



GSO User Guide

Last Update: Dec2022

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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

Trip Details

Round Trip	One Way	Multi-City	Multi-Origin					
From	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>
To	<input type="text"/>	Return Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>

- Available flight options will be provided for selection

Select Flight: **HKG to TPE** Fare information below excludes taxes.

	Non-Stop CX0498	7:00 am (HKG) Mon Jan 10 2022	→	8:40 am (TPE) Mon Jan 10 2022	COMPARTMENT Economy
ECONOMY					
Show Fare Details <input type="checkbox"/> \$ 596 HKD					
	Non-Stop CX0488	8:00 am (HKG) Mon Jan 10 2022	→	9:45 am (TPE) Mon Jan 10 2022	COMPARTMENT Economy
ECONOMY					
Show Fare Details <input type="checkbox"/> \$ 596 HKD					
	Non-Stop CX0564	8:30 am (HKG) Mon Jan 10 2022	→	10:15 am (TPE) Mon Jan 10 2022	COMPARTMENT Economy
ECONOMY					
Show Fare Details <input type="checkbox"/> \$ 796 HKD					

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, Schedule Change and Escalations

Tasks Queue

Offers (37)

Saved 0

Partial Booked 0

Booking Failed 5

Held 0

Expired 32

Bookings (21)

Booked 20

Canceled 1

Timelines (5)

Deposits 5

Final Payments 0

Names 0

Schedule Change (0)

New 0

Reviewed 0

Removed 0

Escalations (18)

Escalated to Airline 8

Resolved by Airline 0

Rejected by Airline 10

Offers

Filter by: Notes Offer Expiration Date Creation Date Request Type Group ID Series ID Group Name POS Origin Destination Departure Date PAX Compartment Status Agency Name IA

No Active Filters

GROUP ID	SERIES ID	GROUP NAME	POS	ORIGIN	DEST	DEPART DATE	PAX	CMP	STATUS	OFFER EXPIRATION DATE
10017264		HKGCX/A/EG/TESTQ	HK	LHR	HKG	Dec 21, 2022	20	Y	Expired	Nov 11, 2022
10017263		HKGCX/A/EG/TESTP	HK	LHR	HKG	Dec 21, 2022	30	Y	Expired	Nov 11, 2022
10017261		HKGCX/A/EG/AWTEST	HK	HKG	TPE	Feb 16, 2023	16	Y	Expired	Nov 10, 2022
10017238		HKGCX/A/EG/AWTEST	HK	JFK	HKG	Mar 2, 2023	25	Y	Expired	Nov 9, 2022
10017235		HKGCX/A/EG/AWTEST	HK	LHR	HKG	Feb 16, 2023	15	Y	Expired	Nov 9, 2022
10017223		HKGCX/A/EG/AWTEST	HK	HKG	LHR	Feb 9, 2023	15	Y	Expired	Nov 6, 2022
10017222		HKGCX/A/EG/AWTEST	HK	LAX	HKG	Dec 8, 2022	14	Y	Expired	Nov 6, 2022
10017220		HKGCX/A/EG/THORTEST	HK	LHR	HKG	Feb 22, 2023	25	Y	Expired	Nov 5, 2022
10017219		HKGCX/A/EG/THORTEST	HK	LHR	HKG	Dec 21, 2022	25	Y	Expired	Nov 5, 2022
10017131		HKGCX/A/EG/rtest	HK	HKG	TPE	Nov 5, 2022	10	Y	Expired	Nov 2, 2022

Show items per page

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

NEW REQUEST **TASKS QUEUE**

Trip Details

Round Trip One Way Multi-City Multi-Origin

From Depart Date DD/MM/YYYY Any time Compartment Economy Stops Any

To Return Date DD/MM/YYYY Any time Compartment Economy Stops Any

Passenger Information

Adults Age 12+ Children Age 2-11 Infants (INS) Under 2 Infants (INF) Under 2 Passes Age 12+

Group Information

Group Name HKGCKX/EGF Group Type Select One... Reason For Travel Select One...

Search Flights

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

Trip Details

	<input type="button" value="Round Trip"/>	<input type="button" value="One Way"/>	<input type="button" value="Multi-City"/>	<input type="button" value="Multi-Origin"/>							
From	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	▼	Compartment	<input type="text" value="Economy"/>	▼	Stops	<input type="text" value="Any"/>	▼
To	<input type="text"/>	Return Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	▼	Compartment	<input type="text" value="Economy"/>	▼	Stops	<input type="text" value="Any"/>	▼

Create Bookings - Trip Details



Trip Details

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

Use 3 letter airport codes

From:
To:

Depart Date: DD/MM/YYYY
Return Date: DD/MM/YYYY

Any time
Any time

Compartment: Economy
Compartment: Economy

Stops: Any
Stops: Any

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

Trip Details

<input checked="" type="radio"/> Round Trip	<input type="radio"/> One Way	<input type="radio"/> Multi-City	<input type="radio"/> Multi-Origin					
From	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>
To	<input type="text"/>	Return Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>

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

Trip Details

<input type="radio"/> Round Trip	<input checked="" type="radio"/> One Way	<input type="radio"/> Multi-City	<input type="radio"/> Multi-Origin					
From	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>
To	<input type="text"/>	Return Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>

Create Bookings- Round Trip/ One way



Trip Details

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>
To	<input type="text"/>	Return Date	<input type="text" value="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

Any time

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)

Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>
Compartment	<input type="text" value="Economy"/>	Stops	<input type="text" value="Any"/>

- 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

Trip Details

Round Trip	One Way	Multi-City	Multi-Origin					
From	<input type="text"/>	To	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	Compartment	<input type="text" value="Economy"/>
From	<input type="text"/>	To	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	Compartment	<input type="text" value="Economy"/>

[Add](#)

Create Bookings – Multi-City



Trip Details

Round Trip	One Way	Multi-City	Multi-Origin
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From	<input type="text"/>	To	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	Compartment	<input type="text" value="Economy"/>
From	<input type="text"/>	To	<input type="text"/>	Depart Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Any time"/>	Compartment	<input type="text" value="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)

← 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 **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 DD/MM/YYYY

Any time Any time

Compartment Economy Economy

Stops Any Any

Adults Age 12+ Children Age 2-11 Infants (INS) Under 2 Infants (INF) Under 2

– + – + – + – +

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

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

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

Event Name Destination

MAIN GROUP

1. From Depart DD/MM/YYYY Return DD/MM/YYYY

Any time Any time

Compartment Economy Economy

Stops Any Any

Adults Age 12+ Children Age 2-11 Infants (INS) Under 2 Infants (INF) Under 2

– + – + – + – +

2. From Depart DD/MM/YYYY Return DD/MM/YYYY

Any time Any time

Compartment Economy Economy

Stops Any Any

Adults Age 12+ Children Age 2-11 Infants (INS) Under 2 Infants (INF) Under 2

– + – + – + – +

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 Destination

Unable to input "Passes"

MAIN GROUP

1. From Depart Return

Compartment Compartment

Stops Stops

Adults Age 12+ Children Age 2-11 Infants (INS) Under 2 Infants (INF) Under 2

[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: Depart Date: Any time Compartment: Stops:

To: Return Date: Any time Compartment: Stops:

Passenger Information

Adults Age 12+ Children Age 2-11 Infants (INS) Under 2 Infants (INF) Under 2 Passes Age 12+

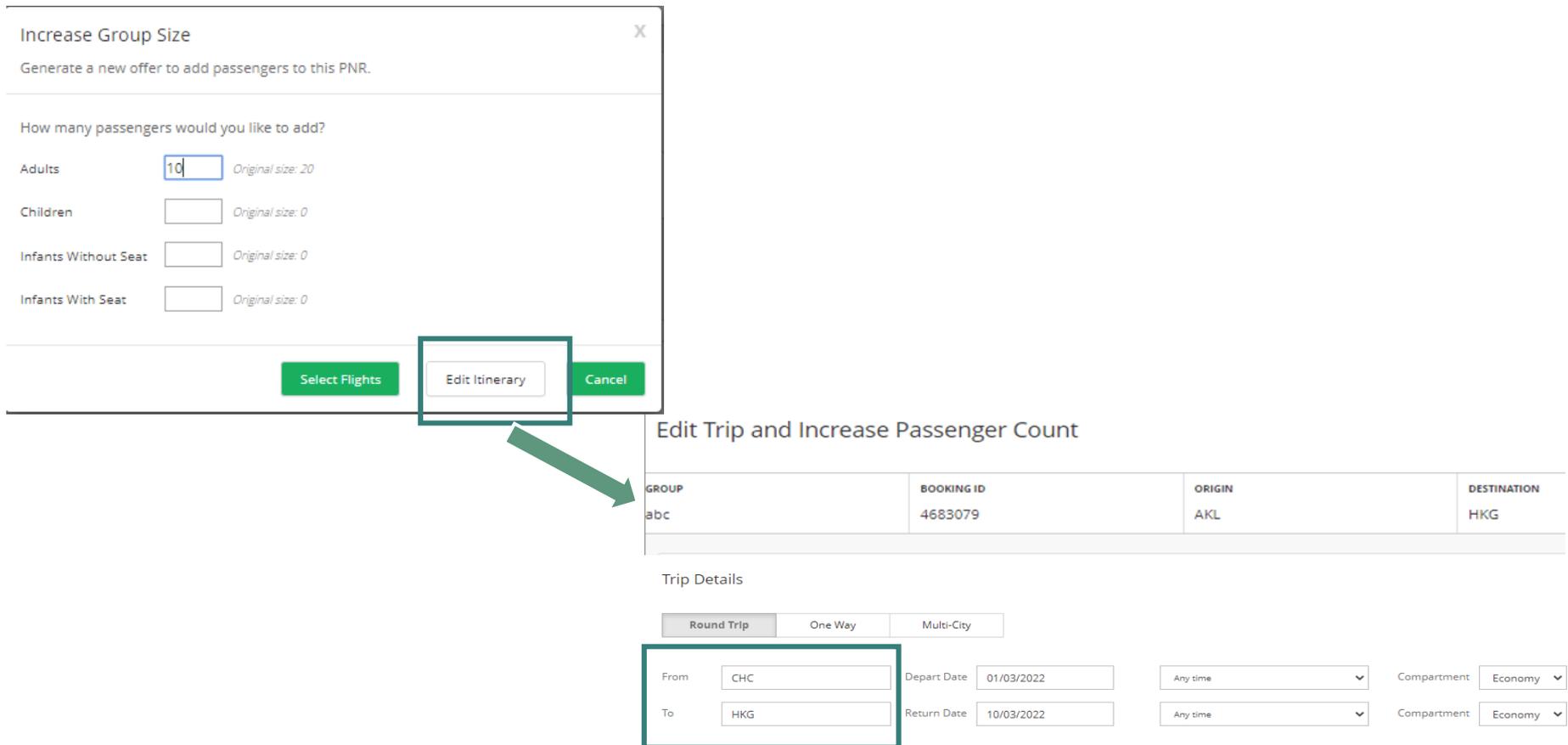
Group Information

Group Name: Group Type: Reason For Travel:

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



Increase Group Size X

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

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

Edit Trip and Increase Passenger Count

GROUP	BOOKING ID	ORIGIN	DESTINATION
abc	4683079	AKL	HKG

Trip Details

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

From Depart Date

To Return Date

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 TXJG9 Total Size: 11

Unnamed Passengers: 11

Adult
 out of 10

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

New PNR Total Size: 10

Unnamed Passengers: 10

Adult
 out of 10

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.

PNRS	CONTRACTS	PAYMENTS							Keep FOC
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 Age 12+	-	<input type="text" value="20"/>	+	Children Age 2-11	-	<input type="text"/>	+	Infants (INS) Under 2	-	<input type="text"/>	+	Infants (INF) Under 2	-	<input type="text"/>	+	Passes Age 12+	-	<input type="text" value="1"/>	+
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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



NEW REQUEST TASKS QUEUE

Trip Details

Round Trip One Way Multi

From HKG To SYD Depart Date 14/03/2022 Any time Economy

From LHR To HKG Depart Date 28/03/2022 Any time Economy

Add

Passenger Information

Adults 15 Children Infants With Seat Infants Without Seat Passes 1

Alert

The 1 pass(es) requested exceed allowable quota of 0.

OK

- 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

		Non-Stop	11:55 pm (HKG) Tue Sep 15 2020	→	10:50 am (SYD) Wed Sep 16 2020	MARGINAL FARE	TOTAL AVAILABLE	GROUP AVAILABLE	COMPARTMENT
1	CATHAY PACIFIC	CX0101				\$ 7.75 HKD	210	208	Economy
2	CATHAY PACIFIC	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/* Group Type Reason For Travel

- 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

Group Information

Group Name Group Type Reason For Travel

- CRUS
- ENTR
- FAMS
- MICE
- MISC
- MTCY
- ORCH
- OTHS
- PILM
- PLAN
- SCHL
- SERS
- SMNS
- SPRT
- TOUR
- WORK
- XBAG

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.

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

Show Fare Details s 2,647 HKD

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

Show Fare Details s 2,545 HKD

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

Create Bookings – Flight Selection



 **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

Mon Mar 8 2021 Economy
Stop 1 CX0257 9:45 am - 3:00 pm (HKG) - (LHR)

Create Bookings – Fare Details



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

 No Fares Available

 CATHAY PACIFIC	Non-Stop CX0494	10:25 am (HKG) Fri Jan 17 2020	→	12:15 pm (TPE) Fri Jan 17 2020	COMPARTMENT Economy
 CATHAY PACIFIC	Non-Stop CX0474	11:25 am (HKG) Fri Jan 17 2020	→	1:15 pm (TPE) Fri Jan 17 2020	COMPARTMENT Economy

ECONOMY

Show Fare Details   \$ 990 HKD

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 ▾ **S 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 ▾ **S 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
HKGCV/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 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 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

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.)

Create Bookings – Offer Summary (Cont'd)



Fare Breakdown

PASSENGER TYPE	Price:	FARE DETAILS	Total Price:
ADULT	\$5,969 HKD	20	\$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		
	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		
	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		
	Fare: \$450 HKD		
	Fuel Surcharge: \$0 HKD		
	Other Surcha		
All fares and services provided include GST, where applicable.			
			Grand Total: \$119,380 HKD

Per Passenger

Sum for Passenger Type

Pricing detail is displayed for each passenger type

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

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:	\$110 NZD		
Other Surcharges:	\$0 HKD		
Fare Basis Code:	GLAXRW7A		

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

Change Fee

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:

Save

Cancel

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

Notes

Reject Offer

Create Bookings – Offer Actions



Reject Offer

1 2 3 4

Edit Request  Download ENG   Edit Flights  Save Offer 

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

NEW REQUEST TASKS QUEUE

Multi-Origin Offer #10017422

ORIGIN	DESTINATION	DEPARTING	RETURNING	FARE PER PAX	GROUP FBC	TAX PER PAX	FUEL SURCHARGE	OTHER SURCHARGES	PAX	TOTAL FARE	
▶ SYD	HKG	Mar 16, 2023	Mar 22, 2023	\$4,170.00 HKD (INS)		\$545.00 HKD (INS)	\$2,254.00 HKD (INS)	\$0.00 HKD (INS)	0 (INS)	\$87,840 HKD	Edit
				\$5,550.00 HKD (ADULT)		\$980.00 HKD (ADULT)	\$2,254.00 HKD (ADULT)	\$0.00 HKD (ADULT)	10 (ADULT)		Download EN1 ▼
				\$4,170.00 HKD (CHILD)		\$545.00 HKD (CHILD)	\$2,254.00 HKD (CHILD)	\$0.00 HKD (CHILD)	0 (CHILD)		
▶ LHR	HKG	Mar 16, 2023	Mar 22, 2023	\$560.00 HKD (INF)		\$215.00 HKD (INF)	\$2,254.00 HKD (INF)	\$0.00 HKD (INF)	0 (INF)	\$55,290 HKD	Edit
				\$1,220.00 HKD (INS)		\$738.00 HKD (INS)	\$2,254.00 HKD (INS)	\$0.00 HKD (INS)	0 (INS)		Download EN1 ▼
				\$1,630.00 HKD (ADULT)		\$1,645.00 HKD (ADULT)	\$2,254.00 HKD (ADULT)	\$0.00 HKD (ADULT)	10 (ADULT)		
				\$1,220.00 HKD (CHILD)		\$738.00 HKD (CHILD)	\$2,254.00 HKD (CHILD)	\$0.00 HKD (CHILD)	0 (CHILD)		
				\$160.00 HKD (INF)		\$738.00 HKD (INF)	\$2,254.00 HKD (INF)	\$0.00 HKD (INF)	0 (INF)		

Service Charge:
Total: \$143,130 HKD

Booking Terms and Conditions

Bank Account

Bank: HSBC
Account Name: Cathay Pacific Airways Limited.
Swift: N/A
BSB Number: N/A
Account Number: 002-206480-001

Cancellation Fee

Dec 9, 2022 - 20% per person per ticket
Mar 9, 2023 - 100% per person per ticket

Final Payment Due Date

Mar 9, 2023

Notes Date

Reject Offer

Edit Request

[Download Offer Summary](#) EN1 ▼

Save Offer

Book

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

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

	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%		

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.

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

	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		

Name Change Fee

\$44.75 NZD per Passenger per change

Name Deadline

Reject Offer

Edit Request

Download

ENG

Edit Hights

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

The agent can try editing the itinerary 

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.	<div data-bbox="1342 656 1883 871"><p>REVASW_TA Oct 6, 2020</p><p>Please review</p></div>							

Escalation – View escalation



PROS. GSO

NEW REQUEST

TASKS QUEUE

Open the “Tasks Queue”

Offers (37)

- Saved: 0
- Partial Booked: 0
- Booking Failed: 5
- Held: 0
- Expired: 32
- Bookings (21):
 - Booked: 20
 - Canceled: 1
- Timelines (5)
- Deposits: 5
- Final Payments: 0
- Names: 0
- Schedule Change (0):
 - New: 0
 - Reviewed: 0
 - Removed: 0
- Escalations (18):
 - Escalated to Airline: 8
 - Resolved by Airline: 0
 - Rejected by Airline: 10

Offers

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

No Active Filters

Escalations (18)

GROUP ID	SERIES ID	DEST	DEPART DATE	PAX	CMP	STATUS	OFFER EXPIRATION DATE	AGENCY NAME	IATA	CREATED BY
10017264		HKG	Dec 21, 2022	20	Y	Expired	Nov 11, 2022	EGL Tour Trave...	1330361	support@pros.
10017263		HKG	Dec 21, 2022	30	Y	Expired	Nov 11, 2022	EGL Tour Trave...	1330361	support@pros.
10017261		TPE	Feb 16, 2023	16	Y	Expired	Nov 10, 2022	EGL Tour Trave...	1330361	alice_w_wong.
10017238		HKG	Mar 2, 2023	25	Y	Expired	Nov 9, 2022	EGL Tour Trave...	1330361	alice_w_wong.
10017235		HKG	Feb 16, 2023	15	Y	Expired	Nov 9, 2022	EGL Tour Trave...	1330361	alice_w_wong.
10017223		HR	Feb 9, 2023	15	Y	Expired	Nov 6, 2022	EGL Tour Trave...	1330361	alice_w_wong.
10017222		HKG	Dec 8, 2022	14	Y	Expired	Nov 6, 2022	EGL Tour Trave...	1330361	alice_w_wong.
10017220		HKG	Feb 22, 2023	25	Y	Expired	Nov 5, 2022	EGL Tour Trave...	1330361	support@pros.
10017219		HKG	Dec 31, 2022	25	Y	Expired	Nov 5, 2022	EGL Tour Trave...	1330361	support@pros.
10017131		HKG	Nov 5, 2022	10	Y	Expired	Nov 2, 2022	EGL Tour Trave...	1330361	rms_user04@e

Show 10 items per page

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](#) [Reason](#) [Clear All](#)

STATUS

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.	<div data-bbox="1342 1099 1883 1306"><p>User Name Oct 6, 2020</p><p>Please review</p></div>

Click to see Airline's offer



ACTIONS:

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

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 [x] STATUS Saved [x]

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 10, 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

Tasks Queue

Offers (54)

- Saved 24
- Partial Booked 0
- Booking Failed 30
- Held 0

Bookings (1915)

- Booked 1915
- Canceled 0

Timelines (0)

- Deposits 0
- Final Payments 0
- Names 0

Bookings

Filter by: Creation Date Departure Date Group ID Booking ID Group Name Origin

Go to Booking ID View Detail

Booking ID

PNR Locator

Go to Booking ID View Detail

NAME	GROUP TYPE	DEPARTURE	ORIGIN	DEST	SIZE	CMP	AGENCY NAME	IATA	CREATED BY	STATUS	WORKTEAM			
bc	TOUR	Jan 17, 2020	AKL	HKG	20	Y	NZ RMS Agency	1234567	REVYHL2	BOOKED				
S/CHH...	UNKNOWN	Dec 18, 2019	HKG	SIN	4	Y	NZ RMS Agency	1234567	PNRLOAD	BOOKED				
S/CHH...	UNKNOWN	Dec 18, 2019	HKG	PVG	2	Y	NZ RMS Agency	1234567	PNRLOAD	BOOKED				
10068026	4683683	Dec 16, 2019	HKGCX/S/CHH...	UNKNOWN	Dec 18, 2019	HKG	PVG	2	Y	NZ RMS Agency	1234567	PNRLOAD	BOOKED	
10068033	4683695	Dec 16, 2019	HKGCX/S/CHH...	UNKNOWN	Dec 17, 2019	HKG	PVG	2	Y	NZ RMS Agency	1234567	PNRLOAD	BOOKED	
10068031	4683691	Dec 16, 2019	HKGCX/S/CHH...	UNKNOWN	Dec 18, 2019	HKG	SIN	4	Y	NZ RMS Agency	1234567	PNRLOAD	BOOKED	

63

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 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
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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 ID: 6031832 »

You may manage your booking under PNRs Tab

PNR: **6TRXGE**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE (PASS)	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/EG/T...	10017420	HKG	NRT	Mar 17, 2023	Mar 17, 2023	20 (1)	Economy	EGL Tour Trav...	HKG Group De...

▲ Increase Group Size ▼ Decrease Group Size ↔ Split Group ✎ Edit Trip Details Cancel PNR

ITINERARY PASSENGERS

	CX0524	DEPART: Mar 17, 2023 HKG 01:25	ARRIVE: Mar 17, 2023 NRT 06:30	STATUS: HK	BOOKING CLASS: G	PASSENGERS: 21
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Booking Management - Edit Trip Details



Click “Edit Trip Details” to change the following,

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

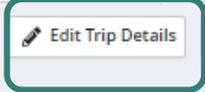
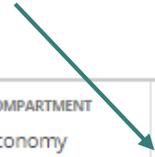
Booking ID: 6031832 »

PNR: **6TRXGE**

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE (PASS)	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/EG/T...	10017420	HKG	NRT	Mar 17, 2023	Mar 17, 2023	20 (1)	Economy	EGL Tour Trav...	HKG Group De...

▲ Increase Group Size ▼ Decrease Group Size ↔ Split Group **Edit Trip Details** **Cancel PNR**

ITINERARY PASSENGERS



	CX0524	DEPART: Mar 17, 2023 HKG 01:25	ARRIVE: Mar 17, 2023 NRT 06:30	STATUS: HK	BOOKING CLASS: G	PASSENGERS: 21
--	--------	--------------------------------------	--------------------------------------	---------------	---------------------	-------------------

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	SIZE	COMPARTMENT	AGENCY
HKGCVA/EG/TEST	6031832	HKG	NRT	Mar 17, 2023	20	Economy	EGL Tour Travel Service...

Edit trip type here

Trip Details

Round Trip | One Way | Multi-City | [Edit Trip Type](#)

From: To: Depart Date: Compartment: Stops:

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



Booking ID: 6031832 »

PNR: **6TRXGE**

Select Split Group button

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE (PASS)	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/EG/TEST	10017420	HKG	NRT	Mar 17, 2023	Mar 17, 2023	20 (1)	Economy	EGL Tour Travel Se...	HKG Group Desk T...

▲ Increase Group Size ▼ Decrease Group Size **↔ Split Group** Edit Trip Details Cancel PNR

ITINERARY PASSENGERS

CATHAY PACIFIC	CX0524	DEPART:	ARRIVE:	STATUS:	BOOKING CLASS:	PASSENGERS:
		Mar 17, 2023 HKG 01:25	Mar 17, 2023 NRT 06:30	HK	G	21

Unnamed Passengers: 19

Adult	Child
<input type="text" value="5"/> out of 15	<input type="text" value="1"/> out of 2
Infant Without Seat	Infant With Seat
<input type="text" value="0"/> out of 1	<input type="text" value="0"/> out of 1

Separate 6 Pax

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

Unnamed Passengers: 0

No unnamed passengers have been separated yet.

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*

Unnamed Passengers: 13

Adult	Child
<input type="text" value="0"/> out of 10	<input type="text" value="0"/> out of 1
Infant Without Seat	Infant With Seat
<input type="text" value="0"/> out of 1	<input type="text" value="0"/> out of 1

Separate 0 Pax

Unnamed Passengers: 6

Adult	Child
<input type="text" value="0"/> out of 5	<input type="text" value="0"/> out of 1
Infant Without Seat	Infant With Seat
<input type="text" value="0"/> out of 0	<input type="text" value="0"/> out of 0

Put Back 0 Pax



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.

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
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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
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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

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.

PNRS	CONTRACTS	PAYMENTS	NOTES
PNR LOCATOR	DEPARTS		
V86TMM	Jan 18, 2021 9:45 AM		

Show items per page

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 →

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

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

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

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 be 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	
UXQ25G	Jan 9, 2020 8:00 AM	PEK	0	Dec 19, 2019	Dec 19, 2019	GSO	CANCELED	

Booking Management - Increase Group Size



Booking ID: 6031832 »

PNR: **6TRXGE**

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

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE (PASS)	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/EG/TEST	10017420	HKG	NRT	Mar 17, 2023	Mar 17, 2023	20 (1)	Economy	EGL Tour Travel S...	HKG Group Desk ...

▲ Increase Group Size ▼ Decrease Group Size ↔ Split Group ✎ Edit Trip Details **Cancel PNR**

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



Booking ID: 6031832 »

PNR: **6TRXGE**

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

GROUP	GROUP ID	ORIGIN	DESTINATION	DEPARTS	RETURNS	SIZE (PASS)	COMPARTMENT	AGENCY	SALES OFFICE
HKGCX/A/EG/TEST	10017420	HKG	NRT	Mar 17, 2023	Mar 17, 2023	20 (1)	Economy	EGL Tour Travel S...	HKG Group Desk ...

▲ Increase Group Size ▼ Decrease Group Size ↔ Split Group ✎ Edit Trip Details **Cancel PNR**

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	<input type="text" value="20"/>	Original Size: 20, Number of names: 0
Children	<input type="text"/>	Original Size: 0, Number of names: 0
Infants Without Seat	<input type="text"/>	Original Size: 0, Number of names: 0
Infants With Seat	<input type="text"/>	Original Size: 0, Number of names: 0
Passes	<input type="text" value="1"/>	Original Size: 1, Number of names: 0

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

Decrease Size Cancel

Enter the new passenger count for each passenger type that decreased

Click “Decrease Size” to reduce the passenger count to the values entered

Booking Management - Decrease Group Size



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	<input type="text" value="12"/>	<i>Original Size: 20, Number of names: 0</i>
Children	<input type="text"/>	<i>Original Size: 0, Number of names: 0</i>
Infants Without Seat	<input type="text"/>	<i>Original Size: 0, Number of names: 0</i>
Infants With Seat	<input type="text"/>	<i>Original Size: 0, Number of names: 0</i>
Passes	<input type="text" value="1"/>	<i>Original Size: 1, Number of names: 0</i>

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

Decrease Size

Error

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

OK

- 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

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
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Booking Detail displays

- **Deposit amount & Total payment amount**

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

****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

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

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

Click "Add Payment" to record a payment

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

1. Select the PNR that need to record the payment

PNR Locator

Payment Type

2. Select payment type

- Adjustment
- Deposit
- Payment

Amount

Form of Payment

3. Input Payment Amount

4. Select Form of Payment

- Credit Card
- Cash

Description

RMS testing agency - HK

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

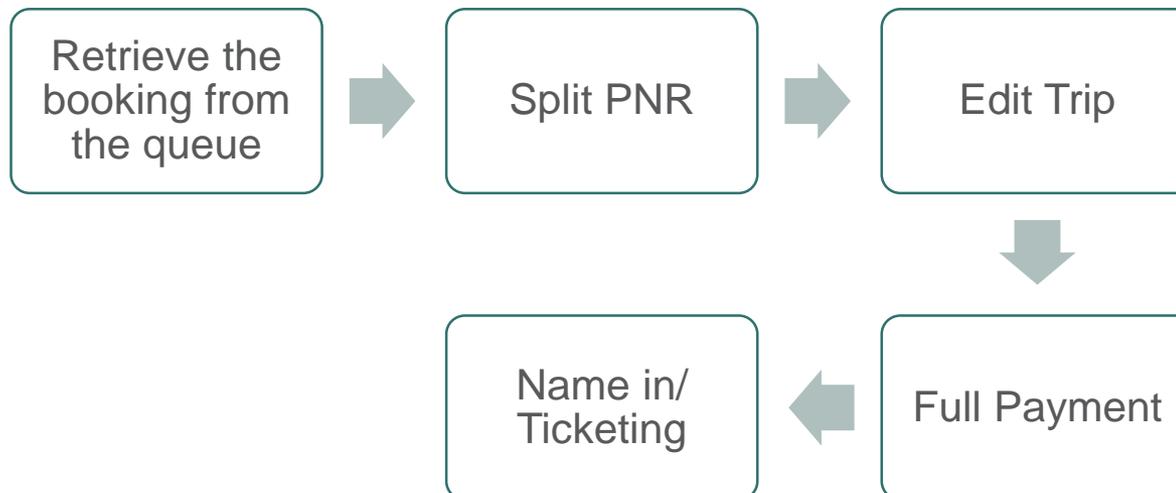
Name in outside GSO



- 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



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

