AGENCY |
|---|---|---|---|---|---|---|---|
| RMSCX/A/test/test | 10016756 | HKG | LHR | Nov 16, 2021 | 25 | Y | RMS testing agency - HK |

**DEPOSIT DUE** $ 27010.00 HKD    **TOTAL DEPOSIT** $ 27010.00 HKD    **BALANCE DUE** $ 135050.00 HKD    **GROUP TOTAL** $ 135050.00 HKD

\* Remaining Payment is subject to Terms and Conditions.

Add Payment    ⬇ Download Financial Summary    EN2 ⌄    Cancel Booking

| PNRS | CONTRACTS | PAYMENTS | NOTES |

*Click "Add Payment" to record a payment*

### Booking Detail

| BOOKING DATE | PNR | ADT | CHD | INF | INS | PASS | TOTAL DEPOSIT | DEPOSIT DUE | GROUP TOTAL | TOTAL PAYMENT | BALANCE DUE |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Oct 5, 2021 | 5V5XTU | 25 | 0 | 0 | 0 | 0 | $ 27010.00 HKD | $ 27010.00 HKD | $ 135050.00 HKD | $ 0.00 HKD | $ 135050.00 HKD |

### PNR Activities

| DATE | PNR | DESCRIPTION | PASSENGERS | CREDIT | DEBIT | BALANCE DUE |
|---|---|---|---|---|---|---|
| Oct 5, 2021 | 5V5XTU | New PNR | 25 | | $ 135050.00 HKD | $ 135050.00 HKD |

# Booking Management – Payments Tab

## Booking ID: 6021837

| GROUP | GROUP ID | ORIGIN |
|---|---|---|
| RMSCX/A/test/test | 10016756 | HKG |

**DEPOSIT DUE** $ 27010.00 HKD   **TOTAL DEPOSIT** $ 27010.00 HKD
* Remaining Payment is subject to Terms and Conditions.

**Add Payment Entry**

PNR Locator

Payment Type

**1. Select the PNR that need to record the payment**

**2. Select payment type**

- Adjustment
- Deposit
- Payment

RMS testing agency - HK

**Add Payment Entry**

PNR Locator

Payment Type

Payment Amount     **3. Input Payment Amount**

Form of Payment

Agency
- Credit Card
- Cash

**4. Select Form of Payment**

Description

**Add Payment**   Cancel

Click **Add Payment** to save the record and trigger a notification to the managing sales office

**Add Payment**   Cancel

# Booking Management – Payments Tab

## Booking Detail

| BOOKING DATE | PNR | ADT | CHD | INF | INS | PASS | TOTAL DEPOSIT | DEPOSIT DUE | GROUP TOTAL | TOTAL PAYMENT | BALANCE DUE |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Oct 5, 2021 | 5V5XTU | 25 | 0 | 0 | 0 | 0 | $ 27010.00 HKD | $ 27010.00 HKD | $ 135050.00 HKD | $ 0.00 HKD | $ 135050.00 HKD |

Balances for remaining payment due will not update until Sales Office verifies the payment has been received

## PNR Activities

| DATE | PNR | DESCRIPTION | PASSENGERS | CREDIT | DEBIT | BALANCE DUE |
|---|---|---|---|---|---|---|
| Oct 5, 2021 | 5V5XTU | New PNR | 25 | | $ 135050.00 HKD | $ 135050.00 HKD |

The payment will display under "Payment Activities"

## Payment Activities

| DATE | PNR | DESCRIPTION | FORM OF PAYMENT | CREDIT | PAYMENT VERIFICATION |
|---|---|---|---|---|---|
| Oct 5, 2021 | 5V5XTU | DEPOSIT | CASH | $ 15000.00 HKD | Pending Verification |

# Booking Management – Payments Tab

- **Special Notes on latest GSO version**
  - Under new GSO version, there are only "Cash" & "Credit Card" to select for form of payment
  - User may select to input EMD remark under description box for booking made after 17September2021
  - For Bookings made before 17September2021, "Add Payment" function is disabled. Please update the payment method outside GSO.

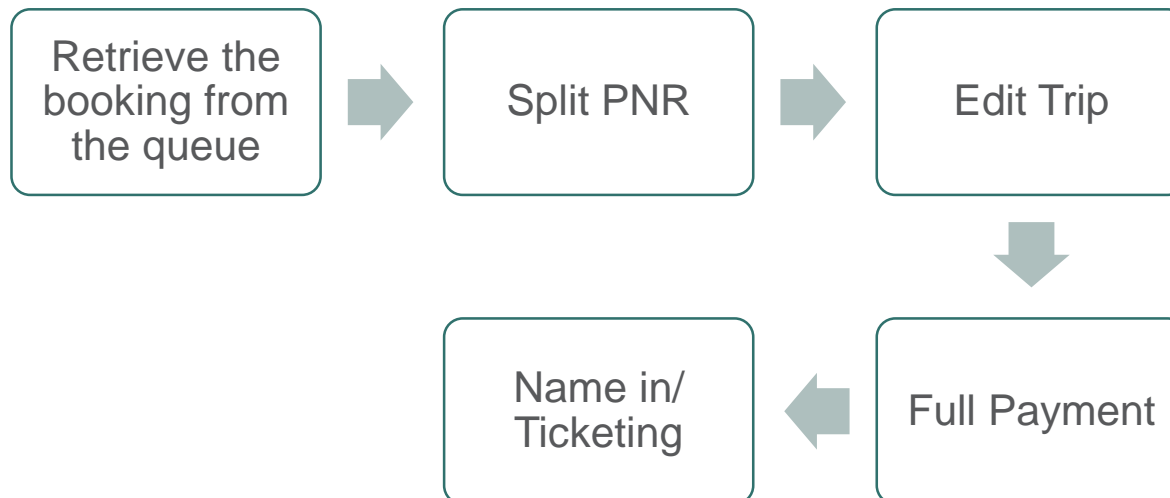# Special Notes on Booking Management

# Name in outside GSO

- Name in should be done via Cathay Agent (CXA)

Recommended workflow

- It is recommended NOT to perform booking management change (i.e. decrease, split and edit trip) after name in

- Make sure all the split to be done before name in process.

- Name in should happen as final stage in the whole end to end process

```
┌─────────────────┐      ┌─────────────┐      ┌─────────────┐
│   Retrieve the  │      │             │      │             │
│  booking from   │  ⇒   │  Split PNR  │  ⇒   │  Edit Trip  │
│    the queue    │      │             │      │             │
└─────────────────┘      └─────────────┘      └─────────────┘
                                                     ⇓
┌─────────────┐      ┌─────────────┐
│  Name in/   │      │             │
│  Ticketing  │  ⇐   │ Full Payment│
│             │      │             │
└─────────────┘      └─────────────┘
```

# Invoice PDF template

- Invoice PDF Template is currently blank, but users can refer to the payment information showing in GUI

**CATHAY PACIFIC**
This Invoice is currently unavailable. Please contact representative for further assistance.