CATHAY PACIFIC

GSO User Guide

Last Update: Dec2022

Prepared by RMS team

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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

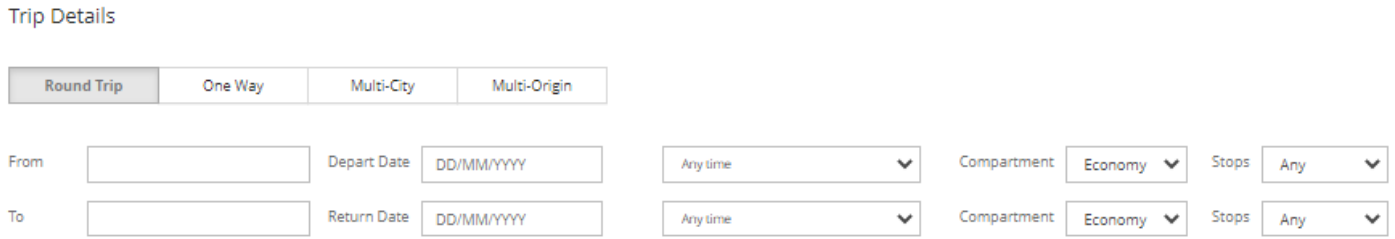
GSO Features

- 6 kinds of booking actions can be done in GSO

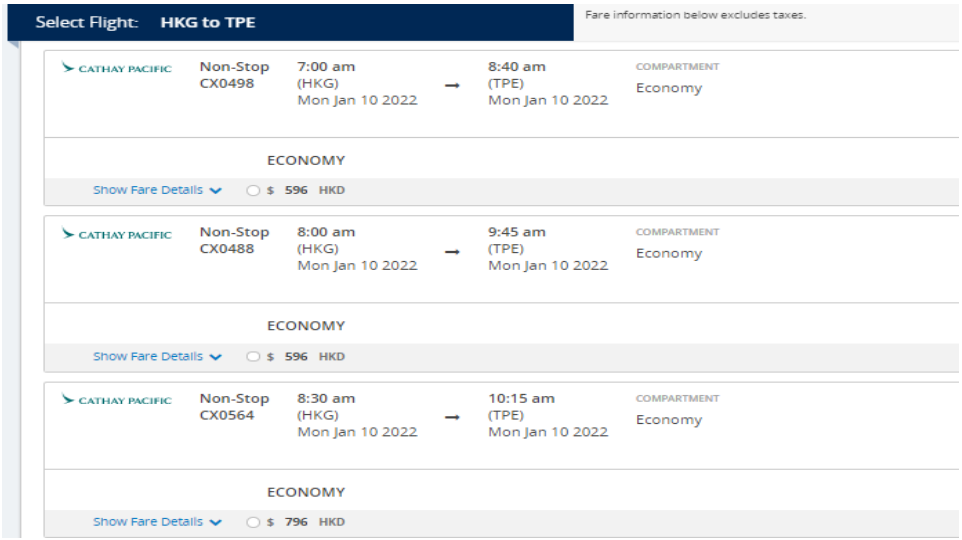
New Group Bookings	• Create Bookings
Booking Management	• Change itinerary • Split PNR • Cancel Bookings • Increase group size • Decrease group size

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

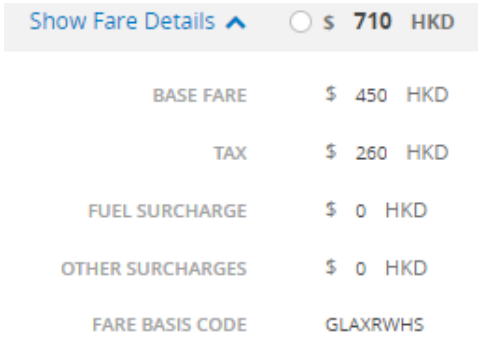


- Available flight options will be provided for selection



New Group Booking– Create Bookings (Cont'd)

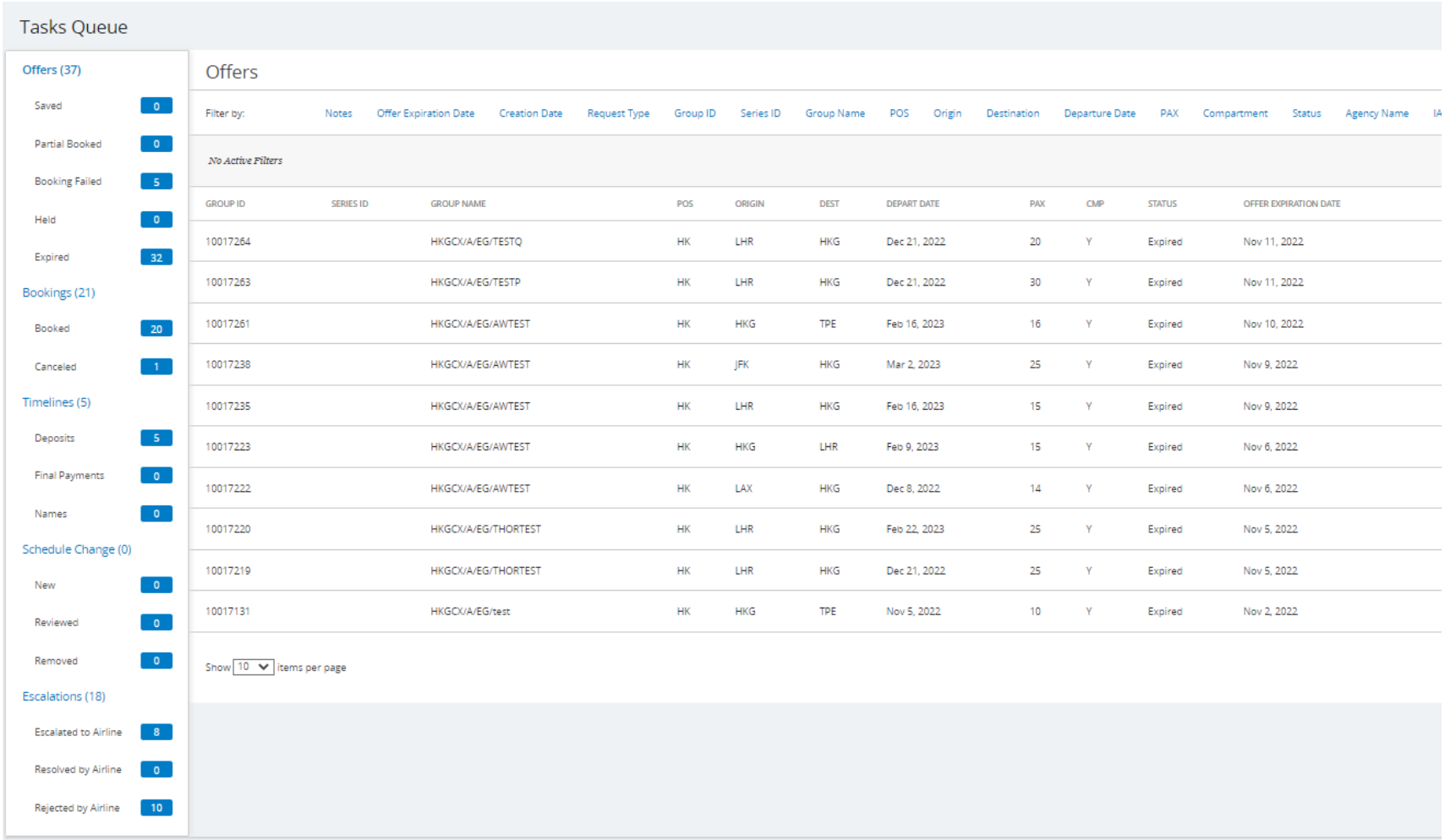
- Fares on GSO is display as One-Way
  - * Except for Multi-City group request
- Base fare/tax/FSC/other surcharge/FBC can be shown in fare details (Tax & FSC are subject to changes upon ticketing when Cathay Agent (CXA) prices the actual amount to be paid by agency)



- 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, Schedule Change and Escalations



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

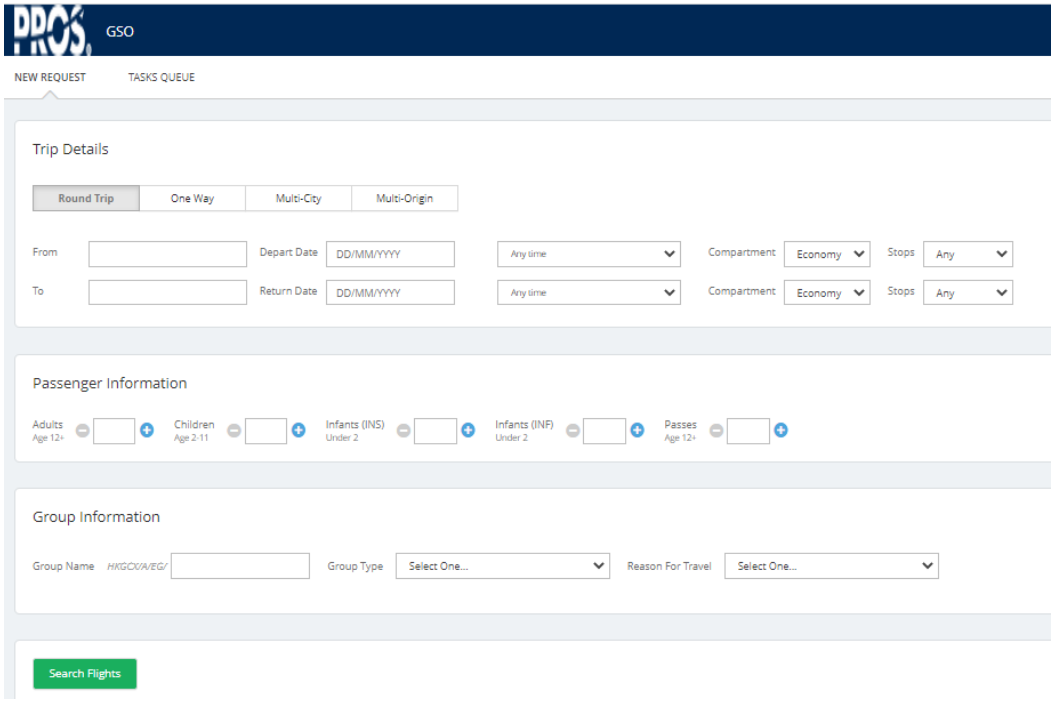
  *Applied to POS that with FOC policy

Recommended Workflow and Demonstration

GSO – Landing Page

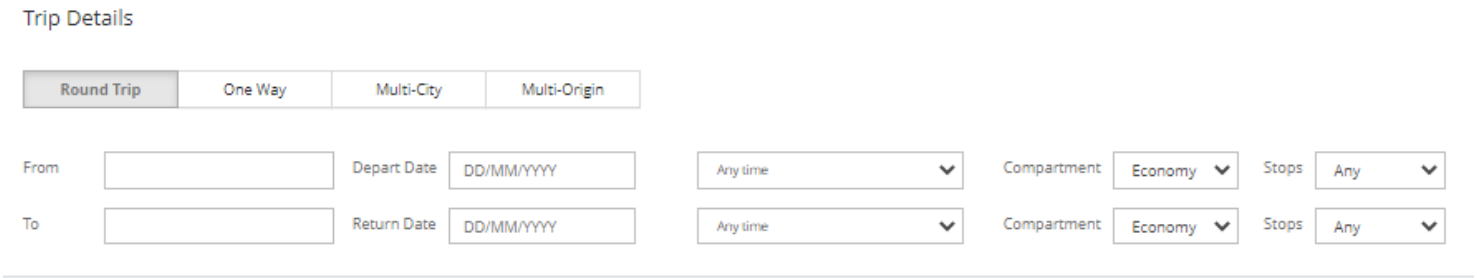
- “New Request” is used for creating new group bookings
- “Task Queue” page will contain all the items to be followed up including below,
  1. Offers
  2. Bookings (Booked & Cancelled)
  3. Timelines (Deposit, Final Payments & Names)
  4. Schedule Change
  5. Escalations

Details of “Task Queue” will be introduced in later page.

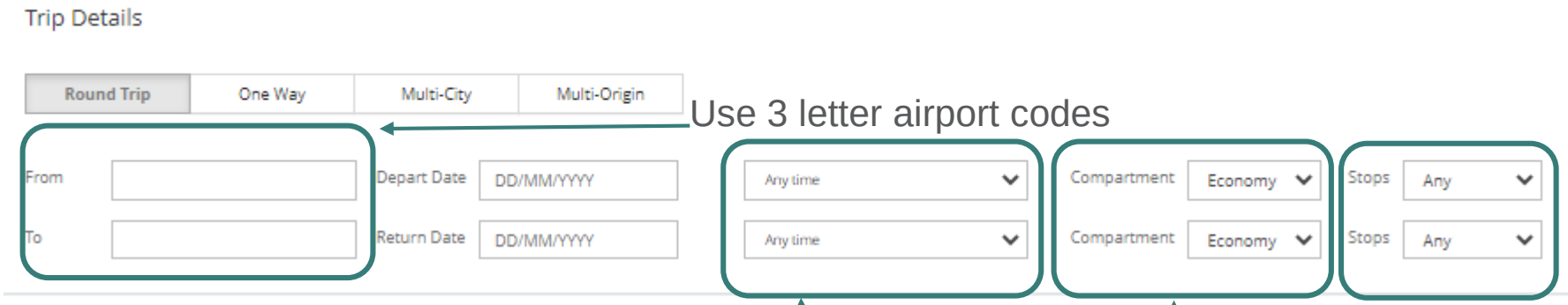


Create Bookings - Trip Details

- 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
  - Number of stops/ Via point



Create Bookings - Trip Details



Use 3 letter airport codes

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

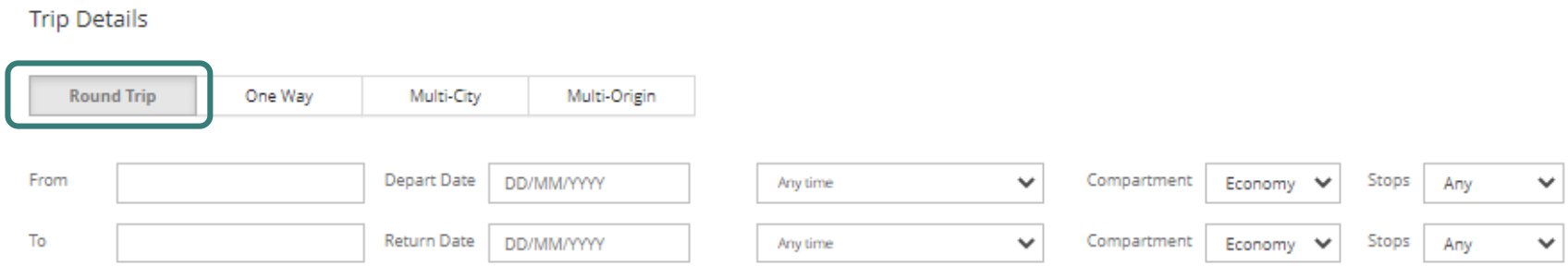
If a premium compartment is not available on all legs, the premium compartment fare will apply and the booking will be made in the lower compartment on the leg without premium availability (e.g. PEY on long haul but EY on short haul with PEY fare charged)

Number of stops or via point can be defined for the search. For number of stops, it's allowing up to the number of stops specified. This means if we select 2 stops, it is not only allowing 2 stop options to be returned, but rather UP TO 2 stop options to be returned.

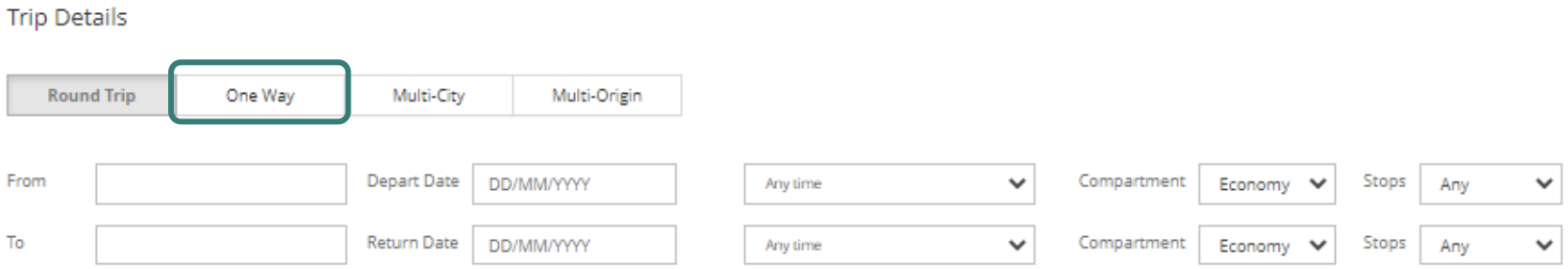
** Suggest to select "Any" for number of stops

Create Bookings- Round Trip/ One way

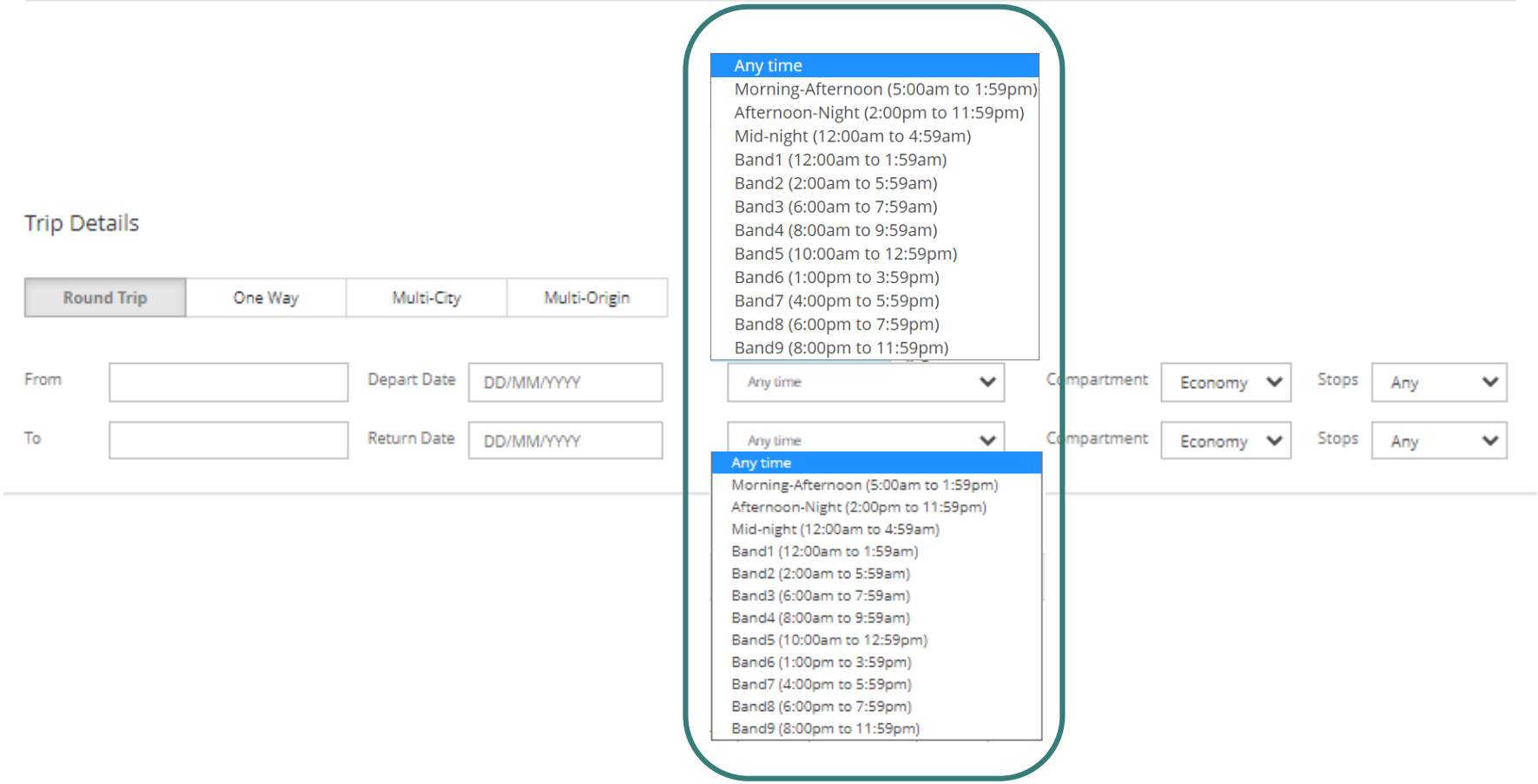
- Case 1
  - Create a group with single origin and destination
  - Either One-way or Round-Trip group
  - Can be a 3rd /4th /5th /6th freedom group



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



Create Bookings- Round Trip/ One way

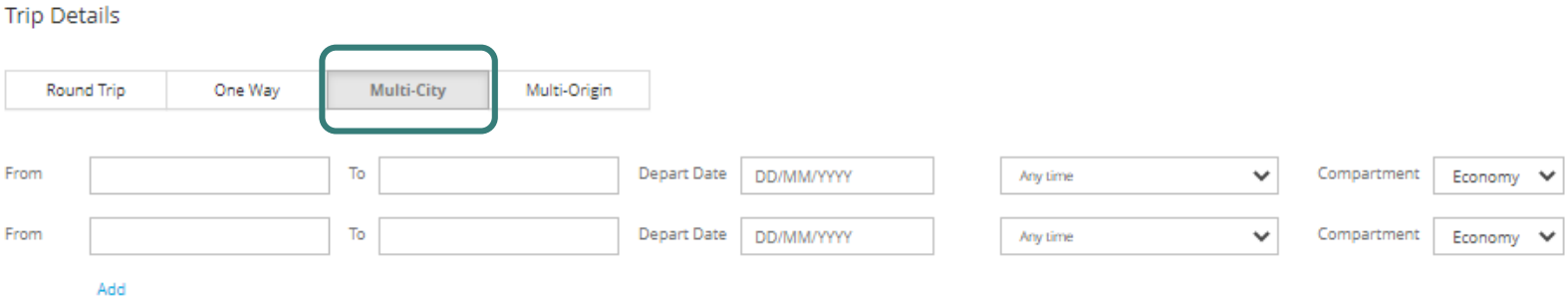


- For high frequency origins or destinations such as TPE, BKK, etc, please select “Depart Time” and “Return Time” while inputting the request

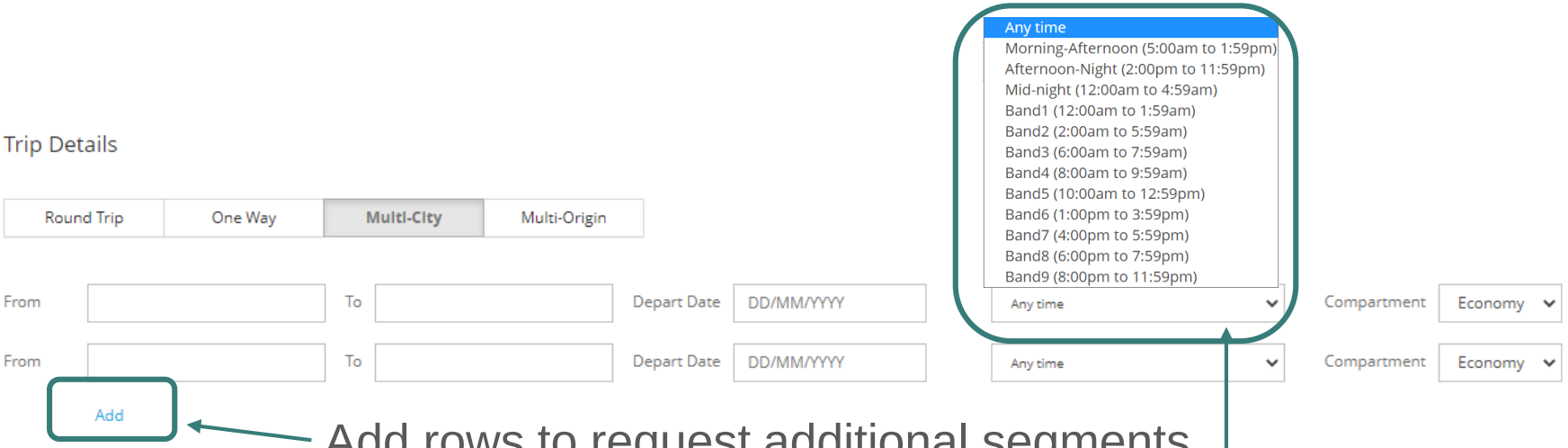
Create Bookings - Multi-City

- 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



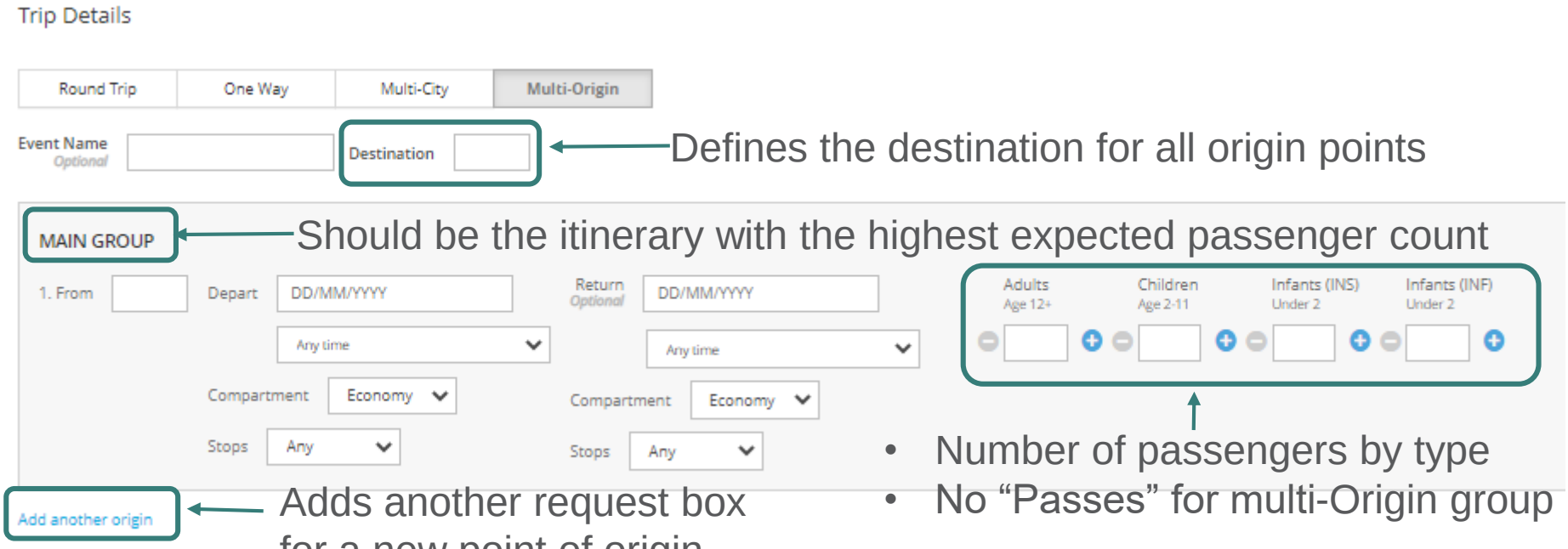
Add rows to request additional segments

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

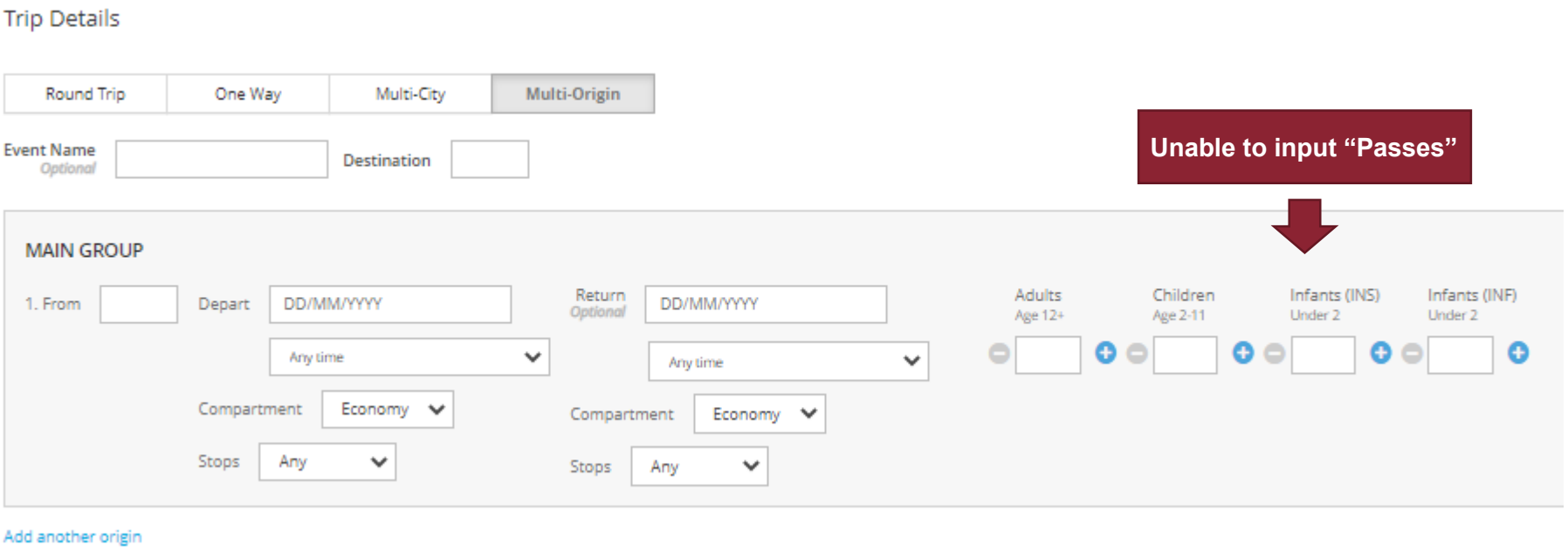
- Case 3
  - Create a group with a single destination that can originate from more than one point
  - May or may not include a return

Create Bookings – Multi-Origin



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

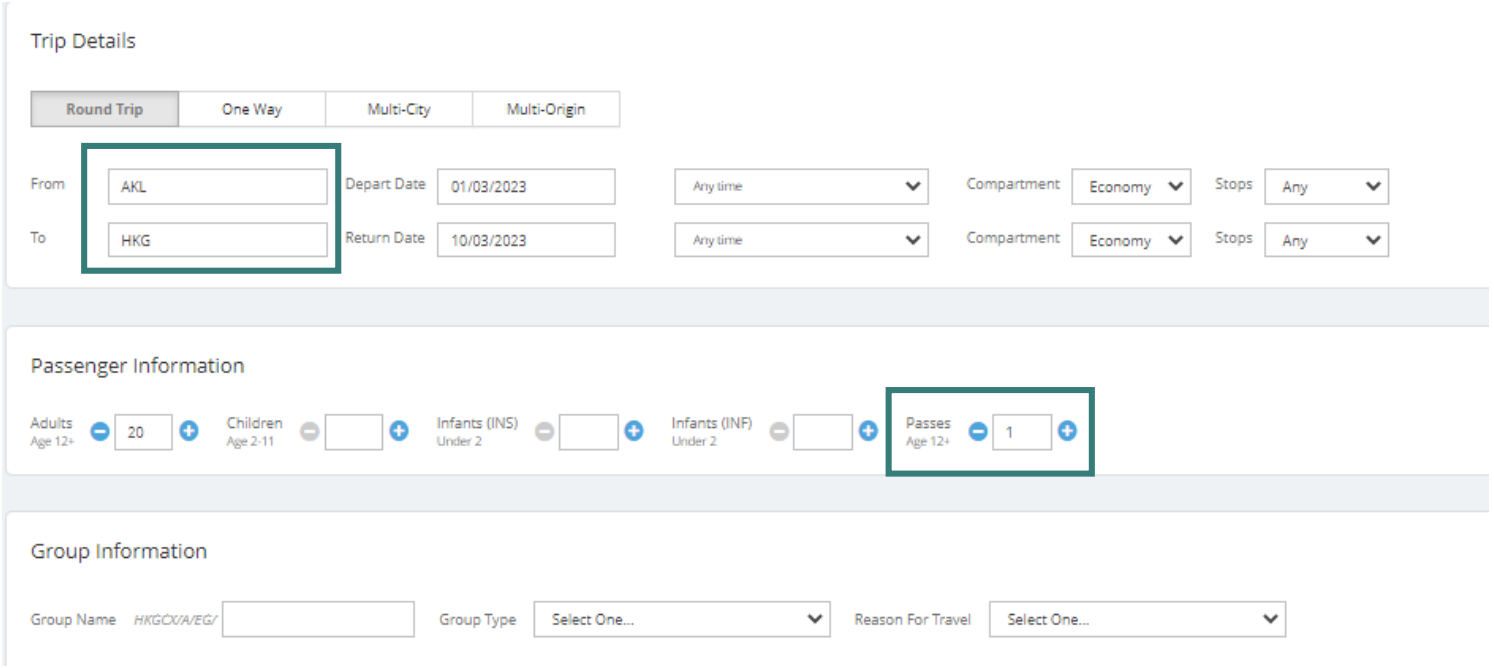


Workaround needed for multi origins bookings that are entitled to FOC

Scenario

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

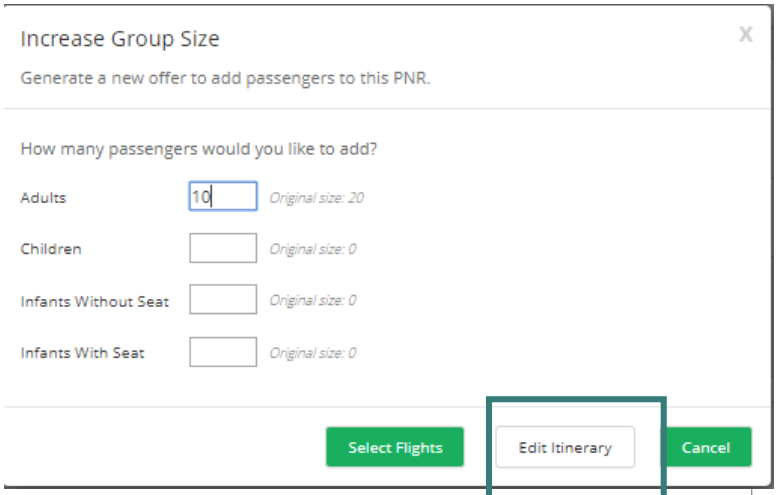
Step 1: FOC can only be obtained by first creating a group of 20 passengers for either AKL/CHC with FOC

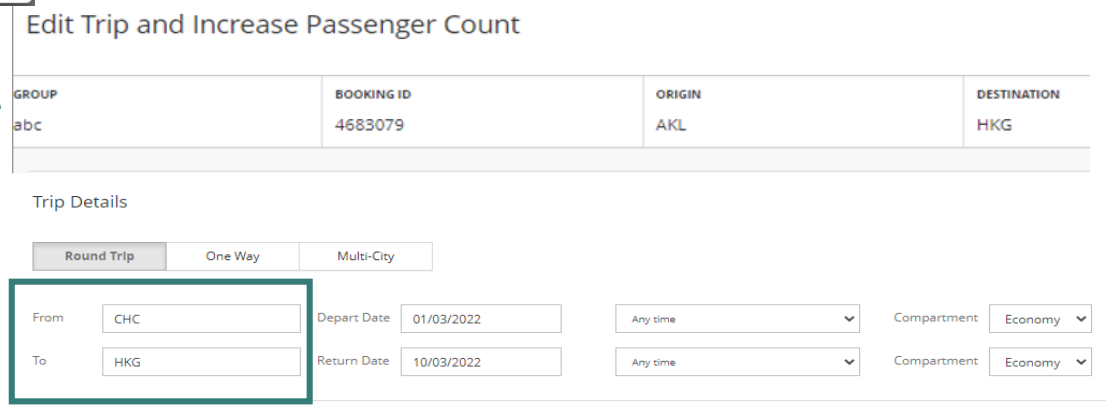


Workaround needed for multi origins bookings that are entitled to FOC

Step 2: “Increase group size” to book for the other direction

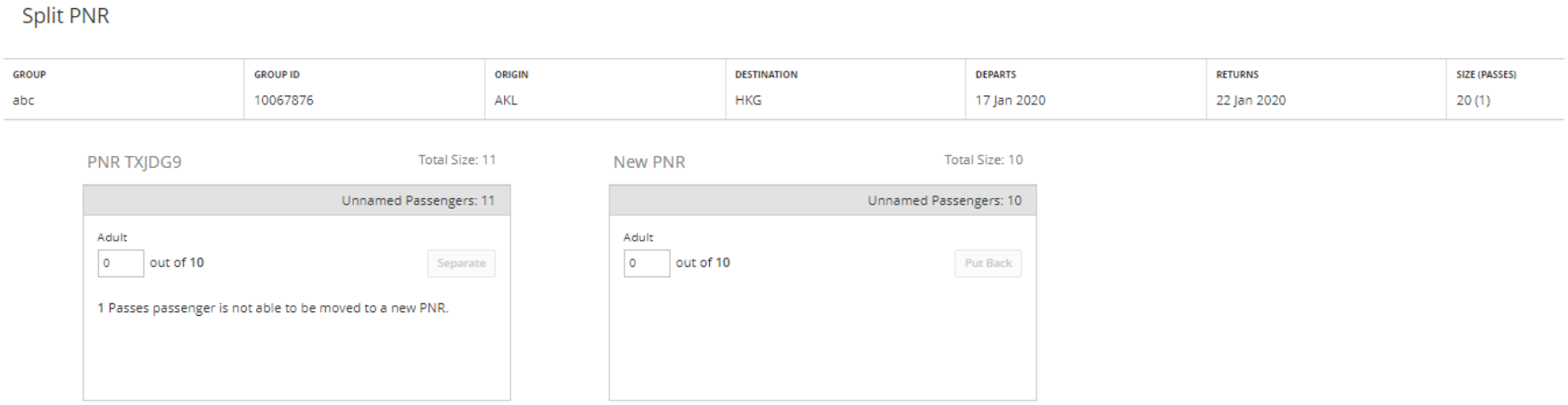
- “Increase group size” -> “Edit itinerary”
- Book for CHC-HKG





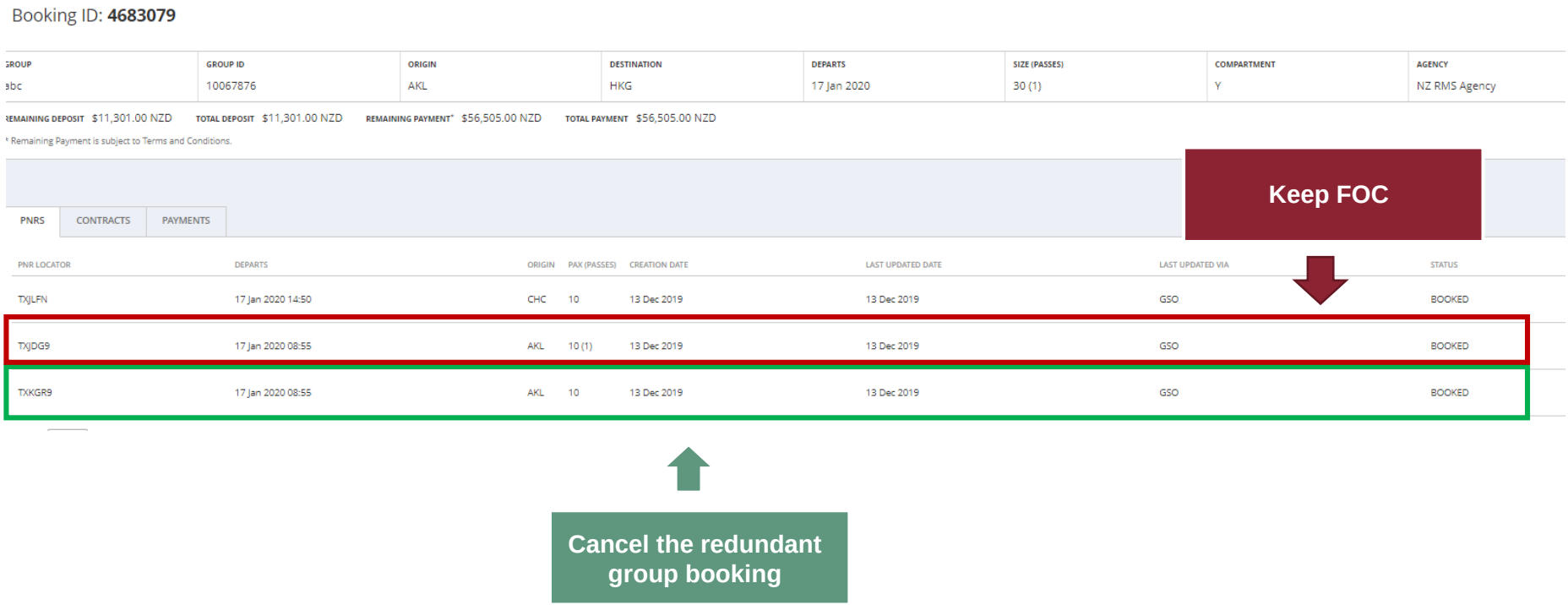
Workaround needed for multi origins bookings that are entitled to FOC

Step 3: “Split” the redundant group size out of the original PNR



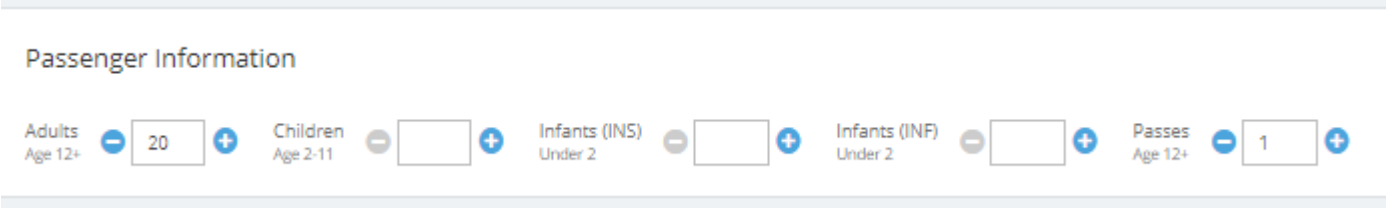
Workaround needed for multi origins bookings that are entitled to FOC

- Step 4: Cancel the redundant group booking



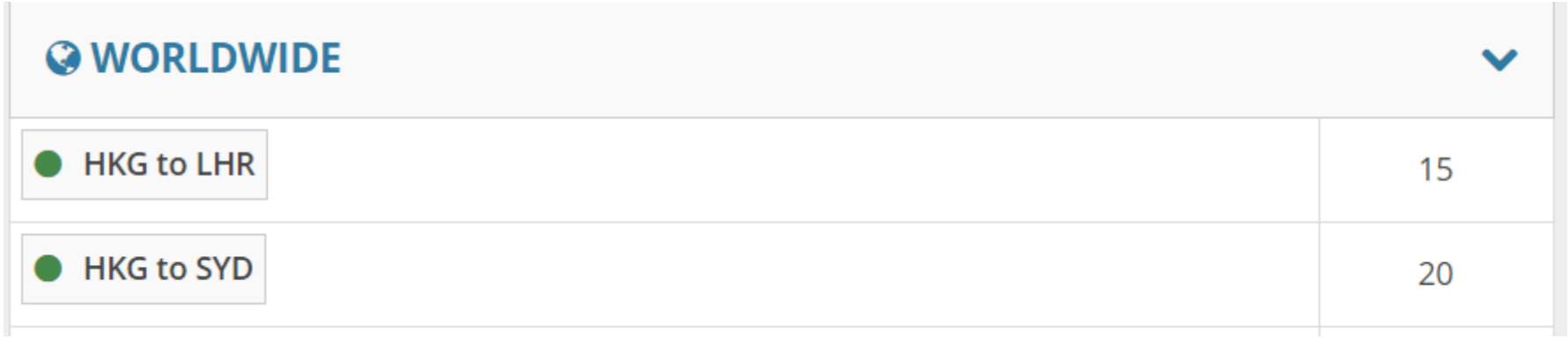
Create Bookings – Other Information

- 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



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



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

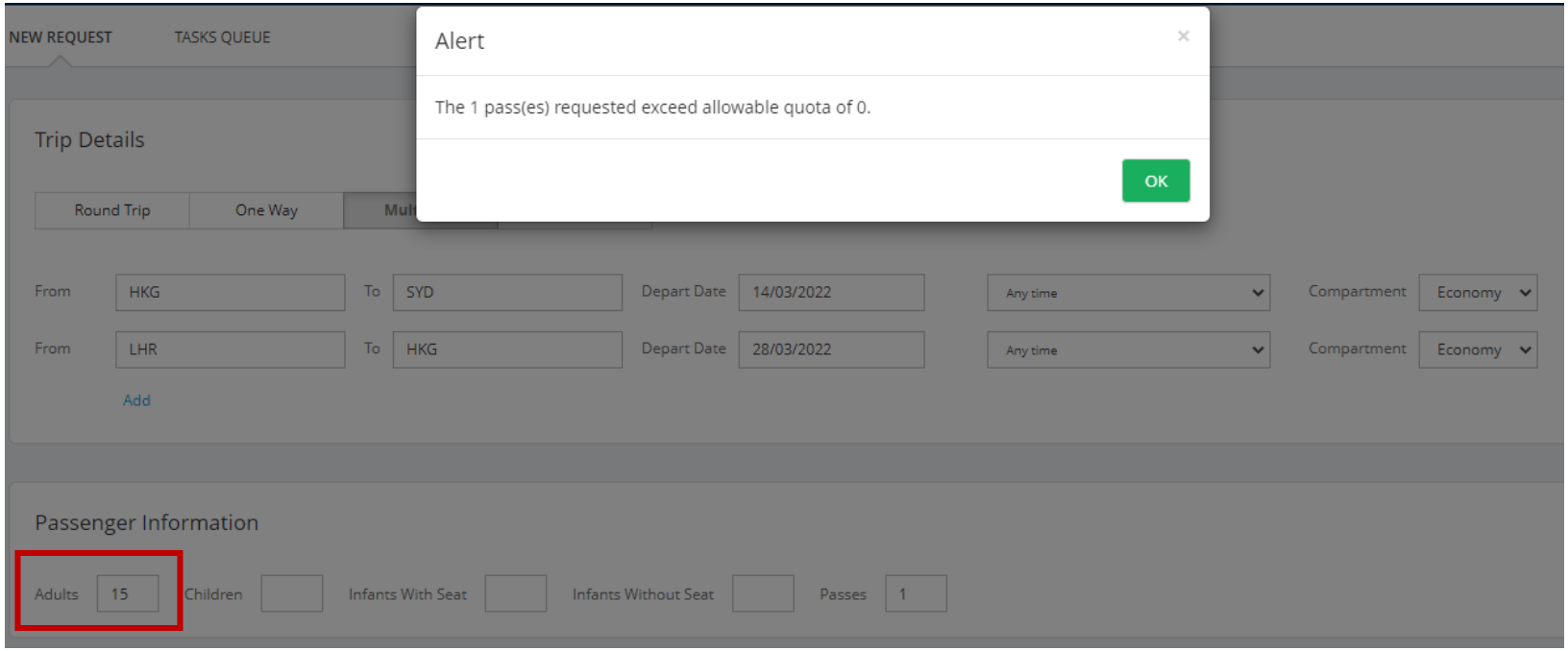
Fare information below excludes taxes.

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

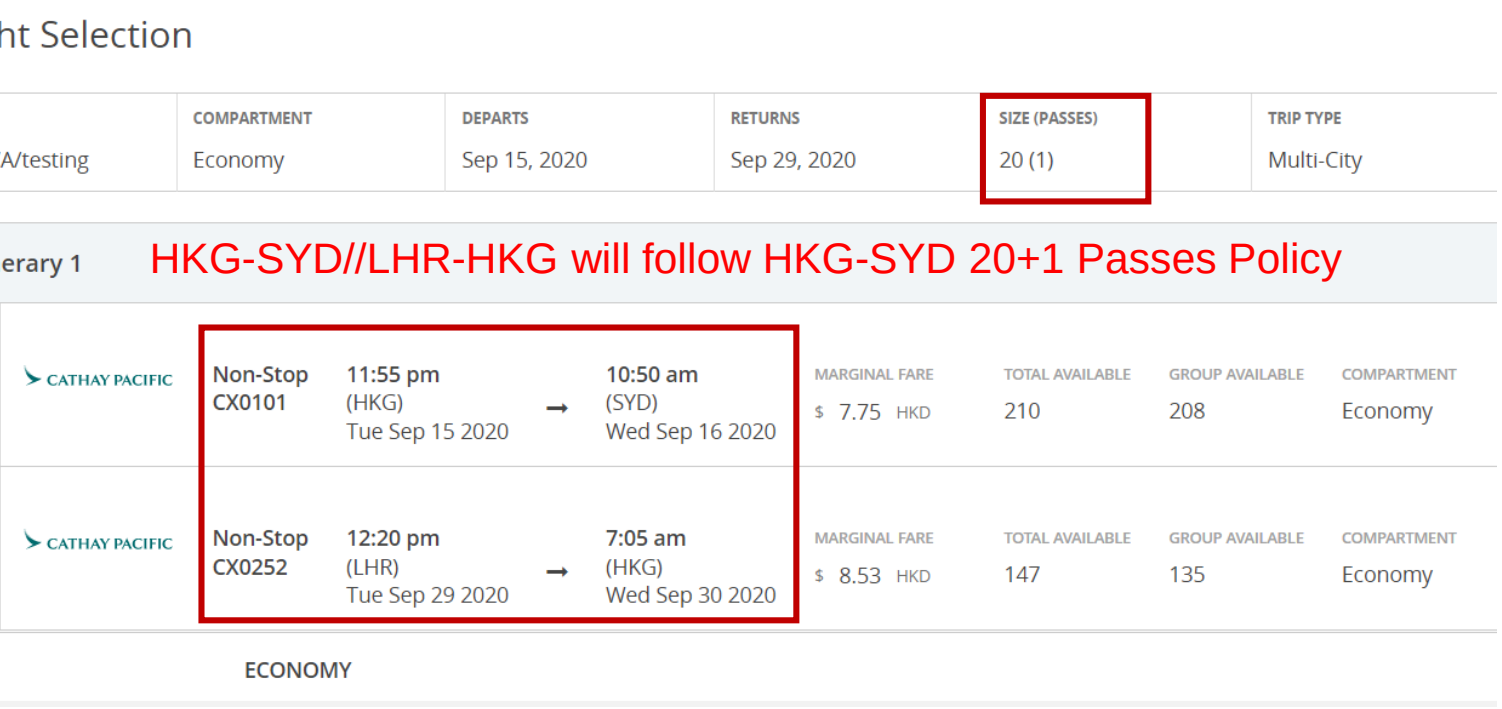
ECONOMY

Create Bookings – Other Information

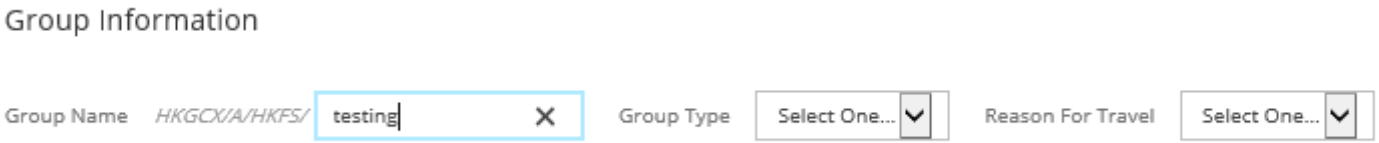


- For HKG-SYD//LHR-HKG itinerary, passes are not allowed for 15 paying pax under this group as it will follow HKG-SYD 20+1 policy

Create Bookings – Other Information



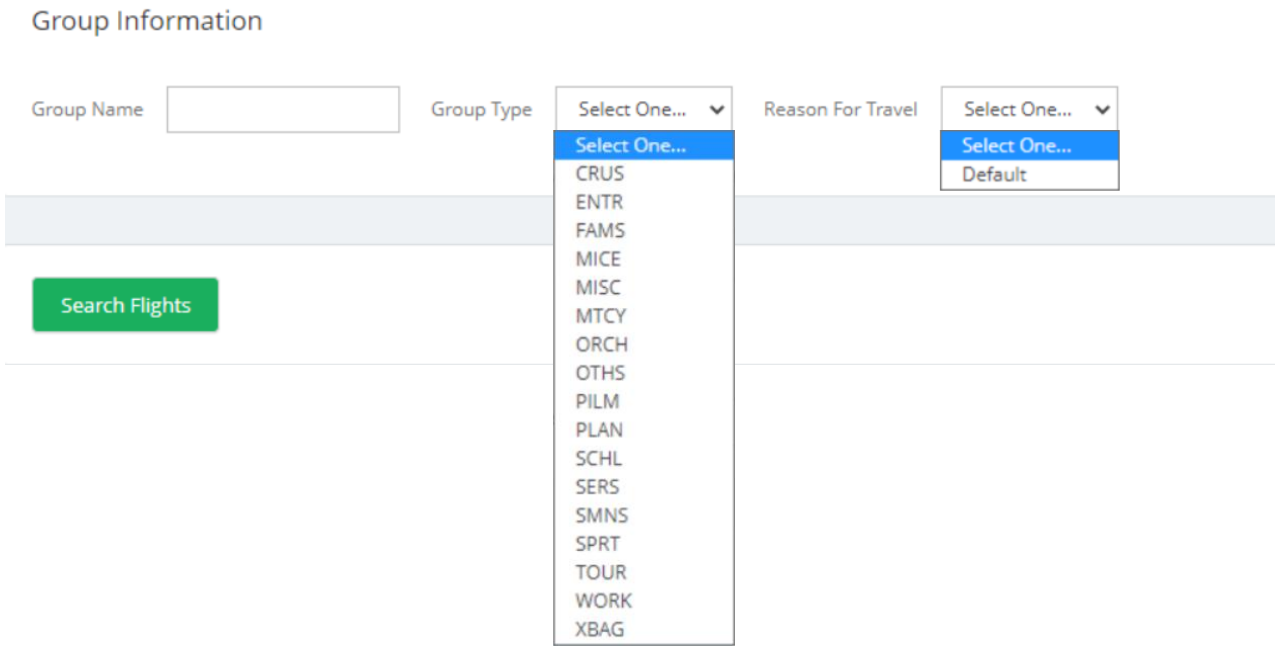
Create Bookings – Other Information



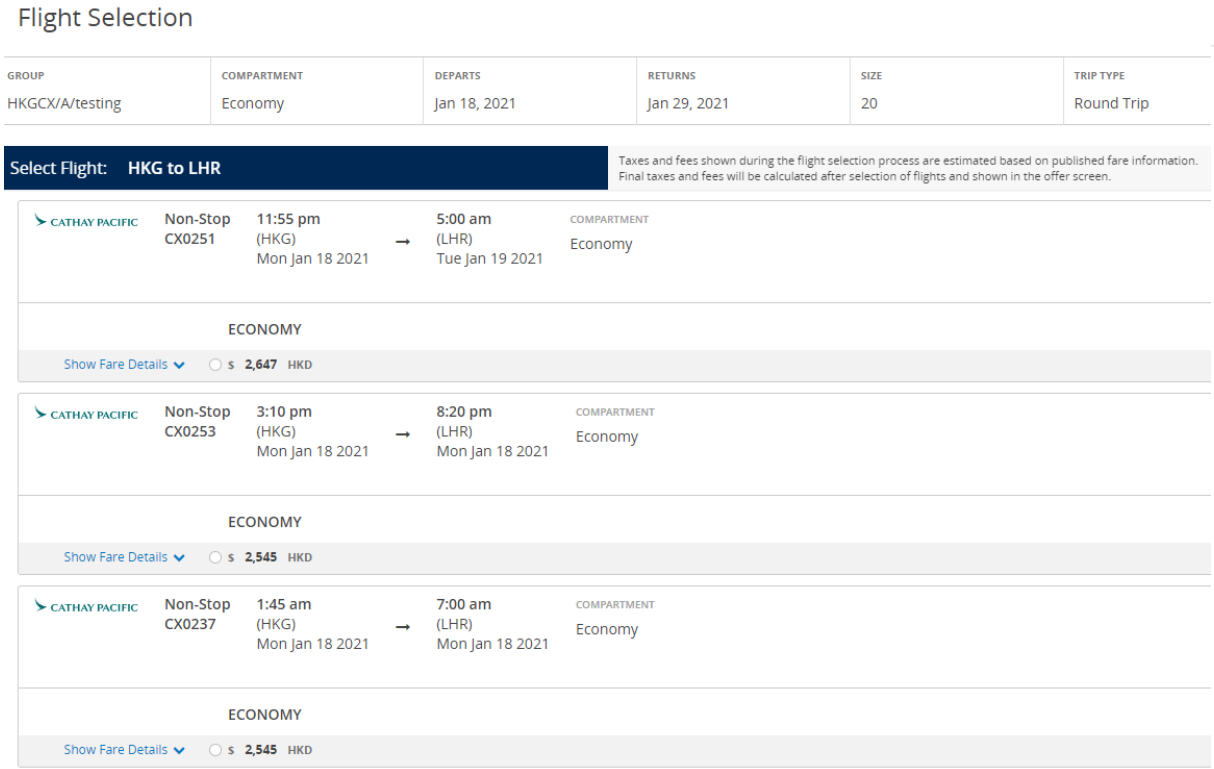
- Enter group name under “Group Information”
- Group name is a free text form but with a prefix by default
- *Max characters for Group name including prefix is 50. Please be aware

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
- Reason for Travel: Just leave it as it is not a mandatory field

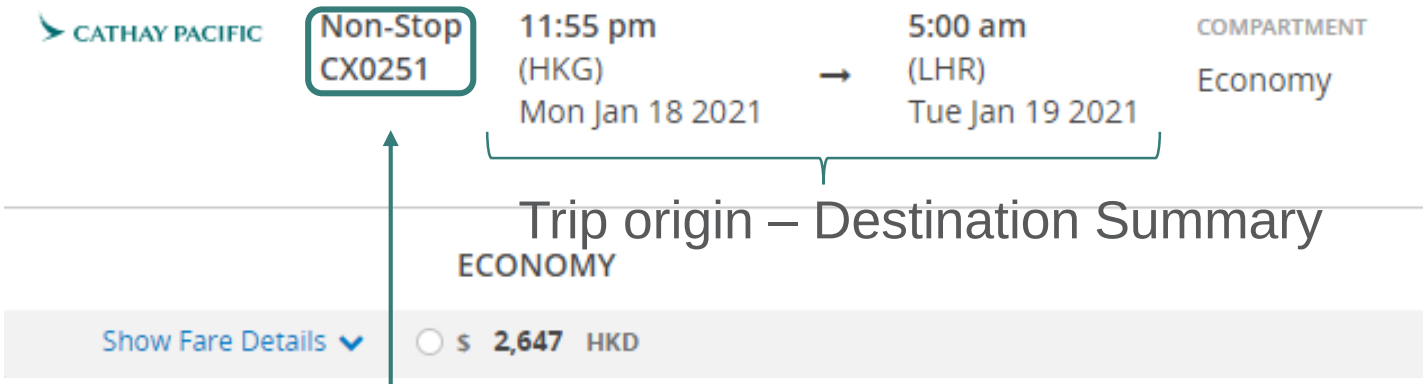


Create Bookings – Flight Selection



- 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

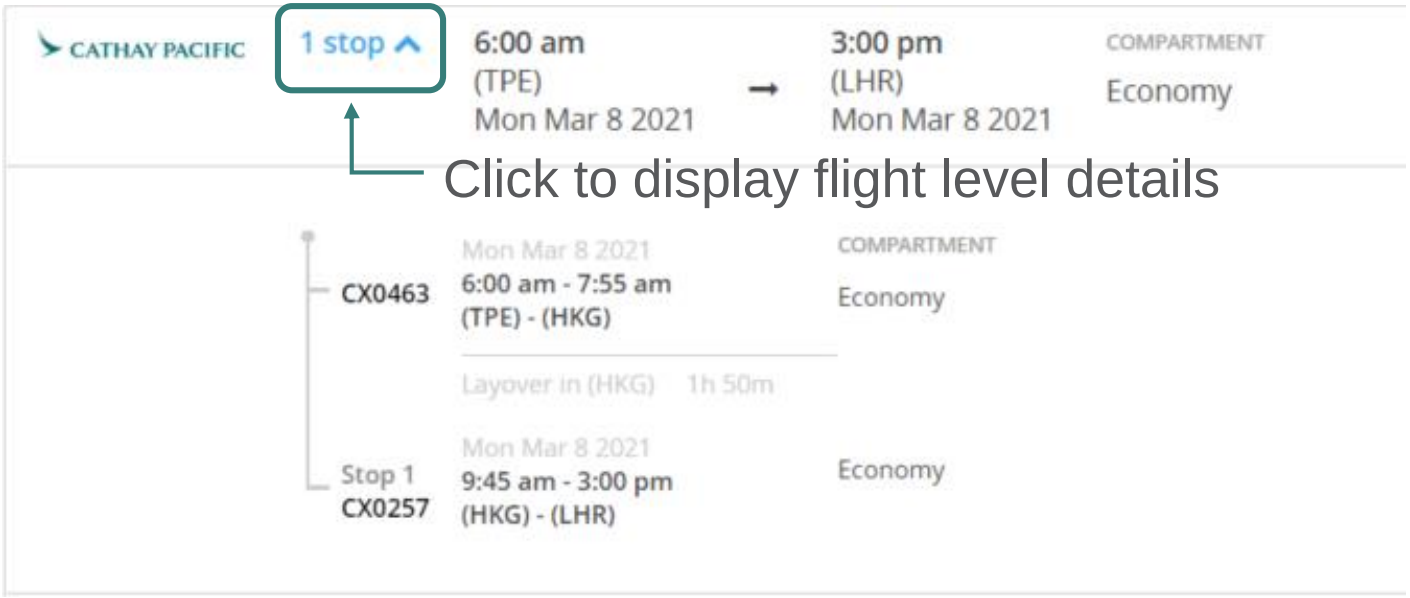
Create Bookings – Flight Selection



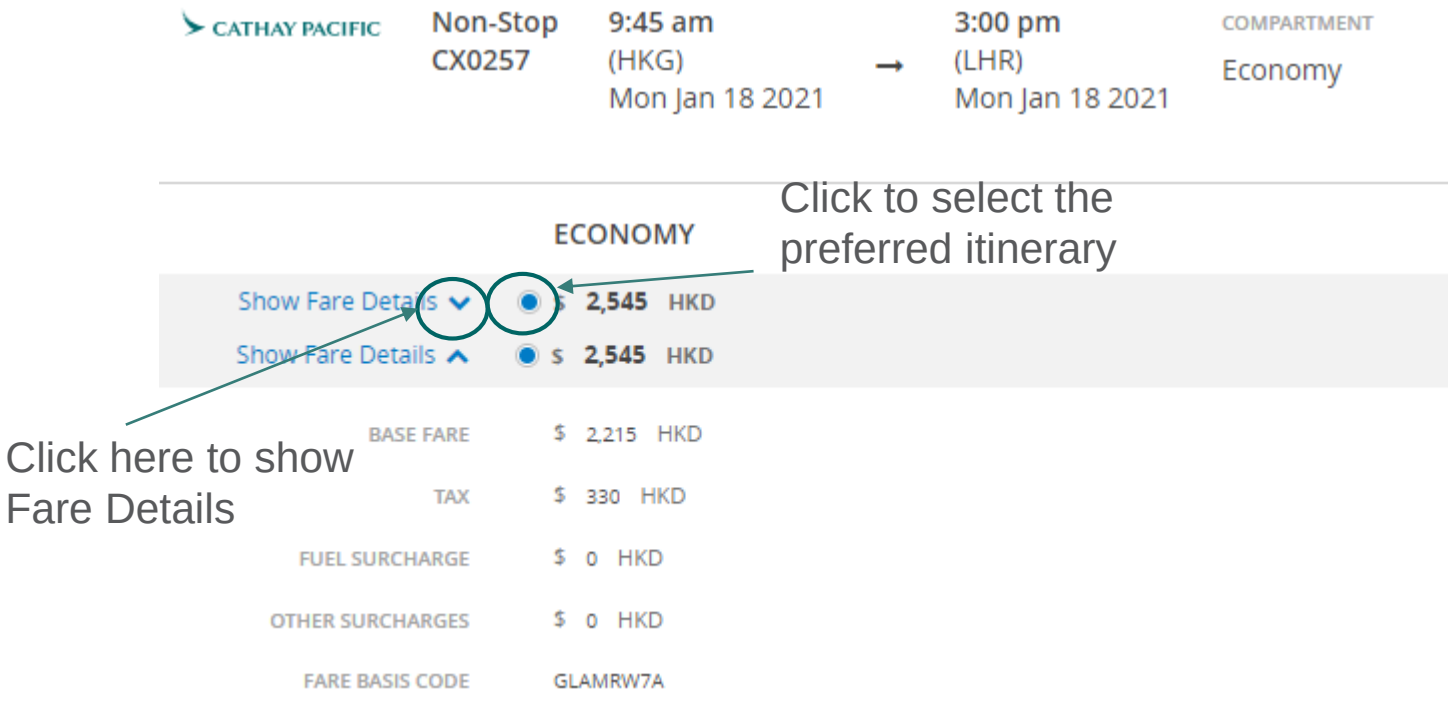
Trip origin – Destination Summary

Non-stop options display the airline and flight number

Create Bookings – Flight Selection

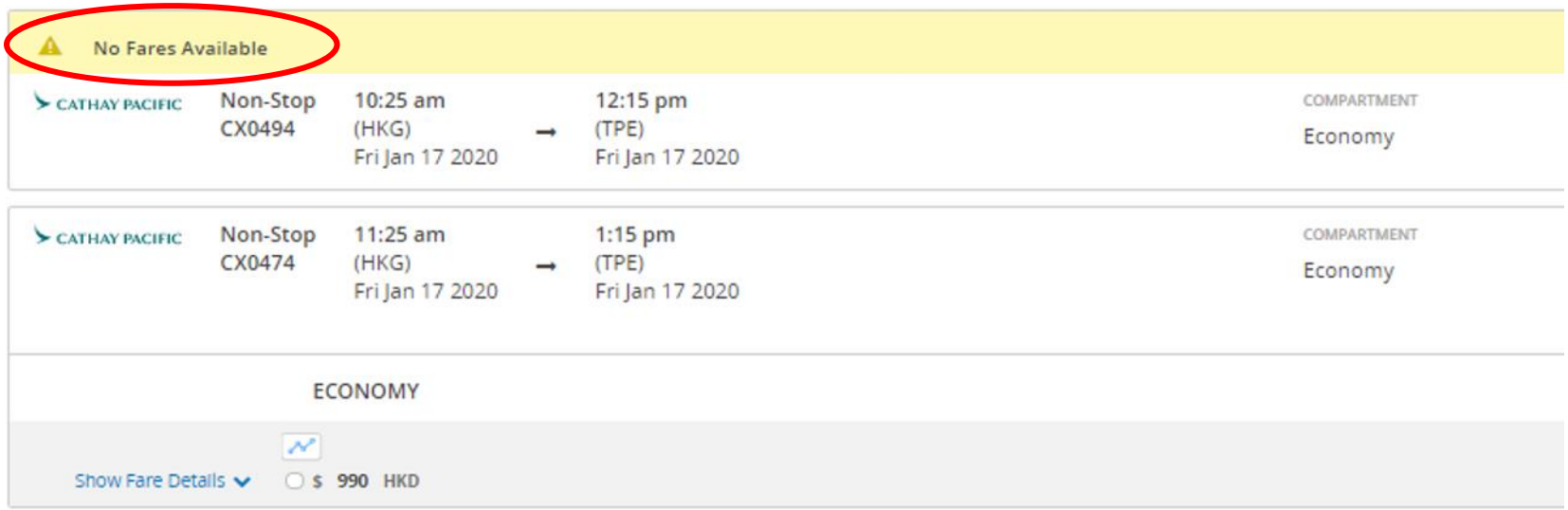


Create Bookings – Fare Details



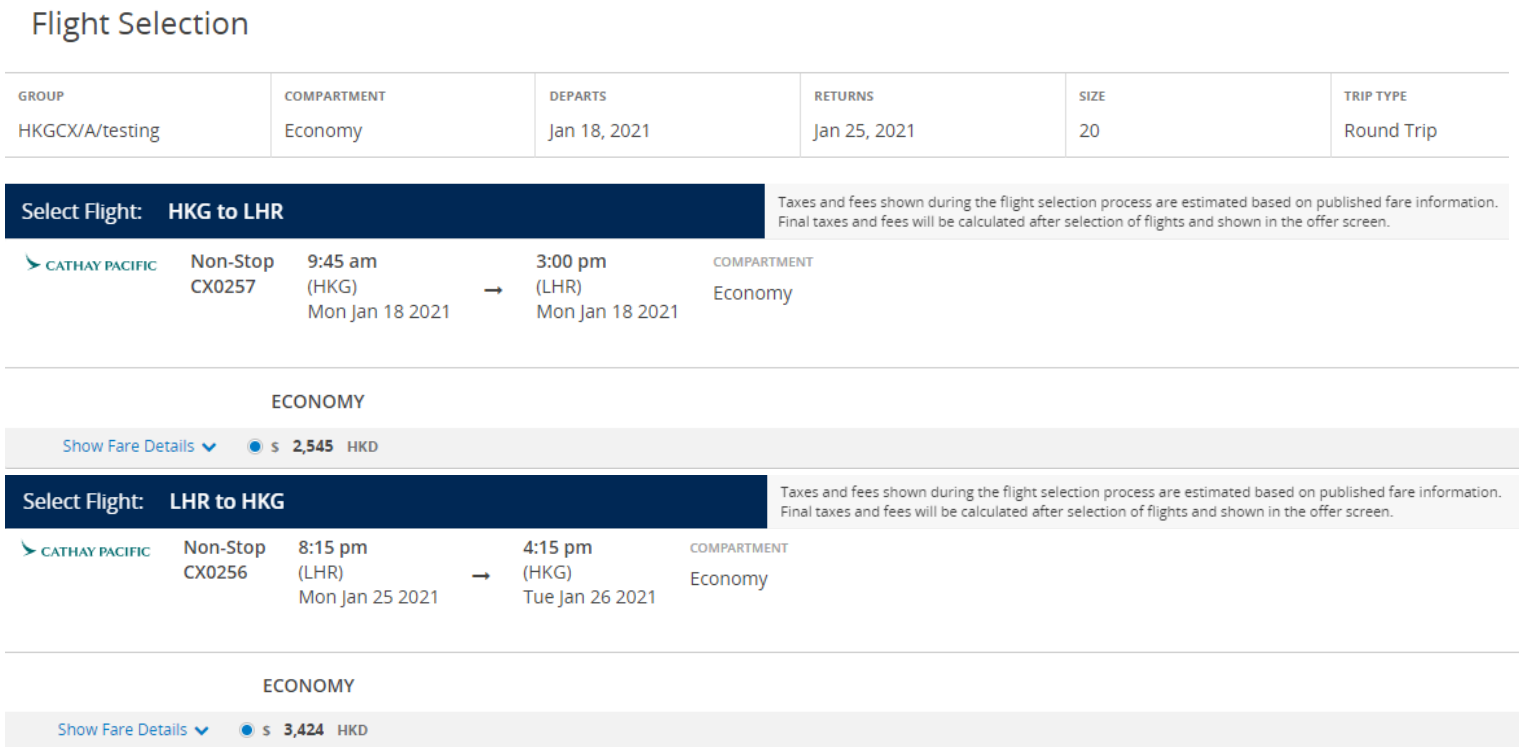
Create Bookings – Fare Details

- “No Fare Available” message appear if combinability is not allowed

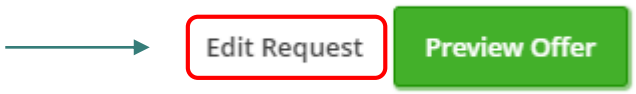


Create Bookings – Preview Offer

- Select outbound & Inbound flights
- Click “Preview Offer”



Returns to the “New Request” screen which will display the original request information



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 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:	$0 HKD
Other Surcharges:	$0 HKD
Fare Basis Code:	GLAXRW7A

Notes

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

Create Bookings – Offer Summary (Cont'd)

Fare Breakdown

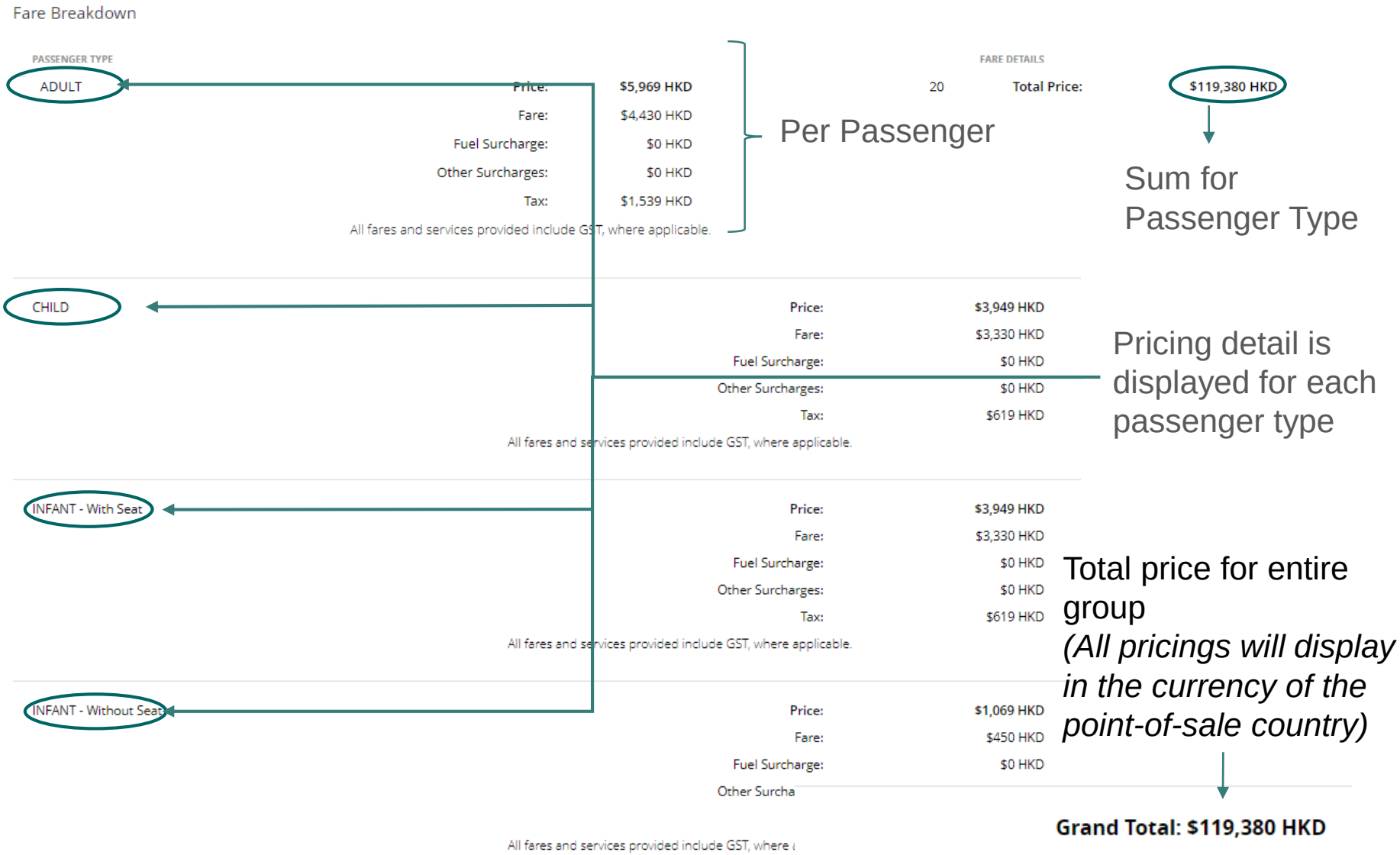
PASSENGER TYPE		FARE DETAILS	NUMBER OF PASSENGERS		TOTAL
ADULT	Price:	$5,969 HKD	20	Total Price:	$119,380 HKD
	Fare:	$4,430 HKD			
	Fuel Surcharge:	$0 HKD			
	Other Surcharges:	$0 HKD			
	Tax:	$1,539 HKD			
	All fares and services provided include GST, where applicable.				
CHILD	Price:	$3,949 HKD	0	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

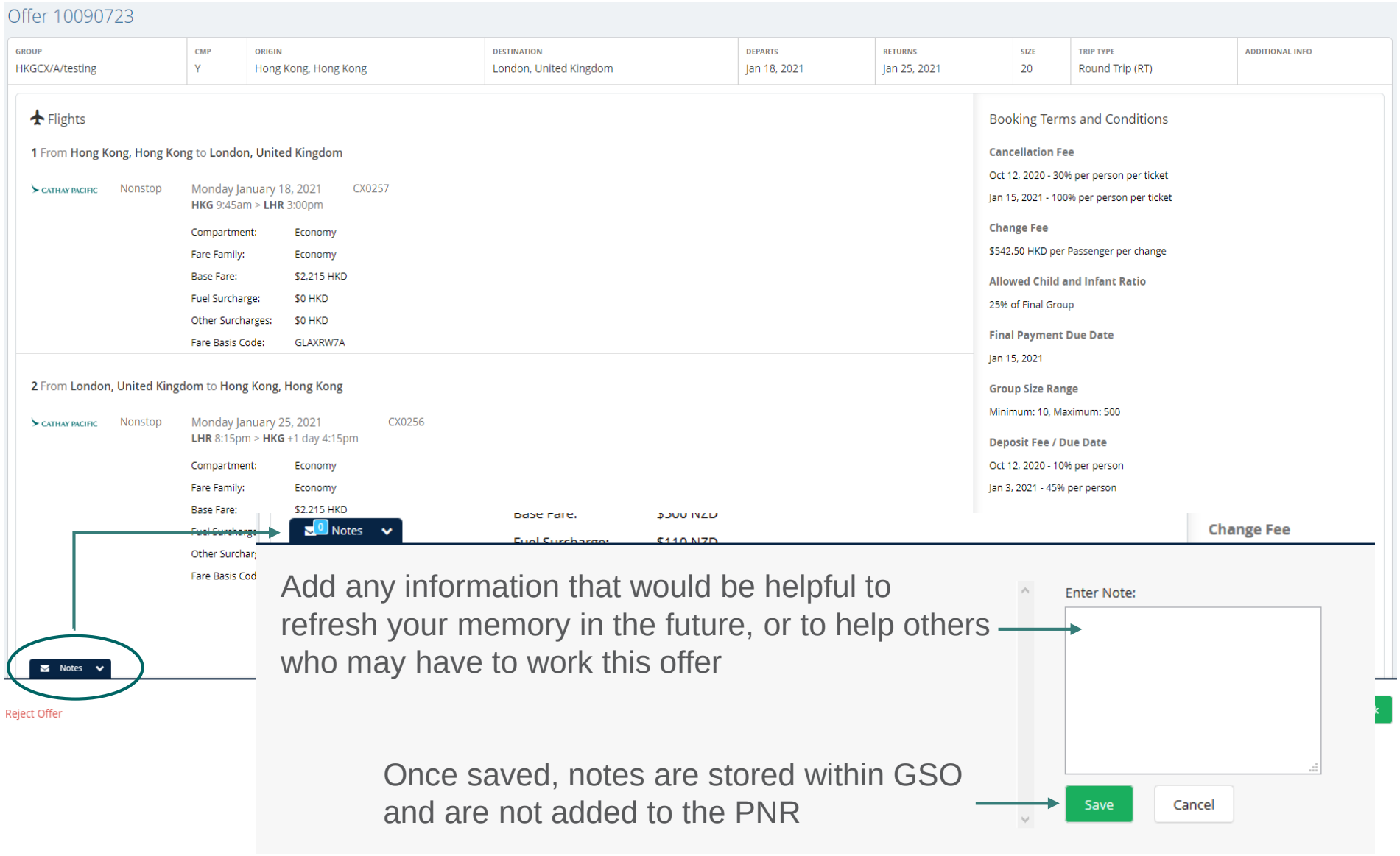
(Inclusive of GST, where applicable. Excludes any additional fees.)

Notes

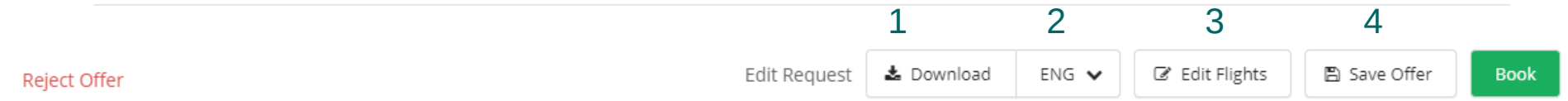
Create Bookings – Offer Summary (Cont'd)



Create Bookings – Offer Actions

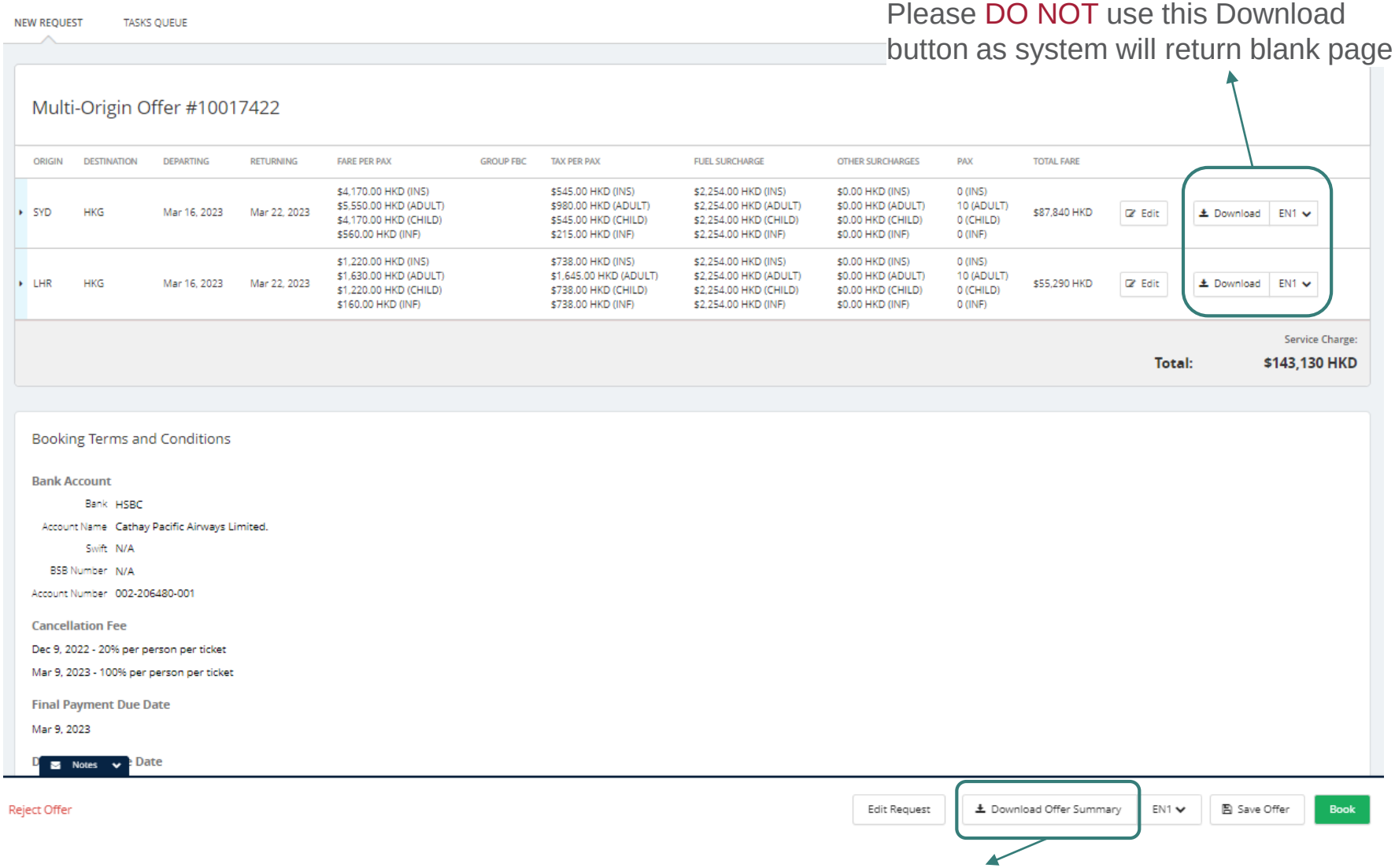


Create Bookings – Offer Actions



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

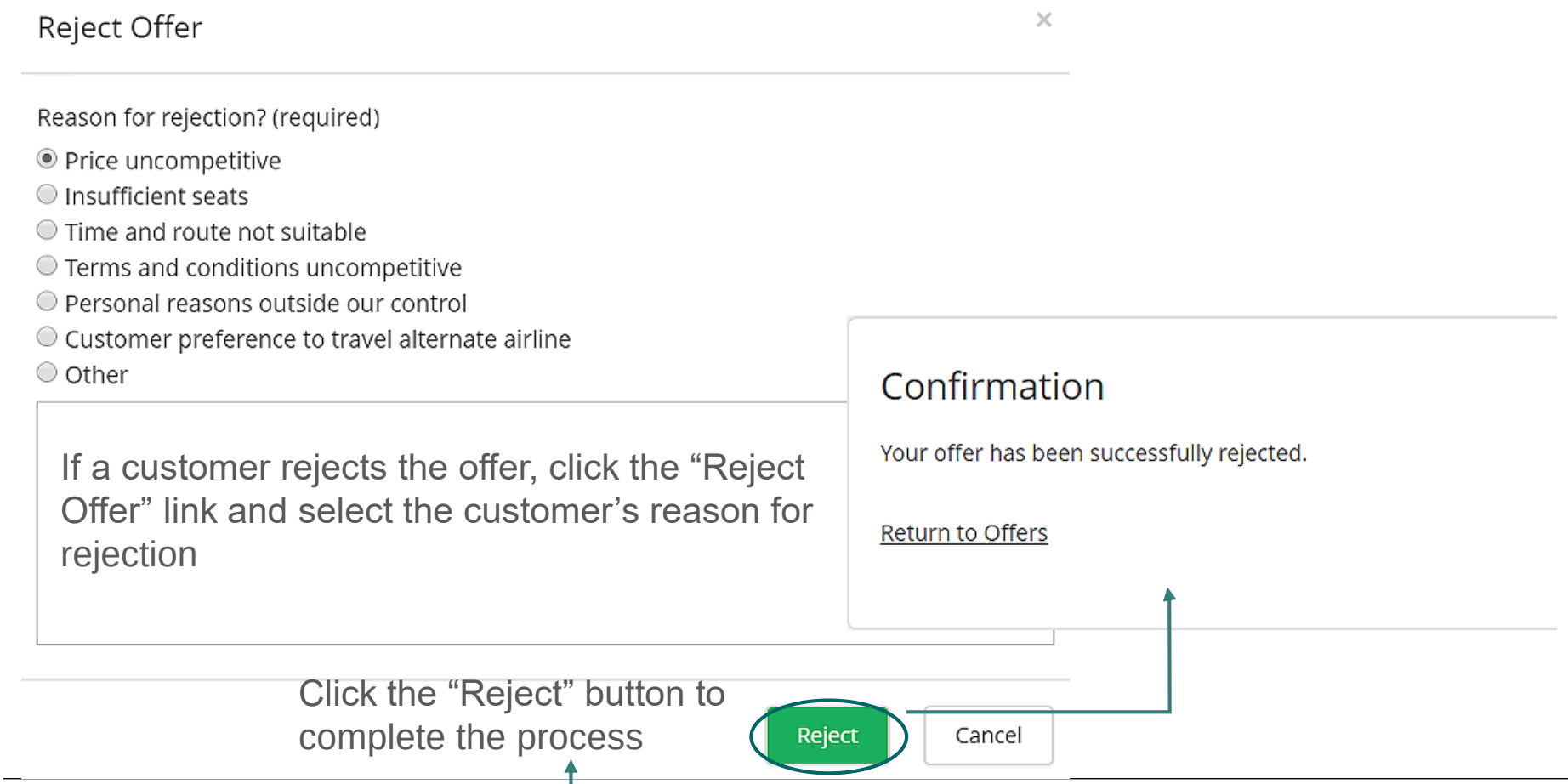
Create Multi Origin Bookings– Offer Actions



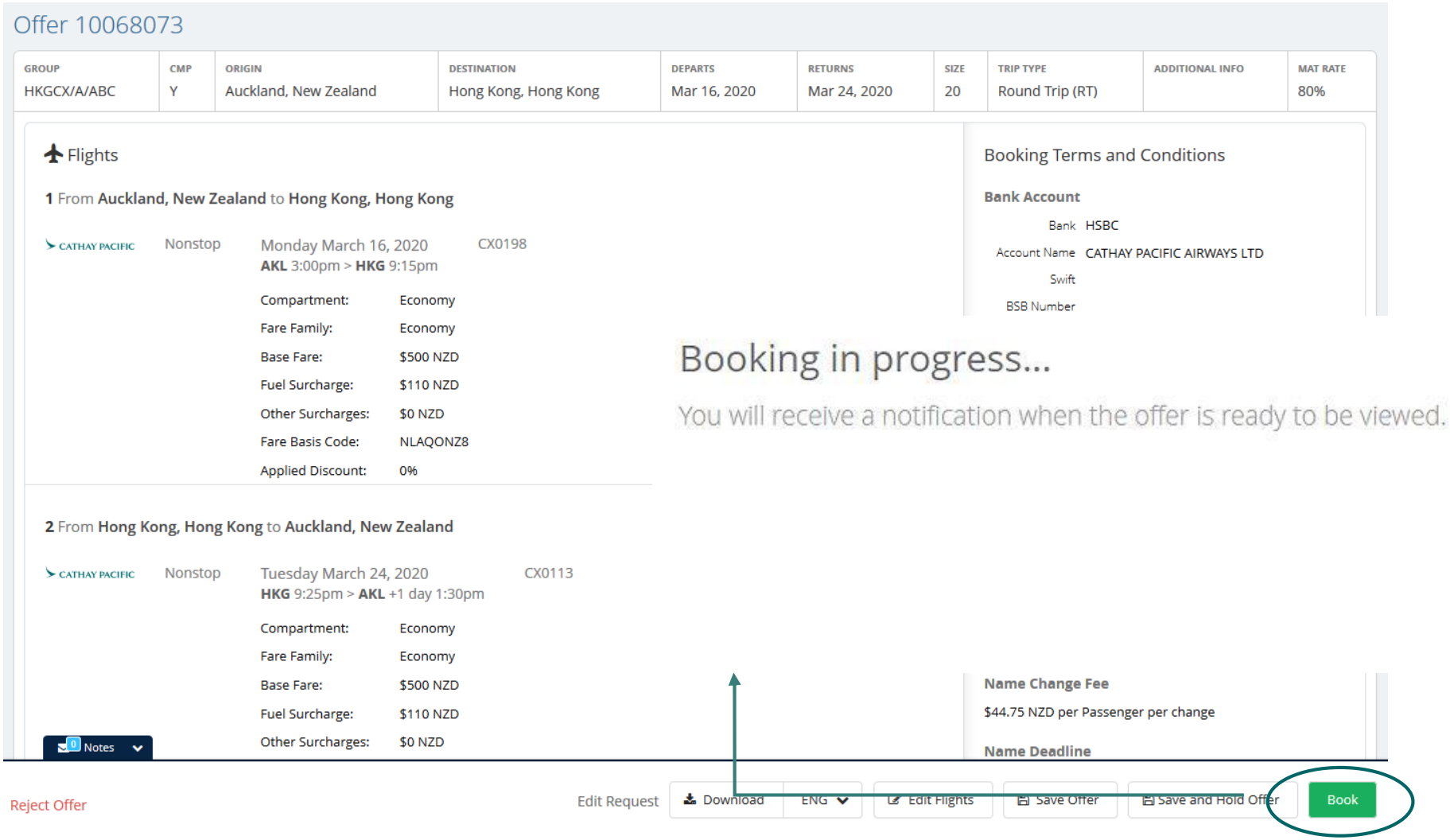
Please DO NOT use this Download button as system will return blank page

Please use “Download Offer Summary” to download a PDF copy of the offer

Create Bookings – Reject Offer



Create Bookings – Book Offer



Create Bookings – Booking Responses

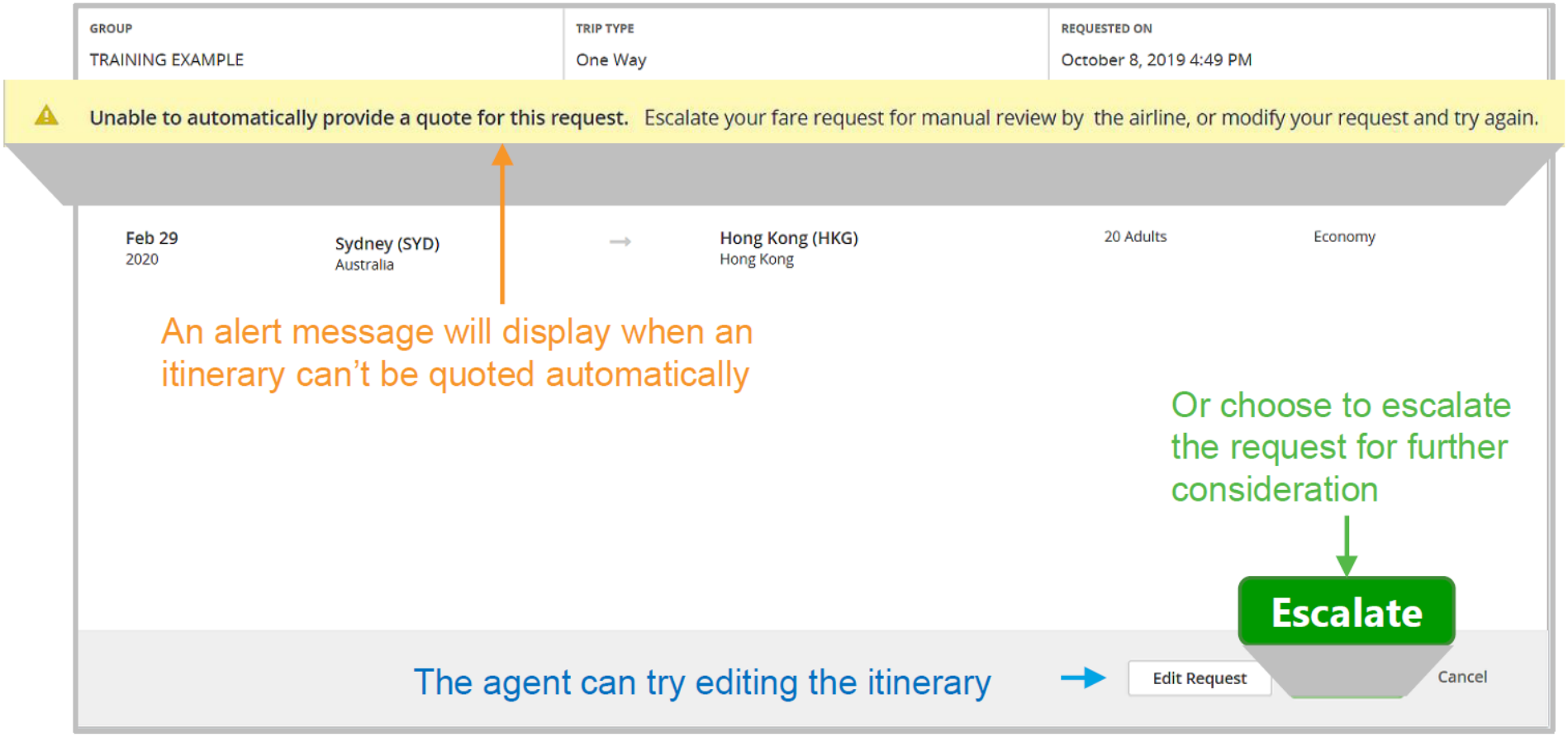
GROUP	CMP	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE	TRIP TYPE	ADDITIONAL INFO
HKGCX/A/testing	Y	Hong Kong, Hong Kong	London, United Kingdom	Jan 18, 2021	Jan 25, 2021	20	Round Trip (RT)	

This offer has been booked. Go to booking

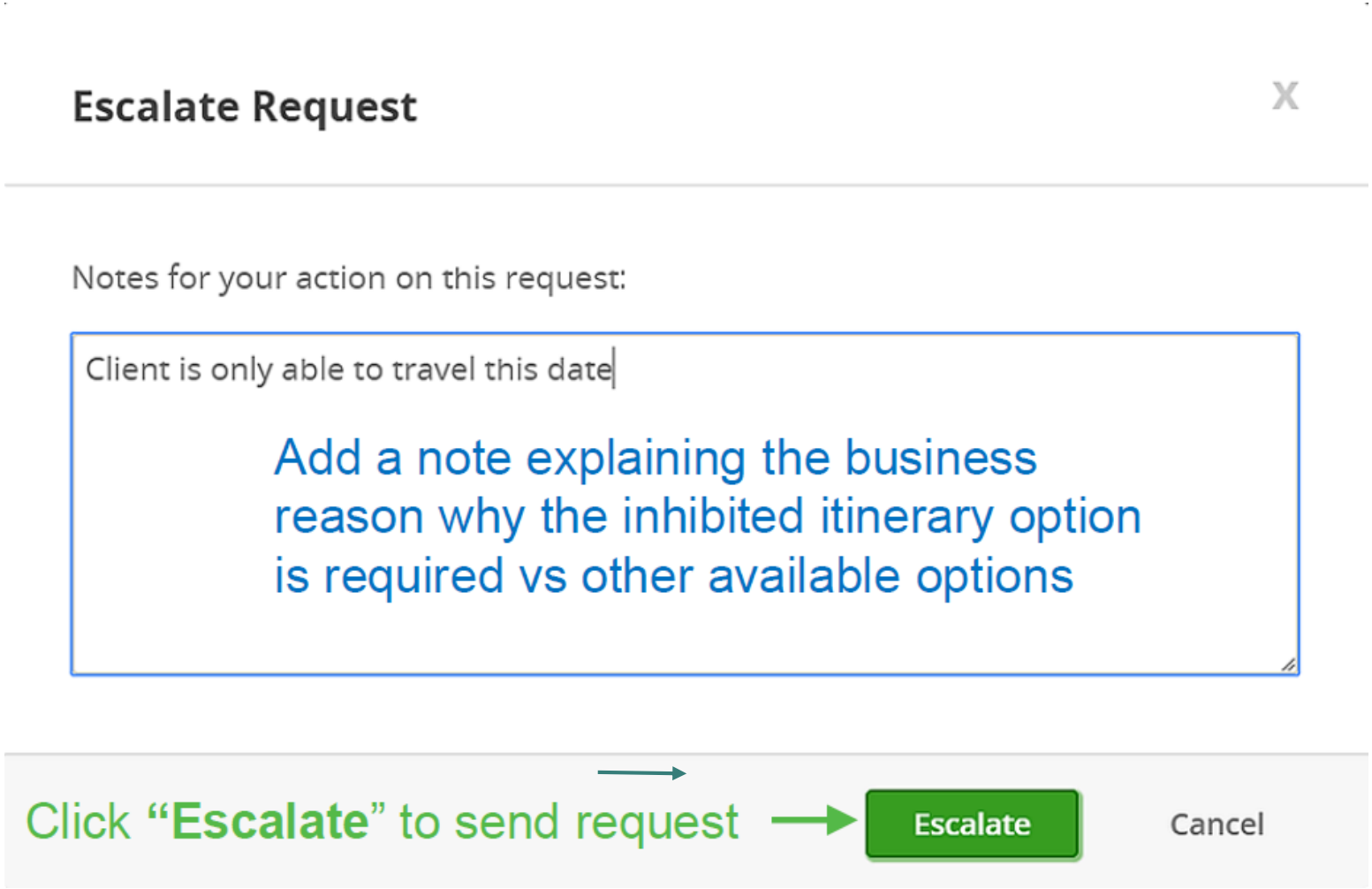
Escalation

- 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

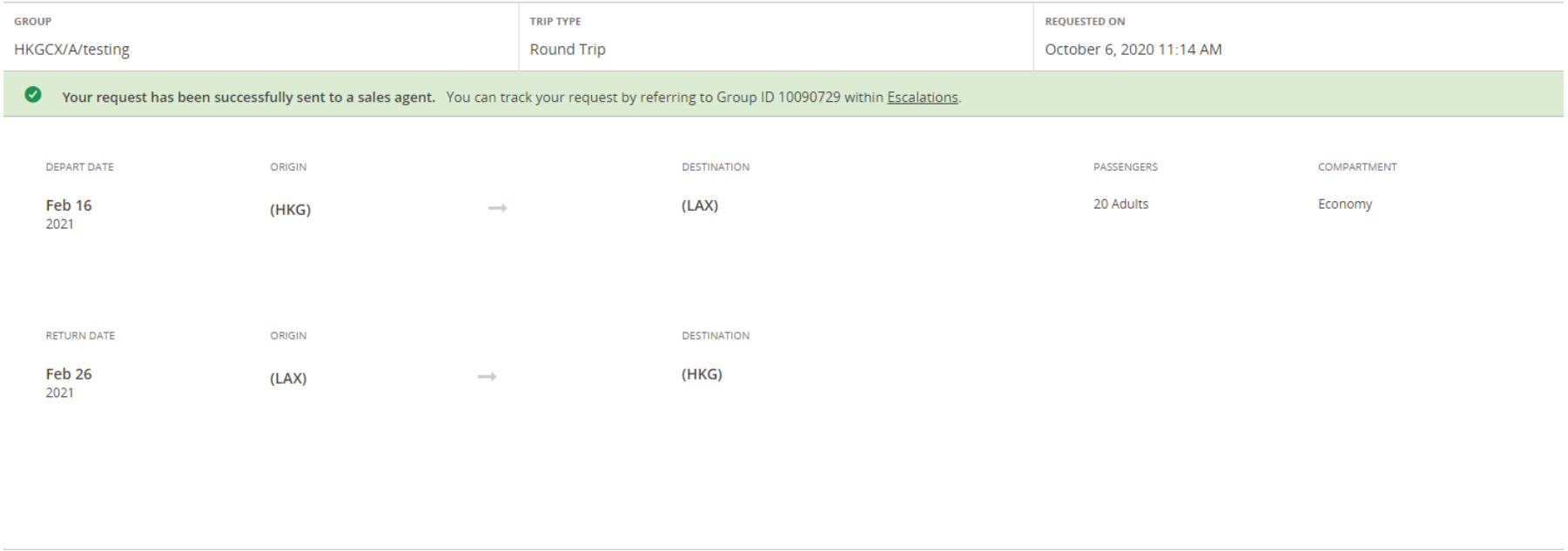


Escalation – Escalating a request to Sales



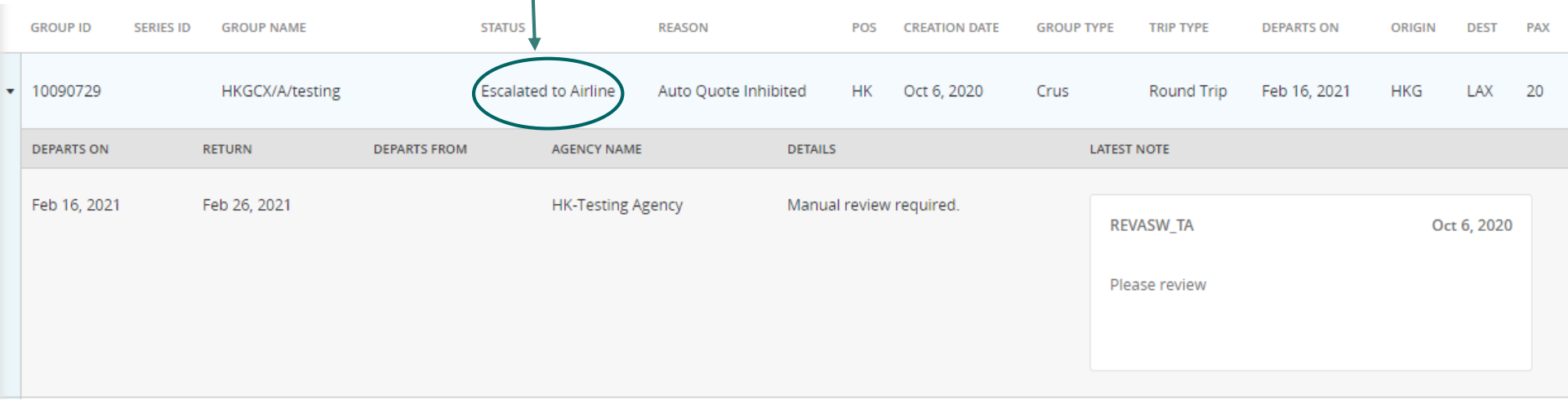
Escalation – Escalating a request to Sales

- Success Message will display after clicking “Escalate”



Escalation – Escalating a request to Sales

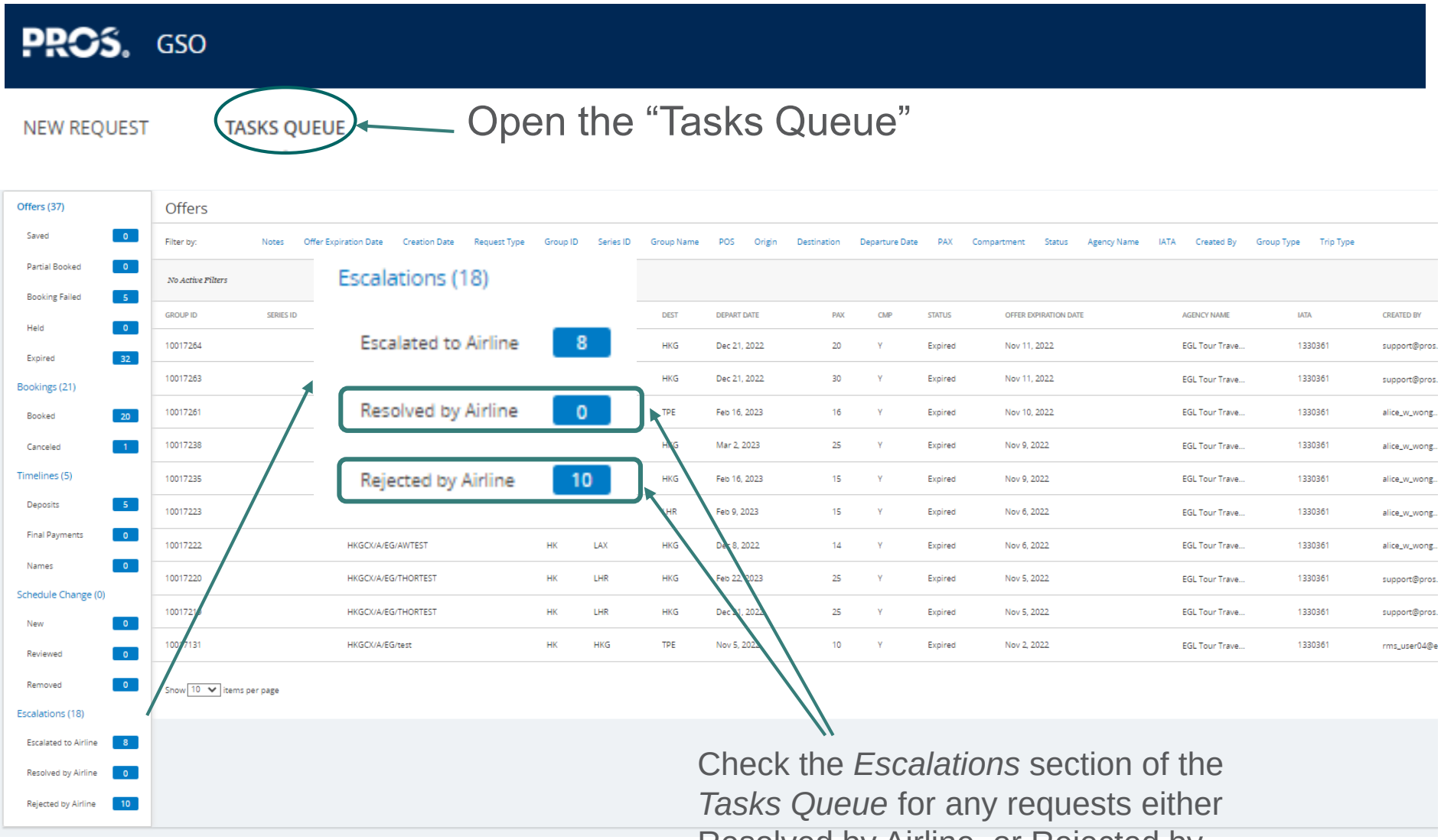
Status will be updated to “Escalated to Airline” in Task Queue



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

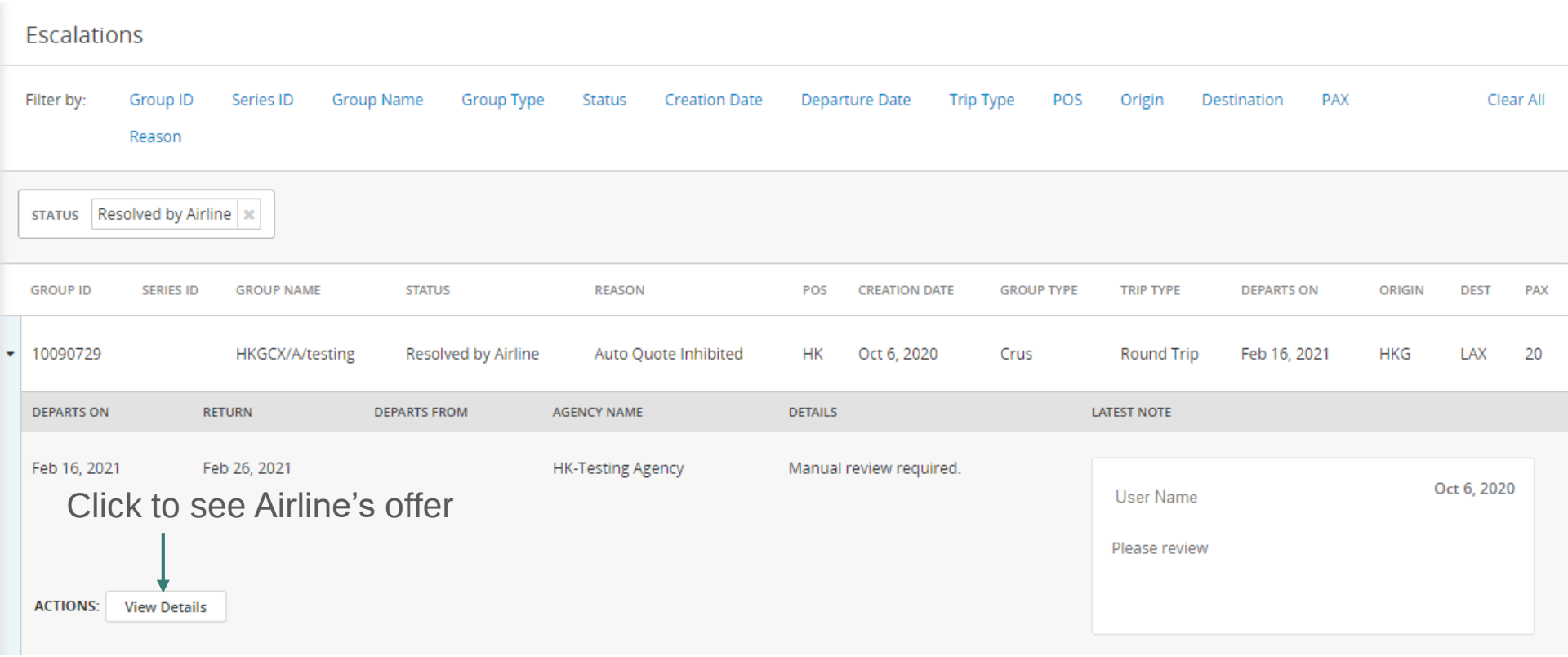
DEPARTS ON	RETURN	DEPARTS FROM	AGENCY NAME	DETAILS	LATEST NOTE
Feb 16, 2021	Feb 26, 2021		HK-Testing Agency	Manual review required.	REVASW_TA Oct 6, 2020 Please review

Escalation – View escalation

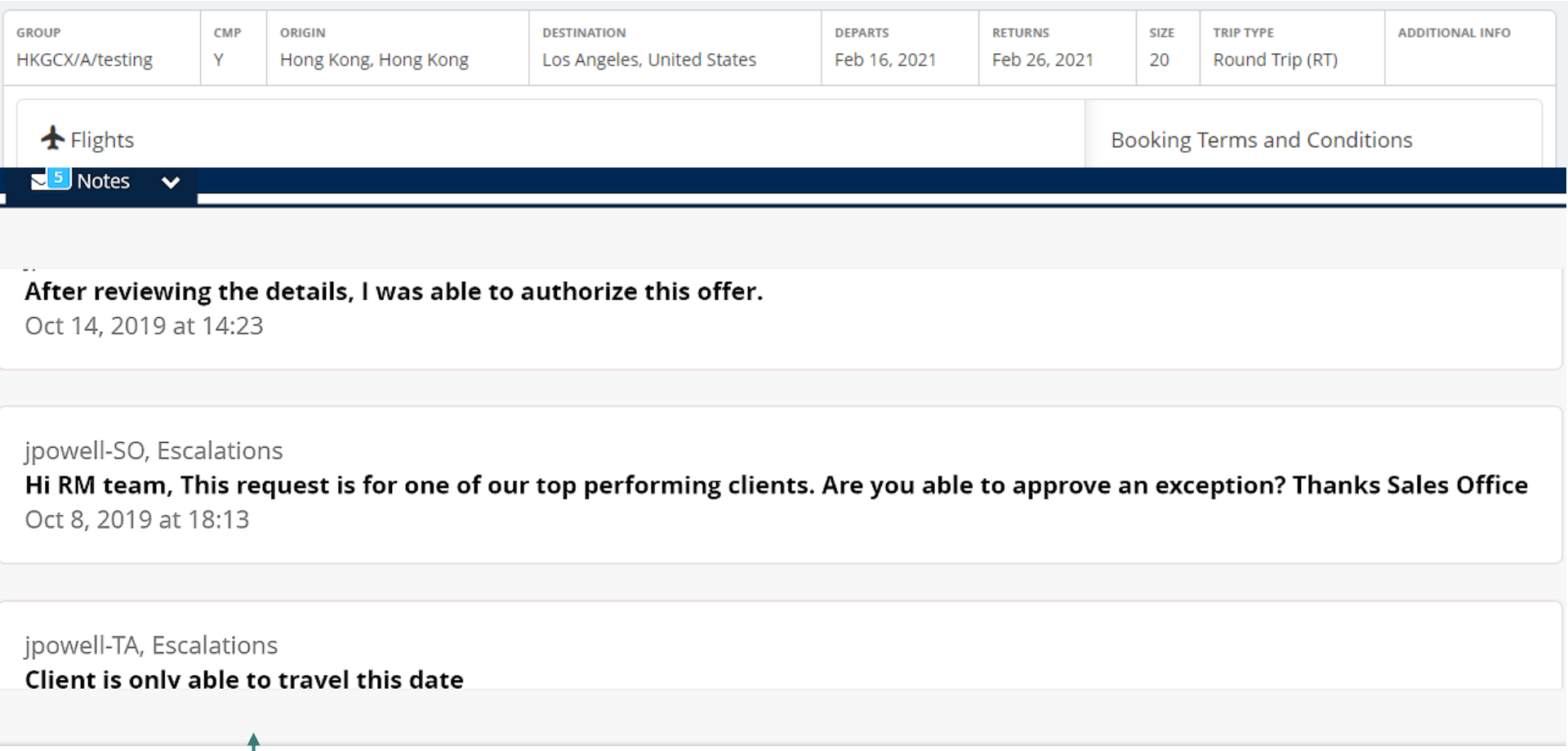


Escalation – Escalating a request to Sales

- By Clicking “Resolved by Airline”, resolved order will be displayed
- Details of offer can be view



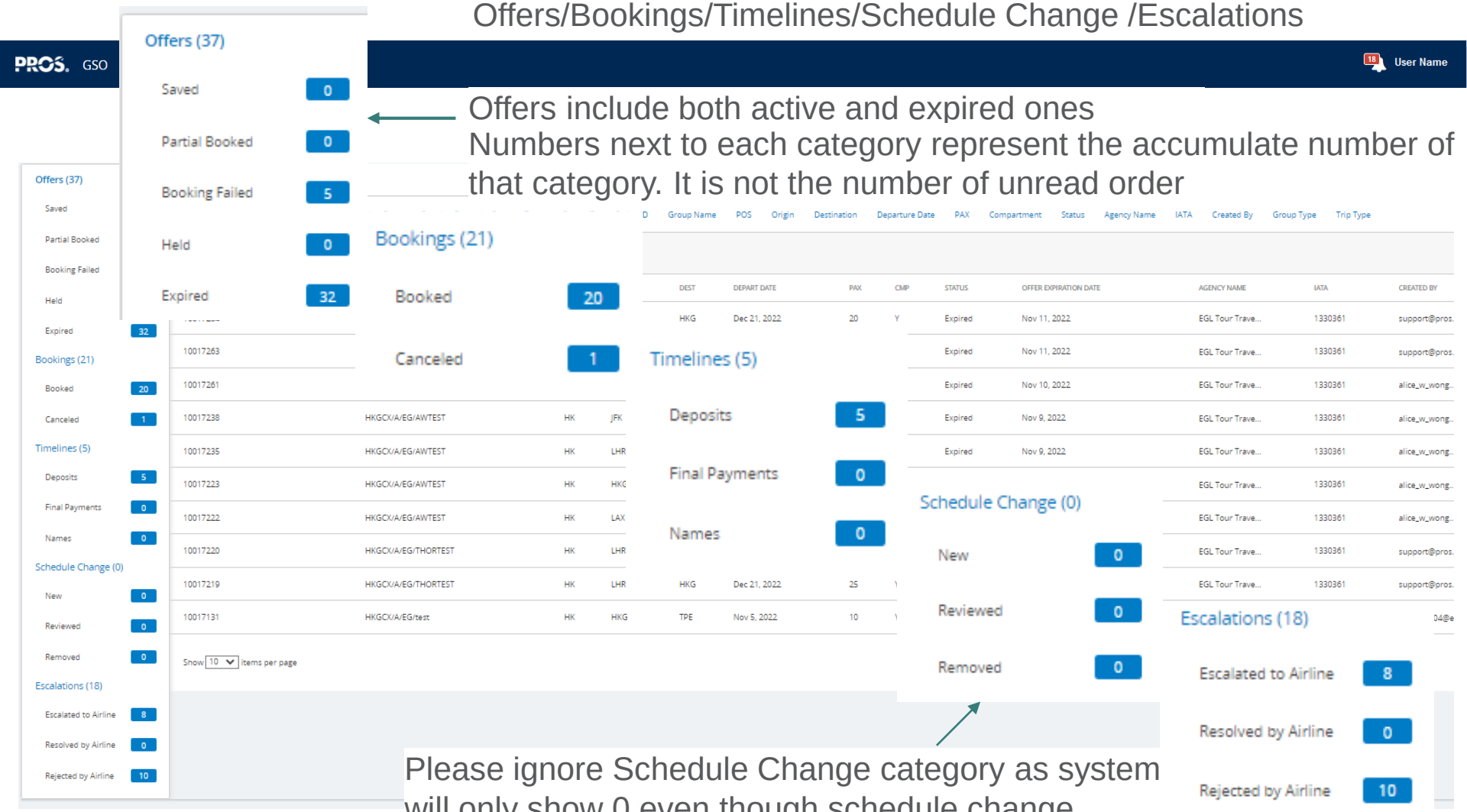
Escalation – View Full History of Notes



Click to view all previous notes

Tasks Queue Categories

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

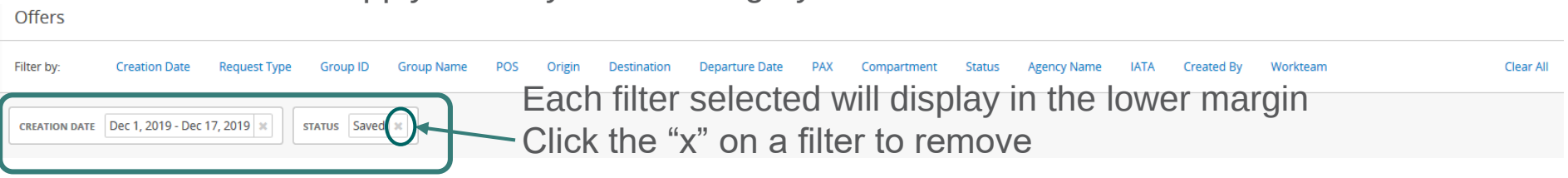


Offers include both active and expired ones
Numbers next to each category represent the accumulate number of that category. It is not the number of unread order

Please ignore Schedule Change category as system will only show 0 even though schedule change happen on some bookings

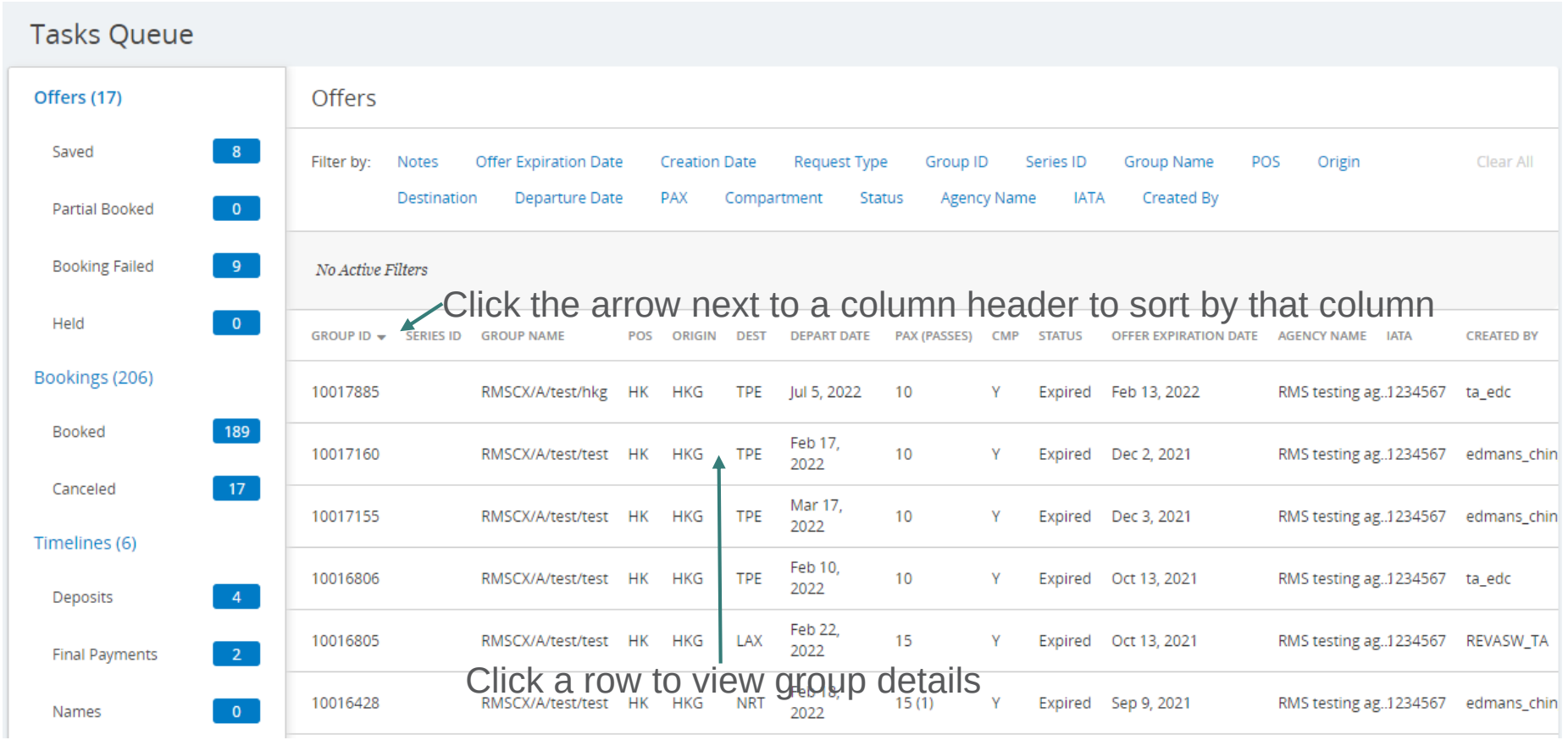
Task Queue - Filter

- Multiple filters can be applied together
- Not all filters apply to every action category



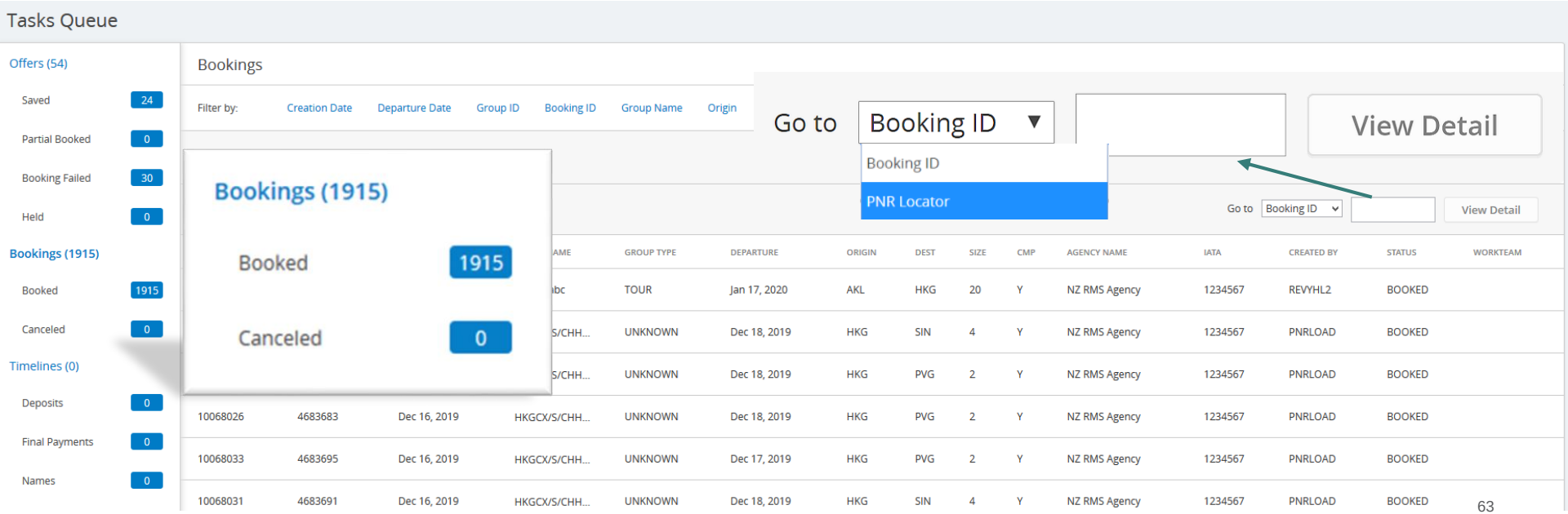
- You may filter by below parameters
  - **Created By**-User who created the request
  - **Creation Date**-Date the offer was generated
  - **Departure Date**-Departure date of the first requested direction
  - **Destination**-Destination airport of the first direction of the request
  - **Group ID**-System 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



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.

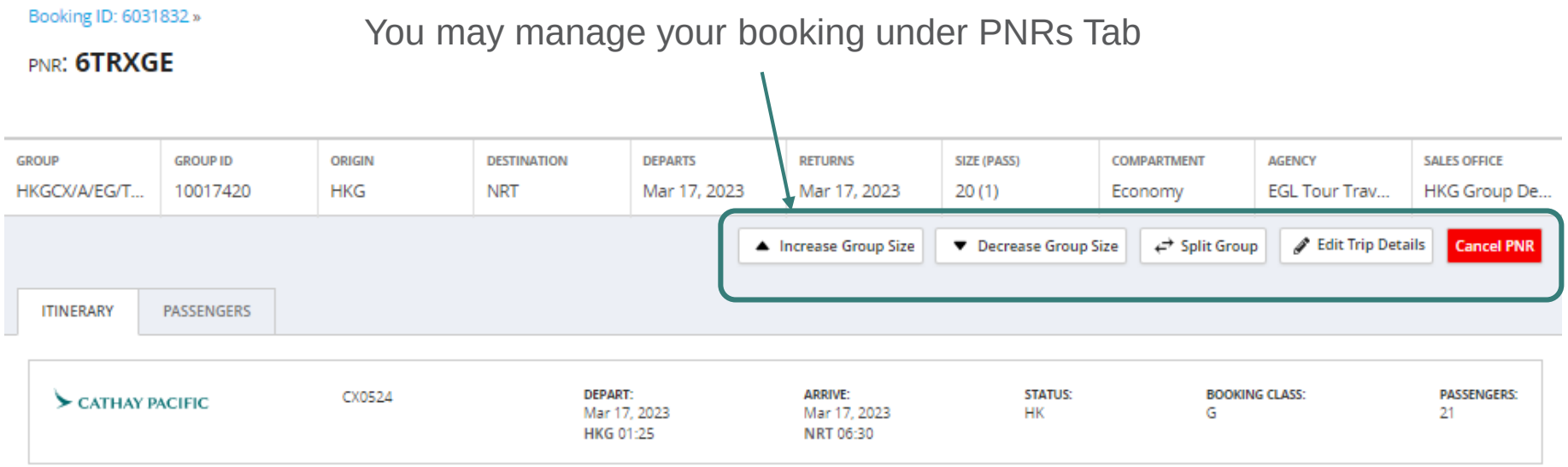
Cancel Booking

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

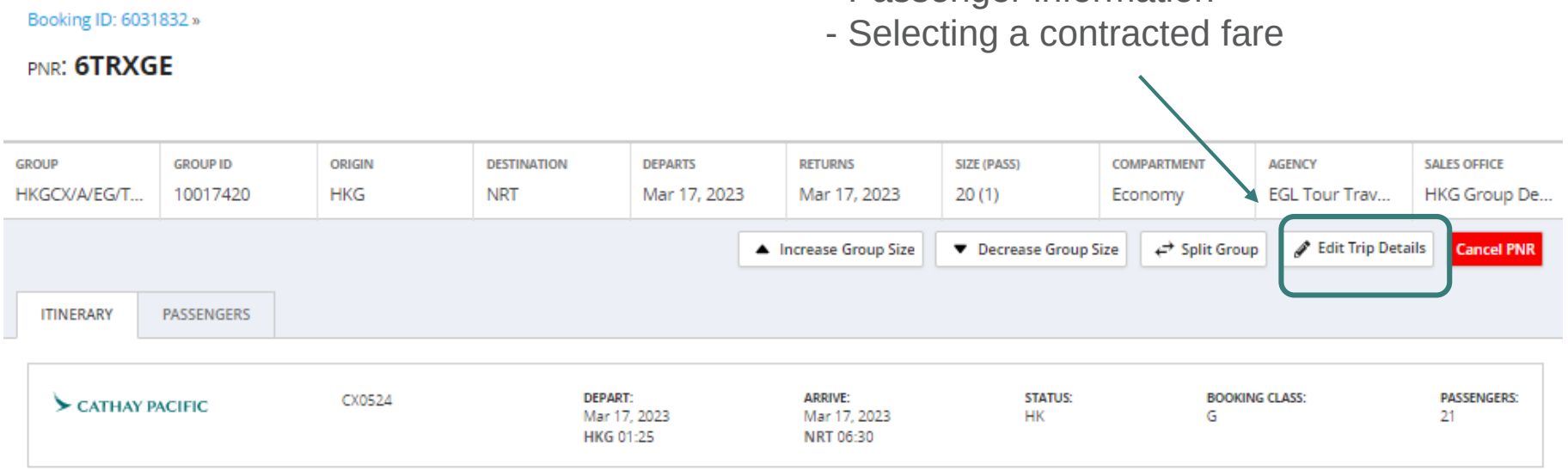
Booking Management – PNRs Tab



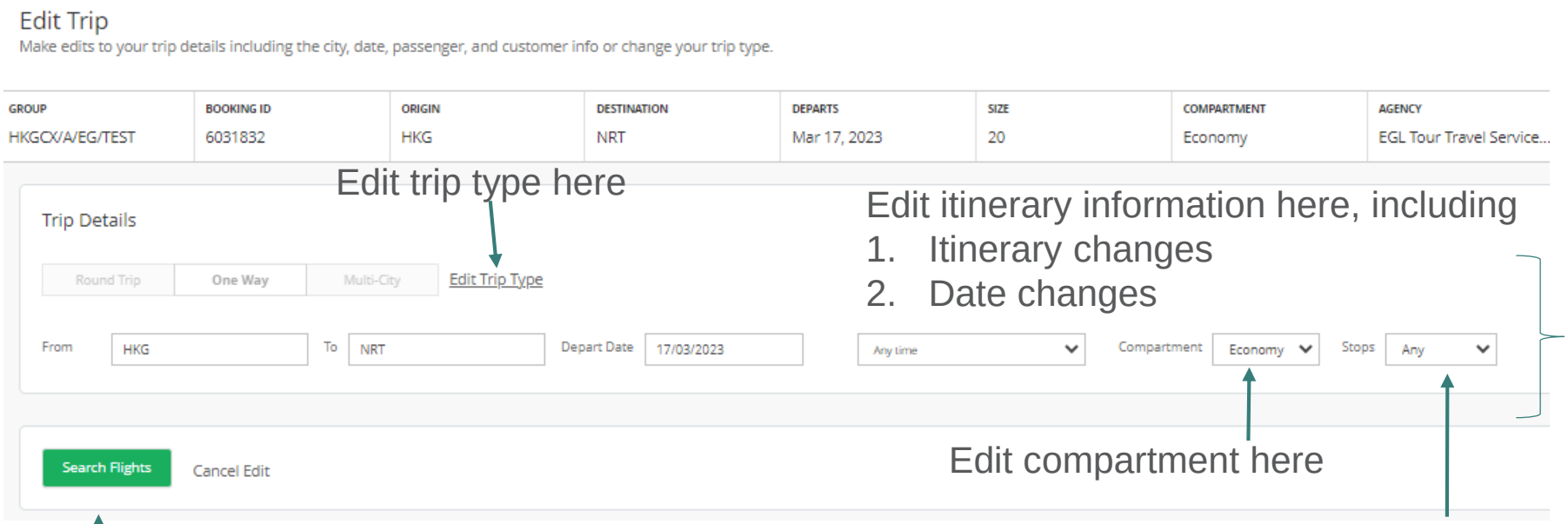
Booking Management - Edit Trip Details

Click “Edit Trip Details” to change the following,

- Trip Type
- Itinerary
- Passenger information
- Selecting a contracted fare



Booking Management - Edit Trip Details



Edit trip type here

Edit itinerary information here, including

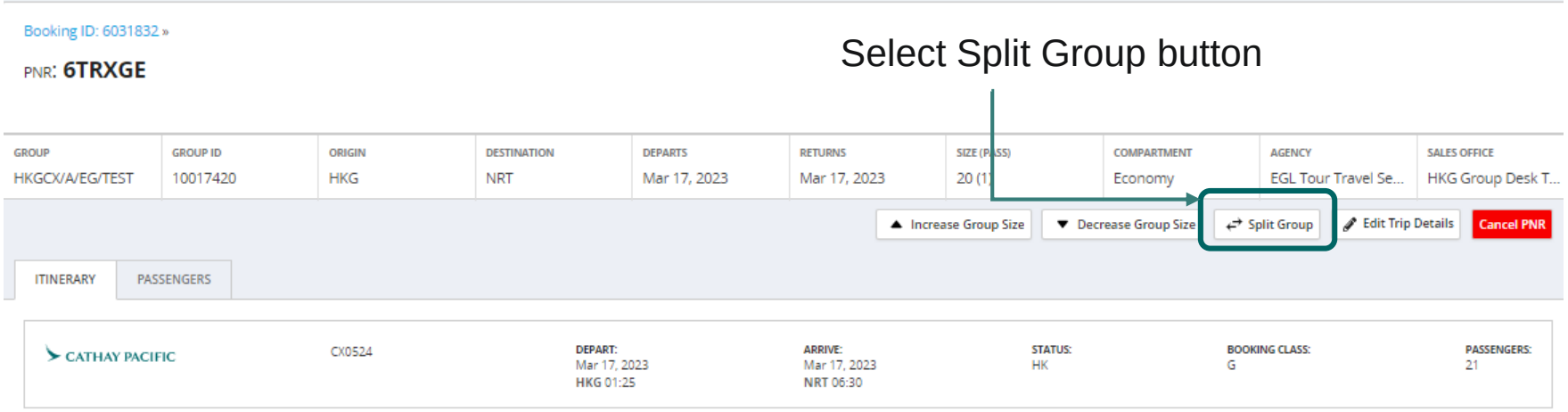
1. Itinerary changes
2. Date changes

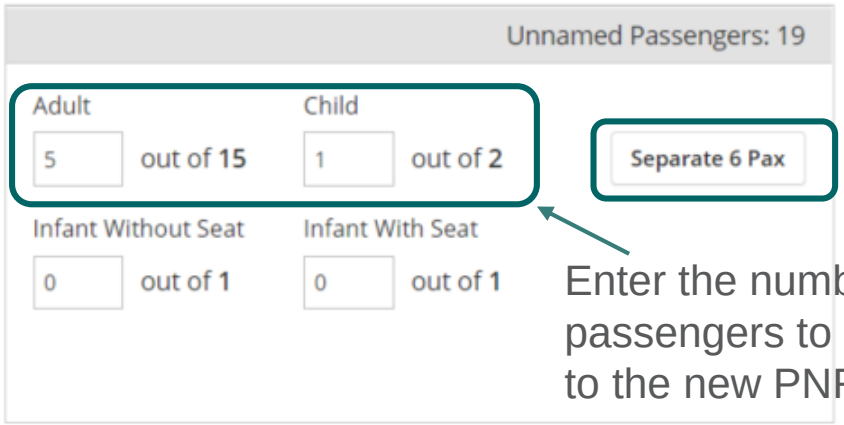
Edit compartment here

Edit no. of stops / via point here

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

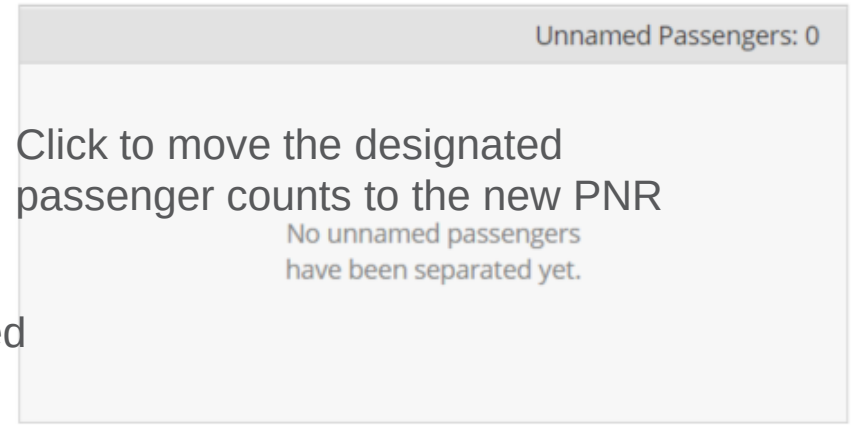
Booking Management – Split PNR





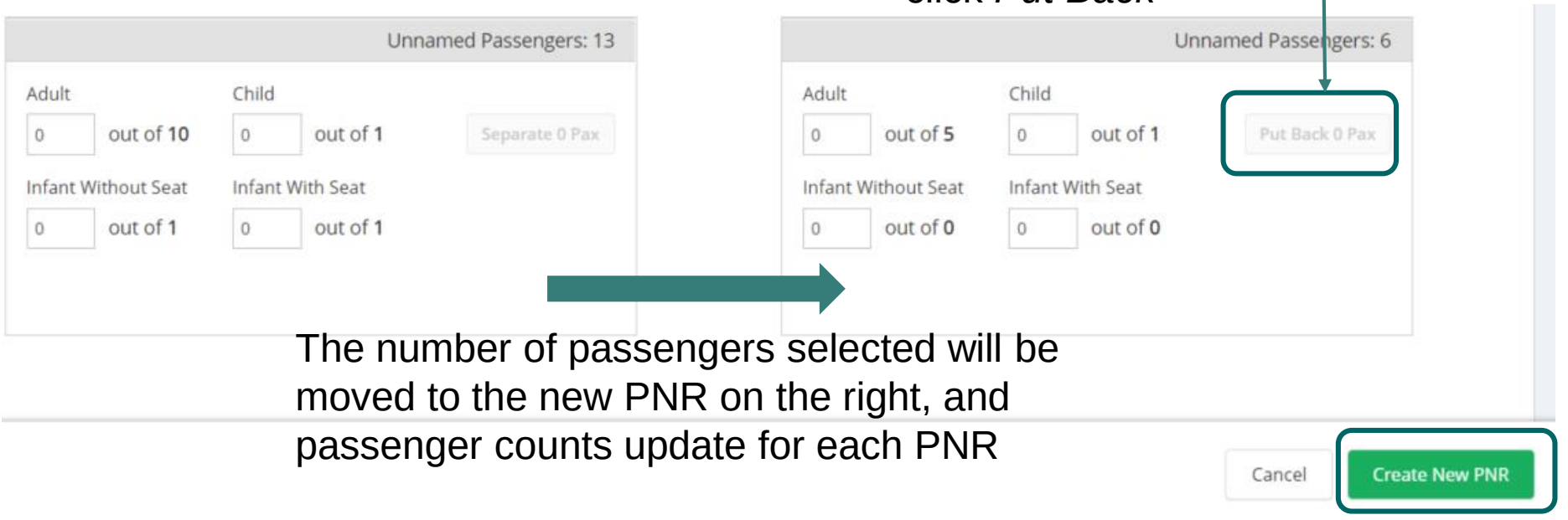
Enter the number of passengers to be moved to the new PNR

Click to move the designated passenger counts to the new PNR



Booking Management – Split PNR

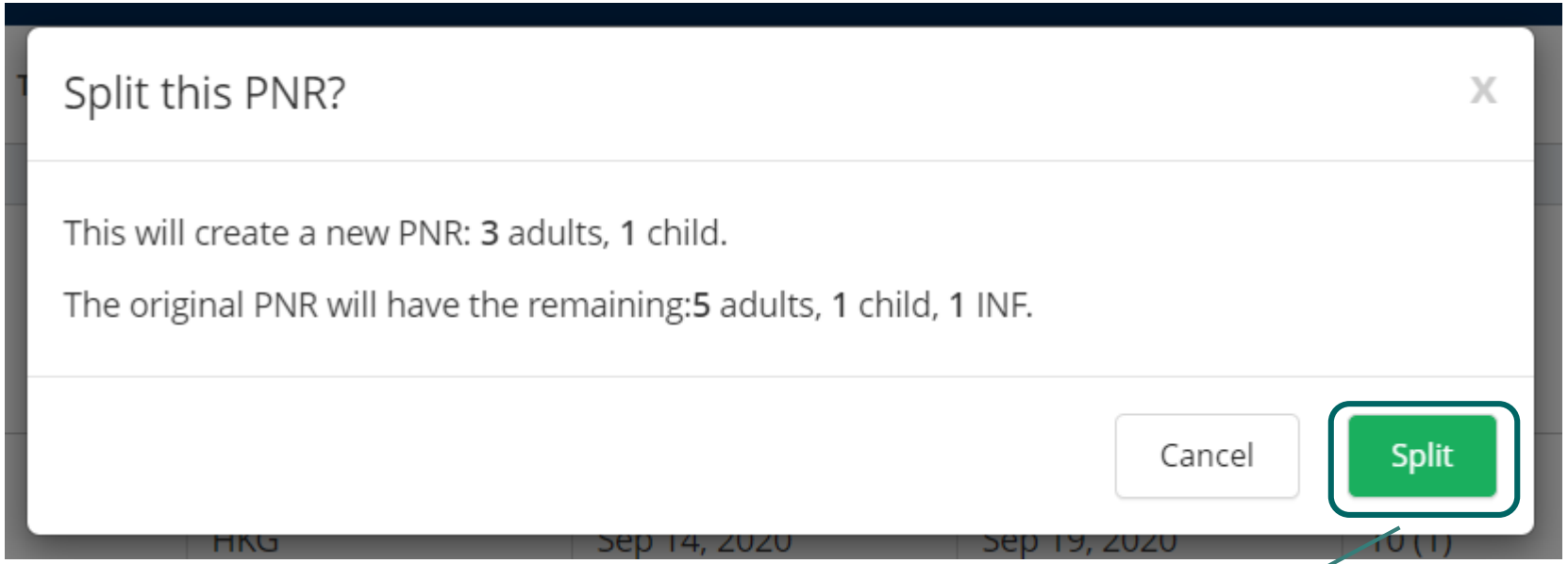
If there is an error in the count moved, enter the number to return to the original PNR and click *Put Back*



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

Click “Create New PNR” to continue

Booking Management – Split PNR



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

Cancel Booking by clicking here

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

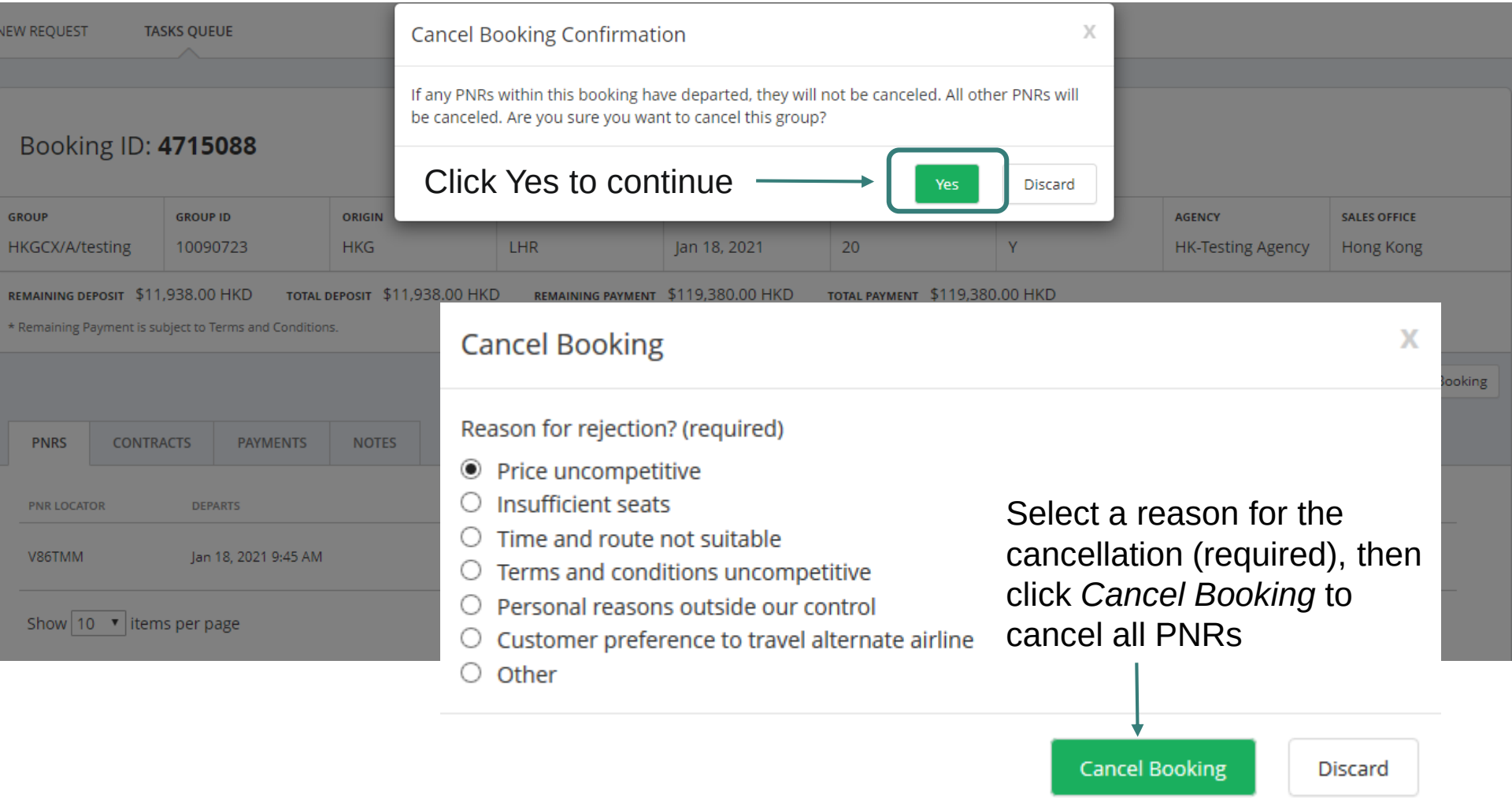
* Remaining Payment is subject to Terms and Conditions.

Cancel Booking

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



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.

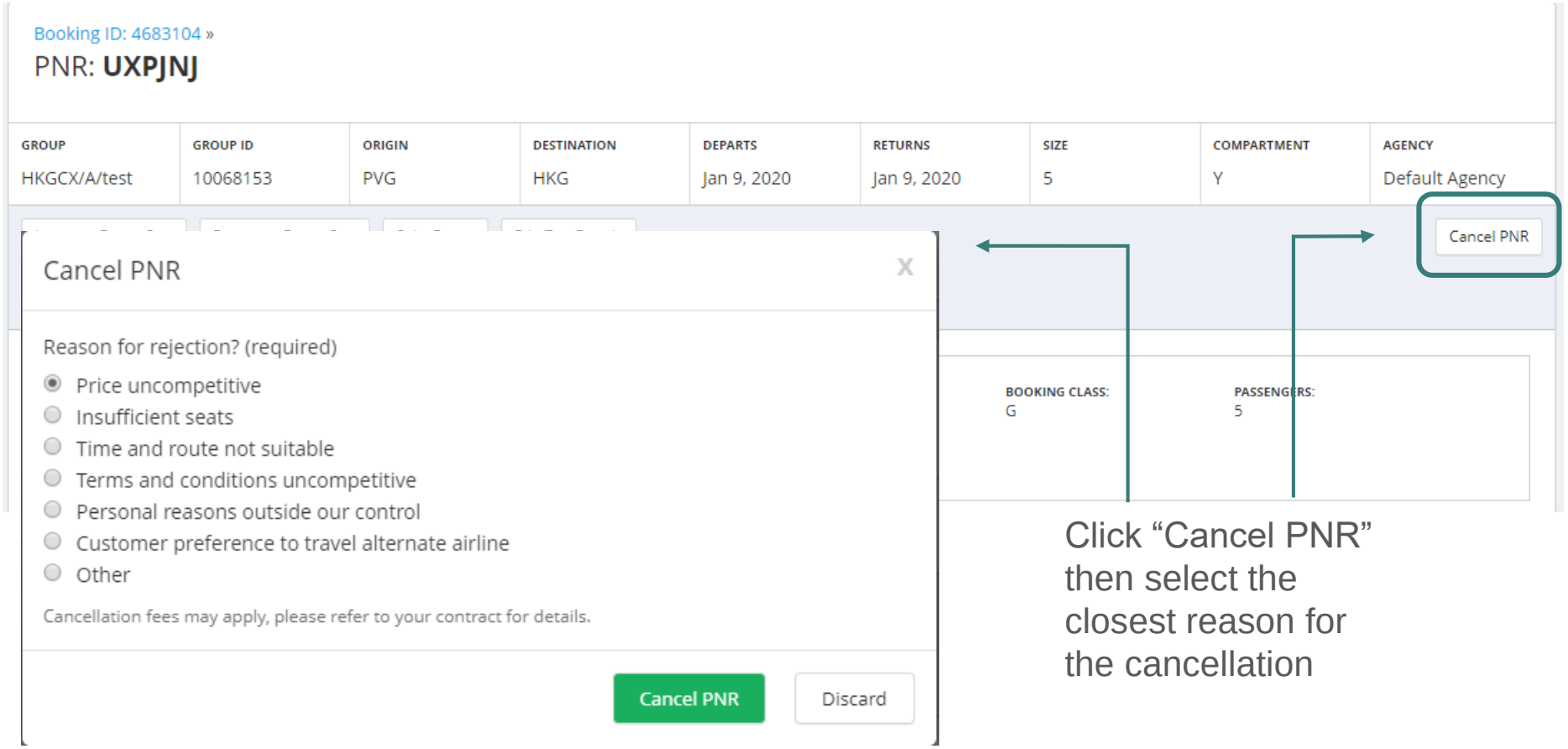
Cancel Booking

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



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.

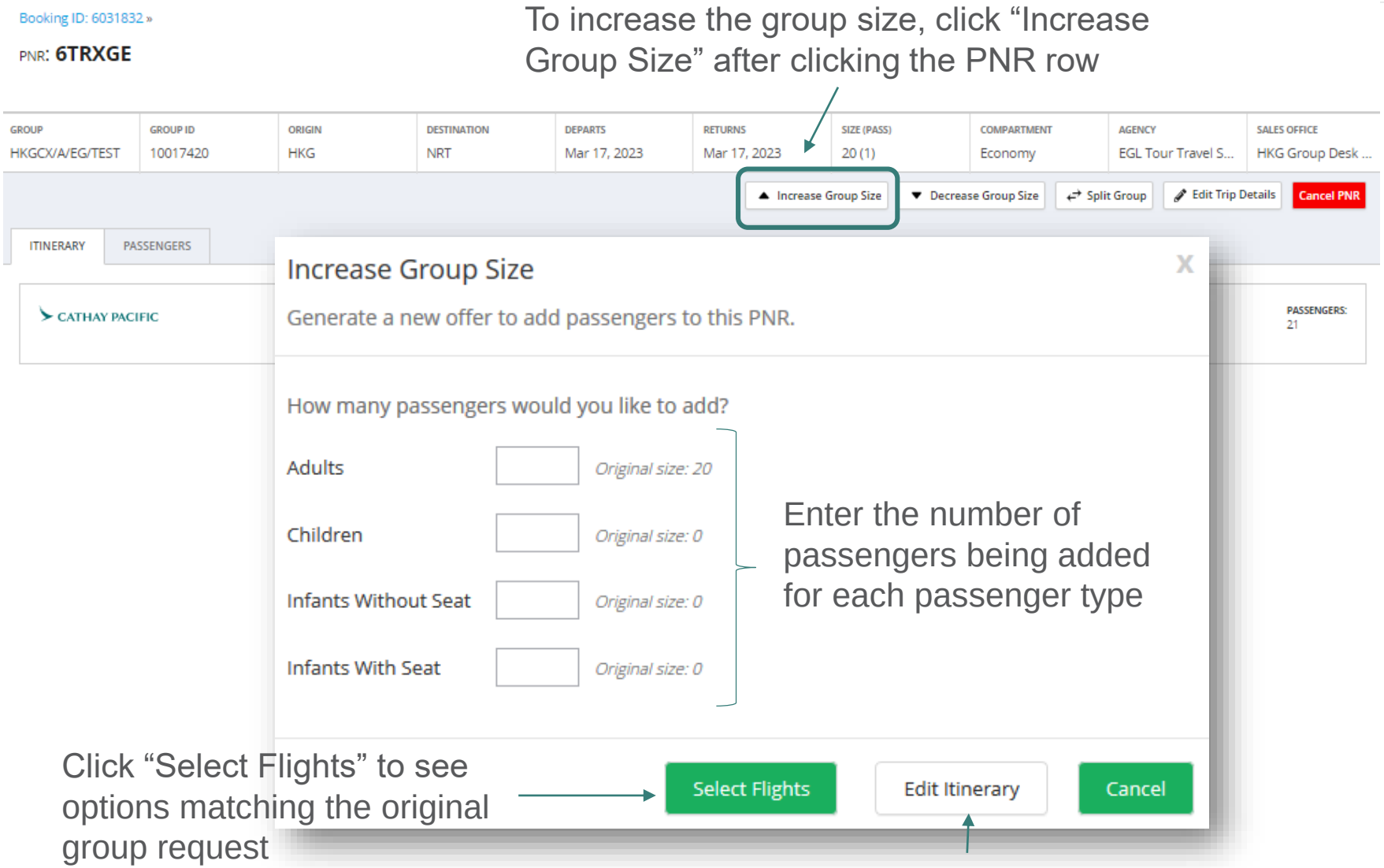
After cancellation confirmation, status of the PNR shown in the Booking Summary will shown as “ canceled”

Cancel Booking

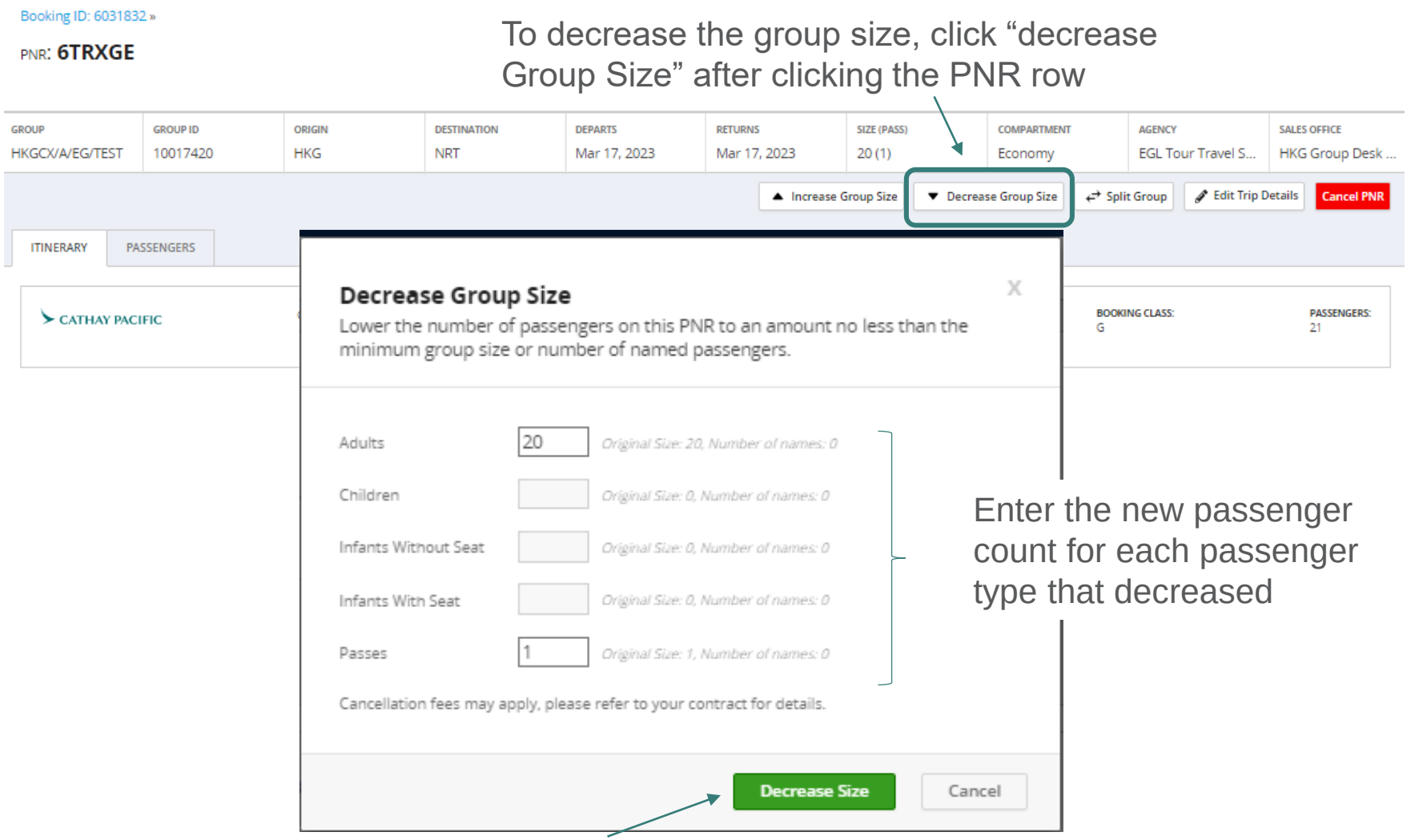
PNRS | CONTRACTS | PAYMENTS

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	

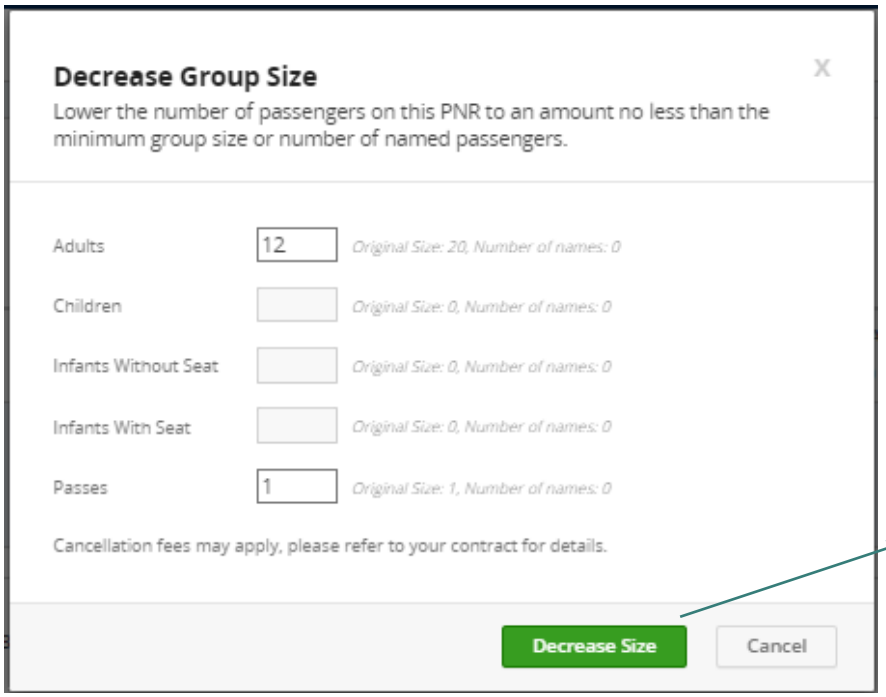
Booking Management - Increase Group Size

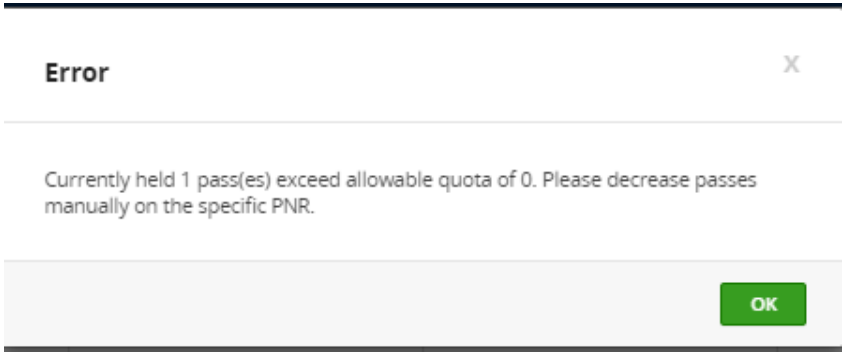


Booking Management - Decrease Group Size



Booking Management - Decrease Group Size

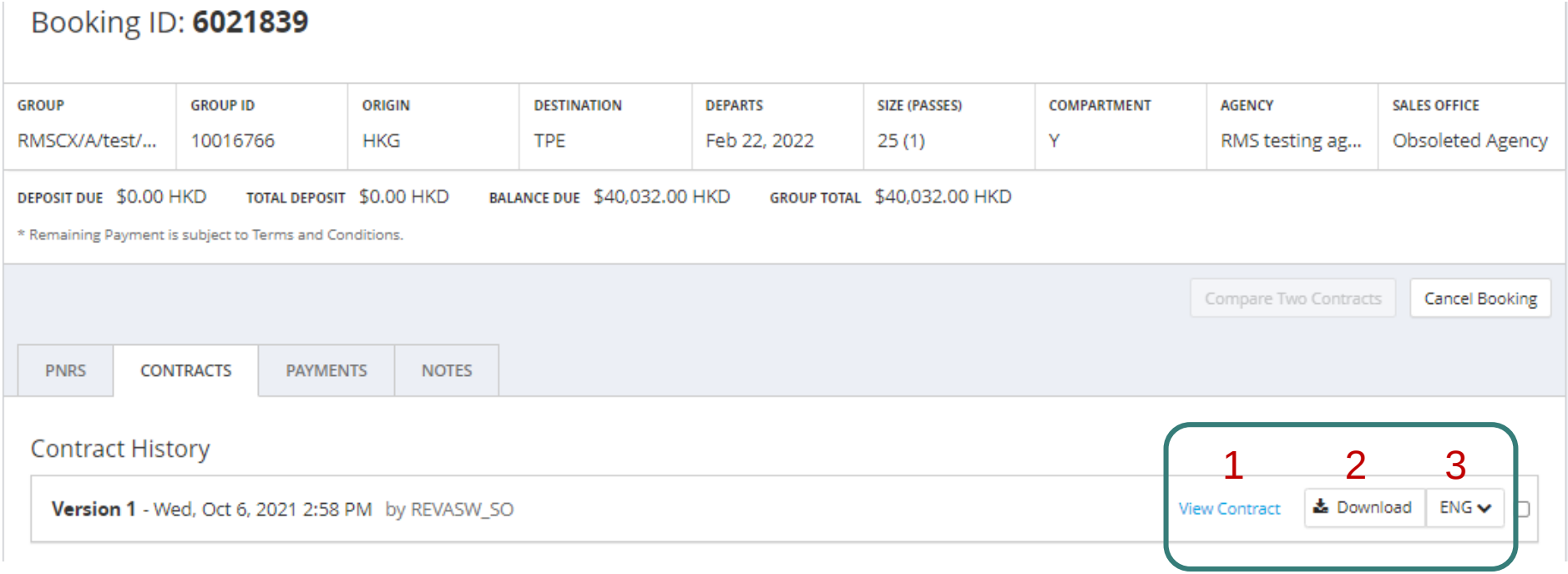




- GSO will not perform decrease group size when new group size does not match the passes policies for groups contain FOC
- Warning message will pops up and in this case, please contact airline to edit group size

Booking Management – Contracts Tab

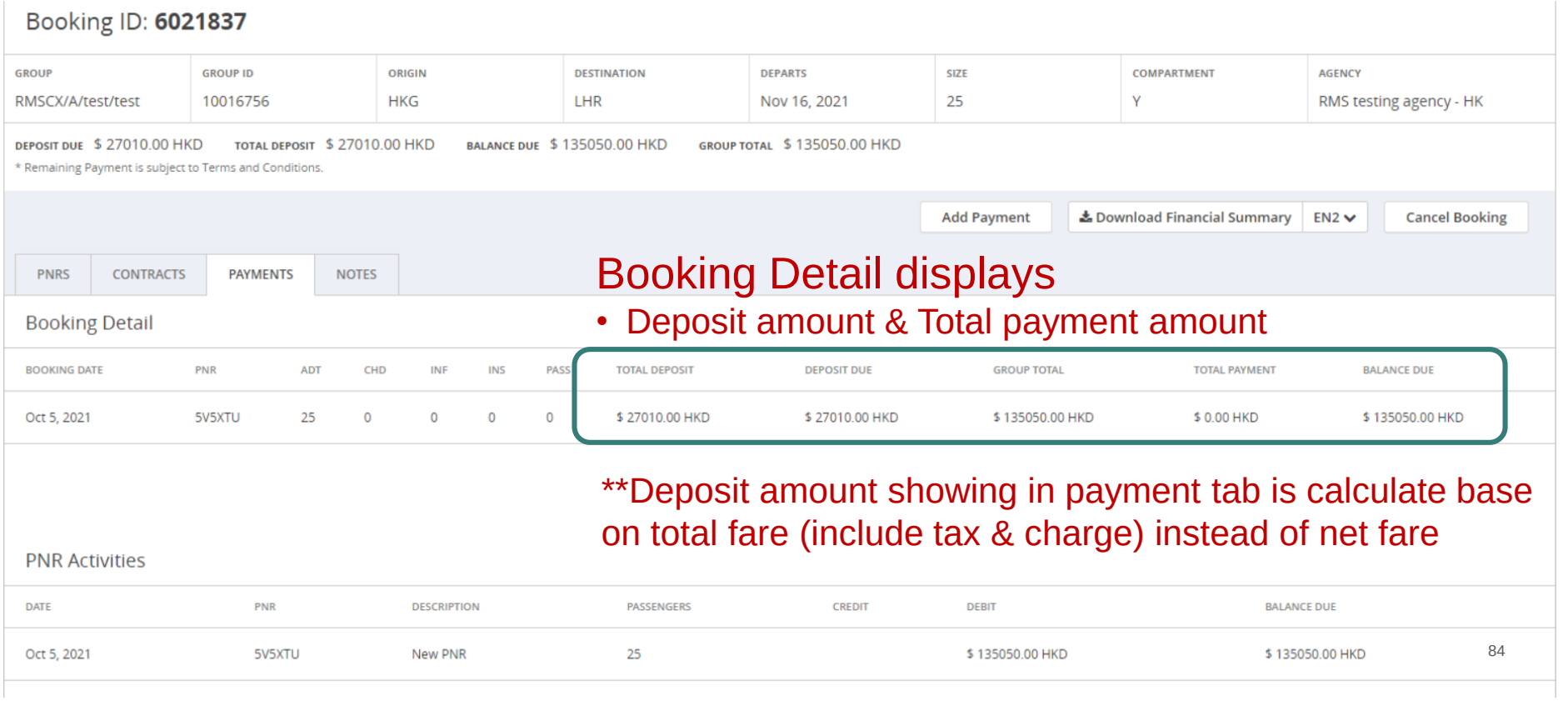
- The Contract tab contains the list of historical contracts associated with the booking.



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

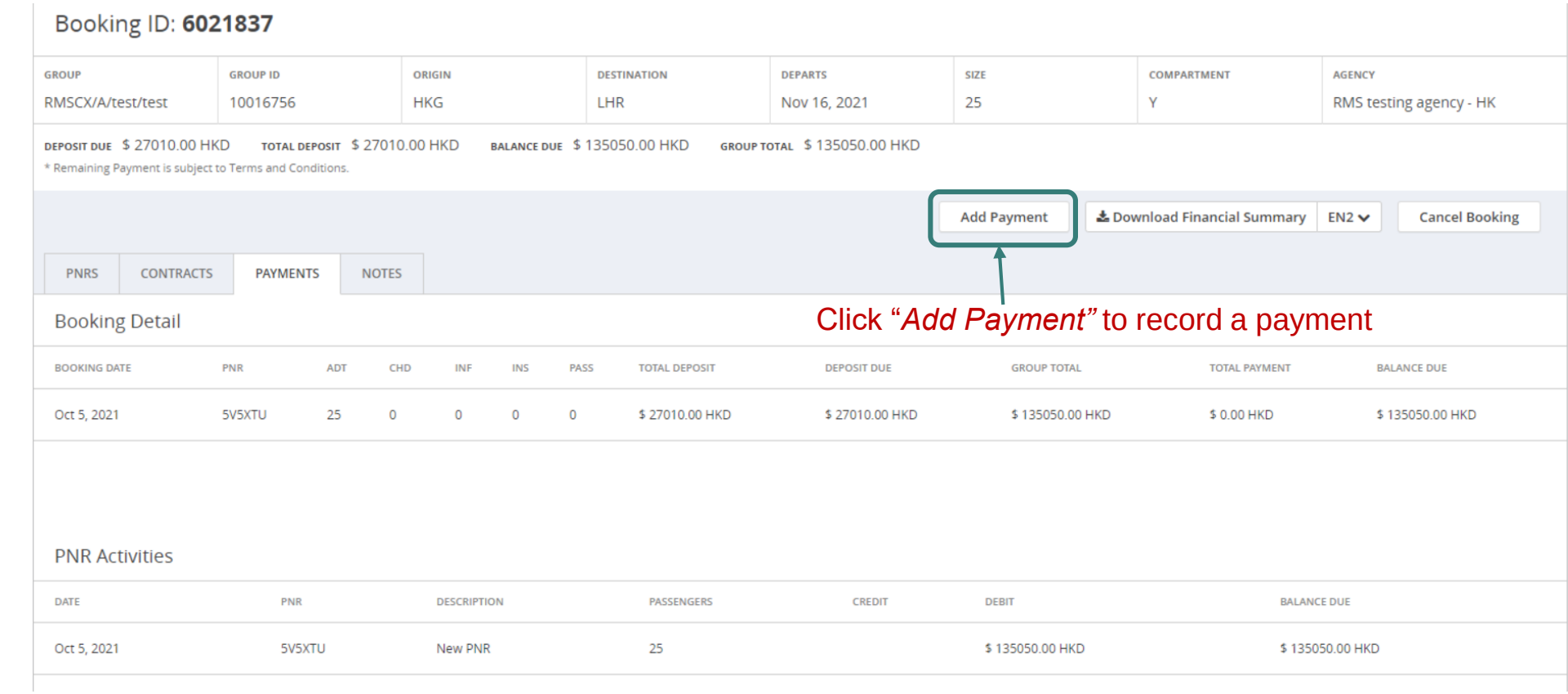


Booking Detail displays

- Deposit amount & Total payment amount

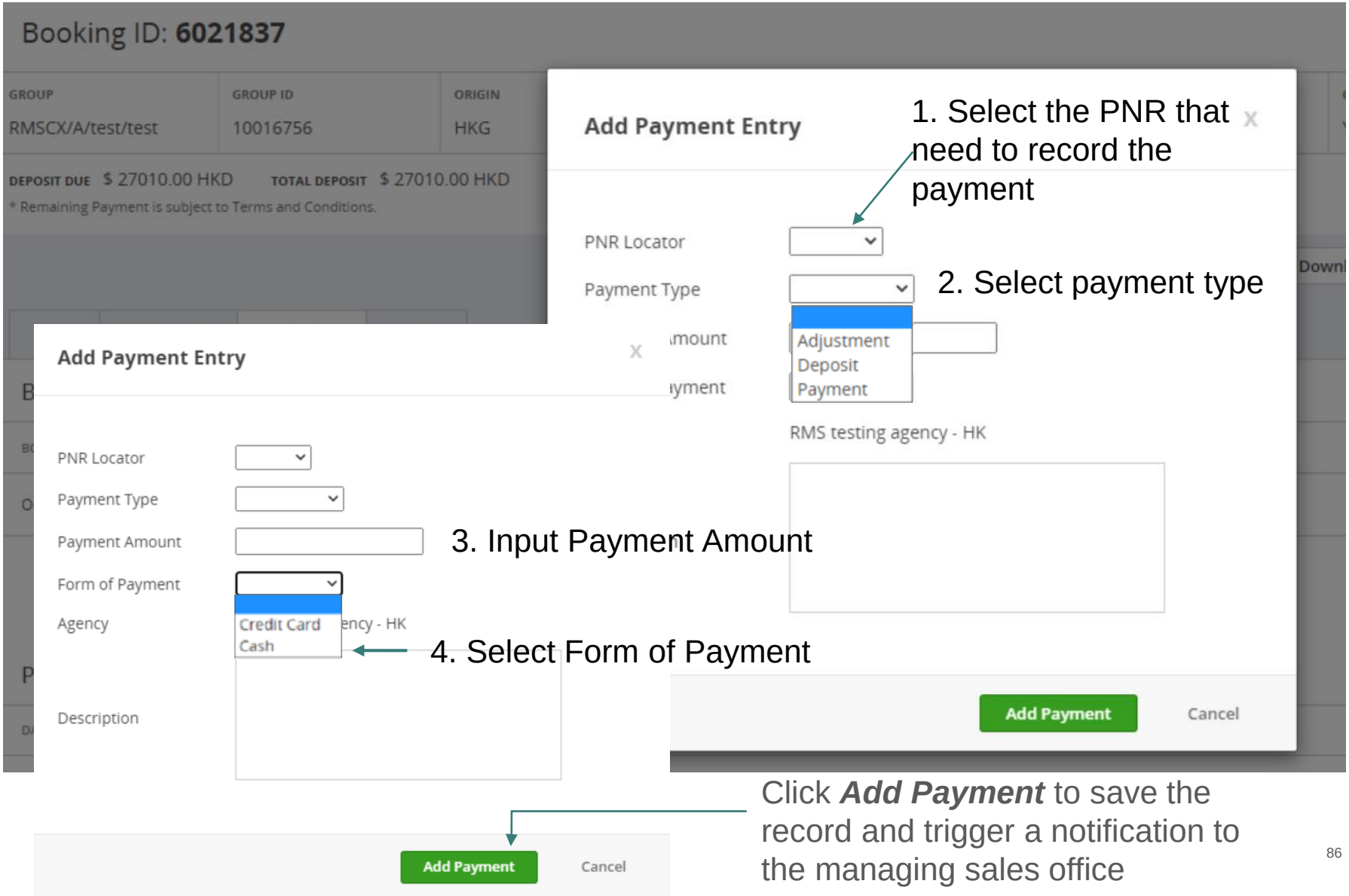
**Deposit amount showing in payment tab is calculate base on total fare (include tax & charge) instead of net fare

Booking Management – Payments Tab



Click "*Add Payment*" to record a payment

Booking Management – Payments Tab



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

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.

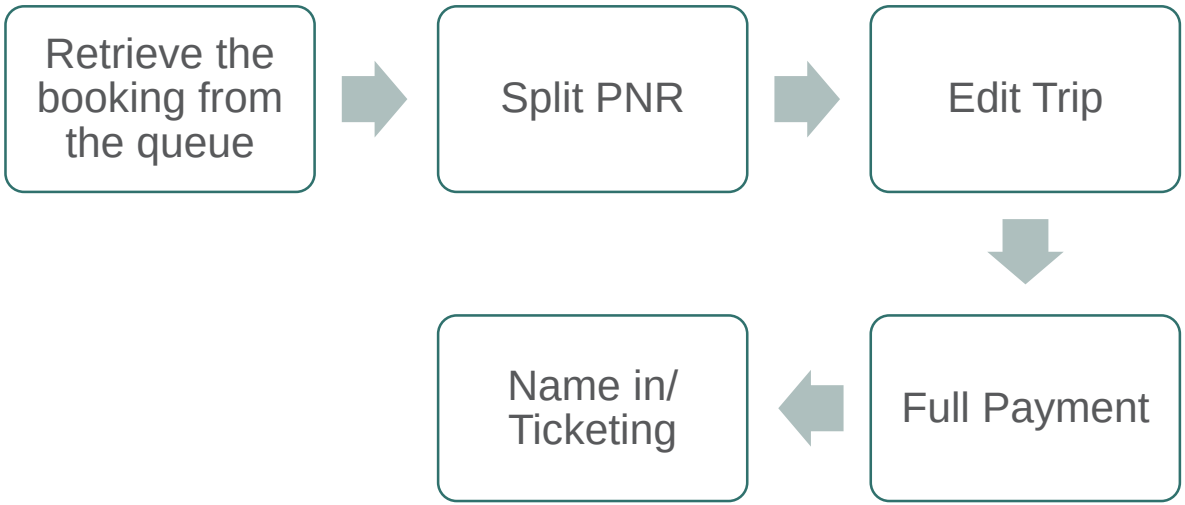
Special Notes on Booking Management

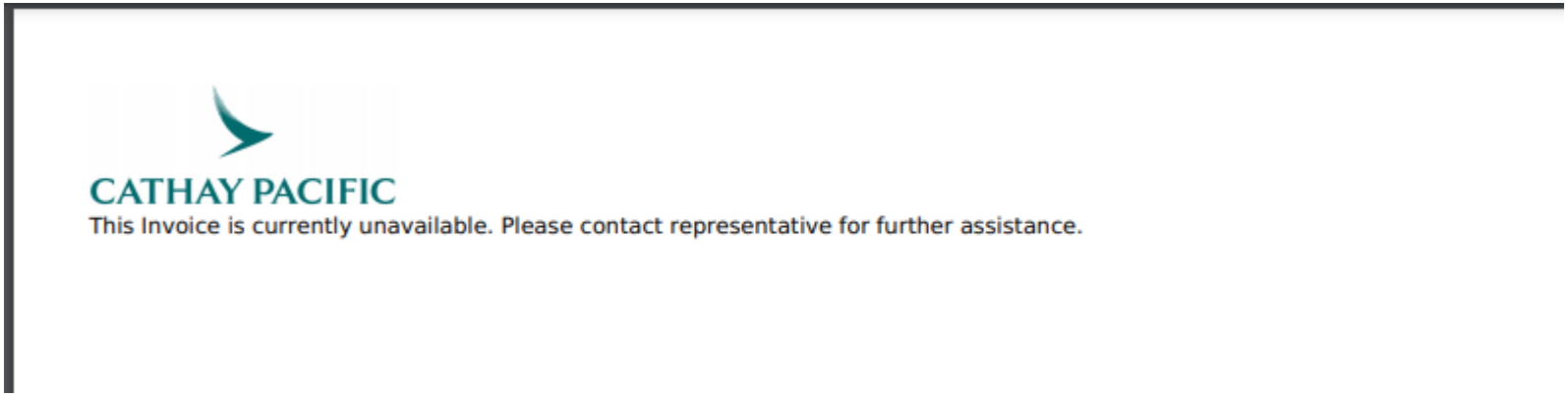
Name in outside GSO

- 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



Invoice PDF template

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